Radio licence administration

Keep licence references, documents, responsible people and dates together. This record does not verify, issue, renew or pay for a radio licence.

Owner-test edition. The final Windows release and pricing remain subject to acceptance. Video walkthroughs are being updated; no obsolete video is presented as the current guide.

Follow the task

1. **Check access and site**

   Open Radio licences in online administration. The owner grants licence access independently from Finance. Select the intended company/site.

2. **Add the issued details**

   Choose Add licence. Copy the licence holder, reference, type, issue date and authorised area from the actual document. Licence-exempt use does not need an invented licence record.

3. **Separate the dates**

   Record the next payment/review date. Enter an expiry only if the issued document states one. Ofcom Business Radio licences may be indefinite; a payment interval must not be treated as automatic expiry. Record when you last checked the document.

4. **Choose responsibility and scope**

   Choose an administrator who is authorised to read the relevant licence. Select its covered sites. Only an owner can create a company-wide record. Link the exact site/channel plan, even if different sites use identical plan names.

5. **Attach the document**

   Open Documents & history and attach the actual PDF. Up to ten versions are retained, each at most 5 MB. Downloads require current licence access. A stored PDF is a reference copy, not evidence that a payment or renewal completed.

6. **Check reminders**

   Choose the reminder offsets and review whether email reminders are enabled. Disabled reminders still leave due dates visible. Provider accepted means the service accepted the email, not that someone read it. Investigate a delivery-needs-attention state.

7. **Keep changes auditable**

   Edit the record after checking the authoritative document or completing the relevant Ofcom action. Review its saved revision history. Follow Ofcom’s own service to renew/pay/change a licence.

If something is unclear

A reminder did not arrive

Check reminders are enabled, the responsible person still has access, the due date is current and delivery status is recorded. Do not rely on email alone for a regulatory deadline.

The channel plan is missing

Save the plan in the intended operating site and check your site permissions. Link the exact site/plan; this does not validate its frequencies.

Keep original records and backups. For support, use Settings → Help and problem reports, or office@i-enterprise.co.uk. A problem report is not a backup.

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