

I cannot add new staff accounts

The main institutional account holder has all the permissions - so it can add new staff accounts via "Accounts and Access". You can read more about [staff accounts' creation on the relevant page](#).

Any other staff member can also become an account manager **if they are granted permission to interact with "Accounts and Access"**. So first of all, make sure that you have the **permission for "Creating accounts" enabled**.

If you are still unable to create an account, please contact us via the on-site feedback tools and make sure to attach screenshots and retrace your steps to help us understand the situation better.