

How to add and manage users in your NHS Volunteering account

This guide explains how to add and manage users in 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 or manage other team members.
- Recruiters can only manage listings.

You can have up to 5 superusers.

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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:

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

NHS Volunteering Log out

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

Your dashboard

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

Your organisation is NHS Volunteering - Training and Support

[View your organisation's details](#)

[Use this link to share your current opportunities on websites, emails, social media or other digital channels \(opens in a new tab\)](#)

1 [Manage team members](#)

Create new listing

Search for a listing

Your listings

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Published

Title	Date created	Closing date	Applications received
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Manage team members

To manage your team members:

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

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

You can amend the following team member information:

- Full name
- Email address
- Confirm email address
- Work telephone number

To enter team member details:

1. Enter the new details in the relevant text box.
2. Select the '[Continue](#)' button.

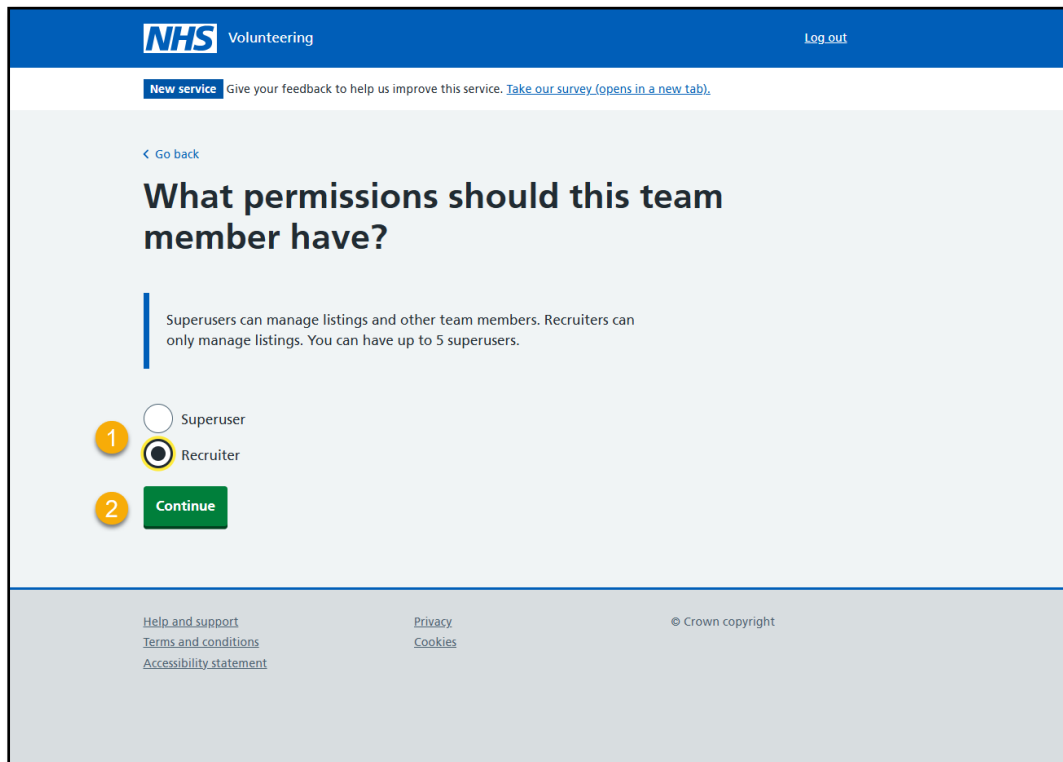
The screenshot shows the NHS Volunteering 'Enter team member details' form. At the top, there is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header, there is a 'New service' banner with a feedback link. A '< Go back' link is visible. The main heading is 'Enter team member details'. The form contains four text input fields: 'Full name' (with 'John Smith' entered), 'Email address', 'Confirm email address', and 'Work telephone number' (with '+44000000000' entered). A note below the telephone number field states 'Do not use a shared inbox email address.' A green 'Continue' button is at the bottom, with a yellow circle containing the number '2' next to it. A yellow circle containing the number '1' is next to the 'Confirm email address' field.

Important: 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:

1. **Select** the permission status for the new team member. Choose between:
 - 'Super user'
 - 'Recruiter'
2. **Select** the '[Continue](#)' button.



The screenshot shows the NHS Volunteering interface. At the top, there 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 survey link. The main content area has a light blue background and features a 'Go back' link. The title 'What permissions should this team member have?' is prominently displayed. Below the title, a vertical blue bar is followed by 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). A green 'Continue' button is positioned below these options. At the bottom of the page, there are links for 'Help and support', 'Terms and conditions', and 'Accessibility statement' on the left; 'Privacy' and 'Cookies' in the center; and '© Crown copyright' on the right.

Important:

- 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, review the information on the page.

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	[REDACTED]	Change
Work telephone number	+440000000000	Change 1
Role	Recruiter	Change

2 [Submit](#)

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[Accessibility statement](#)

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

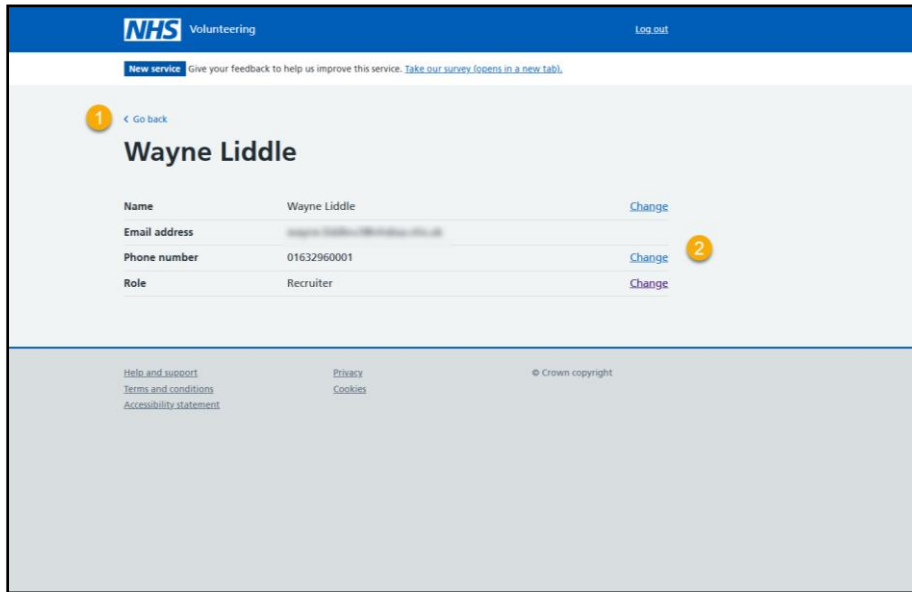
[Return to start of this user guide.](#)

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:

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



Enter new details

Important: This example shows the phone number being updated.

To update the details:

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

The screenshot shows the NHS Volunteering website interface. At the top, there 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 is light grey and contains a 'Go back' link with a '1' in a yellow circle. The title 'Enter phone number' is displayed in large black font. Below the title, the text 'Full phone number' and 'For example, 01632960001, 07700900982 or +448081570192' is shown. A text input field with a '2' in a yellow circle is highlighted with a yellow border. Below the input field is a green 'Continue' button with a '3' in a yellow circle. The footer is light grey and contains links for 'Help and support', 'Terms and conditions', 'Accessibility statement', 'Privacy', and 'Cookies', along with the text '© Crown copyright'.

Check your answers before submitting

Important: This example shows the phone number being updated.

To check your answers before submitting:

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

The screenshot shows the NHS Volunteering interface. At the top, there is a blue header with the NHS logo and 'Volunteering' text, and a 'Log out' link. Below the header, a 'New service' banner encourages feedback. A 'Go back' link is present. The main heading is 'Check your answers before submitting'. Underneath, the 'Team member details' section shows a 'Phone number' field with the value '01632960001'. A 'Change' link is positioned to the right of the phone number, and a 'Submit' button is below it. A '2' in a yellow circle highlights the 'Submit' button, and a '1' in a yellow circle highlights the 'Change' link. The footer contains links for 'Help and support', 'Terms and conditions', 'Accessibility statement', 'Privacy', and 'Cookies', along with '© Crown copyright'.

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