



ARCHIVES CARD FREQUENTLY ASKED QUESTIONS

Q. What is the Archives Card?

A. The Archives Card is a modern digital card-based system which provides service users with easy access to participating archives across the UK and Ireland.

Q. Who operates the Archives Card scheme?

A. The Archives Card scheme is operated by ARA Commercial, which is a subsidiary of the Archives and Records Association, the leading body for archives in the UK and Ireland.

Q. Where is the data collected by the scheme held?

A. The Archives Card uses tried and tested software developed by ASI. Its UK franchisee, iFinity stores and processes the data on behalf of ARA Commercial in a UK data centre.

Q. Is the Archives Card scheme compliant with data protection legislation in the UK and Ireland?

A. Yes

Q. What are the benefits of joining the scheme?

A. There are a number of benefits to archive services joining the scheme, including enhancing your user experience, accessing invaluable insight about service users, improving your reporting, enhancing your security. Additionally, it helps with UK Archive Service Accreditation standards and Places of Deposit requirements. More details of the benefits [can be found here](#).

Q. Will we need to purchase anything upfront when joining?

A. You will need a staff computer with internet access, a webcam and a barcode reader. The webcam and barcode reader will be a one-off, upfront investment of around £40. If you would like your users to be able to register themselves onsite, you will also need a public computer or mobile device with internet access.

Q. Are there any costs to service users when applying for an Archive Card?

A. No, there is no cost to users to join the Archives Card scheme. The card is valid for five years.

Q. Will we receive any training on how to set up and deploy the Archives Card system?

Yes. When you sign up you will be sent simple set up instructions and a user manual to train staff in setting up and using the system and issuing the cards.

Q. What happens if we encounter a problem with the server?

A. The software will be updated regularly and maintained by iFinity on behalf of ARA Commercial. In the event of any technical issues you experience with the software, please contact archivescard@archives.org.uk.

Q. How many cards will we receive when signing up?

A. When signing up, simply let us know how many cards you require. If your stock of cards is running low, we can send out additional cards.

Q. What data will we have access to when we have joined the scheme?

A. Visual dashboards will allow you to see in real-time graphical representations of where your users are coming from, dates of entry and other information which is helpful for improved security and planning. You will have access to previously unavailable real-time data and will be able to see exactly who is using your service and where they live – down to specific postcode level so you will be able to identify whether your users are from within or outside the county, and whether you have any overseas-based users. You will also be able to better plan your targeted marketing activities for any areas that are geographically underrepresented.

Q: An Archives Card applicant has used his work address instead of his home address on his application form so his ID documents don't match the address supplied on the application form. Is this application valid?

A: No. The Archives Card ID verification process is based very closely on that of The National Archives, the British Library and London Metropolitan Archives, which in turn are derived from UK government guidance. Please refer to this link for background.

<https://www.gov.uk/government/publications/identity-proofing-and-verification-of-an-individual>

Accepting a work address as a valid address not only affects you but it also weakens the whole system.

Q: We have been helping some of our users to sign up for Archives Cards by going through the application process with them on the public computers in our search room. We noticed that the e-mail address of the last person to input data into the Archives Card website appears automatically on each public computer. Is there a way to resolve this?

A: Yes. To resolve this, you need to turn off autofill on your public computer/s. Instructions on how to do this can be found [here](#).

Q: Some of our service users are telling us they have already filled out the application form online, but we can't find them on the system. Why would this happen?

A: If there is no application to review when you open a user's record the user has not completed their application by clicking on the 'Submit' button. This may be because they skipped supplying a photograph and didn't then scroll down far enough past that stage.

Simply ask them to log in to their account on their own device or your public computer, call up their application and click on 'Sign up'. This will take them to the latest completed stage of their application. They will then need to continue from that point and click 'Submit' at the end.

Q: A number of our service users have not been able to take their own photos. How can we help them?

If service users are unable to provide their own recent passport-style photograph (head and shoulders only) in electronic format, a member of staff at your archive should take their photograph using a webcam.

Q: I am an archives office staff member and I am interested in getting an Archives Card for my own personal use in other archive services. Is this possible?

A: Yes. If you would like a card for your own personal use, you will need to register separately with your home email address because the system only allows one registration per email address. You will then have two separate logins and two distinct passwords – one as a service user and one as a staff member. It is important to only process new service users' applications when you are logged in as a staff member.

Q: We would like to promote the Archives Card on our website. Are you able to provide us with some wording?

A: Suggested text, in English and Welsh, is attached below:

HOW TO GET AN ARCHIVES CARD

The Archives Card is an individual archive user's card which gives you access to a wealth of original archive material held in archives across the UK. Anyone aged 14 or over can apply for an Archives Card, which is free of charge and valid for five years.

You will need to apply for a card if you wish to view original documents in any of the participating Archives Card services. You can start the simple registration process today by clicking the link at the bottom of this page which takes you straight to the application form.

To complete your registration, you will need to visit one of the participating archives within three months of submitting your form otherwise your form will be deleted and you will have to enter your details again.

You will need to take two forms of ID with you. The accepted forms of ID are:

A. Proof of identity (must include a valid signature):

- Passport
- Driving licence
- Bank card
- Credit card
- Government / local council staff ID
- UK or other European Union national ID card
- Police / Customs / Home Office warrant card
- HM Forces ID card
- Sea/Air Master's licence
- NUJ pass

B. Proof of address:

- Driving licence with address
- TV licence
- Utility bill (issued within the last three months)
- Bank / building society statement (issued within the last three months)
- Credit card statement (issued within the last three months)
- Council tax bill / Council rent book (most recent bill)
- HM Revenue and Customs statement
- Passports with address (where the address has been officially entered by the issuing authority)
- UK or other European Union national ID card with address
- Home Office permit to stay
- University certificate for hall of residence (stamped and signed by institution)

- UK Firearms licence
- Home insurance policy (policy must be in force)
- International student photo card

A staff member at the archive will check your forms of identity and once approved, issue your card.

To save time on arrival, we recommend that you start your registration online before your visit. Then all you have to do when you visit is provide proof of your ID.

A recent passport-style photograph (head and shoulders only) in electronic form is an essential part of the registration process. You can either add this yourself to your registration form or wait until you visit your chosen archive to complete registration, where a member of staff will take your photograph.

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<https://archivescard.com/>

SUT I GAEL CERDYN ARCHIFAU

Tocyn darllenydd archifau unigol yw'r Cerdyn Archifau ac mae'n rhoi mynediad ichi i doreth o ddeunyddiau archif gwreiddiol mewn archifdai ledled y DU. Caiff unrhyw un sy'n 14 oed neu drosodd wneud cais am Gerdyn Archifau, sydd ar gael yn rhad ac am ddim ac sy'n ddilys am bum mlynedd.

Mae angen ichi wneud cais am Gerdyn os ydych yn dymuno gweld dogfennau gwreiddiol yn unrhyw un neu ragor o'r archifau sy'n cymryd rhan. Gallwch ddechrau'r broses gofrestru syml heddiw drwy glicio ar y ddolen ar waelod y tudalen sy'n mynd â chi yn syth i'r ffurflen gais.

I orffen cofrestru, bydd angen ichi ymweld ag un o'r archifau sy'n cymryd rhan yn y cynllun o fewn tri mis ar ôl cyflwyno'ch ffurflen, fel arall bydd eich ffurflen yn cael ei dileu a bydd yn rhaid i chi nodi eich manylion eto.

Bydd angen i chi fynd â dau fath o ddogfen adnabod gyda chi. Y mathau derbyniol o ddogfen yw:

A. Prawf adnabod (rhaid iddo gynnwys llofnod dilys):

- Pasbort
- Trwydded yrru
- Cerdyn banc
- Cerdyn credyd
- Cerdyn adnabod staff y Llywodraeth / cyngor lleol
- Cerdyn adnabod dinesydd o'r Deyrnas Unedig neu wladolyn arall o'r Undeb Ewropeaidd
- Cerdyn gwarant Heddlu / Tollau / Swyddfa Gartref
- Cerdyn adnabod Lluoedd Ei Mawrhydi
- Trwydded Meistr Môr/Awyr
- Cerdyn NUJ

B. Prawf cyfeiriad (ni dderbynnir allbrint o'r rhyngwyd na chyfriflenni ar-lein):

- Trwydded yrru gyda chyfeiriad

- Trwydded deledu
- Bil cyfleustodau (a anfonwyd yn ystod y tri mis diwethaf)
- Cyfriflen banc / cymdeithas adeiladu (a anfonwyd yn ystod y tri mis diwethaf)
- Cyfriflen cerdyn credyd (a anfonwyd yn ystod y tri mis diwethaf)
- Bil treth gyngor / llyfr rhent cyngor (y bil mwyaf diweddar)
- Cyfriflen Cyllid a Thollau Ei Mawrhydi
- Pasbortau gyda chyfeiriad (pan fo'r cyfeiriad wedi'i roi'n swyddogol gan yr awdurdod a roddodd y pasbort)
- Cerdyn adnabod dinesydd o'r Deyrnas Unedig neu wladolyn arall o'r Undeb Ewropeaidd gyda chyfeiriad
- Trwydded i aros gan y Swyddfa Gartref
- Tystysgrif prifysgol ar gyfer neuadd breswyl (wedi'i stampio ac wedi'i lofnodi gan y sefydliad)
- Trwydded Dryll o'r Deyrnas Unedig
- Polisi yswiriant cartref (rhaid i'r polisi fod mewn grym)
- Cerdyn ffotograff rhyngwladol i fyfyrwr

Bydd aelod o staff yr archifau'n gwirio bod y rhain yn ddilys ac, os ydyn nhw, yn rhoi'ch Cerdyn i chi.

I arbed amser ar ôl cyrraedd, rydym yn argymhell eich bod yn dechrau cofrestru ar-lein cyn eich ymweliad. Wedyn, y cyfan y bydd rhaid ichi ei wneud pan fyddwch yn ymweld â'r archif yw profi pwy ydych chi.

Mae ffotograff pasbort diweddar (pen ac ysgwyddau yn unig) ar ffurf electronig yn rhan hanfodol o'r broses gofrestru. Gallwch naill ai ychwanegu hwn at eich ffurflen gofrestru eich hun neu aros nes y byddwch yn ymweld ag archif o'ch dewis i orffen cofrestru, lle bydd aelod o'r staff yn tynnu'ch llun.

Mae angen ichi gwblhau'r broses gofrestru o fewn tri mis ar ôl cyflwyno'ch ffurflen, neu fel arall caiff ffurflen ei dileu a bydd rhaid ichi deipio'ch manylion eto.

Mae cynllun y Cerdyn Archifau'n cael ei weithredu gan ARA Commercial, sy'n is-gwmni i'r Gymdeithas Archifau a Chofnodion, sef y prif gorff i archifau yn y Deyrnas Unedig ac Iwerddon.

<https://archivescard.com/cy>