

# GFSC Director Registration Regime – User Document

Updated July 2023

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## Important information for regulatory return users

If you already use the Online Submissions Portal as a corporate user (e.g. to prepare/submit notifications and returns for a licensee), you cannot add your Director Registration Regime registration/OS Portal timeline to that account.

Your Director Registration Regime registration/OS Portal timeline should only be linked to your personal email address. If your existing personal email address is already linked to a corporate account/corporate OS Portal timeline (i.e. a licensee submissions timeline), you will need to either:

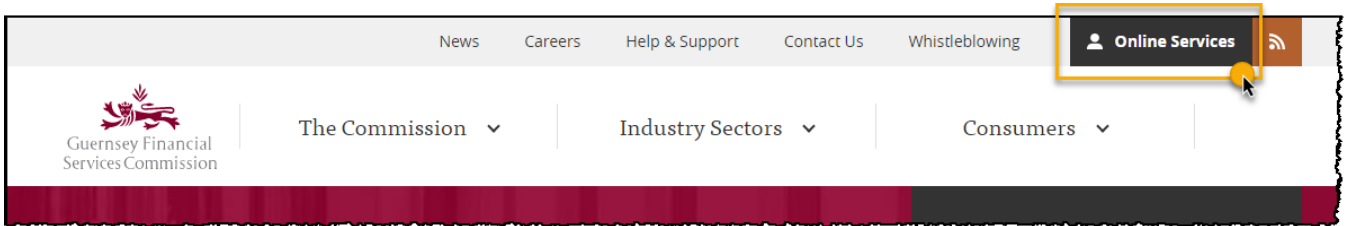
Use a different personal email address to set up your Director Registration Regime account/OS Portal timeline; or  
unlink your existing personal email address from the corporate account/corporate OS Portal timeline and then use a corporate email address for your corporate account/corporate OS Portal timeline. Guidance on how to unlink your email address can be found [here](#).

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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>.

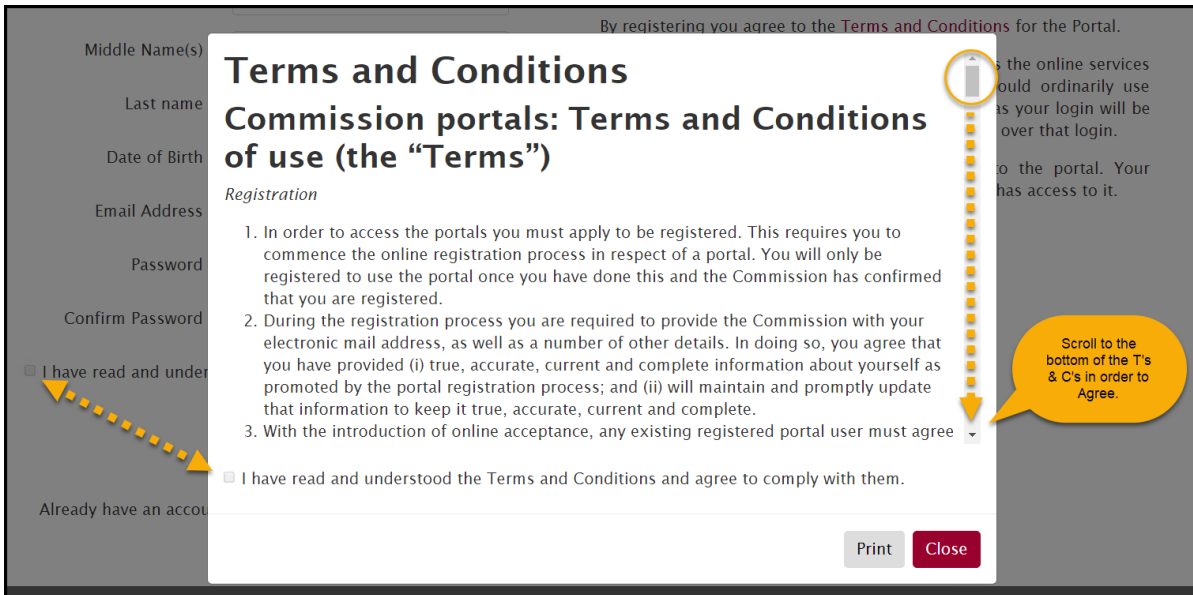


Click register and fill out the registration form.

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

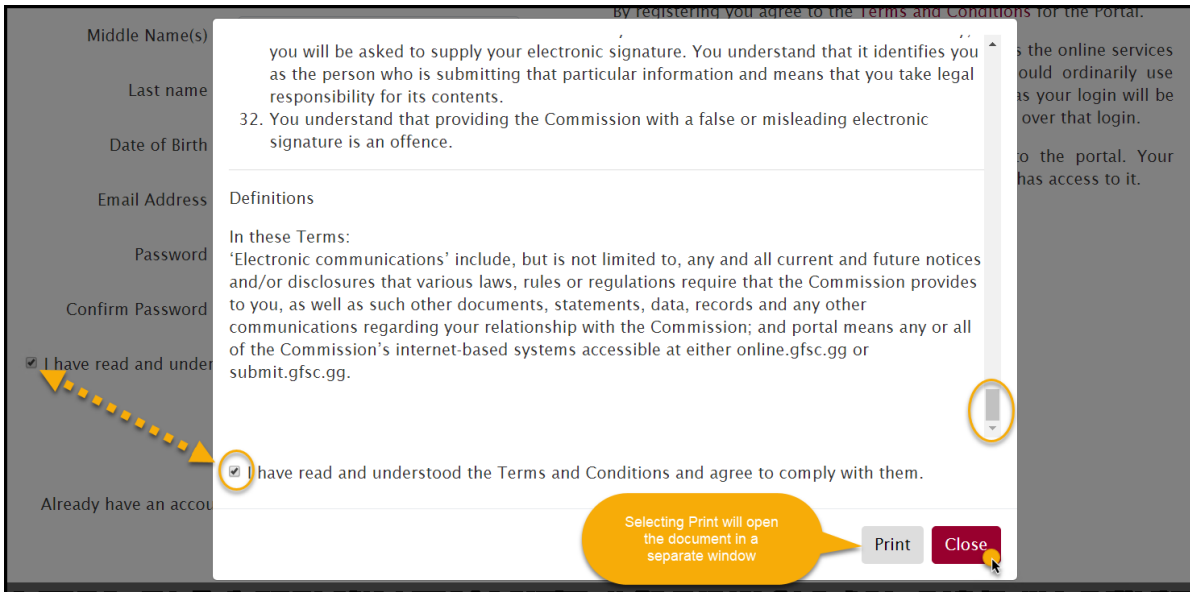
When the pop-up window is presented with the Terms, you will need to read through the entire document, **scrolling to the end** of the document before it is possible to click that you have agreed to abide by the Terms.

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 or submit.gfsc.gg.

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

Print Close

Selecting Print will open the document in a separate window

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.

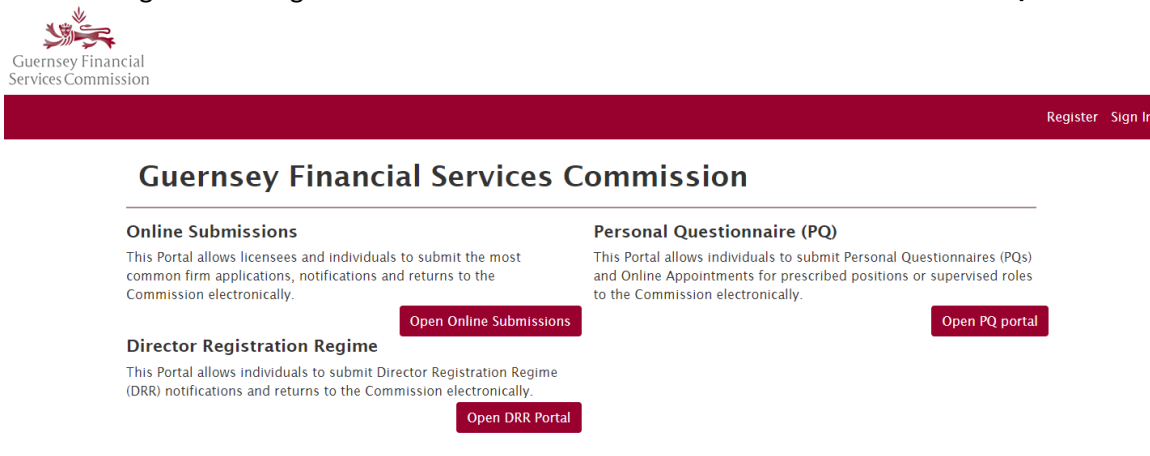
It will not be possible to log into your portal account without having first agreed to the Terms.

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 website using the Online Services button (which directs you to 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:

Director Registration Regime returns are accessed via the **Online Submissions Portal / DRR Portal**



Guernsey Financial  
Services Commission

Register Sign In

### Guernsey Financial Services Commission

**Online Submissions**

This Portal allows licensees and individuals to submit the most common firm applications, notifications and returns to the Commission electronically.

[Open Online Submissions](#)

**Personal Questionnaire (PQ)**

This Portal allows individuals to submit Personal Questionnaires (PQs) and Online Appointments for prescribed positions or supervised roles to the Commission electronically.

[Open PQ portal](#)

**Director Registration Regime**

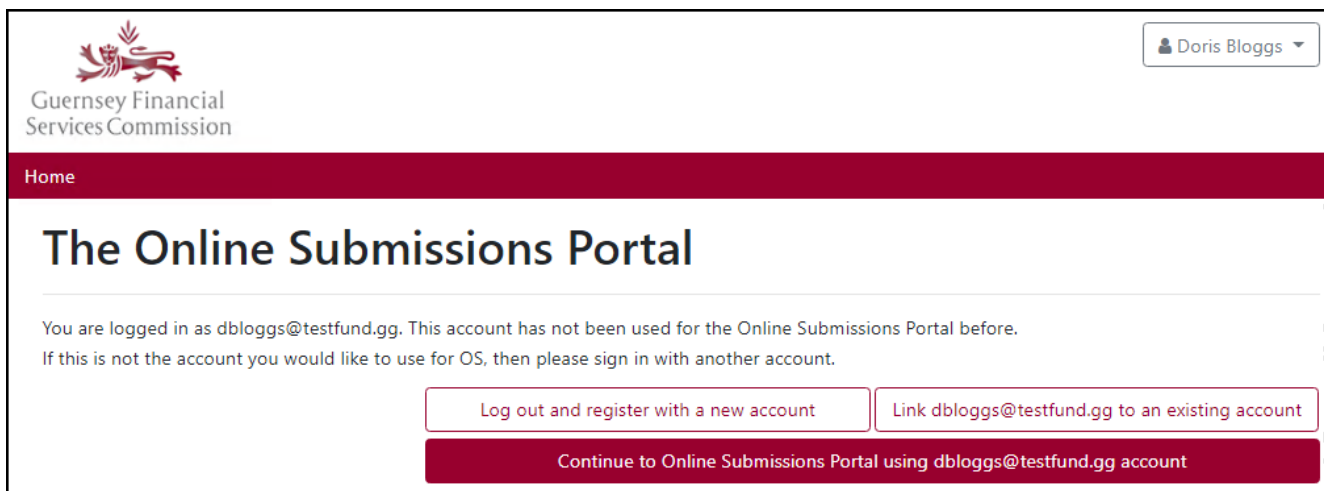
This Portal allows individuals to submit Director Registration Regime (DRR) notifications and returns to the Commission electronically.

[Open DRR Portal](#)

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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 in the top left and a user profile dropdown menu in the top right showing 'Doris Bloggs'. Below the logo is a 'Home' link. The main heading is 'The Online Submissions Portal'. A message states: '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 two buttons: 'Log out and register with a new account' and 'Link dbloggs@testfund.gg to an existing account'. At the bottom, a red button reads 'Continue to Online Submissions Portal using dbloggs@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@test.com account*

## Two Factor Authentication

On logging into the portal, you will be presented with a prompt to enter a 2FA code. This will be emailed to your registered email address. For further guidance on Two Factor Authentication please see the [linked user document](#).

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

## OS Portal Homepage

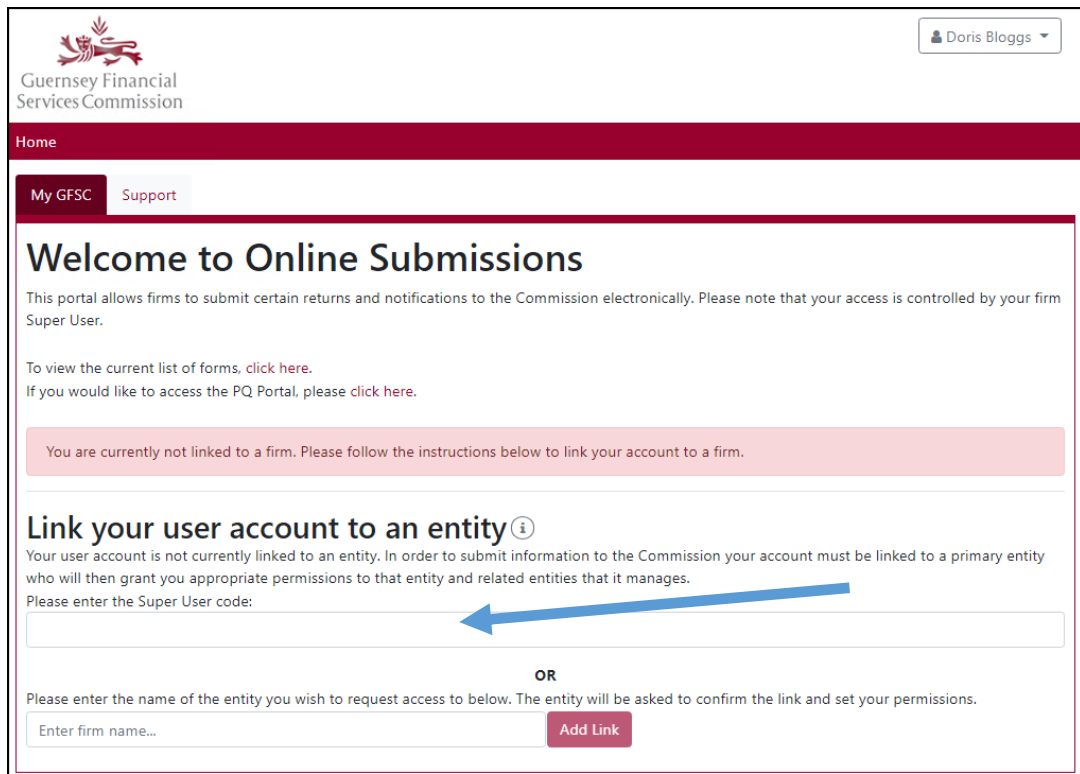
### Linking your account using a Super User Code

You will have received a Super User code as part of your registration confirmation email.

Enter this code in the location labelled "Please enter the Super User code:"

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Guernsey Financial Services Commission

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...

After a few seconds the page will refresh, the submission timeline will then be shown

## 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.

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Submissions Timeline for: [Redacted]

+ Create a notification for [Redacted]

Submission Timeline Search Timeline

Jump to today

All forms : [Redacted]

All 9 Message 1 Draft 1 Overdue 3

09 Jan 22	155 - Director Registration Regime - Return	Due: 09/01/2022 <span style="color: red;">▲ Overdue</span>	New
03 Feb 22	155 - Director Registration Regime - Return	Due: 03/02/2022 Submitted: 08/06/2023 by [Redacted]	Completed
06 Feb 22	155 - Director Registration Regime - Return	Due: 06/02/2022 Submitted: 09/06/2023 by [Redacted] Last message: 08/06/2023 at 13:57 <a href="#">View Message History</a>	Completed
03 Mar 22	155 - Director Registration Regime - Return	Due: 03/03/2022 Submitted: 09/06/2023 by [Redacted]	Completed
06 Mar 22	155 - Director Registration Regime - Return	Due: 06/03/2022 Submitted: 09/06/2023 by 1 [Redacted]	Completed
09 Mar 22	155 - Director Registration Regime - Return	Due: 09/03/2022 <span style="color: red;">▲ Overdue</span>	New
12 Mar 22	155 - Director Registration Regime - Return	Due: 12/03/2022 <span style="color: red;">▲ Overdue</span>	New
12 Jun 23	236 - Director Registration Regime Deregistration	Created: 12/06/2023 Last modified: 12/06/2023	Draft

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?

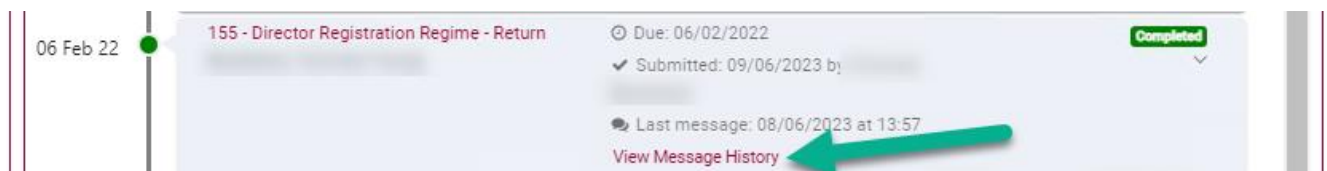
- Red - indicates that a return is overdue.
- Green - indicates that a form has been submitted to the Commission.
- Orange - indicates that a return is due within 2 weeks. Any returns (whether or not they have been started) will appear in this colour.
- Yellow - indicates that the form can be edited.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

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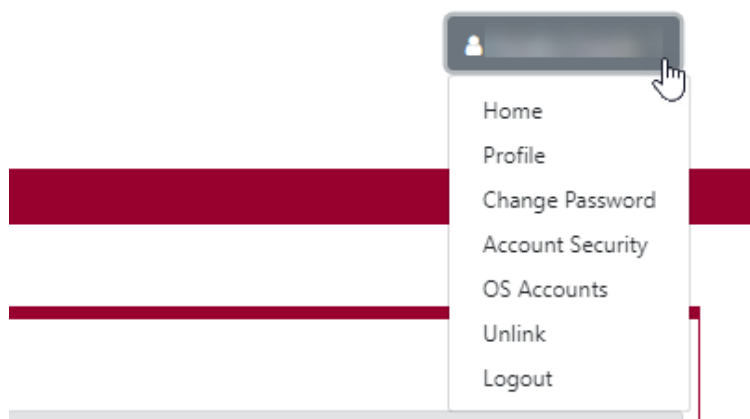
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## Secure Messages

Secure messages are a direct communication with the GFSC and can be read directly from the Submission Timeline.



## 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 save your changes and close the window – your OS portal will still be available in the original window.

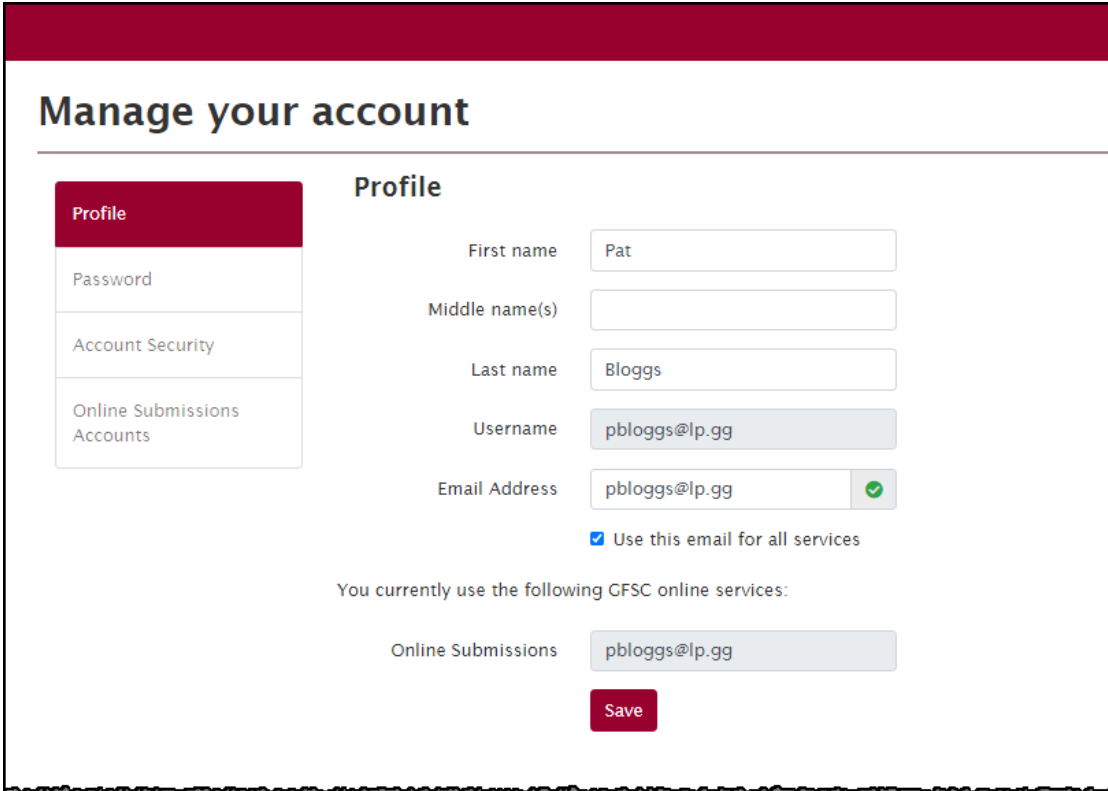
### Change name or email address

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

If your name fields are locked, you have been identified as a PQ user and must submit an OPQ if you wish to change your name.

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**Manage your account**

**Profile**

Profile

First name

Middle name(s)

Last name

Username

Email Address   Use this email for all services

You currently use the following GFSC online services:

Online Submissions

**Save**

## 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.

Director registration Regime users will then need to unlink their corporate account from their personal email address. Further information can be found [here](#).

## 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.

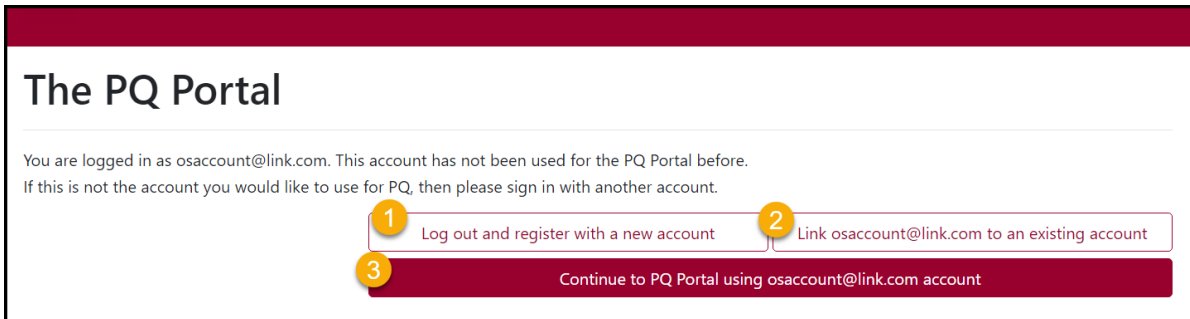
*If you have an existing OS account, but not a PQ account*

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



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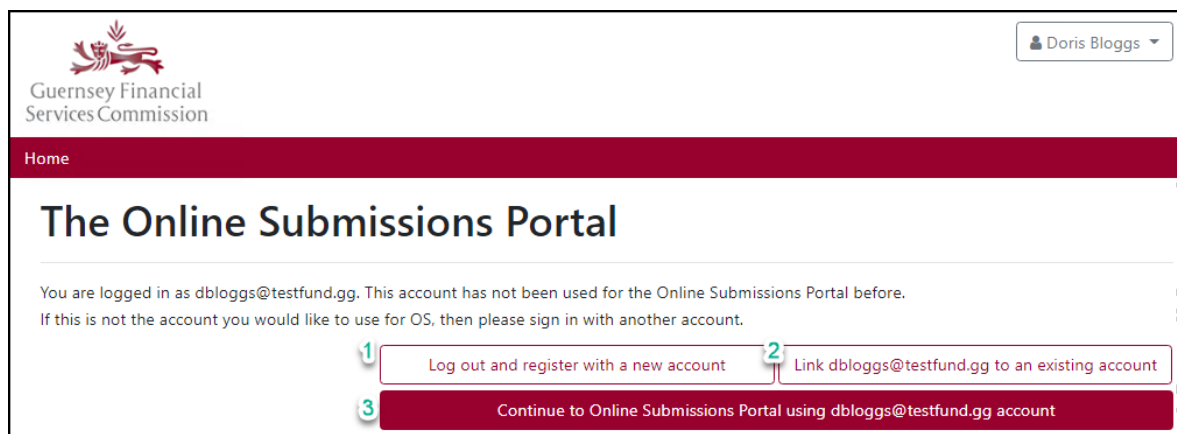
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1. If you already have a PQ account and you want it to remain un-linked from your OS account, choose option 1. You will be logged out and taken back to the Register/Sign In page.
2. If you already have a PQ account and you want to link it to your OS 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:



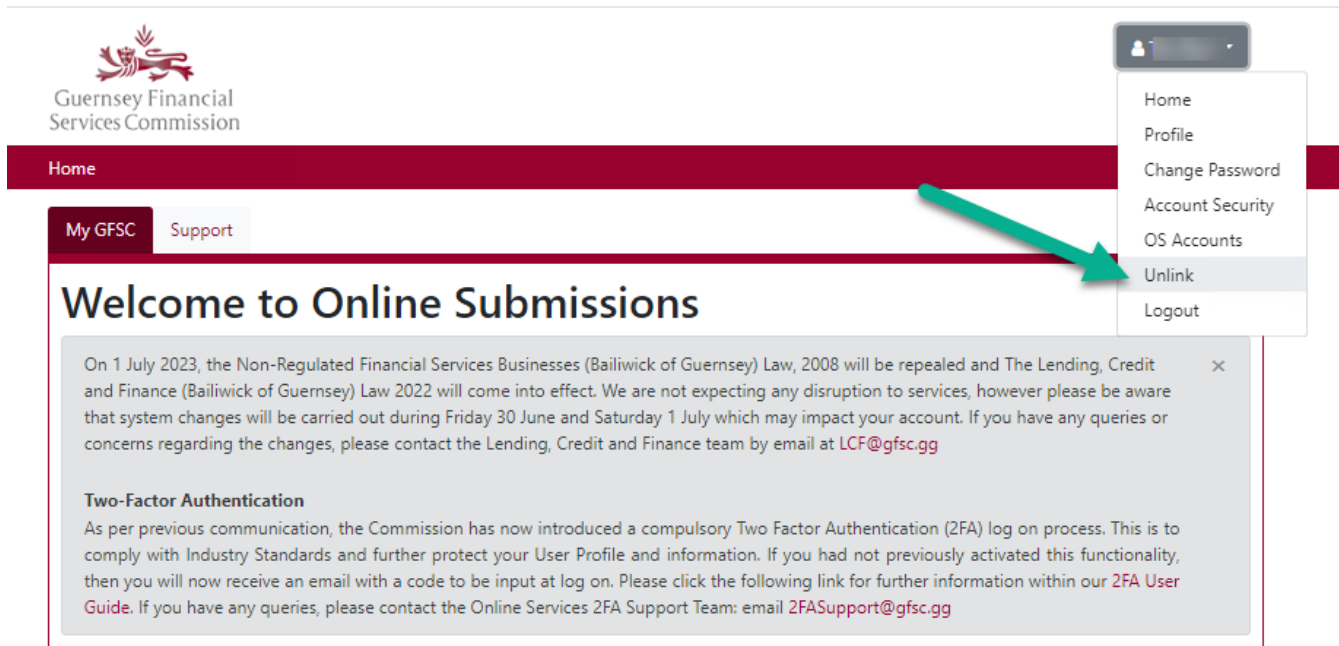
1. If you already have an OS account and you want it to remain un-linked from your PQ account, choose option 1. You will be logged out and taken back to the Register/Sign In page.
2. If you already have an OS account and you want to link it to your PQ account, choose option 2. This will take you to the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

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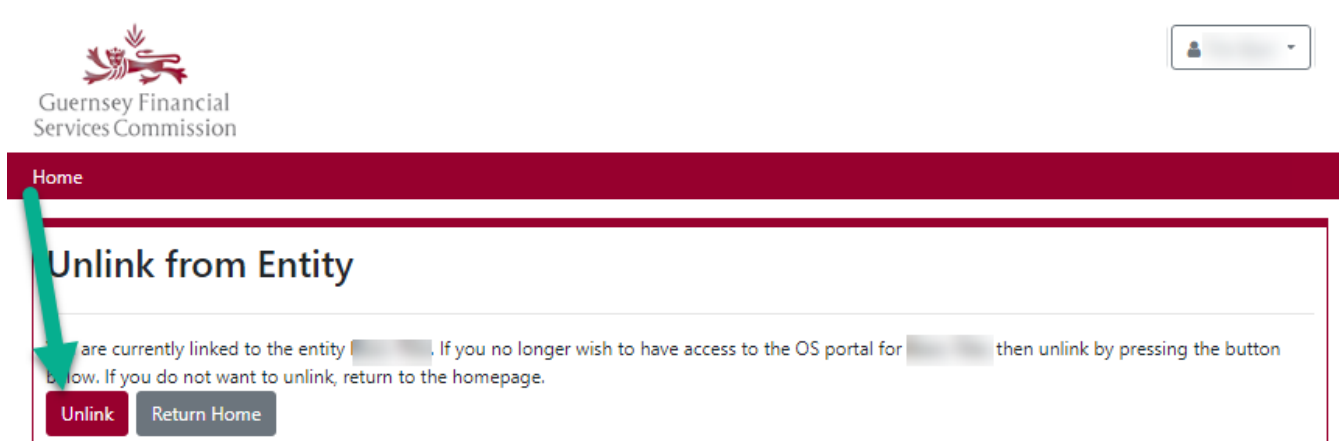
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## Un-link OS account

To unlink a corporate account/OS Portal timeline from your personal email address follow the below steps:



The screenshot shows the user interface of the Guernsey Financial Services Commission. At the top left is the logo and name. A navigation bar contains 'Home', 'My GFSC', and 'Support'. A user profile dropdown menu is open, showing options: Home, Profile, Change Password, Account Security, OS Accounts, Unlink (highlighted with a red arrow), and Logout. Below the menu is a 'Welcome to Online Submissions' section with a notice about system changes and a 'Two-Factor Authentication' section.



The second screenshot shows the 'Unlink from Entity' page. It features the GFSC logo and name, a 'Home' button, and a heading 'Unlink from Entity'. Below the heading, there is a text block: 'are currently linked to the entity [redacted]. If you no longer wish to have access to the OS portal for [redacted] then unlink by pressing the button below. If you do not want to unlink, return to the homepage.' At the bottom, there are two buttons: 'Unlink' and 'Return Home'.

You will then need to link your Director Registration Regime registration/OS Portal timeline to your personal email address using the Super User Code detailed in the steps [here].

***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.***