

[illegible]

		Frequently Asked Questions	EUM HELP ARTICLE 5 Article 5 v3		Updated by Pradip and reviewed by Lisa on 26.4.18 Angela and Paul will not touch this.	Pradip	Now live on horizon help NOT CHANGED BY ANG OR PAUL
		Post Migration	EUM HELP ARTICLE 6 - Migration to SMART ID - FAQs Article 6 v3		All references to HR Helpdesk or HRSC have been changed to SMART ID Helpdesk. Not been updated by Pradip. Just sense check with Paul to ensure still ok. It does need references to Post Office Id and POID changing to Smart ID Angela and Paul have merely updated to replace POID and Post office ID with Smart ID	Pradip/Paul Summers?	Updated replaced POID etc ok to go out for review
	Create New User [F3]	Introduction	EUM HELP ARTICLE 7 – create new user background Article 7 v2		Not expected to change other than Change POID to Smart ID or Post Office User ID to Smart ID also?	Angela Saul/Shawn Turner	Updated replaced POID etc ok to go out for review
		Counter Process	EUM HELP ARTICLE 8 – counter procedure for setting up users with SMART ID Article 8 v4		Not expected to change other than Change POID to Smart ID or Post Office User ID to Smart ID also? V4 created following review by Caroline Hatchman	Angela Saul/Shawn Turner	Updated replaced POID etc ok to go out for review V4 Changed by AS 08.06.18
		Troubleshooting	EUM HELP ARTICLE 9 – smart ID troubleshooting Article 9 v4		Need to review and possibly update with new horizon changes May not need any new FAQ's as already covered in article 2? If we come up with a solution for issuing new POID we will need to add FAQ for "The Smart ID I have been	Angela Saul/Shawn Turner	Updated replaced POID etc ok to go out for review

					given is offensive to me – how can I get it changed”.		
	Restricted Use ID [F4]	Background	EUM HELP ARTICLE 10 Article 10 v4		Article to be updated to explain that RUIDs will be decommissioned and replaced with concurrent logon. Added note at the end to inform branches they will be notified BEFORE the RUID is de-comissioned and changed log on to log in in four places	Paul Austin/Shan Turner	Now the only article needed in Section F4 V4 Changed by AS 08.06.18
		T&Cs This section should be renamed Operational Instructions for the Restricted Use ID	EUM HELP ARTICLE 11 – RUID T&C's V3 Article 11A Directly Managed branches F1 Article 11B Agency Branches F2		Article to be removed as RUIDs will be decommissioned	Paul Austin/Shan Turner	This page to be removed from Horizon on line Help content no longer required
		FAQ's	EUM HELP ARTICLE 12 – RUID FAQ's Article 12 v2v		Article to be removed as RUIDs will be decommissioned	Paul Austin/Shan Turner	This page to be removed from Horizon on line Help content no longer required
	Logging on to Horizon [F5]	Introduction	EUM HELP ARTICLE 13 – logging on to Horizon with Smart ID		Major re-write: New logon processes: Identity checks Training reminder messages	Angela Saul and Paul Austin/Shan Turner	Updated ready for review

		Article 13 v3		NOTE PAUL HAS STARTED WORKING ON THIS I HAVE A COPY OF HIS DRAFT saved as 13 v2 Updated on advice of michael Howarth to change any reference to log on or logging on to log in		V3 changed by AS on 08.06.16
	Screen Messages & Resolution	EUM HELP ARTICLE 14 - Logging on to Horizon: Screen Messages and How to Resolve issues Article 14 v3		A lot of new messages whole section needs re-writing Now updated with latest message text and log on changed to log in where appropriate.	Angela Saul and Paul Austin/Shauun Turner	Now the only article needed in Section F4 V3 Changed by AS 08.06.18
	SMART ID training controls [F6]	Introduction	EUM HELP ARTICLE 15 – Horizon controls access by training Article 15 v5	Major Re-write now that training controls are being switched on. Not all Smart ID branches will have the training controls switched on at once so the article needs to make that clear too! Also need to tell users about training only mode and the new messages that will be appearing (more detail in following articles – this is just background / overview) Added in correct name of course ie Anti-Money Laundering / Counter Terrorist Funding and also changed log on to log in.	Angela Saul and Shaun Turner	Updated ready for review V5 Changed by AS 08.06.18
	Training: Screen Messages & Resolution	EUM HELP ARTICLE 16 – training screen messages and resolution		Major Re-write with new messages and impacts	Angela Saul and Shaun Turner	Updated ready for review V5 Changed by AS 08.06.18

			Article 16 v5		V5 quite a few changes made by Michael Howarth and AS has now provided final signed off message text.		
		Training Extension	EUM HELP ARTICLE 17 – applying for a training extension Article 17 V4	Remove whilst ever training controls are not in force	Re-write in line with KA's and revised training extension rules Note shaun turner is working on producing guidelines at to when it is now appropriate to provide a training extension ! Note this article will now be withdrawn.	Angela Saul and Shaun Turner	THIS ARTICLE WILL BE WITHDRAWN. RELEVANT HRSC AND NBSC KNOWLEDGE ARTICLES WILL CONTAIN ADVICE AND GUIDANCE ON WHEN AND HOW TO GIVE A TRAINING EXTENSION. HOWEVER IT IS FELT THAT WE SHOULD NOT 'ADVERTISE' THE OPTION TO BRANCH USERS,, RATHER WE SHOULD BE EMPHASISING THE NEED TO DO THE TRAINING!
		Training Reports NEW	NEW ARTICLE 18 v3 explains the newly created training reports		V 1 Drafted by Angela Saul on 25.5.18 Some comments made by michael Howarth and AS produced v3. Still awaiting an up to date set of screen shots as those in V3 are out of date.	Angela Saul/Shawn Turner	First draft to Shaun, Alan and Gareth to review. V2 created following initial review. Ready for comms review V3 Changed by AS 08.06.18
	NEW SECTION Managing your Smart ID Branch [F7]		NEW ARTICLE 19 gives hints and advice on the best practices for Smart ID 19 v1		V 1 Drafted by Angela Saul on 08.06.18	Angela Saul/Shawn Turner/Paul Austin	First draft to Shaun and Paul and Michael Howarth to review on 8.6.18.