

## ThinkHR Live Partner Administration Guide

The **Partner Administration Home** allows you to view your client activity, pull usage reports for the HR Hotline and Training programs, and resend welcome e-mails to registered users with their login information.

Log-in to ThinkHR Live and select **Partner Administration Home** at the top right of your screen. When in the Partner Admin Portal, select your desired function from the **Tool Box**.



**NOTE: “Clients” refers to the companies or groups you have registered; “Users” refers to the individual people.**

### Downloadable Reports

**Active Clients & Users** – View all registered clients and users in one sitting. When you are preparing for a client or prospect meeting and you plan to discuss ThinkHR Live, check this report to confirm that the client and appropriate users are registered.

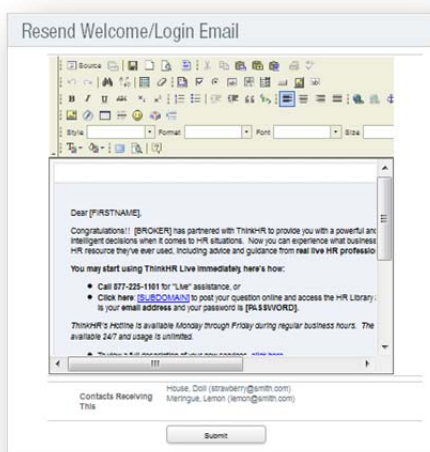
This report also downloads to Excel.

**Client Utilization** – Activity reports updated in real time to give you an accurate view of how your clients are using ThinkHR Live. With the client utilization report you will see how often your clients are submitting Issues or Questions to the HR Hotline, what categories those issues fall into and the amount of traffic to the website. This report also downloads to Excel.

**HR Training Administration** – View client activity on the ThinkHR Training program, download training certificates and full Excel reports for your clients documenting employee progress.

**NOTE: This link is only available to those partners who offer ThinkHR Training to their clients. If you have questions about your service offering please contact your ThinkHR sales or service representative.**

### Sending Client Login Information



**Resend Welcome/Login E-mail** – Use this tool to provide login information to a client who lost or deleted their original. Or, send several emails in one batch to clients who have not had much activity based on the Client Utilization or Training reports.

You will have the option of editing the introduction before submitting. **Please do not change the data in BRACKETS.**

These are placeholders for fields that ThinkHR will automatically populate when the email is submitted.

Upon submitting, the welcome email will go out right away from **HR-Hotline@thinkhr.com**. Be sure to alert your clients that the email is coming so that they can keep an eye out for it in their Inboxes.

**If you have any questions regarding the Partner Administration Home and its functions, please contact ThinkHR Live at 877.225.1101. One of our advisors will be happy to assist you.**