

## How to manage users in NHS Jobs user guide

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

You'll need to add users to your organisation's account to complete the necessary [recruitment tasks](#).

To add a user, you'll need to add their:

- email address
- first name
- last name
- job title

Once you've added their details, you'll need to select an [NHS Jobs role](#).

To manage user's accounts, you can:

- add a user
- change user details
- deactivate a user
- reactivate a user

Only a 'Super user' can manage user's accounts.

## Contents

[How to manage users in NHS Jobs user guide](#)

[View what the roles can do](#)

[Recruitment tasks](#)

[Manage users](#)

[View the users on this account](#)

[Enter the user's email address](#)

[Enter the user's details](#)

[Select their NHS Jobs role](#)

[Check the user's details](#)

[You've added the user to your account](#)

[Change or deactivate a user's account](#)

[Change a user's details](#)

[Change a user's NHS Jobs role](#)

[Check the changed details are correct](#)

[Are you sure you want to deactivate the user's account?](#)

[Account deactivated](#)

[Reactivate account](#)

[Are you sure you want to reactivate the user's account?](#)

[Account reactivated](#)

## View what the roles can do

This table shows what the roles can do and is accessed from the 'Select their NHS Jobs role' page.

<a href="#">View what the roles can do</a>				
Description	Super user	Team manager	Recruitment administrator	Recruiting manager
Create a job listing	✓	✓	✓	✓
Approve a job listing	✓	✓	✓	✓
Publish a job listing	✓	✓	✓	
Change a published listing	✓	✓	✓	
Close a listing early	✓	✓	✓	
Score applications	✓	✓	✓	✓
Choose a shortlist	✓	✓	✓	✓
Create offers and contracts	✓	✓	✓	
View offers and contracts	✓	✓	✓	✓
Manage pre-employment checks	✓	✓	✓	
View pre-employment checks	✓	✓	✓	✓
View all listings	✓	✓	✓	
Manage team workload	✓	✓		
Run reports	✓	✓		
Add and change user details	✓			
Change KPIs	✓			

## Recruitment tasks

This table shows a description of each task and what it means.

Description	What it means?
Creating a job listing	You can create and publish a job listing.
Approve a job listing	You can approval or reject a job listing.
Publish a job listing	You can publish a job listing for jobseekers to apply.
Change a published listing	You can change and republish a job listing for jobseekers to apply.
Close a listing early	You can close a job listing before the closing date.
Score applications	You can view applications and score applications.
Choose a shortlist	You can choose applicants to select for interview.
Create offers and contracts	You can create job offers or issue contracts and send them to successful applicants.
View offers and contracts	You can view (read only) a job offer or contract sent to successful applicants.
Manage pre-employment checks	You can add, edit, or delete pre-employment check information for successful applicants.
View pre-employment checks	You can view (read only) pre-employment check information for successful applicants.
View all listings	You can view all job listings on an organisation's account.
Manage team workload	You can view job listings by users who are assigned as the recruitment administrator for the job. You can also assign and reassign job listings to manage user's workloads and ensure the recruitment progresses.
Add and change user details	You can add, change, deactivate and reactivate a user on an organisation's account.
Change KPIs	You can change the default KPIs (99 working days) on an organisation's account.

## Manage users

This page gives you instructions for how to manage users.

**Important:** Only a 'Super user' can add, change, deactivate and reactivate users on the organisation's account.

To view your organisation's users, complete the following step:

1. Select the '[Users](#)' link.

The screenshot shows the NHS BSA Training Dashboard. At the top, it says "You're viewing NHS BSA Training" and "Signed in as NHSBSA Training Sign Out". Below this is a "BETA" notice: "Your feedback will help us to improve this service." A yellow banner states: "The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)"

The main content area is titled "NHS BSA Training Dashboard". It has two tabs: "Tasks by stage" (selected) and "Listings by user". Below the tabs is a dropdown menu labeled "Showing tasks for" with "All users" selected.

The dashboard displays three task categories with progress bars:

Task Category	Count	Progress
<a href="#">Draft</a>	14	Green bar (approx. 1/3 full)
<a href="#">Approvals</a>	5 - on track 0, due 5	Yellow bar (approx. 1/5 full)
<a href="#">Published</a>	12 - on track 10, overdue 2	Green bar with red end (approx. 10/12 full)

On the right side, there are two panels:

- What you can do:** Contains three buttons: "Create a job listing" (green), "Search for a listing" (dark grey), and "Search for an applicant" (dark grey).
- Manage the account:** Contains a list of links: "Users" (with a yellow notification bubble containing the number 1), "At risk applicants", "Accredited logos", "Key performance indicators (KPIs)", and "Supporting documents".

## View the users on this account

This page gives you instructions for how to view the users on this account.

**Important:** In this example, there's a 'Super user' added.

To change or add a new user, complete the following steps:

1. Select a 'Change' link (optional).
2. Select the '[Add a new user](#)' button.

You're viewing NHS BSA Training

**NHS** Jobs

Signed in as [redacted] Sign Out

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Manage your users

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

John Doe

Email address [\[redacted\]](#)

Job title Administrator

Role Recruitment administrator

[Change details](#) [Deactivate account](#)

**1**

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

© Crown copyright

## Enter the user's email address

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

**Important:** This page will only show if you've selected to add a new user.

To enter the 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 website interface. 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' followed by a blurred name and a 'Sign Out' link. Below the header, there is a white banner with a blue 'BETA' tag and the text 'Your feedback will help us to improve this service.' Below this is a yellow banner with a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area has a light blue background and contains a '< Go back' link, the text 'Manage account', and the heading 'Enter the user's email address'. Below the heading is the label 'Email address' and a text input field with a '1' in a yellow circle to its left. Below the input field is a green 'Continue' button with a '2' in a yellow circle to its left. At the bottom of the page, there is a grey footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by the copyright notice '© Crown copyright'.

## Enter the user's details

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

To enter 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 BSA Training](#) [Change](#)

**NHS** Jobs Signed in as [\[User Name\]](#) [Sign Out](#)

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Enter the user's details

First name 1

Last name 2

Job title 3

4 [Continue](#)

#### What happens next

The user will receive an email to invite them to set up a password and sign in to their account

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

© Crown copyright



## Select their NHS Jobs role

This page gives you instructions for how to select their NHS Jobs role.

**Important:** You can '[View what the roles can do](#)' page and the '[Recruitment tasks](#)' page before you select their role.

To select their NHS Jobs role, complete the following steps:

1. Select an answer.
2. Select the '[Continue](#)' button.

You're viewing [NHS BSA Training](#) [Change](#)

**NHS** Jobs

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

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Select their NHS Jobs role

[+ View what the roles can do](#)

Super user

Team manager

**1**  Recruitment administrator

Recruiting manager

**2** [Continue](#)

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

© Crown copyright

## Check the user's details

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

**Important:** Check the details are correct before adding them as a user on the organisation's account. Once you've added them, they'll receive an email to invite them to set up a password and sign into their account.

To change or add this user, complete the following steps:

1. Select a '[Change](#)' link (optional).
2. Select the '[Add this user](#)' button.

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

**NHS** Jobs Signed in as [\[User\]](#) Sign Out

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Check the user's details

Email address	<a href="#">[Redacted]</a>	<a href="#">Change</a>
First name	Joe	<a href="#">Change</a>
Last name	Bloggs	<a href="#">Change</a> <b>1</b>
Job title	Recruitment Lead	<a href="#">Change</a>
NHS Jobs role	Super user	<a href="#">Change</a>

Check that all details for the user are correct before adding them as a user of the organisation's account.

**2** [Add this user](#)

[Cancel adding this user](#)

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

© Crown copyright

**Tip:** You can select the 'Cancel adding this user' link if you don't want to add this user.

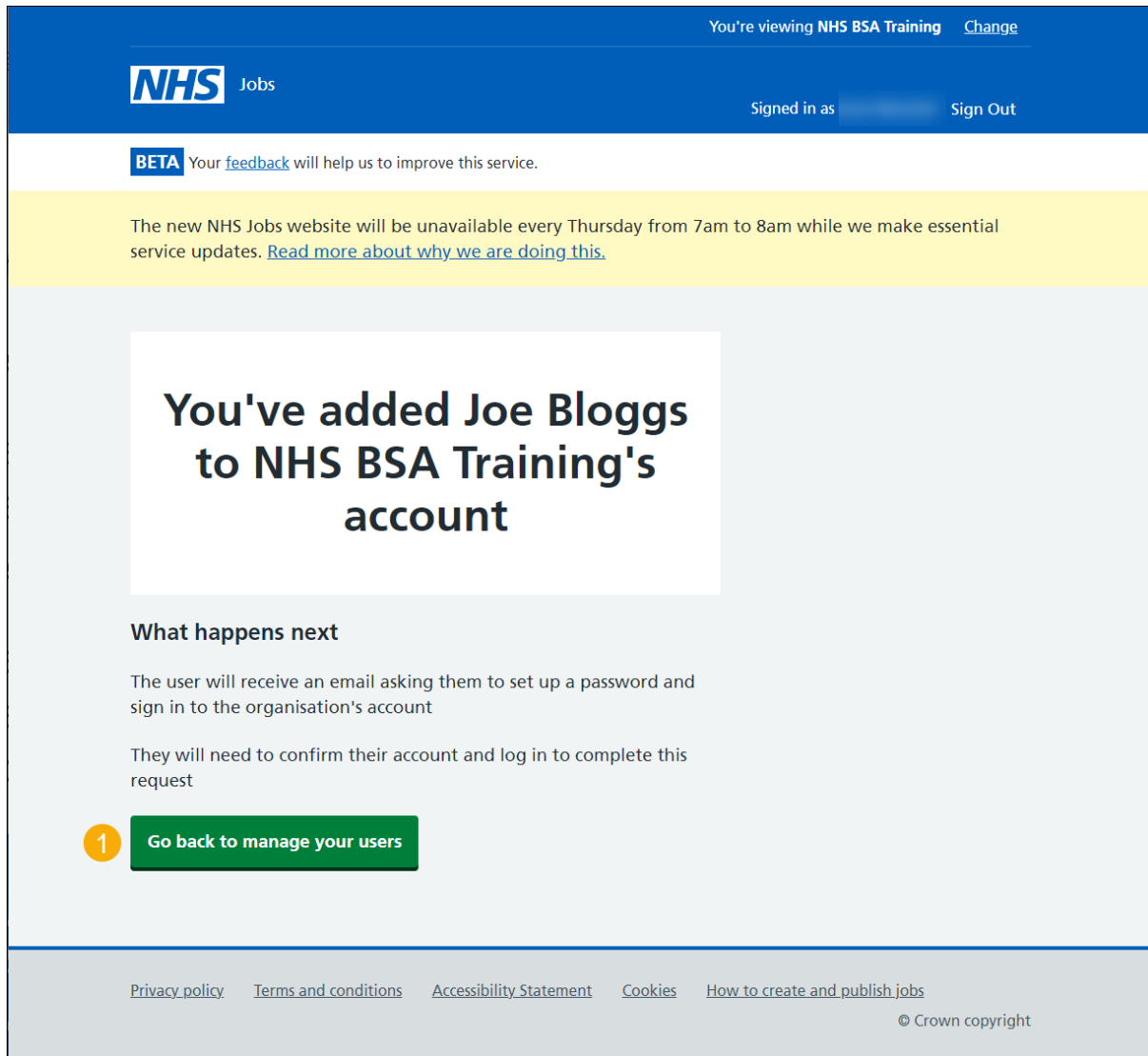
## You've added the user to your account

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. They will need to confirm their account and log in to complete this request.

To manage your users, complete the following step:

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



The screenshot shows the NHS Jobs website 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 BSA Training' with a 'Change' link. Below the header, there is a 'Signed in as' dropdown menu and a 'Sign Out' link. A yellow banner below the header contains a 'BETA' notice: 'Your feedback will help us to improve this service.' Below the banner, a light blue box contains the main message: 'You've added Joe Bloggs to NHS BSA Training's account'. Underneath this, a section titled 'What happens next' explains that the user will receive an email to set up a password and sign in, and that they will need to confirm their account and log in to complete the request. A green button with a yellow '1' icon and the text 'Go back to manage your users' is positioned below the text. At the bottom of the page, there is a footer with 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 reached the end of this user guide as you've added a user to your organisation's account.

## Change or deactivate a user's account

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

**Important:** If you need to change your details, contact the NHS Jobs administrators.

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

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

The screenshot shows the NHS Jobs website interface. 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 white banner with a 'BETA' label and the text 'Your feedback will help us to improve this service.' Below this is a yellow banner with a message about the website being unavailable every Thursday from 7am to 8am. The main content area has a light blue background and contains a 'Go back' link, the text 'Manage account', and a large heading 'Manage your users'. Below the heading is a green button labeled 'Add a new user'. Underneath is a user profile for 'Bloggs Joe' with the following details: Email address: bloggs.joe@nhs.net, Job title: Recruitment Lead, and Role: Super user. At the bottom of the profile, there are two numbered callouts: '1 Change details' and '2 Deactivate account'. Below these callouts is a note: 'If you need to change your details, contact the NHS Jobs administrators.'

## Change a user's details

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

**Important:** This page is only shown if you're changing a user's details.

To change a user's details, complete the following step:

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 BSA Training](#) [Change](#)

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

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

### Manage account

## Change a user's details

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

First name

1

Last name

2

Job title

3

4

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

© Crown copyright

## Change a user's NHS Jobs role

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

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

1. Select an answer.
2. Select the '[Continue](#)' button.

You're viewing NHS BSA Training [Change](#)

**NHS** Jobs

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

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

You've accepted analytics cookies. You can [change your cookie settings](#) at any time. [Hide](#)

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Change a user's NHS Jobs role

[+ View what the roles can do](#)

Super user

Team manager

**1**  Recruitment administrator

Recruiting manager

**2** [Continue](#)

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

© Crown copyright

**Tip:** Select the '[View what the roles can do](#)' link for more information.

## Check the changed details are correct

This page gives you instructions for how to check the changed details are correct.

To change or confirm these changes, complete the following steps:

1. Select a '[Change](#)' link (optional).
2. Select the '[Confirm these changes](#)' button.

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

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

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

Manage account

### Check the changed details are correct

Email address	bloggs.joe@nhs.net	
First name	Bloggs	<a href="#">Change</a>
Last name	Joe	<a href="#">Change</a> <b>1</b>
Job title	Recruitment Lead	<a href="#">Change</a>
NHS Jobs role	Super user	

**2** [Confirm these changes](#)

[Cancel changing this user](#)

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

© Crown copyright

You've reached the end of this user guide as you've changed a user's account.

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

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

**Important:** This page is only shown if you're deactivating a user's account.

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

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

The screenshot shows the NHS Jobs website interface. 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 yellow banner with the text 'BETA Your feedback will help us to improve this service.' and a message about the new NHS Jobs website being unavailable every Thursday from 7am to 8am. The main content area is light blue and contains a '< Go back' link, the question 'Are you sure you want to deactivate Bloggs Joe's account?', and the text 'You can reactivate them at any time.' Below this, there are two radio buttons: '1 Yes' and '2 No'. A green button labeled '2 Save and continue' is positioned below the radio buttons. At the bottom of the page, there is a footer with 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:** You can reactivate a user's account at any time.

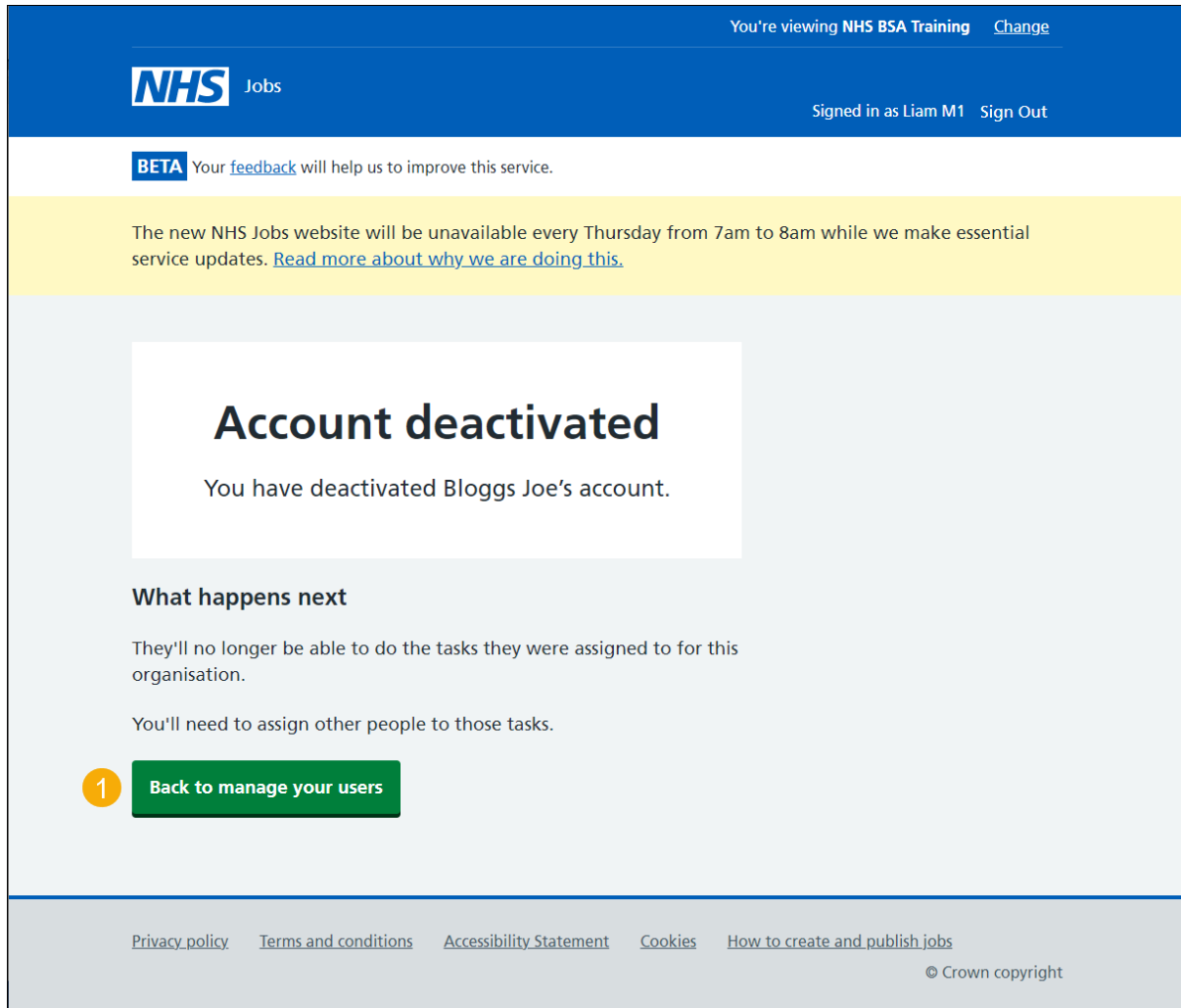


## Account deactivated

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 tasks they were assigned to for this organisation. You'll need to assign other people to those tasks.

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



The screenshot shows the NHS Jobs website interface. 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 yellow banner with a 'BETA' label and the text 'Your feedback will help us to improve this service.' Below the banner, there is a light blue box with the text 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)' The main content area has a white box with the heading 'Account deactivated' and the text 'You have deactivated Blogs Joe's account.' Below this, there is a section titled 'What happens next' with the text 'They'll no longer be able to do the tasks they were assigned to for this organisation.' and 'You'll need to assign other people to those tasks.' A green button with a yellow circle containing the number '1' and the text 'Back to manage your users' is positioned below the text. At the bottom of the page, there is a footer with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by the copyright notice '© Crown copyright'.

You've reached the end of this user guide as you've deactivated a user's account.

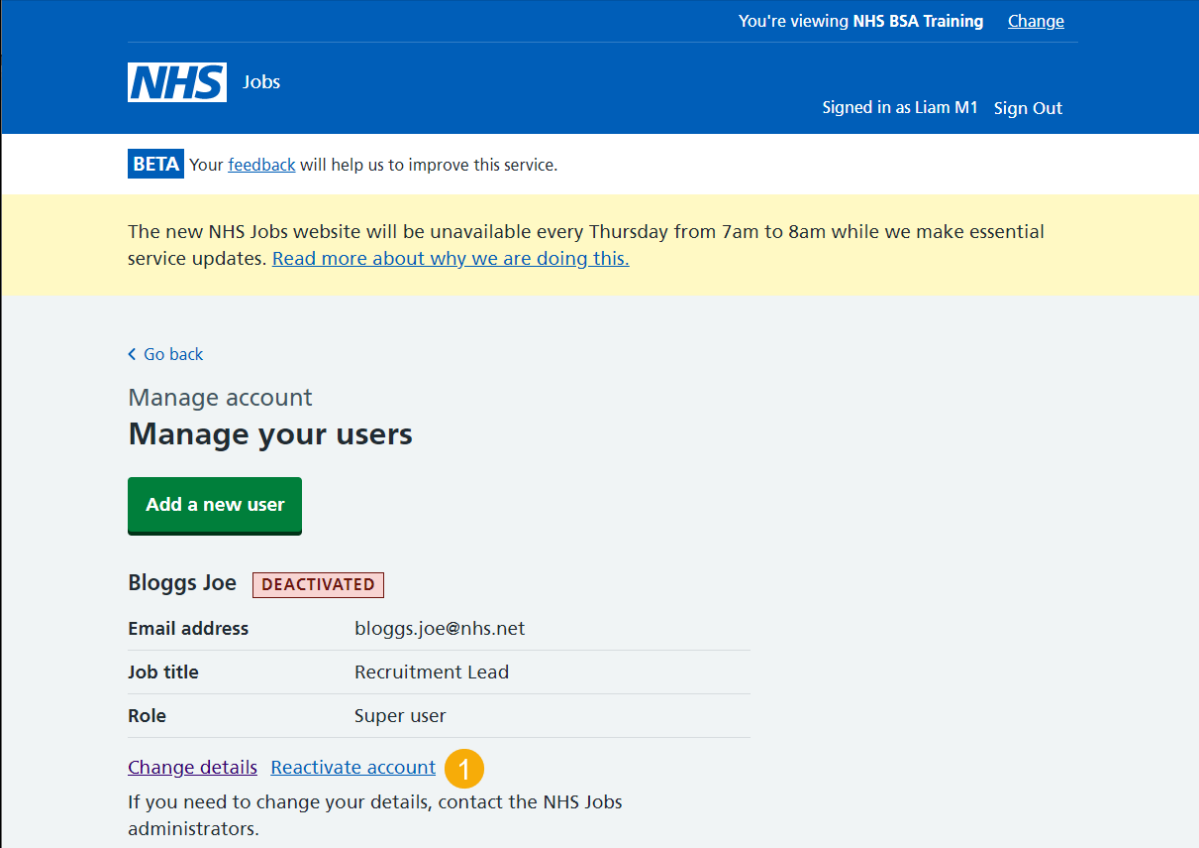
## Reactivate account

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

**Important:** This page is only shown if you're reactivating a user's account. If a user is deactivated, the status 'DEACTIVATED' is shown. If you need to change your details, contact the NHS Jobs administrators.

To reactive a user's account, complete the following steps:

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



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 BSA Training' with a 'Change' link, and 'Signed in as Liam M1' with a 'Sign Out' link. Below the header, there's a 'BETA' notice: 'Your feedback will help us to improve this service.' A yellow banner below that states: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)' The main content area is titled 'Manage account' and 'Manage your users'. There's a green button 'Add a new user'. Below that, a user profile for 'Bloggs Joe' is shown with a 'DEACTIVATED' status tag. The profile details are: Email address: bloggs.joe@nhs.net, Job title: Recruitment Lead, Role: Super user. At the bottom of the profile, there are links for 'Change details' and 'Reactivate account' (the latter has a yellow circle with the number '1' next to it). A note at the bottom says: 'If you need to change your details, contact the NHS Jobs administrators.'

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

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

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

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

You're viewing [NHS BSA Training](#) [Change](#)

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

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

The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)

[< Go back](#)

### Are you sure you want to reactivate Bloggs Joe's account?

1  Yes  No

2 [Save and continue](#)

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

© Crown copyright

## 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.

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

The screenshot shows the NHS Jobs website interface. At the top, there is a blue header with the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' with a 'Change' link on the right. Below the header, there is a 'Signed in as Liam M1' and a 'Sign Out' link. A yellow banner contains a 'BETA' notice: 'Your feedback will help us to improve this service.' Below this, a light blue banner states: 'The new NHS Jobs website will be unavailable every Thursday from 7am to 8am while we make essential service updates. [Read more about why we are doing this.](#)' The main content area features a white box with the heading 'Account reactivated' and the message 'You have reactivated Bloggs Joe'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 with a yellow circle containing the number '1' is labeled '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 '© Crown copyright' notice.

You've reached the end of this user guide as you've reactivated a user's account.