

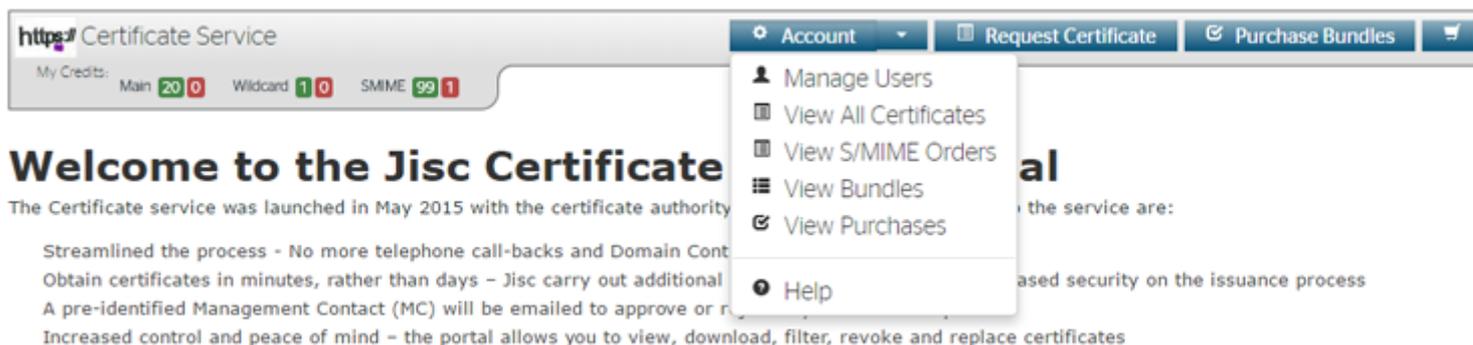
## Managing Authorised Users

Through the Certificate Service portal, organisations can manage their list of Authorised Users.

Designated Management Contacts (MC) are now responsible for managing, and keeping up to date, the list of users authorised to request and obtain SSL certificates on behalf of their organisation. Every member of the JCS service will have at least one designated Management Contact, who can add, delete or delegate other verified users to MC status users within their organisation's JCS account.

This means that organisations no longer need to complete a paper-based document listing the complete list of users with all of their contact details, every time they require to add or remove a user from the Authorised Users list.

All users can view the list of authorised users associated to their organisation's JCS account through the Certificate portal, and Management Contacts can manage this list by clicking on the down arrow in the 'JCS Account' tab as shown below.



The screenshot shows the top navigation bar of the Jisc Certificate Service portal. The 'Account' tab is selected, and its dropdown menu is open, displaying the following options: 'Manage Users', 'View All Certificates', 'View S/MIME Orders', 'View Bundles', 'View Purchases', and 'Help'. The main content area below the navigation bar features a 'Welcome to the Jisc Certificate Service' message, followed by a 'News' section and a 'Getting Started' section with three steps: 'Step 1 - Purchase credits', 'Step 2 - Request certificate', and 'Step 3 - Download certificate'.

### News

S/MIME certificates for digitally signing emails to combat phishing coming soon. Further details will be made available in the next couple of weeks.  
Changes to the service's Terms and Conditions - all members must complete and return the Management Contact Sub-LRA form.

### Getting Started

Step 1 - Purchase credits	Step 2 - Request certificate	Step 3 - Download certificate
Valid for up to 24 months, these credits can be bought in bundles from 1 to 250. You will need to have credits before you request a certificate. Click on 'Purchase Bundles' in the top menu - you need a valid credit card or purchase order number.	Once you have credits you can request SSL certificates and the duration. Extended validation, Organisation validation or wildcard are available. Once you have placed your order, one of your 'Management contacts' will be asked to approve the request before it is processed.	When the request is approved, you will receive an email from Jisc to confirm that you can download your certificate from the portal.

From the 'Manage Users' page Management Contacts can invite colleagues to register an account on the Jisc Community, add them to the organisation's JCS account, delete them or

delegate verified users to Management Contact status.

**>> To add a user to your organisation's JCS account the following steps must have been followed:**

**Step 1** - A user must first set up a Jisc Community account by registering here <https://community.jisc.ac.uk/> [1] **For details about how to set up a Jisc Community account please see instructions here** [2].

**Step 2** - The Community user must have their Community account associated with the particular organisation. **For details about how to associate a Jisc Community account with an organisation please see instructions here** [3].

**Note:** Only once the above steps have been completed, can the Management Contact add a user to the list of authorised users to the JCS account.

**Step 3** - The Management Contact logs into their Jisc Community account and accesses the organisation's JCS account by launching the JCS app ( <https://community.jisc.ac.uk/apps/certificate-service> [4]).

**Step 4** - The Management Contact adds the user to the organisation's JCS account by going to the 'Manage Users' page (shown in the first screenshot above) clicking on the 'Add User' button and typing the name of the user (in the format Joe Bloggs).

**>> To elevate a registered user to Management Contact:**

**Step 1** - A Management Contact logs into the Jisc Community and launches the JCS web app from [here](#) [4]

**Step 2** - Select 'Manage Users' from the 'JCS Account' down arrow

**Step 3** - Hover over the contact and select 'Make Management Contact' as shown below.

Note: only verified users can be elevated to a Management Contact.



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**Source URL:** <https://community-stg.jisc.ac.uk/library/janet-services-documentation/managing-authorised-users>

**Links**

[1] <https://community.jisc.ac.uk/>

[2] <https://community.jisc.ac.uk/library/register>

[3] <https://community.jisc.ac.uk/library/janet-website-how/my-organisations>

[4] <https://community.jisc.ac.uk/apps/certificate-service>