



Managing users in My Cambridge

This factsheet is for exams officers who have the 'user management' role in My Cambridge. It explains how to manage and set up My Cambridge accounts.

You can find information about the following:

1. [Cambridge International Centres – adding new My Cambridge users](#) so they can access and use selected services relevant to your centre (for example Apply for Access Arrangements, Access to Scripts, Submit for Assessment).
2. [Cambridge International Centres – managing existing My Cambridge users](#) so they can access and use selected services relevant to your centre (for example Apply for Access Arrangements, Access to Scripts, Submit for Assessment).
3. [Cambridge Associates – adding Associate Centres as new My Cambridge users](#) so they can access and use selected services.
4. [Cambridge Associates – managing Associate Centres with existing My Cambridge accounts](#) so they can access and use selected services.
5. A description of user roles for the services on My Cambridge.

Cambridge International Centres

Step 1

Sign into your My Cambridge account.

To continue, please sign in to My Cambridge.

Email address

Password

Forgotten password?

Sign in

Step 2

On the home page, select 'My Organisation' from the left-hand menu. If you cannot see the 'My Organisation' menu item and you are the exams officer in your centre, contact us: info@cambridgeinternational.org.

Step 3

Select the 'User' tab. You will see a list of people in your centre who already have a My Cambridge account.

Managing users in My Cambridge continued

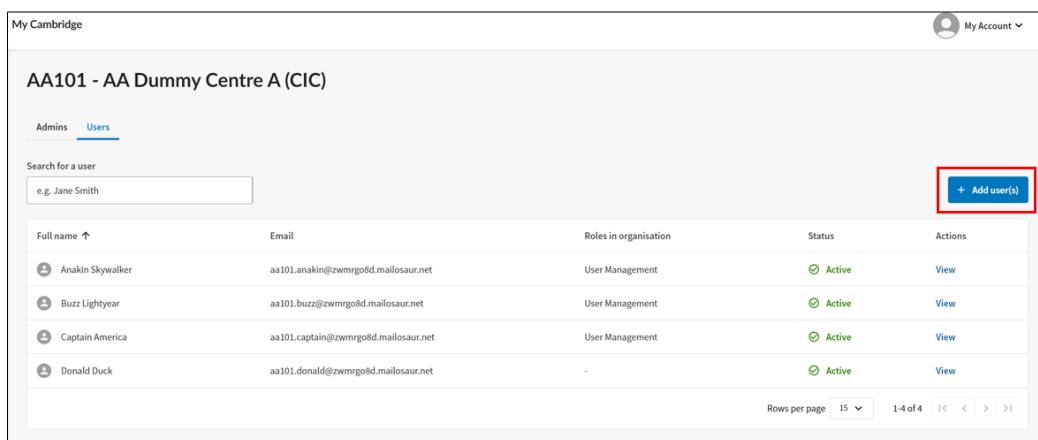
Option 1: If the person does **not** have a My Cambridge account, you can set one up for them and give them access to some services. See below: [Adding a new My Cambridge user to your centre](#).

Option 2: If the person **already** has a My Cambridge account, you can then give them access to some services (for example Apply for Access Arrangements and / or Submit for Assessment). Go to page 3 of this factsheet, '[Managing existing My Cambridge users in your centre](#)'.

Option 1: Adding a new My Cambridge user to your centre

Step 1

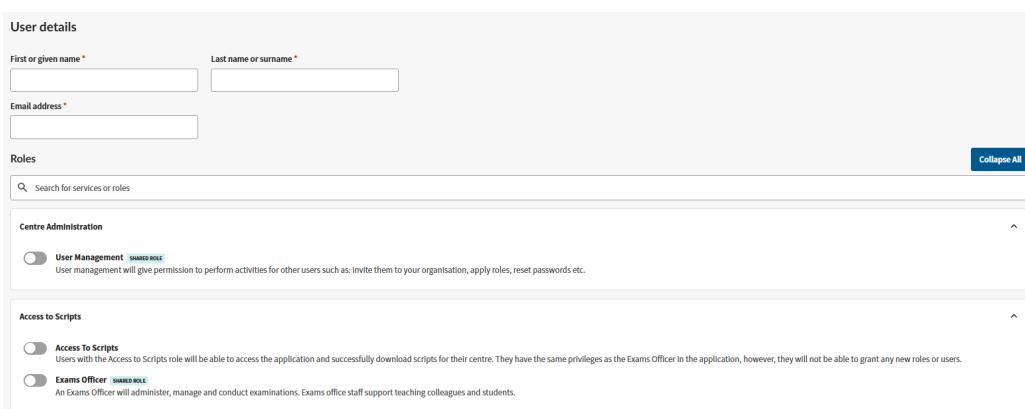
Click 'Add user(s)'.



The screenshot shows a list of existing users with columns for Full name, Email, Roles in organisation, Status, and Actions. The 'Add user(s)' button is located in the top right corner of the user table area.

Step 2

You will see the following screen. Add the details of the person at your centre who needs a My Cambridge account. The different roles are listed, and you can toggle access on and off next to each role.



The screenshot shows the 'User details' section with fields for First or given name and Last name or surname. Below this is the 'Roles' section, which includes a search bar and a list of roles. The 'User Management' role is selected, and its description is visible. Other roles listed are 'Access To Scripts' and 'Exams Officer'.

Select the role(s) you want to give to the account you are creating (see page eight of this factsheet for a description of available [user roles](#)).

For example, if you select 'Submit for Assessment: Exams Officer', they will be able to upload and submit candidate work and samples for your centre.

Managing users in My Cambridge continued

The 'Submit for Assessment: Exams Officer' role will also receive all notification emails. You may also need the person to be able to use Apply for Access Arrangements – if this is the case, you can also select the 'Access Arrangements nominated user role'.

Step 3

Click 'Save user'.



Step 4

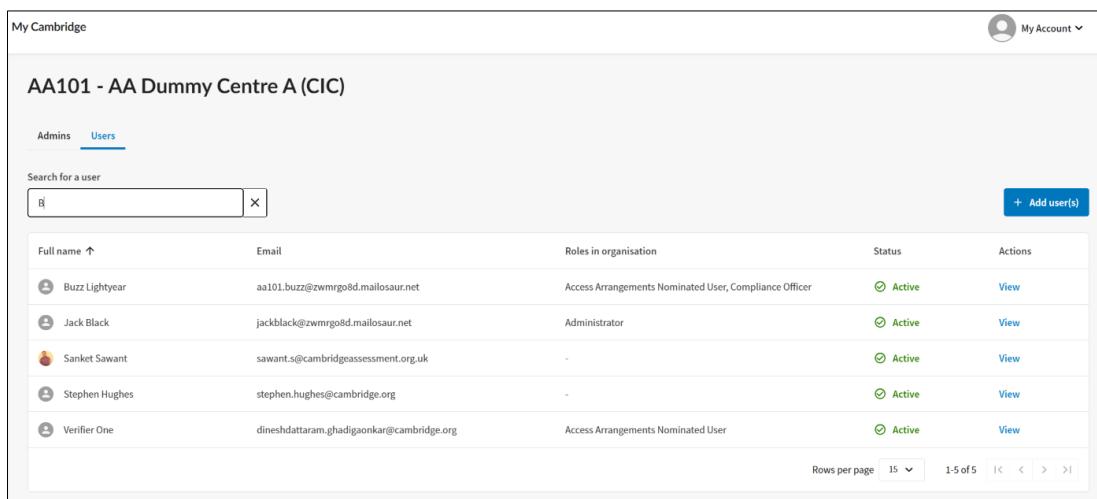
You will see a confirmation screen, showing that the person has been sent an automatic invitation email from My Cambridge asking them to set up their account.

Option 2: Managing existing My Cambridge users in your centre

Follow these steps if you would like to give access to a service to someone in your centre who already has a My Cambridge account. For example, they may already have access to Submit for Assessment and you also want to give them access to Apply for Access Arrangements.

Step 1

Find the person in the list of existing My Cambridge users at your centre. Click on their name.



Full name	Email	Roles in organisation	Status	Actions
Buzz Lightyear	aa101.buzz@zwmrgo8d.mailosaur.net	Access Arrangements Nominated User, Compliance Officer	Active	View
Jack Black	jackblack@zwmrgo8d.mailosaur.net	Administrator	Active	View
Sanket Sawant	sawant.s@cambridgeassessment.org.uk	-	Active	View
Stephen Hughes	stephen.hughes@cambridge.org	-	Active	View
Verifier One	dineshdattaram.ghadigaonkar@cambridge.org	Access Arrangements Nominated User	Active	View

Step 2

You will see the person's My Cambridge account screen showing their details. The user roles which can be added to their account are shown under 'Roles'. Select the user roles you want to assign to the person's account – this will give them access to those services.

Managing users in My Cambridge continued

Details

First name or given name
Buzz

Surname or family name
Lightyear

Email address
aa101.buzz@zwmrgo8d.mailosaur.net

[Reset password](#) [Disable user](#) [Remove from organisation](#)

Roles

[Collapse All](#) [Save changes](#)

Centre Administration

User Management SHARED ROLE
User management will give permission to perform activities for other users such as: invite them to your organisation, apply roles, reset passwords etc.

Access to Scripts

Access To Scripts
Users with the Access to Scripts role will be able to access the application and successfully download scripts for their centre. They have the same privileges as the Exams Officer in the application, however, they will not be able to grant any new roles or users.

Exams Officer SHARED ROLE
An Exams Officer will administer, manage and conduct examinations. Exams office staff support teaching colleagues and students.

Step 3

Click 'Save changes'. You will see a confirmation message.

Cambridge Associates

Important information

We cannot assign more than 50 centres to a single Cambridge Associate/British Council email address. If you have more than 50 Associate Centres you must provide us with alternative email addresses for us to assign these centres to. For example, if you have 150 Associate Centres you will need to assign them to three different Cambridge Associate email addresses.

This is a system requirement that we cannot change.

Step 1

Sign into your My Cambridge account.



Sign in

To continue, please sign in to My Cambridge.

Email address
aa101.anakin@zwmrgo8d.mailosaur.net

Password
.....

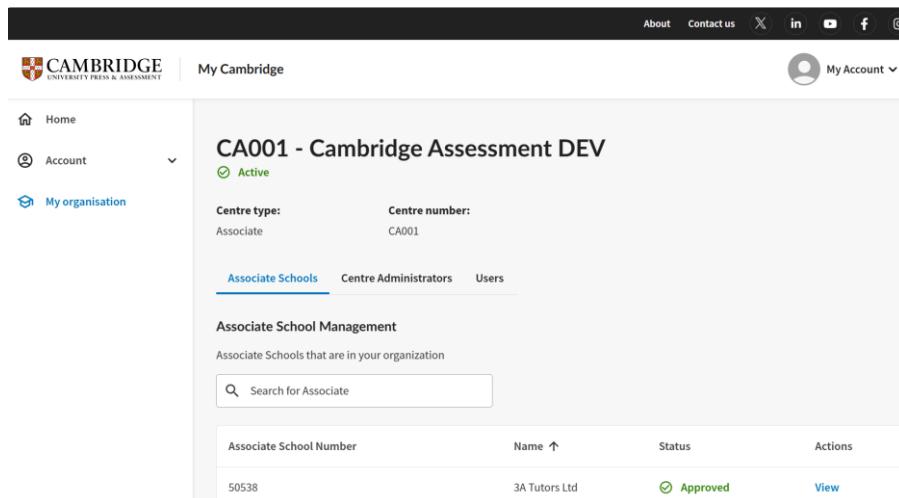
[Forgotten password?](#)

[Sign in](#)

Step 2

On the home page, select 'My Organisation.' If you cannot see the 'My Organisation' option and you are the Cambridge Associate exams officer, contact us: info@cambridgeinternational.org.

Managing users in My Cambridge continued



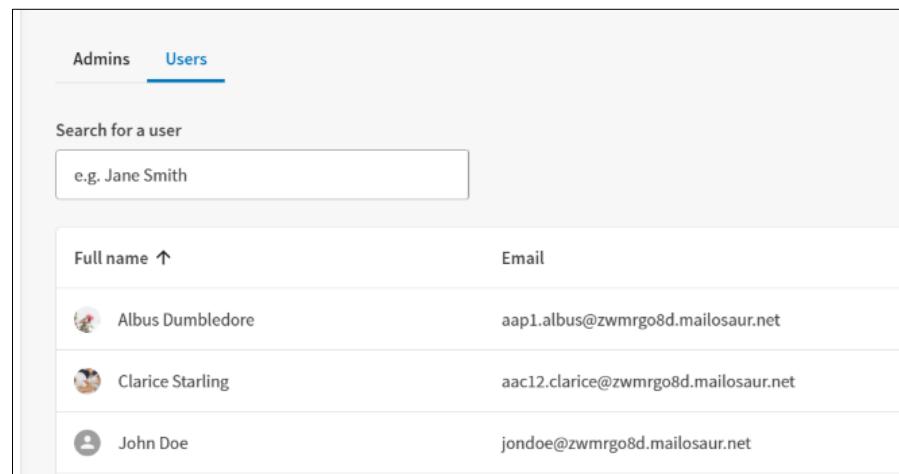
The screenshot shows the 'Associate Schools' tab selected in the navigation bar. The page title is 'CA001 - Cambridge Assessment DEV' with an 'Active' status indicator. Below the title, 'Centre type: Associate' and 'Centre number: CA001' are displayed. The 'Associate Schools Management' section contains a search bar 'Search for Associate' and a table with one row showing 'Associate School Number: 50538', 'Name: 3A Tutors Ltd', 'Status: Approved', and an 'Actions' column with a 'View' link.

Step 3

Select view on the Associate Centre you need to manage.

Step 4

Select the 'User' tab. You will see a list of people in your chosen Associate Centre who already have a My Cambridge account.



The 'Users' tab is selected. A search bar 'Search for a user' contains 'e.g. Jane Smith'. Below the search bar is a table with three rows. The columns are 'Full name ↑' and 'Email'. The rows show: 1. Albus Dumbledore (email: aap1.albus@zwmrgo8d.mailosaur.net), 2. Clarice Starling (email: aac12.clarice@zwmrgo8d.mailosaur.net), and 3. John Doe (email: jondoe@zwmrgo8d.mailosaur.net).

Option 1: If the Associate Centre does not have access to their My Cambridge account, you can set up a user at that centre and give them access to some services. See below, '[Giving Associate Centres access to My Cambridge](#)'

Option 2: If the Associate Centre already has a My Cambridge account, you can give them access to some services (for example Apply for Access Arrangements and Submit for Assessment). Go to page 7 of this factsheet, '[Managing existing My Cambridge users in your Associate Centres](#)'.

Managing users in My Cambridge continued

Option 1: Giving Associate Centres access to My Cambridge

Step 1

Click 'Add user(s)'.

You will see the following page. Complete this with the details of the person at your Associate Centre who needs a My Cambridge account. Select the role(s) you would like to give to the My Cambridge account you are creating (see page eight of this factsheet for a description of available [user roles](#)).

For example, if you select 'Submit for Assessment: Exams Officer', the person will be able to upload and submit candidate work and samples for their Associate Centre. The 'Submit for Assessment: Exams Officer' role also receives all notification emails. You may also need the person to be able to use Apply for Access Arrangements – if this is the case, you can also select the 'Access Arrangements nominated user role'.

User details

First or given name *

Last name or surname *

Email address *

Roles Collapse All

Search for services or roles

Centre Administration

User Management SHARED ROLE
User management will give permission to perform activities for other users such as: invite them to your organisation, apply roles, reset passwords etc.

Access to Scripts

Access To Scripts
Users with the Access to Scripts role will be able to access the application and successfully download scripts for their centre. They have the same privileges as the Exams Officer in the application, however, they will not be able to grant any new roles or users.

Exams Officer SHARED ROLE
An Exams Officer will administer, manage and conduct examinations. Exams office staff support teaching colleagues and students.

Step 2

Click 'Save user'. If you want to save the user and add another user, click 'Save and add another'.

Submit for Assessment

Submit for Assessment: Exams Officer
For submitting both examined candidate work, and moderated marks and samples, within Submit for Assessment. Receives all system notifications.

Submit for Assessment: Teacher
The Teacher role is for submitting both examined candidate work, and moderated marks and samples, within Submit for Assessment. Receives system notifications for submissions they undertake.

Save [Save and add another](#) [Cancel](#)

Step 3

You will see a confirmation screen, showing the person has been sent an automatic invitation email from My Cambridge, asking them to set up their account.

My Cambridge

 My Account ▾

✓ Invitation email sent to Sam Worthington. X

Admins [Users](#)

Managing users in My Cambridge continued

Option 2: Managing existing My Cambridge users in your Associate Centres

Follow these steps if you would like to give access to a particular service to someone in an Associate Centre who already has a My Cambridge account. For example, they may already have access to Submit for Assessment and you want to give them access to Apply for Access Arrangements too.

Step 1

Find the person in the list of existing My Cambridge users. Click on their name.



Full name ↑	Email	Roles in organisation	Status	Actions
Clarice Starling	aac12.clarice@zwmrgold.mailosaurus.net	Compliance Officer	Active	View

Step 2

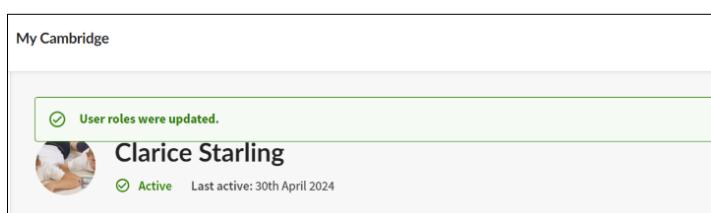
You will see the person's My Cambridge account screen showing their details. All the user roles which can be added to their account are shown under 'Roles'. Select the user roles you want to assign to the person's account – this will give them access to those services.

For example, if you select 'Submit for Assessment: Exams Officer', the person will be able to upload and submit candidate work and samples for their Associate Centre.



Step 3

Click 'Save changes'. You will see a confirmation message. It may take up to 24 hours for the person's My Cambridge account to update and show their new user roles.



User roles in My Cambridge

User Management

The user you have added / edited will be able to create, edit, and delete other My Cambridge accounts at your centre / your Associate Centre, and manage access to available services.

Submit for Assessment

Exams Officer

The user you have added / edited will be able to upload and submit candidate work and samples for the centre. The 'Submit for Assessment: Exams Officer' role also receives all notification emails.

Submit for Assessment

Teacher

The user you have added / edited will be able to upload and submit candidate work and samples for the centre. The 'Submit for Assessment: Teacher' role only receives notification emails if they are the submitter of work and samples.

Apply for Access Arrangements

Nominated User

The user you have added / edited will be able to use Apply for Access Arrangements to submit and manage candidate access arrangement applications.

Access to Scripts Exams Officer

The exams officer can create additional My Cambridge accounts for colleagues who have direct subject responsibility to download scripts.

School Support Hub Cambridge Schools

School Support Hub Coordinator

The coordinator has full administrative rights to create and manage accounts within the centre and can create and manage School Support Hub Admin accounts.

School Support Hub Admin

The Admin role has full administrative rights to create and manage accounts, such as School Support Hub Admin and School Support Hub Teacher, within the centre, but cannot create other Admin accounts. They cannot make any changes to the School Support Coordinator's account.

School Support Hub Teacher

Teacher accounts can access the SSH content to view, use and download resources and services, but have no administrative rights.

School Support Hub Cambridge Associates and Associate Centres

School Support Coordinator Cambridge Associate

The Cambridge Associate's School Support Hub Coordinator can set up a Coordinator in their Associate Centres. Associate Centres can only have one Coordinator.

School Support Coordinator Associate Centres

The Associate Centre Coordinator cannot change the Coordinator role but they can set up and manage SSH Admins and School Support Hub Teachers in their centre. Admins in the Associate Centres can create further SSH Admin accounts and Teacher roles in their centre.

Global Listening

The centre's exams officer is the account holder for Global Listening and cannot give access to the service to anyone else in the centre because Global Listening files are confidential exam materials.

Associate Centres can ask Cambridge to give an Associate Centre access to download Global Listening files directly for their centre. We cannot give access to Global Listening to British Council Partner Schools.

New My Cambridge users

The following instructions are for colleagues in your centre, or Associate Centre(s), who you have invited to create their My Cambridge account.

Once you have added a colleague in your centre, or an Associate Centre, to My Cambridge as detailed above, they will receive an email telling them that you have invited them to create an account. The email also contains a temporary password for them to log in. They need to follow these steps:

Step 1

In the email, click 'Sign in to your account'. Use your email address and temporary password to sign in to My Cambridge.

Step 2

You will be asked to change your password. Choose a new, permanent password and click 'Set password'.

You will receive another email containing a verification code. This can take up to 10 minutes to arrive.

Step 3

Enter your verification code in My Cambridge and click 'Verify'. You will see the My Cambridge homepage.

Step 4

Use the relevant administrative guidance for the service(s) you have access to, for example Submit for Assessment. Your exams officer or Cambridge Associate can make sure you are using the correct guidance.