

# Unipass Identity Provider (UIdP) Service: Applying for a Unipass Identity – A Step by Step Guide

v1.6

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

**UIdP Project Team**  
**May 2018**

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## Overview

Anyone wanting to apply for a Unipass Identity will need to use the new unified application form in order to setup a Unipass Username / Passphrase (UP) and that will be assigned to 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
  - Security & mobile phone details

Step 3: Application confirmation

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

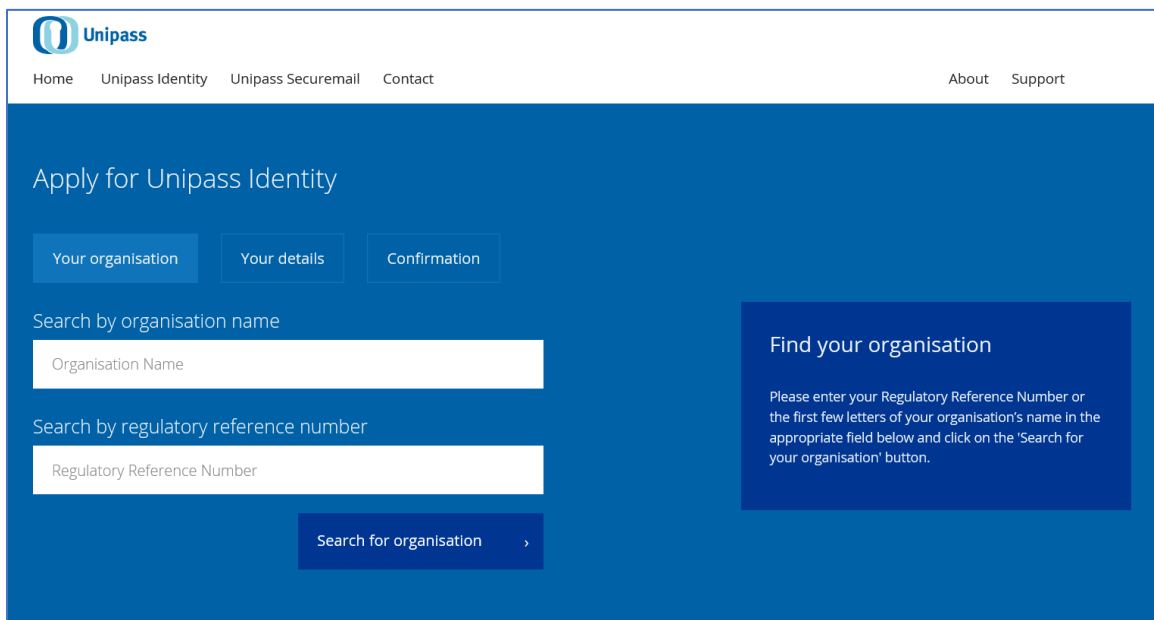
This document will explore each step of the process in more detail.

## 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

### *a) 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 Unipass application interface. At the top, there is a navigation bar with the Unipass logo and links for Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. Below the navigation bar, the main heading is "Apply for Unipass Identity". There are three tabs: "Your organisation" (selected), "Your details", and "Confirmation". Under the "Your organisation" tab, there are two search fields: "Search by organisation name" with a text input field labeled "Organisation Name", and "Search by regulatory reference number" with a text input field labeled "Regulatory Reference Number". A "Search for organisation" button is located below these fields. To the right of the search fields, there is a dark blue box with the text "Find your organisation" and instructions: "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 for your organisation' button."

# Applying for a Unipass Identity – A Step by Step Guide

**Unipass**

Home Unipass Identity Unipass Securemail Contact About Support

## Apply for Unipass Identity

Your organisation Your details Confirmation

Search by organisation name

origo

Search by regulatory reference number

Regulatory Reference Number

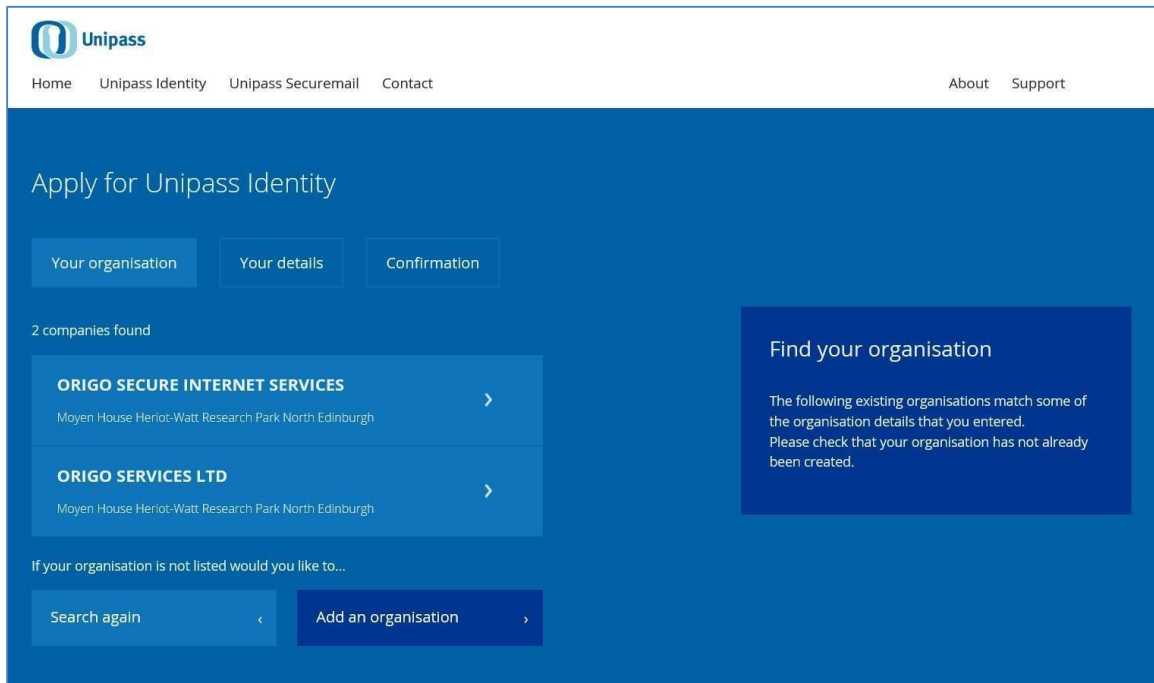
Search for organisation >

**Find your organisation**

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 for your organisation' button.

## ***b) 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.



The screenshot shows the Unipass application interface. At the top, there is a navigation bar with the Unipass logo and links for Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. The main heading is "Apply for Unipass Identity". Below this, there are three tabs: "Your organisation", "Your details", and "Confirmation". The "Your organisation" tab is active. It shows "2 companies found" and a list of two organisations: "ORIGO SECURE INTERNET SERVICES" and "ORIGO SERVICES LTD", both with the address "Moyen House Heriot-Watt Research Park North Edinburgh". To the right of the list is a dark blue box titled "Find your organisation" with the text: "The following existing organisations match some of the organisation details that you entered. Please check that your organisation has not already been created." At the bottom, there is a prompt "If your organisation is not listed would you like to..." and two buttons: "Search again" and "Add an organisation".

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.

Note: If you can't 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.

### ***c) 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:

- Organisation details
- Organisation type
- Accept terms and conditions relevant to the selected organisation type

Each of these stages will be explored in more detail.

- **Enter appropriate organisation details**

Once the T&C's have been accepted, you will be prompted to enter the required organisation information. The information that needs to be populated will differ based on the organisation type selected.

The example below shows the information required when the 'Regulated Adviser' organisation type is selected.

The screenshot shows the Unipass website interface for applying for an identity. The header includes the Unipass logo and navigation links: Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. The main heading is 'Apply for Unipass Identity'. Below this are three tabs: 'Your organisation' (selected), 'Your details', and 'Confirmation'. The 'Your organisation' tab contains several input fields: 'Name of organisation \*', 'Head office postcode \*', 'Address line 1 \*', 'Address line 2', 'Address line 3', 'Address line 4', and 'Main telephone number \*'. At the bottom of the form are 'Back' and 'Next' buttons with arrows. To the right of the form is a blue box titled 'Organisation details' with the text: 'Please tell us some basic details about your organisation. We will use this information to authenticate your application.'



## Applying for a Unipass Identity – A Step by Step Guide

Clicking on one of the listed organisations will submit your application under the existing organisation.

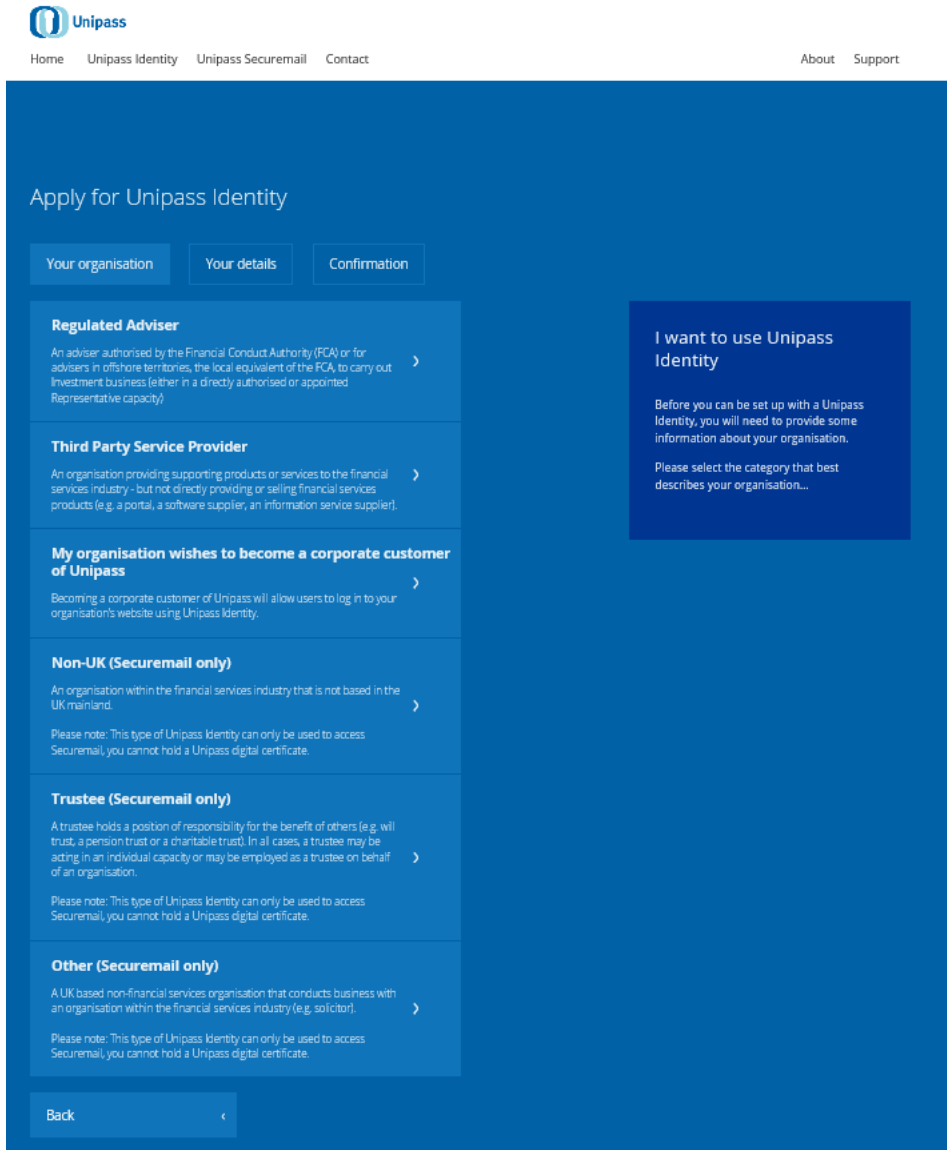
If you are confident that you wish to use the details that you entered, there is a 'Use details provided' button. This will create a new organisation - and will submit your application under the new organisation.

- **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
- Third Party Service Provider
- Corporate Unipass customer



**Note:** Anyone applying under 'Non-UK', 'Trustee' and 'Other' (Securemail) organisation types are no longer allowed to have a Unipass identity and will only be able to use the Securemail Zero Download browser based process. Please refer to the Zero Download User Guide for further information.

- **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 the Unipass website interface. At the top left is the Unipass logo. To its right are navigation links: Home, Unipass Identity, Unipass Securemail, and Contact. The main content area has a blue background with the heading "Apply for Unipass Identity". Below this heading are three buttons: "Your organisation", "Your details", and "Confirmation". The "Your organisation" button is highlighted. Below the buttons is the section "Origo terms and conditions acceptance". The text in this section reads: "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." Below this text are the following sections: "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", and "2.1 The Unipass Service is operated by us on behalf of the Unipass". At the bottom of the page are two buttons: "Reject" and "I accept". The "I accept" button is highlighted.

The screenshot shows the Unipass website interface for applying for an identity. The header includes the Unipass logo and navigation links: Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. The main heading is 'Apply for Unipass Identity', with three tabs: 'Your organisation', 'Your details', and 'Confirmation'. The 'Organisational references' section contains two identical rows. Each row starts with a dropdown menu labeled 'Please select a referee', followed by a text input field labeled 'Agency number \*'. At the bottom of the form are 'Back' and 'Next' buttons. A dark blue callout box on the right contains the following text: '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.'

**Please Note:** Organisational references are only required for regulated adviser organisations. From the drop down box please select and nominate two different Product Providers who can supply a reference, this is a requirement of the vetting process and the application cannot proceed until satisfactory references have been received.

## 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.

- **Accept Rules of Use**

The screenshot shows a web page titled "Apply for Unipass Identity". At the top, there is a navigation menu with links for "Home", "Unipass Identity", "Unipass Securemail", "Contact", "About", and "Support". Below the navigation, there are three tabs: "Your organisation", "Your details" (which is selected), and "Confirmation". The main content area is titled "Use of Personal data" and contains the following text:

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](#)

At the bottom of the page, there are two buttons: "Back" with a left arrow and "I accept" with a right arrow.

On the right side of the page, there is a dark blue box titled "Personal Data & Rules of Use" with the text: "Please read before continuing with your application."

- **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	3 <sup>rd</sup> Party Service Provider	Corporate Unipass customer
Approved Person	✓		
Business Support	✓	✓	✓
IT Support	✓	✓	✓
Product Provider Individual			✓

The example overleaf shows the individual roles that are available for selection when the 'Regulated Adviser' organisation type is selected.

The screenshot shows the Unipass application interface. At the top, there is a navigation bar with the Unipass logo and links for Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. The main heading is 'Apply for Unipass Identity'. Below this, there are three tabs: 'Your organisation', 'Your details' (which is selected), and 'Confirmation'. The 'Origo Search' section displays three role categories: 'Approved Person', 'Business Support', and 'IT Support', each with a brief description and a right-pointing arrow. A 'Back' button is located at the bottom left. On the right side, a dark blue box titled 'What is your role?' contains the text: 'You now need to provide some information about yourself. Please select the category that best describes the role that you perform...'

- **Note:** This step is not applicable for individuals applying under 'Non-UK', 'Trustee' and 'Other' (Securemail Only) organisation types. Anyone applying under 'Non-UK', 'Trustee' and 'Other' organisation types are not allowed to have a Unipass identity and will only be able to use the Securemail Zero Download browser based process. Please refer to the Zero Download User Guide for further information.
- 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.



- **Enter individual details**

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

The example overleaf shows the individual details that are required when the 'Approved Person' role type is selected.

User & contact details:

The screenshot shows the 'Apply for Unipass Identity' page for ORIGO SERVICES LTD. The page has a blue background and a white navigation bar at the top with the Unipass logo and links for Home, Unipass Identity, Unipass Securemail, and Contact. Below the navigation bar, there are three buttons: 'Your organisation', 'Your details' (which is highlighted), and 'Confirmation'. The main content area contains a form with the following fields: 'First name \*', 'Last name \*', 'Username \*' (with a 'More info' button), 'Passphrase \*' (with a 'More info' button), 'Confirm passphrase \*', 'Landline telephone number \*', 'Primary email address \*', and 'Branch postcode'. At the bottom of the form, there are two buttons: 'Back' with a left arrow and 'Next' with a right arrow.

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 the 'Apply for Unipass Identity' form. At the top, there is a navigation bar with 'Home', 'Unipass Identity', 'Unipass Securemail', and 'Contact' on the left, and 'About' and 'Support' on the right. Below the navigation bar, the title 'Apply for Unipass Identity' is displayed. There are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. The 'Your details' tab is active. The form is titled 'Origo Search' and contains several fields: 'Security question one \*' with a dropdown menu, 'Answer to question one \*' with a text input field, 'Security question two \*' with a dropdown menu, 'Answer to question two \*' with a text input field, 'Last 4 characters from a personal card \*' with a text input field and a 'More info' button, 'Confirm last 4 characters from a personal card \*' with a text input field, 'Personal card description \*' with a text input field, 'Primary mobile number' with a text input field, 'Primary mobile device type' with a dropdown menu, 'Alternative mobile number' with a text input field, and 'Alternative mobile device type' with a dropdown menu. At the bottom, there are 'Back' and 'Next' buttons. On the right side of the form, there is a blue box titled 'Keeping your Unipass Identity safe' with the following text: '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 / updates before you submit your Unipass Identity 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).

Once your application has been submitted, it will be sent to the selected Unipass Controller(s) for approval / authorisation. The Unipass Controller will need to approve / authorise the application before the application process is complete and a Unipass certificate is available for collection. (Unipass certificate collection is only applicable for individuals within organisations that are allowed to have Unipass certificates).

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'.

## Document Revision

Revision	Date	Author	Amendments
1.0	01/08/2014	UIdP Project Team	Approved version for go live of UIdP service
1.1	21/02/2015	UIdP Project Team	Updated to include OTP functionality
1.2	28/06/2015	UIdP Project Team	Added Data Classification
1.3	May 2016	UIdP Project Team	Updated the Data Classification disclaimer
1.4	January 2018	UIdP Project Team	Inclusion of Offshore expansion/changes to application screens
1.5	March 2018	UIdP Project Team	New screenshots for Organisation type
1.6	May 2018	UIdP Project Team	Updated - Unipass Passphrase replaces Unipass Password / PIN