



# **Website user guide**

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

**FIU-Latvia version 3.1.0**

Last change: 01.06.2024



**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).

FIU-LV version	Date	Author	Explanation
1.0.0	01.06.2021	FIU Latvia	The initial version of the document that covers introduction to the main features of the web application, management of user data and user rights.
2.0.0	24.07.2023	FIU Latvia	Adjusted visualisations to the latest goAML version 5.2.
3.0.0	01.03.2024	FIU Latvia	Document changes in the section 2.2 due to the use of the FIU Latvia Authentication portal to connect to the goAML environment.
3.1.0	01.06.2024	FIU Latvia	Adjusted visualisations to the latest goAML version 5.4.



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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.

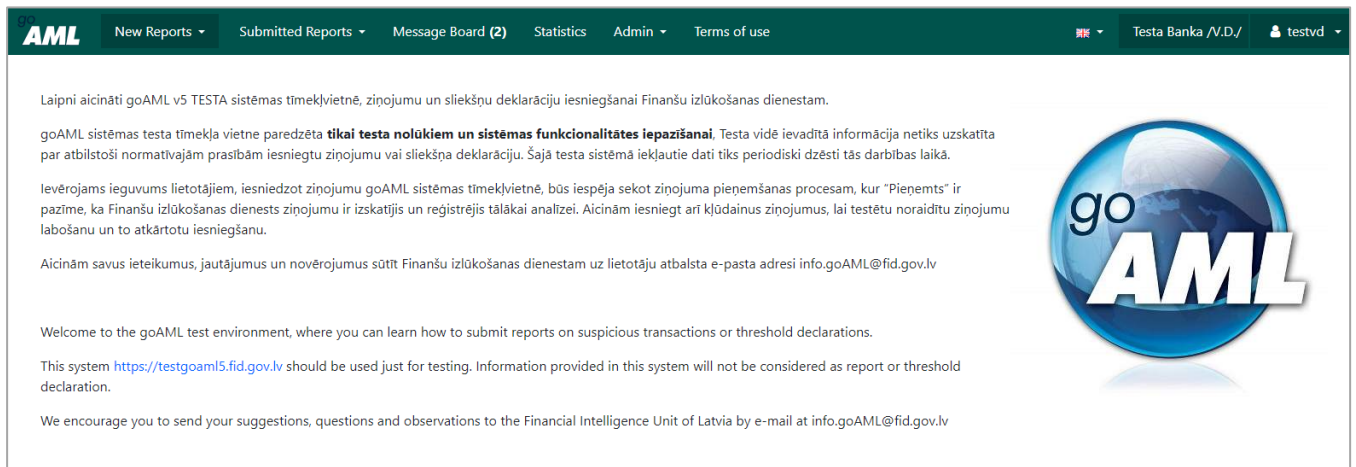
The FIU provides Website users with the following manuals:

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

### 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 [2.3.4 User Request Management](#).
- If there are any relevant changes in user or organisation data, the information must be updated by reporting entity itself. If you want to update your personal data (e.g., the phone number has changed) refer to the section [2.2.1 My User Details](#). If data about your organisation has changed (e.g., the address or legal name has changed) refer to the section [2.2.2 My Organisation Details](#).

## 2 Website Application Sections



Laipni aicināti goAML v5 TESTA sistēmas tīmekļvietnē, ziņojumu un sliekšņu deklarāciju iesniegšanai Finanšu izlūkošanas dienestam.

goAML sistēmas testa tīmekļa vietne paredzēta **tikai testa nolūkiem un sistēmas funkcionalitātes iepazīšanai**. Testa vidē ievadītā informācija netiks uzskatīta par atbilstoši normatīvajām prasībām iesniegtu ziņojumu vai sliekšņa deklarāciju. Šajā testa sistēmā iekļautie dati tiks periodiski dzēsti tās darbības laikā.

Ievērojams ieguvums lietotājiem, iesniedzot ziņojumu goAML sistēmas tīmekļvietnē, būs iespēja sekot ziņojuma pieņemšanas procesam, kur “Pieņemts” ir pazīme, ka Finanšu izlūkošanas dienests ziņojumu ir izskatījis un reģistrējis tālākai analīzei. Aicinām iesniegt arī kļūdainus ziņojumus, lai testētu noraidītu ziņojumu labošanu un to atkārtotu iesniegšanu.

Aicinām savus ieteikumus, jautājumus un novērojumus sūtīt Finanšu izlūkošanas dienestam uz lietotāju atbalsta e-pasta adresi [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)

Welcome to the goAML test environment, where you can learn how to submit reports on suspicious transactions or threshold declarations.

This system <https://testgoaml5.fid.gov.lv> should be used just for testing. Information provided in this system will not be considered as report or threshold declaration.

We encourage you to send your suggestions, questions and observations to the Financial Intelligence Unit of Latvia by e-mail at [info.goAML@fid.gov.lv](mailto:info.goAML@fid.gov.lv)

Figure 1 - Home page (test environment) of the website after login as seen by a user with administrator rights.



**Header.** Interface language– Latvian or English – can be changed in the right corner by clicking on the corresponding flag icons. Behind the flag icons, you see the name of the organisation you represent and your user name.

**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:

Menu Section	Brief Description of Functions	Manual for Further Reading
<b>New Reports</b>	Submission of Reports	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>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 <a href="#">2.3 Administration</a>
<b>Terms of Use</b>	Please read the full terms of use of the system.	-
<b>My goAML</b>	<i>Submenu next to username.</i> Management of personal and organisation details	Section <a href="#">2.2 My goAML</a>
<b>Logout</b>	<i>Submenu next to username.</i> Ending the session and logging out.	-

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

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



## 2.1 Message Board

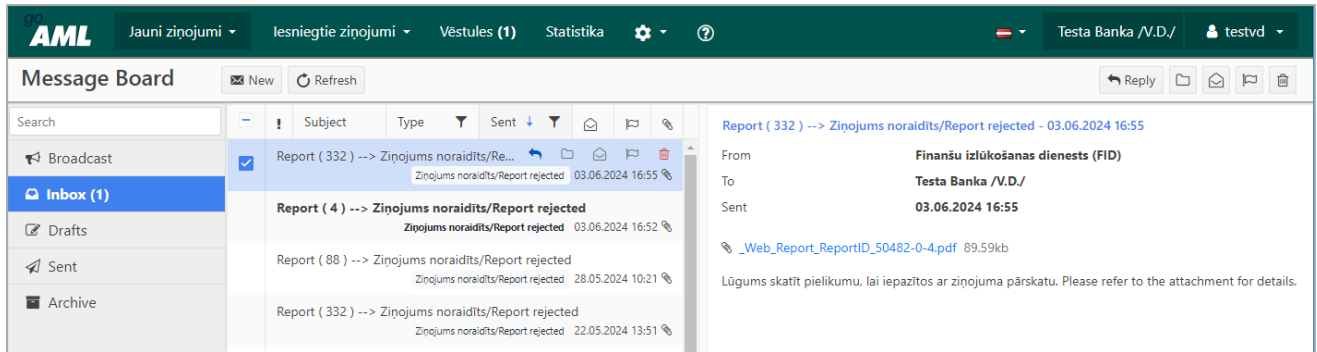


Figure 2 – Message board section

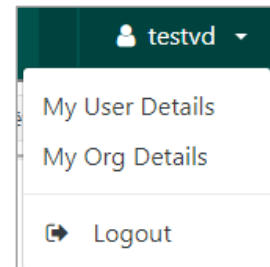
Message board is designed like an ordinary email client. However, you cannot send emails with it. Within goAML, all communication between the reporting entity and the FIU is conducted through the message board. It allows you to receive and send letters on behalf of your organisation and store previous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

The Broadcast section can be used by the FIU Latvia if is necessary to inform all reporters or groups at the same time.

## 2.2 My goAML

The separate menu in previous versions is now located under the username. 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 option: “My User Details”.





## 2.2.1 My User Details

The screenshot shows a web form titled "My User Details". On the left, there is a sidebar with "User" and "Attachments" sections. The "User" section contains a "Submit Request" button, which is currently greyed out. Below the button, a message reads "Cannot submit until the form is complete". The main form area contains several fields:

- Organisation ID:** 21
- \* User Name:** karlisf\_ag
- Last Name:** Empty, highlighted in red with "Last Name is required!"
- Email:** Empty, highlighted in red with "Email is required!"
- First Name:** Empty, highlighted in red with "First Name is required!"
- Occupation:** Empty
- Latvian Identity Number:** Empty
- Birth Date:** M/d/yyyy (with a calendar icon)
- SSN or Foreign Identity Number:** Empty
- Passport Number:** Empty
- Passport Country:** Dropdown menu
- Nationality:** Dropdown menu
- + Addresses:** Section header
- + Phones\*:** Section header
  - Phone #1:**
    - Contact Type:** Dropdown menu, highlighted in red with "Contact Type is required!"
    - Comm. Type:** Dropdown menu, highlighted in red with "Comm. Type is required!"
    - Country Prefix:** Input field
    - Number:** Input field, highlighted in red with "Number is required!"
    - Comments:** Input field

Figure 3 – User data window before submission request

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.



Request: **RE\_RP-111-27.06.2021**

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

Attachments

**User**

Organisation ID	20	User Name	username
Last Name	<b>My Family Name</b> My Old Family Name	First Name	<b>My First Name</b>
Occupation		Email	<b>aa@a.aa</b> my.old@email.com
Birth Date		Latvian Identity Number	111111-11111
Passport Country		SSN or Foreign Identity Number	
		Passport Number	
		Nationality	

**Phones**

#1

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

Figure 4 - 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.

My Org Details

**Organisation**

**Delegate**

**Attachments**

Submit Request

Cannot submit until the form is complete

Organisation ID: 20

Organisation Type is required!

Name is required!

Email is required!

Registration Number is required!

Registration Country is required!

Legal Form

is a credit institution

Swift/Bic is required!

Contact Person

Website

+ Addresses\*

Address #1

Type is required!

Address is required!

City or County is required!

Postal Code

\* Country: LATVIA

Comments

+ Phones

Figure 5 - Organisation details window before request submission



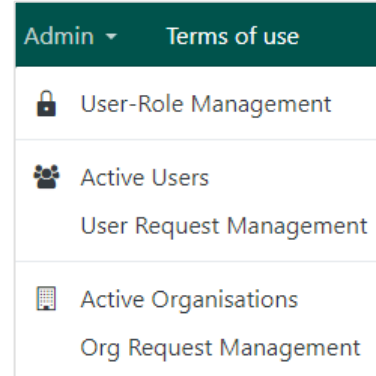


### 2.2.2 My Organisation Details

“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 requests within the represented organisation.



### 2.3.1 User-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 “Test\_role”, a list of permissions opens.

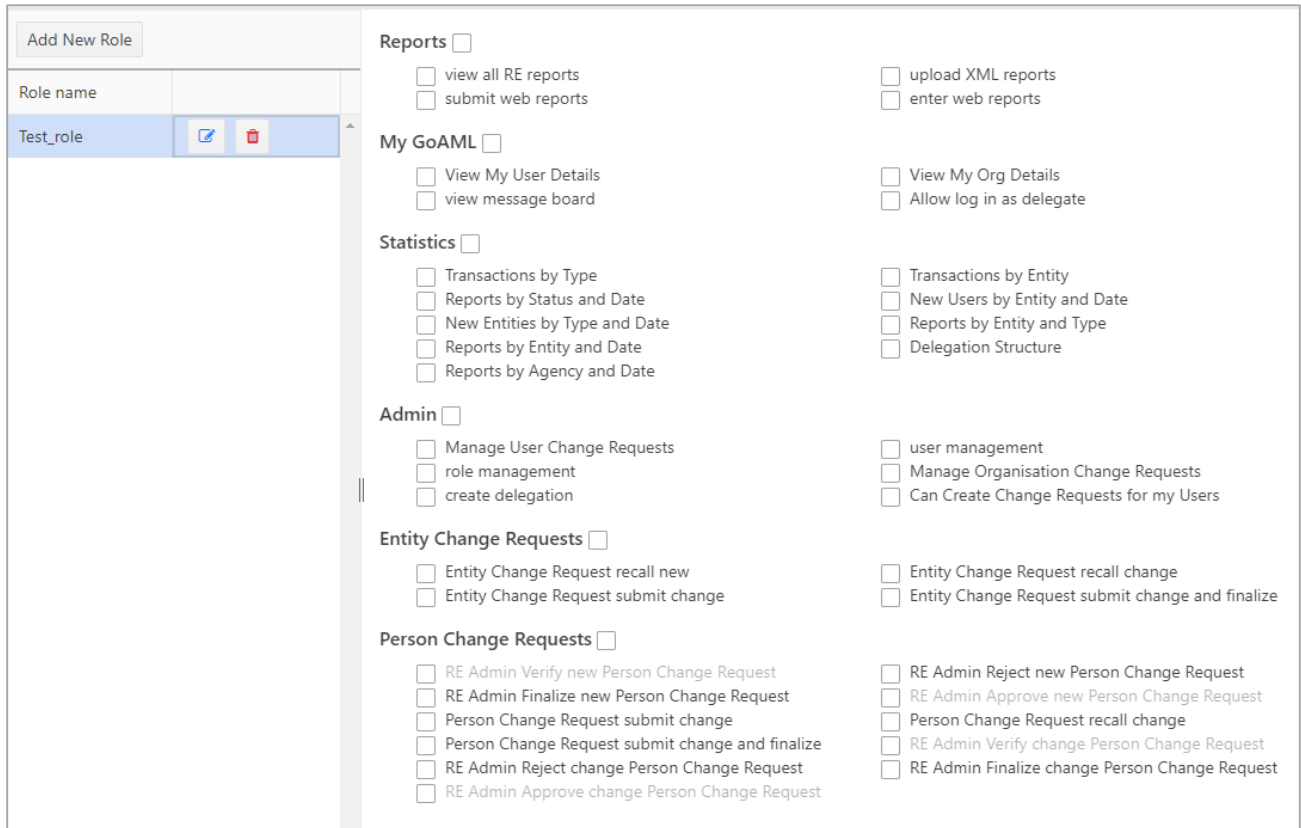




Figure 6 - New role creating window

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

User-Role Management				
User Name	First Name ↑	Last Name		Roles for: <b>leva</b>
test1	Aija	Testētāja	A	▼ [ - ] Universal Roles <input type="checkbox"/> RE admin <input checked="" type="checkbox"/> RE user
<b>leva</b>	leva	Testētāja		
IneseTest	Inese	Tests		

Figure 7 - User and standard role management window

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 User-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 Active Users

### 2.3.4 User Request Management

	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 (not actual using Authentication portal)

Table 2 - User account processing 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									
<span>All</span> <span>Pending my actions</span> <span>In progress</span> <span>Refresh</span>									
Drag a column header and drop it here to group by that column									
Change Request Ref.	Type	Request Status	User Name	Org Name	Org ID	First Name	Last Name	Created On	
RE_RP-763-27.07.2023	Existing User	Activated	audija	Testa Banka /V...	2183	Valentina	Testētāja	7/27/2023	+
RE_RP-762-27.07.2023	Existing User	Activated	audija	Testa Banka /V...	2183	Valentina	Testētāja	7/27/2023	+
RE_RP-761-27.07.2023	New User	Activated	valent	AS Signet Bank	2231	Tina	Testētāja	7/27/2023	+
RE_RP-760-27.07.2023	New User	Waiting for RE Admin to Verify	tt83	Testa Banka /V...	2183	JANIS	Testētājs	7/27/2023	
RE_RP-759-27.07.2023	Existing User	Waiting for RE Admin to Verify	testvd	Testa Banka /V...	2183	Valentina	Testētāja	7/27/2023	+

Figure 8 - User change requests' management window

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. [2.2.1 My User Details](#)).

"Admin > Active Users" lists all users within an organisation. The main representative of the organisation



can manage them, by selecting on of these actions:

### 2.3.5 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.

### 2.3.6 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.

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

### 3.1.4 Permission Group “Admin”

Permission name	Is active for Admin?	Is active for User?
Role management	Yes	No
User management	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

### 3.2 Contact Information

Additional information by phone +371 67044430

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