



# **UK Government Portal: Change of Address Demonstrator Design**

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## 1. Introduction

This document describes the approach taken by Compaq Computer Ltd in developing the Change of Address Demonstration Portal demonstrator, for the Central Information Technology Unit of the Cabinet Office. In developing this solution Compaq has worked with representatives of:

- CITU
- Department of Social Security
- Inland Revenue
- Barclays Bank – Endorse team
- Royal Mail – Viacode team
- Microsoft
- Cisco

In developing a design for the Change of Address portal demonstrator Compaq has worked to the proposals and recommendations of the CITU Portal Feasibility Study completed by PA Consulting in June 1999. This report is available at:

<http://www.citu.gov.uk/portals/portalmenu.htm>

## 2. Management Summary

The Government through its 'Modernising Government' WhitePaper has shown strong commitment to electronic service delivery. The stated objective, to provide all Government services through electronic means by 2008, is a clear target and indicator of this commitment. The underlying objectives of the Modernising Government agenda are:

- To make Government services more accessible to the citizen.
- Reduce the opportunity for fraud.
- Make the transactions with Government more convenient to the citizen.
- Easier and more immediate service response.
- Reduce the costs of services to the taxpayer.

The key to developing 'joined-up' Government services and streamlining processes for the citizen is the ability to present Government data transparently, irrespective of the Departmental origin, so that services may be delivered in a seamless way as a one-stop transaction for both citizens and businesses. The portal demonstrator provides this ability.

The main objectives of the portal service are:

- Access to Government services from a wide range of locations such as the home and work place, using commercially available technologies, for example, home PCs, kiosks, Interactive Digital Television (iDTV), or web enabled telephone devices.
- Provide secure authentication mechanisms, which are resistant to fraudulent transactions.
- Provide seamless services for the convenience of the citizen or business.
- Provide real time services, which meet citizen and business expectations for modern interactive services.
- Identify how costs may be reduced through an improved service delivery mechanism and process.

Compaq has, on behalf of CITU, designed and implemented a solution for the demonstration phase of the portal service. This has allowed CITU to commission MORI (the market research company) to undertake focus group trials to test the look and feel of the service for ease of use, applicability etc and to report on the development of the pilot service.

The Compaq portal solution embraces the above objectives and contributes towards the Modernising Government agenda. The service on which the demonstrator is based is an individual (citizen) change of address, allowing notification of this to both Inland Revenue (IR) and the Department of Social Services (DSS) through the completion of a single electronic form.

To support this transaction the demonstrator has been developed as a three-tier architecture:

- **A citizen presentation layer:** This provides the electronic form for the citizen to complete with their existing address, new address and identity details such as National Insurance number and date of birth. The user's password is validated by either a smartcard, provided by Barclays Bank - through their Endorse service or by the Royal Mail – through their Viacode service. Optionally, the Viacode service also supports secure password protected digital identity stored on disk.

- **Middle tier:** Using commercially available software and integration products, an XML document is created which provides format and definition for the data within the system. The Post Office Address File (PAF) is then searched. The benefits to this are twofold. To the citizen the PAF allows simplified entry of the address details, with partial information from the citizen (ie. Post Code and House Name/Number) the full address details (if known to the PAF) can be completed automatically. The second benefit of utilising the PAF, is that Government Departments will receive address information that has been verified by a trusted source (ie. The Post Office), thus reducing the chances of incorrect address information being passed to the Departments to process. An electronic mail is then generated and sent to the departmental host system.
- **Government host interface.** An encrypted mail is sent from the portal via the Internet to the host system triggering a change of address process within the Departments.

The approach adopted has embraced commercially available products provided by:

- Compaq – System hardware platform and software security components
- Microsoft – Operating system, web server, integration software.
- Viacode – Authentication software using Entrust products.
- Barclaycard – Authentication software using Endorse
- Cisco – Firewall technology.

### 3. Portal Design

#### Architecture

The Portal system is connected to the Internet via an Internet Service Provider (in this demonstration phase the ISP is Demon) through which all-inbound access and outbound mail messages are sent. The system is protected from unauthorised access through the use of a firewall. The firewall prevents all access to the system except for authentication requests for the Viacode method of authentication using Lightweight Directory Access Protocol (LDAP), and the two encrypted data streams from the citizens presentation layer components.

The inner firewall only allows unencrypted HTTP/HTML data through from the Bastion server to the web server.

The need to support LDAP through the inner firewall is only a requirement of the trial in which a local CA/Directory is used to simplify deployment.

The network connections between servers and firewalls are 100Mbit/sec Unshielded Twisted Pair (UTP)connections.

The web server runs a separate instance of Microsoft's Internet Information Server (IIS) for the Viacode and Endorse encrypted data streams. These separate data streams are presented on separate network interfaces. See Figure 1: CITU Portal System for details.

The web server is also running an instance of an SQL database server and an SMTP mail server that is used to send the electronic triggers to the Departments.

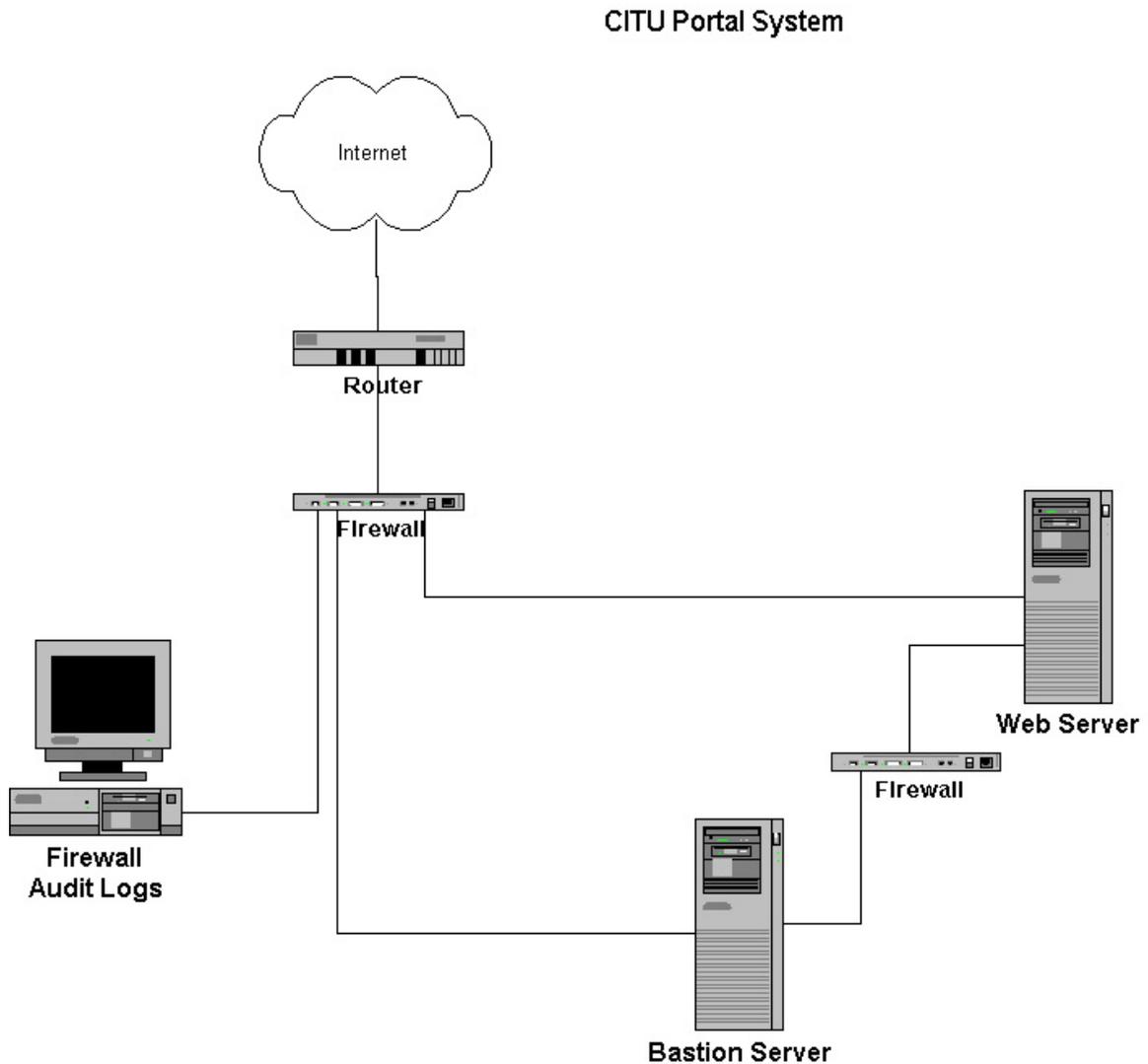
Client data using the Viacode encrypted data stream are directed to the Bastion server for decryption and onward transmission to the web server. The Bastion server will encrypt data returned from the web server for onward transmission to the client browser.

The Endorse data stream is encoded using SSL (Secure sockets layer) and is sent directly to the web server by the Firewall.

Data collected by the web server for each client interaction is formed into an XML document that is stored in a database. The XML document is then passed and encrypted using the Microsoft implementation of DES and sent as an attachment in a mail message to the Departments.

**System Configuration**

The hardware and software platform which hosts the Change of Address Demonstrator, is hosted in a secure computer room at Compaq’s Reading office, the Security Policy Document (not available to the Public) details the exact security configuration. The network configuration of the system components is shown in the diagram below:



**Figure 1: CITU Portal System**

## **Security and Authentication**

The portal provides the citizen with a service to inform separate government departments, via the Internet and in a single transaction, of a change of address. The two departments who are part of this demonstration phase are Inland Revenue and Department of Social Security.

The architecture is most easily described by way of a flow description (see Figure 1).

Due to the timing of the demonstration (i.e., over the Christmas/Millennium period), and the limited scope of the trial, the portal does not directly access the departmental hosts. Instead an electronic trigger, in the form of a mail message, formatted and structured in a particular way is delivered to the departmental systems. This mail message contains all the relevant change of address information and for security purposes is encrypted whilst in transit.

To ensure sufficient confidence that the citizen submitting the change of address request is who they claim to be, a form of authentication has been provided and is detailed below. In addition to the security mechanisms provided to protect the citizen's personal information during transit, and the authentication mechanisms provided to indicate their identify, it has been essential to provide a security barrier, in the form of two firewalls to prevent unauthorised access to the portal itself. The demonstrator provides a one-way communication mechanism (i.e., the citizen communicates to the portal only), although this could be enhanced at a later date into a two-way communication mechanism (i.e. the portal could additionally communicate in real time to the citizen).

Two forms of authentication were used to prove the openness of the architecture and to demonstrate that the citizen would have a choice as to the service provider they may wish to use. This choice and openness is key to encouraging the quick take up of electronic services.

### *Royal Mail - Viacode Authentication*

Viacode authentication requires that the user has either a valid (unrevoked) smartcard containing an Entrust certificate, or has a valid Entrust certificate stored locally on the hard disk of their PC.

The user clicks on a Government Portal desktop icon which in turn requests the user activates their Viacode certificate through submission of their password. The Viacode process will then authenticate both the users certificate and that of the bastion server, against the Viacode Certification Authority (CA) and check that the certificate is valid and has not therefore been revoked.

After successful authentication, the citizen is then granted access to the portal service, through a secure link. The secured link is established between the client PC and the Bastion server. The Bastion server decrypts the data for onward transmission to the Portal web server. All data sent between the web server and the client is sent on this secure link.

Without an authenticated certificate, the user is not granted access to the web site.

*Barclays Endorse Authentication*

The Endorse authentication method requires the user to have a valid smartcard, which has been pre-initialised with the individual users details, issued by Endorse. The Endorse card security functions and services are offered through to applications by a “middleware” software product called iD2 Personal, licensed to Endorse by iD2 Technologies.

The Endorse client connects to the web server using Secure Sockets Layer (SSL) as the underlying encryption technology to provide the two way secure communication channel. For the Portal demonstrator, Verisign certificates installed on both the web server and the client PCs are used to provide the level of trust and security needed for the SSL link. Once the SSL link is established, data is securely encrypted between the citizens PC and Secure server.

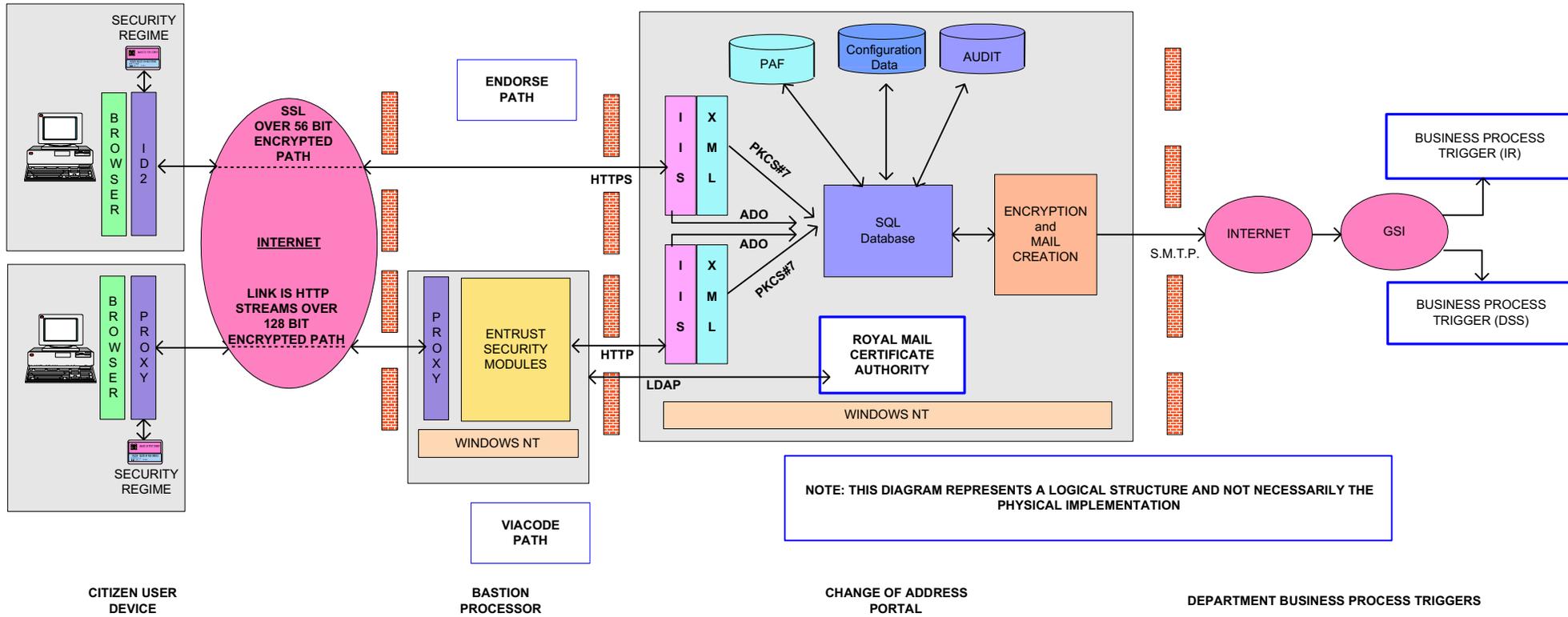
The smartcard is inserted into the citizen’s smartcard reader and the certificates are read from the card and exposed to the client software.

Once the SSL session is established, the citizen can access the protected web site and navigate through the pages comprising the Change of address application.

To submit digitally signed data, the citizen is requested to enter their passphrase, which is validated by the Barclays smart card. If the passphrase is correctly validated, then the data entered on the Change of Address forms by the citizen is transmitted to the card where the private signing key, held securely on the card, is used to create a digital signature.

The signature and form data is transmitted to the Portal. The Portal is then able to verify the signature and corresponding certificate to authenticate the signer of the data (citizen) and Issuer of the certificate (Barclays Bank).

Figure 1 - System Flow Description



**Encryption**

Change of address material is sent to both IR and DSS over the Internet and into the Government Secure Intranet (GSI) using known GSI e-mail addresses. This information is encrypted using the symmetric algorithm Triple-DES and transmitted as an attachment to the e-mail. The attachment is encrypted three times, each time with a different key. The keys are dynamically derived from 3 different passwords using a standard algorithm (SHA1). The passwords are known only to the two decryption PCs located at the DSS and IR and to the Portal's web server.

Within IR and DSS the encrypted attachment is decrypted using a utility provided as part of the demonstrator project.

**Standards based data interchange –XML**

XML (extensible Mark-Up Language) is increasingly being adopted as the *de facto* standard for standards-based data interchange, particularly between different platforms. XML is a key intermediate data format for communication between different platforms, and between applications that cannot be re-designed to support the same data format. Given the need to develop eGovernment solutions that do not involve re-engineering and the wide range of existing backend systems used in Government, XML provides a key technology that will enable the delivery of solutions involving interoperability. XML provides the functionality for the loosely coupled asynchronous communication required between applications that may be running on different platforms.

Compaq has chosen XML to be the Internet normalised data format within the portal architecture. This allows data to be transmitted within the components independent of the delivery mechanism and backend hosts. By utilising this approach Compaq has created a framework whereby emerging technologies, such as BizTalk/GovTalk can be implemented as soon as they are available.

The XML schema is contained in 4 files:

ChangeofAddressSchema.xml  
Instance.xml  
CustomRoutingDSS.xsl  
CustomRoutingIR.xsl

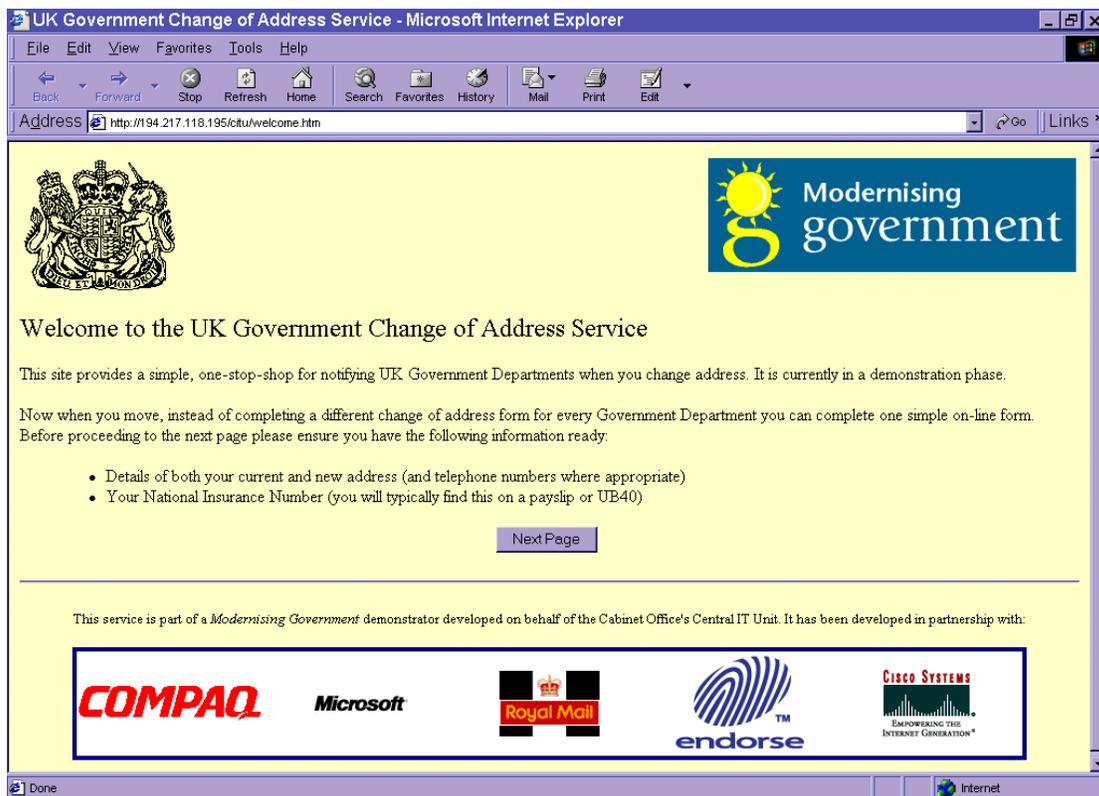
More detailed information pertaining to the above is documented in Annex A.

## 4. Presentation Layer – Screen Shots

The Change of Address Demonstrator takes the user through seven web pages. The format of the web pages is shown below. A description of the citizen interaction and validation of their input is shown in Annex B.

### Introduction Page

The Introduction Page introduces the Change of Address Service and informs the citizen of the necessary prerequisites they require to use the service.



## Personal Details Page

The Personal Details Page records basic details of the user who is submitting the Change of Address request.

UK Government Change of Address Service - Microsoft Internet Explorer

Address <http://194.217.118.195/ctu/PersonalDetails.asp>

**Personal Details**

Title (e.g Mr, Mrs)

Forenames

Surname

Name Suffix (e.g OBE)

Sex  Male  Female

Date of Birth  Day  Month  Year

This service is part of a *Modernising Government* demonstrator developed on behalf of the Cabinet Office's Central IT Unit.

Done Internet

## Old and New Address Page

The Old and New Address Page captures the addresses in terms of house number and postcode. This allows a check against the Post Office's Personal Address File (PAF). If the address is a known and valid address in this file, the full address for the citizen is entered automatically. Where a house number is not part of the address then text is required in the name field.

UK Government Change of Address Service - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address <http://194.217.118.195/cttu/AddressSearch.asp> Go Links

Please enter your house number (or name) and postcode for your old and new address:

**Old Address**

Number

Name (optional)

Postcode

**New Address**

Number

Name(optional)

Postcode

This service is part of a *Modernising Government* demonstrator developed on behalf of the Cabinet Office's Central IT Unit.

Done Internet

## Old and New Address Confirmation Page

The Old and New Address Confirmation Page shows completed address information following a search of the Post Office Personal Address File (PAF). This page allows for additional contact information, such as, old and new telephone numbers and the date from which the change of address is valid.

UK Government Change of Address Service - Microsoft Internet Explorer

Address <http://194.217.118.195/citu/AddressResult.asp>

If your current and new address (displayed below) are not correct, please amend before continuing.  
Fields marked with a star (\*) are mandatory.

Old Address	New Address
12	12
OAKLANDS WAY	LYPIATT STREET
FAREHAM	CHELTENHAM
HAMPSHIRE	GLOUCESTERSHIRE
PO14 4LE *	GL50 2TY *
Old Phone Number 01489 881277	New Phone Number 01242 666777

Moving Date\* 12 Day 03 Month 2000 Year

[Next Page](#) [Clear Page](#)

This service is part of a *Modernising Government* demonstrator developed on behalf of the Cabinet Office's Central IT Unit.

## Departments to Notify Page

The Departments to Notify Page allows the citizen to select the appropriate department they wish to notify. In the demonstration these are the DSS and Inland Revenue or both.

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'UK Government Change of Address Service - Microsoft Internet Explorer' page. The address bar shows the URL: <http://194.217.118.195/citu/Departments.asp>. The page content is as follows:

**Departments to Notify**

Click here to notify the DSS

Click here to notify the Inland Revenue

**Additional Information Required**

National Insurance Number:

Type of New Address:

Reason for Address Change:

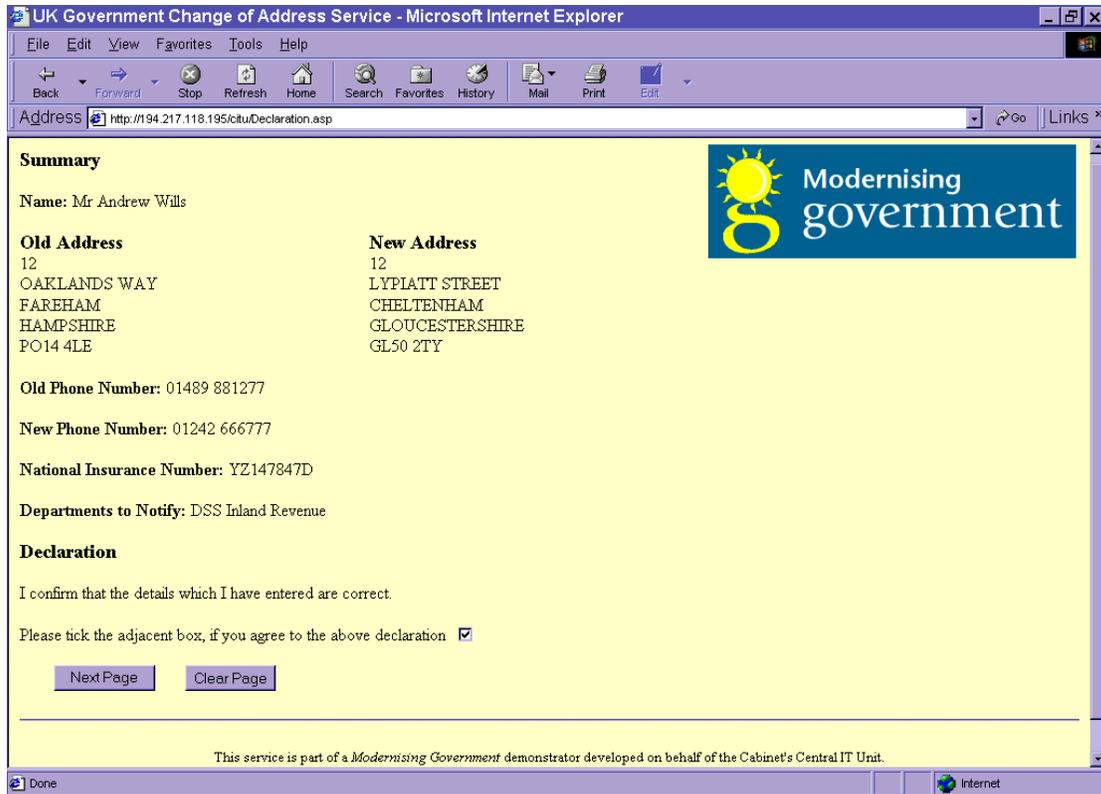
What benefits are you currently in receipt of?

Have any of your other circumstances changed?  Yes  No

This service is part of a *Modernising Government* demonstrator developed on behalf of the Cabinet's Central IT Unit.

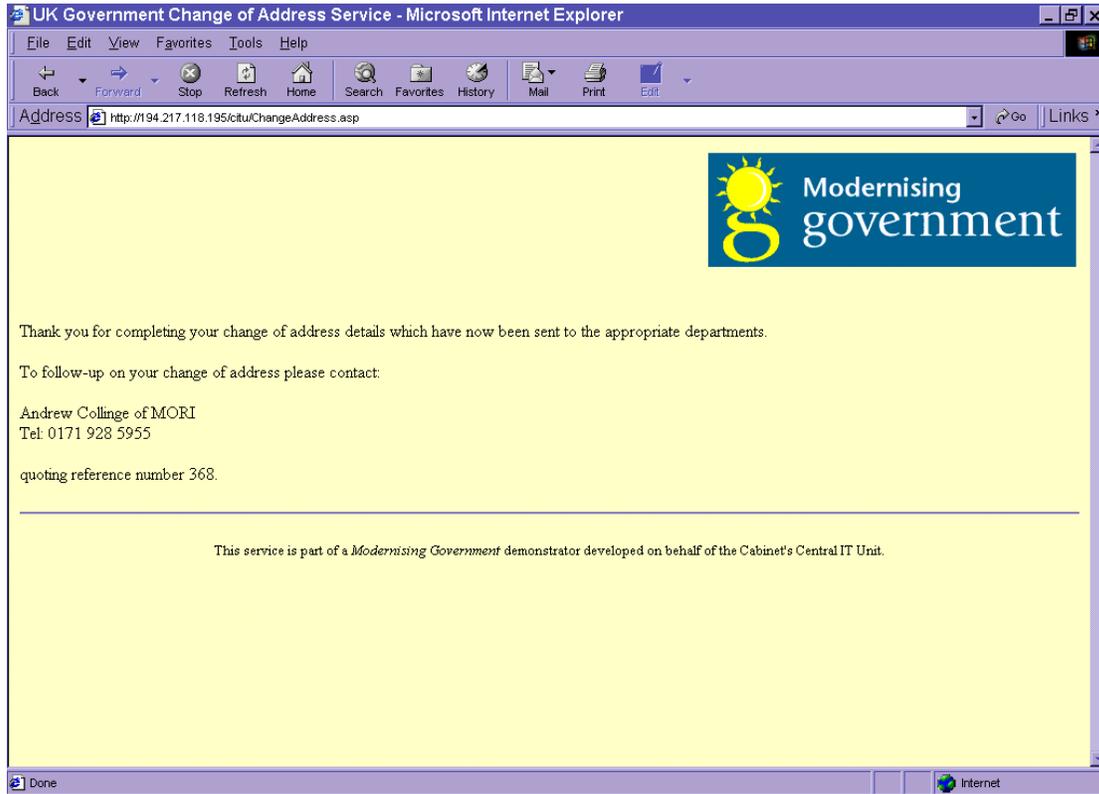
## Summary and Declaration Page

The Summary and Declaration Page summarises the information captured and provides a declaration statement for the citizen to click to ensure that the information entered is accurate and consent for the data to be used by the departments that the citizen has selected for notification. Clicking on “Next Page” triggers an e-mail message to the appropriate department(s).



## Confirmation Page

The Confirmation Page indicates that the transaction has been completed and provides the user with a reference number to quote for follow-up if necessary.



## 5. Annex A – XML Schema Details

### ChangeofAddressSchema.xml

```
<?xml version="1.0"?>
<Schema name="NotificationOfChangeOfAddress" xmlns="urn:schemas-microsoft-
com:xml-data"
  xmlns:dt="urn:schemas-microsoft-com:datatypes">

  <ElementType name="Version">
    <description>Versioning of this schema. Currently not used by the
application</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="DocumentName">
    <description>Identifies the business process</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="AddressType">
    <description>Type of address</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="AddressUse">
    <description>What an address is used for</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="AddressLine">
    <description>Line of an address</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="PhoneNumber">
    <description>Phone number for an address</description>
    <datatype dt:type="String"/>
  </ElementType>

  <ElementType name="PostalCode">
    <description>Postal code of an address</description>
```

```
<datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="AddressValidated">
  <description>Indicates whether an address was validated against a PAF
  file</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="OtherCircumstancesChanged">
  <description>Third party notifier</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="ReasonForAddressChange">
  <description>Reason for changing address</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="DSSServicesUsed">
  <description>DSS Services used by person changing address</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="NINO">
  <description>National Insurance Number</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="UTR">
  <description>Tax Reference Number</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="EffectiveDate">
  <description>Date when new address effective</description>
  <datatype dt:type="date"/>
</ElementType>
```

```
<ElementType name="BirthDate">
  <description>Date of birth</description>
  <datatype dt:type="date"/>
</ElementType>
```

```
<ElementType name="IssuerName">  
  <description>DN of the issuer that issued the certificate. Forms part of the  
  certificate</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="SubjectName">  
  <description>Forms part of the certificate</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="SerialNumber">  
  <description>Forms part of the certificate</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="CertificateInfo">  
  <description>Certificate supplied by user to support non-repudiation</description>  
  <element type="IssuerName" maxOccurs="1" minOccurs="1"/>  
  <element type="SubjectName" maxOccurs="1" minOccurs="1"/>  
  <element type="SerialNumber" maxOccurs="1" minOccurs="1"/>  
</ElementType>
```

```
<ElementType name="Title">  
  <description>Title of person, for example, Mr, Mrs, Lord, Lady</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="Forenames">  
  <description>First names of person</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="Surname">  
  <description>Surname of person</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="NameSuffix">  
  <description>Textual suffix at the end of a person name, for example OBE,  
  MBE</description>  
  <datatype dt:type="String"/>  
</ElementType>
```

```
<ElementType name="ReceiptNumber">
  <description>Receipt number issued by portal and used for tracking
  purposes</description>
  <datatype dt:type="String"/>
</ElementType>
```

```
<ElementType name="DateSubmitted">
  <description>Date and time when change of address notification submitted to
  portal</description>
  <datatype dt:type="dateTime"/>
</ElementType>
```

```
<ElementType name="Gender">
  <description>The gender of a person, male or female</description>
  <datatype dt:type="string"/>
</ElementType>
```

```
<AttributeType name="DepartmentName">
  <datatype dt:type="string"/>
</AttributeType>
```

```
<ElementType name="DepartmentToNotify" content="mixed" model="closed">
  <attribute type="DepartmentName" required="yes"/>
</ElementType>
```

```
<ElementType name="Address" content="eltOnly" model="closed">
  <description>An address</description>
  <element type="AddressType" maxOccurs="1" minOccurs="1"/>
  <element type="AddressUse" maxOccurs="1" minOccurs="1"/>
  <element type="AddressLine" maxOccurs="*" minOccurs="1"/>
  <element type="PostalCode" maxOccurs="1" minOccurs="1"/>
  <element type="PhoneNumber" maxOccurs="1" minOccurs="1"/>
</ElementType>
```

```
<ElementType name="MovingFromAddress" content="eltOnly" model="closed">
  <description>Address person moving from</description>
  <element type="Address" maxOccurs="1" minOccurs="1"/>
  <element type="AddressValidated" maxOccurs="1" minOccurs="1"/>
</ElementType>
```

```
<ElementType name="MovingToAddress" content="eltOnly" model="closed">
  <description>Address person moving from</description>
  <element type="Address" maxOccurs="1" minOccurs="1"/>
  <element type="AddressValidated" maxOccurs="1" minOccurs="1"/>
```

</ElementType>

```
<ElementType name="Person" content="mixed" model="closed">
  <description>The person moving address</description>
  <element type="Title" maxOccurs="1" minOccurs="1"/>
  <element type="Forenames" maxOccurs="1" minOccurs="1"/>
  <element type="Surname" maxOccurs="1" minOccurs="1"/>
  <element type="NameSuffix" maxOccurs="1" minOccurs="1"/>
  <element type="Gender" maxOccurs="1" minOccurs="1"/>
  <element type="BirthDate" maxOccurs="1" minOccurs="1"/>
  <element type="NINO" maxOccurs="1" minOccurs="1"/>
  <element type="UTR" maxOccurs="1" minOccurs="1"/>
  <element type="DSSServicesUsed" maxOccurs="1" minOccurs="1"/>
</ElementType>
```

```
<ElementType name="NotificationOfChangeOfAddress" content="eltOnly">
  <description>The main change of address document</description>
  <element type="Version"/>
  <element type="DocumentName"/>
  <element type="Person" maxOccurs="1" minOccurs="1"/>
  <element type="MovingFromAddress" maxOccurs="1" minOccurs="1"/>
  <element type="MovingToAddress" maxOccurs="1" minOccurs="1"/>
  <element type="EffectiveDate"/>
  <element type="ReasonForAddressChange" maxOccurs="1" minOccurs="1"/>
  <element type="OtherCircumstancesChanged" maxOccurs="1" minOccurs="1"/>
  <element type="ReceiptNumber"/>
  <element type="DateSubmitted"/>
  <element type="DepartmentToNotify" maxOccurs="*" minOccurs="1"/>
  <element type="CertificateInfo" maxOccurs="1" minOccurs="1"/>
</ElementType>
```

```
</Schema>
```

**Instance.xml**

```
<BizTalk>
<Route>
  <From locationID="CITU Portal" locationType="HTTP"
process="CITUChangeAddress" path="" handle="0"/>
  <To locationID="" locationType="" process="" path="" handle="0"/>
</Route>
<Body>
  <NotificationOfChangeOfAddress xmlns="x-schema:c:\Program Files\CITU
Portal\Web Files\Viacode\ChangeOfAddressSchema.xml">
    <Version>0.3</Version>
    <DocumentName>CITUChangeAddress</DocumentName>
    <Person>
      <Title>wer</Title>
      <Forenames>wer</Forenames>
      <Surname>wer</Surname>
      <NameSuffix>wer</NameSuffix>
      <Gender>Male</Gender>
      <BirthDate>1911-11-11</BirthDate>
      <NINO>NY254425B</NINO>
      <UTR> </UTR>
      <DSSServicesUsed>3</DSSServicesUsed>
    </Person>
    <MovingFromAddress>
      <Address>
        <AddressType> </AddressType>
        <AddressUse> </AddressUse>
        <AddressLine>FLAT 1 1</AddressLine>
        <AddressLine>GRAND PARADE</AddressLine>
        <AddressLine></AddressLine>
        <AddressLine>PORTSMOUTH</AddressLine>
        <AddressLine></AddressLine>
        <PostalCode>PO1 2NF</PostalCode>
        <PhoneNumber>234</PhoneNumber>
      </Address>
      <AddressValidated>Yes</AddressValidated>
    </MovingFromAddress>
    <MovingToAddress>
      <Address>
        <AddressType> </AddressType>
        <AddressUse>2</AddressUse>
        <AddressLine>FLAT 2 1</AddressLine>
```

```
<AddressLine>GRAND PARADE</AddressLine>
<AddressLine></AddressLine>
<AddressLine>PORTSMOUTH</AddressLine>
<AddressLine></AddressLine>
<PostalCode>PO1 2NF</PostalCode>
<PhoneNumber>234</PhoneNumber>
</Address>
<AddressValidated>Yes</AddressValidated>
</MovingToAddress>
<EffectiveDate>1911-11-11</EffectiveDate>
<ReasonForAddressChange>2</ReasonForAddressChange>
<OtherCircumstancesChanged>Yes</OtherCircumstancesChanged>
<ReceiptNumber>185</ReceiptNumber>
<DateSubmitted>2000-01-06T20:05</DateSubmitted>
<DepartmentToNotify DepartmentName="DSS"></DepartmentToNotify>
<DepartmentToNotify DepartmentName="Inland Revenue"></DepartmentToNotify>
<CertificateInfo>
  <IssuerName>Fred</IssuerName>
  <SubjectName>Bloggs</SubjectName>
  <SerialNumber>123</SerialNumber>
</CertificateInfo>
</NotificationOfChangeOfAddress>
</Body>
</BizTalk>
```

**CustomRoutingDSS.xsl**

```
<?xml version='1.0'?>
<xsl:stylesheet xmlns:xsl="http://www.w3.org/TR/WD-xsl">
  <xsl:template match="/">
    <xsl:for-each select="//DepartmentToNotify/@DepartmentName">
      <xsl:if test=".[value()='DSS']">True</xsl:if>
    </xsl:for-each>
  </xsl:template>
</xsl:stylesheet>
```

**CustomRoutingIR.xsl**

```
<?xml version='1.0'?>
<xsl:stylesheet xmlns:xsl="http://www.w3.org/TR/WD-xsl" language="VBScript">
  <xsl:template match="/">
    <xsl:for-each select="//DepartmentToNotify/@DepartmentName">
      <xsl:if test=".[value()='Inland Revenue']">True</xsl:if>
    </xsl:for-each>
  </xsl:template>
</xsl:stylesheet>
```

## 6. Annex B User Input and Validation

### UK Government Change of Address Service

#### **Internet Access Method.**

Double click the icon named either “Connect to Demon” or “Demon” from the desktop.

The box “Connect To” now appears.

Check that the User Name and Password have entries in them.

Check that the “Dialling From” box entry is set to “Mori”. If not then select it from the pull down menu.

#### **Endorse Smart Card Only**

Insert Endorse smart card.

Double Click on the Internet Explorer icon from the desktop.

#### **Entrust**

If Entrust is being used with a smart card refer to the section “Entrust Smart Card Only”. If Entrust is being used without a smart card then refer to the section entitled “Entrust – No Smart Card”.

#### **Entrust Smart Card Only**

Insert Entrust smart card.

Double click on the “CITU Portal” icon from the desktop.

The box “Government Portal Log In” will then appear.

If a smart card is being used then the user name should automatically appear.

## ***COMPAQ***

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Enter the password that has been provided by “Mori” and click OK.

Internet Explorer will then automatically load and display the “Change of Address” web site.

**Entrust – No Smart Card**

Double click on the “CITU Portal” icon from the desktop.

When the box “Entrust Direct” appears click “Cancel”.

The box “Government Portal Log In!” will then appear.

Click “Browse” and then select the user profile that matches the user name that was provided. User profiles have the file extension .epf.

Click “open” .

Then enter the password and click OK.

NOTE

Profiles can be found at the following location : c:\Program Files\Entrust\Direct.

**Screen 1 – Welcome to the UK Government Change of Address Service**

Click “Next Page” button to continue.

**Screen 2 – Personal Details**

Title (e.g. Mr, Mrs)	Please type your title, for example one of the following : Mr, Mrs, Ms, Miss, Dr, Prof, Sir.
Forenames	Please type all of your forenames here.
Surname	Please type your surname here.
Name Suffix (e.g. OBE)	If you have for example an OBE, MBE then type it here if you wish, otherwise leave blank.
Sex	Please click either Male or Female as applicable.
Date of Birth	Please type your date of birth in the format ddmmyyyy e.g. 01 12 1964.

Then please click the “Next Page” button once you are happy with the details you have entered.

**Screen 3 - Address Information**

Old Address

Number  
Name (optional)

Please type your house number here.  
If you have a house name you may type it here. Otherwise leave it blank.

Postcode

Please type your postcode here. Type the first part of your postcode in the first box e.g. GL51, and the second part in the second box e.g. 0PQ.

New Address

Number  
Name (optional)

Please type your house number here.  
If you have a house name you may type it here. Otherwise leave it blank.

Postcode

Please enter you postcode here. Type the first part of your postcode in the first box e.g. GL51, and the second part in the second box e.g. 0PQ.

Then please click the “Next Page” button once you are happy with the details you have entered.

**Screen 4 – Address Check**

Please check that the information in the “Old Address” and “New Address” boxes are correct. If it is not correct then please type the correct information.

Old Phone Number	You may type your old telephone number here if you wish, otherwise leave blank.
New Phone Number	You may type your new telephone number here if you wish, otherwise leave blank.
Moving Date	Please type the date you will move to your new address. This should be in the format ddmmyyyy e.g. 03 01 2000.

Then please click the “Next Page” button once you are happy with the details you have entered.

**Screen 5 – Departments to Notify.**

Departments to Notify

Click here to notify the DSS	Please click in the box provided to notify the Department of Social Security (DSS) of your change of address.
Click here to notify the Inland Revenue	Please click in the box provided to notify the Inland Revenue of your change of address.

Additional Information Required

National Insurance Number	Please type your National Insurance Number in the box provided. (e.g. AA111111B) The final letter of the National Insurance number should be A, B, C, D or blank.
Type of New Address	Click the downward pointing arrow at the right of this box and click on either Residential, Correspondence, Self-employed Business Address or Business, as appropriate.

Reason for Address Change

Click the downward pointing arrow at the right of this box and click on the appropriate option e.g. Full time education.

What benefits are you currently in receipt of?

If you are currently in receipt of benefits, please select the appropriate option. If you currently receive more than one type of benefit you can select each benefit type by pressing the Ctrl button on the keyboard whilst selecting the relevant benefit options. If you are not on benefits, please click None.

Have any of your other circumstances changed?

If any of your other circumstances have changed then click Yes, otherwise click No.

Then please click the “Next Page” button once you are happy with the details you have entered.

**Screen 6 - Summary and Declaration.**

Please read the Declaration.

Please tick the adjacent box, if you agree to the above declaration.

Once you have read the declaration and are happy to agree to it then click in the box provided.

Then please click the “Next Page” button.

**Microsoft Internet Explorer box.**

You are about to sign the information in this form indicating that you agree with its contents. Click OK to continue.

Click the OK box to continue.

**Endorse Smart Card**

If you are using an Endorse smart card then use the following instructions. If not then please disregard this section.

**Internet Explorer box**

A script is accessing some software (an ActiveX control) on this page which has been marked safe for scripting. Do you want to allow this?

Please click the YES button.

**ID2 Personal box**

Enter PIN for Endorse

Enter PIN number provided.