



States of Guernsey Population Management

States of Guernsey
Population Management
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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: !@#£%\$^&*

a. Click the link "Confirm Email"

Subject: Confirm your email address

Please confirm your email address

To complete your registration, please confirm your email address.

[Confirm Email](#)

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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

 Information and public services
for the Island of Guernsey

Login

Email address

Password

[Login](#)

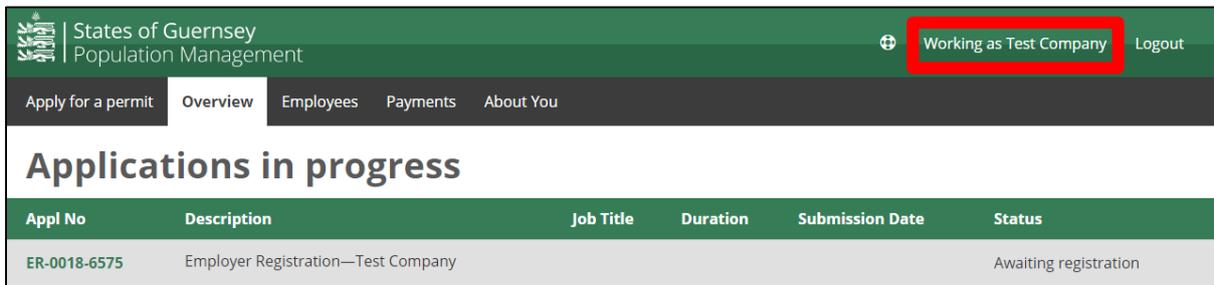
New user? [Register](#) | [Forgotten password](#)

- 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/>

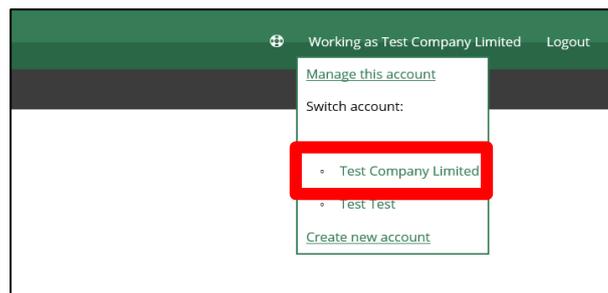
4. Click “working as”



The screenshot shows the top navigation bar of the Population Management portal. The text 'Working as Test Company' is highlighted with a red box. Below the navigation bar, there is a table titled 'Applications in progress' with the following data:

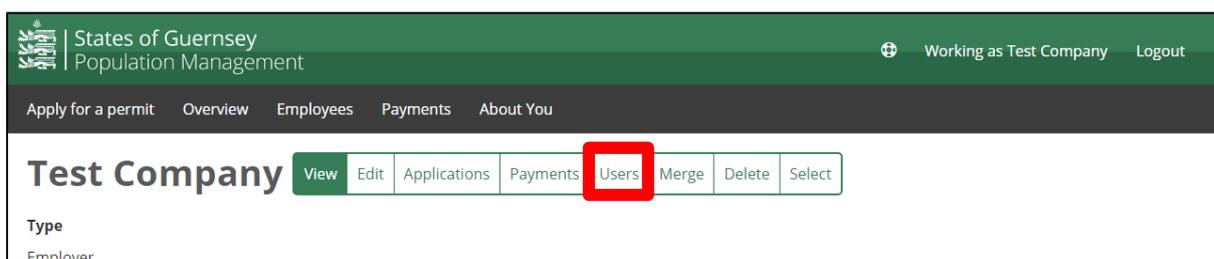
Appl No	Description	Job Title	Duration	Submission Date	Status
ER-0018-6575	Employer Registration—Test Company				Awaiting registration

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)



The screenshot shows a dropdown menu for switching accounts. The menu is titled 'Switch account:' and contains the following options: 'Test Company Limited', 'Test Test', and 'Create new account'. The option 'Test Company Limited' is highlighted with a red box.

6. Click “users”



The screenshot shows the 'Test Company' page in the Population Management portal. The 'Users' button is highlighted with a red box. Below the buttons, the text 'Type' and 'Employer' is visible.

7. Click “add”

The screenshot shows the 'States of Guernsey Population Management' interface. At the top, there is a navigation bar with the logo and text 'States of Guernsey Population Management'. Below this is a secondary navigation bar with links: 'Apply for a permit', 'Overview', 'Employees', 'Payments', and 'About You'. The main content area is titled 'Test Company' and contains a series of buttons: 'View', 'Edit', 'Applications', 'Payments', 'Users', 'Merge', 'Delete', and 'Select'. The 'Users' button is currently selected. Below the buttons is a table with columns 'Name', 'Email Address', and 'Role'. The table contains one row with the name 'test', email 'test@test.com', and role 'Administrator'. A red box highlights the 'Add' button located to the left of the table.

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.

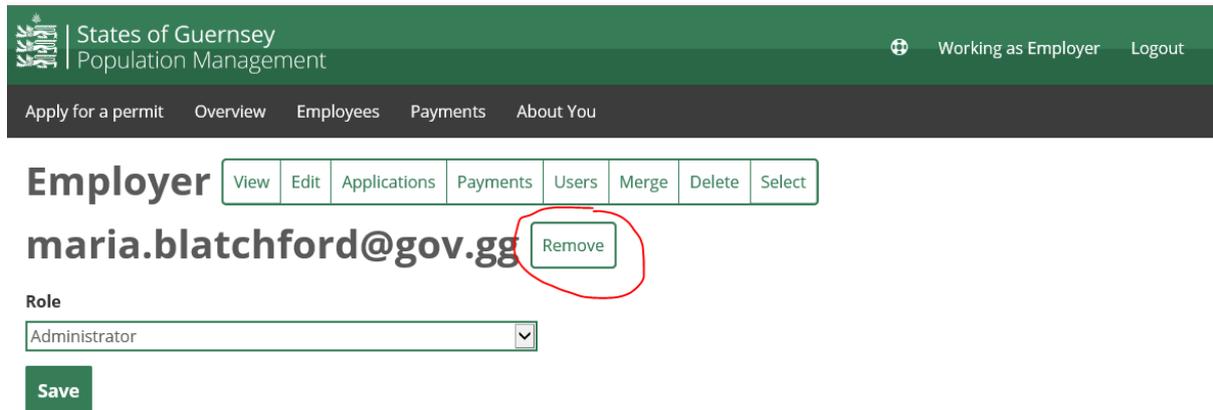
9. Select “Add”

The screenshot shows the 'States of Guernsey Population Management' interface. At the top, there is a navigation bar with the logo and text 'States of Guernsey Population Management'. Below this is a secondary navigation bar with links: 'Apply for a permit', 'Overview', 'Employees', 'Payments', and 'About You'. The main content area is titled 'Test Company' and contains a series of buttons: 'View', 'Edit', 'Applications', 'Payments', 'Users', 'Merge', 'Delete', and 'Select'. Below the buttons are two input fields: 'Email Address' with the value 'test@test.com' and 'Role' with a dropdown menu showing 'Administrator'. A red box highlights the 'Add' button located below the 'Role' field.

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.