OneGate

Quick Start Guide

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BanqueNationaleBank
DE BELGIQUE VAN BELGIË
Eurosystem

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Part 1: Introduction and Glossary

1. INTRODUCTION

This guide has been compiled for new users of the OneGate application who would like to have an overview of how it works to enable them to complete and 'submit' a report quickly.

To this end, **part 2** of this guide gives a straightforward and succinct description of the procedure for submitting a declaration in OneGate, while **part 3** provides more detailed information (without, however, being exhaustive). The main functionalities of the application are set out in chronological order of a traditional procedure for filling up and submitting a report:

- Connecting to OneGate
- Finding your way in the application
- Completing and submitting a report manually
- Completing and submitting a report via file import (XML/XBRL or CSV)
- Asking for help

We advise you to consult the glossary below, so as to get familiar with the specific terms used in the OneGate application and this user guide. It is also advisable to consult the full version of the manual, available on the website dedicated to the application, for full and detailed information about the various existing functionalities.

2. GLOSSARY

Declarer: (natural person or legal) entity that has one or more reporting obligations and whose data covered by these obligations are collected via the application.

Active declarer: declarer currently selected (by the user) for whom the contents of the reports is therefore accessible

Report domain: a cohesive set of reports, often defined on the basis of a subject or a common theme.

Form: constituent part of a report in which the data are declared; questionnaire.

NUIN: **N**ational **U**nique **I**dentification **N**umber; unique identifier for a user of the application; user name.

Reporting obligation: obligation to complete and submit a report identified on the application at specific intervals, dates, events.

Collecting organization: entity that uses the OneGate application to collect data from its declarers for one or more specific reports; entity that uses the data collected.

Reporting period: period to which the declared information refers, defined in the reporting obligation.

Contact person for the declarer: person to whom the data collecting organization can refer for any questions concerning a given declarer's reports; person whose contact details are given to the data collecting organization by a user via the application.

Report: coherent set of forms intended for collecting specific information.

Feedback report: document available in XML or HTML format for each file upload carried out (and completed) on the application, giving information on the (partial or total) acceptance or rejection of the data contained in the imported file and as to the validity of the data accepted.

Validation report: document available in XML or HTML format for each form, which provides information on the validity of the data entered in the form (according to an initial automated quality check specific to each form).

Validation rules: computations specific to a report or a form and carried out on the data entered into it so as to do an initial automated quality check.

Section: part of a form.

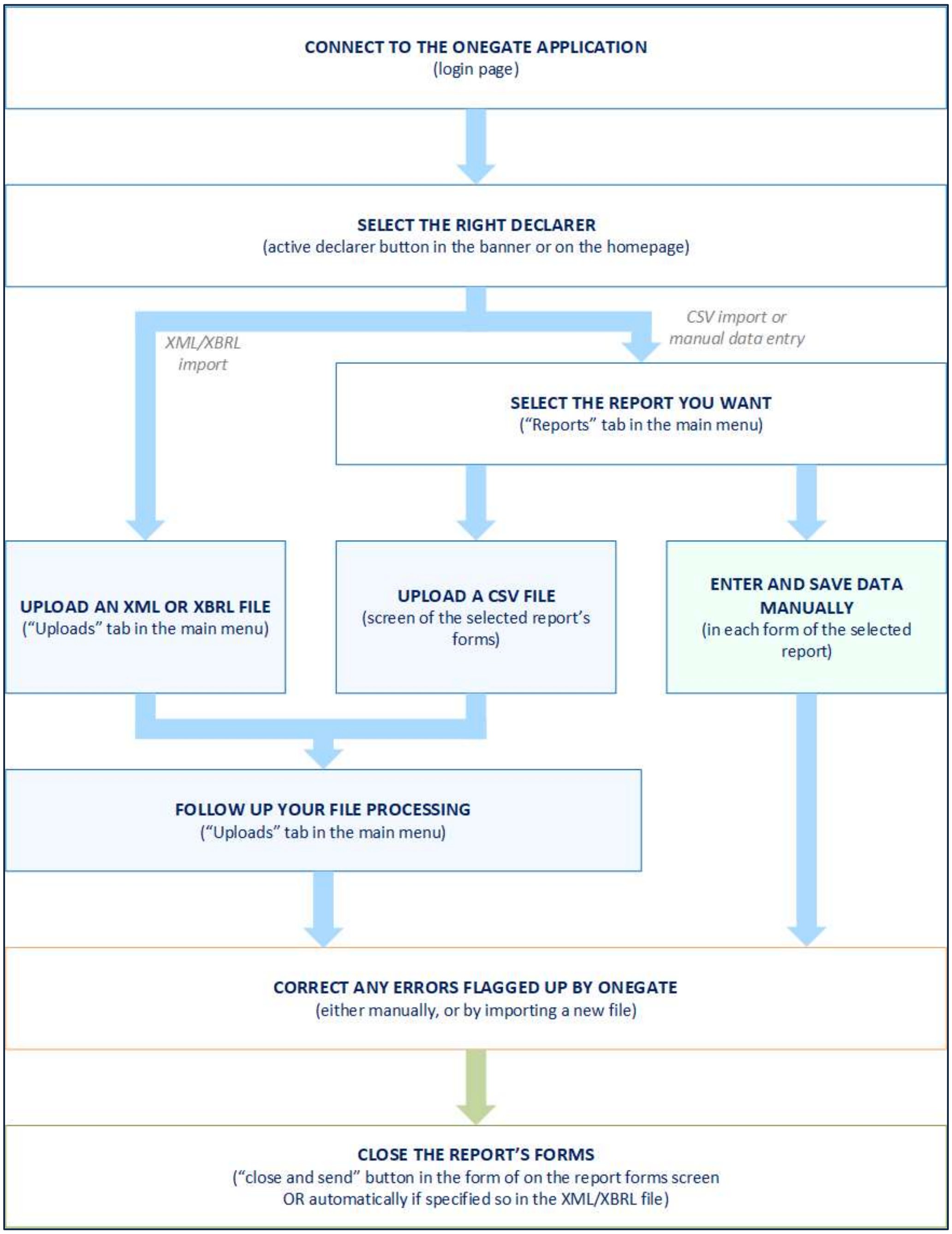
User: natural person (or in certain cases a machine) identified in a unique manner (via a NUIN) who has valid access rights to the application for one or more declarers, to the name(s) of the declarers for whom he or she will be able to complete and file reports.

Validation: first-line data quality control process, automated and specific to each form, executed at the time the data are saved in a report or upon the user's request, the result of which is recorded in a validation report.

Part 2: Quick start with OneGate

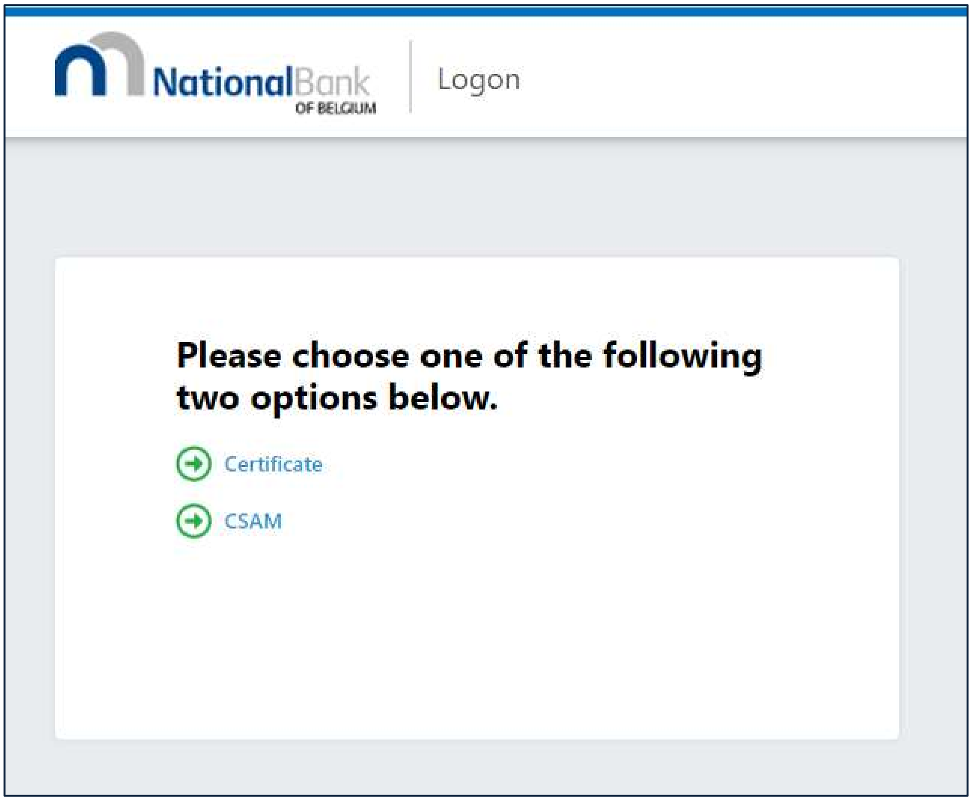
This section gives a straightforward and succinct presentation of the procedure for filing a report in OneGate. You can refer to either part 3 of this guide or to the full manual to find more information on the stages that interest you the most.

When using the application, you may come across additional stages or variants of those set out below, but the logic of the filing procedure remains the same. In diagram form, the procedure is as follows:



Visual 1 – procedure for filing a report on OneGate

First of all, **connect** to the OneGate application with your identity card/itsme app, or using your electronic certificate. Visit the OneGate website site by clicking on the link https://www.nbb.be/doc/dq/onegate/en/login_en.html to get the correct URL address for the data collecting organization responsible for the reports that you have to file.

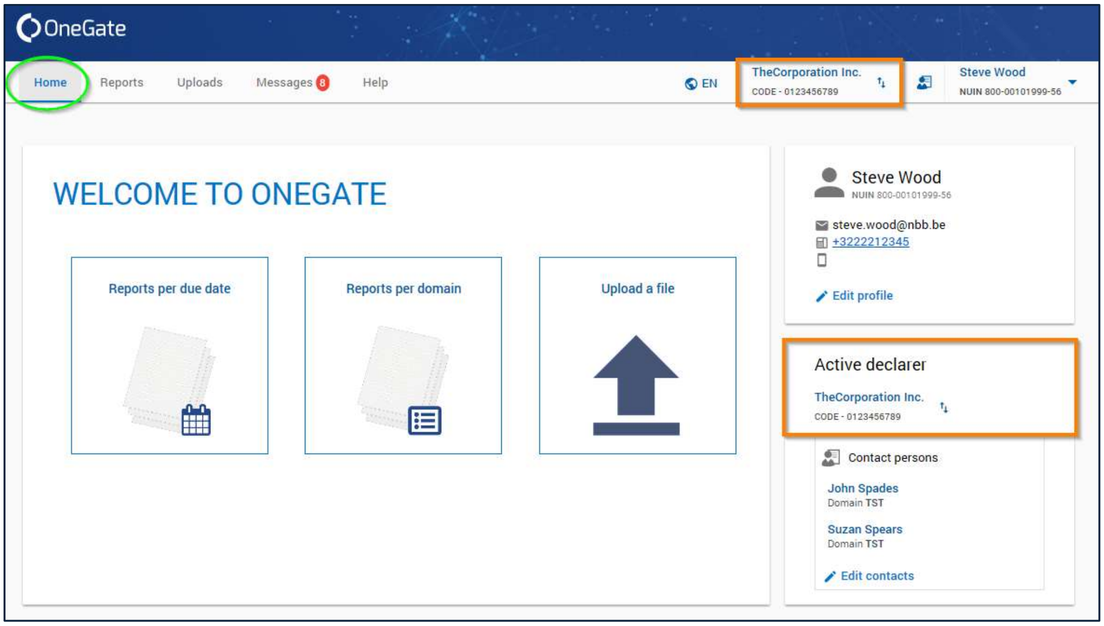


Screen 2 - the login page for connecting to OneGate.

Next, **check** that **the active declarer** for your session is the one you want to file your report for. If this is not the case, click the active declarer button in order to select the right declarer (only available if you have access to several declarers).

Remark:

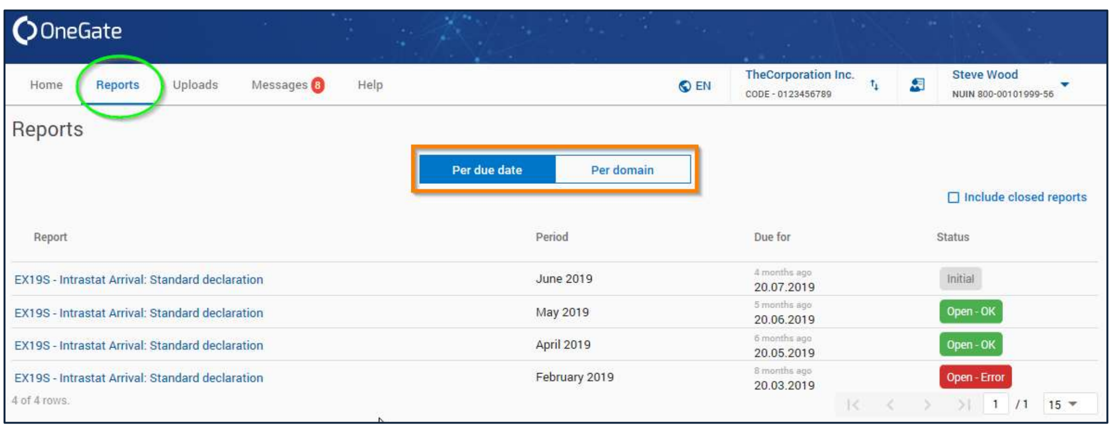
- If it is not possible to select the declarer you want, contact access.onegate@nbb.be giving your user data as well as those for the declarer(s) concerned and explaining your problem.



Visual 3 - the active declarer button

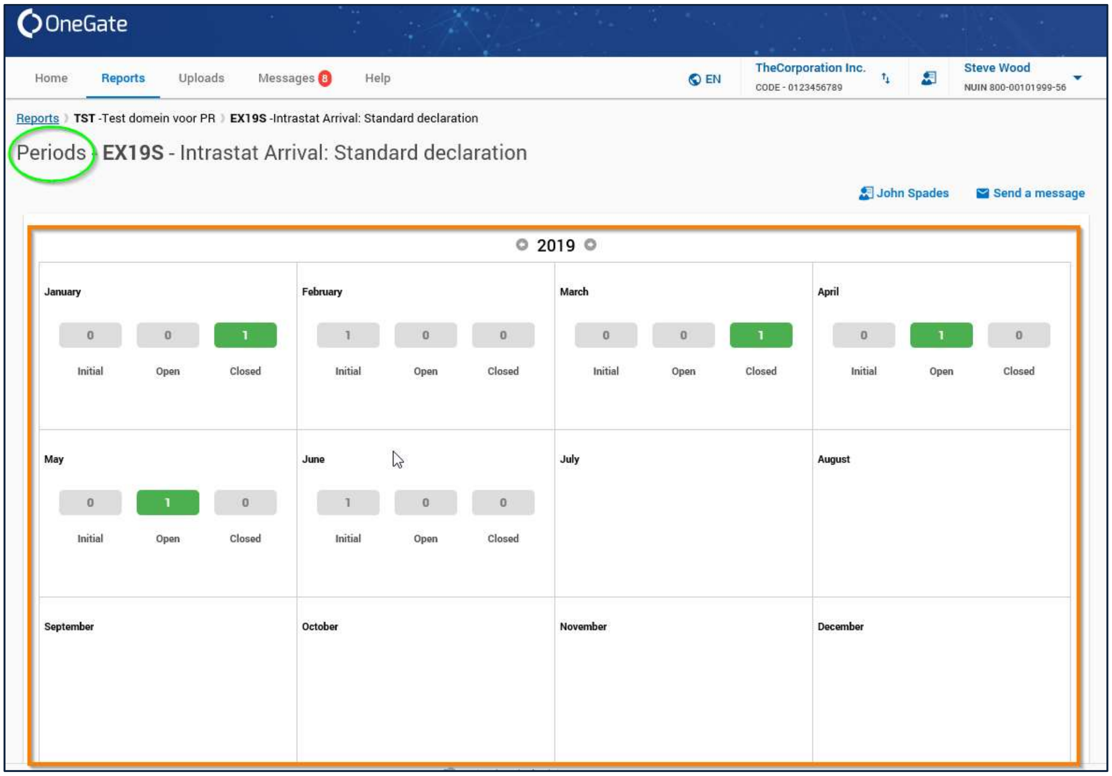
If you want to **fill in your report manually**:

A. Click on the “Reports” tab in the main menu and choose between the “Per due date” and “Per domain” views, whatever your preference. Next, look for and then click on the report you want.



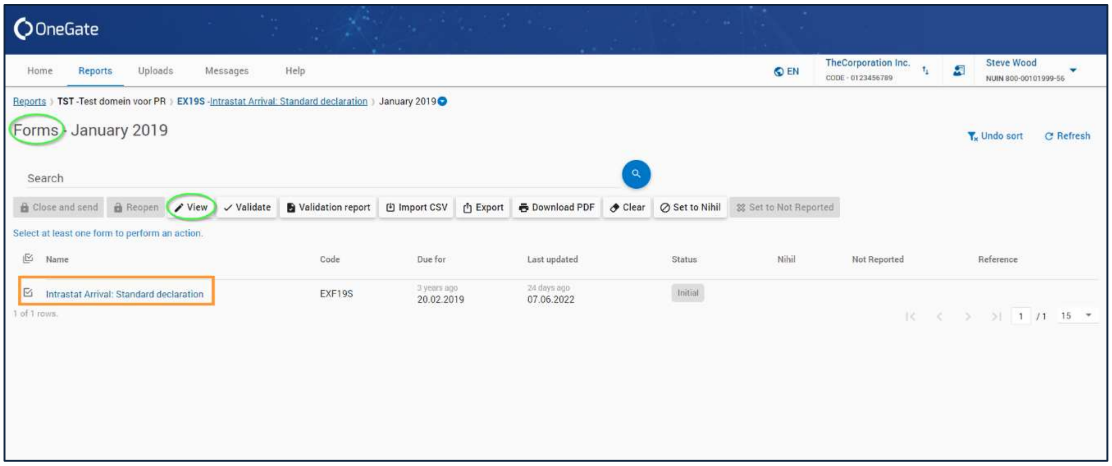
Visual 4 - the active declarer’s reports screen

B. If you go through the “Per domain” view, you will also have to select the right declaration period on the periods screen, which comes up after clicking on the name of the desired report.



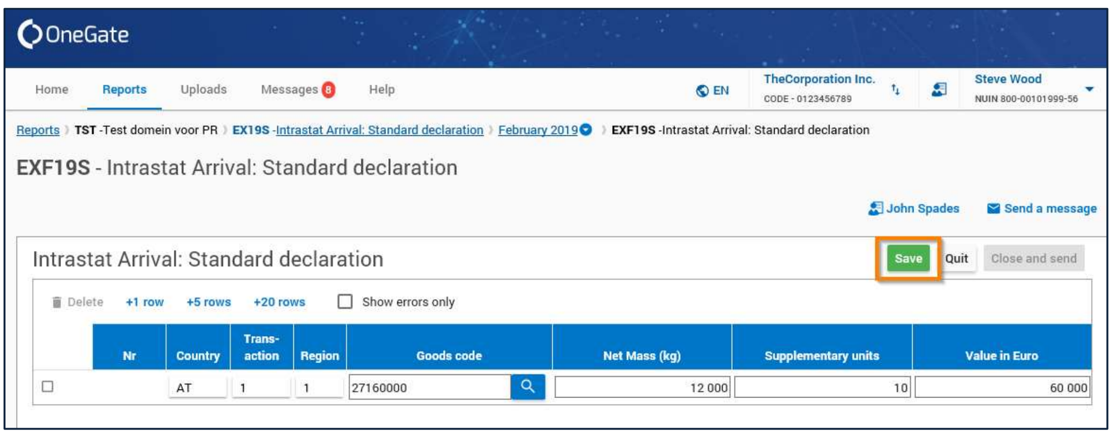
Visual 5 - the periods screen for the selected report

C. Once on the screen for the selected report forms, simply click on the name of the form that you want to fill in to open it (or select it and click on the "View" button) and fill in the fields in the constituent sections.



Visual 6 – the form screen for the selected report

D. When you have finished, or when you want to, click on the "Save" button at the top right-hand side of the form to save your changes and apply the validation calculations on the data entered.



Visual 7 – the "save" button on a form for a selected report

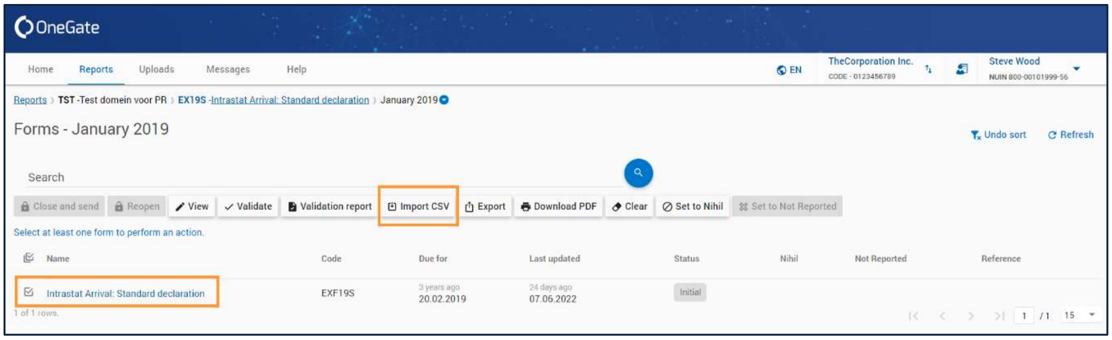
E. If necessary, correct any errors flagged up by OneGate when saving the data and save again.

If you want to **fill in your report by importing CSV files**:

A. Click on the "Reports" tab in the main menu, select the "Per due date" or "Per domain", whichever you prefer, and find and then click on the report you are looking for (see visual image 4).

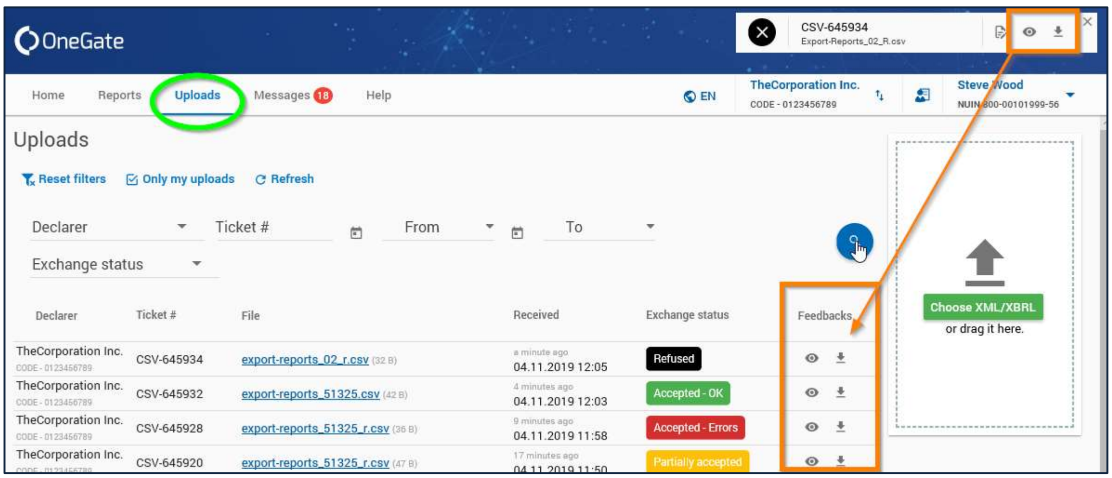
B. If you go through the "Per domain" view, you will also have to select the right reporting period on the periods screen that comes up after clicking on the name of the required report (see visual image 5).

C. Upload a CSV file for each form you want to fill up in this way. To do so, check the form you want on the report forms screen and click on the "Import CSV" button, then choose the file to import from your computer.



Visual 8 - the "Import CSV" button on the selected report forms screen

D. Follow your file processing steps. Once finished, consult the feedback report via the "Uploads" screen or the notification that appears automatically in the top right-hand corner when uploading your file, to check which data have been imported and see any anomalies found among the data.

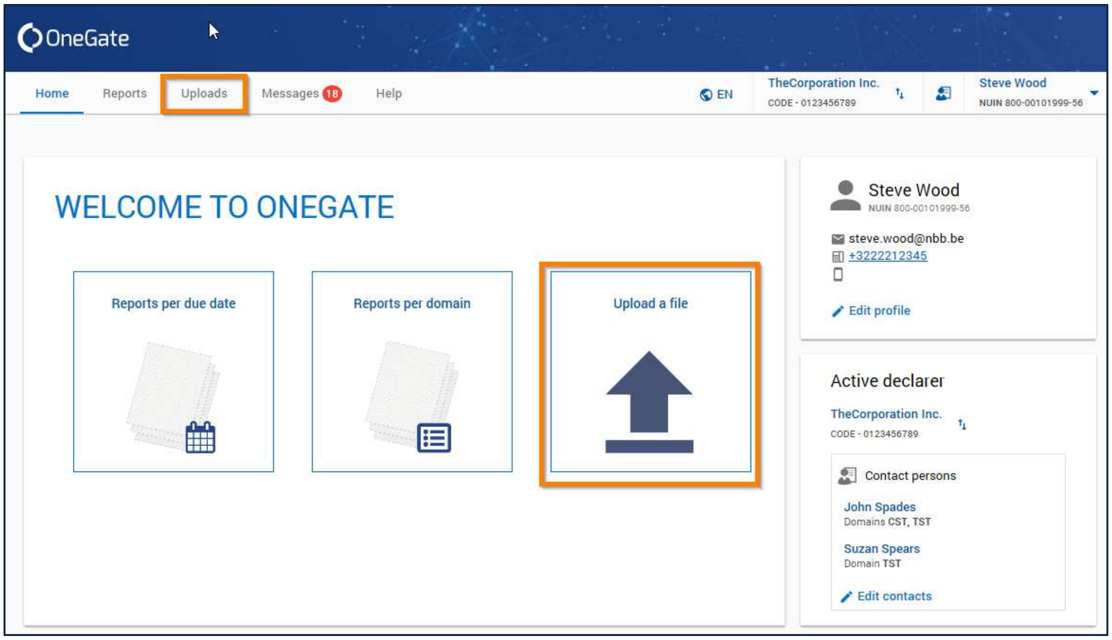


Visual 9 - the access icons for the file uploading feedback report

E. If need be, correct any errors flagged up by OneGate when saving the data, either manually, or by importing a new file.

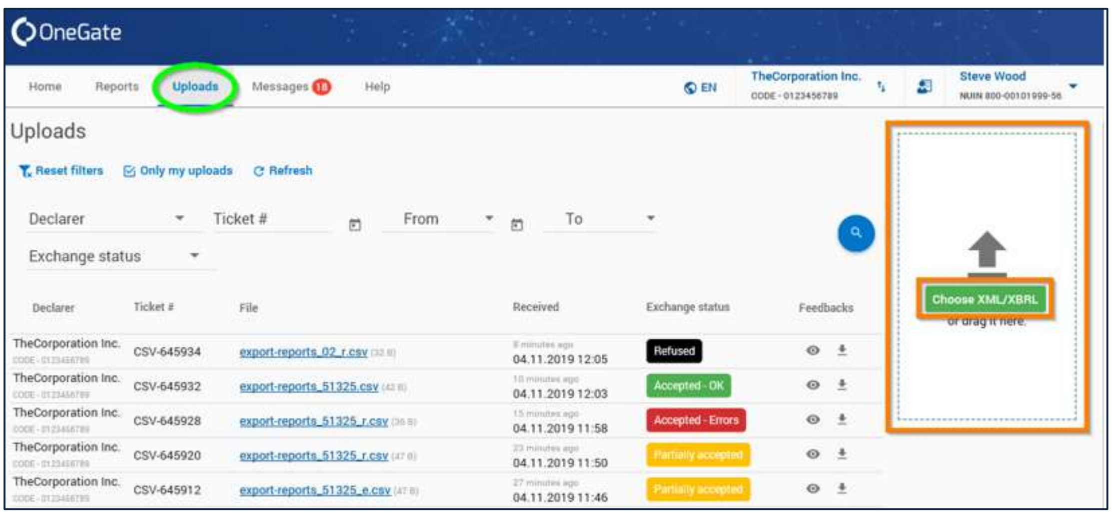
If you want to **fill in your report by importing XML or XBRL files**:

A. Click on the "Uploads" tab in the main menu or on the "Upload a file" box on the home page.



Visual 10 – access to the XML/XBRL file upload screen

B. Click on the "Choose XML/XBRL" button in the dotted-line box to the right of the screen and choose the file to import from your computer (or drag it and drop it directly in the box).

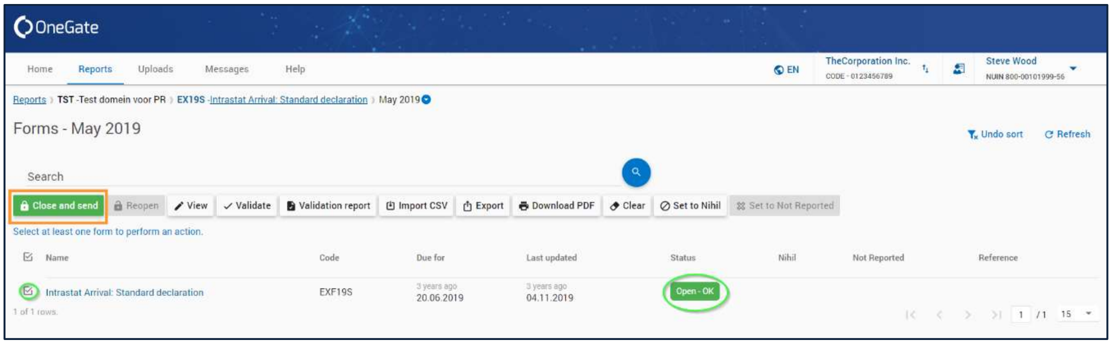


Visual 11 - the XML/XBRL file uploading box on the uploads screen

C. Follow your file processing steps. Once finished, consult the feedback report via the "Uploads" screen or the notification that appears automatically in the top right-hand corner when uploading your file, to check which data have been imported and see any anomalies found among the data (see visual image 9).

D. If need be, correct any errors flagged up by OneGate when saving the data, either manually, or by importing a new file.

Lastly, when you have finished filling in a form (whether manually or by importing files) and it is error-free, **you still have to finally file it** with your data collecting organization by closing it. To do so, **click on the "Close and send" button** directly in the form in question, or select the form(s) in question on the report form screen and click on the "Close and send" button.



Visual 12 - the "Close and send" button on the form screen

The closing stage is indispensable for almost all reports on OneGate. A whole report is deemed to have been closed and filed when all its forms have been.

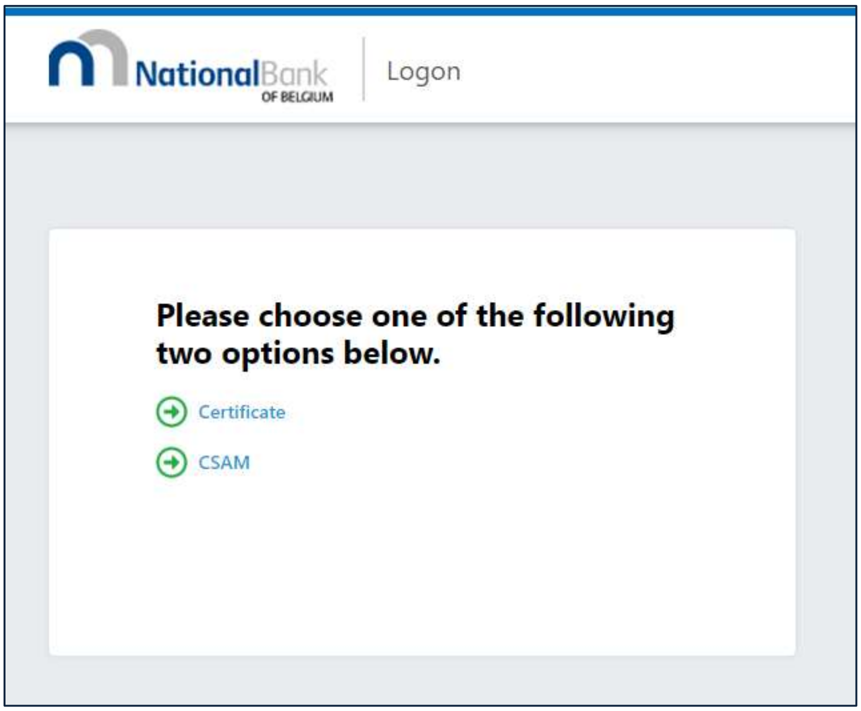
Remark:

- Note that, in the case of imports in XML or XBRL format, it is possible to indicate directly in the imported file that the imported form(s) must be closed automatically once the data have been imported (if the report in question allows this and there are no errors, of course).

Part 3: More Details

1. CONNECTING TO ONEGATE

When connecting to https://onegate.nbb.be you will have to choose between electronic certificate or CSAM (eID/itsme application):



Remarks:

- ❖ The various existing addresses to use to access the application are available on its dedicated website: https://www.nbb.be/doc/dq/onegate/en/login_en.html.
- ❖ If you use OneGate for a different data collecting organization from the NBB, please refer to the application website to get the correct address for it.

If you do not yet have access to OneGate, please refer to the application's full manual for instructions on the procedure for getting your access details.

Remarks:

- ❖ You may send any questions about access to the OneGate application to the e-mail address access.onegate@nbb.be, giving your surname, your first name, your user number (if you already have access to the application), the declarer concerned (if possible, give the company number) and, if need be, the name of the reports in question.
- ❖ When you connect for the first time, you will be asked to fill in the details of your user profile. To do this, click on the ''change profile'' button, enter your details, then confirm them by clicking on ''save''.

The OneGate application is now ready to use.

2. FINDING YOUR WAY IN THE APPLICATION

The main OneGate banner is always visible and accessible within the application. There are two parts to it: quick access to the general functionalities (on the right) and the main menu (on the left).

Visual 13 – the main OneGate banner

2.1. GENERAL FUNCTIONALITES

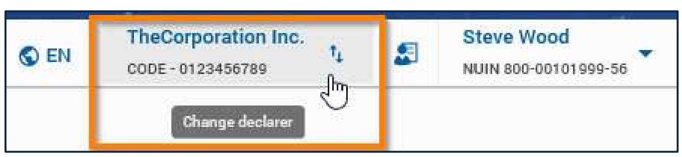
2.1.1. CHANGING THE LANGUAGE

To change the language of the interface, simply click on the language icon on the banner and select a language from English, French, Dutch or German.

Visual 14 – the language change icon

2.1.2. SELECTING A DECLARER

The name and ID of the declarer currently selected are displayed to the right of the language icon in the main banner. If, as a user, you have access to several declarers on the OneGate application, you will also see an icon pop up showing two arrows pointing in opposite directions to the right of the active declarer. Clicking on it brings up the list of declarers to which you have access and you can select the one you choose.

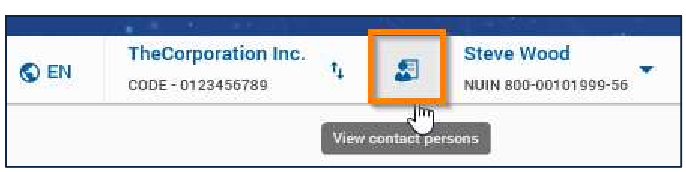


Visual 15 – the icon for switching active declarer

2.1.3. MANAGING THE DECLARER'S CONTACTS

For each declarer, it is possible to inform the data collecting organization of the competent contact persons for various reports managed on the OneGate application. This is very useful in cases where the collecting organization may need to send information to the declarer or ask questions specific to certain reports.

To access the screen for viewing and managing the selected declarer's contacts, click on the icon in the form of a human silhouette to the right of the declarer's name in the top banner. There is also alternative access on the application's home page (see section 2.2.1). For more information, please read the full manual for the application.

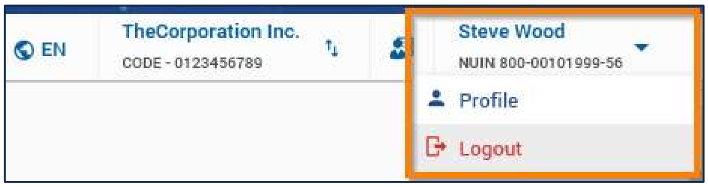


Visual 16 – the icon for accessing the active declarer's contacts

2.1.4. MANAGING YOUR USER PROFILE

The button on the far right-hand corner of the top banner displays your surname and first name (as given in your user profile) as well as your user number (or NUIN, National Unique Identification Number). This is very useful to give in any communication about OneGate with your data collecting organization.

Click on the button to open a sub-menu in which you can click on Profile so as to access your user profile management screen. This screen is also accessible via the application's home page (see section 2.2.1). In this way, you can provide your user details. For more information on the user profile, consult the application's full manual.



Visual 17 – the user profile access button

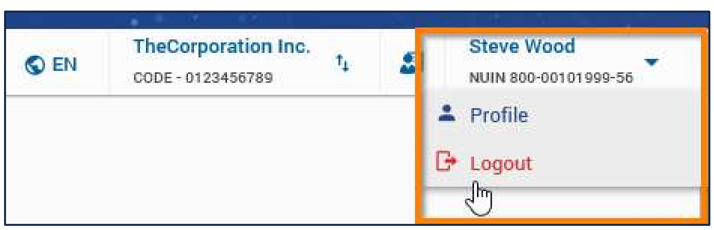
Remarks:

- It is via your user profile that you can changer the password to your account, by clicking on the button ''change password''. This is not available if you log in with an electronic certificate.

- Note that your user profile is totally dissociated from the active declarer's contacts. In other words, even if you have filled in your user profile, you still have to add your name as a contact person to be considered as such.

2.1.5. LOGGING OFF

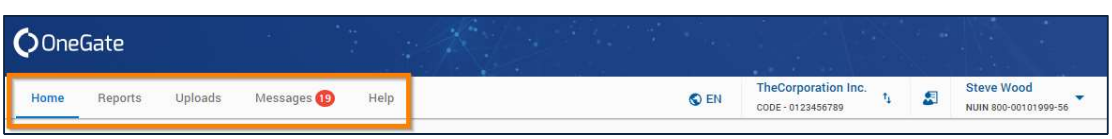
To log off from OneGate, simply end your session by clicking on the button on the far right-hand corner of the top banner and selecting the logout point in the menu.



Visual 18 – the application's logout button

2.2. THE MAIN MENU

The main menu has five tabs that give access (from left to right) to the home page, the active declarer's reports, file uploading, the messaging system and various resources for help.



Visual 19 – OneGate 's main menu

2.2.1. "HOME" TAB

This is the default screen that comes up when you connect to OneGate. It gives clear and simple access to the main parts of the application. These access buttons are numbered and set out on the screenshot below.

1. Reports per due date: to consult the active declarer's list of reports, classified per due date, under the "Reports" tab in the main menu.

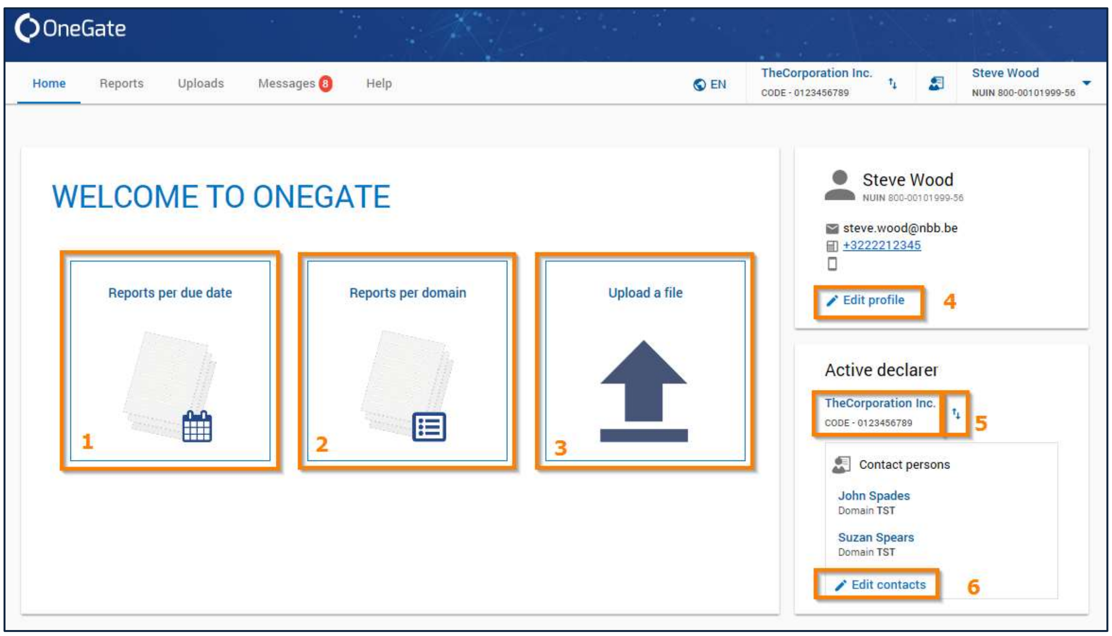
2. Report per domain: to consult the active declarer's list of reports, classified by domain under the "Reports" tab in the main menu.

3. Uploads: to consult your file upload history and perform new uploads in XML or XBRL format.

4. Edit profile: this link will take you to your user profile management screen.

5. Active declarer: this button is identical to that on the OneGate banner and enables you to change active declarer (should you have access to several declarers).

6. Edit contacts: this link takes you to the active declarer's contact management screen.

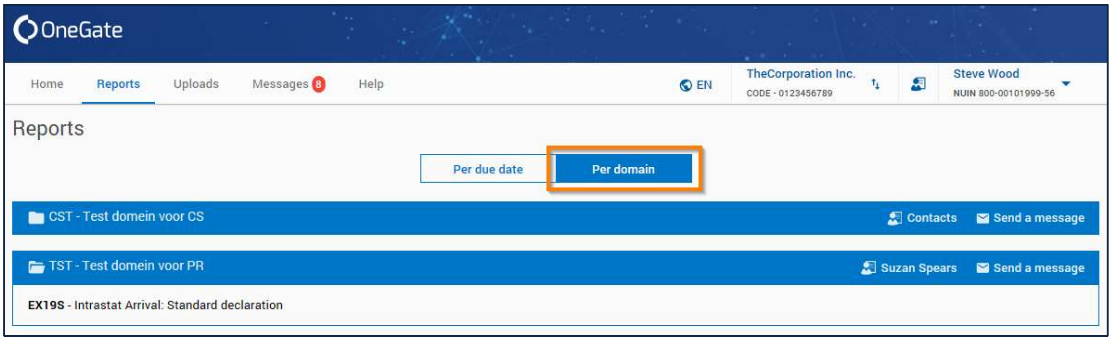


Visual 20 - the OneGate home page and its links

2.2.2. "REPORTS" TAB

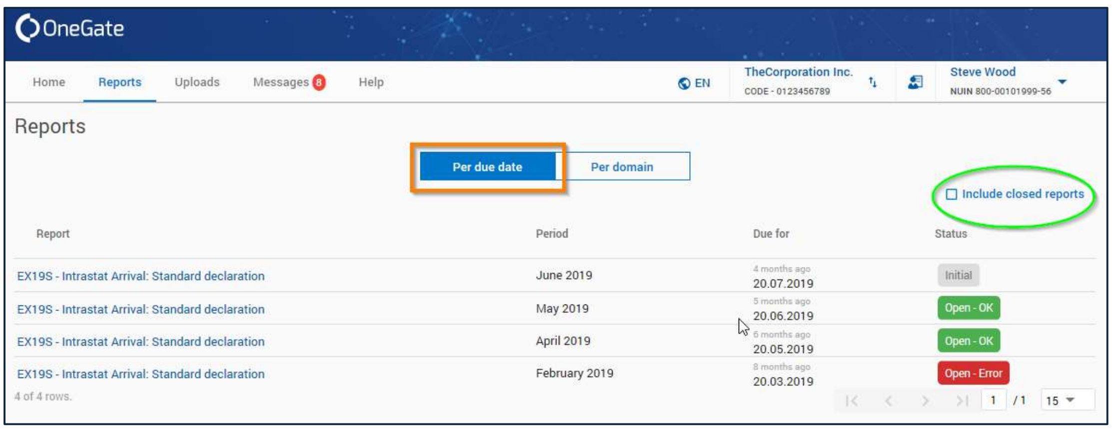
This screen enables you to access all the various reports listed under the active declarer. Two views may be selected from it via two rectangular buttons on the upper central part of the screen: view per domain and view per due date.

The view per domain shows all the domains in which the active declarer has reporting obligations (i.e. reports to be completed) and to which you have access for this declarer. The name of each domain is given on a blue line. By clicking on a domain name, the reports it contains can be shown or hidden.



Visual 21 – the view "per domain" of the active declarer's reports

The view per due date defaults to a list of all the active declarer's reports that are not closed yet (in other words, filed definitively with the data collecting organization), classified per due date. You can include in this list any closed reports by checking the box "include closed reports" highlighted in green on the screenshot below.



Visual 22 – screen showing reports with view per due date

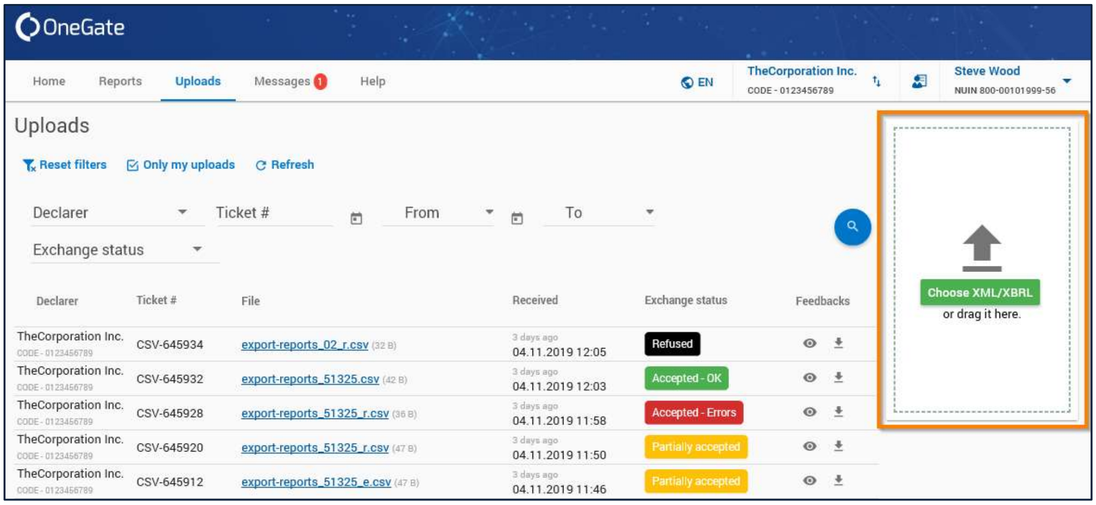
The list of reports per due date also shows the status of the reports in it. A report's status indicates its collection stage and the validity of the data it contains. There are three collection stages: "Initial" means that the report's form(s) is(are) blank, "Open" means that at least one of the report's forms has been at least partially filled in, and "Closed" indicates that all the forms for the report have been completed and filed with the data collecting organization.

Apart from its state of collection, the report's status also gives an indication as to the validity of its data: "OK" (in green) indicates that no anomalies have been found, "Warning" (in orange) means that at least one anomaly has been detected in at least one of the report's forms and needs to be checked, and "Error" (in red) indicates that a fatal error to be corrected has been detected in at least one of the report's forms.

OneGate will always flag up the most worrying status. In other words, the report status will always say "error" if there is at least one error in it, then "warning" if there is at least one warning but no errors and "ok" if there is no warning or error.

2.2.3. "UPLOADS" TAB

The upload screen enables you to consult the history of the files you have uploaded with your user account. If you wish, you can also see on this screen the file uploads added by other users for the declarer(s) to the accounts to which you have access (by unchecking the "Only my uploads" box). It is also via this screen that you can do new uploads in XML or XBRL format. However, to upload a file in CSV format, you have to go into the desired report.



Visual 23 – screen showing uploads

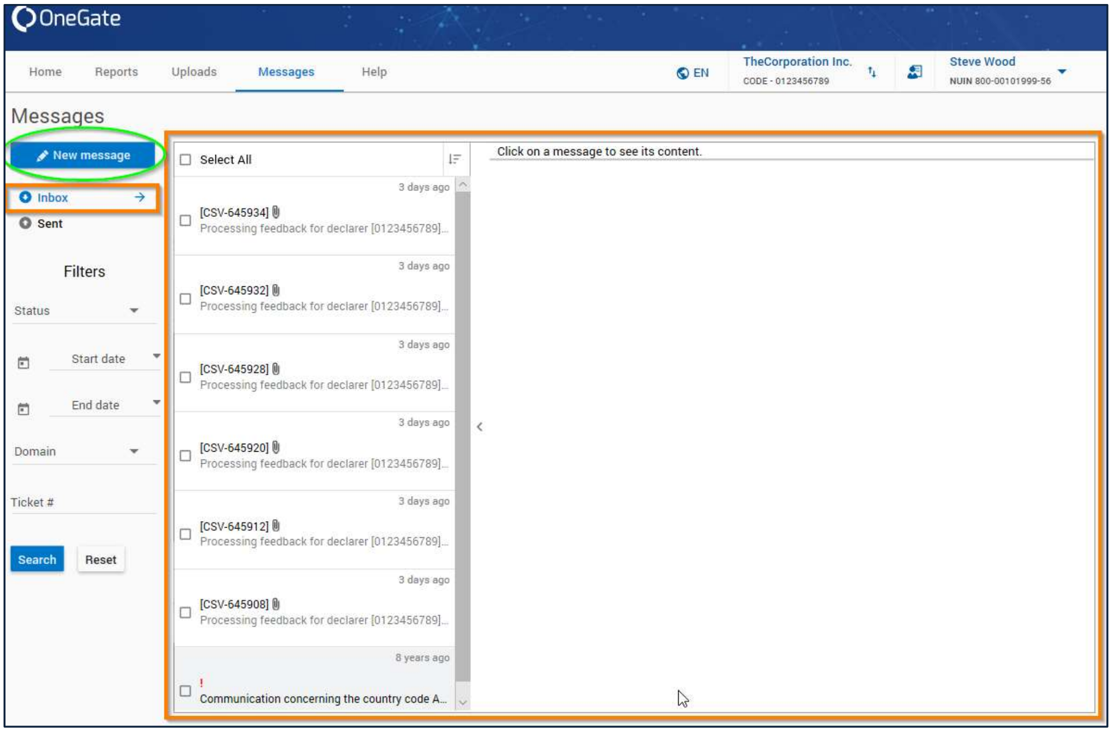
The left-hand part of the screen shows the file upload history in list form, where a line refers to a file upload. On it, you can see, from left to right, the declarer for whom the file was uploaded, the number of the transaction “ticket number”), the name of the uploaded file (which you can download by clicking on it), the date of receipt of the file, exchange status, and two links to view or download the feedback report for file uploading. Moreover, search fields positioned above the file upload history enable you to filter the contents of the list.

The right-hand part of the screen is taken up by the file upload box. For a new upload, click on the button "Choose XML/XBRL" and choose a file from your computer to import into OneGate or drag and drop it in the dotted-line zone.

For more information on uploading files into OneGate, please refer to the full manual. It should nevertheless be noted that, even though the status of file uploads differs from the report and form status, their colors share the same meaning. Always refer to the feedback report for an upload for any explanation of its status.

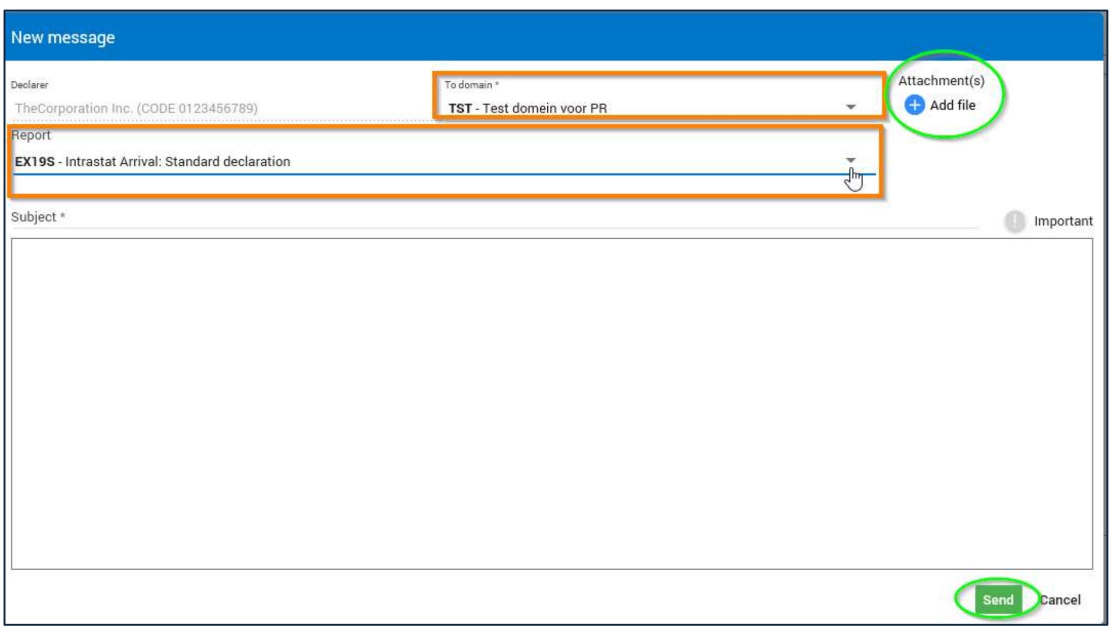
2.2.4.“MESSAGES” TAB

OneGate has its own internal messaging system, enabling you to exchange messages with your data collecting organization. It is set out conventionally, in the form of an inbox in which you can read and manage messages received simply by clicking on them.



Visual 24 - the OneGate internal messaging system

To write a new message, click on the button "New message", that will open a window in which you can compose your message. To send it to the competent people in your data collecting organization, you must first give the OneGate domain that your message concerns. If your message concerns a specific report, you can also select it in the new message window.

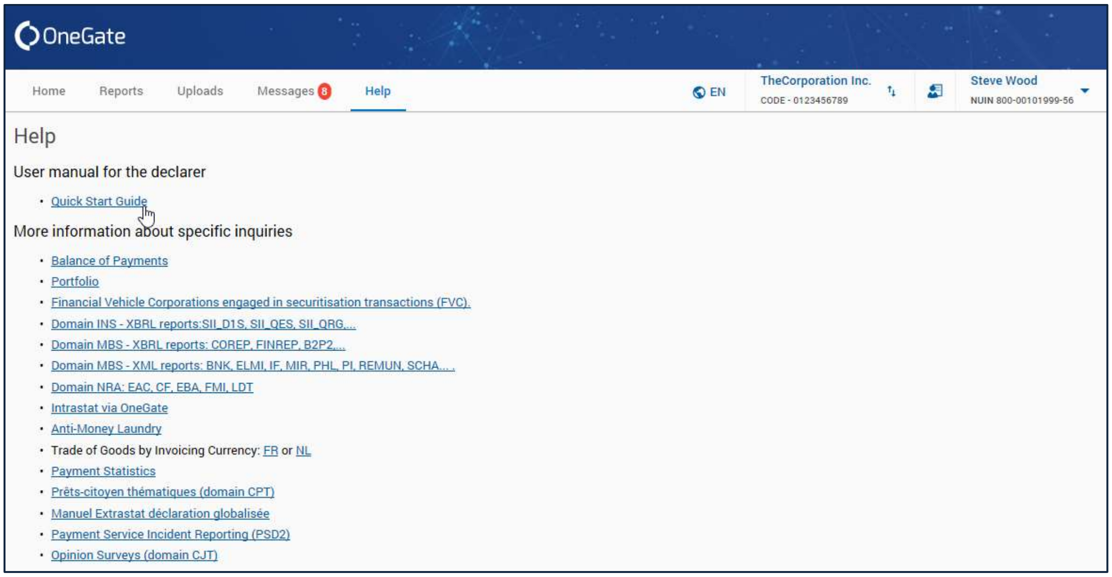


Visual 25 - the new message window

You also have the option of adding a file to your message, using the "Add file" button. To confirm and send your message, click on the "Send" button in the bottom right-hand corner. Depending on the selected domain(s) (and report), your message will be conveyed to the competent people within your data collecting organization.

2.2.5. “HELP” TAB

The Help section of the main menu gives you access to various useful documentation resources, like this guide. Do not hesitate to consult it first in the event of any problems or questions.



Visual 26 - the OneGate Help section

3. COMPLETING AND FILING A REPORT MANUALLY

3.1. SELECTING A REPORT

Click on the “Reports” tab and choose between the “Per due date” and “Per domain” views, whatever your preference (see section 2.2.2), and click on the name of the report you want to complete.

Remark:

- When you have clicked on a report, a screen opens with all the forms it contains. However, if you select a report using the “Per domain” view, you will first have to select the declaration period you want on the screen giving the different periods before coming to the report forms screen.

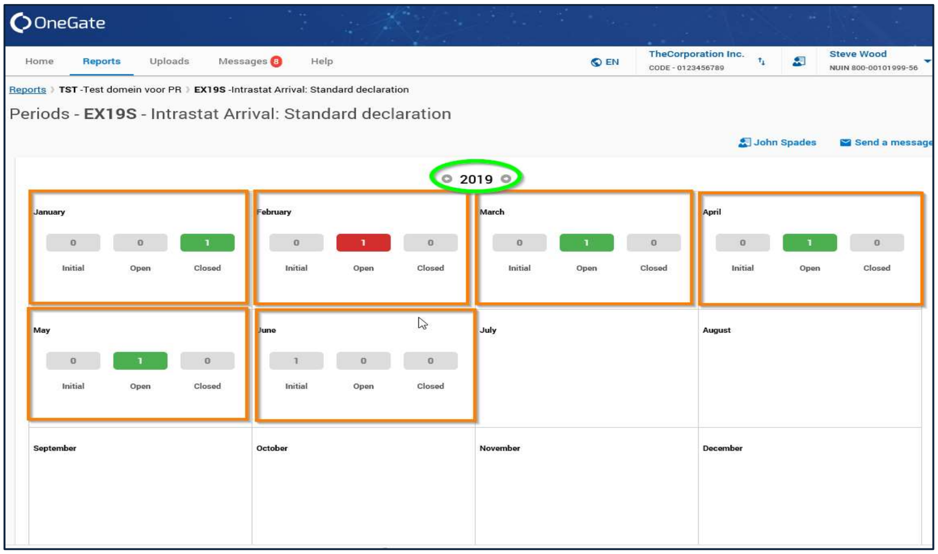
It should be noted that, once you enter a report, a browsing tool called a breadcrumb menu appears in the upper part of the screen. It enables you to easily find your way in the report, to rapidly navigate from one screen to another for the selected report and even change the report, period or form you have selected by clicking on the blue arrows directly available in this menu.

Visual 27 - the breadcrumb menu browsing tool enables quick and easy navigation inside a report

3.2. SELECTING A PERIOD

You come to the periods screen after clicking on the name of a report in the “Per domain” view. It gives the different data periods that are available in this report in the form of a calendar. You just have to click on the desired period to access the list of forms that there are for this period.

Furthermore, each period shown in the calendar gives a visual summary of the status of the forms it contains. The status of a form is fully comparable to the status of a report (see section 2.2.2). Please consult the full manual for a detailed explanation.



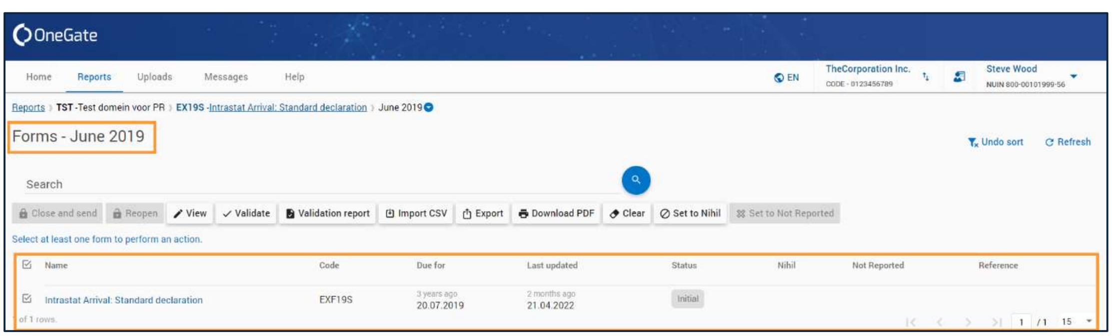
Visual 28 – screen showing the periods available in a report

3.3. <u>SELECTING A FORM</u>

You come to a screen showing the forms available in a report after having selected a period on the periods screen, or after having selected a report on the “Per due date” report screen. The existing forms for the selected report and period are listed there.

Each line on the list corresponds to one of the report’s forms and, from left to right, gives its name, its code, due date, date of the last update, its status, whether the form is “set to nihil” (= “nothing to declare”), whether the form is “not reported” (= non-declared, for XBRL reports) and the form’s reference (although there may not necessarily be one).

Each report has at least one form. To view the contents of a form, you just have to click on the name of a form or select it by checking the box to the left of the form’s name and by clicking on the “View” button.



Visual 29 – the report form screen

Besides the “View” button, there are a series of other buttons for carrying out various actions on the selected form(s):

- “**Close and send**” confirms that you have finished filling in the form and you confirm the data entered. This action is the final mandatory step for the majority of forms on OneGate and switches the status of the form “Closed”. A closed form can no longer be changed, unless it is reopened. Note that a form containing errors cannot be closed.

- “**Reopen**” enables a closed form to be reopened. This option is not always available, in which case any reopening request must be addressed directly to the data collecting organization.

- “**View**” shows the form’s contents.

- “**Validate**” initiates execution of the form data validation. This action may take a few minutes, depending on the number and complexity of the validation rules that apply in the form, as well as the volume of the data to validate. The result of the validation can be consulted in the “Validation report”. In addition, the form’s status is updated as a result.

- “**Import CSV**” enables the selected form to be completed by importing a file in CSV format. The result of this file upload can then be viewed under the “Uploads” tab in the main menu (see section 2.2.3), as well as on the file upload notification.

- “**Export**” makes it possible to export the data from the form in CSV or XML format.

- “**Download PDF**” generates a printable version of the form in PDF format. Two options are available. The first, “Overview”, simply produces a status report for the declaration, while the second one, “Detail” reproduces the whole declaration. Please note that this latter option does not always give the best result, especially if the form in question is big.

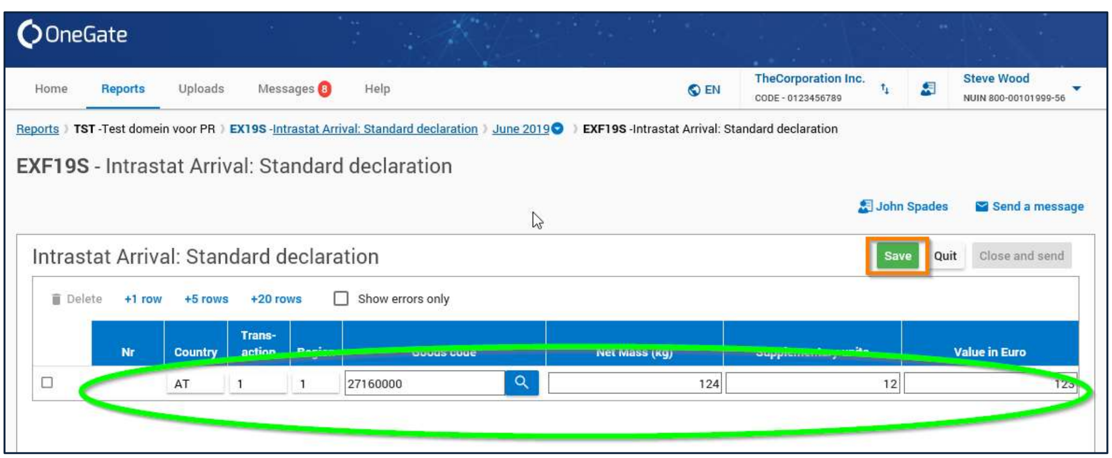
- “**Initialize**” resets the form back to blank and, consequently, resets the status of the form to “initial”. Please note that this action permanently deletes the data previously entered into the form in question.

- “**Set to nihil**” indicates that there is nothing to declare for the selected form. This action results in any data in the form being deleted and its status being changed to “Open – OK”, so that it can be closed.

- “**Set to Not Reported**” enables XBRL-type forms to be set to “Not Reported”.

3.4. ENTERING AND VALIDATING DATA AND FILING THE FORM

To enter data manually into a report, open the desired form and fill in the various fields it contains. Once the data have been entered, click on the “Save” button.



Visual 30 - the “Save”, button to save and validate your data

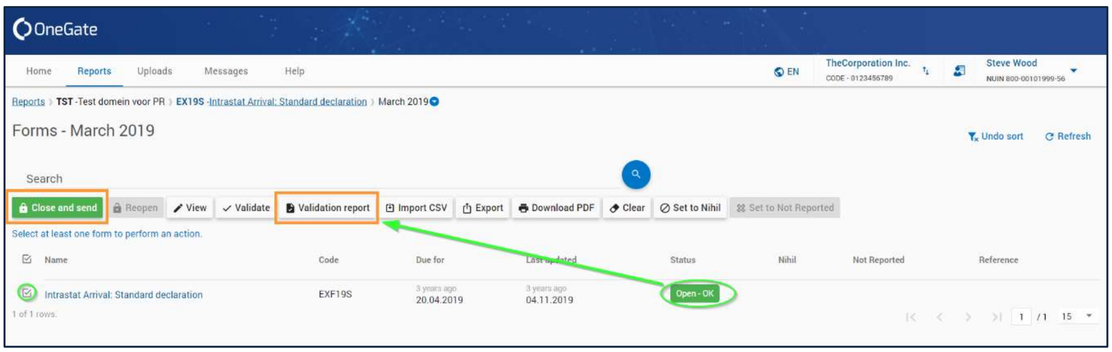
This action not only saves the data entered, but also initiates execution of validation rules that apply specifically to the report/form selected. These consist of a series of automatic calculations designed to test the validity of the data entered. Depending on the number of validation rules applied and their complexity, saving may therefore take some time. Once this is finished, you can see the details in the form “validation report”, downloadable on the form screen. Moreover, the status of the form is updated to reflect the result.

Remark:

- For some specific reports, validation may not work automatically at the time of saving data. In this case, clicking on the “Save” button for the form only saves the data entered and the form’s status turns to “To be validated”. It will then be necessary, when the time comes, to launch the form validation manually via the “Validate” button that can be found on the form screen.

Once the data have been saved and confirmed, most of the OneGate reports require one last action for the report/form to be deemed to have been submitted: closing the report/form.

This means that the report/form is definitively filed after confirmation that you have finished entering all the necessary information. To do so, go to the screen displaying the forms for the desired report and select the form(s) that you want to close and then click on the “Close and send” button. If the action is successful, the status of the selected forms turns to “Closed”.



Visual 31 - the “Close and send” and “Validation report” buttons on the form screen

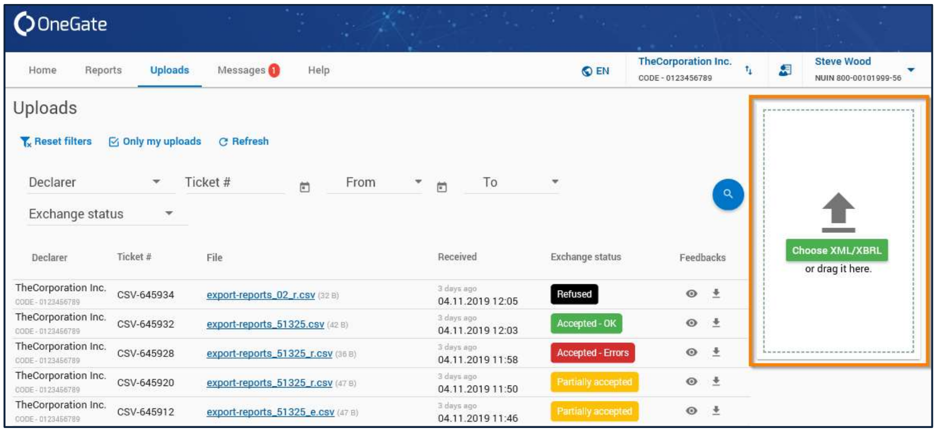
Remarks:

- A form with a status signalling errors cannot be closed.
- The entire report will be deemed to be closed if all the forms are.
- In the case of certain specific reports, the forms that make up the return must be closed at the same time.
- Unless it is not possible to close the form individually, the “Close and send” button is also available inside the form itself, next to the “Save” and “Exit” buttons.
- Once closed, a form can be opened again using the “Reopen” button on the form screen. Depending on the report in question, this option is not always available. If need be, contact the data collecting organization to ask for the form you want to be reopened. Note that once the required changes have been made to a reopened form, it is necessary to close it again.

4. COMPLETING AND FILING A REPORT BY IMPORTING FILES (XML/XBRL OR CSV)

4.1. UPLOADING AN XML/XBRL FILE

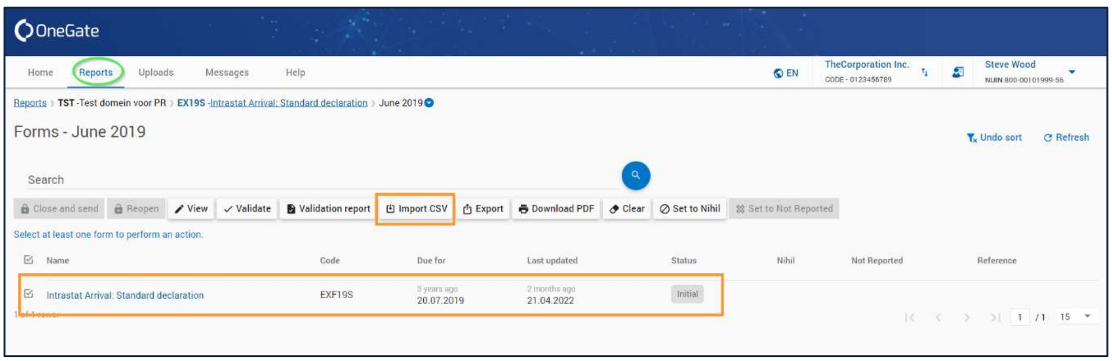
To fill up a report via importing an XML or XBRL file, go to the “Uploads” tab in the main menu. Then click on the “Choose XML/XBRL” button in the dotted-line box on the right-hand side of the screen and choose a file from your computer to import into OneGate. You can also drag and drop it in the dotted-line zone.



Visual 32 - the XML and XBRL file upload box

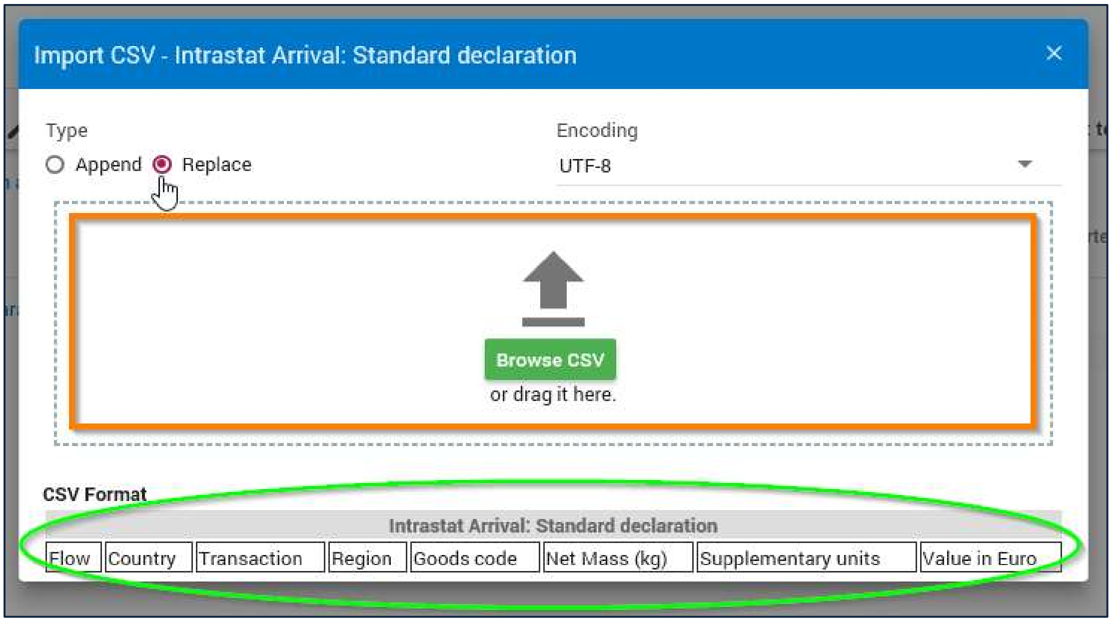
4.2. UPLOADING A CSV FILE

To fill up a report via importing a CSV file, go to the report concerned, on the form screen (see section 0). Then select the form you want to import the data into and click on the “Import CSV” button.



Visual 33 - the button for importing a CSV file into a form

In the file import window that opens, you have the choice between two options “Append” and “Replace”. The first one adds file data to any already there in the form, while the second one overwrites all existing data in the form with those contained in the file. It should also be noted that the structure of the data expected in the CSV file is flagged up, in the correct order, at the bottom of the CSV upload window. In order to be sure of good data structure in your CSV file, one tip is to export in CSV format the information from a previously declared period for the same form and then change by hand the file obtained, before reimporting it to give your declaration for the period you want.



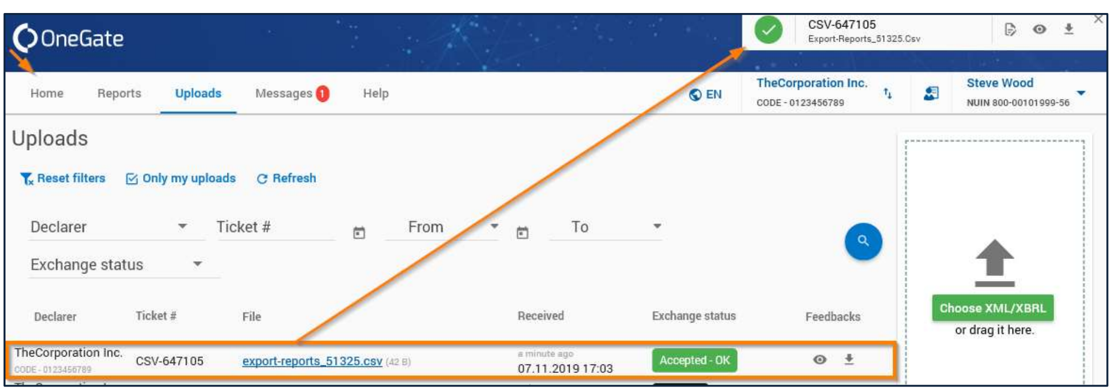
Visual 34 - the CSV file import window

Remarks:

- Please note, even if your file data are rejected, checking the "Replace" option will still delete all the data from the selected form!
- In the CSV file, it is imperative to respect the order of the data given in the upload window to separate the figures by a semi-colon. The number of semi-colons present in a line on the CSV file is therefore equal to the number of figures on a line, minus one.

4.3. TRACKING THE PROCESSING OF A FILE

If your file (whether CSV, XML or XBRL) has been uploaded correctly, a new line appears in the left-hand part of the "Uploads" screen, which gives the history of your file uploads. There, you can follow your file processing status by clicking frequently on the "Refresh" button. Better still, you can just keep an eye on the automatic notification that comes up in the top right of the screen when you have uploaded your file and which informs you in more or less real time when the file processing is complete by giving its status.



Visual 35 – track file processing via the upload history and notification

The status of a file upload gives information as to whether the file data have been partially or fully imported into the report and as to the validity of the data actually uploaded. There are eight different ones:

- **"Received":** the file has been received but has not yet been processed

- **“Processing”:** the file is still being processed (data being uploaded, then validated)
- **“Rejected”:** the file has been rejected outright by the application, no data have been imported – this is often (but not always) due to poor file data structure
- **“Cancelled”:** the file upload has been deliberately interrupted by a user – a cancellation generally tends to be triggered by a technical problem preventing normal processing of the file
- **“Accepted – OK”:** all the file data have been uploaded and no anomalies have been detected during processing
- **“Accepted – Warning”:** all the file data have been uploaded and one or more suspected anomalies but not fatal errors (= the form concerned can still be closed as it is) have been detected during processing – it is then necessary to check and, if need be, correct these “warnings”
- **“Accepted – Errors”:** all the file data have been uploaded and one or more certain anomalies and fatal errors (= the form concerned cannot be closed as it is) have been detected during processing – it is then necessary to correct these “errors” and any other “warnings”
- **“Partially accepted”:** only part of the file data has been uploaded, and the rest rejected – you then have to read the feedback report to see what data have been imported or rejected and find out more about the validity of the data actually uploaded

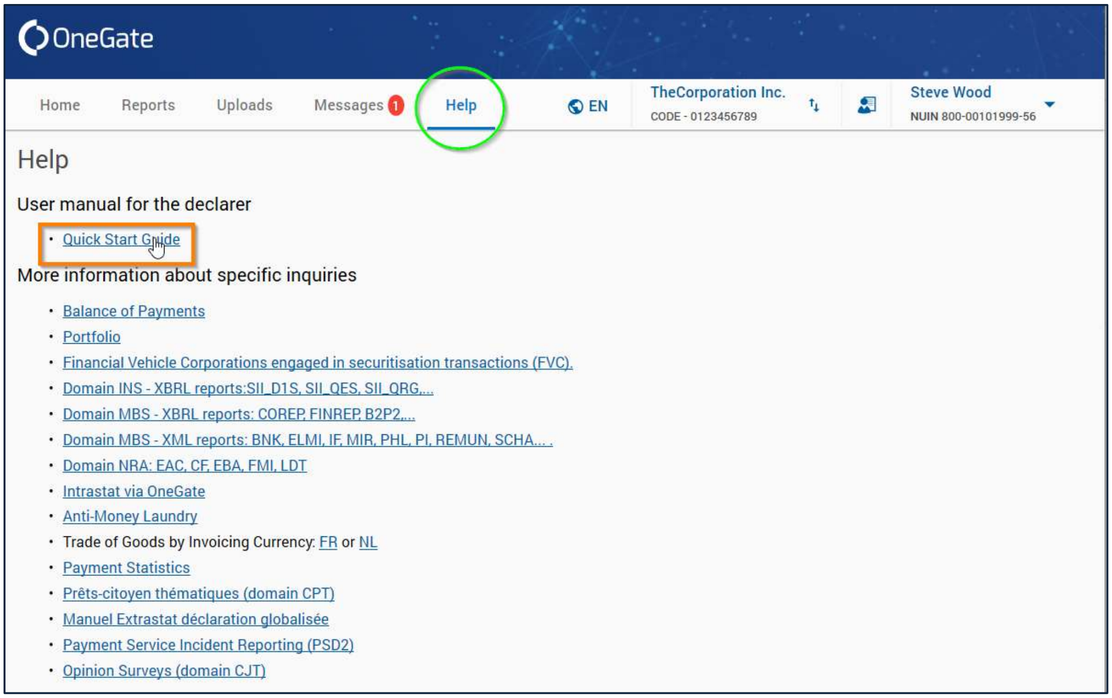
Once the file processing is complete, you can read the feedback report for the file to find out more about any anomalies that have been detected. To do so, simply click on the view icon or the feedback download icon, on the far right of each line of your history. These same icons can also be found directly on the notification, to make things easier.

Remark:

- ❖ It is important not to confuse the file upload “feedback report” with the form’s “validation report”. The former gives information as to the validity of the data appearing in the imported file, while the latter provides information on the validity of the data given in the form in question. This means that, if part of the data contained in an imported file have been rejected by OneGate, that will be flagged up in the “feedback report” for the upload, but not in the form’s “validation report” (because the rejected data will not be there).

5. REQUESTING HELP

If you have any questions about how the application works or on the reports in it, we advise you to first of all consult the manuals you can find on the application website (https://www.nbb.be/doc/dq/onegate/en/documentation_en.html) and/or the documents available under the “Help” tab in the main menu.



Visual 36 – the Help section of the application

If you can't find the answers you are looking for or if you need assistance, contact your data collecting organization directly.

5.1. WHO TO CONTACT IN WHAT CASE?

If you encounter any problems or have any questions on OneGate that you want to contact your data collecting organization about, it is important to distinguish between technical matters and what concerns report content.

For help with any problems or technical questions, there are two possibilities. If you encounter any general IT problems (= not necessarily specific to the OneGate application), you should contact the NBB's general Helpdesk on +32 2 221 40 60. On the other hand, if you hit a technical problem within the application itself, you can write to access.onegate@nbb.be giving your identity, your user name (NUIN), the identifier of the declarer and the report that may be concerned, setting out your problem, if possible with a (full) screenshot enclosed.

Examples:

- You cannot connect to the application and get an error message;
- You cannot upload a file onto the application and get an error message;
- You do not have access to the declarer(s) or reports you are looking for;
- You are having problems viewing content or application performance problems.

Otherwise, for any problems or questions related to a report and understanding of the reporting rules, you will have to contact the competent officials at your data collecting organization.

Examples:

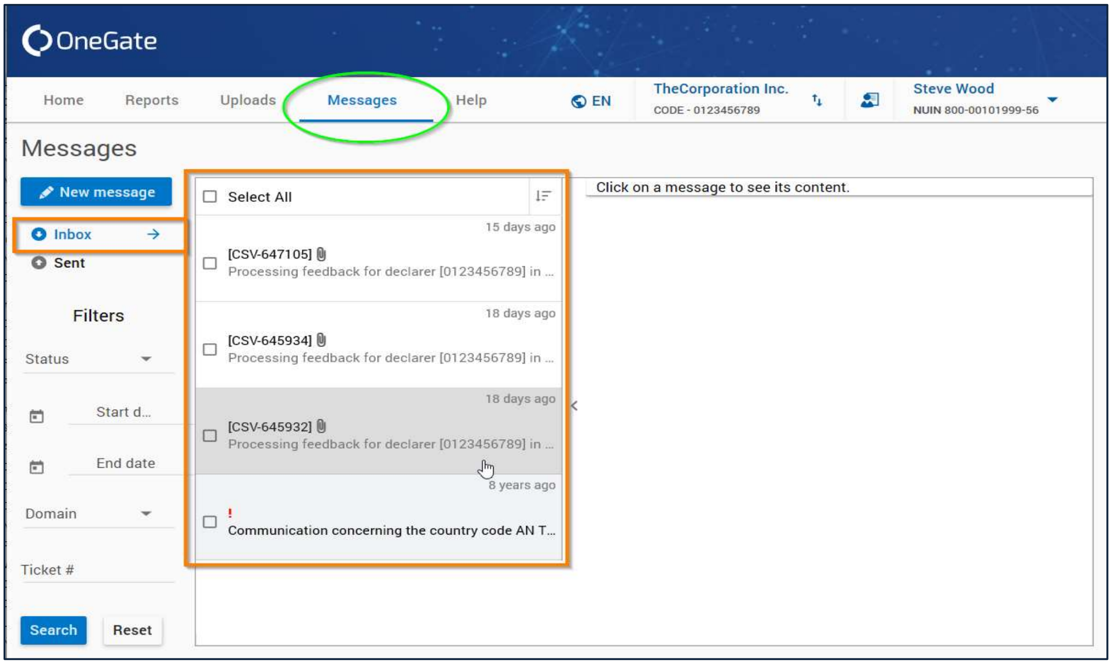
- You have a question about the type of data you can put into a specific report;
- You do not understand why some data you have entered are flagged up as an error;
- You do not understand the contents of the file upload feedback report;
- You do not understand why your imported file is rejected by the application.

5.2. HOW TO MAKE CONTACT?

There are two contact options for any questions you may have about OneGate: either contact your data collecting organization by sending an e-mail from your personal e-mail address or by using the OneGate internal messaging system.

If you want to send a conventional e-mail using your personal e-mail address, go to the “contact” section of the OneGate website to find the best contact depending on the domain(s) and report(s) concerned by the problem (https://www.nbb.be/doc/dq/onegate/en/contact_en.html).

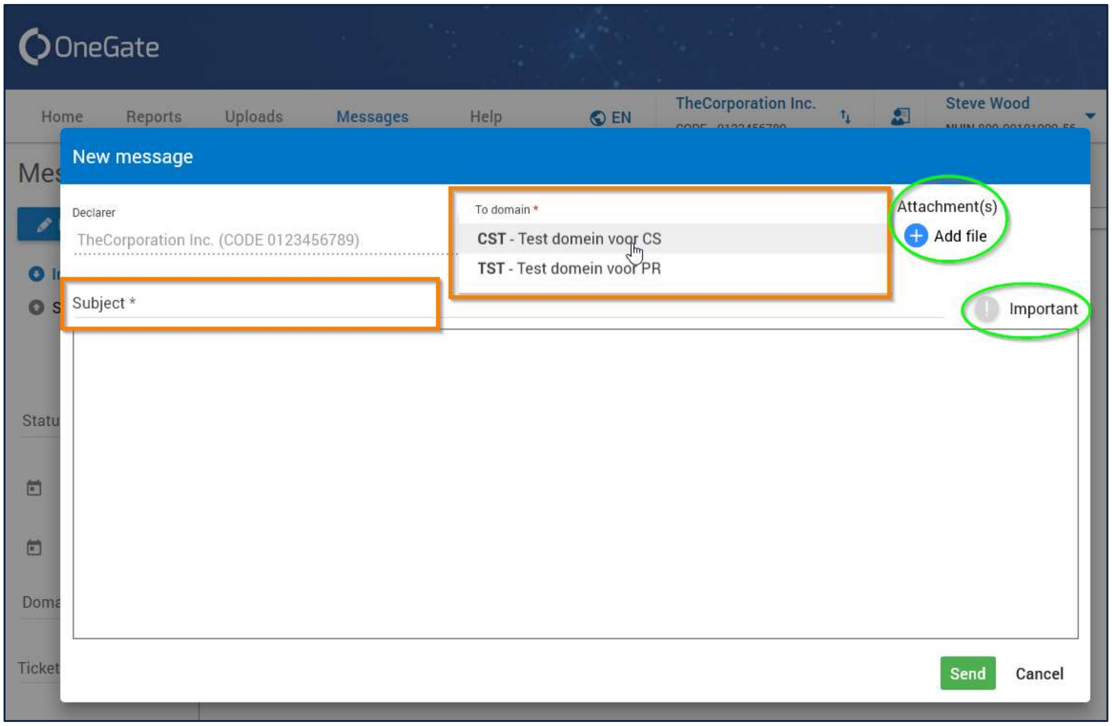
Apart from conventional e-mail contact, it is also possible for you to send messages to the competent officials at your data collecting organization from the OneGate application. This messaging functionality is accessible from several points in the OneGate application, the most obvious one being the “Messages” tab on the main menu.



Visual 37 - the OneGate internal messaging system

The OneGate internal messaging system is set out very conventionally*:* in your inbox, messages appear in the form of a vertical list. Click on a message to view their content in the right-hand part of the screen. In addition, several search fields can be found on the left-hand part of the screen and enable you to filter the contents of your inbox (as well as your send box).

To draft a new message, click on the new message button in the upper left-hand part of the screen to open the compose message window. Here, instead of being asked to give the address of the recipient, you will be asked to select the report domain that your message concerns. If you wish, you can also indicate the specific report concerned, enclose a file via the “Add a file” button, or even click on the “important” button to highlight the urgency of the message.



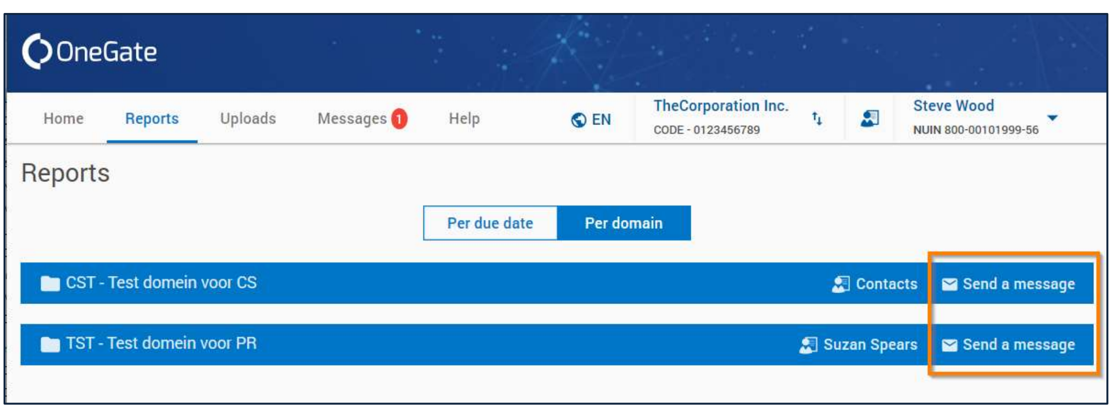
Visual 38 – the window for composing a new message in OneGate

After giving the subject of the message and drafted your text in the main window, confirm its dispatch by clicking on the Send button in the bottom right of the window. Your message will then be instantly sent to the competent officials at your data collecting organization and they will be notified by e-mail.

Remark:

- Note that some domains do not allow messages to be sent via the application's internal messaging system. So, they do not appear in the list of domains available in the compose message window.

Finally, there is a button on several other OneGate screens that will open a compose message window directly. These screens are all under the "Reports" tab in the main menu. This is the "Send a message" button on the "Per domain" option for the report screen (see section 2.2.2), on the screen giving the reporting periods for a report (see section 3.2) as well as on the forms themselves (see section 3.4).



Visual 39 - the "Send a message" button on the "Per domain" option for the report screen

If you use this button rather than going through the internal messaging screen, the fields in the new message window will be pre-filled with the appropriate domain(s) (and report(s)). Should the domain in question not allow messages to be sent directly via the application, clicking on this button will bring up a window that will give you an alternative e-mail address to contact using your personal address.