Sam – for Official Veterinarians and Practice staff

Government Gateway Registration and Sam enrolment User Guide

January 2020
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The Animal and Plant Health Agency (APHA) is an executive agency of the Department for Environment, Food & Rural Affairs, and also works on behalf of the Scottish Government and Welsh Government.
Contents

Section One ......................................................................................................................... 1
  TB Test Submission ........................................................................................................ 1
  Government Gateway ................................................................................................... 1

Section Two ....................................................................................................................... 2
  Getting Started as an Organisation .............................................................................. 2
  Register and Enrol as an Organisation ........................................................................ 2

Section Three .................................................................................................................. 10
  Getting started as an Agent ......................................................................................... 10
  Register and Enrol as an Agent .................................................................................. 10

Section Four ..................................................................................................................... 19
  Linking an Agent to an Organisation ......................................................................... 19

Section Five ....................................................................................................................... 32
  How to find your Agent ID .......................................................................................... 32

Section Six ........................................................................................................................ 32
  Contact Us .................................................................................................................... 32
Section One

TB Test Submission

Submitting TB test results to the Animal and Plant Health Agency (APHA), using the agency’s internal system, Sam.

This allows Official Veterinarians (OVs) and practice staff to electronically create, enter and submit TB test results, giving a quick and efficient process.

This service allow you to:

- View TB testing instructions online.
- Create private tests for your clients.
- Continue to use TB Master functionality.
- Work offline if the internet is unavailable.

You access Sam using a Government Gateway login.

You will have already registered with APHA for access to Sam. To enable you to access Sam you will need to also register and enrol for Sam on the Government Gateway. This guide gives you easy step by step instructions to help you register with the Government Gateway.

Government Gateway

What is the Government Gateway?
The Government Gateway is the website you use to register for online government services. It allows you to communicate and make transactions with a range of government services using one secure login.

What are the benefits of using the Government Gateway?
It is secure it gives you secure login facilities with secure connections, user IDs and encryption.

A single login: you use a single user ID and password for all services available through the Government Gateway. You don't need different usernames and passwords for different websites.

Alternative Administrators:
If you have multiple partners/principles in your practice, you can add them as fellow administrators to your Government gateway account. They will have their own login details, so you do not need to share your password.

You can find further information about administrators from the ‘Manage Services’ option on your Government Gateway account. For instructions on how to add an administrator, please see Section Six.

Section Two

Getting Started as an Organisation

You will need the ‘known facts’ letter (form number AH046) we sent you to hand before you start to register. If you have not received your ‘known facts’ letter, please contact the helpdesk on 033 004 16 999.

If your practice is not registered with the Government Gateway, then proceed with the ‘Register and Enrol as an Organisation’ instructions below.

Register and Enrol as an Organisation

Go to the APHA website http://apha.defra.gov.uk/official-vets/access-to-sam/index.htm.

You can register with the Government Gateway as an Organisation or an Agent. The Organisation will be you OV Practice and individuals who work for the practice (both OVs and practice staff) will need to be registered as Agents of the Organisation. See Section Three for help registering as an Agent.

Select the ‘Register and enrol as an organisation’ option.
The above image is the Sam online TB test submission page highlighting the correct link to use to register and enrol as an organisation.

Click on the ‘Create sign in details’.
The above image shows the Government Gateway login screen highlighting the correct link to use to create sign in details.

The ‘What is your email address?’ screen appears as shown below.

The above image is the Government Gateway enter an email page to complete registration details.
Enter a valid email address and confirm in the box this is correct; click Continue.

You will be sent a code to this email address which you should enter as shown below and Click Confirm.

![Enter the code](image)

The above image shows the next screen on the Government Gateway where you need to add your code to complete registration.

The below message will show that the email address has been confirmed.

Click Continue.

![Email address confirmed](image)

The above image shows the next screen on the Government Gateway where your email address has been confirmed.

You will now be asked to create a password for Government gateway, please confirm it and click continue.
Create a password

Your password must:

- be between 8 and 12 characters
- have at least one number (0 to 9)
- have at least one letter
- not contain special characters

Password

********

Confirm your password

********

Continue

The above image shows the next screen on the Government Gateway where you need to create a password for the Government Gateway.

Next you will be asked to set up a recovery word.

Set up recovery for your sign in details

You need to set up a recovery word so that you can get back into Government Gateway if you forget your password.

Continue

The above image shows the next screen on the Government Gateway where you need to create recovery details should you forget your password.

Click continue once you have entered a memorable recovery word.
Set up a recovery word

Make a note of this word in case you need it in the future.

The word must:
✓ be between 6 and 12 characters
✓ not contain spaces or special characters
✓ not contain numbers

Recovery word
Testing

Continue

The above image shows the next screen on the Government Gateway where you need to entered your recovery word.

You will then be advised of your Government Gateway user ID. Please make a careful note of this (it is also sent to your email address) and then click on continue.

Your Government Gateway user ID is:
62 78 97 29 00 53

We have sent it to APHAServicedesk@apha.gsi.gov.uk
You will need this user ID and your password every time you sign in to Government Gateway.

Continue

The above image shows the last screen on the Government Gateway which confirms your Government Gateway ID.
You will now be prompted to enrol as you have just registered onto the Government Gateway. Click on the Next arrow.

The above image shows the Government Gateway screen to continue onto your enrolment.

Enter your enrolment information, which can be found on your ‘known facts’ letter (form number AH046). Please note the Role and Application ID must be entered in capitals as shown below. Click on the Next arrow to proceed.
The above image shows the application enrolment screen on the Government Gateway which you need to populate with your information.

This is to help identify this log in in case you use more than one. Click the Next arrow.

The above image displays another option to save your log in so you can identify it quicker next time you log on.

You are now presented with the Application landing page which if you click on Sam it will take you back to the APHA Sam – Online TB Test submission page on the APHA Vet Gateway.

The above image shows the application enrolment screen on the Government Gateway which you need to populate with your information.

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The above image displays another option to save your log in so you can identify it quicker next time you log on.

You are now presented with the Application landing page which if you click on Sam it will take you back to the APHA Sam – Online TB Test submission page on the APHA Vet Gateway.
You have now successfully enrolled your organisation for Sam. Next your Agents will need to register on the Government Gateway and enrol for Sam.

**Section Three**

**Getting started as an Agent**

You need the ‘known facts’ letter (form number AH046) that we sent you before you start to register and enrol.


**Register and Enrol as an Agent**

Select ‘Register and Enrol as an Agent’.

The above image is the Sam online TB test submission page highlighting the correct link to use to register and enrol as an agent.
The above image shows the Government Gateway login screen highlighting the correct link to use to create sign in details.

The ‘What is your email address?’ screen appears as shown below.

The above image is the Government Gateway enter an email page to complete registration details.
Enter a valid email address and confirm in the box this is correct; click Continue.

You will be sent a code to this email address which you should enter as shown below and Click Confirm.

The above image shows the next screen on the Government Gateway where you need to add your code to complete registration.

The below message will show that the email address has been confirmed.

Click Continue.

The above image shows the next screen on the Government Gateway where your email address has been confirmed.

You will be asked to enter your full name then click Continue
The above image shows the next screen on the Government Gateway where you enter your full name.

You will now be asked to create a password for Government Gateway, please confirm it and click Continue.

The above image shows the next screen on the Government Gateway where you need to create a password for the Government Gateway.

Next you will be asked to set up a recovery word.
Set up recovery for your sign in details

You need to set up a recovery word so that you can get back into Government Gateway if you forget your password.

Continue

The above image shows the next screen on the Government Gateway where you need to create recovery details should you forget your password.

Click continue once you have entered a memorable recovery word.

Set up a recovery word

Make a note of this word in case you need it in the future.

The word must:
✓ be between 6 and 12 characters
✓ not contain spaces or special characters
✓ not contain numbers

Recovery word
Testing

Continue

The above image shows the next screen on the Government Gateway where you need to entered your recovery word.
You will then be advised of your Government Gateway user ID. Please make a careful note of this (it is also sent to your email address) and then click on continue.

The above image shows the last screen on the Government Gateway which confirms your Government Gateway ID.

You will now be prompted to enrol as you have just registered onto the Government Gateway. Click on the Next arrow.
The above image shows the Government Gateway screen to continue onto your enrolment.

Enter your enrolment information which can be found on your ‘known facts’ letter (form number AH046). Click on the Next arrow to proceed.

The above image shows the Government Gateway screen to continue with your enrolment.

You are asked to enter the first part of your Government Gateway agent ID. The second part appears automatically. For example, if your practice is called ‘Vets 4 U’, you could enter Vets4U followed by your initials.
The above image shows the Government Gateway screen to continue with your enrolment.

You need to enter the known facts that were sent in a letter to you (form number AH046). Please note the role must be entered in capitals as shown above. Click on the Next arrow to proceed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Party ID</td>
<td>0187161</td>
</tr>
<tr>
<td>Role</td>
<td>VETERINARY SERVICES</td>
</tr>
<tr>
<td>Activation Code</td>
<td>11773385</td>
</tr>
</tbody>
</table>

The above information must be provided in order to enrol for this service.
The above image displays another option to save your log in so you can identify it quicker next time you log on.

Your new Government Gateway Agent ID is now shown. You have the option to print this page. Click on the Next arrow to proceed.

The above image displays you Government Gateway Agent ID

The second half of your Agent ID is generated for you. This will be your Agent ID on the Government Gateway. You will need to give this to the Government Gateway administrator of your OV practice.

Important point: you cannot access Sam as an agent until you have your Government Gateway Agent ID to link to the OV practice account.

Click on Sam to return to the APHA Sam – Online TB test submission screen on the APHA Vet Gateway. Close the browser to log off.
The above image shows the application landing page.

Section Four

Linking an Agent to an Organisation

Important Note: Once the practice staff (OVs and OV admin) have registered and enrolled as Agents on the Government Gateway, a link will need to be established between the Organisation (your practice) and the Agents (users who carry out work on behalf of the practice, practice administrators and Official Veterinarians).

Go to the APHA Vet Gateway:


Login to the Government Gateway using the ‘Manage Services’ option.
The above image is the Sam online TB test submission page highlighting the correct link to use to manage services.

Enter your existing Government Gateway User ID and password (this should be login details for the practice (Organisation)).
The above image shows the Government Gateway Sign in page.

You must now link your Agents (OVs and practice admin) to the Organisation (OV Practice).

Select the 'Manage My Services' link and click on the Next arrow.
The above image shows the Manage My Account screen on the Government Gateway.

To add or remove an OV or OV Practice admin click on Manage My Agents
The above image shows the Manage My Services screen on the Government Gateway

You will be taken to the ‘Manage Agents’ screen as shown below. This shows all Agents currently linked to your organisation

The above image shows the Manage My Agents screen on the Government Gateway

Select ‘Appoint an Agent’. You will need to enter the individuals’ Agent ID.
Image above shows the Appoint an Agent screen on the Government Gateway

Confirm that you have read and accept the Terms and Conditions by ticking the check box and press I Agree to proceed.
The above image shows the declaration screen on the Government Gateway

Appointment confirmed, click Next arrow to proceed

The above image shows that the appointment of an agent has been successful

Click on Sam to return to APHA Sam – online TB test submission screen

As you have just Enrolled or Managed your Account, to return and access the application, please click on the Service below:

**Service**

CTSonline

Animal & Plant Health Agency

Department for Environment

Food & Rural Affairs

If you have experienced an error during enrolment or account management, click on the Service you were trying to access to start the process again.

The above image shows the application landing page.

The OV will now need to accept the link to the practice. They need to click on Manage services on the Vet Gateway.
The above image is the Sam online TB test submission page highlighting the correct link to use to manage services.

Next click on Logon and manage my account
The image above shows the Security Validation screen

Select Manage Users and Assistants and click the Next arrow

The image above shows the Manage My Account screen where the user must select Manage users and assistants option
Click on the box next to the practice details in Allocated Clients box to accept the link to the practice.

The above image shows the Manage My Users screen

To return to the Sam Log in home page click on the Return to Application Home link in the top left hand corner of the screen
The image above shows the link which you need to click to return to the Sam log in home page.

Now click on Sam next to the Animal and Plant Health Agency

The above image shows the application landing page.

Click on the Lon on to Sam button, and choose option to remain signed in and go to Defra. This will take you into the practice workbasket in Sam.
Sam - Online TB test submission

OVs can electronically receive notifications and submit TB test results to APHA.
See the advantages and how to register page for more information.

Service status
The service status is manually updated when there are issues or Planned Maintenance which may affect Sam and/or the Government Gateway.

Sam has been updated to support the forthcoming management of work by Delivery Partners in England and Wales. Further information is available in the documents below:
- Important changes to the way APHA-commissions TB testing and other services
- Enhancement to Sam work baskets

Planned maintenance and reported issues

Sam Downtime
- 13th August 2019 from 19:00 to 07:30 on 14th August 2019
- 09th October 2019 from 19:00 to 07:30 on 09th October 2019
- 12th November 2019 from 19:00 to 07:30 on 13th November 2019
- 10th December 2019 from 19:00 to 07:30 on 11th December 2019

Government Gateway Downtime
Nothing planned at present.

Working offline during planned maintenance
To minimise potential disruption users are reminded that they can download a Working Form from Sam in Excel. Test data can be captured in excel and uploaded back into Sam later. Guidance on using excel can be found in Section 10, Part 2 and Section 12 of the Sam Official Veterinary Practice.
The image above shows the APHA Vet Gateway screen and the Log on to Sam button

The image above shows the practice work basket

Clicking on Log off in the top right hand corner of the practice work basket screen gives confirmation and closes the browser to complete sign out process.

The above image shows that you have been logged out.
Section Five

How to find your Agent ID

If you log in via the Manage Services on Government Gateway link:

Select the View My Details option and click Next;

Your Agent ID is displayed beneath your Email details.

If you are unable to view this or have forgotten your log in details, please contact the APHA Service Desk via email APHAservicedesk@apha.gov.uk or you can phone our helpline on 033 004 16 999.

Section Six

Contact Us

If you have a problem while using Sam that is not covered by the Official Veterinarian Practice Guidance, please contact us. There are two ways in which you can do this.

Email

You can email us at APHAservicedesk@apha.gov.uk. If you email us please include the following details:

- The date and time the problem happened.
- What the problem is
- The page you were using when the problem happened
- Your name and phone number
- CPH of the Customer whose record you were accessing at the time of the problem.

Phone

You can phone our helpline on 033 004 16 999.