

# PrismHR Communication Hub

Quick Start Guide

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# PrismHR Communication Hub

PrismHR Communication Hub is a powerful, all-in-one messaging platform that enables Service Providers to communicate with employees through **email, text (SMS), in-app messages, and push notifications**—all from a single, unified interface.

Built directly into the PrismHR platform, Communication Hub leverages employee data to create highly targeted recipient groups, allowing you to deliver smarter, more efficient communications.

With built-in AI capabilities, Service Providers can quickly generate compelling message content and translate communications into multiple languages. This ensures communications are clear, inclusive, and impactful across diverse audiences. Whether you're sending a company-wide announcement or a personalized text message, Communication Hub helps ensure the right message reaches the right people, at the right time, through the right channel.

## Getting Started With Communication Hub

**Communication Hub** is available for all PrismHR accounts beginning with the **January 2026 release**. This guide provides a high-level overview of what's included and how to begin using the platform.

### What's included?

Every PrismHR client automatically receives the **Free Tier** of Communication Hub as part of their subscription. This Free Tier provides full access to the platform and supports the following communication channels:

- **Email:** Send up to **8,000 emails per month**
- **In-App Messages:** Send **unlimited** messages to the PrismHR and Employee Portal mailbox
- **Push Notifications:** Send **unlimited** notifications to employees using the **PrismONE Mobile App**

If your organization requires **additional messaging capacity**, including **text messaging (SMS)** and **unlimited emails**, please contact your **Client Growth Manager** to learn more about available upgrade options.

## Adding Communication Hub Access

Access for Service Providers to Communication Hub is granted through **User Roles** within PrismHR.

*Note: Communication Hub is not available for Trusted Advisors or Worksite Managers in this initial release.*

To add Communication Hub access to a User Role:

1. Log in to PrismHR and navigate to **System > Change > User Roles**
2. Open the User Role you want to update.
3. Click **Add** to view the available Process IDs not currently assigned to the role.
4. Locate **Communication Hub** and check the **Select** box.
  - o You will also see **Communication Hub Usage Dashboard**, which is covered in the next section.
5. Click **Accept**.
6. On the main User Role screen, click **Save** to apply changes.

**Important:** Once saved, all Service Providers assigned to this role will have access to the Communication Hub menu. Users must **refresh their browser or log out and back in** to see the new menu option.

The screenshot shows the PrismHR interface for managing User Roles. The main window displays a list of roles for the 'SUPERUSER' role. A modal window titled 'User Role Maintenance' is open, showing a table of available actions and process IDs. The 'Communication Hub' and 'Communication Hub Usage Dashboard' are highlighted with a green box, and the 'Select' checkbox for 'Communication Hub' is checked. The 'Accept' button is also highlighted with a green box.

Type	Category	Description	Process Id	Access	Security	Remove
1099 Processing	1099 Exports	BDS/SOLV 1099 Export	HRPY.WORK*TEH99.DLD.ENTRY.MULTI	Full		
1099 Processing	1099 Exports	IRS 1099 E File	REPORT.WORK*IRS.1099.E.FILE	Full		
System	Action	Communication Hub Usage Dashboard	HRPY.WORK*COMMUNICATION.HUBUSAGE			<input type="checkbox"/>
System	Action	Communication Hub	HRPY.WORK*COMMUNICATION.HUB			<input checked="" type="checkbox"/>

## Adding Communication Hub Usage Dashboard Access

Monitoring message usage is essential because:

- **Free Tier:** Limited to **8,000 emails per month**
- **Paid Tiers:** Unlimited emails, with annual limits on text messages (SMS)

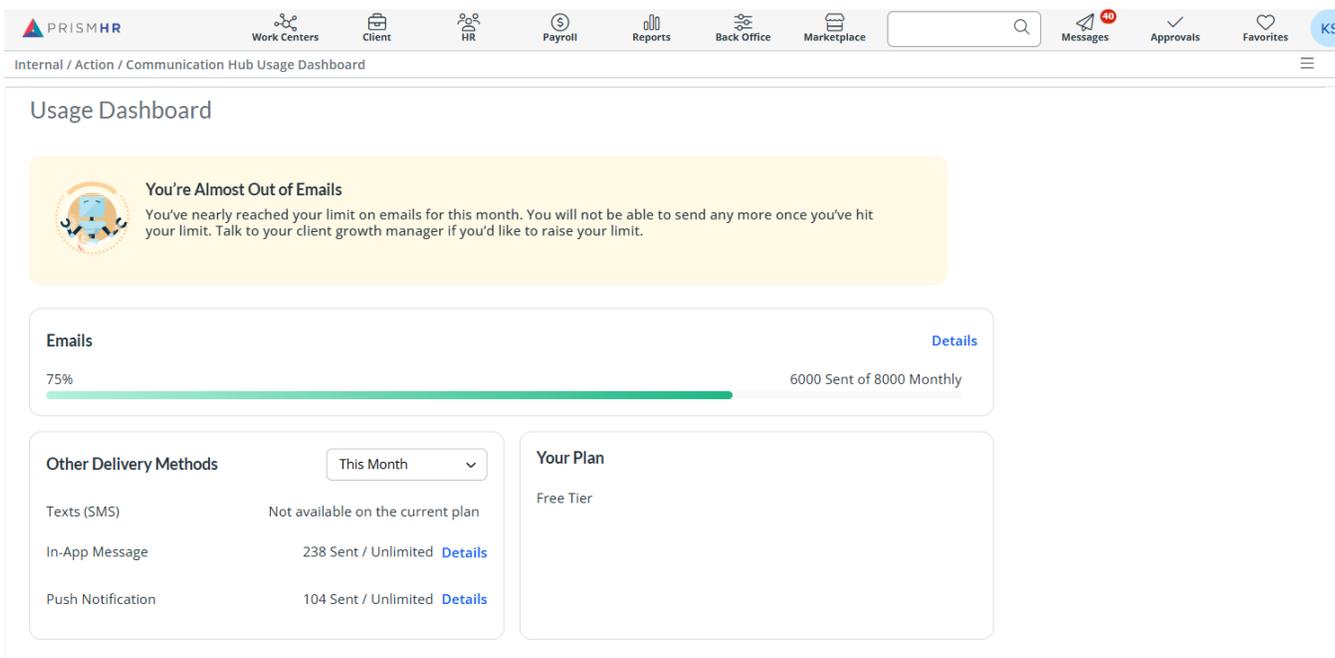
To help you track usage, PrismHR provides a **Communication Hub Usage Dashboard**, which can be added to any Service Provider User Role.

The process of adding the Usage Dashboard is the same as adding Communication Hub access. When selecting Process IDs, choose **Communication Hub Usage Dashboard**.

This Usage Dashboard displays:

- Your current plan level (**Free Tier by default**)
- What's included in your plan
- Visual indicators showing email and SMS usage against your limits

(A sample screenshot of the Usage Dashboard is shown below for reference.)



## Glossary

Once Communication Hub and the Usage Dashboard have been added to your PrismHR account, the following terms will help you get started. Additional documentation, help resources, and interactive product tours are available within Communication Hub to guide you through creating and sending campaigns.

### Campaigns

A *campaign* is a coordinated communication effort focused on a specific topic or event. For example, a campaign titled "**Hurricane Betsy: Office Closed**" might be sent to 100 employees using all four delivery channels: email, text (SMS), in-app message, and push notification. In this scenario, one campaign results in **400 individual messages** being sent.

### Messages

A *message* is a single notification sent to a recipient as part of a campaign. Using the example above, if one employee receives the campaign via email, text (SMS), in-app message, and push notification, that counts as **four messages**, even though they are part of the same campaign.

## Recipients

A *recipient* is typically an individual employee. The term “recipient” is used to allow for future flexibility, such as sending messages to Service Providers, contacts, or others non-employee audiences.

## Groups

A *group* (or recipient group) is a collection of recipients that serves as the target audience for a campaign. Groups can be pre-configured or created dynamically.

Communication Hub supports three types of groups:

- **PrismHR Segments:** Existing PrismHR segments used for Employee Portal alerts, menus, and widgets
- **Custom Groups:** Groups created within Communication Hub using employee data for more precise targeting
- **File Import:** Groups created by uploading a file—ideal for using Report Center queries to identify and import a list of recipients

## Message Delivery Types (Channels)

Communication Hub supports four delivery channels: There are 4 delivery types available in Communication Hub, as noted below:

- **Email**
- **Text (SMS)**
- **In-App:** Messages delivered to the mailbox or message center within PrismHR or the Employee Portal
- **Push Notification:** Notifications sent to users who have installed and set up the PrismONE Mobile app. Employees can manage their push notification preferences directly within the mobile app.