

Unipass Identity

Help guide: Applying for a Unipass Identity

This is a step-by-step guide outlining the information required to submit a Unipass Identity application.

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Overview

Anyone wanting to apply for a Unipass Identity will need to use the following application form in order to setup the required Unipass credentials – e.g. Username / Passphrase (UP), registered / verified email address and, optionally, a registered / verified mobile telephone number – and to collect a digital certificate (for those users that are allowed to hold Unipass digital certificates).

The following is a high-level outline of the order in which the required information will be captured.

Step 1: Your organisation

- Use an existing organisation or
- Create a new organisation

Step 2: Your details

- Select the relevant role type
- Enter the individual details relevant to the selected role:
 - User & contact details
 - Primary email address
 - Security & mobile phone details

Step 3: Application confirmation

- Display summary of details entered and enable submission of the application

This document will explore each step of the process in more detail.

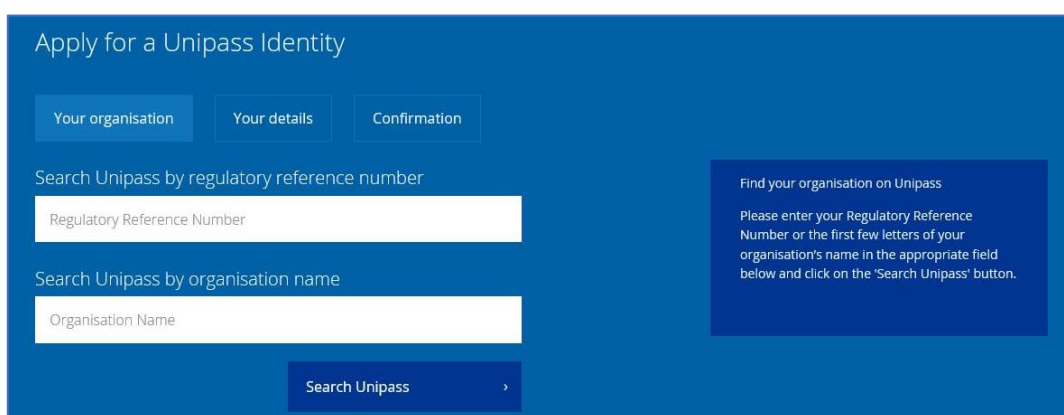
Step 1: Organisation details

To stop duplicate organisations being created, you will need to conduct a search to determine whether your organisation has already been registered with Unipass. You will not be able to create a new organisation without having searched for an organisation first.

- **Organisation search**

You will be able to search using either the name of your organisation or using the Regulatory Reference Number (RRN) - if your organisation has one:

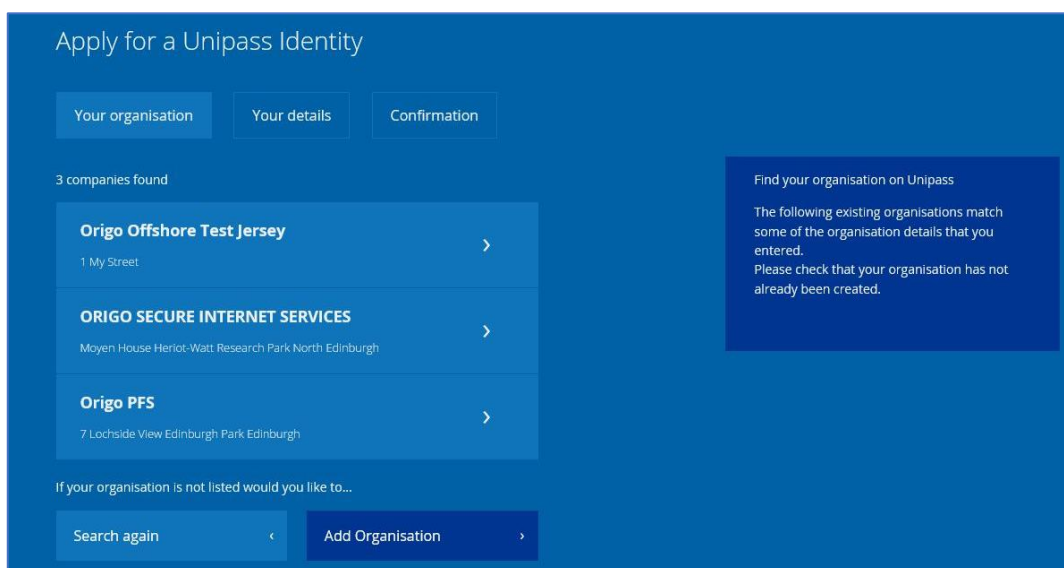
- Even though a Regulatory Reference Number is not relevant to all organisations / applications, both search fields will be shown (as shown in the screenshot below)
- Search results will only display organisations with a status of 'Pending' or 'Authorised' that match the search criteria - organisations with a status of 'Cancelled' will not be displayed



- **Using an existing organisation**

If more than one organisation matches the details entered, you should select the correct organisation from the list displayed by clicking on the correct entry.

This will then use the information that is currently stored for that organisation and progress the application process to the 'Your details' step of the application process.



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Note: If you cannot find your organisation, you will be able to indicate that you wish to create a new organisation by clicking on the 'Add an organisation' button.

- **Creating a new organisation**

If you need to set up a new organisation, the organisation type that you select will determine the information that you are asked to provide - and will also determine whether you are entitled to hold a Unipass Certificate.

The following information needs to be provided in order to set up a new organisation:

- Financial Regulatory Conduct Authority, if applicable
- Head Office location
- Organisation type
- Organisation details
- Accepted terms and conditions

Each of these stages will be explored in more detail.

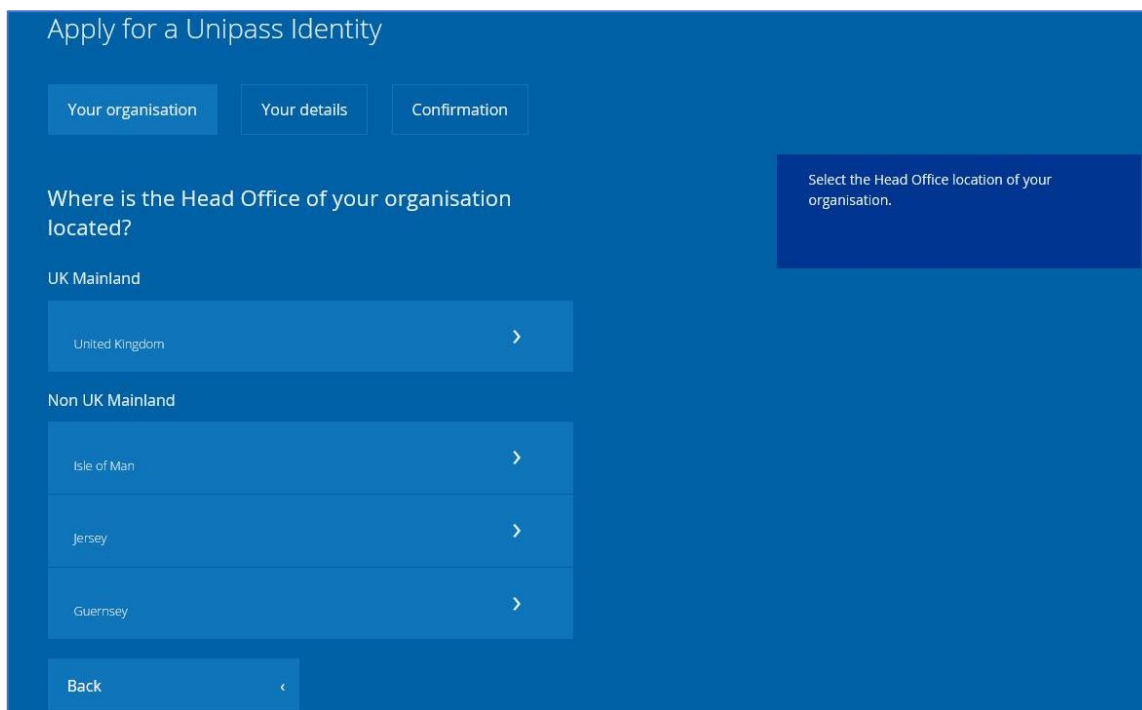
- **Enter your Financial Conduct Authority**

Select your Financial Regulatory Conduct Authority. If your organisation is not regulated, please select "My organisation is not regulated by a Financial Conduct Authority"

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- Enter the Head Office of your organisation

Select the Head Office location of your organisation - UK mainland or Non-UK mainland.



Apply for a Unipass Identity

Your organisation | Your details | Confirmation

Where is the Head Office of your organisation located?

UK Mainland

United Kingdom >

Non UK Mainland

Isle of Man >

Jersey >

Guernsey >

Back <

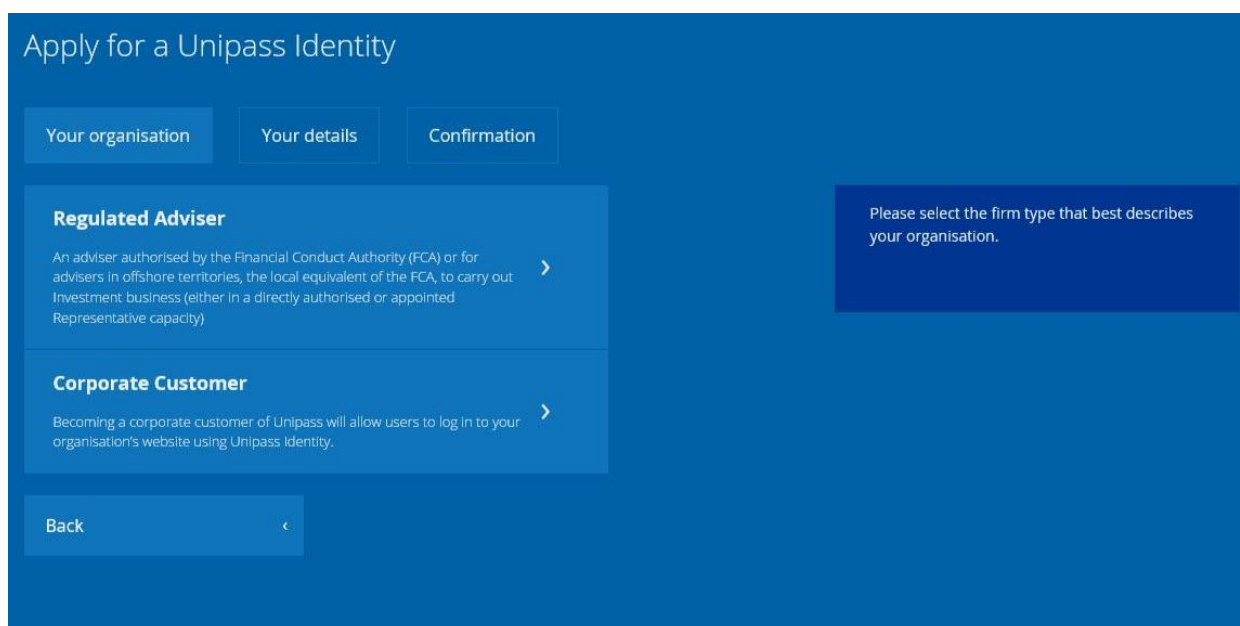
Select the Head Office location of your organisation.

- Select organisation type

You will be asked to select the organisation type that best describes the organisation that you work for.

The available organisation types are:

- Regulated Adviser
- Corporate Customer



Apply for a Unipass Identity

Your organisation | Your details | Confirmation

Regulated Adviser

An adviser authorised by the Financial Conduct Authority (FCA) or for advisers in offshore territories, the local equivalent of the FCA, to carry out Investment business (either in a directly authorised or appointed Representative capacity) >

Corporate Customer

Becoming a corporate customer of Unipass will allow users to log in to your organisation's website using Unipass Identity. >

Back <

Please select the firm type that best describes your organisation.

- Search the FCA register

Search the Financial Services (FS) Register provided by the Financial Conduct Authority (FCA). Your firm needs to be authorised on the FCA

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Note: If your organisation is not listed, it is possible that the weekly data extract - published on a Friday afternoon and updated in Unipass over the weekend - may not hold the latest information for your firm.

Please try again in a few days once the Financial Conduct Authority will have supplied their next data extract.

The screenshot shows the first step of the application process. At the top, there are three tabs: 'Your organisation' (selected), 'Your details', and 'Confirmation'. Below the tabs, there are two search options: 'Search FS Register by regulatory reference number' and 'Search FS Register by organisation name'. Each option has a corresponding text input field. At the bottom, there are two buttons: 'Back' and 'Search FS Register'. To the right of the search fields, there is a blue information box with white text explaining that the search is based on the Financial Services (FS) Register provided by the Financial Conduct Authority (FCA) and that the results are used to look up details from the Financial Services Register.

Your firm details will appear as they do in the register extract provided by the FCA and cannot be changed.

We will use this information, amongst other information, to vet and approve your application.

The screenshot shows the second step of the application process. At the top, there are three tabs: 'Your organisation' (selected), 'Your details', and 'Confirmation'. Below the tabs, there are seven text input fields for entering organisation details. At the bottom, there are two buttons: 'Back' and 'Next'. To the right of the input fields, there is a blue information box with white text explaining that the details are pulled from the Financial Services Register and cannot be changed, and that this information will be used to authenticate the application.

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- Accept terms and conditions

The terms and conditions relevant to the selected organisation type will be displayed when the organisation type is selected. You will need to accept the terms and conditions before the application process can continue.

The example below shows the T&C's displayed when the 'Regulated Adviser' organisation type is selected.

Apply for a Unipass Identity

Your organisation | Your details | Confirmation

Origo terms and conditions acceptance

END USER ORGANISATION TERMS AND CONDITIONS FOR USE OF INDIVIDUAL CERTIFICATES AND SECUREMAIL
You agree that when Acceptance occurs, that a contract will be created between you and us on the terms set out below (the "Agreement"). References to "we", "our" and "us" are references to Origo Secure Internet Services Limited. References to "you" and "your" are references to the Organisation on behalf of whom Acceptance occurs and in respect of which Individual(s) within the Organisation are applying for Individual Certificate(s) and/or for use of Securemail.

1 TERM
1.1 This Agreement shall commence on the date on which Acceptance occurs (the "Effective Date") and shall continue unless and until terminated in accordance with Clause 7 or otherwise in accordance with law or equity.

2 OUR OBLIGATIONS
2.1 The Unipass Service is operated by us on behalf of the Unipass

Back | I accept

- Enter Organisational references

The next step, in the setup of your regulated adviser organisation, is to nominate two different Product Providers from whom we can request a reference.

Please supply the agency agreement number that is relevant to the relationship that you have with each of the nominated referees in the boxes below.

Your Unipass Identity application cannot be progressed until a referee confirms their relationship with you and your organisation.

Apply for Unipass Identity

Your organisation | Your details | Confirmation

Organisational references

Please select a referee

Agency number *

Please select a referee

Agency number *

Back | Next

Organisation references

In order to complete the setup of your regulated adviser organisation, please nominate two different Product Providers from whom we can request a reference.

Please supply the agency agreement number that is relevant to the relationship that you have with each of the nominated referees in the boxes below.

Your Unipass Identity application cannot be progressed until each referee confirms their relationship with you and your organisation.

Applying for a Unipass Identity – A Step by Step Guide

- Accept rules of use

Links to Origo's Privacy Notice and the Unipass Rules of Use are provided before any personal information is requested.

Apply for Unipass Identity

Your organisation | Your details | Confirmation

Personal Data & Rules of Use

Please read before continuing with your application.

Use of Personal data

We want to make it easier for you to understand how the Unipass service works and how we will use the information that you provide in this application.

Use of the Unipass service is subject to the End User Organisation Terms and Conditions that has already been accepted by your organisation's Unipass Controller - the individual details provided during the remainder of the application process will be used to set up a Unipass Identity within the Unipass Service under the specified end user organisation.

Full details of how and why we collect personal information is set out in the following [Privacy Notice](#).

Unipass Rules of Use

You will also need to indicate that you have read and accept the following terms before your Unipass Identity application can continue.

I accept the [Unipass Rules of Use](#)

Back | I accept

Step 2: Individual details

Once the organisation details have been selected / provided, the next step of the application process is to gather the relevant information relating to the person applying for a Unipass Identity.

Links to Origo's Privacy Notice and the Unipass Rules of Use are provided before any personal information is requested.

- Select role

You will be asked to select the role that best describes the role that you perform.

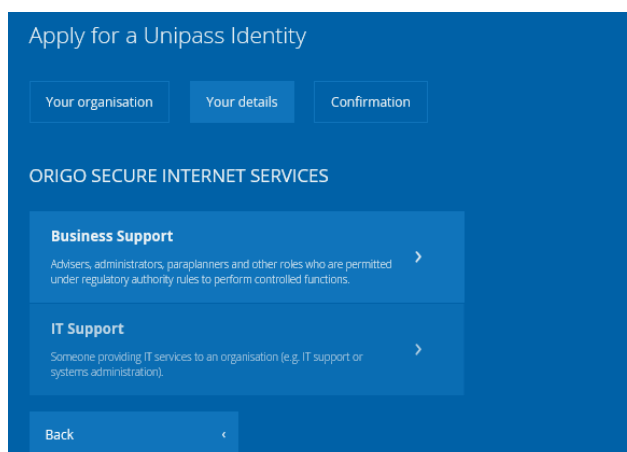
Note: The roles that are available for selection will differ depending on the organisation type selected in Step 1.

The following individual roles are available for selection for each of the different organisation types:

Role	Regulated Adviser	Third Party Service Provider	Corporate Unipass customer
Business Support	✓	✓	✓
IT Support	✓	✓	✓
Product Provider Individual			✓

Applying for a Unipass Identity – A Step by Step Guide

The example below shows the individual roles that are available for selection when the 'Regulated organisation' type is selected in Step 1.

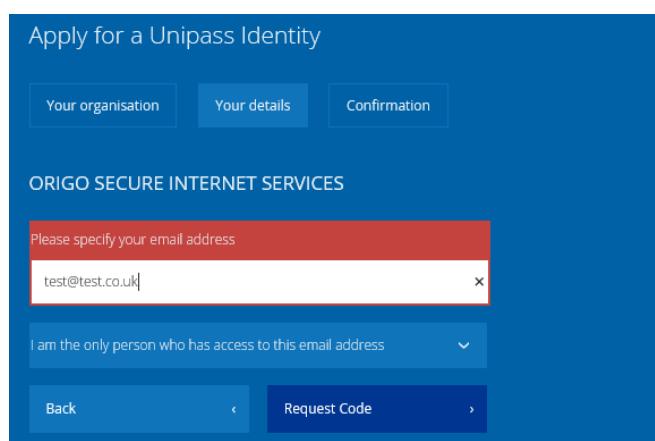


The screenshot shows the 'Apply for a Unipass Identity' interface. At the top, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. Below the tabs, the text 'ORIGO SECURE INTERNET SERVICES' is displayed. Two role options are listed: 'Business Support' (Advisers, administrators, paraplaners and other roles who are permitted under regulatory authority rules to perform controlled functions) and 'IT Support' (Someone providing IT services to an organisation (e.g. IT support or systems administration)). A 'Back' button is visible at the bottom left.

- For Organisations within the Isle of Man, Jersey, and Guernsey domains the individual roles that are available for selection will be Business Support and IT Support.

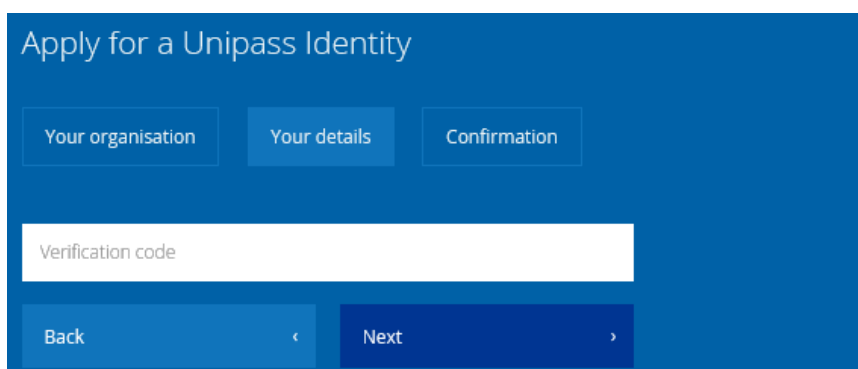
• Verify email address

After selecting your role, you will be required to enter your email address, and to declare who has access to it.



The screenshot shows the 'Apply for a Unipass Identity' interface. At the top, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. Below the tabs, the text 'ORIGO SECURE INTERNET SERVICES' is displayed. A red box highlights the text 'Please specify your email address'. Below this, there is a text input field containing 'test@test.co.uk'. Below the input field, there is a dropdown menu with the text 'I am the only person who has access to this email address'. At the bottom, there are two buttons: 'Back' and 'Request Code'.

You will then be emailed a code to the email address declared as only being used by you. You must enter this code to verify your email address and continue with your application.



The screenshot shows the 'Apply for a Unipass Identity' interface. At the top, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. Below the tabs, there is a text input field labeled 'Verification code'. At the bottom, there are two buttons: 'Back' and 'Next'.

• Enter individual details

The individual details that need to be populated will differ based on the role selected.

Applying for a Unipass Identity – A Step by Step Guide

Below are the individual details required when the 'Business Support' role is selected:

- User & contact details:

The screenshot shows a web form titled "Apply for a Unipass Identity" with three tabs: "Your organisation", "Your details", and "Confirmation". The "Your details" tab is active. The form includes the following fields and buttons:

- First name *
- Last name *
- Username * with a "More info" button
- Passphrase * with a "More info" button
- Confirm passphrase *
- Landline telephone number *
- Branch postcode

At the bottom, there are "Back" and "Next" buttons with left and right arrows respectively. On the right side of the form, there is a dark blue box with the text: "Your Details" and "Please enter some basic details about yourself."

Please note: There are 'More Info' buttons that expand to provide some supplementary information about the required formats of usernames and passphrases. Clicking on the 'More Info' a second time hides the supplementary information.

- Security & mobile phone details:

The screenshot shows a web form titled "Apply for a Unipass Identity" with three tabs: "Your organisation", "Your details", and "Confirmation". The "Your details" tab is active. The form contains several input fields and dropdown menus:

- Two dropdown menus labeled "Please select a secret question" with a downward arrow.
- Two text input fields labeled "Answer to question one *" and "Answer to question two *".
- A text input field labeled "Last 4 characters from a personal card *" with a "More info" button to its right.
- A text input field labeled "Confirm last 4 characters from a personal card *".
- A text input field labeled "Personal card description *" with a "More info" button to its right.
- A text input field labeled "Primary mobile number".
- A dropdown menu labeled "Please select a mobile device type" with a downward arrow.
- A text input field labeled "Alternative mobile number".
- Another dropdown menu labeled "Please select a mobile device type" with a downward arrow.
- At the bottom, there are two buttons: "Back" with a left arrow and "Next" with a right arrow.

On the right side of the form, there is a dark blue box with white text:

Keeping your Unipass Identity safe
In order to protect your Unipass Identity, please complete the following security questions.
Your Unipass Identity is for **individual use only**. It is vital that you do not let anyone else know your security information.

Please note: There is a 'More Info' button that expands to provide some supplementary information about the personal card information. Clicking on the 'More Info' a second time hides the supplementary information.

Step 3: Application confirmation & submission

A summary of the organisation and individual details that have been entered will be displayed for final confirmation prior to the final submission of your application.

If any mistakes have been made, you will be able to make the required changes before you submit your Unipass Identity application.

Apply for a Unipass Identity

Your organisation
Your details
Confirmation

Organisation details

Name	Walsall Food Processing Centre
Address	27th Birmingham Business Park
Postcode	B37 7YF
Phone Number	121 6271888
Referee 1	Liverpool Victoria
Agency Number 1	8827777
Referee 2	the 2nd referee - enter 00000 etc...
Agency Number 2	00000
Regulatory Reference Number	107634

User details

Name	Amanda Jones
Role	Business Support
Username	ajones1234
Landline Number	0121
Primary email	ajones@walsall.com
Primary email declaration	I am the only person who has access...
Branch postcode	B37 7YF
Security question 1	What was the first holiday...
Answer 1	holidays
Security question 2	What was the name of the street...
Answer 2	street
Personal card hint	1234
Primary mobile	07700000000
Primary device	Phone

Application Summary

Please ensure that the details that you have entered are correct before submitting your application.

If you have made a mistake, you can go back and make the necessary corrections

Back <
Submit application >

When applying under an existing organisation, if there is more than one Unipass controller within this organisation, you can select a particular Unipass Controller to approve your application. (Should this Unipass Controller be on an extended period of leave, any Unipass Controller within your organisation will be able to approve the application by clicking on the 'View all applications' button within the Unipass Control Centre).

Applying for a Unipass Identity – A Step by Step Guide

Once your application has been submitted, it will be sent to the selected Unipass Controller(s) for approval. You need to verify your email address and the Unipass Controller will need to approve the application before the process is complete.

Note: Unipass certificates can be collected by logging in to the 'My Account' section of the Unipass website using the Unipass Username / Passphrase (UP) credential that was created during the application process.

Please refer to the 'My Account' User Guide for more information about how to collect a Unipass certificate. This guide also outlines all the other functionality that is available within 'My Account'.

You can begin our online application here - https://www.unipass.co.uk/Pages/Apply/Stage1_OrganisationSearch.aspx.

Document Revision

Name	Position	Origo	Version	Comments	Date
		UIdP Project Team	1.0	Approved version for go live of UIdP service	01/08/2014
		UIdP Project Team	1.1	Updated to include OTP functionality	21/02/2015
		UIdP Project Team	1.2	Added data classification	28/06/2015
		UIdP Project Team	1.3	Updated data classification	May 2016
			1.4	Inclusion of Offshore expansion/changes to application screens	January 2018
		UIdP Project Team	1.5	New screenshots for organisation type	March 2018
		UIdP Project Team	1.6	Update – Unipass passphrase replaced Unipass Password & PIN	May 2018
		UIdP Project Team	1.7	Update – Logon using email facility	November 2018
Kyle Davidson	Customer Success Consultant	Customer Services	1.8	Updated Security Policy	25/10/2020
Craig Lovatt	Customer Services Supervisor	Customer Services	1.9	Updated on screenshots & wording	06/11/2020
Craig Lovatt	Customer Services Supervisor	Customer Services	1.10	2020 Q2 updates to screenshots & wording for logon using a code sent to your email	26/06/2020
Amanda Glancy	Business Analyst	Business Systems	1.11	Updated document formatting	09/07/2020
Amanda Glancy	Business Analyst	Business Systems	1.12	Removed note referencing Securemail	14/01/2021