

This Document provides a comprehensive process of managing functions of Customer Account management in Self-Care-Portal of eService for AITI eService users. The contents of the document covers from workflows and description of functions.

# User Guide for SCP Customer Accounts Management AITI eServices

**Revision History**

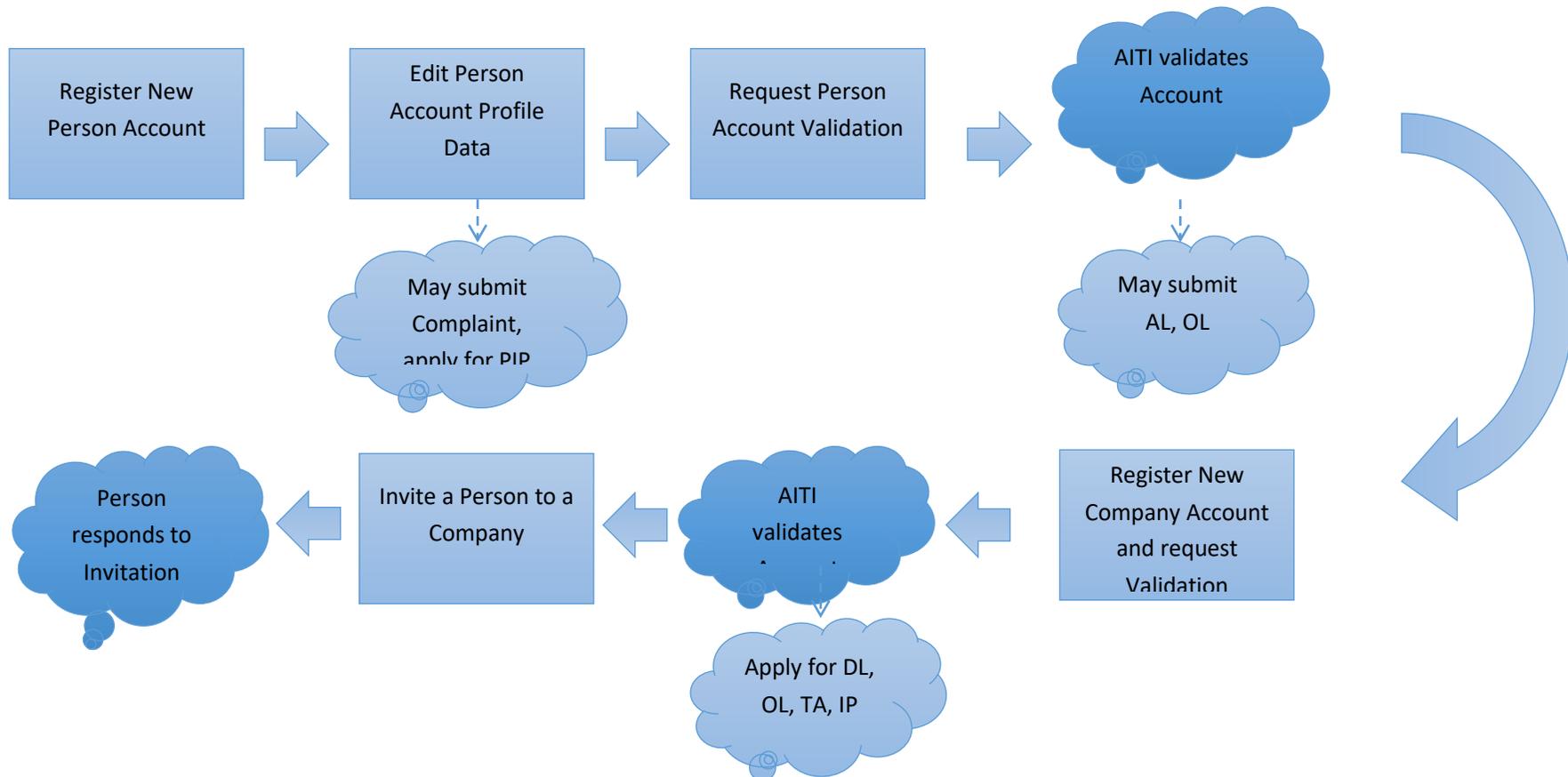
Version	Revision Date	Summary of Changes	Changes Marked

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## 1 CUSTOMER ACCOUNT MANAGEMENT WORKFLOW

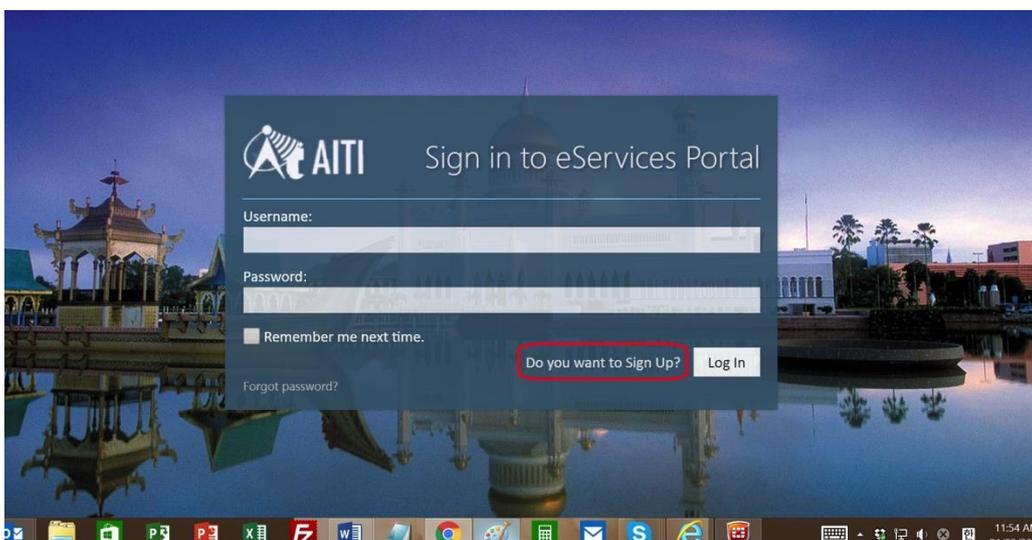
The following workflow illustrates the general work process of customer account management in AITI eService.



## 2 NEW PERSON ACCOUNT

### 2.1 New Person Account Registration

- a) Go to Self-Care-Portal (SCP) site (site URL: <http://online.aiti.gov.bn>) or go to AiTi public website ([www.aiti.gov.bn](http://www.aiti.gov.bn)) and click on SCP link to open login dialog.
- b) Click '**Do you want to Sign Up?**' in the login dialog to open the registration form.



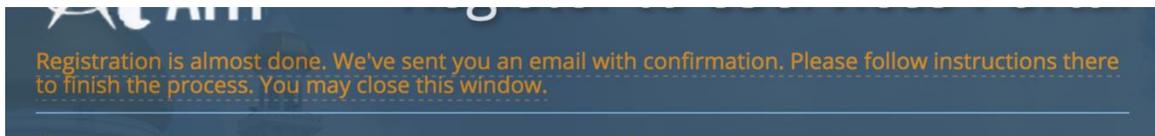
- c) The registration form will be opened as below. Please key in the information in the fields. Once finished please click '**send**'.

*Note: The password requires at least 7 characters with minimum 1 non-alphabet.*

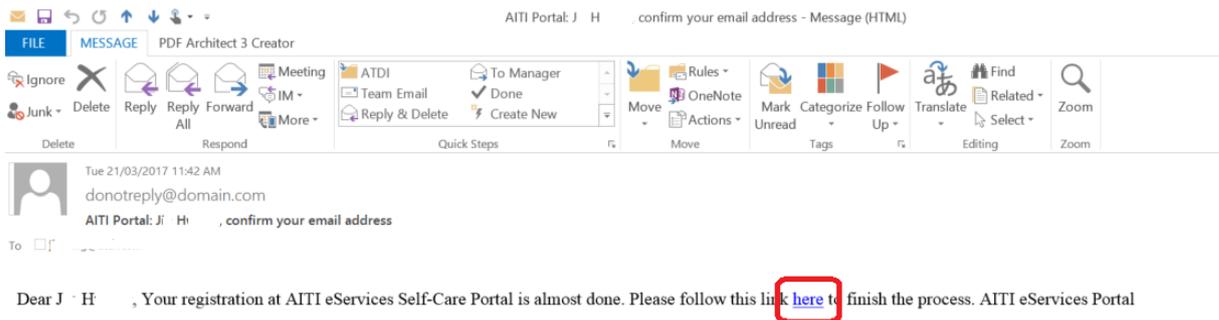
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The screenshot shows the 'Register to eServices Portal' form with the following fields: First name, Last name, Email, Mobile phone, Username, Password, Confirm password, Security Question (with a dropdown menu showing 'Your pet's name?'), and Answer. The 'Send' button is highlighted with a red rectangle.

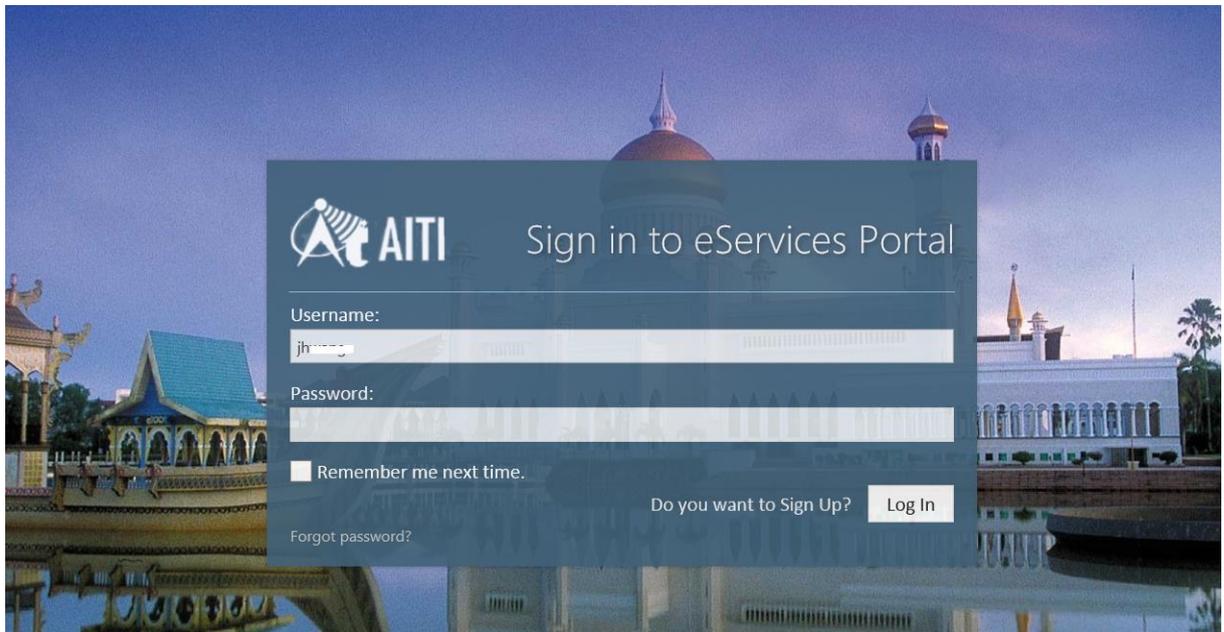
d) The confirmation of registration form submission will be showing as below.



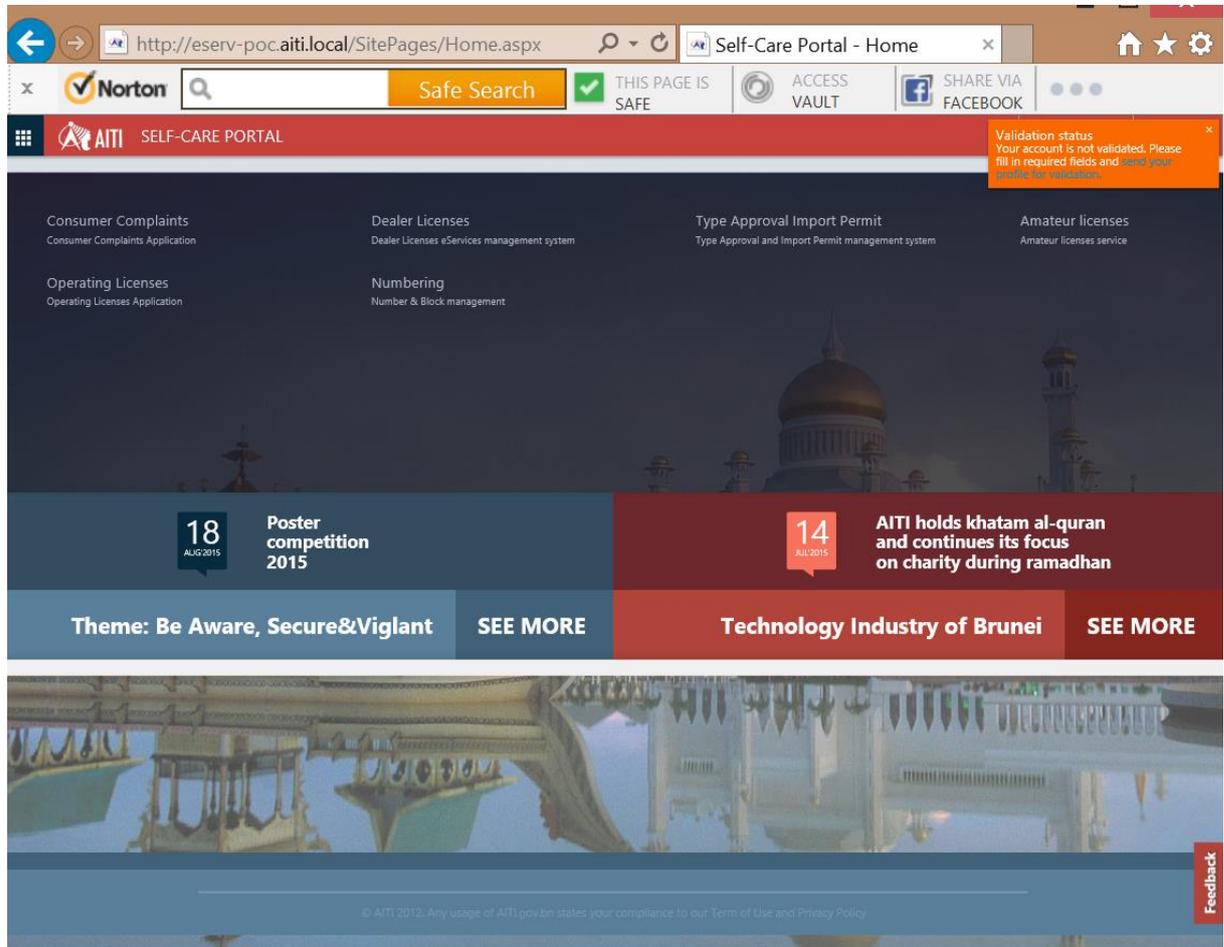
e) The verification message will be in your email box with a link to redirect you to AITI eService for finalisation of registration. Please click '**here**' in the email message.



You will be redirected to the login dialog with your user name registered.

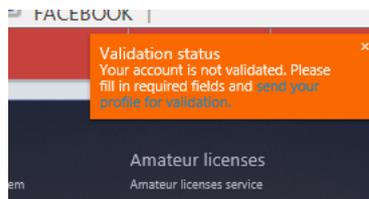


- f) Login to confirm your registration. If it is registered successfully, you will have the eService landing page as below.



*Note: you are allowed to submit Complaints and/or Personal Import Permit applications.*

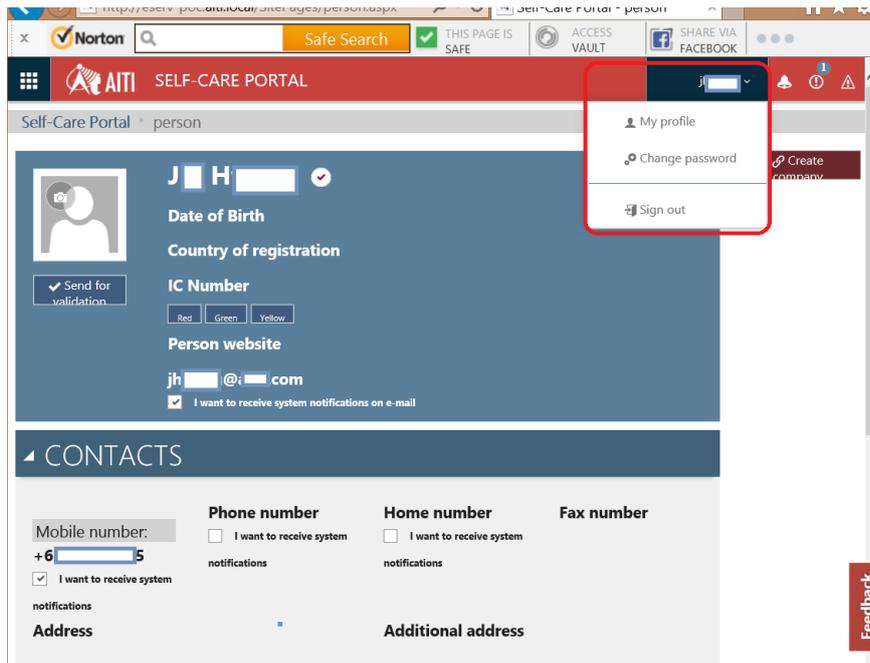
- g) In order to use eService features such as submission of business licenses applications, the person account Profile must be provided and validated by AITI. Before the profile validation, you will see the notification of **'Validation Status'** on the upper right corner of the page as below.



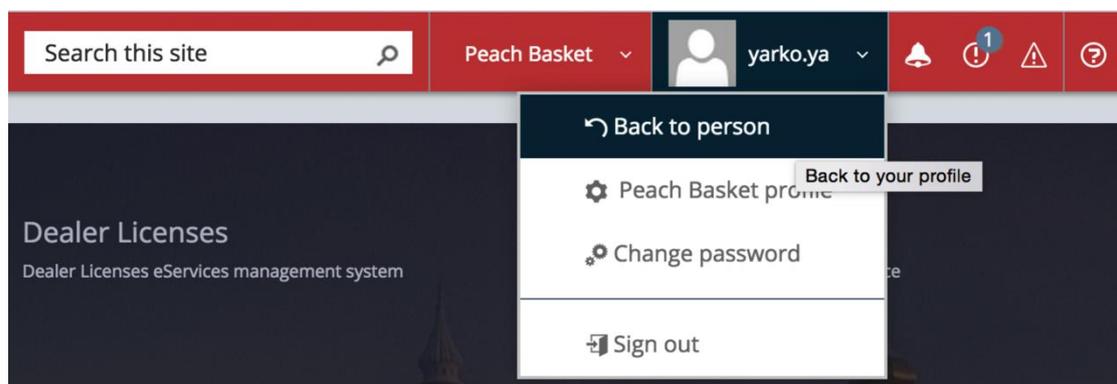
## 2.2 Sending Validation Request of Person Account

- a) In order to update the profile and send the validation request, please click your name on the top main bar. It will show you three options; 'My Profile', 'Change Password' and 'Sign Out'.

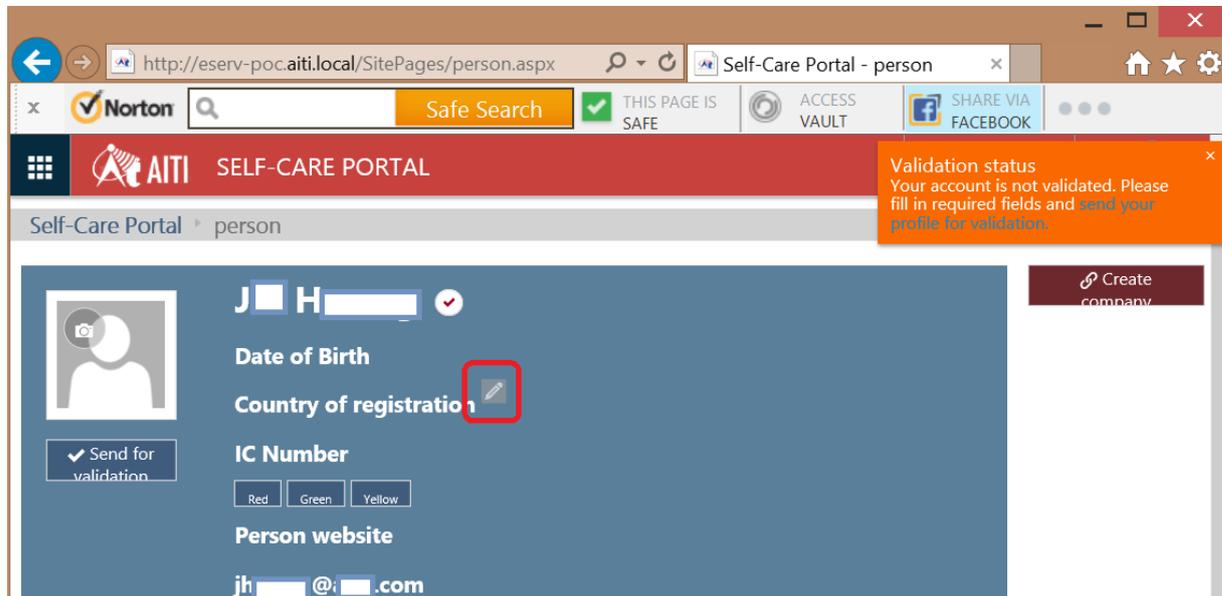
**OR**, when you click the notification above in the 2.1.(g), you will see your profile with the red indication next to your name showing you are not yet validated.



*Note: If My Profile menu is not displaying, please click 'Back to Person' to restart.*



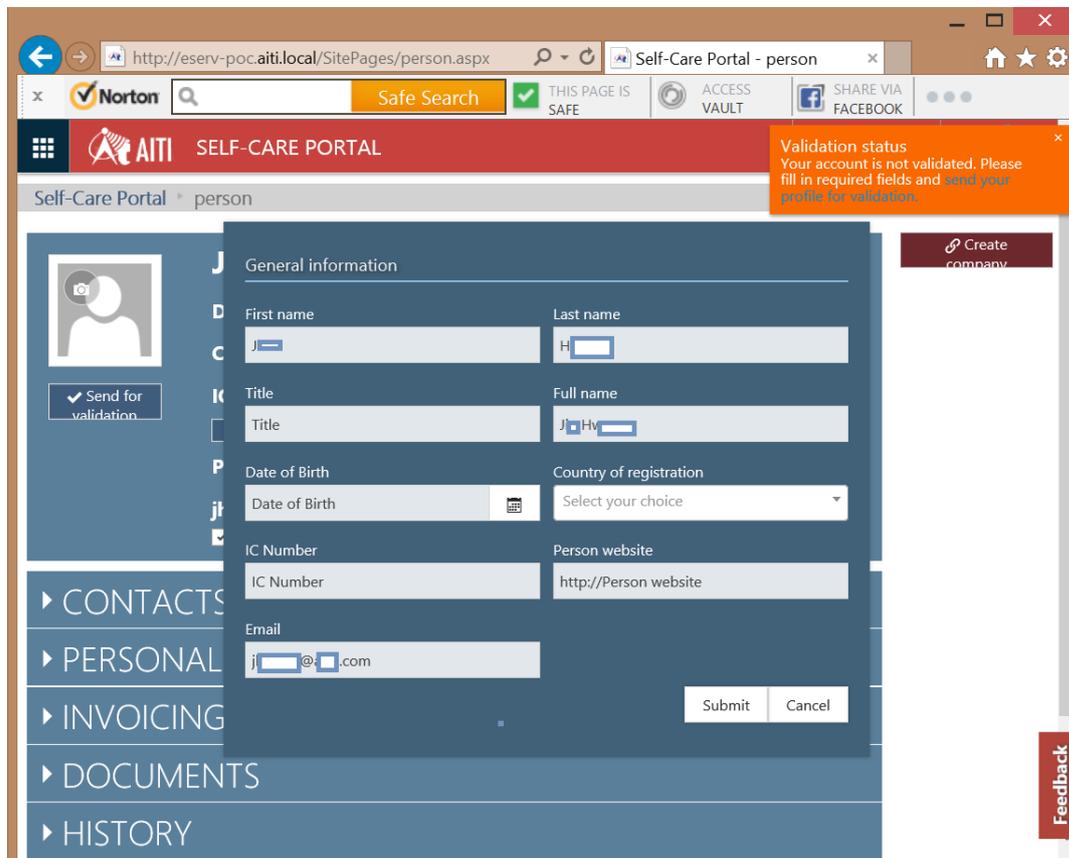
- b) Place your mouse on the profile, and then the pen marks will appear.



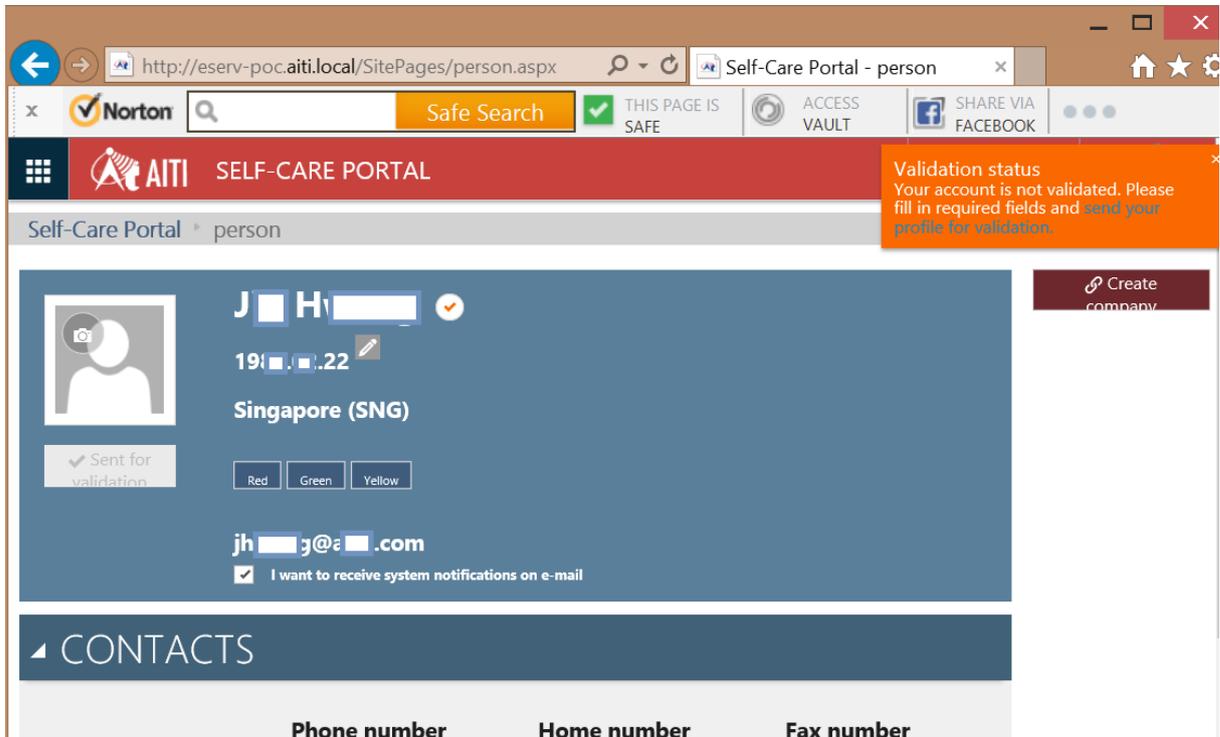
- c) Click the Pen Mark to open the profile editing page. Please update the information: your Full name, IC/Passport number (the same field), Country of registration, Birthdate.

**Note:** after validation of an account, your first name, last name, full name, DOB, IC Number will not be editable. Hence, please double check the information is correctly keyed in.

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- d) Click **Send for Validation**. After submitting the validation request, this button will be disabled until AITI completes the validation.



*Note: during the validation process, AITI might be in contact with you using one of the contact details provided in your profile. Please provide correct phone number and email address.*

- e) Once the validation is completed, the button 'Send for Validation' will disappear and the status indicator next to your name will be in blue. You will also receive a notification in your email and SMS in your mobile phone.



Now you can use all services available on eService to manage your business applications. However, it is required to represent a Company to manage business in dealer license, type approval/import permit, numbering, majority of operating licences. You may join other Company being invited by its Administrator, or create your own Company Account.

### 3 NEW COMPANY ACCOUNT

#### 3.1 Background information of Company Account

A Company Account will have at least one (1) person account and no limitation of adding more person accounts.

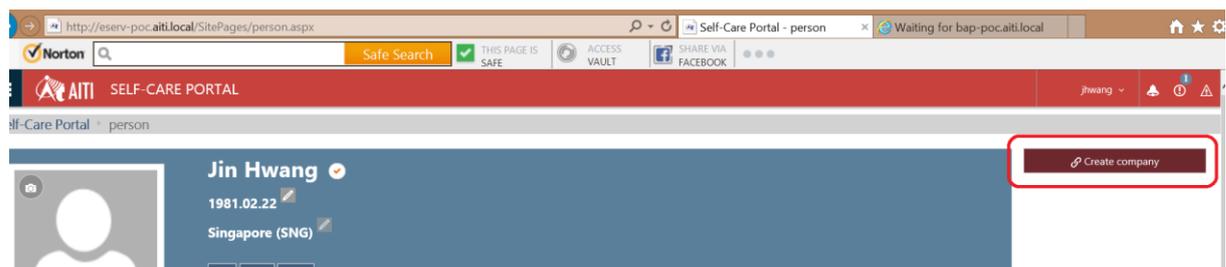
There are three (3) types of roles of Person Accounts under a Company Account.

- ✓ Employee. General employee of a company. Employee has a right to browse the company profile only.
- ✓ Representative: holds an extended right from the status of 'Employee' to browse Company profile and manage business on behalf of the company, which includes submission of the business applications, checking the status of the applications, managing payments and receipts, receiving notifications/alerts/reminders.
- ✓ Administrator: Holds an extended right from the 'Representative' to edit Company Profile including managing a list of related persons.

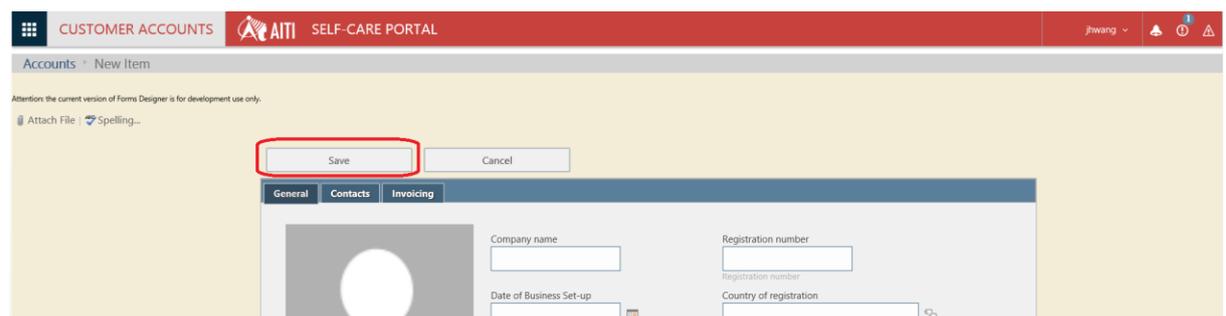
*Note: the Person creates a Company Account becomes the first Company Account Administrator. When the Company Account validation is requested, AITI will check if you are the first Person Account holder and send you an invitation as an Administrator of the Company Account. You will need to confirm/accept the invitation to validate the Company Account.*

#### 3.2 Company Account Registration and Validation

a) Open Person Profile Page and find a button **Create Company** on the top right corner.

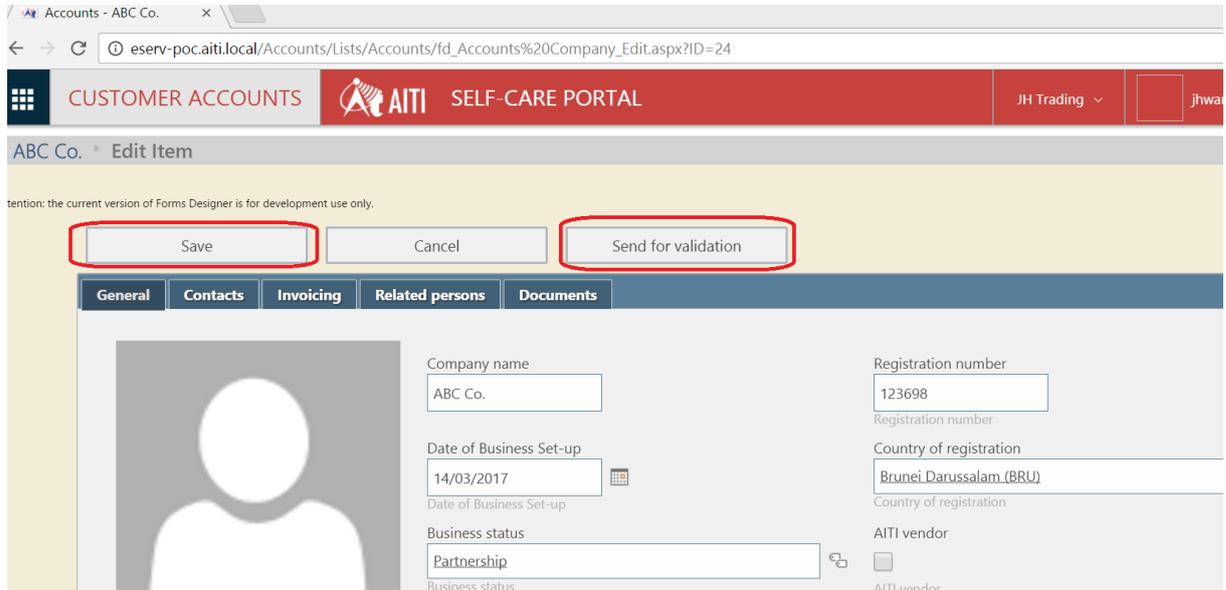


b) Click the **Create Company** and fill out the form below. Fill in Registration Number (if applicable) and contact details on Contacts tab: email, phone numbers, address, postcode. When completed, click **Save**.

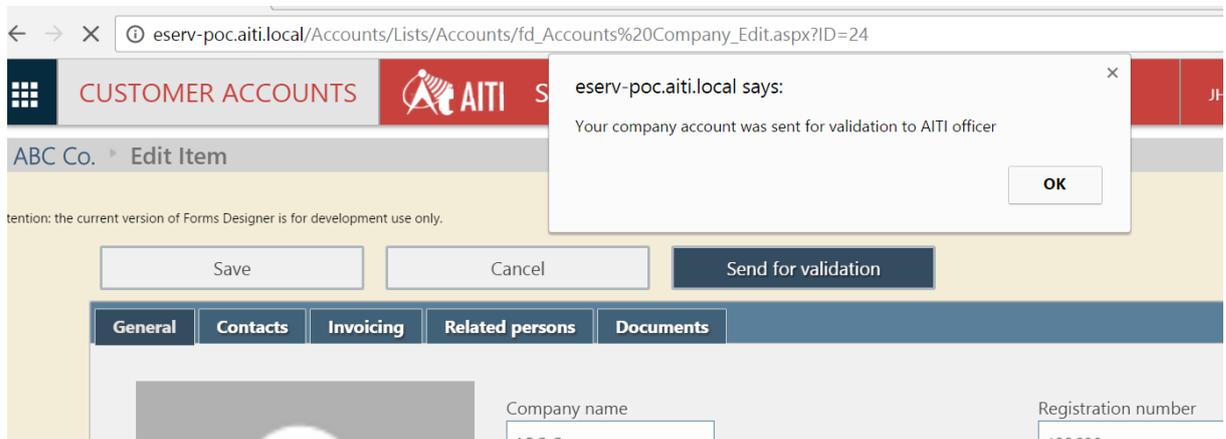


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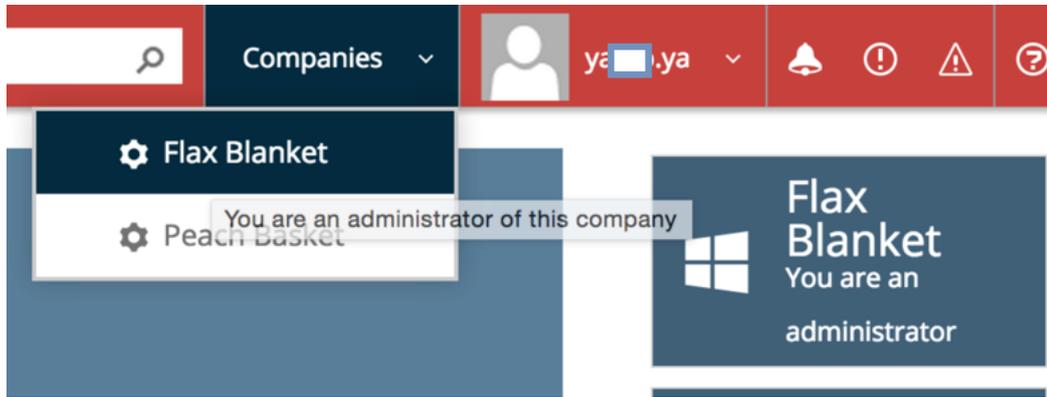
- c) The system will direct you to the 'edit' page for final verification of all data inserted is correct. Review every field in General, Contacts forms, upload necessary documents at Documents tab and click **Save**.



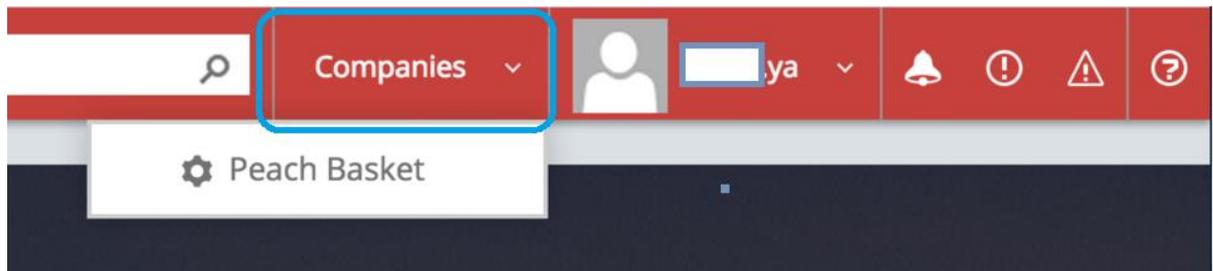
- d) Click **Send for validation** to send a validation request to AITI. Please check the button location in the image above. Once you click the button, you will get a message from the system as below.



- e) After saving the Company Account form, you will see the **Companies** dropdown menu to browse a list of companies registered next to your Person Profile on the top menu bar as well as a tile on the right of the page.



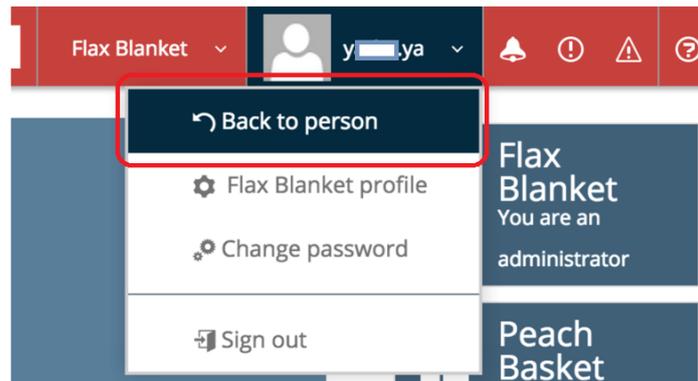
*Note: an individual can register several company accounts. In this case, when the person submit a business application, it is require to select a correct Company Account, which is linked to the business. The list of company accounts are next to your name on the top main menu bar.*



- f) When the account is validated, the status will be updated as below.

#### 4 SWITCHING ACCOUNT MODE

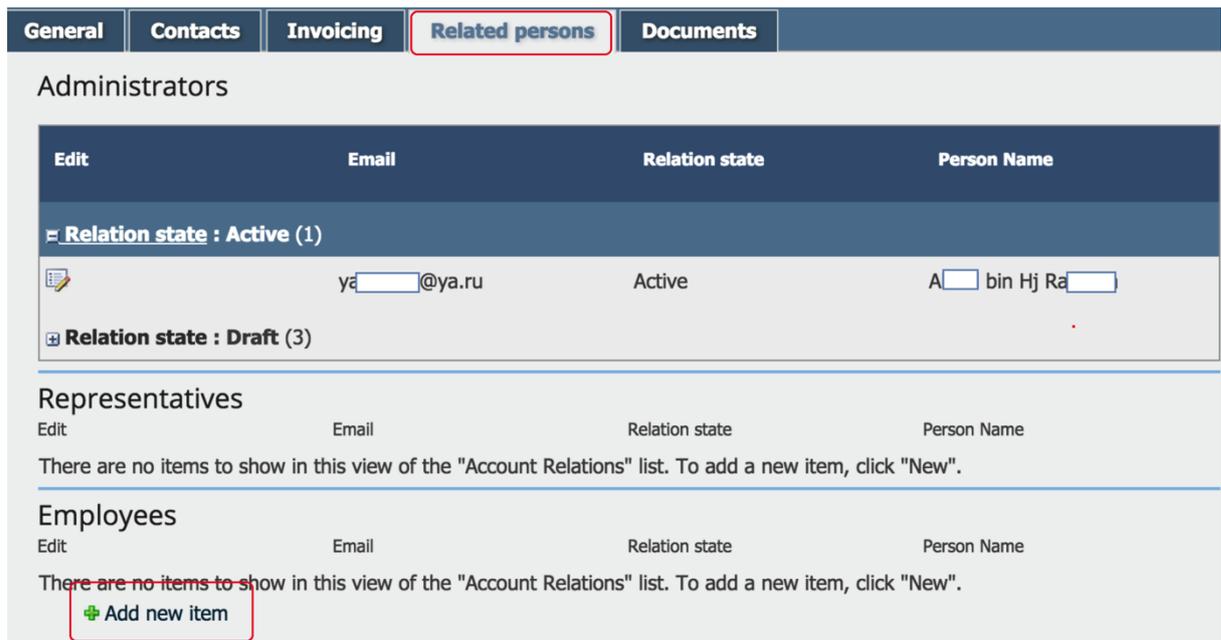
- a) If you wish to switch the account mode from the Company Account to Person Account, click **Back to person** under the person account on the top right of the menu bar.



#### 5 INVITING PERSON ACCOUNTS TO COMPANY ACCOUNT

*Note: Only the administrator of a Company Account is allowed to use this function. The administrator can assign a role of the person invited as an administrator, a representative and/or an employee.*

- a) Browse the list of persons registered under the company account in the **Related Persons** tab in the company profile page.
- b) Click **Add new item**.



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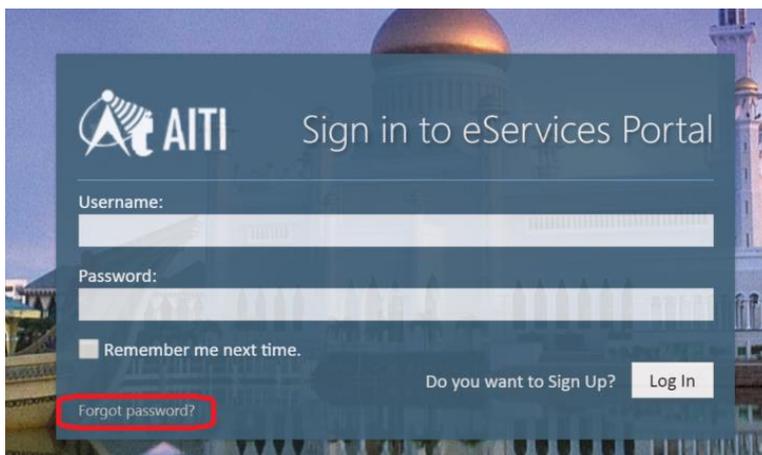
- c) Key in the email address of a person you wish to invite. Select a type of roles you would like to assign to the person. A person who is invited is confirmed in the dialog box below.
- d) Click **Invite**. The system will search for the email owner and send a notification to the Person using the same email address.

If there is no matching email address in the system, or any other errors appear, the administrator will receive an alert with an error report.

Once the invitation is accepted, the person will be updated its role in the system and play in the assigned role on behalf of the company.

## 6      PASSWORD RECOVERY

- a) Click **Forgot password?** On the sign in window.



- b) Enter your first name, last name and Email in the password recovery window. Click **Send**.



- c) Answer the security question and click **Send**.



The screenshot shows the AITI Password recovery form. The fields for Username, First Name, Last name, and Email are filled with placeholder text. The security question is "Your pet's name?". The "Send" and "Back" buttons are visible at the bottom.

- d) Enter SMS code received from your mobile phone registered with the person account.



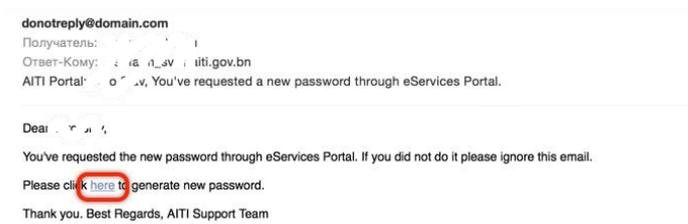
The screenshot shows the AITI Password recovery form. The fields for Username, First Name, Last name, and Email are filled with placeholder text. The SMS confirmation code field is empty. The "Send" and "Back" buttons are visible at the bottom.

- e) System will inform you that you have to wait for email from eServices.

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f) Wait for email



g) Click the link in email, system will show you screenform to enter new password.



h) Click <Send>. Your password is changed