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Office of the Public Guardian (Scotland)

Electronic Power of Attorney Registration

Individual User Manual

23 July 2012

Contents

Revision history

Rev	Date	Description	Author	Review	Check	Approve
0	28/02/2012	Initial version	A. Hendry	L.Travers	J.Connell	I.Cherry
1	20/04/2012	Updated following build 1.0.9. • Added Address validation; Changes following OPG review.	A. Hendry	L.Travers	J.Connell	I.Cherry

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2	15/06/2012	Updated following Variation 009. • Added Payment Successful email; • Added Payment section; • Added Logout confirmation; • Changed Attorneys displayed for Verify Registration.	A. Hendry	L.Travers	J.Connell	I.Cherry
3	23/07/2012	Minor update from previous version. • Changes to 4.9 and 4.10.	A. Hendry	A.Burnside	J.Connell	I.Cherry

SECTION 1

Introduction

1.1 Document Purpose

This document provides a guide to Individual users on the use of the Office of the Public Guardian (OPG) Electronic Power of Attorney Registration (EPOAR).

Individual user accounts were designed with the intention of providing basic functionality. For example Individuals who may only wish to use the system once or a limited number of times. If you intend to submit regular Registrations, please consider creating an Agent Account instead.

This user guide supports EPOAR, providing a guide to completing each screen in the system. The system contains help text in the full system release.

A separate Frequently Asked Questions (FAQs) screen is also provided to help you understand the system. The links to the FAQs can be found at the foot of the EPOAR home page.

For further information and queries about EPOAR, please contact epoar@scotcourts.gov.uk

1.2 Structure of the Document

This Document is structured as follows:

- Section 2 describes the Security procedures;
- Section 3 provides an overview of the system navigation and features;
- Section 4 describes the Registration maintenance features in detail;
- Section 5 describes Registration Verification.

SECTION 2

Security

2.1 Introduction

This section describes the security procedures on the EPOAR system for an Individual user. It consists of the following areas of functionality:

- Register Individual User;
- Login;
- Logout;
- Provide New Password;
- Provide Security Details;
- Request Username Reminder;
- Reset Password.

2.2 Register Individual User

To register as a new Individual user:

1. Click the *Register New Individual User* link on the EPOAR homepage;
2. Provide the requested details.

Note: the constitution of the password must conform to the following:

Password must be between 6 and 20 characters and contain at least one lowercase character, one uppercase character and one digit.

The user can now proceed to login to EPOAR.

2.3 Login

To login to EPOAR, the following steps need to be performed:

1. From the EPOAR homepage, click the *Login* link. The Login screen is then displayed;
2. To Login, enter the following details:
   - Username;
   - Password.
3. Press the *Login* button.

Once you have logged in, the *Search Registrations* screen is displayed.

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2.4 Logout

To logout of EPOAR:

1. Select the *Logout* link from the menu;
2. Click the *Logout* button to confirm logging out;
3. Click the *Back to Login* action link to return to the *Login* screen.

2.5 Provide New Password

After login, if the system recognises that your account has a system generated password, due to a reset request you will be required to provide a new and unique password.

1. Enter the following details:
    - New Password;
    - Confirm New Password.
2. Press the *Submit* button.

Note: the constitution of the password must conform to the following:

Password must be between 6 and 20 characters and contain at least one lowercase character, one uppercase character and one digit.

2.6 Request Username Reminder

If you forget your username, you can follow these steps:

1. Click the *Request Username Reminder* link on the login page;
2. Provide the following details:
    - Email Address;
    - Date of Birth;
    - Memorable Place.

An email containing a reminder of the username is then sent to the email address you supplied at registration.

2.7 Reset Password

If you forget your password, then you can follow these steps:

1. Click the *Reset Password* link on the login page;
2. Provide the following details:
    - Username;
    - Email Address;
    - Memorable Place.

An email containing a new password is then sent to the email address supplied at registration. You will be prompted to choose a new password the next time you log in to the system.

2.8 Update My Details

Your details can be updated after logging in to EPOAR.

To Update My Details, perform the following:

1. Click the *Update My Details* link on the main menu;

2. Change any of the details as required;
3. Provide the following details:
    - Email must not be associated with a non-deleted user within EPOAR.
4. Click the *Update My Details* button.

Note: the constitution of the password must conform to the following:

Password must be between 6 and 20 characters and contain at least one lowercase character, one uppercase character and one digit.

SECTION 3

General Navigation and System Features

3.1 Introduction

After logging into EPOAR, the following features are present throughout the system.

3.2 Menu Buttons

Towards the top of the page are the Menu Buttons. The buttons allow navigation between the main areas of the system.

3.3 User Name Displayed

The user name of the currently logged-in user is displayed on the left-hand side of the screen.

3.4 Action Links

Action links are hyperlinks located at the bottom of the screen that take the user to additional functions or allow the user to cancel the current action.

3.5 Mandatory Fields

When completing forms, any mandatory fields will be marked with an asterisk (*).

SECTION 4

Registrations

4.1 Introduction

Registration maintenance involves creating, updating, viewing and submitting the Registrations.

4.2 Search Registrations

From the *Registrations* screen, you are presented with the option to:

- Create a Registration;
- Search Registrations;
- View a list of searched Registrations.

To search Registrations, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button.

The system displays all Registrations that have been created by you and that match the given search criteria, or displays a message informing you that there were no Registrations that matched.

You then have the option to view any of the returned Registrations.

4.3 Create Registration

While proceeding through the Registration wizard, it is possible to click the Proceed button to proceed to the next screen, click the *Return* button to go back to the previous page, click the *Save* button to save the Registration and continue, or click the *Save and Exit* button to save your progress and view the Registration. If saved, the Registration can be completed at a later date.

A validation check is carried out after clicking the *Proceed* button. If there are any errors found, you are notified and asked to correct them before proceeding.

To create a Registration, perform the following:

1. Click the *Registrations* link from the main menu;
2. Click the *Create* action link;
3. Read and agree to the Statutory Requirements;
4. Click the *Proceed* button;
5. Enter the details for the Registration and click the *Proceed* button:

- These are the Nature of Powers, the Attorney Type and the Date the Granter Signed the POA deed;
- You will also need to read the powers requirements section and if you meet them tick the boxes that apply to the powers granted;
- The Date Granter Signed cannot be in the future.

6. Enter the details for the Granter and click the *Proceed* button:
    - If "Other" is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is "UK", Postcode is required;
    - If "Email" is selected for Return Type, an email address must be provided;
    - The Granter must be 16 years of age or over.
7. Enter the details for the Sender and click the *Proceed* button:
    - If "Other" is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is "UK", Postcode is required;
    - The Sender must supply a valid email address.
8. Add any Attorneys as required and click the *Proceed* button:
    - The number of Attorneys and their associated Nature of Power must match those of the Registration in order to proceed to the next screen;
    - Further details can be found in the *Manage Attorneys* Section of this document.
9. Add any Specified People as required and click the *Proceed* button:
    - Further details can be found in the *Manage Specified People* Section of this document.
10. Upload the Deed:
    - The uploaded Deed must be a PDF file and cannot have a file size of more than 2 MB.
11. Select a payment option:
    - Further details can be found in the *Select Payment Option* Section of this document.

Once payment has been completed, no further changes can be made to the Registration.

After payment has been made successfully, the Registration is submitted to OPG. OPG check that the Power of Attorney meets statutory requirements and you are informed of the result by email.

- If successful, the Registration status is set to "Authorised". You can then view the Certificate online. Further details of how to do this can be found in the *View Certificate* Section of this document;
- If unsuccessful, the Registration status is set to "Rejected". You will receive the reasons for rejection in the email;

- If the user has requested that the submission be withdrawn, the Registration status is set to “Withdrawn” and you will receive confirmation by email.

4.4 Manage Attorneys

The *Manage Attorney* screen allows creating, updating, viewing and deleting of Attorneys.

From the *Manage Attorneys* screen, you are presented with the option to:

- Create an Attorney;
- Update an Attorney;
- Delete an Attorney.

From the *View Registration* screen, you are presented with the option to:

- View an Attorney.

Create Attorney

To create an Attorney, perform the following:

1. Proceed through the Registration wizard until the *Manage Attorneys* screen is reached;
2. Click the *Create Attorney* action link;
3. Enter the details for the Attorney and click the *Create* button:
    - If “Other” is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is “UK”, Postcode is required;
    - If “Email” is selected for Return Type, an email address must be provided;
    - If “Is Specified Person” is checked, a Return Type must be supplied.

The newly created Attorney can be seen on the *Manage Attorneys* screen.

If you wish the Attorney to also be a Specified Person, please ensure that you have checked the "Is Specified Person" box. This saves you from re-entering the same information on the *Create Specified Person* Screen. You can also add an additional Specified Person as per the *Create Specified Person* section of this document. Please bear in mind that you can only have a maximum of two Specified People.

Update Attorney

To update an Attorney, perform the following:

1. Proceed through the Registration wizard until the *Manage Attorneys* screen is reached;
2. Click the *Update* link for the desired Attorney;
3. Enter the details for the Attorney and click the *Update* button:
    - If “Other” is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is “UK”, Postcode is required;
    - If “Email” is selected for Return Type, an email address must be provided.

The updated Attorney can be seen on the *Manage Attorneys* screen.

Delete Attorney

To delete an Attorney, perform the following:

1. Proceed through the Registration wizard until the *Manage Attorneys* screen is reached;
2. Click the *Delete* link for the desired Attorney;
3. Click the *Delete* button to confirm deletion.

The deleted Attorney can no longer be seen on the *Manage Attorneys* screen.

View Attorney

To view an Attorney, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button;
4. Click the *View* link next to the desired Registration within the search results;
5. Click the *View* link next to the desired Attorney within the Attorney list.

Details of the Attorney are now displayed.

4.5 Manage Specified People

The *Manage Specified People* screen involves creating, updating, viewing and deleting Specified People for a Registration.

From the *Manage Specified People* screen, you are presented with the option to:

- Create a Specified Person;
- Update a Specified Person;
- Delete a Specified Person.

From the *View Registration* screen, you are presented with the option to:

- View a Specified Person.

Create Specified Person

Any Specified People added to the Registration must also be specified within the Deed.

To create a Specified Person, perform the following:

1. Proceed through the Registration wizard until the *Manage Specified People* screen is reached;
2. Click the *Create Specified Person* action link;
3. Enter the details for the Specified Person and click the *Create* button:
    - If “Other” is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is “UK”, Postcode is required;
    - If “Email” is selected for Return Type, an email address must be provided.

The newly created Specified Person can be seen on the *Manage Specified People* screen.

Update Specified Person

To update a Specified Person, perform the following:

1. Proceed through the Registration wizard until the *Manage Specified People* screen is reached;
2. Click the *Update* link for the desired Specified Person;
3. Enter the details for the Specified Person and click the *Update* button:
    - If "Other" is selected for Title, Title If Other must be specified;
    - One of Description, Property and House Number must be entered;
    - If House Number is entered, Street is also required;
    - If Country is "UK", Postcode is required;
    - If "Email" is selected for Return Type, an email address must be provided.

The updated Specified Person can be seen on the *Manage Specified People* screen.

Delete Specified Person

To delete a Specified Person, perform the following:

1. Proceed through the Registration wizard until the *Manage Specified People* screen is reached;
2. Click the *Delete* link for the desired Specified Person;
3. Click the *Delete* button to confirm deletion.

The deleted Specified Person can no longer be seen on the *Manage Specified People* screen.

View Specified Person

To view a Specified Person, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button;
4. Click the *View* link next to the desired Registration within the search results;
5. Click the *View* link next to the desired Specified Person within the Specified People list.

Details of the Specified Person are now displayed.

4.6 View Registration

To view a Registration, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button;
4. Click the *View* link next to the desired Registration within the search results.

Details of the Registration are now displayed.

View Deed

The Deed for a Registration can only be viewed if a valid Deed has been uploaded, and only if the Registration has not yet been processed by OPG.

To view the Deed for a Registration, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;

3. Click the *Search* button;
4. Click the *View* link next to the desired Registration within the search results;
5. Click the *View Deed* action link to open or save the Deed.

View Certificate

The Certificate for a Registration can only be viewed if the Registration has been authorised by OPG.

To view the Certificate for a Registration, perform the following:

1. Click the *Registrations* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button;
4. Click the *View* link next to the desired Registration within the search results;
5. Click the *View Certificate* action link to open or save the Deed.

4.7 Update Registration

If a Registration has a status of "In Progress" or "Inactive" it can be updated. To continue the submission, perform the following:

1. Select to *View* the Registration;
2. Click the *Update* action link;
3. Proceed through the Registration wizard as per *Create Registration*.

4.8 Select Payment Option

There are two methods of paying for a Registration:

- "Pay Now" using the e-Kashu payment system;
- "Pay by Transfer" using a payment from a previously Rejected Registration.

Pay Now

e-Kashu is a secure payment system provided by CreditCall, which is certified under the PCI DSS (Payment Card Industry Data Security Standard). Since the entire transaction is handled by CreditCall, no payment details are stored within EPOAR.

To pay for a Registration using the e-Kashu payment system, perform the following:

1. Proceed through the Registration wizard until the *Select Payment Option* screen is reached;
2. Click the *Pay Now* button;
3. Click the *Pay* button after verifying Registration details and amount;
4. Once redirected to the e-Kashu screen, payment details are requested to pay for the Registration;
5. On completion, you are returned to EPOAR and a message informs of the success or failure of the payment. If successful, a confirmation email is sent.

The Registration is now ready to be processed by OPG.

Pay by Transfer

If you have had at least one previous Registration with a status of "Rejected" that payment can be used to pay for a new Registration. To transfer payment from a Rejected Registration, perform the following:

1. Proceed through the Registration wizard until the *Select Payment Option* screen is reached;
2. Click the *Pay by Transfer* button;
3. Click the *Select* link next to the desired Registration from which to transfer the payment;
4. Click the *Transfer Payment* button after verifying the details of the "Transfer From" and "Transfer To" Registrations.

The "Transfer To" Registration will now be marked as "Paid by Transfer", while the "Transfer From" Registration will be marked as "Payment Transferred".

The Registration is now ready to be processed by OPG.

4.9 Submit Revocation

You can submit a revocation for any Registration that has been authorised by OPG.

To submit a revocation for a Registration, perform the following:

1. Click the *Submit Revocation* link from the main menu;
2. Enter the following details and click the *Search* button:
    - Sigma Case Reference;
    - Granter Surname;
    - Date Granter Signed.
3. Upload the Revocation and click the *Upload* button:
    - The uploaded document must be a PDF file and cannot have a file size of more than 2 MB.

The revocation will then be submitted to OPG for deliberation, and a copy of the email will also be sent to the user who submitted the revocation.

- If OPG are satisfied that the revocation meets the requirements of the Act then the Registration status is set to "Revoked". The user who created the Registration (and all administrators from their Agent if relevant) is notified by email.

4.10 Registration Termination

There is no method of terminating a Registration using EPOAR. To request a termination, please contact OPG. Details of how to contact OPG can be found on the OPG website: http://www.publicguardian-scotland.gov.uk/contact_us.asp.

- If OPG are satisfied that the termination meets the requirements of the Act then the Registration status is set to "Terminated". The user who created the Registration is notified by email.

4.11 Inactive Registrations

Registrations that are not updated over a period of 4 weeks or more have their status set to "Inactive". The user who created the Registration is informed by email.

If the Registration is not updated within a further 2 weeks, it is permanently deleted from EPOAR.

SECTION 5

Payments

5.1 Introduction

Payment functionality involves searching and viewing the Payments.

5.2 Search Payments

From the *Payments* screen, the user is presented with the option to:

- Search Payments;
- View a Payment.

To search Payments, perform the following:

1. Click the *Payments* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button.

The system displays all Successful Payments that have been created by the user and match the given search criteria, or displays a message informing the user that there were no Payments that matched.

The user then has the option to view any of the returned Payments.

5.3 View Payment

To view a Payment, perform the following:

1. Click the *Payments* link from the main menu;
2. Enter any appropriate search criteria that will help narrow down the search;
3. Click the *Search* button;
4. Click the *View* link next to the desired Payment within the search results.

Details of the Payment are now displayed.

SECTION 6

Verification

6.1 Introduction

If a Power of Attorney was processed electronically, it is possible to verify it through EPOAR. This functionality can be used by institutions, such as a bank, to quickly check the validity of a Power of Attorney Certificate that is presented to them.

You do not require to be logged in to EPOAR to verify a Registration.

6.2 Verify Registration

To verify a Registration, perform the following:

1. Click the *Verify Registration* link on the EPOAR homepage;
2. Enter the following details and click the *Search* button:
    - Sigma Case Reference;
    - Granter First Name;
    - Granter Surname;
    - Date Granter Signed.

If an authorised Registration is found within EPOAR, the details and list of Attorneys will be displayed, along with a message informing you that the Registration was successfully verified.

If there are no Registrations within EPOAR that match the search criteria, a message is displayed to inform you. Note, only Registrations submitted digitally are able to be verified through EPOAR.