



## Frequently Asked Questions - Updating user details and acquiring access to the NEW FIA registration and reporting platform – January 2019

### 1. Existing Registrations (already registered with the FIA)

1 All institutions registered on goAML have an entity registration identity, also referred to as an “Org ID”.

2 To add your institution to the new goAML system please follow the steps:

- **Step 1:** Access the goAML website by clicking on this link:  
(<https://goaml.fia.go.ug/goAMLTST/Home>)
- **Step 2:** Click on “*Register as a person*” to commence the updating of registration related information.

Note: Existing registrants **should not click** on “*Register as an organisation*” as this will create a duplicate registration which will be rejected by the FIA.

Note: Ensure that the first person using the Org ID No, as provided by the FIA, on the system is the appointed Compliance Officer for your entity.

- **Step 3:** Insert the Org ID and complete the registration form and then add the relevant attachments (a copy of the National ID / Passport document and authorization letter) to the profile, and only then “click submit” to the FIA for approval.

Note: The authorization letter must contain the details of the user, such as user name and surname, National ID / Passport number, occupation of the user and the role of the user to be allocated on the system.



- **Step 4:** Upon receiving an email from the FIA confirming successful account registration, the user then logs onto the registration platform, using the Org ID and approved user credentials, to update and verify the institution's details, by making changes where necessary.

Note: The mandatory details such as Email, Name, Trade As Name, Incorporation / Registration Number, Telephone and address details either must be provided or updated to ensure successful submission of all reports to the FIA.

- **Step 5:** Once confirmation has been sent by the FIA confirming the successful updating of the institutions details (account registration), the registration is complete if no further users need be added, and the User is now able to file reports with the FIA.

Note: If the entity requires the registration of further delegated users, then the Admin User must communicate the Org ID to these delegated users (including the Money Laundering Control Officers (MLCOs), so they can commence their user registration as an MLCO of the entity.

Note: Kindly now refer to the instructions in section 4 below on how to add delegated users including MLCOs.

3 **Note:** If you have not received an Org ID No. from the FIA, kindly contact the FIA via email on [goamlhelpdesk@fia.go.ug](mailto:goamlhelpdesk@fia.go.ug) to obtain your Org ID No.

4 **DO NOT register as a new organisation.**



## 2. New Registrations (not registered with the FIA)

1 If you have not previously registered with the FIA, kindly follow the steps below to register:

- **Step 1:** Access the new platform on the FIA website using the link (<https://goaml.fia.go.ug/goAMLTST/Home>) and then click on “**register as an organisation**” to register your entity.
- **Step 2:** Ensure that the first person to register is the Admin User.
- **Step 3:** Complete all necessary fields on the system (both for the organisation and user) and attach a copy of the organization’s Certificate of Incorporation, a National ID / passport of the Admin User and an authorization letter from the entity when registering. The authorization letter must contain the user name and surname, National ID / Passport number, occupation of the user and the role of the user to be allocated on the system.
- **Step 4:** Once the registration form has been submitted, a registration reference number will be provided. The reference number is used for any registration related enquiries.
- **Step 5:** The Admin User will receive an email from the FIA confirming the approval or rejection of the registration. Once the registration has been approved, the Admin User is required to communicate the Org ID No to further delegated users (if any) within their institution who are permitted to use the system, where applicable. These users include MLCOs.

Note: All delegated users, including MLCOs must also register as users on the system by clicking on “*Register as a person*” and inserting the Org ID of their entity, to add themselves as a user of their institution.



Note: All delegated users, including the MLCO must also attach an authorization letter explaining their user details, such as user name and surname, National ID / Passport number, occupation of the user, and the type of MLCO user role to be allocated on the system.

Note: Kindly refer to the instructions in 4 below to add MLCOs.

- 2 Once the FIA has reviewed and approved the user details of the User, an email will be sent by the FIA confirming successful account registration.



### 3. Updating of entity details

- 1 Once confirmation of registration has been received from the FIA, the Admin User must logon with his/her user login credentials and update the details of the institution.
- 2 To update entity details, the Admin User must follow these steps:
  - **Step 1:** The Admin User must login to the FIA system on this link <https://goaml.fia.go.ug/goAMLTST/Home> using the user login credentials they acquired during the registration process.
  - **Step 2:** Once Admin User has logged in, he/she must go to the **Admin** menu, then click on the **Active Organisations** menu, select the entity they want to update and click on **New Change Request**.
  - **Step 3:** The Admin User must then update entity details like the name, registration number, license number, email, reporting obligation, telephone number, address of the institution etc.
- 3 The FIA will verify this information and upon approval send a detailed confirmation email to the institution. Upon receipt of this email, the Admin User of the institution must communicate the Org ID to their additional users to enable them to register on the system.



#### 4. Adding delegated users including MLCOs, where applicable

- 1 Once the Admin User has received a registration confirmation from the FIA and has updated the entity details on the FIA system, the Admin User of the institution must communicate the Org ID to additional delegated users (including MLCOs) within their organization who need to use the system to enable them to register on the system.
- 2 Once the delegated users receive the Org ID from the Admin User, they must follow these steps to register:
  - **Step 1:** Go to the goAML website on (<https://goaml.fia.go.ug/goAMLTST/Home>) and **register as a person**.
  - **Step 2:** In the **organisation ID** field, provide the **Org ID No.** emailed to them by the Admin User.
  - **Step 3:** Attach a copy of a National ID / Passport and an authorization letter from the entity when registering. The authorization letter must contain the user name and surname, National ID / Passport number, occupation of the user and the role of the user to be allocated on the system.
  - **Step 4:** Once the delegated user has added their details, they must notify the Admin User who must first internally approve the delegated user's registration and thereafter the FIA will verify and approve the individual users and confirm such additional user credentials via email to the delegated user.

Note: Delegated users including MLCOs must register by clicking on "Register as a person" and by inserting the Org ID No. of their entity, to add themselves as a user of their institution.

Note: The delegated user must attach a copy of their ID with an authorization letter explaining their user details, such as user name and surname, National ID / Passport number, occupation of the user and the type of user role to be allocated on the system.



## 5. Important information for all registrations

If you have previously registered with the FIA but have not received an Org ID from the FIA, kindly contact the FIA via email on [goamlhelpdesk@fia.go.ug](mailto:goamlhelpdesk@fia.go.ug) to obtain your Org ID.

- DO NOT register as a new organization, if you have previously registered with the FIA.
- The first person to register must be the Admin User.
- Do ensure that your organization business type and your reporting obligation fields contain the applicable AML Act schedule item that your institution falls under in terms of the AML Act.
- All persons registering must ensure that they attach a copy of a National ID or Passport and an authorization letter.
- All fields with an asterisk (\*) are mandatory and must be completed as part of the registration process.
- All registrations must be approved by the FIA prior to activation.
- The Admin User must approve all MLCO registrations prior to the FIA's final approval.



## 6. Additional Information

- 1 For additional information on the new FIA registration and reporting platform, Queries on registration and reporting on the new FIA platform and other matters can be logged via email to: [goamlhelpdesk@fia.go.ug](mailto:goamlhelpdesk@fia.go.ug)

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