

How to manage my external workers?

How to extend, remove and change external workers?

This instruction describes the best way to manage your external workers in IAM. It explains how you can terminate and extend the employment term of your external workers.

This instruction assumes that you are Supplier Manager Workforce of an external organization and you are logged in via <https://iamportal.mysmartxs.com>.

How do I get an overview of my external workers?

An overview can be obtained by following these steps:

Go to **“Report”** -> **“Employees”**.

Leave the search criteria blank and press **“search”**. You will get an overview of all employees registered on behalf of your organization, both active and inactive. The column **“Employment Status”** shows if the external worker is currently active or inactive.

Useful tip 1: If you have a lot of external workers in your overview it can be helpful to use the option to show more rows per page. This option can be found in the header.

Useful tip 2: The system includes the option to sort columns. Click on the particular column and that page will be sorted in that way. For example, if you are looking for an overview of only active external workers, sorting the column **“Employment Status”** will be helpful for you.

Useful tip 3: The system hides some fields as a default setting. A new column can be activated by using the **“11 of 35 columns”** dropdown menu. For example, this could be helpful if you are looking for an overview of all end dates for your external workers.

Company	Employment number	CBL number	Name	Last name	Supplier code	Supplier name	Manager name	Employment status	Employment type	Status
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How to remove and terminate the employment of an external worker or Supplier Manager Workforce?

Go to “Report” -> “Employees”.

Select the correct external worker. Press the pencil. By pressing the button “Termination employment” the external worker will be inactive, and all authorizations immediately revoked. The external worker’s employment term is now correctly terminated.



How to change the end date of an external worker?

For each external worker an end date should be provided during the registration. This is the date you expect the work to be ready. The end date can be no longer than one year in the future. If the end date has passed the employment term, the external worker’s contract relation will be automatically terminated. Your worker will be offboarded and all authorizations will be revoked.

Therefore, it is important that you keep the end-date up-to-date, to prevent early offboarding or a security breach, when the work has been completed but the worker still has access.

Please follow the following instructions to change the end date of an external worker.

Go to “Report” -> “Employees”.

Select the correct external worker. Press the pencil. Press the “Edit Employment Data” and edit the field “Date termination” and press “Save”.



My organization does not need access anymore.

If it is no longer necessary that external workers have access to KPN premises or systems, please terminate the employment of all your external workers and the Supplier Manager Workforce. Once this step is completed, please send an email to cpo@kpn.com and mention the name of your organization. KPN will take care of further steps.

My external worker will join or work under the contract of another organization, but will still need access on behalf of the new organization

The new organization needs to register the external worker again in the IAM-system. Please terminate the employment of the external worker on behalf of your organization.

My external worker needs access to perform work for multiple organizations/suppliers at the same time

Each supplier needs to register the external worker in the IAM-system for their contract/purchase order. IAM is designed to handle multiple suppliers/organizations for the same external suppliers. The external worker will be visible with employment details for both organizations. If you remove the external worker on behalf of your organization, after finishing the work, the external worker will be only removed for your organization.