

# Setting Up and Managing Divisions

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## What Are Divisions?

Divisions are containers that group companies (Plan Sponsors) together, allowing for customized permissions. This makes it easy to control which users can access specific companies. For example:

- If an employee manages 30 companies, a division can be created for just those companies, granting the employee exclusive access.

**NOTE:** Only the **Master User** on the account can add, edit, or remove divisions.

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## Key Division Setup Locations

Divisions are configured in three areas:

1. **Administrative Tasks > Account Profile:** Enable divisions and set default permissions.
  2. **Divisions:** Add, edit, and move companies between divisions.
  3. **Users:** Assign home divisions and set permissions per division.
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## Setting Up Divisions

**NOTE:** Only the **Master User** on the account has access to the Account Profile and Division options.

### Enabling Divisions (Administrative Tasks > Account Profile)

- Click the **Wolters Kluwer Logo** → **Administrative Tasks** → **Account Profile**.
- In the **Company Options** section, set **Use Divisions** to **Yes**.
- Click **Update**.

When divisions are enabled, the system automatically creates a division named **DEFAULT** and assigns all existing companies and users to it.

#### NOTE:

- Divisions can be disabled at any time by switching **Use Divisions** back to **No**.
  - If re-enabled, prior settings are restored.
  - Companies and users added while divisions were disabled will be assigned to the first division alphabetically.
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## Managing Divisions

To manage divisions, click the **Wolters Kluwer Logo** → **Administrative Tasks** → **Divisions**.

From here, the **Master User** can add, delete, rename, and move companies between divisions, as well as download a list of all companies and their assigned divisions.

## Adding a Division

- Select **Add Division** from the dropdown.
- **Confirm** the desire to add the division
- Name the division within the **Division Edit** section and click **Update**.
- There is no limit to the number of divisions.



## Deleting a Division

- Select the division from the dropdown.
- Click **Delete Division**.
- A division can only be deleted if all companies have been moved to another division.

[Home](#) > Edit Divisions

Division A ▼ **Delete Division** [Help](#)

**Before creating divisions, please set default permissions for 'Guest' Divisions in the [Account Profile](#) page.**

### Download Division List

- [Excel/CSV](#)

### Division Edit

Division Description:

### Move Companies to another Division

There are no companies in this division.

## Renaming a Division

- Select the division from the dropdown.
- In **Division Description**, enter the new name.
- Click **Update**.

Division A  [Help](#)

**Before creating divisions, please set default permissions for 'Guest' Divisions in the [Account Profile](#) page.**

### Download Division List

- [Excel/CSV](#)

### Division Edit

Division Description:

### Move Companies to another Division

There are no companies in this division.

## Moving Companies Between Divisions

- Select the division containing the companies to move.
- Hold **Ctrl** and click to select multiple companies.
- Choose the destination division from the dropdown.
- Click **Move**.

DEFAULT  [Help](#)

**Before creating divisions, please set default permissions for 'Guest' Divisions in the [Account Profile](#) page.**

### Download Division List

- [Excel/CSV](#)

### Division Edit

Division Description:

### Move Companies to another Division

- .New Plan
- 1 Example Company
- 1099 Example Plan
- 5330 Test Company
- ACA
- ACA test upload
- DCG Example Company
- Example Adopting Employer Name| Test
- Testing Confirmations
- The Final Countdown

Division ABC

## Guest Divisions

Users can belong to both a **Home Division** and **Guest Divisions**.

- Adding division permissions makes a user part of the guest division.
- This allows access to multiple divisions while maintaining distinct permissions.

## Setting Division Permissions

To set permissions, click **Wolters Kluwer Logo** → **Administrative Tasks** → **Users**

Permissions control which divisions and modules users can access. Users with **Designated Admin** permissions set to yes, may alter any users permission and guest division permissions.

Permissions	
Designated Admin	Yes ▾
May Delete	Yes ▾
May Add	Yes ▾
Can Edit Plan IDs	▾
Custom Reports	Read Only ▾ 
Can Edit PDS Templates	No ▾

## Configuring Division Permissions

- From the **Users** screen, select the desired user from the dropdown.
- In the **Divisions Menu**:
  - The **Home Division** for the user is displayed in the **top right corner**.
    - If the home division is altered, be sure to select the update button prior to making additional permission changes.
  - All permissions associated with that division are displayed on the screen.
- Configure the following permissions:
  - **Module Permissions**:
    - Apply to specific sections of the software.
    - Each module has three levels:
      - **Edit**: Full access to make changes.
      - **View Only**: Read-only access.
      - **None**: No access.
    - Based on subscription, Modules include:
      - **Retirement Documents**
      - **Welfare Documents**
      - **Non-Qualified Documents**
      - **IRS Forms**
      - **1099 Forms**
      - **5500 Forms**
        - **8955-SSA Forms Package** (*inherits the most restrictive permissions set on the 5500 module.*)
      - **5500 Portal**
      - **ACA Forms**
      - **Compliance- DB** (*Defined Benefit*)
      - **Compliance -DC** (*Defined Contribution*)
      - **Portal**
      - **Proposal- DB** (*Defined Benefit*)
      - **Proposal -DC** (*Defined Contribution*)
      - **Distributions**
      - **Plan Design Summary**
    - **May Add/May Delete**:
      - Special privileges that allow users to add or remove companies in the **Home Division**.

User, Example (Example) ▾ Delete User [Help](#) [Divisions Help](#) [Download User Report](#)

User Information	
First Name	<input type="text" value="Example"/>
Last Name	<input type="text" value="User"/>
Display Name	<input type="text" value="ExampleUser"/>
Username	<input type="text" value="Example"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Email	<input type="text" value="exampleuser@email.com"/>
Phone Number	<input type="text" value="555.555.1234"/>
Notes:	<input type="text"/>
Compliance Trainer	No

Module Permissions	
Retirement Documents	<input type="text" value="Edit"/> ▾
Welfare Documents	<input type="text" value="Edit"/> ▾
Nonqualified Documents	<input type="text" value="Edit"/> ▾
IRS Forms	<input type="text" value="Edit"/> ▾
1099 Forms	<input type="text" value="Edit"/> ▾
5500 Forms Package	<input type="text" value="Edit"/> ▾
8955-SSA Forms Package	<input type="text" value="Edit"/> ▾
5500 Portal	<input type="text" value="Edit"/> ▾
ACA Forms	<input type="text" value="Edit"/> ▾
Compliance - DB	<input type="text" value="Edit"/> ▾
Compliance - DC	<input type="text" value="Edit"/> ▾
Portal	<input type="text" value="Edit"/> ▾
Proposal - DB	<input type="text" value="Edit"/> ▾
Proposal - DC	<input type="text" value="Edit"/> ▾
Distributions	<input type="text" value="Edit"/> ▾
Plan Design Summary	<input type="text" value="Edit"/> ▾

Divisions	
Home Division	<input type="text" value="DEFAULT"/> ▾
<a href="#">Edit Guest Division Permissions</a>	

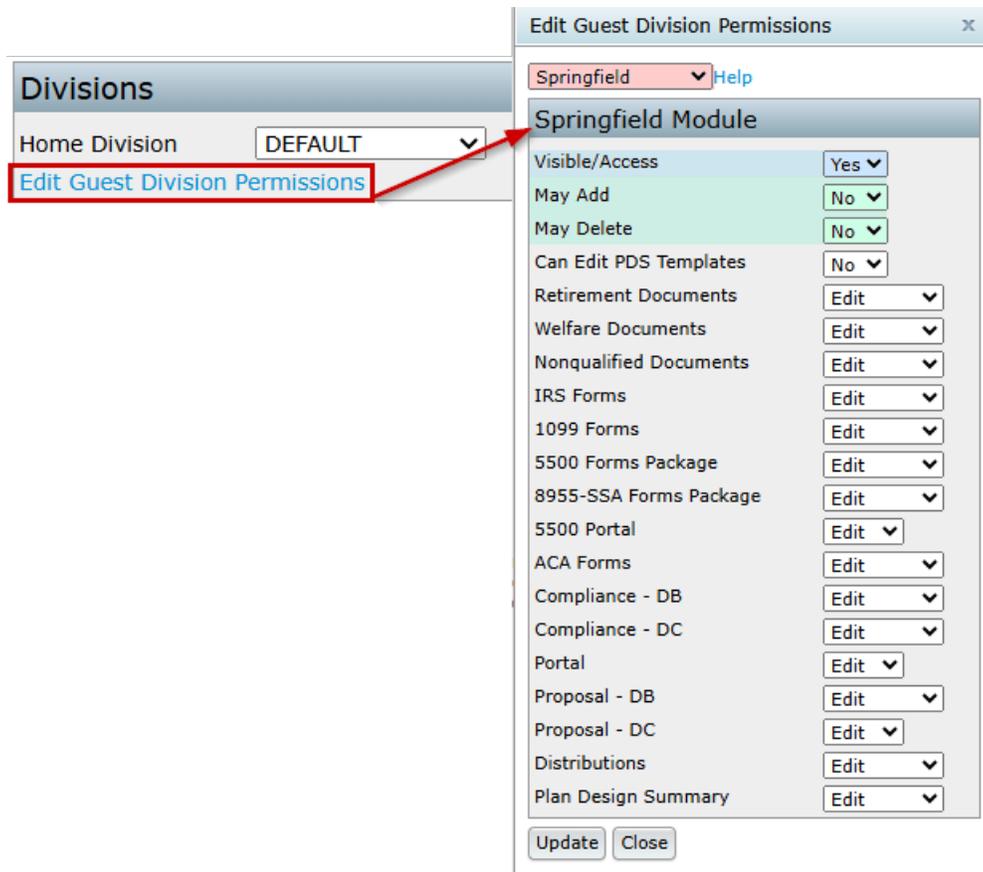
Permissions	
Designated Admin	<input type="text" value="Yes"/> ▾
May Delete	<input type="text" value="Yes"/> ▾
May Add	<input type="text" value="Yes"/> ▾
Can Edit Plan IDs	<input type="text" value="Yes"/> ▾
Custom Reports	<input type="text" value="Admin"/> ▾
Can Edit PDS Templates	<input type="text" value="No"/> ▾

Note: Revised permissions will not take effect until the next time the user logs in to the system. If the user is currently logged into the system, they will need to log out and log back in for the permission changes to take effect.  
 Note: You will be logged out if you change your own username. Please log back in with new username.

## Edit Guest Division Permissions

The **Edit Guest Division Permissions** link feature allows managing access to additional divisions beyond a user's home division.

- From the **Divisions Menu**, click **Edit Guest Division Permissions**.
- Select the **Guest Division** to modify from the dropdown.
- Configure the following settings:
  - **Visible:**
    - **Yes:** Grants access to the companies and plans in the division.
    - **No:** Hides the division from the user.
      - Companies in hidden divisions will not appear in the **Select Company** dropdown.
      - Users cannot access any plans or data for that division.
      - **Per-module permissions** cannot be set if **Visible** is set to **No**.
  - **May Add/May Delete:**
    - Grants privileges to add or remove companies in guest divisions.
  - **Module Permissions:**
    - Set to **Edit**, **View Only**, or **None** for each subscribed module.
- Click **Update** → **Close** when done.



## Division Permissions & Hierarchy

Permissions are applied from **most specific** to **least specific** in the following order:

1. **Guest Division Permissions** (Most Specific)
2. **User-Level Permissions**
3. **Default Permissions** (Least Specific)

### Guest Division Permissions (Highest Priority)

Guest Division Permissions **always take precedence** over all other permissions.

- If a user is assigned permissions for a **Guest Division**, those settings override both **User-Level** and **Default Permissions**.
- This ensures that a user has the correct access for specific divisions, regardless of their **Home Division** settings.

#### Example:

A user has:

- **"View Only"** access in their **Home Division (Division A)**.

- **"Edit"** access for **Division B** as a **Guest Division**.
- When working in **Division B**, the **Guest Division** permissions apply, allowing them to **Edit** even though their **Home Division** only allows viewing.

## User-Level Permissions

User-Level Permissions are applied when a user has been granted **specific** permissions for a **Home Division** or **additional Guest Divisions**.

- **User-Level Permissions** override **Default Permissions**, but not **Guest Division Permissions**.
- A user's **Home Division** is displayed in the **top right-hand corner of the Divisions menu**, along with their associated permissions.

### Example:

A user has:

- **"Edit"** access in their **Home Division (Division A)**.
- **Default Permissions** set to **"None"**.
- When accessing **Division A**, the **User-Level Permission** applies, allowing them to **Edit**, even though the **Default Permission** is set to **"None"**.

## Default Permissions & The DEFAULT Division

Default Permissions are the **least specific** and only apply when:

- A user has **no Guest Division or User-Level Permissions assigned**.
- The **DEFAULT Division** settings from **Company Options** are used.

When divisions are enabled, the system automatically creates a **DEFAULT Division** and assigns all existing companies and users to it. **Company Options** settings are then applied to determine module-level access.

**Company Options**

Brand Name: Retirement Plans-R-Us

Time out in minutes: 120

Default IRS representative: Name, Example ▾

Use Divisions: Yes ▾ [Help](#)

Default Permission for "Guest" Divisions

Visible/Access	Yes ▾
Retirement Documents	Edit ▾
Welfare Documents	Edit ▾
Nonqualified Documents	Edit ▾
IRS Forms	Edit ▾
1099 Forms	Edit ▾
5500 Forms Package	Edit ▾
8955-SSA Forms Package	Edit ▾
5500 Portal	Edit ▾

- If no division-specific permissions exist, the system will use the **Company Options** settings for each module.
- If specific permissions are assigned, they override the **DEFAULT Division** settings.

**Example:**

- In **Company Options**, the **5500 Forms** module is set to:
  - **Edit:** Yes
  - **View Only:** No
  - **None:** No
- Since no division-specific permissions exist, all users in the **DEFAULT Division** will have "**Edit**" access to **5500 Forms**.
- If a user is later assigned **Guest Division Permissions** or **User-Level Permissions**, those will override the **DEFAULT Division** settings.

**Key Takeaways**

- ✓ **Guest Division Permissions** always take priority over **User-Level** and **Default Permissions**.
- ✓ **User-Level Permissions** apply only when a user has specific access assigned to a division.
- ✓ **Default Permissions** are used only when no other permissions exist and follow the **Company Options** settings.

**Sample Configurations and Examples**

**Example 1: Dedicated 5500 Division**

In this scenario, several employees manage their own set of plan documents, while a separate

employee handles **5500** filings for all companies.

**Solution:** Create **ten divisions**—one for each employee managing documents.

- Assign **full access** to each employee for their respective division.
- **Restrict 5500 permissions** from these employees.
- Grant the **5500 employee** access only to the 5500 Forms across all ten divisions.

**Outcome:**

- Document employees can manage only their assigned companies.
- The 5500 employee can access and file **5500 forms** without document-related permissions.

## Example 2: Separate Offices

A company has three offices: **Minneapolis**, **Chicago**, and **New York**, each managing its own companies individually. Most users do not need access to other office data.

**Solution:**

- Create **three divisions**—one for each office.
- Set the **default "Visible" permission** to **"No"** to restrict access across offices.
- Grant users **full access** to their own division only.
- For exceptions, add **Guest Division permissions** to allow cross-office access.

**Outcome:**

- Users can only access their office's companies by default.
- Selected users with **Guest Division permissions** can access multiple offices.
- If a user transfers offices, simply **change their Home Division** to match their new location.

## Example 3: Advanced Configuration

For companies with **complex access needs**, divisions can be configured with granular permissions.

**Scenario:**

The company subscribes to:

- **Retirement Plan Document Package**
- **5500 Forms Package**
- **IRS Forms Package**

There are:

- **Two divisions:** Midwest and Northeast
- **Four users:** John, Jane, Sam, and Mary

### User Permissions Overview

User	Home Division	5500 Forms	IRS Forms	Retirement Documents	Guest Divisions
John	Midwest	Edit	View Only	None	None



Legend	
Allowed by Home or Guest Division	□
Denied by Home or Guest Division	□
Allowed by Default	□
Denied by Default	□

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