

ID Centre User Guide

V3.0



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ID Centre Training

Introduction

IDGateway™ is a sophisticated tool designed to help manage pass applications at your airport. The system ensures that all applications are criteria checked against your own local airport standards prior to submission - and consequently, inadmissible applications will not be allowed to be submitted into the ID centre.

The system is split into two sections, one for the ID centre and the other for sponsors / signatories. This document focuses on managing applications within the ID centre.

Getting Set Up

To access IDGateway™ for the first time you will require a username, password and PIN, which your manager can provide to you. It is vital that you only use your own login credentials 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.

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 PIN.

Forgotten Password

In the event that you forget your 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 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' which needs to be terminated. Simply tick "Log out other sessions" and IDGateway™ will log you in, instead. If you suspect 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.

Account Settings

If this is your first time using IDGateway™ please go to the "Account Settings" link on the top navigation bar and complete the forms for the following menu items. ("General Details", "Contact Details", "Address Details" and "User Permissions"). Please note that you must have been authorised to change any "User Permissions" and the system prevents you from changing your own.

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 you to 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

“My Work”	Your applicants assigned to you to be checked
“To Allocate” (by permission)	All applicants / vehicles awaiting assigning to an ID centre user
“Criteria Check”	Your applicants who require criteria checking
“Verification”	Your applicants who require verification
“Rejection Response”	Your applicants who have had a rejection resolved by the sponsor

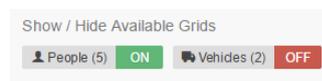
There are also a number of panels relating to Appointments and Vehicle passes.

In the event that you are authorised to use “To Allocate” then the other panels will show all users’ applications - not just your own.

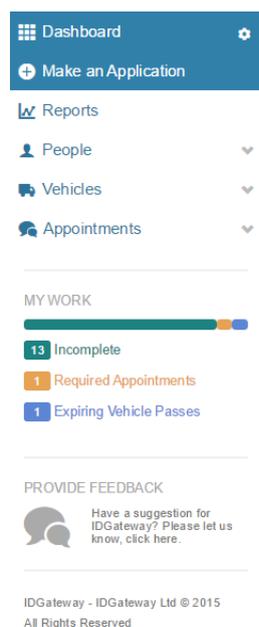
Dashboard panels only show the top 6 applications which need your attention. In the event that there are more than 6 applications, then clicking on the expand icon  will launch a new page showing all applications within that dashboard panel’s workflow.

Expanded Panels

Please note that when accessing a full panel from People it will automatically turn off Vehicles and vice versa. In order to display both at once, simply click on the panel filters in the top right of the screen.



Side Bar Menu



On the left side of your screen you will see 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 your “My Work” panel.

However, if you expand the “People” or “vehicles” sections 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 which have been completed either through criteria checking or verification – and for which and IDGateway™ assumes that an ID has subsequently been issued.)

The coloured squares at the bottom display the current workload within each section in of your ID Centre. 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



Getting Started

My Work

My Work is your own personal workload manager. Here you will find all applications which are currently in progress and also any rejections which have been returned by sponsors and directly assigned to you. In order to take applications to work on please, click the **Allocate next** button. Applications can also be given to you by a manager, using their "To Allocate" panel.

Hint - Hovering your mouse over any name with a dotted line underneath will pop up a speech bubble containing the contact details for that person

Once you have some applications allocated to you, they will appear in a grid ordered by the oldest submission first (i.e. first in the queue). Clicking any of the column headings will re-sort the table by that heading.

Name	Ref Periods	Pass Type/Document Type	Airport	Sponsor	Signatory/Submitted By	Date Submitted	Route
ZDENEK LEPAJE	0	Stolen Pass	Glasgow Airport	easyJet	Ryan Morris	15APR15	Criteria Check
BRADLEY GILBERT	0	Form 4b - Change of ID Pass Details	Glasgow Airport	easyJet	Tom Coleman	16APR15	Criteria Check
CATHERINE SHERIDAN	6	Form 1a - Full Airside ID	Glasgow Airport	easyJet	Andrew Lurch	15APR15	Verification
GEORGIA STEWART	0	Unpark Pass	Glasgow Airport	easyJet	Andrew Lurch	15APR15	Criteria Check
MAN 17-272: HG56KJH. Rigid Lorry. RED	0	Permanent Vehicle Pass	Glasgow Airport	easyJet	Tom Coleman	15APR15	Criteria Check

Please note that applications with a red highlight are lost / stolen passes and will be allocated to the top of the queue. Fast Track passes have a green highlight and are also prioritised although after Lost and stolen. The "Route" column at the end of this table shows how IDGateway™ has allocated the file to be processed.

Criteria Check / Verification Allocation

IDG Definitions:

Criteria Check – Visual review of the file to ensure; names match documents, all documents have been submitted, general state of the submission etc.

Verification – Minimum 10% allocation requires full audit and follow up of each reference document.

IDGateway™ will automatically make the decision as to whether each application should be criteria checked only, or if it requires more scrutiny (and must therefore go through full verification). There are a number of manager-specified rules which drive this decision, but as an absolute minimum IDGateway™ will always ensure that 10% of applications are verified. Once an application is allocated to verification, it cannot be recalled and sent through the criteria checking route.

To select the application to work-on, simply click on the applicant's name and you will be taken to their applicant summary page.

If a file is set as Criteria Check and you wish to force it to Verifications this can be done by clicking the [Force to Verification](#) button in the floating header bar.

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 – 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.

Q Dow

ZOE DOWNES

Person Pass: Permanent Status: Criteria check

Caution; if the application has yet to be allocated to any user's My Work, then IDGateway™ will not have allocated a



processing-path (i.e. criteria check or verification). In order to work on such an application, please click on the  button.

Checking an Application

Criteria Check or Verification

Every application in IDGateway™ has a floating header-bar which remains visible to you no matter how far down the screen you scroll. This header bar contains details of the applicant's name, the pass type required and the checks which you must perform within IDGateway™.

Name on Application	Airport	Pass Type:	Status:
 VERITY SHEPPARD	STN	Permanent Critical-Part Pass	Verification

 History

The "History" button provides you with

1. A record of how long the sponsor and ID Centre have been working on this application
2. Who progressed the application at each stage
3. A full audit trail of all activity in relation to this application

Hint – anywhere you see this icon,  there is more information available to view by clicking on it.

Applicant Summary Page

The applicant summary page is divided into logical sections, showing the same information as the paper Form1. At the bottom of the applicant summary page you will find links to all of the scanned documents which have been uploaded by the sponsor in relation to this application.

You can compare the details within the applicant summary page to the scanned copy of each document which has been uploaded in support of this application.

If you have sufficient permissions, you are able to modify the fields which commonly contain typos and misspellings. To modify a field, click on the edit icon next to the data. You can then make the amendment. Any modification you make will be recorded in the tracking system. This functionality is only available once the application is Site side. To assist the user whilst they are completing the application see the section on Assisting Users.

Warnings

Applications can sometimes contain unusual circumstances which IDGateway™ is unable to automatically resolve with the signatory, prior to them making the submission. An example might be an applicant having 2 overlapping employment periods, which may or may not be acceptable.

Issues such as this require a real person in the ID centre to review it, and where such an issue occurs, IDGateway™ displays an orange flag  and an "Errors and Information" text box to explain what is possibly wrong.

There is no need to try and clear any flags in IDGateway™. Their purpose is simply to highlight issues which require your attention.

Clearing or Rejecting an Application

You will see that each section of the applicant summary page (including each reference and CRC) in Criteria Checking has a grey  box associated to it (The crosses are on the far right of the summary screen). IDGateway™ makes the assumption that each component of each application is acceptable to the ID centre, unless you specifically tell it otherwise.



If, as you check through a document, you discover a problem or reason to reject, then click this grey  box and it will turn red . The associated item is now primed to be rejected. Continue to work through this and all other documents in the application, until all items have been checked.

This is referred to as implicit confirmation, as it is implied that the details are acceptable unless you specifically tell IDGateway™ otherwise.

If you are Verifying the document you must use explicit confirmation. This means that there is a tick and a cross and you must give a response, tick or cross, against each section as you check it.

Hint – If you have a widescreen and want the perfect split screen; hold down the Windows key  and tap the left arrow and the document will fill the left of your screen. Then click back on IDGateway™ and hold the windows key and tap the right arrow.

At the bottom of the summary page you will see an uploaded documents section. Clicking the document will launch a quick view window. However clicking on the  icon will download the document as a PDF document.

In the event that you click on the “Verified” or “Continue” buttons without rejecting any items in the application, IDGateway™ will assume that you have cleared the file and will automatically direct the Signatory to book an appointment or in the case of a temp pass will issue the ID pass. The signatory will be informed that the application has passed verification or criteria checking.

Hint – A rejection will not be sent until the entire file has been checked and completed

Rejection Notices

If you have turned some grey crosses to red, then when you click the “Continue” button, IDGateway™ will automatically launch a “Rejection Reasons” panel. Within this panel you will see all items which have been rejected, together with a box in which you can write your reasons for rejecting.

Once you have completed this box and submitted it, you will be shown a draft of the email rejection notice which IDGateway™ will send to the signatory. If you are not happy with any aspect of this email, just click the “Previous” button to go back and make amendments. Otherwise click .

This application will now be immediately returned to the signatory and will await their input to solve the rejection(s) or make the required changes. Should you wish to locate this or other rejected applications, they can be located via the global search or within the “Rejected” link found under the “People” heading of the side bar menu.

Forcing Applications to Verification

In the event that you criteria check an application and are unhappy with what you see, you can force the application into verification by clicking [Force to Verification](#) in the floating header bar. Please note that this cannot then be undone and once you have clicked this button the application must then be verified.

Rejection Resubmission

Once the signatory has resolved any rejections which you added to an application, they are able to resubmit the application into the ID centre. At this stage, the rejected application is sent back to the beginning of the queue in the “To Allocate” panel. However it is highlighted in red so it is clear that this is an application which the ID centre has previously seen and rejected.

App ID	Forename	Surname	No. of Periods	Date Submitted	Sponsor	Signatory	Pass Type	Route
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="shep"/>					All	
RVR216	GEORGINA	SHEPHERD	7	03DEC14	Ryanair	David Taylor	Permanent Critica...	Pending Allocation (Verification)
RVR194	VERITY	SHEPPARD	3	04DEC14	Ryanair	Richard Haygreen	Permanent Critica...	Pending Allocation (Verification)

If you are allocated an application which was previously rejected and which has been resubmitted into the ID centre you can click back into the applicant summary page where you will find a “Resolved Rejections” panel, detailing the cause of the rejection and the method by which it has been resolved.



Resolved Rejections

Rejection	Reason	Date Rejected	Resolution Notes	Date Resolved
Company Employment - THE CORBET ARMS 01JUN14 - 28NOV14	Reference has PP'd signature	04DEC14	We have obtained and uploaded a new reference	04DEC14

From that point, you can continue to work on the application, which will still be in either the verification or criteria check workflow, depending on how it was first routed through IDGateway™.

Revisions

Once a file has been resubmitted IDGateway™ will show you any changes which have been made. Simply click on the  Revisions button in the header bar and you will be presented with a split screen. On one side is a copy of the application as it was when you rejected it. On the other is the current version. Any amendments are highlighted as follows

- Items in Green have been added.
- Items in Red have been removed.
- Items in Blue have been modified.

Application submitted on 10JUN15 10:49

Primary Details

Salutation	Miss
Gender	Female
Forename	KATHARINA
Surname	ABENDROTH
Middle Names	MELISSA
Known by Any Other Names	
Previous Surnames / Maiden Names	
Date of Birth	14APR81
Birth Town	LONDON

Application submitted on 10JUN15 10:53

Primary Details

Salutation	Ms
Gender	Female
Forename	KATHARINA
Surname	ADBE NEROTH
Middle Names	
Known by Any Other Names	
Previous Surnames / Maiden Names	MELISSA
Date of Birth	14APR81
Birth Town	LONDON

Managing Vehicles

New Applications

New vehicle applications in IDGateway™ are treated in exactly the same way as people passes other than they will only even go to Criteria Checking. However the documents and all aspects of the vehicle application must be checked using implicit confirmation. In the event of a rejection the process is exactly the same as for a people pass.

Insurance Renewals

Vehicles in IDGateway™ are now on a live access control solution. This means that if their insurance document expires during the life of the pass (12 months) then that vehicle will no longer be able to access the airside environment through the control posts. To resolve this Signatories will automatically be warned by IDGateway™ that documents are due to expire and that they must resubmit their renewal which must be checked and approved by the ID centre.

-  Pending Vehicle Docs.
-  Pending Sponsor Docs.
-  Active Fleet Insurance

In the event that a new document is submitted, it will automatically be allocated to your My Work section when it chronologically rises to the top of the list. The list of documents which await your attention can be found under the Vehicles section of the left side of the screen. Fleet polices are separated out as renewing these renews all vehicles in the fleet.

Approving Insurance

The Insurance approval system is very simple. Either locate the vehicle through the Global Search and click on  Pending Docs or go directly to the Pending Vehicle document menu and locate the vehicle. Having checked the document carries enough cover and the expiry date



matches (This is critical otherwise IDGateway™ will not know when to refuse access) you can simply click on  

Disabling Vehicles

If at any time you wish to prevent a vehicle gaining access to the airport then it can be disabled. To do this please search for the vehicle and click into its' summary page. At the bottom of the screen you will find a  button. Once clicked IDGateway™ will ask you for a reason for disabling the vehicle which will be logged. To re-enable the vehicle to the same other than click .

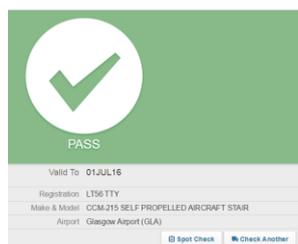
Scan Logs

Each time a vehicle is scanned on the airfield by an IDGateway™ scanning device it will log the event as a pass or fail and will also create a location which can subsequently be reviewed on an online map by clicking on "Click to view".

Date	Location	Result	Message
16APR15 16:51:57	Click to view	fail	Vehicle has been disabled.

Checking a Vehicle Pass

The simplest way to check a vehicle is either via a scanning device running IDGateway™ software or alternatively via any smart phone or tablet with a QR scanning solution and an internet connection.



If you wish to spot check a vehicle and do not have a QR scanning device then you can log in to IDGateway™ and simply click on .

In the left hand menu under Vehicles and search for that vehicle by licence plate or asset number.

Spot Checking a Vehicle

In the event that Airfield Operations wish to spot check a vehicle they must enter the vehicle details in the check pass screen. Once the vehicle shows as allowed on the airfield then you can click .

This will allow you to enter the result of a random spot check and save this plus any notes into IDGateway™. In the event that the vehicle fails the Spot Check, the pass will automatically be disabled and an email sent to the Sponsor notifying them of such. Vehicle which have failed their inspections will be saved to the Failed Inspection section in the left menu.

Managing Users

Managing existing sponsor access

A site user with sufficient permissions has the ability to manage sponsor and signatory access within IDGateway™. Firstly, click on the admin tab and select sponsors. Then search for the sponsor company and click on the row. You will be taken to an overview for the sponsor company where you can then select the sponsor user to edit. The overview page allows you to click the following buttons to

manage the account











or

You can also disable or enable sponsors and signatories in the sponsor overview page by clicking on the quick access buttons in the sponsors grid.

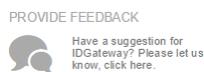


Assisting Users With Applications

On occasion you may field telephone calls from sponsors and signatories asking for advise on completing an application. IDGateway™ allows site users to support these users by providing a system to view and modify incomplete applications on the sponsors behalf. To open an incomplete application, go to People in your left hand menu and select incomplete. You are presented with a grid containing all incomplete applications at your site. Use the search bars to find the required application and click on the row to view and edit the application.

Note: You are able to edit the application but be aware that the user will be able to make changes at the same time. All changes made by you will be recorded in the application history as made by you on the user's behalf.

Feedback



IDGateway™ is a new system and we welcome as much customer feedback as possible in order to help us tailor it to your 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.

If at any time you have a problem using IDGateway™, please call us on **01252 750416** or email **support@idgateway.co.uk**

