User Reference Guide: Managing users on MHRA Submissions

This guide is about managing users on MHRA Submissions by either adding individuals not currently registered or adding those who are registered at another organisation to your own.

To begin the 'Managing users' process, select the 'User Maintenance' tile from the MHRA Submissions homepage.
Step 1:

Company Administrator - How to add individuals to your organisation

Notes:

- If you are adding an individual from outside your organisation then they should already be registered on the portal at their own organisation before you add them to your organisation.
- It is important to be aware of the access rights you are granting to those outside your organisation. Administrators have control over who they can add to their organisation; managing users and setting the permissions that they have on MHRA Submissions. Administrators will have visibility of all organisation submission data whereas, standard users will only have access to their own submission data.

Select the ‘Organisation ID’ to access the list of users.

Enter the ‘Email ID’. If the individual is already registered with MHRA Submissions then the first name and last name fields will auto-populate. If the individual is not already registered, then add their ‘First Name’ and ‘Last Name’ into the corresponding fields.

For any individual you will need to select whether they are entitled to ‘Admin’ permissions or not. Then click the ‘+’ sign.
Once added, their details will appear as below and the 'Submit' box will become selectable. Select ‘Submit’.

If the individual you added was already registered (you did not need to populate their ‘First Name’ and ‘Last Name’) then they should now follow the details in ‘Step 2’ below.

If the individual you added was not already registered (you needed to complete their ‘First Name’ and ‘Last Name’) then they should now follow the details in ‘Step 3’ below.
Step: 2

The individual will receive this email from the MHRA.

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

They will be redirected to the MHRA Submissions homepage.
Step 3:

Steps for an individual to access their account

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

They should click ‘Get Started’.

As the individual is creating a new account with MHRA Submissions, they will proceed to Microsoft’s Single Sign-on process. They should select ‘Next’.
They will be asked to create a password for their Submissions account, then click 'Next'.

Note: for some individuals who have corporate Microsoft accounts at their organisation and are using their organisation email address, they may not be prompted to create a password and some of the other steps associated with this step will be skipped.

They should select ‘Never’ if they do not want their browser to save the password. If a password is created at this step then it will be needed to login to MHRA submissions in future.

They should confirm their ‘Country/Region’ and ‘Birthdate’ (users must be over the age of 13 years old – this is a standard Microsoft age verification) and select ‘Next’.
They will be requested to verify their email address. A code will be sent to the email address that is registering.

They should click the link they have been sent from Microsoft.

The email will contain a four-digit code.
They should enter this code into the Microsoft Verification page and deselect the tick box if they DO NOT wish to receive information, tips, and offers about Microsoft products and services. Then click 'Next'.

There will be a prompt to confirm the characters on the screen for security purposes. They should read the letters (highlighted) and enter them in the character box underneath. Then click 'Next'.
Click ‘Accept’ once they have reviewed permissions (further information is available via the drop-down options).

Note: Email verification is the regular route. For security purposes, a mobile number may be requested for verification, with a verification code sent via a text message. This will not be used for communications by MHRA.

They should click ‘Yes’ to complete the process and automatically proceed to the next stage. Registration is complete.

They will be redirected to the MHRA Submissions homepage.