

# 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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**Information Classification: Public**

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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
  - 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

The screenshot shows the 'Apply for a Unipass Identity' page. At the top, there are three tabs: 'Your organisation' (selected), 'Your details', and 'Confirmation'. Below the tabs, there are two search fields: 'Search Unipass by regulatory reference number' with a text input field containing 'Regulatory Reference Number', and 'Search Unipass by organisation name' with a text input field containing 'Organisation Name'. A 'Search Unipass' button with a right-pointing arrow is located below the search fields. To the right of the search fields, there is a blue box with white text that reads: 'Find your organisation on Unipass. Please enter your Regulatory Reference Number or the first few letters of your organisation's name in the appropriate field below and click on the 'Search Unipass' button.'

- **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.

The screenshot shows the 'Apply for a Unipass Identity' page with search results. The 'Your organisation' tab is selected. Below the tabs, it says '3 companies found'. There are three search results listed, each with a right-pointing arrow: 'Origo Offshore Test Jersey' (1 My Street), 'ORIGO SECURE INTERNET SERVICES' (Moyen House Heriot-Watt Research Park North Edinburgh), and 'Origo PFS' (7 Lochside View Edinburgh Park Edinburgh). Below the results, there is a link that says 'If your organisation is not listed would you like to...'. At the bottom, there are two buttons: 'Search again' with a left-pointing arrow and 'Add Organisation' with a right-pointing arrow. To the right of the search results, there is a blue box with white text that reads: 'Find your organisation on Unipass. The following existing organisations match some of the organisation details that you entered. Please check that your organisation has not already been created.'

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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"

The screenshot shows a web form titled "Apply for a Unipass Identity". At the top, there are three tabs: "Your organisation", "Your details" (which is active), and "Confirmation". Below the tabs, the main heading is "Please select your Financial Regulatory Conduct Authority". There are five selection options, each with a right-pointing arrow:

- The Financial Conduct Authority (FCA)
- Bank of England Prudential Regulation Authority
- Prudential Regulation Authority
- Guernsey Financial Services Commission
- My organisation is not regulated by a Financial Conduct Authority

At the bottom left, there is a "Back" button. On the right side, there is a blue box with white text that reads: "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.

The screenshot shows the 'Apply for a Unipass Identity' form. At the top, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. The 'Your organisation' tab is active. The main heading is 'Where is the Head Office of your organisation located?'. Below this, there are two sections: 'UK Mainland' and 'Non UK Mainland'. Under 'UK Mainland', there is a button for 'United Kingdom'. Under 'Non UK Mainland', there are buttons for 'Isle of Man', 'Jersey', and 'Guernsey'. A 'Back' button is at the bottom left. A dark blue callout box on the right says '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

The screenshot shows the 'Apply for a Unipass Identity' form. At the top, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. The 'Your details' tab is active. The main heading is 'Please select the firm type that best describes your organisation.'. Below this, there are two options: 'Regulated Adviser' and 'Corporate Customer'. Each option has a brief description and a right-pointing arrow. A 'Back' button is at the bottom left. A dark blue callout box on the right says '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 'Apply for a Unipass Identity' interface. 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 'Back' and 'Search FS Register' buttons. A dark blue callout box on the right contains the following text: 'Search the Financial Services (FS) Register provided by the Financial Conduct Authority (FCA). Your answers indicate that your organisation is not already on Unipass, and is regulated by the Financial Conduct Authority. This means we can look up your details from the Financial Services Register - please use the "Search FS Register" button.'

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 'Apply for a Unipass Identity' interface. At the top, there are three tabs: 'Your organisation', 'Your details' (selected), and 'Confirmation'. Below the tabs, there are seven text input fields for entering details. At the bottom, there are 'Back' and 'Next' buttons. A dark blue callout box on the right contains the following text: 'Organisation details. These details have been pulled from the Financial Services Register, and cannot be changed. We will use this information to authenticate your 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.

The screenshot shows a blue-themed web interface for 'Apply for a Unipass Identity'. At the top, there are three tabs: 'Your organisation' (selected), 'Your details', and 'Confirmation'. Below the tabs, the heading 'Origo terms and conditions acceptance' is displayed. The main content area contains the following text: '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'. At the bottom, there are two buttons: 'Back' and '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.

The screenshot shows a blue-themed web interface for 'Apply for Unipass Identity'. At the top, there are three tabs: 'Your organisation', 'Your details' (selected), and 'Confirmation'. Below the tabs, the heading 'Organisational references' is displayed. The main content area contains two identical sections for entering referee information. Each section starts with a dropdown menu labeled 'Please select a referee', followed by a text input field labeled 'Agency number \*'. At the bottom, there are two buttons: 'Back' and 'Next'. On the right side, there is a dark blue box with white text that reads: '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.

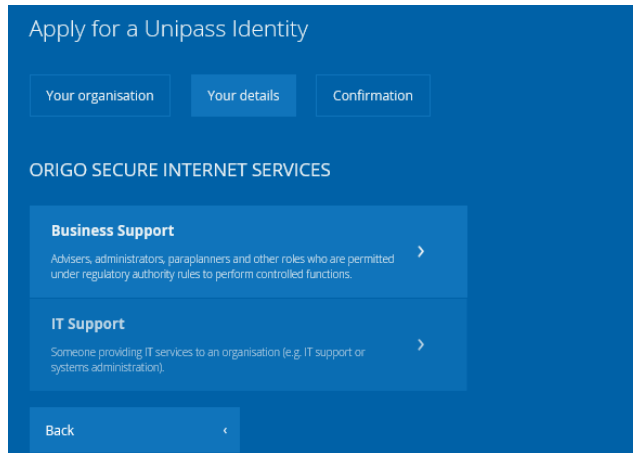
**Note:** The roles that are available for selection will differ depending on the organisation type selected in Step 1.

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			✓

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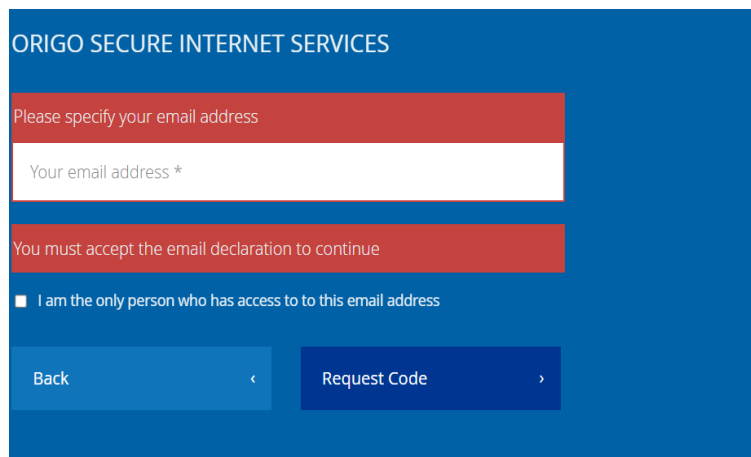
The example below shows the individual roles that are available for selection when the 'Regulated organisation' type is selected in Step 1.



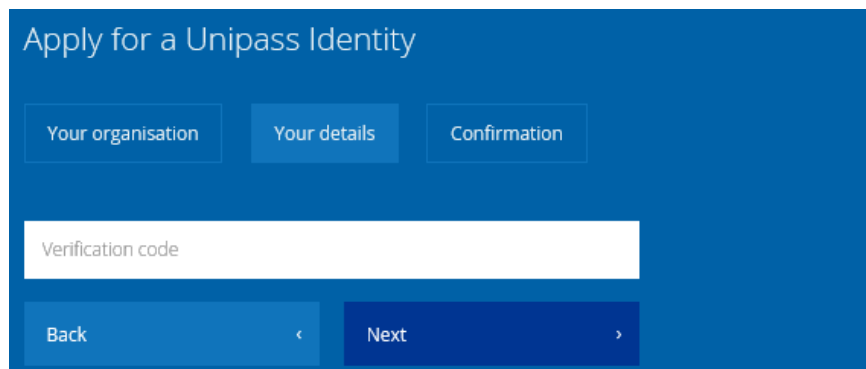
- For Organisations within the Isle of Man, Jersey, and Guernsey domains the individual roles that are available for selection will be Business Support and IT Support.

- **Verify email address**

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

A screenshot of the email verification step in the application process. The header reads 'ORIGO SECURE INTERNET SERVICES'. Below the header, there is a red banner that says 'Please specify your email address'. Underneath this is a white input field with the placeholder text 'Your email address \*'. Below the input field is another red banner that says 'You must accept the email declaration to continue'. Underneath this banner is a checkbox with the text 'I am the only person who has access to this email address'. At the bottom, there are two buttons: 'Back' with a left arrow and 'Request Code' with a right arrow.

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.

A screenshot of the verification code entry step in the application process. The header reads 'Apply for a Unipass Identity'. At the top, there are three tabs: 'Your organisation', 'Your details' (which is active), and 'Confirmation'. Below the tabs, there is a white input field with the placeholder text 'Verification code'. At the bottom, there are two buttons: 'Back' with a left arrow and 'Next' with a right arrow.

- **Enter individual details**

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

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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 elements:

- ORGANO SECURE INTERNET SERVICES (header)
- Your Details (sub-header)
- Please enter some basic details about yourself. (instruction)
- First name \* (text input)
- Last name \* (text input)
- Username \* (text input) with a "More info" button
- Passphrase \* (text input) with a "More info" button
- Confirm passphrase \* (text input)
- Landline telephone number \* (text input)
- Branch postcode (text input)
- Back < (button)
- Next > (button)

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 blue-themed web form titled "ORIGO SECURE INTERNET SERVICES". The form contains the following elements from top to bottom:

- A dropdown menu with the text "Please select a secret question" and a downward arrow.
- A text input field with the placeholder text "Answer to question one \*".
- A second dropdown menu with the text "Please select a secret question" and a downward arrow.
- A text input field with the placeholder text "Answer to question two \*".
- A text input field with the placeholder text "Last 4 characters from a personal card \*", followed by a blue button labeled "More info".
- A text input field with the placeholder text "Confirm last 4 characters from a personal card \*".
- A text input field with the placeholder text "Personal card description \*", followed by a blue button labeled "More info".
- A text input field with the placeholder text "Mobile Number".
- At the bottom, there are two buttons: a light blue "Back" button with a left arrow, and a dark blue "Next" button with a right arrow.

**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.

Organisation details	
Name	test firm
Address	[REDACTED]
Postcode	[REDACTED]
Phone Number	2345678

User details	
Name	test user
Role	Business Support
Username	testuser1234
Landline Number	123456789
Mobile Number	07123456789
Email Address	[REDACTED]
Branch postcode	EH12 9DH
Security question 1	What was the name of the street on...
Answer 1	street
Security question 2	What was the first holiday...
Answer 2	holiday
Personal card hint	four

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).

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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](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
Alasdair Miller	Customer Services Administrator	Customer Services	1.13	Updated screenshots for Q3 release.	22/09/2021