



Trusted Access

Trusted Access takes the burden off back office staff by allowing others access to information within Academy systems without using Academy.

The service can be provided to Citizens Advice Bureaux, Out Reach advice centres as well as front office and contact centre staff. Those with Trusted Access will be able to instantly resolve queries, assisting with the provision of a high quality service whilst at the same time reducing the demands placed on back office teams.

Capita's Trusted Access module provides a secure method of accessing information from the following back office systems:

- Academy Council Tax
- Academy Benefits
- Academy Business Rates
- Academy Housing Rents

Users of Trusted Access can view the same information that is available to citizens using the Self Service web applications. This includes:

Council Tax

- Account summary information
- Correspondence
- Details of discounts and reliefs

Benefits

- Summary of Benefits claimed
- Benefit award details
- Correspondence

Non Domestic rates

- Account summary information
- Correspondence
- Details of discounts and relief's

Housing Rents

- Last 90 days account history
- Details of Debits and Credits

CAPITA

If available, Trusted Access users can also access services such as e-pay and Change Of Address, allowing them to enter payment details or changes of address instead of back office staff.

The product features many safeguards to ensure that information is kept secure and private.

- Encryption – all data is transmitted over an encrypted connection.
- User permissions – comprehensive control over user permissions means that a user's access may be restricted to a specific area such as Council Tax, and search fields made mandatory, forcing users to enter specific information such as Account Reference in order to retrieve account and claim details.
- Audit trail – all access to accounts and claims by Trusted Access users is recorded, and can be audited by the authority to check for inappropriate access.

Benefits:

- More accessible information – Trusted Access expands the contact channels for your authority making information easily accessible to your customers
- Improved customer service – many queries can now be resolved instantly by those on the front line, without the need to pass enquiries to back office staff
- Reduced burden – fewer queries are passed to the back office, freeing up staff time to focus on other tasks

For further information, please contact your Account Manager