



financial intelligence centre

REPUBLIC OF SOUTH AFRICA

**goAML REGISTRATION USER GUIDE
FOR INDIVIDUAL REPORTERS TO
ENABLE REPORTING IN TERMS OF
SECTION 29 OF THE
FINANCIAL INTELLIGENCE CENTRE
ACT
WITH EFFECT 25 APRIL 2016**

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financial intelligence centre

REPUBLIC OF SOUTH AFRICA

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<http://www.fic.gov.za/Secure/Queries.aspx>

Registration user guide for individual reporters to enable reporting in terms of section 29 of the Financial Intelligence Centre Act

Objective of this guideline

The objective of this guideline is to define and outline the process when an individual reporter who is a natural person acquire user credentials on the goAML platform to report suspicious and unusual activity, transaction and/or series of transactions to the Centre in terms of section 29 of the Financial Intelligence Centre Act No. 38 of 2001 (the FIC Act), as amended, in their own personal capacity.

Access to the registration platform

In order to acquire user credentials, the individual reporter 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

The guideline must be read in conjunction with the Financial Intelligence Centre Act, 2001 (Act 38 of 2001) (the FIC Act) and the Regulations for definitions of terms used in the guideline. In this guideline, unless the context indicates otherwise:

Individual Reporter refers to a natural person who acquires user credentials in order to file a report in terms of Section 29 of the FIC Act in their own personal capacity.

“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 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:

- 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;
- Supporting documents such as an identity document must be attached as part of the registration applications to the Centre;
- All First Letters must be in Caps;
- Words typed in ALL Caps are not allowed.



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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. This new registration and reporting platform is called goAML.

Persons (individual reporters) wishing to file a suspicious or unusual transaction report with the Centre electronically in terms of section 29 of the FIC Act must obtain user credentials on the goAML platform in order to file the report in the prescribed manner.

2.1 Prerequisites

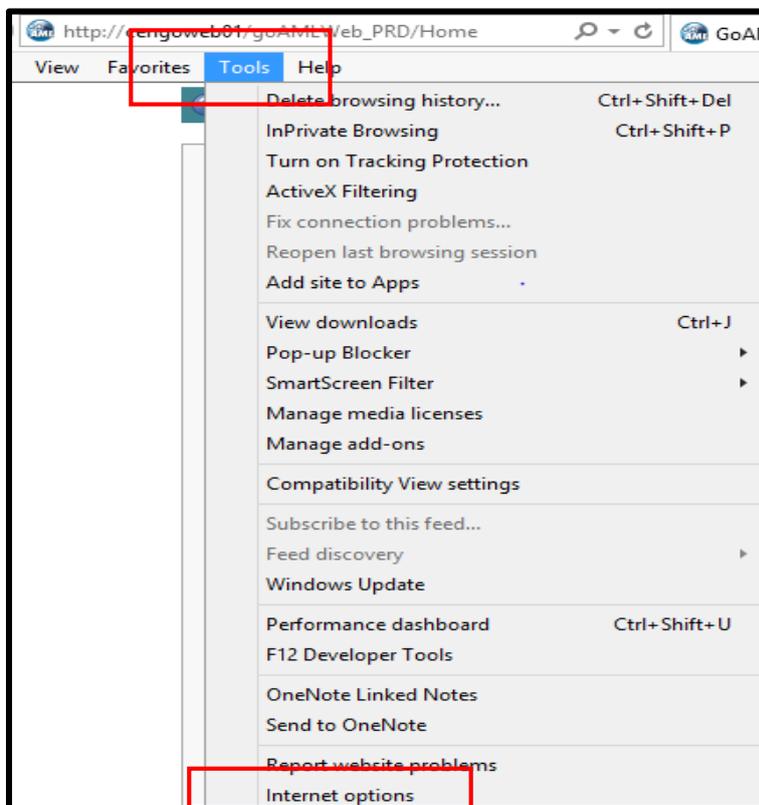
goAML runs within Internet Explorer version 9 and up, Firefox, Google Chrome but not on **Safari**. The URL must be added to the trusted sites and pop ups must be enabled to avoid the site being blocked.

2.2 Adding goAML URL to the trusted sites

- Open Internet Explorer and navigate to the goAML webpage



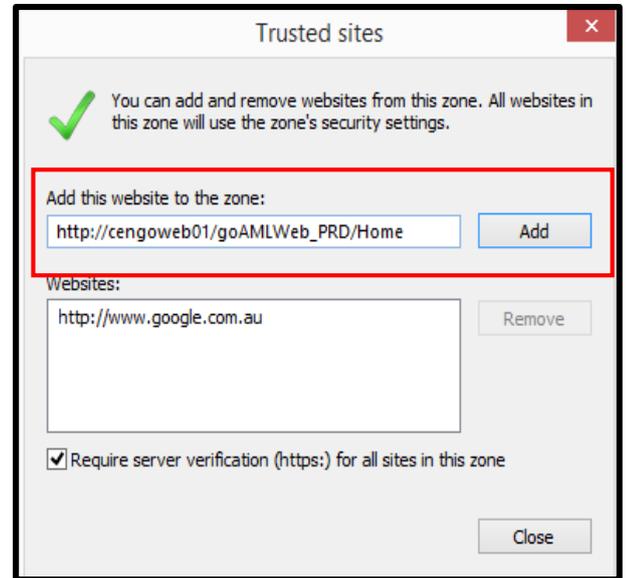
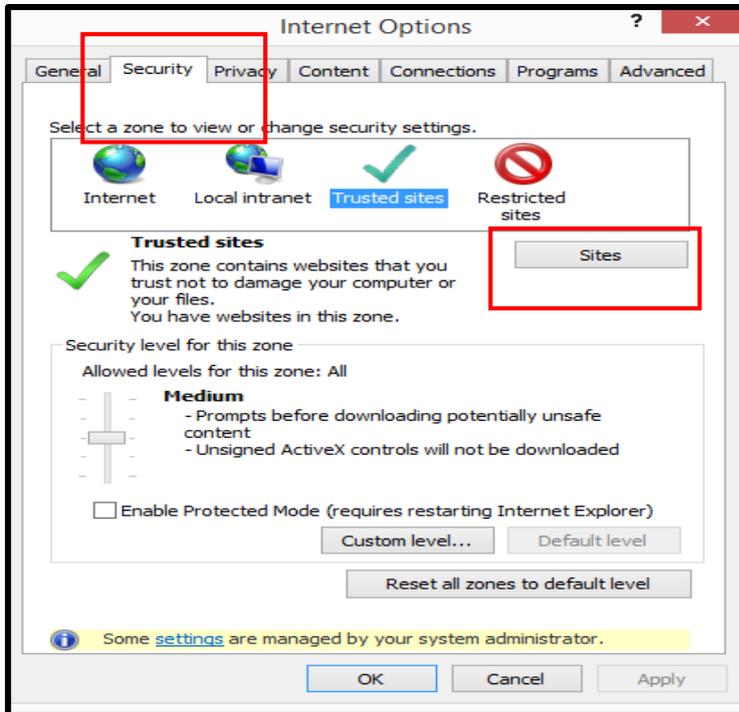
- On the top Menu Bar, **Select Tools > Internet Options**







- Select the **Security Tab** > Select the **Trusted** Icon > Click on **sites**
- Add website to the zone > click on **Add** > click on **Close**

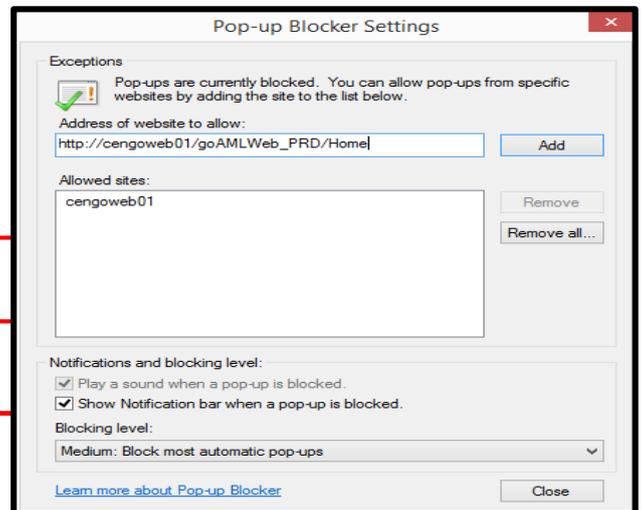
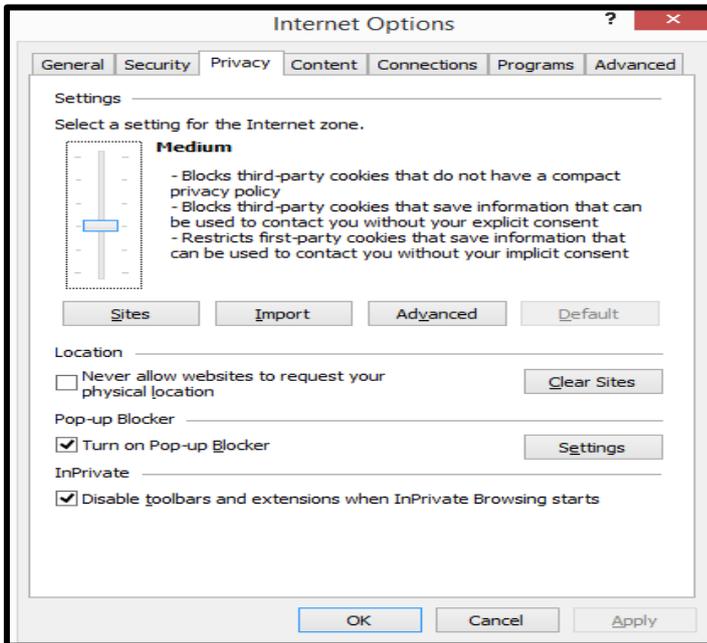


2.3 Enabling Pop Ups

- On the top **Menu Bar** > **Select Tools** > **Internet Options**

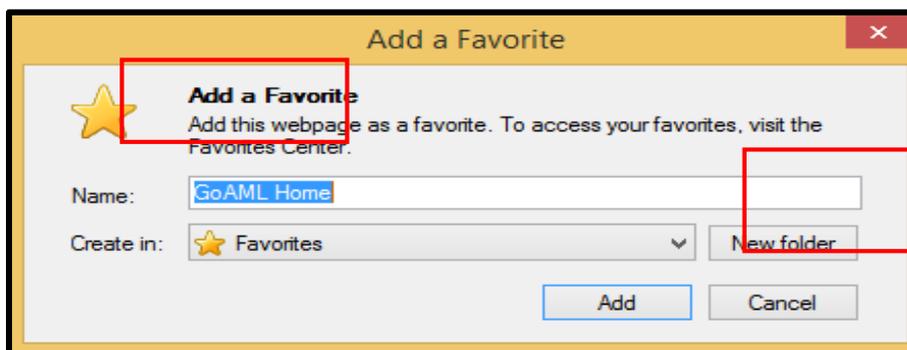


- Click the **Privacy Tab** > Click on the **Settings** button Add http://cengoweb01/goAMLWeb_PRD/Home to the Address of website to allow > click on **Add** > click on **Close**



2.4 Adding goAML to Favourites

- Type https://goweb.fic.gov.za/goAMLWeb_PRD/Home in web address box
- 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.

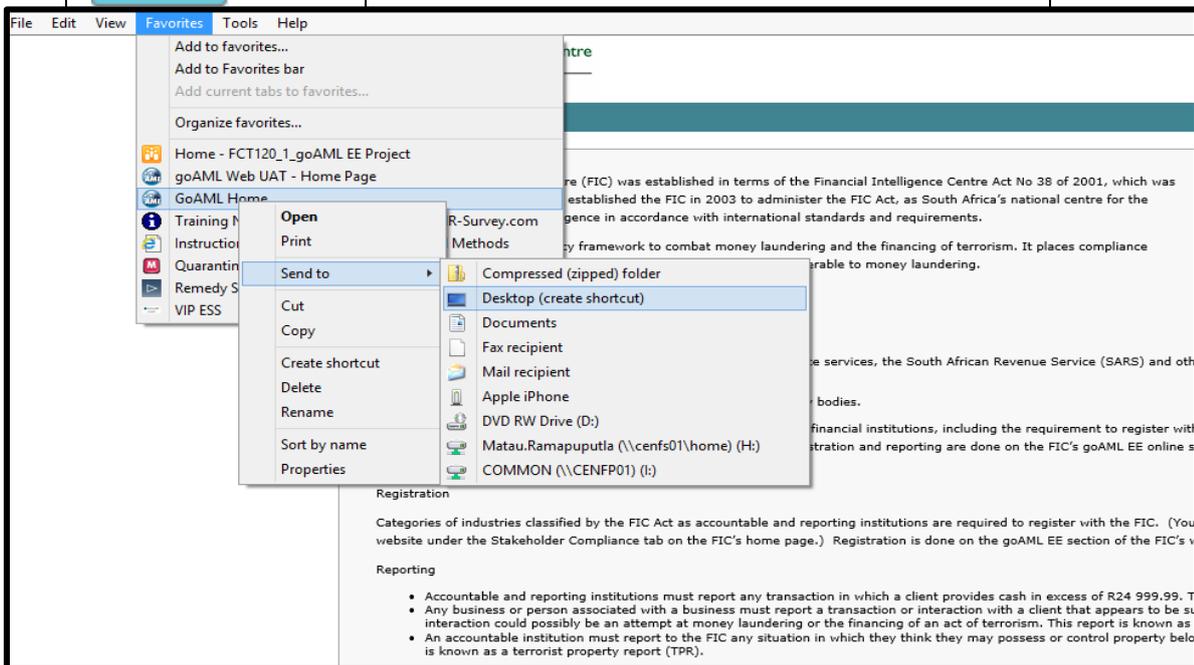


2.5 Add a Shortcut for goAML to Desktop

- On the **Menu** bar > Click **Favourites** > Right click **goAML** > **Send To** > **Desktop (create shortcut)**
- The goAML icon as shown will then be available from the desktop

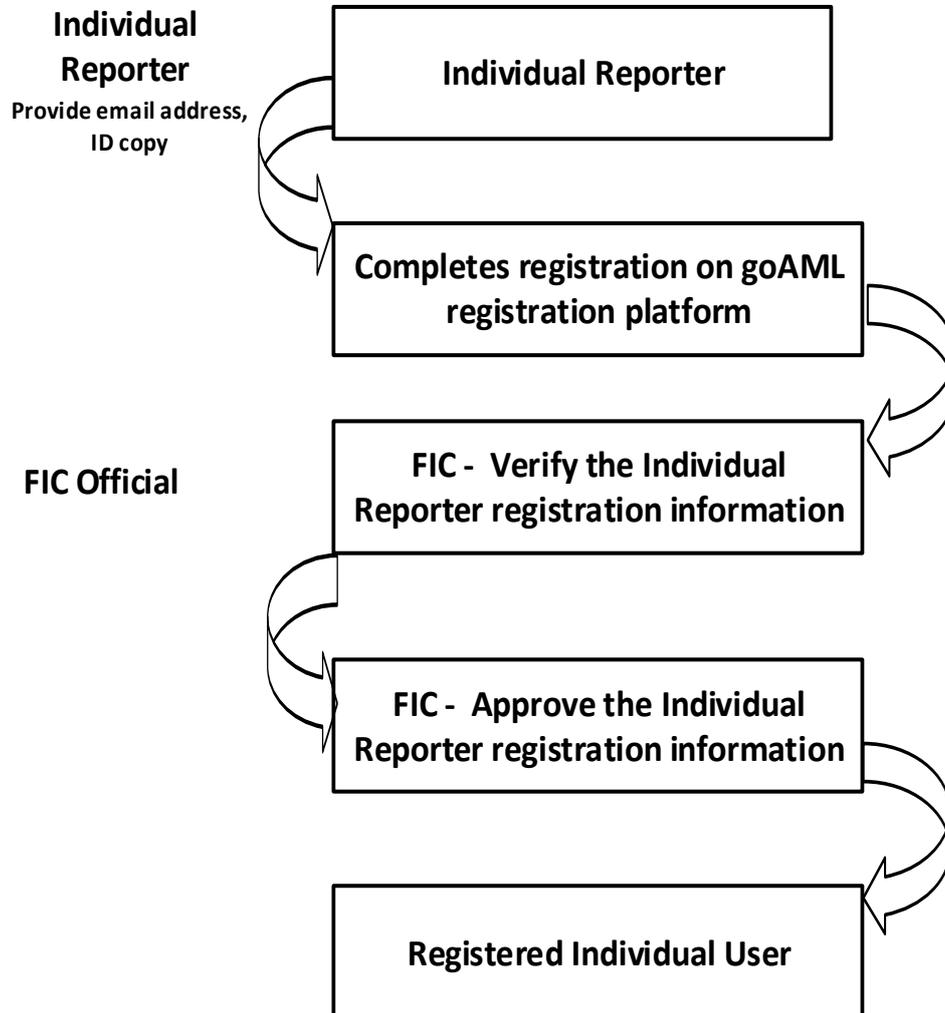
2.6 goAML Web Icons

Icon	Description
	Add
	Add the captured detail
	Instructs goAML to cancel the capturing of the details
	Close





3. Reporting Individual Reporters Process Flow





4. goAML Web

The URL for accessing goAML is https://goweb.fic.gov.za/goAMLWeb_PRD/Home. 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

The screenshot shows the goAML web page header with the Financial Intelligence Centre logo and name. A teal navigation bar contains a question mark icon and two buttons: 'Register' and 'Login', which are highlighted with a red rectangular box. Below the header, the main content area contains text about the FIC Act, a list of FIC objectives, and sections for 'Registration' and 'Reporting'. An image of South African banknotes is positioned on the right side of the page.

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





5. Registration on goAML

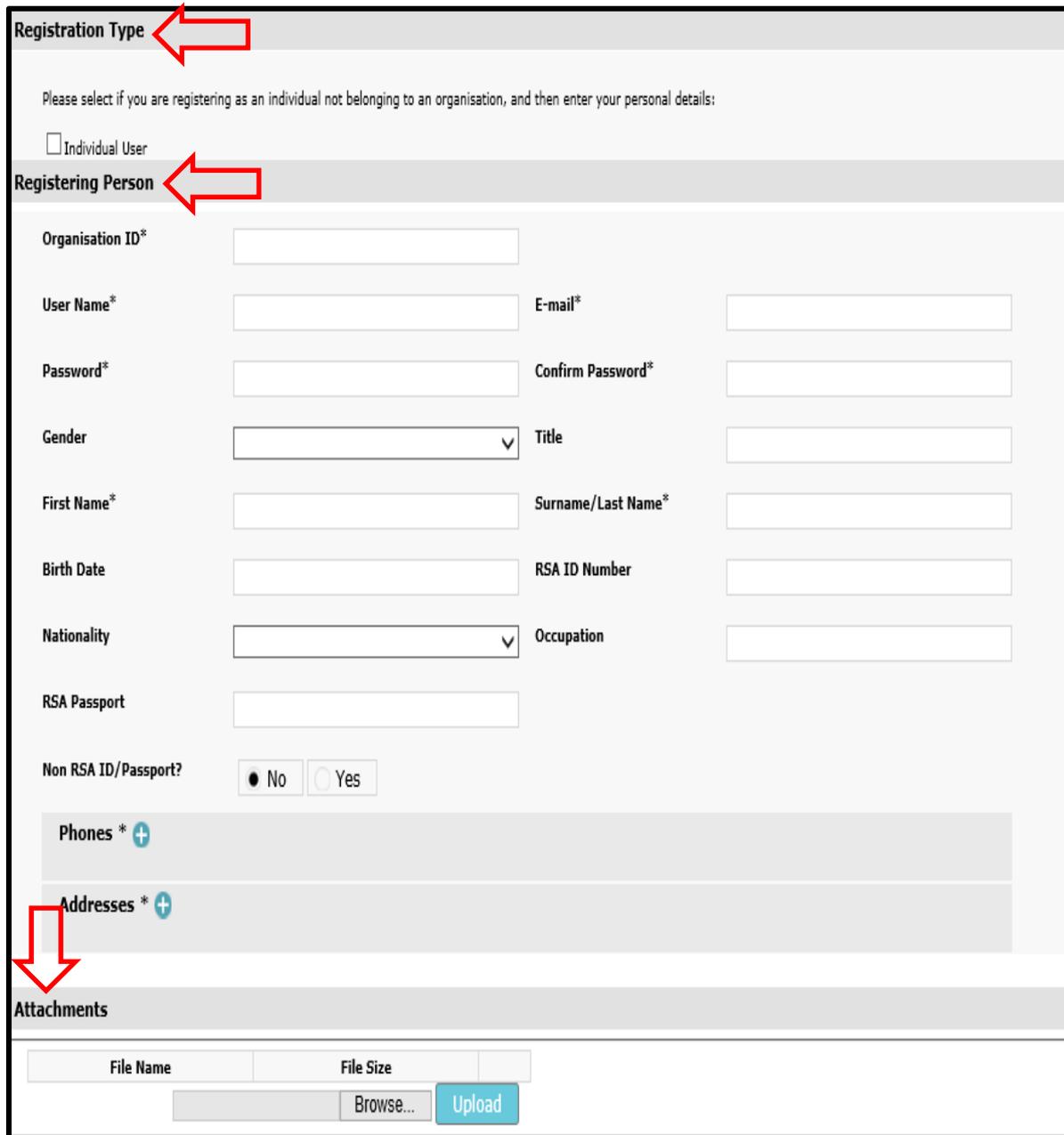
All users are required to register on the goAML platform before submitting reports. A copy of the reporter's certified identity document or passport must be attached submitted to the Centre for approval in order to gain access to goAML.

- On the Navigation bar > move the mouse pointer on the Register button > Click **Register As Person** > The registration screen is loaded and displayed.

The screenshot shows the goAML registration page. At the top left is the Financial Intelligence Centre logo. A navigation bar contains 'Register' and 'Login' buttons. A dropdown menu is open under 'Register', with 'Register As Person' highlighted in a red box. The main content area contains text about the FIC Act and a list of its purposes. To the right of the text is an image of South African banknotes and coins. At the bottom of the page, it states: 'All these reports must be filed electronically on the goAML EE section of the FIC's website. The goAML system has the capability to accept'.

The register as organisation page will display with the **Headings** to be captured. The headings are

- Registration Type
- Registering Person
- Attachments



Registration Type

Please select if you are registering as an individual not belonging to an organisation, and then enter your personal details:

Individual User

Registering Person

Organisation ID*

User Name* E-mail*

Password* Confirm Password*

Gender Title

First Name* Surname/Last Name*

Birth Date RSA ID Number

Nationality Occupation

RSA Passport

Non RSA ID/Passport? No Yes

Phones *

Addresses *

Attachments

File Name	File Size
<input type="text"/>	<input type="text"/>

5.1 Registering Type

Reporters that require to submit reports such as volunteer disclosure report must register to acquire access to goAML. To register

- Select the **Individual User** check box so that the users' registration details are submitted to the Centre. The FIC will be responsible for verifying and approving the users details

Registration Type

Please select if you are registering as an individual not belonging to an organisation, and then enter your personal details:

Individual User

Registering Person

Organisation ID	<input type="text" value="2"/>		
User Name*	<input type="text"/>	E-mail*	<input type="text"/>
Password*	<input type="text"/>	Confirm Password*	<input type="text"/>
Gender	<input type="text" value=""/>	Title	<input type="text"/>
First Name*	<input type="text"/>	Surname/Last Name*	<input type="text"/>
Birth Date	<input type="text"/>	RSA ID Number	<input type="text"/>
Nationality	<input type="text" value=""/>	Occupation	<input type="text"/>
RSA Passport	<input type="text"/>		
Non RSA ID/Passport?	<input checked="" type="radio"/> No <input type="radio"/> Yes		
Phones * +	<input type="text"/>		
Addresses * +	<input type="text"/>		



5.2 Registering Person

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

Registering Person			
User Name*	<input type="text"/>	E-mail*	<input type="text"/>
Password*	<input type="text"/>	Confirm Password*	<input type="text"/>
Gender	<input type="text" value="v"/>	Title	<input type="text"/>
First Name*	<input type="text"/>	Surname/Last Name*	<input type="text"/>
Birth Date	<input type="text"/>	RSA ID Number	<input type="text"/>
Nationality	<input type="text" value="v"/>	Occupation	<input type="text"/>

- User Name – Unique username for logging into the system, no duplicates are allowed
- Password – Password must be between 5-10 characters, include capital alpha, alphanumeric and special characters (e.g. Goam!321#)
- Gender – Male / Female
- First Name – First name of the user
- Birth Date – Date of birth/ can be typed in from calendar in ccyy/mm/dd format
- Nationality - The status of belonging to a particular nation, whether by birth or naturalisation
- Email – Unique Email of the person
- Confirm Password – Retype the password
- Title – e.g. Ms / Dr / Mrs
- Surname / Last Name – Surname of the user
- RSA ID Number – 13 digit South African ID Number (e.g. 7404080408069)
- Occupation – Official job title of the user, i.e. Director etc.

RSA Passport	<input type="text"/>
Non RSA ID/Passport?	<input type="radio"/> No <input checked="" type="radio"/> Yes
Passport/Foreign ID/Permit/Refugee/Residence Number*	<input type="text"/>
Issuing Country*	<input type="text" value="v"/>

- RSA Passport – South African passport number
- Non RSA ID/Passport? – If not a South African citizen / resident with RSA ID or Passport
- Passport / Foreign ID/ Permit/ Refugee / Residence number – Non South African passport / identity number
- Issuing Country – Country where non South African Passport / ID document was issued



Phone Numbers

Phones +

Phone

Contact Type*	<input type="text"/>	Comm. Type*	<input type="text"/>
Country Prefix*	<input type="text"/>	Number*	<input type="text"/>
Extension	<input type="text"/>	Comments	<input type="text"/>

- Contact Type - This can be Business, Operational, Private, Public, Unknown
- Country Prefix - e.g. +27
- Extension - Numeric (e.g. 5425)
- Comm. Type - This can be Landline, Mobile, Satellite
- Number - Numeric, digits (e.g. 128012556)
- Comments - if any

Address – Organisation Address

Addresses * +

Address

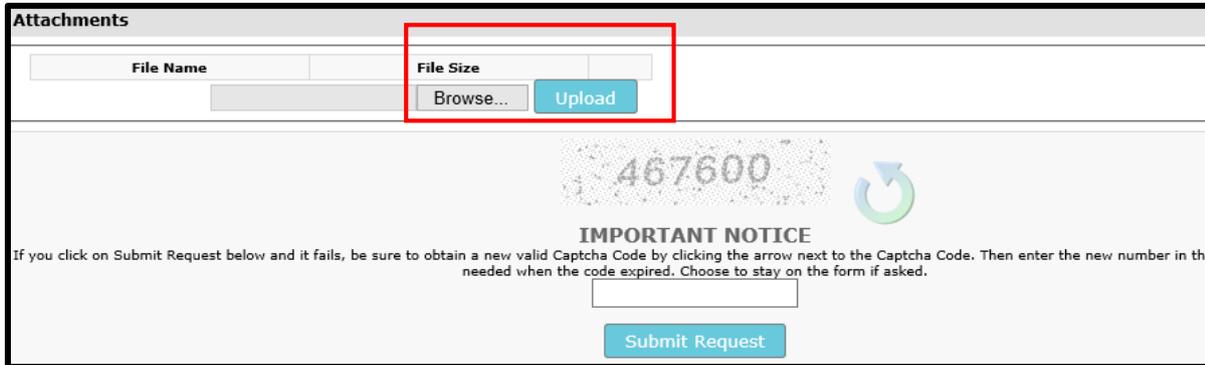
Type*	<input type="text"/>	Address*	<input type="text"/>
Town	<input type="text"/>	City*	<input type="text"/>
Postal/Zip	<input type="text"/>	Country*	SOUTH AFRICA
Province/State	<input type="text"/>	Comments	<input type="text"/>

- Type - This can be Business, Operational, Private, Public, Unknown
- Town - Name of town / district as part of a city
- Postal / Zip - The postal code of the city (e.g. 0122)
- Province / State - Name of the province (e.g. Gauteng)
- Address - Physical Address- details like street name, house number etc.
- City - Name of the city
- Country - Name of the country
- Comments - If any

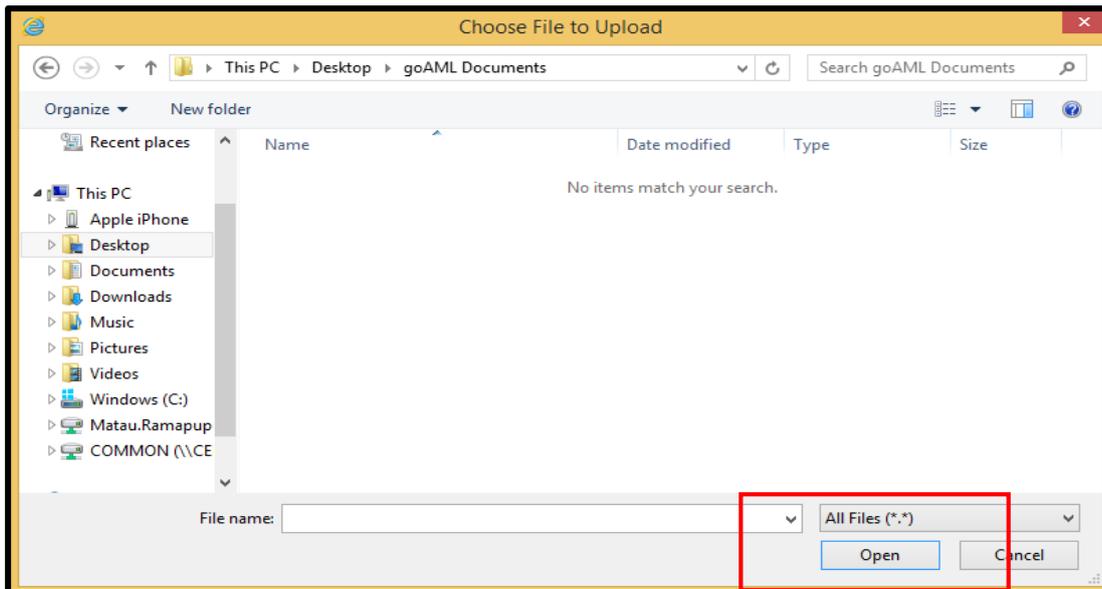
5.3 Attachments

Users are required to attach certified copy of the applicable identity document (copy of ID document and/or passport document).

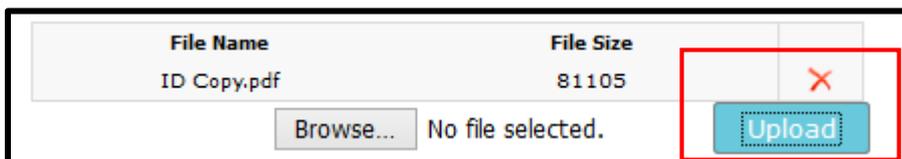
- To Upload a document > Click **Browse** button



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



- The file name will be ready for upload > click **Upload**



- 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**

The screenshot shows a registration form with a captcha code '355525' displayed in a box. To the right of the captcha is a circular refresh arrow icon. Below the captcha is an 'IMPORTANT NOTICE' section with the text: 'If you click on Submit Request below and it fails, be sure to obtain a new valid Captcha Code by clicking the arrow next to the Captcha Code. Then enter the new number in the field below. This is only needed when the code expired. Choose to stay on the form if asked.' Below the notice is an empty input field and a blue 'Submit Request' button. Red boxes highlight the captcha code and the 'Submit Request' button.

- 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.

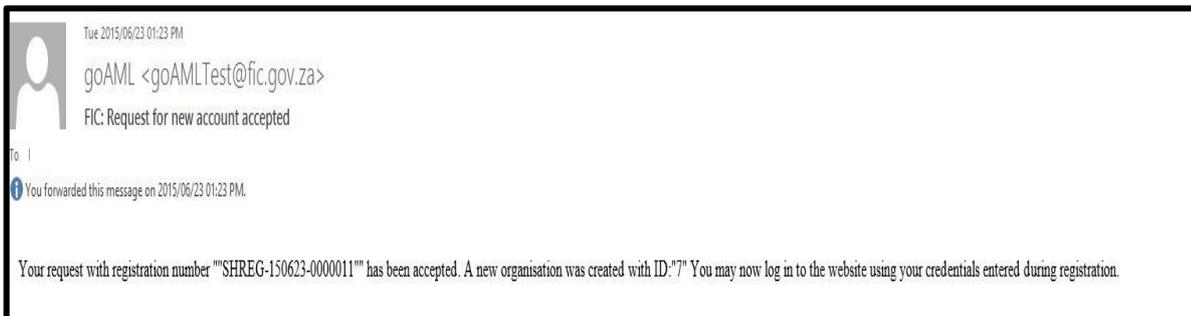
The screenshot shows a confirmation message in a window titled 'Registration info has been submitted'. The message reads: 'Registration info has been submitted' followed by 'Please wait for notification of acceptance/rejection by e-mail. Your request has been given the following reference number: SHREG-160219-000003'. There is a 'Return to main page' link in the top right corner.



6. Email Notifications

Users 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.



- 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.



Registrations will be rejected on goAML for the following reasons:

- If the user registers an account without linking a user to the account, sharing of account credentials not allowed;
- If the user provides incomplete or inaccurate information on the system whilst registering;
- If the user provided incomplete registration forms, or complete the forms with inaccurate information;
- 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.

- Clicking 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.

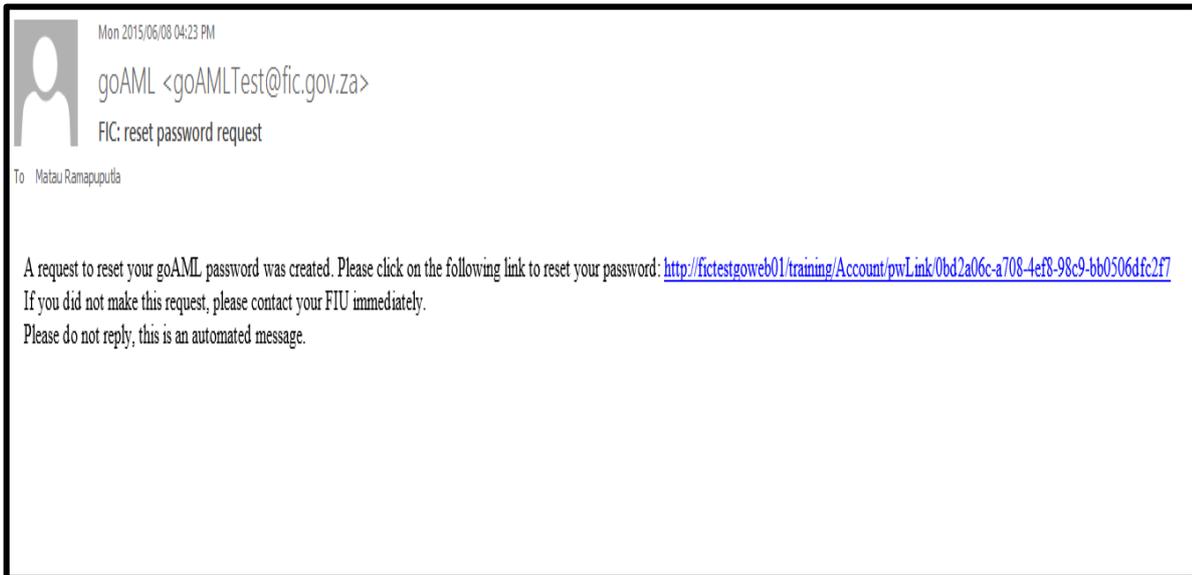
- Click **Forgot Password** button.
- The Reset Password Request window populates, enter **User Name > Email > Submit**

goAML registration user guide for individual reporters to enable reporting in terms of section 29 of the FIC Act

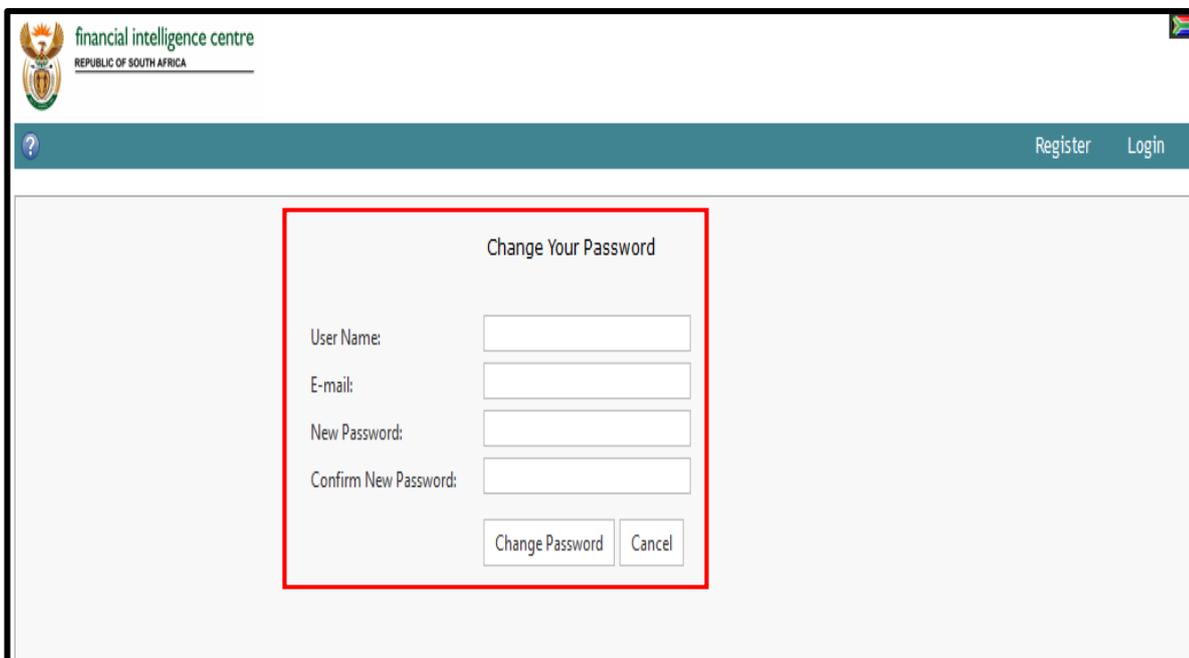
- With Effect 25 April 2016 -



- goAML user will receive an email with a link. Click on the **link**



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





8. goAML Support

For goAML Support Contact the Centre:

e-mail: fic_feedback@fic.gov.za

Log a web query: www.fic.gov.za/Secure/Queries.aspx

Compliance Contact Centre: +27 860 222 200

-ENDS-

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