Urgent message for UKFP 2025 Foundation Eligibility applicants who used Oriel on 19 July 2024

Applicants who used the Oriel application system on **19 July 2024** are urgently advised to check their account and application as it may have been impacted by a Hicom technical update to the system.

Urgent Oriel downtime took place over the weekend to fix an infrastructure issue. Unfortunately, this work took longer than initially anticipated and the system was down between 21:00 (BST) 19 July until 12:30 (midday BST) 20 July 2024.

We have also been made aware of an issue with the restoration of data which means that **data submitted by applicants between 09:00 (BST) and 17:41 (BST) 19 July 2024 has been lost**. Please refer to the statement published by Hicom on the Oriel website.

This has affected all applicant activity that took place during this time. We are very sorry this has happened at what we know is a very crucial time for applicants.

We have asked Hicom (Oriel system provider) to urgently investigate what has happened.

What to do if you have been affected

The fix to the system has unfortunately meant that data entered by applicants during the affected period (**09:00 (BST) and 17:41 (BST) 19 July 2024**) has been lost.

If an applicant carried out one or more of the following actions between 09:00 (BST) and 17:41 (BST) on 19 July 2024, then these actions will not have been saved in the system:

- ➢ Registered for a new account on Oriel
- ➢ Started a new 2025 Foundation Eligibility application
- ➢ Updated or amended an existing 2025 Foundation Eligibility application
- ➢ Submitted a 2025 Foundation Eligibility application

In recognition of these additional unforeseen issues on Oriel, the UKFPO have further extended the 2025 Foundation Eligibility application deadline to 25 July 2024 (12:00 midday BST).

Please refer to the flow chart below in the first instance to assess whether your account and/or application has been impacted. If you believe it has, then we strongly advise you to log into Oriel as soon as possible to check your account and/or application and if needed, take the necessary steps (as described below).

If you experience any technical difficulties on Oriel, please email the Hicom team directly at oriel@hicom.co.uk and quote your Oriel pin number.

Flow chart to assess if you have been impacted

Start

Did you register for a new Oriel account between 09:00 (BST) and 17:41 (BST) on 19 July 2024?

YES → Please log into Oriel and check if your account exists

Account exists

Account does not exist → If your account does not exist, any applications you started, amended, or submitted under that account will also not have saved.

Please create a new account and submit your application by the deadline of 12:00 (midday, BST) on 25 July 2024

NO

Did you start a new eligibility application between 09:00 (BST) and 17:41 (BST) on 19 July 2024?

YES → Any applications you started, amended and/or submitted will not have saved.

Please log into your account and submit your application by the deadline of 12:00 (midday, BST) on 25 July 2024

NO

Did you make changes to an existing application between 09:00 (BST) and 17:41 (BST) on 19 July 2024?

YES → Your changes will not have saved. Please log into your account, make your changes and submit your application by the deadline of 12:00 (midday, BST) on 25 July 2024

NO

Did you submit an application between 09:00 (BST) and 17:41 (BST) on 19 July 2024?

YES → Application submission will not have saved (even if you received an email receipt).

Please log into your account and submit your application by the deadline of 12:00 (midday, BST) on 25 July 2024

NO → You are not affected, and you are not required to take any further action.