

FAQ: ATWD - security and technical

How do I enrol and activate the ATWD Online Service?

To start using the ATWD Service you have to register and enrol at the Government Gateway. Please follow the instructions that are described in the steps below.

To enrol for the service:

- Access the [Government Gateway](#) website and follow the option to 'Register as an Organisation'.
- Follow the 'Register with a User ID' link. Enter your details and set your own password. Your User ID will then be displayed on screen and you will need to make a note of this for all future use.
- Select the ATWD Service and follow the on-screen instructions to complete the registration process. You will be asked to enter the service 'Known facts', these are:
 - Warehouse ID. You will find this on your original letter of approval.
 - Warehouse postcode. You must enter the UK postcode of the registered warehouse you provided to HMRC.

Please note: if the 'Known facts' you have supplied are correct, within seven days you will receive an Activation Code through the post. If they are incorrect, you will need to verify them before proceeding.

To activate the service:

- When you receive your Activation Code, log in at the [Government Gateway](#) with your User ID and password.
- Follow the 'Select Services' link and then select 'ATWD - Alcohol & Tobacco Warehousing Declarations'.
- Select 'Activate' enter your code to activate the ATWD Service. You will only need to do this once per warehouse.
- You have now completed the registration and enrolment process. To start using the ATWD Service, return to the HMRC homepage and select the [Online Services](#) page. From this page follow the 'Alcohol & Tobacco Warehousing' link and log in with your User ID and password.

If you haven't received your code within two weeks, please contact the e-Customer Support Helpdesk on 0300 200 3701.

Please note: the code must be activated within 28 days of the date on your Activation Code letter or you will have to enrol again.

If you require assistance with your 'Known facts' contact the eCustomer Support Helpdesk on 0300 200 3701.

How do I start using the ATWD Service?

Once you have activated the ATWD Service at the [Government Gateway](#) return to the HMRC homepage and select '[Online Services](#)'. From this page follow the 'Alcohol & Tobacco Warehousing' link. You will be asked to enter your User ID and password to gain access to the service.

Can I set up an assistant on the Government Gateway but only allow them to 'save' and not 'submit' a Declaration?

No. Once you set up an assistant they will have all the powers of a user and will be able to submit the Declaration.

How do I change the User ID within the ATWD Service if somebody else is to submit the Declaration?

If you want someone else to submit a Declaration on your behalf, you should visit the [Government Gateway](#) and create the other person within the organisation as a new user or an assistant.

If a person has been enrolled on the Government Gateway and find their details incorrect they can:

- log on to the [Government Gateway](#)
- select 'Your details' from the left hand menu
- select 'Change details'

The user or assistant can now change their details accordingly.

The person submitting the Declaration must log in as themselves and not someone else. If you pass your Online Government Account to another person, you will be responsible for any actions they carry out, as they will be recorded against you.

Does the Government Gateway generate an Activation Code for each warehouse?

Yes. Each warehouse you have enrolled for will have a unique Activation Code.

Once I receive the Activation Code can I activate my warehouses all at once?

You can activate all warehouses within a single online session but each warehouse needs to be activated individually. If you have activated a warehouse and it does not appear on the list please contact the eCustomer Support Helpdesk on 0300 200 3701.

Does the Activation Code go to the warehousekeeper address?

The Activation Code letter is sent to the authorised warehousekeeper address, not the individual warehouse address.

I was completing my Declaration and the system logged me out, what should I do?

You will need to log in again. You will also have to check if you have lost any of the information you have entered. To make sure that your information is secure the system will automatically log you out after a 15 minute period of inactivity. To prevent the loss of information we recommend that you save your Declaration on a regular basis. ATWD Service users may choose to 'Save' at any point in their online Declaration and return to complete the Declaration at a later time.

My computer crashed as I submitted the Declaration - what should I do?

When your computer is working again, you should check if the Declaration has been received by looking on the W1 Declarations page. If the Declaration is in the 'Open periods' list, we have not received it. If the Declaration is in the 'Previously submitted periods' list then we have received your Declaration.

What if someone leaves the organisation who is enrolled for the service?

If a staff member leaves your organisation and you want to prevent them from being able to log in, you should delete their User ID on the [Government Gateway](#). If this is the only full User ID in your organisation it is essential to get the User ID's password and create a new User ID before it is deleted.

If the staff member holds an assistant ID then the user who created them should log in to the [Government Gateway](#) and follow the 'Manage your Assistants' link, to delete the assistant.

If an assistant is going to be absent from work for a long period of time, the user can change their password to restrict unauthorised access to the service. Further information can be found on the [Government Gateway](#).

What if I no longer wish to use the electronic service?

If your organisation no longer wishes to use the service, you may unenrol your organisation. To do this, return to the [Government Gateway](#), log in to access your 'Services List' page and select the 'Unenrol' link against the service you no longer wish to use.

This unenrols your entire organisation and no one will be able to use the service after you do this. If you simply no longer want to retain a Government Gateway User ID you can log in to the Gateway and follow the 'Manage users' link to delete your own User ID.