

Setting Up and Managing Divisions

09/10/2025 1:05 pm CDT

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.

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.

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.

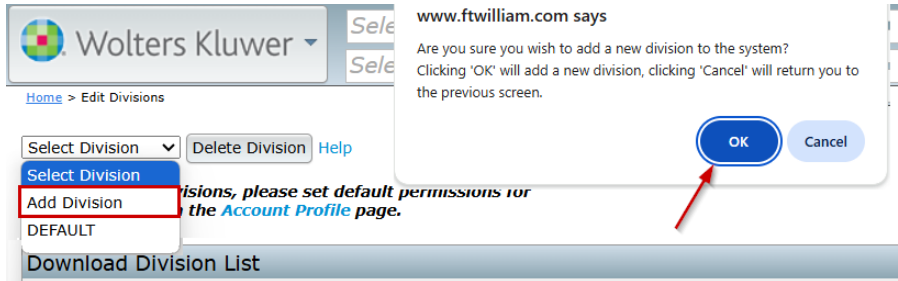
Managing Divisions

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 ▼ 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: Division ABC

Update

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**.

[Home](#) > Edit Divisions

DEFAULT ▼ 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

.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	Example
Last Name	User
Display Name	ExampleUser
Username	Example
Password	
Confirm Password	
Email	exampleuser@email.com
Phone Number	555.555.1234
Notes:	
Compliance Trainer	No

Module Permissions	
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 ▼
ACA Forms	Edit ▼
Compliance - DB	Edit ▼
Compliance - DC	Edit ▼
Portal	Edit ▼
Proposal - DB	Edit ▼
Proposal - DC	Edit ▼
Distributions	Edit ▼
Plan Design Summary	Edit ▼

Divisions	
Home Division	DEFAULT ▼
Edit Guest Division Permissions	

Permissions	
Designated Admin	Yes ▼
May Delete	Yes ▼
May Add	Yes ▼
Can Edit Plan IDs	Yes ▼
Custom Reports	Admin ▼
Can Edit PDS Templates	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.

Divisions

Home Division: DEFAULT

[Edit Guest Division Permissions](#)

Edit Guest Division Permissions

Springfield Help

Springfield Module

Visible/Access	Yes
May Add	No
May Delete	No
Can Edit PDS Templates	No
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
ACA Forms	Edit
Compliance - DB	Edit
Compliance - DC	Edit
Portal	Edit
Proposal - DB	Edit
Proposal - DC	Edit
Distributions	Edit
Plan Design Summary	Edit

Update Close

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 ▾

Update

- 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
Jane	Midwest	View Only	View Only	View Only	Northeast
Sam	Northeast	None	Edit	Edit	Midwest
Mary	Northeast	None	Edit	Northeast	Midwest

Default Permissions Applied When No User-Level or Guest Division Permissions Exist

Visible	5500 Forms	IRS Forms	Retirement Documents
Yes	Edit	View Only	None

Divisions and Assigned Companies

Midwest Division	Northeast Division
Pottery Inc.	West Lake Marathon Association
Milwaukee Electric and Telephone LLC	Grappling Hook Design
Colorful Markers	

Permissions Example by Company and User

Company/User	Select Company	View Retirement Documents	Edit Retirement Documents	View 5500 Forms	Edit 5500 Forms	View IRS Forms	Edit IRS Forms
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Pottery Inc.

John							
Jane							
Sam							
Mary							

Milwaukee Electric & Telephone LLC

John							
Jane							
Sam							
Mary							

Colorful Markers

John							
Jane							
Sam							
Mary							

West Lake Marathon Association

John							
Jane							
Sam							
Mary							

Grappling Hook Design

John							
Jane							
Sam							
Mary							

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