Engagement Hub permissions guide

This guide explains who can open Engagement Hub, what each person can see and do there, and how that fits with Deep Space workspace and project roles. It is written for VMFRP's Engagement Hub administrators.

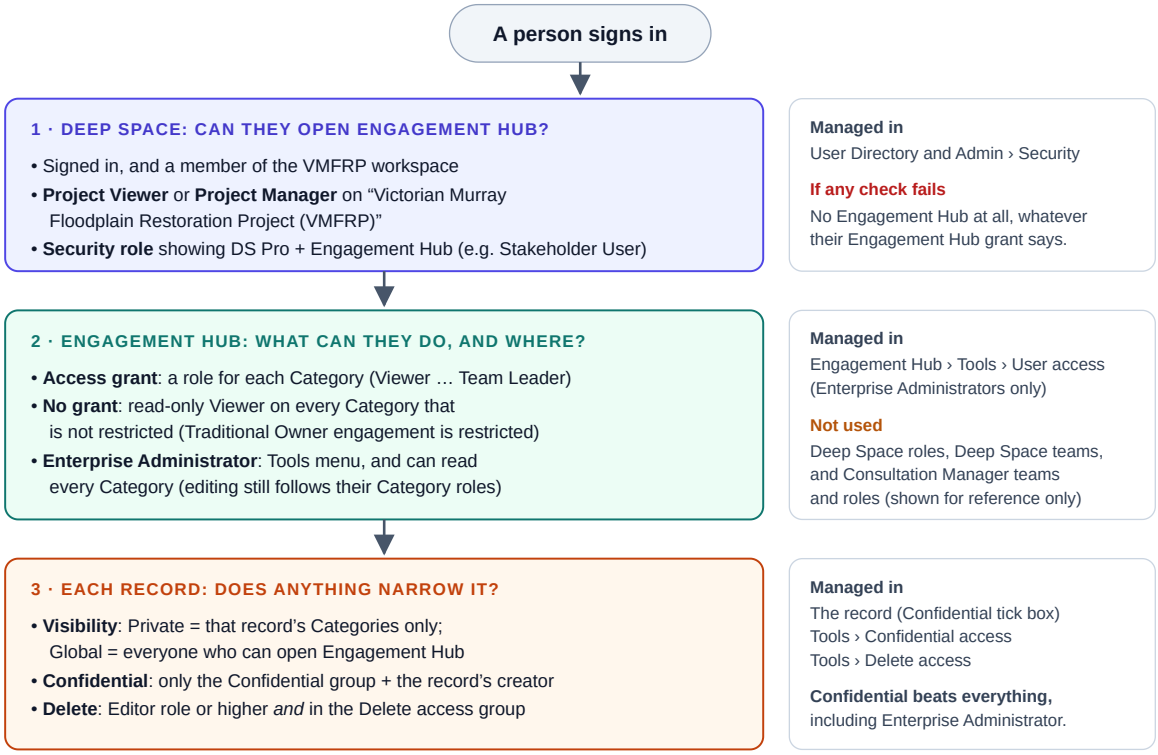
Current as at 19 October 2026. The screenshots are from the live system.

In short

Access is decided by three checks, in this order:

1. **Deep Space decides whether someone can open Engagement Hub.** They must be signed in to Deep Space, belong to the VMFRP workspace, be a **Project Viewer** or **Project Manager** on the *Victorian Murray Floodplain Restoration Project (VMFRP)* project, and have a **security role** that shows Engagement Hub (for example **Stakeholder User**).
2. **Engagement Hub decides what they can do, and in which Categories.** Each person's **access grant** gives them a role in each Category. Someone with no grant gets **read-only access to the Categories that are not restricted**.
3. **Each record can narrow access further.** Its **Visibility**, its **Confidential** flag and the **Delete access** group apply on top of the person's role.

> **Deep Space roles do not carry over into Engagement Hub.** A Deep Space Project Manager or workspace administrator is not an Engagement Hub editor or administrator unless their Engagement Hub grant says so. The teams and roles imported from Consultation Manager are shown for reference only and grant nothing.



How Engagement Hub access is decided

Terms used in this guide

Term	What it is	Where it is managed
Deep Space workspace	The VMFRP organisation in Deep Space	Deep Space administration
Deep Space project	A project in that workspace. Engagement Hub is hosted in *Victorian Murray Floodplain Restoration Project (VMFRP)*.	Directory › User Directory (or DS Pro Admin › Project › Project Users)
Security role	A Deep Space workspace role that decides which menu items a person sees. It must include **DS Pro** and **Engagement Hub** (View) for the person to open Engagement Hub. It decides nothing *inside* Engagement Hub.	Admin › Security (Deep Space Workspace Manager)
Engagement Hub enabled for the project	Deep Space switches Engagement Hub on per project. It is on for *Victorian Murray Floodplain Restoration Project (VMFRP)* only.	Deep Space support
Category	A group of Engagement Hub records, such as *Traditional Owner engagement*. Consultation Manager called these "Projects", and some Engagement Hub screens still do.	Engagement Hub
Engagement Hub role	Viewer, Contributor, Editor, Editor and Comms Contributor, Editor and Comms Manager, or Team Leader. A person has one role in each Category.	Tools › User access
System capability	**Standard User**, or also **Enterprise Administrator**, which adds the Tools menu	Tools › User access
Consultation Manager team	How the old system grouped people and permissions. Imported for reference only.	Not used

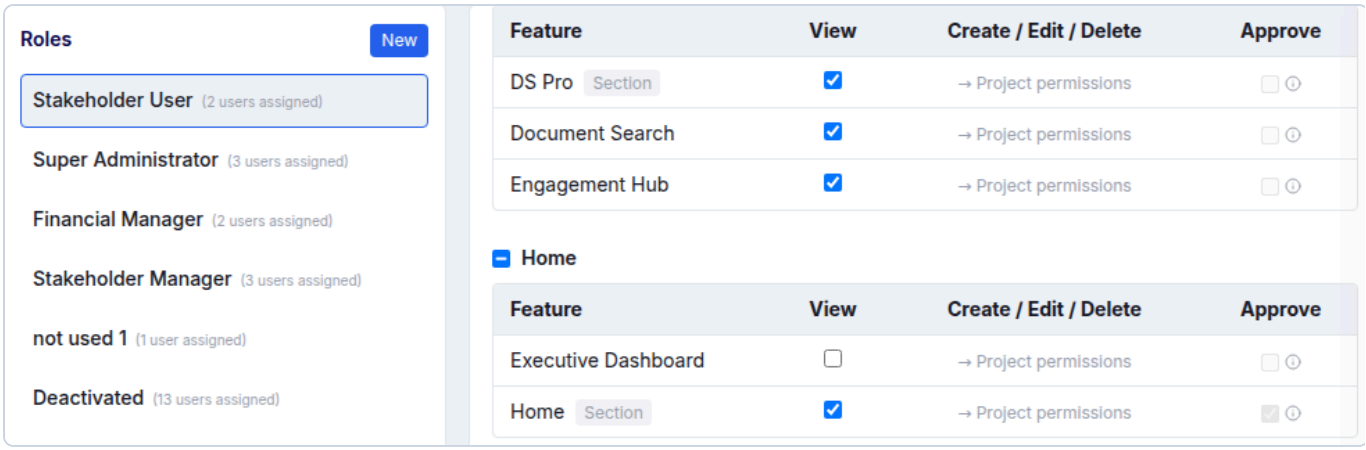
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1. Deep Space: getting in

Engagement Hub opens from the Deep Space menu. A person needs **all three** of these, set by a Deep Space Workspace Manager in **Directory › User Directory** and **Admin › Security**:

1. **Workspace member** of VMFRP. They accept the Deep Space invitation and sign in with the invited email.
2. **Project Viewer** (or Project Manager) on *Victorian Murray Floodplain Restoration Project (VMFRP)*.
3. A **security role** with **View** on **DS Pro** and **Engagement Hub**. VMFRP uses **Stakeholder User** for this; Stakeholder Manager and Super Administrator include it too. **A person with no role ("—" in the User Directory) sees the DS Pro menu locked, even with the first two steps done.**

If any step is missing they never reach Engagement Hub, even with an Engagement Hub grant. Deep Space re-checks steps 1 and 2 on every request.



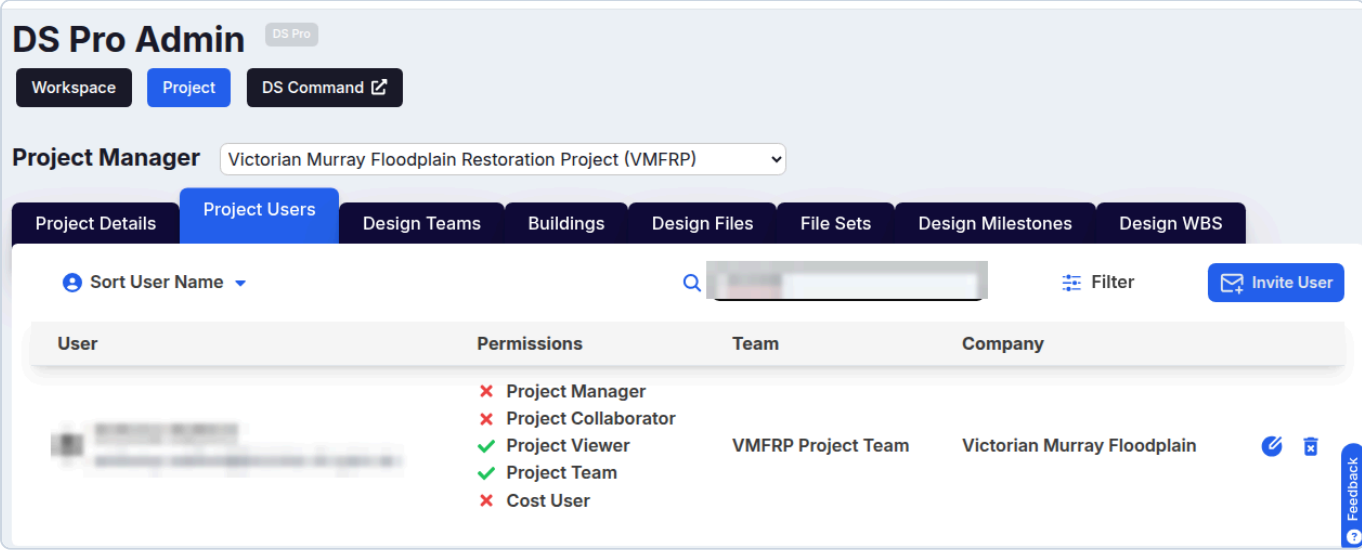
Admin › Security. The Stakeholder User role has View on DS Pro and Engagement Hub, which is what opens Engagement Hub.

What a person sees when a step is missing:

They see	Missing step
DS Pro menu shown with a padlock, or *"You do not have access to this application. Please ask your administrator to update your permissions in the Security app…"*	Step 3: no security role, or one without DS Pro / Engagement Hub
"Engagement Hub is not enabled for this Project"	Their project picker is on another project: switch to *Victorian Murray Floodplain Restoration Project (VMFRP)*
"Stakeholder Management project access required"	Step 2: not a Project Viewer on that project
VMFRP isn't offered, or sign-in loops	Step 1: invitation not accepted, or signed in with a different email

The Deep Space settings in detail:

Deep Space setting	Effect in Engagement Hub
Signed in to Deep Space	Identifies the person by **email address**. Engagement Hub matches grants, groups and "created by" to that email.
Member of the VMFRP workspace	Required.
Project Viewer on *Victorian Murray Floodplain Restoration Project (VMFRP)*	**Required.** Together with a security role (step 3), it lets them in. What they can do is then decided in Engagement Hub.
Project Manager on the same project	Lets them in, **with exactly the same result** as Project Viewer. It gives no extra Engagement Hub rights.
Project Collaborator, Project Team or Cost User *only*	**Does not** let them in.
Security role with View on DS Pro and Engagement Hub	**Required** to open Engagement Hub from the Deep Space menu. Other role settings have no effect inside Engagement Hub.
Deep Space team (for example *VMFRP Project Team*), company or position	No effect.
Roles on other projects (Hattah construction, VMFRP Operations and so on)	No effect.



DS Pro Admin › Project › Project Users. This person is a Project Viewer (step 2); they also need a security role (step 3).

Removing someone from the Deep Space project, or from the workspace, cuts off Engagement Hub within about 30 seconds, whatever their Engagement Hub grant says. Adding someone takes effect straight away.

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2. Engagement Hub: what each person can do

Categories

Every record belongs to one or more Categories:

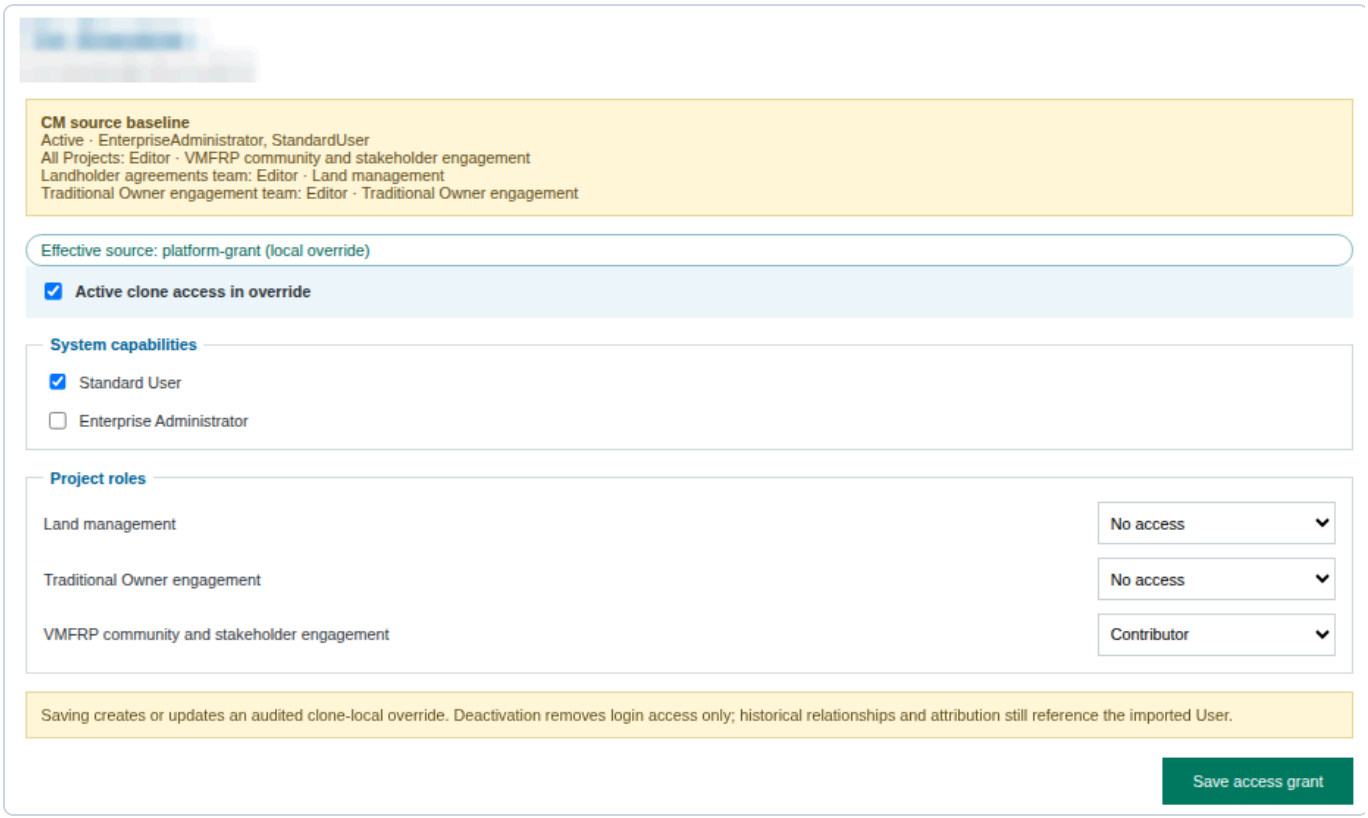
Category	Notes
VMFRP community and stakeholder engagement	The main Category
Traditional Owner engagement (restricted access)	**Restricted**: a person with no grant gets no access to it. Private records in *only* this Category can be read only by people with a role in it, and by Enterprise Administrators.
Land management	Closed to new records; historic records remain

The selector at the top left (for example *All (3 Projects)*) narrows the view to some of a person's Categories. It can never show more than their access allows.

The access grant

Enterprise Administrators set grants in **Tools › User access**. Choose a person on the left, then set:

- **Active clone access in override**: untick it to lock the person out of Engagement Hub entirely. Their Deep Space access is unaffected.
- **System capabilities**: Standard User, plus Enterprise Administrator for people who run Engagement Hub.
- **Project roles**: a role, or *No access*, for each Category.



Tools › User access. This person is Contributor in community and stakeholder engagement and has no access to the other two Categories.

The yellow **CM source baseline** box shows what the person had in Consultation Manager: their teams and roles. **It is for reference only.** *Effective source: platform-grant* confirms that the Engagement Hub grant is what applies. In the example above, the person was an administrator and Editor in Consultation Manager. In Engagement Hub they are a Contributor in one Category only.

> **"NO ACCESS" in the list means "no Engagement Hub grant".** A person marked NO ACCESS who is a Project Viewer on the Deep Space project still gets the default read-only access described next.

No grant: default read-only access

A person who passes the Deep Space checks but has **no grant** becomes a **Viewer in every Category that is not restricted**. Today that is *community and stakeholder engagement* and *Land management*. Traditional Owner engagement is restricted, so it needs a grant.

A grant replaces the default; it does not add to it. If a grant gives someone a role in one Category only, that is the only Category they see, apart from Global records (section 3). Give the grant a role in every Category the person needs.

What each role can do

Each role includes everything the roles to its left can do. A person needs the role in **at least one of the record's Categories**. When creating a record, they can choose only Categories they have access to.

Action	Viewer	Contributor	Editor	Editor and Comms Contributor	Editor and Comms Manager	Team Leader
See records and reports	✔	✔	✔	✔	✔	✔
Create records, and add or remove links between records		✔	✔	✔	✔	✔
Edit records **they created**		✔	✔	✔	✔	✔
Edit **anyone's** records			✔	✔	✔	✔
Discard emails in the Inbox			✔	✔	✔	✔
Move an Inbox email into or out of Traditional Owner engagement *(needs a role in Traditional Owner engagement)*	✔	✔	✔	✔	✔	✔
Delete records *(also needs the Delete access group)*			✔	✔	✔	✔
Build an email campaign audience from Stakeholder search				✔	✔	✔
Email a stakeholder (opens the Deep Space Project Inbox composer)					✔	✔
Make bulk changes, import records, restore archived records						✔

Team Leader is a role name inherited from Consultation Manager. It means the highest role in a Category. It has nothing to do with Deep Space teams.

Emails to stakeholders are sent by Deep Space Correspondence (the Project Inbox), which has its own Deep Space permissions. Engagement Hub only decides whether to open the composer.

Enterprise Administrators

An Enterprise Administrator:

- sees the **Tools** menu: User access, dropdown options, Confidential access, Delete access, Archived records, Monthly backup and sync conflicts;
- can **read every Category, including restricted ones**. Their editing rights still come from their Category roles;
- counts as a member of the Delete access group, so they can delete where their Category role is Editor or higher;
- **cannot see Confidential records** unless they are in the Confidential access group or created the record.

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3. Each record: Visibility, Confidential and Delete access

Visibility: Private or Global

- **Private** (all new records): only people with access to **at least one** of the record's Categories can see it.
- **Global**: everyone who can open Engagement Hub can see it, whatever its Categories, **including restricted ones**.

> **A record in several Categories is open to people from any of them.** A Private record tagged to both *Traditional Owner engagement* and *community and stakeholder engagement* can be seen by everyone with access to community and stakeholder engagement, including people with the default read-only access. To keep a record within the Traditional Owner group, tag it to that Category alone, or tick **Confidential**.

When you create a record, Engagement Hub pre-selects the Categories you're working in **except Traditional Owner engagement**, which you tick deliberately. A record created from an existing Traditional Owner record (for example, a new Event on a Traditional Owner Stakeholder) starts in Traditional Owner engagement.

Visibility was carried over from Consultation Manager. It is no longer on the forms or available in bulk changes, so ask Deep Space support if a record's Visibility needs to change. Records marked Global stay visible to everyone.

Confidential

Ticking **Confidential** on a record limits it to:

- members of the **Confidential access** group, and
- the person who created the record.

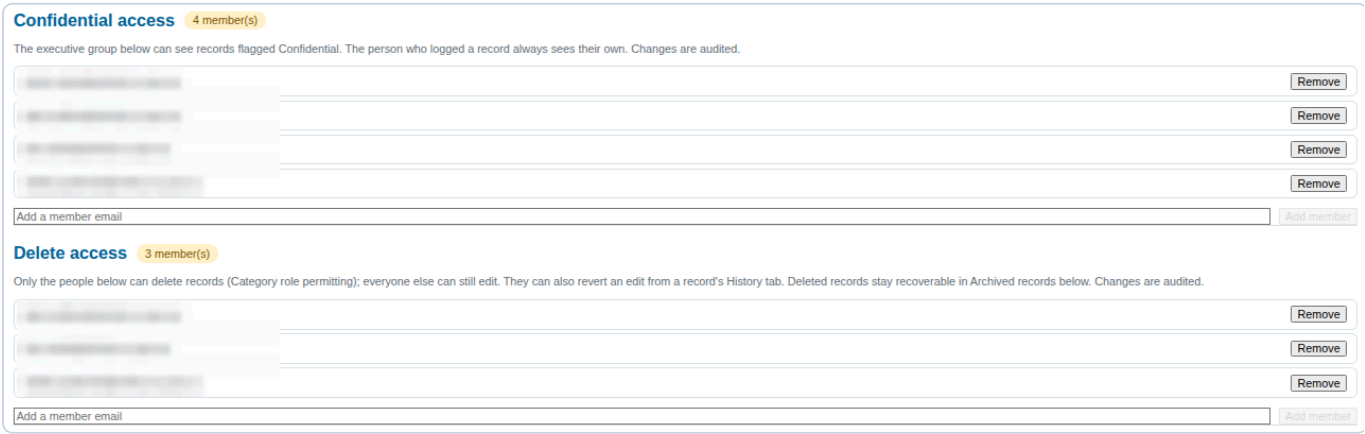
This **overrides everything else**: Category roles, Global visibility and Enterprise Administrator. Only a group member, or the record's creator, can tick or untick it. A monthly backup includes Confidential records only when a group member runs it.

Delete access

Deleting a record needs **both**:

- **Editor or higher** in one of the record's Categories, **and**
- membership of the **Delete access** group, or being an Enterprise Administrator.

Everyone else can still edit. Deleting archives the record rather than removing it: it can be restored from **Tools › Archived records**. Delete access members can also undo a single edit from a record's **History** tab (*Revert this change*), on records they are allowed to edit.



Tools › Confidential access and Delete access. Changes to either group are audited.

4. How records arrive: web form and email capture

Web form (Deep Space Site)

The engagement web form (and its QR code) is a Deep Space Site form. **Who can submit it is managed in Deep Space Site, not in Engagement Hub.** Submitting does not need Engagement Hub access.

- Submissions are saved by the *DS Site form handler*. They are Private, in the Categories chosen on the form, with the submitter's name and email recorded on the record.
- Because the form handler, not the submitter, is recorded as the creator, a submitter with Contributor access cannot edit their submission afterwards. Editing it needs Editor or higher.

Emails forwarded from Outlook

Emails forwarded to the Engagement Hub capture address arrive in the **Inbox**. *OUTLOOK-LOG-TO-ENGAGEMENT-HUB.md* describes the steps.

- A forwarded email arrives in **community and stakeholder engagement**, so everyone with access to that Category can see it and its attachments.
- **Sensitive Traditional Owner email:** anyone with a role in Traditional Owner engagement opens the email and uses **Move to… → Traditional Owner engagement**. After that, only Traditional Owner members can see it. Every move is audited, and an email can be moved back.
- Processing an email as an Event pre-selects the email's Category. A moved email therefore becomes a Traditional Owner Event, and any stakeholders created from it start there too. From then on the normal rules apply: Categories, Visibility, Confidential, and the person who logged it as creator.

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5. Common tasks

Give a new staff member read-only access. A Deep Space Workspace Manager does this in **Directory › User Directory**:

- invite them to the workspace;
- make them a **Project Viewer** on *Victorian Murray Floodplain Restoration Project (VMFRP)*;
- give them the **Stakeholder User** security role.

No Engagement Hub grant is needed. They will see community and stakeholder engagement and Land management, but not Traditional Owner engagement. They should refresh their browser after the role is assigned.

Let someone add or edit records. Do the step above. Then, in Engagement Hub › **Tools › User access**, select them, tick *Standard User*, set a role for **each** Category they need, and **Save access grant**.

> People who were never Consultation Manager users, and have no grant yet, don't appear in the User access list. Ask Deep Space support to add them.

Give access to Traditional Owner engagement. Give them a role in that Category in their grant. Without a grant, they can't see it.

External partners (for example North Central CMA). Set them up as for a new staff member, including the **Stakeholder User** role. Then grant **Contributor** on the Categories they work in, for example community and stakeholder engagement, Land management for landholder work, and Traditional Owner engagement where they hold those relationships. Access is by whole Category: it can't be limited to one area such as "East".

Remove someone. Remove them from the Deep Space project; this takes effect within about 30 seconds. To keep their Deep Space access but stop Engagement Hub, untick *Active clone access in override* on their grant instead.

Hide a sensitive record from almost everyone. Tick **Confidential** on the record.

Change who can see Confidential records, or who can delete. Use Tools › **Confidential access** or **Delete access**. Changes apply within a minute and are audited.

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6. Questions

"Someone can't open Engagement Hub." Check the three Deep Space steps in section 1, in order. The most common miss is the **security role**: in User Directory, a "—" under Role means the DS Pro menu is locked for them. Assign **Stakeholder User** and ask them to refresh. Also check their project picker is on *Victorian Murray Floodplain Restoration Project (VMFRP)*.

**"I'm a Project Manager in Deep Space. Why can't I edit?" Deep Space roles only decide whether you can open Engagement Hub. Your Engagement Hub grant decides what you can do.

"Why can someone see a Traditional Owner record?" Either the record is **Global**, or it is also tagged to a Category they can see, or they have a role in Traditional Owner engagement, or they are an Enterprise Administrator. If it should be hidden more tightly, tick **Confidential**.

"I'm an Enterprise Administrator. Why can't I see a record?" It is probably **Confidential**. Only the Confidential group and the person who created the record can see it.

"How quickly do changes apply?" Grant changes apply as soon as they are saved. The person sees them the next time they open or refresh Engagement Hub. Confidential and Delete access changes, and changes to the restricted Categories, apply within a minute. Changes in the Deep Space project apply within about 30 seconds. A new security role applies after the person refreshes their browser.

"Will the Consultation Manager teams come back?" No. Engagement Hub keeps one role per person per Category, which replaces the team-based permissions.