# RTITB NORS Operator e-Card – Getting Started

Welcome to this short introduction to Operator e-Cards. As a business we have taken the decision to stop producing and supplying physical NORS operator cards. The move to e-Cards has been made possible by the eWallet technology included in Apple and Android smartphones. This is a great way to cut the time it takes to get cards out to operators, and to reduce the environmental impact of card production.

Don't worry, your e-Card will carry the same weight as the traditional physical cards that you might be familiar with, and employers will still be able to read basic information about your qualifications straight from the screen as well as scan a QR code for more information accessed straight from our national database. This is an exciting step in the evolution of operator registration, and we hope you'll enjoy taking this step with us.
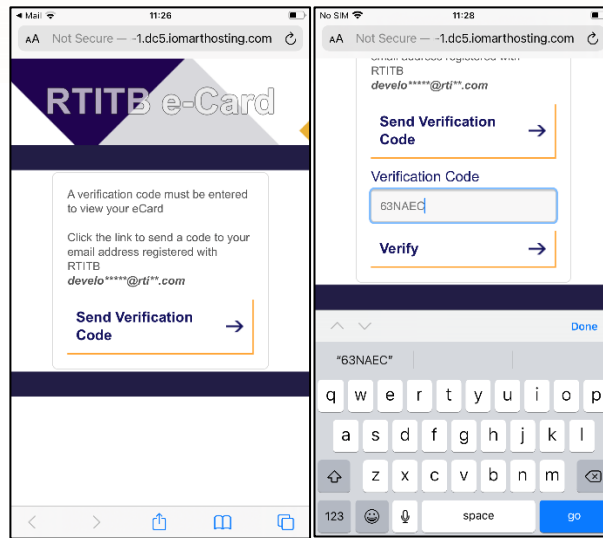
In this short how-to, we'll show you how to download your e-Card, how to store it in the eWallet on your phone, and how to access it when you need it. The document is split into an Apple section and an Android section, skip to the relevant section, and find out how to access you e-Card today!
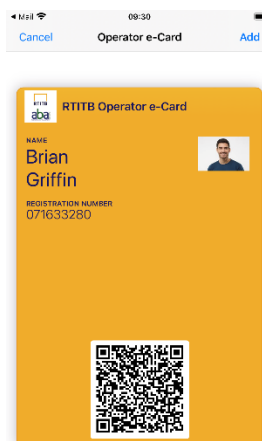
## Apple

You'll need Apple Wallet 🗂 on your phone – it should come as standard on your device but if you don't have it, it can be downloaded free from the App Store 🅰. Make sure your device has access to Apple Wallet before following the instructions below.

### Downloading your e-Card

1. You will receive an email containing a download link – depending on your training provider's arrangement with RTITB, your download link will either be sent from them or it will come directly from nors_team@rtitb.com.
2. Open the email containing the link on your mobile phone.
3. Tap on the link.
4. You'll be directed to a verification page. The verification process involves the sending of a unique 6-digit code to your email address in order to confirm you are the correct recipient of the e-Card. Press the 'Send Verification Code' button.

5. Check you email account (this will be the address that you supplied as you contact address when you registered for your course). You'll receive an email from [nors_team@rtitb.com](mailto:nors_team@rtitb.com). The email will only contain a 6-chaarcter code. Enter the code exactly as it appears in the email in the space provided on your phone and then press the **Verify** button.

6. Once verification is complete, you'll see a screen that gives you the option of downloading your e-Card to your phone's wallet or, alternatively, you can download and save a PDF version of the card, which can be printed if you would rather have a physical copy. Tap on **Add to Apple Wallet** to save the card to your eWallet.

7. The card will be displayed on your phone screen. Tap **Add** to save the card to your wallet – **It's important you complete this step as the card will not be saved your phone until you actually** Add **it.**

8. The screen card preview will clear from the screen. Press the **Home** button to return home.

## Viewing your e-Card

1. Open Apple Wallet.
2. Your NORS e-Card will be displayed with any other cards in your wallet. Tap to view it.
3. The 'front' side will be shown initially and will show your name, photo, registration number and a QR code that can be scanned to view your complete record on another device.
4. Press the 3 dots at the top-right of the screen to view the 'back' of the card.
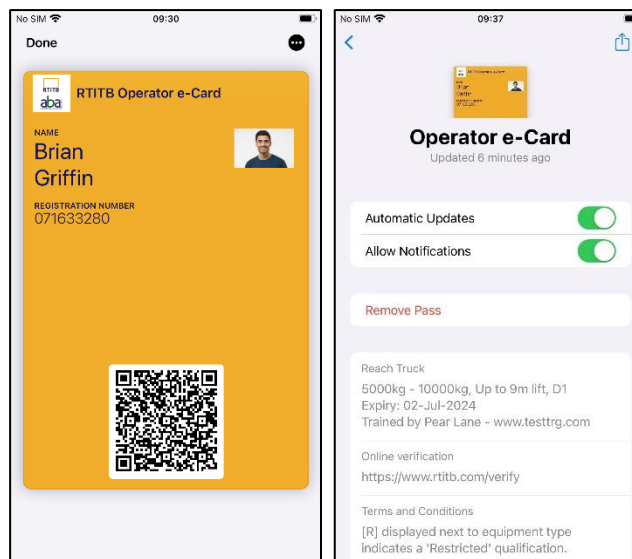


5. The reverse side will show your most recent registrations (note: due to Apple limitations, up to 10 registrations can be shown on the card; to view other registrations, please scan the QR code or visit our online verification site to view full details).
6. Leave **Automatic Updates** set to **on** to ensure that changes to your card are applied automatically – e.g., when additional qualifications are added, or expiry dates are refreshed via a future download link.
7. The **Remove Pass** button will remove the card from your wallet but it will not remove your registration from our database.

## Refreshing Registrations/Adding New Registrations

Each time you refresh or a new registration is added to your NORS record, you will be sent a new download link so that you can add the new information to your card.

The process for refreshing existing registrations or adding new registrations is the same as the process described above for downloading your e-Card. However, because the card already exists in your wallet, after verification you will see the following message:
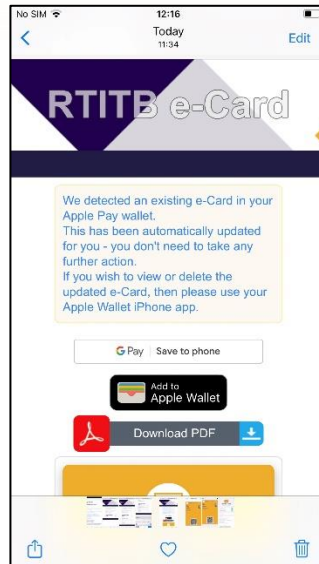
For an Apple device, the change will be visible on your e-Card within 10-15 minutes. However, if you wish to force the update through immediately, tap the **Add to Apple Wallet** button.

## Android

You'll need Google Pay  on your phone – it should come as standard on your device but if you don't have it, it can be downloaded free from the Play Store  . Make sure your device has access to Google Play before following the instructions below.

## Downloading your e-Card

1. You will receive an email containing a download link – depending on your training provider's arrangement with RTITB, your download link will either be sent from them or it will come directly from [nors_team@rtitb.com](mailto:nors_team@rtitb.com).
2. Open the email on your mobile phone.
3. Tap on the link.
4. You'll be directed to a verification page. The verification process involves the sending of a unique 6-digit code to your email address to confirm you are the correct recipient of the e-Card. Press the 'Send Verification Code' button.
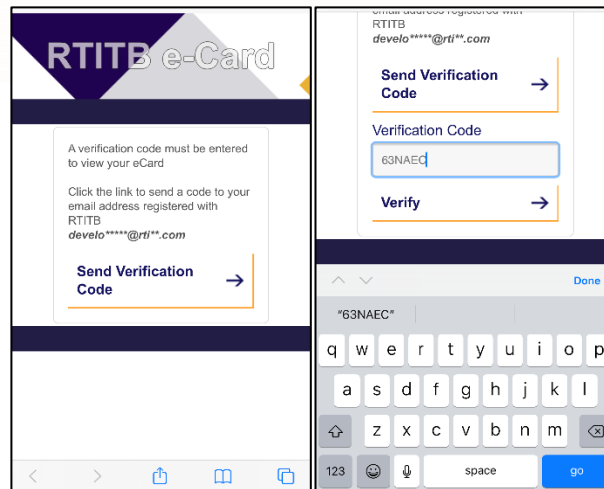
5. Check your email account (this will be the address that you supplied as you contact address when you registered for your course). You'll receive an email from [nors_team@rtitb.com](mailto:nors_team@rtitb.com). The email will only contain a 6-chaarcter code. Enter the code exactly as it appears in the email in the space provided on your phone and then press the **Verify** button.

6. Once verification is complete, you'll see a screen that gives you the option of downloading your e-Card to your phone's wallet or, alternatively, you can download and save a PDF version of the card, which can be printed if you would rather have a physical copy. Tap on **G Pay Save to Phone** to save the card to your Google Pay wallet.

7. The card will be displayed on your phone screen. Tap **Save** to save the card to your wallet – **It's important you complete this step as the card will not be saved your phone until you actually** Add **it.**

8. Click on **View loyalty card** to see the card in your wallet.

## Viewing your e-Card

1. Open Google Pay.
2. Your NORS e-Card will be displayed with any other cards in your wallet. Tap to view it.
3. The 'front' of the card shows the QR code, which can be scanned to view your online registration information.
4. Tap **Details** at the bottom of the screen to view the information stored on the card.
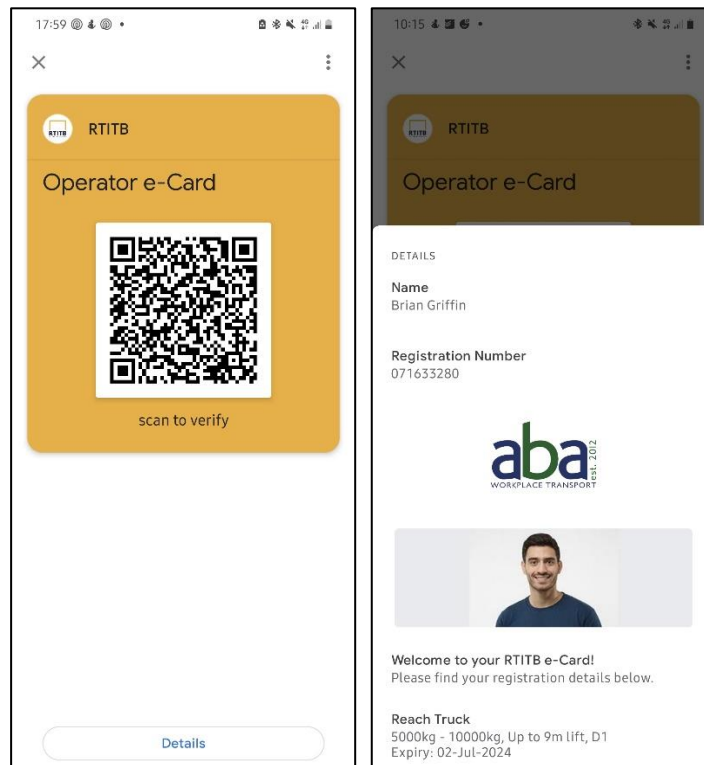


5. Scroll up and down to view the information on the screen (note: due to Google limitations, up to 10 registrations can be shown on the card; to view other registrations, please scan the QR code or visit our online verification site to view full details).
6. Tap the '...' to view further information relating to registrations.
7. You can also access your complete online record by tapping on the Online **verification** button at the bottom of the screen.
8. The **Remove Pass** button will remove the card from your wallet, but it will not remove your registration from our database.

## Refreshing Registrations/Adding New Registrations

The process for refreshing existing registrations or adding new registrations is the same as the process above for downloading your e-Card. However, because the card already exists in your wallet, after verification you will see the following message:
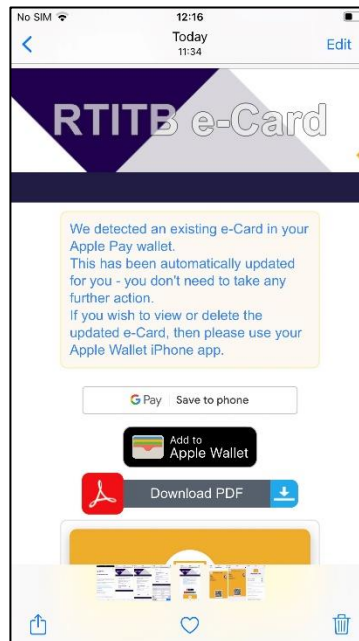


Your card will update automatically in your wallet.

## Switching Phone?

Your registrations will remain on your e-Card for as long as they are active on our system. That means if you switch phone model or even brand, you can still request a copy of your e-Card for your new phone's wallet.

If you switch model but keep with the same manufacturer, just install the wallet app (Apple Wallet or Google Pay) and login. Your card should appear automatically. If necessary, contact us as nors_team@rtitb.com, request a new download link and follow the download instructions above.

If you switch from Android to Apple or vice-versa:

- Contact us at nors_team@rtitb.com to request a new link
- Download as normal into the new phone's wallet
- You'll see a warning that the card in the old wallet will be ceased

- The card will arrive in your new phone's wallet.

## Get in Touch!

We understand that this is a significant step so we're standing by to assist you in any way we can with your  move to e-Card. If there is anything we can do to help, please do get in touch and we'll be happy to help you with this new process.

- Email us at [nors_team@rtitb.com](mailto:nors_team@rtitb.com)
- Call us on 01952 520 209