

Step by step guide to take you through your Basic Payment Scheme registration process

If you are going to complete the BPS submission yourself

What will you need in order to use the new online service?

Have the correct IT equipment, a download speed of 1Mbps or more, an email address and a person with IT competency - **See Note 1**

If you are going to complete the BPS submission yourself or use the services of an agent you will need to register and have your identity verified.

Registration

You will be invited to by email or letter to set up an account. First you should go to www.gov.uk/ruralpayments

Before you can start using the new online Rural Payments service you will need to confirm your identity. You can do this by either calling RPA on 03000 200 301 or by following the instructions on the Rural Payments web site at www.gov.uk/ruralpayments. Click "Start now", then on the Rural Payments registration page click the "create an account with GOV.UK Verify" link.

You will not be able to use your existing Government Gateway logon to access the new service.

Confirm your identity via the RPA – call 03000 200 301 and create an account. This should take around 20 minutes. See Note 2

Confirm your identity online via GOV.UK Verify

Register with the Rural Payments Service

Once you have verified your identity you can then logon from www.gov.uk/ruralpayments. **Note 3**
You can check your personal, business and land details, as well as giving permissions to others to act on your behalf.

Note 1: What will you need to use the new online service?

To use the new online service, you will need:

1. Access to a computer with a mouse (preferred) or a tablet with:
 - an up-to-date operating system such as Windows (preferably Windows 7, 8 or 8.1), Apple OSX/iOS, Linux or Android.
 - a modern web-browser such as Microsoft Internet Explorer (IE9 or above), or the latest versions of Google Chrome, Firefox, Opera or Safari.
 - a broadband internet connection with a download speed of 1Mbps or more. If you've got a slower connection, the service won't work as well. There are lots of websites which can tell you what your internet connection speed is such as www.speedtest.net.
 - a screen with a resolution of 1024 by 768 pixels or more.
 - Older versions of operating systems such as Windows XP may still work if you have a modern web browser.
2. An Email account which you can access on the machine that you are registering on.
3. A mobile phone which you have constant access to (for registering and subsequently logging on with GOV.UK Verify)
4. IT competency particularly an ability to check maps and make amendments.
5. A person to regularly check emails and download guidance information if you do not have your own email address or access to a computer. However it is strongly recommended, for security purposes, that you do have your own email address

Note 2 - Confirming your identity by phone with the RPA

Ring the RPA helpline 03000 200 301 to create an account. This is estimated to take approximately 20 minutes. The helpline is currently open Mondays to Friday – 8.30am – 5pm. Closed weekends, public and bank holidays.

You will need your SBI number, bank account details, SPS payment details, and land and entitlement details to hand in order for the RPA to verify that you are who you claim to be.

1. If you already have personal security questions set up with the RPA you will need to:

Provide your SBI & PI numbers

Answer ALL 3 of the security questions associated with your PI (usually memorable place, date and event), plus one other business specific questions based on information RPA holds on you SUCH AS:

- last 4 digits of the bank account that your payment is made into,
- vendor number
- last payment value of your SPS claim
- NI Number

If you already have security questions set up with RPA you MUST use the above route.

2. If you do not already have security questions set up with RPA, you will need to answer 4 business specific questions SUCH AS:

- SBI
- vendor number
- holding number
- last payment amount / date of the last the SPS claim
- sort code and last 4 digits of the bank account it is paid into
- if payment was in £ or Euros

Once you have confirmed your identity, you will be given a customer reference number – **write this down.**

You will then be sent an email with a six digit one time registration code. This will include a link to allow you to complete your registration and sign into the Rural Payments service for the first time.

You must do this **within 12 hours** of the registration code being sent to you.

Note 3 - The last step to Registering onto Rural Payments

Once you have confirmed your identity you can sign in onto the Rural Payments service for the first time. To do this, you will need to have:

- your Customer Reference Number (as given to you by the RPA on telephone registration)
- your email address
- your registration code (6 digit code that has been emailed to you)

Finally you will need to set up a unique password which you will need to access the Rural Payments service in the future. (remember to record this somewhere)

Once you have registered you can then sign in via the www.gov.uk/ruralpayments web site by clicking on “**Start now >**” then selecting one of the **Sign in** options shown, depending on whether you registered directly with the RPA or with the GOV.UK Verify service.

What can I do now?

You will be able to check your personal and business details, view your maps, and give permissions to others. It’s important to note that the service will change regularly and rapidly in both the way it looks, and in functionality, with new features added and continuous improvements to existing features and the layout, in response to feedback from users.

As the service is improved, it will be unavailable from time to time, sometimes at short notice. This will be kept to a minimum so if you can’t use it please try again shortly afterwards.

What information will I need before I start this process???

Information needed	Information gathered
Security Question 1: (as previously “logged” with RPA) Memorable date	
Security Question 2: Memorable event	
Security Question 3: Memorable place	
SBI Number:	
Vendor Number :	
Personal Identifier (PI)	
Holding Number	
Last payment date of SPS claim	
Last payment amount of SPS claim	
Last 4 digits of bank account SPS claim was paid into	
Bank A/C Sort Code	

Was SPS claim payment made in £s or Euros?	
National insurance number	
Rural Payments Help line	03000 200 301
Customer reference number (write here when given by email if going through the RPA Assisted Digital Verification process)	
Password (clearly distinguish between upper and lowercase letter, include number and symbol eg\$)	