NCTS online: guidance on registration and enrolment

The registration of others in your organisation

Government online services like New Computerised Transit System (NCTS) online, recognise two types of user, ‘peer users’ and ‘assistants’.

Important note: If you register on the HM Revenue & Customs (HMRC) portal, you will not be able to set up peer users.

Peer users

Peer users referred to as ‘users’ by the Government Gateway are administrative users for your organisation - they can:

- only be set up by the first user who has registered for an organisation (or by other peer users subsequently added to that group)
- enrol the organisation for additional services (and can perform de-enrolments)
- create and delete other peer users, including the initial peer user in the group
- create and delete their own assistants
- assign and de-assign which services other users and their own assistants and they personally can access
- change their own registration details

HMRC recommend that, should your organisation wish to set up many individuals to use NCTS online, you should consider:

- Only providing (administrative) peer user IDs to senior members of the company such as the company secretary.
- Providing assistant user IDs for those who you wish to allow access to the NCTS online service. This will limit the danger of accidental de-enrolment or other change to the group.

It is suggested that, at least initially, where multiple users need to access NCTS online service, that only one or two ‘peer users’ are created and that all other users are set up as assistants.
Assistant users

Assistants should be considered to be restricted users - they:

- can only use the services they have been granted by the peer user that created them
- can change their own registration details
- have none of the administrative rights of peer users and so are unable to enrol or de-enrol for services, or to create, delete or change details of other users

The Registration process

It is possible to have multiple people enrolled to use NCTS online service for a single organisation, however, it is important to understand how you should, and should not, set up your multiple users. It is also possible to hold multiple services in a single organisation group, for instance the NCTS Online, VAT declaration and VAT variations services.

If you or someone else within your organisation already has one or more Government Gateway user IDs, you should not register again with the Gateway as this will create a new group of users separate to your existing users. Instead, one of the ‘peer users’ in the existing group should enrol for NCTS Online. You will then be able to control which users have access to which service. See ‘The registration of others in your organisation’ for further information.

Registering through the HMRC portal

When you register through the HMRC portal, as well as receiving your user ID, you are automatically enrolled for HMRC information services. This enrolment will allow you to take advantage of the information based ‘my site’ tools. You may then proceed to enrol for the various online services.

Important note: if your registration was through the HMRC portal, you will not be able to set up other peer users successfully. You will only be able to set up assistant users. HMRC recommend that, if you consider that your organisation will need to set up more than one peer user, you should perform your initial registration and service enrolment for HMRC online services through the Government Gateway website.

Registering through the Government Gateway website

Please note: If you already hold a Government Gateway ‘organisation’ type user ID you will not need to register again to use HMRC e-Services.
If you register direct with the Government Gateway, to access HMRC services you must either:

- complete the registration process for an ‘organisation’ type user ID and then, **at the same time**, enrol for one of the available services (such as NCTS online when available)

- or register an existing digital Certificate with the Government Gateway and then, **at the same time**, enrol for an available service

Do not attempt to complete the registration process unless you intend to complete an enrolment for one of the available Government services.

**Further information and assistance**

Further information is available from our dedicated e-Customer Support Helpdesk on 0300 200 3701.

**How to register - step by step**

**A. Registering through the HMRC website**

- Access the HMRC portal and select NCTS.
- Select ‘sign-up for an online Government account’.
- Input your name, contact email address and select a password.

Your Government Gateway user ID will appear on screen. **It will not be displayed again, so please print the page or write it down carefully, keeping it secure.**

**B. Registering using the Government Gateway**

- Access the [Government Gateway](#) site and choose the option to register as an ‘organisation’.
- Select either ‘register with a user ID’ or ‘register with a certificate’.
- Follow the on-screen instructions to complete the registration process.
- Select one of the online services available to you (such as NCTS online) and proceed with the enrolment process.

**C. Creating other users and assistants in your organisation**

- Logon to the Government Gateway.
• Access the links to ‘manage users’ and ‘manage your assistants’.

• Follow the links and on-screen advice to create additional peer users and assistants.

**Important note:** as stated above, the creation of peer users can only be achieved if the initial registration was made through the Government Gateway site.

**How to enrol - step by step**

Once you have registered as a ‘user’, you may login to the HMRC portal and use the ‘my site’ facilities straight away to personalise your home page and request information alerts to keep you up to date with changes which may affect your business. However, to access NCTS Online (or other HMRC online service) you must first enrol for that service.

**A. Enrolling through the HMRC website**

• Access the HMRC portal and select NCTS.

• Logon using your user ID or digital Certificate.

• From ‘my services’, select the service for which you want to enrol.

• Read and acknowledge the ‘terms and conditions’ for e-Services.

• Enter the information required on screen. This information - the ‘known facts’ relating to the NCTS service (EORI number and postcode), will only be requested once as part of the enrolment process. See below for more detail.

• If your enrolment was successful, you will get an acknowledgement on screen and advice that an activation PIN will be sent to the address held for your EORI number.

**B. Enrolling for NCTS web using the Government Gateway**

If you have already registered and enrolled for another online service from the Government Gateway site, you may enrol for NCTS Online from the same site, although there is no advantage in using this method over enrolling via the HMRC website.

• Access the Government Gateway site.

• Use your user ID and password or digital certificate to login and access the ‘services list’ page.

• Select NCTS Online from the list of services available.
• Enter the information required on screen. This information - the 'known facts' relating to the NCTS service (EORI number and postcode), will only be requested once as part of the enrolment process. See below for more detail.

• If your enrolment was successful, you will get an acknowledgement on screen and advice that an activation PIN will be sent to the address held for your EORI number.

How do I activate my enrolment to NCTS Online?

Activation is a process used by the Government Gateway to confirm services are only available to authorised users.

After you enrol for NCTS Online, the Government Gateway will send a one-time use activation PIN to the address held against the EORI number of your organisation. The activation PIN will be addressed to the Managing Director of the organisation. You must make arrangements to ensure that the PIN is given to you.

If you have not received your activation PIN two weeks after successful enrolment, please check with the person who normally deals with your correspondence from HMRC. If the activation PIN has not arrived, please call the e-Customer Support Helpdesk on 0300 200 3701.

Your activation PIN is valid for 28 days from the date of the letter. If you have not used it within 28 days, you will have to perform the enrolment again and await a new activation PIN letter.

When you receive your activation PIN, follow the instructions in the accompanying letter to:

• Revisit the Government Gateway.

• Use your user ID and password or digital Certificate at the login facility to access your 'services list' page.

• From the 'services list' page, select the 'activate' link beside NCTS online to take you to the activation page.

• Enter your activation PIN and select 'activate services'. You will not have to perform this activation process again.

• You may now login to the HMRC portal and use NCTS Online.
How do I launch my guarantee details onto NCTS?

With the introduction of the Guarantee Management System (GMS), Guarantee Reference Numbers (GRNs) need to be issued for guarantee types 0 (Waiver), 1 (Comprehensive), 2 (Individual Guarantees), 4 (Individual Guarantee Vouchers) and 9 (Individual Guarantee with Multiple usage). Guarantee certificates should be retained for authorised fallback purposes only.

If you have a Community Transit guarantee and have not already been advised of your GRN, please contact the NCTS Helpdesk on 03000 575 988 or NCTS Helpdesk for further details. A minimum of three working days notice is required before submitting your first electronic declaration.

The following steps apply:

- Please supply four digit alpha/numeric access code(s) to NCTS Helpdesk.
- NCTS Helpdesk will advise you of your GRN and Trader Identification Number (TIN) to use when submitting declarations to NCTS.