USER'S MANUAL: ACCESS ACCOUNT

**REQUEST FOR ACCESS TO THE ONLINE APPLICATIONS AVAILABLE IN THE SERVICE PORTAL
FOR ENTITIES OTHER THAN KDPW DIRECT PARTICIPANTS AND ISSUERS AT KDPW**

Requests for access to online applications on the Service Portal 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.

2. Access requests for a service user may be approved by KDPW or by a person acting on behalf of the institution as service administrator

3. Access to the application as a user is granted separately for each application in the Service Portal.

I.2. SERVICE ADMINISTRATOR

1. 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.

2. A person requesting access in the service administrator role is a person authorised to grant other persons access to the application in the role of user and to revoke such access.

3. The service administrator manages user permissions within a single application.

4. The service administrator is not authorised to grant access to other persons in the service administrator role.

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 or by KDPW.

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) 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. KDPW's approval of the request for access to the application is conditional on the confirmation of the authorisation of the person submitting the request to act in the application on behalf of the entity. 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. If the approval of the request is conditional on submission to KDPW of the authorisation of the person requesting access, 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. If there is a service administrator role in the application, the access request submitted by the user should be accepted by that administrator. In this case, it is not necessary to provide a declaration accompanying the access request, and the user's permissions are confirmed by the administrator approving the request.

5. 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.

    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.