

RPW Ar-Lein Online

Taliadau Gwledig Cymru
Rural Payments Wales



Llywodraeth Cymru
Welsh Government

www.cymru.gov.uk

A guide for Customers on how to access the Government Gateway



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Accessing RPW Online accounts through the Government Gateway

Introduction

Rural Payments Wales Online (RPW Online) enables customers and their agents/farming union representatives to manage business accounts using the Internet.

An RPW Online account enables you to:

- complete Applications and Expressions of Interests (EOIs)
- be notified by text or email message for any important updates
- check the status of any live or ongoing claims
- ask and respond to queries from RPW, including uploading documents
- update your business details
- give permission for Farming Union representatives and Agents to complete business on your behalf if you so wish
- add and manage Country Parish Holdings (CPH).

Before using the service you will need to enrol with or log in to Government Gateway, this section of the booklet will help you do this. Using this step by step guide will ensure you enrol successfully first time, verify your details if you are already a Government Gateway user and tells you how to manage your Government Gateway account when you have logged in.

How to access Government Gateway

There are two ways you can access the Government Gateway for RPW Online:

- Log in through the Welsh Government's website, at www.wales.gov.uk/rpwonline

RPW Online login

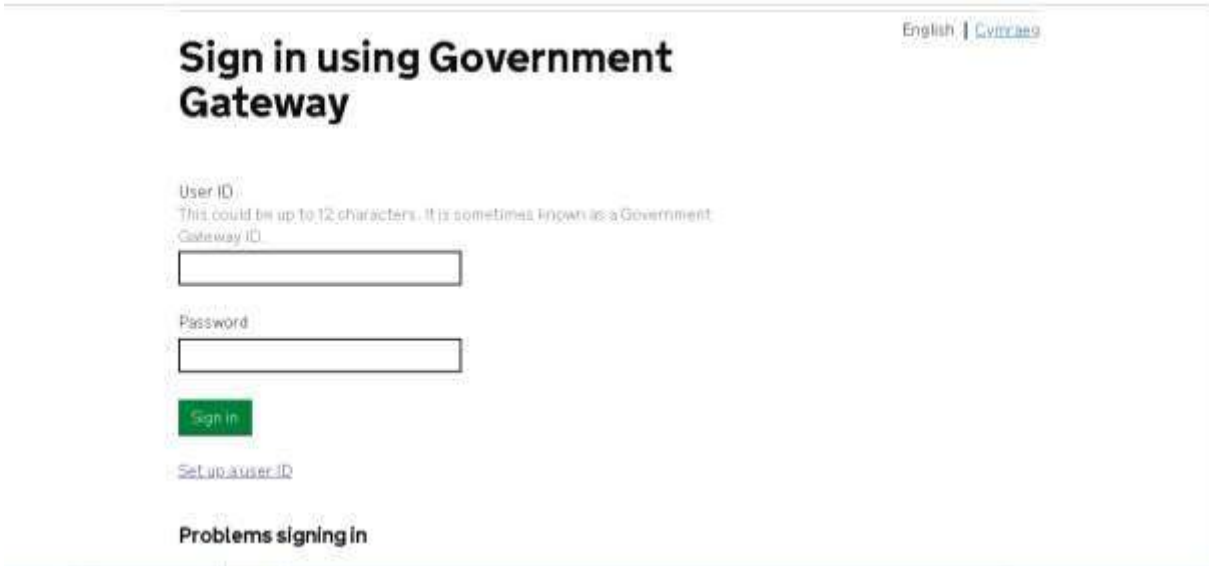
[Access RPW Online](#) (external link)

- Log in via a Saved Browser Link (Once logged into the Welsh Government website, RPW Online page, bookmark the page or add to your favourites, depending on the internet browser used)

Registering for the Government Gateway user ID and password

To register for a Government Gateway user ID and password you can follow these simple steps to set up an account:

1. Click on “Set up a new user ID”.



The screenshot shows the 'Sign in using Government Gateway' page. At the top right, there are links for 'English' and 'Cymraeg'. The main heading is 'Sign in using Government Gateway'. Below this, there is a 'User ID' field with a note: 'This could be up to 12 characters. It is sometimes known as a Government Gateway ID'. Below the User ID field is a 'Password' field. A green 'Sign in' button is positioned below the password field. Below the button is a link for 'Set up a user ID'. At the bottom left, there is a link for 'Problems signing in'.

2. You will then be prompted to enter an email address. It is important to use an email address that is valid and you have access to as a confirmation code will be sent to it in order to complete the registration. It will also be used if you lose your log in details.



The screenshot shows the 'What is your email address?' page. At the top left, there is a 'Back' link. At the top right, there are links for 'English' and 'Cymraeg'. The main heading is 'What is your email address?'. Below this, there is a note: 'We will send you a code to confirm your email address'. Below the note is an email address input field. Below the input field is a checked checkbox with the text 'This email address is correct'. A green 'Continue' button is positioned below the checkbox. At the bottom left, there is a link for 'Get help'.

- An 8 digit Government Gateway code will be generated and emailed to you. This code needs to be entered on the following screen. If you have not received a code you can click on the "I have not got the email" link and a new code will be emailed to you. Please note the previous code will no longer be valid if a new one is generated.

◀ Back English | Cymraeg

Confirm your email address

We have sent a code to

Enter code
For example: CF-DN0LRH

CF-

[▶ I have not got the email](#)

[Confirm](#)

[Get help](#)

- If the code has been entered correctly, your email address will be confirmed.

English | Cymraeg

Email address confirmed

[Continue](#)

[Get help](#)

Cofrestru Pwy'n chi? Termau a Chofrestru

5. You will then be prompted to enter your full name



A screenshot of a web form titled "What is your full name?". At the top left, there is a "Back" link with a left-pointing arrow. At the top right, there are language options: "English" and "Cymraeg". The main heading is "What is your full name?". Below this is a label "Enter name:" followed by a single-line text input field. Underneath the input field is a green "Continue" button. At the bottom left, there is a "Get help" link.

6. The next step is to create a password for your Government Gateway account. The password must be between 8 and 12 characters, have at least one number (0-9), have at least one letter and must not contain special characters.

Create a password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Enter password

Confirm password

Continue

[Get help](#)

7. You will then need to create a recovery word. Please make a note of your chosen word and store it in a safe and secure place for future reference.



8. The word must be between 6 and 12 characters and must not contain any spaces, special characters or numbers.



9. Your Government Gateway registration is now complete. The next screen confirms your user ID, it will also be sent to your confirmed email address. You will need your user ID and the password you set up every time you try to access your RPW Online account.



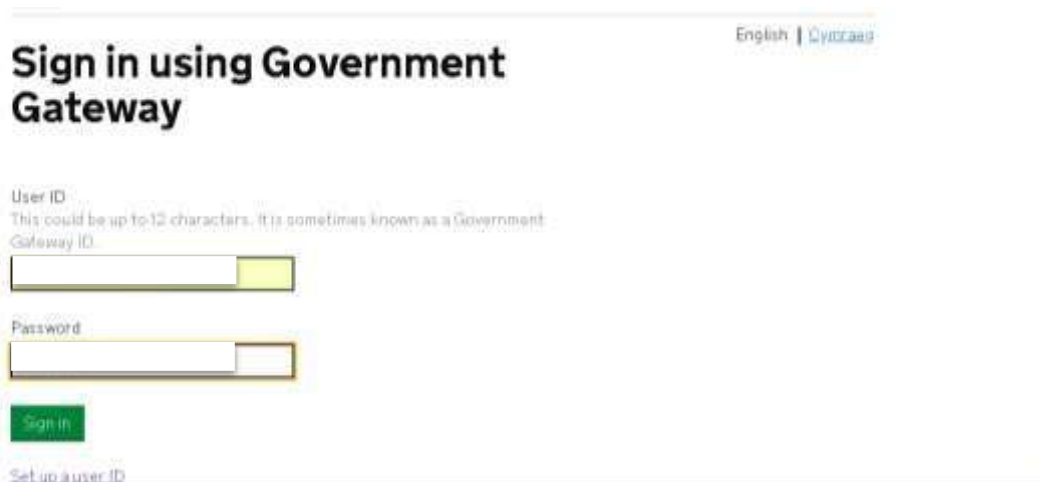
You will then be directed to the [Customer Account Activation](#) or [Customer Registration](#) page.

Existing Government Gateway user logging in

If you are an existing Government Gateway user, you will not need to re-register for an account; your existing user ID and password can be used to access RPW Online. However, the first log in to the new Government Gateway platform will prompt you to verify your name and email is correct. You will also be asked to create a recovery word, which you will require if you lose your log in details.

Follow these simple steps to verify your details:

1. If you know your user ID and password enter them in the sign in screen below, and skip to step 3.



The screenshot shows the 'Sign in using Government Gateway' page. At the top right, there are links for 'English' and 'Cymraeg'. The main heading is 'Sign in using Government Gateway'. Below this, there are two input fields: 'User ID' and 'Password'. The 'User ID' field has a placeholder text: 'This could be up to 12 characters. It is sometimes known as a Government Gateway ID.' Below the input fields is a green 'Sign in' button. At the bottom left, there is a link for 'Set up a user ID'.

2. If you have forgotten your log in details, the links below will help you to retrieve them. Please refer to the [Lost Credentials](#) section of this guide for more information on this.



This screenshot shows the same sign-in page as above, but with additional links at the bottom. Below the 'Sign in' button and 'Set up a user ID' link, there is a section titled 'Problems signing in'. Under this section, there are three links: 'Help with sign on in', 'I have forgotten my password', 'I have forgotten my user ID', and 'I have forgotten my user ID and password'. At the very bottom, there is a 'Get help' link.

- When you have signed in to your Government Gateway you will be prompted to check your details are correct. Please ensure the email address is valid and you have access to it as it will be used to recover log in details should you lose them. If your details are correct, you can click “Yes” and skip to step 7. If they are not correct, click “No”.

English | Cymraeg

Check your Government Gateway details

Name

Email address

Are your details correct?

Yes No

[Continue](#)

- Follow these steps in order to update your incorrect details. The first screen will allow you to update your name

[Back](#) English | Cymraeg

Update your Government Gateway details

Full Name

[Continue](#)

[Get help](#)

- The next screen will allow you to update your email address. It is important to use an email address that is valid and you have access to as a confirmation code will be sent to it in order to complete the verification. It will also be used if you lose your log in details.

◀ Back English | Cymraeg

Change your email address

We will send you a code to confirm your new email address:

Email address:

This email address is correct.

[Continue](#)

[Get help](#)

- Once you have confirmed your email address an 8 digit Government Gateway code will be generated and emailed to you. This code needs to be entered on the following screen. If you have not received a code you can click on the “I have not got the email” link and a new code will be emailed to you. Please note the previous code will no longer be valid if a new one is generated.

◀ Back English | Cymraeg

Confirm your email address

We have sent a code to

Enter code
For example: CF-DNCLFK

CF:

[I have not got the email](#)

[Confirm](#)

[Get help](#)

- The next step is to create a recovery word. Please make a note of your chosen word and store it in a safe and secure place for future reference. If you forget your password you will need to have your recovery word in order to re-set it.



- The recovery word must be between 6 and 12 characters and must not contain any spaces, special characters or numbers.



This completes the verification process. You will only need to verify your details once, the next time you log in you will be directed to your RPW Online homepage. If you need to change any of your details you can do so at any time, please refer to the [Managing your Government Gateway](#) section of this guide for more information on how to do this.

If you have not accessed RPW Online before, you will be directed to a page that will allow you to activate your account or to register as a customer, please refer to [Activating your RPW Online Account](#) or [Customer Registration](#)

Lost Credentials – Government Gateway user ID and password

If you have forgotten your Government Gateway User ID or password, there are ways in which you can recover them.

This could be up to 12 characters. It is sometimes known as a Government Gateway ID.

Password

[Sign in](#)

[Set up a user ID](#)

Problems signing in

[Help with signing in](#)

[I have forgotten my password](#)

[I have forgotten my user ID](#)

[I have forgotten my user ID and password](#)

[Get help](#)

Forgotten password

If you have forgotten your password, click on the “I have forgotten my password” link. In order to re-set it you will need to have your User ID, email address and recovery word. Enter your user ID and email address on the first screen. The email address must be the same as the one that was used to create your user ID.

Reset your password

You need to tell us your user ID and email address so we can try to find a record of you.

User ID

This could be up to 12 characters. It is sometimes known as a Government Gateway ID.

Email address

The email address you used to create your user ID.

[Continue](#)

[I do not know my user ID](#)

[Get help](#)

When you click “Continue” you will be prompted to enter 3 letters from your recovery word.



English | Cymraeg

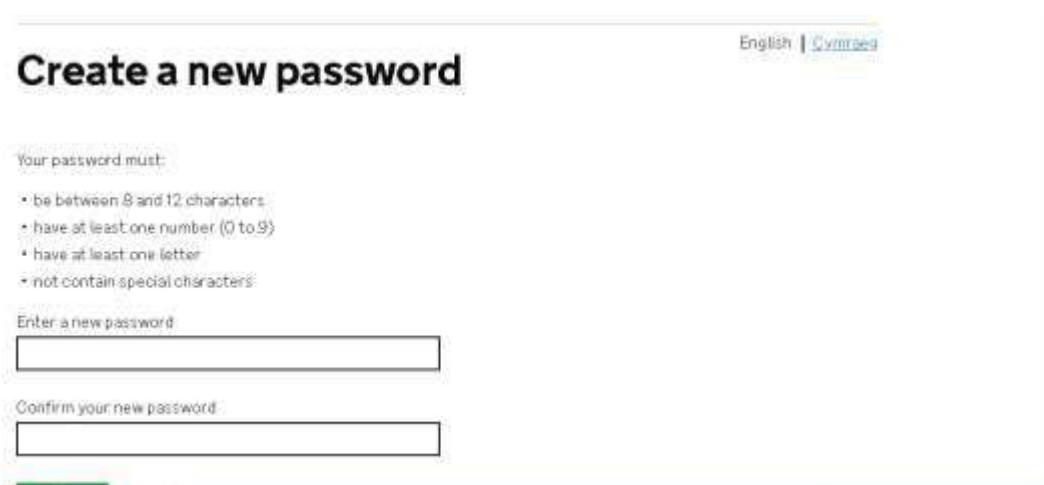
Enter the 2nd, 5th and 7th letters from your recovery word

2nd 5th 7th

[Continue](#)

[I cannot remember my recovery word](#)

You will then be able to create a new password. The password must be between 8 and 12 characters, have at least one number (0-9), have at least one letter and must not contain any special characters.



English | Cymraeg

Create a new password

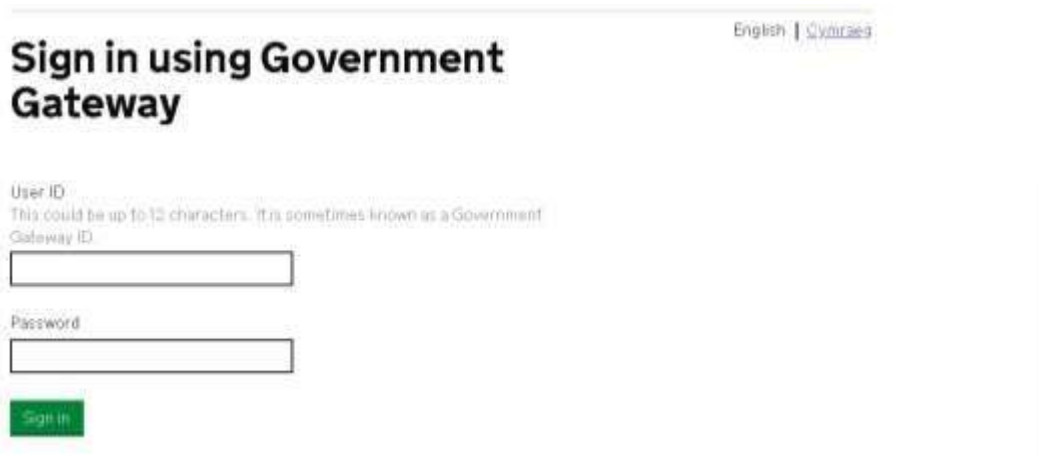
Your password must:

- be between 8 and 12 characters
- have at least one number (0-9)
- have at least one letter
- not contain special characters

Enter a new password

Confirm your new password

Your new password will be saved, and you will be re-directed to the log in page below so you can enter your user ID and new password. An email will also be sent to your email address confirming you have changed your password.



The screenshot shows the 'Sign in using Government Gateway' page. At the top right, there are links for 'English' and 'Cymraeg'. The main heading is 'Sign in using Government Gateway'. Below this, there are two input fields: 'User ID' and 'Password'. The 'User ID' field has a note: 'This could be up to 12 characters. It is sometimes known as a Government Gateway ID'. Below the input fields is a green 'Sign in' button.

Forgotten user ID, password and recovery word

If, however, you have forgotten your user ID, password and recovery word you have two options:

- You can ask an Administrator to remove you as a team member and re-add you so a new user ID and temporary password is generated. Please see the [Group Management](#) section for guidance on how to remove and add team members.
- If you are the only Administrator, you will have to be un-enrolled and then re-enrolled for RPW Online so you can set up a new Government Gateway user ID and password. For further information on this please contact the Customer Contact Centre, contact details can be found in the [Further Guidance and Support](#) section of this guide.

Account Activation or Customer Registration

Activate your account – Customers who already have a CRN

If you are an existing RPW customer but have not accessed RPW Online before, it is easy to activate your account. You will need to have your Customer Reference Number (CRN), correspondence address postcode and Activation code in order to activate. This information will have been sent to you via an Activation code letter when your registration for a CRN was complete. If you are unable to find this and require a new activation code, you can contact the Customer Contact Centre; see [Further Guidance and Support](#) at the end of this guide.

Customer Registration – Customers registering with RPW for the first time

If you would like to register as a RPW customer, you can complete an online Customer Registration form which will provide you with a CRN and instant access to RPW Online.



The screenshot shows the RPW Ar-Lein Online website interface. At the top, there is a green header with the RPW logo and the text 'Ar-Lein Online'. Below the header, there are navigation links for 'Group Management', 'Profile Management', and 'Cymraeg | Log Off'. The main heading is 'Customer Account Activation or Customer Registration'. Below this, there is a light blue box with the text 'Select one of the following options by clicking on the button.' There are two options: 'I already have a Customer Reference Number (CRN) and activation code and would like to activate my account to use RPW Online.' with an 'Activate' button, and 'I would like to register for a Customer Reference Number (CRN) to use RPW Online.' with a 'Register' button. At the bottom of the page, there are links for 'Guidance Documents', 'Contact Us', and 'Copyright Statement'.

More detailed guidance on how to activate your account and how to register as a customer is available online at www.gov.wales/rpwonline.

Managing your Government Gateway account

If you are an existing Government Gateway user, you will retain the role you previously had; either an Administrator or an Assistant. An Assistant is now known as a Standard user.

Administrator

If you have created a new Government Gateway account you will automatically have an Administrator role. An Administrator is able to add, remove and make changes to all team members associated with the Government Gateway account. You can decide whether the team members should have an Administrator or Standard role.

Standard User

A Standard role does not allow the user to add, remove or make changes to team members.

Team Members

The team members are the users who can access the RPW Online account. A team can have multiple Administrators and Standard users. All team members will access the RPW Online account using their own User ID and password.

By adding a team member you are giving them the authority to act on behalf of the business via RPW Online.

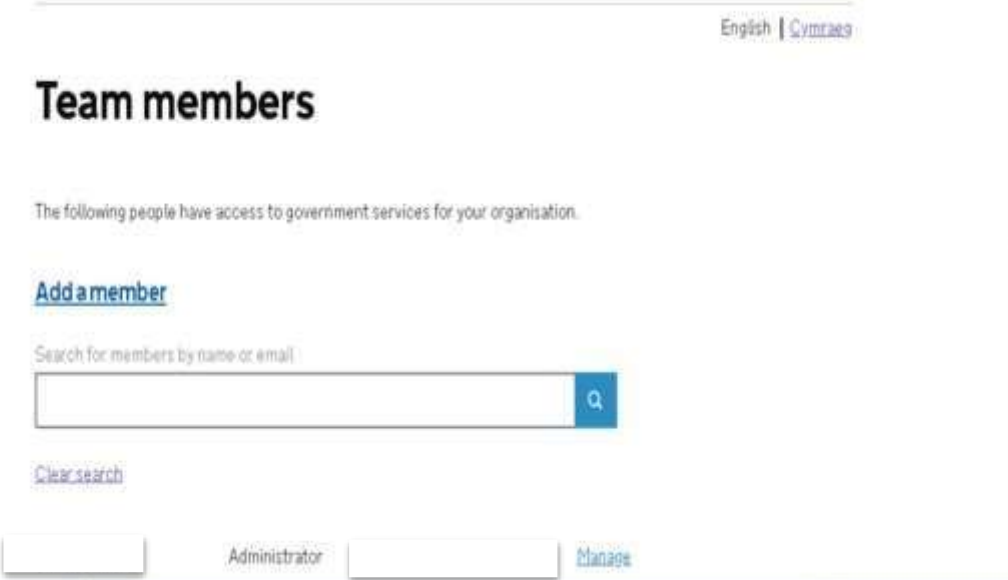
The Government Gateway team members do not need to be the same as the individuals declared on your Customer Details (CDW) form or Customer Registration. You can add an Administrator or Standard user, who is not named as an individual within the business, to your Government Gateway account. This means they will not be contacted by RPW in the event of any business as usual processes but because they have been added to your GG online account, you have authorised them to act on behalf of your business and so they will be able to submit applications, make business details changes etc via your RPW Online account.

It is easy to see what role you have; an Administrator will have a link to [Group Management](#) and Profile Management but a Standard user will only have [Profile Management](#). The links to these are available as soon as you have logged into Government Gateway, even if you have not yet activated or registered for an RPW Online account.

The screenshot displays the RPW Ar-Lein Online web application interface. At the top, there is a green header with the RPW logo and navigation links for 'Group Management' and 'Profile Management'. Below the header is a secondary navigation bar with links for 'Home', 'My Farm', 'My Documents', 'Financial Information', 'Documents', 'Applications and Claims', 'Messages' (with a notification icon), 'Contracts and Social Grants', and 'My CPD'. A red banner below the navigation bar contains the text: 'Important: When completing applications ensure you do not use your browser's back button.' The main content area is divided into two columns. The left column is titled 'Messages between You and RPW' and lists several messages: 'General Data Protection Regulation: Privacy Notice', 'SAF Survey 2018', 'Dogfennau wedi dod i law Taliadau Gwledig Cymru / Documents received by RPW' (with sub-links for 'Single Application Form - Single Application Form 2018 (2016/2018)' and 'Single Application Form - Summary - Single Application Form 2018 (2016/2018)'), and 'Lleoliad Datganiad Taliu / Payment Statement' (with sub-links for 'Payment Statement - E_BPS 2017_A0003996.pdf (07/04/2018)' and 'Payment Statement (dubied) - E_BPS 2017_A0003996.pdf (07/04/2018)'). The right column is titled 'Useful Links' and lists: 'DCMS', 'Farming and scheme information', 'Boers TB', 'Farm animal movements and identification', 'Farming Connect', 'Office Map', and 'Real street support group'.

Group Management

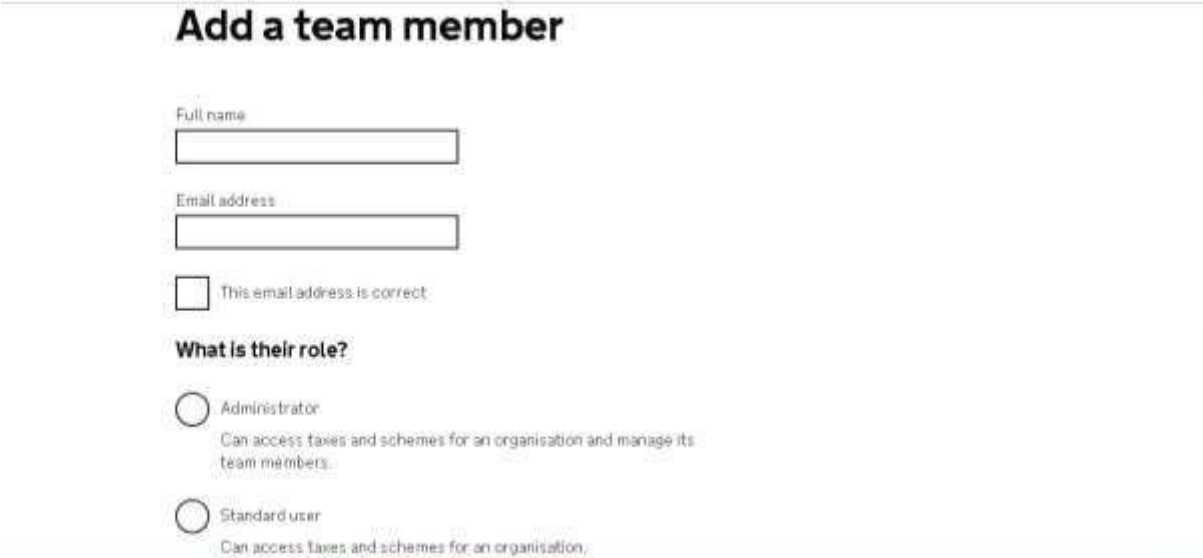
Group Management allows you to add, remove, search and manage your Government Gateway team members. If you click on the “Group Management” link the following screen will appear:



The screenshot shows a web interface for managing team members. At the top right, there are language options: "English | Cymraeg". The main heading is "Team members". Below this, a message states: "The following people have access to government services for your organisation." There is a blue link "Add a member". Below that is a search bar with the placeholder text "Search for members by name or email" and a blue search button with a magnifying glass icon. Underneath the search bar is a "Clear search" link. At the bottom, there are two buttons: "Administrator" and "Manage".

Adding a team member

1. To add a team member click on the “Add a member” link. This screen will allow you to enter their information. Please ensure the email address is valid and the new team member has access to it as they will receive their User ID by email. You will also need to confirm whether they should be an Administrator or Standard user.

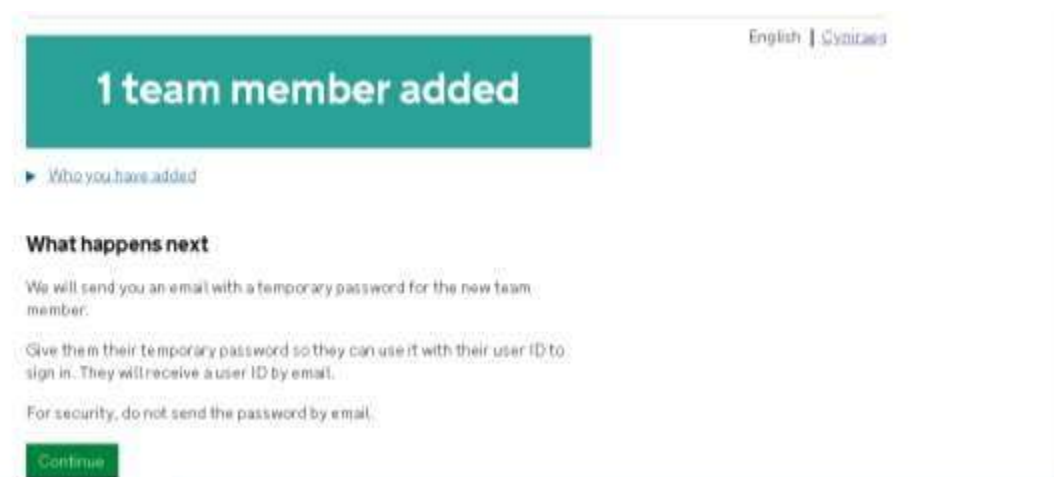


The screenshot shows the "Add a team member" form. The title is "Add a team member". There are two input fields: "Full name" and "Email address". Below the "Email address" field is a checkbox with the text "This email address is correct". Underneath is the section "What is their role?" with two radio button options: "Administrator" (with the description "Can access taxes and schemes for an organisation and manage its team members") and "Standard user" (with the description "Can access taxes and schemes for an organisation").

2. Once you have entered the information you will be prompted to confirm you want to add the new team member. If you want to remove them, change their details or Add another team member before confirming, you can do so by clicking the links below.



3. When you have confirmed the details of the new team member/s a confirmation screen will appear confirming the number of team members added and what will happen next.



The new team member will then be able to log in to RPW Online through the Government Gateway using their User ID and temporary password. When they first log in they will be prompted to set a new password.



Create a new password

Enter current password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Enter new password

Confirm new password

[Continue](#)

All Administrators can add, remove, change or manage group members whenever required through Group Management. Please note there must always be at least one Administrator for a Government Gateway account.

Profile Management

Profile management is available for both Administrator and Standard team members. It will allow you to manage your name, email address, password and recovery word. Click the “Change” link to update the information.

English | Cymraeg

Your Government Gateway details

Changes you make here will not affect other online government services you use.

Full name	<input type="text"/>	Change
Email address	<input type="text"/>	Change
Password	*****	Change
Recovery word	Not set	Add

If you click to change your full name the following screen will appear so it can be updated:

[Back](#) English | Cymraeg

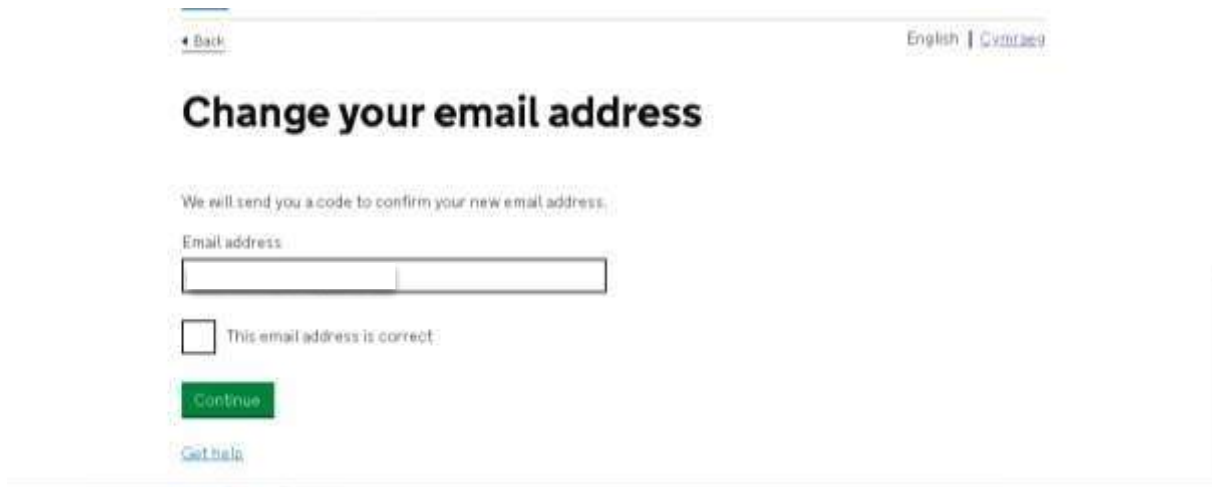
What is your full name?

Enter name

[Continue](#)

[Get help](#)

If you click to change your email address the following screen will appear so it can be updated. It is important to use an email address that is valid and you have access to as a confirmation code will be sent to it in order to update your email address. It will also be used if you lose your log in details.



The screenshot shows a web form titled "Change your email address". At the top left is a "Back" link and at the top right are "English" and "Cymraeg" language options. The main heading is "Change your email address". Below it, a message states: "We will send you a code to confirm your new email address." There is a text input field for "Email address". Below the field is a checkbox with the text "This email address is correct:". A green "Continue" button is positioned below the checkbox, and a "Get help" link is at the bottom left.

Once you have confirmed your email address an 8 digit Government Gateway code will be generated and emailed to you. This code needs to be entered on the following screen. If you have not received a code you can click on the "I have not got the email" link and a new code will be emailed to you. Please note the previous code will no longer be valid if a new one is generated.



The screenshot shows a web form titled "Enter the code". At the top left is a "Back" link and at the top right are "English" and "Cymraeg" language options. The main heading is "Enter the code". Below it, a message states: "We have sent a code to" followed by a text input field. Below that is the text "Enter code" and "For example, CF-DNCLR1K". There is a text input field for the code, with "CF-" to its left. Below the code field is a link that says "I have not got the email". A green "Confirm" button is positioned below the link, and a "Get help" link is at the bottom left.

Your email address will be updated when you have confirmed the code.

If you click to change your password the following screen will appear so it can be updated:



Create a new password

Enter your current password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Enter a new password

Confirm your new password

[Continue](#)

If you click to change or add your recovery word the following screen will appear. If a recovery word has not previously been set it is suggested you add one as it will be required if you forget your password.



[Back](#) English | [Cymraeg](#)

Change your recovery word

Make a note of this word in case you need it in the future.

The word must:

- be between 6 and 12 characters
- not contain spaces or special characters
- not contain numbers

Recovery word

[Continue](#)

[Get help](#)

You can manage your profile whenever required by selecting the “Profile Management” link. You are unable to change your role to an Administrator if you are a Standard user, only an Administrator can change the roles of the team members.

Further Guidance and Support

More detailed guidance can be found on the Welsh Government website www.gov.wales/rpwonline.

Our Customer Contact Centre can be reached on **0300 062 5004**. Their opening hours are:

Monday to Thursday 8:30am until 5pm
Friday 8:30am until 4:30pm.

You can also send them a message via your RPW Online account.

Our Customer Contact Centre can also talk to you about workshops and one to-one support available during the SAF window and at other key times.

For further information on Rural Payments Wales run schemes, please visit www.gov.wales/rpwonline

Computer access or training

The website www.computercourses.wales lists public access computers as well as training courses available across Wales. You can also call on 0845 474 8282. There are also a limited number of computers available at some Welsh Government offices.

Broadband availability

Fast-fibre broadband is being introduced throughout Wales or you can apply for a grant to access high speed broadband through other means. Visit www.gov.wales/broadband for more information or telephone 0300 025 8887.