



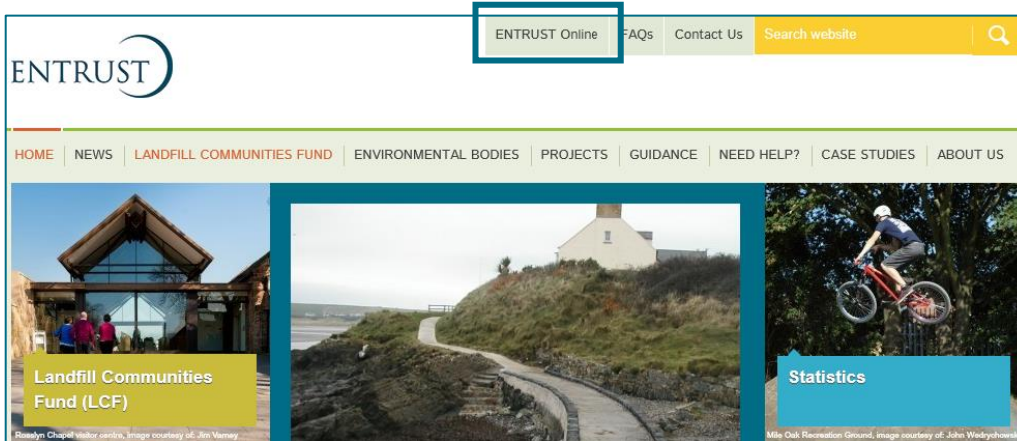
How to update an Environmental Body (EB) main contact

1. Introduction

- 1.1 Every Environmental Body (EB) enrolled with ENTRUST has a main contact. The main contact receives all correspondence from ENTRUST therefore it is important that your EB's main contact details are always up to date and correct. If not, important correspondence may be missed. This correspondence may be regarding your statutory obligations.
- 1.2 Main contacts have full permissions on ENTRUST online (EOL) and can carry out the full range of activities required of EBs such as completing annual returns and registering projects. Main contacts are also able to edit the other contacts at your EB including directors and trustees. A main contact could be a governing member of the organisation but doesn't need to be.
- 1.3 When there is a change of main contact we must be informed as soon as possible. The easiest and most convenient way of updating your main contact is for the departing main contact to make the change on EOL. The following shows you how to make this change on EOL.
- 1.4 If the departing main contact is not able to make the change on EOL then a form will need to be sent to us and we will set up the new main contact. The Main Contact Update Form can be found on our website in the [Paper Forms page](#) and the completed form should be sent to helpline@entrust.org.uk or posted to ENTRUST, 60 Holly Walk, Leamington Spa, CV32 4JE.

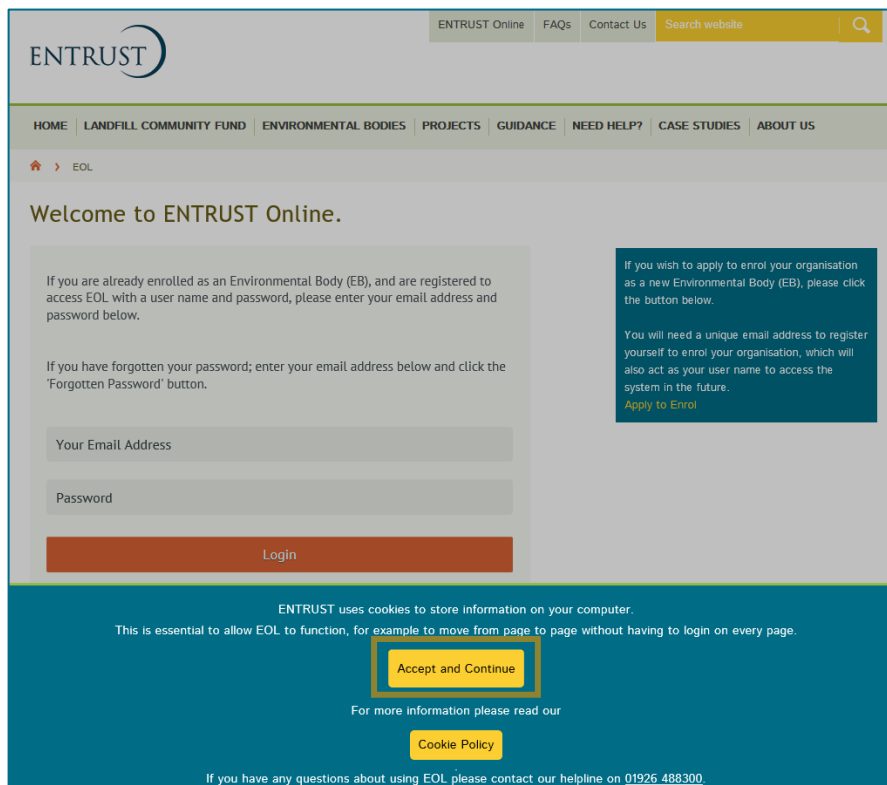
2. Login to EOL

2.1 You can log on using <http://eol.entrust.org.uk/> or through our website link www.entrust.org.uk and click on the 'ENTRUST online' at the top of the website home page as illustrated below.

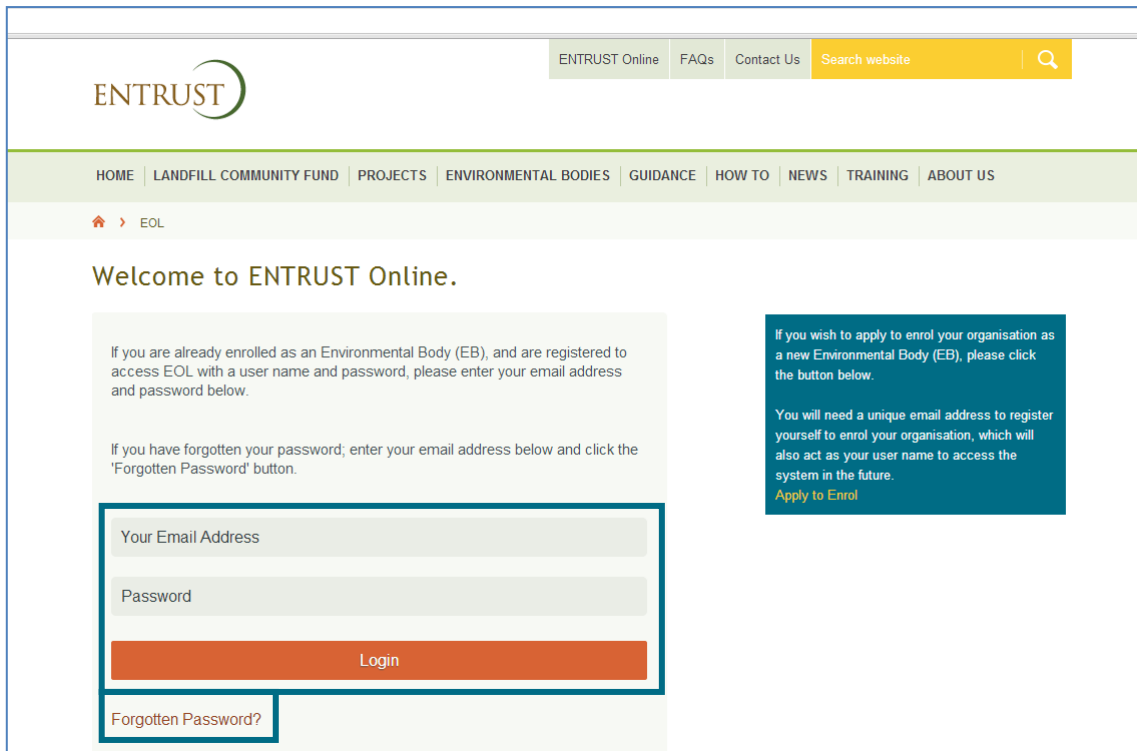


2.2 You will then be directed to the EOL login page.

2.3 If this is the first time you have visited EOL on your computer you will need to click on the 'Accept and Continue' button at the bottom of the page to allow cookies before attempting to login. You will need to do this every 90 days. For more information on Cookies and how EOL uses them please visit our [Cookie Policy](#).



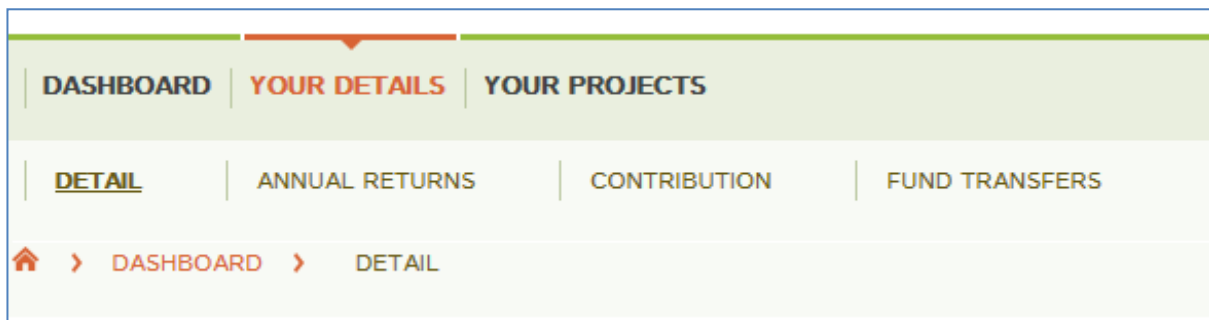
2.4 Enter your email address (user name) and password in the appropriate box and click on 'Login'. Alternatively, if you have forgotten your password, click on the 'Forgotten Password' link and follow the instructions.



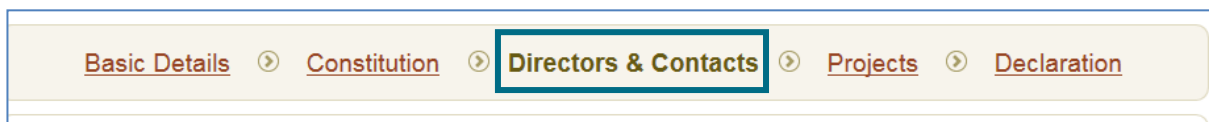
- 2.5 Once logged in you will be taken to the dashboard for your EB. The dashboard is the main page for your EB and contains links to all the functions available to an EB.

Edit your EB's main contact

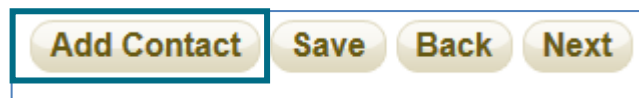
- 3.1 Go to the DETAIL tab within 'YOUR DETAILS'.



- 3.2 Go to the Directors and Contacts page contained on the DETAIL tab. This page contains all the contacts listed for your EB including directors and trustees.



- 3.3 If the new main contact is not already listed then click 'Add Contact' at the bottom right side of the page to add his or her details.



- 3.4 Complete the General Details requested: Title, name and email address. We issue key communications by email so an email address should be provided if at all possible. If an email address is provided tick the 'yes' option regarding whether they will log on to EOL. It is recommended that the main contact has access to EOL as this is the easiest and most convenient way by which EBs can carry out the tasks required of them. Once saved, a password will automatically be sent to the email address so the new contact can login. If the person is also a governing member tick 'yes' and then add the extra details as requested.
- 3.5 Make sure that the person is ticked as the main contact. This will automatically make this person the new main contact and remove this designation from the old main contact. Press Save.

General Details

Title * required Other
Please Select

Forename * required Surname * required

Email

Is this person the Main Contact?

Only the main contact can amend the EB details and changed/add other contacts.
You can only have one main contact.
Other users can view the EB details and complete project returns.

Will this person log on to EOL? Yes No (If you select this option, your contact will receive an e-mail with their logon details)

Is this person a director or governing member? Yes No (You will need to enter additional details for all of the directors)

Save **Back to Listing**

- 3.6 If the new main contact is already listed as a contact then simply check that an up to date email address is provided, tick that he or she is the new main contact and that access to EOL is required (if not already ticked) within the General Details of the contact. Press Save.
- 3.7 On the Directors and Contacts page the new main contact will be marked as such.

Contact	Main Contact	Director	Has Logon	Council Employed	Landfill Employed	DOB	Occupation	Employer	
Victoria Smythe	Yes	-	Yes	-	-	-			Remove

- 3.8 The new main contact will then be able to remove the old contact by pressing the Remove button. If the old contact is not leaving the EB completely (for example they are no longer the main contact but are still a trustee or director) then nothing needs to be done.

Contact	Main Contact	Director	Has Logon	Council Employed	Landfill Employed	DOB	Occupation	Employer	
Steve Smith	-	-	Yes	-	-	-			Remove

If you need any assistance updating your main contact please contact us on helpline@entrust.org.uk or 01926 488 300.