



A convenient click

At the Commission we recognise the need to be accessible to our customers. With this in mind our new electronic service **Click** is being introduced to make it easy for you to send us your Annual Return submissions and Summary Information Returns online. You will also be able to notify us of changes to your charity details when they happen and send us secure messages, including the attachment of charity accounts. We also have ambitions to extend **Click** to other areas in the future.

Being an online system **Click** will have all the advantages of being available to you around the clock from the convenience of your own computer. It will help you cut down on your paperwork and, on acknowledgement from us, will provide assurance that your information has been received safely and securely.

If you have any queries about online services you can email us on clickinformation@charitycommission.gsi.gov.uk or telephone us on our dedicated Contact Centre helpline 0845 300 0197 9.00 am to 5.00 pm Minicom users can contact us on 0845 300 0219.

More information about our online services can be found on our website at www.charitycommission.gov.uk

Click
in touch, online



Design: thiswayupdesign.co.uk

Click
in touch, online



For fast,
efficient service...
just click online





Stage 1

Stage 1. The launch

We want to be sure that **Click** works well for you. To do this **Click** has been extensively tested before being released to our customers. The release will be staged; charities with annual incomes of more than £250,000 will have the first opportunity to use **Click** in September 2005 followed by charities with incomes of £250,000 or less by the end of the year.

Passwords

You will receive a password by post which can be used to register your secure online link with **Click**. The password is unique to your organisation.

Look out for the arrival of your password. The sooner you register it with **Click**, the sooner you can start saving on your valuable time.

Stage 2

Stage 2. Using the services

Online Annual Returns

Click will make it easier for charities to complete and submit their Annual Return online including the Summary Information Return for those charities with an income of £1m or more. We will let you know as soon as your online returns are available.

Updating information

Updating information in the public domain is vitally important for charities, their supporters, donors and the general public. **Click** will enable you to notify updates to your entry on the Register of Charities quickly and efficiently without the need to write to us.

Secure messaging and sending documents

You will also be able to send secure messages to the Commission and attach charity accounts or other documents to your message. Accounts will only be accepted in a Portable Document Format (PDF) to ensure that they look the same as your original documents. **Click** will provide the assurance by email that your documents have been received.

Stage 3

Online registration

Online registration of new charities will provide quicker and more efficient processing of applications to become a new charity. This service will be available from November 2005.

Stage 3. Future developments

Stay in touch with developments

Click won't stand still. We are planning to develop further online services, for example enabling charities to obtain interactive advice and guidance.

Regular updates about **Click** will appear on our website and in publications such as Charity Commission News.