



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 a supplementary policy guide for completing a 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 | Use this manual to log into SMS, change your password, manage SMS users and view important messages posted by the Home Office. 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. | 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 | Apply for Basic Compliance Assessment and manage Action plans | Common | To help sponsors apply for Basic Compliance Assessment 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. 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 Student Sponsor status;
- tracking 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 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](#). 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 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.

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@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>Sex: 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 | <p>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</p> <p>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).</p> |
| I cannot apply for Student Sponsor status | The Next button is greyed out | <p>You are not eligible to apply for Student Sponsor status because of one or more of the following:</p> <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 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 | 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@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. Be scam aware. Never share your SMS user ID and/or password with anyone else. Never change your password because someone else has asked you to.

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 . | <div><div> UK Visas & Immigration</div><div>You are here > SMS user manuals > 1. Introduction to SMS</div><div><div><div>SMS log in</div><p>You must hold a sponsor licence to be able to log into the SMS.</p><p>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.</p><p>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.</p><p>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.</p><p>Forgotten your password?</p><div><div>SMS log in</div><div>User ID:<input type="text"/></div><div>Password:<input type="password"/></div></div><div><div>Cancel</div><div>Log in</div></div></div></div></div> |

Note You may find it easier to copy and paste your password from the email, if applicable.

Step

Instruction

Screen example

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:

Cancel **Submit**

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 | <p>After confirming your change of password, the Sponsorship management system (SMS) home screen is displayed.</p> <p>Select Log out from the menu on the left side of the screen if you wish to log out of SMS.</p> |  <p>The screenshot shows the UK Visas & Immigration Sponsorship management system (SMS) interface. On the left, a navigation menu lists: Home, Licence summary, applications and services, Workers, Students, Change password, Contact, and Log out (which is highlighted with a red rectangular box). The main content area on the right is titled 'Sponsorship management system (SMS)' and includes a welcome message for Level 1 users, a list of menu items for Level 2 users (which are not visible), and a list of actions: 'View your licence details...', 'Change your licence details...', 'Request an increase in your allocation of CoS or CAS', 'Request renewal of your annual allocation of CoS or CAS', and 'Pay for and view status of action plans'.</p> |
| Note | <ul style="list-style-type: none">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.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 on BusinessHelpdesk@homeoffice.gov.uk or Educators Helpdesk on EducatorsHelpdesk@homeoffice.gov.uk 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?**

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.' Below this text is a link 'Forgotten your password?' which is highlighted with a red box. At the bottom of the page is a 'SMS log in' form with fields for 'User ID:' and 'Password:', and buttons for 'Cancel' and 'Log in'."/>

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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:

[Cancel](#) [Log in](#)

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

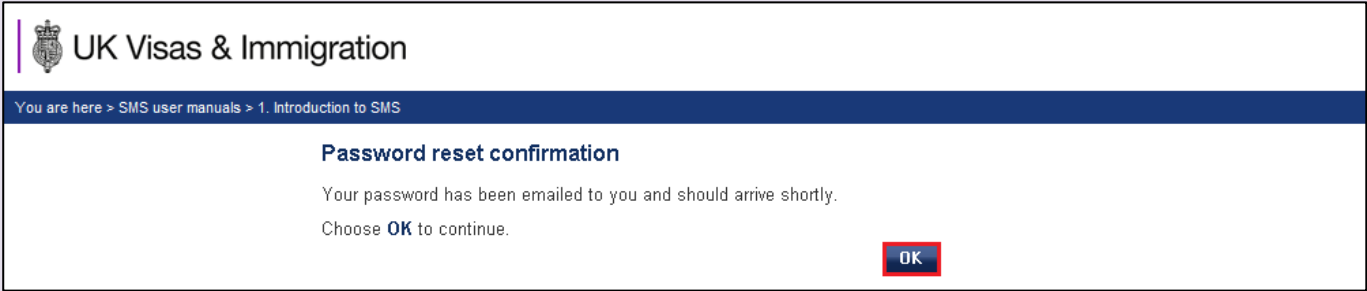
User ID:

Contact email address:

[Cancel](#) [Submit](#)

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 | 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 . |  |
| Note | 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. | |

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.

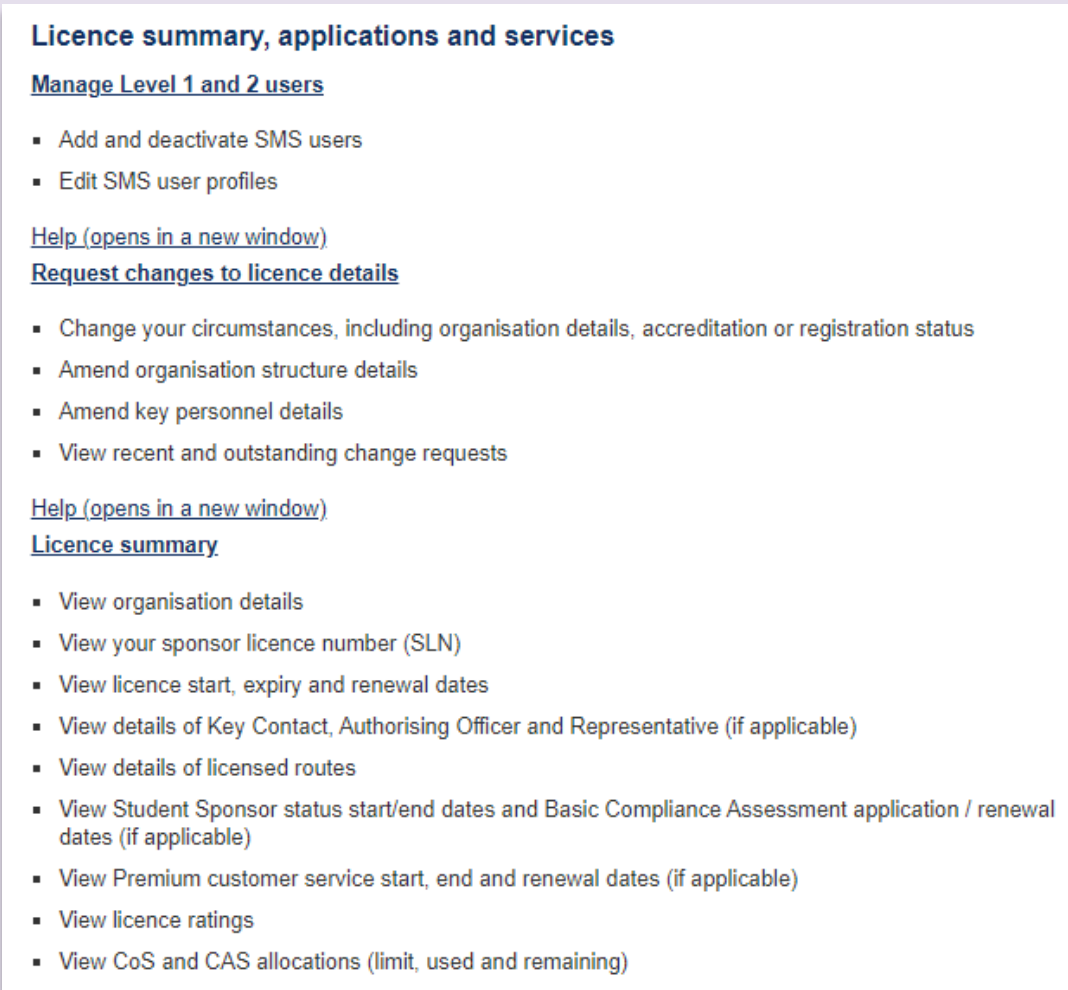
You can appoint as many Level 1 users as you think you will need, based on the structure of your business and your business needs. However, at least one of your Level 1 **users must be a settled worker, unless:**

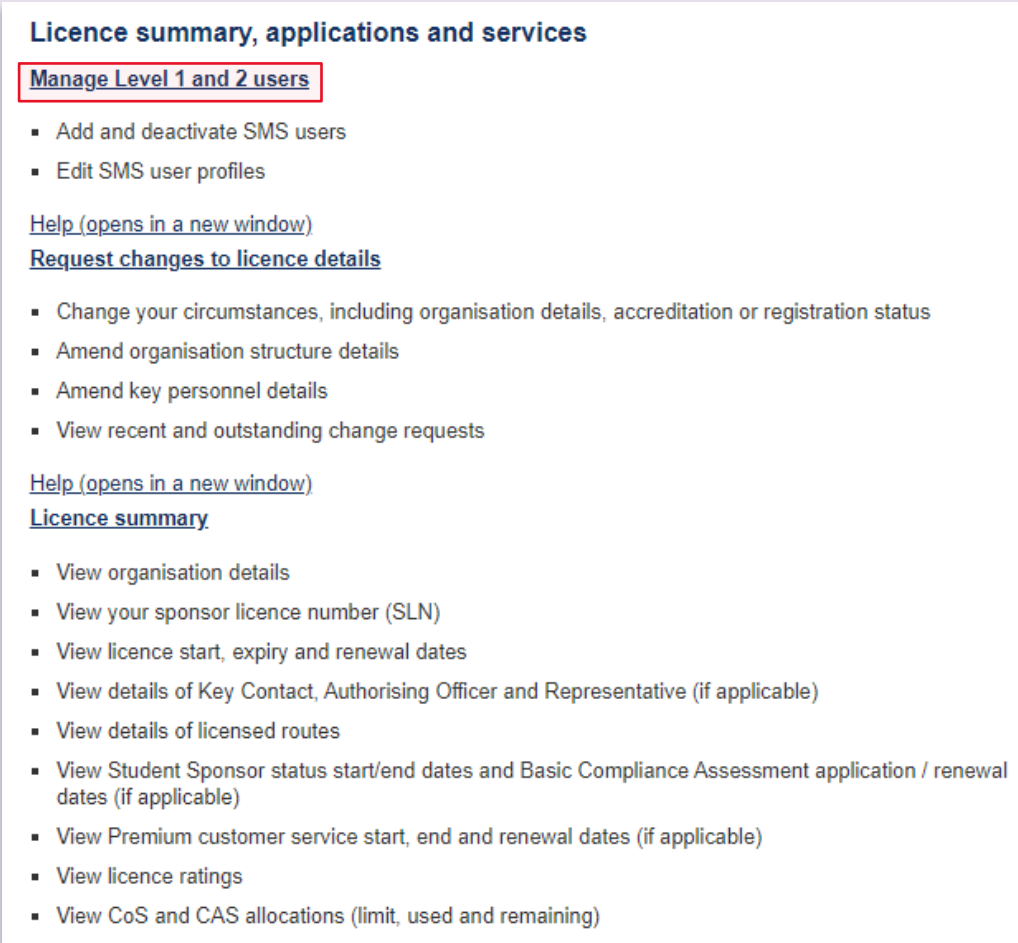
- a) you are a diplomatic mission or international organisation licensed under Temporary Work - International Agreement; or**
- b) your Authorising Officer is a person with valid leave as a:
 - 1. Representative of an Overseas Business; or
 - 2. Tier 1 (Graduate Entrepreneur) migrant; or
 - 3. Tier 1 (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, it is advisable to keep the number of Level 1 users to the minimum necessary 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).

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 | <p>From the Sponsorship management system (SMS) screen, select Licence summary, applications and services.</p> |  <p>Licence summary, applications and services</p> <p><u>Manage Level 1 and 2 users</u></p> <ul style="list-style-type: none"> ▪ Add and deactivate SMS users ▪ Edit SMS user profiles <p>Help (opens in a new window)</p> <p><u>Request changes to licence details</u></p> <ul style="list-style-type: none"> ▪ Change your circumstances, including organisation details, accreditation or registration status ▪ Amend organisation structure details ▪ Amend key personnel details ▪ View recent and outstanding change requests <p>Help (opens in a new window)</p> <p><u>Licence summary</u></p> <ul style="list-style-type: none"> ▪ View organisation details ▪ View your sponsor licence number (SLN) ▪ View licence start, expiry and renewal dates ▪ View details of Key Contact, Authorising Officer and Representative (if applicable) ▪ View details of licensed routes ▪ View Student Sponsor status start/end dates and Basic Compliance Assessment application / renewal dates (if applicable) ▪ View Premium customer service start, end and renewal dates (if applicable) ▪ View licence ratings ▪ View CoS and CAS allocations (limit, used and remaining) |

| Step | Instruction | Screen example |
|------|---|--|
| 2 | From the Licence summary, applications and services screen, select Manage Level 1 and 2 users . |  <p>Licence summary, applications and services</p> <p>Manage Level 1 and 2 users</p> <ul style="list-style-type: none"> ▪ Add and deactivate SMS users ▪ Edit SMS user profiles <p>Help (opens in a new window)</p> <p>Request changes to licence details</p> <ul style="list-style-type: none"> ▪ Change your circumstances, including organisation details, accreditation or registration status ▪ Amend organisation structure details ▪ Amend key personnel details ▪ View recent and outstanding change requests <p>Help (opens in a new window)</p> <p>Licence summary</p> <ul style="list-style-type: none"> ▪ View organisation details ▪ View your sponsor licence number (SLN) ▪ View licence start, expiry and renewal dates ▪ View details of Key Contact, Authorising Officer and Representative (if applicable) ▪ View details of licensed routes ▪ View Student Sponsor status start/end dates and Basic Compliance Assessment application / renewal dates (if applicable) ▪ View Premium customer service start, end and renewal dates (if applicable) ▪ View licence ratings ▪ View CoS and CAS allocations (limit, used and remaining) |

| 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. | <div><div><div><div><div></div><div>UK Visas & Immigration</div></div></div><div>You are here > SMS user manuals > 1. Introduction to SMS</div><div><div>Manage Level 1 and 2 users</div><div>This screen displays the user ID and status of all users of SMS (current and deactivated), choose:</div><div><div>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';</div><div>Request level 1 user to request a new level 1 user (full SMS access);</div><div>Create level 2 user to create a new level 2 user (limited SMS access); or</div><div>Back to return to the previous screen.</div></div><div><div>Users</div><table><tr><th>User ID</th><th>Level of user</th><th>Given name</th><th>Family name</th><th>Rep (y/n)</th><th>Status</th></tr><tr><td>MMdYyfNF</td><td>Level 1</td><td>Julie</td><td>Smith</td><td>N</td><td>Active</td></tr><tr><td>CB00vj4az</td><td>Level 1</td><td>Steve</td><td>Smith</td><td>N</td><td>Active</td></tr></table><div><div>Back</div><div>Request level 1 user</div><div>Create level 2 user</div></div></div></div></div></div> | 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 |
| 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 | | | | | | | | | | | | | | | |

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**.

UK Visas & Immigration

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

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

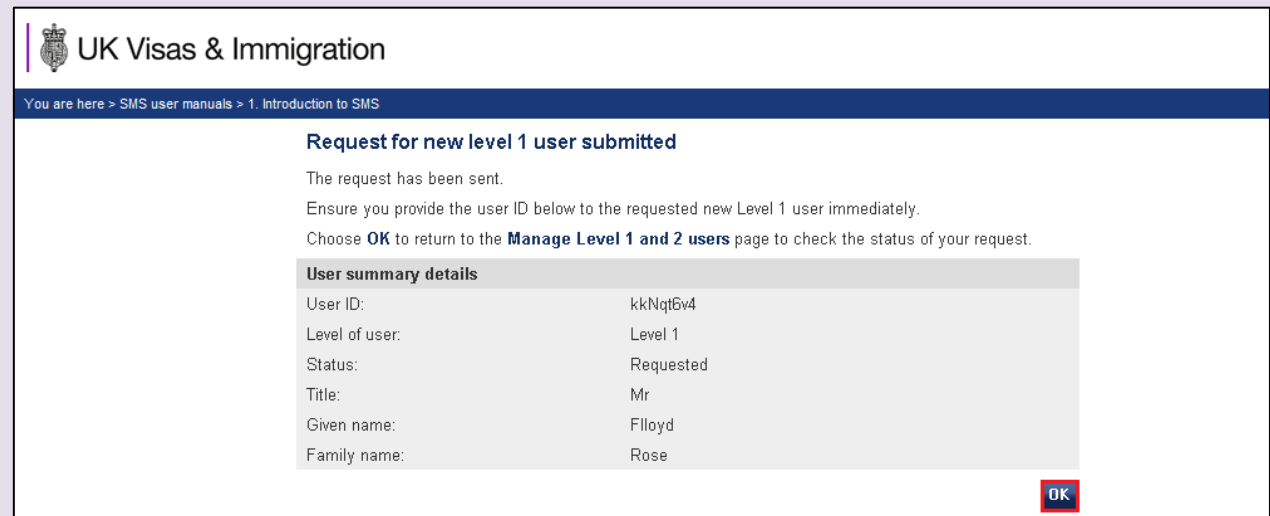
Screen example

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 displays the UK Visas & Immigration portal. At the top, the header reads 'UK Visas & Immigration' with a crown icon. Below this is a breadcrumb trail: 'You are here > SMS user manuals > 1. Introduction to SMS'. The main content area is titled 'Request for new level 1 user submitted'. It contains the following text: 'The request has been sent.', 'Ensure you provide the user ID below to the requested new Level 1 user immediately.', and '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 screen, 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

6

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

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 |
| CB00vpJ4az | 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.

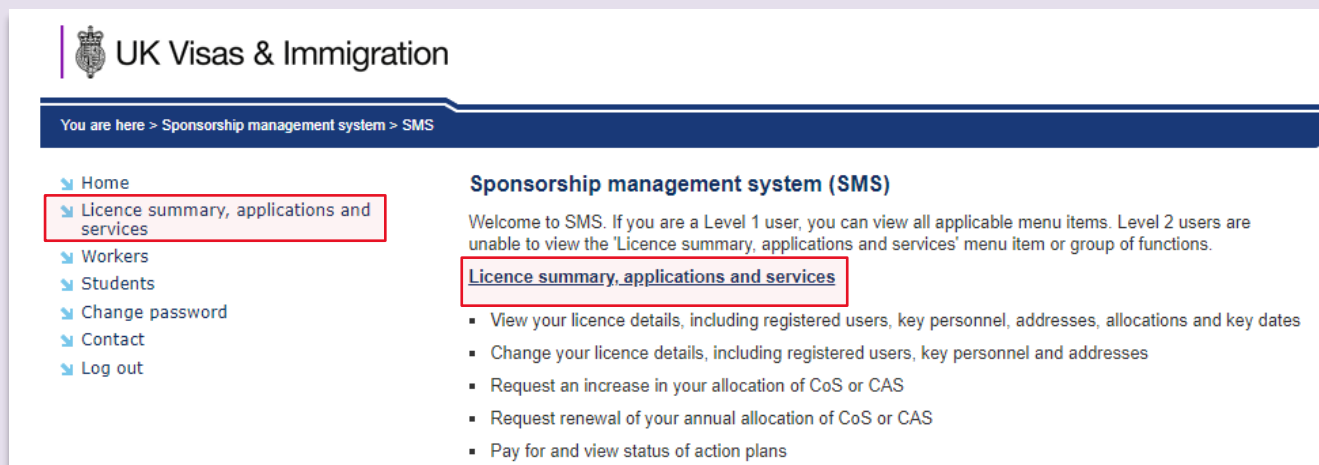
Step

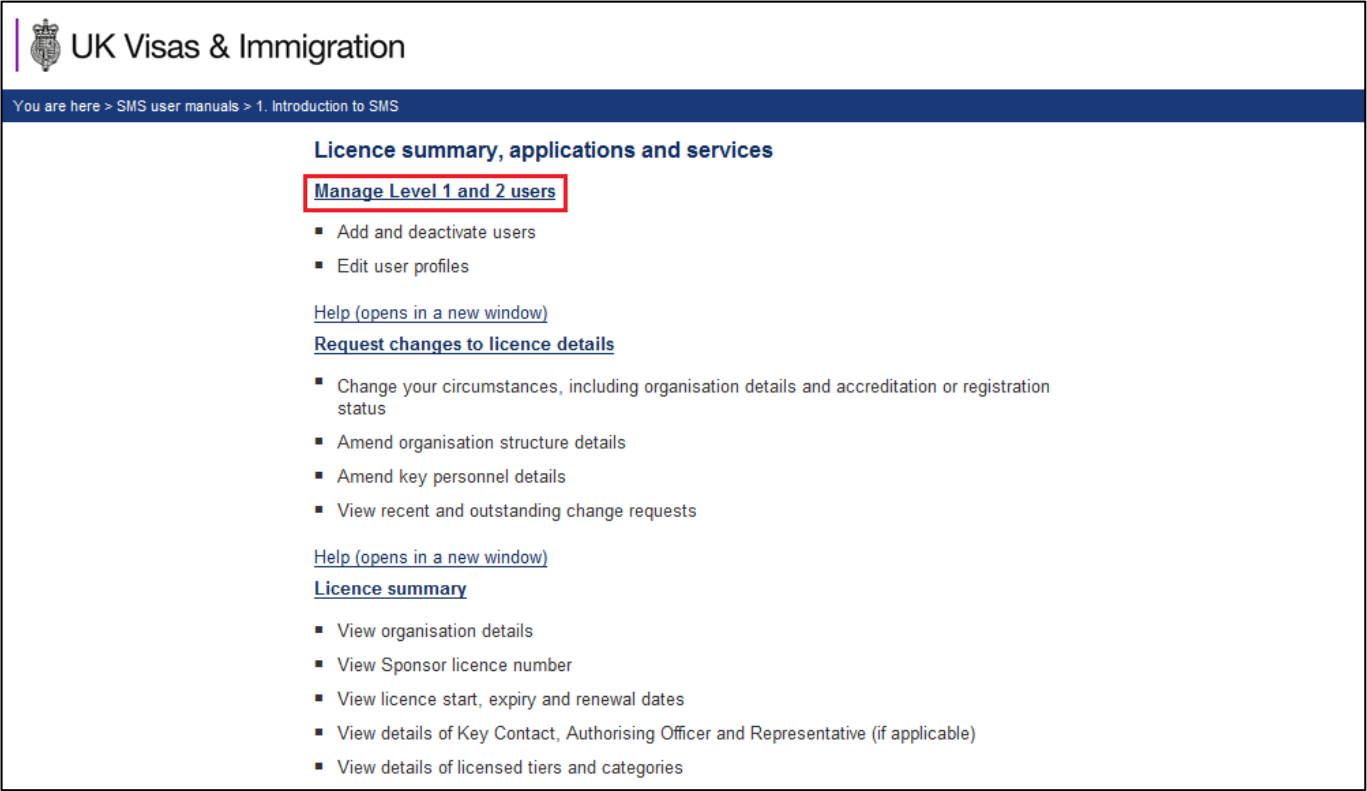
Instruction

Screen example

1

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



| Step | Instruction | Screen example |
|------|---|--|
| 2 | From the Licence summary, applications and services screen, select Manage Level 1 and 2 users . |  <p>The screenshot shows the 'UK Visas & Immigration' header and a breadcrumb trail: 'You are here > SMS user manuals > 1. Introduction to SMS'. The main content area is titled 'Licence summary, applications and services'. A link 'Manage Level 1 and 2 users' is highlighted with a red box. Below it are two bulleted lists of actions: 'Add and deactivate users', 'Edit user profiles', 'Change your circumstances, including organisation details and accreditation or registration status', 'Amend organisation structure details', 'Amend key personnel details', and 'View recent and outstanding change requests'. There are also links for 'Help (opens in a new window)', 'Request changes to licence details', and 'Licence summary'.</p> |

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 |

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

Step

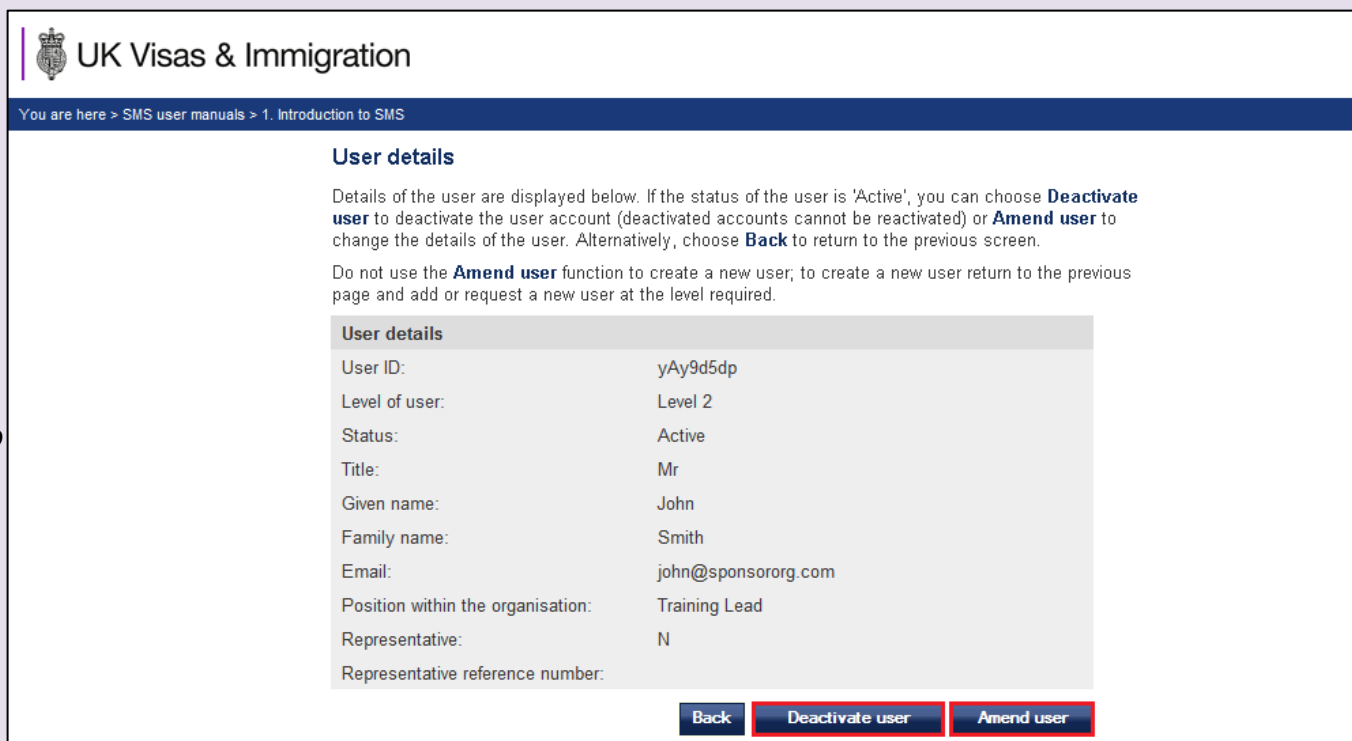
Instruction

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

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

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**

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

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: | * | Mr |
| If 'Other', give details: | | |
| Given name: | * | John |
| Family name: | * | Smith |
| Email: | * | john@sponsororg.com |
| Position within the organisation: | * | Training Lead |
| Representative: | | <input type="checkbox"/> |
| 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

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 |

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**.

 UK Visas & Immigration

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

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:

The screenshot shows the 'User deactivated' confirmation screen. At the top, it says 'UK Visas & Immigration' and 'You are here > SMS user manuals > 1. Introduction to SMS'. The main heading is 'User deactivated'. Below this, it states: 'The user has been deactivated. Choose **OK** to return to the **Manage level 1 and 2 users** page.' A 'User summary details' box contains the following information:

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

An **OK** button is located at the bottom right of the screen.

- 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:

The screenshot shows the 'Manage Level 1 and 2 users' screen. At the top, it says 'UK Visas & Immigration' and 'You are here > SMS user manuals > 1. Introduction to SMS'. The main heading is 'Manage Level 1 and 2 users'. Below this, it states: '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.

A 'Users' table is displayed below the instructions:

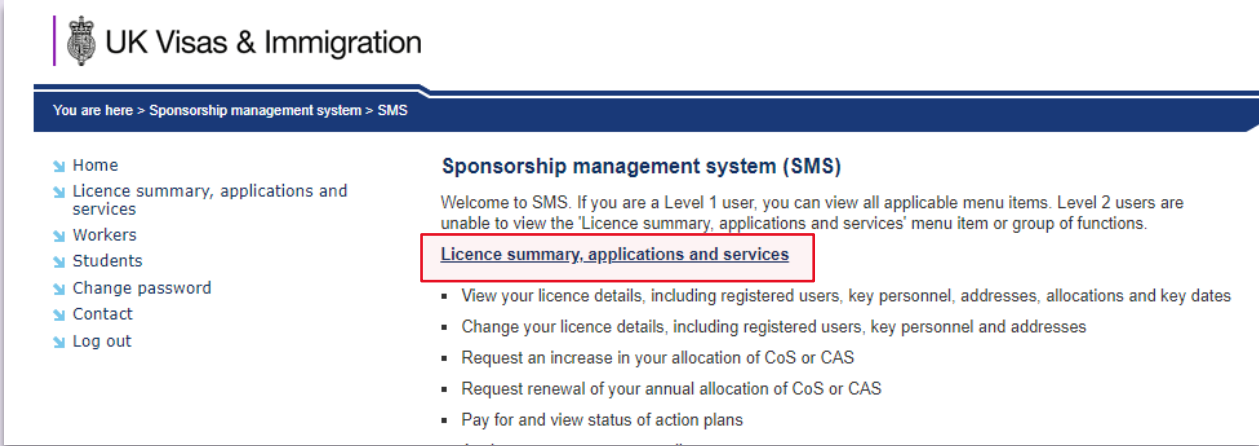
| User ID | Level of user | Given name | Family name | Rep (y/n) | Status |
|-------------------|---------------|------------|-------------|-----------|------------------------|
| OsNBX7uVOL | Level 1 | DJ | Don | N | Active |
| KrxT1vuh7 | Level 1 | Floyd | White | N | Active |
| yAy9d5dp | Level 2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

The row for the deactivated user (yAy9d5dp) is highlighted with a red border. At the bottom of the screen, there are three buttons: **Back**, **Request level 1 user**, and **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 . |  |

Step

Instruction

Screen example

2

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

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

SMS message board

- View active messages that have not reached their expiry date
- View archived messages that have expired

[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. | <div><p>SMS message board - active messages</p><p>You have active messages.</p><p>Choose OK to proceed to the SMS home screen or Cancel to go back to the log in page.</p><p>View archived messages</p><ul style="list-style-type: none">▪ View messages that have expired in the last 12 months<p>Help (opens in a new window)</p><table><tr><th colspan="2">SMS message board - active messages</th></tr><tr><th>Active message</th><th>Publication date</th></tr><tr><td>FOR THE ATTENTION OF ALL SPONSORS: SMS UPDATES FROM 19 May 2024 Five occupation codes (1241, 2455, 3415, 3534, 3556) which should be eligible under the Global Business Mobility and Scale-up routes, are incorrectly labelled as ineligible on Appendix Skilled Occupations. The Home Office is aware of this issue and will update the Immigration Rules at the earliest opportunity. These occupations were made available to assign CoS for on 19 May 2024 and UKVI caseworkers will not refuse visa applications on the grounds that they are not in an eligible occupation. We apologise for any inconvenience this may have caused.</td><td>24/05/2024</td></tr></table></div> | SMS message board - active messages | | Active message | Publication date | FOR THE ATTENTION OF ALL SPONSORS: SMS UPDATES FROM 19 May 2024 Five occupation codes (1241, 2455, 3415, 3534, 3556) which should be eligible under the Global Business Mobility and Scale-up routes, are incorrectly labelled as ineligible on Appendix Skilled Occupations. The Home Office is aware of this issue and will update the Immigration Rules at the earliest opportunity. These occupations were made available to assign CoS for on 19 May 2024 and UKVI caseworkers will not refuse visa applications on the grounds that they are not in an eligible occupation. We apologise for any inconvenience this may have caused. | 24/05/2024 |
| SMS message board - active messages | | | | | | | | |
| Active message | Publication date | | | | | | | |
| FOR THE ATTENTION OF ALL SPONSORS: SMS UPDATES FROM 19 May 2024 Five occupation codes (1241, 2455, 3415, 3534, 3556) which should be eligible under the Global Business Mobility and Scale-up routes, are incorrectly labelled as ineligible on Appendix Skilled Occupations. The Home Office is aware of this issue and will update the Immigration Rules at the earliest opportunity. These occupations were made available to assign CoS for on 19 May 2024 and UKVI caseworkers will not refuse visa applications on the grounds that they are not in an eligible occupation. We apologise for any inconvenience this may have caused. | 24/05/2024 | | | | | | | |
| Note If you select Cancel you will be logged out of SMS. | | | | | | | | |

| Step | Instruction | Screen example | | | | | | | | | | | | |
|--|--|--|---------------------------------------|--|--|------------------|------------------|-------------|--|------------|------------|--|------------|------------|
| 4 | <p>From the SMS message board - archived messages screen, you can view all expired and archived messages.</p> <p>Select Back to return to the SMS message board - active messages screen.</p> | <p>SMS message board - archived messages</p> <p>Displayed below are messages relevant to the routes in which you are currently licensed, which have reached their expiry date.</p> <p>Expired messages are retained in this archive for 12 months.</p> <p>Choose Back to return to the previous screen.</p> <p>Help (opens in a new window)</p> <table><tr><th colspan="3">SMS message board - archived messages</th></tr><tr><th>Archived message</th><th>Publication date</th><th>Expiry date</th></tr><tr><td>**Sponsors of offshore workers: new notification process** Functionality has been added to the sponsorship management system (SMS) to allow sponsors to report an offshore worker's arrival in, and departure from, UK waters. From 27 November 2023, you must make these notifications via your SMS account, rather than by email. Guidance on how to do this is available in SMS Manual 9 (Guide 1.1): www.gov.uk/government/publications/reporting-worker-activity-sms-guide-9. Part 3 of the sponsor guidance will also be updated shortly.</td><td>27/11/2023</td><td>27/05/2024</td></tr><tr><td>FOR THE ATTENTION OF ALL SPONSORS: Sponsor Application and Sponsor Management System (SMS) will be unavailable from 16:00 Saturday 18th May to 16:30 Sunday 19th May while we carry out an essential upgrade to sponsorship IT systems. Please accept our apologies for any inconvenience this causes.</td><td>16/05/2024</td><td>20/05/2024</td></tr></table> | SMS message board - archived messages | | | Archived message | Publication date | Expiry date | **Sponsors of offshore workers: new notification process** Functionality has been added to the sponsorship management system (SMS) to allow sponsors to report an offshore worker's arrival in, and departure from, UK waters. From 27 November 2023, you must make these notifications via your SMS account, rather than by email. Guidance on how to do this is available in SMS Manual 9 (Guide 1.1): www.gov.uk/government/publications/reporting-worker-activity-sms-guide-9 . Part 3 of the sponsor guidance will also be updated shortly. | 27/11/2023 | 27/05/2024 | FOR THE ATTENTION OF ALL SPONSORS: Sponsor Application and Sponsor Management System (SMS) will be unavailable from 16:00 Saturday 18th May to 16:30 Sunday 19th May while we carry out an essential upgrade to sponsorship IT systems. Please accept our apologies for any inconvenience this causes. | 16/05/2024 | 20/05/2024 |
| SMS message board - archived messages | | | | | | | | | | | | | | |
| Archived message | Publication date | Expiry date | | | | | | | | | | | | |
| **Sponsors of offshore workers: new notification process** Functionality has been added to the sponsorship management system (SMS) to allow sponsors to report an offshore worker's arrival in, and departure from, UK waters. From 27 November 2023, you must make these notifications via your SMS account, rather than by email. Guidance on how to do this is available in SMS Manual 9 (Guide 1.1): www.gov.uk/government/publications/reporting-worker-activity-sms-guide-9 . Part 3 of the sponsor guidance will also be updated shortly. | 27/11/2023 | 27/05/2024 | | | | | | | | | | | | |
| FOR THE ATTENTION OF ALL SPONSORS: Sponsor Application and Sponsor Management System (SMS) will be unavailable from 16:00 Saturday 18th May to 16:30 Sunday 19th May while we carry out an essential upgrade to sponsorship IT systems. Please accept our apologies for any inconvenience this causes. | 16/05/2024 | 20/05/2024 | | | | | | | | | | | | |