

5 steps to online success

Did you know?

One in five charities in Wales has a deadline for submitting their accounts and annual returns to the Charity Commission in October.

Depending on income, charities whose financial year ended on **31 December 2009 must submit their information no later than 31 October 2010**.

The quickest and simplest way to do this is online, so here's a quick guide to complying on time, online*:

1. Check what you need to submit

Your charity's income determines what you must send us. If your income is:

- over £25,000 - you must complete an **annual return** and send us a copy of your **trustees' annual report** and **accounts**;
- between £10,000 and £25,000 – you must complete an **annual return**;
- less than £10,000 – you need to keep your register details up-to-date and the simplest way to do this is by completing an **annual update**.

Find out more information about what you need to send us, along with lots of help and guidance on preparing accounts and trustees' annual reports, on our website:

[What information trustees need to send](#)

2. Get a password

To access our online services, you need a password unique to your charity.

You can request a password here:

[Request password](#)

If we have an email address for your charity, we will email the password within 24 hours.

If not, we'll send it by post to the charity contact's address. This normally takes about a week, so make sure you request your password in plenty of time.

Once you've logged in, why not [update your charity information](#) with an email address so that future communication between us can be quicker and cheaper?

3. Log on

Use your password and charity number to log-in. You can then follow the links to complete your annual return or annual update.

If you discover you don't have all the information you need, you can always save what you have done and go back to it later.

If you have your trustees' annual report and accounts in 'PDF' format, you can attach a copy online. Otherwise, please send them to:
Charity Commission, PO Box 1329, Liverpool, L69 3DY.

Remember, if you need to send us your trustees' annual report and accounts by post, you can still submit your annual return online.

4. Submit your information

Once you've entered all your information, remember to press '**submit**'. You will then receive an email confirming we've received your submission.

Your charity's entry on the [Register of Charities](#) should update overnight, so why not check your register entry on our website the next day to make sure everything's up-to-date.

5. Any problems?

Visit our website www.charitycommission.gov.uk or try our online services helpline on 0845 3000 197.

5 easy steps to complying online. Why not give it a go today?

*** Welsh language submission**

If you would like to submit electronically in Welsh please phone Charity Commission Direct on 0845 300 0218 and they will email the charity's contact a link to an electronic Welsh form.