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9. CTS Online

CTS Online is a free website you can use for reporting births, movements and deaths. You can find it at www.bcms.gov.uk. As it checks some of the information you provide, it's less likely that mistakes will be made.

9.1 What you can use CTS Online for

You can use CTS Online to:

- register cattle births;
- register cattle movements 'on' and 'off' your holding;
- report the death of an unregistered calf;
- report the death of a registered animal (you must return the passport to BCMS within seven days of the animal's death);
- see the animal details and history of your cattle;
- see a list of all the cattle on your holding;
- view a list of the applications and movements that have problems listed against your holding, and provide information to us electronically to resolve these;
- link directly with your own farm-management software package (if compatible); and
- contact us to order bar-code labels and forms.



9.2 Why you should use CTS Online

It's free, quick and easy to use, and is available 24 hours a day, seven days a week.

- We will receive your cattle applications more quickly.
- It helps reduce paperwork.
- You receive a receipt for all the information you send.
- You can report a batch of animals' movements to us quickly using the upload facility.
- You can use it with some farm software packages.
- You can check your own farm records against information held on CTS, and send us information online to resolve problems.
- Use 'Contact BCMS' link to order your bar-code labels.

CTS Online will help make sure your information is correct. When you register a new birth, movement or death, the system will check most of the information you enter. This means you make fewer mistakes and we can produce passports faster. It also saves you paperwork, postage costs, time and effort.

If you are selected for a Cattle Identification Inspection, the inspector will compare the records on CTS against your farm records and the animals on your holding.

To help you check the information we hold for you on CTS is correct, you can:

- look at a list of the cattle on your holding, either on screen, by downloading or by printing it off, and use it to check against farm records;

- look at the life history of cattle that have been on or are registered to your holding; and
- look at all transactions for your holding in the last six months.

9.3 Using an agent

You can choose to have someone else (an agent) send your information for you using CTS Online. Your agent must contact us to register as an agent on the Cattle Tracing System (if they are not already registered), and then a link can be set up between you and your agent to allow the agent access to your records.

Your agent can access all your information using CTS Online, so it's important that you keep them updated with information about your cattle. If you have an agent, you are still responsible (as the keeper) for making sure that the information provided is correct. You can find CTS Online agent registration, and agent and farmer link forms on the CTS Online homepage and the BCMS pages of the RPA website. Your agent can be a friend, family member, neighbour or any agricultural agent who you would like to act for you.

You can find a list of agents who are already registered on the Cattle Tracing System on the BCMS pages of our website at rpa.defra.gov.uk.

If, at any time, you want to end the link between yourself and your agent, please call our helpline, e-mail us or send us a letter.

9.4 Who has access to your information?

Only you, BCMS and your agent (if you choose to have one) can use CTS Online

to update your animal details. Defra departments and its agencies can only read information on CTS Online.

9.5 How you can tell if CTS has got your information

A receipt will be displayed for successful births, movements and deaths submitted using CTS Online. This information will also show in the 'Submitted but not yet processed' section on the View Cattle Summary screen. Once processed the information will show in the last six months of transactions. If there are any problems a red 'traffic light' will be displayed on the problem status on this screen.

9.6 Getting started

You need to connect to the internet. When you have done this, enter the website (www.bcms.gov.uk) in the address or location line of your browser.

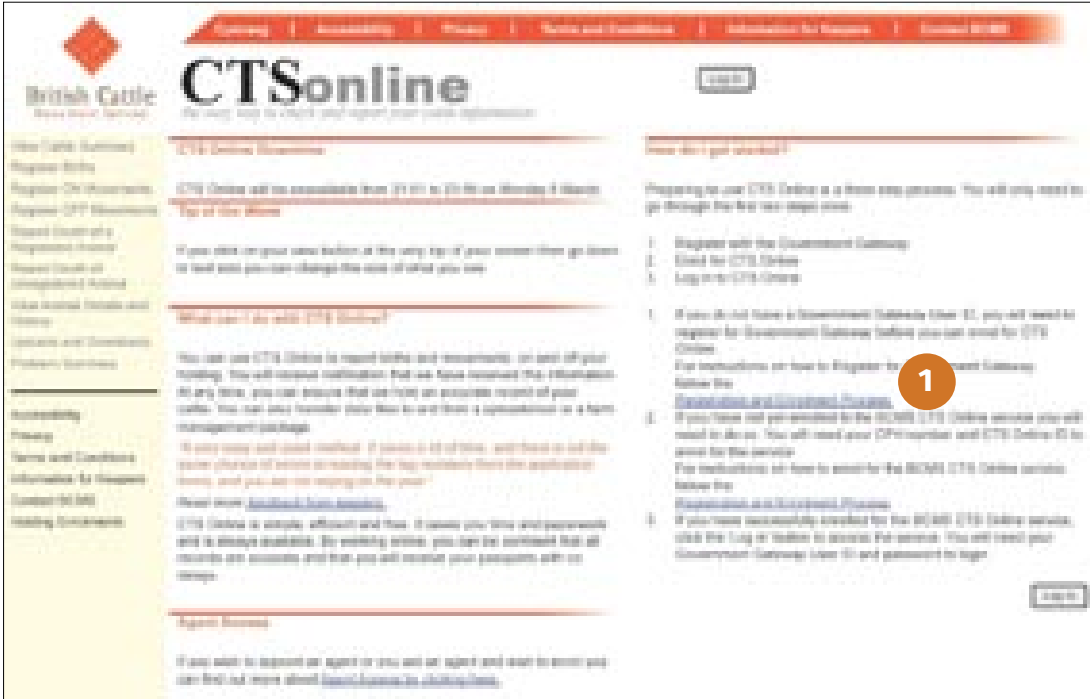
There are plenty of organisations that will help if you need computer training. To find details, see your local newspapers, contact your local council or college, or speak to your local farmers' union representative.

You need to enrol the first time you use CTS Online. Once enrolled you can use the site whenever you want to by clicking on the 'log in' button and then entering your user ID and password.

9.7 How to enrol for CTS Online

You need a CTS Online reference number to enrol. Contact the BCMS helpline if you do not have one.

- Enter www.bcms.gov.uk and you will see the CTS Online home screen.



- 1 Click on the first 'Registration and Enrolment Process' link.



- 2 Click on 'Register as a Keeper' button.

- You will see the 'Register as an organisation' screen.



3 Click 'Register'. Or

4 If you are already registered on the Government Gateway, click 'login here'.

- You will see the 'Register for a Government Gateway account' screen.

British Castle **CTSONline**
 All other fees to be paid and agreed with your employer

Register for a Government Gateway account

To register for a Government Gateway account using a User ID enter your details below. Please ensure you create a password that you will remember in future. The details you enter will not be sent to any third parties.

Required information (if you only have a first name or a surname and last name, use one of the name boxes empty)

5 The name:
 Surname:
 Email address:

6 Password must:
 - contain 8-12 letters and numbers
 - contain at least one number and one letter
 - not contain the word 'password'

Enter a password:
 Confirm password:

7

Please do not use the browser back button through this process as it may not function as expected.

- 5** Enter your details in these boxes.
Fields marked with an * are mandatory.
- 6** Create and confirm a password. This must:
 - Contain 8-12 letters and numbers.
 - Include at least one number and one letter.
 - Not contain the word 'password'.
- 7** Click 'Submit'.

Make a note of your password here.

- You will see the 'BCMS CTS Online - Service Enrolment' page.

BCMS CTS Online - Service Enrolment

Please enter the following information

Please note: * indicates that an answer is required

Please enter your CTS Holding ID (usually CPH) and CTS Online Reference Number. These details will have been sent to you by BCMS.

8 Your CTS Holding ID*
e.g. 123456789 or 123456789-01 or 1234

9 Your CTS Online reference number*
e.g. 000-000-000 or 0000

10 I have read and accept the terms and conditions for this service?

If you like, you can enter a description of the enrolment below, to make it easier to remember

Reference name

Cancel Next **11**

- 8** Enter your CPH number.
- 9** Enter your CTS Online reference number.
- 10** Tick to show you have read and accept the terms and conditions.
- 11** Click 'Next'.

- If you don't have your CTS Online reference number, please contact the BCMS helpline on 0845 050 1234 or e-mail us.

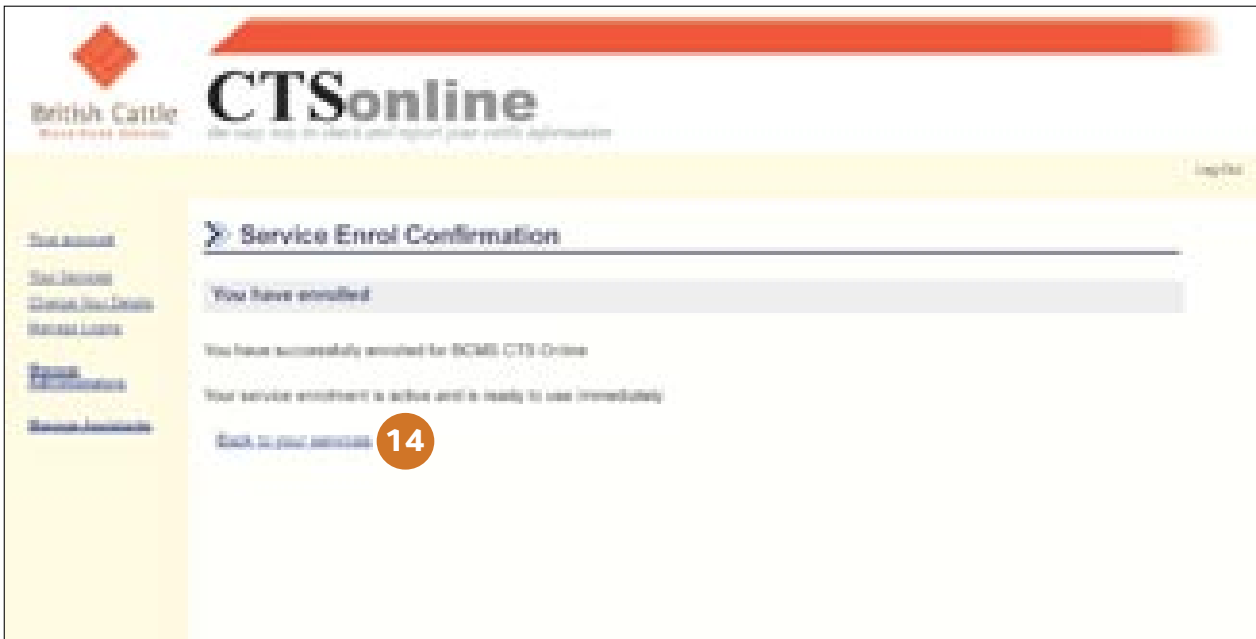
- You will see confirmation of your Government Gateway User ID.



- 12** Note your Gateway User ID and keep it safe.
- 13** Click on 'Continue'.

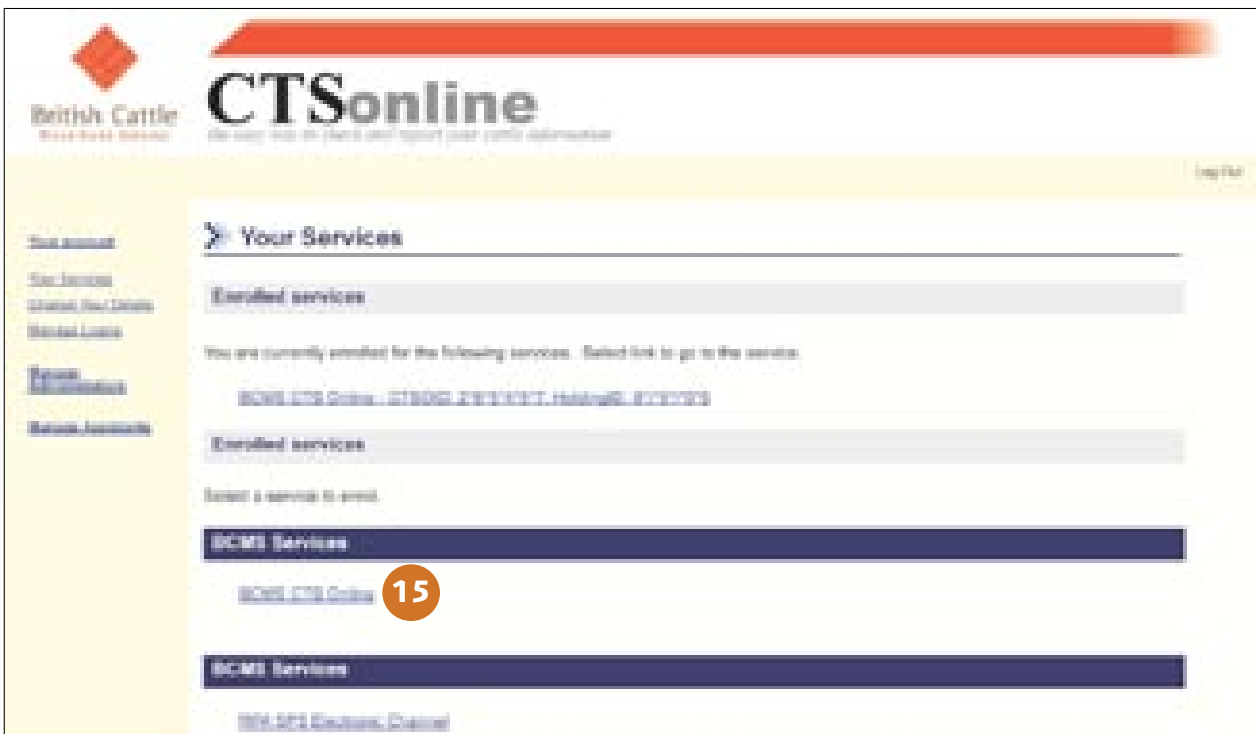
Gateway user ID.

- You will see a 'Service Enrol confirmation' screen.



- 14 Click 'Back to your services'.

- On the 'Your Services' screen you will see details of your enrolment under 'Enrolled Services'.



- 15 Click on the 'BCMS CTS Online' link.

- You will see the CTS Online homepage.

You are registered with a Government Gateway account and are enrolled on CTS Online.

9.8 If you have problems using CTS Online

Each page has on-line help in case you have difficulties. This can be viewed on the right-hand side of each screen and is relevant to the page that you are on.

If you come across a problem when you are using CTS Online, which is not covered by the on-line help, please contact us with the following details.

- Your name and phone number.
- Your county, parish, holding (CPH) number.
- What the problem is.
- The web page you were using when the problem happened.
- Your internet service provider (ISP) and browser type.
- The date and time the problem happened.

There is a 'contact BCMS' facility on the main menu displayed on the left-hand side of each page. You can use this to send us more information (and request bar-code labels).

If you make a mistake with some of the information you send, please use the 'contact us' facility to e-mail all the details to us or call our helpline.

9.9 Making the most of CTS Online

As well as reporting your cattle births, movements and deaths, CTS Online lets you:

- see at a glance, using the 'traffic light' system, if we have any problems reported against your holding;
- see details of any problems with reported cattle passports and movements against your holding;
- send information to us using the internet to help resolve any problems;
- view your cattle information on-line;
- check the name and address details we have for your holding; and
- request forms and bar-code labels at the touch of a button.

For users in England, CTS Online is part of Business Link, which gives easy access to a range of other useful government services and information.