

# 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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# 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 <u>www.fic.gov.za</u>.

#### 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



goAML registration user guide for individual reporters to enable reporting in terms of section 29 of the FIC Act - With Effect 25 April 2016 -





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

Internet Options ? ×	
General Security Privacy Content Connections Programs Advanced	Trusted sites ×
Select a zone to view or change security settings.	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.	Add this website to the zone: http://cengoweb01/goAMLWeb_PRD/Home Add
Security level for this zone	Websites:
Allowed levels for this zone: All	http://www.google.com.au Remove
Medium     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded	
Enable Protected Mode (requires restarting Internet Explorer)     Custom level     Default level	Require server verification (https:) for all sites in this zone
Reset all zones to default level	Close
Some <u>settings</u> are managed by your system administrator.	
OK Cancel Apply	

#### 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

Internet Options ?	×
General Security Privacy Content Connections Programs Adva	Pop-up Blocker Settings
Select a setting for the Internet zone.	Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below. Address of website to allow:
<ul> <li>Blocks third-party cookies that do not have a compact privacy policy</li> </ul>	http://cengoweb01/goAMLWeb_PRD/Home Add
<ul> <li>Blocks third-party cookies that save information that car</li> </ul>	Allowed sites:
- Restricts first-party cookies that save information that	Cengoweb01 Remove
Sites     Import     Advanced     Default       Location	Notifications and blocking level:
Pop-up Blocker	Play a sound when a pop-up is blocked.
✓ Turn on Pop-up Blocker Settings	Show Notification bar when a pop-up is blocked.
InPrivate	Blocking level:
Disable toolbars and extensions when InPrivate Browsing starts	Medium: Block most automatic pop-ups
	Leam more about Pop-up Blocker Close
OK Cancel Ap	ly l

#### 2.4 Adding goAML to Favourites

- Type <u>https://goweb.fic.gov.za/goAMLWeb\_PRD/Home</u> 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.

	Add a Favorite ×	
$\checkmark$	Add a Favorite Add this webpage as a favorite. To access your favorites, visit the	
Name:		
Create in:	Add Cancel	





# 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	)			
	•				ļ	Add					
	Add the cap						the ca	ptured detail			
		Car	ncel		l	nstr deta	ructs g iils	oAML to cancel the	captur	ing of the	
		Clo	se		(	Clos	se				
		Add to favorites Add to Favorites bar Add current tabs to favorites Organize favorites Home - FCT120_1_goAML EE Project GoAML Web UAT - Home Page GoAML Home Table to Dopen		5 E Project age	R-Su	irvey.com	re (FIC) was established in terms of established the FIC in 2003 to admir gence in accordance with internation	the Financia hister the FI al standards	al Intelligence Centre Act No 31 IC Act, as South Africa's nation s and requirements.	8 of 2001, which was al centre for the	
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				Sort by nan Properties	ne Registrati	on on	Matau.Ram COMMON	ive (D:) iapuputla (\\cenfs01\home) (H:) (\\CENFP01) (I:)	financial stration a	l institutions, including the req and reporting are done on the	uirement to register with
					Reporting • Ac • Ar • Ar • Ar • Ar • Ar	nder th ccounta ny busi teraction n accou	able and repo iness or perso on could poss untable institi a as a terrori	er Compliance tab on the FIC's home p porting institutions must report any tran on associated with a business must rep sibly be an attempt at money launderir ution must report to the FIC any situat at property report (TPR).	saction in w port a transa or the fin ion in which	which a client provides cash in action or interaction with a clie ancing of an act of terrorism. h they think they may possess	EE section of the FIC's v excess of R24 999.99. T nt that appears to be su This report is known as or control property belo





# 3. Reporting Individual Reporters Process Flow





# 4. goAML Web

The URL for accessing goAML is <u>https://goweb.fic.gov.za/goAMLWeb\_PRD/Home</u>. 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

financial intelligence centre		) 
?	Register	Login
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.	Part of the second seco	0
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.		T
The FIC was established to:	and and and	
<ul> <li>Identify the proceeds of unlawful activities</li> <li>Combat money laundering activities</li> <li>Combat the financing of terrorist and related activities</li> <li>Share information with law enforcement authorities, supervisory bodies, intelligence services, the South African R and other local and international agencies</li> <li>Supervise and enforce compliance with the FIC Act</li> <li>Facilitate effective supervision and enforcement by supervisory bodies.</li> </ul>	evenue Service (S	GARS)
The FIC Act lists various obligations applicable to certain categories of financial institutions, including the requirement to and to provide reports on certain types of transactions or activities by the clients of these institutions. Both registration done on the FIC's goAML EE online system which is accessed via the FIC's website <u>www.fic.gov.za.</u>	o register with the and reporting are	FIC
Registration		
Categories of industries classified by the FIC Act as accountable and reporting institutions are required to register with t more about these categories on the FIC website under the Stakeholder Compliance tab on the FIC's home page.) Regist goAML EE section of the FIC's website.	the FIC. (You can tration is done on	read the
Reporting		
<ul> <li>Accountable and reporting institutions must report any transaction in which a client provides cash in excess of R2-known as a cash threshold report (CTR).</li> <li>Any business or person associated with a business must report a transaction or interaction with a client that appe unusual. This type of transaction or interaction could possibly be an attempt at money laundering or the financing</li> </ul>	4 999.99. This is ars to be suspicion of an act of terro	us or vrism.
If the user has registered and has therefore already obtained user credentials, the	user can loo	ı in with
such credentials. If not, the user must register using the register link on the top r	ight of the c	bage. in
order to obtain user credentials to be able to use the application	- '	<u> </u>





#### 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.

financial intelligence centre					
	Register Login				
	Register As Person				
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.	Register As Organisatio				
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.	100				
The FIC was established to:					
<ul> <li>Identify the proceeds of unlawful activities</li> <li>Combat money laundering activities</li> <li>Combat the financing of terrorist and related activities</li> <li>Share information with law enforcement authorities, supervisory bodies, intelligence services, the Sou and other local and international agencies</li> <li>Supervise and enforce compliance with the FIC Act</li> <li>Facilitate effective supervision and enforcement by supervisory bodies.</li> </ul>	gence services, the South African Revenue Service (SARS)				
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Registration					
Categories of industries classified by the FIC Act as accountable and reporting institutions are required to re more about these categories on the FIC website under the Stakeholder Compliance tab on the FIC's home p goAML EE section of the FIC's website.	gister with the FIC. (You can read age.) Registration is done on the				
Reporting					
<ul> <li>Accountable and reporting institutions must report any transaction in which a client provides cash in e known as a cash threshold report (CTR).</li> <li>Any business or person associated with a business must report a transaction or interaction with a clier unusual. This type of transaction or interaction could possibly be an attempt at money laundering or to This report is known as a suspicious transaction report (STR).</li> <li>An accountable institution must report to the FIC any situation in which they think they may possess of client that could be linked to terrorism. This is known as a terrorist property report (TPR).</li> </ul>	excess of R24 999.99. This is nt that appears to be suspicious or he financing of an act of terrorism. or control property belonging to a				
All these reports must be filed electronically on the goAMLEE section of the EIC's website. The goAML system	m 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:							
Registering Person							
Organisation ID*							
User Name*		E-mail*					
Password*		Confirm Password*					
Gender	· · · · · · · · · · · · · · · · · · ·	Title					
First Name <sup>*</sup>		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 Browse Upload						



# 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           egistering Person							
Organisation ID	2						
User Name*		E-mail*					
Password*		Confirm Password*					
Gender	v	Title					
First Name*		Surname/Last Name*					
Birth Date		RSA ID Number					
Nationality	v	Occupation					
RSA Passport							
Non RSA ID/Passport?	No     Yes						
Phones * 🔂							
Addresses * 🔂							



#### 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*		E-mail*					
Password*		Confirm Password*					
Gender	×	Title					
First Name*		Surname/Last Name*					
Birth Date		RSA ID Number					
Nationality	v	Occupation					

- User Name Unique username for logging into the system, no duplicates are allowed
- Password Password must be between 5-10
   Title e.g. Ms / Dr / Mrs characters, include capital alpha, alphanumeric • and special characters (e.g. Goaml321#)
- 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

- Email Unique Email of the person
- Confirm Password Retype the password •
- 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.
- Nationality The status of belonging to a particular nation, whether birth by or naturalisation

RSA Passport			
Non RSA ID/Passport?	No Yes		
Passport/Foreign ID/Permit /Refugee/Residence Number*		Issuing Country*	<b>v</b>

- 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*	<b></b>	Comm. Type*	<b></b>				
Country Prefix*		Number*					
Extension		Comments					
	Add	Cancel					

- 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								
Туре*	<b>v</b>	Address*						
Town		City*						
Postal/Zip		Country*	SOUTH AFRICA	<b>v</b>				
Province/State		Comments						
	Add	Cancel						

- 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

Attachments					
File Name	File Size Browse Upload				
	, 46	7600			
IMPORTANT NOTICE 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 needed when the code expired. Choose to stay on the form if asked.					
	Subm	it Request			

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

Choose File	e to Upload	×
	✓ C Search goAML Documents	P
Organize 👻 New folder		0
Image: Second places     Name       Image: Second places     Name	Date modified Type Size	
File name:	All Files (*.*)      Open Cancel	× 

• The file name will be ready for upload > click Upload

File Name	File Size	
ID Copy.pdf	81105	×
Browse	No file selected.	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



• 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.





#### 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.

	тие 2015/06/23 01/23 РМ goAML <goamltest@fic.gov.za> FIC: Request for new account accepted</goamltest@fic.gov.za>					
To						
1 You forward	To voi forwarded this message on 2015/06/23 01:23 PM.					
Your request with registration number ""SHREG-150623-0000011"" has been accepted. A new organisation was created with ID."7" You may now log in to the website using your credentials entered during 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.

	Tue 2015/05/23 01:12 PM	
	goAML <goamltest@fic.gov.za></goamltest@fic.gov.za>	
	FIC: Request for account rejected	
To		
You forward	led this message on 2015/06/23 01:12 PM.	
Your reque	st with ID number ""SHREG-150623-0000010"" has been rejected with the following reason: "@Matau: Please Specify: Gender, Title, Birth Date and Occupation."	

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.

financial intelligence centre			₽ ₽
?		Register	Login
	User Name: Password: Log In Forgot password		

## 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

financial intelligence centre		*
?	Register	Login
RESET PASSWORD REQUEST User Name: E-mail: Submit		



• 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.

	financial intelligence centre republic of south africa				¥
?				Register	Login
		User Name: E-mail: New Password: Confirm New Password:	Change Your Password		



#### 8. goAML Support

#### For goAML Support Contact the Centre:

e-mail: fic\_feedback@fic.gov.za

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

Compliance Contact Centre: +27 860 222 200

-ENDS-

Issued by the Financial Intelligence Centre

22 April 2016