

# A simple guide...



## ...on how to Register and Enrol for SPS Online

January 2012



[Businesslink.gov.uk/farming](https://businesslink.gov.uk/farming) is the online service providing advice and support to farmers and growers. It replaces Defra's Whole Farm Approach (WFA) service and includes:

- SPS online at [businesslink.gov.uk/sps-claim](https://businesslink.gov.uk/sps-claim)
- CTS online at [businesslink.gov.uk/cts](https://businesslink.gov.uk/cts)
- Farm Surveys and Assessments at [businesslink.gov.uk/farming-online](https://businesslink.gov.uk/farming-online)
- ELS online at [businesslink.gov.uk/els](https://businesslink.gov.uk/els)

For more information read the inside of the back cover.

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SPS Online

Recommended *by farmers and agents*



# Introduction

The RPA Online service allows you to submit your Single Payment Scheme (SPS) application electronically via our own web-based service, SPS Online.

SPS Online:

- Allows you to access and amend your pre-populated SPS data, and submit your application to us electronically.
- Checks your application for common errors so you can correct them before you submit.
- Provides you with an instant on-screen acknowledgement that confirms we have received your application.
- Lets you track your SPS claims for the 2009 scheme year onwards, regardless of whether you submitted your application electronically or on a paper form.
- Lets you view and print all Claim and Entitlements Statements that we have sent to you from the 2009 scheme year onwards.

You can access SPS Online via the 'Log in to RPA Online' button on the Business Link website at [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim). This guidance contains detailed instructions on how to register and/or enrol for the RPA Online service.

## Personal Identification Numbers (PINs)

Before you can register and enrol, you will need a Personal Identification Number (PIN). You can find your PIN in the letter enclosed with this guidance. This relates to a specific Single Business Identifier (SBI) or Personal Identifier (PI) if you are an agent. The PIN can only be used to enrol for the SBI/PI it was issued for. If you would like a PIN for a different SBI/PI you can request it using one of the methods below.

We send a PIN letter to all legally empowered people registered against an SBI. All these letters will have the same PIN number. Only one of you needs to complete the registration and enrolment process before using our online services.

If you have lost or not received your PIN you can request one by:

- Using the link provided on the Registration and Enrolment screens of RPA Online.
- Visiting [rpa.defra.gov.uk/spsonline](http://rpa.defra.gov.uk/spsonline) and selecting the 'request a PIN' link.
- E-mailing [csc@rpa.gsi.gov.uk](mailto:csc@rpa.gsi.gov.uk).
- Calling our Customer Service Centre on 0845 603 7777.

We issue all PINs by post. If you do not receive a new PIN within 7 days, please contact our Customer Service Centre.



# 1. Are you an Agent?

## If you are an Agent who has not previously registered on the Government Gateway

You need a Personal Identifier (PI) to use SPS Online on behalf of other businesses or people. If you do not have one please call our Customer Service Centre on 0845 603 7777 to get one. Once you receive your PI you can register and enrol direct on the Government Gateway or follow the guidance below.

- Visit [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim) and select 'Go to RPA Online to register' (Image 1.1)

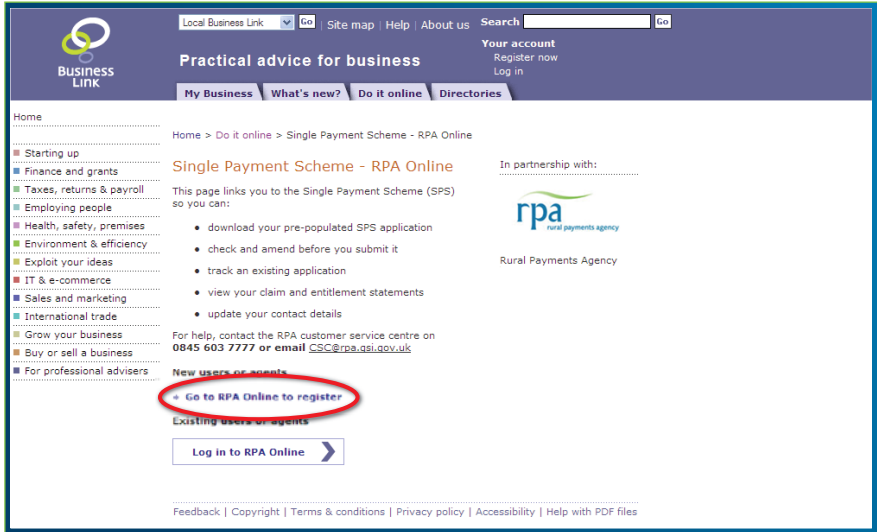


Image 1.1

- Select 'Continue' next to Option 1 'Are you an Agent?' (Image 1.2)

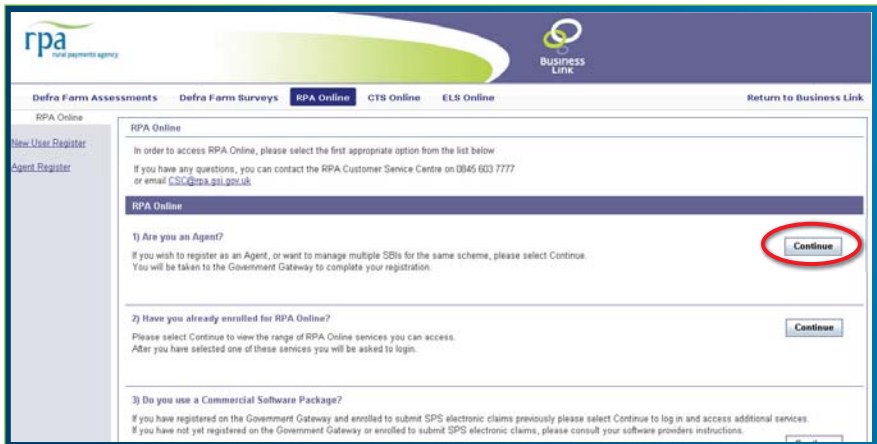


Image 1.2



- Select the 'Register as an Agent' link on the Government Gateway home page (Image 1.3).

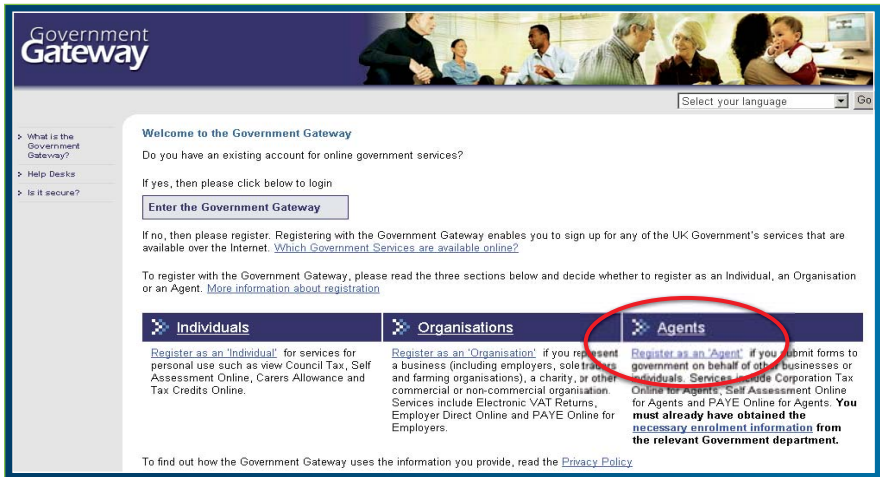


Image 1.3

- Select the 'Register' button in the left hand box, then enter your details in the relevant boxes (Image 1.4). Please make a note of your password, as you need this every time you access the Government Gateway or RPA Online.

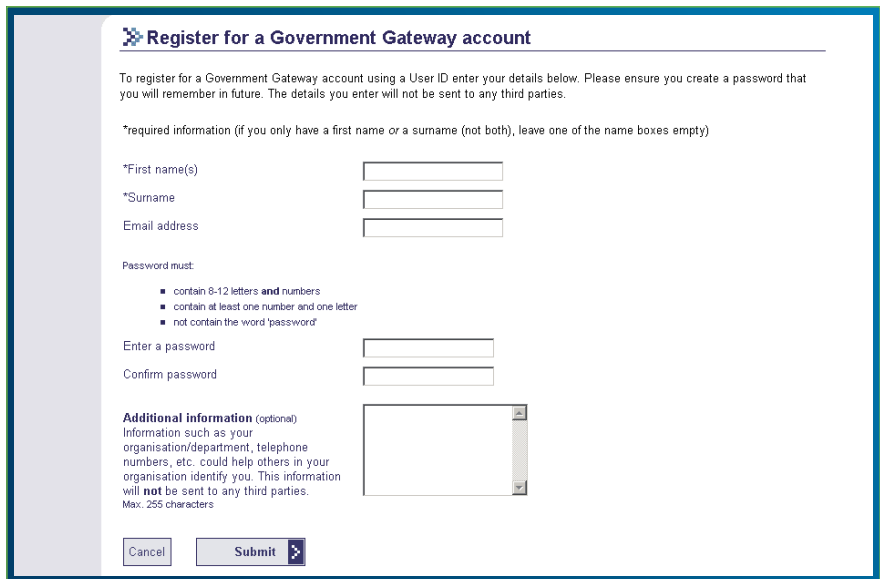


Image 1.4

- Select 'Submit'.
- Fill in the boxes to create an Agent ID
- Select 'Submit'.

After submitting you receive instant on-screen confirmation that you are registered with the Government Gateway. Please make a note of your Government Gateway User ID (Image 1.5) as you also need this every time you access the Government Gateway or RPA Online. If this is the first service you have enrolled for on the Government Gateway, you will receive your Government Gateway User ID in the post.



Image 1.5

- From the 'Your services' screen you see a list of services available, select 'RPA SPS Electronic Channel – England' (Image 1.6).

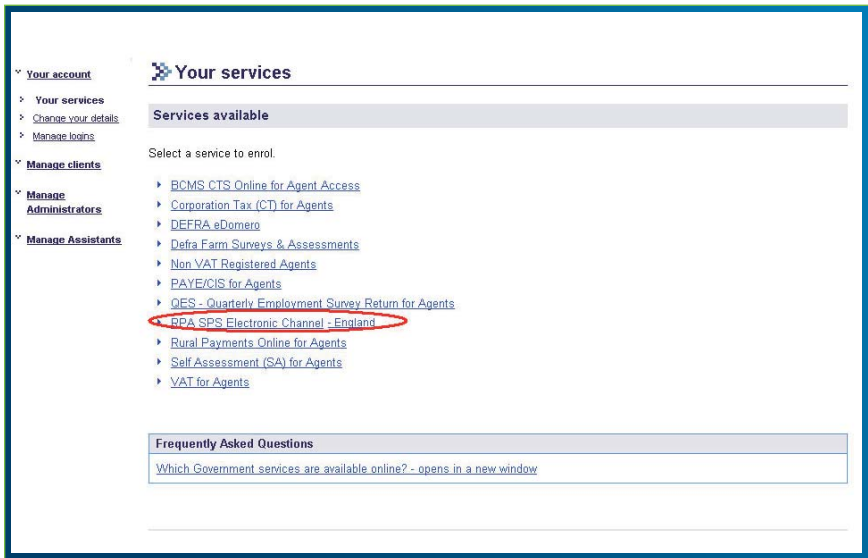


Image 1.6

- Enter your PI and PIN and select 'Submit'.

You can now access RPA Online through the Business Link website at [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim).

### If you are an Agent who has previously registered on the Government Gateway

- Visit [www.gateway.gov.uk](http://www.gateway.gov.uk).
- Select the 'Enter the Government Gateway' button on the Government Gateway home page (Image 1.7).



Image 1.7

- On the Login screen enter your existing Government Gateway User ID and password, then select 'Login'.
- From the 'Your services' screen you see a list of services available, select 'RPA SPS Electronic Channel – England' (Image 1.6)..
- Enter your PI and PIN and select 'Submit'.

You can now access RPA Online through the Business Link website at [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim).

## Manage your clients' SBIs

Log in to SPS Online and select 'Manage SBI Links' from the left hand menu. Use this page to add or remove a link between your agent PI and any SBIs you act on behalf of for SPS (Image 1.8).

The screenshot shows the SPS Online interface for managing SBI links. The page title is 'Manage SBI Links' and the agent PI is 100001003. The page is divided into several sections:

- Search:** A section with a text input field and a 'Search' button. The text below the input field reads: 'You can use this facility to find an SBI by searching on business name or SBI.'
- New Link:** A section with a text input field and an 'Add new link' button. The text below the input field reads: 'You can link a new SBI by clicking the button below.'
- All SBIs (29):** A table showing a list of SBI links. The table has columns for 'SBI', 'Business Name', and 'Remove link'. The table content is as follows:

SBI	Business Name	Remove link
101001001	Farm *1*	<a href="#">Remove link</a>
101001002	Farm >2<	<a href="#">Remove link</a>

Image 1.8

To add a link to an SBI select the 'Add new link' button and enter the SBI and PIN for the client you want to add. If your client does not have their PIN you can request a new one by selecting the 'Request a PIN' button on this screen.

We send PINs by post which normally takes 7 to 10 days to arrive. Please note that we only send the PIN to the people who are registered as legally empowered for the business. Therefore, you should make sure you have all the PINs you need before the start of the application process.

Common points agents have raised when trying to add clients in SPS Online:

- PIN is invalid/not recognised - you may not be using the correct PIN for the SBI. If more than one PIN has been issued only the latest PIN is valid.
- The client may be already linked to another agent. If the client has used another agent in the past, the client will need to contact our Customer Service Centre.
- If you are an assistant within an agent group on the Government Gateway, you are not authorised to create links.
- If you are part of an agent group on the Government Gateway, the client may not be assigned to you within the Government Gateway. When an agent within a group links a client in SPS Online, the client is linked to the group PI but not to any specific user within the group. An administrator within the group needs to go to the Government Gateway, select 'Manage Client Services' and assign each client to one or more of the users within the group. Those people will then be able to see the client's details within SPS Online.

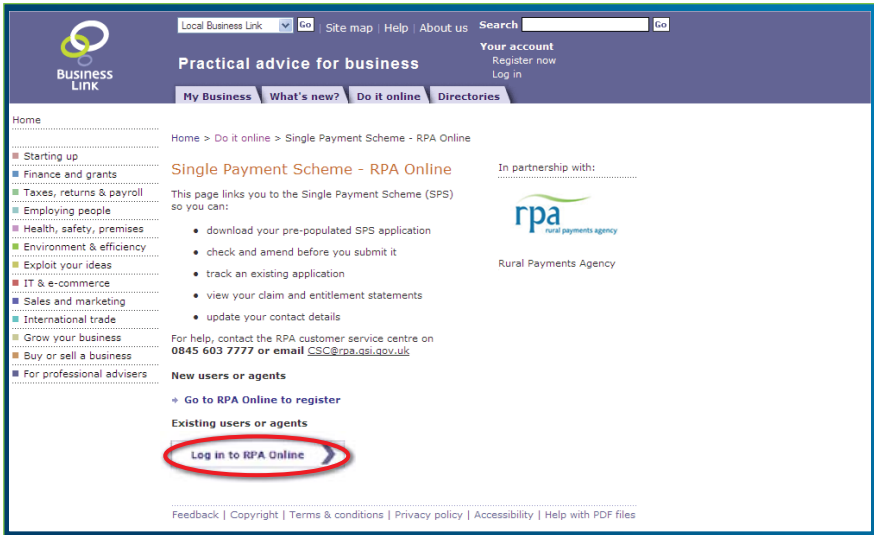
If you are experiencing problems adding a client and you don't think it is due to one of the reasons above, please call our Customer Service Centre with full details and we will investigate the problem.



## 2. Have you already enrolled for RPA Online?

If you are an existing SPS Online user, you will have already completed your registration on the Government Gateway and enrolled for SPS Online, which is now part of RPA Online.

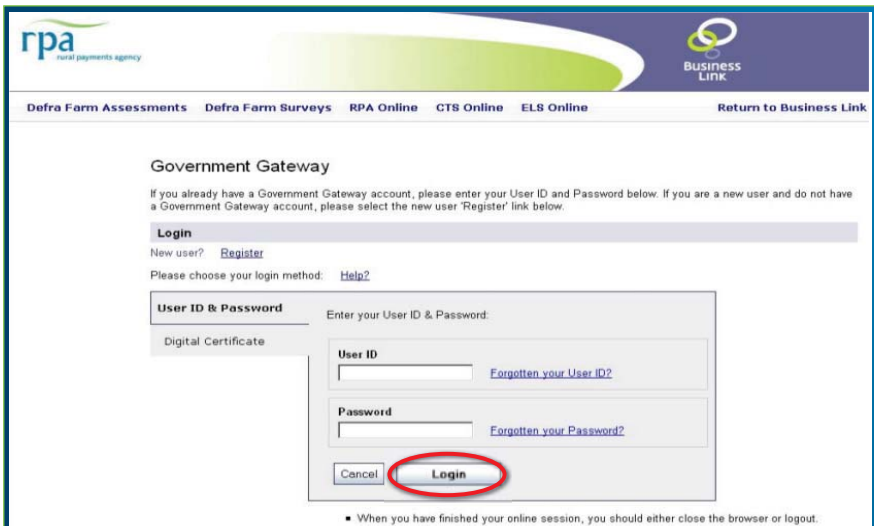
- Visit [businesslink.gov.uk/sp-s-claim](http://businesslink.gov.uk/sp-s-claim) and select 'Log in to RPA Online' (Image 2.1).



The screenshot shows the Business Link website interface. At the top, there is a navigation bar with 'Local Business Link', 'Site map', 'Help', 'About us', and a search box. Below this is a header with 'Practical advice for business' and 'Your account' options (Register now, Log in). The main content area is titled 'Single Payment Scheme - RPA Online' and includes a list of actions: 'download your pre-populated SPS application', 'check and amend before you submit it', 'track an existing application', 'view your claim and entitlement statements', and 'update your contact details'. A 'Log in to RPA Online' button is highlighted with a red circle. The footer contains links for 'Feedback', 'Copyright', 'Terms & conditions', 'Privacy policy', 'Accessibility', and 'Help with PDF files'.

Image 2.1

- Enter your existing Government Gateway User ID and password and select 'Login' to access SPS Online (Image 2.2).



The screenshot shows the Government Gateway login page. It features the RPA and Business Link logos at the top. The main heading is 'Government Gateway'. Below this, there is a message: 'If you already have a Government Gateway account, please enter your User ID and Password below. If you are a new user and do not have a Government Gateway account, please select the new user 'Register' link below.' The 'Login' section includes a 'New user? Register' link and a 'Please choose your login method: Help?' link. The login form has two input fields: 'User ID' and 'Password', each with a 'Forgotten your User ID?' and 'Forgotten your Password?' link. A 'Cancel' button and a 'Login' button (circled in red) are at the bottom of the form. The footer contains the text: 'When you have finished your online session, you should either close the browser or logout.'

Image 2.2



### 3. Do you use a Commercial Software Package?

There are currently two farm software providers who offer packages which allow you to submit your SPS application electronically. For contact details and more information on these software packages visit their websites listed below:

- Paul Holliday Software [www.phsoftwaresolutions.com](http://www.phsoftwaresolutions.com)
- Farmplan [www.farmplan.co.uk](http://www.farmplan.co.uk)

As a registered and enrolled farm software customer you can also access other RPA Online services, as detailed below.

- Visit [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim) and select 'Go to RPA Online to register' (Image 3.1).

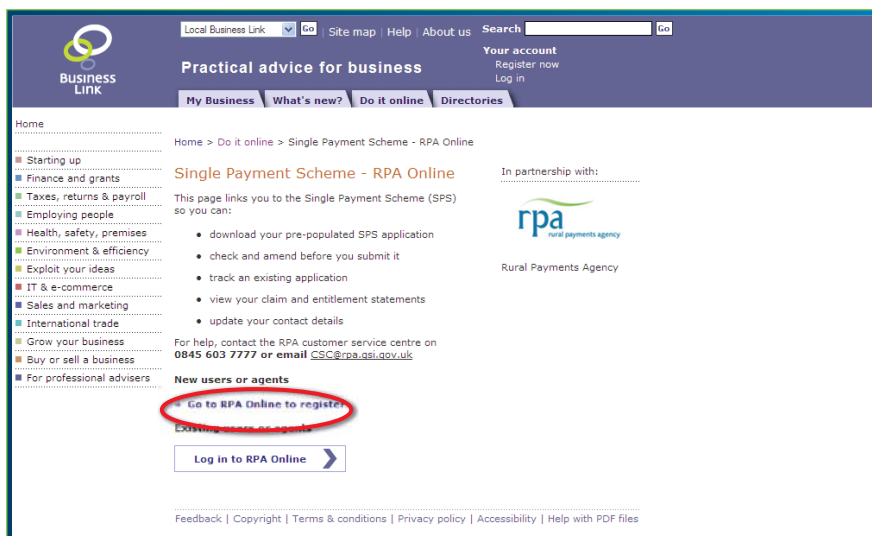


Image 3.1

- Select 'Continue' for option 3 'Do you use a Commercial Software Package?' (Image 3.2).

RPA Online

In order to access RPA Online, please select the first appropriate option from the list below

If you have any questions, you can contact the RPA Customer Service Centre on 0845 603 7777 or email [CSC@rpa.zill.gov.uk](mailto:CSC@rpa.zill.gov.uk)

**RPA Online**

1) Are you an Agent?  
If you wish to register as an Agent, or want to manage multiple SBIs for the same scheme, please select Continue. You will be taken to the Government Gateway to complete your registration.

2) Have you already enrolled for RPA Online?  
Please select Continue to view the range of RPA Online services you can access. After you have selected one of these services you will be asked to login.

3) Do you use a Commercial Software Package?  
If you have registered on the Government Gateway and enrolled to submit SPS electronic claims previously please select Continue to log in and access additional services. If you have not yet registered on the Government Gateway or enrolled to submit SPS electronic claims, please consult your software providers instructions.

4) Do you have a Government Gateway account but have not used RPA Online before?  
Please select Continue to log in. You will then be asked to provide your SBI and PIN to enrol.

5) New user  
If you do not have a Government Gateway account, please select Continue to provide your registration details.

Image 3.2

- Enter your existing Government Gateway User ID and password and select 'Login' to access SPS Online (Image 3.3).

**Government Gateway**

If you already have a Government Gateway account, please enter your User ID and Password below. If you are a new user and do not have a Government Gateway account, please select the new user 'Register' link below.

**Login**

New user? [Register](#)

Please choose your login method: [Help?](#)

**User ID & Password** Enter your User ID & Password:

Digital Certificate

**User ID**  
  
[Forgotten your User ID?](#)

**Password**  
  
[Forgotten your Password?](#)

- When you have finished your online session, you should either close the browser or logout.
- Please do not use the browser back button as it may not function as expected.

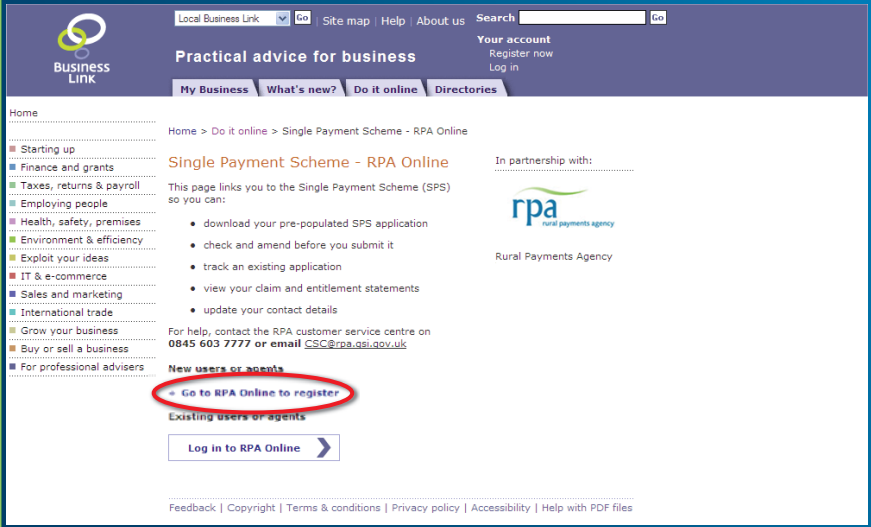
Image 3.3



## 4. Do you have a Government Gateway account but have not used RPA Online before?

If you are already registered with the Government Gateway for other services such as CTS Online, you can use your existing Government Gateway User ID and password, but you need to enrol for RPA Online. You can enrol direct on the Government Gateway or follow the guidance below.

- Visit [businesslink.gov.uk/sps-claim](https://businesslink.gov.uk/sps-claim) and select 'Go to RPA Online to register' (Image 4.1).



The screenshot shows the Business Link website interface. At the top, there is a navigation bar with the Business Link logo, a search bar, and links for 'Local Business Link', 'Site map', 'Help', and 'About us'. Below the navigation bar, the main heading is 'Practical advice for business'. The page content is titled 'Single Payment Scheme - RPA Online'. It includes a list of actions users can take, such as downloading a pre-populated application, checking and amending it, tracking existing applications, and updating contact details. A red circle highlights the link 'Go to RPA Online to register' under the 'New users or agents' section. Below this link is a button labeled 'Log in to RPA Online'. The page also features a sidebar with various business categories and a footer with contact information for the RPA customer service centre.

Image 4.1

- Select 'Continue' for option 4 'Do you have a Government Gateway account but have not used RPA Online before?' (Image 4.2).

RPA Online

In order to access RPA Online, please select the first appropriate option from the list below  
If you have any questions, you can contact the RPA Customer Service Centre on 0845 603 7777 or email [CS@rpa.gsi.gov.uk](mailto:CS@rpa.gsi.gov.uk)

**RPA Online**

1) Are you an Agent?  
If you wish to register as an Agent, or want to manage multiple SSIs for the same scheme, please select Continue. You will be taken to the Government Gateway to complete your registration.

2) Have you already enrolled for RPA Online?  
Please select Continue to view the range of RPA Online services you can access. After you have selected one of these services you will be asked to login.

3) Do you use a Commercial Software Package?  
If you have registered on the Government Gateway and enrolled to submit SPS electronic claims previously please select Continue to log in and access additional services. If you have not yet registered on the Government Gateway or enrolled to submit SPS electronic claims, please consult your software providers instructions.

4) Do you have a Government Gateway account but have not used RPA Online before?  
Please select Continue to log in. You will then be asked to provide your SBI and PIN to enrol.

5) New user  
If you do not have a Government Gateway account, please select Continue to provide your registration details.

Image 4.2

- Enter your existing Government Gateway User ID and password and select 'Login' to access SPS Online (Image 4.3).

**Government Gateway**

If you already have a Government Gateway account, please enter your User ID and Password below. If you are a new user and do not have a Government Gateway account, please select the new user 'Register' link below.

**Login**

New user? [Register](#)

Please choose your login method: [Help?](#)

**User ID & Password**

Enter your User ID & Password:

Digital Certificate

**User ID**  
 [Forgotten your User ID?](#)

**Password**  
 [Forgotten your Password?](#)

▪ When you have finished your online session, you should either close the browser or logout.

Image 4.3

- Enter your SBI and PIN then select 'Submit' (Image 4.4).

The screenshot shows the 'RPA Online' service enrolment page. At the top, there are navigation tabs: 'Defra Farm Assessments', 'Defra Farm Surveys', 'RPA Online' (selected), 'CTS Online', 'ELS Online', and 'Return to Business Link'. The main content area is titled 'Service Enrolment' and contains the text: 'Please enter your SBI number and PIN to enrol.' Below this, it says '\* Indicates required information'. There are two input fields: 'SBI Number \*' and 'PIN \*'. A red circle highlights the 'Submit' button at the bottom right of the form area.

Image 4.4

Please note that if you request a PIN from this screen, it will replace any previous PINs issued (including the PIN details in the letter enclosed with this guidance).

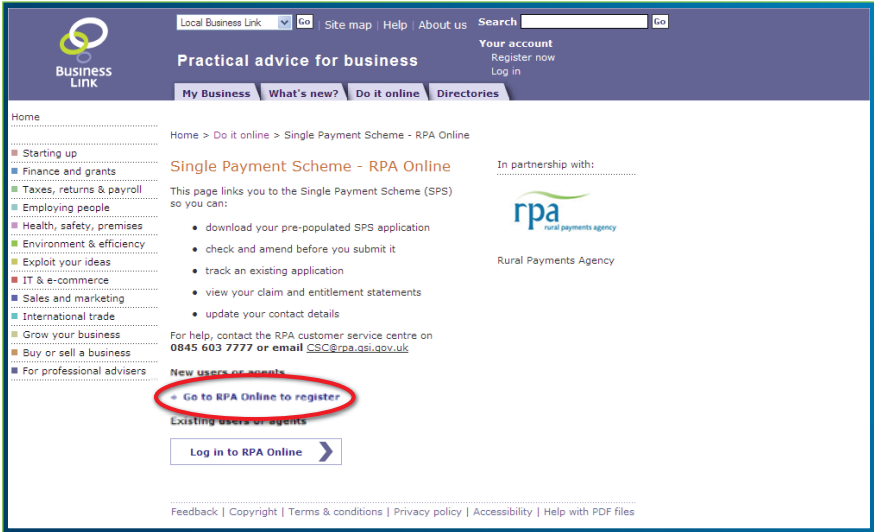
- After submitting these details you see the confirmation screen for RPA Online Enrolment (Image 4.5) and the services you are enrolled for.

The screenshot shows the 'Confirmation of Enrolment for RPA Online' page. At the top, there are navigation tabs: 'Defra Farm Assessments', 'Defra Farm Surveys', 'RPA Online' (selected), 'CTS Online', 'ELS Online', and 'Return to Business Link'. The main content area is titled 'Confirmation of Enrolment for RPA Online' and contains the text: 'You have successfully enrolled for the following RPA Online services:'. Below this, there is a list of services: '• SPS Online'. A 'Continue to SPS Online' button is located at the bottom right of the main content area.

Image 4.5

## 5. Are you a New user?

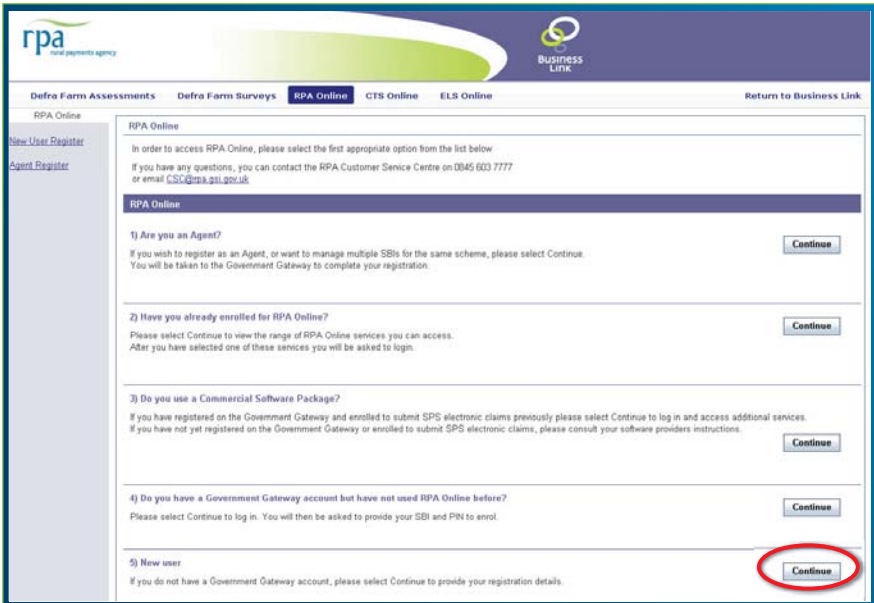
- Visit [businesslink.gov.uk/sps-claim](http://businesslink.gov.uk/sps-claim) and select 'Go to RPA Online to register' (Image 5.1).



The screenshot shows the Business Link website interface. At the top, there is a navigation bar with 'Local Business Link', 'Go', 'Site map | Help | About us', and a search box. Below this is the 'Practical advice for business' header with tabs for 'My Business', 'What's new?', 'Do it online', and 'Directories'. A left-hand menu lists various business topics. The main content area is titled 'Single Payment Scheme - RPA Online' and includes a list of actions: 'download your pre-populated SPS application', 'check and amend before you submit it', 'track an existing application', 'view your claim and entitlement statements', and 'update your contact details'. A red circle highlights the link 'Go to RPA Online to register' under the 'New users or agents' section. Below it is a 'Log in to RPA Online' button.

Image 5.1

- Select 'Continue' for option 5 'New user' (Image 5.2).



The screenshot shows the RPA Online registration page. The header includes the RPA logo and 'Business Link'. The main content area is titled 'RPA Online' and contains a series of questions with 'Continue' buttons. The questions are: 1) 'Are you an Agent?', 2) 'Have you already enrolled for RPA Online?', 3) 'Do you use a Commercial Software Package?', 4) 'Do you have a Government Gateway account but have not used RPA Online before?', and 5) 'New user'. The 'Continue' button for option 5 is circled in red.

Image 5.2



- Enter the details required in the relevant boxes (Image 5.3). Make a note of your password as you need this every time you access RPA Online.
- Then select 'Submit'.

Please note that if you request a PIN from this screen, it will replace any previous PINs issued (including the PIN details in the letter enclosed with this guidance).

The screenshot shows the 'RPA Online Registration and Enrolment' page. At the top, there are navigation tabs for 'Defra Farm Assessments', 'Defra Farm Surveys', 'RPA Online', 'CTS Online', and 'ELS Online'. A 'Return to Business Link' button is in the top right. On the left, there is a sidebar with links for 'RPA Online', 'Help and guidance', 'How to use', 'FAQ', 'Glossary', 'Contact RPA', and 'Ask RPA a question'. The main content area has a heading 'Registration and Enrolment' and instructions to register for a Government Gateway account and enrol for RPA Online. A 'Warning!' section states that Agents should first register separately with the Government Gateway. A link 'Request a PIN' is provided for those who do not have one. Below this is a section for 'Indicates required information' with a note to leave one of the name boxes empty if only a first name or surname is provided. The form includes fields for: First name(s) \*, Surname \*, Email address \*, Your SBI Number \*, Your PIN \*, Enter a password \*, and Confirm password \*. A 'Password must:' note specifies: contain 8-12 characters, contain at least one number and one letter, and not contain the word 'password'. A 'Submit' button is circled in red.

Image 5.3

- After submitting these details you see the confirmation screen for the Government Gateway Registration (Image 5.4) and the services you are enrolled for.

The screenshot shows the confirmation screen after registration. The page title is 'RPA Online' and the URL is 'SBI 101001005'. The main heading is 'Confirmation of Registration with the Government Gateway'. Below this, it states 'You have successfully registered with the Government Gateway.' and shows a 'Government Gateway User ID' of '1234 1234 1234'. A note says: 'Please keep a record of your Government Gateway ID, you will need this each time you log into RPA Online. You will also receive a copy in the post.' Below this is another heading: 'Confirmation of Enrolment for RPA Online'. It states 'You have successfully enrolled for the following RPA Online services:' and lists 'SPS Online'. A 'Continue to SPS Online' button is at the bottom right.

Image 5.4

- Make a note of your Government Gateway User ID as you need this every time you access RPA Online. You will receive your Government Gateway User ID in the post.



## Contact us

For help in registering and enrolling or using any of the RPA Online services contact us at:

Web: [rpa.defra.gov.uk](http://rpa.defra.gov.uk)

E-mail: [csc@rpa.gsi.gov.uk](mailto:csc@rpa.gsi.gov.uk)

Customer Service Centre: 0845 603 7777 Monday to Friday 8.30am to 5.00pm

Post: Rural Payments Agency  
PO Box 300  
Sheffield  
S95 1AA



## What can you do?

You can access guidance and tools and sign up for e-mail alerts to let you know when regulations change.

You can view over 100 new guides, covering a range of subjects from funding and grants, Environmental Stewardship schemes to Cross Compliance.

You can explore a range of topics including:

- Funding diversification.
- Trading your farm produce.
- Managing waste to increase profitability.
- Marketing certified seed.
- Converting to organic farming.
- Animal health, welfare and tracing.

You can access links to other farming related associations, as well as general information on tax, financial planning, health and safety and international trade.

## Farming Link

Defra has launched an online news alerts service for you to keep up-to-date with the latest farming news, replacing the Farming Link magazine that you have received previously. Sign up at [defra.gov.uk/farminglink](http://defra.gov.uk/farminglink) to receive monthly e-mails alerting you to news, upcoming events, consultations and other key dates.



Version 3.0  
January 2012  
© Crown copyright 2012  
Produced by the Rural Payments Agency  
[rpa.defra.gov.uk](http://rpa.defra.gov.uk)  
Printed in UK, on material that contains 75% recycled fibre

The logo for the Rural Payments Agency (RPA) features the lowercase letters 'rpa' in a white, sans-serif font. A white wavy line arches over the letters. Below the letters, the words 'rural payments agency' are written in a smaller, lowercase, sans-serif font.

rpa  
rural payments agency