Case Work Management (CWM) System for Protected Species Licensing

Customer Registration Guidance

1. Scope

This document covers the registration part of the Case Work Management (CWM) system through the Government Gateway for online services. You only need to work through the registration process once.

You do not need to wait until you wish to apply for a licence (or to send a report for an existing licence) to register on the system. We would encourage regular customers to register as soon as possible so you can avoid registration delays when the time comes to use the system.

2. Obtaining help

We appreciate that it takes time for people to get used to a new IT system and so we would ask that if you get stuck or are not sure how to proceed that you seek help.

You can contact 0845 6014523 (local rate) where our Customer Services staff will help you resolve the problem. For help:

- Consult this guidance
- Phone us for help on 0845 6014523 (local rate)

Note: For optimum use your screen should have a resolution of 1280 X 768. We recommend you use an up to date version of your web browser. CWM was designed for use by Internet Explorer version 9 (or later) or similar browsers.

3. Overview of the Process

New users of the CWM system have three main stages to complete to use the system.

- Customer Registration
- Customer Verification
- Government Gateway (GG)

Existing Customers who are already registered on GG do not need to do this a second time. Please use your existing User ID and password to access GG and add CWM as an additional service.
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5. Overview Diagram

<table>
<thead>
<tr>
<th>Customer</th>
<th>Post</th>
<th>Natural England</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer registers on CWM giving their email and 3 items of memorable information.</td>
<td>NE sends letter requesting verification documents.</td>
<td>NE sends letter or email to the customer confirming verification.</td>
</tr>
<tr>
<td>Customer sends in verification documents.</td>
<td>NE verifies documents and informs GG of the memorable information.</td>
<td></td>
</tr>
<tr>
<td>Customer registers on the Government Gateway (new or existing) and adds CWM as a service.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For help contact Customer Services on 0845 6014523
6. Customer Registration (New Customers)

Each person applying for a licence will be a customer of Natural England. By recording key information about you we will avoid asking you the same name and address questions in subsequent applications. We will also know that we can safely conduct licensing transaction with you electronically. You will need to register some memorable information which is needed to use the government gateway and will also be used as a security measure to verify you as a customer when you phone us.

New customers should start here:

https://cwm.naturalengland.gov.uk/home/NE/CWM/CWMPortalPage.caf?mode=cust

7. Customer Registration (Existing Migrated Customers)

Please note that if you were a Natural England customer already, because you have received a licence from us in recent years, we have migrated some key information about you to the new system. You will know we have done this when we send you a letter with your unique customer number. The letters are being sent out in batches so it is possible that you could be reading this before your letter arrives. Please phone us if you have not received your letter and would like to register. However, it is still essential that you check the data is correct and you will need to register your memorable information before going to the government gateway.
Migrated customers should start here:

https://cwm.naturalengland.gov.uk/home/NE/CWM/CWMPortalPage.caf?custType=migrated

Click on the Customer Registration tab and input the following on the series of tabs:

<table>
<thead>
<tr>
<th>Customer Registration Tabs</th>
<th>What is covered on this Tab?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin</td>
<td>Requests your email address. This is a key identifier in the system and will be needed by the Government Gateway.</td>
</tr>
<tr>
<td>Name and address</td>
<td>As well as these basic contact details companies can enter additional details. You must give either a landline or mobile telephone number.</td>
</tr>
<tr>
<td>Contact details</td>
<td>You can express a preference for how you wish us to communicate with you. e.g. by post or email.</td>
</tr>
<tr>
<td>Further Details</td>
<td>Information about you and your business to help government work with you.</td>
</tr>
<tr>
<td>Memorable information</td>
<td>Three items of information are requested that you will need both for the Government Gateway and for identity verification when you phone us.</td>
</tr>
</tbody>
</table>

Press **Finish** to complete the registration.
When you press **Finish** you will see a confirmation screen giving your CWM customer number.

**Registration Submitted**

Your registration application has been successfully submitted.

Your Customer Reference Number is [redacted].

Please note that you will now receive a request to supply documentary evidence to verify your details. The request will be sent to the postal address you have submitted within the next 5 working days. You will not be able to use the online application system and no licences will be issued until this documentary evidence has been supplied.

**Note:**

| Change screens | Once registered and verified there will be additional screens allowing you to view or change the information given in your Customer Registration. These may need to be verified. |

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For help contact Customer Services on 0845 6014523
8. Customer Verification

This process is in place to ensure that we can safely conduct electronic transactions with you as an applicant. The production of documents to verify identity is common practice across government. If you are an existing customer with whom we have done business, the Customer verification process will be slightly different to that described below and we will do the verification in stages across our customer base. You will be invited to send in your verification documents.

You will be sent a letter within 5 working days asking you to send copies of a number of documents by post. We will keep a scanned copy of the documents supplied on file and we will securely destroy the hard copies.

- **We will not return documents to you.**
- **Please do not send original documents.**

What do I need to do?

When you receive the letter from us inviting you to send in customer verification documents, read the letter and send in copies of appropriate documents to:

Customer Services, Wildlife Licensing, Natural England, First Floor, Temple Quay House, 2 The Square, Bristol, BS1 6EB

Email: custmerverification.wildlife@naturalengland.org.uk

- Customers who are registering as individuals are asked to supply copies of a combination of documents from several groupings. At least one of the documents must show your current address. The groupings and document type lists are provided at Appendix 1.

- Customers who wish to register as a business/organisation need to identify themselves as individuals and also identity the business/organisation. There are different documents for individuals and for businesses (see Appendix 1).

You will know when the process is complete as we will send you a letter or email confirming completion of the customer verification process and giving you the web-link to the Government Gateway (GG). For new customers it is only when you are verified that we tell the Government Gateway your memorable information, so until this happens you will not be able to add CWM to your GG services.

If you update key elements of your personal details on that system you may be asked to refresh your verification information.
9. Government Gateway

Registering to use the Government Gateway at http://www.gateway.gov.uk/ is the next part of using any government system. If you are already registered for GG press the Enter the Government Gateway. If you are new to GG Register either as an Individual, Organisation or Agent.

New GG Users

When you click Register as an Individual, you will be asked to Register a Government Gateway account. You will be asked for your name, your email address and to create a password. When you submit the details you will be given a 12 digit User ID. Make a note of this number as the confirmation email from GG does not contain the number. You will also have an opportunity to print the number.
When you click continue you will be taken to a page where you can manage your services and in the list presented you will find the entry:

**Natural England Casework Management**

When you select this option you will be presented with a page that asks you to enter your CWM customer number and the memorable information that you entered when you registered on the NE site. Complete this and click **Next** to enrol for CWM. Click “**Back to your services**” to complete the registration and enrolment process. You will see a screen confirming that you have successfully enrolled for CWM services.

**Existing GG users**

You may already be registered to use GG (e.g. tax reasons) and you will be able to use the GG User Id and password for the Natural England Casework Management system by adding this as an additional service. When you **Enter the Government Gateway** you will have the option of adding a service. Follow the link and you will be taken to a page where you can manage **Your Services** and in the list presented you will find the entry:

**Natural England Casework Management**

When you select this option you will be presented with a page that asks you to enter your customer number and the memorable information that you entered when you registered on the NE site. Complete this and click **Next** to enrol for CWM. Click “**Back to your services**” to complete the registration and enrolment process. You will see a screen confirming that you have successfully enrolled for CWM services.
Government Gateway - Is it secure?

Security is of key importance in the Government Gateway. We provide security through:

- secure connections
- encryption
- use of digital certificates
- user IDs

In order to comply with best practice in terms of security compliance, the Government Gateway has a requirement for browsers to connect securely which means that some older browsers may no longer be able to connect. If you experience any problems entering the Government Gateway site, it is possible the version of your browser is not up to date. If this is the case, please upgrade your browser and retry.

Secure connection

The Government Gateway is a secure site. All information that you send and receive is transmitted through a 128-bit Secure Socket Layer connection (SSL). SSL creates a secure link between your browser and our server. You will always know when you are using a secure connection because a padlock icon is displayed on the status bar of your browser. SSL also encrypts data and guarantees that it is not altered between your computer and our server.

Encryption

All information that you send and receive through the Government Gateway is encrypted to the highest industry standards.

Digital certificates

A digital certificate is required for many government transactions.

A certificate is a piece of encrypted software that confirms your identity and establishes your authority (or 'credential') to perform a particular task. You can register with the Government Gateway using your certificate. Certificates provide very high levels of security.

User ID Authentication

Some government services do not require the level of security provided by digital certificates as the information involved in them is less sensitive. If you only want to use this type of service, you can register with a User ID (supplied by the Government Gateway) and a password (chosen by you).
10. Accessing the system

When you have successfully completed the customer registration and verification process you will be able to log on to CWM by accessing the Government Gateway and by selecting the CWM service you will be able to:

- Update your contact details;
- Complete and submit applications online;
- Complete and submit licence returns;
- Request a licence renewal where that option is available.

Separate guidance has been published to help customers use the system.

You may find it convenient to add the Government Gateway as a favourite on your web browser or for regular users you may choose to add the GG as an icon on your desktop.
Appendix 1  Identity Verification Documentation

Please provide copies of the following documentation to help us verify the information you provided when you registered on the NE CWM system.

If you registered as an individual type customer then you must supply documentary evidence to verify your identity and your address details (see below).

If you registered as an organisation type customer then you must supply documentary evidence to verify you as an individual (as above) plus documentary evidence concerning you and the organisation you work for by also supplying additional documentary evidence (see below).

Please note that you should supply copies only since any documents you provide will not be returned to you.

All documents that you provide will be scanned and stored in a secure electronic document records management system and all hard copies will be destroyed by being shredded.

For an individual type customer

Documents are required to verify an individual’s identity and their address details as follows:

Please provide either:

- 1 document from Group 1, below plus
- 2 further documents from either Group 1, or Group 2a or 2b, below

**NB:** At least 1 of the documents must show your current address.

Or

- 1 document from Group 2a
- 2 further documents from either Group 2a or 2b

**NB:** At least 1 of the documents must show your current address.
### Group 1: Primary identity documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport</td>
<td>Any current and valid passport</td>
</tr>
<tr>
<td>Biometric residence permit</td>
<td>UK</td>
</tr>
<tr>
<td>Current driving licence – photo card with counterpart</td>
<td>UK/Isle of Man/Channel Islands (full or provisional)</td>
</tr>
<tr>
<td>Birth certificate - issued at time of birth</td>
<td>UK and Channel Islands – including those issued by UK authorities overseas, e.g. embassies, High Commissions and HM Forces</td>
</tr>
</tbody>
</table>

### Group 2a: Trusted government documents

<table>
<thead>
<tr>
<th>Document</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current driving licence – old-style paper version</td>
<td>UK</td>
</tr>
<tr>
<td>Current photo driving licence</td>
<td>Non-UK licences must be valid for up to 12 months from the date the applicant entered the UK</td>
</tr>
<tr>
<td>Birth certificate – issued after time of birth</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>Marriage/civil partnership certificate</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>Adoption certificate</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>HM Forces ID card</td>
<td>UK</td>
</tr>
<tr>
<td>Firearms licence</td>
<td>UK, Channel Islands and Isle of Man</td>
</tr>
<tr>
<td>Document</td>
<td>Notes</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Mortgage statement</td>
<td>UK or EEA</td>
</tr>
<tr>
<td>Bank or building society statement</td>
<td>UK and Channel Islands or EEA</td>
</tr>
<tr>
<td>Bank or building society account opening confirmation letter</td>
<td>UK</td>
</tr>
<tr>
<td>Credit card statement</td>
<td>UK or EEA</td>
</tr>
<tr>
<td>Financial statement, e.g. pension or endowment</td>
<td>UK</td>
</tr>
<tr>
<td>P45 or P60 statement</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>Council Tax statement</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>Work permit or visa</td>
<td>UK</td>
</tr>
<tr>
<td>Letter of sponsorship from future employment provider</td>
<td>Non-UK or non-EEA only - valid only for applicants residing outside of the UK at time of application</td>
</tr>
<tr>
<td>Utility bill</td>
<td>UK – not mobile telephone bill</td>
</tr>
<tr>
<td>Benefit statement, e.g. Child Benefit, Pension</td>
<td>UK</td>
</tr>
<tr>
<td>Central or local government, government agency, or local council document giving entitlement, e.g. from the Department for Work and Pensions, the Employment Service, HMRC</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>EU National ID card</td>
<td>-</td>
</tr>
<tr>
<td>Cards carrying the PASS accreditation logo</td>
<td>UK and Channel Islands</td>
</tr>
<tr>
<td>Letter from head teacher or college principal</td>
<td>UK - for 16 to 19 year olds in full time education - only used in exceptional circumstances if other documents cannot be provided</td>
</tr>
</tbody>
</table>
For an Organisation Type Customer

If you registered as an organisation type customer then you must supply:

1. documentary evidence to verify the identity of the individual who made the registration plus
2. documentary evidence to verify the identity and the address of their organisation and
3. documentary evidence of the authority of the individual to undertake the registration on behalf of the organisation.

Please provide copies of the following documentation to help us verify the information you provided when you registered on the NE CWM system.

Please note that you should supply copies only since any documents you provide will not be returned to you.

All documents that you provide will be scanned and stored in a secure electronic document records management system and all hard copies will be destroyed by being shredded.

1. Documents required to verify an individual’s identity and address details are as follows:

   Please provide either:
   
   - 1 document from Group 1, above plus
   - 2 further documents from either Group 1, or Group 2a or 2b, above

   **NB:** At least 1 of the documents must show the individual’s current address.

Or

- 1 document from Group 2a
- 2 further documents from either Group 2a or 2b

   **NB:** At least 1 of the documents must show the individual’s current address.
2. Documents required to verify an organisation’s identity and address details are as follows:

All Businesses/Organisations must provide a copy of one document from the list below:

1. **A letter from an accountant or solicitor confirming the business trading address**
   The letter must be on your solicitor / accountants headed paper and must confirm the following:
   - That they act for your business and not you as an individual
   - That your business has started trading, or will start trading on a specific date provided
   *Please note that your solicitor / accountant must be a member of a recognised professional body (Solicitors - the Law Society; The Law Society of Scotland; the Law Society of Northern Ireland. Accountants - ACCA; ICAEW; ICAS or CIMA)
   The letter must be under 3 months old.

2. **An inland Revenue or VAT invoice to the trading address**
   The invoice must be in your business name and be addressed to your business at the trading address. The invoice must be under 12 months old.

3. **A utility bill**
   The bill must be addressed to the business at the trading address and must be under 3 months old.

4. **A business banking statement**
   The statement must be addressed to the business at the trading address and must be under 3 months old.

5. **An American Express, MasterCard, or Visa Statement**
   The statement must be addressed to the business at the trading address and must be under 3 months old.

6. **Fire Certificate**
   The certificate must be in respect of the business at the trading address and be under 12 months old.

7. **Health & Safety Certificate**
   The certificate must be in respect of the business at the trading address and be under 12 months old.

8. **The signed copy of the Lease Agreement**
   This can be either in your business name or in your name if an intention to trade from the premises is detailed in the lease.
In addition certain businesses and Organisations must also provide the following:

Partnerships, where there are more than 5 partners

- A letter containing a list of all current partners which must be on business letterhead paper

Clubs and Societies

- A copy of a signed meeting record authorising the opening of the account, which must be recorded on club or society headed paper

Private Limited Company, PLC and Limited Liability Partnership

- Other than the documentation requirements as detailed above, no further documentary evidence is required, however if the Directors/Secretary/Designated Members details have recently changed, copies of forms 288a/b/c or LLP288a/b/c should be supplied as appropriate.

If your business type is not included above, or if you have difficulty in providing any of the information requested, please contact us.

3. Documentary evidence of the authority of the individual to undertake the registration on behalf of the organisation.

Documents required to verify that an individual is authorised on behalf of their organisation are as follows:

- A letter confirming that the individual is employed by the organisation and is authorised to submit applications and returns on the NE casework management system.
- The letter must be on business letterhead paper and be signed by another duly authorised individual within their organisation.