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USERGUIDE ON

SELECTING THE APPROPRIATE MESSAGE TYPE ON THE MESSAGE BOARD FUNCTIONALITY VIA THE GOAML WEB PORTAL

1. INTRODUCTION

The purpose of this user guide is to assist and guide goAML Web users in communicating securely with the Financial Intelligence Centre (FIC) via the goAML message board.

2. BACKGROUND

The FIC makes use of the goAML message board functionality to communicate securely with its external users. The user guide is issued to help ease the usage on the message board, by classifying the messages sent and received.

The principal objective of the FIC, under the Act is to help various stakeholders (including accountable or reporting institutions) combat money laundering (ML), terrorism financing (TF) and proliferation financing (PF) activities. The FIC consists of the Directors Office and four (4) divisions namely, Financial Investigations and Analysis Division (FIAD), Compliance Monitoring and Supervision Division (CMSD), Strategic Analysis Division (SAD) and Legal, Policy and Enforcement Division (LPED).

The following is a brief description of the mandate of the Director FIC and respective divisions within the FIC:

Director FIC:

The Office of the Director is primarily tasked with ensuring compliance with Namibia's international AML/CFT/CPF obligations, organizational management and providing strategic direction on FIC's fulfilment of its statutory mandate. In so doing, the office has to ensure that the FIC's operations have meaning and relevance to all national and international stakeholders.

Financial Investigations and Analysis Division (FIAD):

The Financial Investigations and Analysis Division (FIAD) is tasked to receive STRs, SARs, CTRs, EFTs, IFTs, CBMCRs and AIFs from the FIA regulated populace from which analysis are performed to identify proceeds of crime, including ML, TF and PF activities.

Thereafter if there are indicators of proceeds of crime, intelligence is disseminated to relevant Local and Foreign Law Enforcement Agencies including, the Office of the Prosecutor General, State Security, Anti-Corruption Commission, Namibian Police Force, the Receiver of Revenue and any Government Ministry tasked with investigations for further investigation. The division further contributes to maintaining enhanced local and international co-operation by, amongst others, availing spontaneously and upon request, financial intelligence that may aid counterpart organizations in the investigation, prosecution and asset forfeiture of ML/TF/PF activities.

Compliance Monitoring and Supervision (CMSD):

The division conducts various supervisory activities, which includes off-site and on-site assessment activities. These activities are aimed at gauging the level of an institutions' money laundering, terrorism and proliferation financing risk management and compliance with the FIA. The purpose of such assessments is to allow the division to understand risk exposure and compliance levels in accountable or reporting institutions and, where need be, take measures to ensure corrective interventions are employed to enhance effective FIA compliance and ML/TF/PF risk mitigation.

Strategic Analysis Division (SAD):

The Strategic Analysis Division (SAD) tasked with availing strategic intelligence products to stakeholders such as policy makers, law enforcement and supervised institutions on the nature and extent of ML/TF/PF activities posing threats to the financial system and economy. SAD identifies emerging characteristics, trends and typologies employed in the advancement of funding or laundering activities both domestically and internationally. Outputs of the SAD enabled the FIC, throughout the year, to publish a range of strategic analytical products, inclusive of a range of guidance papers designed to equip AML/CFT/CPF stakeholders and businesses with the knowledge to identify patterns of criminal behaviour and protect their businesses from criminal exploitation. Overall, SAD outputs complement FIC's regulatory education and outreach activities, tailored to each industry sector.

Legal, Policy and Enforcement (LPED):

The Legal, Policy and Enforcement Division is responsible for administering the FIA, including drafting legislative amendments when necessary. The division also engages with international and regional inter-governmental bodies and co-ordinates the FIC's technical assistance to

countries in eastern and southern Africa. The Division further provides strategic policy advice on AML/CFT/CPF and ML/TF/PF, including improvements to the national AML/CFT/CPF Policy, Legislative and Implementation framework. Additionally, the Division provides in-house legal advice, governance and compliance and enables secretariat support to the Council and the soon to be established FIA Appeal Board.

3. goAML MESSAGE BOARD

The goAML message board is the internal means of communication between the FIC Namibia and registered goAML users. This provides a secure method of communication between the FIC and the external goAML users. The message board is organised like a regular email client, but communication can only take place between the FIC and the registered entities.

4. NEW goAML MESSAGE TYPES

The messages on the goAML Message Board can further be grouped by making use of goAML Message Types. To allow for better aligned communication between the goAML registered entities, the Director FIC and respective divisions within the FIC as listed above, the following goAML message types have been configured on the system:

Message Type	Message Type Description	Purpose of the message type
DIR	Director: Financial Intelligence Centre	This message type may be used when the Director FIC communicates with a reporting institution. The message type can also be used by the reporting institution when communicating directly with the Director Financial Intelligence Centre.
FIAD	Financial Investigations and Analysis Division	This message type may be used when the Financial Investigations and Analysis Division communicates with a reporting institution. The message type can also be used by the reporting institution when communicating to the Financial Investigations and Analysis Division.

SAD	Strategic Analysis Division	This message type may be used when the Strategic Analysis Division communicates with a reporting institution. The message type can also be used by the reporting institution when communicating to the Strategic Analysis Division.
CMSD	Compliance Monitoring and Supervision Division	This message type may be used when the Compliance Monitoring and Supervision Division communicates with a reporting institution. The message type can also be used by the reporting institution when communicating to the Compliance Monitoring and Supervision Division.
LPED	Legal, Policy and Enforcement Division	This message type may be used when the Legal, Policy and Enforcement Division communicates with a reporting institution. The message type can also be used by the reporting institution when communicating to the Legal, Policy and Enforcement Division.
General		This message type is used for general communication.

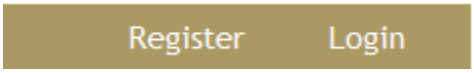
Table 1: NEW goAML message types

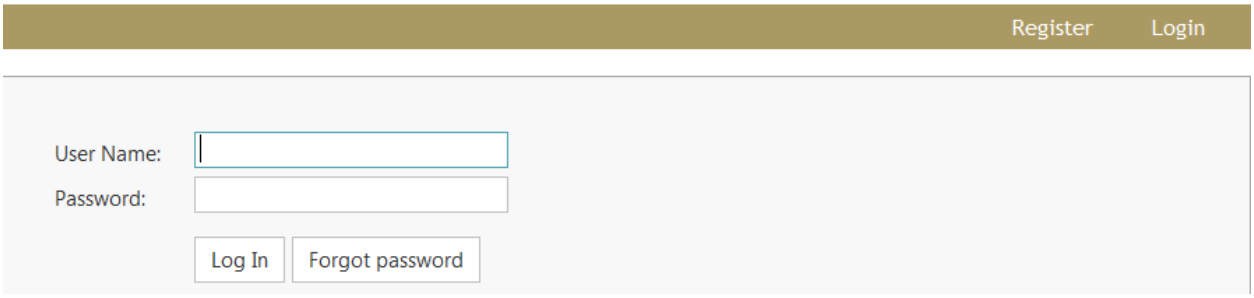
5. HOW TO ACCESS THE goAML MESSAGE BOARD

1. Log onto www.fic.na

2. Click on FIC Reporting Portal - PRODUCTION

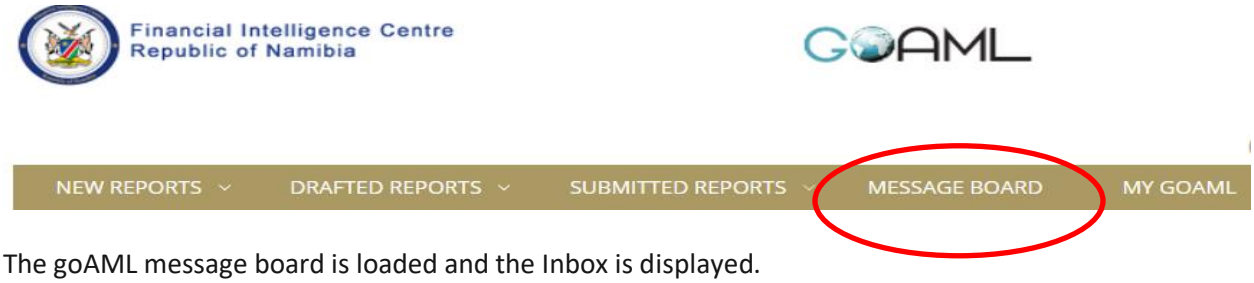
3. Click LOGIN and Enter Username and Password





If you are unable to login, due to an incorrect password. Please see section **11. FORGOT PASSWORD?**

Once logged in, select Message Board from the Menu bar.



The goAML message board is loaded and the Inbox is displayed.

Please note – Messages can only be exchanged between the logged in Entity and the Financial Intelligence Centre.

6. UNDERSTANDING THE MESSAGE BOARD INTERFACE

The message board interface consists of a navigation panel and a tabular list of messages. The navigation panel offers hyperlinks for the following views:

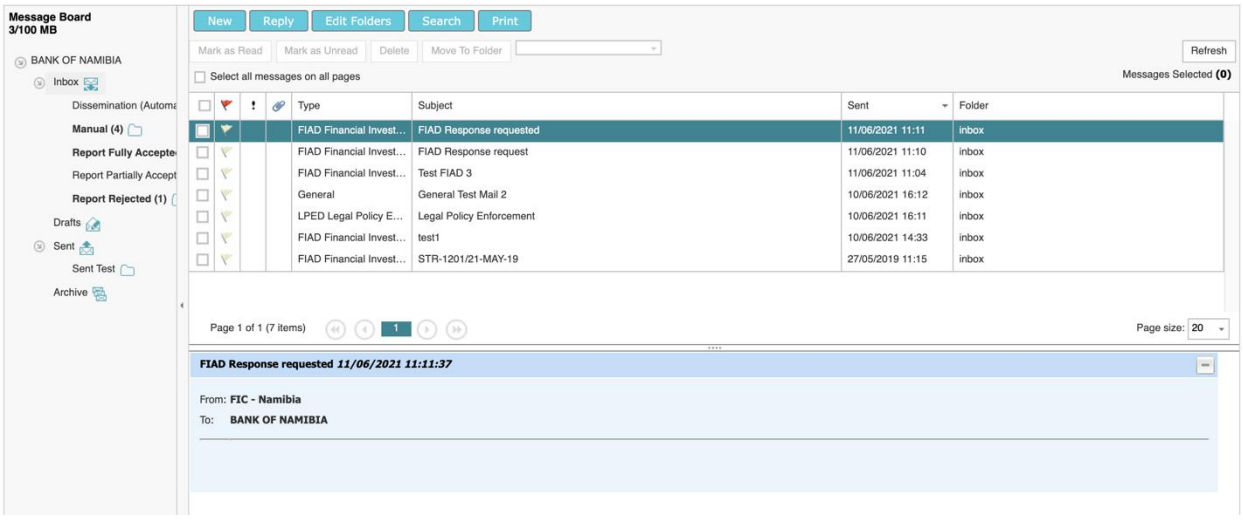
Icon	Description
New	Write a new message.
Reply	Reply to the currently selected message.
Edit Folders	Edit, Create, and Delete folders
Search	Search all messages.
Mark as Read	Mark selected messages as Read

Mark as Unread	Mark selected messages as Unread.
Delete	Delete selected messages.
Move To Folder	Move to a selected Folder.
Inbox (2)	All incoming messages. The number in brackets indicates the number of unread messages in the inbox
Drafts	All draft messages.
Sent	All Outgoing messages.
Archive	All archived messages
Flag ():	An optical reminder you can set if you want to draw your attention to that message.

Table 2: Understanding the Message Board Interface

7. HOW TO ACCESS THE goAML MESSAGE BOARD TO READ MESSAGES

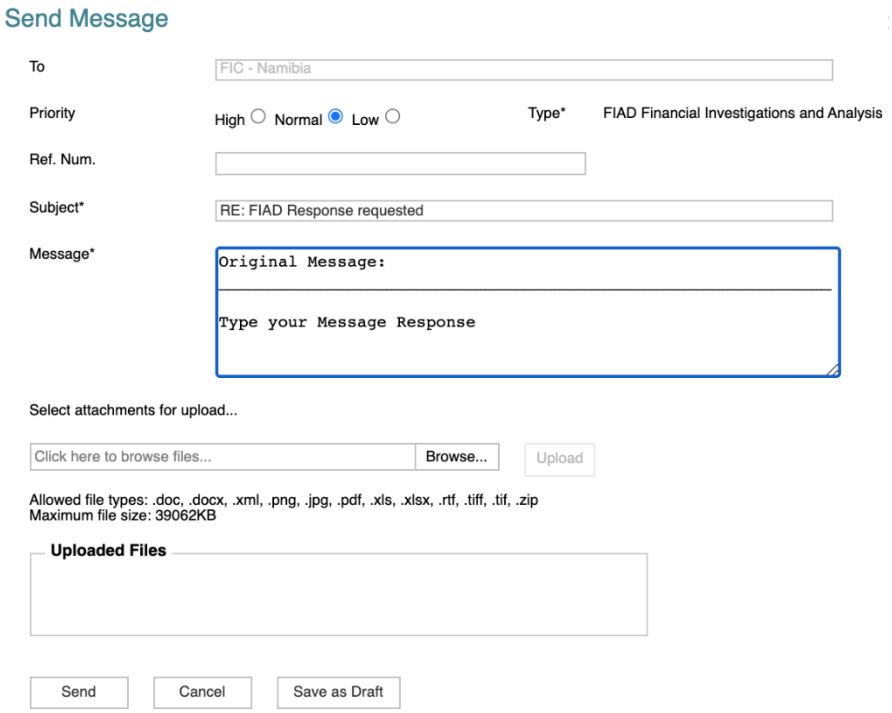
To read a message, click the message row. The selected message is displayed in the section underneath the list of messages. Click the attachment link(s) to download and view the attachment(s).



8. REPLY TO MESSAGES ON goAML MESSAGE BOARD

To reply to an incoming message:

1. Select the message.
2. Click Reply. An input form is loaded and displayed.

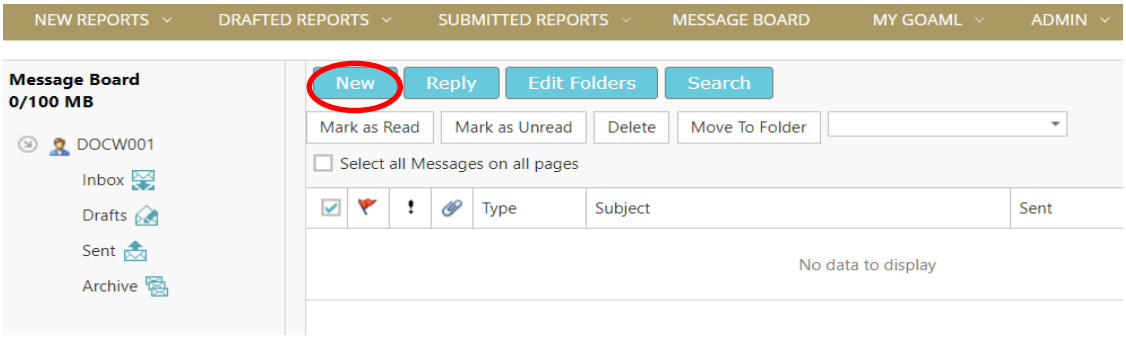


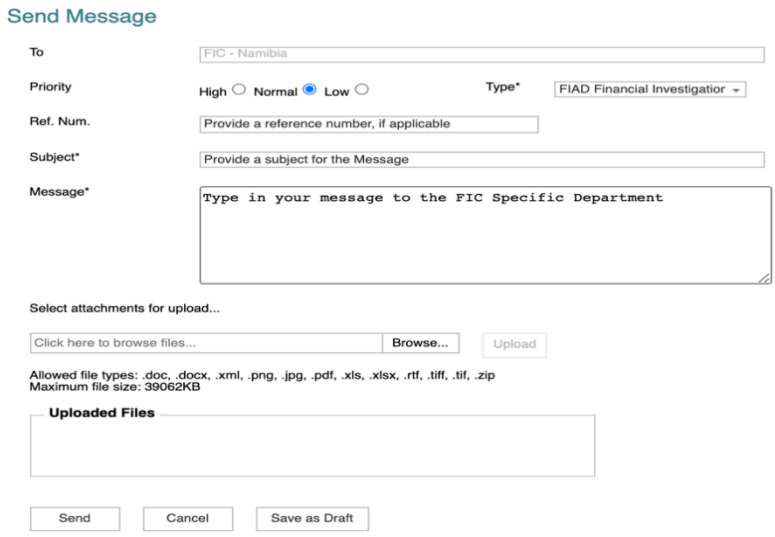
Please note that when replying to a message you are not able to change the original Message Type.

3. Select the Priority of your reply (High – Normal – Low).
4. Enter your reply into the text field.
5. If you want to attach one or more files, click Browse and select the file(s).
6. Click Send to dispatch the message or click Save Draft to save it for later use.

9. SENDING A MESSAGE TO THE FINANCIAL INTELLIGENCE CENTRE TO A SPECIFIC DIVISION.

1. Click on Message Board
2. The below screen will be displayed
3. **To send a new message – Click on NEW**





Complete the following Fields:

4. Priority - Select the Priority of your message (High – Normal – Low)
5. Type - The different Message Types (with description) listed under Table 3 will be displayed. Select the appropriate Message Type.
6. The dropdown list of message types will be displayed as follows:

Message Types
DIR Director: Financial Intelligence Centre
FIAD Financial Investigations and Analysis Division
SAD Strategic Analysis Division

CMSD Compliance Monitoring and Supervision Division
LPED Legal, Policy and Enforcement Division
General

Table 3: Message Types (with description)

7. Subject - Provide a meaningful subject for the message.
8. Message - Provide a message
9. To attach documents: Click on Browse → Select the Documents to upload
10. The following file types are allowed:
    - . doc; .docx; .png; .jpg; .pdf; .xls; .xlsx; .rtf; .tiff; .tif; .zip
11. Click **Save Draft** to save the message for later use. (Please note the message will not be send)
12. Click **SEND** to dispatch the message to the FIC.

10. SEARCH MESSAGES ON goAML MESSAGE BOARD

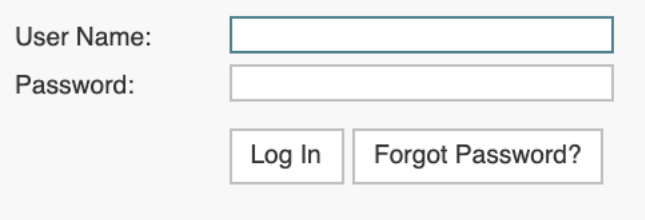
Any message that has been written, sent, or archived can be searched using the Search feature. Enter the text you want to search for in the Search Text field and click Search.

If you want to see only messages within a certain date range, enter the values in the Start Date and End Date boxes.

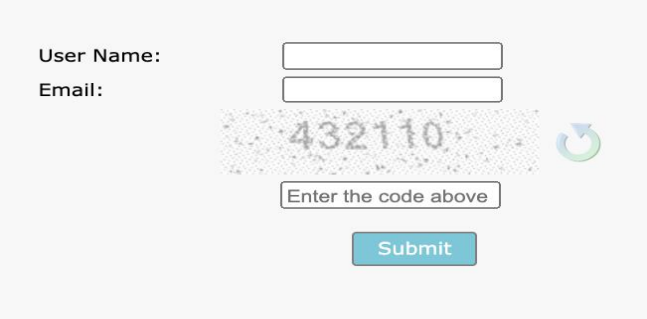
11. FORGOT PASSWORD?

If user cannot log in to the system due to an incorrect password:

1. Click on Forgot Password?



2. The Reset Password Request screen will be displayed.



3. Username - Enter your user name provided by the FIC.
4. Email – Enter your email address used during FIC Registration.
5. Enter the captcha code
6. Press Submit
7. An email with a system generated password will be send to your email address.
8. Use this temporary password to log on to the system and change your password.