



UK Visas
& Immigration

The sponsorship management system (SMS) manuals

Step by step guide for sponsors

Manual 1 of 12: Introduction to SMS

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Additional SMS manuals

There are 12 SMS manuals available, plus two supplementary policy guides for completing a CoS and CAS. The manuals are grouped into three categories: common, CAS and CoS. The table below describes the purpose and audience of each manual.

You should read all manuals applicable to your licence before contacting the relevant helpdesk.

Manual reference	Manual title	Type	Purpose	Audience
Manual 1	Introduction to SMS	Common	<p>Use this manual to log into SMS, change your password, manage SMS users and view important messages posted by the Home Office.</p> <p>In addition, this manual explains who should use SMS and for what purpose. The manual features a full introduction to SMS as well as a comprehensive troubleshooting section.</p>	All sponsors
Manual 2	Managing your licence	Common	To help sponsors manage their key personnel, change their licence details, manage PAYE references, and apply for allocations of CoS/CAS.	All sponsors
Manual 3	Applications, renewals and services	Common	To help sponsors apply for Premium customer service, apply for, renew or decline to renew Student Sponsor status, renew or decline to renew your licence renewal, and manage action plans.	All sponsors

Manual reference	Manual title	Type	Purpose	Audience
Manual 4	Creating and assigning CAS	CAS	To help sponsors create and assign individual and batches of CAS.	Sponsors licensed in the Student Route
Manual 4a	Creating a CAS – guide for education sponsors	CAS	This manual contains supplementary information on completing a CAS. Use this guide to determine what information is necessary in each field of the CAS.	Sponsors licensed in the Student Route
Manual 5	Reporting student activity	CAS	To help sponsors report student activity, for example if a student's circumstances change or submitting a graduate notification. This manual also contains help with reporting fee updates and adding sponsor notes to CAS that have already been assigned.	Sponsors licensed in the Student Route
Manual 6	Miscellaneous CAS functions	CAS	To help sponsors complete all other functions of CAS, such as managing batches of CAS, managing pre-stored addresses for use when creating CAS, transferring ownership of CAS, printing CAS and exporting CAS.	Sponsors licensed in the Student Route
Manual 7	Bulk Data Transfer of CAS	CAS	To help sponsors use the bulk data transfer (BDT) functions of SMS, including graduate notifications. You must have a bespoke IT system in place to use BDT.	Sponsors licensed in the Student Route

Manual reference	Manual title	Type	Purpose	Audience
Manual 8	Creating and assigning CoS	CoS	To help sponsors create and assign individual and batches of CoS.	Sponsors licensed in any Worker or Temporary Worker route
Manual 9	Reporting worker activity	CoS	To help sponsors report worker activity, for example if a worker's circumstances change. This manual also contains help with adding sponsor notes to CoS that have already been assigned.	Sponsors licensed in any Worker or Temporary Worker route
Manual 10	Miscellaneous CoS functions	CoS	To help sponsors complete all other functions of CoS, such as managing batches of CoS, managing pre-stored addresses for use when creating CoS, transferring ownership of CoS, and printing CoS.	Sponsors licensed in any Worker or Temporary Worker route

Manual reference	Manual title	Type	Purpose	Audience
Manual 11	Temporary Work - Creative Worker groups of CoS	CoS	To help sponsors create and manage groups of CoS. Groups of CoS are only available to sponsors licensed in Temporary Work - Creative Worker.	Sponsors licensed in the Temporary Work - Creative Worker.route
Manual 12	Defined CoS	CoS	To help sponsors apply for defined CoS, track applications for defined CoS and once granted, create defined CoS.	Sponsors licensed in Skilled Worker

Glossary

Term	Meaning
SMS	Sponsorship Management System
CoS	Certificate of Sponsorship
CAS	Confirmation of Acceptance for Studies
AO	Authorising Officer
KC	Key Contact
BDT	Bulk Data Transfer
SELT	Secure English Language Test
.XML	Extensible Mark-up Language
.PDF	Portable Document Format
Automation	On 6 April 2014 we introduced new functionality in SMS to automatically renew CoS allocations and to apply changes to your organisation address, or the address of your AO and KC. We will write to you if you meet the criteria and automation has been set.

Introduction

What is SMS?

SMS is an online tool that allows you to administer your day-to-day sponsorship duties and activities, such as assigning certificates of sponsorship (CoS) and confirmation of acceptance for studies (CAS) and reporting changes to a migrant's circumstances. SMS should be used for:

- managing your key personnel and licence details;
- creating, assigning and viewing CAS/CoS;
- applying for and assigning defined CoS;
- reporting activities relating to your sponsored workers and/or students;
- renewing your allocations and applying for additional CoS and/or CAS;
- applying for Premium customer service (if desired);
- applying for Student Sponsor status;
- tracking Premium, HTS and licence renewal applications; and
- paying for and tracking the progress of action plans.

Why should these manuals be used?

The SMS manuals are designed to help sponsors with the technical aspects of SMS and feature a step-by-step visual guide for each function. For policy-related information you should read and refer to the [Sponsorship policy guidance](#). For help completing a CAS or CoS and advice on what information is required in each field, you should refer to the [SMS guide 4a – Creating a CAS – guide for education sponsors](#) and [SMS guide 8a – Creating a CoS – guide for business sponsors](#). Within these manuals, some screen examples have been shortened to fit within the guide.

Will SMS work on my computer?

SMS has been tested on a range of versions of the most popular browsers, such as Internet Explorer, Firefox and Safari as well as some mobile browser variants. SMS should work on most browsers released in the last five years. If you experience problems, you should upgrade your current browser to the latest, stable release or try a different browser. You should not view SMS with beta versions of browsers (i.e. the browser has not been released publicly and is not the latest 'stable' release of the browser).

Logging in and out of SMS

SMS can be accessed [here](#). You should bookmark this link for ease of future access.

To access SMS your organisation must hold a valid licence and you must be registered on the sponsor licence as either a Level 1 or 2 user.

When a Level 1 user logs into SMS, they will see relevant messages posted by the Home Office, targeted by route. The Level 1 user must read these messages before using SMS. Messages can also be viewed at any time by selecting the **SMS message board** link from the **Licence summary, applications and services** menu.

For your security, SMS will log you out of your current session after 20 minutes of inactivity. If this occurs you can log in again, as normal. You should log out when you have completed your actions on SMS. To do this at any time, select **Log out** from the main menu; you should save any data before doing so.

You **MUST** only have one instance (tab or window) of SMS open at any one time to avoid system anomalies and error messages.

User ID and password

When a sponsor licence application is approved, the first log in ID for SMS is sent by post to the Authorising Officer. The password is sent directly to the email address of the Level 1 user nominated in the sponsor licence application. It is the responsibility of the Authorising Officer to provide the login details to the Level 1 user.

If your SMS account has been requested by an existing Level 1 user, they can obtain your user ID from the **Manage Level 1 and 2 users** screen (located in the **Licence summary, applications and services** menu item) in SMS. Once the request is approved, your password will be sent to you by email.

Your user ID and password are for **your use only** and must be kept secure. You must never disclose your password to another person. The details of penalties that can be imposed for disclosing your password or any other breach of your sponsor duties can be found in the [Sponsorship policy guidance](#).

If you enter an incorrect ID or password three times your account will be temporarily locked. You should try logging in again after 20 minutes. Both the user ID and password fields are case sensitive.

Checking your licence details

You should check the **Licence summary** function in SMS (located in the **Licence summary, applications and services** menu item) regularly to ensure your licence details are accurate. If your details are incorrect you must submit a request to change them.

Access to SMS

The status of your licence can affect your access to SMS. If your licence has expired or has been revoked you will not be able to log in to SMS. The access details of each other licence status can be seen below:

- **Licensed and fully active:** users can access all functions of SMS, relevant to the routes in which they are licensed. For example, a sponsor licensed in the Student Route only can access all functions except those found in the **Workers** section.
- **Suspended or Dormant:** users can access SMS but cannot perform some functions, such as: requesting additional allocations; requesting renewal of a licence; applying for Premium customer service and Student Sponsor status; creating, assigning, exporting and viewing single or batches of CAS/CoS; providing bulk fee updates; or any defined CoS functions.
- **B-Rated:** if you are a worker or temporary worker sponsor and are currently B-rated you cannot apply for or assign Defined CoS.
- **Licence Renewal:** The latest date you can apply for a licence renewal is the day before your licence expiry date **NOT** the date your licence expires.

Different user levels (1 and 2) also have restrictions:

- Level 1 users can access all applicable functions of SMS (subject to the above licence status restrictions).
- Level 2 users have restricted access and are unable to view and use the **Licence summary, applications and services** menu or **Defined CoS** sub-menu within the **Workers** section. They also cannot view the message screen presented to Level 1 users upon logging in to the system. In addition, Level 2 users can only report against or view CoS and/or CAS which they own.

Navigation in SMS

Throughout SMS, fields marked with a red asterisk (*) are mandatory and must be completed to progress to the next stage.

- The menu located on the left-hand side of the screen, which is not featured on all of the screen examples, provides quick links (if applicable) to **Licence summary, applications and services**, **Workers**, **Students**, **Change password**, **Contact** and **Log out**. If a button is

unavailable, shown in SMS as greyed out, either mandatory details have not been completed, your licence status does not allow you to perform the function or the button is time-sensitive and only available at specific times (for example, the **Next** button on the **Licence renewal introduction** screen is only available from 90 days before your licence is due to expire).

- If you wish to search for an individual worker or student, the passport number or CAS/CoS number are the most efficient search criteria. Wider search parameters will yield a greater range of results.

Communication

SMS will notify you by email of important events during the lifespan of your licence, such as expiry of allocations and expiry of licence. In order to receive these timely updates, please ensure your email filter settings are adjusted to allow emails from noreply@points.homeoffice.gov.uk and noreply@homeoffice.gov.uk. You should also ensure that any emails from the domain '@homeoffice.gov.uk' are not re-directed to spam or junk folders, as we may contact you from other mailboxes from time to time.

Failure to act on emails sent to you by SMS or from other Home Office sources could result in the loss of your sponsor licence or your being unable to assign CoS or CAS.

Troubleshooting

Most system problems can be resolved simply by logging out of SMS, closing and restarting your browser and logging back into SMS. If this does not resolve your issue, please see below for help with other common issues.

Issue / Error message	Cause	Resolution
I cannot assign a CoS/CAS	The Assign button is greyed out	<p>One or more fields in the CoS/CAS have been overlooked or have been incorrectly completed. The most common fields that cause issues are:</p> <p>Gender: please ensure this field is completed, as it is often missed;</p> <p>Main work/study address: this is a set of fields that require the user to select a button to access. The section heading is suffixed with the phrase 'mandatory for assignment';</p> <p>Gross salary: use format '1234' or '1234.99' (no symbols);</p> <p>For each: please ensure this dropdown menu is completed, as it is often missed;</p> <p>Tick to confirm sponsor certifies maintenance for the migrant: although this tick box is not mandatory, it is often missed which can lead to migrant applications for leave to enter or remain being refused.</p>
I cannot assign a CoS/CAS. Error message received ' <i>The assignment could not be processed due to there being insufficient remaining CoS in your allocation</i> ' (or similar)'.	Insufficient remaining CoS in your allocation	Apply for additional CoS/CAS by selecting the Request CoS/CAS allocation increase menu item in Licence summary, applications and services .

Issue / Error message	Cause	Resolution
I am unable to report activity against a CoS/CAS. Error message received ' <i>No CAS were found for the search criteria given.</i> '	CoS/CAS is not at the 'USED' status	1. You can only report against a CoS/CAS once it has been used in association with a migrant's application for leave to enter or remain; OR 2. You are a Level 2 user and you do not own the CoS/CAS (i.e. you did not create it or have it transferred to you).
I cannot apply for Student Sponsor status	The Next button is greyed out	You are not eligible to apply for Student Sponsor status because of one or more of the following: <ul style="list-style-type: none"> • you are not within the renewal period; check Licence summary for the renewal opening date; • you are B-rated; • you currently hold Student Sponsor status and are not within the renewal period.
I cannot renew my sponsor licence	The Next button is greyed out	You are not within the licence renewal period; check 'Licence summary' for the renewal opening date.
I cannot apply for or renew Premium customer service	The Next button is greyed out	You are not eligible to apply for Premium customer service because your rating is not appropriate or you are already a Premium service customer. If you are an existing Premium customer and you are unable to apply for any other reason, please contact your Licence Manager.
I am unable to find a CoS/CAS when searching	Level restrictions	You are a Level 2 user and you cannot view or edit CoS/CAS that you have not created or had transferred to you. A Level 1 user or the original Level 2 user must find the relevant CoS/CAS.

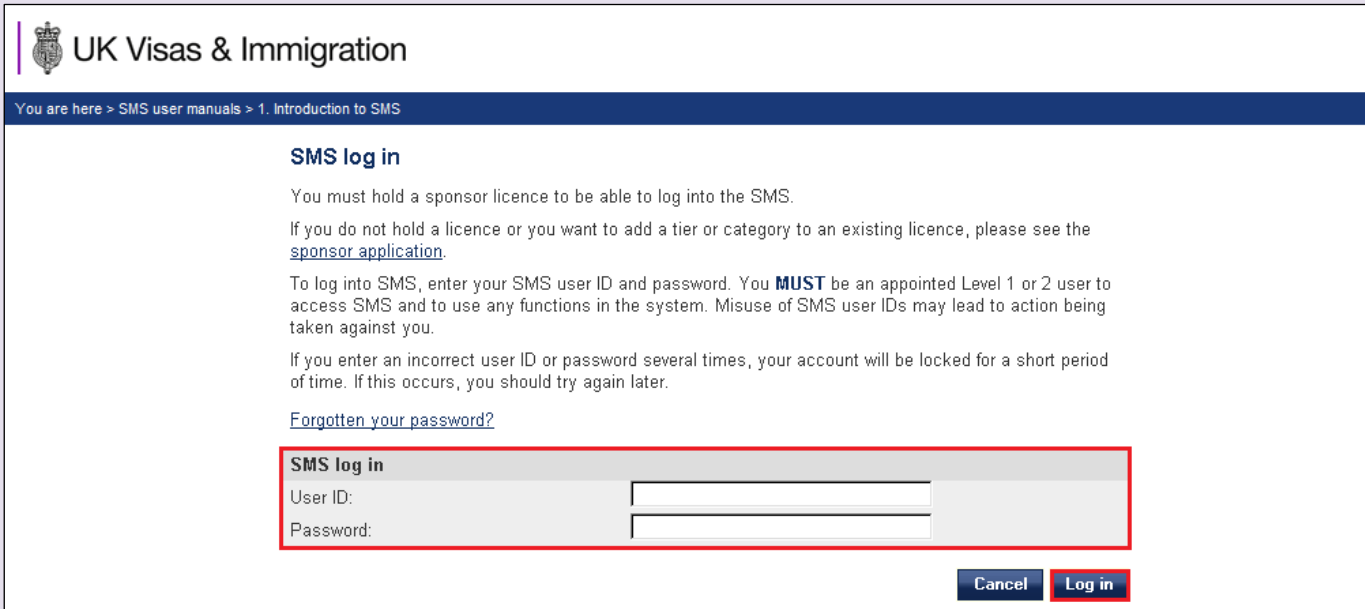
Issue / Error message	Cause	Resolution
I am unable to find a CoS/CAS when searching	Incorrect search parameters	Ensure the search parameters are correct. If you are still unable to find the CoS/CAS, try searching using the CoS/CAS or passport number, or use the 'Advanced' search function.
I am unable to manage live CoS/CAS. Error message received ' <i>No CAS were found for the search criteria given.</i> '	No CoS/CAS found when searching	<ol style="list-style-type: none"> 1. You can only manage live CoS/CAS before the CoS/CAS is used in association with a migrant application. CoS/CAS available to manage will have the status of ASSIGNED; OR 2. You are a Level 2 user and you do not own the CoS/CAS.
I am unable to log in. Error message received ' <i>Please make sure you enter the correct user ID and password, as your previous attempt does not match our records.</i> '	Invalid attempts to log in	You have previously entered incorrect details three times or more. If you are certain that you are entering the correct details, wait for 30 minutes and try again.
I cannot apply for annual allocations	No routes are displayed	<p>Either the renewal window is not yet open or the allocation has been automatically renewed.</p> <p>To determine if an allocation has been renewed automatically, check the 'Outstanding annual allocation requests' grid (located at Licence summary, applications and services/Request renewal of annual CoS/CAS allocation).</p> <p>To determine if the renewal window is open, check the Licence summary screen for the date on which you can apply to renew. You can apply for additional CoS/CAS by selecting Request CoS/CAS allocation increase at any time.</p>
I wasn't notified of expiration of CoS/CAS allocations or licence.	Automatic email was delivered to 'spam' folder.	Please ensure your email filter settings are adjusted to allow emails from noreply@points.homeoffice.gov.uk

SMS manuals

Guide 1: How to log in for the first time

Follow the step by step instructions below to log into SMS for the first time. Please note, the sponsor licence application user ID cannot be used for logging on to SMS.

You should read the [Sponsorship policy guidance](#) before logging into SMS for the first time.

Step	Instruction	Screen example
1	From the SMS log in screen, enter the user ID assigned to you and the password either emailed to you or provided by your Authorising Officer, then select Log in .	
Note	You may find it easier to copy and paste your password from the email, if applicable. When using copy and paste method this may include a space at the end of your password, failure to remove the space will invalidate your password and stop you from logging in.	

Step	Instruction	Screen example
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When logging in for the first time, you must change your password.

2 Enter the password originally emailed or provided to you in the first field, then your new password in the next two fields (ensure both passwords match), then select **Submit**.

Change your existing password

Enter your existing password, then your new password (for security, you will need to enter the new password twice) and choose **Submit**.

Your password must:

- be between 12 and 256 characters;
- include at least 1 uppercase letter from A to Z;
- include at least 1 lowercase letter from a to z;
- include at least 1 number from 0 to 9;
- include at least 1 special character from the following @\$!%^&*+=_
- not include any whitespace characters;
- not contain your user name or User ID.

Change password

Password:

New password:

Confirm new password:

Your new password must conform to the following standards:

- Note**
- be between 12 and 256 characters;
 - include at least 1 uppercase letter from A to Z;
 - include at least 1 lowercase letter from a to z;
 - include at least 1 number from 0 to 9;
 - include at least 1 special character from the following @\$!%^&*+=_
 - not include any whitespace characters; and,
 - not contain your user name or User ID.

Passwords are case-sensitive, so take care when setting your new password.

Ensure your password is as strong as possible. Try substituting numbers for letters, such as using 5 instead of S, or 1 instead of L. For example, apples could be: ApP1e5.

Step**Instruction****Screen example****3**

After confirming your change of password, the **Sponsorship management system (SMS)** home screen is displayed.

Select **Log out** from the menu on the left side of the screen if you wish to log out of SMS.

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- Home
- Licence summary, applications and services
- Workers
- Students
- Change password
- Contact
- Log out**

Sponsorship management system (SMS)

Welcome to SMS. If you are a Level 1 user, you can view all applicable menu items. Level 2 users are unable to view the 'Licence summary, applications and services' menu item.

[Licence summary, applications and services](#)

- View your licence details, including registered users, key personnel, addresses, allocations and key dates
- Change your licence details, including registered users, key personnel and addresses
- Request an increase in your allocation of CoS or CAS
- Request renewal of your annual allocation of CoS or CAS
- Pay for and view status of action plans
- Apply to renew your sponsor licence

- Each menu will only be visible if applicable to your licence. **Licence summary, applications and services** is visible to Level 1 users of all licences (except dormant licences), but **not** Level 2 users.

Note

- The **Workers** menu is only visible if you are licensed in Worker or Temporary Worker Routes. From the **Workers** menu, the **Defined CoS** sub-menu is only visible to Level 1 users and only if you are licensed under Skilled Worker.
- The **Students** menu is only visible if you are licensed in the Student Route.

Guide 2: How to reset your password

Follow the step by step instructions below to request a password reset.

If you cannot remember your user ID and are the only Level 1 user with access to SMS, you should check the letter sent to your AO when your sponsor licence was granted.

If you are unable to locate the letter, you can contact the Business helpdesk businesshelpdesk@homeoffice.gov.uk or Educators helpdesk educatorshelpdesk@homeoffice.gov.uk as applicable who will be able to provide the user ID to you. Please note, the helpdesks will only be able to disclose licence details if the original email came from an address registered with an active member of key personnel on the licence. Once they have confirmed your identity, the helpline will email the user ID to the AO to forward on to the Level 1 user.

If you have more than one Level 1 user on SMS, you should ask a different Level 1 user to obtain your user ID from the **Manage Level 1 and 2 users** screen (located at **Licence summary, applications and services/Manage your Level 1 and 2 users**).

Step

Instruction

Screen example

1

From the **SMS log in** screen, select **Forgotten your password?**

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SMS log in

You must hold a sponsor licence to be able to log into the SMS.

If you do not hold a licence or you want to add a tier or category to an existing licence, please see the [sponsor application](#).

To log into SMS, enter your SMS user ID and password. You **MUST** be an appointed Level 1 or 2 user to access SMS and to use any functions in the system. Misuse of SMS user IDs may lead to action being taken against you.

If you enter an incorrect user ID or password several times, your account will be locked for a short period of time. If this occurs, you should try again later.

[Forgotten your password?](#)

SMS log in

User ID:

Password:

2

From the **Password reset request** screen, enter your user ID and your email address (to which your password was originally sent), then select **Submit**.

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Password reset request

Enter your user ID and email and choose **Submit**. An email confirming your password will be sent to you shortly.

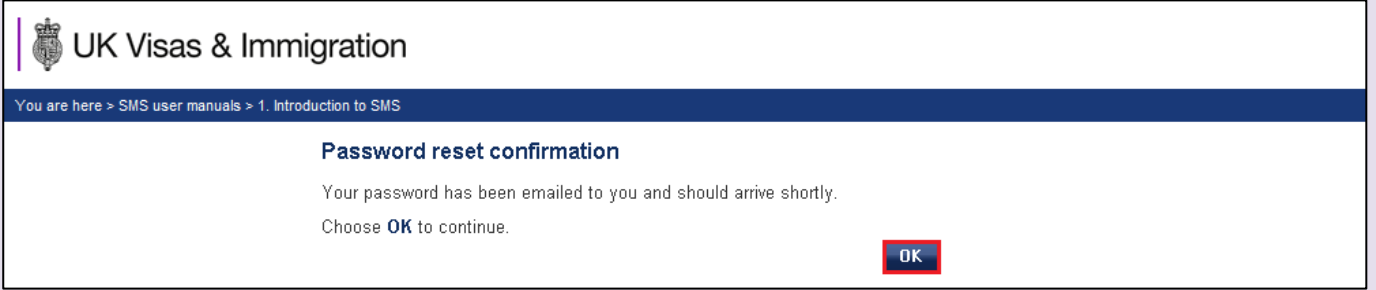
User ID and email

User ID:

Contact email address:

Note

If you receive an error message *'Please make sure you enter the correct user ID and password, as your previous attempt does not match our records'* this may be because you have previously entered incorrect details three times or more. If you are certain that you are entering the correct details, wait for 30 minutes and try again.

Step	Instruction	Screen example
3	<p>The Password reset confirmation screen is displayed. A temporary password will be generated and sent to you immediately; check your email account (including junk/spam mail) for your new password and then select OK.</p>	
Note	<p>Once you have logged in with the temporary password you will have to change your password again, as you did when you logged in for the first time.</p>	

Guide 3: How to request a new Level 1 user or create a new Level 2 user

Follow the step by step instructions to request a new Level 1 user or create a new Level 2 user.

Sponsors registered in the GBM UK Expansion Worker route do not have access to functions outlined in this guide if the licence is rated as ‘provisional’. Provisional-rated sponsors should use the function detailed in Guide 4 of SMS user manual 2 (“Managing your licence”) to notify us of changes to SMS users.

You can appoint as many Level 1 users as you think you will need, based on the structure of your business and your business needs. However, at least one of your Level 1 **users must be a settled worker, unless:**

- a) you are a diplomatic mission or international organisation licensed under Temporary Work - International Agreement; or**
- b) your Authorising Officer is a person with valid leave as a:
 1. Representative of an Overseas Business; or
 2. Tier 1 (Graduate Entrepreneur) migrant; or
 3. Tier 1 (Entrepreneur) migrant.

All user IDs can be found in the **Manage Level 1 and 2 users** screen.

As the AO is responsible for the actions of all SMS users, you are now able to add multiple Level 1 users for the effective maintenance of your licence. You can appoint as many Level 2 users as you need, although Level 2 users have a restricted range of permissions. A Level 2 user can: assign CoS/CAS to migrants and report migrant activity on CoS/CAS that they have personally created and assigned (for example, report that a student completes their studies early or a worker does not attend).

Automation has been applied to some sponsor licences. If you meet the conditions, the following details will automatically be updated on your licence:

- replace your Authorising Officer or Key Contact
- add new Level 1 Users


Full details about this fulfilment is available from our [Website](#).

If you have no active Level 1 users registered on your account, you must complete a Sponsor change of circumstances form, which is available from our [website](#).

Step**Instruction****Screen example**

1

From the **Sponsorship management system (SMS)** screen, select **Licence summary, applications and services**.

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Sponsorship management system (SMS)

Welcome to SMS. If you are a Level 1 user, you can view all applicable menu items. Level 2 users are unable to view the 'Licence summary, applications and services' menu item.

Licence summary, applications and services

- View your licence details, including registered users, key personnel, addresses, allocations and key dates
- Change your licence details, including registered users, key personnel and addresses
- Request an increase in your allocation of CoS or CAS
- Request renewal of your annual allocation of CoS or CAS
- Pay for and view status of action plans
- Apply to renew your sponsor licence
- Apply for Premium customer service
- Apply for Tier 4 Sponsor status (Tier 4 sponsors only)
- View your Premium customer service contact details (if applicable)
- View the status of applications you have submitted

[Help \(opens in a new window\)](#)

Workers

- Manage the sponsorship of workers

[Help \(opens in a new window\)](#)

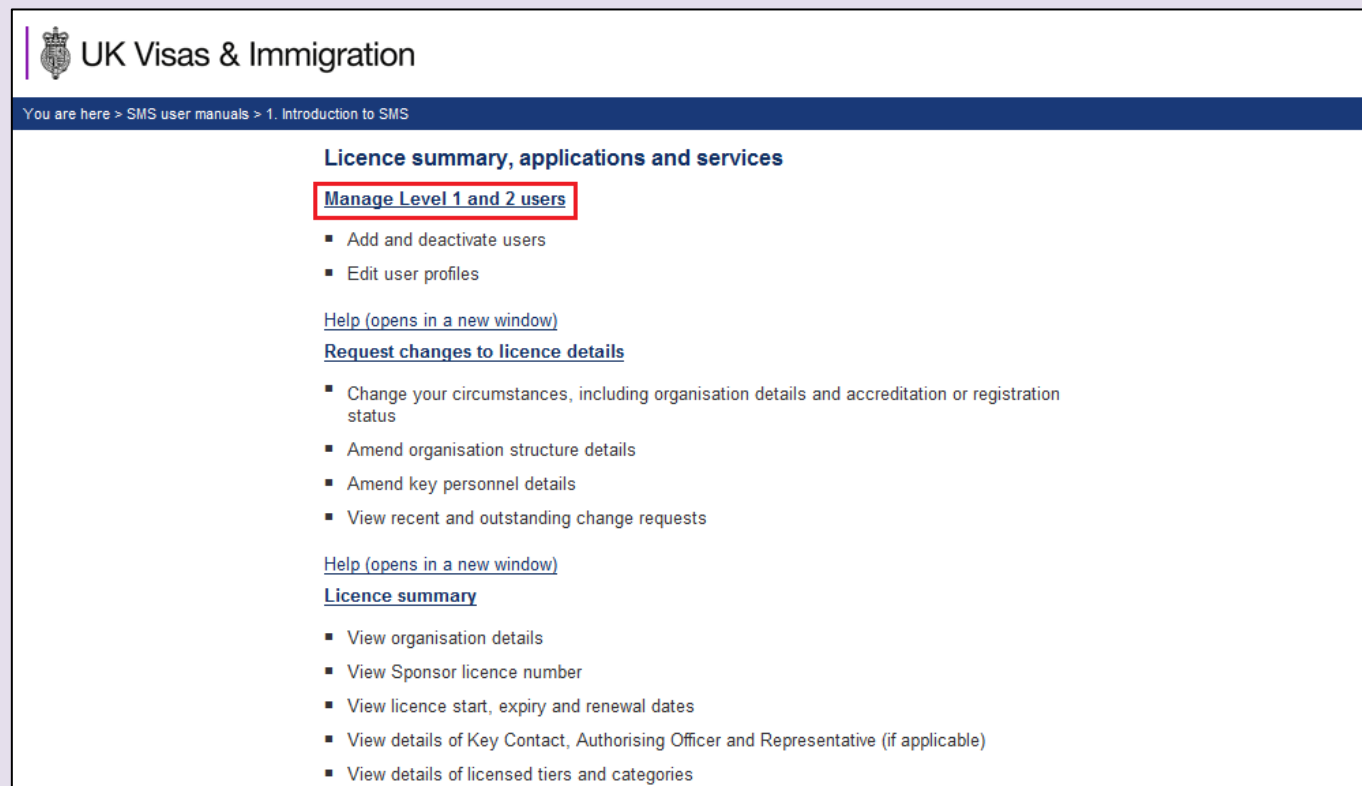
Step

Instruction

Screen example

2

From the **Licence summary, applications and services** screen, select **Manage Level 1 and 2 users**.



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Licence summary, applications and services

Manage Level 1 and 2 users

- Add and deactivate users
- Edit user profiles

[Help \(opens in a new window\)](#)

[Request changes to licence details](#)

- Change your circumstances, including organisation details and accreditation or registration status
- Amend organisation structure details
- Amend key personnel details
- View recent and outstanding change requests

[Help \(opens in a new window\)](#)

[Licence summary](#)

- View organisation details
- View Sponsor licence number
- View licence start, expiry and renewal dates
- View details of Key Contact, Authorising Officer and Representative (if applicable)
- View details of licensed tiers and categories

Step**Instruction****Screen example****3**

From the **Manage Level 1 and 2 users** screen, select either the **Request level 1 user** or **Create level 2 user** button.

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Manage Level 1 and 2 users

This screen displays the user ID and status of all users of SMS (current and deactivated), choose:

- Any 'User ID' to view the users details, deactivate a user, or edit a level 2 user profile. You can also amend your own profile by selecting your own 'User ID';
- Request level 1 user** to request a new level 1 user (full SMS access);
- Create level 2 user** to create a new level 2 user (limited SMS access); or
- Back** to return to the previous screen.

Users

User ID	Level of user	Given name	Family name	Rep (y/n)	Status
MMdYyfNF	Level 1	Julie	Smith	N	Active
CB00vj4az	Level 1	Steve	Smith	N	Active

Back Request level 1 user Create level 2 user

The *status* field indicates the current status of the user. You can track the progress of your request to add a Level 1 user by checking the status on this screen:

Note

- **Requested** - the request to add a Level 1 user has been submitted to us for consideration;
- **Active** - the user is active;
- **Refused** - the request to add a Level 1 user has been refused by us; or
- **Deactivated by sponsor** - the user has been deactivated by a Level 1 user; or
- **Deactivated by UK V&I** - we have deactivated the user.

Step**Instruction****Screen example****4**

From the **Request a new level 1 user** or **Create a new Level 2 user** screen, enter the details of the new user, then select **Add**.

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Request a new level 1 user

All mandatory fields are marked with an asterisk (*) and must be completed. Choose **Add** to request a new level 1 user or choose **Cancel** to return to the previous screen. This page should not be used to amend an existing users details.

Please ensure that the 'Email' address provided allows emails from the domain '@homeoffice.gsi.gov.uk'.
In addition, the 'Address' to be provided is the employment address, **not** the home address.

User details

Title: *

If 'Other', give details:

Given name: *

If this person is a non-EEA national and is under immigration control, give details

Immigration status:

Home Office reference number:

Expiry date of leave to enter or leave to remain:

Passport number:

Cancel **Add**

Note

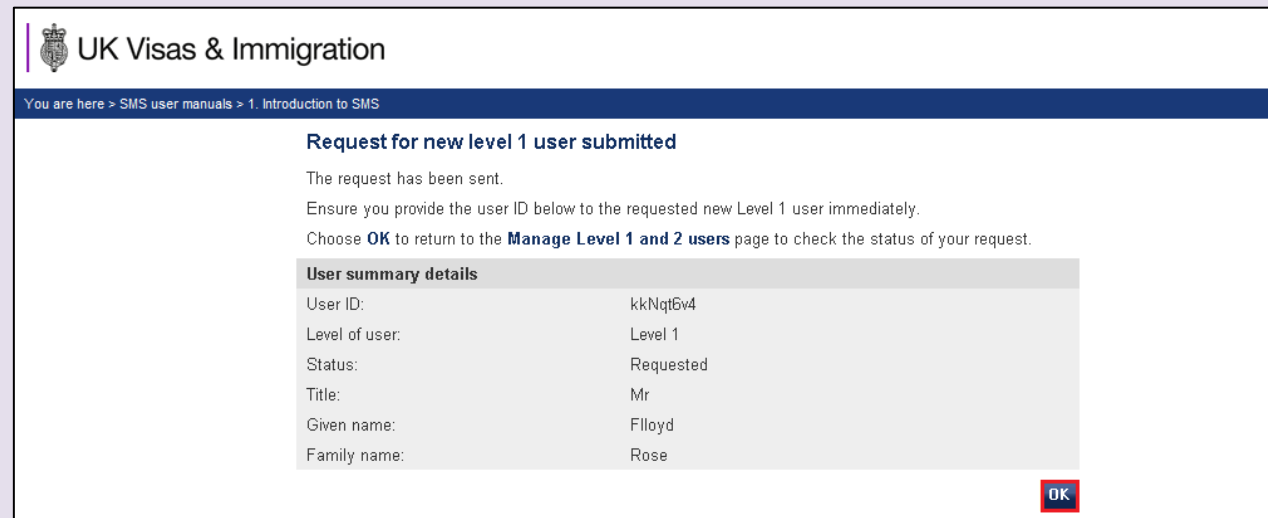
1. The email address must belong to an individual, not a shared mailbox, as the new user's password will be sent to this address and must not be shared with anyone else.
2. The **Address** required is the work address, **not** the person's home address.

Step**Instruction****Screen example****5**

If you are creating a Level 2 user, the new user account is created automatically.

If adding a Level 1 user, your request is submitted to us for assessment.

Select **OK**.



The screenshot shows the UK Visas & Immigration portal. At the top, there is a breadcrumb trail: "You are here > SMS user manuals > 1. Introduction to SMS". Below this, a blue header bar contains the text "Request for new level 1 user submitted". The main content area contains the following text: "The request has been sent. Ensure you provide the user ID below to the requested new Level 1 user immediately. Choose **OK** to return to the **Manage Level 1 and 2 users** page to check the status of your request." Below the text is a table titled "User summary details" with the following information:

User summary details	
User ID:	kkNqt5v4
Level of user:	Level 1
Status:	Requested
Title:	Mr
Given name:	Floyd
Family name:	Rose

At the bottom right of the screenshot, there is a red "OK" button.

Note You should note the new user ID and pass it to the proposed new user.

Step**Instruction****Screen example**

If your request has been approved, the new user's password will be emailed to the address provided.

- 6** You can review a request to add a Level 1 user by referring to the **Manage Level 1 and 2 users** screen and checking the **Status** field.

UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

Manage Level 1 and 2 users

This screen displays the user ID and status of all users of SMS (current and deactivated), choose:

- Any 'User ID' to view the users details, deactivate a user, or edit a level 2 user profile. You can also amend your own profile by selecting your own 'User ID';
- Request level 1 user** to request a new level 1 user (full SMS access);
- Create level 2 user** to create a new level 2 user (limited SMS access); or
- Back** to return to the previous screen.

Users

User ID	Level of user	Given name	Family name	Rep (y/n)	Status
MMdYyfNF	Level 1	Julie	Smith	N	Active
CB00vj4az	Level 1	Steve	Smith	N	Active
kkNqt6v4	Level 1	Filloyd	Rose	N	Requested

Back Request level 1 user Create level 2 user

Note If the status is *Active* the request has been granted and the password will be sent by email to the new user. If the status is *Refused*, we will write to the AO to advise them why the request has refused.

Guide 4: How to amend or deactivate a Level 1 or 2 user

Follow the step by step instructions to amend or deactivate Level 1 and Level 2 users.

Sponsors registered in the GBM UK Expansion Worker route do not have access to functions outlined in this guide if the licence is rated as 'provisional'. Provisional-rated sponsors should use the function detailed in Guide 4 of SMS user manual 2 ("Managing your licence") to notify us of changes to SMS users.

You must not use the 'Amend' function to request a new Level 1 user or create a new Level 2 user. If you use this function to add a new user, we will reject your request and you will have to apply again using the **Request Level 1 user** function. A Level 1 user can only amend their own details or those of a Level 2 user. Level 2 users cannot use these functions.

Level 1 users can deactivate all other users but not themselves. You must deactivate users when they no longer occupy a user role, for example, if they resign their position with you. If you have no active Level 1 users registered on your account, you must complete a Sponsor change of circumstances form, which is available from our [website](#).

On 6 April 2014 we introduced new functionality in SMS to automatically apply changes to the address of your existing Level 1 users. If you meet the criteria, changes will be applied immediately and the new details will be instantly visible on SMS. We will write to you if you meet the criteria and automation has been granted.

On 19 June 2023 the National Insurance number (NINO) became mandatory for Level 1 users. From this date onwards you may be required to provide your NINO, or a reason why you are exempt from having a NINO, when amending your details in the SMS. If you enter your NINO the update will happen immediately if there are no other changes that cannot be applied automatically. If you indicate that you don't have a NINO and provide exemption details, this will generate a request that will be subject to casework consideration prior to implementation. You may be asked to provide evidence of the reason for the NINO exemption as part of this consideration. **Failure to provide a valid reason for the NINO exemption may affect the outcome of your request.**


Step

Instruction

Screen example

1

From the **Sponsorship management system (SMS)** screen, select **Licence summary, applications and services**.

 UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

Sponsorship management system (SMS)

Welcome to SMS. If you are a Level 1 user, you can view all applicable menu items. Level 2 users are unable to view the 'Licence summary, applications and services' menu item.

Licence summary, applications and services

- View your licence details, including registered users, key personnel, addresses, allocations and key dates
- Change your licence details, including registered users, key personnel and addresses
- Request an increase in your allocation of CoS or CAS
- Request renewal of your annual allocation of CoS or CAS
- Pay for and view status of action plans
- Apply to renew your sponsor licence
- Apply for Premium customer service
- Apply for Highly Trusted Sponsor status (Tier 4 sponsors only)
- View your Premium customer service contact details (if applicable)
- View the status of applications you have submitted

[Help \(opens in a new window\)](#)

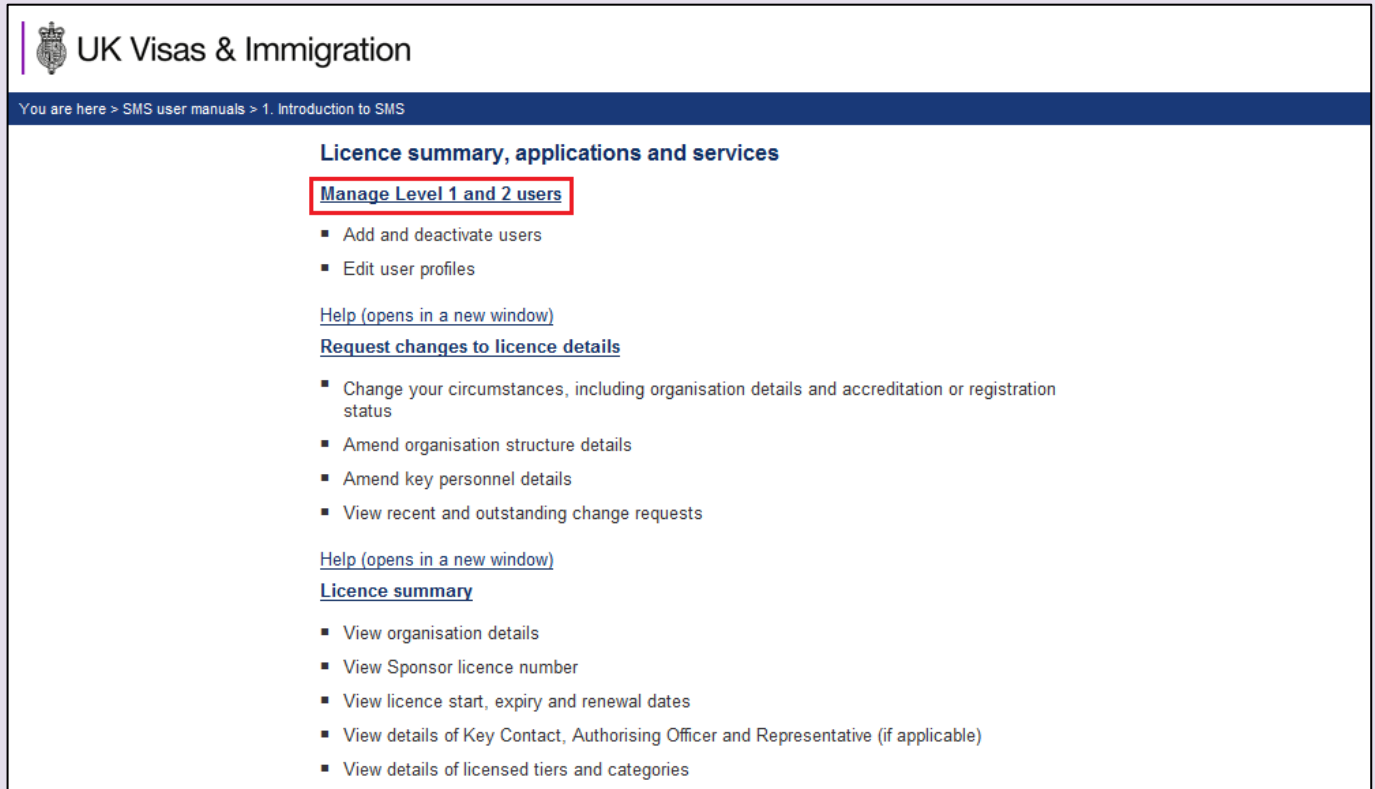
Step

Instruction

Screen example

2

From the **Licence summary, applications and services** screen, select **Manage Level 1 and 2 users**.



UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

Licence summary, applications and services

Manage Level 1 and 2 users

- Add and deactivate users
- Edit user profiles

[Help \(opens in a new window\)](#)

[Request changes to licence details](#)

- Change your circumstances, including organisation details and accreditation or registration status
- Amend organisation structure details
- Amend key personnel details
- View recent and outstanding change requests

[Help \(opens in a new window\)](#)

[Licence summary](#)

- View organisation details
- View Sponsor licence number
- View licence start, expiry and renewal dates
- View details of Key Contact, Authorising Officer and Representative (if applicable)
- View details of licensed tiers and categories

Step**Instruction****Screen example****3**

From the **Manage Level 1 and 2 users** screen, select your own user ID or that of a Level 2 user.

UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

Manage Level 1 and 2 users

This screen displays the user ID and status of all users of SMS (current and deactivated), choose:

- Any 'User ID' to view the users details, deactivate a user, or edit a level 2 user profile. You can also amend your own profile by selecting your own 'User ID';
- Request level 1 user** to request a new level 1 user (full SMS access);
- Create level 2 user** to create a new level 2 user (limited SMS access); or
- Back** to return to the previous screen.

User ID	Level of user	Given name	Family name	Rep (y/n)	Status
OsNBX7uVOL	Level 1	DJ	Don	N	Active
KrxT1vuh7	Level 1	Floyd	White	N	Active
yAy9d5dp	Level 2	John	Smith	N	Active

1

[Back](#) [Request level 1 user](#) [Create level 2 user](#)

Step**Instruction****Screen example****4**

From the **User details** screen, select **Amend user** and see *Step 5*.

Alternatively, to deactivate a user, select **Deactivate user** and see *Step 7*.

UK Visas & Immigration

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User details

Details of the user are displayed below. If the status of the user is 'Active', you can choose **Deactivate user** to deactivate the user account (deactivated accounts cannot be reactivated) or **Amend user** to change the details of the user. Alternatively, choose **Back** to return to the previous screen.

Do not use the **Amend user** function to create a new user; to create a new user return to the previous page and add or request a new user at the level required.

User details	
User ID:	yAy9d5dp
Level of user:	Level 2
Status:	Active
Title:	Mr
Given name:	John
Family name:	Smith
Email:	john@sponsororg.com
Position within the organisation:	Training Lead
Representative:	N
Representative reference number:	

[Back](#) [Deactivate user](#) [Amend user](#)

Note **Deactivate user** will only be available if you are not viewing your own details. **Amend user** will only be available if you are amending your own details or those of a Level 2 user.

Step**Instruction****Screen example**

- To amend:*
- 5** From the **Amend user profile** screen, amend the details accordingly, then select **Save**.

UK Visas & Immigration

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Amend user profile

Amend the user profile and choose **Save** to save the changes or choose **Cancel** to return to the previous page.

Do not use this function to create a new user. To create a new user return to the previous screen and select to add or request a new user at the level required.

Please ensure that the 'Email' address provided allows emails from the domain '@homeoffice.gsi.gov.uk'.

In addition, for Level 1 users, the 'Address' to be provided is the employment address, **not** the home address.

[Help \(opens in a new window\)](#)

User details

Title: *

If 'Other', give details:

Given name: *

Family name: *

Email: *

Position within the organisation: *

Representative:

Representative reference number:

Cancel **Save**

Note

1. If you are amending your own (Level 1) details, your request will either be sent to us to be assessed, or granted automatically. If you are amending the details of a Level 2 user, the changes will be applied automatically.
2. The **Address** required is the work address, **not** the person's home address.

Step**Instruction****Screen example***To amend:*

- 6** The details have been saved and you will be returned to the **Manage Level 1 and 2 users** screen.

UK Visas & Immigration

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Manage Level 1 and 2 users

This screen displays the user ID and status of all users of SMS (current and deactivated), choose:

- Any 'User ID' to view the users details, deactivate a user, or edit a level 2 user profile. You can also amend your own profile by selecting your own 'User ID';
- Request level 1 user** to request a new level 1 user (full SMS access);
- Create level 2 user** to create a new level 2 user (limited SMS access); or
- Back** to return to the previous screen.

User ID	Level of user	Given name	Family name	Rep (y/n)	Status
OsNBX7uVOL	Level 1	DJ	Don	N	Active
KrxT1vuh7	Level 1	Floyd	White	N	Active
yAy9d5dp	Level 2	John	Smith	N	Active

Back Request level 1 user Create level 2 user

Note The Level 1 user remains active whilst amendments are assessed by us, if the changes have not taken effect automatically.

Step**Instruction****Screen example**

- To deactivate:*
- 7 From the **User deactivation confirmation** screen, select **Deactivate user**.

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User details

Details of the user are displayed below. If the status of the user is 'Active', you can choose **Deactivate user** to deactivate the user account (deactivated accounts cannot be reactivated) or **Amend user** to change the details of the user. Alternatively, choose **Back** to return to the previous screen.

Do not use the **Amend user** function to create a new user; to create a new user return to the previous page and add or request a new user at the level required.

User details	
User ID:	yAy9d5dp
Level of user:	Level 2
Status:	Active
Title:	Mr
Given name:	John
Family name:	Smith
Email:	john@sponsororg.com
Position within the organisation:	Training Strategy Lead
Representative:	N
Representative reference number:	

[Back](#) [Deactivate user](#) [Amend user](#)

Step**Instruction****Screen example**

- 8 Deactivation of the user is confirmed. Select **OK** to return to the **Manage Level 1 and 2 users** screen.

To deactivate:

UK Visas & Immigration

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User deactivated

The user has been deactivated. Choose **OK** to return to the **Manage level 1 and 2 users** page.

User summary details

User ID:	yAy9d5dp
Level of user:	Level 2
Status:	Deactivated by sponsor
Title:	Mr
Given name:	John
Family name:	Smith

OK

- 9 From the **Manage Level 1 and 2 users** screen, you can now see that the user has been deactivated.
- Once a user account has been deactivated, it cannot be reinstated. A new Level 1 user request is required.

To deactivate:

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Manage Level 1 and 2 users

This screen displays the user ID and status of all users of SMS (current and deactivated), choose:

- Any 'User ID' to view the users details, deactivate a user, or edit a level 2 user profile. You can also amend your own profile by selecting your own 'User ID';
- Request level 1 user** to request a new level 1 user (full SMS access);
- Create level 2 user** to create a new level 2 user (limited SMS access); or
- Back** to return to the previous screen.

Users

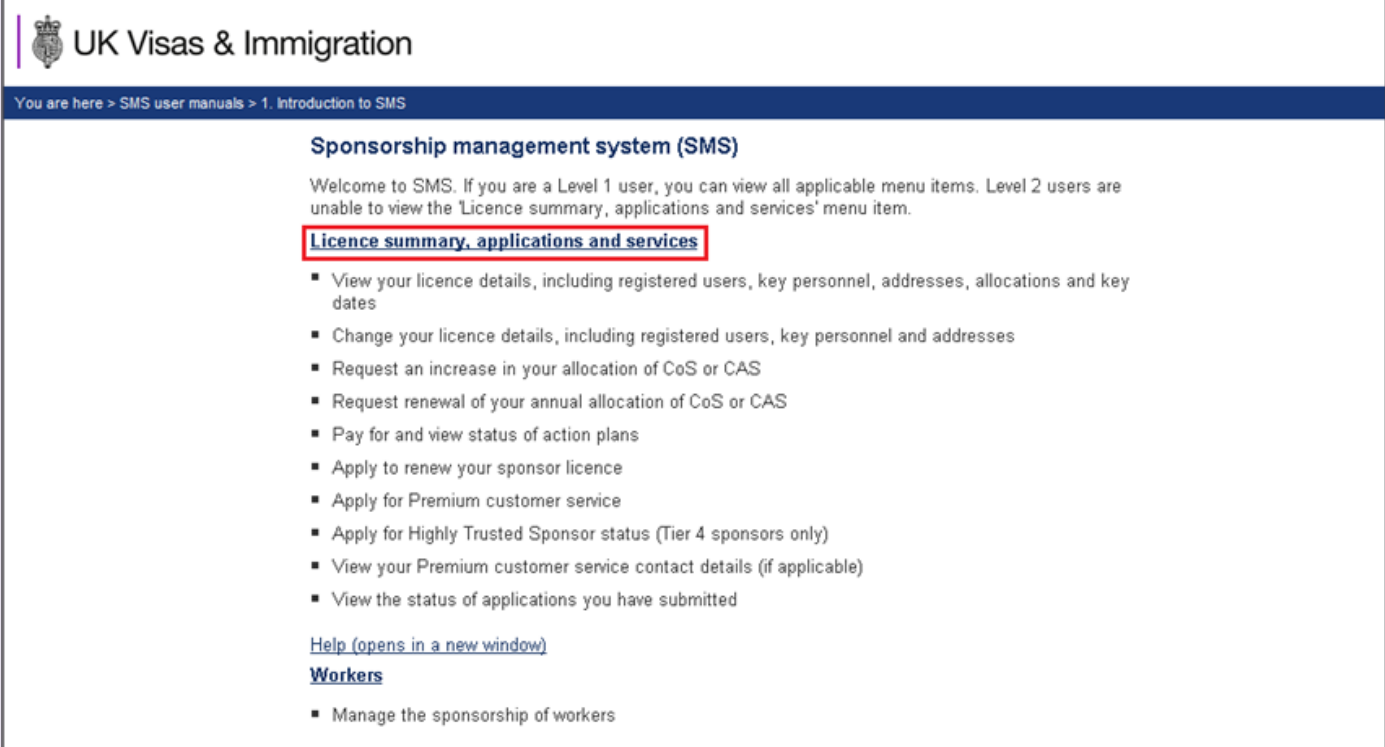
User ID	Level of user	Given name	Family name	Rep (y/n)	Status
OsNBX7uVOL	Level 1	DJ	Don	N	Active
KrxT1vuh7	Level 1	Floyd	White	N	Active
yAy9d5dp	Level 2	John	Smith	N	Deactivated by sponsor

Back **Request level 1 user** **Create level 2 user**

Guide 5: How to view the SMS message board (Level 1 users only)

Follow the step by step instructions to revisit messages posted by the Home Office.

When a Level 1 user logs into SMS, they will see the SMS message board. The Level 1 user must read these messages before using SMS.

Step	Instruction	Screen example
1	From the Sponsorship management system (SMS) screen, select Licence summary, applications and services .	 <p>UK Visas & Immigration</p> <p>You are here > SMS user manuals > 1. Introduction to SMS</p> <h3>Sponsorship management system (SMS)</h3> <p>Welcome to SMS. If you are a Level 1 user, you can view all applicable menu items. Level 2 users are unable to view the 'Licence summary, applications and services' menu item.</p> <p>Licence summary, applications and services</p> <ul style="list-style-type: none">View your licence details, including registered users, key personnel, addresses, allocations and key datesChange your licence details, including registered users, key personnel and addressesRequest an increase in your allocation of CoS or CASRequest renewal of your annual allocation of CoS or CASPay for and view status of action plansApply to renew your sponsor licenceApply for Premium customer serviceApply for Highly Trusted Sponsor status (Tier 4 sponsors only)View your Premium customer service contact details (if applicable)View the status of applications you have submitted <p>Help (opens in a new window)</p> <p>Workers</p> <ul style="list-style-type: none">Manage the sponsorship of workers

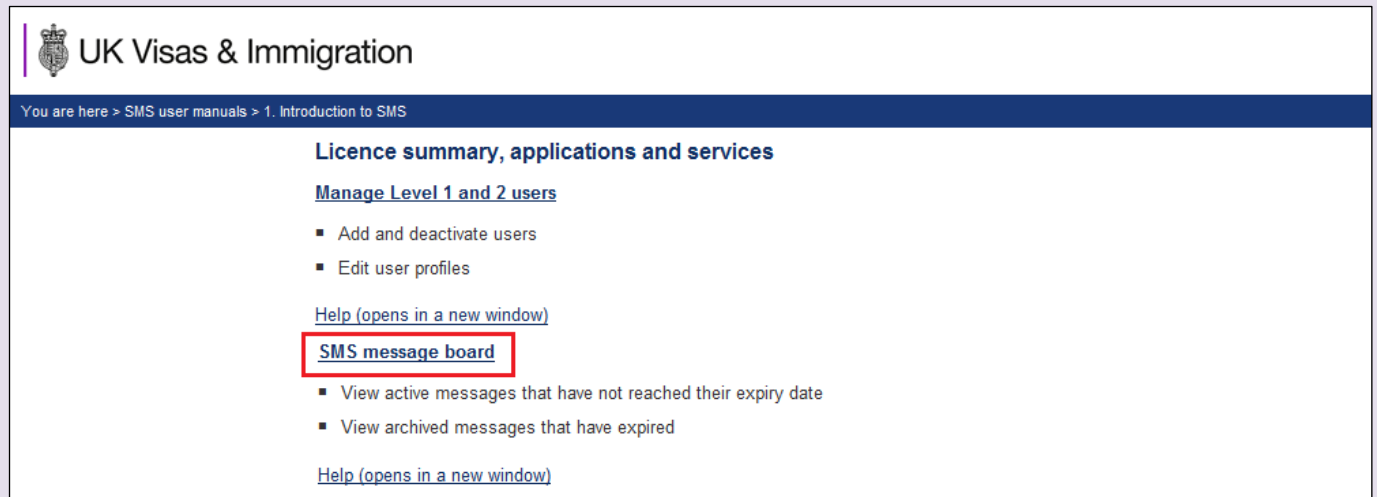
Step

Instruction

Screen example

2

From the **Licence summary, applications and services** screen, select **SMS message board**.



The screenshot shows the UK Visas & Immigration website interface. At the top left is the UK Visas & Immigration logo. Below it is a breadcrumb trail: "You are here > SMS user manuals > 1. Introduction to SMS". The main content area is titled "Licence summary, applications and services". Under this title, there is a link "Manage Level 1 and 2 users" followed by a list of options: "Add and deactivate users" and "Edit user profiles". Below this list is a link "Help (opens in a new window)". The "SMS message board" link is highlighted with a red rectangular box. Below it is another list of options: "View active messages that have not reached their expiry date" and "View archived messages that have expired". At the bottom of the content area is another link "Help (opens in a new window)".

Step**Instruction****Screen example****3**

From the **SMS message board - active messages** screen, you can view current messages we have posted. If you wish to view archived messages, select **View archived messages**. Alternatively, select **OK** to view the main menu.

UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

SMS message board - active messages

You have active messages.
Choose **OK** to proceed to the SMS home screen or **Cancel** to go back to the log in page.

View archived messages

- View messages that have expired in the last 12 months

[Help \(opens in a new window\)](#)

Active message	Publication date
THIS MESSAGE IS FOR THE ATTENTION OF ALL SPONSORS: You are reminded to review your licence details on a regular basis. The 'Licence summary' screen displays your organisation details; if any of these are incorrect you must submit a request for change using the appropriate function in the 'Request changes to licence details' menu option. The 'Licence summary' screen also displays the start, end and renewal opening dates of your licence and any statuses held and information about your current allocations of CoS or CAS. The 'Manage Level 1 and 2 users' screen displays all of your SMS users, including active and deactivated users and new user requests. The 'View CoS' and 'View CAS' screens can be used to search for all CoS/CAS that you have created and the 'Create' and 'Assign' screens will display all CoS/CAS that you have created but not yet assigned. You are also reminded that you should provide migrants' last known addresses when you report to us that you have withdrawn sponsorship.	06/04/2014

Cancel **OK**

Note If you select **Cancel** you will be logged out of SMS.

Step**Instruction****Screen example****4**

From the **SMS message board - archived messages** screen, you can view all expired and archived messages.

Select **Back** to return to the **SMS message board - active messages** screen.

UK Visas & Immigration

You are here > SMS user manuals > 1. Introduction to SMS

SMS message board - archived messages

Displayed below are messages relevant to the tiers and categories in which you are currently licensed, which have reached their expiry date.

Expired messages are retained in this archive for 12 months.

Choose **Back** to return to the previous screen.

[Help \(opens in a new window\)](#)

Active message	Publication date
THIS MESSAGE IS FOR THE ATTENTION OF ALL SPONSORS: Sponsorship IT systems and the online points calculator will be unavailable from 19:30 to 19:40 and 21:00 to 21:10 on Thursday 27 February, while we carry out essential maintenance work on these services. During this time users will not be able to access the sponsorship management system (SMS), online sponsor application or the self-assessment points calculator. We apologise for any inconvenience this may cause.	25/02/2014

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