

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](#).

The roles available are:

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

To manage users, you can:

- Add a user
- Change a user's details
- Deactivate a user
- Reactivate a user

Only a 'Super user' can manage users and their accounts.

Contents

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

[View what the roles can do](#)

[Recruitment tasks](#)

[Manage users](#)

[Manage your users](#)

[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 account 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.

View what the roles can do				
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 approve 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 manage users and their accounts.

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

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

The screenshot shows the NHS BSA Training Dashboard. At the top, there is a blue header with the NHS logo and 'Jobs' text. To the right, it says 'You're viewing NHS BSA Training' and 'Signed in as NHSBSA Training Sign Out'. Below the header, there is a yellow banner with a 'BETA' label and a message about service updates. The main content area is divided into two columns. The left column is titled 'NHS BSA Training Dashboard' and contains two tabs: 'Tasks by stage' and 'Listings by user'. Below the tabs, there is a dropdown menu labeled 'Showing tasks for' with 'All users' selected. At the bottom of the left column, there is a 'Draft' link and a progress bar showing '46 - on track 40, overdue 6'. The right column is titled 'What you can do' and contains three buttons: 'Create a job listing', 'Search for a listing', and 'Search for an applicant'. Below this, there is a 'Manage the account' section with a 'Manage users' link and a yellow circle with the number '1'.

You're viewing **NHS BSA Training**

NHS Jobs

Signed in as NHSBSA Training 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.](#)

NHS BSA Training Dashboard

Tasks by stage Listings by user

Showing tasks for
All users

[Draft](#) 46 - on track 40, overdue 6

What you can do

Create a job listing

Search for a listing

Search for an applicant

Manage the account

[Manage users](#) 1

Manage your users

This page gives you instructions for how to manage the users on your organisation's account.

To add a new user or make changes to an existing user, complete the following steps:

1. Select the '[Add a new user](#)' button.
2. Search for a user, using their name or email address (optional).
3. Filter users by their 'Role' type (optional).
4. Filter users by their 'Status' type (optional).
5. Select the 'Apply filters' button (optional).
6. Select the 'Clear filters' link (optional).
7. Select the '[User name](#)' link.

You're viewing NHS BSA Training

Jobs

Signed in as NHSBSA Training 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

1 [Add a new user](#)

Search by name or email address

2

Role

☐ Super user

☐ Team manager

☐ Recruitment administrator

☐ Recruiting manager

Status of user

☐ Active

☐ Deactivated

4

5 [Apply filters](#)

6 [Clear filters](#)

Name	Email address	Role
John Doe	john.doe@nhs.uk	Super user
John Doe	john.doe@nhs.uk	Recruitment administrator
John Doe	john.doe@nhs.uk	Super user
NHSBSA Training 7	nhsbsa.training@nhs.uk	Super user
John Doe	john.doe@nhs.uk	Super user
John Doe	john.doe@nhs.uk	Recruiting manager
John Doe	john.doe@nhs.uk	Recruiting manager
John Doe	john.doe@nhs.uk	Team manager

[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're adding 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.

You're viewing NHS BSA Training

Jobs

Signed in as NHSBSA TrainingSign 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 email address

Email address

1

2Continue

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

© 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

Jobs

Signed in as NHSBSA TrainingSign 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

1

First name

2

Last name

3

Job title

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

Jobs

Signed in as NHSBSA Training 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

Jobs

Signed in as NHSBSA Training 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	joe.bloggs.nhs@nhs.net	Change
First name	Joe	Change
Last name	Bloggs	Change 1
Job title	Recruitment Advisor	Change
NHS Jobs role	Recruiting manager	Change

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, a blue header bar contains the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' on the right. Below the header, a white bar shows 'Signed in as NHSBSA Training' and a 'Sign Out' link. A yellow banner below that contains a 'BETA' label and a message about feedback. Another yellow banner below that states the new NHS Jobs website will be unavailable every Thursday from 7am to 8am. The main content area has a light blue background. A white box in the center contains the heading 'You've added Joe Bloggs to NHS BSA Training's account'. Below 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. At the bottom of this section is a green button with a yellow circle containing the number '1' and the text 'Go back to manage your users'. The footer of the page is a grey bar containing 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're viewing NHS BSA Training

NHS Jobs

Signed in as NHSBSA Training 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.](#)

You've added Joe Bloggs to NHS BSA Training's account

What happens next

The user will receive an email asking them to set up a password and sign in to the organisation's account

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

1 Go back to manage your users

[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 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](#)' button.
2. Select the '[Deactivate account](#)' link.

You're viewing NHS BSA Training

Jobs

Signed in as NHSBSA TrainingSign 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

NHSBSA Training

Email address

adrian.hart@gmail.com

Job title

Practice Manager

Role

Super user

1

Change details

2

[Deactivate account](#)

[Privacy policy](#)

[Terms and conditions](#)

[Accessibility Statement](#)

[Cookies](#)

[How to create and publish jobs](#)

© Crown copyright

Change a user's account details


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

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

To change a user's account 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**

 **Jobs**

Signed in as NHSBSA Training [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.

1

First name

NHSBSA

2

Last name

Training

3

Job title

Practice Manager

4

[Continue](#)

[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

Jobs

Signed in as NHSBSA TrainingSign 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 NHS Jobs role

[View what the roles can do](#)

1

☒ Super user

☐ Team manager

☐ 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

Jobs

Signed in as NHSBSA TrainingSign 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	Change	
First name	NHSBSA	Change
Last name	Training	Change 1
Job title	Practice Manager	Change
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 details.

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 'Save and continue' button.

You're viewing NHS BSA Training

 Jobs

Signed in as NHSBSA Training 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 deactivate Joe Bloggs's account?

You can reactivate them at any time.

1

☐ Yes ☐ No

2

Save and continue

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

© 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, a blue header bar contains the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' on the right. Below the header, a white bar displays 'Signed in as NHSBSA Training' and a 'Sign Out' link. A yellow banner below this states: 'BETA Your [feedback](#) will help us to improve this service.' Another yellow banner follows, announcing: '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 light blue background. A white box in the center contains the heading 'Account deactivated' and the message 'You have deactivated Joe Bloggs'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'. The footer is a grey bar with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by '© 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 reactivate a user's account, complete the following steps:

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

You're viewing **NHS BSA Training**

 **Jobs**

Signed in as NHSBSA Training [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

Joe Bloggs **DEACTIVATED**

Email address

joebloggs@nhs.uk

Job title

UAT

Role

Recruiting manager

[Change details](#)

1

[Reactivate account](#)

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

© Crown copyright


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 'Save and continue' button.

You're viewing NHS BSA Training

Jobs

Signed in as NHSBSA TrainingSign 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 Joe Bloggs'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, a blue header bar contains the NHS logo and 'Jobs' text on the left, and 'You're viewing NHS BSA Training' on the right. Below the header, a white bar displays 'Signed in as NHSBSA Training' and a 'Sign Out' link. A yellow banner below this states: '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.](#)' The main content area has a light blue background. A white box in the center contains the heading 'Account reactivated' and the text 'You have reactivated Joe Bloggs'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 is a grey bar with links for 'Privacy policy', 'Terms and conditions', 'Accessibility Statement', 'Cookies', and 'How to create and publish jobs', followed by '© Crown copyright'.

You're viewing NHS BSA Training

NHS Jobs

Signed in as NHSBSA Training 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.](#)

Account reactivated

You have reactivated Joe Bloggs's account.

What happens next

The user will receive an email with details of how to sign in to the organisation's account.

1 Back to manage your users

[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 reactivated a user's account.