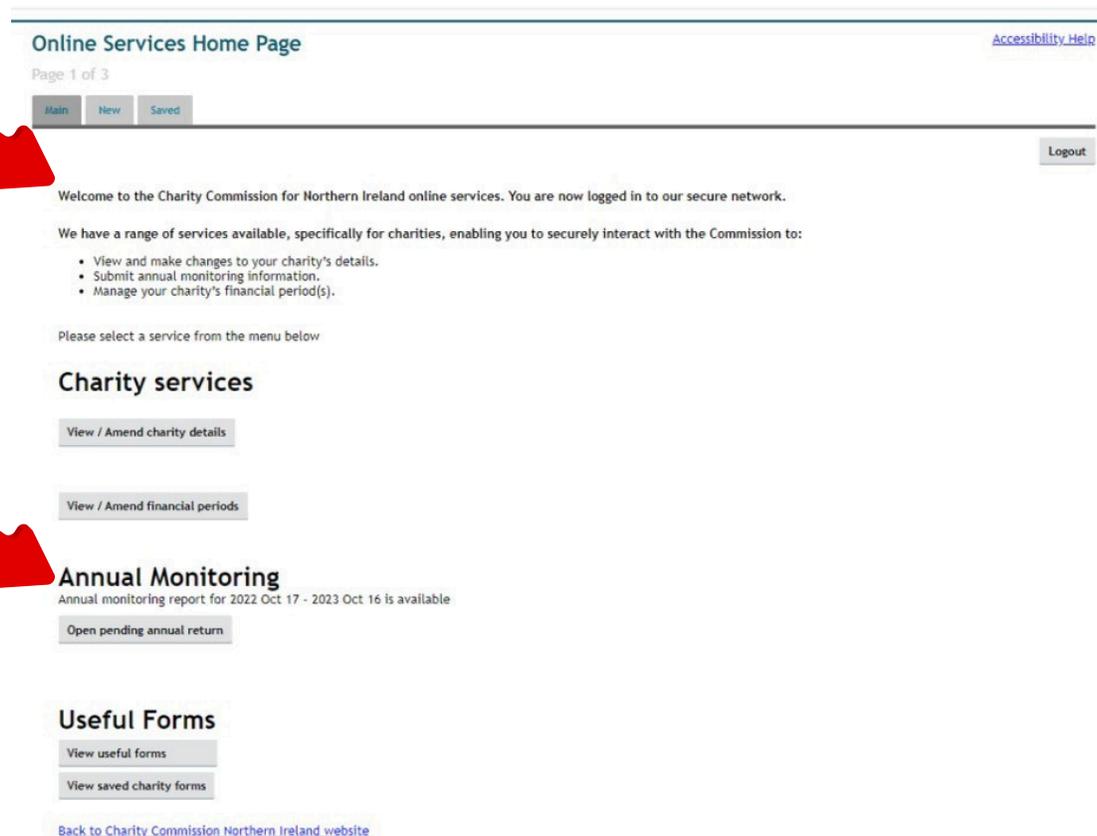


LOGGING INTO ONLINE SERVICES

WHAT YOU SHOULD SEE WHEN YOU LOG IN

When you log into *Online Services* correctly, using your six-digit charity number, you will see the screen below, saying 'Welcome to the Charity Commission for Northern Ireland online services'.

This means you are successfully logged into the Commission's secure network where you can now upload your Annual Monitoring Return (AMR).



The screenshot shows the 'Online Services Home Page' with the following elements:

- Page title: **Online Services Home Page** (with [Accessibility Help](#) link)
- Page indicator: Page 1 of 3
- Navigation: [Main](#), [New](#), [Saved](#) buttons
- Logout: [Logout](#) button
- Welcome message: Welcome to the Charity Commission for Northern Ireland online services. You are now logged in to our secure network.
- Service list: We have a range of services available, specifically for charities, enabling you to securely interact with the Commission to:
 - View and make changes to your charity's details.
 - Submit annual monitoring information.
 - Manage your charity's financial period(s).
- Instruction: Please select a service from the menu below
- Section: **Charity services**
 - [View / Amend charity details](#)
 - [View / Amend financial periods](#)
- Section: **Annual Monitoring**
 - Annual monitoring report for 2022 Oct 17 - 2023 Oct 16 is available
 - [Open pending annual return](#)
- Section: **Useful Forms**
 - [View useful forms](#)
 - [View saved charity forms](#)
- Footer: [Back to Charity Commission Northern Ireland website](#)

INCORRECT LOG IN SCREENS

WHEN YOU CAN'T SEE YOUR CHARITY

If you see one of the screens below when you log in, you have not logged in correctly and will not be able to submit your AMR.

There will be no 'Welcome to the Charity Commission for Northern Ireland online services' message, the account is not linked to a charity and no records will be displayed.

This may have happened because you used an email address, rather than the charity number, as your username. You will need to request a new password using the correct username. Please scroll to the next page to see how you do this.



Online Services Home Page [Accessibility Help](#)

Page 1 of 3

New Saved Search

Close Logout

| New Item | Description |
|----------|-------------|
|----------|-------------|



Online Services Home Page [Accessibility Help](#)

Page 2 of 3

New Saved Search

Close Logout

Refresh View

Records per page 20

No Records!

Page 1 << Previous Next >>

| Type | Status | Last Updated | Details |
|------|--------|--------------|---------|
|------|--------|--------------|---------|

LET'S GET YOU LOGGED IN

WHAT YOU NEED TO DO

Go back to the *Online services* web-page to log in again. Remember – your username is your six-digit charity number (without the NIC), not an email address. Your registration application password is not the same password for *Online services*.

If your application for charity registration is successful, we will enter your charity's details on the *register of charities*, and many of these details will be publicly accessible. We will also issue you with a password which will allow you access to:



Online services

Click to access Online services



Using *Online services*, you will be able to update some of your charity's details on the electronic copy of the *register of*

If you don't have your *Online services* password, click the **Forgotten Your Password?** button. A reset link will be sent to the email the charity has provided for Commission use. If you can't access this email, message admin@charitycommissionni.org.uk for further assistance.

Log in using your charity's Northern Ireland Charity (NIC) number (numbers only) as the user name along with the secure password. You will have received this password upon registration as a charity to the email address supplied for Commission use.

If you have forgotten or lost this password, please click on the 'Forgotten Your Password' link to re-issue a new password. If you need to change the email address for Commission use connected with your charity, please contact the Commission using the 'Contact us' link via the main website.

The Charity Commission for Northern Ireland.

User Name

Password

Log On



[Forgotten Your Password?](#)