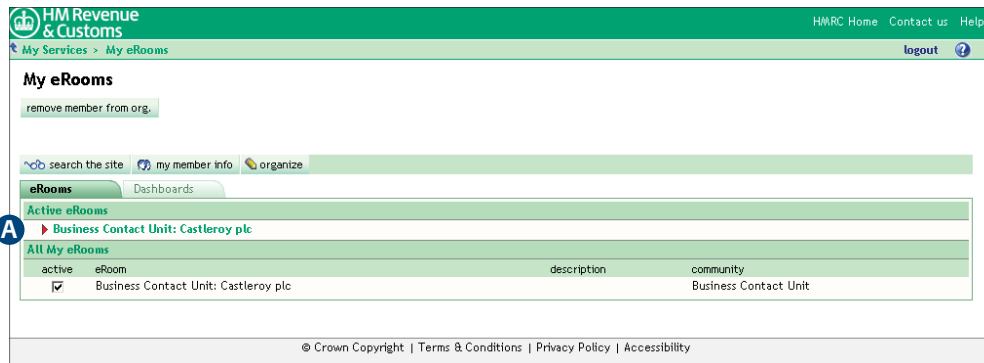


Customer Nominated Contact

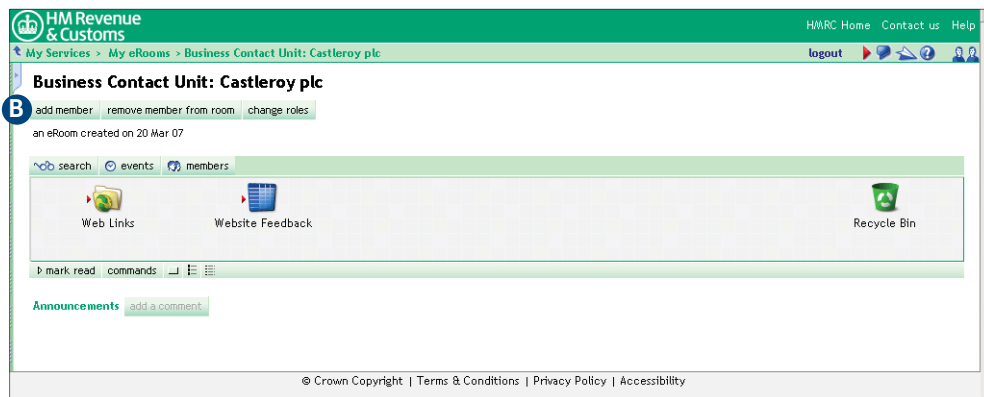
Re-issue Known Facts

- 1 Navigate to the **My eRooms** page and **select** the appropriate Room (A) from the list of available Rooms.



A available Rooms

- 2 Select the **add member** button (B).



B add member button

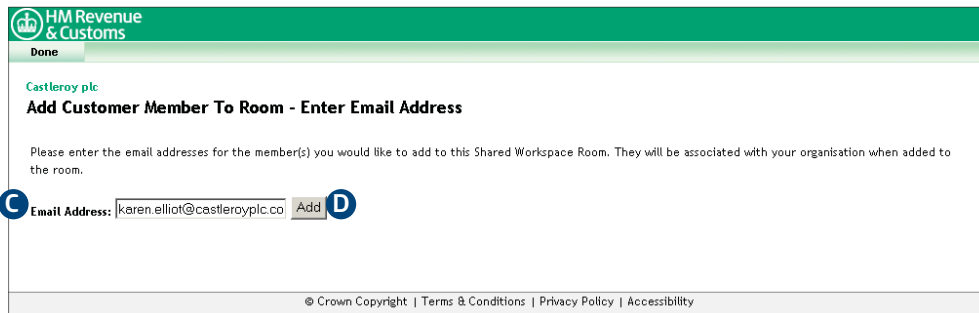
3 Enter the new member's **email address** (C).

4 Select **Add** (D).



Note

If you are adding more than one member, you must select the **Add** button after entering each Email Address.



HM Revenue & Customs
Done

Castleroy plc
Add Customer Member To Room - Enter Email Address

Please enter the email addresses for the member(s) you would like to add to this Shared Workspace Room. They will be associated with your organisation when added to the room.

C Email Address: **D** Add

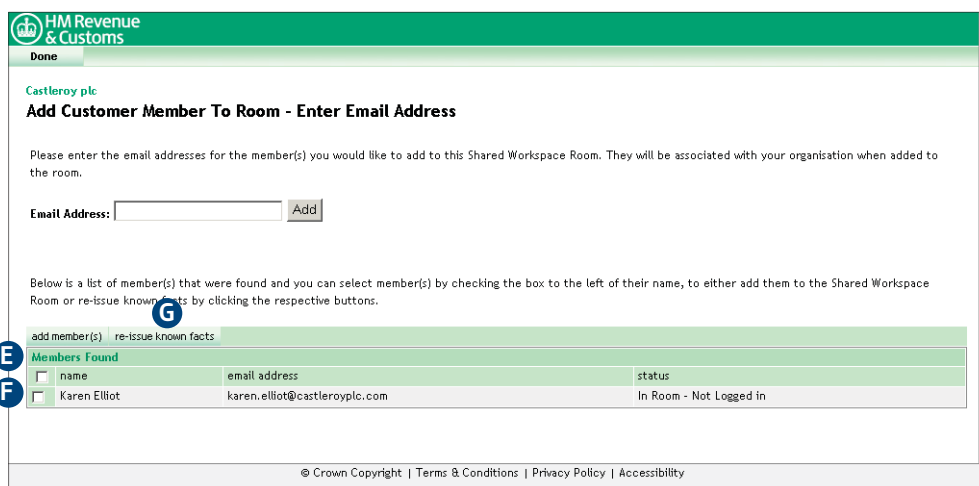
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C Email address field

D Add button

5 The screen then displays a list of **members found** (E).

6 Check the **checkbox(es)** alongside the relevant member(s) (F) and select **re-issue known facts** (G).



HM Revenue & Customs
Done

Castleroy plc
Add Customer Member To Room - Enter Email Address

Please enter the email addresses for the member(s) you would like to add to this Shared Workspace Room. They will be associated with your organisation when added to the room.

Email Address: Add

Below is a list of member(s) that were found and you can select member(s) by checking the box to the left of their name, to either add them to the Shared Workspace Room or re-issue known facts by clicking the respective buttons.

E add member(s) **G** re-issue known facts

E Members Found			
<input type="checkbox"/>	name	email address	status
F <input checked="" type="checkbox"/>	Karen Elliot	karen.elliott@castleroyplc.com	In Room - Not Logged in

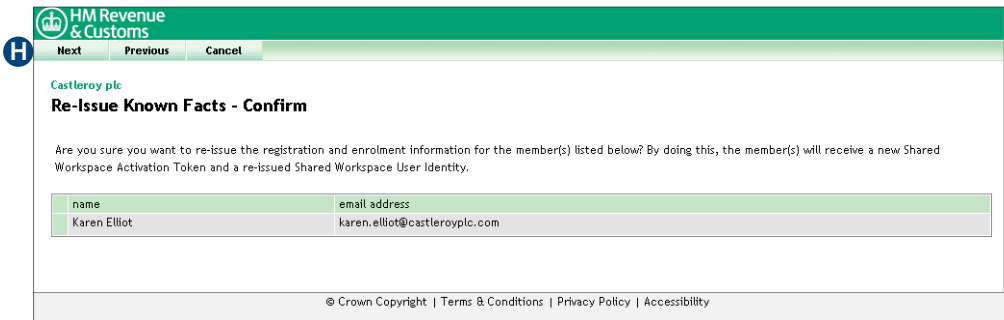
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E Members Found

F checkbox(es)

G re-issue known facts button

7 Select **Next** (H) to confirm your action.



HM Revenue & Customs
Next Previous Cancel

Castleroy plc
Re-Issue Known Facts - Confirm

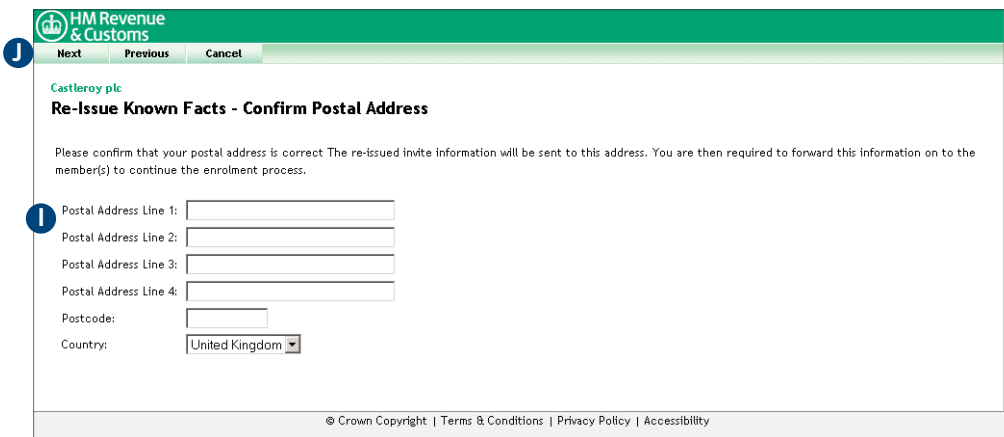
Are you sure you want to re-issue the registration and enrolment information for the member(s) listed below? By doing this, the member(s) will receive a new Shared Workspace Activation Token and a re-issued Shared Workspace User Identity.

name	email address
Karen Elliot	karen.elliott@castleroyplc.com

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H Next button

8 Confirm the Postal Address (I) where the Known Facts are to be sent and select **Next** (J).



HM Revenue & Customs
Next Previous Cancel

Castleroy plc
Re-Issue Known Facts - Confirm Postal Address

Please confirm that your postal address is correct. The re-issued invite information will be sent to this address. You are then required to forward this information on to the member(s) to continue the enrolment process.

I Postal Address Line 1:

Postal Address Line 2:

Postal Address Line 3:

Postal Address Line 4:

Postcode:

Country:

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I Postal Address fields

J Next button

9 The **Confirmation** screen confirms your action.

10 To complete the action select **OK** (K).



HM Revenue & Customs
OK

Castleroy plc
Re-Issue Known Facts - Confirmation

Your request is now complete. You should receive the enrolment information in the post within seven working days.

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K OK button



Note

You can only re-issue Known Facts if

- a BAO has approved the request for the member to be added to a Room
- the member belongs to the CNC's Organisation
- the member has not already registered and enrolled for the Shared Workspace service.