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

Version 1.0

22 April 2016
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**

![Internet Options](image)

**2.3 Enabling Pop Ups**

• On the top **Menu Bar** > Select **Tools** > **Internet Options**
2.4 Adding goAML to Favourites

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

- Type [https://goweb.fic.gov.za/goAMLWeb_PRD/Home](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**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Add the captured detail</td>
</tr>
<tr>
<td>Cancel</td>
<td>Instructs goAML to cancel the capturing of the details</td>
</tr>
<tr>
<td>Close</td>
<td>Close</td>
</tr>
</tbody>
</table>

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3. Reporting Individual Reporters Process Flow

Individual Reporter
- Provide email address, ID copy

FIC Official
- FIC - Approve the Individual Reporter registration information
- FIC - Verify the Individual Reporter registration information

Registered Individual User

Individual Reporter
- Completes registration on goAML registration platform

FIC Official
- FIC - Approve the Individual Reporter registration information
- FIC - Verify the Individual Reporter registration information

Registered Individual User
4. **goAML Web**

The URL for accessing goAML is [https://goweb.fic.gov.za/goAMLWeb_PRD/Home](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 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](http://www.fic.gov.za).

**Registration**

Categories of industries classified by the FIC Act 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 homepage.) 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 999.09. 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.

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

- Registration Type
- Registering Person
- Attachments

<table>
<thead>
<tr>
<th>Registration Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please select if you are registering as an individual not belonging to an organisation, and then enter your personal details:</td>
</tr>
<tr>
<td>[ ] Individual User</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Registering Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation ID²</td>
</tr>
<tr>
<td>User Name²</td>
</tr>
<tr>
<td>Password²</td>
</tr>
<tr>
<td>Gender</td>
</tr>
<tr>
<td>First Name²</td>
</tr>
<tr>
<td>Surname/Last Name²</td>
</tr>
<tr>
<td>Birth Date</td>
</tr>
<tr>
<td>Nationality</td>
</tr>
<tr>
<td>RSA Passport</td>
</tr>
<tr>
<td>Non RSA ID/Passport?</td>
</tr>
</tbody>
</table>

**Phones**

**Addresses**

**Attachments**

<table>
<thead>
<tr>
<th>File Name</th>
<th>File Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Browse</td>
<td>[ ] Upload</td>
</tr>
</tbody>
</table>
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.
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

<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 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. Director etc.</td>
</tr>
</tbody>
</table>

### RSA Passport

- 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

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Phone Numbers

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Type</td>
<td>This can be 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>This can be 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>

Address – Organisation Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>This can be 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>
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

![Attachment Form](image)

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

![Choose File to Upload](image)

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

![File Name](image)

- 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.

*Registration info has been submitted*

**Please wait for notification of acceptance/rejection by e-mail. Your request has been given the following reference number: SHREG-160219-0000003*
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.

Registration 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 user will receive an email with a link. Click on the link

A request to reset your goAML password was created. Please click on the following link to reset your password: http://ficresetpassword/login/Account?u=84e-a703-6e-98-465566fc27
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.
8. **goAML Support**

For goAML Support Contact the Centre:

e-mail: fic_feedback@fic.gov.za


Compliance Contact Centre:  +27 860 222 200

-ENDS-

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