



States of Guernsey Population Management

States of Guernsey
Population Management
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How to change an individual account's email address

1. You will need to [log into your Population Portal account](#).
2. Once in your account, click on 'Working as' in the top left-hand corner (in the green banner).

The screenshot shows the 'States of Guernsey Population Management' portal. In the top right corner, there is a green banner with a plus icon, the text 'Working as Test Test', and a 'Logout' link. Below this banner is a navigation bar with 'Apply for a permit', 'Overview', 'Permits', 'Payments', and 'About You'. The 'Overview' tab is selected. Below the navigation bar is a search bar and a table titled 'Converted to Permit'. The table has columns: Permit Reference, Name, Type, Job Title, Start date, Expiry date, Cancel date, and Reconversion expiry date. The first row shows Permit Reference C-0167-6503, Name Individual, Test, Type Permanent Resident Certificate, and Start date 22/11/2018.

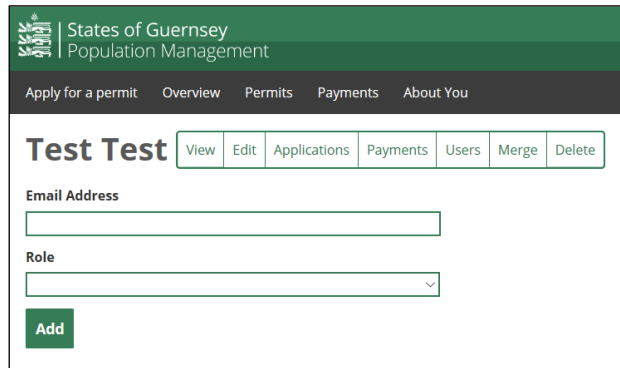
3. Select 'Manage this account'.

This screenshot is similar to the previous one, but the 'Manage this account' button is highlighted in the top right corner. The button is located in the green banner area, next to the 'Working as Test Test' text and the 'Logout' link. The rest of the page content remains the same.

4. Click on 'Users'.

The screenshot shows the 'Test Test' account page. At the top, there is a green banner with the 'States of Guernsey Population Management' logo and navigation links: 'Apply for a permit', 'Overview', 'Permits', 'Payments', and 'About You'. Below the banner, the account name 'Test Test' is displayed, followed by a row of buttons: 'View', 'Edit', 'Applications', 'Payments', 'Users', 'Merge', and 'Delete'. The 'Users' button is highlighted. Below the buttons, the account type is listed as 'Individual'.

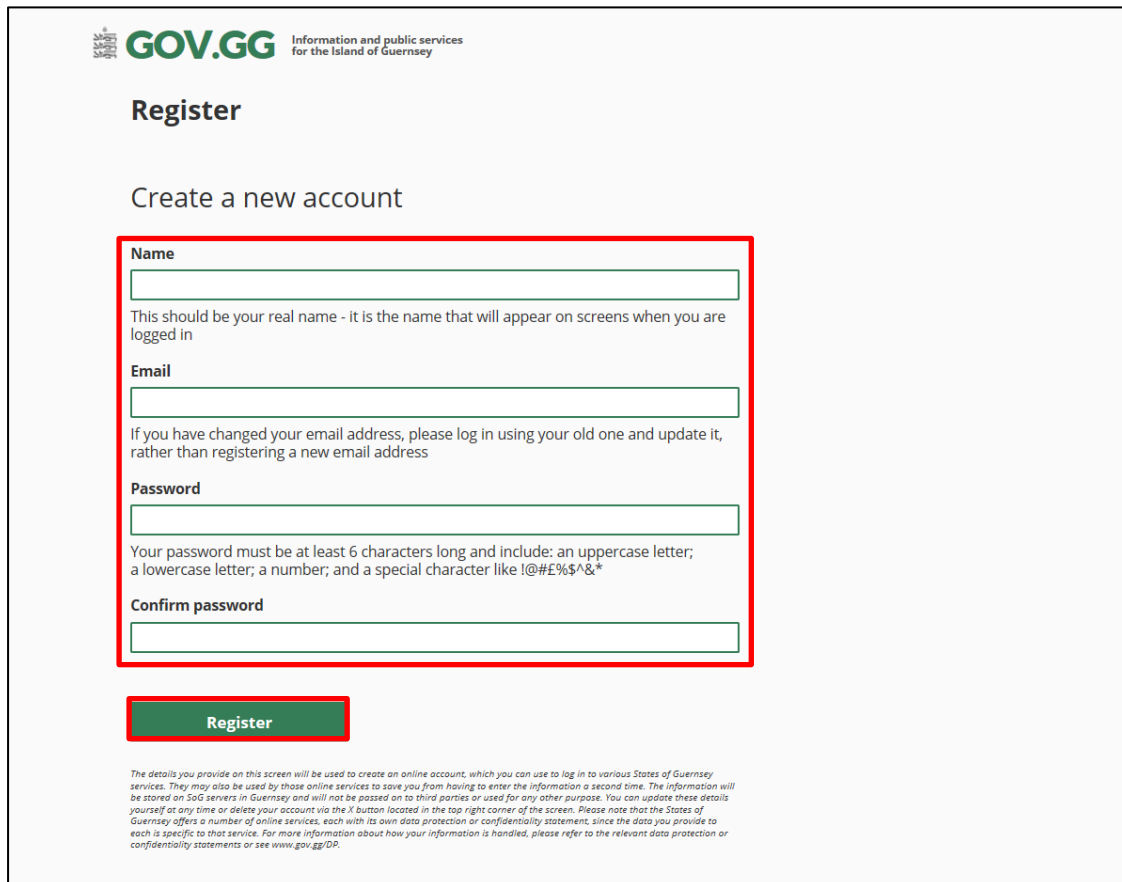
5. You will see your old email address. Please [click here](#) on how to remove this.
 - a. Press 'Add'.
 - b. Enter your new email address and select 'Administrator' permission level.



6. 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"



The details you provide on this screen will be used to create an online account, which you can use to log in to various States of Guernsey services. They may also be used by those online services to save you from having to enter the information a second time. The information will be stored on SoG servers in Guernsey and will not be passed on to third parties or used for any other purpose. You can update these details yourself at any time or delete your account via the X button located in the top right corner of the screen. Please note that the States of Guernsey offers a number of online services, each with its own data protection or confidentiality statement, since the data you provide to each is specific to that service. For more information about how your information is handled, please refer to the relevant data protection or confidentiality statements or see www.gov.gg/DP.

You will now see this screen

**GOV.GG**Information and public services
for the Island of Guernsey

Logged in as

[Logout](#)

Confirm Email

Please check your email and confirm your email address.

Didn't get an email?

[Resend confirmation email](#)

7. 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"

Subject: Confirm your email address

Please confirm your email address

To complete your registration, please confirm your email address.

[Confirm Email](#)

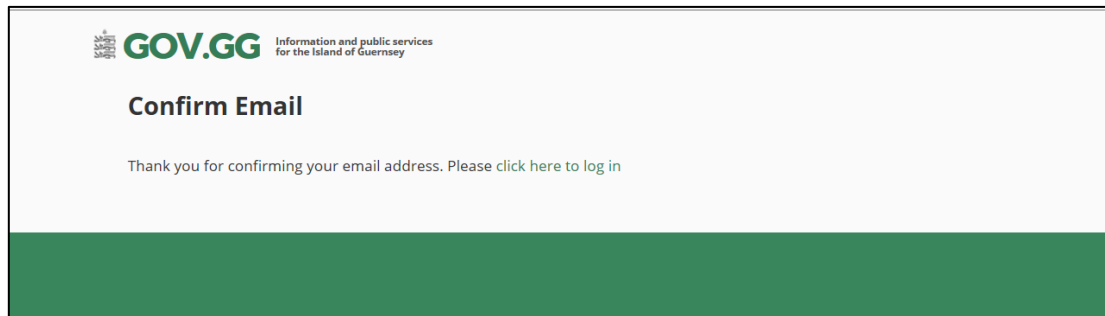
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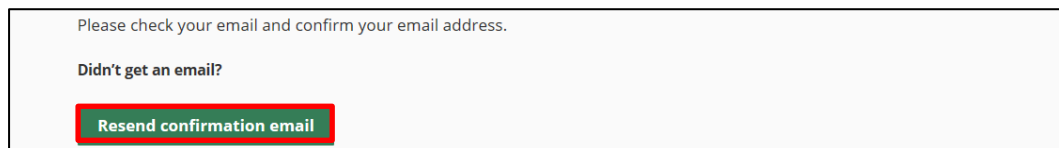
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Your browser will open. Click on the "please click here to log in" green text

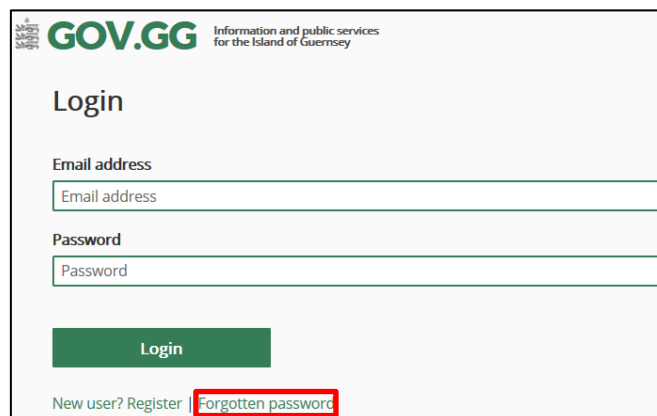


Troubleshooting: If you did not receive an email from donotreply.login@gov.gg

- I. Check your Junk/Spam folders
- II. Click “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



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

8. Once your email is confirmed, Login to the portal using the same email address and password you used to create the account.
9. Select “I am an individual...”
 - a. Complete your personal information to create your ‘User agency’
 - b. Click “Save”

 States of Guernsey
Population Management

Logout

About you

Your role

☐ I am an employer applying for Employment Permits and/or for keeping employee records
You can also select this if you are acting on behalf of the employer.

☒ I am an individual applying for Resident Certificates or Permits, or an individual with a change in circumstances
You can also select this if you are acting on behalf of an individual.

Basic details

A

Title

First name/s

Surname

Job title

Birth date

day month year

Social Security number

Contact number

Code and number

Correspondence address

Address

Postcode

save