

For airports and their partners, ID Issuance is a complex process that is time consuming and costly. MTrust is a revolutionary Airport ID Pass Application vetting and issuance solution, hosted in the Cloud. It has been designed to reduce complexity and cost, improve efficiency and increase security.



#### MTrust User Guide: Signatory

Company

London City Airport (GIP Group)

Date

30<sup>th</sup> March 2016

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## MTrust Overview

MTrust is a revolutionary Airport ID Pass Application management, vetting and issuance solution, hosted in the Cloud. It provides streamlined ID Pass management with absolute certainty of identity and powerful tools to transform your Airport ID Centre performance.

### REQUIREMENTS:

#### 1.1.1 Internet Connection/Browser

MTrust is an online only system.

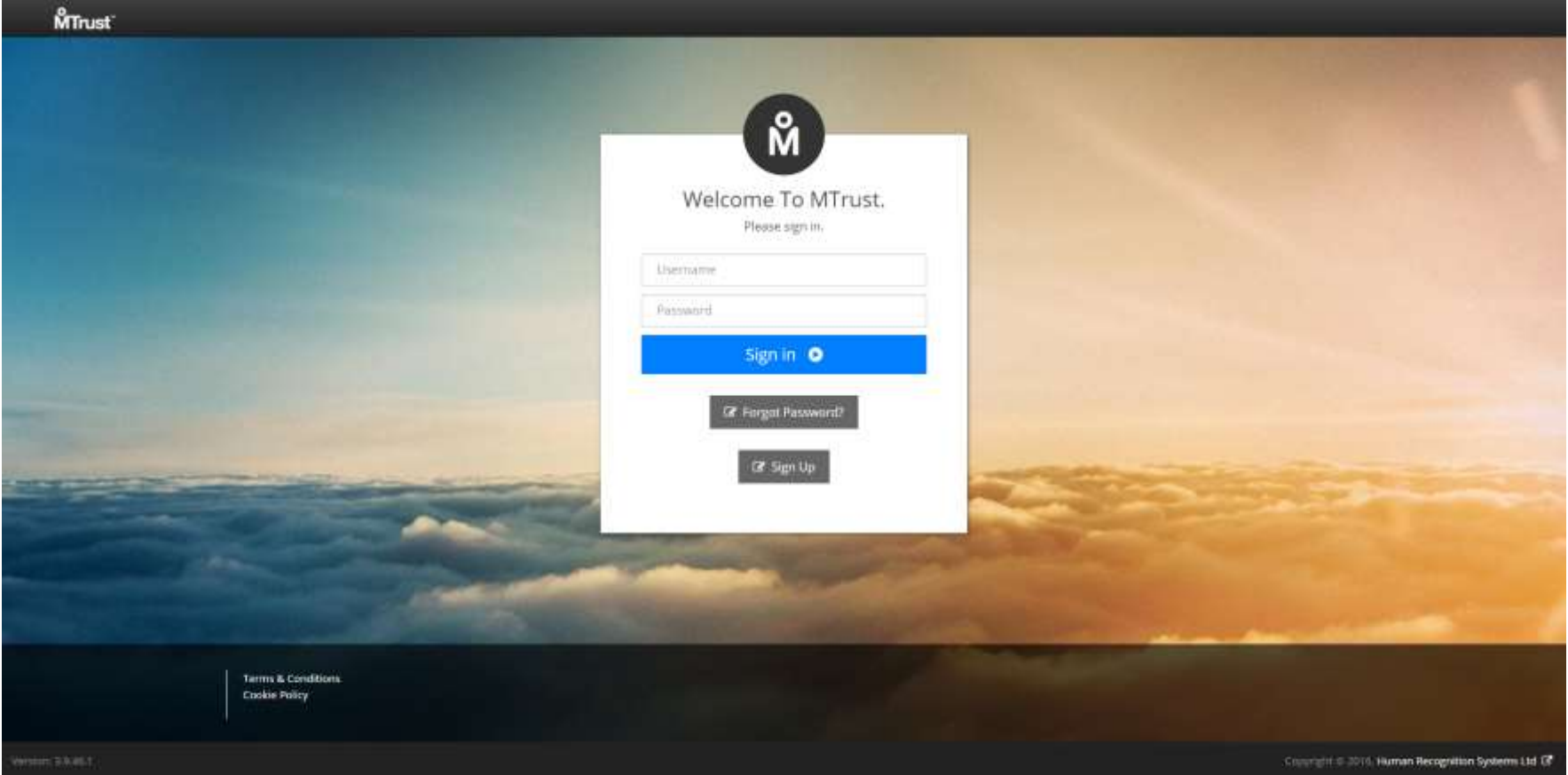
- IE9 or above
- Note: IE8 has issues with document uploads – [whatismybrowser.com](http://whatismybrowser.com) can be used to determine browser in use.
- Latest version of Chrome recommended

#### 1.1.2 A4 Printer/Scanner

- Printer can be used for printing select temporary passes
- Scanner to scan in documents for upload into profile and applications


## MTRUST SYSTEM

### 1.1.3 MTrust Login Page



The image shows the MTrust login page. It features a dark header with the MTrust logo. The main background is a scenic image of clouds at sunset. A white login form is centered, containing a circular MTrust logo, a welcome message, a sign-in prompt, input fields for username and password, a blue sign-in button, and links for forgot password and sign up. The footer includes links for terms and conditions and cookie policy, along with version and copyright information.

MTrust



Welcome To MTrust.

Please sign in.

[Sign in](#)

[Forgot Password?](#)

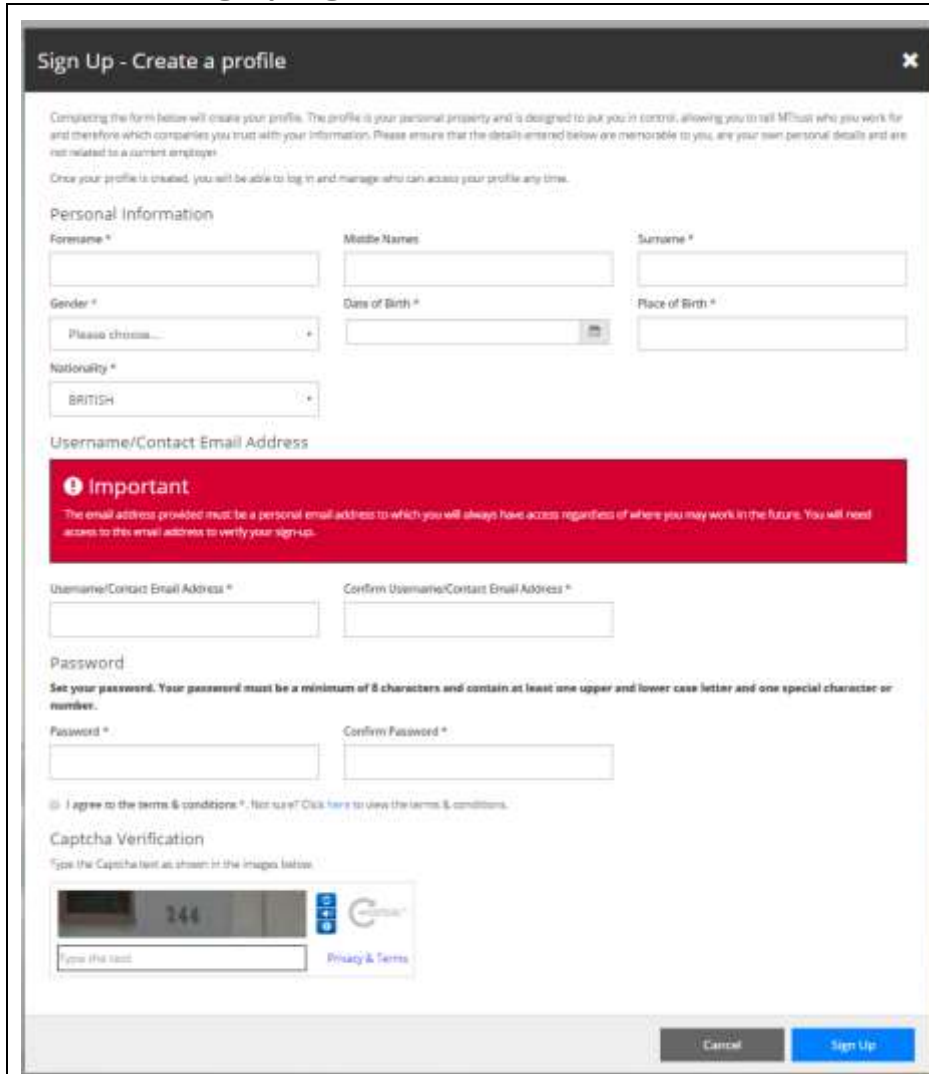
[Sign Up](#)

[Terms & Conditions](#)  
[Cookie Policy](#)

version: 3.9.46.1

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### 1.1.4 User Signup Page



The screenshot shows the 'Sign Up - Create a profile' page. At the top, there's a header with the title and a close button. Below the header, a paragraph explains the purpose of the profile. A sub-header 'Personal Information' is followed by input fields for Forename, Middle Names, Surname, Gender, Date of Birth, and Place of Birth. A dropdown for Nationality is set to 'BRITISH'. Below this is a section for 'Username/Contact Email Address' with a red 'Important' warning box stating that the email must be a personal address accessible in the future. This is followed by input fields for the address and its confirmation. The 'Password' section includes a note about password requirements (8 characters, including upper/lower case and a special character or number) and input fields for the password and its confirmation. A checkbox for 'I agree to the terms & conditions' is present. The 'Captcha Verification' section shows a captcha image with the number '144' and a text input field. At the bottom right are 'Cancel' and 'Sign Up' buttons.

**Sign Up - Create a profile**

Completing the form below will create your profile. The profile is your personal property and is designed to put you in control, allowing you to tell MTrust who you work for and therefore which companies you trust with your information. Please ensure that the details entered below are memorable to you, are your own personal details and are not related to a current employer.

Once your profile is created, you will be able to log in and manage who can access your profile any time.

**Personal Information**

Forename \*  
Middle Names  
Surname \*

Gender \*  
Please choose...  
Date of Birth \*  
Place of Birth \*

Nationality \*  
BRITISH

**Username/Contact Email Address**

**Important**  
The email address provided must be a personal email address to which you will always have access regardless of where you may work in the future. You will need access to this email address to verify your sign-up.

Username/Contact Email Address \*  
Confirm Username/Contact Email Address \*

**Password**  
Set your password. Your password must be a minimum of 8 characters and contain at least one upper and lower case letter and one special character or number.

Password \*  
Confirm Password \*

☐ I agree to the terms & conditions \*. Not sure? Click [here](#) to view the terms & conditions.

**Captcha Verification**  
Type the Captcha text as shown in the images below.

144  
Type the text  
[Privacy & Terms](#)

Cancel Sign Up

From the home page users can sign up to MTrust which basically starts a profile.

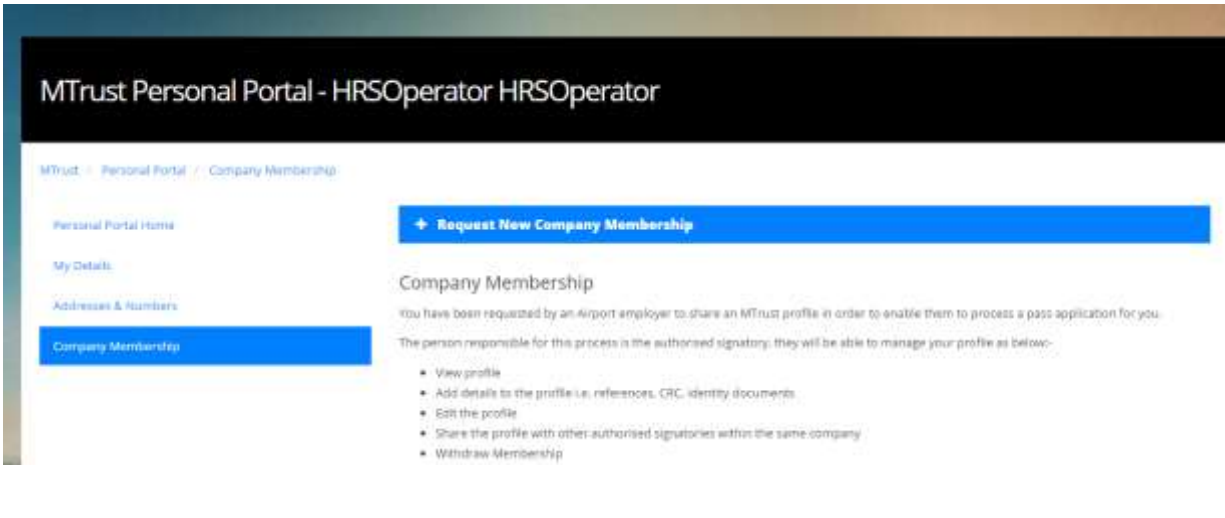
Once completed they have the ability to request membership to specific companies e.g. yours.

This sign up can be used to add people to your company and then you have the ability to update their operator role to become a Business Administrator and Authorised Signatory.

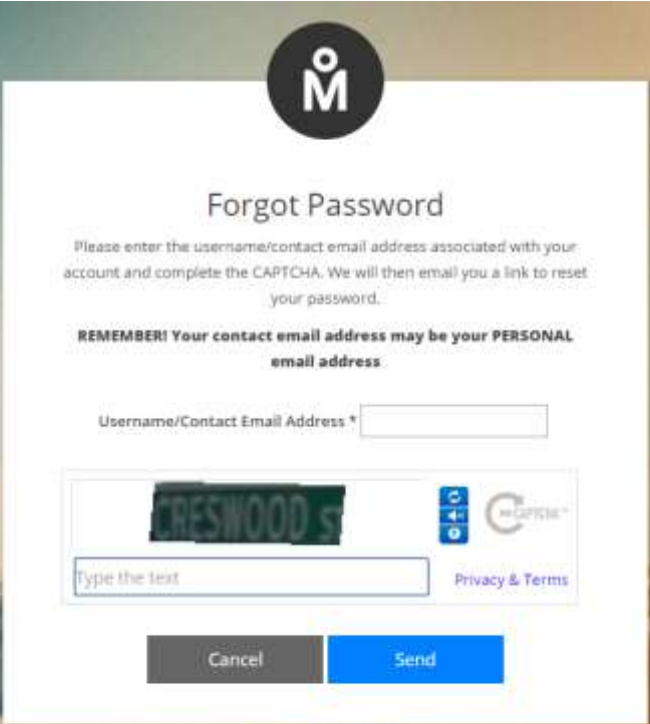
We recommend that as Signatories you [create profiles](#) for users you need to request applications for at LCY. The above is provided in case the person already has a profile and can then request [company membership](#).



### 1.1.5 Request Company Membership

 <p>The screenshot shows the MTrust Personal Portal interface. At the top, there's a header with the text 'MTrust Personal Portal - HRSOperator HRSOperator'. Below this, a breadcrumb trail reads 'MTrust &gt; Personal Portal &gt; Company Membership'. On the left, a sidebar contains links: 'Personal Portal Home', 'My Details', 'Addresses &amp; Numbers', and 'Company Membership' (which is highlighted in blue). The main content area features a prominent blue button labeled '+ Request New Company Membership'. Below this, the section is titled 'Company Membership'. A paragraph explains that the user has been requested by an airport employer to share an MTrust profile to process a pass application. It states that the authorized signatory will manage the profile. A bulleted list follows, detailing actions: View profile, Add details to the profile (references, CRC, identity documents), Edit the profile, Share the profile with other authorized signatories within the same company, and Withdraw Membership.</p>	<p>“Request New Company Membership”</p>
---	---


### 1.1.6 Forgot Password



The image shows a 'Forgot Password' form overlaid on a background of clouds. At the top is a circular logo with a stylized 'M' and a person icon. Below the logo, the title 'Forgot Password' is centered. A paragraph of text reads: 'Please enter the username/contact email address associated with your account and complete the CAPTCHA. We will then email you a link to reset your password.' Below this is a reminder: 'REMEMBER! Your contact email address may be your PERSONAL email address.' The form contains a text input field labeled 'Username/Contact Email Address \*'. Below the input field is a CAPTCHA area showing the word 'CRESWOOD' in a stylized font. To the right of the CAPTCHA image are icons for a refresh button and a CAPTCHA logo. Below the CAPTCHA image is a text input field with the placeholder 'Type the text'. To the right of this field is a link for 'Privacy & Terms'. At the bottom of the form are two buttons: a grey 'Cancel' button and a blue 'Send' button.

Simple process to enable a new password.

## MTRUST FRONT PAGE



My inbox

7

HRSOperator's MTrust (Home)

View Home for idp

Home

People

Companies

Applications

Reports

Feedback

Got an Idea?

Found an Issue?

Notifications

7

Reminders

0

Live Applications

17

Saved

17

My Applications

All

Live

Completed

Where completed

Filter

Ref Number	Profile	ID #	Name	Host Site	Type	Status	Last Modified				
LOW-HRS-1325-20150128-1946-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	23.01.2015 19:46:47				
LOW-HRS-1325-20150128-1103-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	23.01.2015 11:03:07				
LOW-HRS-1325-20150128-2020-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	23.01.2015 20:20:14				
LOW-HRS-1325-20150128-2140-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	23.01.2015 21:40:24				
LOW-HRS-1325-20150130-0944-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	30.01.2015 09:44:53				
LOW-HRS-1325-20150130-1423-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	30.01.2015 14:23:41				
LOW-HRS-1325-20150130-1420-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	30.01.2015 14:20:23				
LOW-HRS-1325-20150202-1935-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	02.02.2015 19:35:27				
LOW-HRS-1325-20150203-1812-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	03.02.2015 18:12:33				
LOW-HRS-1325-20150208-1250-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	08.02.2015 12:50:01				
LOW-HRS-1325-20150213-1314-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	13.02.2015 13:14:08				
LOW-HRS-1325-20150305-2250-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	1 to 3 Day Visitor Pass	Saved	05.03.2015 22:50:05				
LOW-HRS-1325-20150319-1152-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	Landside ID Pass	Saved	19.03.2015 11:52:19				
LOW-HRS-1325-20150324-2023-1	HRS		TEST A USER	GATWICK AIRPORT ID CENTRE	1 to 3 Day Visitor Pass	Saved	24.03.2015 20:23:19				
LOW-HRS-136-201507070903-1	HRS		Barwick Parker	GATWICK AIRPORT ID CENTRE	60 Day ID Pass	Saved	07.07.2015 09:03:56				
LOW-HRS-201507070807-1	HRS			GATWICK AIRPORT ID CENTRE	Website Pass	Saved	07.07.2015 08:07:24				
LOW-HRS-136-201507231141-1	HRS	000	Barwick Parker	GATWICK AIRPORT ID CENTRE	Full ID Pass	Saved	23.07.2015 11:41:39				

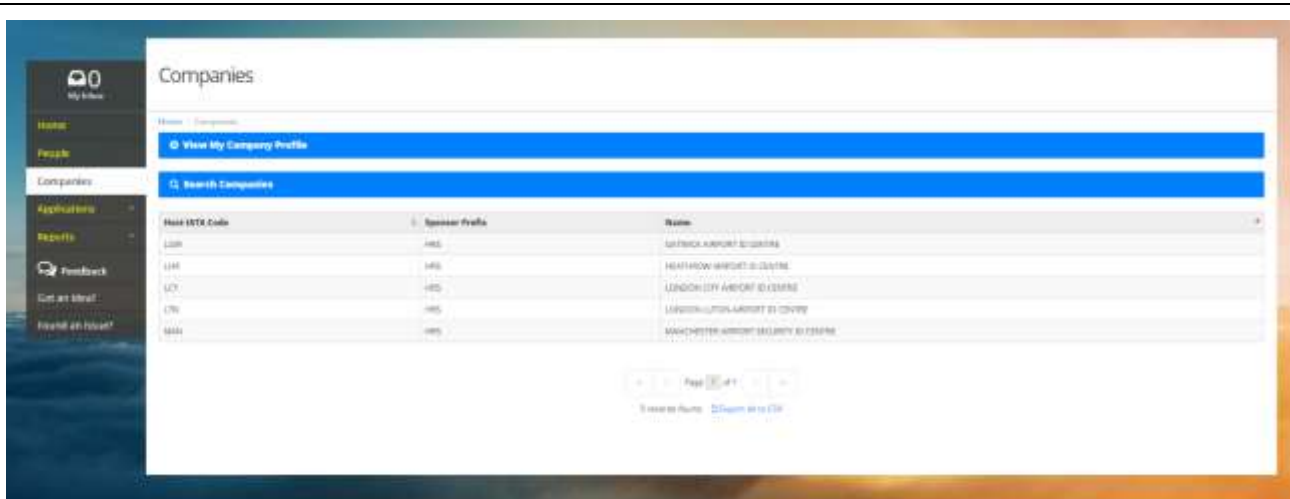
Showing 1 to 17 of 17 applications

Page 1 of 1

Dashboard Size – ability to zoom in browser to see more fields under My Applications.

## COMPANIES

### 1.1.7 Company page view



The screenshot displays the 'Companies' section of a web application. On the left is a dark sidebar with navigation options: 'Home', 'People', 'Companies' (selected), 'Applications', 'Results', 'Feedback', 'Get an Alert', and 'Renewal in Progress'. The main content area is titled 'Companies' and features two prominent blue buttons: 'View My Company Profile' and 'Search Companies'. Below these is a table listing companies with the following columns: 'Host IATA Code', 'Company Profile', and 'Name'. The table contains four entries, all with 'HRS' in the 'Company Profile' column. The 'Name' column lists various airport security screening locations. At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a link to 'Support us on CSR'.

Host IATA Code	Company Profile	Name
LON	HRS	LONDON AIRPORT SECURITY
LHR	HRS	HEATHROW AIRPORT SECURITY
LCA	HRS	LONDON CITY AIRPORT SECURITY
LHR	HRS	LONDON CITY AIRPORT SECURITY
LHR	HRS	LONDON CITY AIRPORT SECURITY

View of own Company Profile

[illegible]

### 1.1.9 Company Control view

Companies

Home / Companies / HUMAN RECOGNITION SYSTEMS

Company Details

**Company Control**

Company Activity

HUMAN RECOGNITION SYSTEMS

MTrust ID: 22

Type: Sponsor

Notification Broadcast

Notification broadcast is a setting that allows you to control how Authorised Signatories in your company receive notices from the ID Centre regarding applications.

If enabled, all Authorised Signatories within your company will receive notices relating to applications, regardless of whether they submitted the application.

Notification Broadcast

GATWICK AIRPORT ID CENTRE

Enabled

Edit

Company control provides the ability to update [notification broadcasts](#).

This setting allows control how AS receive notifications – if enabled this is global e.g. all AS will receive notifications. If Disabled only the AS who submitted the application will receive notifications.

#### 1.1.10 Notification Broadcast

<div><div>Notification Broadcast <span>✕</span></div><div>GATWICK AIRPORT ID CENTRE</div><div><div>Enabled</div><div>Enabled</div><div>Disabled</div></div><div><div>Cancel</div><div>Save</div></div></div>	<p>Provide option to enable and disable notification broadcasts.</p>
--	--

## PEOPLE

### 1.1.11 People Page view

People

Create New Mutual Profile for Another Person

New Membership Requests

Date/Time	Surname	Forename	View

Search People

Surname	Forename	Applications For
John	Business	None
Mark	Mutual	None
John	Apprent	None
John	Mat	None
John	Aut	None
John	Aut1	None
John	Aut2	None
John	Aut3	None
John	Aut4	None
John	Aut	None
John	Aut	None

Page 1 of 1

11 records found | Display all 11

People view includes all operators (e.g. Authorised Signatories) and all personal profiles that can be used to begin applications to LCY.



### 1.1.12 Create an MTrust Profile

## Create an MTrust Profile

Completing the form below will create an MTrust profile on another person's behalf. The profile will become this person's personal property and is designed to put them in control, allowing them to tell MTrust who they work for and therefore which companies they trust with their information. Please ensure that the details entered below are memorable to them, are their own personal details and are not related to a current employer.

Once the profile is created, they will be able to log in and determine who they work for at any time.

### Personal Information

Forename *	Middle Names	Surname *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Gender *	Date of Birth *	Place of Birth *
<div>Please choose...</div>	<input type="text"/>	<input type="text"/>
Nationality *		
<div>BRITISH</div>		

### Personal Email Address

The contact email address provided should be a personal email address to which this person will always have access regardless of where they may work in the future.

☐ Tick this box if the person does not have an email address.

Username/Contact Email Address *	Confirm Username/Contact Email Address *
<input type="text"/>	<input type="text"/>

☐ I accept the [Terms & Conditions](#)

Cancel

Save

This is the main method to add new personal profiles into MTrust.

Recommendation – please ensure that email addresses are used to create profiles.

Without an email this profile can never become an operator for the company and the profile can never be used outside of the initial creation.

### 1.1.13 Profile Created Successfully

<div><h2>People</h2><hr/><p><a href="#">Home</a> / <a href="#">People</a> / Jonathan David Busby</p><div><p><b>Congratulations!</b> You have successfully created a profile for Jonathan Busby</p></div><div><div>Personal Information</div><div>Addresses &amp; Numbers</div></div><div><div>Jonathan David Busby</div><div>MTrust ID: 1883</div></div></div>	
--	--

## PROFILES

The screenshot shows a web application interface for managing user profiles. On the left is a dark sidebar with navigation links: Home, People, Computers, Applications, Repairs, Feedback, Got an idea?, and Found an issue?. The main content area is titled 'People' and has a breadcrumb trail: Home > People > Auth Sig. Below the breadcrumb is a tabbed interface with four tabs: 'Personal Information' (selected), 'Auth Sig', 'Previous Names', and 'Password'. The 'Personal Information' tab displays a form with the following fields:

Field	Value
First Name	Auth Sig
Last Name	Auth Sig
Address	Auth Sig
City	Auth Sig
State	Auth Sig
Zip	Auth Sig
Country	Auth Sig
Date of Birth	Auth Sig
Place of Birth	Auth Sig
Gender	Auth Sig
Company Email Address	Auth Sig

Below the form is a 'Previous Names' section with a blue button labeled 'Add a Previous Name'. At the bottom is a 'Password' section with a blue button labeled 'Change'. On the right side of the profile, there is a placeholder for a profile picture with a 'Select File' button and a 'Recent Activity' section showing 'No recent activity'.

Front page view of Profile

Provides the ability to add image via right hand side "select file".

#### 1.1.14 Add Previous Name

<b>Add Previous Name</b> <span>✕</span>			
Forename *	Middle Name	Surname *	Date of Change <span>📅</span>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			<span>Cancel</span> <span>Save</span>

Personal Information

Provides ability to provide previous name e.g. this is required when completing a Change of Name

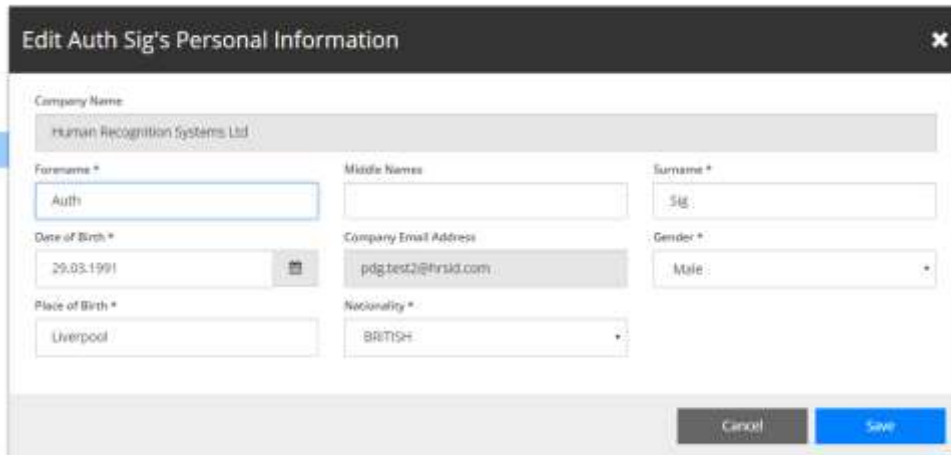
#### 1.1.15 Change Account password

<b>Change auth.sig's Account Password</b> <span>✕</span>		
<b>Change Password</b>		
Fill out these fields if you want to change your password. <b>Your password must be a minimum of 8 characters and contain at least one upper and lower case letter and one special character or number.</b>		
Password *	New Password *	Confirm New Password *
<input type="text"/>	<input type="text"/>	<input type="text"/>
		<span>Cancel</span> <span>Save</span>

Place of Birth Liverpool

This is available to all Operators e.g. Authorised Signatory and Business Admin enabling them to change their own password.

### 1.1.16 Edit Personal Information



The screenshot shows a web form titled "Edit Auth Sig's Personal Information" with a close button (X) in the top right corner. The form contains several input fields and a dropdown menu, organized into three columns. The first column includes fields for Forename (containing "Auth"), Date of Birth (containing "29.03.1991" with a calendar icon), and Place of Birth (containing "Liverpool"). The second column includes fields for Middle Names, Company Email Address (containing "pdg.test2@hrrsd.com"), and Nationality (a dropdown menu showing "BRITISH"). The third column includes fields for Surname (containing "Sig") and Gender (a dropdown menu showing "Male"). At the bottom right of the form are "Cancel" and "Save" buttons. The "Save" button is highlighted in blue.

Field	Value
Company Name	human Recognition Systems Ltd
Forename *	Auth
Middle Names	
Surname *	Sig
Date of Birth *	29.03.1991
Company Email Address	pdg.test2@hrrsd.com
Gender *	Male
Place of Birth *	Liverpool
Nationality *	BRITISH

Provides option to update personal info.

### 1.1.17 Profile Addresses & Numbers

**People**

Home > People > Auth Sig

**Personal Information**

**Addresses & Numbers**

Proof of identity

National Insurance

Employment Details

References

Qualifications

Security Clearance

**Operative Roles**

Privacy Status & Control

Profile Activity

**Plans & Applications**

Viewable Profile for Application

**Auth Sig**  
MTrust ID: 3

**Current Address**

[Add a New Current Address](#)

**Previous Addresses**

[Add an Address](#)

**Contact Numbers**

Mobile	+44 (0) 8448 733 600	<a href="#">Edit</a> <a href="#">Delete</a>
Home	+44 (0) 8448 733 600	
Work	+44 (0) 8448 733 600	

Adding an address and contact numbers to a profile.

Note: Adding a current address will move the existing into the Previous address list.

### 1.1.18 Add Previous Addresses

Add Previous Address		
Building Name/Number *	Street Name *	Town/City *
<input type="text"/>	<input type="text"/>	<input type="text"/>
County/Province	Country *	Post Code *
<input type="text"/>	<input type="text" value="United Kingdom"/>	<input type="text"/>
From Date	To Date *	
<input type="text"/>	<input type="text"/>	
		<input type="button" value="Cancel"/> <input type="button" value="Save"/>

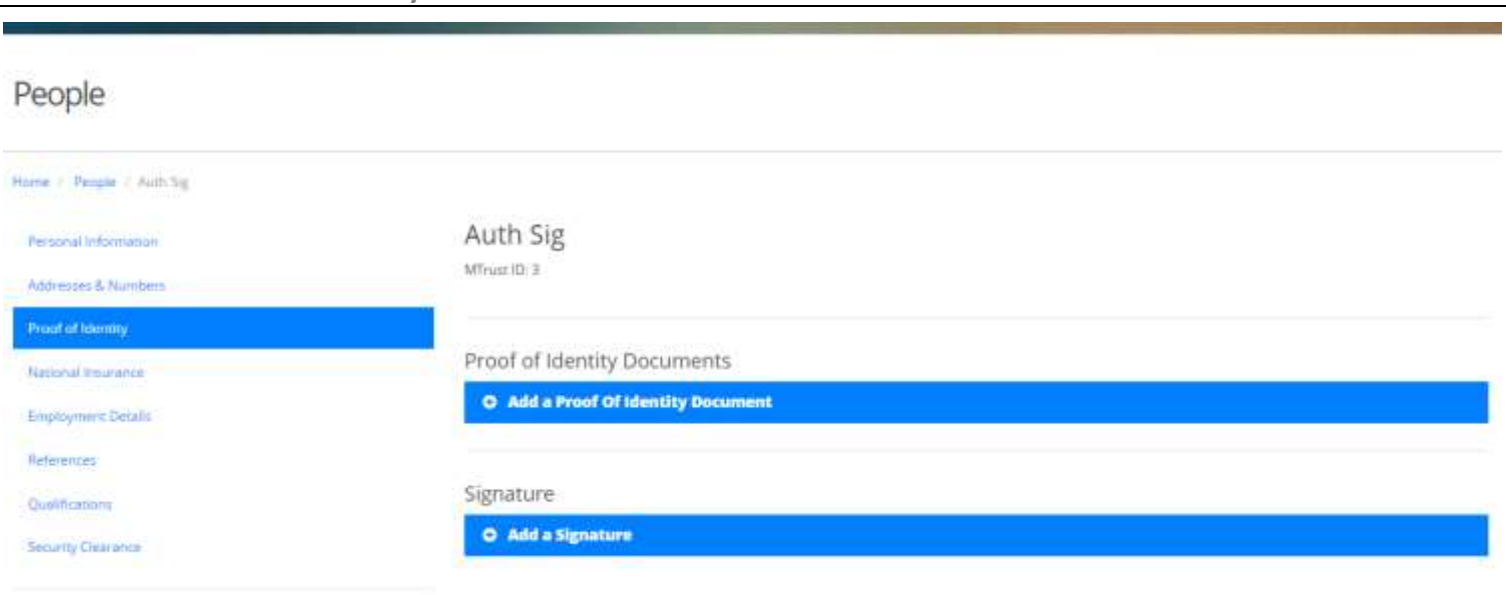
Addition of Previous Address

### 1.1.19 Edit Contact Numbers

Edit Contact Numbers		
At least a Mobile or Home Number is required.		
Mobile *	Home *	Work
<input type="text" value="+44 (0) 8448 733 666"/>	<input type="text" value="+44 (0) 8448 733 666"/>	<input type="text" value="+44 (0) 8448 733 666"/>
		<input type="button" value="Cancel"/> <input type="button" value="Save"/>

Adding contact numbers for the profile.

### 1.1.20 Profile Proof of Identity

 <p>The screenshot shows a web interface for managing a profile. On the left is a sidebar with a list of categories: Personal Information, Addresses &amp; Numbers, Proof of Identity (highlighted in blue), National Insurance, Employment Details, References, Qualifications, and Security Clearance. The main content area is titled 'People' and shows the 'Auth Sig' section. Under 'Auth Sig', there is an 'MTrust ID: 3'. Below this, there are two sections: 'Proof of Identity Documents' with a blue button labeled 'Add a Proof Of Identity Document', and 'Signature' with a blue button labeled 'Add a Signature'.</p>	<p>Add POI to a profile</p> <p>Note – Add a signature not currently used at LCY</p>
--	---



### 1.1.21 Profile Add Proof of Identity Document

Add a Proof Of Identity Document

Document Type \*

Driving Licence

Identity Number \*

Expiry Date \* ⓘ

Visa Type

Issue Date \*

Photo/Scan \*

Select File

Photo/Scan \*

Select File

Photo/Scan \*

Select File

Cancel




Save

Operators can add multiple POI using this form

### 1.1.22 Profile Proof of Identity Document types

<p>Document Type *</p> <div><div>Driving Licence ▼</div><div><div>Driving Licence</div><div>National Identity Card</div><div>Passport</div><div>UKBA</div><div>Visa</div><div>Warrant Number</div></div></div>	POI types
--	-----------

### 1.1.23 Profile Add Signature

<div><div>Add a Signature</div><div><div>Photo/Scan *</div><div><div></div><div>Select File</div></div></div><div><div>Photo/Scan *</div><div><div></div><div>Select File</div></div></div><div><div>Photo/Scan *</div><div><div></div><div>Select File</div></div></div><div><div>Cancel</div><div>Save</div></div></div>	Not used at LCY
---	-----------------

### 1.1.24 Profile National Insurance

<div><h2>People</h2><hr/><div><a href="#">Home</a> / <a href="#">People</a> / <a href="#">Auth Sig</a></div><div><div><a href="#">Personal Information</a></div><div><a href="#">Address &amp; Numbers</a></div><div><a href="#">Proof of Identity</a></div><div><b><a href="#">National Insurance</a></b></div><div><a href="#">Employment Details</a></div><div><a href="#">References</a></div><div><a href="#">Qualifications</a></div></div><div><div><h3>Auth Sig</h3><p>MTrust ID: 3</p></div><div><h3>National Insurance Documents</h3><p>If the applicant is past overseas and does not have a National Insurance number, please click 'Add a proof of National Insurance document' and select the Overseas option.</p><div><a href="#">Add a Proof Of National Insurance Document</a></div></div></div></div>	<p>Add NI documentation.</p>
---	------------------------------

### 1.1.25 Profile NI Add Document Information

The screenshot shows a modal window titled "Add a National Insurance Document" with a close button (X) in the top right corner. The form contains the following fields and sections:

- Paid In \***: A dropdown menu with "UK" selected.
- National Insurance Number \***: An empty text input field.
- Document Type \***: A dropdown menu with "Please Choose" selected.
- Photo/Scan \***: Three identical upload sections, each featuring a large icon of a document with a photo and a "Select File" button below it.
- Footer**: "Cancel" and "Save" buttons.

Adding an NI document modal.

### 1.1.26 Profile NI Paid In Type

<p>Paid In *</p> <div><div>UK ▼</div><div><div>UK</div><div>Overseas</div></div></div>	<p>NI can be UK or Overseas</p>
--	---------------------------------

### 1.1.27 Profile NI Document Type

<p>Document Type *</p> <div><div>Please Choose ▼</div><div><div>Please Choose</div><div>NI Card</div><div>Other</div><div>P45</div><div>P60</div><div>Temporary NI</div></div></div>	<p>Multiple types of NI documents available.</p>
--	--

### 1.1.28 Profile Employment Details

<div><h2>People</h2><hr/><p><a href="#">Home</a> / <a href="#">People</a> / <a href="#">Auth Sig</a></p><div><a href="#">Personal Information</a> <a href="#">Addresses &amp; Numbers</a> <a href="#">Proof of Identity</a> <a href="#">National Insurance</a> <b><a href="#">Employment Details</a></b> <a href="#">References</a></div><div><h3>Auth Sig</h3><p>MTrust ID: 3</p><hr/><h3>Employment Details</h3><p><b>+ Add Employment Details</b></p></div></div>	<p>Adding Employment details.</p>
--	-----------------------------------

### 1.1.29 Profile Add Employment Details

<div><h2>Add Employment Details <span>✕</span></h2><div><div>Company</div><div>Human Recognition Systems Ltd</div></div><div><div>Employment Start Date *</div><div></div></div><div><div>Job Title *</div><div></div></div><div><div>Department *</div><div></div></div><div><div>If not directly employed - Company Name</div><div></div></div><div><div>Cancel</div><div>Save</div></div></div>	<p>Add Employment details window – operator must highlight if not directly employed by adding company details in this field</p>
--	---

### 1.1.30 Profile References

The screenshot shows the 'People' system interface. The left sidebar contains a list of navigation links: Home, People, Auth Sig, Personal Information, Addresses & Numbers, Proof of Identity, National Insurance, Employment Details, References (highlighted), Qualifications, Security Clearance, Operator Roles, Privacy Status & Control, Profile Activity, Passes & Applications, and Validate Profile for Application. The main content area displays the 'Auth Sig' profile for 'MTrust ID: 3'. Below the profile name is a 'References' section with a blue bar that says 'Add a New Reference'. A small thumbnail image of a reference card is shown. To the right of the thumbnail is a table of references. The 'Copy' button in the table's header is circled in red.

Reference Type	Employment (Current)
Date From	03.05.1993
Date To	18.10.2000
Referee Forename	Colin
Referee Surname	Mullins
Referee Salutation	Miss
Referee Email Address	vyko@gmail.com
Referee Mobile Number	646
Referee Daytime Phone Number	0209052080
Referee Fax Number	0162911989
Company/Organisation Name	Cyrus Stokes
Address Line 1	92
Address Line 2	Daniel Murray
Town/City	Est velit aut ebit vensam suscipit veritatis nulla ipsam ut tempora repudiandae
County/Province	Anim velit nostrud laboris est numquam molestiae
Country	Gabon
Post Code	Aut possimus ea nihil

Adding a reference to profile.

Note: There is a Copy function allowing an operator to copy a reference – example is Job Seekers Allowance whereby 1 reference can have multiple timelines.

### 1.1.1 Reference Copy Confirmation

<div><div>Copy this Reference Document <span>✕</span></div><div>Are you sure?</div><div><div>No, cancel</div><div>Yes, I'm sure</div></div></div>	
---	--



### 1.1.2 Add References

Add References


Reference Type \*

Agency \*

Date From \*


Date To \*

Photo/Scan \*




Select File

Photo/Scan \*



Select File

Photo/Scan \*



Select File

Referee Forename \*

Referee Surname \*

Referee Salutation \*

Unknown \*

Referee Email Address \*

Referee Mobile Number \*

Referee Daytime Phone Number \*

Referee Fax Number

Company/Organisation Name \*

Address Line 1

Address Line 2

Town/City

County/Province

Country \*

United Kingdom \*

Post Code

Cancel

Save

Add reference window.

### 1.1.3 Reference Types

<p>Reference Type *</p> <div><div>Agency ▼</div><div><div>Agency</div><div>Character</div><div>Education</div><div>Employment (Current)</div><div>Employment (Previous)</div><div>Gap</div><div>Inland Revenue</div><div>Internal Transfer</div><div>Job seekers</div><div>Membership of HM Forces</div><div>Other</div><div>Self employment</div><div>Voluntary</div></div></div>	<p>Multiple reference types available.</p>
--	--

### 1.1.4 Qualification Documents

## People

---


Home / People / Tom Walker

- Personal Information
- Addresses & Numbers
- Proof of Identity
- Workplace Insurance
- Employment Details
- References
- Qualifications**
- Security Clearance
- Operator Roles
- Privacy Status & Consent
- Profile Activity


Tom Walker

Mfruid: 15

Qualification Documents



Add a Qualification Document



Document Type	GSAT	<div><div>Edit</div><div>Delete</div></div>
Training Date	31.03.2016	
Training Company		
Syllabus		

Adding qualifications to a profile.

### 1.1.5 Add a qualification document

Add a Qualification Document

Document Type

Please choose...

Training Date \*

Syllabus \*

Please choose...

Training Company

Photo/Scan

Select File

Photo/Scan

Select File

Photo/Scan

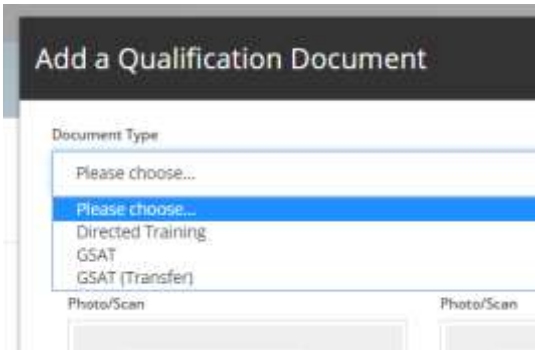
Select File

Cancel

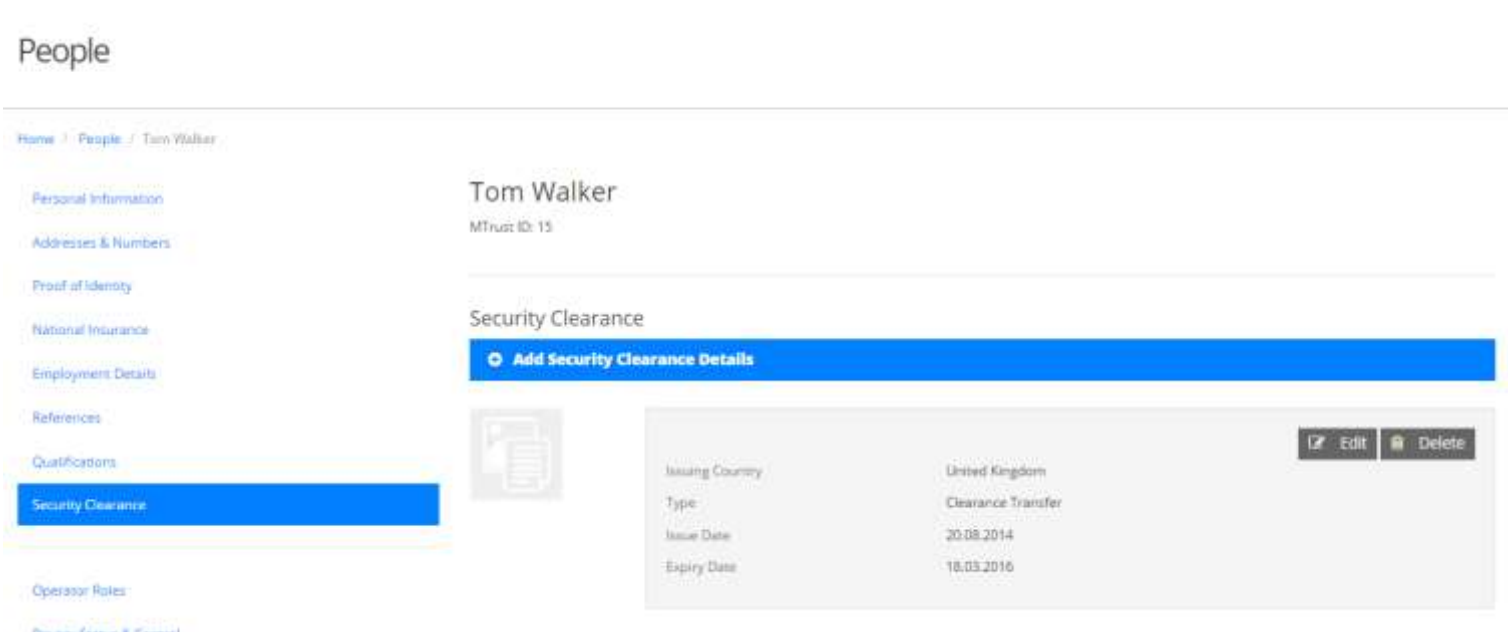
Save

Add qualification window.

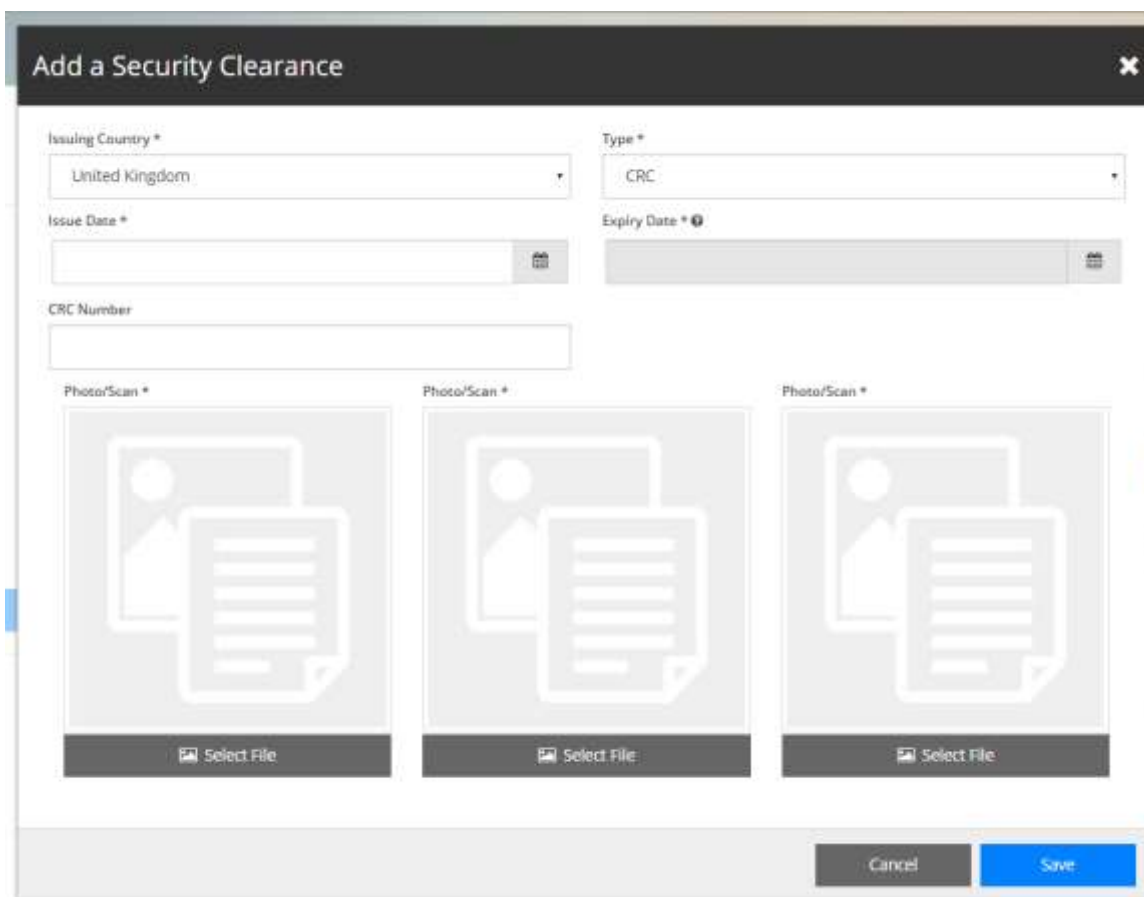
### 1.1.6 Qualification Document Type

	<p>Multiple Types allowed.</p> <p>Note: GSAT will be added by the ID Team into the application as a comment as LCY request that GSAT is performed once the pass has been approved.</p>
---	--

### 1.1.7 Security Clearance

	<p>Adding a security clearance to a profile.</p>
---	--

### 1.1.8 Add a Security Clearance



The screenshot shows a software window titled "Add a Security Clearance" with a close button (X) in the top right corner. The window contains the following fields and controls:

- Issuing Country \***: A dropdown menu with "United Kingdom" selected.
- Type \***: A dropdown menu with "CRC" selected.
- Issue Date \***: A date input field with a calendar icon.
- Expiry Date \***: A date input field with a calendar icon.
- CRC Number**: A text input field.
- Photo/Scan \***: Three identical placeholder boxes, each containing a faint icon of a person and a document. Below each box is a "Select File" button with a file icon.
- Buttons**: "Cancel" and "Save" buttons are located at the bottom right of the window.

Add security clearance window.

### 1.1.9 Security Clearance Types

<p>Type *</p> <div><div>CRC</div><div>CRC</div><div>CTC</div><div>Higher</div><div>Clearance Transfer</div></div>	<p>Multiple security clearance types.</p> <p>Note: Clearance Transfer not used at LCY.</p>
---	--

### 1.1.10 Passes and Applications

People

Home / People / Tom Walker

Personal Information

Address & Number

Proof of Identity

National Insurance

Employment Details

References

Qualifications

Security Clearance

Tom Walker

MTrust ID: 15

Passes & Applications

Host	Reference Number	Status	Type	Expiry Date	ID Number
------	------------------	--------	------	-------------	-----------

Start a New Application

Operate Rules

Privacy Status & Control

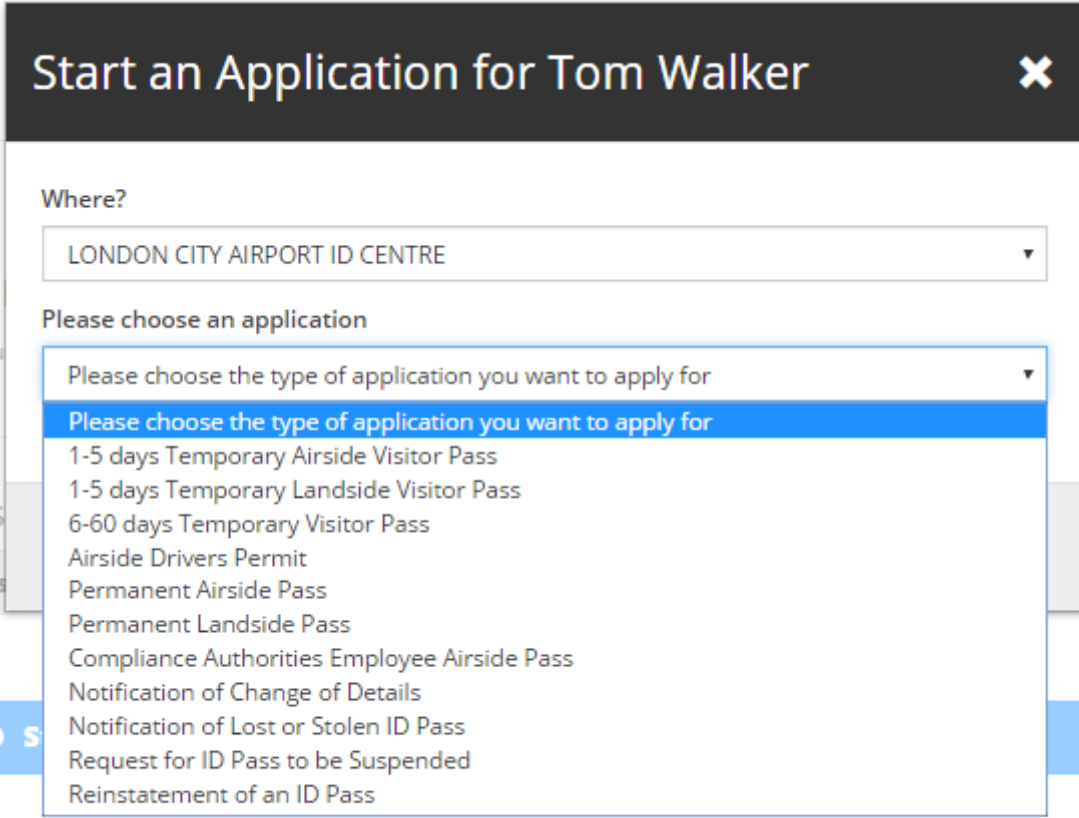
Profile Activity

Passes & Applications

Validate Profile for Application

Profile page also allows you to start an application.

#### 1.1.11 Start an Application from Profile

	<p>If you have multiple ID Schemes for your company you will need to choose London City Airport ID Centre and then choose application type.</p>
---	---

#### 1.1.12 Validate Profile for Application

Provides the options to Pre Check a Profile for specific applications prior to starting an application.

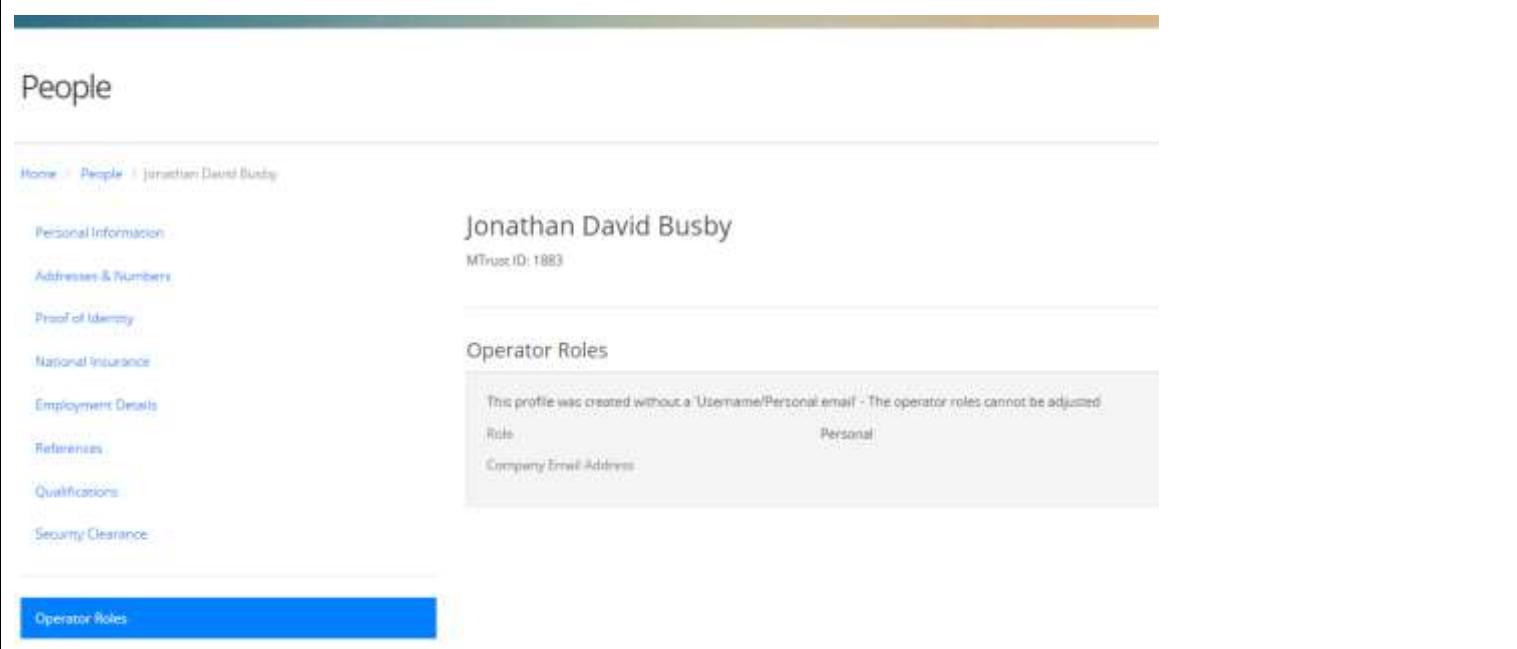


## OPERATOR ROLES

### 1.1.13 MTrust Roles Overview



### 1.1.14 Operator Role Restriction

	<p>Operator roles – this provides the ability to update a personal profile to be a Business Administrator for your company and if accepted by LCY this profile can be granted permission to submit and therefore becomes and Authorised Signatory.</p>
--	--

### 1.1.15 Operator Role View

## People

---

[Home](#) > [People](#) > [Jon Business Administrator](#)

[Personal Information](#)

[Addresses & Numbers](#)

[Proof of Identity](#)

[National Insurance](#)

[Employment Details](#)

[References](#)

[Qualifications](#)

[Security Clearance](#)

[Operator Roles](#)


[Privacy Status & Control](#)

[Profile Activity](#)

### Jon Business Administrator

MTrust ID: 1884

#### Operator Roles

Role	Personal	 Edit
Company Email Address		

Clicking Edit opens the window to manage the operator profile.

### 1.1.16 Edit Operator Role

Operator Role

Agency \*

Personal

Agency

Business Administrator

pdg.test15@hrsld.com

Confirm Company Email Address

pdg.test15@hrsld.com

Agency Company Name

One Resourcing Ltd

Cancel Save

Operator roles available:

- 1 Personal – profile storage only with BA and AS able to create profiles and applications
- 2 Agency – Able to update profiles on behalf of Business Administrators.
- 3 Business Administrators – can build profiles and start applications – only Bas who have been granted permissions can submit to LCY.

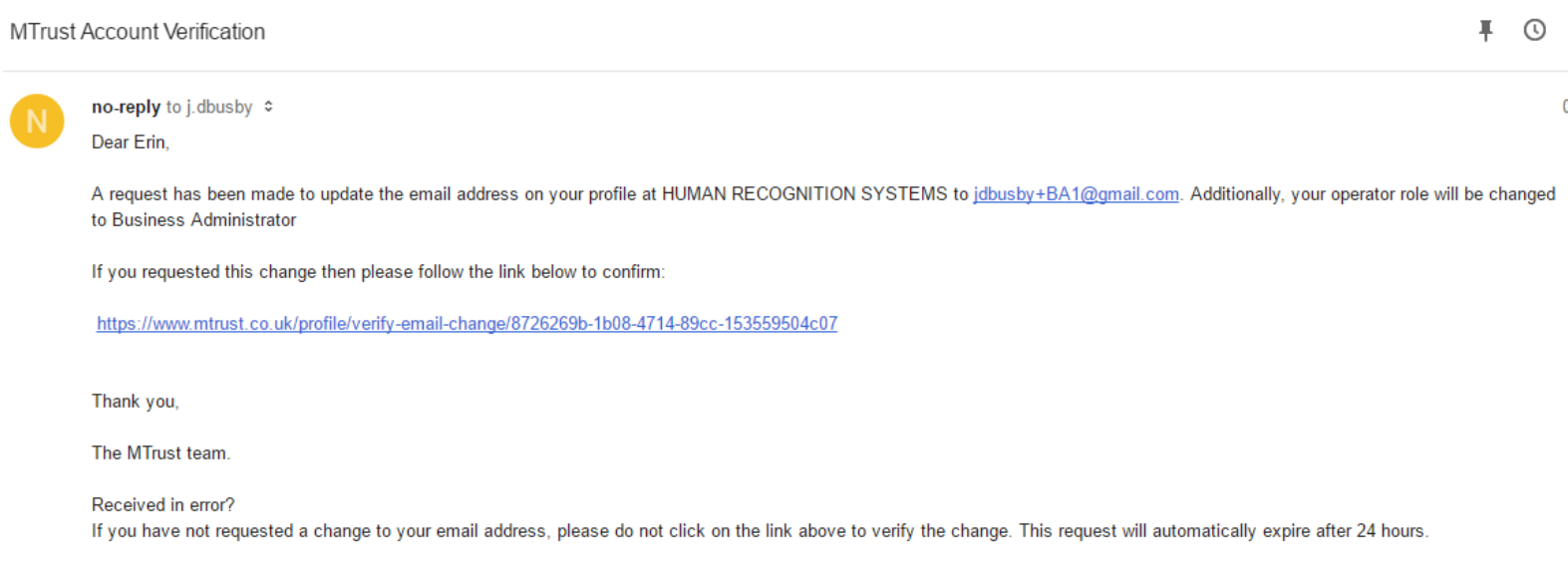
Once the company email address has been added and this action saved the user will get an email which needs to be validated before they are granted the role rights.

Note: This email will go to their “original” profile email which may be personal or it may be their business account.

### 3.1.1 Operator Role Confirmation

	The user will get an email to confirm the role upgrade.
--	---


### 3.1.2 Operator Role Email Confirmation

	Email that user needs to confirm for Operator role change.
---	--

### 3.1.3 Operator Role Email Address Updated

 The screenshot shows an email interface with a blue header bar. The main content area has a white background with a thin blue border. The text reads: 'Email address updated', 'Your email address has been updated successfully.', and 'If your email address has been updated to enable Single Sign On then you are now able to login to MTrust using your organisational ID.' <p>Email address updated</p> <p>Your email address has been updated successfully.</p> <p>If your email address has been updated to enable Single Sign On then you are now able to login to MTrust using your organisational ID.</p>	<p>Once the user clicks on the link in the email they will be taken to MTrust which will detail their email has been updated successfully.</p>
---	--

### 3.1.4 Operator Role Update Email Confirmation

<p>Role Updated</p> <hr/> <div><b>no-reply</b> to j.dbusby ↗</div> <p>Please be advised that your role within the MTrust system has been amended, please check your operator functions.</p> <p>This is an automated email please do not respond.</p>	<p>Email confirmation of Operator role change.</p>
---	--

### 3.1.5 Privacy Status & Control

The screenshot displays a user management interface for a person named Tom Walker. On the left is a sidebar with a list of categories: Personal Information, Address & Numbers, Proof of Identity, National Insurance, Employment Details, References, Qualifications, Security Clearance, Company Roles, and Privacy Status & Control. The 'Privacy Status & Control' option is highlighted in blue. The main content area shows Tom Walker's name and a placeholder for a photo. Below this, there are two sections: 'Profile Control' with a blue button labeled 'Withdraw Membership', and 'Visibility Rules' with a blue button labeled 'Edit Visibility Rules'.


This allows operators to withdraw membership from company as well as editing visibility rules.

### 3.1.6 Withdraw Membership

<div data-bbox="210 204 1160 328"><h2>Withdraw Company Membership</h2><span>✕</span></div> <div data-bbox="255 389 461 427"><p>Are you sure?</p></div> <div data-bbox="255 443 1102 507"><p>Withdrawing membership will mean that Human Recognition Systems Ltd will no longer be able to view or create applications for this profile.</p></div> <div data-bbox="255 528 1102 592"><p>Tom Walker will be informed that their membership has been withdrawn, along with your reason for withdrawal stated below.</p></div> <div data-bbox="255 612 349 639"><p>Reason *</p></div> <div data-bbox="255 651 1111 756"><div></div></div> <div data-bbox="255 756 425 783"><p>0/1024   0 words</p></div> <div data-bbox="210 863 1160 975"><div>No - Cancel</div><div>Yes - Withdraw</div></div>	<p>This allows you to remove a profile from your company.</p>
--	---



### 3.1.7 Profile Visibility

<div data-bbox="212 204 1288 343"><h2>Edit Profile Visibility </h2></div> <div data-bbox="280 383 571 422"><p>Who can see this profile?</p></div> <div data-bbox="280 430 817 470"><p><input checked="" type="radio"/> Everyone   <input type="radio"/> Just me   <input type="radio"/> Specific people</p></div> <div data-bbox="212 566 1288 694"><div></div><div>Cancel</div><div>Save</div></div>	<p>This provides security features so only certain users can see certain profiles.</p>
--	--

### 3.1.8 Profile Activity

<div><h2>People</h2><hr/><div><a href="#">Home</a> / <a href="#">People</a> / <a href="#">Tom Walker</a></div><div><div><div>Personal Information</div><div>Addresses &amp; Numbers</div><div>Proof of Identity</div><div>National Insurance</div><div>Employment Details</div><div>References</div><div>Qualifications</div><div>Security Clearance</div></div><div><div>Operator Roles</div><div>Privacy Status &amp; Control</div><div>Profile Activity</div></div><div><div>Praises &amp; Applications</div><div>Validate Profile for Application</div></div></div><div><div><h3>Tom Walker</h3><p>MTrust ID: 15</p><hr/><h4>Profile Activity (last 90 days)</h4><div><div>Auth Sig (Human Recognition Systems Ltd) updated profile 'Tom Walker' on 01/04/2016 (19 minutes ago)</div><div>Auth Sig (Human Recognition Systems Ltd) updated profile 'Tom Walker' on 31/03/2016 (18 hours ago)</div></div></div></div></div>	<p>Provides a background of all activity for the profile.</p>
--	---

## Applications for People

0 My Inbox

Home

People

Companies

Applications

for People

for Vehicles

for Companies

Reports

Feedback

Got an Idea?

Found an Issue?

### Applications for People

Home / Applications for People

[Start a New Application](#)

[Search Applications for People](#)

Ref Number	Prefix	ID #	Forename	Surname	Host Site	Type	State	Last Modified	Last Submitted
------------	--------	------	----------	---------	-----------	------	-------	---------------	----------------

Page 1 of 1

0 records found [Export all to CSV](#)


## APPLICATION TYPES

### Start an Application

Where?

LONDON CITY AIRPORT ID CENTRE ▼

Who?

Busby, Jonathan David 

Please choose an application

Please choose the type of application you want to apply for ▼

Please choose the type of application you want to apply for

1-5 days Temporary Airside Visitor Pass

1-5 days Temporary Landside Visitor Pass

6-60 days Temporary Visitor Pass

Airside Drivers Permit

Permanent Airside Pass

Permanent Landside Pass

Compliance Authorities Employee Airside Pass

Notification of Change of Details

Notification of Lost or Stolen ID Pass

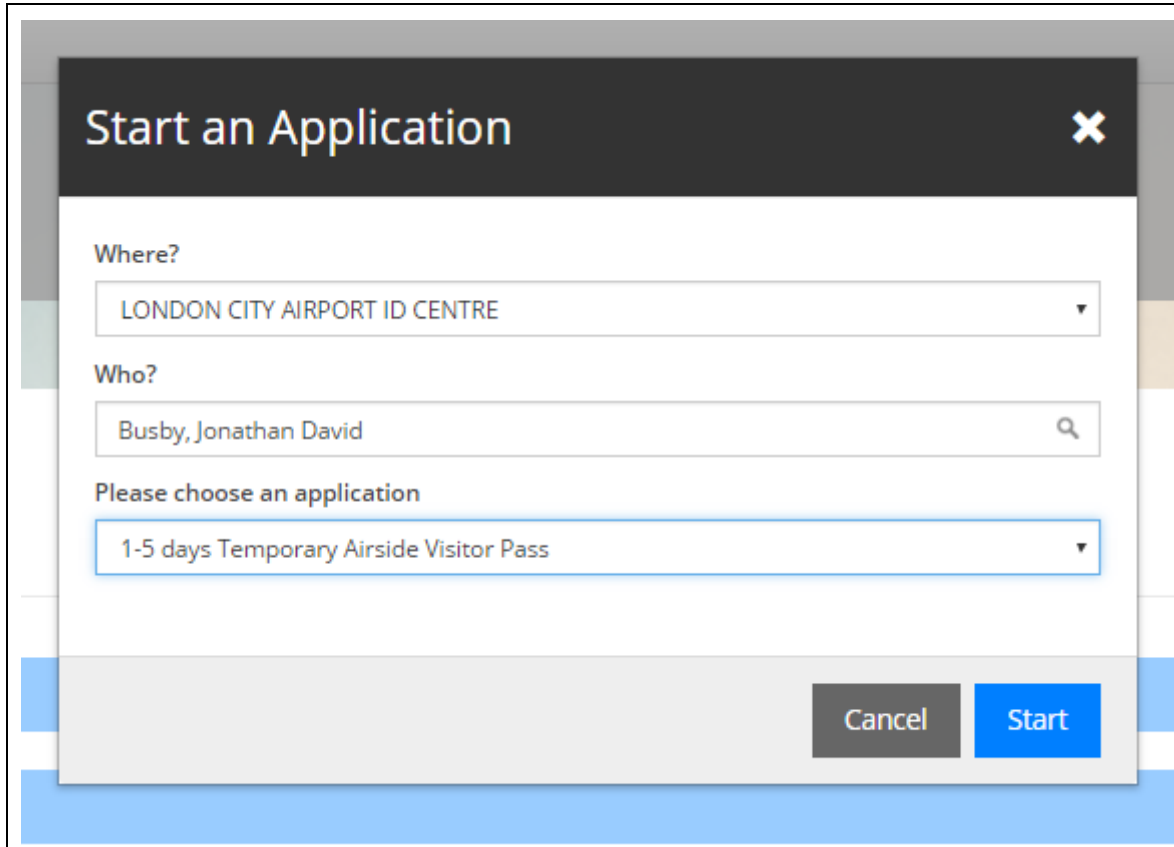
Request for ID Pass to be Suspended

Reinstatement of an ID Pass

Applications for People allows a BA or AS to start an application.

Drop down provides choice specific to Airport and user permissions.

## START AN APPLICATION

A screenshot of a web application dialog box titled "Start an Application" with a close button (X) in the top right corner. The dialog contains three sections: "Where?" with a dropdown menu showing "LONDON CITY AIRPORT ID CENTRE"; "Who?" with a search input field containing "Busby, Jonathan David" and a magnifying glass icon; and "Please choose an application" with a dropdown menu showing "1-5 days Temporary Airside Visitor Pass". At the bottom right, there are two buttons: "Cancel" (grey) and "Start" (blue).

Start an Application

Where?

LONDON CITY AIRPORT ID CENTRE

Who?

Busby, Jonathan David

Please choose an application

1-5 days Temporary Airside Visitor Pass

Cancel Start

Once you have selected click Start to begin the application.

## 1-5 DAYS TEMPORARY AIRSIDE VISITOR PASS PROFILE REQUIREMENTS

### 3.1.9 Pre Check

Oops! One or more profiles are not quite ready

✖ Personal Information

Go to Jonathan David Busby's personal information

- The applicant must have a profile photograph. Please ensure a Passport style photograph is uploaded into the applicants profile.

✖ Employment Details

Go to Jonathan David Busby's employment details

- The applicant's job title must be provided

✖ Identification Documents

Go to Jonathan David Busby's identification documents

- There are not enough non-expired identity documents (1 required).

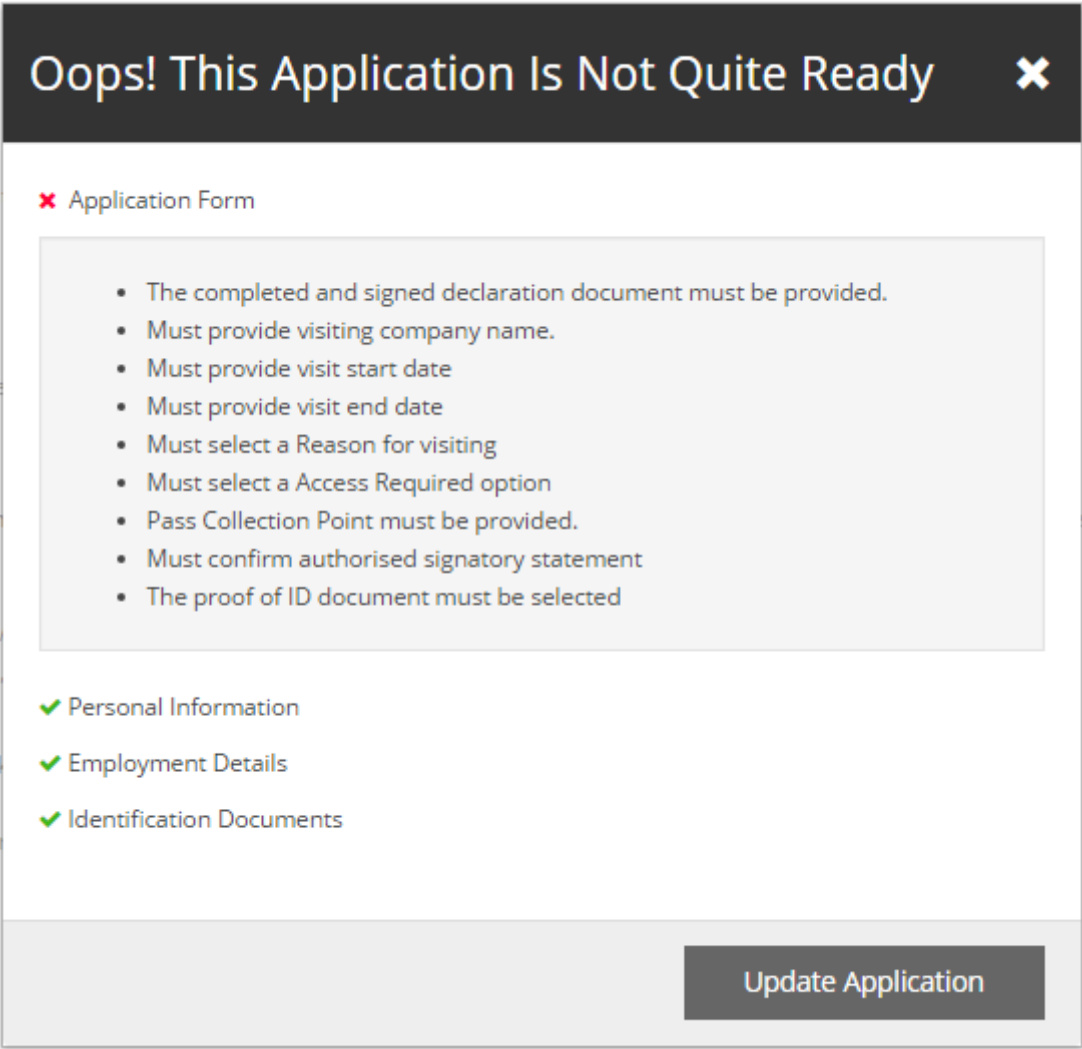
Cancel

This application requires a picture as the application offers a home (self) print option as well as internal collection points depending on choice in application.

This details the features that must be present in the profile for the application to begin.

54

### 3.1.10 Post Check



 <p><b>Oops! This Application Is Not Quite Ready</b> ✕</p> <p>✕ Application Form</p> <ul style="list-style-type: none"><li>• The completed and signed declaration document must be provided.</li><li>• Must provide visiting company name.</li><li>• Must provide visit start date</li><li>• Must provide visit end date</li><li>• Must select a Reason for visiting</li><li>• Must select a Access Required option</li><li>• Pass Collection Point must be provided.</li><li>• Must confirm authorised signatory statement</li><li>• The proof of ID document must be selected</li></ul> <p>✓ Personal Information</p> <p>✓ Employment Details</p> <p>✓ Identification Documents</p> <p>Update Application</p>	<p>This details the features that must be present in the application for the application to be submitted.</p>
--	---

### 3.1.11 Post Check with Tools of the Trade highlighted

<div data-bbox="235 225 1317 363"><h2>Oops! This Application Is Not Quite Ready <span>✕</span></h2></div> <div data-bbox="264 405 495 438"><p>✕ Application Form</p></div> <div data-bbox="275 459 1279 952"><ul style="list-style-type: none"><li>• The completed and signed declaration document must be provided.</li><li>• Must provide visiting company name.</li><li>• Must provide visit start date</li><li>• Must provide visit end date</li><li>• Must select a Reason for visiting</li><li>• Must select a Access Required option</li><li>• Must provide a Trade/Profession</li><li>• Pass Collection Point must be provided.</li><li>• Must confirm authorised signatory statement</li><li>• Must confirm the Tools of the Trade pass declaration</li><li>• The proof of ID document must be selected</li></ul></div> <div data-bbox="264 991 539 1023"><p>✓ Personal Information</p></div> <div data-bbox="264 1046 528 1080"><p>✓ Employment Details</p></div> <div data-bbox="264 1102 582 1134"><p>✓ Identification Documents</p></div> <div data-bbox="920 1248 1279 1323"><p>Update Application</p></div>	<p>Note: Sample highlighting differences in Post Check once Tools of the Trade has been added to the application.</p>
--	---



### 3.1.12 Pass PDF

<b>AIRSIDE - TEMPORARY ESCORTED PASS</b>		<b>Application Ref: LCY-HRS-15-20160404-1116-1</b>		Overview of Pass PDF ready for printing.
Name: Tom Walker	Holder's Signature:	ID Document Number: Test Ref	Pass Collection Point: IDU	
Trade/Profession: Plumber	Tools Categories: W	<b>London City Airport: Temporary Escorted ID Pass Rules</b>		
Visiting Company: HRS	Contracted Company Name: The Contractor Company	<ul style="list-style-type: none"> <li>* London City Airport (LCY) reserve the right to withdraw a pass, once issued, without prior warning for whatever reason.</li> <li>* Security Personnel have the right to search ID pass holders at any point whilst entering, leaving or within the Critical Part.</li> <li>* Once this ID pass is no longer required please return to Security Personnel at the ID Unit, Customer Service Desk or Security check point.</li> <li>* You are responsible for all tools you carry whilst in the restricted zone. These must not be left unattended at any time and any missing or unaccounted tools must be reported to the Security Personnel.</li> <li>* You must be escorted by a valid full LCY pass holder at all times, whilst in the Critical part.</li> <li>* Valid photographic identification in the form of British photo-card Driving Licence, Passport or EEA National Identity Card must be carried at all times and produced at all entry points to the Critical Part. ID must also be produced on request where applicable.</li> <li>* You must have a legitimate operational reason to enter the Critical Part (Restricted Zone) whilst in possession of an LCY ID pass.</li> <li>* ID passes should only be used, whilst on duty and on behalf of the sponsoring company</li> </ul>		
Valid From: 04-04-2016	Valid To: 08-04-2016			
 				

## 1-5 DAYS TEMPORARY LANDSIDE PROFILE REQUIREMENTS

### 3.1.13 Pre Check

Oops! One or more profiles are not quite ready

✓ Personal Information

✗ Employment Details [Go to Jonathan David Busby's employment details](#)

- The applicant's job title must be provided

✗ Identification Documents [Go to Jonathan David Busby's identification documents](#)

- There are not enough non-expired identity documents (1 required).

Cancel

Surname	Host Site	Type	State	Last
---------	-----------	------	-------	------

This details the features that must be present in the profile for the application to begin.

### 3.1.14 Post Check

## Oops! This Application Is Not Quite Ready ✕

✕ Application Form

- The completed and signed declaration document must be provided.
- Must provide visiting company name.
- Must provide visit start date
- Must provide visit end date
- Must select a Reason for visiting
- Pass Collection Point must be provided.
- Must confirm authorised signatory statement
- The proof of ID document must be selected

✓ Personal Information

✓ Employment Details

✓ Identification Documents

Update Application

This details the features that must be present in the application for the application to be submitted.

## 6-60 DAYS TEMPORARY VISITOR PASS PROFILE REQUIREMENTS

### 3.1.15 Pre Check

Oops! One or more profiles are not quite ready

✓ Personal Information

✗ Employment Details

Go to Jonathan David Busby's employment details

- The applicant's job title must be provided

✗ Identification Documents

Go to Jonathan David Busby's identification documents






- There are not enough non-expired identity documents (1 required).

Cancel

This details the features that must be present in the profile for the application to begin.

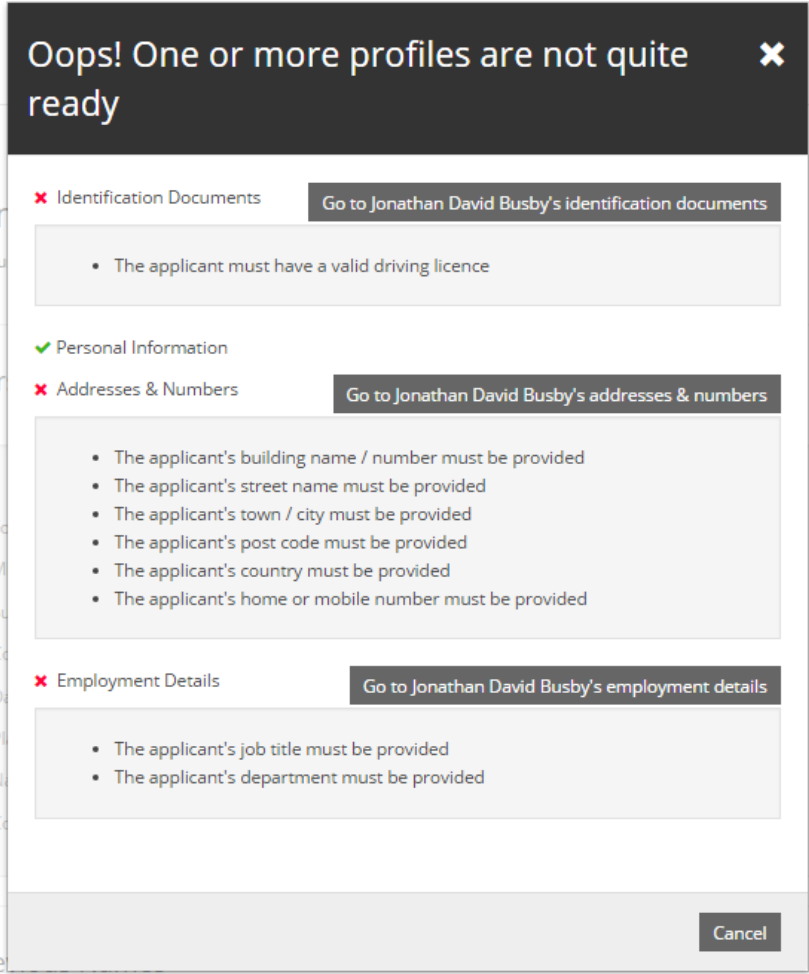
Personal Information

### 3.1.16 Post Check







<div data-bbox="215 220 1292 360"><h2>Oops! This Application Is Not Quite Ready </h2></div> <div data-bbox="244 403 472 435"><p> Application Form</p></div> <div data-bbox="322 494 1104 833"><ul style="list-style-type: none"><li>• The completed and signed declaration document must be provided.</li><li>• Must provide visiting company name.</li><li>• Must provide visit start date</li><li>• Must provide visit end date</li><li>• Must select a Reason for visiting</li><li>• Must select a Access Required option</li><li>• Pass Collection Point must be provided.</li><li>• Must confirm authorised signatory statement</li><li>• The proof of ID document must be selected</li></ul></div> <div data-bbox="244 911 517 941"><p> Personal Information</p></div> <div data-bbox="244 967 506 999"><p> Employment Details</p></div> <div data-bbox="244 1024 560 1053"><p> Identification Documents</p></div> <div data-bbox="943 1184 1202 1222"><p>Update Application</p></div>	<p>This details the features that must be present in the application for the application to be submitted.</p>
---	---

## AIRSIDE DRIVERS PERMIT PROFILE REQUIREMENTS

### 3.1.17 Pre Check

	<p>This details the features that must be present in the profile for the application to begin.</p>
---	--

### 3.1.18 Post Check

<div><h2>Oops! This Application Is Not Quite Ready </h2><div><div> Application Form</div><div><ul style="list-style-type: none"><li>• The completed and signed medical declaration document must be provided.</li><li>• Applicant's ID Number must be provided.</li><li>• DVLA License Share Code must be provided.</li><li>• Date Applicant Passed Driver Training must be provided.</li><li>• You must pick at least one licence category.</li><li>• The Authorised Signatory declaration must be accepted</li></ul></div></div><div><div> Identification Documents</div><div> Personal Information</div><div> Addresses &amp; Numbers</div><div> Employment Details</div></div><div><div>Update Application</div></div></div>	<p>This details the features that must be present in the application for the application to be submitted.</p>
--	---

## PERMANENT AIRSIDE PASS PROFILE REQUIREMENTS

### 3.1.19 Pre Check

The screenshot displays a 'Pre Check' interface with a dark header bar containing the text 'Oops! One or more profiles are not quite ready' and a close button (X). Below the header, a green checkmark icon is followed by the text 'Personal Information'. The main content area is divided into several sections, each with a red 'X' icon and a title, followed by a list of requirements and a 'Go to Jonathan David Busby's [section name]' button.

- Addresses & Numbers**
  - The applicant's building name / number must be provided.
  - The applicant's street name must be provided.
  - The applicant's town / city must be provided.
  - The applicant's post code must be provided.
  - The applicant's country must be provided.
  - At least 5 years of address history must be provided for the applicant.
  - The applicant's home or mobile number must be provided.
- National Insurance**
  - National insurance number is required.
  - Proof of national insurance is required.
- Employment Details**
  - The applicant's job title must be provided.
  - The applicant's department must be provided.
- Identification Documents**
  - There are not enough non-expired identity documents (1 required).
- Security Clearance**
  - There must be at least one valid security clearance document.
- References**
  - Employment gap from 01/04/2011 to 01/04/2016 is more than 28 days.

A 'Cancel' button is located at the bottom right of the screen.

This details the features that must be present in the profile for the application to begin.



### 3.1.20 Post Check

<div><h2>Oops! This Application Is Not Quite Ready <span>✕</span></h2><div><div><span>✕</span> Application Form</div><div><ul style="list-style-type: none"><li>• Last mode of transport to London City Airport (i.e. DLR/Bus/Car/Other) must be provided.</li><li>• Applicant's Borough must be provided.</li><li>• The completed and signed declaration document must be provided.</li><li>• Must provide the pass duration length</li><li>• Must select at least one Access Requirement</li><li>• Pass Collection Point must be provided.</li><li>• Must confirm authorised signatory statement</li><li>• At least one security clearance document must be selected.</li><li>• The proof of ID document must be selected</li></ul></div></div><div><div><span>✓</span> Personal Information</div><div><span>✓</span> Addresses &amp; Numbers</div><div><span>✓</span> National Insurance</div><div><span>✓</span> Employment Details</div><div><span>✓</span> Identification Documents</div><div><span>✓</span> References</div></div><div>Update Application</div></div>	<p>This details the features that must be present in the application for the application to be submitted.</p>
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## PERMANENT LANDSIDE PASS PROFILE REQUIREMENTS

### 3.1.21 Pre Check


<div><b>Oops! One or more profiles are not quite ready</b> ✕</div> <div><div>✔ Personal Information</div><div>✕ Addresses &amp; Numbers <a href="#">Go to Jonathan David Busby's addresses &amp; numbers</a></div><div><ul style="list-style-type: none"><li>The applicant's building name / number must be provided</li><li>The applicant's street name must be provided</li><li>The applicant's town / city must be provided</li><li>The applicant's post code must be provided</li><li>The applicant's country must be provided</li><li>The applicant's home or mobile number must be provided</li></ul></div><div>✕ National Insurance <a href="#">Go to Jonathan David Busby's national insurance</a></div><div><ul style="list-style-type: none"><li>National insurance number is required.</li><li>Proof of national insurance is required.</li></ul></div><div>✕ Employment Details <a href="#">Go to Jonathan David Busby's employment details</a></div><div><ul style="list-style-type: none"><li>The applicant's job title must be provided</li><li>The applicant's department must be provided</li></ul></div><div>✕ Identification Documents <a href="#">Go to Jonathan David Busby's identification documents</a></div><div><ul style="list-style-type: none"><li>There are not enough non-expired identity documents (1 required).</li></ul></div><div><a href="#">Cancel</a></div></div>	<p>This details the features that must be present in the profile for the application to begin.</p>
--	--


### 3.1.22 Post Check


## Oops! This Application Is Not Quite Ready


 Application Form


- Last mode of transport to London City Airport (i.e. DLR/Bus/Car/Other) must be provided.
- The completed and signed declaration document must be provided.
- Must provide the pass duration length
- Must select at least one Access Requirement
- Pass Collection Point must be provided.
- Must confirm authorised signatory statement
- The proof of ID document must be selected

 Personal Information

 Addresses & Numbers

 National Insurance

 Employment Details

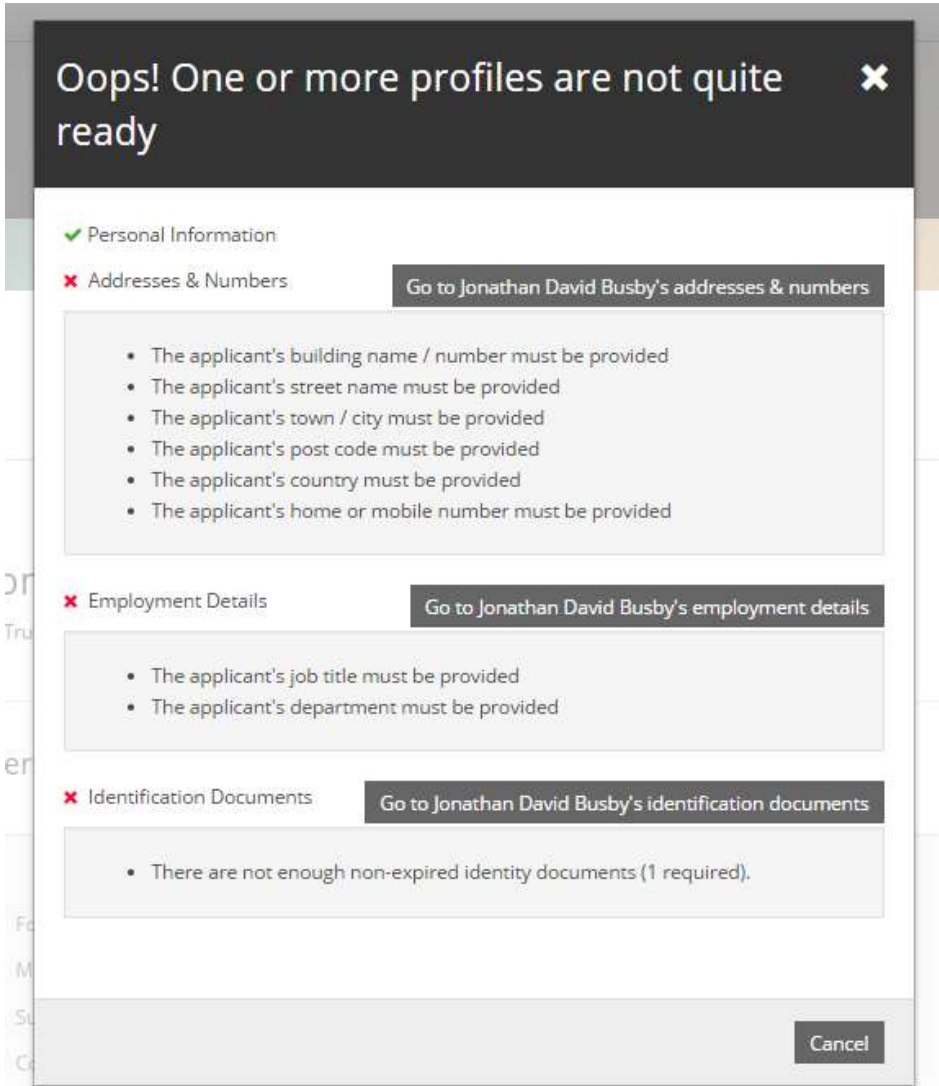
 Identification Documents

Update Application

This details the features that must be present in the application for the application to be submitted.

## COMPLIANCE AUTHORITIES EMPLOYEE AIRSIDE PASS PROFILE REQUIREMENTS

### 3.1.23 Pre Check

 <p><b>Oops! One or more profiles are not quite ready</b> ✕</p> <p>✓ Personal Information</p> <p>✕ Addresses &amp; Numbers <a href="#">Go to Jonathan David Busby's addresses &amp; numbers</a></p> <ul style="list-style-type: none"><li>• The applicant's building name / number must be provided</li><li>• The applicant's street name must be provided</li><li>• The applicant's town / city must be provided</li><li>• The applicant's post code must be provided</li><li>• The applicant's country must be provided</li><li>• The applicant's home or mobile number must be provided</li></ul> <p>✕ Employment Details <a href="#">Go to Jonathan David Busby's employment details</a></p> <ul style="list-style-type: none"><li>• The applicant's job title must be provided</li><li>• The applicant's department must be provided</li></ul> <p>✕ Identification Documents <a href="#">Go to Jonathan David Busby's identification documents</a></p> <ul style="list-style-type: none"><li>• There are not enough non-expired identity documents (1 required).</li></ul> <p><a href="#">Cancel</a></p>	<p>This details the features that must be present in the profile for the application to begin.</p>
--	--

### 3.1.24 Post check

## Oops! This Application Is Not Quite Ready ✕

✕ Application Form

- Must provide the pass duration length
- Must select at least one Access Requirement
- Pass Collection Point must be provided.
- Must confirm authorised signatory statement
- The proof of ID document must be selected

✓ Personal Information

✓ Addresses & Numbers

✓ Employment Details

✓ Identification Documents

Update Application

This details the features that must be present in the application for the application to be submitted.

## NOTIFICATION OF CHANGE OF DETAILS

### 3.1.25 Change of details options:

<div><b>Reason for Changes</b></div> <p>Please choose the reason for the change (at least one option must be selected) *</p> <div><div>Please choose...</div><ul style="list-style-type: none"><li><input type="checkbox"/> Change of Name</li><li><input type="checkbox"/> Change of Logo</li><li><input type="checkbox"/> Change of Photo</li><li><input type="checkbox"/> Change of Job Title</li><li><input type="checkbox"/> Change of Access</li><li><input type="checkbox"/> Replace Damaged</li><li><input type="checkbox"/> Addition of or change to Tools of the Trade</li><li><input type="checkbox"/> Other</li></ul></div>
---

### 8.1.1 Pre Check

## Oops! One or more profiles are not quite ready ✕

✓ Personal Information

✕ Addresses & Numbers Go to Jonathan David Busby's addresses & numbers

- The applicant's building name / number must be provided
- The applicant's street name must be provided
- The applicant's town / city must be provided
- The applicant's post code must be provided
- The applicant's country must be provided






✕ Identification Documents Go to Jonathan David Busby's identification documents

- There are not enough non-expired identity documents (1 required).

Cancel

This details the features that must be present in the profile for the application to begin.

### 8.1.2 Post Check

<div data-bbox="215 213 1294 357"><h2>Oops! This Application Is Not Quite Ready </h2></div> <div data-bbox="244 399 474 432"><p> Application Form</p></div> <div data-bbox="250 451 1256 751"><ul style="list-style-type: none"><li>• Must select at least one reason for change</li><li>• Must provide a detailed written description of the changes</li><li>• Must provide Applicant's ID Number</li><li>• Pass type to be changed must be provided.</li><li>• Must confirm authorised signatory statement</li><li>• The proof of ID document must be selected</li></ul></div> <div data-bbox="244 793 517 823"><p> Personal Information</p></div> <div data-bbox="244 849 530 879"><p> Addresses &amp; Numbers</p></div> <div data-bbox="244 904 560 935"><p> Identification Documents</p></div> <div data-bbox="215 1023 1294 1144"><div data-bbox="898 1050 1256 1123">Update Application</div></div>	<p>This details the features that must be present in the application for the application to be submitted.</p>
---	---



## NOTIFICATION OF LOST OR STOLEN PASS ID

### 8.1.3 Pre Check

**Oops! One or more profiles are not quite ready** ✕

✓ Personal Information

✕ Addresses & Numbers [Go to Jonathan David Busby's addresses & numbers](#)

- The applicant's building name / number must be provided
- The applicant's street name must be provided
- The applicant's town / city must be provided
- The applicant's post code must be provided
- The applicant's country must be provided






✕ Employment Details [Go to Jonathan David Busby's employment details](#)

- The applicant's job title must be provided
- The applicant's department must be provided

[Cancel](#)

This details the features that must be present in the profile for the application to begin.

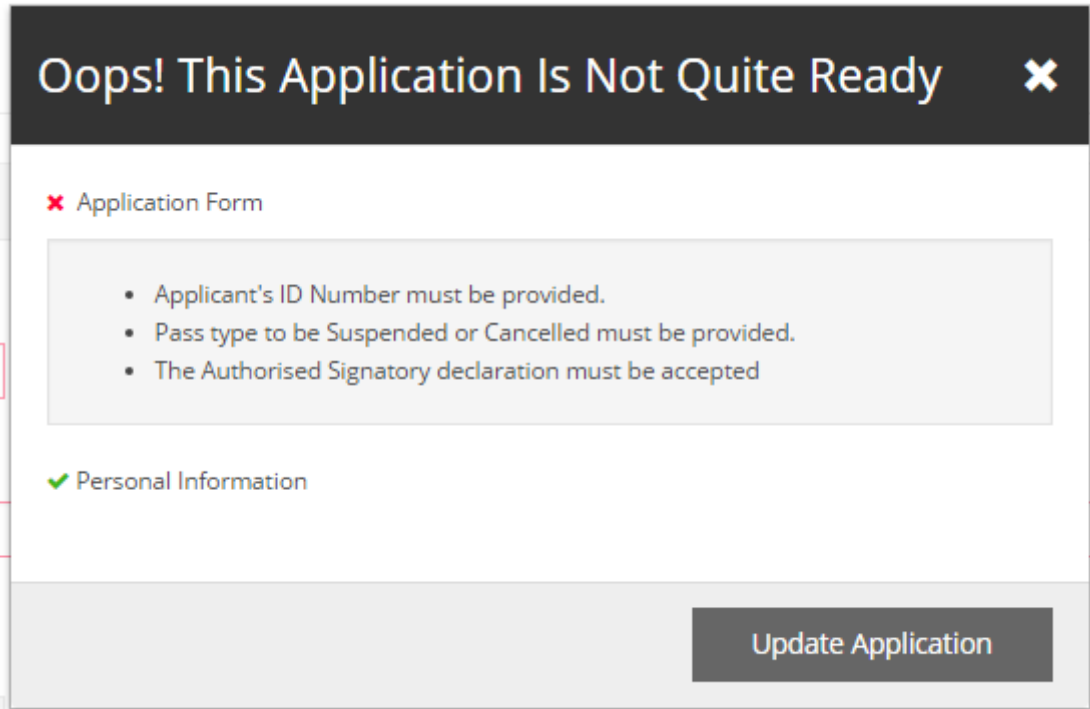
#### 8.1.4 Post Check

<div><h2>Oops! This Application Is Not Quite Ready </h2></div> <div><div> Application Form</div><div><ul style="list-style-type: none"><li>• Type of pass lost must be provided.</li><li>• Please provide date Applicant left company or if the Applicant is still employed tick the box to indicate this.</li><li>• Must specify who the loss or theft of this Pass was reported to</li><li>• Must specify date pass was reported</li><li>• Must confirm authorised signatory statement</li></ul></div></div> <div><div> Personal Information</div><div> Addresses &amp; Numbers</div><div> Employment Details</div></div> <div><div>Update Application</div></div>	<p>This details the features that must be present in the application for the application to be submitted.</p>
---	---

## REQUEST FOR ID PASS TO BE SUSPENDED

No Pre Check

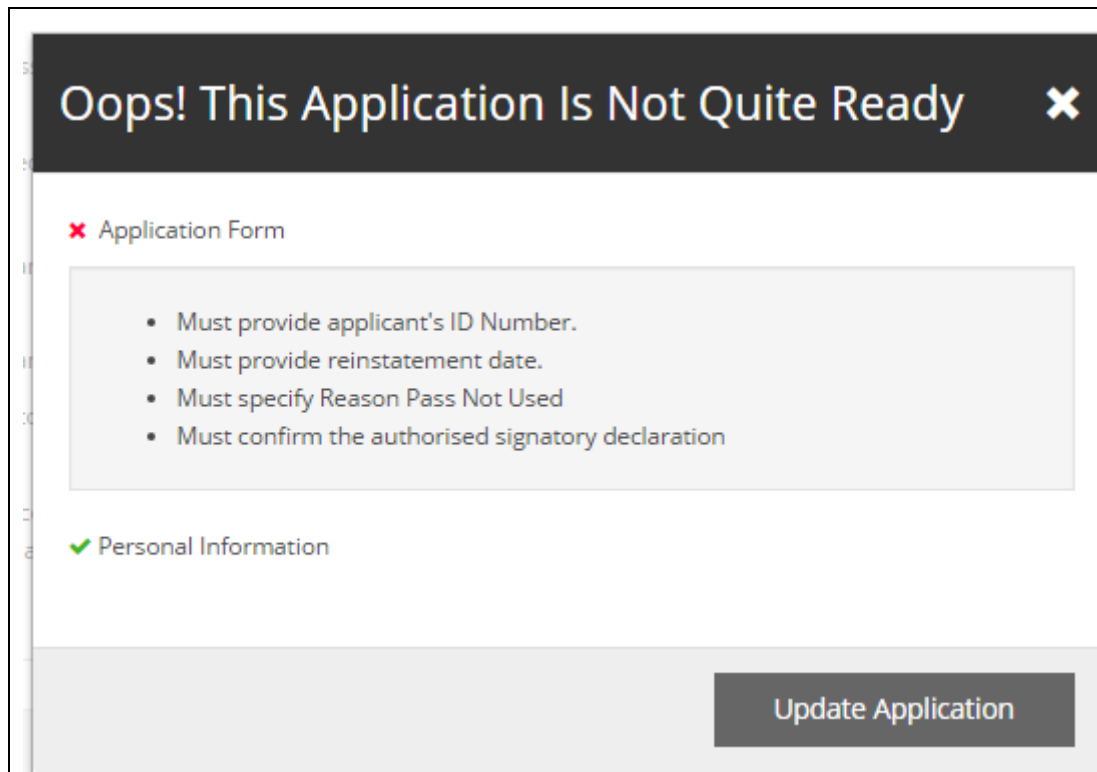
### 8.1.5 Post Check

 <p><b>Oops! This Application Is Not Quite Ready</b> ✕</p> <p>✕ Application Form</p> <ul style="list-style-type: none"><li>• Applicant's ID Number must be provided.</li><li>• Pass type to be Suspended or Cancelled must be provided.</li><li>• The Authorised Signatory declaration must be accepted</li></ul> <p>✓ Personal Information</p> <p>Update Application</p>	<p>This details the features that must be present in the application for the application to be submitted.</p>
--	---

## REINSTATEMENT OF AN ID PASS APPLICATION

No Pre Check

### 8.1.6 Post Check



**Oops! This Application Is Not Quite Ready** ✕

✕ Application Form

- Must provide applicant's ID Number.
- Must provide reinstatement date.
- Must specify Reason Pass Not Used
- Must confirm the authorised signatory declaration

✔ Personal Information

Update Application

This details the features that must be present in the application for the application to be submitted.

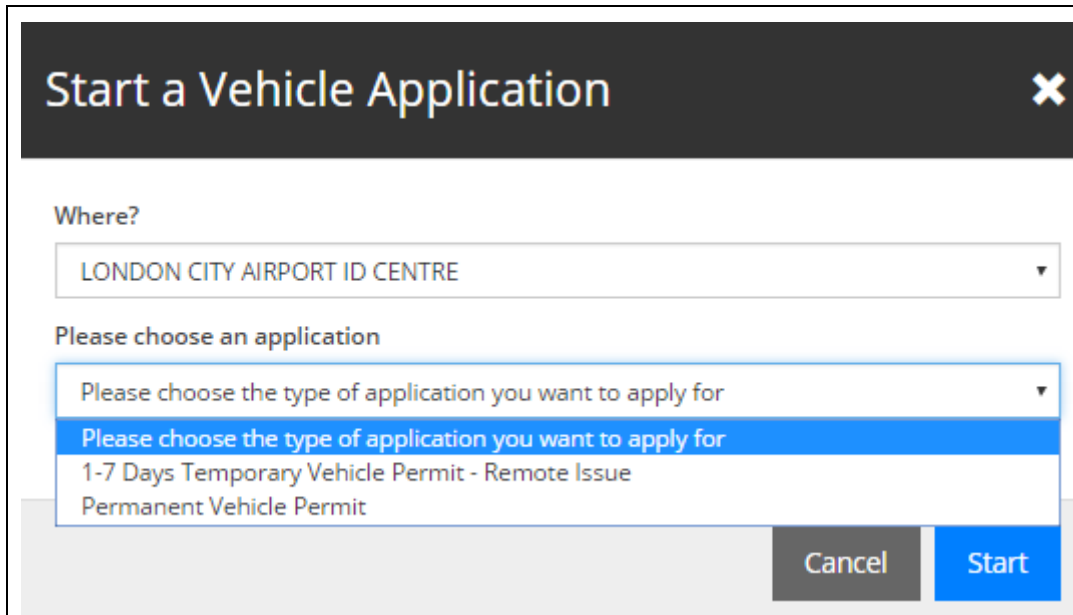
# Applications for Vehicles

## START A VEHICLE APPLICATION



The screenshot shows the top section of a web application. At the top is a horizontal bar with a gradient from teal to orange. Below this is a white header area with the text 'Applications for Vehicles'. Underneath the header is a navigation bar with two blue buttons: 'Start a New Vehicle Application' and 'Search Applications for Vehicles'.

## APPLICATION TYPES



The screenshot shows a modal window titled 'Start a Vehicle Application' with a close button (X). The form contains the following elements:

- Where?** A dropdown menu with 'LONDON CITY AIRPORT ID CENTRE' selected.
- Please choose an application** A dropdown menu with the following options:
  - Please choose the type of application you want to apply for
  - Please choose the type of application you want to apply for
  - 1-7 Days Temporary Vehicle Permit - Remote Issue
  - Permanent Vehicle Permit
- Buttons:** 'Cancel' and 'Start' buttons at the bottom right.

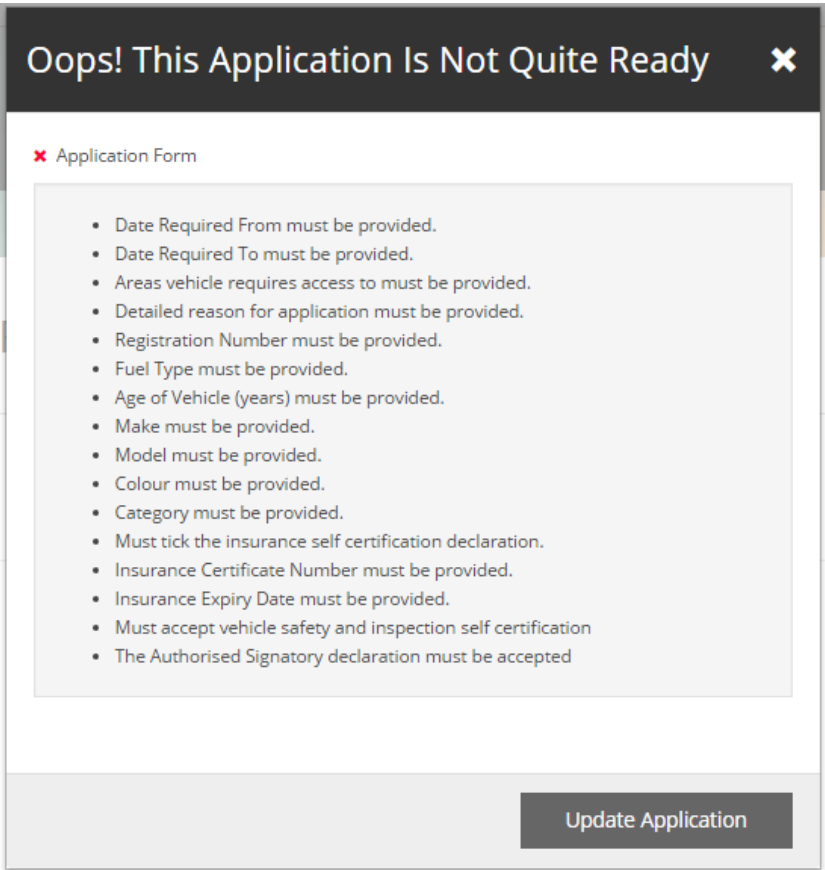
LCY has two vehicle forms

- 1 1 – 7 days temporary – home print
- 2 Permanent

## 1-7 DAYS TEMPORARY VEHICLE PERMIT – REMOTE ISSUE

No Pre Check – vehicles do not have profiles.




### 2.1.1 Post Check

 <p><b>Oops! This Application Is Not Quite Ready</b> ✕</p> <p>✕ Application Form</p> <ul style="list-style-type: none"><li>• Date Required From must be provided.</li><li>• Date Required To must be provided.</li><li>• Areas vehicle requires access to must be provided.</li><li>• Detailed reason for application must be provided.</li><li>• Registration Number must be provided.</li><li>• Fuel Type must be provided.</li><li>• Age of Vehicle (years) must be provided.</li><li>• Make must be provided.</li><li>• Model must be provided.</li><li>• Colour must be provided.</li><li>• Category must be provided.</li><li>• Must tick the insurance self certification declaration.</li><li>• Insurance Certificate Number must be provided.</li><li>• Insurance Expiry Date must be provided.</li><li>• Must accept vehicle safety and inspection self certification</li><li>• The Authorised Signatory declaration must be accepted</li></ul> <p>Update Application</p>	<p>This details the features that must be present in the application for the application to be submitted.</p>
--	---

## 2.1.2 Post Approval Print Available

<h3>1-7 Days Temporary Vehicle Permit - Remote Issue Application</h3>	<p>The temporary vehicle form allows for you to home (Self) print.</p>
<p>LCY-HRS-20160406-1750-1</p>	
<p><a href="#">Home</a> &gt; <a href="#">Applications</a></p>	
<p><a href="#">Application Form</a>   <a href="#">Status History</a>   <a href="#">Comments (0)</a></p>	<p><a href="#">Close</a></p> <p><a href="#">Set a Reminder</a></p> <p><a href="#">Add a Comment</a></p> <p><a href="#">Withdraw</a></p> <p><a href="#">Print</a></p>
<p><b>Application Guidelines</b></p>	
<p>It is an offence under the regulations EC1998 and Aviation Security Act 1982 as amended by the Aviation and Maritime Security Act 1990, to knowingly give false information in connection with this application for an airport pass, by either the Authorised Signatory, trained interviewer, ID pass applicant or anyone providing references for the applicant.</p> <p>In the interest of national security and for the purposes of prevention and detection of crime, information regarding ID pass authorisation, applicant data, ID pass usage and CCTV recording may be disclosed to the police and other relevant control authorities.</p> <p>London City Airport Security staff whilst on duty have the right to search any vehicle or staff member entering, leaving and within the Critical Part.</p> <p>London City Airport reserves the right to refuse an application, or to withdraw the pass issued, without prior notice for whatever reasons.</p> <p>This form can be used to apply for a temporary Airside Vehicle Permit. If you require more than one Airside Vehicle Permit, please use a separate form for each vehicle. Please ensure that you hold the correct insurance and that this is indicated when completing this form. All vehicles must fulfil airside safety, inspection and insurance criteria laid down in the Airport Byelaws and CAI guidelines.</p>	

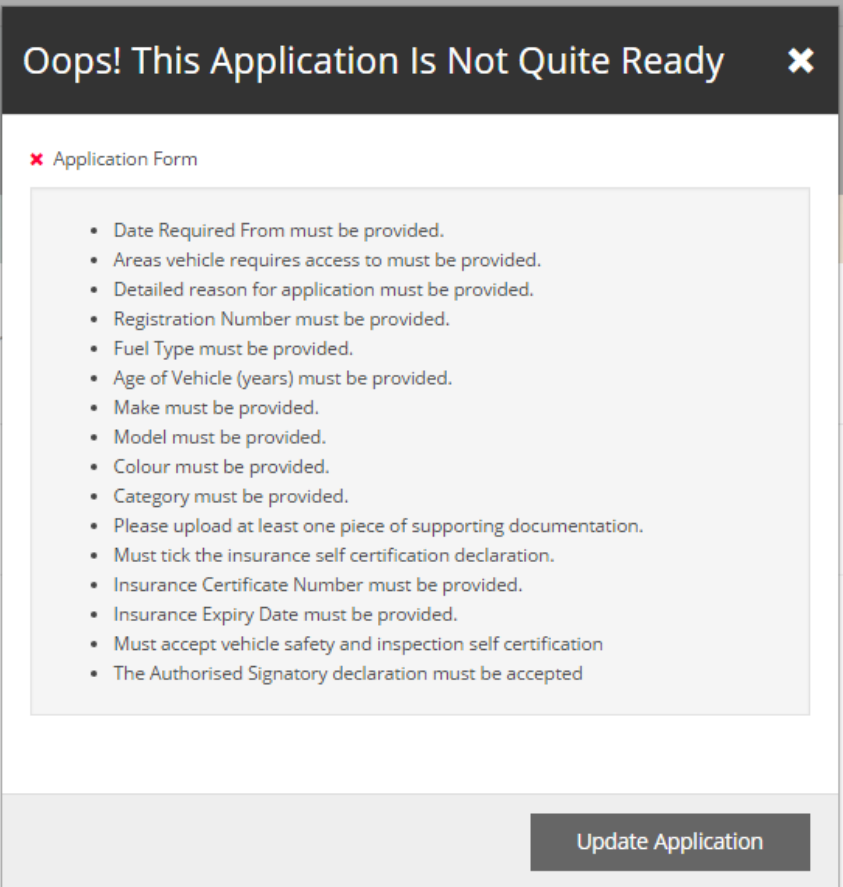
## 2.1.3 Pass PDF

<table border="1"> <tr> <td colspan="2">Pass ID: HRS-20160331-1143-1</td> </tr> <tr> <td>Valid From: 31-03-2016</td> <td>Valid To: 05-04-2016</td> </tr> <tr> <td>Make: Vauxhall</td> <td>Model: Insignia</td> </tr> <tr> <td colspan="2">Vehicle Type: M1</td> </tr> <tr> <td>Reg No: PK14FZR</td> <td rowspan="3"></td> </tr> <tr> <td>Colour: White</td> </tr> <tr> <td>Access: 1 - MANOEUVRING AREA IN CRITICAL PART</td> </tr> </table>	Pass ID: HRS-20160331-1143-1		Valid From: 31-03-2016	Valid To: 05-04-2016	Make: Vauxhall	Model: Insignia	Vehicle Type: M1		Reg No: PK14FZR		Colour: White	Access: 1 - MANOEUVRING AREA IN CRITICAL PART	<table border="1"> <tr> <td>Application Ref: LCY-HRS-20160331-1143-1</td> </tr> <tr> <td> <p><b>London City Airport: 1-7 Day Temporary Vehicle Permit Rules</b></p> <ul style="list-style-type: none"> <li>* This permit is to be used in accordance with section 3 of AOI 13 - Airside Driving &amp; Vehicle permits.</li> <li>* The driver of this vehicle is liable to receive penalty points as per AOI 10 - Airside Safety, should any safety or driving offences be committed.</li> <li>* Drivers, vehicles and vehicle operators should adhere to AOI 12 - Control of Vehicles Airside.</li> <li>* Once this Vehicle Permit is no longer required, you must surrender the permit to the Security Officer when leaving the Vehicle Check Point.</li> <li>* London City Airport (LCY) reserve the right to withdraw the permit, once issued, without prior warning for whatever reason.</li> <li>* Security personnel have the right to search this vehicle at any point whilst entering, leaving or within the Critical Part.</li> <li>* If you do not have a valid Airside Driver Permit issued by LCY you will need to be escorted by a permit holder or Airfield Operations (AOSU)</li> <li>* Copies of any of the referenced material are available from the Airfield Operations and Safety Unit (AOSU).</li> <li>* AOSU may revoke the pass should any of the above not be adhered to.</li> </ul> </td> </tr> </table>	Application Ref: LCY-HRS-20160331-1143-1	<p><b>London City Airport: 1-7 Day Temporary Vehicle Permit Rules</b></p> <ul style="list-style-type: none"> <li>* This permit is to be used in accordance with section 3 of AOI 13 - Airside Driving &amp; Vehicle permits.</li> <li>* The driver of this vehicle is liable to receive penalty points as per AOI 10 - Airside Safety, should any safety or driving offences be committed.</li> <li>* Drivers, vehicles and vehicle operators should adhere to AOI 12 - Control of Vehicles Airside.</li> <li>* Once this Vehicle Permit is no longer required, you must surrender the permit to the Security Officer when leaving the Vehicle Check Point.</li> <li>* London City Airport (LCY) reserve the right to withdraw the permit, once issued, without prior warning for whatever reason.</li> <li>* Security personnel have the right to search this vehicle at any point whilst entering, leaving or within the Critical Part.</li> <li>* If you do not have a valid Airside Driver Permit issued by LCY you will need to be escorted by a permit holder or Airfield Operations (AOSU)</li> <li>* Copies of any of the referenced material are available from the Airfield Operations and Safety Unit (AOSU).</li> <li>* AOSU may revoke the pass should any of the above not be adhered to.</li> </ul>	<p>Overview of PDF ready for printing.</p>
Pass ID: HRS-20160331-1143-1																
Valid From: 31-03-2016	Valid To: 05-04-2016															
Make: Vauxhall	Model: Insignia															
Vehicle Type: M1																
Reg No: PK14FZR																
Colour: White																
Access: 1 - MANOEUVRING AREA IN CRITICAL PART																
Application Ref: LCY-HRS-20160331-1143-1																
<p><b>London City Airport: 1-7 Day Temporary Vehicle Permit Rules</b></p> <ul style="list-style-type: none"> <li>* This permit is to be used in accordance with section 3 of AOI 13 - Airside Driving &amp; Vehicle permits.</li> <li>* The driver of this vehicle is liable to receive penalty points as per AOI 10 - Airside Safety, should any safety or driving offences be committed.</li> <li>* Drivers, vehicles and vehicle operators should adhere to AOI 12 - Control of Vehicles Airside.</li> <li>* Once this Vehicle Permit is no longer required, you must surrender the permit to the Security Officer when leaving the Vehicle Check Point.</li> <li>* London City Airport (LCY) reserve the right to withdraw the permit, once issued, without prior warning for whatever reason.</li> <li>* Security personnel have the right to search this vehicle at any point whilst entering, leaving or within the Critical Part.</li> <li>* If you do not have a valid Airside Driver Permit issued by LCY you will need to be escorted by a permit holder or Airfield Operations (AOSU)</li> <li>* Copies of any of the referenced material are available from the Airfield Operations and Safety Unit (AOSU).</li> <li>* AOSU may revoke the pass should any of the above not be adhered to.</li> </ul>																

## PERMANENT VEHICLE PERMIT

No Pre Check

### 2.1.4 Post Check

 <p>The screenshot shows a web application interface with a dark header bar containing the text "Oops! This Application Is Not Quite Ready" and a close button (X). Below the header, there is a section titled "Application Form" with a red error icon. A list of 16 requirements is displayed in a light gray box. At the bottom right of the form area is a button labeled "Update Application".</p> <ul style="list-style-type: none"><li>• Date Required From must be provided.</li><li>• Areas vehicle requires access to must be provided.</li><li>• Detailed reason for application must be provided.</li><li>• Registration Number must be provided.</li><li>• Fuel Type must be provided.</li><li>• Age of Vehicle (years) must be provided.</li><li>• Make must be provided.</li><li>• Model must be provided.</li><li>• Colour must be provided.</li><li>• Category must be provided.</li><li>• Please upload at least one piece of supporting documentation.</li><li>• Must tick the insurance self certification declaration.</li><li>• Insurance Certificate Number must be provided.</li><li>• Insurance Expiry Date must be provided.</li><li>• Must accept vehicle safety and inspection self certification</li><li>• The Authorised Signatory declaration must be accepted</li></ul>	<p>This details the features that must be present in the application for the application to be submitted.</p>
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# Application View

## APPLICATION STATUS HISTORY

### 1-5 days Temporary Airside Visitor Pass Application

LCY-HRS-15-20160404-1116-1

[Home](#) / [Applications](#)

This application was saved and a comment was added for this application.

[Application Form](#)

[Status History](#)

[Comments \(1\)](#)

#### Application Status (Saved)



Save & Close

Cancel - Don't Save

Delete

Set a Reminder

Add a Comment

Submit

#### History

Aash Sg (Hemvati Recognition Systems Ltd) saved this application on 04/04/2016 @ 11:16:53 (Just now)

## APPLICATION COMMENT VIEW

### 1-5 days Temporary Airside Visitor Pass Application

LCY-HRS-15-20160404-1116-1

[Home](#) / [Applications](#)

This application was saved and a comment was added for this application.

[Application Form](#)

[Status History](#)

[Comments \(1\)](#)

#### Comments

[Add a comment](#)

Auth Sig (Human Recognition Systems Ltd)

04/04/2016 11:16:58

Test Pass comment

Save & Close

Cancel - Don't Save

Delete

Set a Reminder

Add a Comment

Submit

## SET A REMINDER

### Add a Reminder



Reminder Note \*

0/1024 | 0 words

Reminder Date \*

04.04.2016



Reminder Time \*

12:00:00



Cancel

Save

## ADD A COMMENT

Add a Comment

Comment Note \*

0/1024 | 0 words

Important

If you've been asked to update a Reference, Proof of ID, Security Clearance Document (CRC) or Qualification (QSAT) you should update the applicant's PROFILE. Attachments should only be added to comments when SPECIFICALLY requested by the ID Centre.

Attachments

Photo/Scan

Select File

Photo/Scan

Select File

Photo/Scan

Select File

☒ All

Comments are visible to your peers within your organisation and the host organisation. In this case, this means:

- Business Administrators and Authorised Signatories at Human Recognition Systems Ltd.
- Customer Service Representatives and above at LONDON CITY AIRPORT ID CENTRE.

☐ My Company Only

Comments are visible to your peers within your organisation only. In this case, this means:

- Business Administrators and Authorised Signatories at Human Recognition Systems Ltd.

☐ Generate a notification

☐ Send an email

Cancel

Add Comment

## APPLICATION QUERIED

Auth Sig's MTrust (Home)
View Home for Me

Home
People
Companies
Applications
Reports
Feedback
Got an idea?
Found an issue?

Notifications
2

Reminders
0

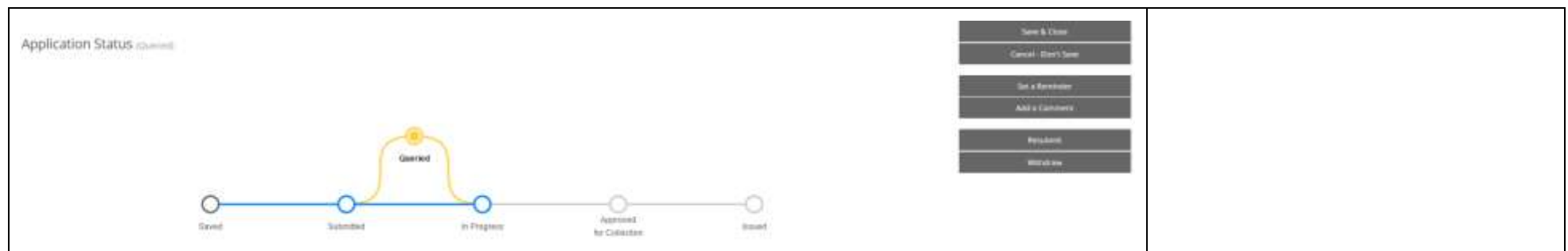
Live Applications
Queried 1

My Applications
All Live Completed Where completed? This Week

Ref Number	Profile	ID #	Name	Host Site	Type	State	Last Modified				
LCY-HRS-15-20160404-1114-1	HRS		Tom Walker	LONDON CITY AIRPORT (D CENTRE)	1-5 days Temporary Arrivals Visual Pass	Queried	02.04.2016 14:37:53				

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## APPLICATION QUERIED STATUS HISTORY



## HISTORY/REASON FOR APPLICATION QUERIED

### History

\*\*\* (LONDON CITY AIRPORT ID CENTRE) queried this application on 04/04/2016 @ 14:37:53 (2 minutes ago)

**Reason:** Other: PLease re-scan the Security Interview Declaration

\*\*\* (LONDON CITY AIRPORT ID CENTRE) set this application as in progress on 04/04/2016 @ 11:31:18 (3 hours ago)

Auth Sig (Human Recognition Systems Ltd) submitted this application on 04/04/2016 @ 11:19:16 (3 hours ago)

Auth Sig (Human Recognition Systems Ltd) saved this application on 04/04/2016 @ 11:16:50 (3 hours ago)