**Investment Management System (IMS) registration and authorised signatory pack**

**Register as a new organisation**

1. **Complete the Authorised Signatory Form**

An authorised signatory is a senior person in an organisation that must approve other users in that organisation to use IMS.

They must have suitable authority to agree to the application. Usually, this is the Chief Executive, Finance Director, or Chair of Governing Body.

> You can nominate up to 4 authorised signatories. You must submit a separate form for each. When setting these up, using the form in appendix 2, the application should include an original email from the authorised signatory to approve the request. This should be in the form name@organisation – generic email addresses such as “admin”, “Sales@” and Hotmail/gmail addresses, etc are not allowed.

1. **Complete the Security Administrator Form**

Security Administrators are nominated users that have the authority to grant access for other internal users to use IMS.Security administrators have the delegated authority to grant permissions and authorities to the organisation’s internal IMS users.

Use the Security Administrator Form detailing the primary and secondary security administrators.

1. **Send to Homes England**

Email to [servicedesk@homesengland.gov.uk](mailto:servicedesk@homesengland.gov.uk).

This email should be from a nominated authorised signatory whose details are in the Authorised Signatory Form.

Use the subject line: IMS Security Application for <your Provider Code> or, if not known, the name of your organisation.

**Change security administrators for your organisation**

Security Administrators are nominated users that have the authority to grant access for other internal users to use IMS.Security administrators have the delegated authority to grant permissions and authorities to the organisation’s internal IMS users.

1. **Complete the Authorised Signatory Form and Security Administrator Form.**

1. **Send to Homes England**

Email to [servicedesk@homesengland.gov.uk](mailto:servicedesk@homesengland.gov.uk).

The email should be from an authorised signatory for your organisation.

Use the subject line: IMS Security Application for <your Provider Code> and the name of your organisation.

**Change authorised signatories**

To add or change their authorised signatories.

1. **Complete a new Authorised Signatory Form**

1. **Send to Homes England**

Email to [servicedesk@homesengland.gov.uk](mailto:servicedesk@homesengland.gov.uk).

Use the subject line: IMS Authorised Signatory change <your Provider Code> and the name of your organisation.

**AUTHORISED SIGNATORY FORM**

**~~~PRO-FORMA TO BE SUBMITTED ON COMPANY HEADED PAPER~~~**

**Confirmation of details of the authorised signatory for IMS**

I confirm that I am the Authorised Signatory for my organisation and that my details can be held on record for use by Homes England in the administration of IMS.

|  |  |
| --- | --- |
| **Organisation:** |  |
| **Postal Address:** |  |
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|  |  |
|  |  |
| **Telephone:** |  |
| **Forename:** |  |
| **Surname:** |  |
| **Position:** |  |
| **Email:** |  |
| **Date:** |  |
|  | |

Please scan both the completed Authorised Signatory Form and the Application for a Primary Security Administrator. Send to [servicedesk@homesengland.gov.uk](mailto:servicedesk@homesengland.gov.uk) with the following in the subject line: IMS Security Application for <*your* *Provider Code*> or the name of your organisation.

**~~~PRO-FORMA TO BE SUBMITTED ON COMPANY HEADED PAPER~~~**

## How we process your application

The process to set up a security administrator takes up to 7 working days from when we receive the form to when the email confirmation is sent out.

The security administrator will then need to set up the organisation users.

As far as possible, please allow time for getting set up on IMS as part of your programme planning.

When a request to update a Security Administrator is received, the signature will be checked against the authorised signatory held for the organisation. If these do not match, you will be asked to send and/or nominate a new authorised signatory and resend the application form with the new signature.

## Checklist on completion of form

1. Complete and submit the form on the provider’s headed paper. This should match the organisation applying for access.
2. The name and address of the organisation has been completed.
3. The authorised signatory’s name and telephone number is noted on the form.
4. The authorised signatory is of an appropriate level e.g. Chief Executive; Finance Director; Chair of Governing Body. This is a definition of the Terms and Conditions.
5. You may have up to 4 authorised signatories for the organisation; please complete a new form for each authorised signatory.
6. Complete the form and send to servicedesk@homesengland.gov.uk, with the following in the subject line: IMS Security Application for <your Provider Code> or if provider code is unknown please just state organisation name.

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| **Security Administrator Form**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Organisation Name:** | |  | **Organisation Code:** |  | | The Security Administrators are responsible for setting up, amending and deleting users in the Investment Management System (IMS) for your organisation and for designating access for Users to carry out electronic submissions within IMS by attaching the appropriate security authorities to each user’s unique IMS user ID. Members/officers are authorised to make electronic submissions to Homes England under these delegated powers. An organisation can have a maximum of FOUR Security Administrators at any one time (including Primary). By submitting this form to Homes England you are stating that only the below named people are to be IMS security administrators and that all previously named security administrators should be deleted.  Alternative arrangements are in place for the assignment of access for Independent Auditors under Compliance Audit who act both for Homes England and your organisation. Information on this is available in the guidance for Compliance Audit (<https://www.gov.uk/government/publications/investment-management-system-compliance-audit-module>)  **I have read and accept the Terms of Use to use the Homes England Investment Management System (see appendix 3 below).**  **I agree to abide by the Security Administrator Guidance as published on IMS**  **I authorise the person(s) named below to have the delegated responsibility to act as Security Administrator(s)**   |  |  |  |  | | --- | --- | --- | --- | | **If new application state purpose of application** | **Affordable Housing Fund 21-26 and associated Affordable Housing Programmes** | **First Homes 2021-23** | **Help to Buy as large developer** | | **Mark where appropriate** |  |  |  | | | | | | | |  | **Email Address of Authorised Signatory:** |  | | | | |  | Please ensure that the attached email is from the authorised signatory for your organisation e.g. Chief Executive; Finance Director; Chair of Governing Body. | | | | | |  | **Please print name:** |  | | | | |  | **Date:** |  | | | |   **Details of IMS Security Administrators:**  Note the Primary Security Administrator (PSA) is Homes England IMS primary point of contact | | |
| **Primary Security Administrator Name:** |  |  |
| **Email address of Primary Security Administrator:** |  |  |
| **Contact Telephone Number** *(mandatory)***:** |  |  |
|  | | |
| **Secondary Security Name Secondary Security Administrator Name:** |  | **Email Address and Telephone Number:** |
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| Before submitting this form, check that you have completed the following: If you do not know the code of the provider please leave blank   * The name of the Organisation and your Provider code have been completed * Please note that an authorised signatory cannot be a Security Administrator   If you do not know the code of the provider please leave blank.    **Confirmation of all changes will be sent by email to the Primary Security Administrator** | | |

**TERMS AND CONDITIONS OF USE**

**Investment Management System**

**Terms of Use**

1. These terms govern the use of the online services from time to time made available by Homes and Communities Agency to registered providers, local authorities and other providers through its online facilities.

2. In these terms:

“the Application” means the application of which these terms form part

“the Agency” means Homes England

“the User Organisation” means the registered provider, local authority or other providers using the Services pursuant to the Application

“the Administrator” means the individual named as the Homes England Investment Management System Administrator in the Application and includes any individual appointed by the User Organisation to hold that position

“the Services” means the services and facilities from time to time announced by the Agency as available through its Investment Management System online facilities

“the Users” means in relation to a User Organisation the individuals granted access to the Services by the Administrator.

3. The User Organisation will obtain and install such computer software as the Agency from time to time specifies as being required for obtaining access to the Services, and will comply with the terms applicable to the use of that software.

4. The User Organisation will install the digital certificate supplied by the Agency on such number of computer workstations as may be agreed from time to time, but on no more workstations than is so agreed. The User Organisation acknowledges that the purpose of this limitation is to enable the Agency to limit the number of concurrent users of the Services, and will ensure that neither the Administrator nor any User attempts to gain access to the Services from any workstation on which a digital certificate has not been installed.

5. The User Organisation hereby authorises the Administrator to establish access to the Services for the Users, and agrees that use of the Services by the Users will be binding on the User Organisation. The User Organisation will not authorise the Administrator to establish access to the Services for the Administrator in the capacity of a User except in the case where the digital certificate issued by the Agency is limited to use on a single computer workstation.

6. Data supplied by the User Organisation to the Agency through the use of the Services will be treated as supplied at the end of the session in which it is supplied, provided that this session has terminated without error. The User Organisation will check the confirmation supplied by the Agency in relation to that data to ensure its consistency with the data and will report any inconsistency to Homes England without avoidable delay.

7. In its use of the Services the User Organisation will comply with the Agency’s guidance issued from time to time as to good practice, use procedures, error reporting procedures and procedures for resolving difficulties or issues arising from the use of the Services, and will ensure that the Administrator and Users comply with that guidance. Without limiting the generality of those requirements, the User Organisation will use all reasonable endeavours to ensure that security information required for enabling a User to gain access to the Services is not disclosed to anyone other than that User, and that no attempt is made by any User to gain access through the Services to information which does not relate to the User Organisation.

8. Where the HCA has reason to believe that the User Organisation, the Administrator or any User is failing to comply with its obligations in relation to the Services:

(a) Homes England may suspend the User Organisation’s access to the Services in whole or in part, and (whether or not the Agency suspends the User Organisation’s access to the Services)

(b) the User Organisation will, if the Agency so requires, allow representatives of the Agency to carry out a review of the procedures of the User Organisation, the Administrator and the Users in relation to the Services by providing such information and explanations as the Agency or its representatives reasonably require for the purpose of identifying the circumstances of any non-compliance and by allowing such representatives to attend at the relevant premises of the User Organisation and to interview the Administrator and the Users, who are required to co-operate with any such interview,

The Agency will not restore the User Organisation’s access to the Services unless and until the Agency is satisfied that the User Organisation has taken adequate measures to remedy any non-compliance and avoid its recurrence.

9. The Agency will use reasonable endeavours to ensure that the Services are available on the days and at the times announced in relation to them. Where the unavailability of the Services through a failure on the part of the Agency prevents the User Organisation from providing the Agency with data required to be provided by a specified time, the Agency will extend that time by a reasonable period. The Agency will not be liable to provide any other remedy for the unavailability of any of the Services.

10. The Agency may vary the Services from time to time and may cease to provide the Services at any time, but will endeavour to give reasonable notice of any variation or cessation. The Agency may vary these terms from time to time by not less than one month’s notice in writing to the User Organisation.

11. These terms are governed by English law.

**End of Investment Management System Terms of Use**

**GUIDANCE FOR USE**

**Guidance on Administrator Role**

This will be sent in the IMS Security Guide when your Security Administrators are set up.

**1. Data Protection**

User Organisations are expected to ensure that they are properly registered under the Data Protection Act 1998 and that any processing of Personal Data (data that relates to a living individual) is carried out in compliance with that Act.

More details can be found on the Data Protection web site

<http://www.dataprotectionact.org/>

**2. Freedom of Information Act (FOIA)**

FOIA aims to make government more open and accountable. It applies to information held by public bodies such as the Agency.

The Agency must consider requests for the information it holds, and work within the Act to either release such information or use the exemptions to disclosure outlined in the Act. The Agency also has to consider a public interest test.

FOIA is closely linked to the Data Protection Act which has been in operation for some years. The Information Commissioner has been appointed by the government to monitor the way in which public bodies comply with FOIA and DPA.

Further information on Freedom of Information is available on the following website:

[http://ico.org.uk/for\_organisations/freedom\_of\_informationh](http://ico.org.uk/for_organisations/freedom_of_information)

**3. Minimum Rules for passwords:-**

Passwords must be between 8 and 30 characters long;

Passwords must consist only of alphanumeric characters;

Passwords must contain at least one of each of: upper case letter; lower case letter; number;

Passwords must start with a letter;

Passwords must not be the same as any previous password used by you during the last 12 months:

Passwords must not be recognisable words;

Passwords must not be easily guessable, for example birthdays, telephone numbers;

Passwords must be secure;

Passwords must not be written down by users. Administrators should maintain a record in a secure place.

Password changes will be enforced by the system;

**4. Security**

Do not allow unauthorised users of the Investment Management System access to the system.

Computer workstations connected to the Investment Management System should not be left unattended; users should logoff the system whenever a session has been completed.

Users should be aware that even though they have logged off they may still be connected to the Internet.

**5. Administrators**

The Security Administrator Guide provides detailed guidance on the role of the Administrator and this will be sent out with the creation or maintenance of Security Administrator details.

Each User Organisation may have more than one On-Line Security Administrator (to a maximum of four). The User Organisation must submit a new application form to Home England each time it wishes to add or remove an Administrator. *The form must include the names of all current security Administrators.* This form is available <https://www.gov.uk/guidance/investment-management-system-how-to-register>

The organisation must be notified immediately if an Administrator leaves the employment of the User Organisation, or changes posts and responsibilities.

The Administrator must regularly review the list of users (every 3 months) and their attached authorities to ensure that the list of users is correct and that their attached authorities are appropriate.

The Administrator must ensure that users are deleted immediately if they leave the organisation or are no longer required to work in IMS for the User Organisation.

The Administrator(s) should ensure compliance with Homes England guidance issued regarding use procedures, error reporting procedures and procedures for resolving difficulties or issues from the use of the Services.

The Administrator(s) is (are) responsible for reporting IMS problems to Homes England helpdesk. Where the User Organisation has more than one Administrator it should ensure that a particular Administrator is the principal contact with the Homes England helpdesk.

The Administrator(s) should use the Security System to request a separate user-id for each user of the system and assign to them permissions that are appropriate to their job responsibilities.

The Administrator(s) should ensure that Users comply with practice and procedures issued by the Agency.

The Homes England website will use industry standard protocol for secure Web-based communications, which utilise Secure Socket layer (SSL) technology. Technical details of this are contained in the ‘IMS Connectivity Guide’ on this webpage https://www.gov.uk/government/publications/how-to-install-citrix-to-access-the-investment-management-system/ims-connectivity-guide-accessible-version

**6. Virus Protection**

The Agency utilises antivirus software in all its applications but cannot guarantee the security of computers outside of the Agency.

**7. Data**

Data will not be regarded as supplied to Homes England until formally submitted by the User Organisation. We must protect the public funds we handle and so may use the information you provide to prevent and detect fraud. We may also share this information, for the same purposes, with other organisations that handle public funds. The information you provide will be used in aggregate to provide official statistics and may also be used for other statistical purposes, which means we may pass this information, in confidence, to the Ministry for Housing, Communities and Local Government, or successor organisations and agencies working on our and their behalf.