

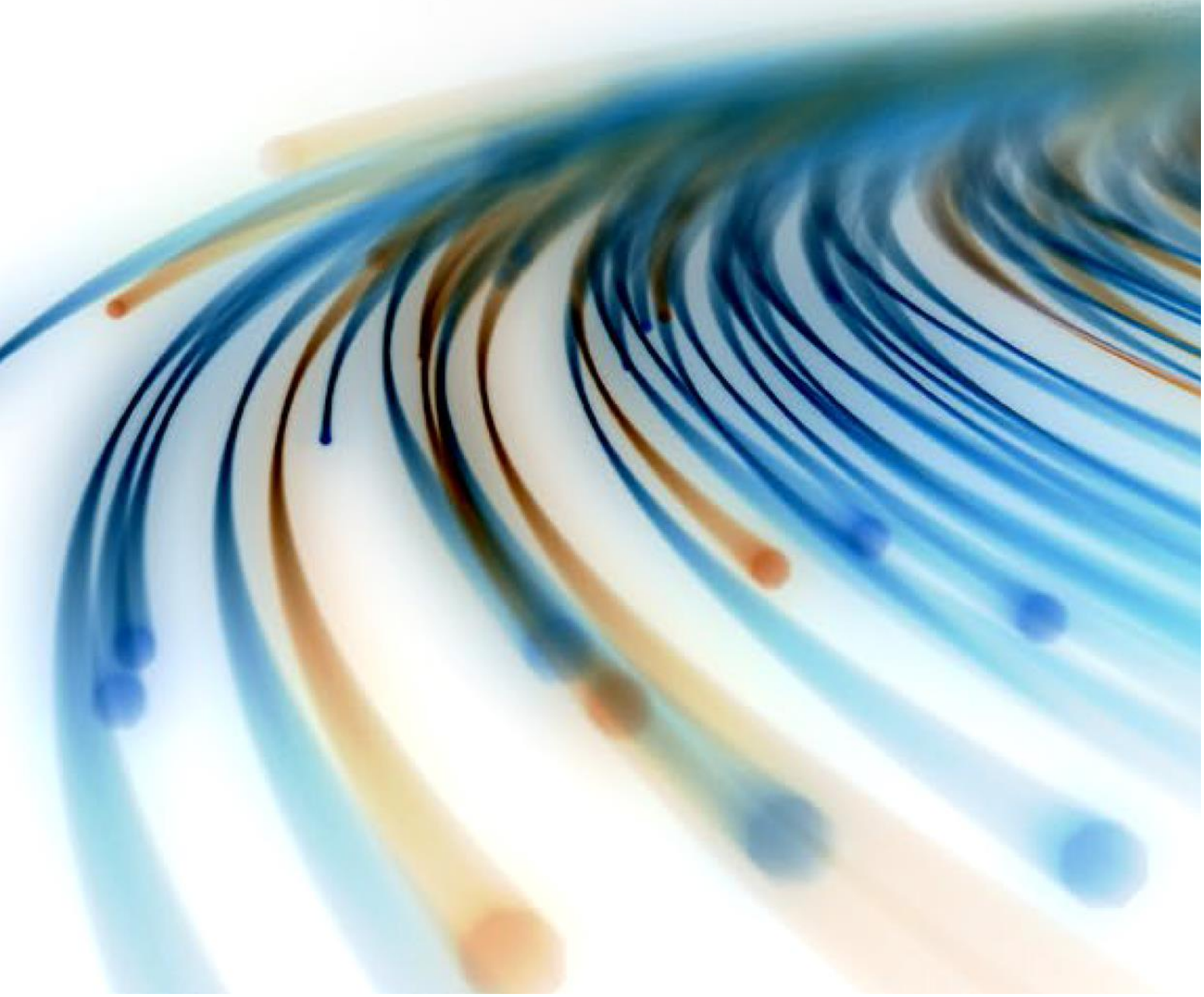
TOTSCO



HUB User Guide

VERSION 1.0

ISSUED 6 JULY 2023



TOTSCO HUB USER GUIDE

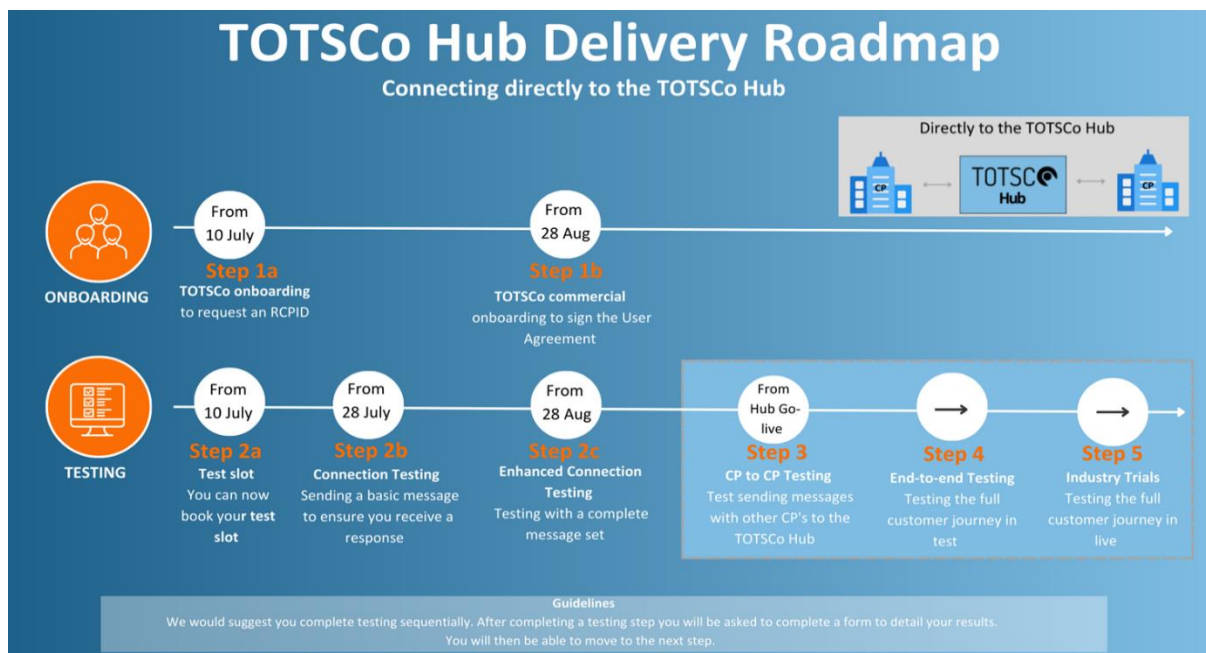
Introduction

The TOTSCo Hub User Guide Version 1 serves as a helpful resource, providing you with valuable information and user-friendly instructions for the initial onboarding and testing of the TOTSCo Hub. If you need any help or support on anything in this guide, please contact us on service_desk@totasco.org.uk.

TOTSCo Hub User Guide Version 2 of the User Guide will be released before 28 August. This updated release will provide more comprehensive details on enhanced connection testing and commercial onboarding, both of which will be available starting from 28 August (see timeline below).

Here is the detail we will be adding in future versions:

- How to raise faults
- How to amend your details in the 'Manage my Account' section of your account which will be available from the 28 August and will continue to be developed until October
- Change Management both planned and unplanned
- Major incident Management
- Billing and Payments
- Offboarding



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Pre-onboarding

Using the TOTSCo Website

On the homepage of the TOTSCo website, you will find two links to the Hub: [one to become a TOTSCo Hub User](#) and [one for existing TOTSCo Hub Users](#). Clicking on either will take you to the registration form or the Hub respectively.

There is also additional content on the website which you may find useful, including:

- a) API Specification
- b) Industry Process document
- c) Bulletins and updates on progress with the platform
- d) Help and Support

Onboarding and Testing

There are two stages to onboarding with the Hub. The purpose of initial onboarding is verification and to enable initial testing. During this stage, you will be given access to the Hub and your RCPID. Commercial onboarding is where you will provide your account details and payment preferences and sign the user agreement.

Initial Onboarding

After clicking '[become a TOTSCo Hub User](#)' on the TOTSCo home page of the website, you will be taken to the registration page, which consists of the following fields:

- a) Contact Person Name – this should be someone who is authorised to apply for this service within the organisation.
- b) Full Trading Name – please confirm the name of the legal entity you are applying for, with no abbreviations, if you have more than one brand and want more than one RCPID you can request these using ServiceDesk.
- c) Contact Email – This will be your username. It should be a business email address.
- d) Password - Enter a password for future login.
- e) Confirm Password - Re-enter the password for future login.
- f) Country - This is the country in which the retail business operates. The TOTSCo Hub is only applicable to UK retailers.
- g) Will you be using a Managed Access Provider? – If you are using a Managed Access Provider, select “yes”. If you are a CP and unsure of whether you will be

using a Managed Access Provider select “no”. You can transfer to a Managed Access Provider later.

- h) Name of Managed Access Provider – If you are using a Managed Access Provider and they are not listed in the list provided, please let us know at service_desk@TOTSCo.org.uk

Once you submit your application you will receive a verification email. **You must click the verification in the email to be able to proceed to the next step.** The email link will expire after 24 hours. If the link has already expired by the time you try to open it, reply to the email explaining the situation and you will be issued a new link.

Please remember to check your junk email if you do not receive the email in your inbox. If you do not receive the verification email within 24 hours, please contact us at service_desk@totsco.org.uk.

Once you have successfully verified your account, you will receive a further email. This will contain your RCPID, User Guide and Testing User Agreement, it will also guide you to the API Specification and Industry Process on the website.

Testing through direct connection to and from the TOTSCo Hub

Once you have your RCPID, you will be given access to the test harness.

Please note best practice requirements covered via the Testing Agreement:

- Only use dummy data during testing the test harness is not suitable for real data and does not have the level of security for real data at this stage. This will come later in the testing plan.
- Do not attempt to stress test the system currently.
- Follow the sequence of testing as TOTSCo request to ensure progress through each stage.
- Do not book more test slots than necessary; let us know if you wish to cancel any so that we can make them available for others to use.

Booking a Test slot

Step	Action
1	Request a dedicated testing slot per RCPID by sending an Email to the TOTSCo Hub team on service_desk@totsco.org.uk suggesting the dates you require. The slots are available Monday to Friday and are half day slots. It should be possible to complete all the connection testing in one slot, so we would advise you only book one session.

Step	Action
2	TOTSCo will respond either agreeing the test slot you have requested or will offer the nearest available slot. Review the proposed dedicated half-day testing window provided by the TOTSCo Hub Team via service_desk@totSCO.org.uk , if acceptable go to 3 or respond with another date.
3	Based on your system readiness, accept the Microsoft Teams meeting invite sent by the TOTSCo Hub Team for the agreed testing window

Configuring End Points and Connection Testing

Connection Security & Firewalls

TLS 1.3 is the transport security protocol for the test harness. 1. It will be backward compatible with TLS 1.2.

CPs and Managed Access Providers will need to allow *.totSCO.co.uk access to their firewall and application security systems, to be sure that all connections are able to call the CP/Managed Access Provider services on outbound connections.

No IP address ranges will be exposed intentionally, as these are subject to internal changes.

For inbound connections from CP/Managed Access Provider Services, again *.totSCO.co.uk should be allowed out from any CP/Managed Access Provider to be sure that all systems and services can make inbound connections to the TOTSCo Hub systems

Configuring End Points

Follow the following steps to configure both the TOTSCo Hub and CP/Managed Access Provider end points:

Step	Action
1	Obtain RCPID specific token from TOTSCo Hub token URL - https://sit.otshub.totSCO.co.uk/Oauth2/token
2	Further guidance to generate access token is in the API specification

- 3 Make a note of your domain / sub-domain / IP address to whitelist the IPs within your organisation that will connect to TOTSCo Hub so they can be added to an allowed list.

TOTSCo Hub requires the following information from each CP/Managed Access Provider to allow outbound service calls from the hub out to the CP/Managed Access Provider to deliver any update messages.

Along with details from step 2, provide the following details to TOTSCo via email at service_desk@totsco.org.uk Please note: the content in this table is an **example**.

RC P ID	Routing ID	Token URL	Key	Secret	End Point
R123	residentialSwitchMatchRequest	https://tokenserver/Oauth2/token	***** *****	***** *****	https://primary/letterbox/api/v1/requestProcessor

The content for the fields can be found in the CP/Managed Access Provider OAuth 2.0 Server configuration.

Testing connectivity with TOTSCo Hub

If you wish to use Postman, please find a step-by-step walkthrough in Appendix 1.

Please refer to Appendix 2 on this document for the full list of test scenarios. The steps for Test 1 are given below. You should follow these steps for additional tests.

Step	Action
------	--------

- | | |
|---|---|
| 1 | Generate Access Token per configuring end points |
| 2 | Using the credentials generated in step 1, Call the Letter Box API in TOTSCo Hub by sending Request API (residentialSwitchMatchRequest) in JSON format. The full list of test cases is given in appendix 3. |
| 3 | Verify that CP system received a 202 accepted message. |
| 4 | Send your test results to service_desk@totsco.org.uk in the following format: |

Test scenario	Test case	Pass	Failed	Closed/defect
---------------	-----------	------	--------	---------------

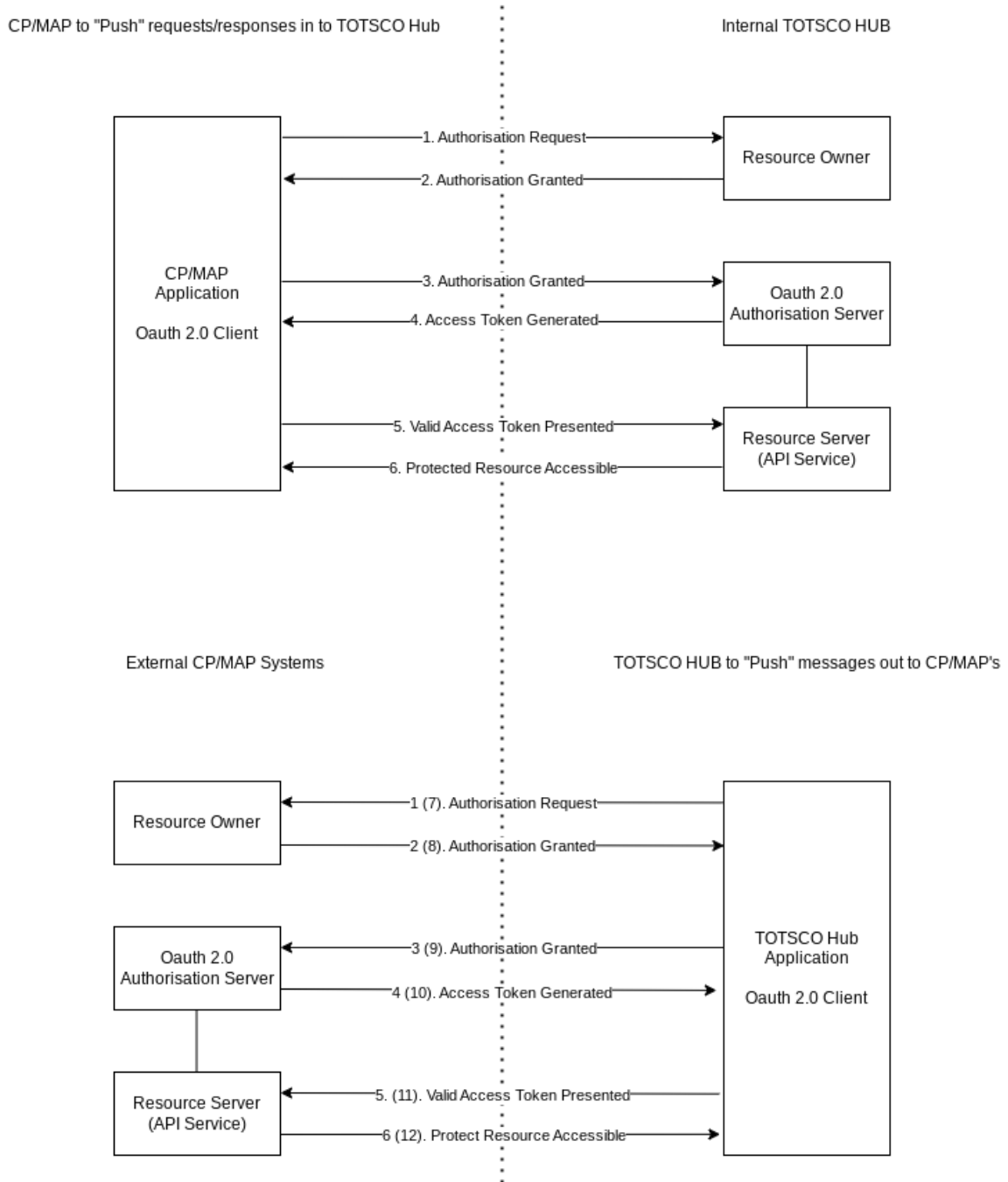
Authorisation of the API request	To validate letterbox API, send 202 accepted message and will for below message from Destination CP. residentialSwitchMatchResponse, user provides valid Authentication token and valid request json	Pass		Defect_ID
----------------------------------	---	------	--	-----------

Authentication and Authorisation

The Test Harness uses a 2-way authentication and authorisation method, which at this stage is using OAuth 2.0, as per the high-level diagram below:

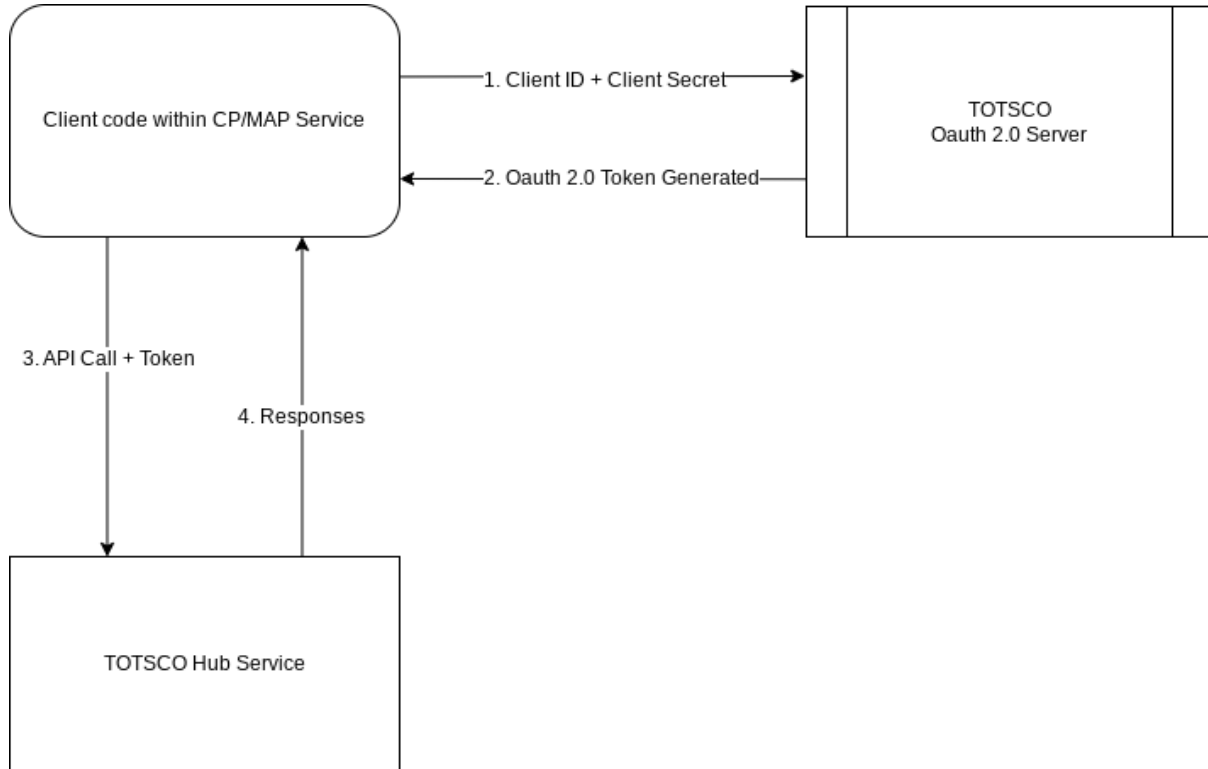
Additional developer information about OAuth can be found here: [OAuth.net](https://oauth.net)

OAuth 2.0 Authorisation Protocol flow



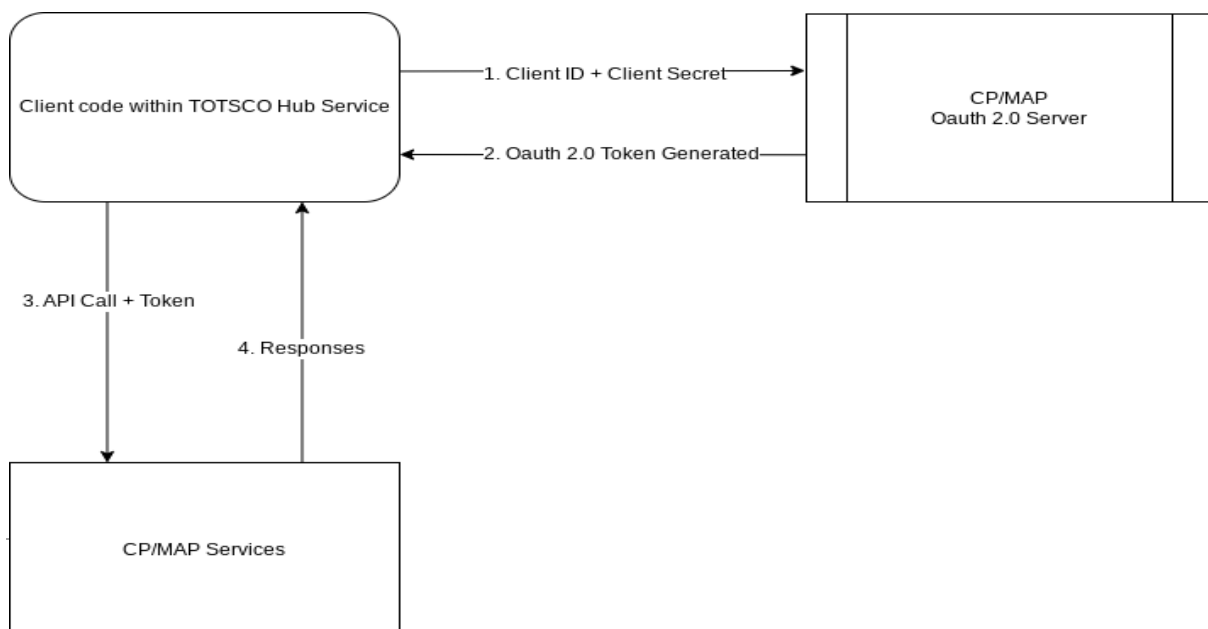
CP/Managed Access Provider Inbound calling to TOTSCo Hub Services

Each CP/Managed Access Provider will be required to configure an OAuth 2.0 Client/code within their service that will be connecting into the TOTSCo Hub systems, as per this diagram:



TOTSCo Hub Outbound calling to CP/Managed Access Provider Services

As the TOTSCo Hub is a PUSH/PUSH system, each CP will be required to provide an OAuth 2.0 Server within their infrastructure at this time, where the TOTSCo Hub will become the Client in order for it to be able to connect outbound to the CP/Managed Access Provider services, which will then in turn authorise the TOTSCo Hub to send response messages to the CP/Managed Access Provider that needs to be received by the CP/Managed Access Provider. This is shown in the diagram below:



Testing through a Managed Access Provider

If you are using a Managed Access Provider, share your RCPID with them and they will carry out the tests on your behalf.

Enhanced Testing

Enhanced testing will be available from 28 August. You will use the same test harness to test further messages.

Commercial Onboarding

Please note this is only available from the 28 August.

Once you have received the email with your RCPID, you will be able to login, which will take you to the commercial onboarding stage.

The screen will consist of the following fields:

- a) Name of Organisation - this will be prepopulated if you have completed Onboarding stage 1 between 10 July and the 28 August. Please see the FAQs at the end of this document if you need to change this field.
- b) Email - this will be prepopulated. Please see the FAQs at the end of this document if you need to change this field.
- c) Contact Person Number – this should be a business contact number.
- d) Position – this is the role of the person making the application who will become the contact person within the organisation.
- e) Registered Company Number
- f) VAT Number
- g) Payment Type – you will have the option to choose to pay your invoice in one payment or via 4 direct debit payments. More information on billing will be shared in version 2 of this User Guide
- h) We will ask if your Access Network Provider (ACP) is in the list – The list is alphabetical. If your ACP is in the list, check the box.
- i) ACP Name – If your ACP is not in the list, provide it here so we can add it to the platform.
- j) Approx. Customer Base – this information will be used to help determine billing.
- k) Do you have authorisation to register with TOTSCo on behalf of the company – If you need and do not have authorisation to register, you will be unable to proceed with onboarding
- l) Country – this will be pre-populated from your initial Onboarding.
- m) Address – this is the address for your retail operations.
- n) Postcode

TOTSCo Support will review your application to assure that we have all the necessary information. We will revert to you if there are any outstanding aspects or clarifications. Once accepted, we will send the user agreement to be signed. Once you submit the signed user agreement, you will receive a confirmation email.

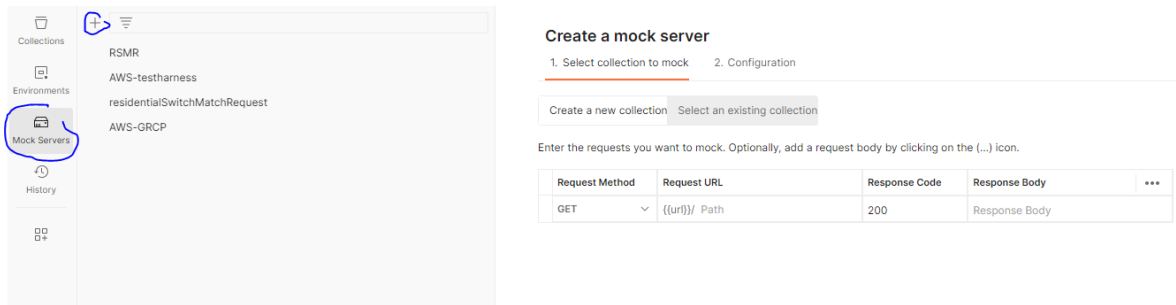
You are now a fully onboarded TOTSCO hub user.

Appendix 1: Implementation Using Postman

Below is the example of implementation using Postman.

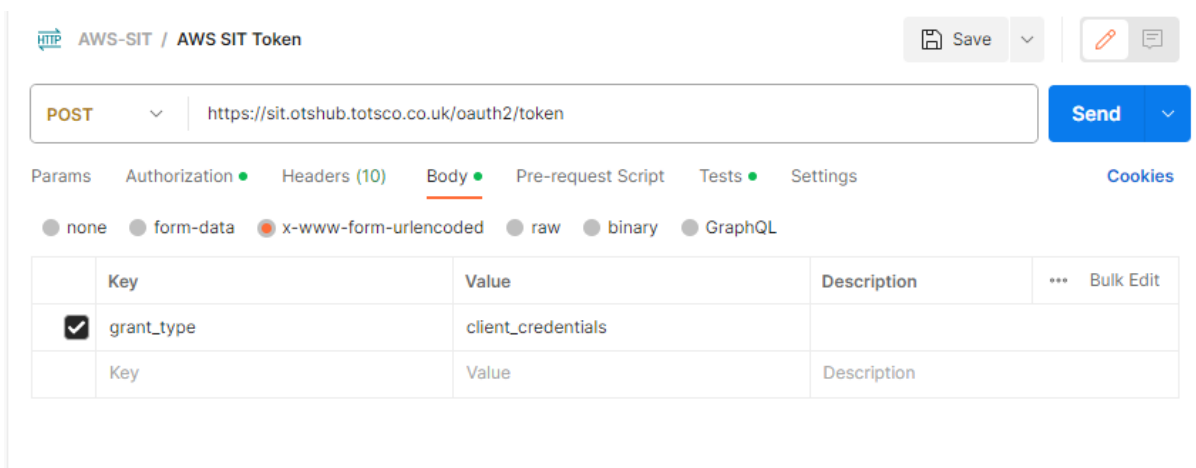
If you do not have a test server, follow the steps to create a mock server in Postman.

- In Postman click mock server.
- Click on the “+” sign to add the new mock server.
- Click on next and copy the endpoint URL test server and send to service_desk@totsco.org.uk



Step 1: - To generate a token;

- User URL <https://sit.otshub.totsco.co.uk/Oauth2/token>
- Select ‘Method’ as POST
- In body tab enter key as grant type and value client_credentials



- Under authorisation tab, in type select ‘Basic Auth.’
- Enter username and password received via email.

Notes:

- TOTSCo will receive username and password from WSO2 team.
- This username and password are agnostic of software used by CPs.

- Click on send.
- Ensure that response 200 OK is received as per red circle in below screen shot.
- If no, then contact service_desk@totSCO.org.uk.

Key	Value	Description
<input checked="" type="checkbox"/> grant_type	client_credentials	
<input type="checkbox"/>		
Key	Value	Description

```

2
{
  "access_token":
    "eyJ4NXQiOiJOMkpwTWpOaU0yRXhZa1JrTnpaa1ptWTFZVEF4Tm1GbE5qZzRlV1UxwVdRm116YzF0bVkt1TEiLCJraWQiOiJNREpsTmJlE4yRTFPR1psT0dWbU1HUHhPVEZsTXpCbU5tRmpaa1EwWTJzd09HMTBOMkpwXpFNF16WmpOa1J0w1SbU1tUTBPRGRpTkRoak1HRXdNOV9SUzI1NiIsImFsZyI6I1JTMjU2In0.eyJzdWIiOiJhZG1pbIiIsImF1dCI6IkkFQUEyJ0FUSU90IiwiaXVkiOiJ0VdWk1fTmJnVEVhQ2hpYTR6TGZROUk1UVF3YSIsIm5iZiI6MTY4ODEyNzczMiwiaXpwIjoiwVdWk1fTmJnVEVhQ2hpYTR6TGZROUk1UVF3YSIsInNjb3B1IjoiaGVhZG1pbIiSwiaWF0Ij0iY0Y0ODU0Y0EYnzcMiwianRpIjoiaW50NzUwZjMtYTl5NC0ZDRjLT1iN2MtMTAxNW02M0ZWI2In0.QivatUry3Hk-yabtcOPvFZa812j_xEpSR4GKNDnLoRM_ac8ve_2kr_1c8RqRTwQ10dKhcaSf3hr3s6TqTMVMI0Fgvm9sgHRGgEwAn00h53PV_kX0no36gV_Y80YFvz3_6TnzK6096PFs4u8Y8Euzhy1yad3JniSK0jB5C2CLM7IDdVcPm32OHTvg-naTudbEwec0U9jka1twnI1oV1VQ4YQzQhcs0iuXLHjnNqcfqYDF0x9zMTbQzrei5HCg6Khjs0dZKOrU33V8D50jE7zM5Rwokxj_AWA6wFjGwWkDPEt0GHmy7sAogtVivw8A4j"
}
    
```

- Copy the “access_token” generated in response body as shown above.

Step 2: - To execute the API test cases:

- Create a new test to invoke Hub in Postman.

- Enter endpoint URL of Hub: <https://sit.otshub.totSCO.co.uk/testharness/v1/post>
- Under the authorisation tab select type as Bearer Token. In the Token field, enter the copied token and save the test case.

AWS-TestHarness / residentialSwitchMatchRequest

POST | <https://sit.otshub.totSCO.co.uk/testharness/v1/post> | Send

Params | **Authorization** | Headers (11) | Body | Pre-request Script | Tests | Settings | Cookies

Type: Bearer ...

The authorization header will be automatically generated when you send the request. Learn more about [authorization](#)

Token: {{AWS_TestHarness_Global_Token}}

Response

- Under “Body” tab enter the Request API (residentialSwitchMatchRequest) in JSON format.

AWS-TestHarness / residentialSwitchMatchRequest

POST | <https://sit.otshub.totSCO.co.uk/testharness/v1/post> | Send

Params | Authorization | Headers (11) | **Body** | Pre-request Script | Tests | Settings | Cookies

none | form-data | x-www-form-urlencoded | **raw** | binary | GraphQL | JSON | Beautify

```

1 {
2   "envelope": {
3     "source": {
4       "type": "RCPID",
5       "identity": "RBBB",
6       "correlationID": "RBBC_1"
7     },
8   },
9   "destination": {
10    "type": "RCPID",
11    "identity": "RBBB",
12    "correlationID": "RBBB_1"
13  },
14  "routingID": "residentialSwitchMatchRequest",
15  "generatedAt": "2023-07-17T13:57:45+01:00",
16  "auditData": [
17    {
18      "name": "resultCode",

```

Response

- Click on the send link.
- System will receive 202 accepted messages.

AWS-TestHarness / residentialSwitchMatchRequest

POST : https://sit.otshub.totSCO.co.uk/testharness/v1/post

Params Authorization Headers (11) **Body** Pre-request Script Tests Settings Cookies

none form-data x-www-form-urlencoded **raw** binary GraphQL JSON Beautify

```

1 {
2   "envelope": {
3     "source": {
4       "type": "RCPID",
5       "identity": "RBBB",
6       "correlationID": "RBBC_1"
7     }
8   },
9   "destination": {
10    "type": "RCPID",

```

Body Cookies Headers (9) Test Results (3/3) **202 Accepted** 3.23 s 436 B Save as Example

Pretty Raw Preview Visualize Text

Step 4: - Go to the mock server.

- Verify after 30 sec response is received in the mock server.

RSMR

Copy URL View Collection Docs Edit Configuration

Date	Method	Path	Status
27 Jun, 2023	POST	/RSMR	Default
26 Jun, 2023	POST	/RSMR	Default

REQUEST HEADERS

REQUEST BODY

```
{}
```

RESPONSE HEADERS

This response does not have headers.

RESPONSE BODY

```

{
  "envelope": {
    "source": {
      "type": "RCPID",
      "identity": "RBBB",
      "correlationID": "RBBC_1"
    }
  },
  "destination": {
    "type": "RCPID",
    "identity": "RBBB",
    "correlationID": "RBBC_1"
  },
  "routingID": "residentialSwitchMatchConfirmation",
  "auditData": [
    {
      "name": "originalDestinationType",
      "value": "RCPID",

```


Appendix 2: Test Scenarios

Scenario	Title	Test cases	Description	Requirement
OTS_SC_1	Authorisation of the API request	OTS_TC_1	To validate letterbox API sent 202 accepted message with residentialSwitchMatchResponse, user provides valid authentication token and valid request json	Essential
OTS_SC_1	Authorisation of the API request	OTS_TC_2	To validate letterbox API sent correct error message, when user selects valid type as Bearer token but provides invalid access token	Essential
OTS_SC_1	Authorisation of the API request	OTS_TC_3	To validate letterbox API sent correct error message, when user selects valid type as Bearer token but provides empty access token	Essential
OTS_SC_1	Authorisation of the API request	OTS_TC_4	To validate letterbox API sent correct error message, when user provides invalid Type under Authorisation	Optional
OTS_SC_2	Schema validation	OTS_TC_5	To validate the letterbox API gives error message when invalid letterbox API URL is passed in the postman	Optional
OTS_SC2	Schema validation	OTS_TC_6	To validate the letterbox API gives error message when invalid method is selected	Optional
OTS_SC_2	Schema validation	OTS_TC_7	To verify when type is missing in the letterbox API envelope/Destination object	Optional
OTS_SC_2	Schema validation	OTS_TC_8	To verify when type is missing in the letterbox API envelope/Source object	Optional
OTS_SC_2	Schema validation	OTS_TC_9	To verify when identity is missing in the letterbox API envelope/Destination object	Optional
OTS_SC_2	Schema validation	OTS_TC_10	To verify when identity is missing in the letterbox API envelope/source object	Optional
OTS_SC_2	Schema validation	OTS_TC_11	To verify when routing ID is missing in the letterbox API envelope object	Optional
OTS_SC_2	Schema validation	OTS_TC_12	To verify when Type is invalid in the letterbox API envelope/source object	Optional
OTS_SC_2	Schema validation	OTS_TC_13	To verify when Type is invalid in the letterbox API envelope/Destination object	Optional
OTS_SC_2	Schema validation	OTS_TC_14	To verify when identity is invalid in the letterbox API envelope/source object	Optional
OTS_SC_2	Schema validation	OTS_TC_15	To verify when identity is invalid in the letterbox API envelope/Destination object	Optional
OTS_SC_2	Schema validation	OTS_TC_16	to verify when the residentialSwitchMatchRequest is send other than json format. Letterbox API gives valid error message	Optional
OTS_SC_2	Schema validation	OTS_TC_17	To verify when the request is fired from postman without residentialSwitchMatchRequest. Letterbox API gives valid error message	Optional

OTS_SC_5	Validation of Letterbox API switch request sequential execution	OTS_TC_18	To verify when routing ID is invalid in the letterbox API envelope object	Optional
OTS_SC_5	Validation of Letterbox API switch request sequential execution	OTS_TC_19	To verify when 2 envelope object is sent to API request it gives proper error message	Optional
OTS_SC_5	Validation of Letterbox API switch request sequential execution	OTS_TC_20	To verify when 2 source and 2 destination is given system should give valid error message	Optional
OTS_SC_2	Schema validation	OTS_TC_21	2 source object is sent in the API request first object with type as RCPID and second type is empty system should give proper error message	Optional
OTS_SC_2	Schema validation	OTS_TC_22	To verify when additional dummy object is sent in the request API. System gives valid error message	Optional
OTS_SC_2	Schema validation	OTS_TC_23	To verify When complete destination object and routing object is missing. System gives valid error message	Optional
OTS_SC_2	Schema validation	OTS_TC_24	To verify when complete envelope object is missing. System is giving correct error message	Optional
OTS_SC_2	Schema validation	OTS_TC_25	To validate when the Key in object is missed type system give correct error message	Optional
OTS_SC_2	Schema validation	OTS_TC_26	To verify when type and identity is missing for both source and destination, Hub is giving valid error message	Optional
OTS_SC_2	Schema validation	OTS_TC_27	To verify when type and identity is missing for source. Hub is giving correct error	Optional
OTS_SC_2	Schema validation	OTS_TC_28	To verify when type is empty for both source and destination, correct error message is given	Optional
OTS_SC_2	Schema validation	OTS_TC_29	To verify the sequence of Switch match request failure residentialSwitchMatchRequest residentialSwitchMatchFailure residentialSwitchMatchRequest residentialSwitchMatchConfirmation residentialSwitchOrderRequest residentialSwitchOrderFailure residentialSwitchOrderRequest residentialSwitchOrderConfirmation residentialSwitchOrderTriggerRequest residentialSwitchOrderTriggerFailure residentialSwitchOrderTriggerRequest residentialSwitchOrderTriggerConfirmation	Essential

OTS_SC_2	Schema validation	OTS_TC_30	<p>To verify the sequence of switch request, when OrderUpdate Request is failed</p> <ul style="list-style-type: none"> residentialSwitchMatchRequest residentialSwitchMatchConfirmation residentialSwitchOrderRequest residentialSwitchOrderRequestConfirmation residentialSwitchOrderUpdateRequest residentialSwitchOrderUpdateFailure residentialSwitchOrderUpdateRequest residentialSwitchOrderUpdateConfirmation residentialSwitchOrderTriggerRequest residentialSwitchOrderTriggerFailure residentialSwitchOrderTriggerRequest residentialSwitchOrderTriggerConfirmation 	Essential
OTS_SC_2	Schema validation	OTS_TC_31	<p>To verify the switch cancellation request failure</p> <ul style="list-style-type: none"> residentialSwitchMatchRequest residentialSwitchMatchConfirmation residentialSwitchOrderRequest residentialSwitchOrderRequestConfirmation residentialSwitchOrderCancellationRequest residentialSwitchOrderCancellationFailure residentialSwitchOrderCancellationRequest residentialSwitchOrderCancellationConfirmation 	Essential

Appendix 3: Test Cases

[Here is the Test Case document](#) - the Test Case will list the different test case examples, TOTSCo would like all Communication Providers (CP's) Hub Users to test. This will allow CP's to test their secure and authorised connections to the TOTSCo API Service, as well as all expected responses to all calls the CP API services make to the TOTSCo API service.

FAQs

What is an RCPID?

An RCPID is a Retail Communication Provider Identifier. Your RCPID is unique and will be used for identification and communication with CPs. This key identifier is used in the switching process. You can see your RCPID at any time in your account management screen.

The link in my verification email isn't working, what should I do?

It's possible the link has expired. Reply to the email explaining that the link isn't working, and you will be issued a new one.

What is an ACP?

An ACP is an Access Network Provider. ACPs known to TOTSCo will be listed in the commercial onboarding stage of the process.

What is a Managed Access Provider?

A Managed Access Provider, sometimes known as a Third-Party Integrator is a company a CP can partner with to manage message exchanges on their behalf. For more information and a list of TOTSCo Managed Access Providers, please visit the [TOTSCo website](#).

Does each brand name need an RCPID?

This is recommended as it allows for identification of the brand and for reporting and billing information.

How do I get support before I've completed onboarding?

You can email service_desk@totSCO.org.uk. Later you'll have access to our enquiry management system where you can raise, track, and add fault tickets and enquiries.

I need to change the information I provided during onboarding. What is the process?

You can email service_desk@totSCO.org.uk with the details you want to change, and what you want to change it to.

What is the difference between a member and a hub user?

TOTSCo stakeholders have had the opportunity to become members since the inception of the company. Members pay an annual fee of £50, which confers a right to vote on the choice of Directors whose terms normally last three years, and to attend General Meetings. There is more information on membership and becoming a member on the TOTSCo website. ***You do not need to be a member to be a hub user and vice versa.***

I've decided I'm not ready to onboard yet. What should I do?

You can onboard at the point you are ready to start testing and become a TOTSCo Hub User. However, once the TOTSCo hub is live, you will need to have an account to facilitate switches. We do advise connecting and testing as soon as possible.

I am a CP and want to start using a Managed Access Provider after I've onboarded. How do I do this?

Before the 28 August, you will need to let us know via service_desk@totsco.org.uk. After the 28 August, you can amend your details and add your Managed Access Provider within the account management area of your account.

I'm the account holder – what happens if I'm off sick or on leave?

You have the option to add additional users to your account in the account management area of the hub once you are onboarded from the 28 August, as we do not advise password sharing across your organisation.

I can't connect during testing, what should I do?

It is important you make sure there is no IP listing or firewall blocking configuration at your end. If you are still having problems, send an email to service_desk@totsco.org.uk.

If you have any questions regarding onboarding or testing please contact us on service_desk@totsco.org.uk. For any general enquiries please contact us on enquiries@totsco.org.uk.

Thank you for using our User Guide.