

**USER'S MANUAL: ACCESS ACCOUNT****REQUEST FOR ACCESS TO THE ONLINE APPLICATIONS AVAILABLE IN THE SERVICE PORTAL  
- FOR KDPW DIRECT PARTICIPANTS AND ISSUERS AT KDPW**

Requests for access to online applications on the Service Portal [online.kdpw.pl](https://online.kdpw.pl) can be submitted after opening an access account ([User's Manual: Access Account](#)).

To use the applications available in the Service Portal, you must use HTML5-compatible web browsers with JavaScript and Cookies enabled.

**I THE REQUEST MAY BE FOR ACCESS TO THE APPLICATION IN THE ROLE OF:****I.1. SERVICE USER**

1. A service user is a person authorised to communicate directly with KDPW on behalf of the participant and, if the participant is an issue agent or paying agent, also on behalf of the issuers it represents.
2. Access requests for a service user are approved by a (permission or service) administrator.
3. Access to the application as a user is granted separately for each application and separately for each institution code.

**I.2. SERVICE ADMINISTRATOR**

1. The service administrator manages user permissions within a single application where the participant operates under a particular institution code.
2. The service administrator role may not be used for a particular application. The range of available roles can be viewed at application level in the access request form.
3. Access requests for service administrators are approved by permission administrators.
4. The service administrator role only authorises the administrator to manage access of persons acting in the user role, and therefore, when acting in this role, the service administrator does not have access to act in the application.
5. The service administrator may not grant themselves access to act in the application in the user role. The service administrator's request for access to the application in the user role must be approved by another person acting in the administrator role.

**I.3. PERMISSION ADMINISTRATOR**

1. The permission administrator manages the access of users and service administrators across multiple applications which are part of a specific service group.
2. There are groups of services:
  - 1) group for direct participants, including the following services (applications):
    - Securities Issue Registration,
    - General Meetings,
    - Corporate Actions,
    - Identification of Shareholders,
    - Trade Repository EMIR,

- Trade Repository SFTR,
  - ARM approved reporting mechanism,
  - ISIN Issuance,
  - Investor Compensation Scheme,
  - Issuer's Obligations,
- 2) group for issuers (for all issuers except closed-end investment funds), including the following services (applications):
- General Meetings,
  - Corporate Actions,
  - Identification of Shareholders,
  - Board – Voting,
  - Issuer's Obligations,
- 3) group for issuers which are closed-end investment funds, for which a permission administrator will be appointed by the entity representing them, including the following services (applications):
- Corporate Actions,
  - FIZ Participant Identification.
3. Access requests for a permission administrator are only approved by KDPW.
4. The permission administrator role only authorises the administrator to manage access of persons acting in other roles (user, service administrator), and therefore, when acting in this role, the permission administrator does not have access to act in the application. The permission administrator can access the application in the user role but their request must be approved by another person in the administrator role.
5. A request for a permission administrator role must include the participant's LEI in the request form. The LEI must be active at the time of submitting the request. The LEI registration status can be verified in the KDPW register at <https://lei.kdpw.pl/> or in the GLEIF register at <https://www.gleif.org/pl/>. LEIs managed by KDPW can be renewed online at <https://lei.kdpw.pl/>.
6. The permission administrator manages the participant's access to KDPW's online applications available on the Service Portal which the participant is using or will use in the future within the role defined for the participant and within the relevant service group.
7. In managing access to the application, the permission administrator is authorised to grant permissions to other persons authorised by the participant to act as service administrator or service user, and to revoke such rights.
8. At least one permission administrator should be established for each service group.
9. Every participant may appoint more than one administrator for each service group and may also choose to have the same person act as both administrators, in which case that person will need to be granted separate permissions for separate participation statuses (e.g. a permission administrator for the issuer service group and a permission administrator for the direct participant service group).

## **II To request access to the application:**

1. Log in to your access account.
2. Go to the access request form. This can be done in the "My desktop" view by clicking the "Add another service" button or by switching to the "My account" view and selecting "New access request" from the menu on the left.

3. Select the request type (service user, service administrator, permission administrator) and select the application for which the access request is made.
4. Fill in the form with the required personal data and the data of the entity on whose behalf the request is made, and confirm that you have read the information notice on the processing of personal data. In the case of a form divided into several steps, the completion status is presented in the top right corner of the screen.
5. Submit the access request by clicking the “Submit request” button. Successful submission of the request is confirmed by a message on the screen. At this point, the “Submitted access requests” view will be displayed. Each request will be displayed with its current processing status (new/approved/rejected).

Information on the approval of the request together with information on how to proceed with the request will also be sent to the e-mail address provided in the request.

### **III To have a request for access to the application approved:**

1. Follow the instructions provided in the notice of acceptance of the request sent to the e-mail address provided in the request and, in the case of the test environment, also follow the information posted on the website or communicated directly to the test participants.
2. The procedure to be followed, as well as the scope of required data, may vary depending on the type of service, environment (production/test), and role, as indicated in the request.
3. In the case of a request for access in the role of permission administrator, the request is approved by KDPW, after a confirmation of the authorisation of the person submitting the request to act in the application on behalf of the entity is submitted to KDPW, signed by the authorised representatives of the entity disclosed in the relevant register. The authorisation form generated for the request (declaration accompanying the access request) will be attached to the notification of acceptance of the request, together with instructions on how to submit it.
4. A request for access in the role of user is only approved by the person acting on behalf of the institution in the role of permission administrator or service administrator.
5. A request for access in the role of service administrator is only approved by the person acting on behalf of the institution in the role of permission administrator.

A notification of the approval or rejection of the request for access to the application will be sent to the e-mail address provided in the request.

### **IV To check the status of a request for access to the application:**

1. Log in to your access account.
2. Go to the “My account” view.
3. Click the “My access requests” button in the top menu – tab “Submitted access requests”.

All requests submitted by the user will be displayed, together with their current processing status. The data transferred in the request can be viewed by clicking on the request in the list.

### **V To delete a submitted request for access to the application:**

1. Log in to your access account.
2. Go to the “My account” view.

3. Click the “My access requests” button in the top menu – tab “Submitted access requests”.
4. Delete the request by selecting ‘...’ from the pop-up menu in the relevant line or by clicking the “Delete” button in the details of the request.

**VI To log into an application:**

1. Log in to your access account.
2. Select the relevant application by clicking the corresponding button in the “My desktop” view, which will automatically redirect you to the selected application.
3. If the application which the account user wants to log in to is not listed among the available applications in the “My desktop” view, this means that the user does not have access to this application. In this case, submit a request for access to the application. If the request has been submitted and the service is still not available, check the request processing status.