

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

v1.9

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

**UIdP Project Team    November  
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## Overview

Anyone wanting to apply for a Unipass Identity will need to use the unified application form in order to setup a Unipass Username / Passphrase (UP), Logon Using Email 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
  - 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

The screenshot shows the Unipass application interface. At the top left is the Unipass logo. Below it are navigation links: Home, Unipass Identity, Unipass Securemail, and Contact. On the top right are links for About and Support. The main heading is "Apply for a Unipass Identity". Below this are three tabs: "Your organisation" (selected), "Your details", and "Confirmation". There are two search input fields: "Search Unipass by regulatory reference number" with a sub-field "Regulatory Reference Number", and "Search Unipass by organisation name" with a sub-field "Organisation Name". A "Search Unipass" button with a right arrow is positioned below the second field. A dark blue callout box on the right contains the text: "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."

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- ***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.

**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.

The screenshot shows the Unipass application interface. At the top left is the Unipass logo. Below it is a navigation menu with links for Home, Unipass Identity, Unipass Securemail, and Contact. On the right side of the navigation menu are links for About and Support. The main heading is "Apply for a Unipass Identity". Below this heading are three tabs: "Your organisation" (which is selected), "Your details", and "Confirmation". Under the "Your organisation" tab, 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
- Origo PFS**  
7 Lochside View Edinburgh Park Edinburgh

Below the search results, it says "If your organisation is not listed would you like to...". There are two buttons: "Search again" with a left-pointing arrow, and "Add Organisation" with a right-pointing arrow. On the right side of the interface, there is a dark 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."

- ***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.

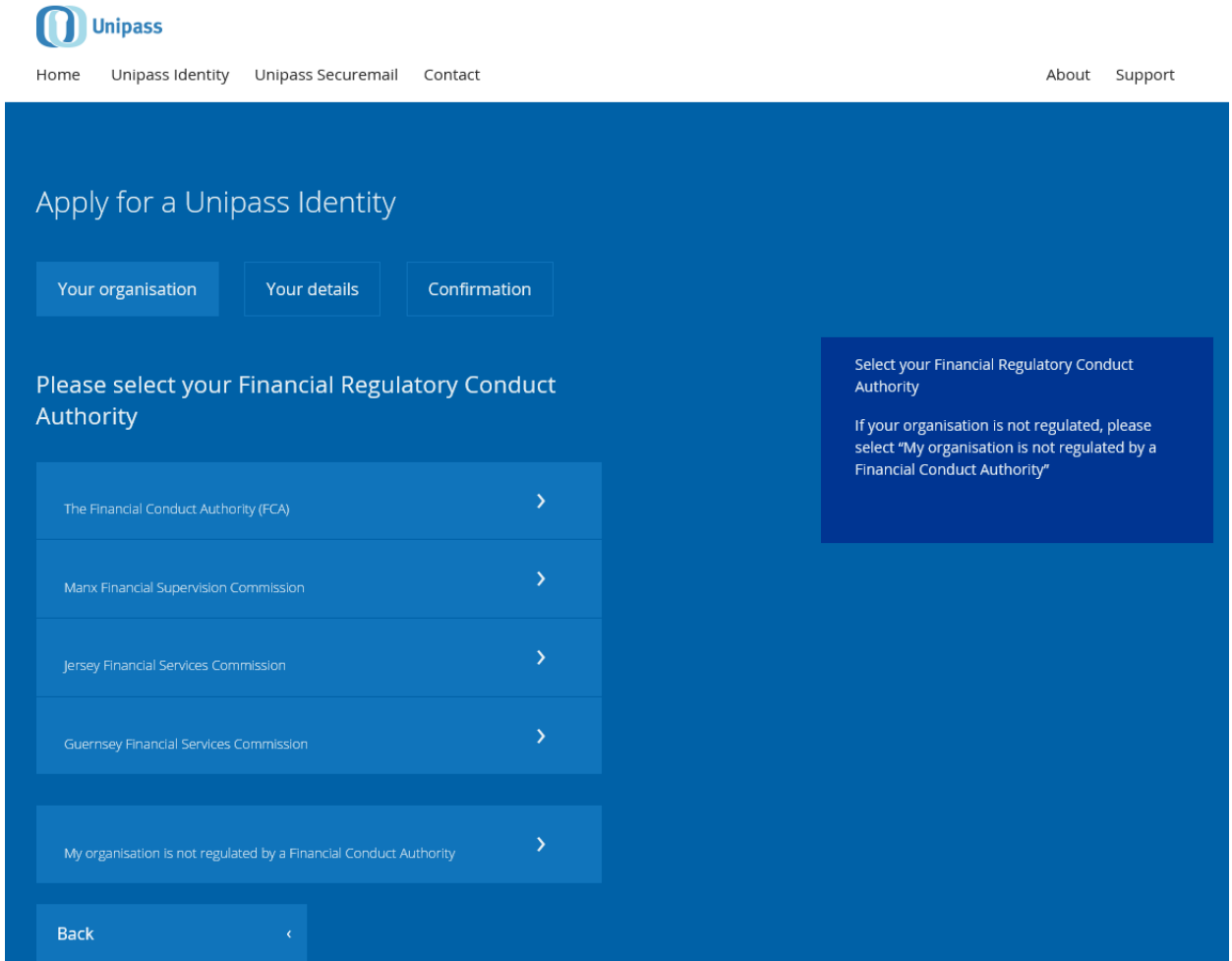
The following information needs to be provided in order to set up a new organisation:

- Your Financial Regulatory Conduct Authority
- Location of your Head Office
- 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 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”





- ***Enter the Head Office of your organisation***

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

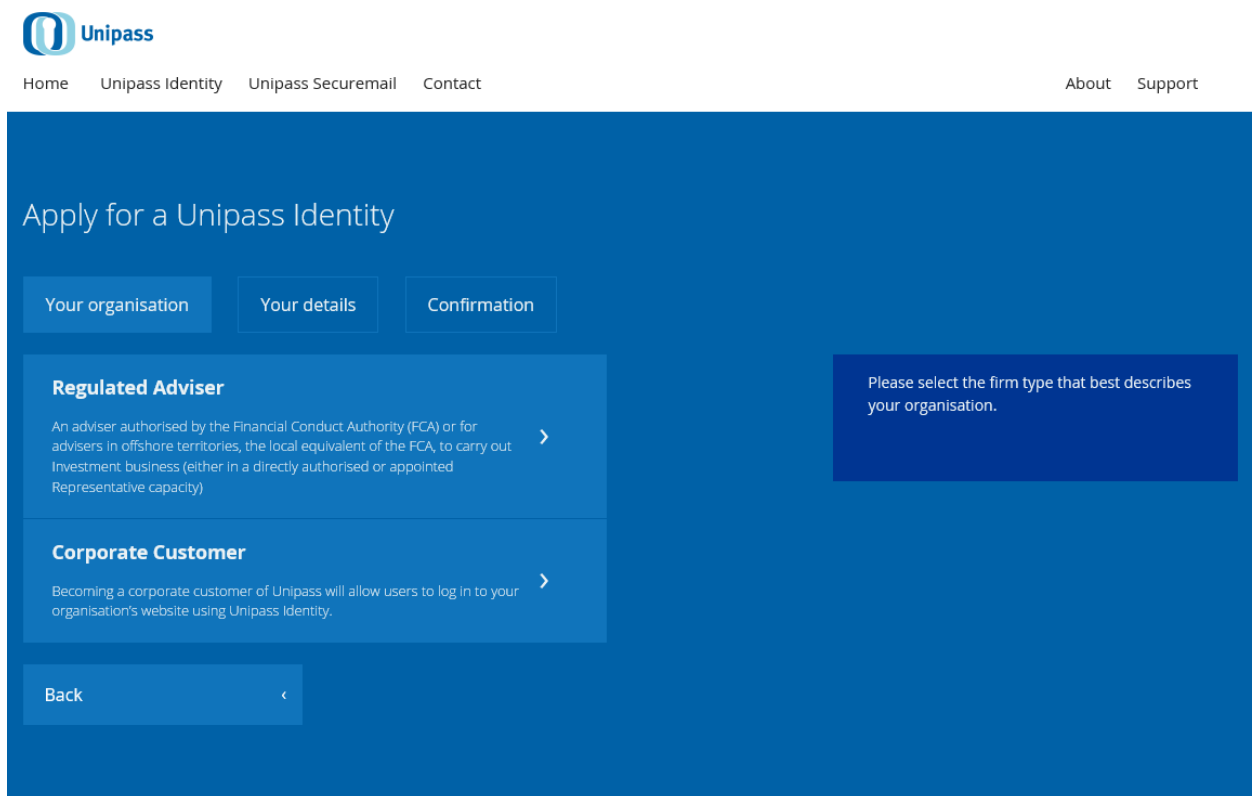
The screenshot shows the Unipass application interface. At the top left is the Unipass logo. The navigation menu includes 'Home', 'Unipass Identity', 'Unipass Securemail', and 'Contact'. On the right side, there are links for 'About' and 'Support'. The main heading is 'Apply for a Unipass Identity'. Below this are three tabs: 'Your organisation' (which is selected), 'Your details', and 'Confirmation'. The question 'Where is the Head Office of your organisation located?' is displayed. 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 located at the bottom left. A dark blue callout box on the right contains the text: '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



- ***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

Note: If your organisation is not listed, it is possible that the weekly data extract may not hold the latest information for your firm.

Try again in a few days when the Financial Services Register may have supplied their next extract.

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Your firm details will be pulled from the Financial Services Register, and cannot be changed.

We will use this information to authenticate your application.

The screenshot shows the Unipass application interface. At the top left is the Unipass logo. The navigation menu includes 'Home', 'Unipass Identity', 'Unipass Securemail', and 'Contact'. On the right side, there are links for 'About' and 'Support'. The main heading is 'Apply for a Unipass Identity'. Below this, there are three tabs: 'Your organisation' (which is selected), 'Your details', and 'Confirmation'. The 'Your organisation' tab contains seven input fields for entering company information. At the bottom of this section are 'Back' and 'Next' buttons with left and right arrows respectively. 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.', and 'We will use this information to authenticate your application.'

- **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 application interface. At the top left is the Unipass logo. A navigation bar contains links for Home, Unipass Identity, Unipass Securemail, Contact, About, and Support. The main heading is 'Apply for a Unipass Identity'. Below this are three buttons: 'Your organisation', 'Your details', and 'Confirmation'. The 'Your details' button is active. The section is titled 'Origo terms and conditions acceptance'. The text 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. 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 are two buttons: 'Back' and 'I accept'.

- **Enter Organisational 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

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. The main content area is titled "Organisational references" and contains two identical forms for entering referee information. Each form has a dropdown menu labeled "Please select a referee" and a text input field labeled "Agency number \*". At the bottom of the form area, there are "Back" and "Next" buttons. To the right of the form area, there is a dark blue box with white text that repeats the instructions: "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.", and "Your Unipass Identity application cannot be progressed until each referee confirms their relationship with you and your organisation."

## • Accept rules of use

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

Home   Unipass Identity   Unipass Securemail   Contact About   Support

### Apply for Unipass Identity

Your organisation   **Your details**   Confirmation

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#### 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.

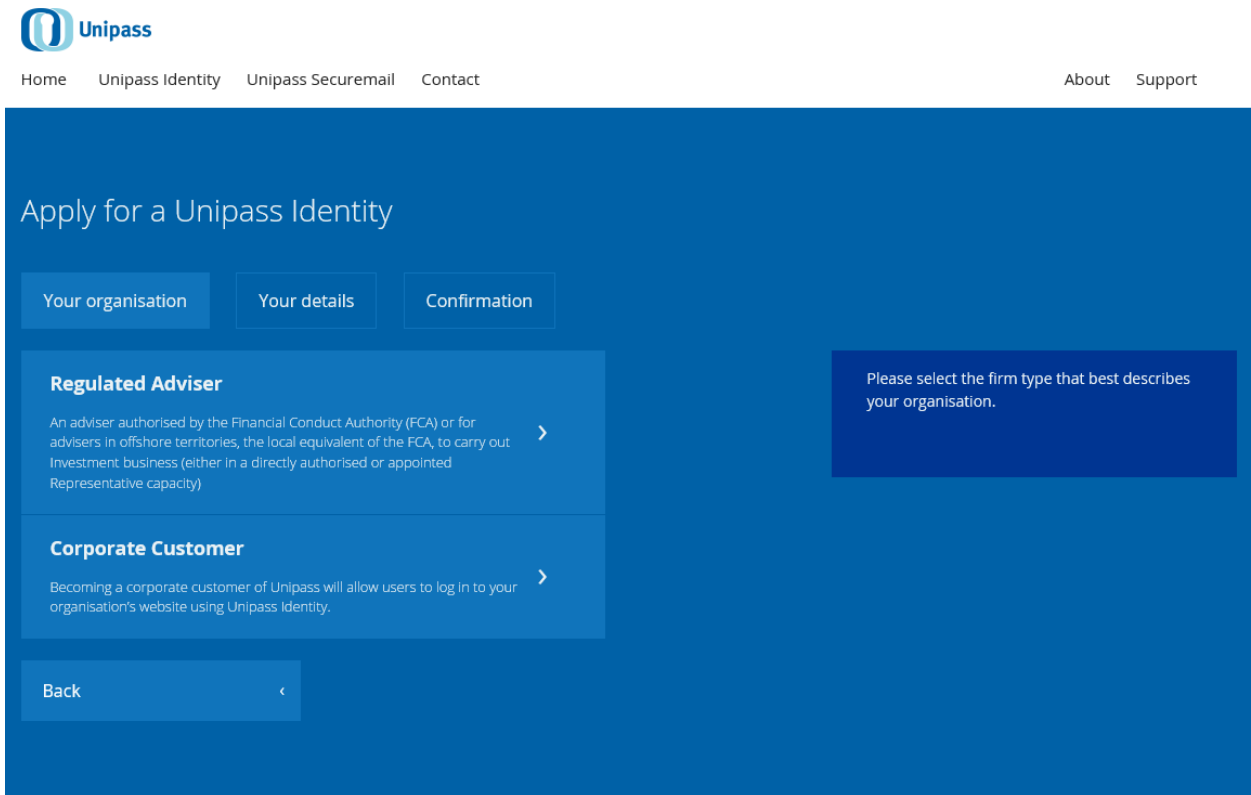
The following individual roles are available for selection for each of the different organisation types:

Role	Regulated Adviser	3 <sup>rd</sup> Party Service Provider	Corporate customer
Business Support	✓	✓	✓
IT Support	✓	✓	✓
Product Provider Individual			✓



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



- 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' form. At the top, there is a navigation bar with the Unipass logo and links for Home, Unipass Identity, Unipass Securemail, and Contact. The main heading is 'Apply for Unipass Identity'. Below this, there are three tabs: 'Your organisation', 'Your details', and 'Confirmation'. The 'Your details' tab is active, showing the form for 'ORIGO SERVICES LTD'. The form fields include: 'First name \*', 'Last name \*', 'Username \*' (with a 'More info' link), 'Passphrase \*' (with a 'More info' link), 'Confirm passphrase \*', 'Landline telephone number \*', 'Branch postcode', 'Primary email address \*', and 'Primary Email declaration \*' (with a dropdown arrow). At the bottom, there are 'Back' and 'Next' buttons with left and right arrows respectively.

**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. The main heading is 'Apply for Unipass Identity'. Below this are three tabs: 'Your organisation', 'Your details' (which is active), and 'Confirmation'. The form is titled 'Origo Search' and contains several fields: 'Security question one \*' with a dropdown menu and an answer field; 'Security question two \*' with a dropdown menu and an answer field; 'Last 4 characters from a personal card \*' with a text field and a 'More info' button; 'Confirm last 4 characters from a personal card \*' with a text field; 'Personal card description \*' with a text field; 'Primary mobile number' with a text field; 'Primary mobile device type' with a dropdown menu; 'Alternative mobile number' with a text field; and 'Alternative mobile device type' with a dropdown menu. At the bottom are 'Back' and 'Next' buttons. A blue box on the right side of the form contains the 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 / updates before you submit your Unipass Identity application.

**Apply for Unipass Identity**

Your organisation | Your details | **Confirmation**

**Organisation details**

Name	Origo Search2
Address	My Street
Postcode	EH12 3GF
Phone Number	0123253655
Referee 1	Aviva
Agency Number 1	0000000
Referee 2	(no 2nd referee - enter 000000 as...
Agency Number 2	000000

**User details**

Name	Test Test
Role	Business Support
Username	TestTest
Landline Number	00000000000
Primary email	testaccount@unipass.co.uk
Primary email declaration	I am the only person who has access...
Branch postcode	EH12 3GF
Security question 1	What was the name of the street on...
Answer 1	Street
Security question 2	What was the name of your first ...
Answer 2	Toy
Personal card hint	card
Primary mobile	07000000000
Primary device	iPhone

**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).

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) / Logon using email 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'.

## Version Control

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 the Data Classification disclaimer	May 2016
		UIdP Project Team	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	Updated - Unipass Passphrase replaces Unipass Password / PIN	May 2018
		UIdp Project Team	1.7	Updated – Logon using email facility	November 2018
Kyle Davidson	Customer Success Consultant	Customer Services	1.8	Updated Security Policy	25/10/2019
Craig Lovatt	Customer services Supervisor	Customer Services	1.9	Updated screenshots, wording	06/11/2019