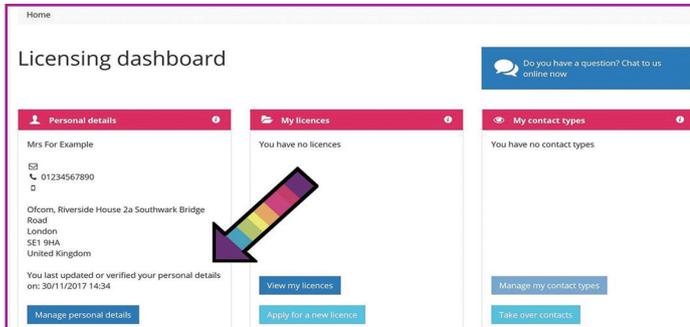
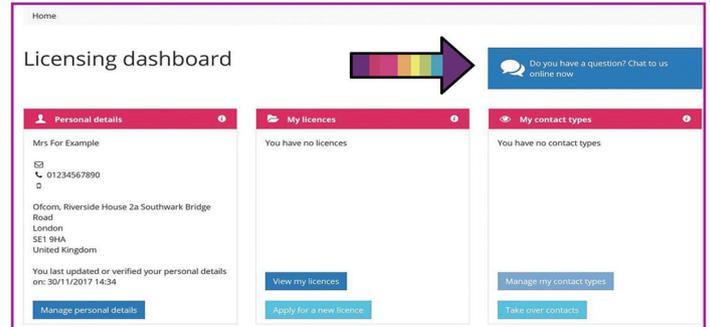


Ofcom's Online Licensing Portal



The arrow on this diagram shows the last date on which your licence details were validated.



To access the Live Chat feature, click on the blue 'Do you have a question' box as arrowed here.

The RSGB asked Ofcom to provide us with an update on progress with the online licensing portal.

It's now 18 months since our Online Licensing Portal (<https://ofcom.force.com/licensingcomlogin>) went live and we have seen over 20,000 Amateur Radio Licensees registering and making use of the service;

Using the Online Licensing Portal, it's possible to apply for licences free of charge and obtain licence documentation immediately – a far cry from the manual application process, where forms must be downloaded, hand written and then submitted electronically or by post.

We still accept applications submitted on paper but licences issued against a paper application incurs a £20 fee chargeable via invoice, which causes a delay in processing the licence until the payment has cleared.

Benefits

What are the benefits of using the Online Licensing Portal?

- 24/7 access
- Licences received instantly
- Licences are issued free of charge
- Personal information can be accessed and updated instantly
- Live 'chat' service during business hours for support
- Validate your licence online

Here are some of the frequent questions that we receive about using the Online Licensing Portal:

I am struggling to register on the Online Portal

Applicants who have never used or registered on the Ofcom portal can register as a new user following the instructions on the Log In page on the Online Licensing Portal.

If you previously registered on the old portal

using your email address as the username, please re-register using the same email.

If you can't remember or have changed your email address, please contact the Spectrum Licensing team so we can update your details to allow you to register.

If you previously logged in using an Ofcom generated username, please contact us with the following information:

- Valid email address
- Existing licence number
- Call sign and your postcode

I have passed my exam, but the portal won't allow me to apply for a licence

It can take around 14 days once you have received your certificate from the RSGB for your candidate number to be registered on Ofcom's system. After this time, you will be able to apply via the Portal using the 'Apply for a new licence' option, once you've registered.

How do I validate my licence?

You can validate your licence by following the following simple steps:

- Log onto the Online Licensing Portal and follow the directions to 'Manage Personal Details';
- Once on this page click 'Edit' on the right-hand side of the screen. If any information is incorrect, please make any necessary changes to your contact details. Remember – it is a condition of the licence to keep your details up-to-date;
- When you have finished click the 'Update' button at the bottom of the page. It is important to note that you must click the 'Update' button, even if you haven't changed your details. The system will then return you to the 'My Details' page.

To check the update has been successful, click on the 'Home' icon at the top of the page to return

to the Licensing dashboard. Here you will find the last modified date and time, your licence is valid for a further 5 years from this date.

Can I apply for a Notice of Variation (NoV) online?

A Special Event Station NoV can be applied for via the Portal. Once the application is complete it will be listed at the bottom of your existing licence documentation. You can download and print the NoV, to keep it with the main licence document, for the duration of the Special Event Station.

The following NoVs cannot be applied for via the Portal. They need to be applied for in writing but are free of charge. Some are available on application to Ofcom, while others are administered by the RSGB. Further information can be found on our website (www.ofcom.org.uk/manage-your-licence) and from the RSGB (<http://rsgb.org/main/operating/licensing-novs-visitors/online-nov-application>).

- Permanent Special Event Station
- Special Special Event Station
- Special Research Permit
- Repeaters and Gateways
- Special Contest Call sign

Can I reinstate my lapsed licence via the portal?

Applications from radio amateurs who require a licence on their return to the hobby after an absence cannot currently be made via the Portal. Ofcom and the RSGB are exploring how to make this facility available in the future. For now, applications must be

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Ofcom
Spectrum Licensing:-
spectrum.licensing@ofcom.org.uk

Useful Links

Ofcom Online Licensing Portal

- <https://ofcom.force.com/licensingcomlogin>

Ofcom Amateur Radio information

- <https://www.ofcom.org.uk/manage-your-licence/radiocommunication-licences/amateur-radio/amateur-radio-info>

RSGB NoV Services

- <http://rsgb.org/main/operating/licensing-novs-visitors/online-nov-application/>
- www.ukrepeater.net

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submitted on the paper application form. A paper application licence is subject to a £20 fee, payable against an invoice.

Applications must be accompanied by proof that the applicant has passed the relevant exam, eg a copy of a *Yearbook* entry or an old licence document.

I hold a foreign HAREC. How do I get a UK licence from the portal?

Licences issued against a HAREC (the Harmonised Amateur Radio Examination Certificate, agreed amongst CEPT and some other countries) are not currently available from the Portal. Applicants must complete an

application form and submit that with a copy of the HAREC. Being a paper application, licences are subject to a £20 fee, payable against an invoice. Ofcom and the RSGB are exploring how to make this facility available online in the future.

What is Live Chat and how can it help me?

Live Chat is an instant messaging service accessible from any page of the portal once you have logged in.

If you have a question or query you can get an instant response from one of the team's licensing advisors during business hours. This means you can get ahead

of the email and telephone queues. It is worth noting that some queries will require information in writing via email or post to ensure there is a full audit trail of information.

Have your say

We are committed to continuous improvement and would like to hear your views. If you would like to provide feedback about your experience using the portal you can have your say at the following website: www.surveymonkey.co.uk/r/OfcomOnlinePortalSurvey.