



FAQ: User Management

Important: Access to the user management feature is set according to the user role you have been given. If you do not see this option displayed under the user icon menu in the top left-hand corner of the screen, then the user role you have been given prevents you from accessing this feature. If you require access to this, you should contact your Portal Administrator.

Q: How do I access the User management tools?

Click on the **User icon** and select **User management** from the menu.

Q: When I select the User icon, why am I unable to see the User management option?

Only those who have been allocated the Administrator or Superuser role will be able to see and select the User management option. If you require this level of access please contact your Portal Administrator to request it.

Q: How can I change the user role for my profile?

You cannot change your own user role. If you need to do this, you should contact your Portal Administrator.

Q: Can I delete my own user profile?

No, you cannot delete yourself as a user. If you no longer require access to the MTD Compliance Portal, please contact your Portal Administrator and let them know.

Q: I am trying to create a new user but I am getting an error message saying, “the email address is already in use”. What should I do?

This message indicates that there is already a user profile in the system that has been assigned the email address you are trying to use for your new user profile. Each user profile must be assigned to a unique email address. Check your list of user profiles to see if your new user has already been created on the portal or to identify who has previously been assigned a profile to that email address.

Q: I have just created a new user profile and I have incorrectly typed in their email address, what should I do?

When creating a new user profile, if you make a mistake typing in their email address, you will need to delete the user and create them again.

Q: Why am I unable edit/change the email address for a user profile?

When you create a new user profile, the email address is used as a unique identifier and the system will automatically generate an email providing the user with their initial login credentials. This includes a temporary password that the user will be required to update when they log into the MTD Compliance Portal for the first time.

Q: I have an existing user whose email address has changed; how do I update their profile?

If the user’s email address changes, you will need to delete the user’s profile and create it again.

Q: What is the root folder?

The root folder is the main folder, that all sub-folders are created under. When creating a new user, the default option is set to provide access to the root folder. If you need to restrict access to folders, you can change this option to “no access” and you can use the folder management options to specify access to certain folders or entities (see the **Folder management guide** for more information).

Q: What are the differences between the user roles available?

The following table outlines each of the user roles and what access they provide.

	Roles					
Features/Actions	Superuser	System Admin	Edit & Submit	Edit	Submit only	Read only
User management	✓	✓				
Add user and assign user role	✓	✓				
Edit user/change user role	✓	✓				
Delete user	✓	✓				
Entity management	✓	✓	✓	✓	✓	✓
Folder options						
Add folder/subfolder	✓	✓	✗	✗	✗	✗
Delete folder/subfolder	✓	✓	✗	✗	✗	✗
Assign folder/entity access to users **	✓	✓	✗	✗	✗	✗
Move entity/folder	✓	✓	✓	✓	✓	✗
Entity options						
Add entity	✓	✗	✓	✓	✗	✗
Edit entity	✓	✗	✓	✓	✗	✗
Delete entity	✓	✗	✓	✓	✗	✗
Authorise	✓	✗	✓	✓	✗	✗
Download AlphaBridge template	✓	✗	✓	✓	✗	✗
Submit VAT Return	✓	✗	✓	✗	✓	✗
** Folder access is further determined by the role that the user has been assigned.						

Q: I have deleted a user profile by mistake, can I retrieve it?

No, you cannot retrieve a user profile once it has been deleted. You will need to create the user profile again and contact the user to let them know.

For more information see the **User management guide**.