

How to add and manage users for your account.

This guide explains how to add and manage users for your NHS volunteering service account.

Sign in to the [NHS Volunteering service](#) to access your account and follow the instructions in this guide.

There are two types of users you can create:

- Superusers can manage listings and add and manage other team members.
- Recruiters can only manage listings.

You can have up to 5 superusers.

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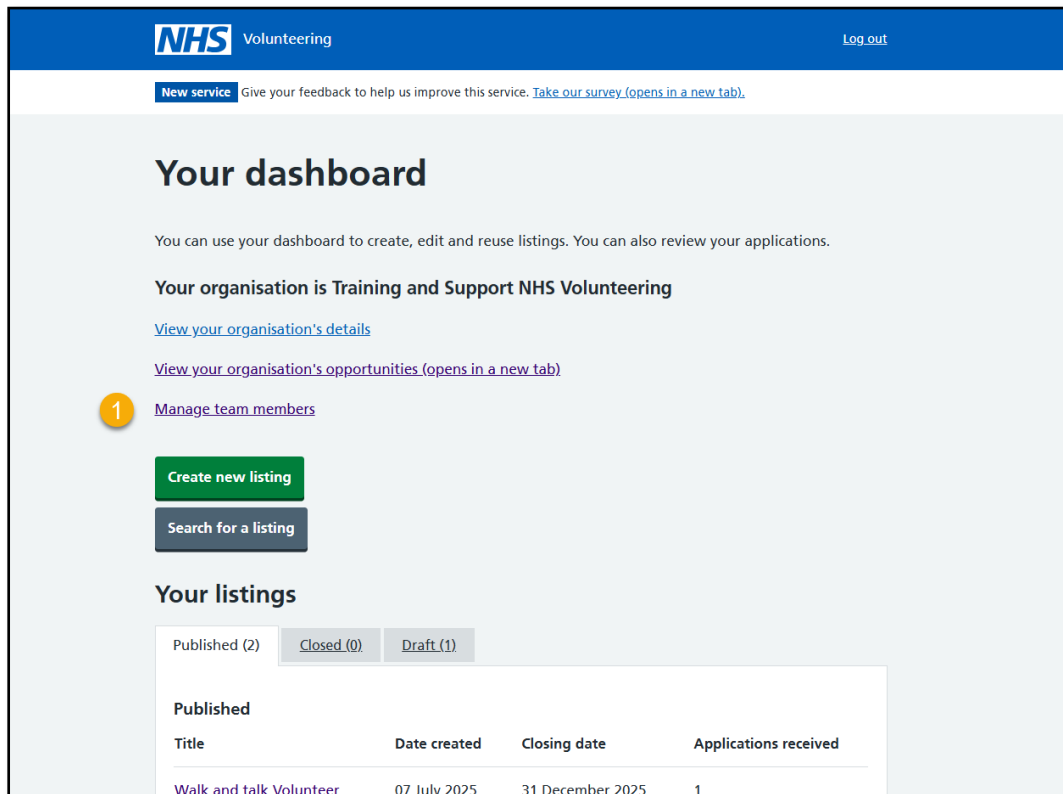
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Start managing team members.

Important: You should be signed into your NHS Volunteering account and currently on 'Your Dashboard'.

To start adding or managing users, complete the following step:

1. Select the '[Manage team members](#)' link of from the 'Your Dashboard' page.



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Your dashboard

You can use your dashboard to create, edit and reuse listings. You can also review your applications.

Your organisation is Training and Support NHS Volunteering

[View your organisation's details](#)

[View your organisation's opportunities \(opens in a new tab\)](#)

1 [Manage team members](#)

[Create new listing](#)

[Search for a listing](#)

Your listings

Published (2) [Closed \(0\)](#) [Draft \(1\)](#)

Published			
Title	Date created	Closing date	Applications received
Walk and talk Volunteer	07 July 2025	31 December 2025	1

Manage team members.

To manage your team members, complete the following steps:

1. Select the '[Go back to dashboard](#)' link to return to the dashboard.
2. Select the '[Add new team member](#)' button to add a team member.
3. Select the '[View profile](#)' link to view and edit the details of an existing profile.

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1 < Go back to dashboard

Manage team members

Add team members and assign them different levels of access in the service.

2 Add new team member

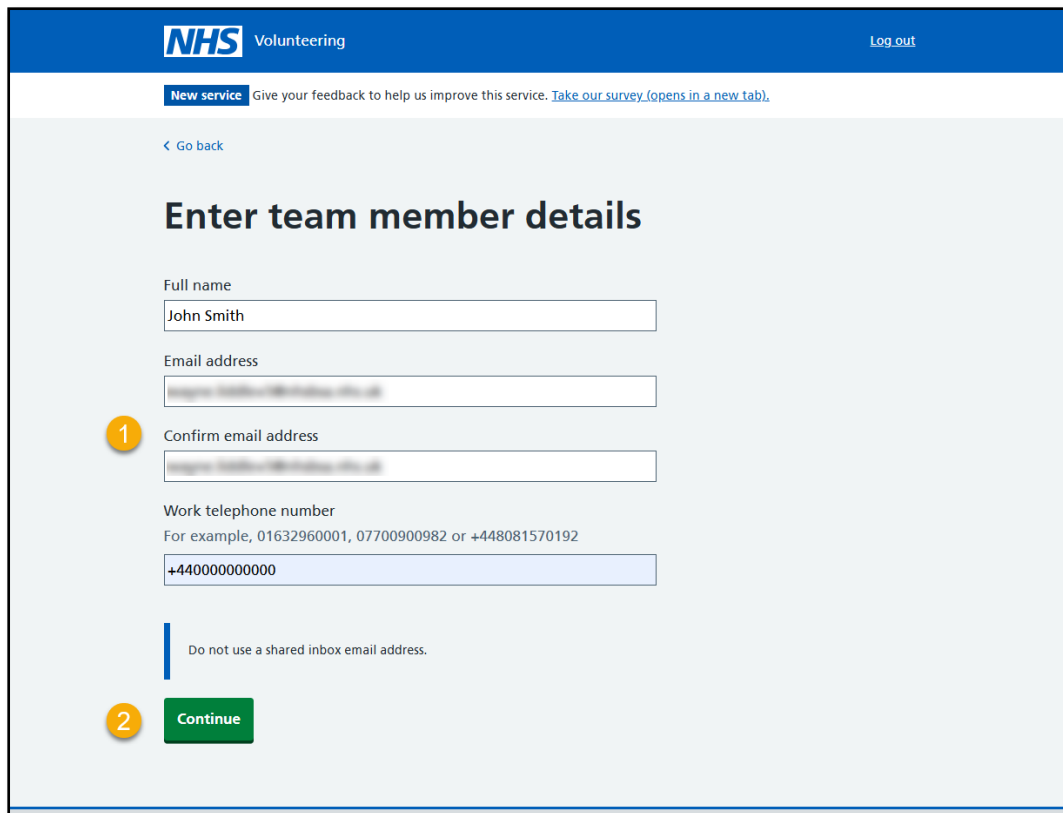
Name	Email address	Role	Actions
Wayne Liddle (You)	wayne.liddle@nhs.uk	Superuser	View profile 3

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[Accessibility statement](#)

Enter team member details.

To edit the closing date on a published listing, complete the following steps:

1. Enter the new date details in the following text boxes:
 - 'Full name'.
 - 'Email address'.
 - 'Confirm email address'.
 - 'Work telephone number'.
2. Select the '[Continue](#)' button.



The screenshot shows the 'Enter team member details' form on the NHS Volunteering website. The form is titled 'Enter team member details' and includes a 'Go back' link. It contains four text input fields: 'Full name' (with 'John Smith' entered), 'Email address' (with a masked email address), 'Confirm email address' (with a masked email address), and 'Work telephone number' (with '+440000000000' entered). A 'Continue' button is at the bottom. A tip box states 'Do not use a shared inbox email address.' The form is marked with a '1' next to the 'Confirm email address' field and a '2' next to the 'Continue' button.

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< Go back

Enter team member details

Full name
John Smith

Email address
[masked email address]

1 Confirm email address
[masked email address]

Work telephone number
For example, 01632960001, 07700900982 or +448081570192
+440000000000

Do not use a shared inbox email address.

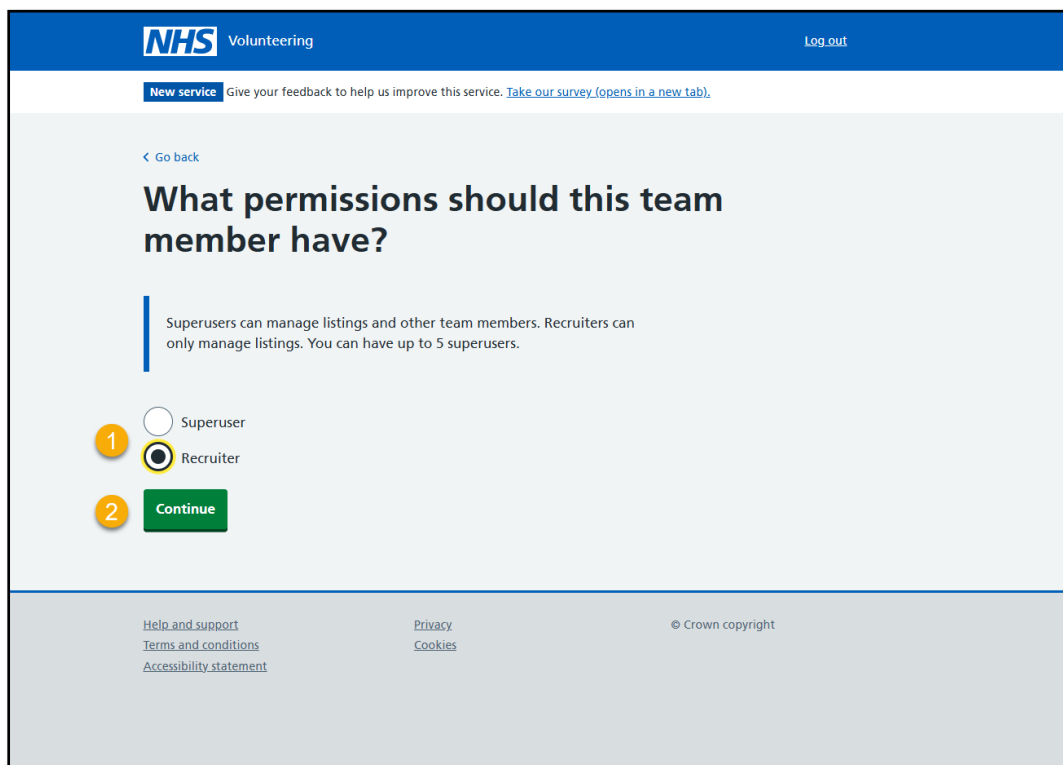
2 Continue

Tip: Do not use a shared inbox email address.

Select the permissions for the new team member.

To select the permissions for the new team member, complete the following steps:

1. Select 'Super user'
Or
Select 'Recruiter'.
2. Select the '[Continue](#)' button.



The screenshot shows the NHS Volunteering interface. At the top is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header is a white banner with a 'New service' button and a feedback link. The main content area has a light blue background and contains a 'Go back' link, the title 'What permissions should this team member have?', and explanatory text: 'Superusers can manage listings and other team members. Recruiters can only manage listings. You can have up to 5 superusers.' There are two radio button options: 'Superuser' (unselected) and 'Recruiter' (selected, indicated by a yellow circle with a '1'). Below these is a green 'Continue' button with a yellow circle and the number '2' next to it. The footer is a light grey bar containing links for 'Help and support', 'Terms and conditions', 'Accessibility statement', 'Privacy', and 'Cookies', along with a '© Crown copyright' notice.

Tip: There are two types of users you can create:

- Superusers can manage listings **and** other team members.
- Recruiters can only manage listings.

You can have up to 5 superusers.

Check your answers.

To check your answers, complete the following steps:

1. Select the relevant '[Change](#)' link to change any details before submitting. (Optional)
2. Select the '[Submit](#)' button to add the new user to your account

NHS Volunteering [Log out](#)

New service Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\).](#)

[Go back](#)

Check your answers

Team member details

Full name	John Smith	Change
Email address	Change	Change
Work telephone number	+440000000000	Change
Role	Recruiter	Change

[2](#) **Submit**

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New team member added

Important: A message at the top of the screen will confirm that the team member has been added.

You can now complete the following steps:

1. Select the '[Go back to dashboard](#)' link to return to the dashboard.
2. Select the '[Add new team member](#)' button to add a team member.
3. Select the '[View profile](#)' link to view and edit the details of an existing profile.

NHS Volunteering [Log out](#)

New service Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\)](#).

1 < [Go back to dashboard](#)

New team member added

We've sent an invite to **John Smith**.

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

Manage team members

Add team members and assign them different levels of access in the service.

2 [Add new team member](#)

Name	Email address	Role	Actions
Wayne Liddle (You)	[redacted]	Superuser	View profile
John Smith	[redacted]	Recruiter	View profile 3

[Return to start of this user guide.](#)

View and manage the details of an existing team member.

Important: You cannot change the email address of an existing team member. If a team member has a new email address, a superuser will need to create a new account for them.

To use the View application page, complete the following steps:

1. Select the '[Go back](#)' link to return to the manage team members page.
2. Select the relevant '[Change](#)' link to update the details.

NHS Volunteering [Log out](#)

New service Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\).](#)

[1 < Go back](#)

Wayne Liddle

Name	Wayne Liddle	Change
Email address	Wayne.Liddle@NHS.uk	Change 2
Phone number	01632960001	Change
Role	Recruiter	Change

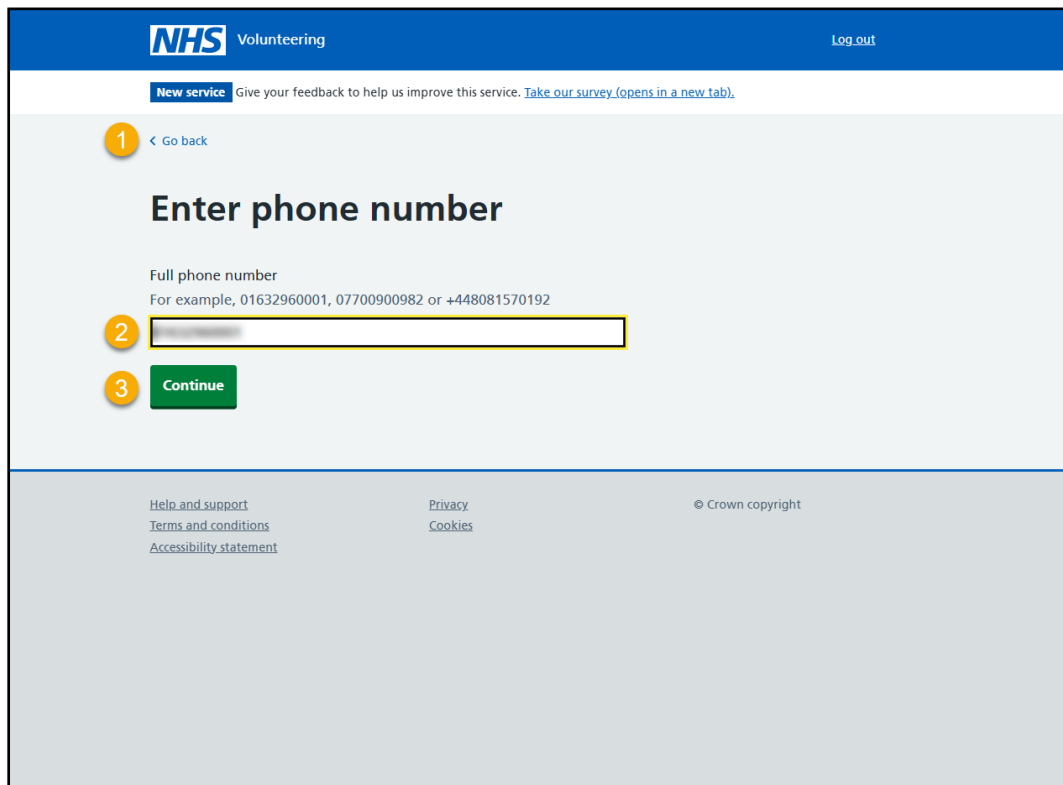
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Enter new details.

Important: This example shows the phone number being updated.

To update the details, complete the following steps:

1. Select the '[Go back](#)' link to return to the View profile page. (Optional)
2. Enter the updated information.
3. Select the '[Continue](#)' button.



The screenshot shows the NHS Volunteering website interface. At the top is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header is a white banner with a 'New service' message and a link to 'Take our survey (opens in a new tab)'. The main content area has a light blue background. On the left, there are three numbered steps in orange circles: 1. '< Go back', 2. a text input field, and 3. a green 'Continue' button. The title 'Enter phone number' is centered. Below the title, it says 'Full phone number' and provides an example: 'For example, 01632960001, 07700900982 or +448081570192'. The text input field is highlighted with a yellow border. At the bottom, there is a footer with links for 'Help and support', 'Terms and conditions', 'Accessibility statement', 'Privacy', and 'Cookies', along with '© Crown copyright'.

Check your answers before submitting.

Important: This example shows the phone number being updated.

To check your answers before submitting, complete the following steps:

1. Select the '[Change](#)' link to update the details before submitting. (Optional)
2. Select the '[Submit](#)' button to submit the change.

NHS Volunteering Log out

New service Give your feedback to help us improve this service. [Take our survey \(opens in a new tab\).](#)

[Go back](#)

Check your answers before submitting

Team member details

Phone number 01632960001 [Change](#) 1

2 Submit

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Tip: The details will be updated, and you will return to the Manage team members page.