

# Accessing PRaP

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## How is PRaP Accessed?

Providers access PRaP via Government Gateway, a secure authentication route into Government IT services. Following the award of a Welfare to Work Contract, the first step is to register the Provider organisation on the Gateway. This process will be discussed directly with the Providers by delegates from POST during their initial visit to Provider premises.

There are two links available:-

### Administration of users

<https://myaccount.gateway.gov.uk/RegisterOrLogon.aspx?gwcategory=org&gwv=1.0&gwrealm=urn:dwp-prap&lang=en-GB&gwtheme=prapre>

The link above should be used to:

- Register a Provider organisation on Government Gateway
- Administer a user on Government Gateway, including creation/enrolment/amendment/deletion of accounts
- Administer passwords/security phrases

### Access to PRaP

<https://prap.dwp.gov.uk>

The link above should be used to obtain access directly into PRaP once your account has been created and confirmed by POST as active.

### Access Levels

There are 2 levels of Government Gateway access:

- Administrator - *this type of user is able to add/amend/delete other Government Gateway users, as well as access PRaP if required*
- Assistant - *this is the most basic level of user and simply allows access to PRaP*

## User Creation

When creating PRaP users, it is imperative that the below process is followed exactly as described and in the same order. The User Productivity Kit (UPK) help package provides step by step system guides for each activity. This activity can only be performed by someone with administrator access.

1. Administrator creates the new user within Government Gateway - see *UPK recording 'Create new administration user' or 'Create new assistant user'*
2. New user logs on using details provided at step 1, and performs account confirmation activity - see *UPK recording 'Account confirmation and user security'*
3. Administrator enrolls new user on the PRaP service - see *UPK recording 'Enrol administration user on DWP PRaP service' or 'Enrol assistant user on DWP PRaP service'*
4. Once all of the above activity has taken place a form PRaP1b, suitably completed and approved must be issued to POST to enable the activation of a valid PRaP account. POST will advise once this action has been taken.

## User Removal

If a user no longer requires access to PRaP, their access must be removed immediately. The User Productivity Kit (UPK) help package provides step by step system guides for each activity. This activity can only be performed by someone with administrator access.

1. Administrator deletes the user within Government Gateway - See *UPK recording 'Delete and administrator' or 'Delete and assistant'*
2. Submit a suitably completed and approved PRaP1b to POST to enable the removal of the PRaP account. POST will advise once this action has been taken.

**FOR ACCOUNTS WHICH REQUIRE URGENT REMOVAL DUE TO THE RISK OF SECURITY BREACH, PLEASE TELEPHONE POST IMMEDIATELY.**

## Known Facts

Once a Provider has been awarded a Welfare to Work Contract, POST will issue them with a set of "**Known Facts**". These are made up of a Provider number, postcode and unique enrolment code and are sent via secure post at different times:-

1. The Provider number and post code will be sent together initially
2. Once the Provider has confirmed receipt of these, the unique enrolment code will be issued

It is imperative that these details are retained securely, as it will be used in different aspects of Government gateway user administration at any time.

If these known facts are lost or misplaced, you will need to contact POST. They can be reissued but must follow the same process as detailed above. They cannot be given over the phone or via email.

## Forgotten Username/Password/Security Phrase

In the scenario where a user has forgotten any one of their three login details, they can obtain these details themselves using self service functionality.

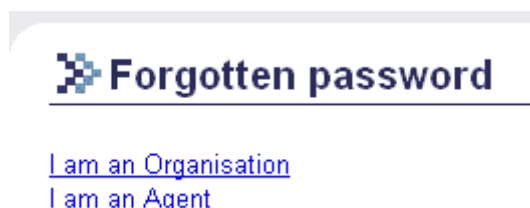
The username, password and security phrase fields all have links available to use where any of them have been forgotten, or an account has been locked. An example of the process for a forgotten password is below:-

1. Select the 'Forgotten you password' link



A screenshot of a web form. At the top, the word 'Password' is written in blue. Below it is a white text input field. To the right of the input field is a blue hyperlink that reads 'Forgotten your password?'.

2. Select 'I am an organisation'



A screenshot of a web page titled 'Forgotten password' in blue text. Below the title are two blue hyperlinks: 'I am an Organisation' and 'I am an Agent'.

3. Select 'DWP PRaP' from the list of services

4. At this point, this information requested will differ slightly depending on the kind of request/reset you are performing. In all cases, the 3 known facts are required to complete the process

5. The final stage will provide half of the information on screen and the other half will be emailed to the email address you have registered on Government Gateway within 1 hour.

**AT THIS POINT, IT IS IMPORTANT TO WAIT AT LEAST 1 HOUR BEFORE TRYING TO LOG IN AGAIN, EVEN IF YOUR DETAILS ARRIVE EARLIER. THIS IS TO ENSURE ANY CHANGES HAVE SUFFICIENTLY SAVED ACROSS ALL GATEWAY AND PRaP MODULES.**

## Long Term Absence/Leaving Organisation

If an administrator is going on long term absence or leaving the organisation they will need to move any staff assigned to them over to another administrator within the organisation. This may involve the creation of another administrator if required.

- See UPK recording 'Create new administration user'
- See UPK recording 'Unassign Assistant', 'Assign Assistant'

## 30 Day Audit

In order to ensure that PRaP continues to comply with Information System Security Standards, POST audit each user account every 30 days. In instances where an account shows no activity in the last 30 days, the account will be removed without notice. Should this account need to be reactivated, a new PRaP1b form will need to be completed and forwarded.