



Home Office



# HMO Management Centre User Guide



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# HMO Management Centre How-to-Guide

Welcome to the HMO Management Centre User Guide. This guide will help you navigate the new HMO Management Centre, including how to log in, set up users, reset your password, and configure Multi-Factor Authentication (MFA).

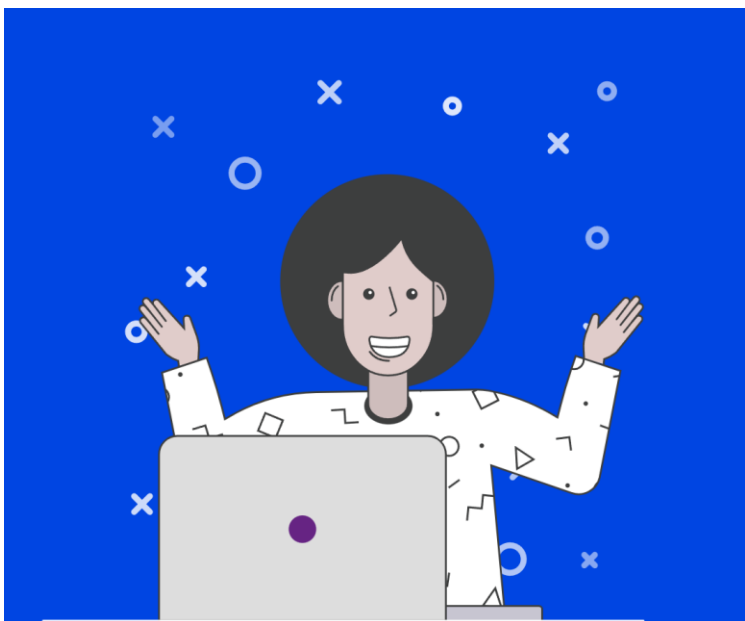
## Logging In

### Using Multi-Factor Authentication (MFA)

#### 1. Access the Login Page:

- Navigate to the HMO Management Centre login page using this URL: [homc.tessello.co.uk](https://homc.tessello.co.uk)

#### 2. Enter Your Credentials:



- Input your **username** (email address) and **password**.

#### 3. MFA Verification:

- Follow the prompts to complete the MFA process using your **verification code**.



### Management Centre

Login to continue using the app

Username

Password

[Forgot password?](#)

Login



## OTP verification

Enter the verification code we just sent to your email address.

1 2 3 4 5 6


Verify

Cancel

Didn't receive a code? [Resend](#)

- You should receive a verification code via email. If you haven't received the code, press the **Resend** link.

Management Centre - Authentication Code

 noreply@prevent-trainer-portal.homeoffice.gov.uk  
To

If there are problems with how this message is displayed, click here to view it in a web browser.

**\*\*EXTERNAL\*\***

Hi

This is your confirmation code for management centre. Enter it as your one-time code to complete your login. Do not share your one-time code with anyone.

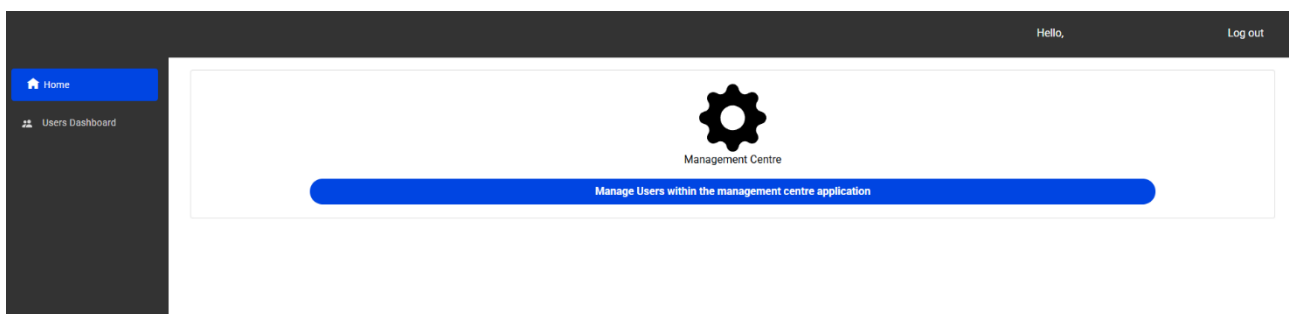
**248787**

This code will expire in 15 minutes. If you did not request a verification code, we strongly recommend changing your password for the management centre.

Thanks, The Capita Team

If you have received this email in error, please contact your administrator.

- Once you receive the verification code, copy and paste it into the verification page and select **Verify**. This will redirect you to the Management Centre home page.



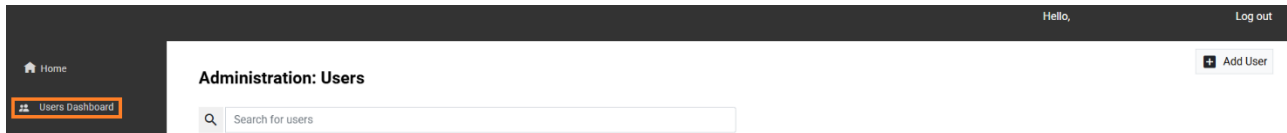
**Note:** If you prefer not to receive the verification code via email each time you log in, you can configure it to be sent to your authentication app. Please refer to the **Setting Up MFA on Your Profile** section below to update your multi-factor authentication settings.



# Setting Up Users on the Portal

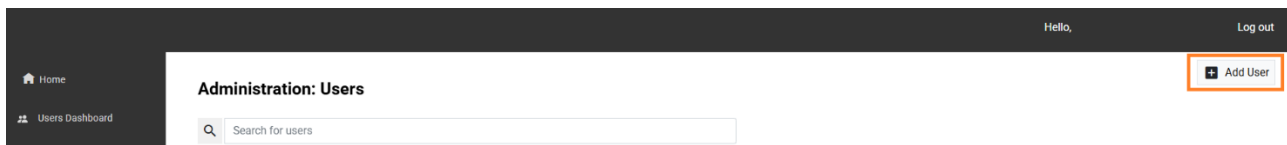
## 1. Navigate to User Dashboard:

- Once logged into the Management Centre homepage, select the **Users Dashboard** from the panel on the left side.

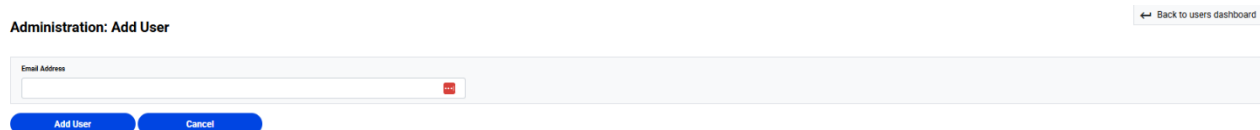


## 2. Add a New User:

- Select the **Add User** button.



- Enter the trainer's email address and select **Add User**



## 3. Amend User Details:

- Use the search bar to enter the **user's name** or **email address**.
- Once the user profile is located, select the **existing user profile**.



- In the **User Profile**, you can **update** and **view** their details. You can amend and manage the following details:
  - First and Last name
  - User field details
  - User role
  - Community



Email Address <input type="text"/>		External Reference <input type="text"/>	
First name <input type="text" value="Test"/>		Last name <input type="text" value="User"/>	
Reset MFA <a href="#">(Click to reset)</a>		Reset Password ***** <a href="#">(Click to reset)</a>	
Country <input type="text" value="England"/>	Region <input type="text" value="London"/>	Access Needs <input type="text" value="None"/>	User Group <input type="text" value="PTPL"/>
Sector <input type="text" value="Charitable and voluntary"/>		Role <input type="text" value="Other"/>	
Learner is active	<input checked="" type="checkbox"/>	Administrator	<input type="checkbox"/>
Curator	<input type="checkbox"/>	Moderator	<input type="checkbox"/>
Disable community access	<input type="checkbox"/>	Exclude from reports	<input type="checkbox"/>
Accessibility Materials	<input type="checkbox"/>		
Wales-based Users	<input type="checkbox"/>		
Yrpa Mac	<input type="checkbox"/>		
Hackney Users	<input type="checkbox"/>		
Middlesbrough Council Prevent	<input type="checkbox"/>		
Luton Trainers	<input type="checkbox"/>		

- Once you have finished updating the profile, select **Save** to ensure the profile gets updated.

## Resetting Your Password

### 1. Access the Password Reset Page:

- Select the **Forgot Password** link on the login page.



### Management Centre

Login to continue using the app

Username

Password

[Forgot password?](#)

### 2. Enter Your Email:

- Input the **email address** associated with your account.



## Forgot password?

Please enter the email address linked with your account.

Username

Send recovery email

### 3. Follow the Instructions:

- Check your email for a **password reset link**

Management Centre - Reset Password



noreply@prevent-trainer-portal.homeoffice.gov.uk

To

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)



**\*\*EXTERNAL\*\***

Hi

You have forgotten your password for management centre.

Go to **management centre** and reset your password by simply clicking on the following link: <https://home.teasello.co.uk/identity/Account/ResetPassword?code=Q2ZE5jhGdJRaY2vUG1KTJhTFwdxOQkNaRDY3TzJNMm9COTmMXRXbzA2M0ZLb1FNeVRMb3dZQU9pU3iWYXoveDNpdS9iejEQUFRUVK1FSvJTUFo2QJ3ZGJaTGoyMk4zRTE3SXh-PUTBjcGZDN0FVXI2aUVIMIRYQVVPmGNSWjd4QORUbmViUVZpY2SRUJJDZD-FaWWhUanBpTE01eEZIR2o2NWJHnkZIVm1FMFjaUWZ0StA5RmhZS3dueEI2MIRKZDI5YINNV3RLYUvNVVYbmxIS1dBR3YxWWpneEhzQzIPYOM5d3dCT2ZDVUVU>

Thanks, The Capita Team

If you have received this email in error, please contact your administrator.

- Select the **reset password link** and follow the instructions to reset your password.

## Create a password

Your password must:

- Be between 14 and 256 characters
- Include:
  - An uppercase character
  - A lowercase character
  - A number
  - A special character

Confirm email address

Password

Confirm password

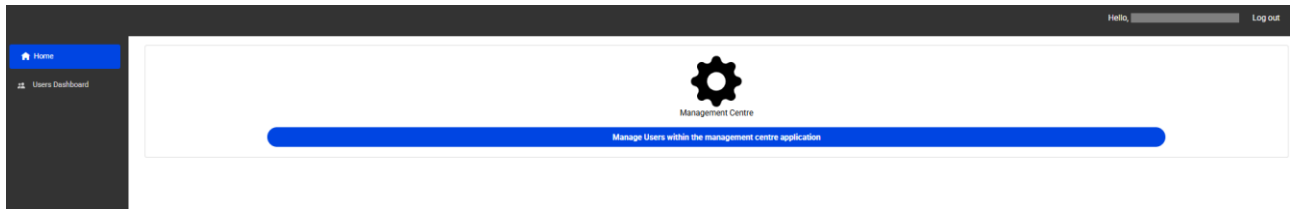
Proceed



# Setting Up MFA on Your Profile

## 1. Navigate to Account Settings:

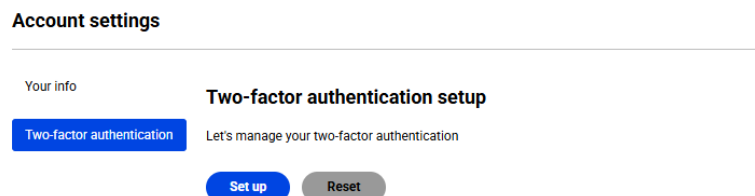
- Log in to the Management Centre and select your **email address** at the top right of the homepage, next to **Hello**, and **Log out**.



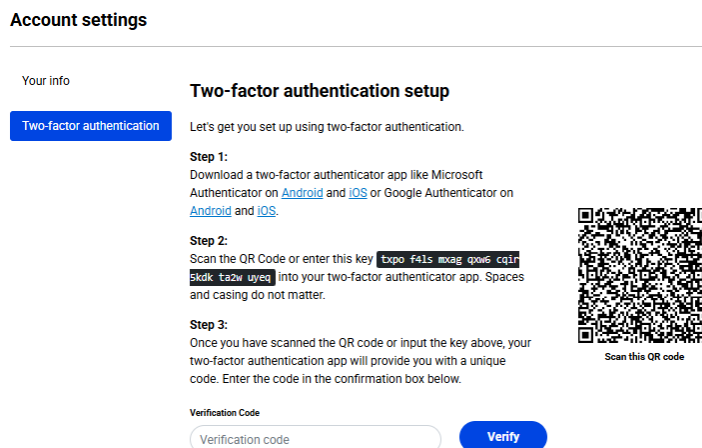
- This will redirect you to the **Account settings** page, which has two sections:
  - Your info
  - Two-factor authentication

## 2. Setup the Two-factor authentication:

- Go to the Two-factor authentication section and select **Set up**.



- Follow the instructions using your authentication app. Once set up, you should see the one-time verification code in your authentication app. Copy and paste the one-time code into the verification code field, then select **Verify**.

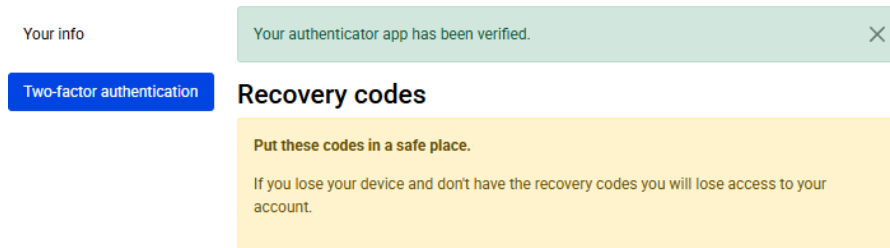


**Note:** In your authentication app, you should see the verification one-time code along with **Tessello V3** and your email address above the code.

Tessello V3:

**711 548**

- If the setup is done correctly, it should show that the app has been **verified**. Please keep a note of the **recovery codes** in case your device is lost, or you will lose access to your account.



- Every time you log into the Management Centre, you must use your **authentication app** to retrieve the **one-time verification code**.