SAR Portal FAQs

FAQ Contents

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1   Portal Registration and Account Management

Number	FAQ	Answer
1.1	**My team need access to the new SAR Portal, what do we do?**	All organisations will need to register to the new SAR Portal. This will include organisations that previously had a SAR Online account. To register your organisation with the new SAR Portal, please click here.
		For organisation users, the first person in your organisation to register will be asked to provide a phone number, email address, main and alternative contact details. They will also need to provide your organisation name, address, registration number, and AML Supervisory body. To ensure that these details are accurate it is recommended that the first registered user is an official responsible for anti-money laundering compliance within the organisation, such as the MLRO or Nominated Officer. Once the first person has registered, subsequent users registering as part of that organisation will ONLY be able to register via an invitation from registered users.
1.2	**Do I need admin rights to invite colleagues to register?**	No. No user will not have admin rights on the new SAR Portal. All users registered on the new portal will be able to invite colleagues to register. See *User Guide: SAR Portal – How to Register,* for more guidance.
1.3	**How do I change my password?**	You can change your password via the 'Account Settings' link at the top of the screen. You will also be able to change your password during sign in by clicking the 'forgotten password' link.
1.4	**Can I change my phone number on the SAR Portal?**	You can change your phone number via the 'Account Settings' link at the top of the screen. You can also change your phone number via the multi-factor authentication page during sign-in.

2 SAR Creation (1)

Number	FAQ	Answer
2.1	**How long is a draft SAR available on the SAR Portal?**	Draft SARs are automatically saved every time you click the 'save and continue' button as you navigate through the screens. Draft SARs will be deleted after 31 days of no activity.
2.2	**Will there be a session timeout on the SAR Portal?**	There will be a session timeout after 20 minutes of inactivity. You will get a warning message 5 minutes before being logged out.
2.3	**In the current SAR online system you can see what you have already added on the left-hand side. Is there something similar in the new system? This would be helpful if for example you are interrupted.**	There is a SAR Index page on the new SAR Portal with similar functionality to the left-hand navigation. This is the first page that will appear when you click on the 'Create a SAR' button. Click on this link to find a wealth of guidance information. This page will allow you to see all sections of the SAR Portal, both in progress and completed. You can navigate, view, and update via this screen.
2.4	**Can we add attachments or upload supporting documents to our SAR submission?**	There are currently no plans to allow attachments to the SAR Portal. If you would like to share further information with law enforcement or government departments, please include it in the 'Reason for Suspicion' section, together with your contact details.
2.5	**The main party is both a domestic and international Politically Exposed Person (PEP), which option do I select?**	In situations where a main party is an international and a domestic PEP, you should select one option based on which status is most relevant to your suspicion.

2 SAR Creation (2)

Number	FAQ	Answer
2.6	**What is the maximum number of associated parties that can be added to a SAR?**	You can add up to 50 associated parties.
2.7	**None of the Glossary Codes are relevant to my suspicion, what do I do?**	We encourage the use of Glossary Codes as it helps fast track reports to the appropriate team. If none apply, you are not obliged to make a selection.
2.8	**There is a new Summary text box on the Reason for Suspicion page, what do I add?**	The Summary text box should be a brief outline/headline of your reason for suspicion. This should be limited to one or two sentences.
2.9	**Do we still need to add Glossary Codes in the reason for suspicion text box?**	You no longer have to include Glossary Codes in the Reason for Suspicion text box once you have selected the appropriate Glossary Codes relevant to your suspicion.
2.10	**Can I resize the Reason for Suspicion text box so I can see what I have added?**	You can adjust the Reason for Suspicion text box by using a mouse and dragging the bottom right-hand corner.
2.11	**Can multiple users edit a SAR simultaneously?**	No, only one user can edit a SAR at one time. If a SAR is being edited, other users will see a 'locked' icon next to the SAR ID. Click on the SAR ID to review a pop-up window showing details of the current editor.
2.12	**Can I view/update draft SARs created by other users in my organisation?**	Yes, all users from the same organisation will be able to view and edit draft SARs created by colleagues. The only exception is where a SAR is created as 'PRIVATE'; in this case, only the creator can view and edit the SAR.

2 SAR Creation (3)

Number	FAQ	Answer
2.13	**Is there an option to delete a SAR before submission i.e if no longer required/mistakes made?**	You can delete draft SARs via the Draft SARs page. When you select a SAR to delete, you will get a warning message that the SAR will be deleted permanently if you select 'Yes'.
2.14	**The new SAR Portal has a lot of screens, will it take long to populate?**	As with any new system, it may initially take slightly longer to submit a SAR because reporters will be less familiar with the new structure and layout. However, over time, the overall time taken to submit SARs via the new SAR Portal will reduce substantially. We also expect that there will be a reduction in the requests for further information from the UKFIU. The new SAR portal has more structured fields and improved data validation. These added screens will significantly improve the quality and utilisation of the data available to Law Enforcement.

3 SAR Submission

Number	FAQ	Answer
3.1	**Will we still get response from the DAML/DATF mailbox, or can we view the response within the portal?**	Responses to DAML/DATF will continue to be relayed via email.
3.2	**Will the system remind you to take a copy of your answers before pressing submit?**	Yes. Reporters are encouraged to save/print a copy of their report before submitting a SAR.
3.3	**Will we able to access/download a SAR that was already submitted?**	Once a SAR is submitted, it is no longer visible to the reporter. Reporters are encouraged to save/print a copy before pressing the 'Submit' button.

4   Portal Guidance and Support

Number	FAQ	Answer
4.1	**What supporting materials are available about how to use the SAR Portal?**	The programme has created a suite of supporting materials including FAQs and guidance for registering and using the portal. All materials are available on the NCA website.
4.2	**What guidance and support is available for different sectors on how to submit a good quality SAR?**	The UKFIU has a number of guidance documents available to support reporters to submit good quality SARs. These are available on the NCA website. The UKFIU is in the process of reviewing and updating all of the guidance currently available to reporters to reflect the new SAR Portal. If you have a query that is not covered by the existing guidance, please contact the UKFIU Reporter Engagement Team at ukfiuengagement@nca.gov.uk. For sector specific guidance, you may also wish to contact your regulator or supervisor.
4.3	**I need further support, who do I contact?**	For technical queries, you can contact the SAR Portal Helpdesk on 02072388282 Monday - Friday between 0900 and 1600 for assistance. Alternatively, you can email the team at ukfiusars@nca.gov.uk. If you have a general SAR quality or best practice query, please contact the UKFIU's Reporter Engagement Team at ukfiuengagement@nca.gov.uk

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**

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SARs Reform
Programme

Information Required	Please write your responses here. If the answer is unknown, please put "N/A"
Please provide a description of the issue. We ask that you avoid including any SAR data that is personal or otherwise sensitive and use secure email where possible.	
Is this an issue only you are experiencing or are colleagues in your organisation experiencing the same issue?	
Have you been able to repeat the issue or was it an isolated incident?	
If you are blocked from making a SAR, are you able to find a workaround?	
Are there any other urgent factors that you think we should be made aware of?	
What date did the issue occur?	
What time did the issue occur?	
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.	
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.	
What type of SAR was being made? E.g. DAML, TACT, or Vulnerable Person SARs	
What is the best email to contact regarding this issue?	
What is the best contact number to call you on about the issue? (optional)	

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