New SAR Portal – How to Register

A practical guide to help individuals and entities register for the NCA’s new SAR Portal
This guide will help you complete the SAR Portal registration process for both individuals and organisations.

The guide will provide you with:

- A list of prerequisites that you will need to complete your portal registration
- An understanding of the registration process for both individuals and organisations
- Clarification of what specific fields mean and their purpose
This user guide will cover the following topics, select ‘New User Registration’ to begin.

1. New User Registration
2. Organisation Registration Guidance
3. Individual Registration Guidance
4. Signing Into Your Account
5. Useful Design Information
All Reporters:

Even if you have previously registered for the legacy SAR Online System, you will still need to re-register for the new SAR Portal.

To register your organisation to use the new SAR Portal, please click here.

The SAR Portal Registration is:

• A very simple process and ensures that SARs are submitted to the NCA securely
• An obligatory process for individuals and organisations to register their accounts on the portal. This will enable them to submit a SAR
• The opportunity for organisations to allocate one individual to sign their organisation up to the portal and proceed to add members from the same organisation to that account, instead of creating multiple accounts for the same organisation
• Before submitting a SAR, you must complete a one-time registration

Organisation Users:

The initial user will register and create your organisation account and any subsequent user will need to be invited, you can see more here.
Before registering on the portal, you should select if you are registering as an individual or organisational user (more information below).

**Option 1:**
Individual

Select this if you are a private individual using your own name. This will create a personal account.

**Option 2:**
Organisational User

Select this option only if you are the first member of your organisation registering.

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**Notes Regarding Organisational User Registration**

Select this option only if you are the first member of your organisation registering. E.g., a reporting entity such as a Legal Entity, a group of connected professionals, or a Sole Trader.

Please confirm with your MLRO/nominated officer if your organisation is already registered and if so, request an invitation to register from an existing SAR Portal user. If your organisation is not already registered, you can continue to register your organisation and generate your specific login details.
Organisation Registration Guidance
Before registering you will need:

**Confirmation on whether your organisation is already registered on the new Portal** – check with your MLRO/nominated officer. If your organisation is already registered, you do not need to register through this process. You should ask an existing user to invite you to register through the ‘Manage Users’ page of the portal.

**Confirmation of your organisation’s main contact** – this is the contact the UKFIU can use to request information, defence grants and refusals. The contact can be an individual or a team mailbox and can be amended at any point. You will need to know the:
- Name
- Email address
- Phone number
- Position in organization / job title
- An optional ‘alternative contact’ for instances where the main contact is not available and the above corresponding details for them. Up to 2 alternative contacts can be added.

**Your organisation’s registration number** – this is optional, e.g., Companies House registration number. This is useful to uniquely identify the organisation.

**Additional organisation details:**
- Sector
- Type
- AML supervisory body
- AML supervisory body registration ID (optional)
To start, you will be required to enter some details to register your organisation.

**Create an account**

**Remember:**
- Use your business email address
- Your email address **cannot** have been used to register on the new portal previously
- Your email address will be your SAR Portal user ID

**Important**

Once you have confirmed your email address, you will be emailed a verification code to enter into the portal and then requested to create a password.
Once you have created your password, you will be required to enter an active phone number in order to enable two factor authentication.

Once you have entered your phone number, you will then need to opt to receive a verification code via text or a phone call and then enter this into the portal.

Provide a phone number

You will need access to the phone each time you sign in for account security. A mobile number is preferred but you can use a landline.

‘Send Code’ will text you a verification code to enter in the next screen

‘Call Me’ will ring you and ask you to select the ‘pound’ (‘#’/‘hash’) key on the phone

Enter country code

United Kingdom (+44)

Enter phone number

Send Code Call Me Cancel

Remember:

• You must have access to this phone at the time of registration

• You will need access to the phone each time you sign in for account security

• You will need to request a verification code which will be communicated by text, or a phone call each time you sign into your account

• A mobile number is preferable
Organisation Registration Guidance: Step 3 – Private or Organisational Registration

Once you have verified your phone number, you will need to select if you are registering as a private individual or organisation.

For guidance on how to register as a private individual, click here

Remember:

- Only use this option if you are the first member of your organisation registering.

- Please confirm with your MLRO/nominated officer if your organisation is already registered and if so, request an invitation to register from an existing SAR Portal user.

Important:

Adding your business unit/department although optional can be used as a useful internal differentiator for your organisation.
You will then need to confirm who is the main contact for your organisation. This can be you or another member of your organisation.

Important:

If you are the main contact you will be requested to enter and confirm your email address.

If someone else is the main contact you will be requested to provide their name, email address, phone number and job title.

In either case, you will have the option to provide an alternative contact for instances when the main contact is unavailable where the same contact information is required.
You will then need to confirm who is the main contact for your organisation. This can be you or another member of your organisation.

**Main contact for your organisation**

We need to know who will be the main contact (this will usually have been agreed within your organisation). This can be amended later if required.

- [ ] I will be the main contact
- [ ] Someone else in my organisation

**The main contact should be:**

- The contact that the UKFIU can use for requests for information about defence, grants, and refusals
- An individual or a team mailbox and can be amended at any point
- The main contact of your organisation
Organisation Registration Guidance: Step 5 – Add Organisation Details

Once you have added the main contact details, you will need to provide details for the organisation on whose behalf you are registering on.

Remember:

• If your organisation has more than one Sector/Type, and/or Supervisory Body – please enter the primary Type and Supervisory Body for your organisation.
Organisation Registration Guidance: Step 6 – Registration Complete

Once you have entered your organisation’s details, you have completed your portal registration.

You are now ready to sign into your account.
To allow other users in your organisation to register - you will need to click on the ‘Manage Users’ link at the top of the page, then select ‘Add a new user’.

They will then receive an email allowing them to register.

Any registered user in your organisation can invite colleagues to register.
Individual Registration Guidance
Before registering you will need:

- **A working email address** that you have access to and has not been used to register on the new portal. Your email address will be your SAR Portal user ID and therefore can only be used once.

- **A phone number** that you have access to (preferably a mobile number). You will need access to this each time you sign in for account security.
About This Guide

To start, you will be required to enter some personal details.

**Create an account**

**Forename**

**Surname**

**Email address**

Must be a valid email address you have access to. This will be used to send you a verification code.

**Confirm email address**

**Remember:**

- You must have access to the email address used
- Your email address cannot have been used to register previously
- Your email address will be your SAR Portal user ID

**Important:**

Once you have confirmed your email address, you will be emailed a verification code to enter into the portal and then requested to create a password.
Individual Registration Guidance: Step 2 – Provide phone number

Once you have created your password, you will be required to enter an active phone number in order to enable two factor authentication.

Once you have entered your phone number, you will then need to opt to receive a verification code via text or a phone call and then enter this into the portal.

Remember:

• You must have access to this phone at the time of registration

• You will need access to the phone each time you sign in for account security

• You will need to request a verification code which will be communicated by text, or a phone call each time you sign into your account

• A mobile number is preferable
Once you have verified your phone number, you will need to select if you are registering as a private individual or organisation.

Select ‘Registering as a private individual’.

**Important:**

Once you have selected to register as a private individual, you will then be prompted to enter your address. You can use your residential address to register.

Please ensure your address is complete and accurate.
Once you have entered your address, you have completed your portal registration.

You are now ready to sign into your account.

The account has been created

What happens next
You can now sign in to your account. From here you can manage other users, verify your details, draft and submit SARS.

Sign in to your account
Signing Into Your Account

START ➔
Once you have completed your portal registration, you will immediately be able to sign into your account.

To sign into your account, you will need:

- **Your email address** – this will be the email address you registered with
- **Your password** – this is the password you created whilst registering
- **Your phone number** – this is the number you registered with. You will need to be able to receive a text or phone call to this number during the sign-in process
Signing into your account: Step 1 – Enter your details

You will need to enter your email address and password.
Signing into your account: Step 2 – Multi-factor authentication

You will need to select either ‘Send Code’ or ‘Call Me’ to receive your unique verification code.

Multi-factor authentication

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number
XXX-XXX-37044

Send Code  Call Me  Cancel

Has your phone number changed or your phone is unavailable?
This process requires you to use a phone to log in.
Once you have received your verification code, via SMS or phone call, you can then type your unique code into the box and sign into your account.

Confirm your phone number

We need to verify the phone number you provided belongs to you. Shortly you will receive an SMS with a code. If you have not received it within 10 minutes, request a new code below.

Phone Number

Enter verification code

Send a new code

Cancel

Has your phone number changed or your phone is unavailable?
This process requires you to use a phone to log in.
Useful Design Information

The top tips will help reporters understand how the portal is designed and what to do.

- **Mandatory fields** do not have any marking
- **Optional field** have markings
- **Conditional mandatory** – a follow on question that becomes mandatory if the main question is answered

### Radio Buttons:
- Requires selecting only **one** option

### Checkboxes:
- Only select if applicable, some checkboxes have a follow-on question; **can select multiple**
Thank you for viewing this SARs Digital Service User Guide

Please provide feedback on the Portal and overall onboarding process via our Portal User Feedback form.

If you need further guidance or support to submit good quality SARs, please contact UKFIUEngagement@nca.gov.uk.

Should you have any technical queries, please return the template overleaf to UKFIUSARs@nca.gov.uk.
**Information Required**

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please provide a description of the issue.</td>
<td></td>
</tr>
<tr>
<td>We ask that you avoid including any SAR data that is personal or otherwise sensitive and use secure email where possible.</td>
<td></td>
</tr>
<tr>
<td>Is this an issue only you are experiencing or are colleagues in your organisation experiencing the same issue?</td>
<td></td>
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<tr>
<td>Have you been able to repeat the issue or was it an isolated incident?</td>
<td></td>
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<tr>
<td>If you are blocked from making a SAR, are you able to find a workaround?</td>
<td></td>
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<tr>
<td>Are there any other urgent factors that you think we should be made aware of?</td>
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<tr>
<td>What date did the issue occur?</td>
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<td>What time did the issue occur?</td>
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<tr>
<td>Please provide a screenshot of any error messages, or any other screenshots that you think would help us resolve this issue. Please crop out any personal or sensitive data.</td>
<td></td>
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<tr>
<td>What browser did you use? E.g. Microsoft Edge, Google Chrome etc. Please include browser version. To find the browser version, in the browser’s toolbar, click on “Help” or the Settings icon. Click the menu option that begins “About” and you’ll see what type and version of browser you are using.</td>
<td></td>
</tr>
<tr>
<td>What type of SAR was being made? E.g. DAML, TACT, or Vulnerable Person SARs</td>
<td></td>
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<tr>
<td>What is the best email to contact regarding this issue?</td>
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<tr>
<td>What is the best contact number to call you on about the issue? (optional)</td>
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