

# How to use this service

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For recent changes to this guidance, please see the [bottom of the page](#) .

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## Benefits to Working Online

Our online service:

- is straightforward and more efficient
- allows you to access your most up-to-date land information
- reduces the risk of you making application errors and incurring penalties

We will continue to deliver improvements to our online services.

In 2021, over 93% Single Application Forms were submitted online through Rural Payments and Services. If you are going online for the first time, but are unsure how to get started or have a limited access to the internet, we can help and discuss what further support is available.

- we have public-use computers available at all area offices that can be used by you free-of-charge to log-in to Rural Payments and Services to complete applications, update your personal details, manage a business or view map information. Customers can book an appointment either online using the link below or by phoning their local Area Office.
- our appointment-booking service allows you to schedule an appointment with a member of our team. This time can be used to help you learn about Rural Payments and Services or talk about any other issue relating to your business or applications.

Over 7,000 customers have already made use of this service since 2015

[Contact your local area office for support with your application](#)

## Help to get online

If you want to apply for rural funding from the Rural Payments and Inspections Division (RPID) and/or keep livestock, you will need to register your details with us. By registering your business online, you'll be able to manage your details and communication with us more easily.

Once your account is activated, you will be able to log in and:

- register a new business
- re-register an existing business
- update your business details

If you want someone else to manage your account for you (for example, your farm manager or a relative) it's easy to set this up. Simply give them permission online and they can create an account and link to your business.

It's important to remember that anybody who registers with us is known on our system as a business, regardless of their size or their activities. So, for example, even if you are a crofter or just own a micro-pig, you will still be referred to as a business.



[Rural Payments & Services - Guide to using online services \(MS Word, Size: 41.4 kB\)](#)

doc\_external\_url: <https://www.ruralpaymentsandservices.org/media/resources/Rural-Payments---Services---A-guide-to-using-online-services.docx> For further information on using our online service and training resources, download this guide.

## [Registering a business online on RP&S and applying or accepting mandates](#)

Tutorial videos are available under the ' [Registering your business videos](#) ' section to help you complete the actions listed below.

- Creating an Online Account
- Claiming Offline Identity
- Accepting and Mandating a Business Representative
- Accepting and Mandating an Advisory Firm
- Assigning and Mandating an Agent

## [How to use RP&S and maintaining your information](#)

Tutorial videos are available under the ' [RP&S Support videos](#) ' section to help you complete the actions listed below.

- Navigation of RP&S
- Resetting your RP&S login details
- Changing your login details and updating personal details
- Maintaining your business details
- Updating Bank Account Details
- Replacing Responsible person

## [Roles and responsibilities](#)

There are a number of terms and roles we use online.

### **Responsible Person**

For each business you register, you will be asked to provide the details of a Responsible Person who will act as the main representative of the business.

The role of the Responsible Person will be to manage the online account and control who can access and maintain the information we hold on your business.

The Responsible Person must be a member of the business being registered.

If you name someone other than yourself to be the Responsible Person, they will need to create their own personal account on the Rural Payments and Services portal first.

As the Responsible Person, you can grant a range of access rights to Business Representatives.

### **Business Representatives**

Business Representatives can include other members of the business or family, employees or neighbours. Their access rights can vary from being able to view your business details to being able to manage an account on your behalf.

The Responsible Person sets and maintains the overall permissions for the business' account. This means they have control over the details they want Business Representatives and Advisory Firms to see.

### **Advisory Firm**

An Advisory Firm acts on behalf of a business by providing a professional service for a fee. Some businesses employ Advisory Firms to act on their behalf. If this is the case, your business' Responsible Person should grant access to one key person in the advisory firm.

### **Accountable Person**

The Accountable Person will act as the main representative of the advisory firm. The role of the Accountable Person will be to manage their firm's online account and control which of their employees (agents) can access and maintain the information for their clients.

The level of access granted to an agent, is determined by the Responsible Person in the Business.

## Other Support Available

You can find out how to learn, develop and improve your computer and internet skills through Connecting Scotland.

[Connecting Scotland - supporting everyone to get online](#)

The Farm Advisory Service also provides support and advice for farmers and crofters.

[The Farm Advisory Service](#)

## Previous versions

[Previous versions of this page](#)