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Guide to WP+ access

*Correct as of June 2024*

**Please ensure you have checked this document and user guides for support in your query. If you cannot find the answer required on this document, please use the WP+ training channel on Team, this can be accessed here.** [**WP+ User Training Support | General | Microsoft Teams**](https://teams.microsoft.com/l/team/19%3AxCDFnb8yaXm5Q88sc2LJL2KFSe_b1ocwrfDIVjwlCBI1%40thread.tacv2/conversations?groupId=a03f10bb-7ffb-473f-a62a-3414c3b011a8&tenantId=9e66e0b4-768c-4506-a1b6-7e44c80595f2)

**I need a WP+ management account. How do I get one?**

* All users need to have WP+ training to get an account.
* All training is on the learning hub, there are 4 main courses, and a 5th validation session on teams, as well as the AM hierarchy session, date request. You can also book a full teams training. Once in learning hub search for **WP+** and you will see all modules. Here is the link to the full training on Teams https://mitie.kallidus-suite.com/learn/?shared#/course/d9485919-9005-460e-babd-7a9fee6491a1
* Any WP+ training questions there is a dedicated Teams channel, [Cohort 4 WPPlus Integration | General | Microsoft Teams](https://teams.microsoft.com/l/channel/19%3A3LZzleBcrwAuPIOr1PWu4ab95fniPLZyZsFQeorbr9E1%40thread.tacv2/General?groupId=86615f6b-424b-4dd8-822a-e1bce1b0e91d&tenantId=) or you can email [WPPlustraining@mitie.com](mailto:WPPlustraining@mitie.com)
* Once training is complete accounts must be requested via an IT ticket which can be raised here - [Home Page - Service Portal (service-now.com)](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmitie.service-now.com%2Fsp&data=05%7C01%7CDebbie.Loftus%40mitie.com%7C3c3314dffc874a8abf3e08dade91f67f%7C9e66e0b4768c4506a1b67e44c80595f2%7C0%7C0%7C638067015728078368%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=KtHl88fUTCpKDth7NErLcJ5qLLCxvQoV2od3bW0uwMI%3D&reserved=0)
* Select ‘raise a request’ from the dashboard, select & expand the ‘Application or File Access’ option, select Workplace+. Choose “Change to an existing account” or “New account”.

Daily sign-off REC’s, **CM** access: An account will be raised but training must be completed within 30 days of activation.

Branch access with weekly sign off, **AM** Hierarchy access: Training is **mandatory,** requested on Learning hub and to be completed prior to an account being requested.

**I would like to get my managers refresher training.**

* All training is on Learning Hub. Once in the system searched for WP+ and you will see all modules. These can be re visited as many times as required.
  + WP+ General overview
  + WP+ Set up and Scheduling.
  + WP+ Daily reconciliations and pay.
  + WP+ Other tools in the system
  + WP+ Validations Teams session
  + AM Training
  + WP+ Full Training Teams session

**I would like support from an hourly paid employee with scheduling one of my sites.**

* Hourly paid cannot have an active WP+ managers account however you can give them site manager plus, SMP, access locally.
* In WP+ Portal this is the process. Access to SMP is given with the WP+ portal and Site details >> Site Manager tab >> Search the site >> Add the employee >> WP+ Code or name >> tick box to add them as SMP access >> Save.

**Password reset request is not working.**

* Submit button should produce a green pop up with ‘Password reset successful’ message. If this doesn’t happen, please try the reset request from a different browser or device. If unsuccessful, please contact the IT Service Desk on 0141 278 5555.
* If you see the ‘Password reset successful’ message but received no email, please check your junk mail. If you have not received the message to say password reset successful, please contact the IS Service Desk on 0141 278 5555 as user may no longer have access to the email address they originally registered with - IT will need to delete the account so user can re-register with a current email address.
* If email is received and link clicked but WP+ is not accepting the new password, make sure your new password adheres to the requirements:
  + At least 8 characters long
  + At least 1 capital letter
  + At least 1 number
  + At least 1 special character

If unsuccessful, please contact the IT Service Desk on 0141 278 5555

**Employee login shows 'account inactive' when trying to log into WP+/InTouch.**

If the below has occurred.

* Employee has entered their username / password incorrectly three times - they must click the forgotten password link on the login page.

**Employee needs a Workplace+/ Intouch account but does not have the credentials.**

* You do not need to register, as your WP+ user account will be automatically created. The credentials will be sent on starting with Mitie which will allow you to access the WP+ portal and InTouch.
* As you are onboarded with Mitie, you are automatically set up with a WP+ user account. Your credentials will be sent to you via email. If you have any issues with logging in or your credentials, please follow the appropriate steps:
  1. If you have been recently onboarded and have not received your credential for WP+, please reach out to People Hub.
  2. If you have been with Mitie for a while and have not received your WP+ credentials, please raise a ticket with IT.