



1. Setting up an online account

Before you make your first online application you will need to [register](#) with GRO and you will be asked to provide an e-mail address and password.

You will automatically receive a verification e-mail which will be sent to the e-mail address you have provided once your account has been successfully activated/set up.

Once you have verified your account (this is so we can ensure that we have the correct e-mail address for you) you can get started.

2. Setting a password

To set a password, follow the instructions below:

- Go to the [Registration](#) page.
- Choose a password that is at least eight characters long and does not contain any spaces.

It must contain at least one character from 3 or more of the following types:

- Upper-case Letters (A-Z)
- Lower-case Letters (a-z)
- Numbers (0-9)
- Special Characters (!"#\$\$%&'()*+,-./:;<=>?@[^_`{|}~)

For security purposes, do not use any words found in a dictionary of any language.

- When passwords have a combination of numbers and letters it is useful to check that the 0s and Os, 1s and Is (Zeros and letter O or Ones and letter I) are not confused, as this will cause password recognition problems.
- Complete the registration form and submit.

3. Information you will need

When you apply online you need to provide

- Your full name and address
- A contact e-mail address
- A valid credit/debit card information

Details of the event you are applying for example a birth, marriage, civil partnership or death.