

## How to manage users in NHS Jobs user guide

This guide gives you instructions for how to manage users in the NHS Jobs service.

A user account is needed to complete the necessary recruitment tasks.

In your organisations account, you can add, change, deactivate and reactivate a user's account.

The NHS Jobs roles available are:

- 'Super user'
- 'Team manager'
- 'Recruitment administrator'
- 'Recruiting manager'

Once you assign a user a role, this determines the tasks they can do.

To find out which roles can do this, go to the '**Roles and permissions**' link in the '**Help and information**' section of the employer dashboard.

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## Manage users

This page gives you instructions for how to manage users for your organisations account.

**Important:** The employer dashboard is shown. You'll only see the 'Manage users' link if you are an NHS Jobs 'Super user' role for your organisations account.

To manage your users, complete the following step:

1. Select the '[Manage users](#)' link.

The screenshot displays the NHSBSA Lee UAT Dashboard. At the top, it shows the NHS logo and 'Jobs' text. The user is signed in as 'Lee Mapes' and can sign out. A toggle switch for 'Show tasks for all accounts' is visible. A beta notice states: 'BETA Your feedback will help us to improve this service.'

The main dashboard area is titled 'NHSBSA Lee UAT Dashboard'. It features two tabs: 'Tasks by stage' (selected) and 'Listings by user'. Below the tabs, a dropdown menu shows 'Showing tasks for All users'. The dashboard displays a table of task counts and progress bars for various stages:

Stage	Count	Progress
<a href="#">Draft</a>	13	Progress bar (green)
<a href="#">Approvals</a>	0	Progress bar (grey)
<a href="#">Published</a>	1	Progress bar (green)
<a href="#">Shortlisting</a>	27 - on track 26, overdue 1	Progress bar (green and red)
<a href="#">Interviews</a>	15 - on track 12, overdue 3	Progress bar (green and red)

On the right side, there are two panels. The 'What you can do' panel contains three buttons: 'Create a job listing' (green), 'Search for a listing' (grey), and 'Search for an applicant' (grey). The 'Manage the account' panel lists several links: 'Manage users' (with a yellow notification badge '1'), 'At risk applicants', 'Accredited logos', 'Key performance indicators (KPIs)', 'Approval settings', 'Departments', 'Criminal convictions and cautions', 'Welsh listings', and 'Moving applicants to other accounts'.

## Manage your users

This page gives you instructions for how to manage your users.

To manage your users, complete the following steps:

1. Select the '[Add a new user](#)' button.
2. In the **Search by name or email address** box, enter the details.
3. Select the 'Role' link to filter your by role.
4. Select the 'Status of user' link to filter by status.
5. Select the 'Apply filters' button to filter by role and status.
6. Select the 'Clear filters' link to clear the filter for role and status.
7. Select a '[Name](#)' link to manage this user account.

You're viewing [NHS Training and Support](#) [Change](#)
**NHS** Jobs
Signed in as [Liam M1](#) [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

[Go back](#)

Manage account

### Manage your users

**1** [Add a new user](#)

Search by name or email address

**2**

**3** [Role](#)

- Super user
- Team manager
- Recruitment administrator
- Recruiting manager

**4** [Status of user](#)

- Active
- Deactivated

**5** [Apply filters](#)

**6** [Clear filters](#)

**4 results**

Name	Email address	Role
<a href="#">Liam M1</a>		Super user
<a href="#">Liam M2</a>		Team manager
<a href="#">Liam M3</a>		Recruitment administrator
<a href="#">Liam M4</a>		Recruiting manager

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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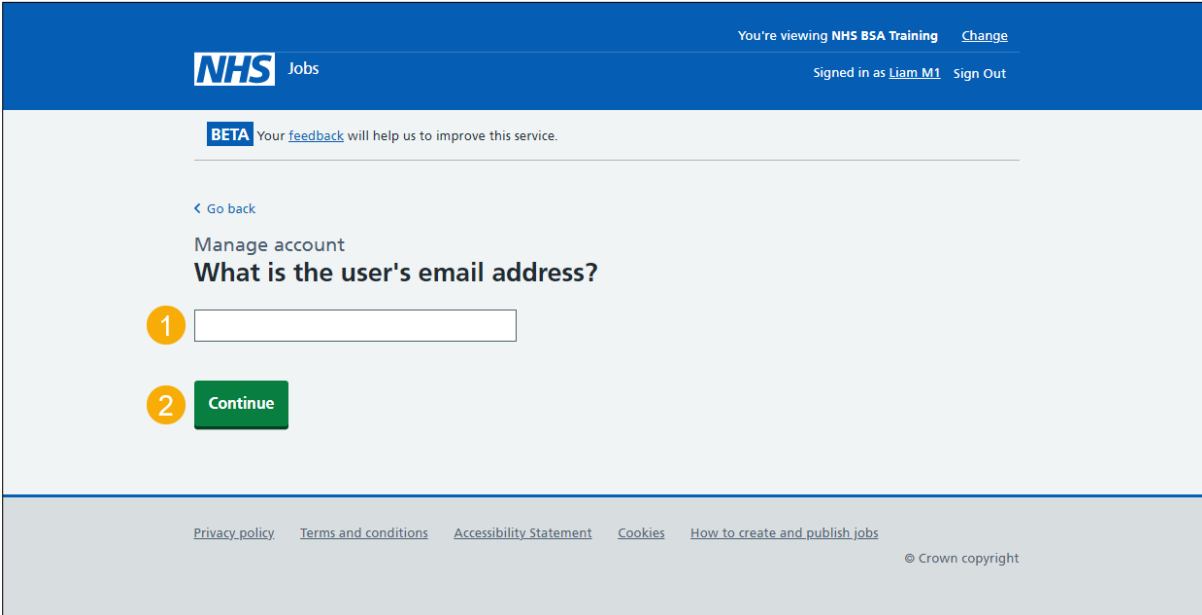
## What is the user's email address?

This page gives you instructions for how to add the user's email address.

**Important:** You'll only see this page if you're adding a new user to your organisations account. The user will receive an email with details of how to sign into the organisation's account.

To add the user's email address, complete the following steps:

1. In the **Email address** box, enter the details.
2. Select the '[Continue](#)' button.



The screenshot shows the NHS Jobs 'Manage account' page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'Manage account' followed by 'What is the user's email address?'. There is a text input field with a '1' in a yellow circle next to it. Below the input field is a green 'Continue' button with a '2' in a yellow circle next to it. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer text is '© Crown copyright'.

## What are the user's details?

This page gives you instructions for how to add the user's details.

To add the user's details, complete the following steps:

1. In the **First name** box, enter the details.
2. In the **Last name** box, enter the details.
3. In the **Job title** box, enter the details.
4. Select the '[Continue](#)' button.

The screenshot shows the NHS Jobs 'Manage account' page. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'Manage account' followed by 'What are the user's details?'. There are three input fields: 'First name' (with a '1' in a yellow circle), 'Last name' (with a '2' in a yellow circle), and 'Job title' (with a '3' in a yellow circle). Below these is a green 'Continue' button with a '4' in a yellow circle. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is also present.

## Check this is the user you want to add

This page gives you instructions for how to check this is the user you want to add.

**Important:** You'll only see this page if this user already has an NHS Jobs account with another organisation. You can still add them as a user to your organisation.

To confirm if this is the user you want to add, complete the following steps:

1. Select the '[Continue](#)' button.  
or
2. Select the 'Cancel adding this user' link.

The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A '< Go back' link is visible. The main heading is 'Manage account' followed by 'Check this is the user you want to add'. Below this, a message states: 'This user already has a NHS Jobs account with another organisation. You can still add them as a user to your organisation.' A table displays user details: 'Email address' (joe.bloggs@nhs.net), 'First name' (Joe), 'Last name' (Bloggs), and 'Job title' (Doctor). At the bottom, there are two options: a green 'Continue' button with a '1' in a yellow circle, and a blue link 'Cancel adding this user' with a '2' in a yellow circle. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with '© Crown copyright'.

If you select the 'Cancel adding this user' link, you've reached the end of this user guide.

## What is the user's NHS Jobs role?

This page gives you instructions for how to add the user's NHS Jobs role.

**Important:** You can only have 7 super users. In this example, there are 4 super user roles available.

To add the user's NHS Jobs role, complete the following steps:

1. Select the 'View which tasks each role can do' link.
2. Select an answer.
3. Select the '[Continue](#)' button.

The screenshot shows the NHS Jobs user interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' notice: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'Manage account' followed by 'What is the user's NHS Jobs role?'. Below this, it states 'You can only have 7 super users.' There are three numbered steps: 1. 'View which tasks each role can do.' (a link), 2. A list of radio button options: 'Super user (4 roles available)', 'Team manager', 'Recruitment administrator', and 'Recruiting manager'. 3. A green 'Continue' button. At the bottom, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is at the bottom right.

**Tip:** To find out what tasks users can do, go to the '**How to view which tasks each role can do in NHS Jobs**' user guide or video from the '**Manage users**' section on the '[Help and support for employers](#)' webpage.



## Check the user's details

This page gives you instructions for how to check the user's details.

**Important:** Make sure the user's email address is correct as this can't be changed once you add their account.

To check the user's details, complete the following steps:

1. Select a '[Change](#)' link (optional).
2. Select the '[Add this user](#)' button.
- or
3. Select the 'Cancel adding this user' link.

The screenshot shows the NHS Jobs interface. At the top, it says "You're viewing NHS Training and Support" and "Signed in as Liam M1". The main heading is "Check the user's details" under "Manage account". Below this is a table of user details:

Email address	joe.bloggs3@nhs.net	<a href="#">Change</a>
First name	Joe	<a href="#">Change</a>
Last name	Bloggs3	<a href="#">Change</a>
Job title	Recruitment manager	<a href="#">Change</a>
NHS Jobs role	Super user	<a href="#">Change</a>

Below the table, there is a green button labeled "Add this user" (highlighted with a yellow circle '2') and a link labeled "Cancel adding this user" (highlighted with a yellow circle '3'). The "Change" link for the "Last name" field is highlighted with a yellow circle '1'.

At the bottom of the page, there are links for "Privacy policy", "Terms and conditions", "Accessibility Statement", "Cookies", and "How to create and publish jobs". The footer also includes "© Crown copyright".

If you select the 'Cancel adding this user' link, you've reached the end of this user guide.

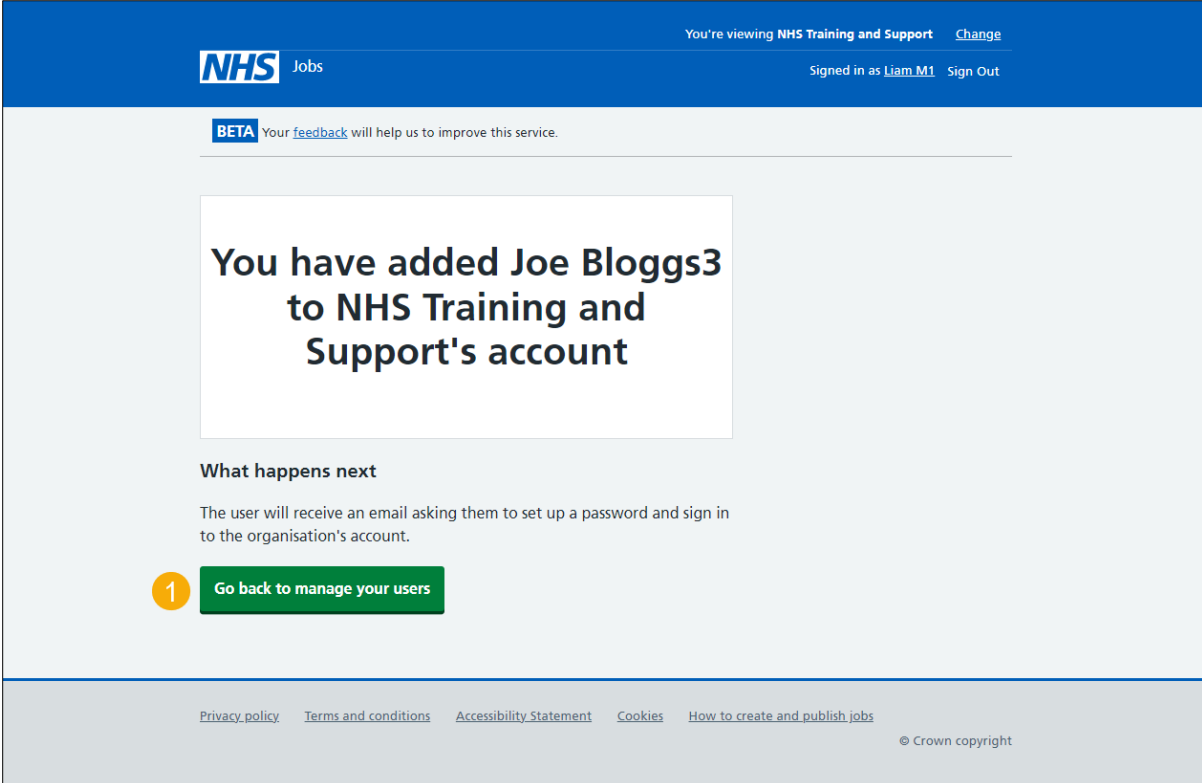
## You've added the user to your account

This page shows confirmation you've added the user to your account.

**Important:** The user will receive an email asking them to set up a password and sign into the organisation's account.

To go back to manage your users, complete the following step:

1. Select the '[Go back to manage your users](#)' button.



The screenshot shows the NHS Training and Support user management interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam.M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area features a large white box with the text: 'You have added Joe Bloggs3 to NHS Training and Support's account'. Below this, under the heading 'What happens next', it states: 'The user will receive an email asking them to set up a password and sign in to the organisation's account.' A green button with a yellow circle containing the number '1' is labeled 'Go back to manage your users'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

**Tip:** If you need to change or deactivate a user's account, go to the '[Change or deactivate a user's account](#)' page.

You've added the user to your organisation's account and reached the end of this user guide.

## Change or deactivate a user's account

This page gives you instructions for how to change or deactivate a user's account

**Important:** You'll only see the 'Deactivate account' link if the user's account status is 'ACTIVE'. If you need to change your account details, contact the NHS Jobs Support Team at [nhsbsa.nhsjobs@nhsbsa.nhs.uk](mailto:nhsbsa.nhsjobs@nhsbsa.nhs.uk).

To change or deactivate a user's account, complete the following steps:

1. Select the ['Change details'](#) button.  
or
2. Select the ['Deactivate account'](#) link.

The screenshot shows the NHS Jobs 'Manage Account' page for a user named Joe Bloggs3. The page header includes the NHS logo, 'Jobs', and user information: 'You're viewing NHS Training and Support Change' and 'Signed in as Liam M1 Sign Out'. A 'BETA' notice states 'Your feedback will help us to improve this service.' Below this is a 'Go back' link. The main content area is titled 'Manage Account Joe Bloggs3' and displays the following details:

Email address	joe.bloggs3@nhs.net
Job title	Recruitment manager
Role	Super user

Two actions are listed below the details:

1. [Change details](#) (highlighted with a green button)
2. [Deactivate account](#) (highlighted with a blue link)

The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

## What are the user's updated details?

This page gives you instructions for how to change the user's details.

**Important:** You'll only see this page if you're changing the user's details. This will also change their details in other organisation's accounts they're added to.

To change the user's details, complete the following steps:

1. In the **First name** box, enter the details.
2. In the **Last name** box, enter the details.
3. In the **Job title** box, enter the details.
4. Select the '[Continue](#)' button.

You're viewing **NHS Training and Support** [Change](#)

**NHS** Jobs Signed in as [Liam M1](#) [Sign Out](#)

**BETA** Your [feedback](#) will help us to improve this service.

[Go back](#)

Manage account

### What are the user's updated details?

This will also change their details in other organisation's accounts they're added to.

1 First name

2 Last name

3 Job title

4 [Continue](#)

[Privacy policy](#) [Terms and conditions](#) [Accessibility Statement](#) [Cookies](#) [How to create and publish jobs](#)

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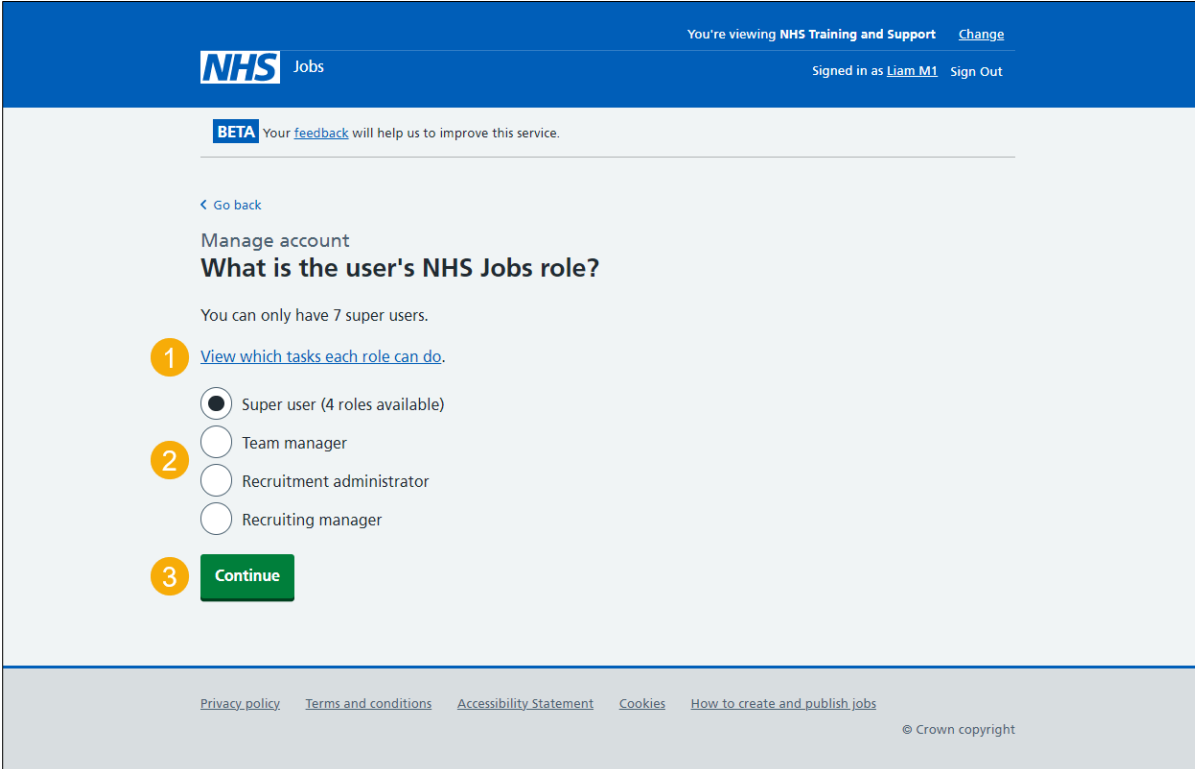
## What is the user's NHS Jobs role?

This page gives you instructions for how to change the user's NHS Jobs role.

**Important:** In this example, the user's NHS Jobs role is a 'Super user'.

To change the user's NHS Jobs role, complete the following steps:

1. Select the 'View which tasks each role can do' link.
2. Select an answer.
3. Select the 'Continue' button.



The screenshot shows the NHS Jobs user interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' notice: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'Manage account' followed by 'What is the user's NHS Jobs role?'. Below this, it states 'You can only have 7 super users.' There are three numbered steps: 1. 'View which tasks each role can do.' (a link), 2. A radio button selection for 'Super user (4 roles available)', 'Team manager', 'Recruitment administrator', and 'Recruiting manager'. The 'Super user' option is selected. 3. A green 'Continue' button.

**Tip:** To find out what tasks users can do, go to the 'How to view which tasks each role can do in NHS Jobs' user guide or video from the 'Manage users' section on the [Help and support for employers](#) webpage.

## Check the user's updated details are correct

This page gives you instructions for how to check if the user's updated details are correct.

To check if the user's updated details are correct, complete the following steps:

1. Select a ['Change'](#) link (optional).
2. Select the ['Save changes'](#) button.
- or
3. Select the ['Cancel changing details'](#) link.

The screenshot shows the 'Manage account' page on the NHS Jobs portal. At the top, there is a blue header with the NHS logo, 'Jobs', and navigation links for 'NHS Training and Support' and 'Signed in as Liam M1'. Below the header, a 'BETA' notice is present. The main content area is titled 'Manage account' and 'Check the user's updated details are correct'. It displays a table of user details with 'Change' links for each field. A yellow circle with the number '1' highlights the 'Change' link for 'Last name'. Below the table, a green button labeled 'Save changes' is highlighted with a yellow circle and the number '2'. Below that, a blue link 'Cancel changing details' is highlighted with a yellow circle and the number '3'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

Field	Value	Action
First name	Joe	<a href="#">Change</a>
Last name	Bloggs3	<a href="#">Change</a> 1
Job title	Recruitment manager	<a href="#">Change</a>
NHS Jobs role	Super user	<a href="#">Change</a>

2 Save changes

3 [Cancel changing details](#)

If you select the ['Cancel adding this user'](#) link, you've reached the end of this user guide.

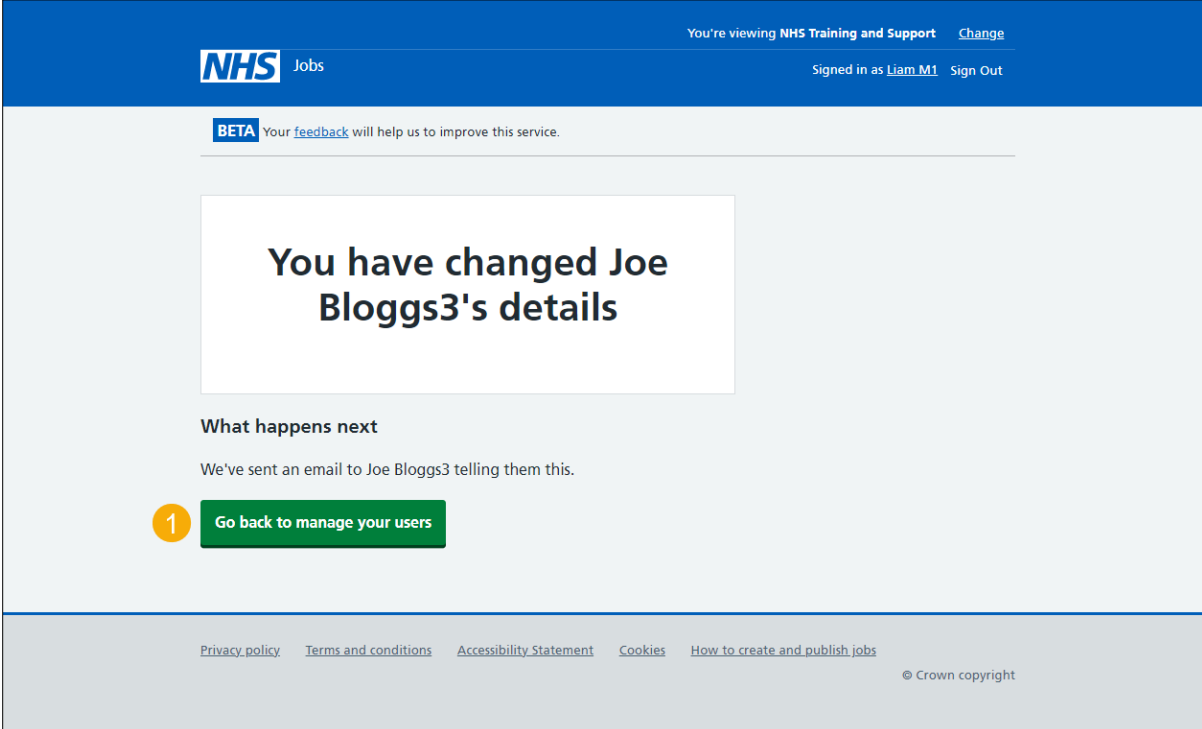
## You have changed the user's details

This page shows confirmation you've changed the user's details.

**Important:** The user will receive an email telling them of the change.

To go back to manage your users, complete the following step:

1. Select the '[Go back to manage your users](#)' button.



The screenshot shows the NHS Jobs user management interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam.M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' The main content area features a large white box with the text 'You have changed Joe Bloggs3's details'. Below this, under the heading 'What happens next', it states 'We've sent an email to Joe Bloggs3 telling them this.' A green button with a yellow circle containing the number '1' is labeled 'Go back to manage your users'. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice: '© Crown copyright'.

**Tip:** If you need to deactivate a user's account, go to the '[Deactivate the user's account](#)' page.

You've changed the user's details and reached the end of this user guide.

## Are you sure you want to deactivate the user's account?

This page gives you instructions for how to confirm if you're sure you want to deactivate the user's account.

**Important:** You'll only see this page if you're deactivating a user's account. You can reactivate them at any time.

To confirm if you're sure you want to deactivate the user's account, complete the following steps:

1. Select an answer:
  - ['Yes'](#)
  - 'No'
2. Select the 'Save and continue' button.

The screenshot shows the NHS Jobs interface. At the top, there's a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there's a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main heading is 'Are you sure you want to deactivate Joe Bloggs3's account?'. Below this, it says 'You can reactivate them at any time.' There are two radio buttons: 'Yes' (with a '1' in a yellow circle next to it) and 'No'. Below the radio buttons is a green 'Save and continue' button with a '2' in a yellow circle next to it. At the bottom, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. The footer says '© Crown copyright'.

If you don't want to deactivate the user's account, you've reached the end of this user guide.



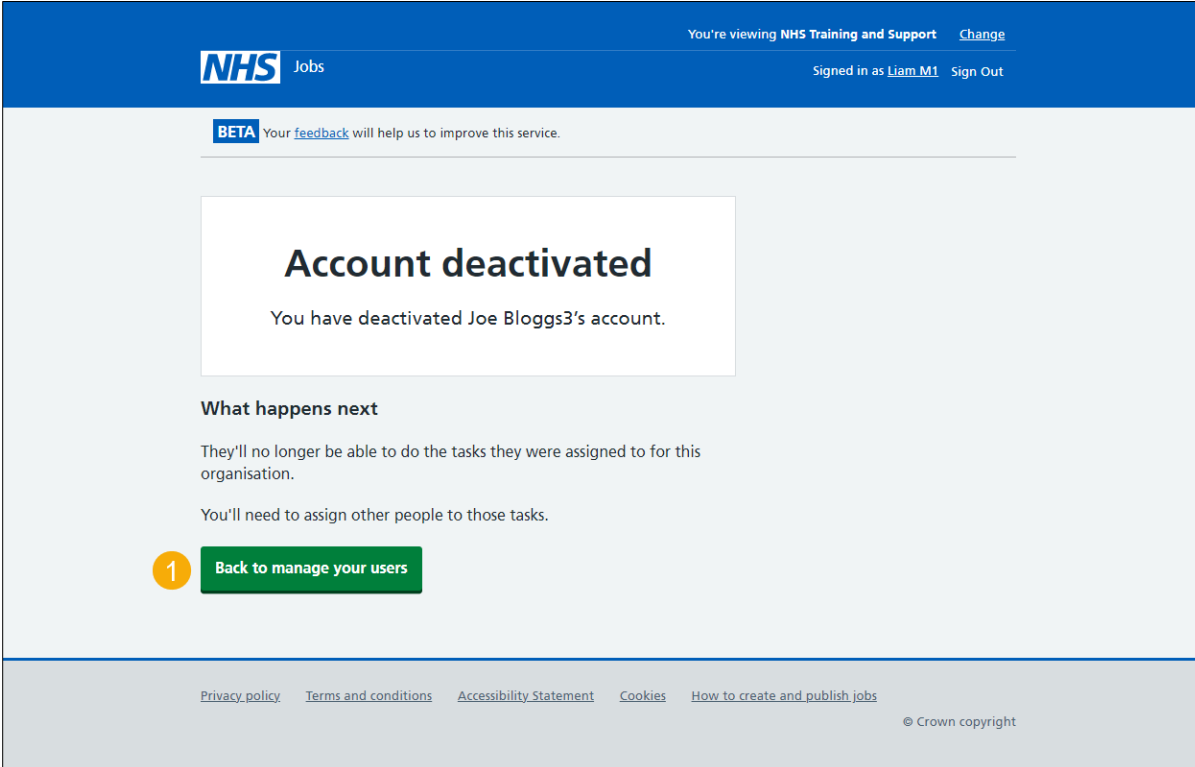
## Account deactivated

This page shows confirmation the user's account is deactivated.

**Important:** Once a user is deactivated, they'll no longer be able to do the recruitment tasks they were assigned to for this organisation. You'll need to assign other people to those tasks.

To go back to manage you users, complete the following step:

1. Select the 'Back to manage your users' button.



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' notice: 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'Account deactivated' and the message 'You have deactivated Joe Bloggs3's account.' Below this, a section titled 'What happens next' explains that the user can no longer perform tasks and that other people need to be assigned. A green button with a yellow circle containing the number '1' is labeled 'Back to manage your users'. At the bottom, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

**Tip:** If you need to reactivate a user's account, go to the '[Reactivate account](#)' page.

You've deactivated the user's account and if you don't want to reactivate their account, you've reached the end of this user guide.

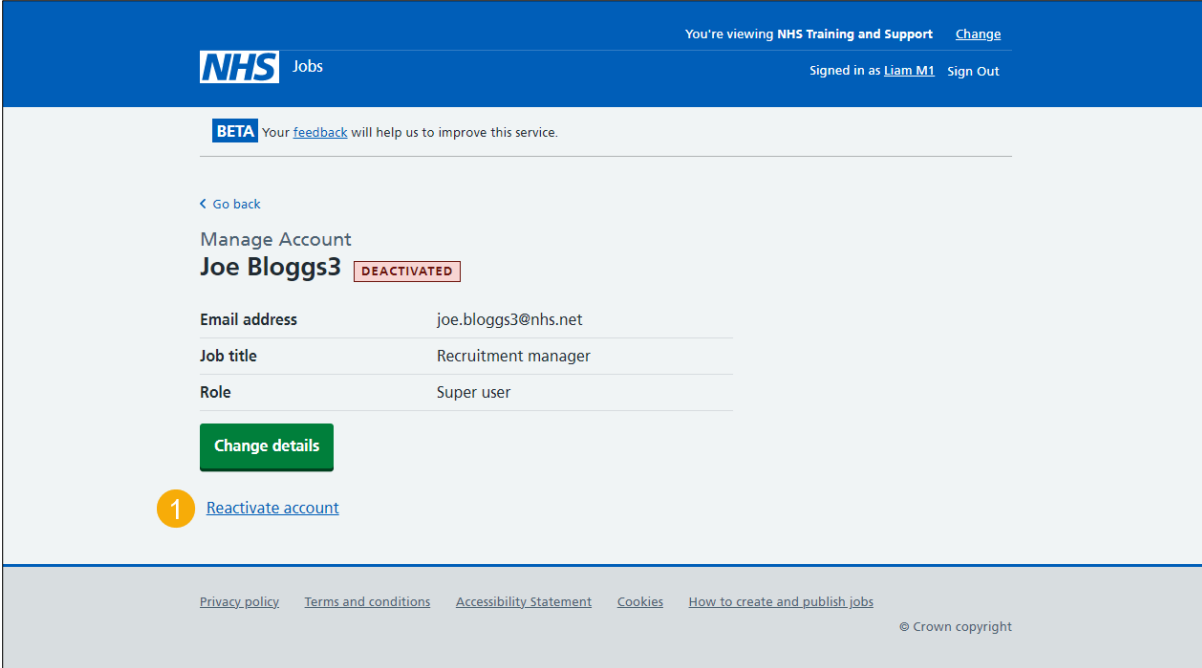
## Reactivate account

This page gives you instructions for how to reactivate a user's account.

**Important:** You'll only see the 'Reactivate account' link if the user's account status is 'DEACTIVATED'.

To reactivate a user's account, complete the following step:

1. Select the '[Reactivate account](#)' link.



The screenshot shows the NHS Jobs 'Manage Account' page for a user named Joe Bloggs3, whose account is deactivated. The page includes a header with the NHS logo, the text 'Jobs', and user information: 'You're viewing NHS Training and Support' and 'Signed in as Liam.M1 Sign Out'. A beta notice states: 'BETA Your feedback will help us to improve this service.' Below this is a 'Go back' link. The main content area is titled 'Manage Account' and shows the user's name 'Joe Bloggs3' with a 'DEACTIVATED' status. A table lists the user's details: Email address (joe.bloggs3@nhs.net), Job title (Recruitment manager), and Role (Super user). A green 'Change details' button is visible. A yellow circle with the number '1' highlights the 'Reactivate account' link. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with the copyright notice '© Crown copyright'.

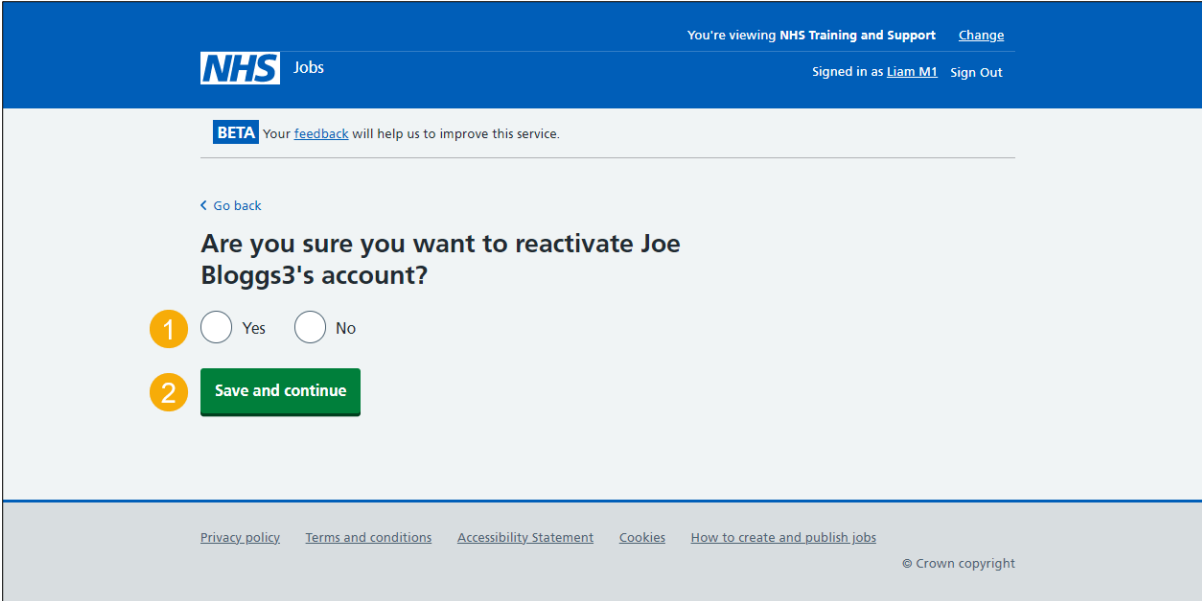
## Are you sure you want to reactivate the user's account?

This page gives you instructions for how to confirm if you're sure you want to reactivate the user's account.

**Important:** You'll only see this page if you're reactivating a user's account. You can deactivate them at any time.

To confirm if you're sure you want to reactivate the user's account, complete the following steps:

1. Select an answer:
  - ['Yes'](#)
  - 'No'
2. Select the 'Save and continue' button.



The screenshot shows a web interface for NHS Jobs. At the top, there is a blue header with the NHS logo and 'Jobs' text. On the right side of the header, it says 'You're viewing NHS Training and Support' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there is a 'BETA' badge and a message: 'Your feedback will help us to improve this service.' A 'Go back' link is visible. The main content area asks 'Are you sure you want to reactivate Joe Bloggs3's account?'. Below this question are two radio buttons: 'Yes' and 'No'. The 'Yes' radio button is selected. Below the radio buttons is a green button labeled 'Save and continue'. At the bottom of the page, there are links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs'. A copyright notice '© Crown copyright' is also present.

If you don't want to reactivate the users account, you've reached the end of this user guide.

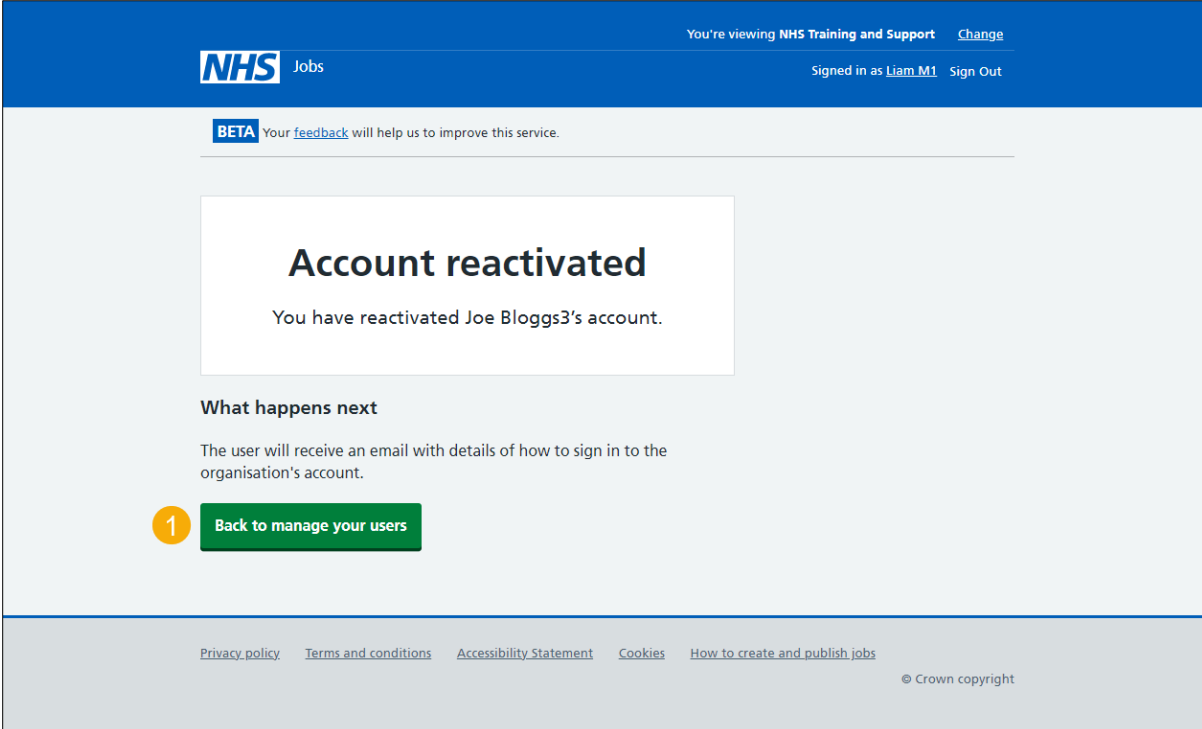
## Account reactivated

This page shows confirmation the user's account is reactivated.

**Important:** The user will receive an email with details of how to sign into the organisation's account.

To go back to manage your users, complete the following step:

1. Select the 'Back to manage your users' button.



The screenshot shows the NHS Jobs interface. At the top, there is a blue header with the NHS logo and 'Jobs' on the left, and 'You're viewing NHS Training and Support' with a 'Change' link on the right. Below the header, it says 'Signed in as Liam.M1' with a 'Sign Out' link. A 'BETA' badge is present with the text 'Your feedback will help us to improve this service.' The main content area features a white box with the heading 'Account reactivated' and the message 'You have reactivated Joe Bloggs3's account.' Below this, a section titled 'What happens next' explains that the user will receive an email with sign-in details. A green button labeled '1 Back to manage your users' is highlighted with a yellow circle containing the number 1. The footer contains links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', along with a copyright notice '© Crown copyright'.

You've reactivated the user's account and reached the end of this user guide.