

How to manage users on the digital portal

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How to manage users on the digital portal

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.

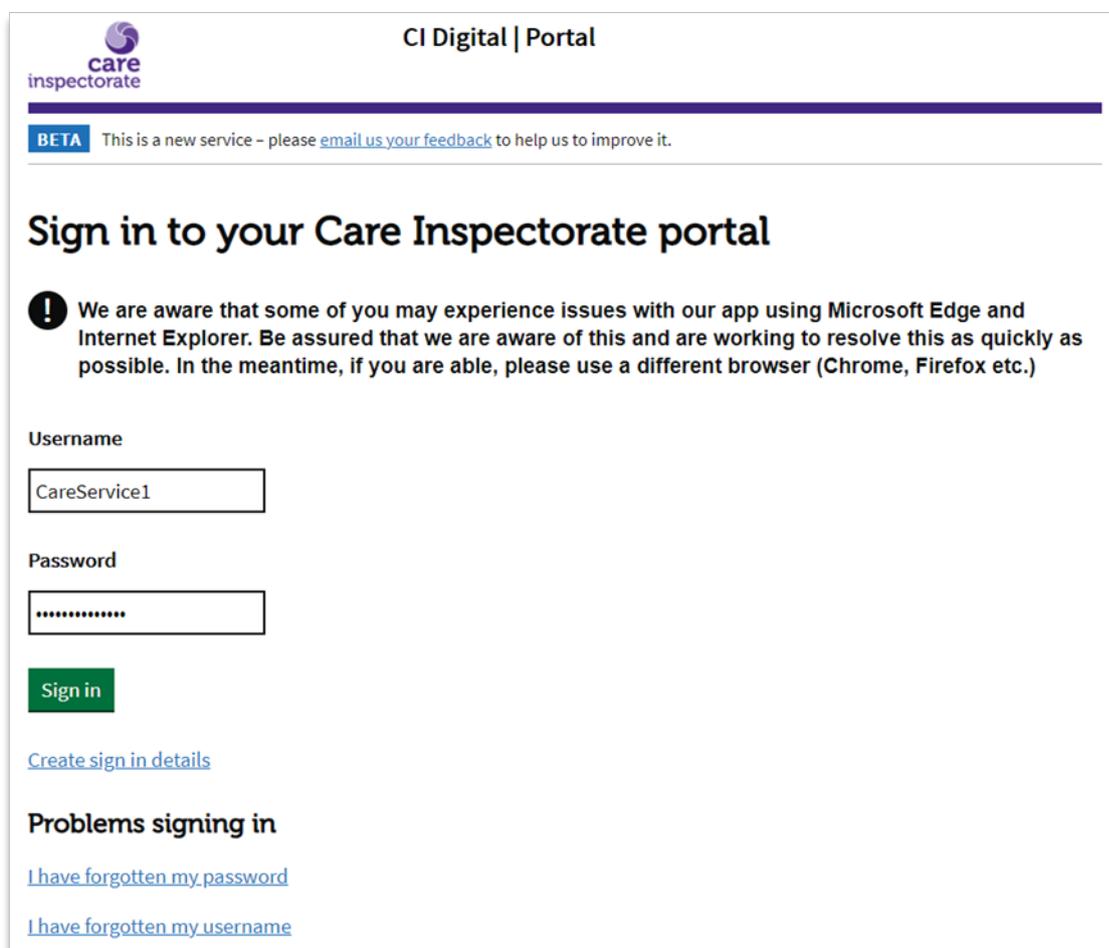
Each additional user need to have their own portal account. This needs to be in place before access to a service can be granted.

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>



 CI Digital | Portal

BETA This is a new service – please [email us your feedback](#) to help us to improve it.

Sign in to your Care Inspectorate portal

! We are aware that some of you may experience issues with our app using Microsoft Edge and Internet Explorer. Be assured that we are aware of this and are working to resolve this as quickly as possible. In the meantime, if you are able, please use a different browser (Chrome, Firefox etc.)

Username

Password

[Sign in](#)

[Create sign in details](#)

Problems signing in

[I have forgotten my password](#)

[I have forgotten my username](#)

Step 2

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

The screenshot shows the 'CI Digital | Portal' interface. At the top left is the 'care inspectorate' logo. At the top right are links for 'Your account' and 'Log off'. A blue banner below the header contains the text 'BETA This is a new service - please [email us your feedback](#) to help us to improve it.' The main heading is 'Portal Home CareService1'. Below this is a 'Registration' box with a link: 'Register a new care service and manage my applications'. The 'Registered Services' section shows a table with one record. The table has columns for 'Service name', 'Type', 'Service number', and 'Address'. The record is for 'Pinegrove Care Home', a 'Care home service' with service number 'CS2001000053' and address 'The Old Stables, Anytown, DD1 4NY'. There is a 'View service details' link next to the address. The table is flanked by 'Showing 1 of 1 record(s)' and 'Show 25, 50'.

Registered Services

Showing 1 of 1 record(s). [Show 25, 50](#)

Service name	Type	Service number	Address
Pinegrove Care Home	Care home service	CS2001000053	The Old Stables, Anytown, DD1 4NY View service details

Showing 1 of 1 record(s).

Step 3

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

BETA This is a new service – please [email us your feedback](#) to help us to improve it.

Pinegrove Care Home

Care home service

Registration number: CS2001000053
Status: ACTIVE
Registration date: 12 March 2001
Manager: Hazel Brent
Address: The Old Stables
 Anytown
 DD1 4NY

Actions

- [Download registration certificate](#)
- [Change contact details and staffing information](#)
- [Change service details](#)
- [Apply to become inactive or active](#)
- [Apply to cancel the registration](#)

Users

[Manage users](#)

Step 4.

Select the 'Add user' button.

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Manage users

Pinegrove Care Home
 CS2001000054

Users

Showing 1 of 1 record(s).

Show [25](#), [50](#)

Username	Email address	Permission
CareService1	careservice1@example.com	Privileged user

Showing 1 of 1 record(s).

[Add user](#)

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

Enter their email address

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

[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.



CI Digital Registration

[Your account](#) [Log off](#)

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Add or update user

Pinegrove Care Home
CS2001000054

! Please check and confirm the user details below

User details

Username	CareService2
Email address	careservice2@example.com
Permission	Standard user

If this is not the correct user, please choose a different user

[Confirm user](#) [Choose a different user](#)

BETA This is a new service – please [email us your feedback](#) to help us to improve it.

CareService2 has been given standard user access 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 cànan eile ma nithear iarrras.

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