



How do I check and update my user accounts in NROSH+?

Introduction

Access to NROSH+ is restricted to authorised users. At least one full access user must be established for each provider. These full access users can then create additional users from within their organisation who can access, view and amend data returns. **Providers are responsible for ensuring that these user accounts are maintained to ensure appropriate access to their data.**

Types of user accounts

There are nine types of provider user accounts available in NROSH+:

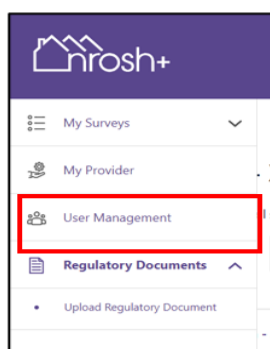
- **RP_Full_Access_User:** This RP user has full access to all functions within the site, can create new users and can view, edit and submit all surveys and regulatory documents.
- **RP_LADR_User:** This RP user type can view, edit and submit the LADR survey. They can also view organisational details. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents. **This must only be used for Local Authority registered provider accounts.**
- **RP_SDR_User:** This RP user type can view, edit and submit the SDR survey. They can also view organisational details. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents. **This must only be used for private registered provider accounts.**
- **RP_FFR_User:** This RP user type can only view, edit and submit the FFR survey. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents. **This must only be used for private registered provider accounts.**
- **RP_FVA_User:** This RP user type can only view, edit and submit the FVA survey. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents. **This must only be used for private registered provider accounts.**
- **RP_QS_User:** This RP user type can only view, edit and submit the QS survey. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents. **This must only be used for private registered provider accounts.**
- **RP_TSM_User:** This RP user type can only view, edit and submit the TSM survey. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents.
- **RP_FRS_User:** This RP user type can only view, edit and submit the FRS survey. They are not able to edit or amend user accounts, organisational details, nor view or upload regulatory documents.



- **RP_View_RegDocs_OnlyUser:** This RP user type can only view and download regulatory documents.
- **RP_View_Upload_RegDocs_Only:** This RP user type can view, upload and download regulatory documents.

Creating or updating users

Providers must ensure that users are maintained within NROSH+. To view and amend users you will need to follow the steps below:



- 1) Log into NROSH+ (as a full access user).
- 2) Select 'User Management' from the menu bar on the left hand side of the screen.

User Management - XX-Test-01 - XX-Test-01

[Add User](#)

All Users 5 results [Filters](#)

Bulk actions [→](#)

<input type="checkbox"/>	Name	Username	User Profile	Email Address	Status	Edit	Delete
<input type="checkbox"/>	Full Access (Full)	XX-Test-01-FullAccess	RP_Full_Access_User	no-nrosh+@nrosh.gov.uk	Awaiting Activation	✎	🗑
<input type="checkbox"/>	LADR Only (LADR)	XX-Test-01-LADRUser	RP_LADR_User	no-nrosh+@nrosh.gov.uk	Disabled	✎	🗑
<input type="checkbox"/>	QS Only (QS)	XX-Test-01-QSUser	RP_QS_User	no-nrosh+@nrosh.gov.uk	Locked	✎	🗑
<input type="checkbox"/>	SDR Only (SDR)	XX-Test-01-SDRUser	RP_SDR_User	no-nrosh+@nrosh.gov.uk	Active	✎	🗑

- 3) Ensure that all details within the 'User Management' table are correct. To amend select the pencil icon in the 'Edit' column.

- 4) The 'Status' displayed on the table shows the status of each user account. A 'Delete' option is also available, an account deletion cannot be reversed so please ensure access is no longer required before deleting. For temporary restrictions you can 'Disable' user. If user accounts are not disabled or deleted users can still access data.
- 5) If the status shows 'Locked' this means the account has been locked due to incorrect password entry. You can reactivate a user account by going into the edit function and selecting 'Unlock'.
- 6) For further help please contact the Referrals & Regulatory Enquiries team:

Email NROSHenquiries@rsh.gov.uk

Telephone 0300 1245 225