Government Office Anti Money Laundering (GoAML)

Frequently Asked Questions

Contents

Section 1: Registration

Q1. How do I reset my goAML password?

- Log into https://fiu-Ireland.ie

- Insert Username and select 'Forgot Password'.

- Follow the necessary steps and select 'Submit'.

Q2. What do I do if I have forgotten my username?

Please forward email correspondence to fiu-ireland@garda.ie

Please provide the following:

- Organisation ID.
- Email address used when registering your entity.

Q3. As a 'designated person', how do I register my entity on goAML?

NB: Below example is for a Reporting Entity.

- To register as a new entity, go to https://fiu-Ireland.ie
- Hover cursor over 'Register' and select 'Register as Organisation' in drop down menu.

- Select 'Reporting Entity'.

- For further instructions at this point, please refer to the *GoAML Web Registration Document* on the Garda Website http:/www.garda.ie.

Q4. How do I add another goAML user within my entity?
- The Money Laundering Reporting Officer (MLRO) /Administrator for your entity must provide the intended user with the 'Organisation ID'.
- The intended user must go to https://fiu-Ireland.ie select 'Register' followed by 'Register as Person' [Do not select 'Individual User' under 'Registration Type']

- Enter Organisation ID and complete all relevant details.

- Go to Question 5 to approve the user.

Q5. How do I, as the MLRO/Administrator, authorise the additional goAML users once they have submitted their requests?

- You, having already logged in as MLRO/Administrator, should select 'Admin' followed by 'User Request Management'.

- View the request and select 'Finalize'.

Section 2: Submitting Suspicious Transaction Reports (STRs)

Q6. Is the 'Reporting Entity Reference' on the web report the same as 'Organisation ID'?
No. 'Reporting Entity Reference' refers to your own internal source reference while the 'Organisation ID' is the unique entity ID assigned by the Financial Intelligence Unit (FIU) to your reporting entity.

Q7. When submitting a web report, what is the procedure when a transaction has not occurred or has no monetary value?
'Transaction' is a mandatory field so please insert "0" (zero) in the 'Transaction amount' field.

Q8. Can I use abbreviations when completing the 'Involved Party' address(es)?

Please do not use abbreviations (i.e. "St." instead of "Street"/"Saint", "Pk." instead of "Park", etc.) as any variance may result in data not matching, thus affecting the analysis process.
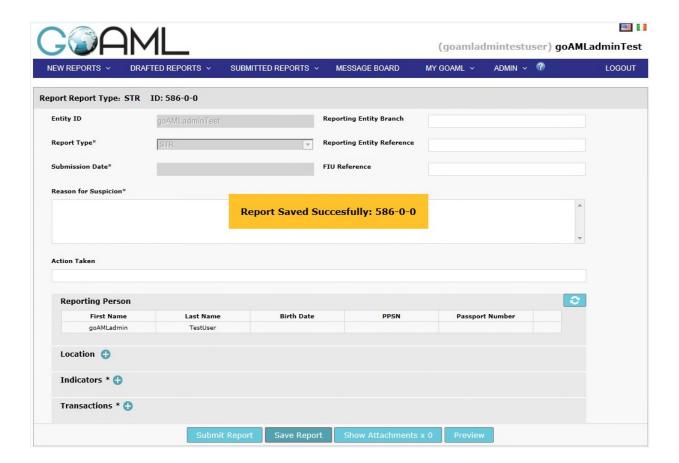
Q9. After what period of time will goAML log out while I am completing a web report?

For security reasons, goAML will log out after 20 minutes of inactivity. You will need to click on the "SAVE" icon as you are inputting details in a web report.
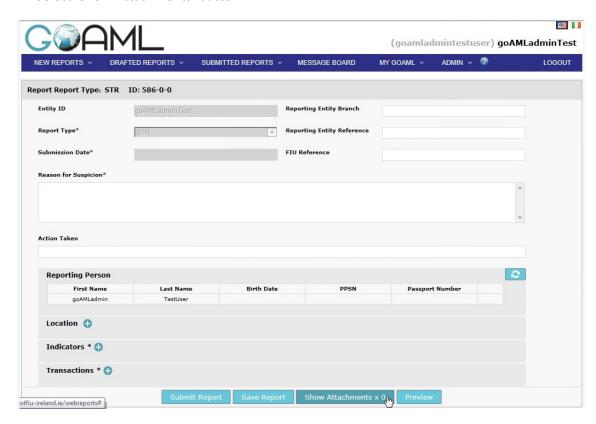
- The inactivity mentioned above is considered to be the complete lack of progression or advancement through the web pages within the application. Merely typing or inputting information into a report is <u>not</u> considered to be activity within the application. The clicking of a 'Submit', 'Next', 'Continue', 'Back' or 'Exit' button would be examples of activity. The recommendation therefore is to click the "Save Report" icon every 5 minutes as you proceed, otherwise the system will perceive the lack of these interactions as inactivity, and will therefore time you out.

Q10. How do I attach a document(s) to my web report?

A document(s) can be attached at any stage while completing the web report. As you compile the web report be sure to click on the "Save Report" button, (as shown below); in doing so, you ready the web report for the addition of any attachment(s).

- Select 'Show Attachments' button.

- Select 'Browse'. This will open another window allowing you to select the relevant document. Once selected double click on it or highlight it with one click and choose the 'Open' button.

- Once you have selected the document(s), select 'Upload'. You can now choose to upload another document or if you are finished click the 'Close' button to return to the Web Report.

Q11. How do I delete a document(s) attached in error to my web report currently being compiled?

- Select 'Show Attachments'.

- Then Select **X** to delete the document(s).

- When you have removed all the documents you want to remove, click the 'Close' button and then click 'Save Report'.

Q12. If I attach identification documentation to my web report, do I need to insert its details into my web report?

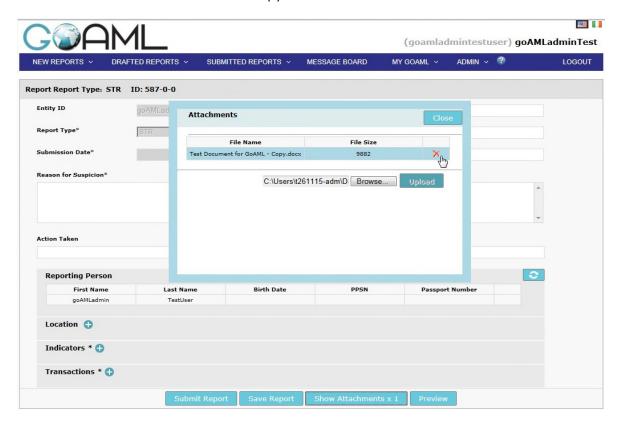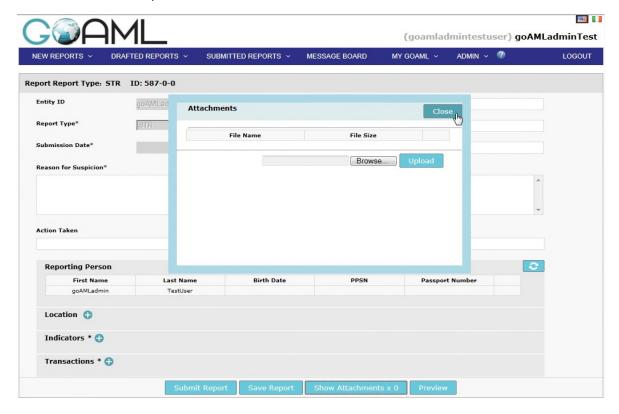YES, you need to insert the details in all relevant identification fields so that the analytical tools within goAML can match the details against existing data, where applicable. Mandatory identification fields are identified by an asterix.

Q13. While certain data fields are mandatory, how much detail am I expected to provide in my web report?

Please provide as much detail as possible to assist the FIU. Below are the most important:

- 'Account My Client' Section:
    - Account Type.
    - Date Opened.
    - Date Closed (if applicable).
    - Balance.
- 'Person My Client' Section:
    - Nationality.
    - Occupation.
    - Identification – Issue Date & Expiry Date.

Q14. Do I need to insert the information inputted in 'Reason for Suspicion' into 'Description' in the 'Transaction' field?

No, the transaction 'Description' refers to specific details relating to each individual transaction, i.e. the notes were banded and provide details of the bank name, date, etc.

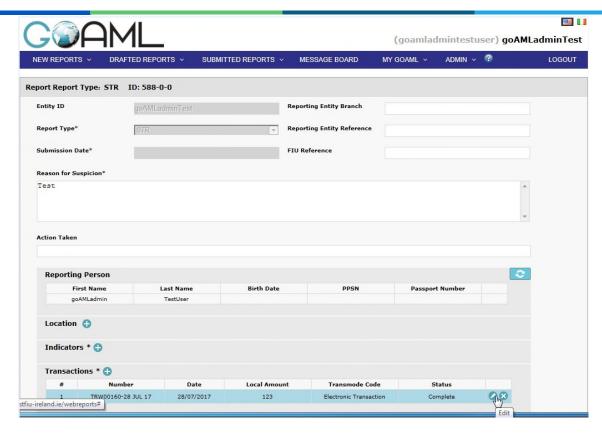## Q15. What is the appropriate 'Transmode Code' I need to select?

It is very important to select the correct 'Transmode Code' so that accurate data is captured for statistical purposes, i.e.

- 'In-branch/Office' - if a person was physically present when the transaction was conducted, i.e. a cash lodgement.
- 'Electronic Transaction' - if it involves an electronic transfer of funds from one account to another.
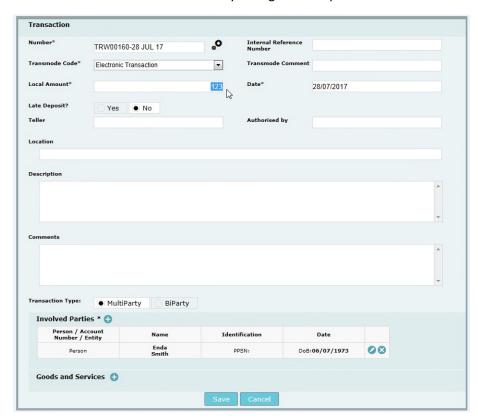
Q16. How do I edit/delete details in a web report?

If you wish to edit details in the 'Transaction' field, adhere to the following procedure.
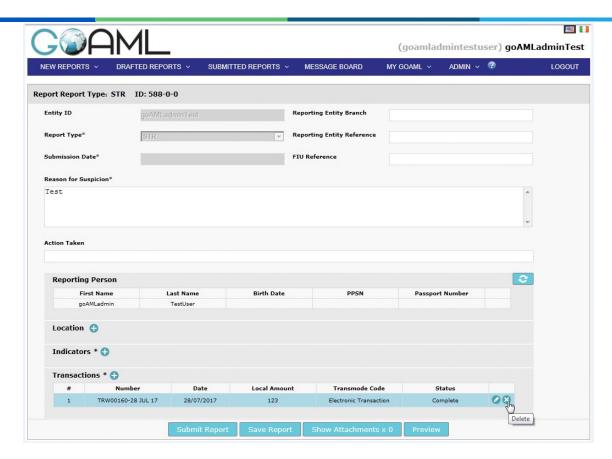
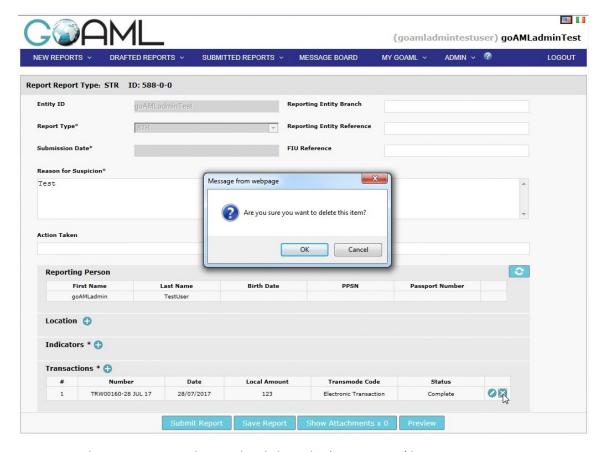- Please click on the "pencil" icon to open that section.

- You can then make the necessary changes in the particular field.

- Remember to save your changes.
- Similarly, if you wish to delete any transaction or part thereof, click on the 'X' icon.

- You will then be prompted to confirm this action before proceeding.

- Remember to save your changes by clicking the 'Save Report' button.

Q17. How long are drafted reports accessible for editing on goAML prior to submitting same to the FIU?

Drafted reports can be viewed and edited for a maximum period of **7 days** from the date first created.

Q18. What happens if I create a web report and I then decide not to submit it?

You will not be able to view or edit this drafted report after 7 days. The status will show as 'archived – not submitted'. You also have the option to delete the report within the 7 day period.

Q19. How long are submitted reports accessible for viewing on goAML?

Submitted reports can be viewed for a maximum period of **7 days** from the date of submission and must be saved to your own secure database or printed within this timeframe.
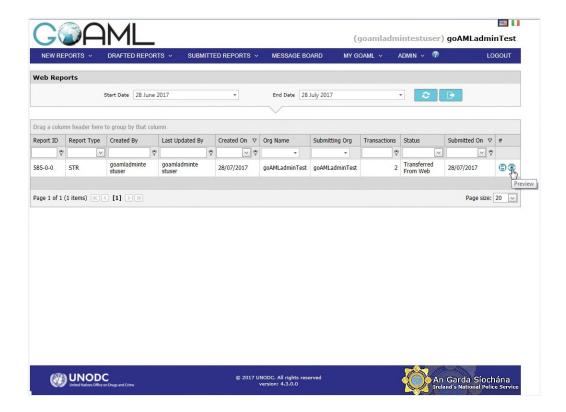
Q20. How do I Preview a web report?

- Select the web report you wish to preview from either 'Drafted Reports' or 'Submitted Reports'

- Select the Preview icon that looks like an "eye".

<u>Please note, that the Preview icon will only be visible to you if your IT Department has provided for the enablement of pop-ups within the application.</u>
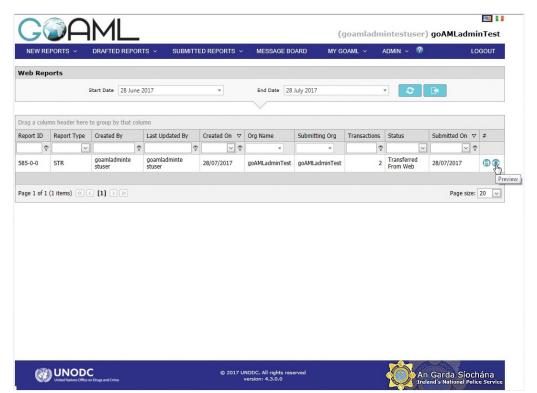

Q21. How do I print a copy of the web report for the Office of the Revenue Commissioners?

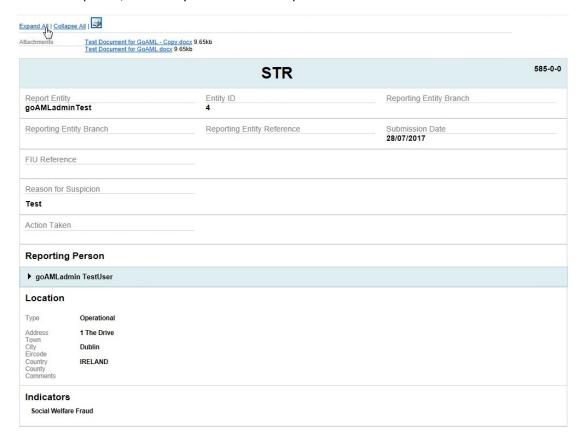Once the web report has been accepted by the FIU:

- Select 'Submitted reports' and 'Web reports'.

- To view the report, select the icon that looks like an "eye".

- Once opened, select 'expand all' on the top left corner.

- Then click the 'Print' icon.
- Attachments must be printed separately.

- Once opened, select 'expand all' on the top left corner.

It is essential to select 'expand all' so all relevant details are visible in the printed version.

Please note, you must print the copy of the web report within 7 days of submitting it to the FIU.

Section 3: Contact Information

Q22. Who should I contact for further information on GoAML?
Please contact the Financial Intelligence Unit (FIU)

Financial Intelligence Unit (FIU), Garda National Economic Crime Bureau, Harcourt Square, Harcourt Street, Dublin 2. D02 DH42.	**Telephone:** 6663714
	Fax: 6663711
	Web site: http://www.garda.ie
	E-Mail: FIU-Ireland@garda.ie