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|-------------------|----------------|---------------------------------|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Back Office [F10] | SMART ID [F10] | Background to SMART ID [F1] | General background | EUM HELP ARTICLE 1 – Smart ID background  EUM%20HELP%20ARTICLE%201.docx | | | Mike Fletcher | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | | Frequently Asked Questions | EUM HELP ARTICLE 2- Smart Id Frequently asked Questions  EUM%20HELP%20ARTICLE%202.docx | | | Mike Fletcher | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | Branch Journey to SMART ID [F2] | Pre Migration Journey | EUM HELP ARTICLE 3 - journey to migrating  EUM%20HELP%20ARTICLE%203.docx | | | Paul Summers | 7.7.17 V0.9 Created from Content provided by Paul Summers. Paul to give concurrence before Michael and Nigel review and sign off. Paul summers signed off after making one small change. 11.7.17 v1.0 Final |
| | | | Personal Information Data | EUM HELP ARTICLE 4 | Mark Horne not sure if the red circles on pages 3 and 4 can be better aligned? | | Alan McCandless | 7.7.17 V0.9 This approved by Alan McCandless now with Michael and Nigel to review and sign off. |

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| | | | capture Process |  EUM%20HELP%20ARTICLE%204.docx | | | Reviewed and signed off by Michael and Nigel. Angela Saul amended images so that red circles are aligned over the correct part of the screenshot. 11.7.17 v1.0 Final |
| | | | Frequently Asked Questions | EUM HELP ARTICLE 5  EUM%20HELP%20ARTICLE%205.docx | | Alan McCandless | 7.7.17 V0.9 This approved by Alan McCandless now with Michael and Nigel to review and sign off. Success Factors reference removed and replaced by new words from Mike Fletcher . New Q&A added. 11.7.17 v1.0 Final |
| | | | Post Migration | EUM HELP ARTICLE 6 - Migration to SMART ID - FAQs  EUM%20HELP%20ARTICLE%206.docx | | Paul Summers | 7.7.17 V0.9 Created from Content provided by Paul Summers. Paul to give concurrence before Michael and Nigel reiew and sign off. Paul summers signed off 11.7.17 v1.0 Final |
| | | Create New User [F3] | Introduction | EUM HELP ARTICLE 7 – create new user background  EUM%20HELP%20ARTICLE%207.docx | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | | Counter Process | EUM HELP ARTICLE 8 – counter | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. |

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| | | | procedure for setting up users with SMART ID  EUM%20HELP%20A RTICLE%208.docx | | | 11.7.17 v1.0 Final |
| | | Troubleshooting | EUM HELP ARTICLE 9 – smart ID troubleshooting  EUM%20HELP%20A RTICLE%209.docx | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | Restricted Use ID [F4] | Background | EUM HELP ARTICLE 10  EUM%20HELP%20A RTICLE%2010.docx | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | T&Cs | EUM HELP ARTICLE 11 – RUID T&C's  EUM%20HELP%20A RTICLE%2011.docx | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | FAQ's | EUM HELP ARTICLE 12 – RUID FAQ's | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. |

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| | | |  EUM%20HELP%20ARTICLE%2012.docx | | | | 11.7.17 v1.0 Final |
| | Logging on to Horizon [F5] | Introduction | EUM HELP ARTICLE 13 – logging on to Horizon with Smart ID  EUM%20HELP%20ARTICLE%2013.docx | | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | | Screen Messages & Resolution | EUM HELP ARTICLE 14 - Logging on to Horizon: Screen Messages and How to Resolve issues  EUM%20HELP%20ARTICLE%2014.docx | | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |
| | SMART ID training controls [F6] | Introduction | EUM HELP ARTICLE 15 – Horizon controls access by training  EUM%20HELP%20ARTICLE%2015.docx | | | Shaun Turner | 7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies. 11.7.17 v1.0 Final |

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| | | | <p>Training: Screen Messages & Resolution</p> | <p>EUM HELP ARTICLE 16 – training screen messages and resolution</p>  <p>EUM%20HELP%20A RTICLE%2016.docx</p> | | | <p>Shaun Turner</p> | <p>7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies.</p> <p>11.7.17 v1.0 Final</p> |
| | | | <p>Training: Screen Messages & Resolution</p> | <p>EUM HELP ARTICLE 17 – applying for a training extension</p>  <p>EUM%20HELP%20A RTICLE%2017.docx</p> | | | <p>Angela Saul</p> | <p>7.7.17 V0.9 Reviewed and Signed off by Michael Howarth and Nigel Davies.</p> <p>11.7.17 v1.0 Final</p> |