How to change an employer accounts email address

Unfortunately there is no quick way to update your email address. If you need to change your email address please follow the below step-by-step instructions to help you. If you have any questions please contact the Office prior to completing the final steps.

1. You will need to register the new email address with the population portal. Click here to register

   a. Complete your personal individual information

Your password must be at least 6 characters long and include: an uppercase letter; a lowercase letter; a number; and a special character like: !@#£%$^&*

b. Click "Register"

You will now see this screen

2. You will be sent an email with a link to follow from "donotreply.login@gov.gg". Please ensure you check your junk/spam folders and the email address provided is correct.

a. Click the link "Confirm Email"

Your browser will open. Click on the "please click here to log in" green text

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Confirm Email

Thank you for confirming your email address. Please click here to log in

Troubleshooting: If you did not receive an email from donotreply.login@gov.gg

I.   Check your Junk/Spam folders

II.   Click "resend confirmation email"

Please check your email and confirm your email address.

Didn't get an email?

Resend confirmation email

III.   If that fails try to login to the portal here and select resend confirmation email again

IV.   If that fails try to reset your password here as this will force an email to be sent

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Login

Email address

Email address

Password

Password

Login
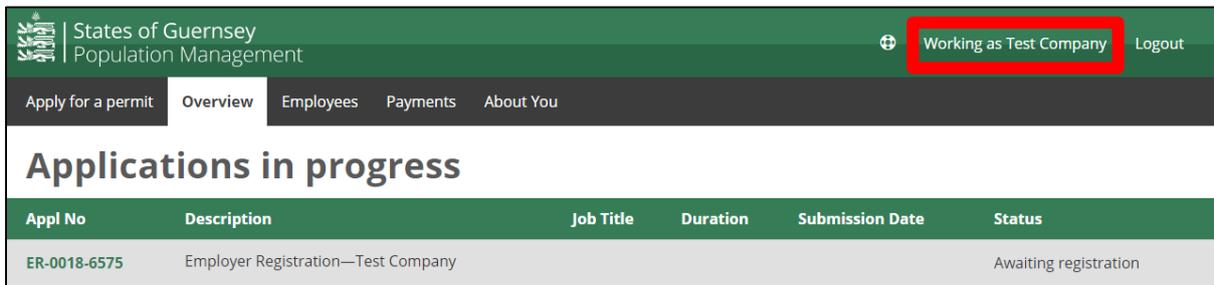
New user? Register | Forgotten password

V.   If this fails please contact the population management office +44 (0) 1481 715790

Now that you have registered the new email address you need to add that to your employer account:
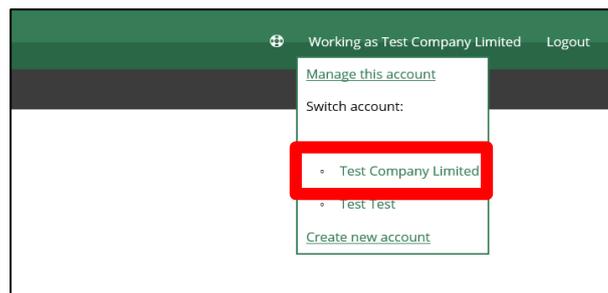
3. Login to your old account on the portal https://populationportal.gov.gg/

4. Click "working as"

5. Select the your agency name (**please note:** if you have multiple agencies in this list you will need to do this to each one to prevent losing any data)

6. Click "users"

7. Click "add"

8. Input your new email address, make sure that you select the role of 'Administrator' as you need to be in control of the account

- **Administrators** are able to: add new users; delete users; change user levels; make Employment Permit applications; add, edit and delete employee records, and change the details of the employer record (for example to update the employer address and contact details). You can also add additional Administrators or Users or Browsers here if you want to.

9. Select "Add"

10. Login with your new email address and you should be taking into your account as before. Go through the add users process as before.

You can now remove your old email address from your account (if you wish):

Just select your old email address and you will see a 'remove' button next to your old email address. Click on the 'remove' button and this will delete your old email address.
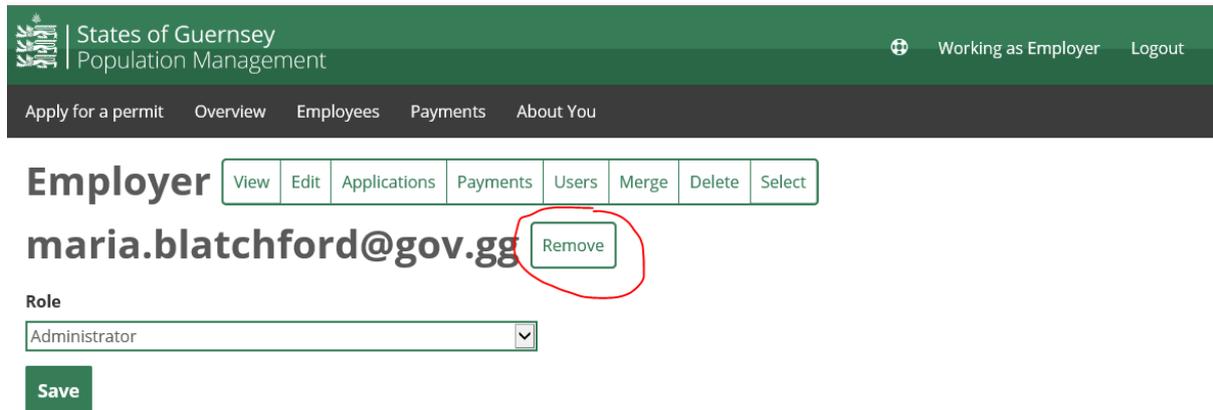
The Old email address will now be unlinked to your account, and you will no longer be able to access any application using this 'old' account. However if you do make a mistake by deleting the wrong one you can go back to the Add user part and re-input the email details.