How to manage users on the digital portal

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Once a registered service is associated with a portal account, it is possible to grant additional user access to the service. For example, a provider may want to allow a service manager access to a service, in order for them to view service information, submit applications and update service details.
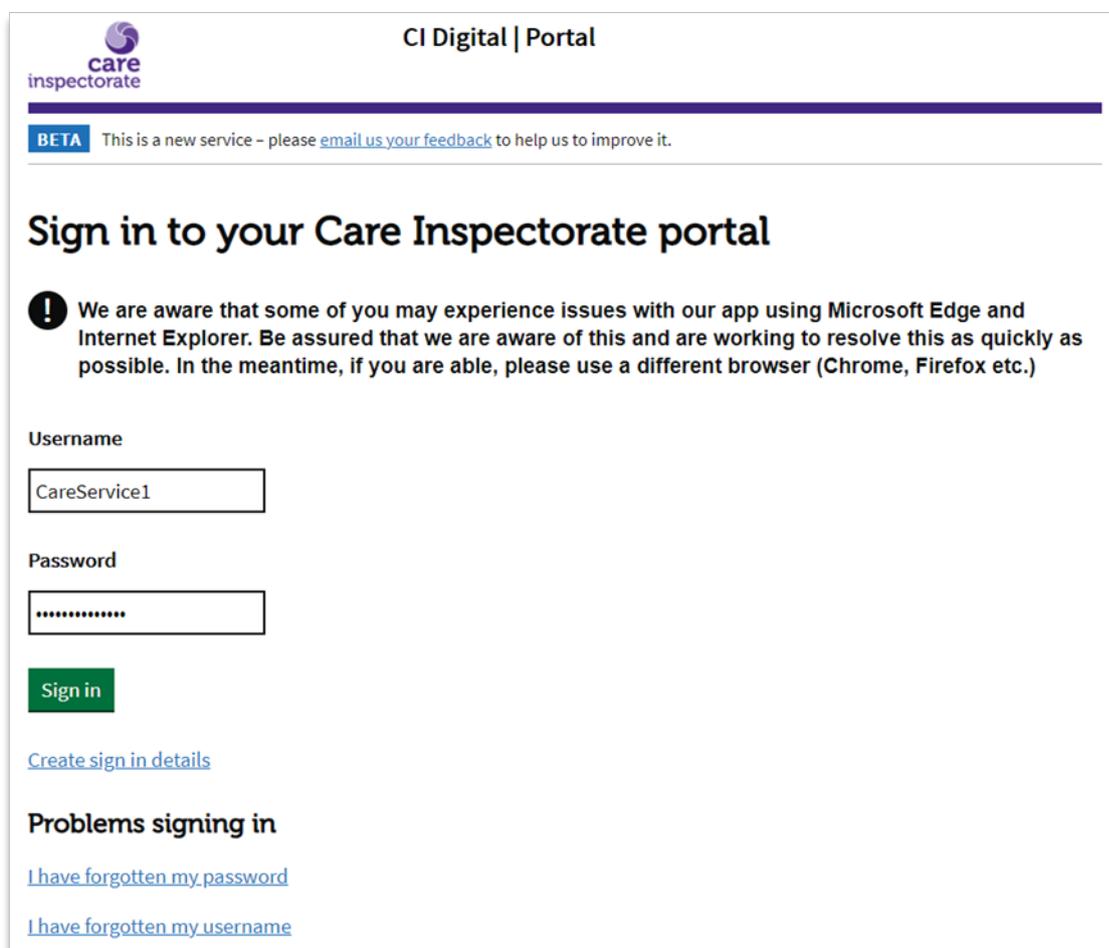
Each additional user need to have their own portal account. This needs to be in place before access to a service can be granted.

They can use an existing portal account if they already have one or they can create a new one. Read 'How to create an account on CI Digital portal' guidance for more information.

Step 1

Login to the portal using the existing account that has access.
https://portal.careinspectorate.gov.scot/account/login

Step 2

Select the service you would like to add a user to from the 'Registered Services'

Step 3

Select the 'Manage users' link. Only users with privileged permission will see the 'manage users' link.

Step 4.

Select the 'Add user' button.

How to manage users on digital portal

Step 5

Enter the username and the email address for the user you would like to add and choose a permission. When you have completed the information click the 'Add or Update user' button.

> **Standard user**: Can amend service details, request to vary, cancel or make the service inactive.
>
> **Privileged user**: can amend service details, request to vary, cancel or make the service inactive. In addition, they can add and remove users associated with the service

Add or update user

Pinegrove Care Home
CS2001000054

User details

Please provide the username and email address of the user you would like to add. If they are already a user for the service you can update their permission.

Enter their username

CareService2

Enter their email address

careservice2@example.com

Permission

▼ Permission definitions

> **Standard user** - can amend service details, request to vary, cancel or make the service inactive.
>
> **Privileged user** - can amend service details, request to vary, cancel or make the service inactive. In addition, they can add and remove users associated with the service

(●) Standard user

( ) Privileged user

[Add or update user]   Cancel

Note: You can change the users permission in the future by visiting manage users and selecting 'Edit user'

Step 6

Check the details are correct and click the 'Confirm user' button. A confirmation message will be displayed to say it was added.

How to manage users on digital portal

CI Digital Registration

Your account   Log off

BETA This is a new service – please email us your feedback to help us to improve it.

CareService2 has been given standard user acess for Pinegrove Care Home.

What happens next

CareService2 can now amend service details, request to vary, cancel or make the service inactive.
You can remove their access at anytime from the Manage users page for the service.

Actions

- Manage users

Manage users

Pinegrove Care Home
CS2001000054

Users

Showing 2 of 2 record(s).   Show 25, 50

Username	Email address	Permission		
CareService2	careservice2@example.com	Standard user	Edit user	Remove user
CareService1	careservice1@example.com	Privileged user		

Showing 2 of 2 record(s).

Add user

Adding another user

Repeat steps 1-6 to add an additional user.

Changing permission

To change the permission click 'Edit user', and choose a permission as shown in Step 5.

Note: You cannot change the permission of the account your logged in as. This would need to be done from another account. In addition, there must always be at least one account with the 'Privileged user' permission.

Removing a user

Click 'Remove user' and then you will be asked to confirm you wish to remove the user.

Note: You cannot remove the account your logged in as. This would need to be done from another account with privileged permission.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

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