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:
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:

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
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.

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.

You must agree to our Terms and Conditions and Privacy Policy, you can select the link to read these documents.

To complete the process select the Register button.

An email will be sent to the registered email address which will allow you to activate the account.

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

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:
Select **Login**

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.

Select **Options**
Select **Account Settings**

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.

Select Claim Offline Identity
Select Yes
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.
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**
The following screen will be displayed:

Select **Return to Personal Landing Page**

The **Home Page** will be displayed

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 Page**

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