IDGateway® Limited

Abstract

Sponsor User Guide for the AirportGateway System

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Introduction

AirportGateway is a sophisticated tool which was designed by IDGateway to help make the process of applying for airside passes simple, intuitive and online. IDGateway ensures that all applications you submit are as compliant as possible against the applicable airport standard, prior to submission to the ID Centre. Consequently, any application you make which contained errors or omissions cannot be submitted to the ID Centre, which minimises rejections, saves you valuable time, speeds-up pass issue and improves your knowledge of what is required to satisfy each airport.

AirportGateway is designed to emulate and enhance the current processes. Although the on-screen layout is different from the paper forms you have used in the past, AirportGateway will not usually ask you for any information beyond that which you are already used to providing.

Equipment and Browser requirements

AirportGateway is an online system and will work on most common browsers including smart phones and tablets. However it is optimised for use on Google Chrome and Microsoft Edge. You will of course need a PC or tablet and a decent internet connection. Finally, you will need to upload documents to AirportGateway. The best way to do this is via a scanner connected to your computer. However, it is possible to use the camera on a smart phone/tablet to do so.

Getting Set Up

To access AirportGateway for the first time, you will need a username, password and PIN. Either your ID Centre or an AirportGateway Manager can provide you with these credentials. It is vital that you only use your own login details and do not share this information with anyone else. AirportGateway will not allow two people with the same credentials to be logged-in at the same time and carefully monitors the use of all login details for duplicate or fraudulent use.

Login

In order to access AirportGateway please use the "Login" button located in the top right corner of the IDGateway™ website (www.idgateway.co.uk). You will be asked for your username, password and 3 digits from your PIN.

Once you have logged in for the first time, you will be prompted to set up Multi-factor Authentication. More guidance on this can be found in the MFA & SSO User Guide.

Forgotten Password

In the event that you forget your password, please click on the "Forgotten Your Password" link and follow the onscreen instructions. If you can no longer remember your Username or PIN, you must contact your manager who is often another authorised signatory within AirportGateway, who can reset these on your behalf.

Already Logged In

If you did not correctly log out the last time you exited AirportGateway then you may still have a live 'session' that needs to be terminated. Simply tick "Log out other sessions" and AirportGateway will log you in, instead. If someone else has acquired your login information, log them out immediately, change your password and PIN and inform your manager or a member of the ID Centre Support Team.

Logging Out

The top right corner of every screen has a "Logout" button and it is important this is used to ensure that you are securely logged off whenever leaving AirportGateway. In the event of inactivity, the system will automatically log you out after a period of time and at the next click you will be returned to the login screen.

> **Please** Note: For account security purposes, The Username of your account cannot be modified or updated once registered with AirportGateway.

Managing your own details

If this is your first time using AirportGateway it is important that you go to the "Settings" link Settings ⚙ on the top navigation bar and complete all the forms with your contact information. This ensures that the ID Centre can contact you easily, should it be necessary for them to do so.

User Levels

User levels denote what an individual can see and access in AirportGateway. They do not provide or have any bearing on your ability to submit applications which requires Authorised Signatory status. There are three principle user levels within AirportGateway:

"Temp Pass Users" – Can be freely added and are normally your administrative staff or employees who are only allowed to access and administer your company's Temporary pass applications to the ID Centre. "Temp Pass Users" cannot see any other pass type on their dashboard nor can they control other people who use AirportGateway.

"Users" – Can be freely added and are normally your administrative staff or employees who are allowed to see all of your company's applications on their dashboards. "Users" cannot control other people who use AirportGateway.

(NB. Temp pass "Users" are a special group of "Users" who can only view and access Temporary pass applications.)

"Managers" – Are people who have the ability to add, disable, reset and administer all other individuals with access to AirportGateway within a Sponsoring organisation. Managers can also delete applications.

Authorised Signatories

Both "Users" and "Managers" can be either Full or Temporary Pass Authorised Signatories. This is a privilege delegated by individual airport ID Centres and must be formally applied for.

There are different levels of Authorised Signatory, depending on the types of pass types which the Authorised Signatory can apply for. Only Authorised Signatories can *submit* completed applications to the ID Centre.

Changing PIN or Password

Your login credentials can be changed at any time to something more memorable to yourself. Again, this can be done from within the Settings ⚙ section on the top navigation bar. Please note the PIN must be 6 characters long and cannot be too obvious (e.g. 123456 will not be allowed). Passwords must be 8 characters long and must contain any 3 of the following:

Uppercase letters, lowercase letters, numbers or special characters.

You will be asked to change your password periodically and you cannot reuse any of your last 5 passwords. For security reasons, you must not use common or obvious passwords such as your name or "Password1".

> **Please** Note: For account security purposes, The Username of your account cannot be modified or updated once registered with AirportGateway.

Forgotten Password or PIN or Locked Account

If you have forgotten your password there is a link on the Login screen which allows you to obtain (via email) a onetime-use password so you can login and change your password. In the event that you have forgotten your PIN number or have locked your account, you must contact an AirportGateway "Manager" in your organisation in order for them to reset your PIN or unlock you.

Managing Other Users in AirportGateway

Unlocking, Resetting Password or PIN

In the event that someone in your organisation locks their account or has forgotten their login credentials, an AirportGateway "Manager" can restore them to active service.

As an AirportGateway "Manager", you should go to User Management 👤 in the top navigation bar and find and select the person you wish to make changes to. At the bottom of the General Details page you will find three buttons which will allow control of the accounts.

🔑 Reset password   🔑 Reset PIN   🔑 Unlock Account

Disabling Users

In the event that someone leaves your organisation or should no longer have access to AirportGateway, a "Manager" must disable their access. Go to User Management 👤 in the top navigation bar, find the person you wish to make changes to and simply click on the Disable User icon ⊗ .

Adding Permissions

Whilst it is not possible to modify and update your own roles, Managers can do this for other users within their organisation.

To do this, select a user from the User Management table and navigate into their User Roles page.

From here you are able to add and remove roles for this user, at each airport for which your account has access to.

Menu
> General Details
> Contact Details
> Address Details
> User Roles

Airport Configuration *
Select the user's role(s) for Applications

Role	
Airport	Temp Pass User
	User
	User Manager

Please Note:

- You cannot add Authorized Signatory permissions on this page as this must be formally applied for.

- You cannot modify any roles applied to another user that supersede your own highest access role.

Role Management

Managers can also edit and create new roles with customised permissions that can then be applied to users within their organisation.

From the User Management page, select Role Management in the left hand menu. This will open the Role Management table, which displays the various roles available for your organisation at the sites you have access to.

Selecting the edit icon from the Options column will open the edit page for that role.

This page outlines the name of the role, the site it is applicable to and any optional description.

Role Management
This panel allows you to manage user roles.

Displaying 1-59 of 59 results. Results per page: 20

Role Name	Site	Description	Users	Options
Temp Pass & Vehicle User	ABZ		1	
Temp Pass User	ABZ		1	
User	ABZ		6	

AirportGateway
User Management
Role Management
+ New Role

Edit Role
Use this page to manage user roles

Fields with are-required

Role Details

Role Name *
Enter the name of the this role
Temp Pass User

Site
Select the Airport that this role will apply at.
Aberdeen International Airport

Description
Enter a brief description of this role.

General Permissions

☐ User Manager   ☐ User Role Management

Person Applications

	View	Edit	Manage
Temporary Airside ID Pass	☑	☑	☐
Full Airside ID Pass	☐	☐	☐
Statutory Rights ID Pass	☐	☐	☐

Users assigned to this role

Displaying 1-1 of 1 result. Results per page: 20

Forename	Surname	Email Address	Username	Options
Dee	Carter	d@carter.com	dee.carter	

‹ Previous   Save ›

A check box matrix is also present and outlines what permissions this role has. Finally, the list of users within your organisation that have this role is displayed in a table at the bottom of the page.

The contents of this page can be modified if you have user role management access.

Changes can be saved via the Save button and undone via the Previous button.

It is also possible to create new roles with custom permissions.

To do this, select the '+ New Role' button at the top of the Role Management table.

The newly created role can then be assigned to other user accounts.

Applying to be an Authorised Signatory

Only another Authorised Signatory "Manager" can make an application for a user to have Authorised Signatory permission granted. In order to make such an application, the employee must first be set up as a "User" or a "Manager" within AirportGateway.

First, locate the "User" in User Management and navigate to the User Permissions section. Here you can start an Authorised Signatory application by clicking **Apply for Signatory Status** and then completing the online form. Please note you can only apply for Authorised Signatory status against the same prefixes that you hold, yourself. New Authorised Signatories may have to provide documentation in an upload, depending on local airport requirements.

Once an application for Authorised Signatory status has been submitted, it will be treated as per all applications and could either be approved or rejected by the ID Centre concerned.

Once approved, Full pass Authorised Signatories will still have to undertake Authorised Signatory Training before their signatory status will become active.

Setting Up your Dashboard

The main dashboard screen can be fully customised to suit your personal preference and you can show only panels which are relevant to you and in the order you most prefer them to display. In the left-hand menu, there is a cog icon ⚙ next to the "Dashboard" link. Clicking this will take to you the dashboard setup page. From here you can remove and add panels to suit your personal requirements. AirportGateway will remember your choices once they have been saved.

Available Panels

"Awaiting Submission"	Applications which are queued for submission and require an authorised signatory to submit to the ID Centre
"ID Security"	Applications which have been submitted to ID Centre
"Incomplete"	Applications which are currently being completed, prior to submission
"Rejections"	Applications which have been rejected by the ID Centre and back with you for resolution

Dashboard panels only show the top 6 applications which need your attention. In the event that there are more than 6 applications, then clicking on the expand icon ⤢ will launch a new page showing all applications within that dashboard panel's workflow.

Online Help

AirportGateway has an extensive help and support system with tool tips, help pages and tutorial videos to help you learn to use the system. The various help solutions can be accessed either via the help **Help ?** button which is found at the very top of every screen, as well as via the ? More Info links which you will find next to various sections throughout the system.

The library of help videos is continually growing so do check back on a regular basis.

Side Bar Menu
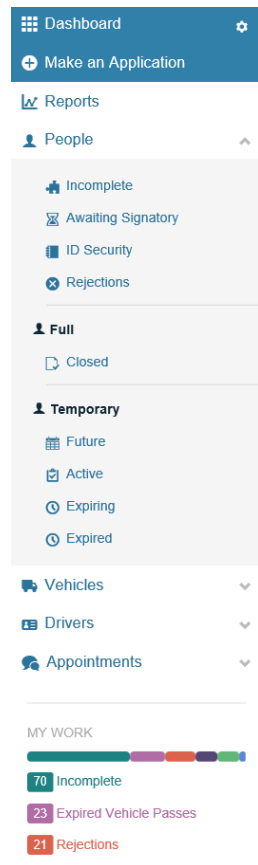
On the left side of your screen you can find the side bar menu. (If you are using a small screen or tablet device you may have to click [☰] in order to show the side bar menu). In this area, you have access to a number of additional controls which do not have dashboard panels. The side bar menu always displays a link back to your dashboard and also to the "New Pass Application" area. If you expand the "People" or "Vehicle" section by selecting the down arrow you will find links to all of the expanded dashboard panel views, as well as access to all "Closed" files. (These are files that have been completed either through criteria checking or verification – and in relation to which AirportGateway thinks that pass issue has been approved.)

Temporary passes are also controlled from here. Please see the section on Temporary Passes

The coloured squares at the bottom of the side bar menu display your current workload within each section of AirportGateway . It is always ordered with the largest volume workflow showing first.

> **Hint** - These are live links, so clicking on them will take you to the relevant page

Global Search

At the top of all screens is a global search bar [🔍]. This allows you to enter all or part of the name of any applicant or vehicle – and if you wait a moment, the global search will find all matching applications on AirportGateway together with their current status. You can click on the correct applicant and jump directly to their applicant summary page.
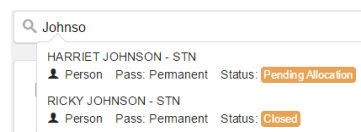
Getting Started

New Pass Application

In order to make an application for a new pass you will always start at the "Make an Application" link, unless you use a third party referencing or HR tool which is integrated with AirportGateway and has already automatically sent application data into the system.

> **Hint –** in the event that you only have one Airport, Pass Type and Prefix available to you, AirportGateway will automatically select these for you

On the first page of "Make an Application" you are able to specify the "Airport", "Pass Type", and "Prefix" which applies to the application. These selections will define the specific airport rules which will govern the application – and once they are chosen, they cannot be subsequently changed. (Please take care to ensure they are correctly selected!)

You will also be asked to enter the name of the applicant you wish to process. AirportGateway will perform a quick search of the database and see if this applicant has previously applied for any pass type for your organisation. If there is a previous application, you will be given the option to copy

across their previous application details. It is very important to let AirportGateway know if the applicant is recognised as this will help expedite the application later on.

Once the above selections have been made, AirportGateway displays the authorised signatories in your organisation who are eligible to submit this application.

In the event that you use third party referencing or HR tool which is integrated with AirportGateway then use the global search to locate the application and use the "Pre-process" button to validate the data which the 3rd party has provided, before displaying what remains to be done.

Once an application has been started, it is automatically saved and updated every time the **Continue >** button is clicked. This and all incomplete applications can be found in your "Incomplete" dashboard panel.

Tube map

To help you find your way around the "Make an Application" form, AirportGateway displays a "tube map", unique to the application type, at the top of the screen. Sections of the form which have been successfully completed show in green, whereas those which are still incomplete or contain issues show in red. Those sections which have not yet been started show in grey. The section you are currently working-on shows in the colour of the airport you are applying to.

> **Hint** – As you enter information into AirportGateway it will affect the requirements of each section. As such sections can change from green back to red.

Once you have completed the "Primary Details" section, the tube map stations become live links, allowing you to jump about within the application. All Applications have a tube map and this will either show where in the process your application currently is, or where in the application form you currently are.

Completing an Application

New Pass Application Data

The "Make an Application" forms ask the same questions as the original Forms 1 to 18, with a few minor exceptions. However, unlike the original paper forms, AirportGateway dynamically guides you as to what is (and what is not) acceptable to the ID Centre in relation to each question. When adding applicant and background-check data, it is exceptionally important that you enter data exactly as it is shown on the identity documents and references, otherwise this may result in a rejection from the ID Centre. You will notice that some of the fields have a red asterix next to them, e.g. **Fields with * are required**. These are obligatory fields and must be completed. The forms and fields are designed to be simple and logical to complete and AirportGateway only displays questions and options which are relevant to the application you are making.

Reference Details Grid

Once you reach the Reference Details section in a Form 1 application, AirportGateway displays a grid of all references entered and where the gaps are.

	Type	Reference Name	From	To	Options
●	Sponsor	RYANAIR	22DEC14		
●	Gap	Unemployed (Not Claiming)	31MAY14	To Present	✎ 🗑
●	Employment	JOULES LIMITED	18FEB14	30MAY14	✎ 🗑
	⇕ Gap between **10JAN14** and **17FEB14** (39 days) ⇕				
●	Education	BRIGHTON SCHOOL	09JAN13	09JAN14	✎ 🗑

In order to add a new reference, you can click Select to add new reference... ▾ or alternatively click on any red gap warning in the grid. You are then asked to choose which type of reference you wish to add next.

Completing Reference Details

The reference forms are simple to use. However, unlike a Form 1 they will carefully steer you through any difficult referencing periods, such as non-trading companies.

From	To	To Present?	Options
18FEB14	30MAY14	☐	✎
📅 DDMMMYY e.g. 12DEC14	📅 DDMMMYY e.g. 12DEC14	☐	Save

If an applicant has worked for a company on more than one occasion, you can enter multiple date periods for that company, as opposed to having to enter duplicate company data. AirportGateway then sorts the periods into the right order on the Reference Details grid.

Towards the end of each reference section you will find a box called "Supporting Notes". This is a free text field where you can provide the ID centre with any file notes to accompany this reference.

If at any time you wish to exit a partially completed reference (to be returned to later) you can simply click the Save & Return 🗒 button, which takes you back to the Reference Details grid.

At the top of each section of each reference, you can find a breadcrumb trail, which looks like the following: Primary Details » Referee Details » Contact Details » Other . This is similar to the main tube map, in that it helps you navigate through or jump around within each individual reference.

Gap References

At the end of every reference you have the option to add a supporting gap reference, should you wish to do so. In some cases, however, a gap reference is mandatory! AirportGateway recognises such cases and where this happens, the addition of a Gap Referee becomes obligatory.

When asked to provide a Gap Referee you have two choices. You can either add a new Gap Referee by clicking New Gap Referee ⊕ and then continue to complete the Gap Referee details. Or, if you have previously entered the Gap Referee's details, you can choose the relevant Gap Referee from the list displayed, to assign the Gap Referee to the reference which they are supporting. Assign ☐

Items for Attention

As you move through the reference forms, AirportGateway automatically shows you if there are any "Items for Attention", in the form of coloured flags. There are three flag colours and these have specific meanings.

Items for Attention

🏳 The United Kingdom CRC has no serial number

🏳 Some career periods overlap

🏳 The United Kingdom CRC is close to being too old

The CRC from United Kingdom is within two weeks of expiring.

Red Flag – if a red flag shows. AirportGateway will not allow you to submit the application. This means that either there is missing information or that the application contains data which does not yet meet with the ID Centre requirements.

Orange Flag – An orange flag indicates a possible conflict or issue that needs to be sanity-checked. You can submit an application with orange flags and these issues are then highlighted to the ID Centre upon receipt.

Blue Flag – A blue flag is just for information. For example, blue flags bring to your attention documents which are close to expiry, so you are aware to expedite your submission.

With all flags, you can find out more information about the associated issue by clicking on the down arrow next to the flagged warning.

Uploading Documents

Required Documents

AirportGateway is designed to make the submission of all applications quick and easy. In order to achieve this, all supporting documents (Including references) must be scanned (or photographed on a mobile or tablet device) by the sponsor prior to submission. Once you have completed the online application forms, AirportGateway provides you with an "Upload Documents" summary, which lists all the documents you will need to supply in support of your application.

⊘ Hide the list of required documents
1 - Copy of proof of identity: 'Passport' from Spain, issue Number:
2 - Sponsor reference for Ryanair
3 - Gap reference for 06SEP13 to 23FEB15, covered by
4 - Reference for
5 - Reference for
6 - Criminal Record Check for Spain
7 - General Security Awareness Training
8 - Applicant Security Interview
Generate this list as a PDF

To view the summary, click the ⊘ Show a list of required documents button. The Summary can be downloaded and printed off as a PDF file by clicking Generate this list as a PDF . It is really important that the documents you scan and upload are in exactly the same order as shown on this list.

Uploading Documents

To upload your files press the Choose Files button or you can drag and drop multiple files (up to 5) by selecting the files on your computer and dropping them in the dashed area. If your Browser does not support this function, the dashed area will not be visible.

or drag and drop a file here

Scan and Upload

If you would like to upload your files from a mobile device whilst filling out an application on a computer, open a QR reader app on your mobile and scan the QR code on your PC, a sample QR code is shown to the right. Your mobile will then open an 'upload page' specific to the current application you are filling out, tapping 'Choose File' or 'Browse' on this screen will give you the option to take a photo or upload a file from the photo gallery on your phone or tablet. (If you wish to photograph and upload a multi-page document / reference you will need to photograph and then upload each page one at a time). Once you have uploaded all the photos for an application return to your PC and click the "click here to reload the page" link above the upload area, your photos will then be viewable in the preview area below.

Document Manipulation

AirportGateway allows you to either scan and upload all documents in a single file or scan and upload separate documents (for example, one scan for each reference). Once you have uploaded your files you are able to split a multi-page PDF into individual pages, rotate and re-order your pages and merge multiple pages into one PDF file. Either way, it is important that the documents are uploaded in the order displayed on screen, and the correct way up, in order to avoid the submission being rejected by the ID centre.

Application Summary

The "Application Summary" page is divided into logical sections, showing the same information as a traditional Paper based Form. At the bottom of the Application Summary you will find links to all of the scanned documents, which have been uploaded in relation to this application. You can compare the details within the Application Summary to the scanned copy of each uploaded document. (The ID Centre will make a similar comparison as part of their process, once the application is submitted.)

Submitting

If you are not an authorised signatory you can only "Queue" applications ⊠ Queue to be reviewed and submitted by a signatory. (Queuing an application moves it to the "Awaiting Signatory" panel.) AirportGateway also provides you with a list of authorised signatories in your organisation who are able to submit each specific application. If you are already an authorised signatory, then you can use the ✓ Submit button to push the application into the ID Centre. In the event that you wish to edit a file which has already been placed in the Queue (but not yet submitted) there is a ⊠ Unqueue and Edit link, which puts the application back into the "Incomplete Applications" panel.

Please Note:

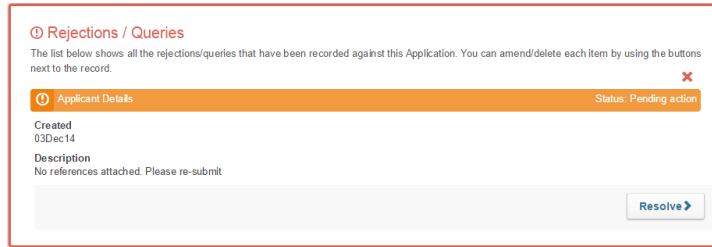If upon submission, your application fails validation, it will not be assigned to the ID Centre for processing.

Applications that fail validation upon submission will be placed back into Incomplete status, and will need to be updated and re-submitted by your organisation.

In this circumstance, the submitting signatory will be emailed informing them that submission of this application has failed.

Rejections

In the event that your submission is rejected by the ID Centre, you will *immediately* receive an email detailing the rejection. When you log in to AirportGateway the application will be displayed in the "Rejections" panel in your dashboard. Click on the 💬 Rejections/Queries (1) link and the rejection reasons will be repeated here, as per the email.
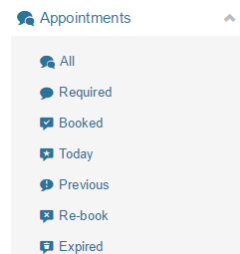
⊘ Rejections / Queries

The list below shows all the rejections/queries that have been recorded against this Application. You can amend/delete each item by using the buttons next to the record.

Applicant Details   Status: Pending action

Created
03Dec14

Description
No references attached. Please re-submit

Resolve ❯

AirportGateway will require you to resolve the rejection and update the rejected data within the application forms. As part of this, you will be asked to explain what action has been undertaken. To do this, click the **Resolve ❯** button in the "Rejections / Queries" information panel.

You may also be required to upload new supporting documentation (for example a new reference or CRC) to solve each specific rejection. You must step back through each section of the application which was rejected. Once complete, the application can be resubmitted (or re-queued for submission if you are not an authorised signatory).

Booking Appointments

Appointments
- All
- Required
- Booked
- Today
- Previous
- Re-book
- Expired

Once an application has been cleared by the ID Centre, AirportGateway will notify you by email. The file is then automatically moved into the "Appointments" panel (Left side of your dashboard screen) and you are now able to book and appointment for pass collection through the AirportGateway system.

All appointments which need a booking to be made are found in the "Required" sections. You will also see a notification in the bottom left corner. Please note **1 Required Appointments** that you have a limited period of time from the application being cleared by the ID Centre, to make an appointment and have the pass issued. This time will automatically count down in the Appointment grids next to each applicant. If the period expires then a new application will be required.

If an appointment is missed then the system will automatically send this to Re-book. Please note that the limited time period does not reset and you may be charged for missed appointments.

Temporary Passes

Temporary passes requested through AirportGateway™ are self-service. This means that you can make an application online, have it approved by the ID Centre and then self-print the pass and give it directly to the applicant requiring access airside.

Applying for a Temp Pass

First, it is important to understand the differences between Visitor Passes and Employment Passes.

Visitor Passes

Fundamentals

- A Visitor pass does not require a CRC.
- A Visitor pass can be used for Durations from 1-7 Days
- A Visitor Pass cannot exceed duration of 7-days.
- A Visitor pass of any duration must be separated by a 3 Day mandatory gap.
- The 3 Day Mandatory gap rules can be overruled if the reason for issue is "Emergency Extension" and the number of Consecutive visitor pass days is less than 7. Emergency Extension can only extend a visitor pass up to 7 Days, at which point a mandatory gap of 3 days will be enforced regardless.

Emergency Extension (Visitor Pass Reason for Issue)

- Emergency Extensions must follow a visitor pass, they cannot be standalone passes.
- An Emergency Extension start date must follow, without a gap, from a previous Visitor pass period.
- An Emergency Extension duration cannot be more than 3 days.
- Emergency Extensions cannot be used to exceed 7-day maximum duration of a Visitor pass.

Employment Passes

Without CRC

Employment passes Can be applied for without a CRC using proof of CRC applied for but not yet obtained. It is possible to Apply for a Temporary Employment Pass without a CRC, However the applicant must have Dated proof of a CRC Request.

- Employment Passes without CRC are limited to a maximum of 14 consecutive days.
- Can only be used 1 time per 365 Day Rolling Period.
- Must have requested the CRC within 3 weeks/21 days of the application start date.

With CRC

As well as being able to apply for a Temporary Employment pass without a CRC, users are of course able to apply for a Temporary Employment pass if they have already obtained a CRC. Temporary Employment passes with a CRC are Subject to the following rules:

- Maximum of 60 days Consecutive, but this is subject to the Airports chosen configuration.
- The CRC Must have been obtained within 10 Weeks/70 Days before the start date of the application.
- All Temporary Employment passes must be consecutive I.e. There cannot be a gap between Temporary Employment passes that have a Valid CRC.

The application process for a temporary pass is initiated in the same way as for any pass type i.e. using the "Make an Application" button on the left side of the screen.

Temp Pass Duration

MON	TUE	WED	THU	FRI	SAT	SUN
October, 2019						
30TH Blocked	1ST Blocked	2ND Blocked	3RD Blocked	4TH Blocked	5TH Blocked	6TH Blocked
7TH Blocked	8TH Blocked	9TH Blocked	10TH Blocked	11TH Another pass	12TH Another pass	13TH Another pass
14TH Another pass	15TH Another pass	16TH Another pass	17TH Another pass	18TH Another pass	19TH Another pass	20TH Another pass
21ST Another pass	22ND Another pass	23RD Another pass	24TH Another pass	25TH Another pass	26TH Too far	27TH Too far
28TH Too far	29TH Too far	30TH Too far	31ST Too far	1ST Too far	2ND Too far	3RD Too far
4TH Too far	5TH Too far	6TH Too far	7TH Too far	8TH Too far	9TH Too far	10TH Too far

During the application you will be presented with calendar options for both the start and end dates.

If you have another application with dates already selected, you will not be allowed to select the same dates (Another pass). Equally you cannot book dates which are more than 28 days in the future or exceed the maximum number of days of temp passes in a rolling 12-month period. Dates that appear as "blocked" will likely be due to conflicting information in the CRC Section or mandatory gaps required for Previous passes.

AirportGateway™ will show you how many other applications are known for this applicant and their current status.

Other Temporary Passes

The table below displays details of other Temporary passes that may have have an impact on the number of days available or the time frame available for use.

Pass Type	Start Date	Days Used	Expiry Date	Status
Form 8 - Temporary Airside ID	12MAY15	20	31MAY15	Pending Allocation
Form 8 - Temporary Airside ID	13JUN15	5	17JUN15	Expired
Form 8 - Temporary Airside ID	20JUN15	2	21JUN15	Expired
Form 8 - Temporary Airside ID	23JUN15	7	29JUN15	Incomplete
Form 8 - Temporary Airside ID	30JUN15	9	08JUL15	Not Yet Valid

Document Upload (Temp Pass)

When uploading the proof of identity document, it is essential that this is the same document the Applicant will be carrying with them when airside. The photo page should be the first page of the scan and must be clear and legible or the applicant may be refused entry at the control post.

👤 Temporary
- 🏛 Future
- 🗐 Active
- 🕓 Expiring
- 🕓 Expired

Cleared Pass (Printing)

Visitor
NAME: **AUSTIN FARMER**
ID Doc #: **7745892145**   Tools: **2**
SPONSOR: **Julian Airways**
SIGNATORY: **SAM AIR +44 8945124**
REASON FOR ACCESS:
Work experience, familiarisation, training and interviews
VERSION #: **2**
Valid From: **25SEP19** | Valid To: **01OCT19**
Edinburgh Airport
Where Scotland meets the world
APPLICANT'S SIGNATURE:
Visitor

Once the pass has been cleared by the ID Centre you will receive an email from AirportGateway™. A link in the email will go to the application on AirportGateway where the pass can be printed and given to the applicant. The application can also be found in the Temp pass menu (In People section on left side of screen). In each section you will find passes depending on whether they have been applied for the future, are currently active or have expired. Clicking into the applicant details will bring up their summary. In the top right corner of the screen you will find 🖶 Print Pass which allows you to create a PDF printout.

Other Rules

Employment + Visitor Maximum Pass Days

Airports have the option to either include or keep separate the allocation of days of Temporary Visitor and Temporary Employment Passes that an applicant can use in a rolling 365 days.

- If an Airport has selected to include Temporary Visitor pass days in the total number of Temporary pass days, then their total number of days will equal 60
- If an Airport has selected to keep Temporary Visitor pass and Temporary Employment pass days separate, then their total number of days will equal 74

Maximum Single Temporary Employment Pass Days

Airports have been given the option to define the number of Days that can be used for a single Temporary Employment pass. This rule only applies to Temporary Employment passes with CRC as the without CRC option is governed by its own rule.

Maximum number of passes

Airports have been given the option to select how many Temporary Employment passes can be issued in a 365 Day rolling period. Most Airports have selected to not have a maximum.*

Gap Rule

The gap rule has been introduced to manage the amount of days an applicant can have between a Temporary Employment pass without a CRC and a Temporary Employment pass with a CRC. The Default Rule is a 10 Week Gap, this applies to most Airports, however some Airports have chosen to either Limit the Gap allowed or not allow a gap at all. *

*Contact the ID Centre you are applying for an application for their individual rules.

Unparking / Change of Details / Reissue

In order to manage existing passes, it is not necessary for AirportGateway to know about the applicant or for you to enter a full application. Navigate to 'Make an Application', select the form type you wish to use and search for the Applicant. If they do not exist you will be asked to provide a few basic details and also the applicants existing pass number. In the event that AirportGateway does not have a record of this number, please contact the relevant ID Centre.

Vehicle Applications

The application process for a Vehicle pass is initiated in exactly the same way as for any pass type i.e. using the "Make an Application" button on the left side of the screen ⊕ Make an Application. However, they are very similar to Temporary people passes in that they can be self-printed and will be scanned on entry to the Airside Area.

Vehicle Documents

AirportGateway acts as an access control system for vehicles. As such as part of both initial and renewal applications and depending on which airport, you may be asked to provide evidence of having suitable "Airside Liability Insurance Document with indemnity" with the correct level of cover as specified by your local airport regulations. There are two ways to manage this in AirportGateway:

Vehicle specific Insurance (Airport dependant)

This may need to be uploaded each time you apply for a new vehicle pass. If the insurance expires during the lifetime of the pass that vehicle will be denied access to the airport. AirportGateway will send warnings by email that this is going to happen. Login and locate the vehicle either by using the global search or in ⊘ Expiring vehicles section on the left menu.

Clicking into the vehicle summary will give you access to the renewal menu which will allow you to renew either the insurance or the vehicle pass if either are close to expiry.

Items with expiry dates			
Name	Type	Expires	
	Vehicle Pass	29JUN15	
5599222_fleet_insurance_policy.png	Insurance	03MAR16	Renew ❯

Fleet Policy Insurance (Airport dependant)

In the event that you have one or more central fleet Insurance policies which cover multiple vehicles, these can be centrally managed and renewed, updating the whole fleet at once. You can access the Fleet Policy system via the 📋 Fleet Insurance link in the left menu. From here you can upload revised / renewed documents and once approved by the ID Centre they will be applied to all associated vehicles.

Cleared Vehicle Pass (Printing)

Once the vehicle pass has been cleared by the ID Centre you will receive an email from AirportGateway with a link to the summary page of the application where the pass can be downloaded, printed and displayed in the vehicle. The application can also be found in the Temp pass menu (In Vehicles section on left side of screen). In each section you will find passes depending on whether they have been booked for the future, are currently live or have expired.

Clicking into the applicant details will bring up their summary. In the top right corner of the screen you will find 🖶 Print Pass which allows you to create a PDF printout.

As an authorised signatory you must ensure the pass is returned to you and destroyed once it has expired. There are a number of available self-adhesive, waterproof print papers available, for vehicles without windscreens.