Your Fit-and-Proper requests on OneGate – User guide

Short introduction

The aim of this document is to bring together all information necessary for (future) OneGate users in the specific context of submitting "Fit-and-Proper" (FAP) requests (or "forms") to the National Bank of Belgium (NBB) via the OneGate application.

OneGate is a software developed and maintained by the NBB for collecting all kinds of data on a host of companies and organisations in Belgium and abroad. For an overview of OneGate, please consult the application's website[1], and in particular the user guides available in the "documentation" section.

The remaining contents of this document are divided into two sections. The first lists information on obtaining a valid access to OneGate, the second on how to use the system to submit FAP forms.

Accessing OneGate

How can I access OneGate?

The OneGate request is accessible via https://onegate-certificate.nbb.be/. Please make sure that you have the latest version of your Internet browser (avoid Internet Explorer). Moreover, OneGate is not designed for small screens (smartphones and other small mobile devices).

What connectivity is required?

To access the FAP forms on OneGate, you need to log in with an electronic certificate. The application accepts certificates from three providers: Isabel, Quo Vadis and GlobalSign. The following are the certificates currently accepted:

- ✓ GlobalSign PersonalSign 3 CA - SHA256 - G2
- ✓ GlobalSign PersonalSign 3 CA - SHA256 - G3
- ✓ GlobalSign PersonalSign 3 CA - G2
- ✓ GlobalSign PersonalSign 3 CA - G3
- ✓ Isabel Certification Authority
- ✓ Isabel Certification Authority Root
- ✓ QuoVadis EU Issuing Certification Authority G4
- ✓ QuoVadis Belgium Issuing CA G2
- ✓ QuoVadis EU Issuing Certification Authority G2
- ✓ QuoVadis EU Issuing Certification Authority G3
- ✓ QuoVadis Belgium Issuing CA G2

How can I obtain a new access to OneGate with my electronic certificate?

Go to https://onegate-certificate.nbb.be/ and click on the link to "continue".

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[1] Available at https://www.nbb.be/doc/dq/onegate/en/login_en.html

A window will open, requesting you to select an electronic certificate from among those installed on your computer[2]. Once your selection has been validated, if the selected certificate is not yet known by OneGate, you will be redirected to an online registration form.

Follow the instructions on the screen. You will be asked to enter the OneGate identifier of the company (hereinafter referred to as the "declarer") for which you are requesting access[3], as well as the domain(s) for which you wish to have access (for FAP documents, enter "FAP" as the domain name).

Once all information has been entered, click the button "send access request". Your request will be processed as quickly as possible (generally at most a few working hours) by the team responsible for OneGate access. In most cases, you will automatically receive an email informing you of the acceptance / rejection of your access request. Once accepted, you will be able to login to OneGate by going through the same steps as on the registration form.

What is a "domain" on OneGate?

The term "domain" designates a space in which documents (known as "reports" on OneGate) referring to the same topic are gathered together. For example, the "FAP" domain contains all documents associated with Fit-and-Proper procedures.

Your OneGate user access is not only linked to one or more companies (known as "declarers" on OneGate), but also, for each company, to specific domains. When you log in to the application, you will

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[2] Dependent on which browser you use, you might have to click on a "view more" link to display the full list of certificates detected on your computer.

[3] In most cases, this is the company's Belgian VAT number. Then select "KBO" as the type of declarer and use the ten digits of your company's VAT number as ID. A current alternative to the Belgian VAT number is the LEI code: in such a case select "LEI" as the type of declarer and enter the your company's LEI code as ID.

thus have access to all documents associated with the domains and declarers to which your user access itself is linked.

What is a "declarer" on OneGate?

The term "declarer" designates an entity whose data is collected on the application. In most cases, a declarer is a company.

Each declarer has a unique identifier, consisting of a "type" and a "code". The commonest type is "KBO" (the acronym for "Kruispuntbank van Ondernemingen" or Crossroads Bank for Enterprises). This will mean that the following code is a Belgian VAT number. Another often used type is "LEI" (the acronym for "Legal Entity Identifier"), for LEI codes.

What is the difference between a "user" and a "declarer" on OneGate?

A "declarer" is the entity whose data is collected on the application via various reports, while a "user" is the natural person who logs in on behalf of one or more declarers to fill in and view their reports on OneGate.

Can I link my certificate to more than one declarer?

Yes. To do this, you must first obtain a valid access to the first declarer (see above). Once you have a valid access, send an email to access.onegate@nbb.be stating your current user number (or number "NUIN"[4] in the upper right-hand corner of the screen you see once logged into OneGate), the OneGate identifier of the declarer(s) to which you would like your current access to be linked, as well as the domain(s) to which you want to have access (enter the domain "FAP" for FAP documents).

Please note that the team responsible for OneGate access (and thus for dealing with your email) may request you to provide a proxy form for each additional declarer for which you are requesting access. In this form[5], each declarer in question explicitly delegates the management of his documents on OneGate (for the specified domains) to the company to which your electronic certificate is linked and for which you are a direct representative on OneGate.

How can I modify the declarers and/or domains to which my user access is linked?

Any modification to your access entails emailing a request to the team responsible for OneGate access. Send an email to access.onegate@nbb.be stating your current user number (or the number "NUIN" in the upper right-hand corner of the screen you see once logged into OneGate), the desired changes, the OneGate identifier of the declarer(s) to which you would like your current access to be linked, as well as the domain(s) to which you want to have access (enter the domain "FAP" for FAP documents).

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[4] National Bank Unique Identifier Number

[5] A template of this form can be downloaded from the OneGate website via
https://www.nbb.be/doc/dq/onegate_help/onegate_deleg_en.pdf

Submitting a Fit-and-Proper form on OneGate

How can I access Fit-and-Proper documents on OneGate?

To access your FAP forms[6], click on the box "reports by domain" on the application's homepage, or on the tab "reports" and then on the view "by domain". You should then see the "FAP" domain[7]. Click to show / hide the reports available there.
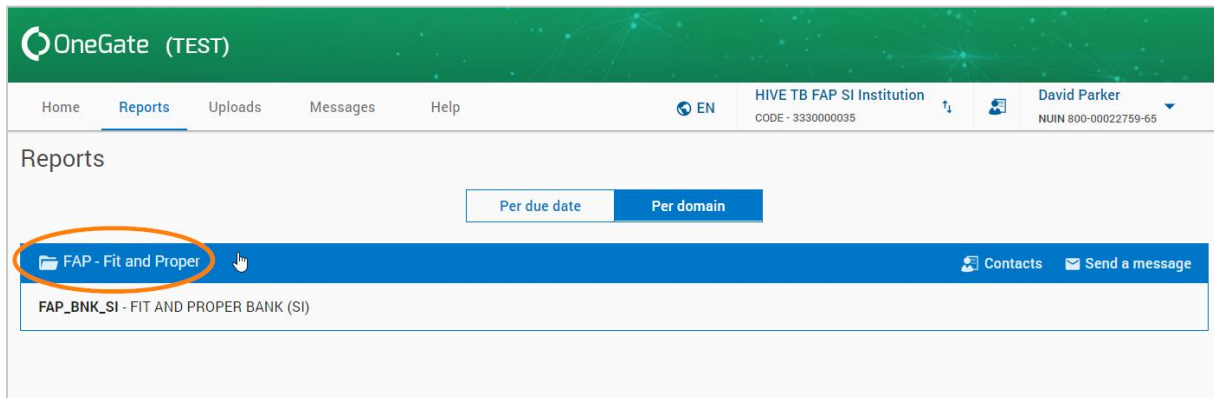

Then click on the FAP report to display the calendar view. In this view, click on a period (= one month) to show existing FAP forms, or on the current period (= the current month) to create a new FAP form.

What are a "report" and a "form" on OneGate?

The term "report" simply designates a collection of documents belonging together. The term "form" corresponds to a document onto which you enter data required by the NBB. In the case of Fit-and-Proper, a report exists for each month in which you submitted a Fit-and-Proper form, with this report containing all FAP forms for the month in question.

How do I create an FAP form?

To submit a new FAP form to the NBB, access your FAP report. In the calendar view, select the current period. On the screen showing this period's forms, click on the blue button "+new" on the right-hand side and select the template form you want to create.
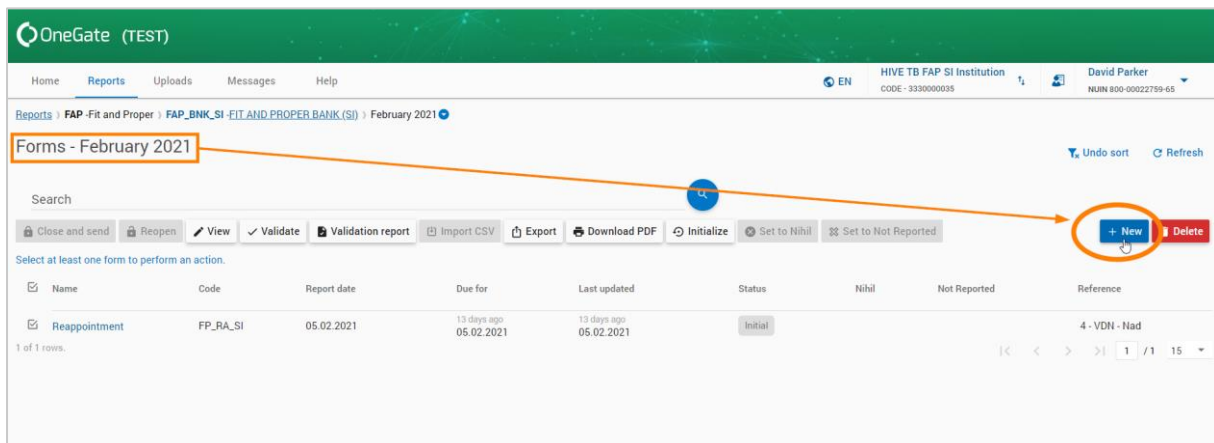
An info window is then displayed, showing the unique identification number of the form you are about to create. Enter the name and forename(s) of the candidate concerned in the appropriate fields. In the

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[6] If your OneGate access is linked to several companies, check beforehand whether you have selected the right company in the screen's upper right-hand corner. If you cannot find the company among those listed, please contact access.onegate@nbb.be for help.

[7] If you do not see the domain "FAP" displayed, your access might have been configured wrongly. Contact access.onegate@nbb.be for help.

case of the template form "complementary information", you must also enter the identification number of the existing FAP form to which the complementary information is to be added. Once this has been done, click the "Create" button to generate the requested form.

The created form is then displayed on the screen, in the list of the existing forms for the selected period. In addition, the form's "reference" field lists the candidate's unique identification number, surname and name, in this order. Click on the form to display the contents and fill it in.

How do I fill in an FAP form?

Start by opening the FAP form to be filled in by clicking on its name in the screen listing the forms for the selected period. The form's content is structured in "sections". You can navigate between the form's various sections through clicking on their name in the left-hand side list. Fill in the fields of each section with the requested information.

Please note: before moving to a new section, you will need to save the entered data by clicking on the "Save" button on the top right corner of the form (otherwise it will be irrecoverably lost). Each time you save data, it is validated by the application using a set of predefined automated rules. Should any errors be detected in the data entered, they will be displayed immediately on the screen.

Once the form has been fully filled in and saved, it needs to be (manually) signed (see below) and "closed", allowing it to be formally submitted.

How do I go about (manually) signing the form?

Once all the data has been entered, checked and saved, go back to the screen showing the forms for the selected period through clicking on the "Quit" button in the top right-hand corner. Then select the form on the list on the screen through checking the corresponding box on the left and click on the button "download PDF" above the list.
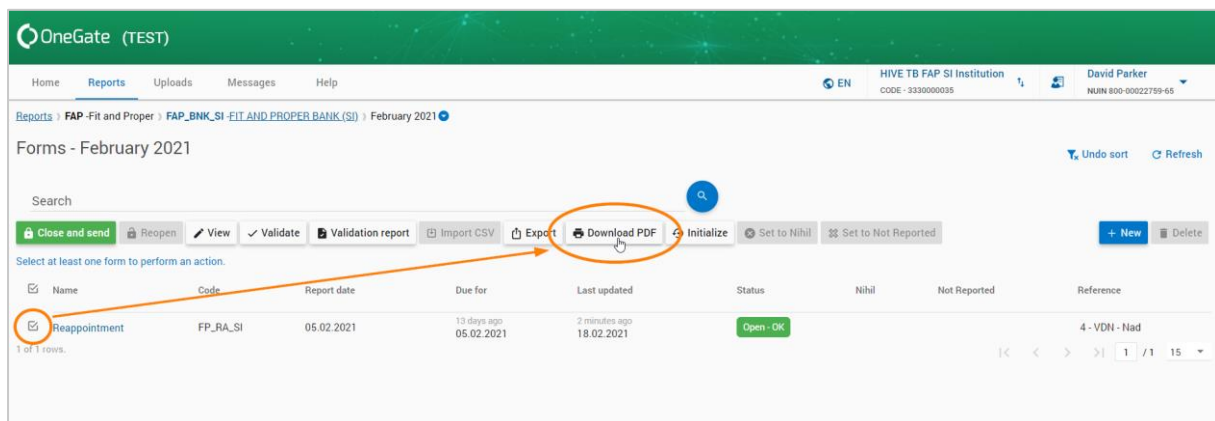

This PDF file has to be signed by a person with signature powers in your institution. There are two signing options available: manual and digital. Digital signing is done via the software of your choice, using the personal electronic certificate of the person responsible for signing the document. To sign the document manually, you will first have to print out the PDF file, then sign it manually in the space foreseen at the end of the document. Moreover, each page needs to be initialled. All the pages of the signed document then need to be scanned as a single document.

Once you have a signed digital version of the document, go back to your FAP form on OneGate to finalise your request. In the form's last section, upload the signed document and save the form's data one last time. Before formally submitting your FAP form, please do not forget to "close" the form (see below).

Why and how do I "close" my FAP form?

"Closing" a form is the mandatory step required to formally submit your finalised FAP application to the NBB. To close a form, select it from the list of forms for the selected period through checking the box on the left, then click on the button "close and send" above the list.
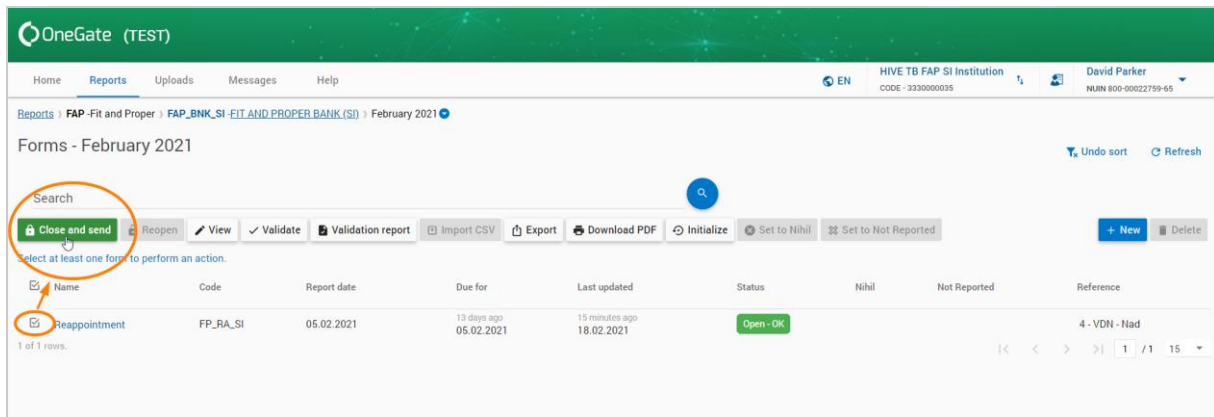
Please note that if the application has detected any errors / inconsistent data on the FAP form, it will be flagged as containing errors, making it impossible to close it. You will need to correct the errors (and have the corrected version re-signed).

Please note: Once your FAP form has been closed, it will be considered as formally submitted. You will no longer be able to change its contents

How can I delete a FAP form?

You cannot delete a FAP form once it has been submitted to the NBB (= closed). If you want to cancel a current FAP request, you will need to notify the NBB of such by email or letter[8].

If you want to delete an unclosed FAP form in the list of forms for a selected period, you first need to remove all data already entered. To do this, select the form in question through checking the box on its left and then click on the "Initialize" button above the list.
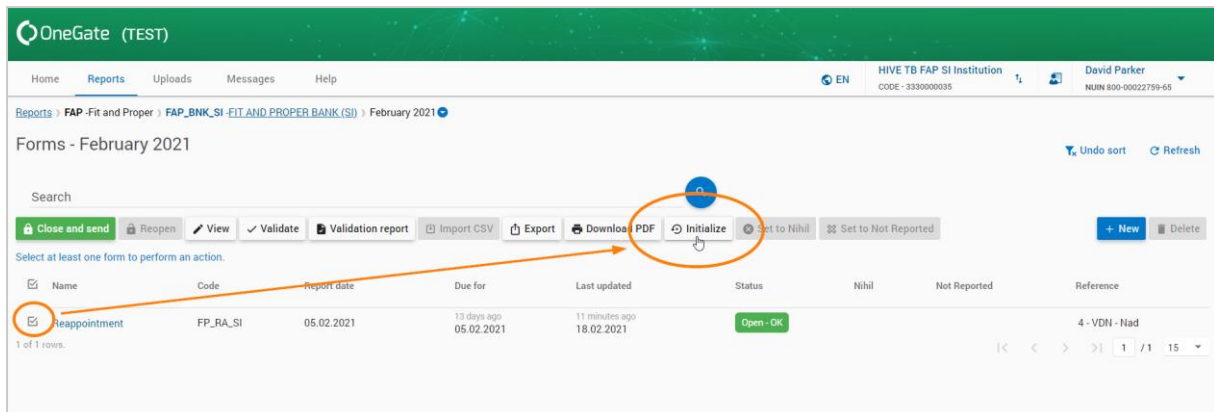
This has the effect of resetting the form, i.e. restoring it to its original state. You can then delete it through selecting it and then clicking the "Delete" button on the right-hand side above the list of forms.

What is the "complementary information" form?

When you submit an FAP form to the NBB, the bank checks its contents. In many cases, this will lead to the NBB requesting you to supply complementary information with regard to the form in question. The "complementary information" form allows you to gather such information, and to have it subjected to the same processing as with the data on the initial form.
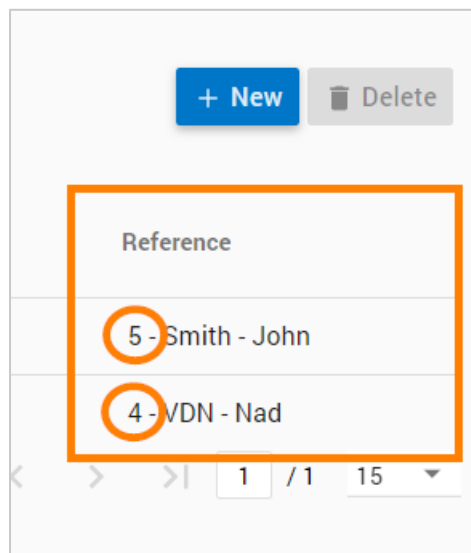

How do I create a "complementary information" form?

When requesting complementary information, the NBB analysts will send you an email with a series of questions. You are requested to answer these questions on the OneGate application using the "complementary information" form. For each new NBB request for complementary information, you will need to create a new complementary information form. To do this, log in to OneGate and go to the FAP report, as you would do when entering a new FAP form. On the screen containing the forms for the current period, click the "+new" button and select the "complementary information" template.
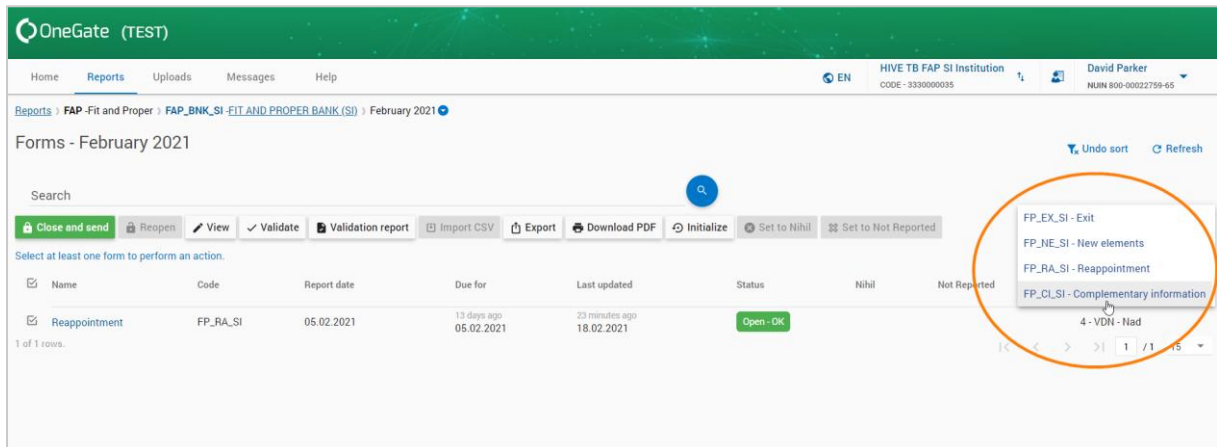
A window will be displayed in which you need to enter the unique identification number of the FAP form concerned by the additional information, as well as the name and forename(s) of the declarer concerned by the initial form. To find the unique identification number of the initial FAP form, all you have to do is to select the period in which the form was submitted and then select the form in the list of forms for this period. The reference number is the number appearing in the form's "reference" column, before the declarer's name and forename(s).

Once the information has been entered into the window creating the complementary information form, generate the form by clicking on the "Create" button. It will then appear in the list of forms for the current period, allowing you to fill it in.

What do I have to do to fill in the complementary information form?

Start by opening the form through clicking on its name in the list of forms for the selected period. The form is made up of two sections. The first is reserved for NBB questions and your answers, while the second is for any additional documents you might wish to send to the NBB as files.

All you have to do is to copy-and-paste the questions emailed to you by the NBB into a box in the left-hand column of the first section and to enter your answers in the corresponding boxes on the right. Don't forget to save your data through clicking the "Save" button in the top right-hand corner of the form.

If you need to upload further documents, do this in the second section of the form. Provide a short description of the file in the left-hand column and select the file on your computer using the corresponding box in the right-hand column. Again, please don't forget to save your data.

Please note: once you have entered all the necessary information on the complementary information form, **don't forget to finalise the submission** through "closing" the form.