



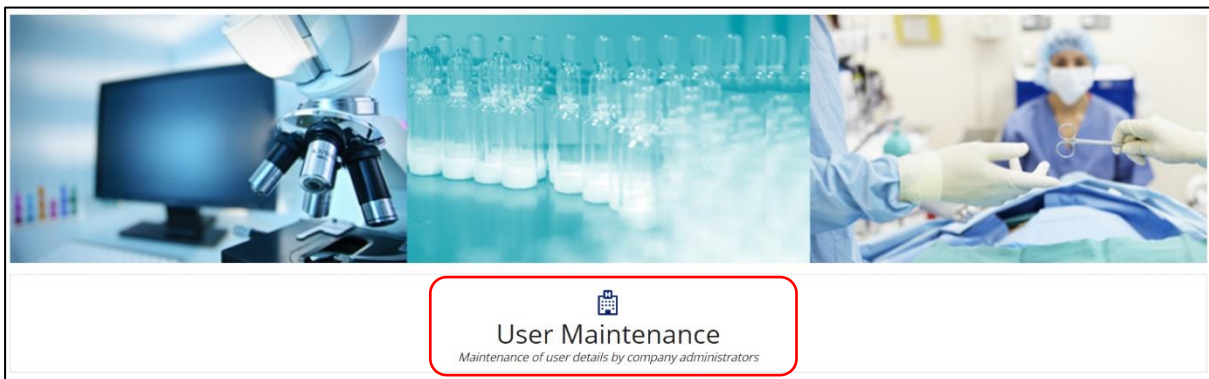
User Reference Guide: Managing users on MHRA Submissions

This simple to follow guide is on how to manage users of the portal by either adding a new user or adding an external user to MHRA Submissions.

Please note; there are differences between adding new internal and external users.

- **Section 1: Company Administrator – How to add internal users**
- **Section 2: Internal User – How to access your account**
- **Section 3: Company Administrator – How to add external consultants/companies and provide either user or administrator permissions**

To begin the 'Managing users' process, select the 'User Maintenance' tile from the MHRA Submissions homepage.



Section 1: Company Administrator - How to add Internal Users

Note: As a new user, their details should not already be on the system.

Select the 'Organisation ID' to access the list of users.

This is the list of companies that the user is enrolled with

Organisation ID	Organisation Name	Admin
14223	CHARNWOOD INTERNATIONAL	true

Select 'Add New User'

Enter the 'Email ID', 'First Name' and 'Last Name' of the new user. Then select whether they are entitled to 'Admin' permissions or not. Then click the '+' sign to add the user.

List of users enrolled to that organisation

Enter this email correctly

Email ID	First Name	Last Name	Is Admin?
2803demo@gmail.com	First	Last	Is the user an Admin?



Once added, their details will appear as below and the 'Send Request' box will become selectable. Select 'Send Request'.

New users to be created for : 14223 : CHARNWOOD INTERNATIONAL

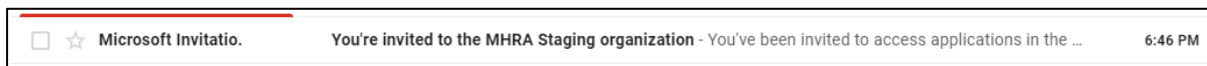
To add a user enter their details below and click + To remove a user click X next to their listing.

Email ID	First Name	Last Name	Is Admin?	
2803demo@gmail.com	First	Last	Yes	X
			Is the user an Admin?	+ -

SEND REQUEST

Section 2: Internal User – How to access your account

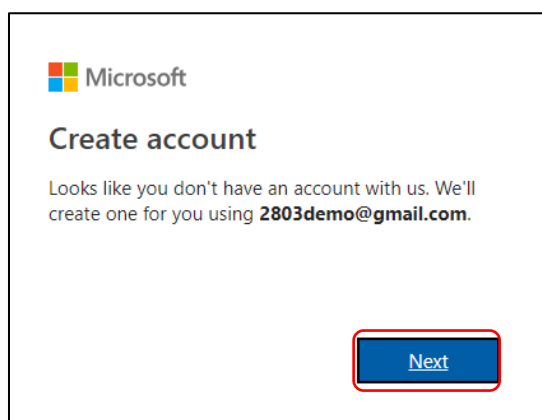
The new user will receive this email from Microsoft containing the link to get started.



They should click 'Get Started'.



As the new user, you will then proceed to Microsoft's Single Sign-on process. Select 'Next'.





You will be asked to create a password for your MHRA Submissions account, then click 'Next'.

A screenshot of a Microsoft account creation page. At the top left is the Microsoft logo. Below it is the email address '2803demo@gmail.com' with a back arrow. The main heading is 'Create a password'. Below the heading is the instruction 'Enter the password you would like to use with your account.' followed by a password input field with a masked password '.....'. At the bottom right is a blue button labeled 'Next'.

Select 'Never' if you do not want your browser to save your password. You will be requested to log in with your details in the future.

A screenshot of a 'Save password?' dialog box. It has a title bar with a close button (X). The dialog contains two input fields: 'Username' and 'Password'. The 'Password' field is masked with '.....' and has an eye icon to its right. At the bottom are two buttons: 'Save' (blue) and 'Never' (white with a red border).



Confirm your 'Country/Region' and your 'Birthdate' (users must be over the age of 13 years old – this is a standard Microsoft age verification) and select 'Next'.

Microsoft
← 2803demo@gmail.com

Create account

We need just a little more info to set up your account.

Country/region
United Kingdom ▼

Birthdate
Month ▼ Day ▼ Year ▼

Next

You will then be requested to verify your email address. A code will be sent to the email address you are registering with.

Microsoft
← 2803demo@gmail.com

Verify email

Enter the code we sent to **2803demo@gmail.com**. If you didn't get the email, check your junk folder or [try again](#).

Enter code

I would like information, tips, and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

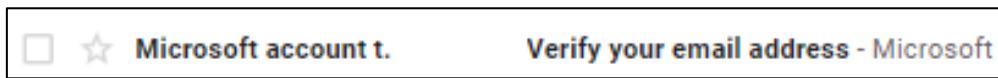
Next



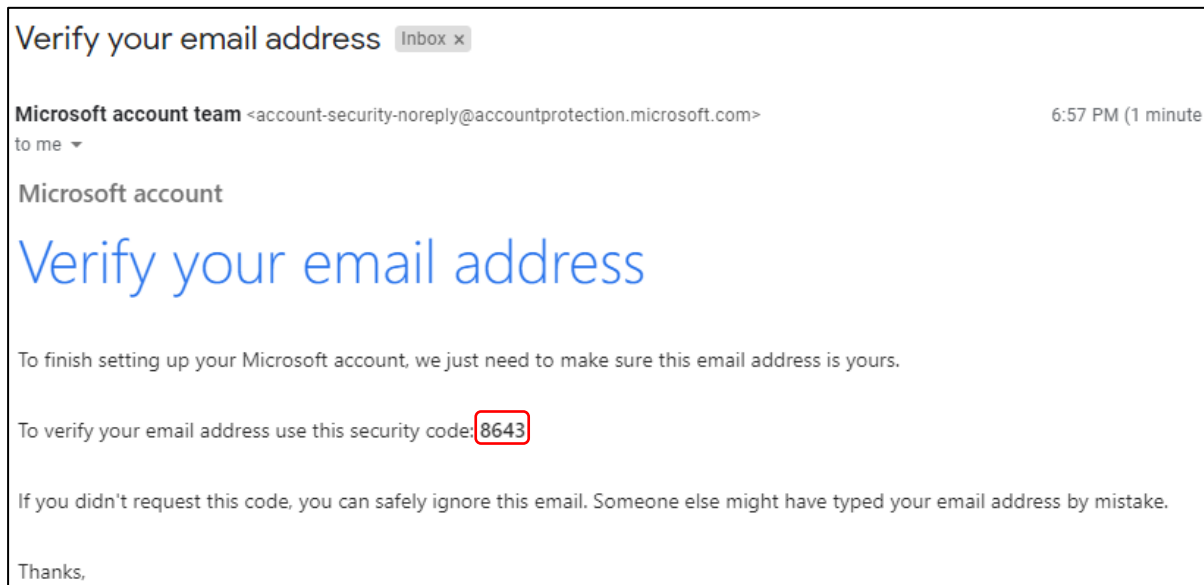
Medicines & Healthcare products
Regulatory Agency



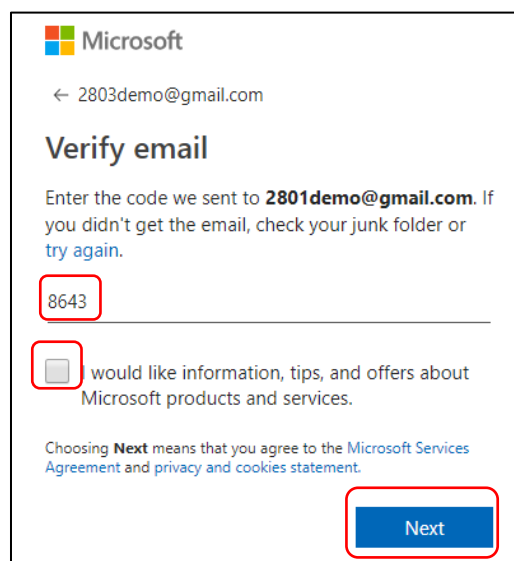
Click the link you have been sent from Microsoft.



The email will contain a four-digit code.



Enter this code into the Microsoft Verification page and deselect the tick box if you DO NOT wish to receive information, tips, and offers about Microsoft products and services. Then click 'Next'.





You will be prompted to confirm the characters you see on the screen for security purposes. Simply read the letters (highlighted) and enter them in the character box underneath. Then click 'Next'.

The screenshot shows a Microsoft account creation screen. At the top, it says 'Microsoft' with the logo and '← 2803demo@gmail.com'. The main heading is 'Create account'. Below this, it says 'Before proceeding, we need to make sure a real person is creating this account.' There is a CAPTCHA image showing the characters 'HRPS' and 'XdQk' in a stylized font, with 'HRPS' highlighted in red. To the right of the image are two buttons: 'New' and 'Audio'. Below the image, it says 'Enter the characters you see' and there is a text input field containing 'HRPSXdQK'. At the bottom right, there is a blue 'Next' button.

Click 'Accept' once you have reviewed permissions. You can read more via the drop-down options.

The screenshot shows a Microsoft account creation permissions screen. At the top, it says 'Microsoft' with the logo and '← 2803demo@gmail.com'. The main heading is 'Review permissions'. Below this, there is a section for 'MHRA Staging'. It says 'The organization MHRA Staging would like to:' followed by two options: 'Sign you in' and 'Read your name, email, and perhaps photo'. The 'Read your name, email, and perhaps photo' option is selected. Below this, there is a paragraph of text explaining the permissions and a link to the privacy statement. At the bottom, there are two buttons: 'Cancel' and 'Accept'.

The screenshot shows a Microsoft account creation security info screen. At the top, it says 'Microsoft' with the logo and '← 2803demo@gmail.com'. The main heading is 'Add security info'. Below this, it says 'When you need to prove you're you or a change is made to your account, we'll use your security info to contact you.' It then says 'We'll text you the code you'll use to verify your phone number.' There is a 'Country code' dropdown menu set to 'United Kingdom (+44)'. Below this is a 'Phone number' input field containing '07955373439'. To the right of the input field is a blue button that says 'I didn't get a code'. Below this is an 'Enter the access code' input field containing '7455'. At the bottom right, there is a blue 'Next' button.

Note: The email verification is the regular route. For security purposes, they will occasionally request a mobile phone verification. You will be asked to submit your mobile phone number and the verification code will be sent via a text message. This will not be used for communications by MHRA.



To complete the process, click 'Yes' to automatically proceed to the next stage. Your registration is complete.



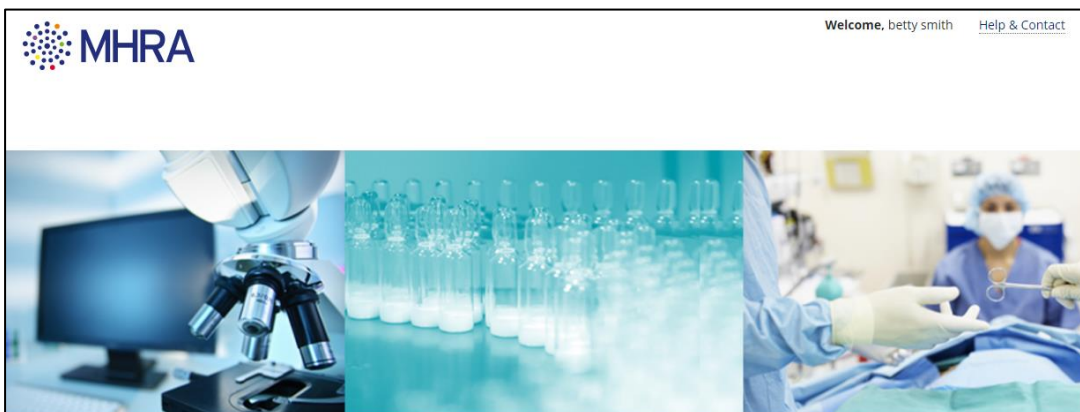
2803demo@gmail.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

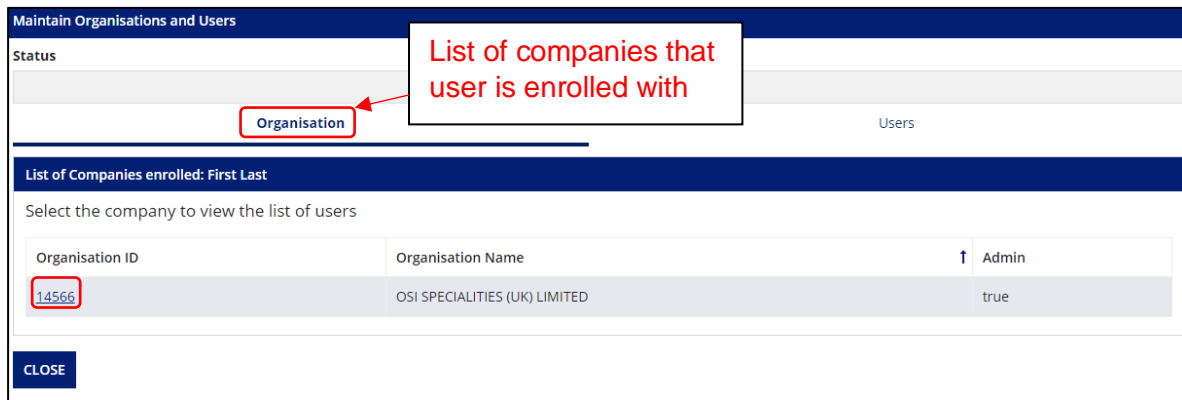
You will be redirected to the MHRA Submissions homepage.



Section 3: Company Administrator - How to add external consultants/companies and provide either user or administrator permissions

Note: The external user must already be registered on the portal as a distinct organisation before being added as an external user for your company.

Select the 'Organisation ID' to access the list of users.



Maintain Organisations and Users

Status

Organisation Users

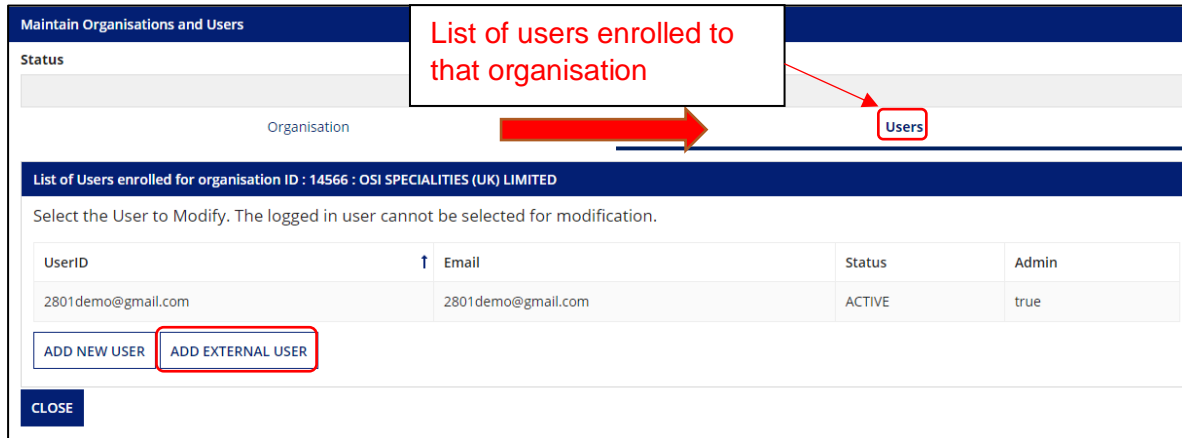
List of Companies enrolled: First Last

Select the company to view the list of users

Organisation ID	Organisation Name	Admin
14566	OSI SPECIALITIES (UK) LIMITED	true

CLOSE

Select 'Add External User'



Maintain Organisations and Users

Status

Organisation Users

List of Users enrolled for organisation ID : 14566 : OSI SPECIALITIES (UK) LIMITED

Select the User to Modify. The logged in user cannot be selected for modification.

UserID	Email	Status	Admin
2801demo@gmail.com	2801demo@gmail.com	ACTIVE	true

ADD NEW USER ADD EXTERNAL USER

CLOSE

First enter the 'Email ID' the external user registered to the portal with previously. As they are already registered, the first name and last name fields will already be **auto-populated**. Then you must choose whether this external user will be an 'administrator' or a 'standard user'. Then click the '+' sign to add the user.

Enter External Users (Users from other companies) to add to the current company : 14566 : OSI SPECIALITIES (UK) LIMITED

Enter email addresses of the person you want to add and click + to add the user to the list. Click ' X ' to remove the email address from the list

User ID	First Name	Last Name	Is Admin?
005testzzz@gmail.com	betty	smith	Yes

Enter this email correctly. Error message will appear if entered incorrectly or not yet registered.

User ID

incorrectid@gmail.com

The user does not exist on the portal

Company Administrator Rights

Note: it is important to be aware of the access rights you are granting to external consultants. Administrators have control over who they can add to their company; managing users and setting the permissions that they have on the portal. Company administrators will have visibility of all company submission data whereas, standard users will only have access to their own submission data.

Select 'Send Request' to send the email invite.

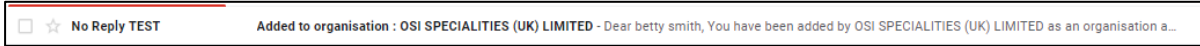
Enter External Users (Users from other companies) to add to the current company : 14566 : OSI SPECIALITIES (UK) LIMITED

Enter email addresses of the person you want to add and click + to add the user to the list. Click ' X ' to remove the email address from the list

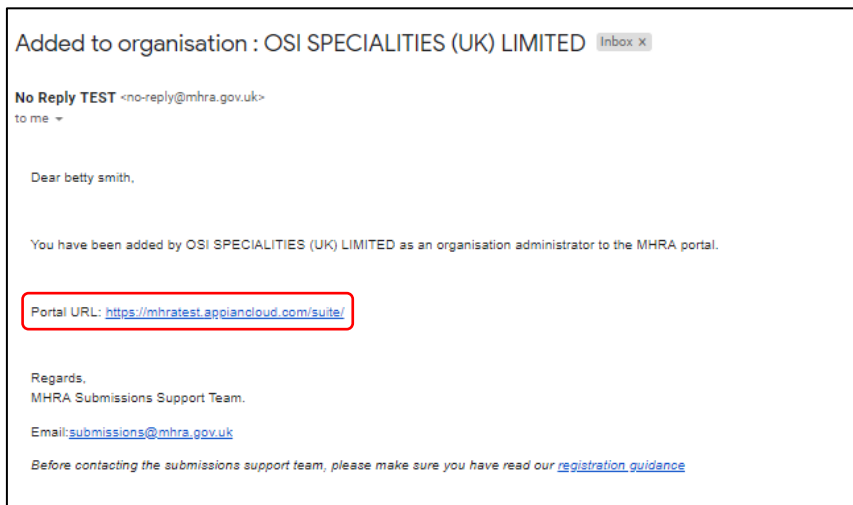
User ID	First Name	Last Name	Is Admin?
005testzzz@gmail.com	betty	smith	Yes
			Is the user an Admin?

Step: 2

The external user will receive this email from the MHRA.



They should click the link to complete the process and access MHRA Submissions.



Step 3:

They will be redirected to the MHRA Submissions homepage.

