



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 and / or 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 and / or Submit for Assessment).
3. [Cambridge Associates – adding Associate Centres as new My Cambridge users](#) so they can access and use selected services directly.
4. [Cambridge Associates – managing Associate Centres with existing My Cambridge accounts](#) so they can access and use selected services directly.
5. A description of available My Cambridge [user roles](#).

Cambridge International Centres

Step 1

Sign into your My Cambridge account.

 **CAMBRIDGE**
UNIVERSITY PRESS & ASSESSMENT

Sign in

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, please 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 from 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 from your centre

Step 1

Click 'Add user(s)'.

Full name ↑	Email	Roles in organisation	Status	Actions
Anakin Skywalker	aa101.anakin@zwmrgold.mallosaur.net	User Management	Active	View
Buzz Lightyear	aa101.buzz@zwmrgold.mallosaur.net	User Management	Active	View
Captain America	aa101.captain@zwmrgold.mallosaur.net	User Management	Active	View
Donald Duck	aa101.donald@zwmrgold.mallosaur.net	-	Active	View

Step 2

You will see the following page. Complete this with the details of the person at your centre who needs a My Cambridge account. In the 'Role' box, a drop-down menu will appear. 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 your 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'.

Save user Save and add another Cancel

Step 3

Click 'Save user'.

Save user Save and add another Cancel

Step 4

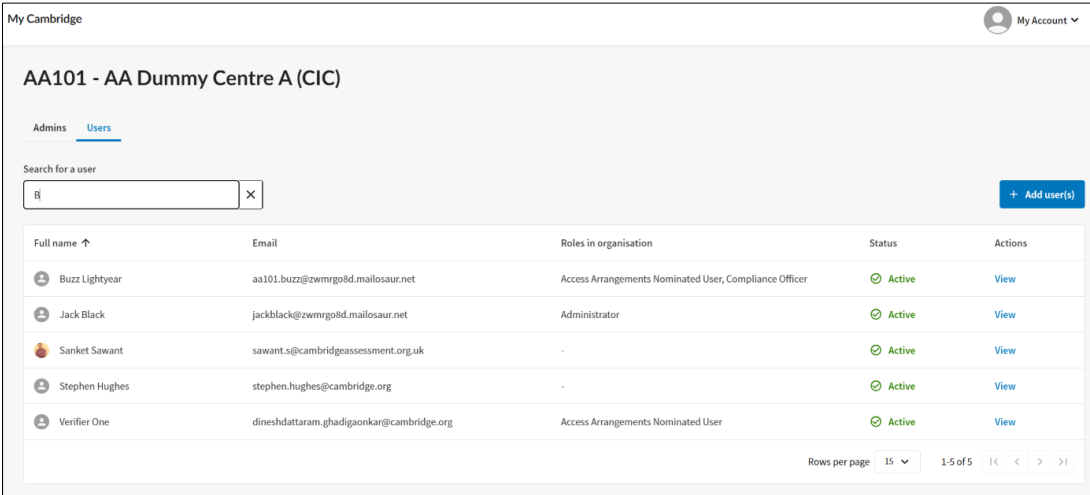
You will see a confirmation screen, showing the person has been sent an automatic invitation email from My Cambridge, asking them to set up their account.

Option 2: managing existing My Cambridge users in your centre

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



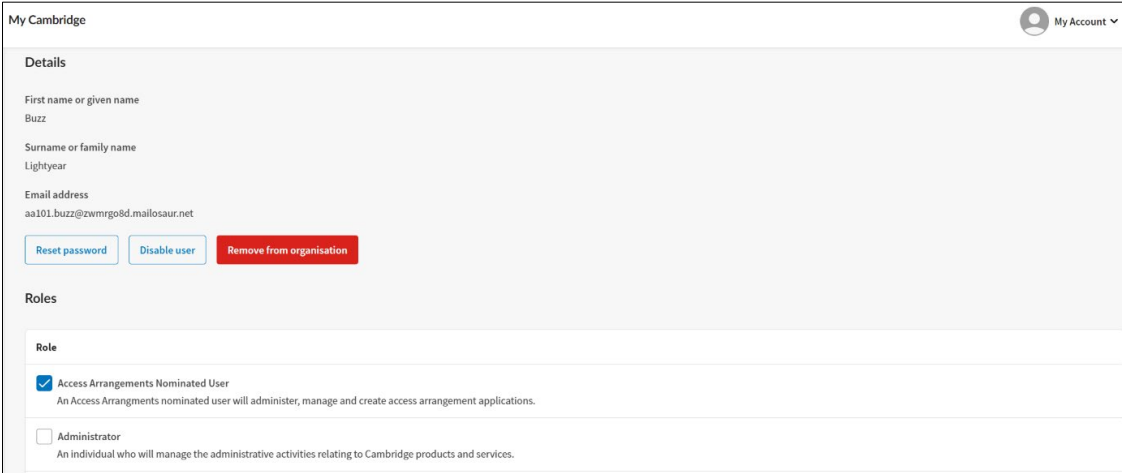
The screenshot shows the 'My Cambridge' user management interface for 'AA101 - AA Dummy Centre A (CIC)'. The 'Users' tab is selected. A search bar contains the letter 'B'. Below the search bar is a table of users with columns for Full name, Email, Roles in organisation, Status, and Actions. The table lists five users: Buzz Lightyear, Jack Black, Sanket Sawant, Stephen Hughes, and Verifier One. At the bottom right, there are pagination controls showing 'Rows per page: 15' and '1-5 of 5'.

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. 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 your centre.



The screenshot shows the 'My Cambridge' user details and roles management interface. The 'Details' section shows the user's first name 'Buzz', surname 'Lightyear', and email address 'aa101.buzz@zwmrgo8d.mailosaur.net'. Below the details are three buttons: 'Reset password', 'Disable user', and 'Remove from organisation'. The 'Roles' section shows a list of roles with checkboxes. The 'Access Arrangements Nominated User' role is selected, and the 'Administrator' role is not selected.

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

Role

Access Arrangements Nominated User
An Access Arrangements nominated user will administer, manage and create access arrangement applications.

Administrator
An individual who will manage the administrative activities relating to Cambridge products and services.

Managing users in My Cambridge continued

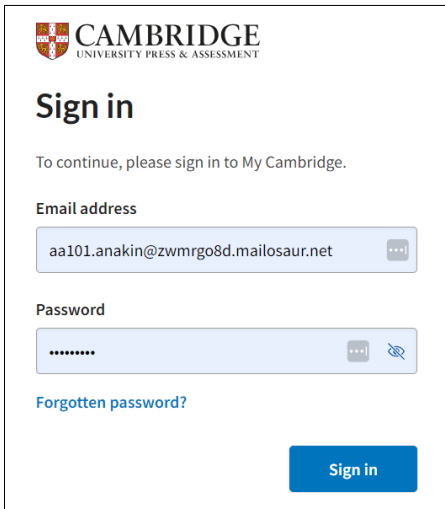
Step 3

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

Cambridge Associates

Step 1

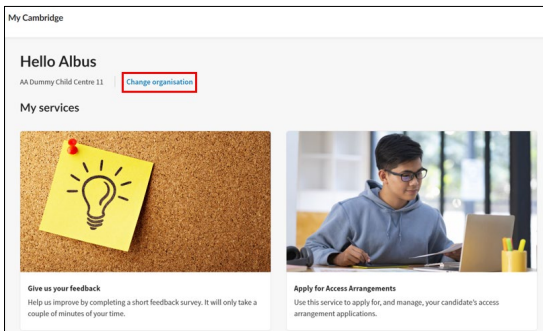
Sign into your My Cambridge account.



The screenshot shows the 'Sign in' page for Cambridge University Press & Assessment. At the top left is the Cambridge logo. Below it, the text 'Sign in' is displayed. A message says 'To continue, please sign in to My Cambridge.' There are two input fields: 'Email address' containing 'aa101.anakin@zwmrgo8d.mailosaur.net' and 'Password' with masked characters. A 'Forgotten password?' link is below the password field. A blue 'Sign in' button is at the bottom right.

Step 2

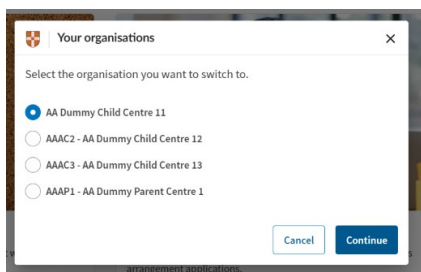
On the home page, select 'Change Organisation'. If you cannot see the 'Change Organisation' option and you are the Cambridge Associate exams officer, please contact us: info@cambridgeinternational.org.



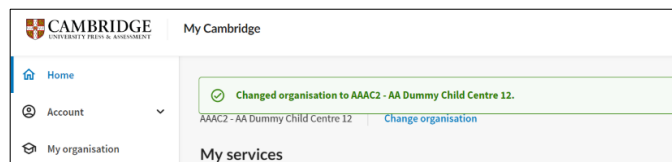
The screenshot shows the 'My Cambridge' home page. It says 'Hello Albus' and 'AA Dummy Child Centre 11'. A red box highlights a 'Change organisation' link. Below are 'My services' with two cards: 'Give us your feedback' (with a lightbulb icon) and 'Apply for Access Arrangements' (with a student at a laptop icon).

Step 3

Select the Associate Centre number and click 'Confirm'. You will see a confirmation message.



The screenshot shows a dialog box titled 'Your organisations'. It asks 'Select the organisation you want to switch to.' and lists four options with radio buttons: 'AA Dummy Child Centre 11' (selected), 'AAAC2 - AA Dummy Child Centre 12', 'AAAC3 - AA Dummy Child Centre 13', and 'AAAP1 - AA Dummy Parent Centre 1'. There are 'Cancel' and 'Continue' buttons at the bottom.



The screenshot shows the 'My Cambridge' home page after the organization change. A green banner at the top says 'Changed organisation to AAAC2 - AA Dummy Child Centre 12.' Below the banner, the 'My services' section is visible. The 'My organisation' dropdown menu is open, showing 'AAAC2 - AA Dummy Child Centre 12' and a 'Change organisation' link.

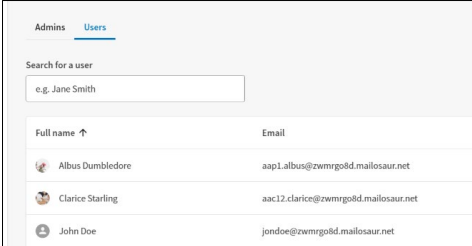
Managing users in My Cambridge continued

Step 4

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 Cambridge Associate exams officer, please contact us: info@cambridgeinternational.org.

Step 5

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



Full name ↑	Email
Albus Dumbledore	aap1.albus@zwmrgold.mallosaur.net
Clarice Starling	aac12.clarice@zwmrgold.mallosaur.net
John Doe	jondoe@zwmrgold.mallosaur.net

Option 1: If the Associate Centre does **not** have a My Cambridge account, you can set one up for them and give them access to some services. See below, '[Adding Associate Centres as new My Cambridge users](#)'.

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

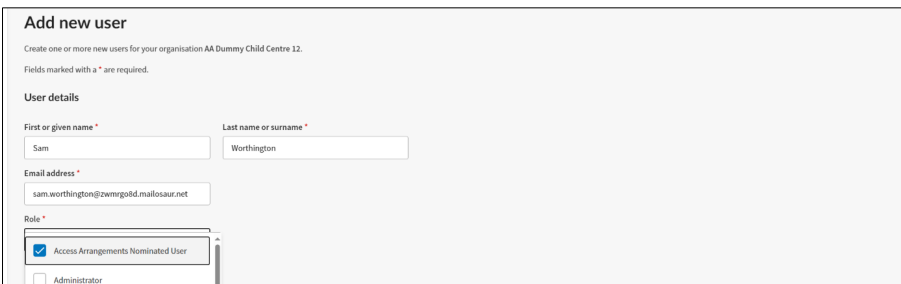
Option 1: Adding Associate Centres as new My Cambridge users

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. In the 'Role' box, a drop-down menu will appear. 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'.



Add new user

Create one or more new users for your organisation AA Dummy Child Centre 12.
Fields marked with a * are required.

User details

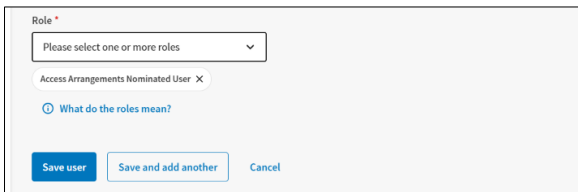
First or given name * Last name or surname *

Email address *

Role *
 Access Arrangements Nominated User
 Administrator

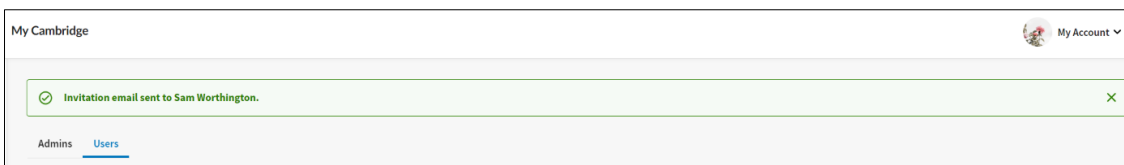
Step 2

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



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.



Option 2: Managing Associate Centres who have existing My Cambridge accounts

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, 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. Click on their name.



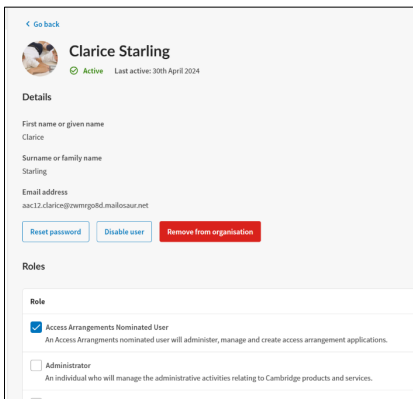
Full name ↑	Email	Roles in organisation	Status	Actions
 Clarice Staring	aa12.clarice@zwmrg08d.mallosaur.net	Compliance Officer	✔ Active	View

Managing users in My Cambridge continued

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.

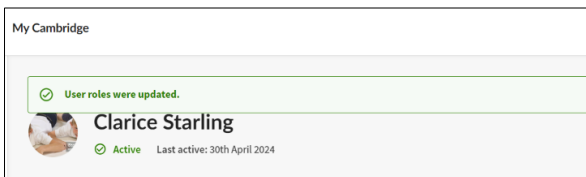
For example, if you select 'Submit for Assessment: Exams Officer', the person will be able to upload and submit candidate work and samples for their Associate Centre.



The screenshot shows the user management interface for Clarice Starling. At the top, there is a 'Go back' link and a profile card with a photo, name, and status (Active, Last active: 30th April 2024). Below this is a 'Details' section with fields for First name or given name (Clarice), Surname or family name (Starling), and Email address (aac12.clarice@vsmg96d.mallosaur.net). There are three buttons: 'Reset password', 'Disable user', and 'Remove from organisation'. The 'Roles' section is expanded, showing a table with two roles: 'Access Arrangements Nominated User' (checked) and 'Administrator' (unchecked). Each role has a brief description of its responsibilities.

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.



The screenshot shows the My Cambridge user management interface for Clarice Starling. A green confirmation message is displayed at the top: 'User roles were updated.' Below the message is the user's profile card, which now shows the updated 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.

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.

Global Listening

For Global Listening, you cannot give access to this service to anyone in your centre. Global Listening contains confidential exam materials – only your exams officer can access Global Listening.

New users of My Cambridge

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 explaining that you have invited them to create an account. The email also contains a temporary password.

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.