



Change of Super User Form

Super Users are responsible for creating additional Super User and user accounts within your organisation. Please refer to the LRS User Guide available Gov.UK:

<https://www.gov.uk/education/learning-records-service-lrs> for more information and guidance.

Note: The LRS Service Desk will not process any Change of Super User Form whereby an existing Super User already exists. Please contact your Super User for assistance before submitting this form.

Complete ALL fields marked with an * and return by email to LRS.Support@education.gov.uk

Section 1 – Organisation Details

Please provide the following details of your registered organisation. If your organisation's details have changed, please complete an Organisation Details Amendment Form, which can be found using the GOV.UK link above.

UK Provider Reference Number (UKPRN) *		
Organisation Name *		
Do you already have an existing user account?*	YES <input type="checkbox"/> Go to Section 2	NO <input type="checkbox"/> Go to Section 3

Section 2 – Current account details

Complete this section only if you hold the only existing Super User account, but are unable to access for any reason. You must use the forgotten password link before submitting this form.

Current username *	
User email address * This must be a valid organisation email address only accessible by the user	
Reason for request * Please explain why any currently active super users are unable to process your account, or the account may be deleted	

Section 2 Notes:

1. User Email Address - Please ensure that you assign a relevant and valid email address – we cannot accept email addresses with domains such as yahoo, btconnect, hotmail, etc. This email address MUST only be accessible by the user – we will reject any requests containing generic mailboxes (e.g. exams@).



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Section 3 – New Super User Details

See notes below and supply details of a nominated individual who will take responsibility of LRS user administration. This person will be responsible for the creation and management of all user's access rights within your organisation including those you sub-contract – refer to the Learning Provider Agreement for more details. **This user will be able to create additional accounts within your organisation with the same roles once logged in.**

Title (Mr, Mrs etc.)	
Given Name *	
Family Name *	
Contact Telephone Number *	
Contact Mobile Number	
User E-mail Address * This must be a valid organisation email address only accessible by the user	
Staff ID	
Reason for Request * Please explain why any currently active super users are unable to process your account, or the account may be deleted	

Section 3 Notes:

1. **User Email Address** - Please ensure that you assign a relevant and valid email address – we cannot accept email addresses with domains such as gmail, yahoo, btconnect, hotmail, etc. This email address **MUST** only be accessible by the user – we will reject any requests containing generic mailboxes (e.g. exams@).
2. **Staff ID reference (optional)** - The Learning Records Service stores your own organisational staff reference or ID to aid your own identification and management of users.
3. Reason for request – please explain the reasons why you cannot set up a super user yourself, e.g. super user has left organisation or changed roles.



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Section 4 – Request Authorisation

By signing below, You are authorising the person named above to be set up as a Super User for your organisation*

Signature *	
Name (please print) *	
Position within organisation *	
Date *	

Section 4 Notes:

- The Learning Records Service requires an appropriate level of authorisation of the request to create a new super user on behalf of your organisation.
- Signature, Name and Position – a senior representative must authorise this request (preferably the same person which first signed the organisation agreement). The following is a selection of job titles which are deemed to represent a person with appropriate authority .

Independent Training Providers <ul style="list-style-type: none"> Anyone that appears on Companies house (Includes Directors and Secretaries) 	Schools / Academies (England, Wales & NI) <ul style="list-style-type: none"> Anyone that appears on GIAS or DENI Head teacher/ Assistant Head teacher
Colleges / Universities <ul style="list-style-type: none"> Anyone that appears on GIAS or DENI Principal / Deputy Principal 	Charities <ul style="list-style-type: none"> Anyone that appears on Companies house (Includes Directors and Secretaries) Anyone that acts as a Trustee on the Charities Commission.

Section 5 – LRS Verification of Request (official use only):

Authorised by :		Authorised Date:	
Additional Verification Notes:			
Ticket Number:			