
This publication was withdrawn on 19 April 2023

The CRC Energy Efficiency Scheme has closed.

See the [closure information for participants](#).

CRC Energy Efficiency Scheme

Registering and Enrolling as an Agent to act on behalf of a Primary or Secondary contact



Last updated: 31/05/2013v3



Summary

- ➔ This document shows you how to;
 - ➔ register for CRC as an Agent – slides 3 to 16
 - ➔ enrol on your agent account – slides 17 to 19
 - ➔ be appointed by your client – slides 20 to 26
 - ➔ manage a client's CRC registration – slides 27 to 31

Registering as an Agent

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency

Cyfoeth Naturio Cymru
Natural Resources Agency

DEMO

Home

CRC Energy Efficiency Scheme

Required fields are marked with *

New Users

If you are a new Primary/Secondary Contact, Account Representative, Agent, or 3rd Party Trader you need to create a Government Gateway account by clicking 'Register New Account'. If you are creating a new Registration you will also need to click the link below.

Please note: If you are an Account Representative by clicking 'Register New Account' you are linking your digital certificate to the Government Gateway.

[Register New Account](#)

Existing Users

Account Representatives (including 3rd Party Traders and Agents acting as Account Representatives)

If you have already linked your digital certificate to the Government Gateway (see New Users above) and you are acting as an Account Representative (for either a Participant or a 3rd Party Trading account), please click on the link below to access the CRC Registry.

[Login using a digital certificate](#)

Primary Contacts, Secondary Contacts and Agents

If you are a Primary or Secondary contact for a Participant or you are an Agent, please enter your Government Gateway User ID and the password you created for your Government Gateway account.

User ID *

Password *

[Login](#)

Lost your login details? [Click here for help](#)

You will need to create a new account if you do not already have an "Agent Account". Registration as an Agent is free.

New User – Government Gateway

 Environment Agency

 SEPA
Scottish Environment Protection Agency

 NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

 Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

[Home](#)

Getting your Government Gateway login

Required fields are marked with *

Type of user

Please select the type of Government Gateway account you wish to create. Please note that if you are going to be a primary contact and account representative you will need to create an account for each.

Account Type *

- Participant (choose this option if you are going to be a primary or secondary contact).
- Agent (choose this option if you are an individual or organisation wishing to act as an agent or consultant for a participant).
- Account Representative (choose this option if you are going to be an account representative for a participant or a 3rd Party Trading Account).

[Cancel Application](#) [Next](#)

As an Agent they you will need to select the “Agent” option at this stage.

New User – Government Gateway



The image shows a screenshot of the Government Gateway 'Account Setup' page. At the top, there is a banner with logos for the Environment Agency, SEPA (Scottish Environment Protection Agency), NIEA (Northern Ireland Environment Agency), and Cyfoeth Naturiol Cymru (Natural Resources Wales). The word 'DEMO' is displayed in large, semi-transparent letters on the right side of the banner. Below the banner, a navigation bar contains a 'Home' button with a house icon. The main heading is 'Account Setup'. A note states 'Required fields are marked with *'. The 'Authentication Method' section has a label 'Authentication Method *' and two radio button options: 'Primary or Secondary Contact (Username and password login)' and 'Account Representative (Digital Certificate login)'. At the bottom of the form are three buttons: 'Cancel Application', 'Previous', and 'Next'. A blue callout box on the right contains the instruction: 'Please select "Primary or Secondary Contact" and click "Next".'

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol
Cymru
Natural Resources
Wales

DEMO

Home

Account Setup

Required fields are marked with *

Authentication Method

Authentication Method *

Primary or Secondary Contact (Username and password login)

Account Representative (Digital Certificate login)

Cancel Application Previous Next

Please select "Primary or Secondary Contact" and click "Next".

New User – Government Gateway



Environment Agency



SEPA
Scottish Environment Protection Agency



NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk



Cyfoeth Naturio Cymru
Natural Resources Wales

DEMO

[Home](#) 

Account Setup

Required fields are marked with *

Your Details

Full Name *

Agent Friendly Name *

Email *

Password

The password must

- be between 8 and 12 characters (letters and numbers only)
- contain at least one number (0-9)
- contain at least one letter (A-Z or a-z)
- not be, or contain the word password

Password *

Confirm Password *

[Cancel Application](#) [Previous](#) [Next](#)

You will need to fill in your contact details and provide an “Agent Friendly” name – this can be amended in the CRC Registry later once enrolled.

Important: Please make a note of this password as you will need it each time you enter the CRC Registry.

Ready to login



DEMO

Home



Account Details

Your Government Gateway account

You have registered as an agent. Your agent ID is: 893300

Your new Government Gateway account ID is: 000000001146

You must make a note of this Government Gateway account ID as you will need it every time you log in to our Online Services, along with your password.

If you wish to print this information for your records, please use the print facility on your web browser.

You have successfully created your Government Gateway account. You must now log in to continue the CRC registration or enrolment process.





[Cancel Application](#)


[Next](#)

Here is your Agent's Government Gateway ID and your Agent ID.

Ensure you make a note of both of these numbers for future use.

Registering as an Agent

DEMO

[Home](#) 

CRC Energy Efficiency Scheme

Required fields are marked with *

New Users

If you are a new Primary/Secondary Contact, Account Representative, Agent, or 3rd Party Trader you need to create a Government Gateway account by clicking 'Register New Account'. If you are creating a new Registration you will also need to click the link below.

Please note: If you are an Account Representative by clicking 'Register New Account' you are linking your digital certificate to the Government Gateway.

[Register New Account](#)

Existing Users

Account Representatives (including 3rd Party Traders and Agents acting as Account Representatives)

If you have already linked your digital certificate to the Government Gateway (see New Users above) and you are acting as an Account Representative (for either a Participant or a 3rd Party Trading account), please click on the link below to access the CRC Registry.

[Login using a digital certificate](#)

Primary Contacts, Secondary Contacts and Agents

If you are a Primary or Secondary contact for a Participant or you are an Agent, please enter your Government Gateway User ID and the password you created for your Government Gateway account.

User ID *

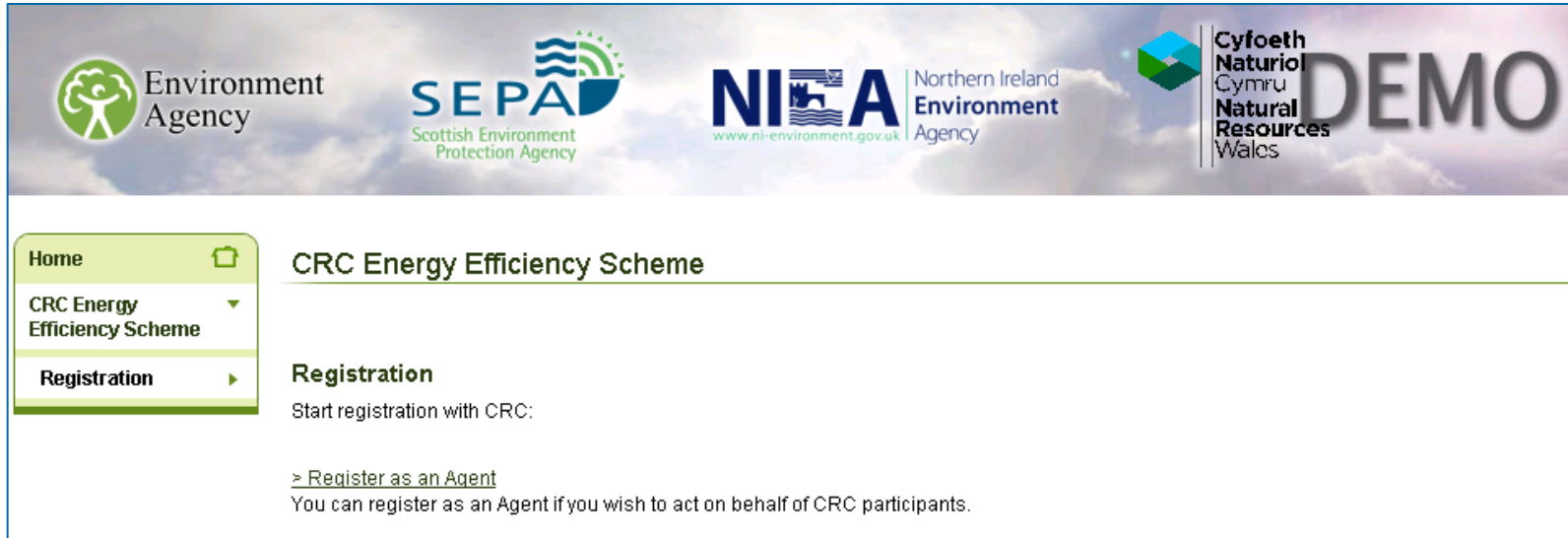
Password *

[Login](#)

[Lost your login details? Click here for help](#)

Enter your new Government Gateway ID and the password you just created.

Select Registration Type



The screenshot shows the top navigation bar with logos for Environment Agency, SEPA (Scottish Environment Protection Agency), NIEA (Northern Ireland Environment Agency), and Cyfoeth Naturiol Cymru Natural Resources Wales. A large 'DEMO' watermark is visible on the right. Below the navigation bar is a sidebar menu with 'Home', 'CRC Energy Efficiency Scheme', and 'Registration'. The main content area is titled 'CRC Energy Efficiency Scheme' and contains a 'Registration' section with the text 'Start registration with CRC:' and a link '> Register as an Agent'. Below the link is the text 'You can register as an Agent if you wish to act on behalf of CRC participants.'

Select "Register as an Agent".

Registration Introduction



DEMO

Home



Registration

Introduction

This is the start of the registration process.

Your Registration Number for this application is: **CRC1243833**

Please note this number in case you need to contact us.

[Cancel Application](#)

[Next](#)

You will then be provided with your CRC registration number. Please ensure you make a note of this number as you will need it in any correspondence with the CRC Helpdesk regarding your account.

Enter Details of Agent Organisation

DEMO

[Home](#) 

[Find Party](#) 

Organisation Details

Required fields are marked with *

Organisation Type

Please select the appropriate type that best describes you, as an agent, or if you are a disaggregating organisation enter your organisation details.


What type of Organisation? *

- A Company
- A Public Body
- An Organisation of Individuals
- A Sole Trader

[Cancel](#) [Next](#)

Select the type of organisation who employs you. This is not your client's organisation.

Agent Company Search



Environment Agency | SEPA Scottish Environment Protection Agency | NIEA Northern Ireland Environment Agency | Cyfoeth Naturiol Cymru Natural Resources Wales

Home | Find Party

Organisation Details

Company Search

You may search for your company, limited partnership or LLP by name or companies house number, you must provide at least one.

Companies House Number:


Company Name:

[Cancel](#) [Previous](#) [Search](#)

Search for your organisation using the company name or Companies House number.

Select the organisation from the list provided. Where it does not appear, either search again or manually enter the details

Organisation Details



Company Search Results

Select your company from the list to continue. If you are unable to find your company details you may manually enter them by clicking the button below.

Search criteria produced a large number of results, please click previous to narrow your search criteria.

Results Page: | 1 | 2 | 3 | 4 | 5 | [Next](#) | [Last](#)

Company	Company Number
X LIMITED	02488775
X.A. LIMITED	03313381
XAA LIMITED	05510630
XAAN LIMITED	07492919
XAANA SOLUTIONS LTD	06596224
XAANA TECHNOLOGIES LTD	06399713
XAAR PLC	03320972
XAAR DIGITAL LIMITED	03588121
XAARJET LIMITED	03375961
XAARJET (OVERSEAS) LIMITED	04312431

[Manually Enter Details](#) [Cancel](#) [Previous](#)

Related Information


- ▶ What's new
- ▶ Guidance

Summary of Agent Organisation details

The system will auto populate the company number and registered address. Further information is required at this point.

You will need to add:

- the country in which your registered office is based;
- your organisation's principal place of activity click on the "add/change address" button to add the address; and
- SIC code.

[Home](#) 

Organisation Details

Required fields are marked with *

Company Details

Please check the details carefully before proceeding.

Company Registration Number *

Company Name *

(for information regarding valid company names refer to the [government legislation website](#), this link opens a new window)

Trading Name (if applicable this will be used in the league table)

Registered/Principal Office Address *

[Add / Change Address](#)

Country where UK Registered Office is located *

Please tell us your principal place of activity *

[Add / Change Address](#)

SIC Code *





[Add / Change SIC Code](#)


[Search Again](#)

[Cancel Application](#) [Previous](#) [Next](#)

Agent Contact

Add your Agent contact details here.

DEMO

[Home](#) 

Agent Details

Required fields are marked with *

Employee Details

Please enter your agent employee details.

Title *

Forename *

Surname *

Position

Preferred Language

Organisation Name (if applicable)

Address *

[Add / Change Address](#)

Phone Number *

Mobile Number

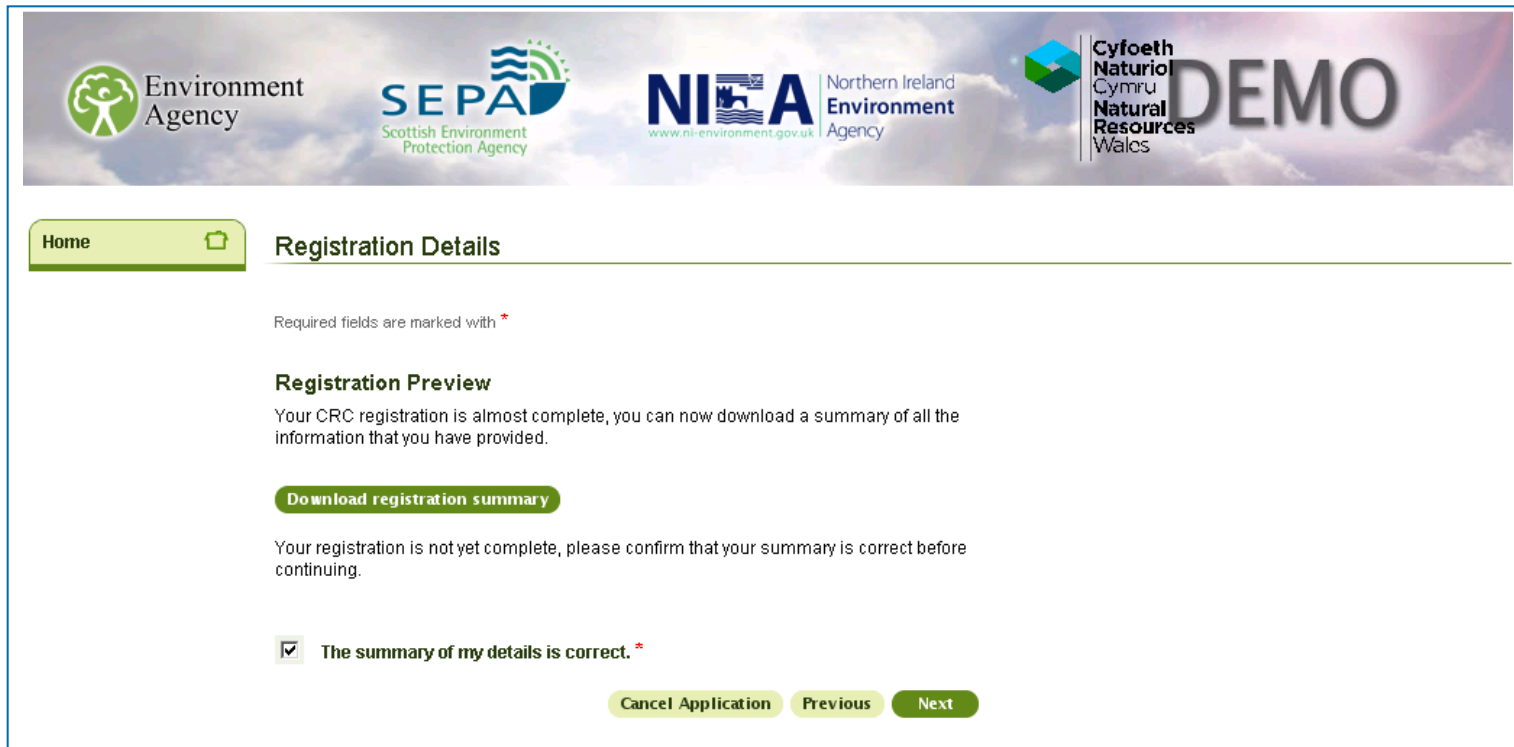
Fax Number

Email *

Re-enter Email *

[Cancel Application](#) [Previous](#) [Next](#)

Summary of Agent Registration



The screenshot shows a web interface for agent registration. At the top, there is a banner with logos for the Environment Agency, SEPA (Scottish Environment Protection Agency), NIEA (Northern Ireland Environment Agency), and Cyfoeth Naturio Cymru (Natural Resources Wales). The word "DEMO" is displayed in large, semi-transparent letters on the right side of the banner. Below the banner, there is a navigation bar with a "Home" button and a "Registration Details" section. The main content area includes a note that required fields are marked with an asterisk. A "Registration Preview" section states that the CRC registration is almost complete and allows for downloading a summary. A green button labeled "Download registration summary" is present. Below this, a message asks the user to confirm the summary is correct before continuing. A checkbox is checked, and the text "The summary of my details is correct." is displayed. At the bottom, there are three buttons: "Cancel Application", "Previous", and "Next".

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturio Cymru
Natural Resources Wales

DEMO

Home

Registration Details

Required fields are marked with *

Registration Preview

Your CRC registration is almost complete, you can now download a summary of all the information that you have provided.

[Download registration summary](#)

Your registration is not yet complete, please confirm that your summary is correct before continuing.

The summary of my details is correct. *

[Cancel Application](#) [Previous](#) [Next](#)

You can view a summary of your registration here. Where you need to make changes you can use the previous button. When it is correct tick the box and select "Next".

After you have submitted your registration you will be sent your Known Facts and PIN letters in the post to allow you to enrol onto your account.

Registration Complete



DEMO

Home



Registration Complete

Registration Finished

Congratulations, you have now registered with CRC.

Your CRC Registration Number is: **CRC1243833**

In order for your clients to empower you to act on their behalf you will need to give them either your Agent Id or your Agent Friendly Name which you specified when you registered with Government Gateway.

> [Download a copy of your registration details](#)

> [Go to Homepage](#)

Enrolling

You will have been sent by post your Known Facts and PIN letters when you completed your registration.

When you receive these enter the CRC Registry using your Government Gateway User ID and the password you created.

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home

CRC Energy Efficiency Scheme

Required fields are marked with *

New Users

If you are a new Primary/Secondary Contact, Account Representative, Agent, or 3rd Party Trader you need to create a Government Gateway account by clicking 'Register New Account'. If you are creating a new Registration you will also need to click the link below.

Please note: If you are an Account Representative by clicking 'Register New Account' you are linking your digital certificate to the Government Gateway.

[Register New Account](#)

Existing Users

Account Representatives (including 3rd Party Traders and Agents acting as Account Representatives)

If you have already linked your digital certificate to the Government Gateway (see New Users above) and you are acting as an Account Representative (for either a Participant or a 3rd Party Trading account), please click on the link below to access the CRC Registry.

[Login using a digital certificate](#)

Primary Contacts, Secondary Contacts and Agents

If you are a Primary or Secondary contact for a Participant or you are an Agent, please enter your Government Gateway User ID and the password you created for your Government Gateway account.

User ID *

Password *

[Login](#)

Lost your login details? [Click here for help](#)

Enrolling on to Agent Account



- Home
- CRC Energy Efficiency Scheme
- Registration**

CRC Energy Efficiency Scheme

Registration

You have already registered as an Agent to act on behalf of CRC Participants. Use the link below to complete your enrolment.

Complete Registration with CRC


> [Use my Known Facts letters to complete enrolment](#)

Use this link if you are doing one of the following:


- Enrolling as a Primary or Secondary Contact
- Completing CRC registration as a Participant
- Enrolling as an Account Representative (either Participant or 3rd Party Trader)
- Enrolling as an Agent

With your Known Facts and PIN letters to hand click here.


Enrolling on to Agent Account




Environment Agency



SEPA
Scottish Environment Protection Agency




NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk



Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home 

CRC Energy Efficiency Scheme

Enrolment

Required fields are marked with *

Enrolment

To enrol you will need the following:

- the reference number from the correspondence addressed to you; and
- the PIN from the correspondence addressed to the Senior Officer.

Entering your reference number and PIN will link:

- your Government Gateway username and password (if you are logging in as a primary or secondary contact or agent acting on behalf of these roles) to your CRC account; or
- your digital certificate (if you are logging in as an account representative, agent acting on behalf of the account representative or for a 3rd party trading account) to your CRC account.

Reference Number *

PIN *

Please include CRC in capitals before the number when entering your reference number in the box above.

Once enrolled you will **not** need to use the reference number and PIN used above to access your account. You will only need your Government Gateway username and password, or digital certificate and secure phrase to access your CRC account.

By pressing 'Enrol' you are acknowledging that you have read and understood the Admin Rules for your CRC account (which may be read via the link below)

[Enrol](#)

[Admin Rules \(Opens in new window\)](#)

You will then need to enter your CRC number (CRC in upper case) and your PIN and select "enrol".

Your client can now appoint you as an Agent. You will not be able to access your client's account until they have appointed you as their Agent.

Appointing an Agent as a Primary/Secondary Contact

Appointing an Agent

Environment Agency

SEPA Scottish Environment Protection Agency

NIEA Northern Ireland Environment Agency

Cyfoeth Naturiol Cymru Natural Resources Wales

DEMO

asmith (CRC0472704) | [Sign Out](#)

Home

CRC Energy Efficiency Scheme

- ▶ My Profile
- ▶ Phase
- ▶ Allowances
- ▶ Emissions Calculator

My Profile

View or modify your profile

- ▶ [Appoint/Remove An Agent](#)

Phase

Manage your involvement in a CRC Phase.

- ▶ Phase 1

Allowances

Manage your allowances.

- ▶ Account Summary
- ▶ Notice Board
- ▶ Transfer Allowances
- ▶ Order Allowances

Emissions Calculator

Use the emissions calculator to work out your carbon dioxide emissions.

Related Information

- ▶ What's new
- ▶ Guidance

To appoint an Agent, one of the contacts from the participant organisation needs to click here in their account.

Select Agent



The screenshot shows a web application interface for selecting an agent. At the top, there is a banner with logos for the Environment Agency, SEPA (Scottish Environment Protection Agency), NIEA (Northern Ireland Environment Agency), and Cyfoeth Naturiol Cymru Natural Resources Wales. The word 'DEMO' is displayed in large letters on the right side of the banner.

On the left side, there is a navigation menu with the following items:

- Home
- CRC Energy Efficiency Scheme
- My Profile
- Appoint/Remove An Agent**

The main content area is titled 'Appoint/Remove An Agent'. Below the title, there is a sub-heading 'Appoint/Remove An Agent' and a paragraph of text: 'You may search for an agent by their agent ID or friendly name; you must provide at least one.'

There are two input fields:

- Agent ID**: A text box containing the value '893300'.
- Agent Screen Name**: An empty text box.

At the bottom of the form, there are three buttons: 'Cancel Application', 'Previous', and 'Search'.

Enter the Agent ID or Agent Screen Name - "User Friendly Name" of the Agent that your organisation wants to appoint.

Select Agent

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home

CRC Energy Efficiency Scheme

My Profile

Appoint/Remove An Agent

Select An Agent

Agents

Results Page: | 1

Agent ID	Agent Screen Name
893300	JSmith Agent

Cancel Application Previous

Click here to select this Agent

Confirmation of Agent



Environment Agency



SEPA
Scottish Environment Protection Agency



NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk



Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home 

CRC Energy Efficiency Scheme ▾

My Profile ▾

Appoint/Remove An Agent ▶

Confirm Appoint Agent

Agent Details

Confirm the selected Agent is correct.

Agent ID

Agent Screen Name

[Cancel Application](#) [Previous](#) [Next](#)

Confirm Appointment

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home

CRC Energy Efficiency Scheme

My Profile

Appoint/Remove An Agent

Confirm Appoint Agent

Required fields are marked with *

Enter Password

For security reasons please re-enter your User ID and password

User ID *

Password *

Cancel Application Previous Next

To confirm the appointment you will need to re-enter your Government Gateway ID and Password that you used to enter the CRC Registry

Agent Appointed

Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home

CRC Energy Efficiency Scheme

My Profile

Appoint/Remove An Agent

Appoint/Remove an Agent

Appointed Agent

Your representatives can appoint an agent to act on their behalf for the purposes of CRC. However, please note that your organisation and the group of which it is a part (if applicable) remains responsible for compliance and will be liable for any penalties if the agent does not behave in accordance with your wishes.

Any individual or organisation can register as an agent for the CRC. We do not check the credentials or competency of the individual or organisation making the application. **It is the responsibility of the participant that employs the agent to check that they are fit to fulfil the agreed role.**

We suggest that you document the rights and responsibilities of any Agent you appoint in an appropriate contract of appointment.

You currently have the following agent appointed.

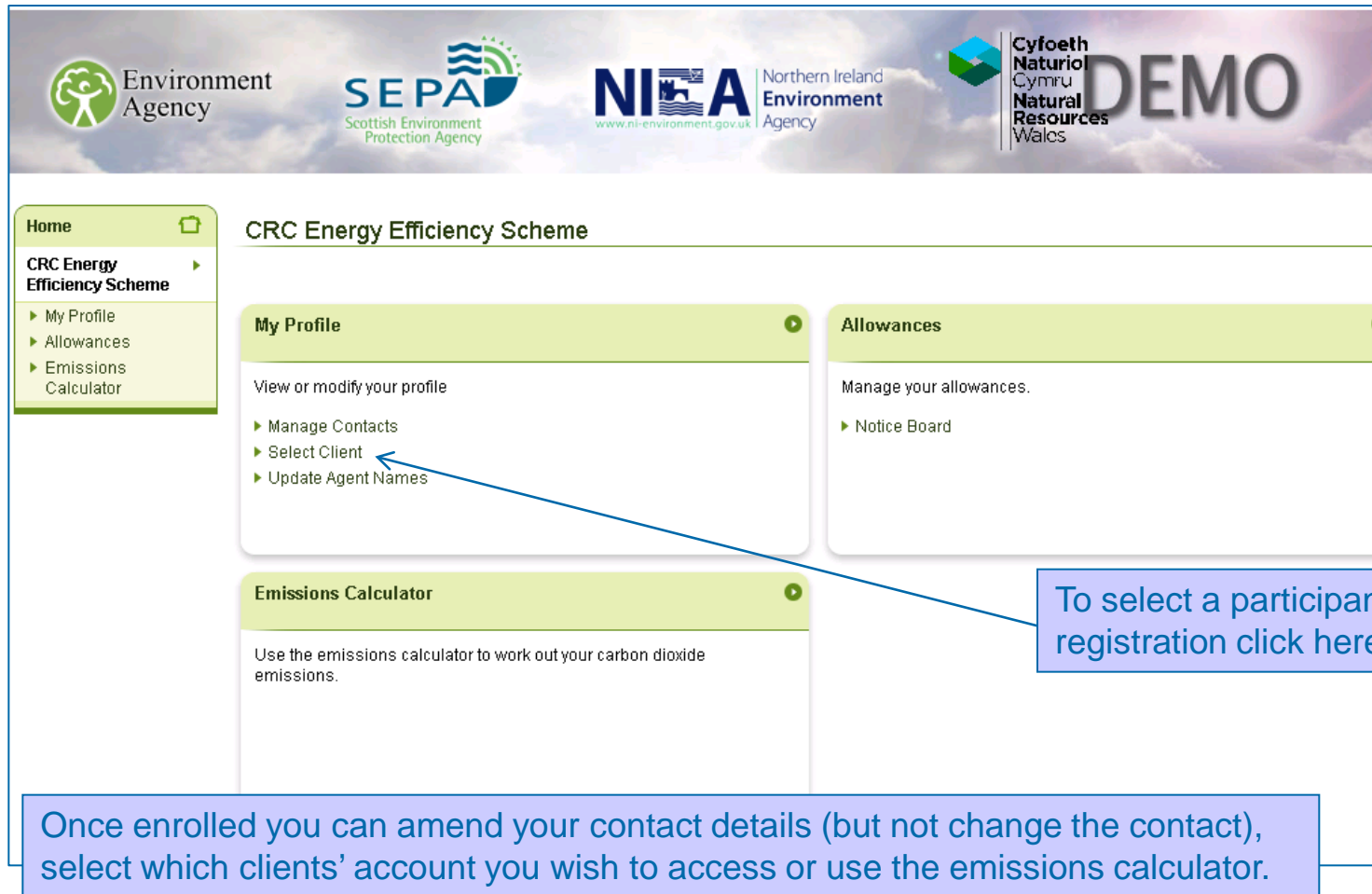
Agent ID	893300
Agent Screen Name	JSmith Agent

Remove Agent Change Agent Close

The appointed Agent can now access your CRC account and carry out all the activities of a Primary/Secondary Contact. This includes ordering and surrendering allowances.

Managing a participant's CRC account when logged in as an Agent

Agent Account Facility



Environment Agency

SEPA
Scottish Environment Protection Agency

NIEA
Northern Ireland Environment Agency
www.ni-environment.gov.uk

Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home

CRC Energy Efficiency Scheme

- My Profile
- Allowances
- Emissions Calculator

My Profile

View or modify your profile

- Manage Contacts
- Select Client
- Update Agent Names

Allowances

Manage your allowances.

- Notice Board

Emissions Calculator

Use the emissions calculator to work out your carbon dioxide emissions.

To select a participant's registration click here.

Once enrolled you can amend your contact details (but not change the contact), select which clients' account you wish to access or use the emissions calculator.

Select Client



Environment Agency



SEPA
Scottish Environment Protection Agency



NIEA
www.ni-environment.gov.uk

Northern Ireland Environment Agency



Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

Home 

CRC Energy Efficiency Scheme ▾

My Profile ▾

Select Client ▸

Agent - Client Management

Client Selection

Please select the client you wish to manage from the list below.

Results Page: | 1

	Client Reference	Contact Name	Registrant Name	Roles
<input checked="" type="radio"/>	CRC0472704	Mr A Smith	MILLENNIUM STADIUM PLC	Primary, Invoice, Senior Officer

When you select “Select Client” you will see this screen which will list organisations who have appointed you as their Agent.

The organisation must have appointed you as an Agent for them to appear here. See slides 21 to 26

Select which client registration you wish to look at and then click on “Select Client”, this will take you to the client’s registration.

Client Account Access

The screenshot shows the user interface for the CRC Energy Efficiency Scheme. At the top, there are logos for the Environment Agency, SEPA (Scottish Environment Protection Agency), NICA (Northern Ireland Environment Agency), and Cyfoeth Naturiol Cymru / Natural Resources Wales. A large 'DEMO' watermark is visible in the background. The user's name and ID are shown as 'John Smith (CRC1243833) - Mr A Smith (CRC0472704) | [Sign Out](#)'. On the left is a navigation menu with 'Home' and 'CRC Energy Efficiency Scheme' (with a sub-menu containing 'My Profile', 'Phase', 'Allowances', 'Emissions Calculator', and 'Related Information'). The main content area is titled 'CRC Energy Efficiency Scheme' and contains four panels: 'My Profile' (with options 'Select Client' and 'Update Agent Names'), 'Phase' (with 'Phase 1'), 'Allowances' (with 'Account Summary', 'Notice Board', 'Transfer Allowances', and 'Order Allowances'), and 'Emissions Calculator'. A blue arrow points from the 'Select Client' option in the 'My Profile' panel to the user's name at the top right.

Once you have selected the client you will have the same level of access as the named contact on the account.

You will also still have the “Select Client” option so that you can select another client from here.


Select Client



Environment Agency



SEPA
Scottish Environment Protection Agency



NIEA
www.ni-environment.gov.uk

Northern Ireland Environment Agency



Cyfoeth Naturiol Cymru
Natural Resources Wales

DEMO

John Smith (CRC1243833) - Mr A Smith (CRC0472704) | [Sign Out](#)

Home 

CRC Energy Efficiency Scheme ▾

My Profile ▾

Select Client ▸

Agent - Client Management

Client Selection

Please select the client you wish to manage from the list below, or select 'Clear Current Client' to stop acting on behalf of any client.

You are currently acting on behalf of Registrant CRC0472704 (MILLENNIUM STADIUM PLC)

Results Page: | 1

	Client Reference	Contact Name	Registrant Name	Roles
<input type="radio"/>	CRC0472704	Mr A Smith	MILLENNIUM STADIUM PLC	Primary, Primary, Invoice, Invoice...

[Clear Current Client](#)

[Cancel](#) [Select Client](#)



Related Information

- ▶ What's new
- ▶ Guidance

If the you click on the “Select Client” option whilst In a client’s account it will take you back to your client list.

Clicking on “Clear Current Client” will take you back to your Agent account facility.