



# **Website user guide**

## **Part 2. User Account Management**

**FIU-Latvia version 1.0.0**

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**This document is intended for users of the Latvia’s Financial Intelligence Unit's website at <https://goaml.fid.gov.lv>. This part of the manual describes the management of user accounts and rights.**

**Disclaimer:** the document provides guidance on how to get started, change user data, and manage additional users for organisations.

The document will be modified following the changes in the functionality of the goAML system and in other cases if such a need arises from the point of view of data analysis or legislation.

In case of uncertainties, we invite you to contact the user support [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv).

<b>FIU-LV version</b>	<b>Date</b>	<b>Author</b>	<b>Explanation</b>
1.0.0	01.06.2021	FIU Latvia	1. The initial version of the document that covers introduction to the main features of the web application, management of user data and user rights.



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# 1 Introduction

This guide is intended for users of the <https://goaml.fid.gov.lv> website (“Website”) who, in accordance with the [Law on the Prevention of Money Laundering and Terrorism and Proliferation Financing](#) (“Law”), use this website in order to report suspicious transactions and activities, submit threshold declarations (collectively referred to as “Reports”) to the Financial Intelligence Unit of Latvia (“FIU”) or exchange other information with the FIU.

The FIU provides Website users with the following manuals::

1. User registration
- 2. User Account Management (this document)**
3. Transactions in goAML
4. Submission of Reports (in progress)
5. Other correspondence with FID (in progress)

## 1.1 Quick Directions for New Users

- If you are a new primary representative of an organisation (i.e., a user with administrator rights) and you want to approve additional users for your organisation, please refer to the section [2.3.3 User Request Management](#).
- If there are any relevant changes in user or organisation data, the information has to be updated. If you want to update your personal data (e.g., the phone number has changed) refer to the section [2.2.2 My User Details](#). If data about your organisation has changed (e.g., the address or legal name has changed) refer to the section [2.2.3 My Organisation Details](#).



## 2 Website Application Sections



Figure 2- 1. Home page of the website after login as seen by a user with administrator rights.

**Header.** The FID logo appears on the left. Clicking it opens the home page. Interface language– Latvian or English – can be changed in the right corner by clicking on the corresponding flag icons. Under the flag icons, you see your user name and the name of the organisation you represent. Just below it, in light grey letters, there is the complete registration number of the organisation, which after a prefix contains the Organisation ID and registration date.

**Menu bar.** This is the main menu for the Website. The menu allows users to navigate through Website sections and access various application functions depending on the user’s access rights:

Table 2- 1. Website sections on the menu bar. The availability of functions depends on the access rights set by your organisation’s primary representative.

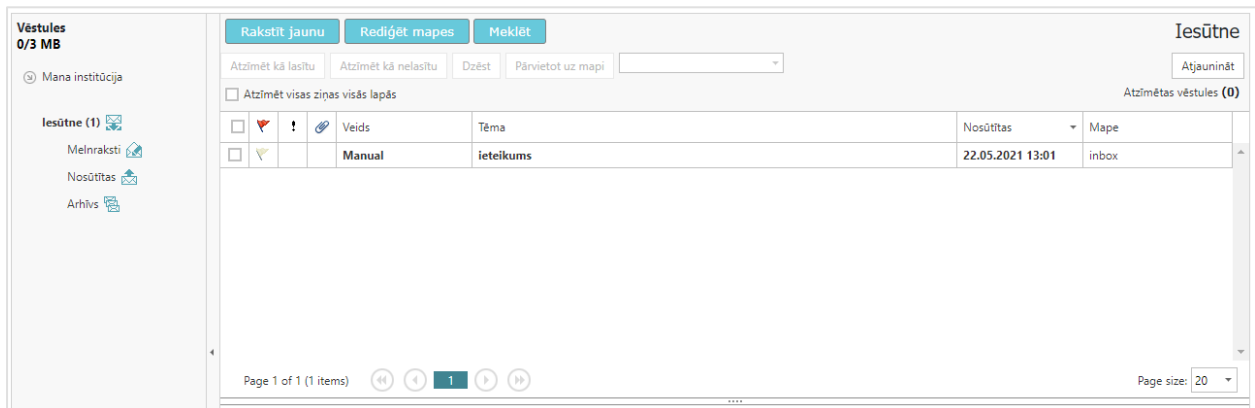
Menu Section	Brief Description of Functions	Manual for Further Reading
<b>New Reports</b>	Submission of Reports	Part 4 “Submission of Reports”
<b>Drafted Reports</b>	Saved, not yet submitted Reports that were manually created online	Part 4 “Submission of Reports”
<b>Submitted Reports</b>	Tracking of submitted Reports	Part 4 “Submission of Reports”
<b>Message Board</b>	Mail box for receiving and sending messages	Section <a href="#">2.1 Message Board</a>
<b>My goAML</b>	Management of personal and organisation details	Section <a href="#">2.2 My goAML</a>



<b>Statistics</b>	Running of pre-configured statistics on reports submitted and requests made by the user/organisation	Part 4 “Submission of Reports”
<b>Admin</b>	Management of user and organisation requests. Activation of additional user accounts and management of user rights.	Section <u>2.3 Administration</u>
<b>Terms of Use</b>	Please read the full terms of use of the system.	-
<b>Logout</b>	Ending the session and logging out.	-

The main area of the application window contains main functional elements for each section.

## 2.1 Message Board

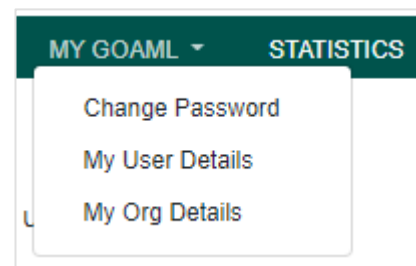


Message board is designed like an ordinary email client. However, you cannot send emails with it. Within goAML, all communication between the reporting entity and the FIU is conducted through the message board. It allows you to receive and send letters on behalf of your organisation and store previous correspondence. This is not a private user’s mailbox.

## 2.2 My goAML

By initiating change requests, here you can manage your individual user details and, if you have appropriate rights, your organisation details.

Without additional rights assigned, ordinary representatives of an organisation will see only the first two options: “Change Password” and “My User Details”.





## 2.2.1 Change Password

Change Your Password

To change your password, enter the new password, confirm the new password, and select "Change Password".

- Password must be at least nine characters long,
- It must contain at least one uppercase letter of the Latin alphabet, at least one lowercase letter of the Latin alphabet,
- and at least one digit and at least one special character. The following special characters are accepted: `*!@#%&(){}[]:;<>.,?/~_+ -= | \`

Keep your password in a safe place and never give it out to anyone.

Password:

New Password:

Confirm New Password:

After entering twice the new password, select “Change Password” to change your user's password:

- Password must be at least nine characters long,
- It must contain at least one uppercase letter of the Latin alphabet, at least one lowercase letter of the Latin alphabet,,
- and at least one digit and at least one special character. The following special characters are accepted: `*!@#%&^&(){}[]:;<>.,?/~_+ -= | \`

Keep your password in a safe place and never give it out to anyone.

## 2.2.2 My User Details

My User Details

**User**

**Attachments**

Submit Request

Cannot submit until the form is complete

Organisation ID 21	* User Name karlisf_ag	<span style="color: red;">First Name is required!</span>
<span style="color: red;">Last Name is required!</span>	<span style="color: red;">Email is required!</span>	Occupation
Latvian Identity Number	Birth Date M/d/yyyy	SSN or Foreign Identity Number
Passport Number	Passport Country	Nationality
+ Addresses		
+ Phones*		
<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <span style="color: red;">Contact Type is required!</span>  <input type="text"/> </div> <div style="width: 20%;"> <span style="color: red;">Comm. Type is required!</span>  <input type="text"/> </div> <div style="width: 20%;">           Country Prefix  <input type="text"/> </div> <div style="width: 20%;"> <span style="color: red;">Number is required!</span>  <input type="text"/> </div> </div>		
Comments <input type="text"/>		

Here (My goAML > My User Details) you can correct or complete existing data about yourself if you are a representative of your organisation or an individual user. Mandatory fields are marked with asterisk and highlighted in red when they are empty. When all mandatory fields are filled, the **Submit Request** button is active and green. Press it to submit a change request.

If you are organisation’s primary representative, you can finalise the change request by yourself right after the submission by pressing **Finalise**, if not – you will have to wait for the primary representative to do



that. The change request may get finalised, recalled or rejected. To reject the request, you must enter comments about the reason for the rejection in the “Comments” field. After the change request is finalised or rejected by the primary representative, the user will receive notification with additional information by email.

**Comments**

**Actions:**

Recall

Reject

Finalize

Change Request History

Request: RE\_RP-111-27.06.2021

---

Request Type: **Existing User**  
Request Status: **Waiting for RE Admin to Verify**

---

Attachments

---

**User**

Organisation ID	<b>20</b>	User Name	<b>username</b>
		First Name	<b>My First Name</b>
Last Name	<b>My Family Name</b> <small>My-Old-Family-Name</small>	Email	<b>aa@a.aa</b> <small>my.old@email.com</small>
Occupation		Latvian Identity Number	<del>++++++-++++</del>
Birth Date		SSN or Foreign Identity Number	
Passport Country		Passport Number	
		Nationality	

**Phones**

#1

Contact Type	<b>Work</b>	Comm. Type	<b>Phone</b>
Country Prefix		Number	<b>213</b>
		Comments	

Figure 2- 2. User change request form as it is seen by the organisation’s primary representative, the administrator. Additions are marked green, changes are yellow, deletions - red.

If you are a user without administrator rights and want your change request to be processed immediately, notify the primary representative of your organisation and ask to finalise the request.





### 2.2.3 My Organisation Details

“My goAML > My Org Details” shall be accessible only to the primary representative, the administrator, who can make changes, update or correct information regarding his or her organisation. The functionality of submitting and finalising change request is similar to that in the My User Details section.

## 2.3 Administration

The menu section “Admin” is only available to the primary representative of an organisation, or any user who has rights from the “Admin” permission group. This section is intended to manage user rights and change requests within the represented organisation.



### 2.3.1 Role Management

Roles are collections of permissions to specific system functions. There are two predefined universal roles: “admin” and “user”. By default, the primary representative has the role “admin”, but other users – “user”. You as an admin have the right to create new roles if you need to assign a custom set of permissions to some users within your organisation.

To create a new role, press the **Add a new role for this entity** button. After you enter a name for your new role, such as “My new role”, a list of permissions opens. There you can select permissions for the



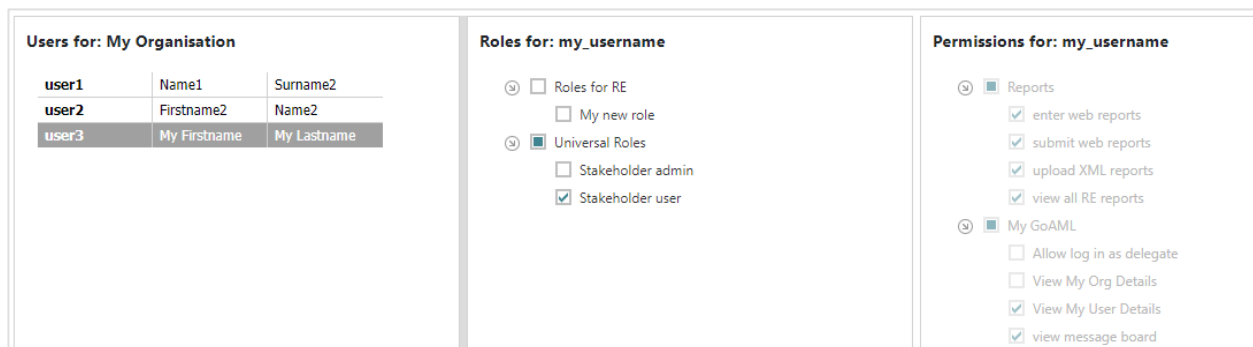
new role from six groups:

- “Reports” — permissions relating reporting functions
- “My GoAML” — permissions for the sections “Message Board” and “My goAML”
- “Statistics” — permissions for the section “Statistics”
- “Admin” — administrative permissions
- “Entity Change Requests” — permissions for handling organisation change requests
- “Person Change Requests” — permissions for handling person change requests

After you make changes, press the **Save** button and update the collection of permissions for the selected role. You can also delete admin-created roles by pressing the **Delete** button.

See the full list of permissions mapped to the predefined roles “admin” and “user” in the annex [3.1 User Permissions](#).

### 2.3.2 User-Role Management



Users for: My Organisation			Roles for: my_username		Permissions for: my_username	
user1	Name1	Surname2	<input type="checkbox"/>	Roles for RE	<input checked="" type="checkbox"/>	Reports
user2	Firstname2	Name2	<input type="checkbox"/>	My new role	<input checked="" type="checkbox"/>	enter web reports
user3	My Firstname	My Lastname	<input checked="" type="checkbox"/>	Universal Roles	<input checked="" type="checkbox"/>	submit web reports
			<input type="checkbox"/>	Stakeholder admin	<input checked="" type="checkbox"/>	upload XML reports
			<input checked="" type="checkbox"/>	Stakeholder user	<input checked="" type="checkbox"/>	view all RE reports
					<input type="checkbox"/>	My GoAML
					<input type="checkbox"/>	Allow log in as delegate
					<input type="checkbox"/>	View My Org Details
					<input checked="" type="checkbox"/>	View My User Details
					<input checked="" type="checkbox"/>	view message board

By selecting “Admin > User-Role Management”, the main representative of an organisation can see which roles are assigned for each user within the organisation. After selecting a user in the left column, the assigned roles will appear in the middle column. There, by checking/unchecking the roles you are able to set a role or a mix of roles for the selected user. The right column shows all permissions corresponding the selected roles in the middle column. The column is greyed out, as the permissions cannot be set directly.

If the primary representative of an organisation has created a new role (see [2.3.1 Role Management](#)), it will be available in the middle column for selection. Press the **Save** button (active only if changes are made) to update the user-role configuration.

### 2.3.3 User Request Management

If your organisation needs more than one user for reporting, this is an important item in the Admin menu for the organisation’s primary representative after the organisation's account is activated and new user requests are submitted (each additional user has to fill out registration form individually, by choosing registration card “Natural Person – Additional User for an Organisation”). Submitted registration requests will appear in “Admin > User Request management “User Change requests” list of the type “New User”.



### User Change Requests

Start Date:  End Date:

Requests View Type:  All  
 Active  
 Pending my actions  
 In progress

---

Drag a column header here to group by that column

Change Request Ref.	Type	Request Status	Org Name	Org ID	User Name	First Name	Last Name	Created On	#
RE_RP-101-31.05.2021	New User	Waiting for RE Admin to Verify	My organisation	21	newuser	Users Name	Users Surname	5/31/2021	

Page 1 of 1 (1 items)   [1]  Page size: 20

Pressing the “Waiting for RE Admin to Verify” link highlighted in blue will open a window with the request details.

As the organisation’s primary representative you have to carefully verify the new user and check if the submitted data are correct. If everything is right, press the **Finalise** button to activate the additional user account for your organisation. If not – press **Reject**.

If any user of your organisation has requested changes to user data, the request will be listed with the type “Existing User”. Press the “Waiting for RE Admin to Verify” link and review the request. There are three possible actions to take: finalise, recall, or reject the request (cf. [2.2.2 My User Details](#)).

### 2.3.4 Active Users

“Admin > Active Users” lists all users within an organisation. The main representative of the organisation can manage them, by selecting on of these actions:

	Raise person change request. If you raise a change request for a user who currently has a pending change request, the pending request will be loaded.
	View user details
	Disable user account
	Enable user account
	Reset user password

### 2.3.5 Organisation Request Management

Similarly, to the section [User Request Management](#), you can see here the change requests made for your organisation. You can finalise, recall, or reject them.

### 2.3.6 Active organisations

You do not need to use this administration section at this time. Delegation of entities to submit reports on behalf of other entities is currently not used.



### 3 Useful information

#### 3.1 User Permissions

User permissions grouped and mapped to universal pre-defines roles “Admin” and “User”.

##### 3.1.1 Permission Group “Reports”

Permission name	Is active for Admin?	Is active for User?
Enter web reports	Yes	Yes
Submit web reports	Yes	Yes
Upload XML reports	Yes	Yes
View all RE reports	Yes	Yes

##### 3.1.2 Permission Group “My goAML”

Permission name	Is active for Admin?	Is active for User?
Allow log in as delegate delegation functionality is not being used	No	No
View My Org Details	Yes	No
View My User Details	Yes	Yes
View message board	Yes	Yes

##### 3.1.3 Permission Group “Statistics”

Permission name	Is active for Admin?	Is active for User?
Reporting statistics	Yes	No
Reports	Yes	No
Reports by Agency and Date	Yes	No
Reports by Entity and Type	Yes	No



<b>Reports by Entity and Date</b>	Yes	No
<b>Reports by Status and Date</b>	Yes	No
<b>Transactions</b>	Yes	No
<b>Transactions by Entity</b>	Yes	No
<b>Transactions by Type</b>	Yes	No
<b>Entity Requests</b>	Yes	No
<b>Delegation Structure</b> (not in use)	N/A	N/A
<b>Entity Registration Statistics</b>	Yes	No
<b>New Entities by Type and Date</b> (not in use)	NA	NA
<b>User requests</b>	Yes	No
<b>New Users by Entity and Date</b>	Yes	No
<b>User Registration Statistics</b>	Yes	No

### 3.1.4 Permission Group “Admin”

<b>Permission name</b>	<b>Is active for Admin?</b>	<b>Is active for User?</b>
<b>Role management</b>	Yes	No
<b>User management</b>	Yes	No
<b>Manage Organisation Change Requests</b>	Yes	No
<b>Manage User Change Requests</b>	Yes	No
<b>Create Delegation</b> (not in use)	N/A	N/A
<b>Can Create Change Requests for my Users</b>	Yes	No



### 3.1.5 Permission Group “Entity Change Requests”

Permission name	Is active for Admin?	Is active for User?
<b>Entity Change Request submit change and finalize</b>	Yes	No
<b>Entity Change Request submit change</b>	Yes	No
<b>Entity Change Request recall change</b>	Yes	No
<b>Entity Change Request recall new</b>	Yes	No

### 3.1.6 Permission Group “Person Change Requests”

Permission name	Is active for Admin?	Is active for User?
<b>RE Admin Approve change Person Change Request</b> Approval functionality is not used. Approval and finalisation are performed in one step.	N/A	N/A
<b>RE Admin Finalize change Person Change Request</b>	Yes	No
<b>RE Admin Reject change Person Change Request</b>	Yes	No
<b>RE Admin Verify change Person Change Request</b> Verification functionality is not used. Approval, verification and finalisation are performed in one step.	N/A	N/A
<b>Person Change Request submit change and finalize</b>	Yes	No
<b>Person Change Request recall change</b>	Yes	Yes
<b>Person Change Request submit change</b>	Yes	Yes
<b>RE Admin Approve new Person Change Request</b> Approval functionality is not used. Approval and finalisation are performed in one step.	N/A	N/A
<b>RE Admin Finalize new Person Change Request</b>	Yes	No
<b>RE Admin Reject new Person Change Request</b>	Yes	No
<b>RE Admin Verify new Person Change Request</b> Verification functionality is not used. Approval, verification and finalisation are performed in one step.	N/A	N/A



Finanšu izlūkošanas dienests

## 3.2 Contact Information

User support email address: [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)