



Note No. A227/17

Protocol Directorate of the Foreign and Commonwealth Office presents its compliments to all diplomatic missions and international organisations and has the honour to enclose a note from the Heathrow Airport ID Centre Team about a new requirement to use the Airport's secure online portal when applying for identity passes.

Any queries about this new requirement should be directed to the Heathrow Airport ID Centre Team, whose contact details are contained in the note.

Protocol Directorate avails itself of this opportunity to renew to all diplomatic missions and international organisations the assurances of its highest consideration.

FOREIGN AND COMMONWEALTH OFFICE
LONDON SW1A 2AH

2 November 2017





Requirement to register with IDGateway

Dear Diplomatic Missions and International Organisations,

As of January 2018, to enhance security measures and improve customer experience, all ID Pass applications must be submitted via IDGateway, a secure online portal. Due to this change, the ID Centre will no longer process paper based Heathrow ID Pass applications after this date.

IDGateway requires you to nominate an Authorised Signatory. An Authorised Signatory is a **nominated Diplomatic Mission and International Organisation employed official** who plays an important role in processing the Diplomatic Missions and International Organisations Heathrow ID needs and their on-going pass management.

In the coming weeks we will be inviting nominated Authorised Signatories to attend a forum to provide them with the required training.

In order to register with IDGateway and receive your Authorised Signatory unique log in details, please provide the **full legal name** of the nominated person along with an **official email address**. Please send these details to id_centre_communication@heathrow.com no later than the 27th November 2017.

Should you have any queries please contact us on id_centre_communication@heathrow.com or call 0208 757 0990.

Kindest Regards,

The Heathrow ID Centre Team