



## Independent and Central Organisation Registration (ISG)

Under a 'Group' contract the contracting organisation is given 100 licences for their licensing organisations. Each Group is assigned an 'Admin Group' which groups together all the licencing organisations under that contract. Contracting organisations can name up to 3 Super Administrators to support users and manage licences under their contract.

Included as part of the setup fee, a contracting organisation can schedule a WebEx training session with the ISG Central Admin Team to go through the role of Super Administrator and to familiarise themselves with the system. More information about this role can be found in the 'Super Admin Guide' guide.

'Standard Support' is the support package for a group contract which includes access for the nominated 3 Super Administrators to the ISG support ticket system. It is the responsibility of the Super Administrator to respond to support requests raised in the system. If the Super Administrator is unable to resolve the user's issue, they will be able to escalate it to the Central Admin Team.

The organisation will also have full access to support documentation through the resources tab and the ability to upload their own.

## Registering Organisations

Organisations within your admin group can register in the system independently or this can be managed centrally using the supporting facility within the system.

### Independent Registration

If you would like organisations in your licence group to register themselves on the ISG they will need to visit <https://www.informationsharinggateway.org.uk/account/register> and follow the onscreen steps. It is important that the organisation selects your licensing group when registering their organisation.

*Instructions for organisations to independently register:*

To register as a user:

1. Access the Information Sharing Gateway: <https://www.informationsharinggateway.org.uk/>
2. Click **Registration**
3. Complete the form

**Email Address** - Only registered domains listed below can be instantly registered. Alternative domains will require validation.

nhs.net	nhs.uk	police.uk
ac.uk	sch.uk	edu.uk
gov.uk	cjsm.net	mod.uk

**Password** - must be 7 characters minimum length, with at least 1 symbol and 1 numeral.

**Enter Captcha text** - as displayed on the image.



## Verify your email address

A verification email will be sent to your email inbox. **You must follow the link to verify your account** and log in to access the ISG.

### To verify email address:

1. Open the verification email and follow the link
2. Log in

## Register your organisation

1. **Organisation Category** – Select the category of your organisation
2. **ODS Lookup** – Enter your organisation name as it is registered with ODS. Use the Find button to autofill the ODS code. If your organisation does not have an ODS code, click next.
3. **ICO Reg Number** – Enter your organisation name as it is registered with the ICO. Use the Find button to autofill the ICO code. If you cannot find your organisation check the registration details at <https://ico.org.uk/>  
If your organisation is NOT registered with the ICO click next to fill out the registration form manually
4. **Organisation Address** – Entering your organisations address will help us to locate you on our interactive map. Once you have entered your address click Find.
5. **Name** - Your name as you would like it to appear in the ISG.
6. **Your Role** - Administrators may add roles.
7. **Contact Email** – This is usually a member of staff with an IG job role in your organisation
8. **Licensing Group** – Select your licensing group here or None / Unknown if not applicable
9. Tick the checkbox to request a license
10. Click Submit



## Central (supported) Registration

A contracting organisation can support organisations to register in the system by using the supporting organisations facility. Once an organisation user has been added to the Manage Users tab (we recommend having a minimum of an administrator, senior officer and data protection officer per organisation) they will receive an email inviting them to register on the ISG. A supported organisation will typically be a smaller organisation that may not have suitable infrastructure or capacity to operate in the Information Sharing Gateway independently.

*Instructions to centrally register an organisation:*

### To Register a Supported Organisation:

1. Click **Organisation** from the navigation bar
2. Click **Supported Organisations**
3. Click **Register Supported Organisation**
4. Complete the form:
  - **Organisation Category:** Select the category of your organisation
  - **ODS Lookup:** Enter your organisation name as it is registered with ODS. Use the Find button to autofill the ODS code. If your organisation does not have an ODS code, click next.
  - **ICO Reg Number:** Enter your organisation name as it is registered with the ICO. Use the Find button to autofill the ICO code. If you cannot find your organisation check the registration details at <https://ico.org.uk/>
    - If your organisation is NOT registered with the ICO click next to fill out the registration form manually
  - **Organisation Address** – Entering your organisations address will help us to locate you on our interactive map. Once you have entered your address click Find.
  - **Name** - Your name as you would like it to appear in the ISG.
  - **Your Role** - Administrators may add roles.
  - **Contact Email** - This is usually a member of staff with an IG job role in your organisation
  - **Licensing Group** – Select your licensing group here or None / Unknown if not applicable
  - Tick the checkbox to request a license
  - Click Submit

Once a supported organisation has been registered, the following steps need to be taken to setup the organisation correctly in the ISG:

1. Organisation users must be added to the Supported organisation (including a Senior Officer– though this role may be subsequently delegated). The users will then receive an invitation to register as a user.
2. Assurance information should be submitted and the MoU signed (by the Senior Officer or delegate) for the supported organisation.



**NOTE:** Users must register with the same email address that has been used to add them to the Manage Users tab.

