goAML REGISTRATION GUIDELINE
FOR ACCOUNTABLE AND REPORTING INSTITUTIONS
Objective of this guideline

The objective of this guideline is to define and outline the steps to be followed when an accountable or reporting institution registers with the Financial Intelligence Centre (the Centre) in terms of section 43B of the Financial Intelligence Centre Act, 2001 (Act 38 of 2001) (the FIC Act) and the relevant Regulations of the Money Laundering and Terrorist Financing Control Regulations (the Regulations) to the FIC Act, on the Centre’s new registration and reporting platform called goAML.

This registration guideline is applicable to the following persons/institutions:

- Accountable institutions listed in Schedule 1 to the FIC Act
- Reporting institutions listed in Schedule 3 to the FIC Act

Access to the registration platform

In order to register the institution must access the portal provided by the Centre for this purpose on the Centre’s website at www.fic.gov.za.

Legal Disclaimer

The Centre reserves the right to amend, modify or change the contents of this document.

Definitions

This guideline must be read in conjunction with the FIC Act and the Regulations in relation to the definitions of terms. In this guideline, unless the context indicates otherwise:
“AI/RI” refers to an Accountable Institution (listed in Schedule 1 to the FIC Act) and Reporting Institution (listed in Schedule 3 to the FIC Act).

“Business” refers to organisation, institution or entity (ies) and can be used interchangeably.

Compliance Officer refers to person who is tasked, for purposes of the registration process, to ensure that the details of the accountable institutions are correctly submitted on the Centre’s website.

“FIC Act” refers to the Financial Intelligence Centre Act, 2001 (Act No 38 of 2001), as amended.

“Money laundering reporting officer” (MLRO) is envisaged to be a person, other than the Compliance Officer, with the responsibility and authority to submit intelligence reports to the Centre on behalf of the accountable or reporting institution. Not all AI/RI will have MLROs. Institutions that are smaller do not have MLROs, only larger institutions that have more reports will have both Compliance Officers, and MLROs as well MLRO will have his/her own login credentials, he/she may not use the Compliance Officer’s credentials to fulfil this role. On goAML there will be various MLRO roles, the roles are:

- MLRO Web Reporting (Money Laundering Reporting Officer - web reporting only);
- MLRO Batch Reporting (Money Laundering Reporting Officer - batch reporting only);
- MLRO All (Money Laundering Reporting Officer - all reporting and message board).

“Person” refers to a natural person who registers to file a report in terms of Section 29 of the FIC Act in their own personal capacity or MLRO as defined.

“Regulations” refer to the Money Laundering and Terrorist Financing Control Regulations made in terms of section 77 of the FIC Act and promulgated in Government Notice 1595 of 20 December 2002 as amended.

“goAML” refers to the an integrated software solution implemented by the Centre as its preferred IT platform for registration, reporting, data collection, analysis, case management and secure communications required for the Centre’s daily operational functions and requirements.

Important information to be taken into account when registering on the Centre’s goAML system:

- An accountable or reporting institution must register one Compliance Officer only;
- There is no restriction on the number of MLRO’s an institution can register;
- The first person to register on behalf of the AI/RI must be the Compliance Officer;
- All fields with an asterisk (*) are mandatory and must be completed as part of the registration process;
- All registrations must be approved by the Centre prior to activation;
- The Compliance Officer must approve all MLRO registrations prior to the Centre’s final approval;
- Supporting documents such as certified identity document and authorisation letter must be attached as part of the registration applications to the Centre;
- All First Letters must be in Capital Letters;
- Words typed in ALL Capital are not allowed.
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goAML registration guideline for accountable and reporting institutions
2. **Introduction**

The Centre has implemented an integrated software solution as its preferred platform for registration, reporting, data collection, analysis, case management and secure communications required for the Centre’s daily operational functions and requirements. The new registration and reporting platform is called goAML. Accountable and reporting institutions have an obligation to register with the Centre in terms of section 43B of the FIC Act read with the Regulations to the FIC Act and will utilise goAML for registration.

2.1 **Prerequisites**

goAML runs within Internet Explorer version 9 and up, Firefox, Google Chrome but not on Safari. The URL must be added to the trusted sites and pop ups must be enabled to avoid the site being blocked.

2.2 **Adding goAML URL to the trusted sites**

- Open Internet Explorer and navigate to the goAML website

- On the top Menu Bar, **Select Tools > Internet Options**
• Select the **Security Tab** > Select the **Trusted** Icon > Click on **sites**
• Add website to the zone > click on **Add** > click on **Close**

![](image1.png)

2.3 **Enabling Pop Ups**

• On the top **Menu Bar** > Select **Tools** > **Internet Options**
• Click the **Privacy** Tab > Click on the **Settings** button Add [https://goweb.fic.gov.za/goAMLWeb_PRD](https://goweb.fic.gov.za/goAMLWeb_PRD) to the Address of website to allow > click on **Add** > click on **Close**

![](image2.png)
2.4 Adding goAML to Favourites

- Type [https://goweb.fic.gov.za/goAMLWeb_PRD](https://goweb.fic.gov.za/goAMLWeb_PRD) in web address box and press enter
  Click on the Menu bar > Favourites > *Add to Favourites*
- The Add Favourite pop up will be displayed > click on the Add button and goAML will added to the Favourite list.

![Add a Favorite](image)

2.5 Add a Shortcut for goAML to Desktop

- On the Menu bar > Click Favourites > Right click goAML > Send To > Desktop (create shortcut)

![Shortcut](image)

- The goAML icon as shown will then be available from the desktop
### goAML Web Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>Add</td>
</tr>
<tr>
<td><img src="image" alt="Add" /></td>
<td>Add the captured detail</td>
</tr>
<tr>
<td><img src="image" alt="Cancel" /></td>
<td>Instructs goAML to cancel the capturing of the details</td>
</tr>
<tr>
<td><img src="image" alt="Close" /></td>
<td>Close</td>
</tr>
<tr>
<td><img src="image" alt="Preview" /></td>
<td>Preview</td>
</tr>
<tr>
<td><img src="image" alt="Print" /></td>
<td>Print</td>
</tr>
<tr>
<td><img src="image" alt="Remove" /></td>
<td>Remove the uploaded document</td>
</tr>
<tr>
<td><img src="image" alt="Refresh" /></td>
<td>Refresh</td>
</tr>
<tr>
<td><img src="image" alt="Upload" /></td>
<td>Upload a document</td>
</tr>
<tr>
<td><img src="image" alt="Approve" /></td>
<td>Approve a registration</td>
</tr>
<tr>
<td><img src="image" alt="Reject" /></td>
<td>Reject a registration</td>
</tr>
<tr>
<td><img src="image" alt="Verify" /></td>
<td>Verify registration details</td>
</tr>
<tr>
<td><img src="image" alt="Finalize" /></td>
<td>Finalise approval of the registration</td>
</tr>
<tr>
<td><img src="image" alt="Recall" /></td>
<td>Recall to reverse delegation</td>
</tr>
</tbody>
</table>
3. Accountable and Reporting Institution Process Flow

Compliance Officer (S43CO) 
Provide group email address, authorisation letter and certified ID copy

FIC Official

S43CO

FIC - Verify the AI/RI registration information

FIC - Approve the AI/RI registration information

Communicates Org ID to Money Laundering Reporting Officer (s) MLRO

Register MLRO

Verify MLRO registration information

Approve MLRO registration information

Registered MLRO

MLRO (Where Applicable) 
authorisation letter and certified ID copy

Accountable and Reporting Institutions (AI/RI)

Completes registration on goAML registration platform

Accountable and Reporting Institutions (AI/RI)
4. goAML Web

The URL for accessing goAML is https://goweb.fic.gov.za/goAMLWeb_PRD. When a user types in the URL into the web browser window, the goAML page is launched. The goAML landing page will display with the Register and Login links.

- **Register** Link – contains the Register as a Person and Register as Organisation links
- **Login** link – contains the Login and Forgot Password links

If the user has registered and has therefore already obtained user credentials, the user can log in with such credentials. If not, the user must register using the register link on the top right of the page, in order to obtain user credentials to be able to use the application.

The Financial Intelligence Centre (FIC) was established in terms of the Financial Intelligence Centre Act No 38 of 2001, which was amended in 2008. The FIC Act established the FIC in 2003 to administer the FIC Act, as South Africa's national centre for the development of financial intelligence in accordance with international standards and requirements.

The FIC Act put in place a policy framework to combat money laundering and the financing of terrorism. It places compliance obligations on financial institutions and other businesses deemed vulnerable to money laundering.

The FIC was established to:

- Identify the proceeds of unlawful activities
- Combat money laundering activities
- Combat the financing of terrorist and related activities
- Share information with law enforcement authorities, supervisory bodies, Intelligence services, the South African Revenue Service (SARS) and other local and international agencies
- Supervise and enforce compliance with the FIC Act
- Facilitate effective supervision and enforcement by supervisory bodies.

The FIC Act lists various obligations applicable to certain categories of financial institutions, including the requirement to register with the FIC and to provide reports on certain types of transactions or activities by the clients of these institutions. Both registration and reporting are done on the FIC’s goAML EE online system which is accessed via the FIC’s website www.fic.gov.za.

**Registration**

Categories of industries classified by the FIC as accountable and reporting institutions are required to register with the FIC. (You can read more about these categories on the FIC website under the Stakeholder Compliance tab on the FIC’s home page.) Registration is done on the goAML EE section of the FIC’s website.

**Reporting**

- Accountable and reporting institutions must report any transaction in which a client provides cash in excess of R24 999.99. This is known as a cash threshold report (CTR).
- Any business or person associated with a business must report a transaction or interaction with a client that appears to be suspicious or unusual. This type of transaction or interaction could possibly be an attempt at money laundering or the financing of an act of terrorism.
5. **Registration on goAML – Compliance Officer ID document and authorization letter**

All accountable and reporting institutions are required to register on the goAML platform before submitting reports. A copy of the reporter’s (Compliance Officer) certified identity document or passport must be attached with the authorisation letter and submitted to the Centre for approval in order to gain access to goAML. Compliance Officer are required to register their institution / organisation and all other associated users (MLROs) that need to access the goAML system must also register user accounts.

5.1 **Register An Accountable and Reporting Institution**

Once registration is completed the institution will gain access to the system and also acquire an goAML organisational identity number (Org ID). An Org ID will be used by an institution as the unique identifier for that institution and allows goAML users belonging to that particular institution to have access to information relating to that institution.

- On the Navigation bar > Hover (move) the mouse pointer on the **Register** link > Click **Register As Organisation**

> The registration screen is loaded and displayed.
The “Register As Organisation” page will display with the Headings to be captured. The headings are:

- Registration Type
- Registering Organisation
- Registering Person
- Attachments

5.2 Registration Type

The registration type has three entity types to select from Reporting Entity / Stakeholder / Supervisory Body. All accountable and reporting institutions that have a reporting obligation in terms of the FIC Act must select Reporting Entity.

5.3 Registering Organisation

The Registering Organisation section is for completing the information of the FIC Act Schedule Item.
Please Note: AI/RI may only select their applicable schedule item as per Schedule 1 (accountable institutions) and Schedule 3 (reporting institutions) of the FIC Act; and may only register one schedule item at a time.

5.4 Registering Accountable and Reporting Institution Details are Added As Follows

<table>
<thead>
<tr>
<th>Organisation Business Type*</th>
<th>is financial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name*</td>
<td>Trading As*</td>
</tr>
<tr>
<td>Incorp./Reg.Number</td>
<td>Swift/Bic</td>
</tr>
<tr>
<td>Registered Name</td>
<td>Incorporation Legal Form</td>
</tr>
<tr>
<td>Incorporation City</td>
<td>Incorporation State/Province</td>
</tr>
<tr>
<td>Incorporation Country</td>
<td>Name of holding company</td>
</tr>
<tr>
<td>Contact Person</td>
<td>E-mail*</td>
</tr>
<tr>
<td>Licence Number</td>
<td></td>
</tr>
</tbody>
</table>

- Organisation Business Type – List of business types as per schedule 1 and 3 of the FIC Act (e.g. Bank)
- Name – The unique name of the registering institution (e.g. XYZ Bank)
- Incorp./Reg. Number - Company registration number (CIPC)
- Registered Name - The Registered name of the institution (CIPC)
- Incorporation City - (e.g. Pretoria)
- Incorporation Country - (e.g. South Africa)
- Contact Person - Full name and surname of the Compliance Officer
- Licence Number - License Number issued by the applicable supervisory body as per schedule 2 of the FIC Act
- is financial – Is it a financial institution with a Swift/Bic code (banks, money remitters etc.)
- Trading As – The unique trading as name of the registering institution
- Swift /Bic – Unique swift code, only mandatory for financial institutions
- Incorporation Legal Form - Please indicate the entity type (Pty, Ltd, CC, SOC etc.)
- Incorporation State / Province – Province
- Name of holding company – Only if associated with holding company
- E-mail – Preferably a group e-mail account which will be accessible by all authorised users of the goAML EE system or alternatively the email address of the Compliance Officer

Please Note: The unique requirements for the name field and duplicate the name in the trading as field
### 5.5 Phone – Institution Phone Numbers

<table>
<thead>
<tr>
<th>Field</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Type</td>
<td>Business, Operational, Private, Public, Unknown</td>
</tr>
<tr>
<td>Country Prefix</td>
<td>e.g. +27</td>
</tr>
<tr>
<td>Extension</td>
<td>Numeric (e.g. 5425)</td>
</tr>
<tr>
<td>Comm. Type</td>
<td>Landline, Mobile, Satellite</td>
</tr>
<tr>
<td>Number</td>
<td>Numeric, digits (e.g. 128012556)</td>
</tr>
<tr>
<td>Comments</td>
<td>If any</td>
</tr>
</tbody>
</table>

### 5.6 Address – Institution Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Business, Operational, Private, Public, Unknown</td>
</tr>
<tr>
<td>Town</td>
<td>Name of town / district as part of a city</td>
</tr>
<tr>
<td>Postal / Zip</td>
<td>The postal code of the city (e.g. 0122)</td>
</tr>
<tr>
<td>Province / State</td>
<td>Name of the province (e.g. Gauteng)</td>
</tr>
<tr>
<td>Address</td>
<td>Physical Address- details like street name, house number etc.</td>
</tr>
<tr>
<td>City</td>
<td>Name of the city</td>
</tr>
<tr>
<td>Country</td>
<td>Name of the country</td>
</tr>
<tr>
<td>Comments</td>
<td>If any</td>
</tr>
</tbody>
</table>
### Reporting Obligation

Reporting Obligation refers to the **supervisory body** that the accountable and reporting institution belongs to (e.g. the supervisory body for Banks is the South African Reserve Bank).

- Select the relevant **Supervisory Body** for the registering AI / RI

#### Reporting Obligation

<table>
<thead>
<tr>
<th>ID</th>
<th>Schedule</th>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>1 - Accountable Institution</td>
<td>S14- Authorized Users of an Exchange</td>
<td>Financial Services Board</td>
</tr>
<tr>
<td>3</td>
<td>1 - Accountable Institution</td>
<td>S13- Unit Trusts (Collective Investment Schemes Managers)</td>
<td>Financial Services Board</td>
</tr>
<tr>
<td>6</td>
<td>1 - Accountable Institution</td>
<td>S16- Bank</td>
<td>Banking Supervision Department, South African Reserve Bank</td>
</tr>
<tr>
<td>7</td>
<td>1 - Accountable Institution</td>
<td>S17- Mutual Bank</td>
<td>Banking Supervision Department, South African Reserve Bank</td>
</tr>
<tr>
<td>8</td>
<td>1 - Accountable Institution</td>
<td>S18- Long Term Insurer</td>
<td>Financial Services Board</td>
</tr>
<tr>
<td>9</td>
<td>1 - Accountable Institution</td>
<td>S19- Gambling (Bookmakers) Gauteng</td>
<td>Gauteng Gambling Board</td>
</tr>
</tbody>
</table>

**Please Note:** Only one Reporting Obligation per registration may be selected
5.8 Registering Person (Compliance Officer)

The registration details of the Compliance Officer must be provided in this section. This section registers the individual on the system and goAML saves the username and password during this phase.

### Registering Person

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>Unique username for logging into the system, no duplicates are allowed</td>
</tr>
<tr>
<td>Password</td>
<td>Password must be between 5-10 characters, include capital alpha, alphanumeric and special characters (e.g. Goaml321#)</td>
</tr>
<tr>
<td>Gender</td>
<td>Male / Female</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of the user</td>
</tr>
<tr>
<td>Birth Date</td>
<td>Date of birth/ can be typed in from calendar in ccyy/mm/dd format</td>
</tr>
<tr>
<td>Nationality</td>
<td>The status of belonging to a particular nation, whether by birth or naturalisation</td>
</tr>
<tr>
<td>Email</td>
<td>Unique business Email of the person</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Retype the password</td>
</tr>
<tr>
<td>Title</td>
<td>e.g. Ms / Dr / Mrs</td>
</tr>
<tr>
<td>Surname / Last Name</td>
<td>Surname of the user</td>
</tr>
<tr>
<td>RSA ID Number</td>
<td>13 digit South African ID Number (e.g. 7404080408069)</td>
</tr>
<tr>
<td>Occupation</td>
<td>Official job title of the user, i.e. Compliance Officer, MLRO, Director etc.</td>
</tr>
</tbody>
</table>

**RSA Passport**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non RSA ID/Passport?</td>
<td>Yes/No selection</td>
</tr>
<tr>
<td>Passport/Foreign ID/Permit/Refuge/Residence Number*</td>
<td></td>
</tr>
<tr>
<td>Issuing Country*</td>
<td>Selection drop-down</td>
</tr>
</tbody>
</table>

---

GoAML registration guideline for accountable and reporting institutions
Please Note: The contact details provided for the accountable and reporting institution and the (Compliance Officer) must be the business contact details.

5.9 Attachments

Users are required to attach an authorisation letter from the entity and a certified copy of the applicable identity document (copy of ID document and/or passport document).

- To Upload a document > Click Browse button

  Attachments

<table>
<thead>
<tr>
<th>File Name</th>
<th>File Size</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- The Choose file to Upload window will display > Select the document to attach from the desired location and click Open

  Choose File to Upload

  File name: All Files (*)

Version 2.4 | 23 August 2016
The file name will be ready for upload > click **Upload**

<table>
<thead>
<tr>
<th>File Name</th>
<th>File Size</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Copy.pdf</td>
<td>81105</td>
<td>X</td>
</tr>
<tr>
<td>Authorisation Letter.pdf</td>
<td>81105</td>
<td>X</td>
</tr>
</tbody>
</table>

To delete an already loaded document, click the X button.

Before submitting the request the user has to type the **Captcha** (sequence of digits that appears on the screen in this case) into the box without making any errors.

**Please Note:** Refresh the captcha code by clicking the arrow, if the registration screen has been opened for a long amount of time.

Type in the numbers as it appears > click **Submit Request**

Once the registration form has been submitted, a registration submitted form will populate with the registration reference number. The reference number is used for any registration related enquiries.
5.10 Approving a registration

Once the request has been submitted the Centre will be responsible for authenticating and verifying the registration captured, along with the required document attachments and will approve/reject the registration accordingly. The Compliance Officer will receive an email from the Centre stating the approval or rejection of the registration. Once the registration has been approved, the Compliance Officer is required to communicate the Organisational ID to users within their own institution who are permitted to use the system. These users (MLRO’s) will be required to register as a person, which is discussed next.

5.11 MLRO Registration

Where an institution uses MLRO(s) such MLRO(s) must obtain the applicable goAML Org ID from their Compliance Officer.

- On the Navigation bar > move the mouse pointer on the Register button > Click **Register As Person** > The registration screen is loaded and displayed
• The goAML Org ID must be listed in the Organisational ID field > complete the Registering Person > upload Attachments > and Submit request. The Compliance Officer and/ the Centre will verify, accept or reject the request.

For Registering Person and Attachment refer to 5.8 and 5.9
6. **Email Notifications**

Registering users for accountable and reporting institutions will receive email notifications informing them of the submitted registration request. Emails will be sent to users for different reasons during registration.

- When the Centre is satisfied with the captured registration details and attached documents, the user will be notified by email about the acceptance of the registration and the goAML Org ID will be found on the mail.

![CONFIRMATION OF ENTITY REGISTRATION](image)

**Dear [Name],**

**CONFIRMATION OF ENTITY REGISTRATION**

Your request with ID number SHREG-160323-0000115 has been accepted. A new organization was created with ID: 185. You may now log in to the website using your credentials entered during registration.

<table>
<thead>
<tr>
<th>Reporting Entity Name</th>
<th>Reporting Entity Reference number</th>
<th>Bank of Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>goAML Reporting Entity ID</td>
<td>185</td>
<td></td>
</tr>
<tr>
<td>Date of Registration</td>
<td>18/06/2023</td>
<td></td>
</tr>
<tr>
<td>Reporting Entity Administrator</td>
<td>[Email Address]</td>
<td></td>
</tr>
<tr>
<td>Reporting Entity Administrator Email</td>
<td>[Email Address]</td>
<td></td>
</tr>
</tbody>
</table>

- When the Centre is **not** satisfied with the captured registration details and attached documents, the user will be notified by email about the rejected registration.

![FIC Request for account rejected](image)

**To:** [Email Address]

**FIC Request for account rejected**

You forwarded this message on 23/06/2023 12:07 PM.

**Your request with ID number “SHREG-160323-0000115” has been rejected with the following reason: “BI/Stamp Please Specify: Gender, Title, Birth Date and Occupation.”**

Registrations will be rejected on goAML for the following reasons:

- If the accountable and reporting institution registers an account without linking a user to the account, sharing of account credentials is not allowed;

- If the accountable and reporting institution provides incomplete or inaccurate information on the system whilst registering;

- If there is more than one schedule item, as each schedule must be registered individually;

- If the accountable and reporting institution provided incomplete registration forms, or complete the forms with inaccurate information;

- If no attachments required to verify registration are included.

**Please Note:** Check spam / junk folder in the event that you do not receive emails from goAML.
7. Logging onto goAML Web

- Once registration is completed the user will gain access to the system, by using the username and password captured during registration. Authentication will always be required before gaining access to goAML.
- Click on Login page.
- Enter your user name in the standard format captured during registration.
- Enter your password in the standard format of Case sensitive, Alpha Caps, Alphanumeric, numeric & Char e.g. Test12345@ and click Log In button to proceed.

7.1 Forgot Password

Before contacting the goAML support team for a password reset, the goAML system provides users with the Forgot Password button next to Log In button.

- Click Forgot Password button.
- The Reset Password Request window populates, enter User Name > Email > Submit
• goAML user will receive an email with a link. Click on the link

![Email]

A request to reset your goAML password was created. Please click on the following link to reset your password: http://fic.gov.za/registration/registration/resetpassword?resetLink=0d371e6e-70d4-47b0-8839-bb506e2f3f

If you did not make this request, please contact your FIU immediately. Please do not reply, this is an automated message.

• Reset Password Request page will populate.
• Enter User Name / Email / New Password / Confirm New Password and Click Change Password. New password will be reset.

![Password Reset Page]
8. Approving a Registration Request (MLRO Approval)

After logging in, the Compliance Officer will have access to the goAML home page which will be displayed on the information bar

- On the Menu bar click on the Admin > User Request Management from the drop down list

The User Change Requests page will be displayed with the following fields

- The User Change Requests page will be displayed with the following fields
• User Change Requests fields can be searched using the dates fields > Click the Refresh button to load user request for the date specified

Start Date 08 May 2015  End Date 08 June 2015

• Start Date – Initial date of the user change request
• End Date – End date of the user change request
• Requests View Type can be used to search by type of request

Requests View Type:  
- All
- Active
- Pending my actions
- In progress

• All – includes all requests irrespective of status; the different statuses are Active, Pending my actions and In progress
• Active – Active on the system
• Pending my action – Request waiting to be actioned
• In progress – Requests that are in progress

User Change Requests fields can be dragged by header to group by column

• Change Request Ref – Used as a referral whilst requesting assistance to the FIC, the number is sent to users by a notification email
• Type – New User / Existing User
• Request Status – Options provided are Waiting for Verification / Activated / Rejected / Waiting for Supervisory Body Approval
• Org Name – Name of the institution linked to the requester
• Org ID – Organisation / Institution ID linked to the requester
• User Name – Requester’s login user name
• Created On – Date of the request
- Clicking **Preview** generates and displays the report form.
- Click the **Expand All** link to display the complete report, or click the **Collapse All** link to see the abridged form.

![Image of a report form with options to expand or collapse]

- The information displayed on the report form must be verified, as well as the attachments (copy of certified ID and authorisation letter).
- After verification action must be taken to either **Reject** / **Verify** / **Approve** / **Finalise** the request and ensure to add **Comments**.
- The Compliance Officer will be able to **Reject** / **Verify** / **Approve** the request and must ensure to add **Comments** for each action.
- After the Request has been finalised the user will receive an email informing them of the status of the request.

**Caution:** If the attachments are not visible on the preview window, use the internet explorer web browser.
9. **Delegation on goAML**

Delegation on goAML refers to delegating reporting and other compliance functions to another accountable and reporting institution in a complex institutional structure.

Delegation can only be applied by complex institutional structures with multiple business units and/or branch structures. Delegation can be done in two methods namely, a branch / business unit handing over to the head office / principle group structure or registered institution handing over their reporting and other compliance functions to another institution in the event of a change in the institutional structures.

9.1 **Create New Delegating Institution**

- After logging in, the Compliance Officer will have access to the goAML home page which will be displayed on the information bar.
- On the **Menu bar** click on the **Admin link > Active Organisations** from the drop down list.

![Menu bar screenshot]

**Please Note:** The user must ensure that, they are logged in as the user for the main head office / group account already registered on goAML (hence the user needs to logon with the credentials from the first goAML registration which had been approved).
- The **Active Organisations** page will be displayed with the following field: click the **Create New Delegating Organisation**

**Please Note:** Create New Delegating Organisation is used to register accountable and reporting institutions that are **not** registered already on goAML.
• **Registration Type** window populates > complete the form for the respective the accountable and reporting institution you wish to register > attach the necessary documents > the Centre will approve / reject the request > Email notification of the status of the request will be send to the user.

<table>
<thead>
<tr>
<th>Registration Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Registering Organisation</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organisation Business Type</th>
<th></th>
<th>is financial</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td>Trading As</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incorp./Reg.Number</td>
<td></td>
<td>Swift/Bic</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered Name</td>
<td></td>
<td>Incorporation Legal Form</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incorporation City</td>
<td></td>
<td>Incorporation State/Province</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incorporation Country</td>
<td></td>
<td>Name of holding company</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Person</td>
<td></td>
<td>E-mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Licence Number</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Please Note:** Use unique information for the following fields, Name, Trading As, Inc. / Reg. Number and Email. The fields may not have been used previously.
9.2 Change Delegating Accountable and Reporting Institution

A registered accountable or reporting institution on goAML can delegate certain functions described below to another registered accountable or reporting institution. Both the delegated institution and the delegating institution will be able to report and manage the related compliance functions. This method of delegation will also be used for the following:

- An already registered branch / business unit can delegate its reporting responsibility to the principal group structure
- Branches/ business units that are linked to an institution needs to be delegated to another institution in the instance of a sale of business or merger for example.
- After logging in, the Compliance Officer will have access to the goAML home page which will be displayed on the information bar.
- On the Menu bar click on the Admin link > Active Organisations from the drop down list
  
  ![Image 1](image1.png)

- On the Menu bar click on the My goAML link > My Org Details from the drop down list
  
  ![Image 2](image2.png)
The **Active Organisations** page will be displayed with the following field > click the **Change Selected Delegating Organisation**

Please Note: Change Selected Delegating Organisation is used to delegate accountable and reporting institutions that are registered
• **Registration Type** window populates > select the **Change Delegation Organisation ID** by clicking the checkbox.

![Change Delegation Organisation ID](image)

The **Change Delegation** dialog box populate > click **OK**

![Confirmation dialog box](image)
• The Delegate Organisational ID is populated > Capture the Organisational ID > Attach the necessary documents > Submit Request > The Centre will approve/reject the request > Email notification of the status of the request will be sent to the user.

9.3 Recall Delegation

After clicking the Submit Request button, the action window populates this window allows the user to recall the delegation > click Recall to reverse the delegation.
9.4 Updating details of Delegated Accountable and Reporting Institution

Only the Compliance Officer can update the details of the delegated accountable and reporting institution.

After logging in, the Compliance Officer will have access to the goAML home page which will be displayed on the information bar.

- On the Menu bar click on the Admin link > Active Organisations from the drop down list

- The Active Organisations page will be displayed with the following field > Select the delegated branch (e.g. Phambili Bank) from the drop down list > click the Change Selected Delegating Organisation
• Registration Type window populates > update the details as required > click Submit Request

Once the request has been submitted the Centre will be responsible for authenticating and verifying the registration information update captured along with the required document attachments and verify/approve/reject accordingly. The Compliance Officer will receive an email stating the approval or rejection of the registration information.
10. **Changing a User Password**

goAML users can change their password when required by using the My goAML functionality **Change Password** after login into goAML. The link is accessible by hovering the mouse pointer on the menu bar **My goAML** > click **Change Password**

- The **Change your password** populates

- Enter the **old Password** / **New Password** / **Confirm New Password** and Click **Change Password**. New password will be changed

- The **Password change message** populates to confirm the change.
11. **Change / Update My User Details**

goAML users can change their user details when required by using the My goAML functionality **My User Details**. The link is accessible by hovering the mouse pointer on the menu bar **My goAML > click My User Details**.

- **The Registering Person** window populates > update the details as required > attach required documents > click **Submit Request**.

---

**Registering Person**

<table>
<thead>
<tr>
<th>Organisation ID</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name*</td>
<td>Sipho</td>
</tr>
<tr>
<td>Gender</td>
<td>Female</td>
</tr>
<tr>
<td>First Name*</td>
<td>Sipho</td>
</tr>
<tr>
<td>Birth Date</td>
<td>1983/11/09</td>
</tr>
<tr>
<td>Nationality</td>
<td>SOUTH AFRICA</td>
</tr>
<tr>
<td>RSA ID Number</td>
<td>9311090203052</td>
</tr>
<tr>
<td>RSA Passport</td>
<td>C0</td>
</tr>
</tbody>
</table>

**Phones**

- **Contact Type**: Business
- **Comm. Type**: Business Contact Tel
- **Country Prefix**: 27
- **Number**: 2523636

**Addresses**

- **Address**: 1232 Pretoria
- **City**: Pretoria
- **Province/State**: Gauteng
- **Postal/Zip**: 0122
- **Country**: SOUTH AFRICA

**Attachments**

- **File Name**: 
- **File Size**: 

Please Note: All changes made to user details must be verified and approved by the Compliance Officer (Compliance Officer) and the FIC.
12. **Change / Update My Institutional (Org) Details**

The Compliance Officer can change their accountable and reporting institution details when required by using the My goAML functionality **My Org Details**. The link is accessible by hovering the mouse pointer on the menu bar **My goAML > click My Org Details**

- **The Registering Organisation** window populates > update the details as required > attach required documents > click **Submit Request**
Please Note: Only the Compliance Officer can change the accountable and reporting institution details and all changes made to accountable and reporting institution details must be verified and approved by the FIC.
13. goAML Support

For goAML Support Contact the Centre:

Log a web query: CLICK HERE FOR COMPLIANCE QUERIES

Compliance Contact Centre: +27 12 641 6000

-ENDS-

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The Financial Intelligence Centre
23 August 2016