

How to add users to RAVS

Step 1 – Go to the [RAVS website](https://www.ravs.england.nhs.uk/login)
<https://www.ravs.england.nhs.uk/login>

Step 2 – Click on 'Log in'

Step 3 – Choose your pharmacy site if you have more than one site

Step 4 – Click continue

Step 5 Click on 'Add Users'

You have not yet recorded a vaccination.

[Add vaccines](#)

[Add users](#)

[Find a patient](#)

Step 6 – Click on 'Add Users' again

Manage users

Add user

Step 7 – Add user details and select if they are a vaccinator and the level of access they require. Click continue

Permission level

☐

Recorder

Record vaccinations only

☐

Administrator

Record vaccinations, create reports and manage vaccines

☐

Lead administrator

Record vaccinations, create reports, manage vaccines and users

Step 8 – Click continue

Step 9 – **Check the user details are correct**, scroll past the copy of the welcome email to be sent to them and then **click confirm and send**.

Step 9 – The user added should check their email as they should instantly receive an email which includes:

- How to log in
- How to add more users to your pharmacy
- Links to training webinars and user guides

If you cannot find the email, check your spam or junk folders

Please be aware that the email mentions resetting your OKTA password. This is just something you may be asked to do.

If the user does not receive an email to reset their password when requested or has any issues with resetting their password, they need to log a ticket via the [NHS National IT Customer Support Portal](http://www.support.digitalservices.nhs.uk/csm) (www.support.digitalservices.nhs.uk/csm)