

# How to use this service

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## Help to get online

Our online services:

- is straightforward and more efficient
- allows you to access your most up-to-date land information
- reduces the risk of you making application errors and incurring penalties

We will continue to deliver improvements to our online services.

In 2018, over 88% Single Application Forms were submitted online through Rural Payments and Services. If you're keen to submit your application online but are unsure how to get started or have limited access to the internet, we can help.

- we have public-use computers available at all area offices that can be used by you free-of-charge to log-in to Rural Payments and Services to complete applications, update your details or view map information. There's no need to book, computers are available on a first-come, first-serve basis
- our appointment-booking service allows you to schedule an appointment with a member of our team. This time can be used to help you learn about Rural Payments and Services or talk about any other issue relating to your business or applications

Over 4,000 customers have already made use of this service since 2015 - [book now](#).

## Working online



[//www.youtube.com/embed/vmwVZfuUThg](https://www.youtube.com/embed/vmwVZfuUThg)

If you want to apply for rural funding from the Rural Payments and Inspections Division (RPID), you will need to [register your details with us](#). By registering your business online, you'll be able to manage your details and communication with us more easily.

Once your account is activated, you will be able to log in and:

- register a new business
- re-register an existing business
- update your business details

If you want someone else to manage your account for you (for example, your farm manager or a relative) it's easy to set this up. Simply give them permission online and they can create an account and link to your business.

It's important to remember that anybody who registers with us is known on our system as a business, regardless of their size or their activities. So, for example, even if you are a crofter or just own a micro-pig, you will still be referred to as a business.

## Roles and responsibilities



[//www.youtube.com/embed/62sazWlhuio](https://www.youtube.com/embed/62sazWlhuio)

There are a number of terms and roles we use online.

### **Responsible Person**

For each business you register, you will be asked to provide the details of a Responsible Person who will act as the main representative of the business.

The role of the Responsible Person will be to manage the online account and control who can access and maintain the information we hold on your business.

The Responsible Person must be a member of the business being registered.

If you name someone other than yourself to be the Responsible Person, they will need to create their own personal account on the Rural Payments and Services portal first.

As the Responsible Person, you can grant a range of access rights to Business Representatives.

### **Business Representatives**

Business Representatives can include other members of the business or family, employees or neighbours. Their access rights can vary from being able to view your business details to being able to manage an account on your behalf.

The Responsible Person sets and maintains the overall permissions for the business' account. This means they have control over the details they want Business Representatives and Advisory Firms to see.

### **Advisory Firm**

An Advisory Firm acts on behalf of a business by providing a professional service for a fee. Some businesses employ Advisory Firms to act on their behalf. If this is the case, your business' Responsible Person should grant access to one key person in the advisory firm.

### **Accountable Person**

The Accountable Person will act as the main representative of the advisory firm. The role of the Accountable Person will be to manage their firm's online account and control which of their employees (agents) can access and maintain the information for their clients.

The level of access granted to an agent, is determined by the Responsible Person in the Business.

## **Other support**

You find out how to learn, develop and improve your computer and internet skills through Digital Scotland.

[Digital Scotland](#)