Countryside Stewardship 2019

How to request a Mid Tier application pack online

www.gov.uk/rpa/cs
Are you and your land registered?

Not registered: call us on 03000 200 301 and we can help you.

If you are registered: sign in now and check your information is up to date. Make sure that all the land parcels you want to include in your application are registered in the Rural Payments service, and linked to your Single Business Identifier (SBI).

www.gov.uk/claim-rural-payments
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Getting Started

You can request a Mid Tier application pack using the Rural Payments service.

However, if your business (SBI) has a very large number of land parcels (200 or more) you cannot use the service to do this. Therefore, you need to call us on 3000 200 301 to request a pack.

The deadline for requesting a Mid Tier application pack is 31 May 2019.

If you’re already registered to use the Rural Payments service read from ‘If you’re an existing customer’ below.

If you’re already signed in to the Rural Payments service read from ‘After you’ve signed in to the Rural Payments service’ below.

Sign in to the Rural Payments service

If you’re a new customer

You must verify your identity before you can register with the Rural Payments service. You can do this in one of 2 ways.

1. Online with GOV.UK Verify – this gives you simple, trusted and secure access to an increasing number of public services on GOV.UK.

If you have difficulty verifying your identity with GOV.UK Verify or you are having problems with the Verify service, you should contact your identity provider.

2. Call the Rural Payments helpline on 03000 200 301 and we will help you – this will only give you access to the Rural Payments service, not other government services.

After you’ve verified your identity, you can sign in to the Rural Payments service and start to register. You will need to create a password.

If you’re an existing customer

Sign in to the Rural Payments service at www.ruralpayments.service.gov.uk.

Or you can sign in using the link on the RPA page on GOV.UK at www.gov.uk/rpa and click ‘Sign in to the Rural Payments service’.
Depending how you registered for the service you’ll need your:

- ‘Verify’ login details if you registered through GOV.UK ‘Verify’. Click the ‘Sign in if you registered online with GOV.UK Verify’ link and follow the onscreen instructions
- customer reference number (CRN) and password, if you registered through RPA. Click ‘Sign in with your customer reference number and password’.

To open the service we recommend you use the latest version of Internet Explorer, Google Chrome, Firefox or Safari.

The best screen resolution to view the service is 1024 x 768.

To view PDF files from the service (such as an application summary), we recommend you download the latest version of Adobe Acrobat.

**Problems signing in to the Rural Payments service**

If you make a mistake when signing in to the service you’ll see this message:

**Sign in**

There is a problem signing in- try the following:

- Check that you’ve entered your 10-digit customer reference number (CRN) correctly
- Check that you’ve entered your password correctly

Customer reference number (CRN)
This is the 10 digit number emailed to you when you created your account

1234567890

Password

***************

Sign in

Still having trouble signing in after you've checked your CRN and password?
Forgotten your password - create a new one here.

Started creating a new password and received the security code by email - enter it here.
Lost your customer reference number (CRN), call 03000 200 301.

- Check that you’ve entered your CRN correctly.
- Then make sure you’re using the correct password.
You have 3 attempts to sign in to the service. If you make a mistake at each attempt you will not be able to access your account. You’ll need to change your password, read ‘Registered through RPA’ below for more information. If someone else makes a mistake when signing in to their account by accidentally using your customer reference number (CRN), they’ll also see this message but it will count towards failed attempts to access your account. If this happens, then the next time you try to sign in to your account you may not get 3 attempts and may need to follow the same instructions above to get access.

**What to do if you still can’t access the Rural Payments service**

**Registered through GOV.UK Verify**
If you registered through GOV.UK Verify and cannot access your account, you need to contact your chosen provider.

You can leave feedback on the issue using the link on the GOV.UK Verify page.

The Government Digital Services (GDS) team will investigate your issue and reply to you if you requested a response.

**Registered through RPA**
You’ll need your CRN and the password you created when you activated your account. If you have forgotten your CRN, call us on 03000 200 301.

If you’ve forgotten your password or need to change it, click the 'create a new one here' link on the Sign in screen.

**Sign in**

Customer reference number (CRN)
This is the 10 digit number emailed to you when you created your account

[Enter CRN]

Password

[Enter password]

Sign in

Forgotten your password - [create a new one here]

Started creating a new password and received the security code by email - [enter it here]

Lost your customer reference number (CRN), call 03000 200 301.
Enter your CRN and email address, then click ‘Request security code’.

You’ll receive a security code by email. Enter the code on the next screen.

You must use the security code within 12 hours. If you haven’t used it by then, you’ll have to request another one.

Important: Keep the ‘Create new password’ screen open while you access your emails so that you can enter the security code.

The easiest way to do this is either:

- open a 'new tab' by clicking the right button on your mouse or pad with the cursor over the existing tab at the top of the screen, and read your emails in the new tab
- access your emails from another device, for example, your mobile phone.

If you close the ‘Create new password’ screen before you enter the security code, you can enter it from the Sign in screen. Click the ‘Started creating a new password and received the security code by email - enter it here’ link near the bottom of the screen. We’ve shown this link in the screenshot on page 5.
Then at the 'Create new password' screen you'll need to enter your CRN, email address and the security code, then click 'Continue'.

**Create new password**

Enter your details and security code below

- **Customer reference number (CRN)**
  
  1234567890

- **Email address**
  
  (Must be held in the Rural Payments service for your CRN)
  
  a.farmer@fieldinternet.com

- **Security code**
  
  

  [Continue]

After you’ve entered your security code you can create a new password. You must not use your email address as your password as it will not be accepted.

Use the new password when you want to Sign in to the Rural Payments service.

After you’ve successfully changed your password, if you still cannot sign in, call us on 03000 200 301.
After you’ve signed in to the Rural Payments service


If you cannot see the ‘Countryside Stewardship Applications’ link, you should check that you have the correct permission level to create an application.

Check your permission level

To check your permission level, click ‘Give access to this business’ on the ‘Business overview’ screen. If you don’t have the right permission level in the service you’ll need to get someone with ‘Business Details: Full Permission’ level for the business to change your permission level.

There are 4 different permission levels. To request a Mid Tier application pack you must have either ‘Amend’ or ‘Submit’ permission level under ‘Countryside Stewardship (Applications).”
After your permission level has been updated in the Rural Payments service, if you still can't see the link you should ‘sign out’ then ‘sign in’ again, to refresh your account.

**Mid Tier application pack**

On the Countryside Stewardship Applications screen, you’ll see the blue button to ‘Request a Mid Tier application pack’.

If you cannot see this blue button on your screen this means that the option to request a pack is not available to customers at this particular time.

After you’ve requested a pack using the blue button you cannot use it again in the same scheme year.

The pack will be emailed to the person requesting it if that email address is registered in the Rural Payments service. So it’s important that you check your email details are up to date. You do this from the ‘Business overview’ screen, under ‘Business details’ at the right side of the screen, click the ‘View full business details’ link.

**Request a Mid Tier application pack**

To request the pack click the ‘blue’ button.

You’ll see a message onscreen showing that your request has started, followed by a message confirming that the pack has been created successfully. The application pack will be emailed to you automatically as a zipped file. Your SBI appears as the first 9 numbers in the name of the zipped file. (It may take up to 24 hours for the email to reach you).

If your business (SBI) has 200 or more land parcels the message will tell you that your online request has failed. You need to call us on 03000 200 301 to request the pack. You cannot carry on in the Rural Payments service with your request for the application pack.

Click ‘Back’ (you may need to scroll down the screen to see this button) to take you to the previous screen.

Your pack will contain:

- Application form (pdf) – to complete on screen
- Application Annex (Excel) – (listing the land parcels for your SBI) to complete on screen
- Environmental Information Map (EIM) – for information only
- Options/Farm Environment Record (FER) map – to print 2 copies, and mark your options on one and your environment features on the other.

All of these show your SBI as the first 9 numbers in the file names, as well as in the documents themselves.
Save the pack to your computer
You can then also save your application pack to your computer.

Click ‘Open’ alongside the details for your Mid Tier application pack, on the application screen.

On the next screen click ‘View and print your Application Pack’. Then click the ‘Download’ button after it turns green.

You can choose to ‘Open’ the pack or ‘Save’ it to your computer. But if you don’t want to do either of these click ‘Cancel’.

Update your application pack
If there has been a change in the Rural Payments service, for example, land parcel changes, you can update your application pack. To do this, click ‘Generate’ then repeat the ‘Download’ and ‘Save’ process under ‘Save the pack to your computer’ above. The pack will not be emailed to you again.

More information
For more information about completing and submitting your Mid Tier application read ‘How to apply for Mid Tier’ at www.gov.uk.
Follow us on social media

Sign up for our blog at ruralpayments.blog.gov.uk

Follow us on Twitter @ruralpay

Facebook: https://www.facebook.com/RuralPaymentsAgency

YouTube: Rural Payments Agency

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This document is also available on our website at www.gov.uk/rpa/cs

www.gov.uk/rpa

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