

**AUGUST 2008**  
**EMAIL SENT TO ALL KEY CONTACTS OF RD ACCOUNTS**

**Dear Customer**

We recently contacted you to advise about the Registers Direct (RD) upgrade.

This new version will initially be referred to as RD2 to avoid any confusion during the migration period. We are currently undertaking user acceptance testing to ensure that the system is fully functional prior to release in the coming months.

We would like to encourage you to view our website for news, information and training demonstrations and would welcome any feedback.

The website address is <http://www.ros.gov.uk/registerdirect2> .

As our key contact for RD2, we will also be looking for your help with the management and distribution of usernames and passwords. It is very important that we have confirmation you have received this mail and we would be obliged if you would acknowledge receipt.

The week prior to your organisation's migration we will be liaising with you by email as follows:

1. To confirm usernames.
2. To advise you of passwords [issued separately for security reasons].
3. To inform you of your migration date.

Please be aware that we are removing the dependence on the current DAS applet and Microsoft Virtual Machine. Please ensure in advance that your computer systems have the following software installed which is required to run RD2 (these are free to download from [www.adobe.com](http://www.adobe.com)):

- Adobe Reader version 8.1(or above)
- Adobe Flash Player version 9 (or above)

The url for Registers Direct2 is the common eServices portal <https://www.eservices.ros.gov.uk>. Please ensure that you can access this address in advance of migration.

Please do not attempt to access RD2 at this time as you are not currently enabled.

If you have any questions or would like more information, please contact a member of our eServices team by tel: 0845 607 0160 or email: [eServices@ros.gov.uk](mailto:eServices@ros.gov.uk).