Street Manager Guidance for Contractors

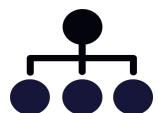# How do Contractors access Street Manager

Key principles

Each LHA / Utility should discuss and agree approach with Contractor

DfT validates Contractor and sets them up as a Contractor organisation in Street Manager using the Contractors' functionality
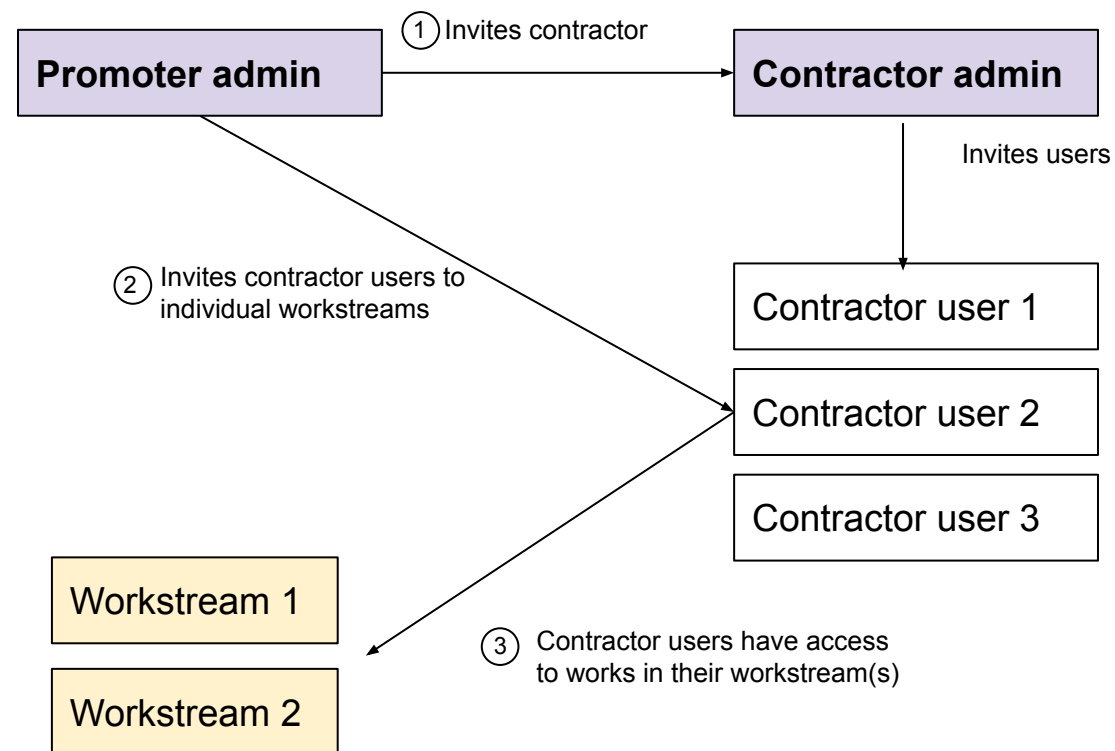
Contractor admin sets up individual users with user accounts

Promoter admin provides access to individual workstreams for each user

Process map

Promoter admin ①Invites contractor → **Contractor admin**

Invites users

② Invites contractor users to individual workstreams

Contractor user 1

Contractor user 2

Contractor user 3

Workstream 1

Workstream 2

③ Contractor users have access to works in their workstream(s)

NOTE: This guidance covers Contractor services only. If you are also delivering Promoter services, you will need to obtain Promoter login as any other Promoter organisation.

For Contractors

1) Email register@manage-roadworks.service.gov.uk to request access, providing Primary contact details (full name, email, job title, contact number) and details of the Promoters/HAs you raise permits on behalf of.
2) Street Manager replies with the contractor onboarding pack.
3) Return signed T&Cs and Admin details.
4) Street Manager contacts the relevant Promoter(s)/HA(s) to verify that contractor works for them.
5) Contractor admin invites users.

For Promoters/HAs

1) Contact all Contractors who carry out works on your behalf and ensure that they have followed steps 1 - 5 for Contractors.
2) Select Contractor within Street Manager
3) Set-up user permissions (edit or read-only) for each workstream.

Street Manager user permissions

	Permission Profile	
	User A	**User B**
Workstream	**Full Access**	**View Only**
001	✔ No restrictions for workstream 001	✔ View only in lists for workstream 001
002	✔ No restrictions for wokstream 002	✔ View only in lists for workstream 002
003	✘ 3rd party access for 003 (view only from map)	✔ View only in lists for workstream 003
004	✘ 3rd party access for 004 (view only from map)	✘ 3rd party access for 004 (view only from map)
Overall	Able to create permits, reinstatements etc. for all workstreams allocated to them	Applications for all allocated workstreams visible in lists but cannot be edited

All non-admin users of Street Manager (including Contractors) will be assigned a Permissions Profile and set of workstreams.

The admin for the Promoter will be responsible for providing users with permissions access by workstream.

User types
- User A has full access to workstreams 001 and 002. They have access only to the map view of workstreams 003 and 004.
- User B has view only access to workstreams 001, 002 and 003. They have access only to the map view of workstream 004.

Street Manager currently has no specific functionality developed for sub-contractors.

If you need to add sub-contractors we would advise the below:

Approach	Setup	Advantage of the approach	Consideration
Adding them as individual users who are part of the Contractors PLC organisation	Contractors PLC admin invites sub-contractor Joe Bloggs as if they are a regular user in Contractor organisation	Clarity in reporting as work done by Sub-contractor is associated with their email address	Joe Bloggs' email address is locked to Contractors PLC organisation and cannot be associated with any other organisation in Street Manager

NOTE:
- *As the email address will be forever associated with 'Contractors PLC', if the sub-contractor currently works or is expected to deliver work for another organisation in the future, we would advise you to create a new email account to be used specifically for 'Contractors PLC' e.g. 'joebloggsforcontractorsplc@xxxx' instead of 'joebloggs@xxxx'*

Key takeaways

1 You have total control over how your contractors access your organisation's data. You can limit or extend access by setting permissions, exactly the same as for your own users.

2 Contractors can be added directly in to your organisational set-up, but they won't then be able to work for another organisation using the same email address. If possible, set them up with an internal email account.

3 By default, contractor users have no access. The Promoter admin must add them to the relevant workstreams.