# Add, amend or remove additional users for a Boiler Upgrade Scheme (BUS) installer account (version 3)

You can use this form to add, amend or remove additional users on a BUS installer account if you are:

* your business’s authorised representative for the BUS
* someone with ‘user management’ permission for your business’s BUS account

You can add, amend or remove up to **five users** using this form. If you need more, you’ll need to email us separately, providing all information in the same format as laid out in this form.

All additional users **must** be directly employed by your business. They cannot be subcontractors or freelancers. Sole traders will not be permitted to add any additional users.

Please choose new users carefully. We will not verify or run background checks on any users you add to the account, and we will hold your organisation accountable for the accuracy of the information they provide in BUS applications.

Email: [BUS.accountcreation@ofgem.gov.uk](mailto:BUS.accountcreation@ofgem.gov.uk)

Any emails **must** come directly from you, using the email address we hold on your BUS account.

## Permissions that all users have

All users on the installer account will be able to:

* submit new voucher applications
* edit existing applications
* respond to queries about submitted applications
* cancel voucher applications
* apply to redeem vouchers, after a new heating system has been commissioned

## Optional permission to add, remove and manage other users

In addition, you can choose whether to give someone ‘user management’ permission, which means they can:

* add new users (but not a new authorised representative) to the installer account
* remove users (but not the authorised representative) from the installer account
* edit the permissions of other users on the installer account (not including the authorised representative)

**Note:** an installer account cannot have more than five additional users with user management permission.

## A note about data privacy

All data and documents will be stored and handled in line with the BUS privacy policy: see <https://www.ofgem.gov.uk/publications/boiler-upgrade-scheme-privacy-notice>

## 1. Confirmation of you and your business

We need to confirm that you have the permission to request this change.

You **must** answer all questions in this section.

### What is your first name?

Type here:

### What is your last name?

Type here:

### What is your BUS installer account ID?

This is the reference number you received when your business created its BUS account.

For example, ‘BUS1234567’.

Type here:

## 2. Add or amend users on the installer account

To add new users or amend the information of existing users, provide a full set of information for each user.

Once approved, all new users will receive an email invitation to sign up to use the scheme online.

### Additional user 1

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

This must be a direct number for the user, not a general business number.

Type here:

**Email address**

Type here:

**Does anyone else have access to this email?**

For security, we cannot add someone to an installer account if their email is accessed by other people.

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 2

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

This must be a direct number for the user, not a general business number.

Type here:

**Email address**

Type here:

**Does anyone else have access to this email?**

For security, we cannot add someone to an installer account if their email is accessed by other people.

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 3

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

This must be a direct number for the user, not a general business number.

Type here:

**Email address**

Type here:

**Does anyone else have access to this email?**

For security, we cannot add someone to an installer account if their email is accessed by other people.

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 4

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

This must be a direct number for the user, not a general business number.

Type here:

**Email address**

Type here:

**Does anyone else have access to this email?**

For security, we cannot add someone to an installer account if their email is accessed by other people.

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

### Additional user 5

**First name**

Type here:

**Last name**

Type here:

**Contact telephone number**

This must be a direct number for the user, not a general business number.

Type here:

**Email address**

Type here:

**Does anyone else have access to this email?**

For security, we cannot add someone to an installer account if their email is accessed by other people.

Type yes or no:

**Can they manage other users on the account?**

Type yes or no:

## 3. Remove existing users from the installer account

To remove users from the installer account:

* enter their first name, last name and email address
* tell us which other user should replace them as the main contact for any active applications

### First user to remove

**First name**

Type here:

**Last name**

Type here:

**Email address**

Type here:

**First name of replacement user (optional)**

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business’s authorised representative.

Type here:

**Last name of replacement user (optional)**

Type here:

### Second user to remove

**First name**

Type here:

**Last name**

Type here:

**Email address**

Type here:

**First name of replacement user (optional)**

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business’s authorised representative.

Type here:

**Last name of replacement user (optional)**

Type here:

### Third user to remove

**First name**

Type here:

**Last name**

Type here:

**Email address**

Type here:

**First name of replacement user (optional)**

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business’s authorised representative.

Type here:

**Last name of replacement user (optional)**

Type here:

### Fourth user to remove

**First name**

Type here:

**Last name**

Type here:

**Email address**

Type here:

**First name of replacement user (optional)**

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business’s authorised representative.

Type here:

**Last name of replacement user (optional)**

Type here:

### Fifth user to remove

**First name**

Type here:

**Last name**

Type here:

**Email address**

Type here:

**First name of replacement user (optional)**

Must already be an additional user on this account or a new user whose details are on this form.

If you leave this blank, any active applications will be reassigned to your business’s authorised representative.

Type here:

**Last name of replacement user (optional)**

Type here: