Adding an Administrator to Your Worker Checks Business Hub

Business Portal · https://workerchecks.com/docs/adding-an-administrator-to-your-business-hub-account/

Business Hub · Account Management · Last updated February 2026

If you need a colleague or team member to help manage your Worker Checks Business Hub account, you can invite them as an Administrator. Administrators have the same level of access as Account Owners, including the ability to invite candidates, view background check results, and manage account settings.

Account Owners only. Only existing Account Owners can send an Add Admin invitation. If you don't see the **Add Admin** tab described below, you may not have Account Owner access. Contact your Account Owner or reach out to ask@workerchecks.com for assistance.

You can confirm who currently has access to your account at any time by navigating to the **Account** tab and reviewing the **Administration Users** table at the bottom of the Account Summary page.

How to Add a New Administrator

1

Go to the Invite tab

Log in to your Business Hub and click the Invite tab in the top navigation bar.

2

Enter the new administrator's details

Fill in the candidate fields at the top of the Invite page with the details of the person you are adding:

Email Address Required The person's work email address. This is where their invitation will be sent.

First Name Recommended Their first name, so the invitation email is personalised.

Last Name Recommended Their last name.

Mobile Required Their mobile number. An SMS will also be sent with the invitation.

Customer Reference Optional An internal reference for your records, if needed.

3

Select the Add Admin tab

Below the candidate details, you will see a row of tabs: *Checks Only*, *Support Worker Plans*, *Bulk Upload*, and Add Admin. Click the **Add Admin** tab.

Danger Zone. This section is clearly marked as a restricted area. Only proceed if you intend to grant this person full administrative access to your account. This cannot be undone without manually removing their access afterwards.

4

Select "Add Business Admin Support"

You will see the option labelled **Add Business Admin Support to your [Organisation Name] Account**. Select this option by clicking the radio button next to it.

5

Send the invitation

Click the **Send Invitation** button. The new administrator will receive both an email and an SMS with instructions to set up their access.

What happens next?

Once the person accepts the invitation and completes their account setup, they will appear in the **Administration Users** table under **Account › Account Summary**. Their Role Type will be listed as *Account Owner*.

Verifying Access Has Been Granted

To confirm the new administrator has successfully joined your account, navigate to the **Account** tab and select **Account Summary**. Scroll down to the **Administration Users** table — you should see their name, email address, and a Role Type of *Account Owner* listed there.

Need to Remove an Administrator?

If you need to remove an administrator's access, please contact the Worker Checks support team at ask@workerchecks.com and we can assist you promptly.

Still need help? Visit our Help Hub or contact us at ask@workerchecks.com