

# GFSC Online Submissions Portal

## May 2022 updates – User Document

Updated May 2023

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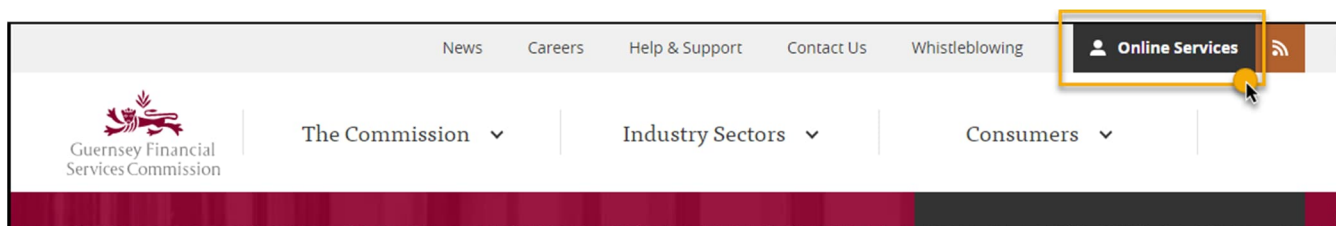
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### Register an account on the OS Portal

Before you can use the Online Submissions (“OS”) portal, you need to register an account. Launch the portal from an Internet browser using <https://submit.gfsc.gg> or from the Commission website [www.gfsc.gg](http://www.gfsc.gg) using the Online Services button shown below, which will direct you to <https://auth.gfsc.gg>.



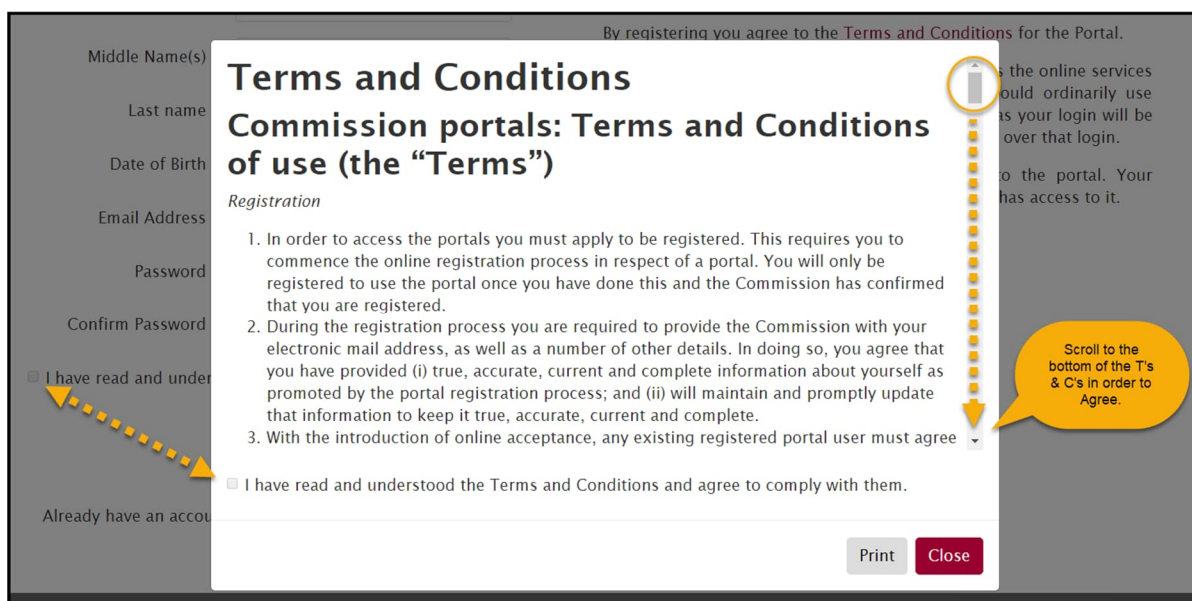
Click register and fill out the registration form.

### Electronic Commission portals Terms and Conditions (“Terms” or “T’s & C’s”)

In June of 2020 we introduced electronic Commission portals Terms replacing the previous requirement for an Online Services Agreement (“OSA”). These Terms have been updated and cover both the OS and PQ Portals.

When the pop-up window is presented with the Terms, you will need to read through the entire document, scrolling to the end of the document before it is possible to click that you have agreed to abide by the Terms.

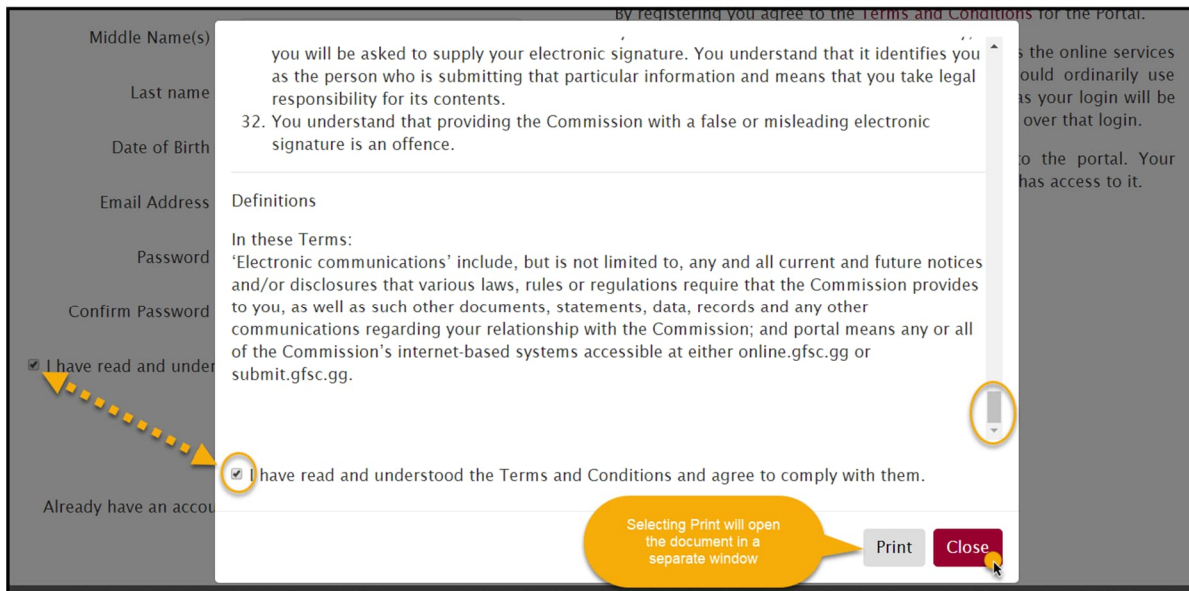
You are able to print and/or save a copy of the full document, if desired – simply close the window to resume registration or login.



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by registering you agree to the Terms and Conditions for the Portal.

you will be asked to supply your electronic signature. You understand that it identifies you as the person who is submitting that particular information and means that you take legal responsibility for its contents.

32. You understand that providing the Commission with a false or misleading electronic signature is an offence.

Definitions

In these Terms:  
'Electronic communications' include, but is not limited to, any and all current and future notices and/or disclosures that various laws, rules or regulations require that the Commission provides to you, as well as such other documents, statements, data, records and any other communications regarding your relationship with the Commission; and portal means any or all of the Commission's internet-based systems accessible at either [online.gfsc.gg](http://online.gfsc.gg) or [submit.gfsc.gg](http://submit.gfsc.gg).

I have read and understood the Terms and Conditions and agree to comply with them.

Selecting Print will open the document in a separate window

Print Close

The Terms must be agreed to on registration if a new account for the Online Services portals is being set up.

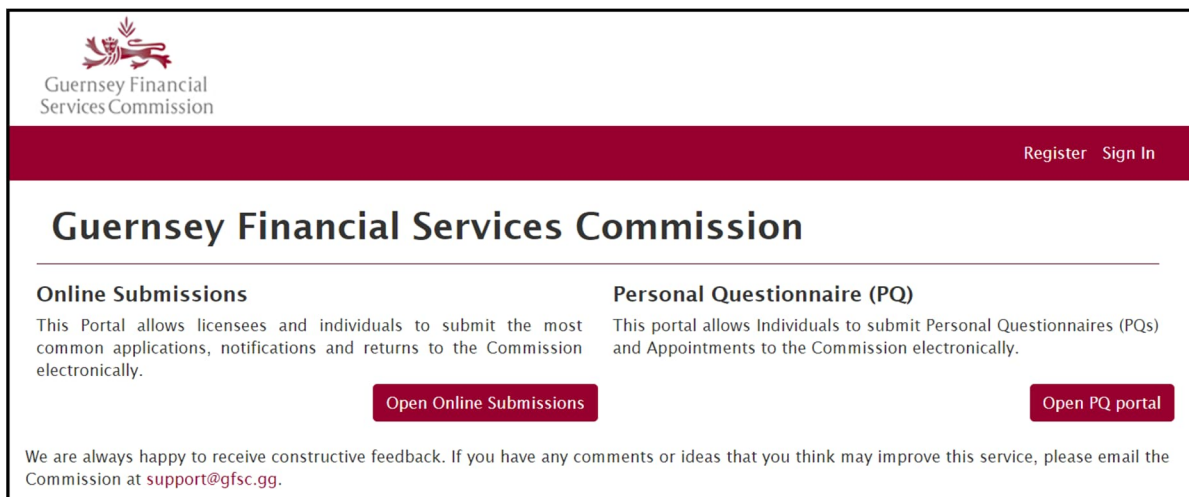
If you are logging into your existing portal account for the first time since the Terms were introduced, the Terms will require agreement before you can navigate to your portal account.

It will not be possible to log into your portal account without having first agreed to the Terms.

If/when the Terms are updated, they will be re-presented for agreement on your next login.

### Logging in for the first time after registration

If you have navigated from the [gfsc.gg](http://gfsc.gg) website using the Online Services button (which directs you to [auth.gfsc.gg](http://auth.gfsc.gg)) to register, then once you have confirmed your email and logged in, you will be taken to a screen where you can choose which portal you want to enter:



Guernsey Financial  
Services Commission

Register Sign In

## Guernsey Financial Services Commission

<p><b>Online Submissions</b></p> <p>This Portal allows licensees and individuals to submit the most common applications, notifications and returns to the Commission electronically.</p> <p><a href="#">Open Online Submissions</a></p>	<p><b>Personal Questionnaire (PQ)</b></p> <p>This portal allows Individuals to submit Personal Questionnaires (PQs) and Appointments to the Commission electronically.</p> <p><a href="#">Open PQ portal</a></p>
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We are always happy to receive constructive feedback. If you have any comments or ideas that you think may improve this service, please email the Commission at [support@gfsc.gg](mailto:support@gfsc.gg).

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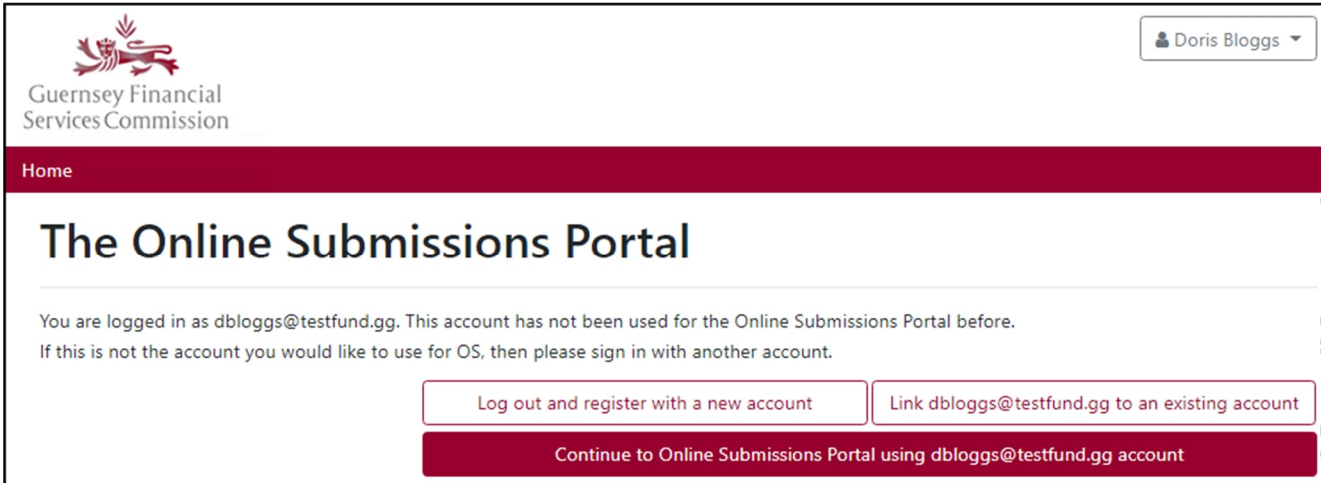
### Two-Factor Authentication (“2FA”)

2FA is an additional layer of security that is applied to your Online Services portal account. When you log into either portal, an additional prompt will display asking you to enter a security code. This code is sent to you via your registered e-mail address or an authentication app. Because the code is uniquely generated every time you login, it helps to prevent unauthorised account access in the event your password becomes compromised. This means a potential attacker requires both your password and access to your e-mail account or authentication app before they are able to gain access to your portal account.

Please click the following link for further information within our [2FA User Guide](#).

### Linking your account

If you have navigated to the registration screen from submit.gfsc.gg, then once you have confirmed your email and logged in, you will be asked whether you want to link your account an existing account.



The screenshot shows the Guernsey Financial Services Commission logo and the user's name 'Doris Bloggs' in the top right corner. Below the logo is a 'Home' link. The main heading is 'The Online Submissions Portal'. A message states: 'You are logged in as dblogs@testfund.gg. This account has not been used for the Online Submissions Portal before. If this is not the account you would like to use for OS, then please sign in with another account.' There are two buttons: 'Log out and register with a new account' and 'Link dblogs@testfund.gg to an existing account'. At the bottom, there is a red button that says 'Continue to Online Submissions Portal using dblogs@testfund.gg account'.

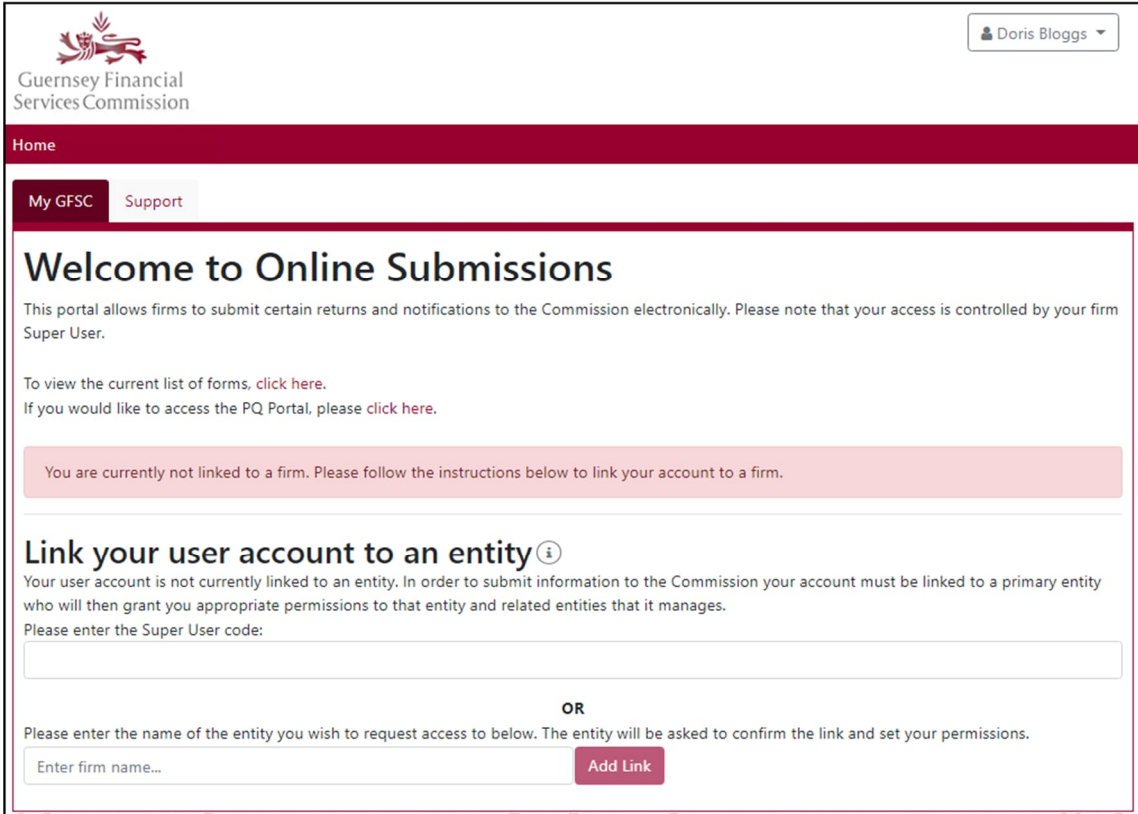
If you want to link your new account to an existing PQ portal account, then please refer to the '[Linking Portal Accounts manually](#)' section in this document. Otherwise, click *Continue to Online Submissions Portal using youremailaddress@work.com account*

The portal will then ask you to link your new account to a firm:

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Guernsey Financial  
Services Commission

Doris Bloggs

Home

My GFSC Support

### Welcome to Online Submissions

This portal allows firms to submit certain returns and notifications to the Commission electronically. Please note that your access is controlled by your firm Super User.

To view the current list of forms, [click here](#).  
If you would like to access the PQ Portal, please [click here](#).

You are currently not linked to a firm. Please follow the instructions below to link your account to a firm.

#### Link your user account to an entity <sup>i</sup>

Your user account is not currently linked to an entity. In order to submit information to the Commission your account must be linked to a primary entity who will then grant you appropriate permissions to that entity and related entities that it manages.

Please enter the Super User code:

OR

Please enter the name of the entity you wish to request access to below. The entity will be asked to confirm the link and set your permissions.

Enter firm name...

You can link your account using either:

- A *Super User Code* that will link the account to a firm and register it as a Super User (see the [Super User](#) section, further down in the document); or
- the *Firm name*, which once requested will have to be approved by that firm's Super User.

## OS Portal Homepage

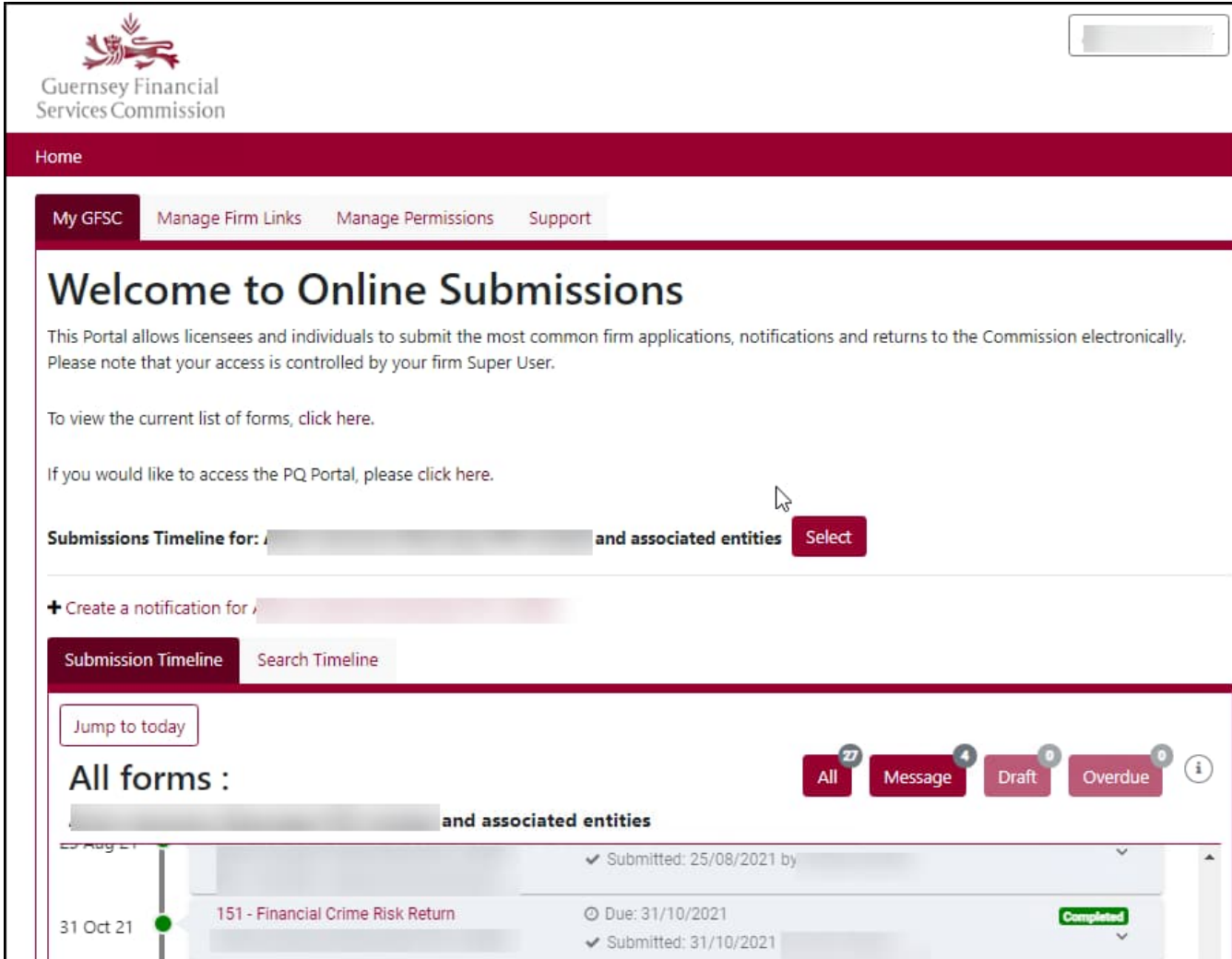
### My GFSC tab

This is the main tab on the OS portal, from which you can create and submit notification forms to the Commission and track your returns to see when they are due for submission.

# GFSC Online Submissions Portal

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The screenshot shows the user interface of the GFSC Online Submissions Portal. At the top left is the Guernsey Financial Services Commission logo. Below it is a navigation bar with 'Home' and 'My GFSC' (selected), 'Manage Firm Links', 'Manage Permissions', and 'Support'. The main heading is 'Welcome to Online Submissions'. Below this is a paragraph explaining the portal's purpose and a note about access control. There are two links: 'To view the current list of forms, click here.' and 'If you would like to access the PQ Portal, please click here.' A 'Submissions Timeline for: [redacted] and associated entities' is displayed with a 'Select' button. Below this is a '+ Create a notification for [redacted]' button. The 'Submission Timeline' section has a 'Search Timeline' button. A 'Jump to today' button is present. The 'All forms:' section shows a list of forms with filters for 'All' (27), 'Message' (4), 'Draft' (0), and 'Overdue' (0). A table of forms is visible, including one for '151 - Financial Crime Risk Return' with a 'Completed' status and a 'Submitted: 31/10/2021' date.

Note: Users are only able to create notifications or fill out returns after they are granted *Prepare* or *Submit* permissions for a firm, by the firm's Super User. See the *Manage Permissions* tab.

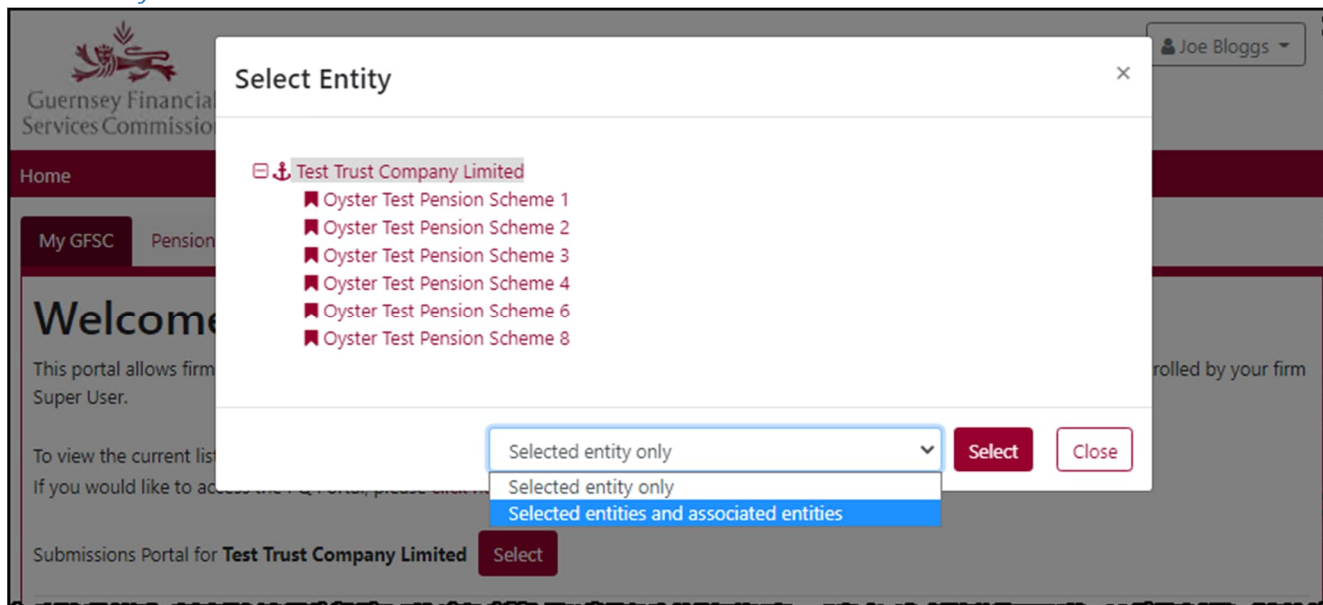
Use the *Select* button to change the Submission portal for view to another of your entities. The Submission Timeline will be updated to reflect the selected entity.



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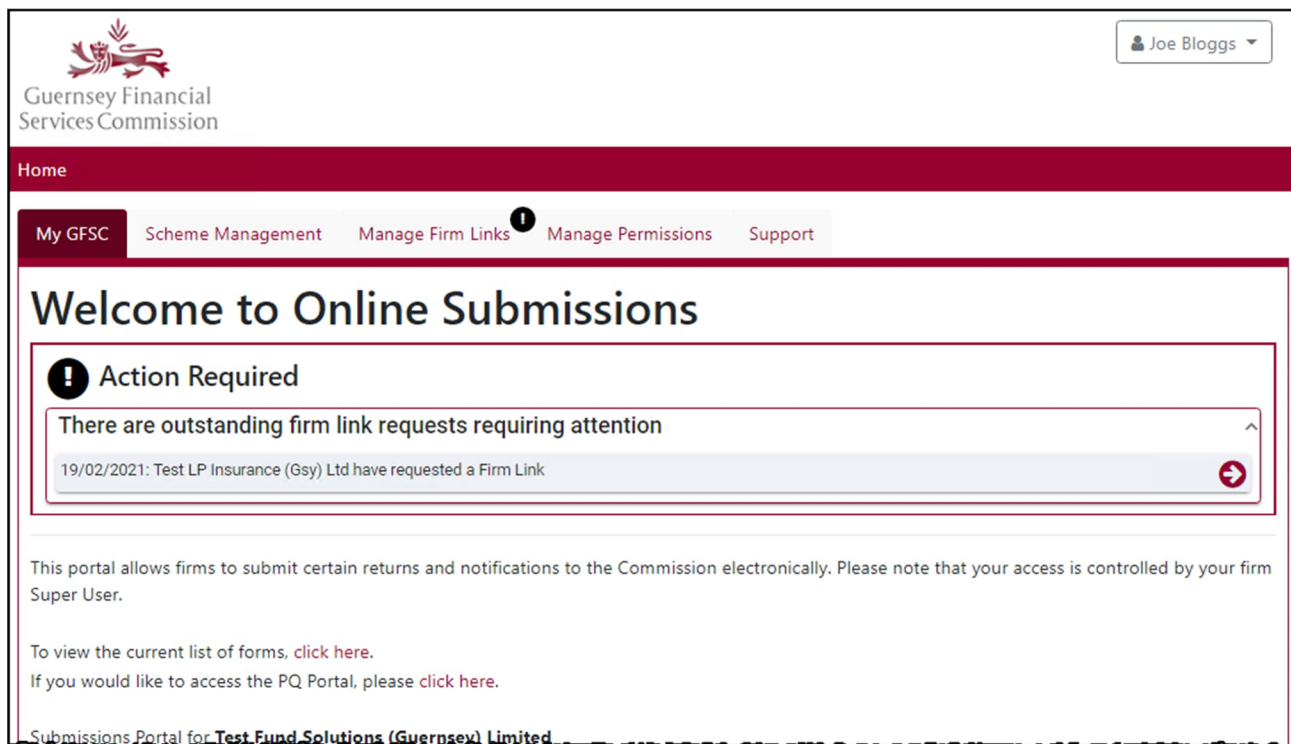
Select Entity:



The screenshot shows the 'Select Entity' dialog box. The main content area displays a tree view with 'Test Trust Company Limited' selected. Underneath, there are six 'Oyster Test Pension Scheme' options, numbered 1 through 8. A dropdown menu is open, showing two options: 'Selected entity only' and 'Selected entities and associated entities'. The 'Selected entities and associated entities' option is highlighted. There are 'Select' and 'Close' buttons at the bottom right of the dialog. The background shows the portal's header with the logo and 'Joe Bloggs' user name, and a navigation menu with 'My GFSC' and 'Pension' tabs. A 'Welcome' message is visible, stating 'This portal allows firm Super User.' and 'To view the current list...'. At the bottom, it says 'Submissions Portal for Test Trust Company Limited' with a 'Select' button.

## Action Required

The Action Required box appears when there is an outstanding action that requires your attention. Typically, this can include forms that require your input, user access requests or firm link requests if you are a Super User.



The screenshot shows the home page of the GFSC Online Submissions Portal. The header includes the logo and 'Joe Bloggs' user name. The navigation menu has 'My GFSC', 'Scheme Management', 'Manage Firm Links', 'Manage Permissions', and 'Support'. The main heading is 'Welcome to Online Submissions'. Below this, an 'Action Required' box is highlighted, containing the message: 'There are outstanding firm link requests requiring attention' and a specific request: '19/02/2021: Test LP Insurance (Gsy) Ltd have requested a Firm Link'. Below the 'Action Required' box, there is a paragraph of text: 'This portal allows firms to submit certain returns and notifications to the Commission electronically. Please note that your access is controlled by your firm Super User.' and two links: 'To view the current list of forms, click here.' and 'If you would like to access the PQ Portal, please click here.' At the bottom, it says 'Submissions Portal for Test Fund Solutions (Guernsey) Limited'.

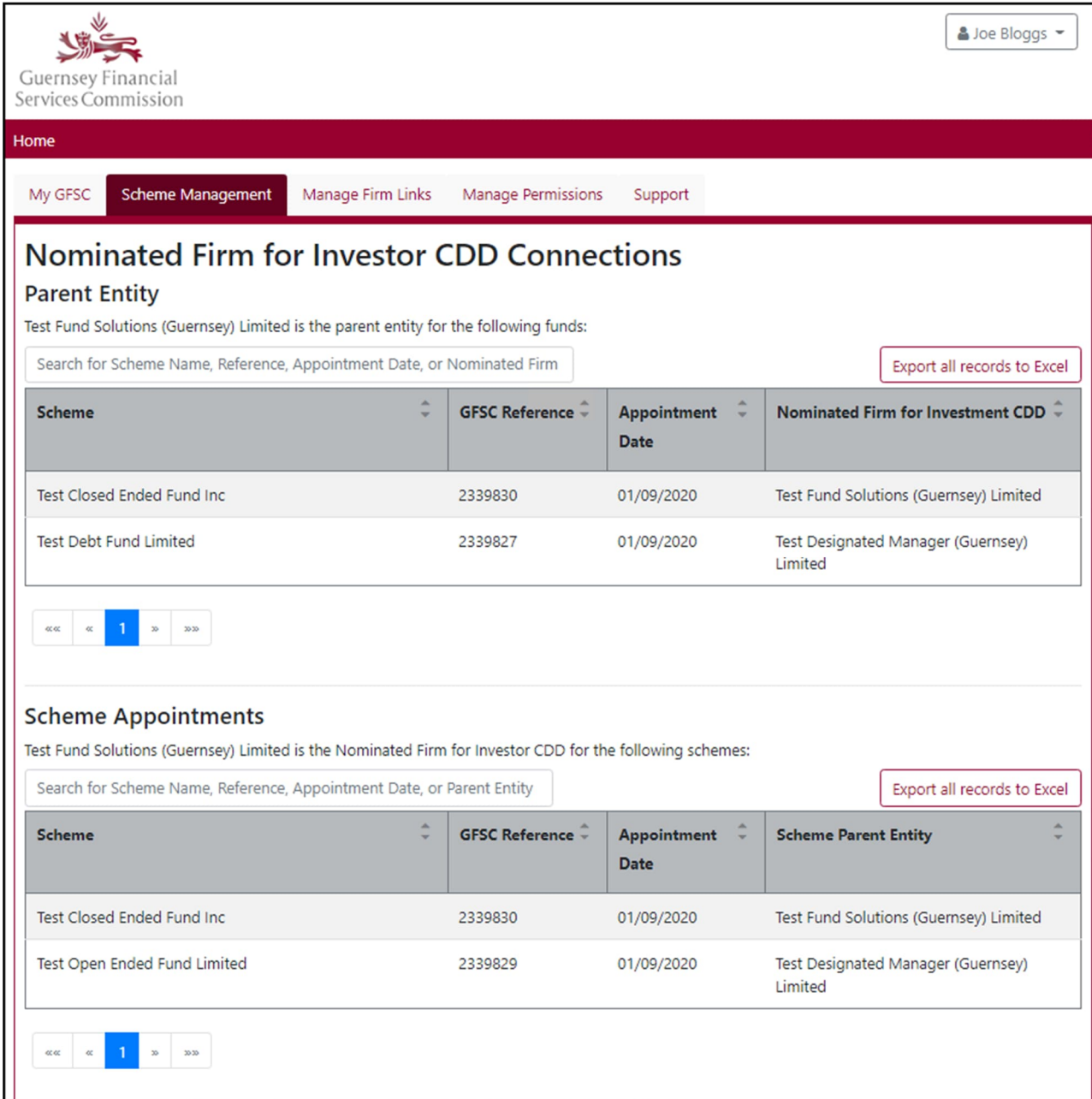
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### Scheme Management tab

The *Scheme Management* tab shows the appointed Nominated Firm for Investor Customer Due Diligence ("NFFICDD") for an investment Scheme. Here you can see where your firm is the NFFICDD for a Scheme, regardless of whether the firm is the parent entity or not. If another firm is appointed the NFFICDD for a Scheme that you manage, that information is available here too.



Guernsey Financial Services Commission

Home

My GFSC **Scheme Management** Manage Firm Links Manage Permissions Support

### Nominated Firm for Investor CDD Connections

Parent Entity

Test Fund Solutions (Guernsey) Limited is the parent entity for the following funds:

Search for Scheme Name, Reference, Appointment Date, or Nominated Firm [Export all records to Excel](#)

Scheme	GFSC Reference	Appointment Date	Nominated Firm for Investment CDD
Test Closed Ended Fund Inc	2339830	01/09/2020	Test Fund Solutions (Guernsey) Limited
Test Debt Fund Limited	2339827	01/09/2020	Test Designated Manager (Guernsey) Limited

1

### Scheme Appointments

Test Fund Solutions (Guernsey) Limited is the Nominated Firm for Investor CDD for the following schemes:

Search for Scheme Name, Reference, Appointment Date, or Parent Entity [Export all records to Excel](#)

Scheme	GFSC Reference	Appointment Date	Scheme Parent Entity
Test Closed Ended Fund Inc	2339830	01/09/2020	Test Fund Solutions (Guernsey) Limited
Test Open Ended Fund Limited	2339829	01/09/2020	Test Designated Manager (Guernsey) Limited

1

The NFFICDD connections view on the Scheme Management tab is available to any user connected to an Investment Designated Manager, who has been granted 'Prepare' or 'Submit' permissions.



# GFSC Online Submissions Portal

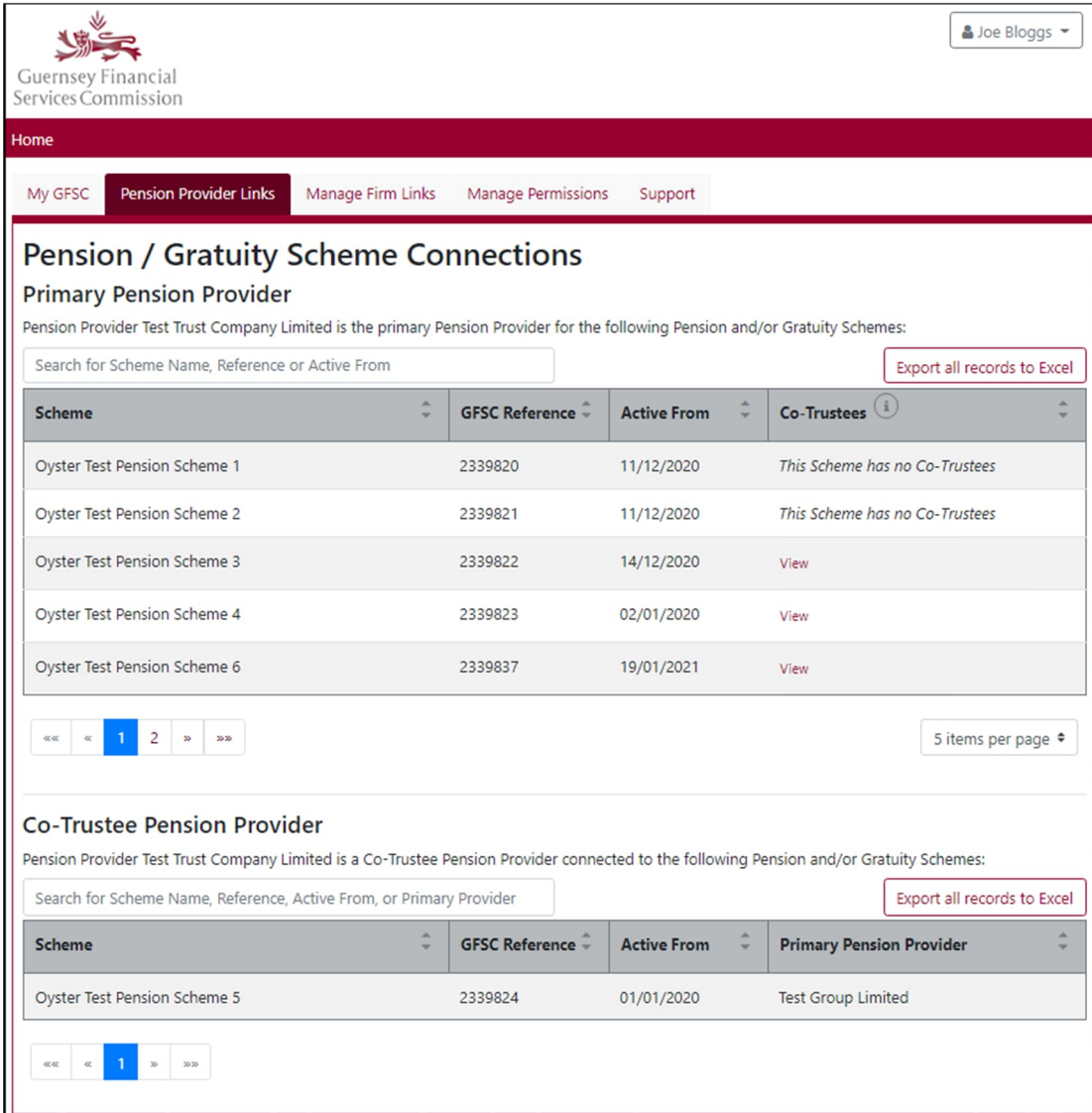
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Note: If you are no longer the NFFICDD for a Scheme but it is still listed, you need to contact the Designated Manager of that Scheme as the new NFFICDD must notify the Commission in order for the record to be updated.

### Pension Provider Links tab

The *Pension Provider Links* tab is a view of the Pension Schemes and Gratuity Schemes that are connected to your firm. It is a Pension and Gratuity Scheme connections view.



Guernsey Financial Services Commission

Home

My GFSC **Pension Provider Links** Manage Firm Links Manage Permissions Support

### Pension / Gratuity Scheme Connections

#### Primary Pension Provider

Pension Provider Test Trust Company Limited is the primary Pension Provider for the following Pension and/or Gratuity Schemes:

Search for Scheme Name, Reference or Active From Export all records to Excel

Scheme	GFSC Reference	Active From	Co-Trustees
Oyster Test Pension Scheme 1	2339820	11/12/2020	<i>This Scheme has no Co-Trustees</i>
Oyster Test Pension Scheme 2	2339821	11/12/2020	<i>This Scheme has no Co-Trustees</i>
Oyster Test Pension Scheme 3	2339822	14/12/2020	<a href="#">View</a>
Oyster Test Pension Scheme 4	2339823	02/01/2020	<a href="#">View</a>
Oyster Test Pension Scheme 6	2339837	19/01/2021	<a href="#">View</a>

5 items per page

#### Co-Trustee Pension Provider

Pension Provider Test Trust Company Limited is a Co-Trustee Pension Provider connected to the following Pension and/or Gratuity Schemes:

Search for Scheme Name, Reference, Active From, or Primary Provider Export all records to Excel

Scheme	GFSC Reference	Active From	Primary Pension Provider
Oyster Test Pension Scheme 5	2339824	01/01/2020	Test Group Limited

The Pension and Gratuity Scheme connections view shows:

- The Pension Schemes and Gratuity Schemes for which your firm is the Primary Pension Provider
- The Co-trustee(s) for each Scheme, if there is a Co-trustee
- The Pension Scheme and Gratuity Schemes for which your firm is a Co-trustee

The *Pension Provider Links* tab is only visible to Super Users working for Pension Providers.

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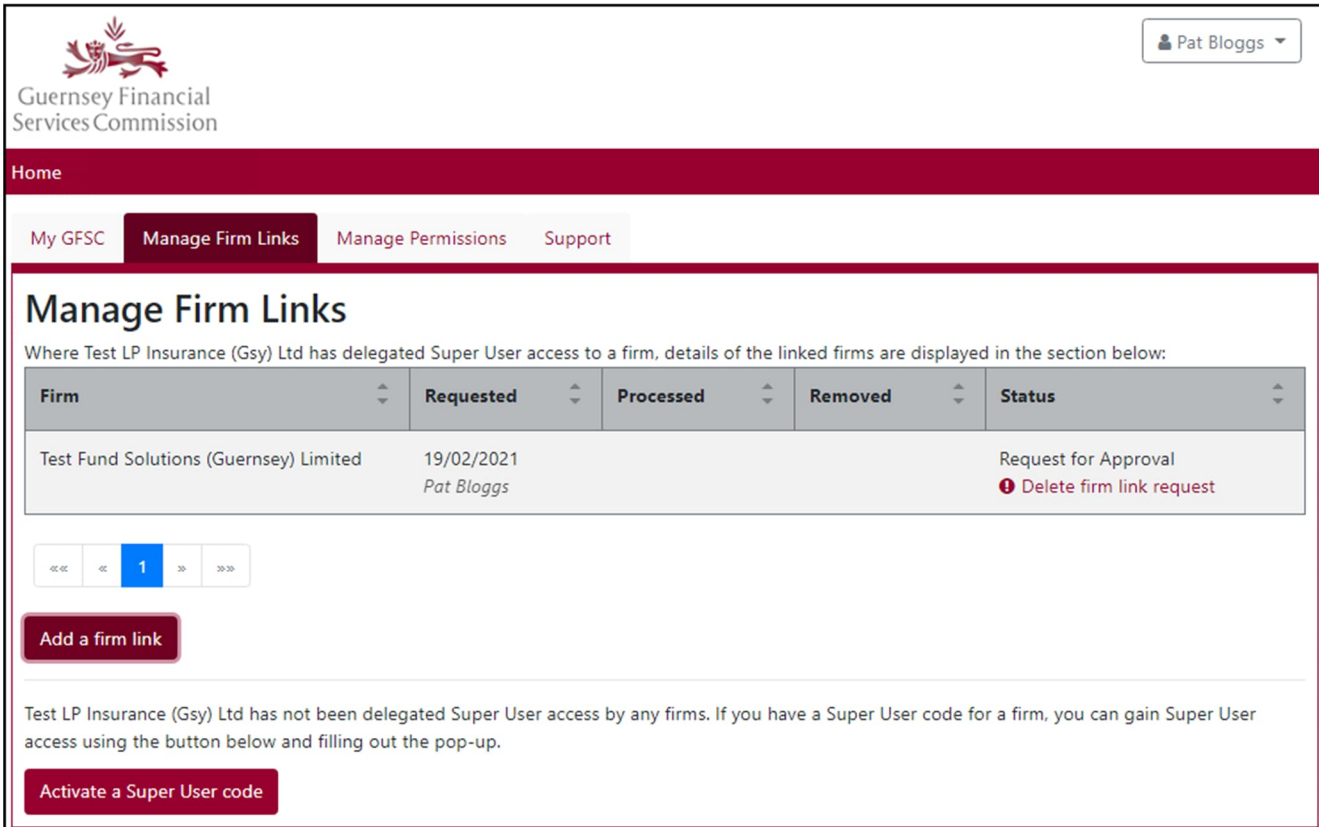
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### Manage Firm Links tab

A firm link is where access can be shared between entities, allowing a Super User at one firm to manage another.

The *Manage Firm Links* tab is there to facilitate the linking of firms and help you manage those links. From here a Super User can delegate permissions to another firm or set up a link to manage it.



Guernsey Financial Services Commission

Home

My GFSC **Manage Firm Links** Manage Permissions Support

### Manage Firm Links

Where Test LP Insurance (Gsy) Ltd has delegated Super User access to a firm, details of the linked firms are displayed in the section below:

Firm	Requested	Processed	Removed	Status
Test Fund Solutions (Guernsey) Limited	19/02/2021 Pat Bloggs			Request for Approval <a href="#">Delete firm link request</a>

1

[Add a firm link](#)

Test LP Insurance (Gsy) Ltd has not been delegated Super User access by any firms. If you have a Super User code for a firm, you can gain Super User access using the button below and filling out the pop-up.

[Activate a Super User code](#)

To delegate permissions for your firm A, to another firm B, use the *Add a firm link* button. Firm B will need to confirm the link before they can manage firm A.

To create a link that allows you to manage another firm, either:

- Use the *Activate a Super User code* button and enter a Super User Code; or
- Ask a Super User at the other firm to add your firm as a link. You then need to confirm the link before you can manage that firm.

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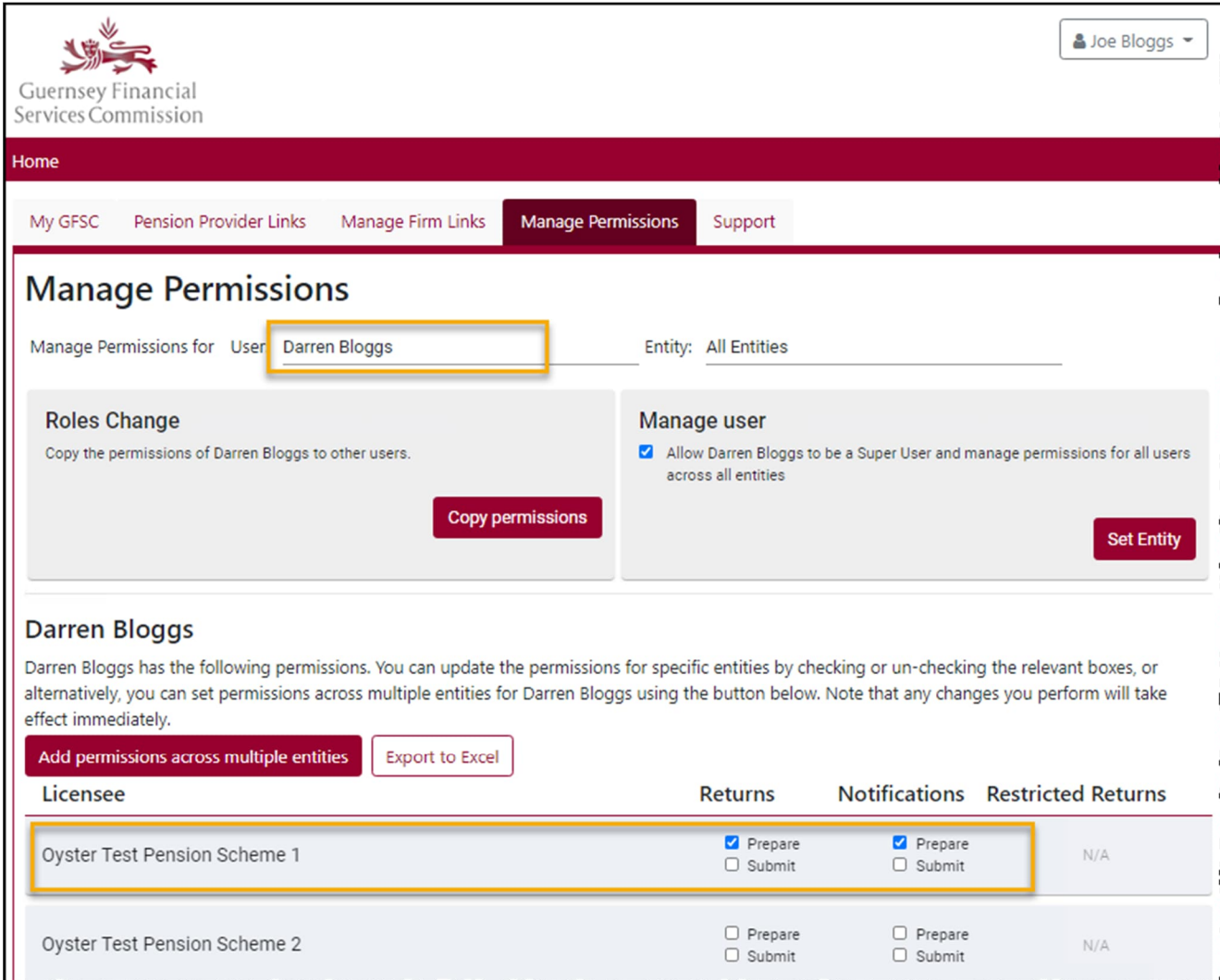
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### Manage Permissions tab

The Manage Permissions tab is only visible to Super Users. From here a Super User can administer user permissions for their firm, including being able to give themselves access to prepare and submit forms.

To assign 'Prepare' or/and 'Submit' permissions, first open the 'Manage Permissions' tab. From the All Users drop-down list, choose the user whose permissions you wish to edit. You will then be presented with a list of the entities you manage, select the entity for which you wish to assign the user permissions, and tick the *Prepare* or *Submit* checkboxes to grant prepare or submit permissions. The changes are automatically saved, refresh the page if you want to double check them.



The screenshot shows the 'Manage Permissions' interface. At the top, the user 'Joe Bloggs' is logged in. The navigation menu includes 'Home', 'My GFSC', 'Pension Provider Links', 'Manage Firm Links', 'Manage Permissions' (selected), and 'Support'. The main heading is 'Manage Permissions'. Below this, the user 'Darren Bloggs' is selected, and the entity is set to 'All Entities'. There are two main sections: 'Roles Change' with a 'Copy permissions' button, and 'Manage user' with a checked checkbox for 'Allow Darren Bloggs to be a Super User and manage permissions for all users across all entities' and a 'Set Entity' button. Below these is a section for 'Darren Bloggs' with a description of permissions and two buttons: 'Add permissions across multiple entities' and 'Export to Excel'. A table lists the entities and their permissions:

Licensee	Returns	Notifications	Restricted Returns
Oyster Test Pension Scheme 1	<input checked="" type="checkbox"/> Prepare <input type="checkbox"/> Submit	<input checked="" type="checkbox"/> Prepare <input type="checkbox"/> Submit	N/A
Oyster Test Pension Scheme 2	<input type="checkbox"/> Prepare <input type="checkbox"/> Submit	<input type="checkbox"/> Prepare <input type="checkbox"/> Submit	N/A

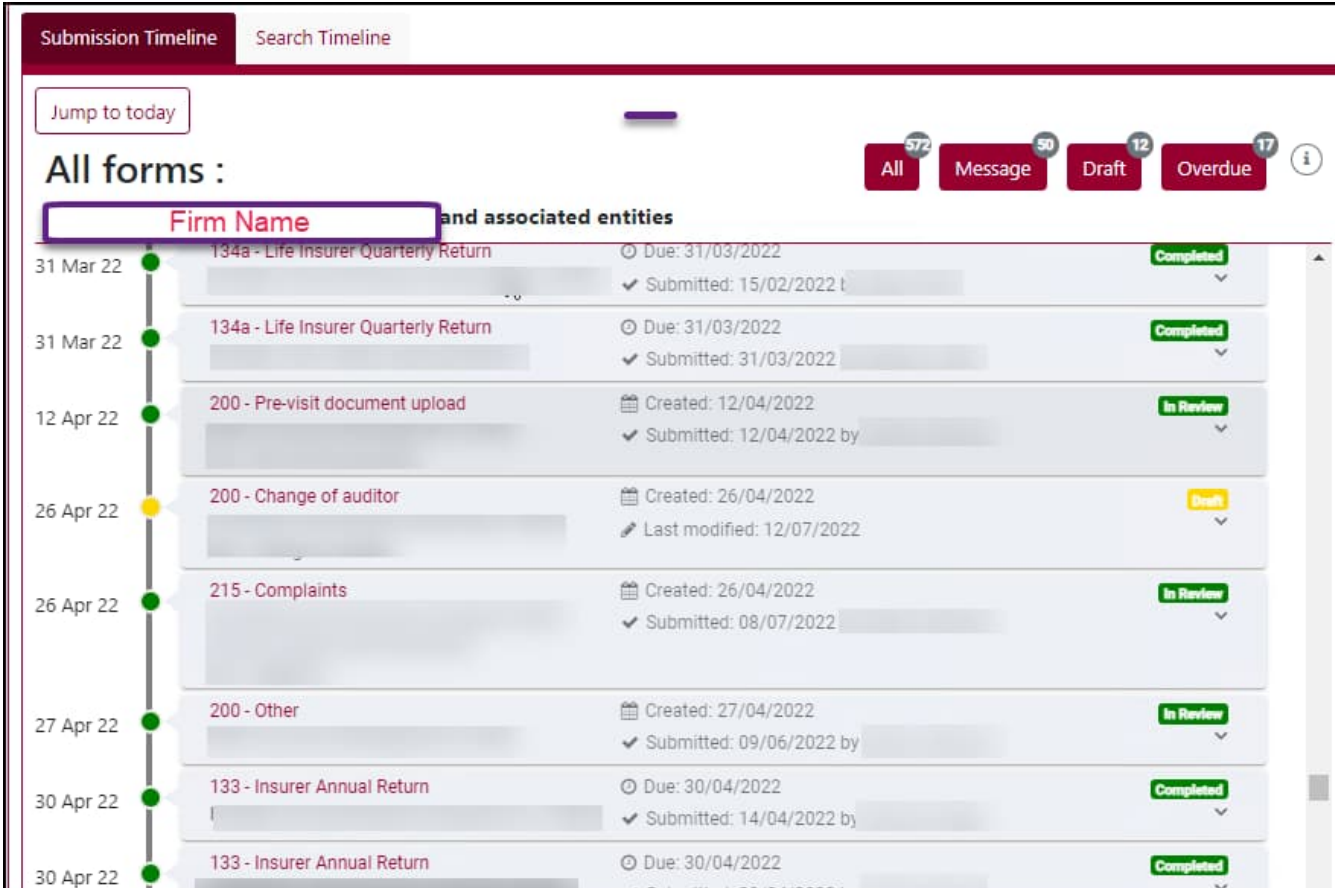
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### Submission Timeline

The *Submission Timeline* is a chronological list of returns and notifications. Any returns that are due within the next year will appear, alongside any notifications that have been started. Anything that has been submitted to, and any responses from, the Commission will also be shown.



The screenshot shows the 'Submission Timeline' interface. At the top, there are tabs for 'Submission Timeline' and 'Search Timeline'. Below the tabs is a 'Jump to today' button. The main area is titled 'All forms :' and features a search bar for 'Firm Name and associated entities'. On the right side, there are filter buttons: 'All' (572), 'Message' (50), 'Draft' (12), and 'Overdue' (17). The main content is a list of forms with the following details:

Date	Form Name	Status	Due Date / Created Date	Submitted Date
31 Mar 22	134a - Life Insurer Quarterly Return	Completed	Due: 31/03/2022	Submitted: 15/02/2022
31 Mar 22	134a - Life Insurer Quarterly Return	Completed	Due: 31/03/2022	Submitted: 31/03/2022
12 Apr 22	200 - Pre-visit document upload	In Review	Created: 12/04/2022	Submitted: 12/04/2022 by [redacted]
26 Apr 22	200 - Change of auditor	Draft	Created: 26/04/2022 Last modified: 12/07/2022	
26 Apr 22	215 - Complaints	In Review	Created: 26/04/2022	Submitted: 08/07/2022
27 Apr 22	200 - Other	In Review	Created: 27/04/2022	Submitted: 09/06/2022 by [redacted]
30 Apr 22	133 - Insurer Annual Return	Completed	Due: 30/04/2022	Submitted: 14/04/2022 by [redacted]
30 Apr 22	133 - Insurer Annual Return	Completed	Due: 30/04/2022	Submitted: 28/04/2022 by [redacted]

The buttons *Message*, *Draft* and *Overdue* are pre-defined filters that can be used to quickly filter the list of forms being displayed on the timeline. The numbers on each of the buttons represent the number of records in those states. The *Message* button will return a list of forms that have Secure Messages against them.

What do the colours mean on the Submission Timeline?

- Red - indicates that a return is overdue.
- Green - indicates that a form has been submitted to the Commission.
- Orange - indicates that a return is due within 2 weeks. Any returns (whether or not they have been started) will appear in this colour.
- Yellow - indicates that the form can be edited. Any returns (whether or not they have been started) and any notifications that are in draft will appear in this colour.

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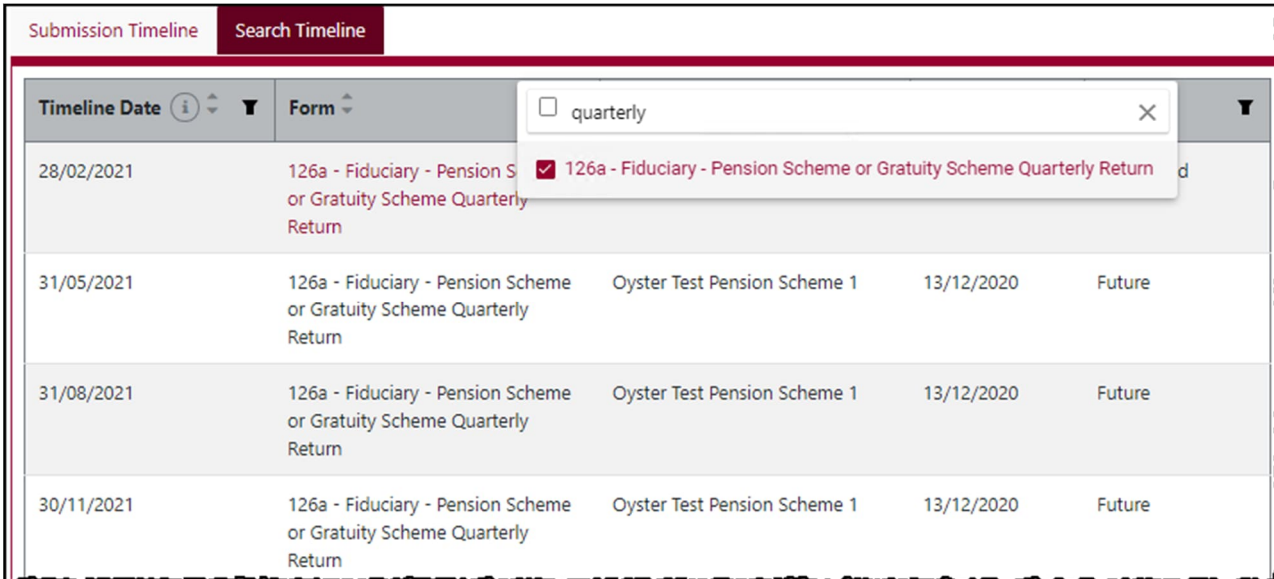
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- Grey - indicates a return that is due in the future but is not yet ready to be started as the reporting period end has not yet passed.

### Search Timeline

For a more powerful and flexible Submission Timeline filter, use the Search Timeline feature.



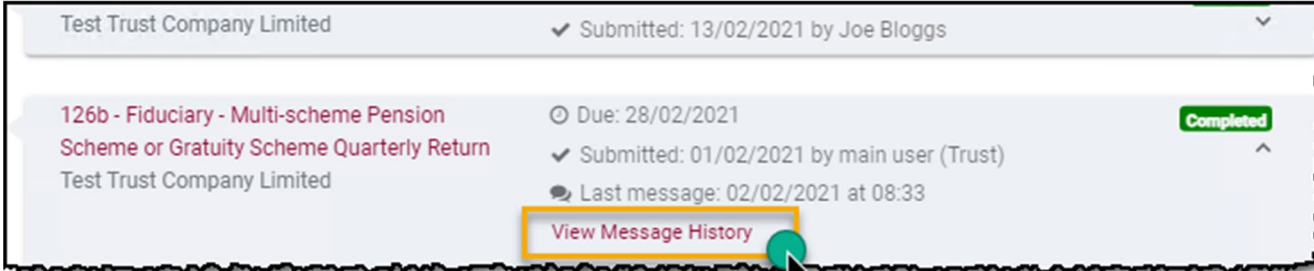
Timeline Date	Form	Submission Status
28/02/2021	126a - Fiduciary - Pension Scheme or Gratuity Scheme Quarterly Return	Completed
31/05/2021	126a - Fiduciary - Pension Scheme or Gratuity Scheme Quarterly Return	Oyster Test Pension Scheme 1   13/12/2020   Future
31/08/2021	126a - Fiduciary - Pension Scheme or Gratuity Scheme Quarterly Return	Oyster Test Pension Scheme 1   13/12/2020   Future
30/11/2021	126a - Fiduciary - Pension Scheme or Gratuity Scheme Quarterly Return	Oyster Test Pension Scheme 1   13/12/2020   Future

The Search Timeline feature allows filters on:

- Due date for returns
- Created on date for notifications
- Form name or form number
- Form status
- Entity name

### Secure Messages

Secure messages can now be read directly from the Submission Timeline.



Entity Name	Submission Status	Due Date	Submitted By	Message History
Test Trust Company Limited	Submitted: 13/02/2021 by Joe Bloggs			
126b - Fiduciary - Multi-scheme Pension Scheme or Gratuity Scheme Quarterly Return Test Trust Company Limited	Submitted: 01/02/2021 by main user (Trust)	Due: 28/02/2021		Last message: 02/02/2021 at 08:33 <a href="#">View Message History</a>



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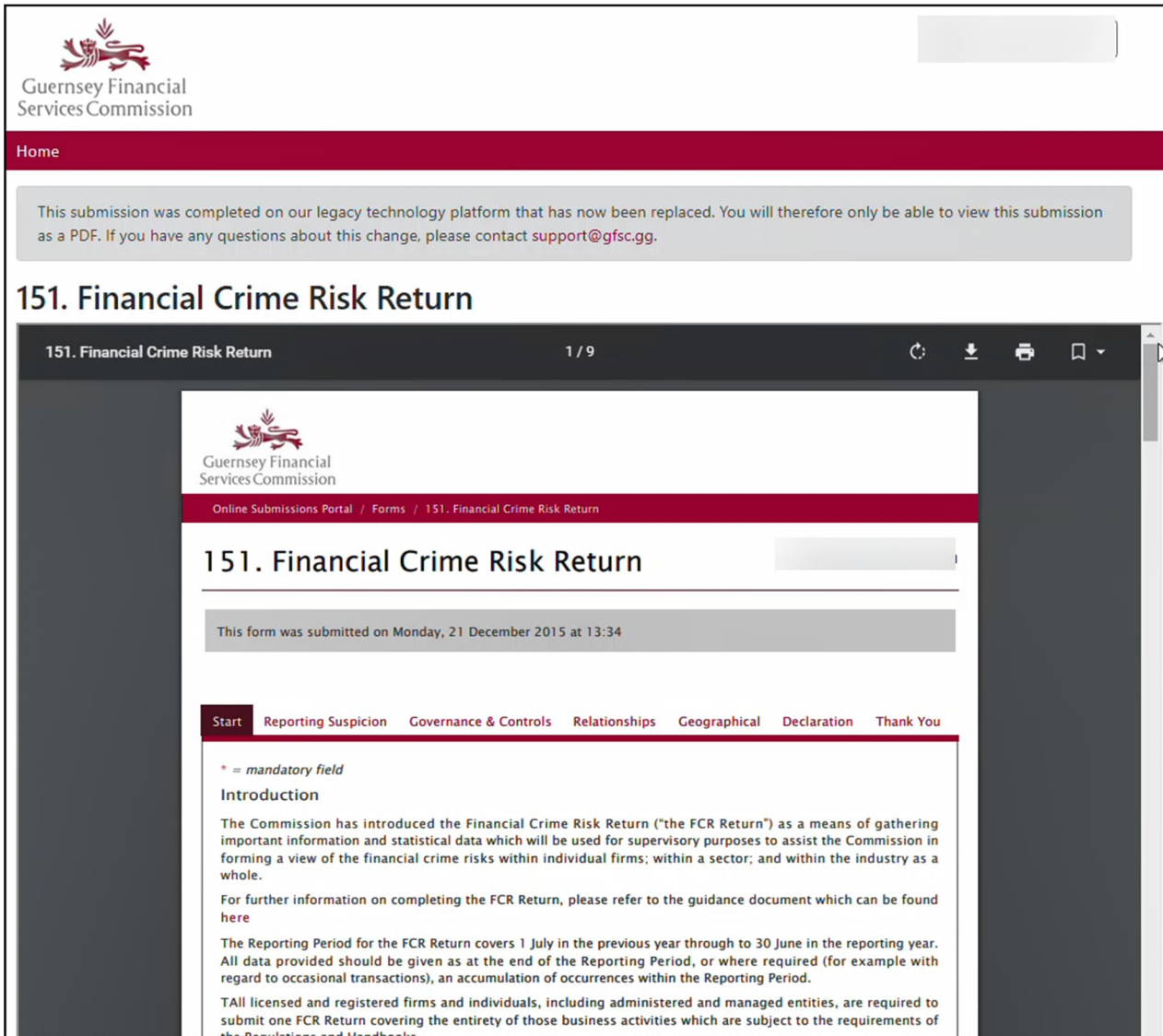
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### Legacy Forms PDF view

Now that the OS portal has been upgraded, you will no longer have direct access to any forms that were submitted on the Commissions now decommissioned legacy technology platform. Therefore, going forward, when you open a record on the Submission Timeline that belongs to a legacy form, a PDF snapshot of that submission will be displayed instead of the form.

The PDF can be downloaded or printed if required.



The screenshot displays the Guernsey Financial Services Commission (GFSC) Online Submissions Portal. At the top left is the GFSC logo and name. A red navigation bar contains the word "Home". Below this is a grey notification box stating: "This submission was completed on our legacy technology platform that has now been replaced. You will therefore only be able to view this submission as a PDF. If you have any questions about this change, please contact [support@gfsc.gg](mailto:support@gfsc.gg)." The main heading is "151. Financial Crime Risk Return". Below the heading is a dark grey toolbar with icons for refresh, download, print, and bookmark. The content area shows the form's title, the GFSC logo, and a breadcrumb trail: "Online Submissions Portal / Forms / 151. Financial Crime Risk Return". A grey box indicates the submission date: "This form was submitted on Monday, 21 December 2015 at 13:34". A red navigation bar contains tabs: "Start", "Reporting Suspicion", "Governance & Controls", "Relationships", "Geographical", "Declaration", and "Thank You". The "Start" tab is active. Below the tabs is a legend: "\* = mandatory field". The main text is titled "Introduction" and reads: "The Commission has introduced the Financial Crime Risk Return ("the FCR Return") as a means of gathering important information and statistical data which will be used for supervisory purposes to assist the Commission in forming a view of the financial crime risks within individual firms; within a sector; and within the industry as a whole. For further information on completing the FCR Return, please refer to the guidance document which can be found [here](#). The Reporting Period for the FCR Return covers 1 July in the previous year through to 30 June in the reporting year. All data provided should be given as at the end of the Reporting Period, or where required (for example with regard to occasional transactions), an accumulation of occurrences within the Reporting Period. All licensed and registered firms and individuals, including administered and managed entities, are required to submit one FCR Return covering the entirety of those business activities which are subject to the requirements of the Regulations and Handbooks."

# GFSC Online Submissions Portal

## May 2022 updates – User Document

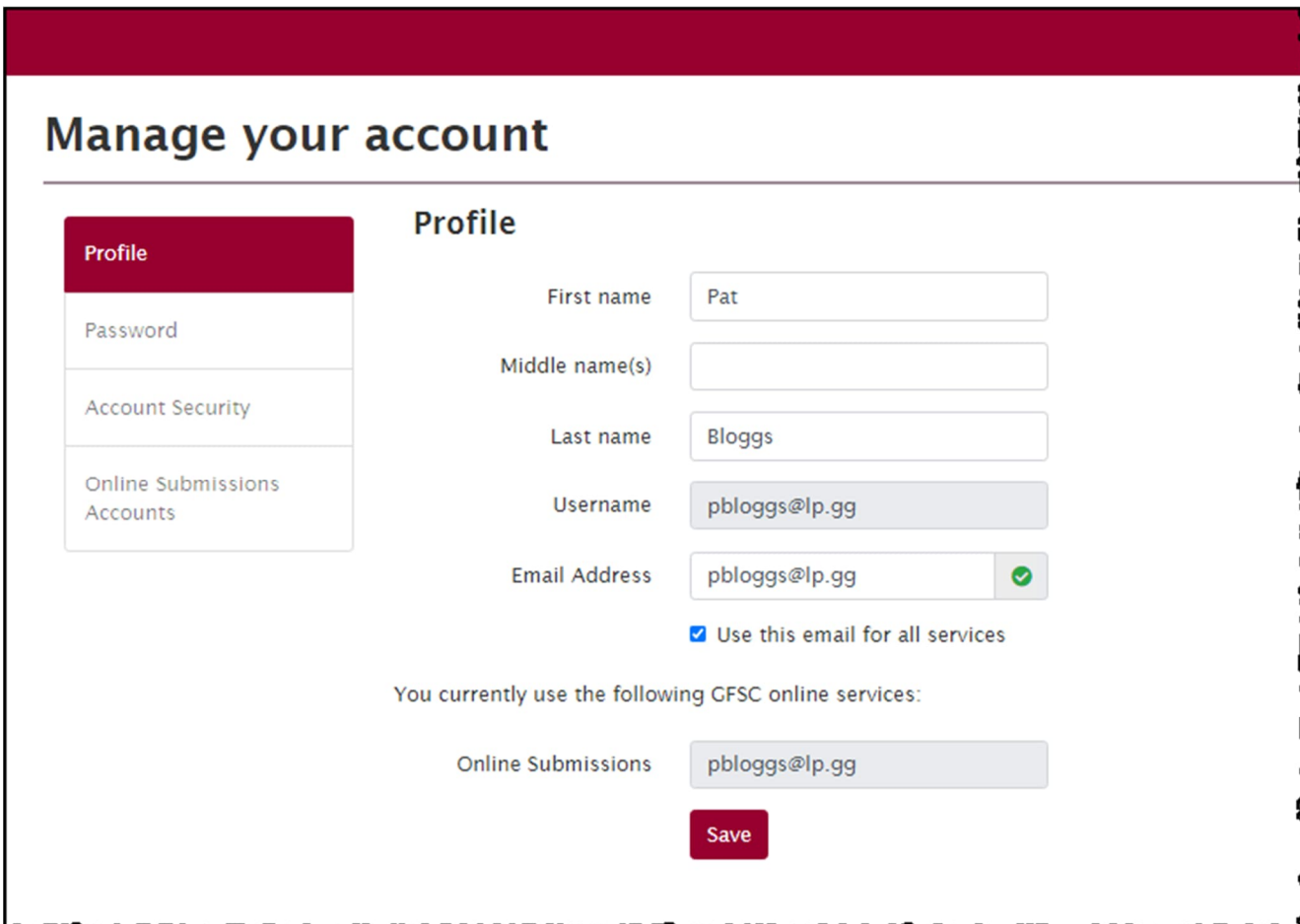
Updated May 2023

### Online Services account- Profile changes

Note: when you select the options for Profile, Change Password, Account Security, or OS Accounts from the name dropdown in the OS portal, the details will be displayed in a new window. Once you have made the changes please close the window – your OS portal will still be available in the original window.

#### Change name or email address

In your profile, update your names or change your email address:



The screenshot shows a web interface titled "Manage your account". On the left is a vertical navigation menu with four items: "Profile" (highlighted in red), "Password", "Account Security", and "Online Submissions Accounts". The main content area is titled "Profile" and contains several input fields: "First name" with the value "Pat", "Middle name(s)" which is empty, "Last name" with the value "Bloggs", "Username" with the value "pbloggs@lp.gg", and "Email Address" with the value "pbloggs@lp.gg" and a green checkmark icon. Below the email field is a checkbox labeled "Use this email for all services" which is checked. Underneath, it says "You currently use the following GFSC online services:" followed by "Online Submissions" with the value "pbloggs@lp.gg". At the bottom of the form is a red "Save" button.

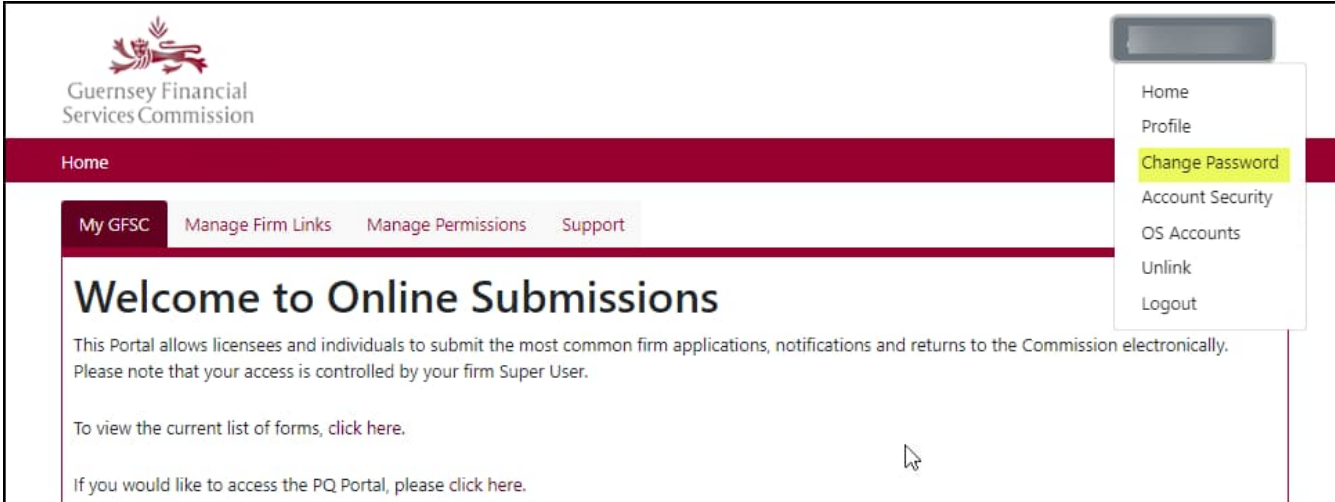
# GFSC Online Submissions Portal

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### Change password

In your profile, change your password:



Guernsey Financial  
Services Commission

Home

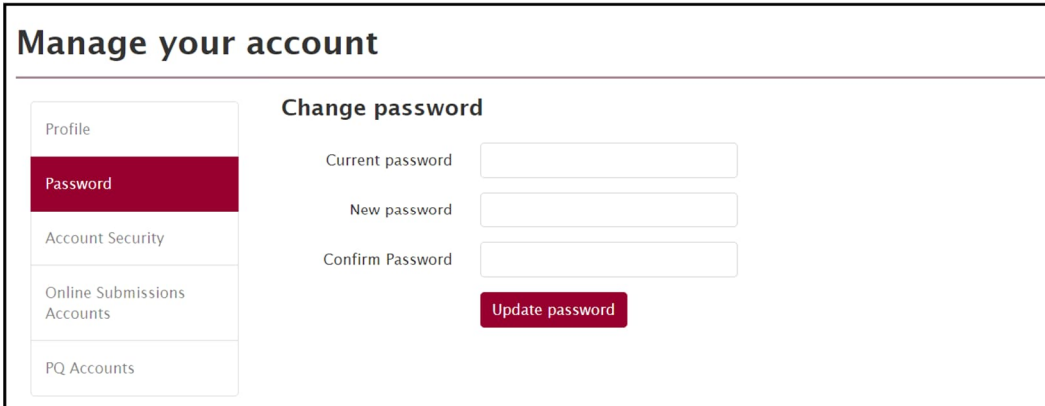
My GFSC Manage Firm Links Manage Permissions Support

### Welcome to Online Submissions

This Portal allows licensees and individuals to submit the most common firm applications, notifications and returns to the Commission electronically. Please note that your access is controlled by your firm Super User.

To view the current list of forms, click here.

If you would like to access the PQ Portal, please click here.



### Manage your account

Profile

**Password**

Account Security

Online Submissions  
Accounts

PQ Accounts

#### Change password

Current password

New password

Confirm Password

**Update password**

### Link OS and PQ accounts

#### Linked accounts – automatically, using the same email

If you had an account in both the Online Submissions and PQ Portals (at the point of the PQ Portal upgrade in June 2020), which used the same email address, then the accounts will automatically have been linked. To log into either the OS or PQ portal you will need to use the OS password. If you do not know the OS password, use the “Forgot your password?” button on the login page, to reset the password.

#### Linking Portal accounts manually

The following steps can be followed if you are logging onto one portal for the first time with the account credentials of the other portal i.e. OS with PQ, or vice-versa.

#### *If you have an existing OS account, but not a PQ account*

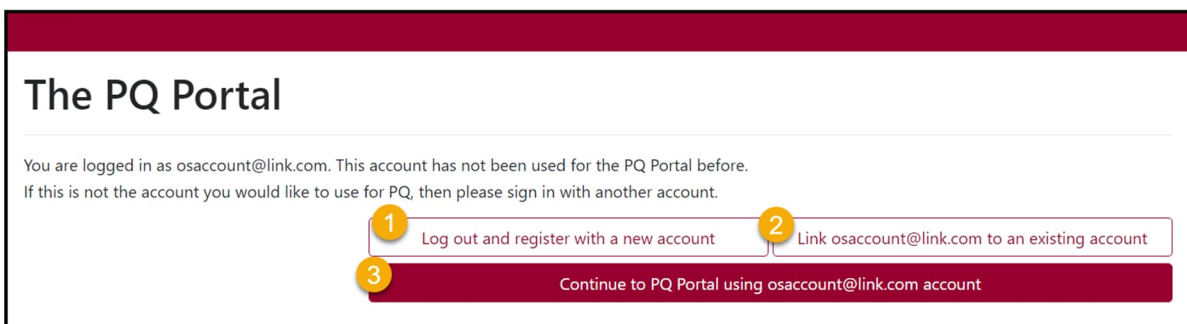
- Type the URL for the PQ Portal “online.gfsc.gg” into your browser and press enter

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- Enter the email address and password that you normally use for your OS account and click on 'Sign-in'
- The following screen is displayed:

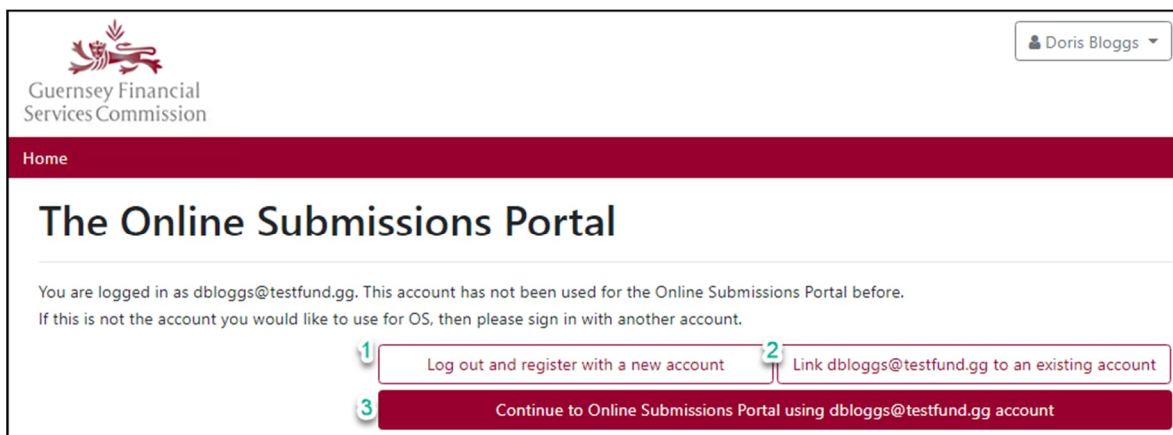


The screenshot shows the 'The PQ Portal' login interface. At the top, it says 'The PQ Portal'. Below that, a message reads: 'You are logged in as osaccount@link.com. This account has not been used for the PQ Portal before. If this is not the account you would like to use for PQ, then please sign in with another account.' There are three numbered options: 1. 'Log out and register with a new account', 2. 'Link osaccount@link.com to an existing account', and 3. 'Continue to PQ Portal using osaccount@link.com account'.

1. If you already have a PQ account and you want it to remain un-linked from your OS account, choose option 1. You will be logged out and taken back to the Register/Sign In page.
2. If you already have a PQ account and you want to link it to your OS account, choose option 2. This will take you to the 'Manage your account', 'Link Accounts' page where you can Sign In using your PQ account credentials. Once the accounts are linked, you can use either set of credentials to log into the PQ Portal.
3. If you do not have a PQ account and want to use the same login as your OS account, choose option 3. If you choose this option, you will be presented with a pop-up screen requiring you to add your Date of Birth – this is a requirement for anyone using the PQ Portal.

### *If you have an existing PQ account, but not an OS account*

- Type the URL for the OS Portal "submit.gfsc.gg" into your browser and press enter
- Enter the email address and password that you normally use for your PQ account and click on 'Sign-in'
- The following screen is displayed:



The screenshot shows the 'The Online Submissions Portal' login interface. At the top, it says 'The Online Submissions Portal'. Below that, a message reads: 'You are logged in as dbloggs@testfund.gg. This account has not been used for the Online Submissions Portal before. If this is not the account you would like to use for OS, then please sign in with another account.' There are three numbered options: 1. 'Log out and register with a new account', 2. 'Link dbloggs@testfund.gg to an existing account', and 3. 'Continue to Online Submissions Portal using dbloggs@testfund.gg account'.

1. If you already have an OS account and you want it to remain un-linked from your PQ account, choose option 1. You will be logged out and taken back to the Register/Sign In page.
2. If you already have an OS account and you want to link it to your PQ account, choose option 2. This will take you to the 'Manage your account', 'Link Accounts' page where you can Sign In using your OS

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account credentials. Once the accounts are linked, you can use either set of credentials to log into the OS Portal.

3. If you do not have an OS account and want to use the same login as your PQ account, choose option 3.

### Un-link OS and PQ accounts

In the instance where you have both a PQ and OS account that are linked, where the PQ login is for your individual PQ and the OS login is for your firm account, if you leave the firm, you will want to unlink one of those accounts. For example:

Where you have registered an account [me@work1.com](mailto:me@work1.com) which is your work email and also registered an account [me@home.com](mailto:me@home.com) for your PQ and then linked those accounts, on leaving the firm, you should unlink the [me@work1.com](mailto:me@work1.com) account. When you start work at another firm, then you can register an account with the email [me@work2.com](mailto:me@work2.com) and link that to your account.

To unlink an OS account from a PQ account, or two PQ accounts:

- In the PQ Portal, select your name from the top right-hand-side.
- Select PQ Accounts;
- Select either PQ Accounts or OS Accounts (whichever is relevant) from the left-hand menu
- Click on the Unlink button next to the account you are removing

*It should be noted, that once you have unlinked an account, it can only be reinstated by repeating the steps to Link OS and PQ accounts.*

### Super User

The Commission will issue a Super User code to the managing director when an entity is first licensed/registered. If you have been allocated a Super User code, then you are responsible for administering access to your firm on the OS portal, which includes approving requests from new users to be linked to your firm for new users and granting *Prepare* and *Submit* form permissions to those users.

A firm must have at least one Super User at any time, however, the Commission recommends that each firm has at least two Super User to cover absences from the office. See Add another Super User to your firm.

### Unlink an OS portal account from a Firm

*Your own account:*

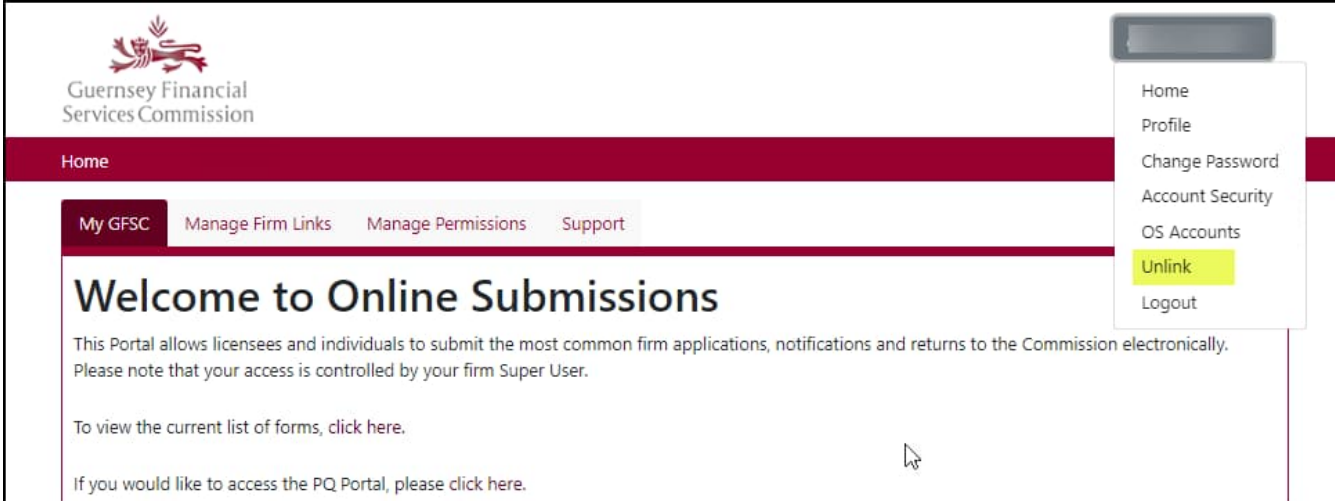
- Log into the OS Portal
- From the User drop-down menu in the top right select 'Unlink'



# GFSC Online Submissions Portal

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Guernsey Financial Services Commission

Home

My GFSC Manage Firm Links Manage Permissions Support

### Welcome to Online Submissions

This Portal allows licensees and individuals to submit the most common firm applications, notifications and returns to the Commission electronically. Please note that your access is controlled by your firm Super User.

To view the current list of forms, click here.

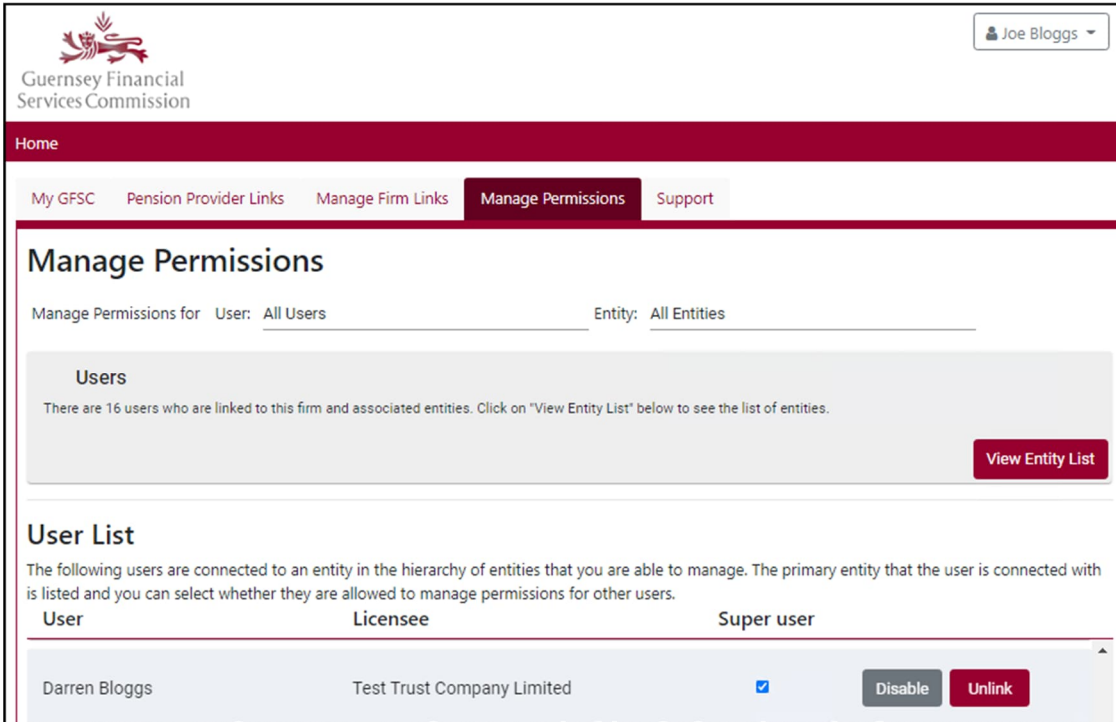
If you would like to access the PQ Portal, please click here.

- Home
- Profile
- Change Password
- Account Security
- OS Accounts
- Unlink
- Logout

A pop-up screen will ask you to confirm the action.

*Unlink another user (you must be a Super User to do this):*

- Log into the OS Portal and open the *Manage Permissions* tab
- Click *View User List*
- Find the user in the list
- If they are a Super User, untick the *Super User* checkbox
- Click *Unlink*



Guernsey Financial Services Commission

Joe Bloggs

Home

My GFSC Pension Provider Links Manage Firm Links Manage Permissions Support

### Manage Permissions

Manage Permissions for User: All Users Entity: All Entities

**Users**

There are 16 users who are linked to this firm and associated entities. Click on "View Entity List" below to see the list of entities.

[View Entity List](#)

**User List**

The following users are connected to an entity in the hierarchy of entities that you are able to manage. The primary entity that the user is connected with is listed and you can select whether they are allowed to manage permissions for other users.

User	Licensee	Super user	
Darren Bloggs	Test Trust Company Limited	<input checked="" type="checkbox"/>	<a href="#">Disable</a> <a href="#">Unlink</a>

# GFSC Online Submissions Portal

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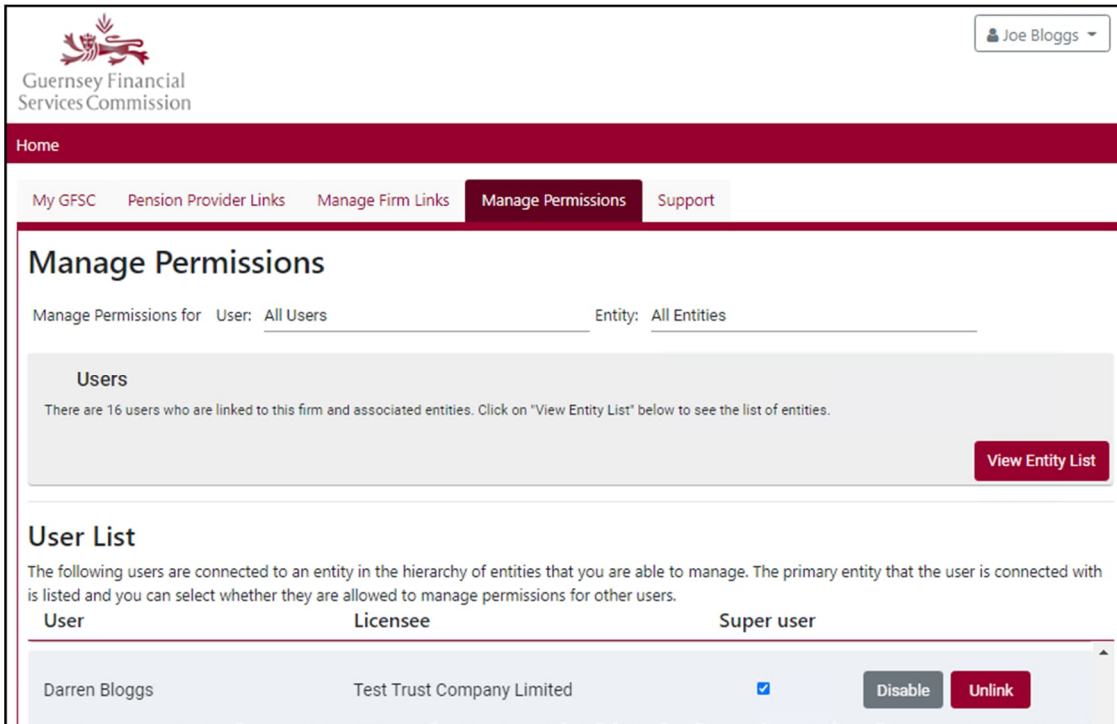
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A pop-up screen will ask you to confirm the action.

### Disable an OS portal account:

(you must be a Super User to do this)

- Log into the OS Portal and open the *Manage Permissions* tab
- Click *View User List*
- Find the user in the list
- If they are a Super User, untick the *Super User* checkbox
- Click *Disable* and it will change to an *Enable* button



The screenshot shows the 'Manage Permissions' page in the Guernsey Financial Services Commission portal. The user is logged in as 'Joe Bloggs'. The page has a navigation bar with tabs: 'My GFSC', 'Pension Provider Links', 'Manage Firm Links', 'Manage Permissions' (selected), and 'Support'. Below the navigation bar, the page title is 'Manage Permissions'. There are two dropdown menus: 'User: All Users' and 'Entity: All Entities'. A section titled 'Users' contains the text: 'There are 16 users who are linked to this firm and associated entities. Click on "View Entity List" below to see the list of entities.' A red button labeled 'View Entity List' is visible. Below this is a 'User List' section with the text: 'The following users are connected to an entity in the hierarchy of entities that you are able to manage. The primary entity that the user is connected with is listed and you can select whether they are allowed to manage permissions for other users.' The table below has columns: 'User', 'Licensee', and 'Super user'. The first row shows 'Darren Bloggs' as the user, 'Test Trust Company Limited' as the licensee, and a checked checkbox for 'Super user'. There are 'Disable' and 'Unlink' buttons next to the row.

User	Licensee	Super user	
Darren Bloggs	Test Trust Company Limited	<input checked="" type="checkbox"/>	Disable Unlink

### Add another Super User to your firm:

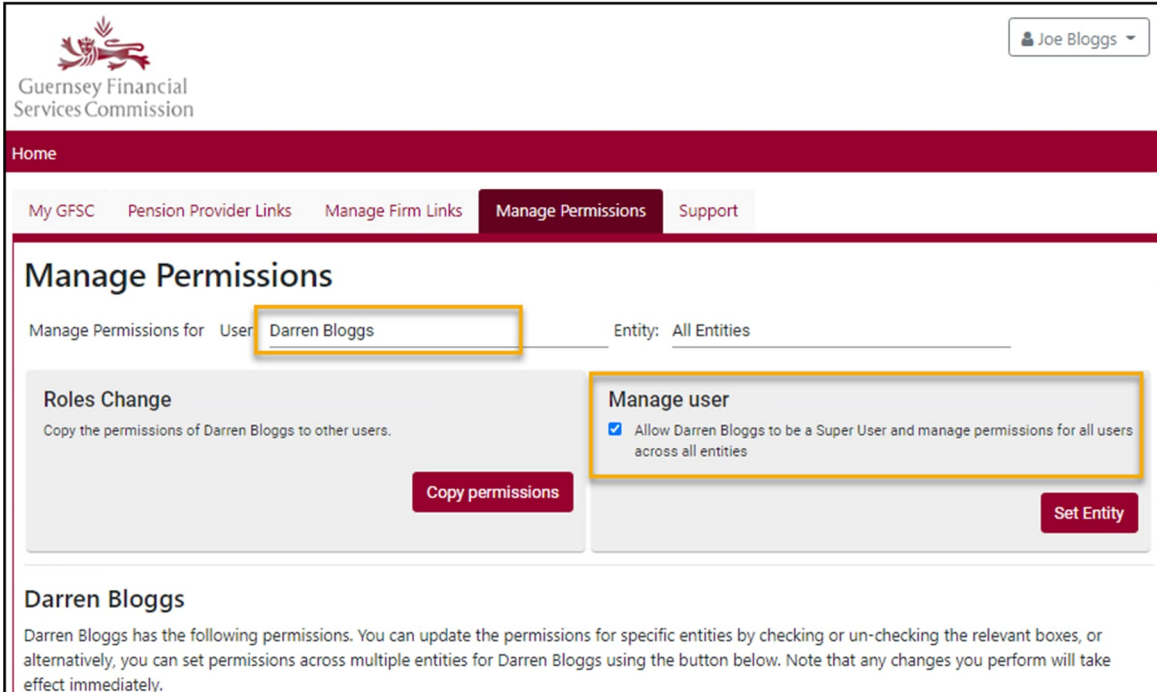
(you must be a Super User to do this)

- Log into the OS Portal and open the *Manage Permissions* tab
- From the All Users drop-down list, select the user you want to assign the permissions to
- Tick the *Manage User* checkbox

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The screenshot shows the 'Manage Permissions' interface for user 'Darren Bloggs'. The user name is highlighted in a yellow box. Below it, there are two main sections: 'Roles Change' and 'Manage user'. The 'Manage user' section has a checked checkbox for 'Allow Darren Bloggs to be a Super User and manage permissions for all users across all entities', which is also highlighted in a yellow box. A 'Set Entity' button is visible next to it.

**Manage Permissions**

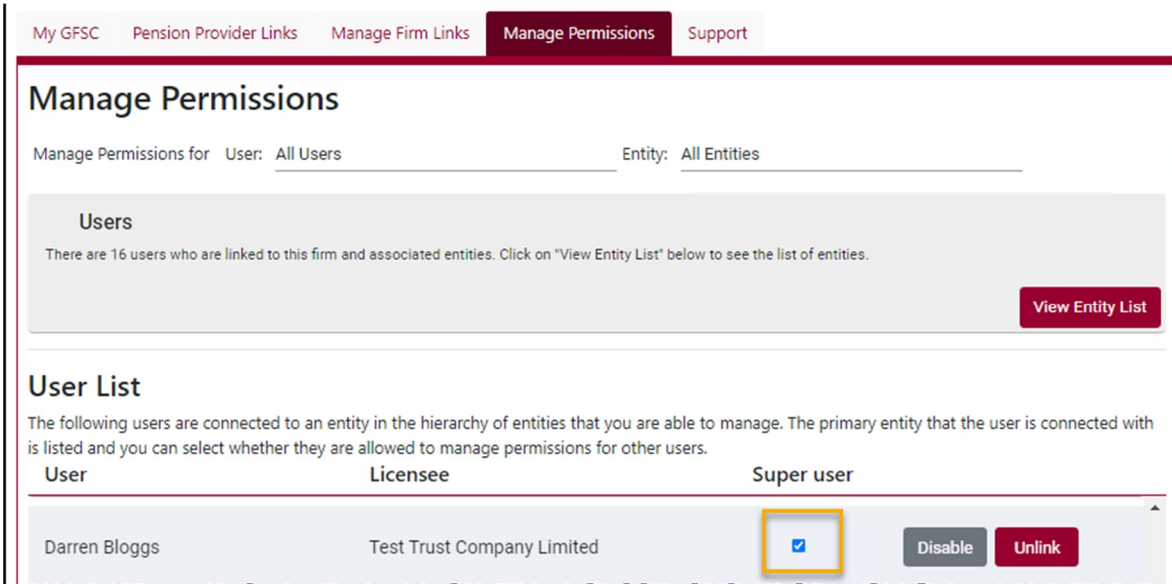
Manage Permissions for User: Darren Bloggs Entity: All Entities

**Roles Change**  
Copy the permissions of Darren Bloggs to other users.  
[Copy permissions](#)

**Manage user**  
 Allow Darren Bloggs to be a Super User and manage permissions for all users across all entities  
[Set Entity](#)

**Darren Bloggs**  
Darren Bloggs has the following permissions. You can update the permissions for specific entities by checking or un-checking the relevant boxes, or alternatively, you can set permissions across multiple entities for Darren Bloggs using the button below. Note that any changes you perform will take effect immediately.

Note: If you set the *User* drop-down list to *All Users*, you can also grant Super User permissions from within the *View User List*.



The screenshot shows the 'Manage Permissions' interface with the 'User' dropdown set to 'All Users'. It displays a 'Users' section with a 'View Entity List' button. Below that is a 'User List' section with a table of users. The 'Darren Bloggs' row has a checked checkbox in the 'Super user' column, which is highlighted in a yellow box.

**Manage Permissions**

Manage Permissions for User: All Users Entity: All Entities

**Users**  
There are 16 users who are linked to this firm and associated entities. Click on "View Entity List" below to see the list of entities.  
[View Entity List](#)

**User List**  
The following users are connected to an entity in the hierarchy of entities that you are able to manage. The primary entity that the user is connected with is listed and you can select whether they are allowed to manage permissions for other users.

User	Licensee	Super user	
Darren Bloggs	Test Trust Company Limited	<input checked="" type="checkbox"/>	<a href="#">Disable</a> <a href="#">Unlink</a>