

Rural Payments and Inspections Division



**Rural Payments and Services online system:
Claim Offline Identity Guidance**

Contents

Claim Offline Identity	2
Accessing Rural Payments and Services	2
Registering on Rural Payments and Services	3
Login to Rural Payments and Services.....	5
Claim Offline Identity.....	6
Update Preferred Method of Communication	13

Claim Offline Identity

To change from being an offline (paper) customer to an online customer the Responsible Person must:

- have registered/re-registered their Business using the [PF01 - Registering a business](#) form
- created, activated and logged in to Rural Payments and Services
- claim offline identity

Accessing Rural Payments and Services

To access the Rural Payments and Services Portal open your internet browser and type the following in the address bar:

<https://www.ruralpayments.org>

The following screen will be displayed:

The screenshot shows the Rural Payments and Services website. At the top right, there is a navigation bar with a 'Register' button (1) and a 'Login' button (2). A 'Register' modal is open, listing benefits: 'Access all our online services', 'Apply for funding, register a new location or keep animals', and 'Use the services on behalf of a business or advisory firm'. Below the modal, there is a 'Register' button. The main content area is divided into sections: 'All schemes', 'Schemes by customer', 'Contact us' (3), 'How payments work', 'Inspections', 'Customer services', 'Your business', 'Updates', and 'Common Agricultural Policy'.

- 1 Register
- 2 Login
- 3 We will use this area to publish information

Registering on Rural Payments and Services

You will need to create a personal account on the portal. Registering is easy online and is required before any payments can be processed. By using the **Register** option the following screen will be displayed and **all** fields must be completed:

The screenshot shows the registration page for Rural Payments and Services. At the top, there is a header with the Scottish Government logo and the text 'Rural Payments and Services'. Below the header, there is a search bar and a 'Register' button. The main content area is titled 'Register' and contains a form with the following fields:

- First name (1)
- Last name
- Username (2)
- Create a password (3)
- Confirm password (4)
- Email address
- Confirm email address
- Security Question 1 (5)
- Answer 1 (6)
- Security Question 2
- Answer 2
- Security Question 3
- Answer 3

At the bottom right of the form, there is a 'Register' button (7) and a checkbox for 'I agree to the Terms & Conditions and PrivacyPolicy'.

- 1 Enter your first name as it appears on official documentation such as your birth certificate
- 2 Your username must:
 - be unique
 - be between 4 and 20 characters long
 - can be alpha numeric
 - can contain a mix of upper and lower case
 - not contain spaces or any special characters except hyphens, underscores and full stops
 - not be your email address
- 3 Your password:
 - must be between 8 and 20 characters
 - must contain at least 1 uppercase, 1 lowercase letter and 1 number
 - can contain special characters
 - should not contain your first name and last name
 - must not be the your email address or username

- 4 You will need to have a unique email address. An email will be sent to this address to allow you to activate your account once the registration process is completed.
- 5 You must select and answer 3 security questions, you may be asked to answer 1 or more questions to confirm your identity at a later date. The answers to these questions must be between 3 and 30 characters long.
- 6 You must agree to our Terms and Conditions and Privacy Policy, you can select the link to read these documents.
- 7 To complete the process select the **Register** button
- 8 An email will be sent to the registered email address which will allow you to activate the account.
- 9 The email contains a unique link which completes the activation when clicked. Once the link is clicked and the account activated you can login. The link must be activated within 7 days or you will need to start the registration process again.

Lost/not received activation email

If the email cannot be found in your Inbox then check the spam and junk folders for the account activation email.

If the email cannot be found then a replacement or copy of the original activation email cannot be sent. You will not be able to create a new account during these 7 days with the same username and email address as before because there is a user account pending (awaiting activation of the email) with these details. The account activation email expires in 7 days and once this happens, an account can be created with the same username and email address as before providing no one has used these credentials during this time.

If you have a different email address and username that you can use instead, you can create a new account with these details. A new email with the activation link will be sent to the registered email address.

Thank you for creating an account with Rural Payments and Services.

To activate your account, please click on the link below.

<https://mopub.afrcprod.scotland.gov.uk/publicsite/futures/activate?uniqueid=426917733873495419448671570692513869248405935506856152595>

The link will expire in seven days. If you don't activate your account within seven days, you will need to create your account again.

If you have any problems, please contact your local area office.

This is an automatically generated email, please do not reply.

Regards

Rural Payments and Services

** We will not ask you to disclose your password or bank account information. If you receive a suspicious email, report it to us and we will investigate.

10 Once the account is activated another email will be sent to you

Your Rural Payments and Services account

Thank you for creating your Rural Payments and Services account.

You can log in to your account, using your username and password, where you will be able to access your person details as well as our online services and information.

This is an automatically generated email, please do not reply.

Regards

Rural Payments and Services

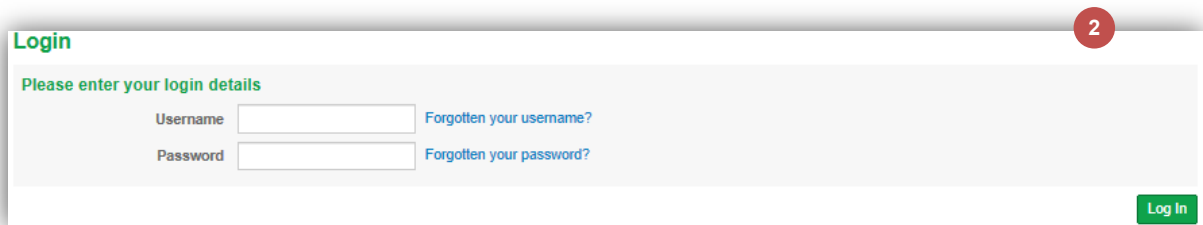
** We will not ask you to disclose your password or bank account information. If you receive a suspicious email, report it to us and we will investigate.

Login to Rural Payments and Services

To login to the Rural Payments and Services portal select the **Login** button at the top of the screen:



- 1 Select **Login**
- 2 Complete the details on the screen then select the **Log In** button.



Claim Offline Identity

If you are associated to a Business or an Advisory Firm, then the option to claim offline identity will not be available to you.

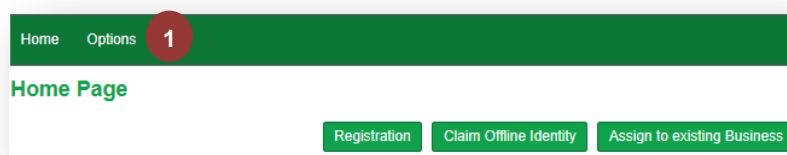
You will need to enter the following personal information:

- **Title, First name, Middle name(s), Last name**
- **Gender**
- **Date of Birth**
- **National Insurance number**
- **Postcode**
- **All relevant address lines**
- **All relevant contact details**

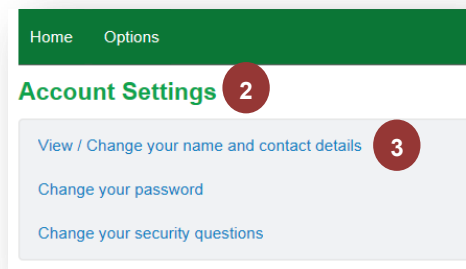
You will need to enter the following Business information:

- **Business Reference Number**
- **Last four digits of the registered Sterling Bank Account**
- **Last four digits of the Business telephone or mobile number**
- **Business Postcode**

You should log on to Rural Payments and Services, the following screen will be displayed.



- 1 Select **Options**



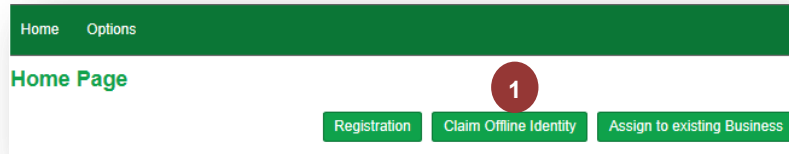
- 2 Select **Account Settings**
- 3 Select **View/Change your name and contact details**

The information you entered during account Registration will be displayed along with some details staff captured during paper registration (for example, date of birth) of the Business.

You can update your name, address or contact details on this screen if required.

Note: only staff can amend the Date of Birth, Gender and National Insurance Number when proof has been provided.

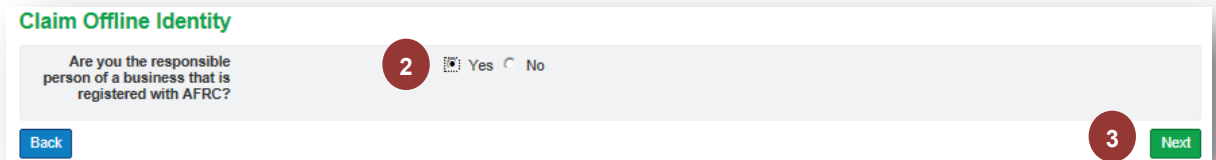
Once you are happy with the details you can now claim your offline identity.



1 Select **Claim Offline Identity**

2 Select **Yes**

3 Select **Next**



You must complete **all** details on the following screen ensuring that the information matches what you supplied in the paper Business registration form.

Claim Offline Identity

Your Personal Details

Title

First name

Middle name(s)

Last name

Gender Male Female Prefer not to say

Date of birth (you must be 18 years or over)

Do You Have a UK National Insurance Number? Yes No

National Insurance Number

Address Details

Country

Postcode/zip code [Find address by postcode](#) [Enter address manually](#)

If the address is not found or is not in the United Kingdom, enter the address manually

Address line 1

Address line 2

Address line 3

Postal town

Address line 6

Contact Details

Telephone number (including STD code)

Mobile number

Email address

Fax number

[Cancel](#) [Next](#)

Once your details have been entered you will need to provide the following details of your Business:

- 1 **Business Reference Number**
- 2 **The last four digits of the Sterling bank account**
- 3 **The last four digits of the Business telephone or Business mobile number**
Note - this is the **Business** phone number. As this information may have been migrated and not updated at the time of re-registration it may be the old Business phone number or old Business mobile number that you need to provide. This can be updated after you have completed this process.
- 4 **Business postcode**
- 5 **Select Done**

Claim Offline Identity

Business Details

Please provide details of your business.

Business Reference Number

Last 4 digits of your Sterling bank account number

Last 4 digits of your telephone or mobile number

Postcode/zip code

[Back](#) [Done](#)

The following screen will be displayed:

Claim Offline Identity

Your request is now under review. It should be assessed within 14 days.

[Return to Personal Landing Page](#)

- 1 Select **Return to Personal Landing Page**
- 2 The **Home Page** will be displayed
- 3 A letter will be sent to the preferred correspondence address for the Business, if the Business does not contact Rural Payments and Services within seven days the claim will automatically be processed.

Home Options

Home Page

You have submitted a request to claim an offline identity on 02/11/2015. It is now under review.



Agriculture, Food and Rural Communities Directorate
Rural Payments and Inspections Division
Ayr Area Office

T: 01292 291300 F: 01292 291301
E: C.Benjamin@pipex.sg.com

Howgate Farm
Graham Jones
Mainholm
KILBIRNIE
KA25 9QQ
United Kingdom

3



Business Reference Number: 229644
Main Location Code:
Date: 02-Nov-2015

Dear Mr Jones,

Claim of business ownership

We have received a claim of ownership through our online system for Howgate Farm from the online account registered to grahamjones1990@gmail.com.

If you are aware of this request you do not need to do anything further and the claimant will become the Responsible Person after 02-Nov-2015.

However, if you are not aware of this request and/or do not want it to be approved you must contact us immediately and no later than 02-Nov-2015.

If you have any queries regarding this letter, please do not hesitate to call this office

Yours sincerely,

Gregor Caldwell
Principal Agricultural Officer

If you want this process to be completed sooner contact staff at your Local Area Office and request this.

Approved Claim

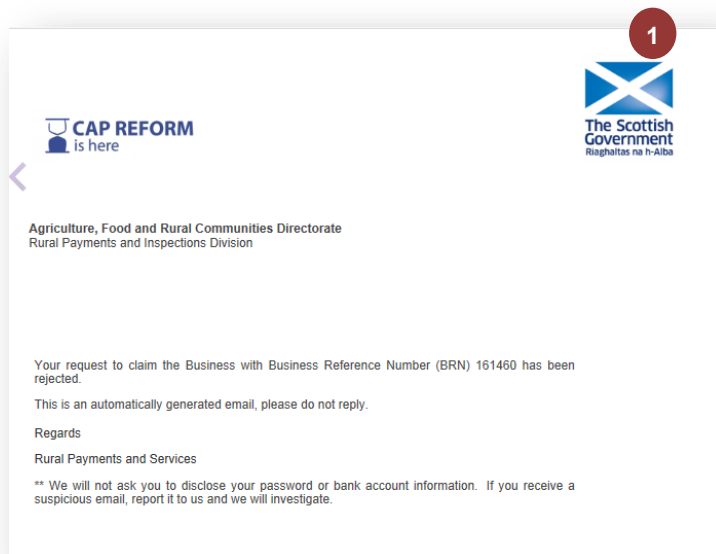
- 1 Once the claim has been approved the following letter will be added to the Communication Log



Rejected Claim

If the claim is rejected:

- 1 An email is sent to the claimant



Update Preferred Method of Communication

If the claim has been accepted you should now change the preferred method of communication to **SMS** or **Email** otherwise you will continue to receive your communications by letter.

- 1 Select the **Business** from the Home Screen
- 2 Select **Business Details**
- 3 Select **Communication**
- 4 Select **Edit**
- 5 Select the **Preferred method of communication**
- 6 Select the **required details**
- 7 Select **Save**

Business name	Business Reference Number (BRN)	Role	Status
T Gauntlet 1	120258	Responsible Person	Proposed

This screenshot shows the 'Business Details' menu for 'Simpson Farms (BRN: 231791)'. The 'Communication' option is highlighted with a red circle labeled '3'. Other menu items include Home, Business, Responsible Person, Preferred method of notification, Funding, Address line 1, and Livestock. The 'Edit' and 'Approved' buttons are visible at the top right.

This screenshot shows the 'Preferred method of notification' screen. The 'Edit' button is highlighted with a red circle labeled '4'. The current preferred method is 'Email'. Below this is the 'Preferred communication details' section, which includes 'Address line 1 14, THE GRANGE'.

This screenshot shows the 'Preferred method of notification' form. The 'Preferred method of notification' is set to 'Email' (indicated by a red circle labeled '5'). Below this, there are two sections: 'Business' and 'Responsible Person', both containing address and contact information. A green checkmark and the text 'Preferred Communication details' are visible next to the 'Responsible Person' section (indicated by a red circle labeled '6'). At the bottom right, the 'Save' button is highlighted with a red circle labeled '7'. There is also a 'Cancel' button at the bottom left.