# Sponsor User Guide

# V4.3



# 2017

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## Introduction

IDGateway™ is a sophisticated tool which is designed to help make the process of applying for airside passes simple, intuitive and online. IDGateway ensures that all applications you submit are as compliant as possible against the applicable airport standard, prior to submission to the ID centre. Consequently, any application you make which contained errors or omissions cannot be submitted to the ID centre, which minimises rejections, saves you valuable time, speeds-up pass issue and improves your knowledge of what is required to satisfy each airport.

IDGateway™ is designed to emulate and enhance the current processes. Although the on-screen layout is different from the paper forms you have used in the past, IDGateway™ will not usually ask you for any information beyond that which you are already used to providing.

### Equipment and Browser requirements

IDGateway™ is an online system will work on most common browsers including on smart phones and tablets.  However it is optimised for use on Google Chrome or Internet Explorer V11 or later.  It will work on earlier versions of Internet Explorer back to version 8, however you may find some functionality is impaired on older browser versions. You will of course need a PC or tablet and a decent internet connection.  Finally you will need to upload documents to IDGateway™.  The best way to do this is via a scanner connected to your computer. However it is possible to use the camera on a smart phone / tablet to do so.

## Getting Set Up

To access IDGateway™ for the first time, you will need a username, password and PIN.  Either our support team, your ID Centre or an IDGateway™ Manager can provide you with these credentials. It is vital that you only use your own login details and do not share this information with anyone else.  IDGateway™ will not allow two people with the same credentials to be logged-in at the same time and carefully monitors the use of all login details for duplicate or fraudulent use.

### Login

In order to access IDGateway™ please use the "Login" button located in the top right corner of the IDGateway™ website (www.idgateway.co.uk). You will be asked for your username, password and 3 digits from your PIN.

### Forgotten Password

In the event that you forget you password, please click on the "Forgotten Your Password" link and follow the onscreen instructions.  If you can no longer remember your Username or PIN, you must contact your Manager who is often another authorised signatory within IDGateway, who can reset these on your behalf.

### Already Logged In

If you did not correctly log out the last time you exited IDGateway™ then you may still have a live 'session' that needs to be terminated. Simply tick "Log out other sessions" and

IDGateway™ will log you in, instead. If someone else has acquired your login information, log them out immediately, change your password and PIN and inform your manager or a member of the IDGateway™ support team.

### Logging Out

The top right corner of every screen has a "Logout" button and it is important this is used to ensure that you are securely logged off whenever leaving

IDGateway™. In the event of inactivity, the system will automatically log you out after a period of time and at the next click you will be returned to the login screen.

## Managing your own details

If this is your first time using IDGateway™ it is important that you go to the "Settings" link `Settings ⚙` on the top navigation bar and complete all of the forms with your contact information. This ensures that the ID Centre can contact you easily, should it be necessary for them to do so.

### User Levels

User levels denote what an individual can see and access in IDGateway™. They do not provide have any bearing on your ability to submit applications which requires Authorised Signatory status.  There are three principle user levels within IDGateway™:

**"Temp Pass Users"** – Can be freely added to IDGateway™ and are normally your administrative staff or employees who are only allowed to access and administer your company's Temporary pass applications in the ID Centre.  "Temp Pass Users" cannot see any other pass type on their dashboard nor can they control other people who use IDGateway™.

**"Users"** – Can be freely added to IDGateway™ and are normally your administrative staff or employees who are allowed to see all of your company's applications in the ID Centre on their dashboards.  "Users" cannot control other people who use IDGateway™.

(NB. Temp pass "Users" are a special group of "Users" who can only view and access Temporary pass applications within IDGateway™.)

**"Managers"** – Are people who have the ability to add, disable, reset and administer all other individuals with access to IDGateway™ within a Sponsoring organisation. Managers can also delete applications.

### Authorised Signatories

Both "Users" and "Managers" can also be either Full or Temporary Pass Authorised Signatories. This is a privilege delegated by individual airport ID Centres and must be formally applied for.

There are different levels of Authorised Signatory, depending on the types of pass types which the Authorised Signatory can apply for.  Only Authorised Signatories can *submit* completed applications into the ID Centre.

### Changing Username, PIN or Password

Your login credentials can be changed at any time to something more memorable to yourself. Again, this can be done from within the `Settings ⚙` section on the top navigation bar.  Please note than PIN's must be 6 characters long and cannot be too obvious (e.g. 123456 will not be allowed).  Passwords must be 8 characters long and must contain any 3 of the following:

Uppercase letters, lowercase letters, numbers or special characters.

You will be asked to change your password periodically and you cannot reuse any of your last 5 passwords.  For security reasons, you must not use common or obvious passwords such as your name or "Password1".

### Forgotten Password or PIN or Locked Account

If you have forgotten your password there is a link on the Login screen which allows you to obtain (via email) a onetime-use password so you can login and change your password.  In the event that you have forgotten your PIN number or have

locked your account, you must contact an IDGateway™ "Manager" in your organisation in order for them to reset your PIN or unlock you.

## Managing Other Users in IDGateway™

### Unlocking, Resetting Password or PIN

In the event that someone in your organisation locks themselves out of IDGateway™ or has forgotten their login credentials, an IDGateway™ "Manager" can restore them to active service.

As IDGateway™ "Manager", you should go to **User Management** 👤 in the top navigation bar and find and select the person you wish to make changes to.  At the bottom of the General Details page you will find three buttons which will allow control of the accounts.

🔑 Reset password       🔑 Reset PIN       🔑 Unlock Account

### Disabling Users

In the event that someone leaves your organisation or should no longer have access to IDGateway™, a "Manager" must disable their access.  Go to **User Management** 👤 in the top navigation bar, find the person you wish to make changes to and simply click on the Disable User icon ⊗ .

### Adding Permissions

Menu
> General Details
> Contact Details
> Address Details
> User Permissions

As a "Manager", you can add permissions to other users of IDGateway™ except that you cannot add permissions which are greater than your own.  In User Management you can select the person whose permissions you wish to change and then navigate to the "user Permissions" section.

From here you are able to administer each individual user's permissions and "roles" at each airport for which your organisation has access.  (NB. You cannot add Authorised Signatory permission since this must be formally applied for.)

## Applying to be an Authorised Signatory

Only another Authorised Signatory "Manager" can make an application for a user to have Authorised Signatory permission granted.  In order to make such an application, the employee must first be set up as a "User" or a "Manager" within IDGateway™.

First, locate the "User" in User Management and navigate to the User Permissions section.  Here you can start an Authorised Signatory application by clicking **Apply for Signatory Status** and then completing the online form.  Please note you can only apply for Authorised Signatory status against the same prefixes that you hold, yourself.  New Authorised Signatories may have to provide documentation in an upload, depending on local airport requirements.

Once an application for Authorised Signatory status has been submitted, it will be treated as per all applications and either approved or rejected by the ID Centre concerned.

Once approved, Full pass Authorised Signatories will still have to undertake Authorised Signatory Training before their status will become active on IDGateway™.

## Setting Up your Dashboard

The main dashboard screen can be fully customised to suit your personal preference and you can show only panels which are relevant to you and in the order you most prefer them to display.  In the left hand menu, there is a cog icon ⚙ next to the "Dashboard" link. Clicking this will take to you the dashboard setup page.  From here you can

remove and add panels to suit your personal requirements.  IDGateway™ will remember your choices once they have been saved.

## Available Panels

"Awaiting Submission"          Applications which are queued for submission and require an authorised signatory to submit to the ID centre

 "ID Security"          Applications which have been submitted to ID Centre

"Incomplete"          Applications which are currently being completed, prior to submission

"Rejections"          Applications which have been rejected by the ID centre and back with you for resolution

Dashboard panels only show the top 6 applications which need your attention. In the event that there are more than 6 applications, then clicking on the expand icon 🡔🡖 will launch a new page showing all applications within that dashboard panel's workflow.

## Online Help

IDGateway™ has an extensive help and support system with tool tips, help pages and tutorial videos to help you learn to use the system.  The various help solutions can be accessed either via the ▮Help ⓘ▮ help button which is found at the very top of every screen, as well as via the ⓘ More Info links which you will find next to various sections throughout the system.

The library of help videos is continually growing so do check back on a regular basis.
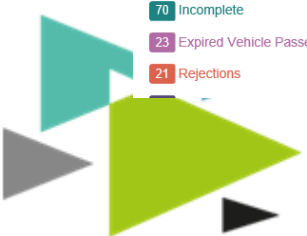
## Side Bar Menu
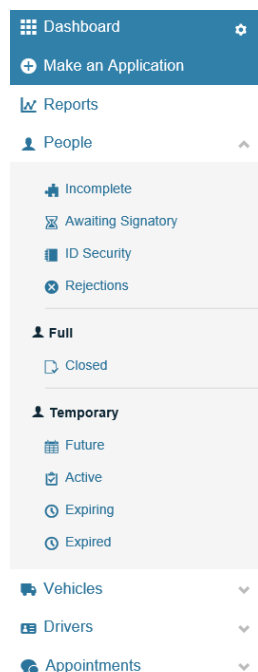
On the left side of your screen you can find the side bar menu. (If you are using a small screen or tablet device you may have to click ☰ in order to show the side bar menu).  In this area, you have access to a number of additional controls which do not have dashboard panels. The side bar menu always displays a link back to your dashboard and also to the "New Pass Application" area.  If you expand the "People" or "Vehicle" section by selecting the down arrow you will find links to all of the expanded dashboard panel views, as well as access to all "Closed" files. (These are files that have been completed either through criteria checking or verification – and in relation to which IDGateway™ thinks that pass issue has been approved.)

Temporary passes are also controlled from here. Please see the section on Temporary Passes

The coloured squares at the bottom of the side bar menu display your current workload within each section of IDGateway™.  It is always ordered with the largest volume workflow showing first.

> **Hint** - These are live links, so clicking on them will take you to the relevant page

Side bar menu items:
- ▦ Dashboard  ⚙
- ⊕ Make an Application
- ⌁ Reports
- 👤 People  ⌃
  - 🧩 Incomplete
  - ⌛ Awaiting Signatory
  - 🎬 ID Security
  - ✖ Rejections
- 👤 Full
  - 🗋 Closed
- 👤 Temporary
  - 🗓 Future
  - ☑ Active
  - ◔ Expiring
  - ◔ Expired
- 🚚 Vehicles  ⌄
- 🪪 Drivers  ⌄
- 💬 Appointments  ⌄

MY WORK
- 70 Incomplete
- 23 Expired Vehicle Passes
- 21 Rejections

## Global Search

At the top of all screens is a global search bar. This allows you to enter all or part of the name of any applicant or vehicle – and if you wait a moment, the global search will find all matching applications on IDGateway™ together with their current status. You can click on the correct applicant and jump directly to their applicant summary page.
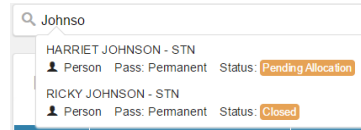
## Getting Started

### New Pass Application

In order to make an application for a new pass you will always start at the "New Pass Application" link, unless you use a third party referencing or HR tool which is integrated with IDGateway™ and has already automatically sent application data into the system.

> **Hint –** in the event that you only have one Airport, Pass Type and Prefix available to you, IDGateway will automatically select these for you

On the first page of "New Pass Application" you are able to specify the "Airport", "Pass Type", and "Prefix" which apply to this application. These selections will define the specific airport rules which will govern the application – and once they are chosen they cannot be subsequently changed. (Please therefore take care to ensure they are right!)

You will also be asked to enter the name of the applicant you wish to process. IDGateway™ will perform a quick search of the database and see if this applicant has previously applied for any pass type for you organisation. If they can be located you will be given the option to copy across their previous application details. It is very important to let IDGateway™ know if the applicant is recognised as this will help expedite the application later on.

Once the above selections have been made, IDGateway™ displays the authorised signatories in your organisation who are eligible to submit this application.

In the event that you use third party referencing or HR tool which is integrated with IDGateway™ then use the global search to locate the application and use the "Pre-process" button to allow IDGateway™ to validate the data which the 3rd party has provided, before displaying what remains to be done.

Once an application has been started, it is automatically saved and updated every time the **Continue >** button is clicked. This and all incomplete applications can be found in your "Incomplete" dashboard panel.

### Tube map
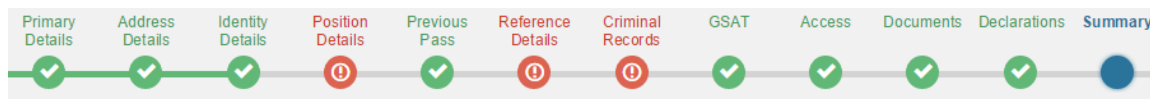


To help you find your way around the "New Pass Application" form, IDGateway™ displays a "tube map", unique to that application type, at the top of the screen. Sections of the form which have been successfully completed show in green, whereas those which are still incomplete or contain issues show in red. Those sections which have not yet

> **Hint** – As you enter information into IDGateway™ it will affect the requirements of each section. As such sections can change from green back to red.

been started show in grey. The section you are currently working-on shows in the colour of the airport you are applying to. Once you have completed the "Primary Details" section, the tube

map stations become live links, allowing you to jump about within the application.  All Applications have a tube map and this will either show, where in the process your apllication currently is, or where in the application for you current are.

## Completing an Application

### New Pass Application Data

The "New Pass Application" forms ask the same questions as the original Forms1 to 18, with a few minor exceptions. However, unlike the original paper forms, IDGateway™ dynamically guides you as to what is (and what is not) acceptable to the ID centre in relation to each question. When adding applicant and background-check data, it is exceptionally important that you enter data exactly as it is shown on the identity documents and references, otherwise this may result in a rejection from the ID centre.  You will notice that some of the fields have a red asterix next to them, e.g. ⓘ Fields with * are required . These are obligatory fields and must be completed. The forms and fields are designed to be simple and logical to complete and IDGateway™ only displays questions and options which are relevant to the application you are making.

### Reference Details Grid

Once you reach the Reference Details section in a Form 1 application, IDGateway™ displays a grid of all references entered and where the gaps are.

| | Type | Reference Name | From | To | Options |
|---|---|---|---|---|---|
| ● | Sponsor | RYANAIR | 22DEC14 | | |
| ● | Gap | Unemployed (Not Claiming) | 31MAY14 | To Present | ✎ 🗑 |
| ● | Employment | JOULES LIMITED | 18FEB14 | 30MAY14 | ✎ 🗑 |
| | ⇕ Gap between **10JAN14** and **17FEB14** (39 days) ⇕ | | | | |
| ● | Education | BRIGHTON SCHOOL | 09JAN13 | 09JAN14 | ✎ 🗑 |

In order to add a new reference you can click Select to add new reference... ▼ or alternatively click on any red gap warning in the grid.  You are then asked to choose which type of reference you wish to add next.

### Completing Reference Details

The reference forms are simple to use. However, unlike a Form1 they will carefully steer you through any difficult referencing periods, such as non-trading companies.

If an applicant has worked for a company on more than one occasion, you can enter multiple date periods for that company, as opposed to having to enter duplicate company data. IDGateway™ then sorts the periods into the right order on the Reference Details grid.

| From | To | To Present? | Options |
|---|---|---|---|
| 18FEB14 | 30MAY14 | ☐ | ✎ |
| 📅 DDMMMYY e.g. 12DEC14 | 📅 DDMMMYY e.g. 12DEC14 | ☐ | Save |

Towards the end of each reference section you will find a box called "Supporting Notes". This is a free text field where you can provide the ID centre with any file notes to accompany this reference.

If at any time you wish to exit a partially completed reference (to be returned to later) you can simply click the Save & Return 🖫 button, which takes you back to the Reference Details grid.
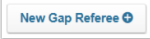
At the top of each section of each reference, you can find a breadcrumb trail, which looks like the following: Primary Details » Referee Details » Contact Details » *Other* .  This is similar to the main tube map, in that it helps you navigate through or jump around within each individual reference.

## Gap References

At the end of every reference you have the option to add a supporting gap reference, should you wish to do so. In some case, however, a gap reference is mandatory!  IDGateway™ recognises such cases and where this happens, the addition of a Gap Referee becomes obligatory.

When asked to provide a Gap Referee you have two choices.  You can either add a new Gap Referee by clicking [New Gap Referee ⊕] and then continue to complete the Gap Referee details. Or, if you have previously entered the Gap Referee's details, you can choose the relevant Gap Referee from the list displayed, to assign the Gap Referee to the reference which they are supporting. [Assign ☐]

## Items for Attention

As you move through the reference forms, IDGateway™ automatically shows you if there are any "Items for Attention", in the form of coloured flags. There are three flag colours and these have specific meanings

**Items for Attention**

| | |
|---|---|
| ⚑ The United Kingdom CRC has no serial number | ⌄ |
| ⚑ Some career periods overlap | ⌄ |
| ⚑ The United Kingdom CRC is close to being too old | ⌃ |
| The CRC from United Kingdom is within two weeks of expiring. | › |

**Red Flag** – if a red flag shows. IDGateway™ will not allow you to submit the application. This means that either there is missing information or that the application contains data which does not yet meet with the ID centre requirements.

**Orange Flag** – An orange flag indicates a possible conflict or issue that needs to be sanity-checked. You can submit an application with orange flags and these issues are then highlighted to the ID centre upon receipt.

**Blue Flag** – A blue flag is just for information. For example, blue flags bring to your attention documents which are close to expiry, so you are aware to expedite your submission.

With all flags, you can find out more information about the associated issue by clicking on the down arrow next to the flagged warning.

## Uploading Documents

## Required Documents

IDGateway™ is designed to make the submission of all applications quick and easy. In order to achieve this, all supporting documents (Including references) must be scanned (or photographed on a mobile or tablet device) by the sponsor prior to submission. Once you have completed the online application forms, IDGateway™ provides you with an "Upload Documents" summary, which lists all the documents you will need to supply in support of your application.

| |
|---|
| ⑦ Hide the list of required documents |
| 1 - Copy of proof of identity: 'Passport' from Spain, issue Number: ▓▓▓▓ |
| 2 - Sponsor reference for Ryanair |
| 3 - Gap reference for 06SEP13 to 23FEB15, covered by ▓▓▓▓ |
| 4 - Reference for ▓▓▓▓ |
| 5 - Reference for ▓▓▓▓ |
| 6 - Criminal Record Check for Spain |
| 7 - General Security Awareness Training |
| 8 - Applicant Security Interview |
| Generate this list as a PDF |

To view the summary, click the ⑦ Show a list of required documents button. The Summary can be downloaded and printed off as a PDF file by clicking **Generate this list as a PDF** . It is really important that the documents you scan and upload are in exactly the same order as shown on this list.

### Uploading Documents

To upload your files press the [Choose Files] button or you can drag and drop multiple files (up to 5) by selecting the files on your computer and dropping them in the dashed area. If your Browser does not support this function, the dashed area will not be visible.

_or drag and drop a file here_
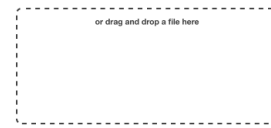
### Scan and Upload

If you would like to upload your files from a mobile device whilst filling out an application on a computer, open a QR reader app on your mobile and scan the QR code on your PC, a sample QR code is shown to the right. Your mobile will then open an 'upload page' specific to the current application you are filling out, tapping 'Choose File' or 'Browse' on this screen will give you the option to take a photo or upload a file from the photo gallery on your phone or tablet. (If you wish to photograph and upload a multi-page document / reference you will need to photograph and then upload each page one at a time). Once you have uploaded all the photos for an application return to your PC and click the "click here to reload the page" link above the upload area, your photos will then be viewable in the preview area below.

### Document Manipulation

IDGateway™ allows you to either scan and upload all documents in a single file or scan and upload separate documents (for example, one scan for each reference). Once you have uploaded your files you are able to split a multi-page PDF into individual pages, rotate and re-order your pages and merge multiple pages into one PDF file. Either way, it is important that the documents are uploaded in the order displayed on screen, and the correct way up, in order to avoid the submission being rejected by the ID centre.

### Application Summary

The "Application Summary" page is divided into logical sections, showing the same information as a traditional Paper based Form. At the bottom of the Application Summary you will find links to all of the scanned documents, which have been uploaded in relation to this application. You can compare the details within the Application Summary to the scanned copy of each uploaded document.  (The ID centre will make a similar comparison as part of their process, once the application is submitted.)
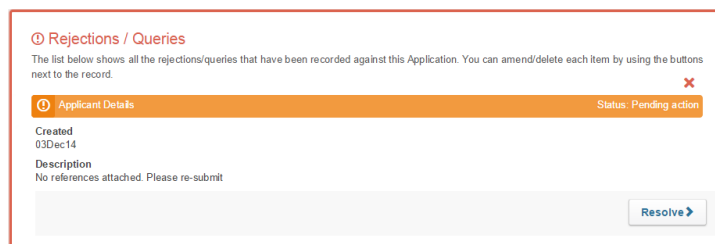
### Submitting

If you are not an authorised signatory you can only "Queue" applications [ Queue ] to be reviewed and submitted by a signatory. (Queuing an application moves it to the "Awaiting Signatory" panel.) IDGateway™ also provides you with a list of authorised signatories in your organisation who are able to submit each specific application. If you are already an authorised signatory, then you can use the [ Submit ] button to push the application into the ID centre. In the event that you wish to edit a file which has already been placed in the Queue (but not yet submitted) there is a [ Unqueue and Edit ] link, which puts the application back into the "Incomplete Applications" panel.

## Rejections

In the event that your submission is rejected by the ID centre, you will _immediately_ receive an email detailing the rejection. When you log in to IDGateway™ the application will be displayed in the

**⊘ Rejections / Queries**

The list below shows all the rejections/queries that have been recorded against this Application. You can amend/delete each item by using the buttons next to the record.

❌

**⊘ Applicant Details**                                                    Status: Pending action

**Created**
03Dec14

**Description**
No references attached. Please re-submit

Resolve ❯

"Rejections" panel in your dashboard.  Click on the ⚑ Rejections/Queries (1) link and the rejection reasons will be repeated here, as per the email.

IDGateway™ will require you to resolve the rejection and update the rejected data within the application forms.  As part of this, you will be asked to explain what action has been undertaken. To do this, click the **Resolve ❯** button in the "Rejections / Queries" information panel.

IDGateway™ may also require you to upload new supporting documentation (for example a new reference or CRC) to solve each specific rejection. You must step back through each section of the application which was rejected. Once complete, the application can be resubmitted (or re-queued for submission if you are not an authorised signatory).

## Booking Appointments

Once an application has been cleared by the ID centre, IDGateway™ will notify you by email. The file is then automatically moved into the "Appointments" panel (Left side of your dashboard screen) and you are now able to book and appointment for pass collection through the IDGateway™ system.

All appointments which need a booking to be made are found in the "Required" sections. You will also see a notification in the bottom left [1] Required Appointments corner.  Please note that you have a limited period of time from the application being cleared by the ID Centre, to make an appointment and have the pass issued. This time will automatically count down in the Appointment grids next to each applicant. If the period expires then a new application will be required.

If an appointment is missed then the system will automatically send this to Re-book. Please note that the limited time period does not reset and you may be charged for missed appointments.

## Temporary Passes

Temp passes requested through IDGateway™ are now self-service. This means that you can make an application online, have it approved by the ID Centre and then self-print the pass and give it directly to the applicant requiring access airside. There is no longer any requirement to visit the ID Centre and collect the temp pass.

### Applying for a Temp Pass

The application process for a temporary pass is initiated in exactly the same way as for any pass type i.e. using the "Make an Application" button on the left side of the screen ⊕ Make an Application.

### Temp Pass Duration

During the application you will be presented with calendar options for both the start and end dates as now instead of only having a 1-5 or 30 days pass option, IDGateway™ allows you to select exactly how many days of temp pass you wish to apply for (Max 30 days per application).

In the event that you have another pass already in application then you will not be allowed to select these dates. Equally you cannot book dates which are more than 28 days in the future or exceed the maximum of 60 days of temp passes in a rolling 12 month period.

IDGateway™ will show you how many other applications are known for this applicant and their current status.

**Other Temporary Passes**

The table below displays details of other Temporary passes that may have have an impact on the number of days available or the time frame available for use.

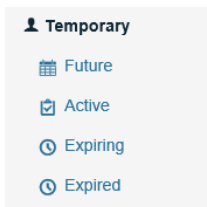| Pass Type | Start Date | Days Used | Expiry Date | Status |
|---|---|---|---|---|
| Form 8 - Temporary Airside ID | 12MAY15 | 20 | 31MAY15 | Pending Allocation |
| Form 8 - Temporary Airside ID | 13JUN15 | 5 | 17JUN15 | Expired |
| Form 8 - Temporary Airside ID | 20JUN15 | 2 | 21JUN15 | Expired |
| Form 8 - Temporary Airside ID | 23JUN15 | 7 | 29JUN15 | Incomplete |
| Form 8 - Temporary Airside ID | 30JUN15 | 9 | 08JUL15 | Not Yet Valid |

## Document Upload (Temp Pass)

When uploading the proof of identity document it is essential that this is the same document the Applicant will be carrying with them when airside. The photo page should be the first page of the scan and must be clear and legible or the applicant may be refused entry at the control post. Please review the documents upload section earlier in this document for instructions on how to upload.

At some airports you may be required to upload a photograph of the holder. This should be a recently taken photograph and a Head and Shoulders picture without hats, sunglasses etc (similar to a passport photo). Please do not crop the passport photo. Ideally use a smart phone and upload a selfie image.

## Cleared Pass (Printing)

Once the pass has been cleared by the ID Centre you will receive an email from IDGateway™. Attached will be a PDF of the temp pass which can be printed and given to the applicant. The application can also be found in the Temp pass menu (In People section on left side of screen). In each section you will find passes depending on whether they have been booked for the future, are currently live or have expired.
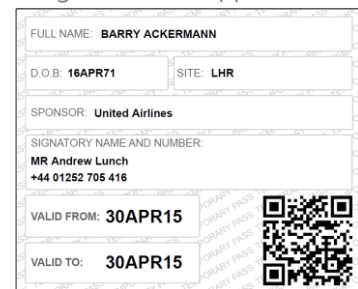
Clicking into the applicant details will bring up their summary. In the top right corner of the screen you will find 🖶 Print Pass which allows you to create a PDF printout.

As an authorised signatory you must ensure the pass is returned to you and destroyed once it has expired.

## Unparking / Change of Details / Reissue

In order to manage existing passes in IDGateway™, it is not necessary for IDGateway™ to know about the applicant or for you to enter a full application. Navigate to Make an Application, select the form type you wish to use and search for the Applicant. If they do not exist in IDGateway™ you will be asked to provide a few basic details and also the applicants existing pass number. In the event that IDGateway™ does not have a record of this number, please contact the relevant ID Centre so they can provide it to us.

## Vehicle Applications

The application process for a temporary pass is initiated in exactly the same way as for any pass type i.e. using the "Make an Application" button on the left side of the screen ⊕ Make an Application . However they are very similar to Temp passes in that they are now able to be self-printed and will be scanned on entry to the Airside Area.

## Vehicle Documents

IDGateway™ will now act as an access control system for vehicles. As such as part of both initial and renewal applications and depending on which airport, you may be asked to provide evidence of having suitable "Airside Liability Insurance Document

with indemnity" with the correct level of cover as specified by your local airport regulations. There are two ways to manage this is IDGateway™

### Vehicle specific Insurance (Airport dependant)

This may need to be uploaded each time you apply for a new vehicle pass.  If the insurance expires during the lifetime of the pass that vehicle will be denied access to the airport.  IDGateway™ will send warnings by email that this is going to happen.  Login to IDGateway™ and locate the vehicle either using the global search or in ⏰ Expiring vehicles section on the left menu.

Clicking into the vehicle summary will give you access to the renewal menu which will allow you to renew either the insurance or the vehicle pass if either are close to expiry.

Items with expiry dates

| Name | Type | Expires | |
|---|---|---|---|
| | Vehicle Pass | 29JUN15 | |
| 5599222_fleet_insurance_policy.png | Insurance | 03MAR16 | Renew ❯ |

### Fleet Policy Insurance (Airport dependant)

In the event that you have one or more central fleet Insurance policies which cover multiple vehicles, these can be centrally managed and renewed, updating the whole fleet at once.  You can access the Fleet Policy system via 📇 Fleet Insurance link in the left menu.  From here you can upload revised / renewed documents and once approved by the ID Centre they will be applied to all associated vehicles.

### Cleared Vehicle Pass (Printing)

Once the vehicle pass has been cleared by the ID Centre you will receive an email from IDGateway™.  Attached will be a PDF of the temp pass which can be printed and displayed in the vehicle.  The application can also be found in the Temp pass menu (In Vehicles section on left side of screen).  In each section you will find passes depending on whether they have been booked for the future, are currently live or have expired.

📅 Future
☑️ Active
⏰ Expiring
🕐 Expired

Clicking into the applicant details will bring up their summary.  In the top right corner of the screen you will find 🖨 Print Pass which allows you to create a PDF printout.

As an authorised signatory you must ensure the pass is returned to you and destroyed once it has expired.

There are a number of available self-adhesive, waterproof print papers available, for vehicles without windscreens.

## Feedback

PROVIDE FEEDBACK

Have a suggestion for IDGateway? Please let us know, click here.

IDGateway™ is a new system and we welcome as much customer feedback as possible in order to help us tailor it to you precise needs. There is an icon on the left side of every screen, which allows you to provide us with your feedback, good or bad.  We read all of this information and add all thoughts or ideas into our development plan.  In the event that IDGateway™ does not do something you expect it to, please provide us with as much information as possible about which page you were on, which application you were working on and the actions you undertook in the lead up to the problem.