Communication in e-Reg, user guide for reporters

This guide provides an introduction for reporters to the use of the built-in communication features available in e-Reg.

Communication in e-Reg can be managed by the reporter from three different starting points:

- Via the dedicated communication page
- Via the "Load files" page
- Via the "Reporting forms" page

Each method is explained separately in the following sections.

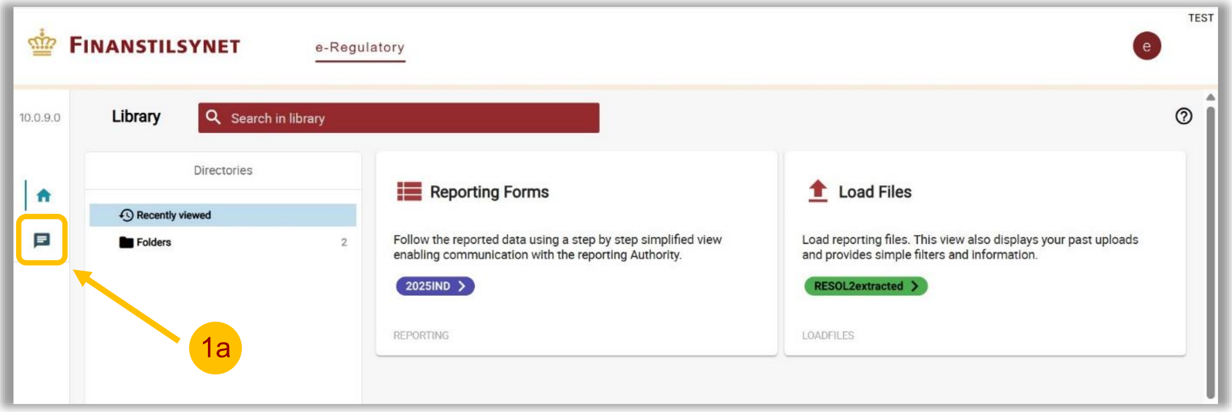
(1) Communication via the dedicated communication page

This method is the most general approach to communication in e-Reg, as it (unlike the other two methods) does *not* require the reporter to start from a specific submission or file sent to the Danish Financial Supervisory Authority.

Using the dedicated communication page, the reporter can initiate correspondence with the Danish Financial Supervisory Authority at any time and on any topic.

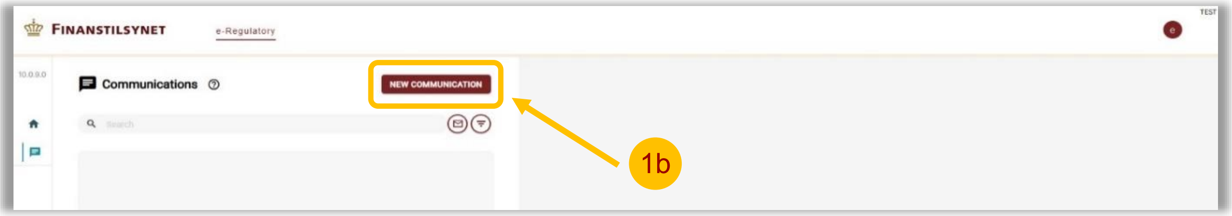
The process is described in steps below.

(1a) The communication page in e-Reg is opened by clicking the small speech bubble icon in the menu on the left side of the screen, as shown in the image below.



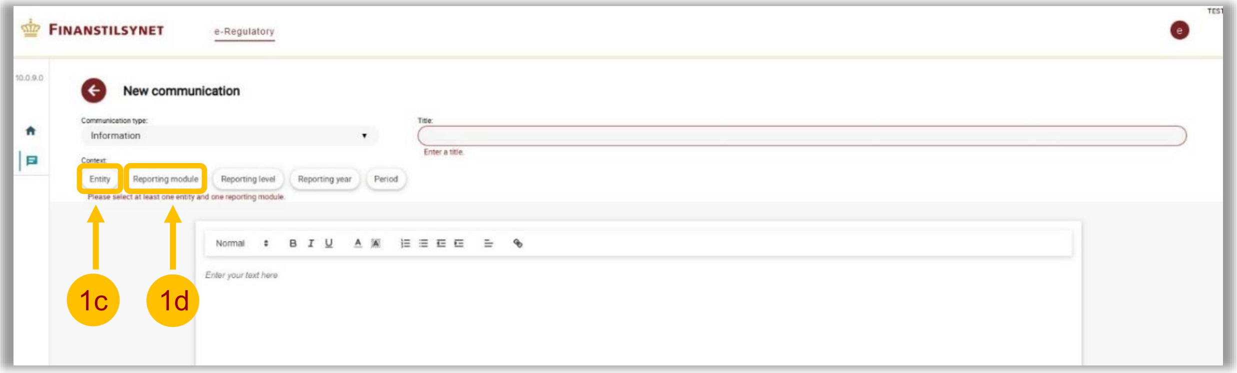
After this, you will enter the communication page.

If you have never had any correspondence before and have never previously used the communication features in e-Reg, this page will appear completely empty, as shown in the image below.



(1b) You start a new correspondence by clicking the “New communication” button, as shown in the image above.

Afterwards, the following image will appear.

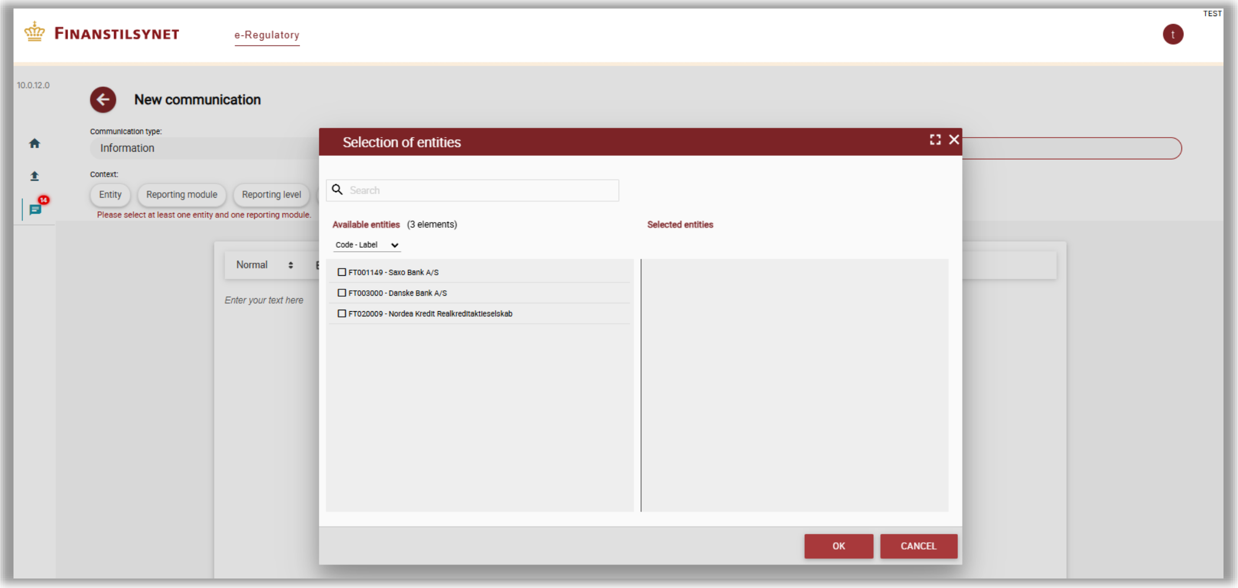


The first thing you need to do when preparing a new correspondence is to specify which entity it concerns and which reporting module it concerns.

There is actually a reminder in red text stating that you must remember to specify these: “Please select at least one entity and one reporting module”.

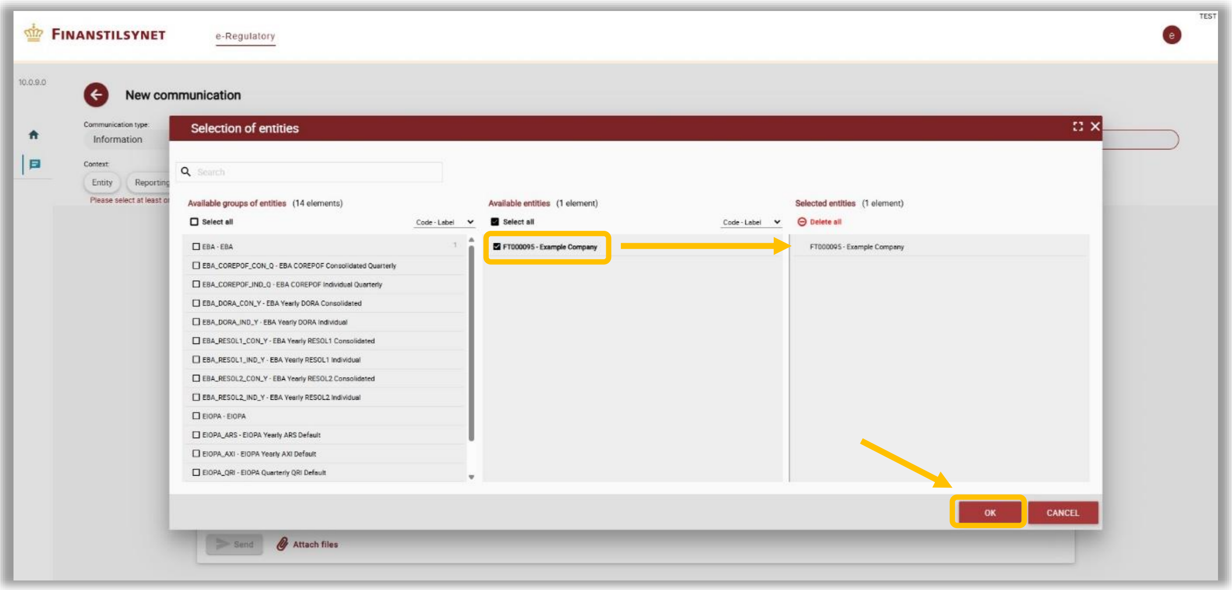
These two fields are mandatory to fill in before the correspondence can be sent.

(1c) When you click the “entity” button, the following image will be displayed:



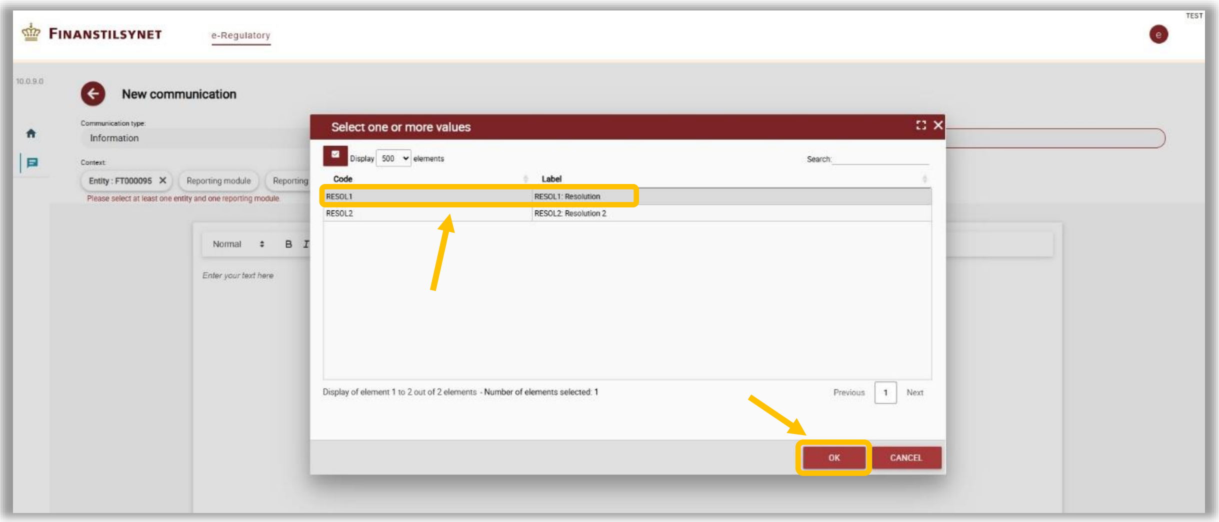
In the middle column, “Available entities,” you can choose between the companies you are authorized to report for. In many cases, you will only be authorized to report for one company.

Select the company that the correspondence should concern by clicking on the company so that it appears in the column on the right, “Selected entities,” and then click “OK,” as shown in the image below:



On the “New communication” front page, the company will now be shown in the “Entity” field.

(1d) When you click the “Reporting module” button, the following image will be displayed:



Here you can select the submission you want the correspondence to concern, and then click OK.

On the “New communication” page, the submission will now show in the “Reporting module” field.

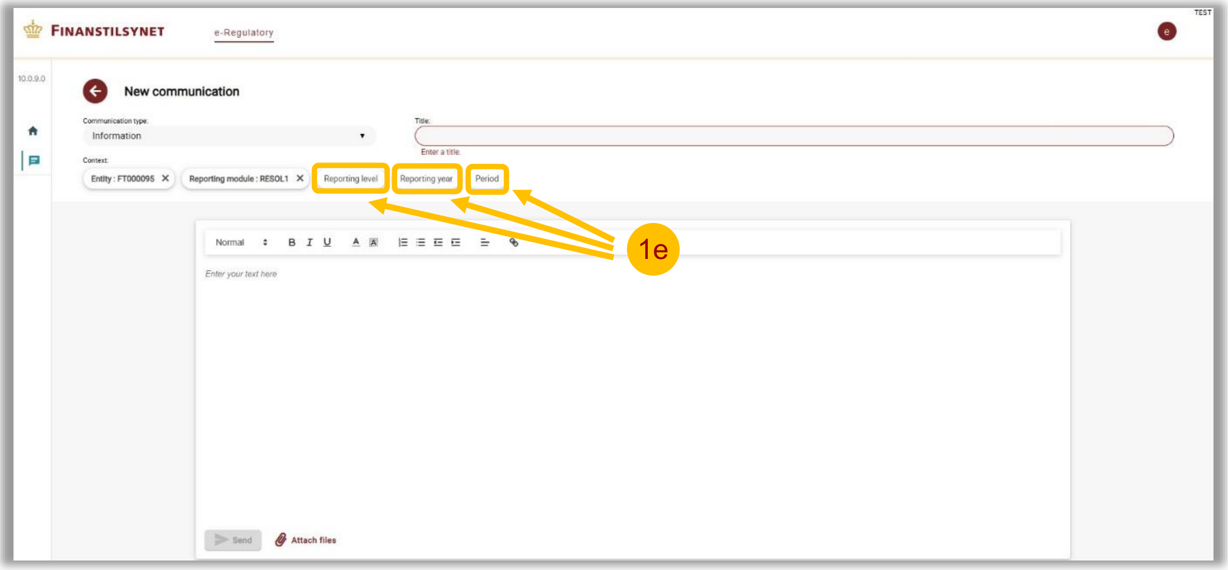
(1e) In addition, you can also choose to specify voluntarily:

- Reporting level
- Reporting year

- Period

These three fields are not mandatory to fill in. However, it may be beneficial to complete these three fields as well, because the correspondence will then be linked to the specific submission (just as e-Reg does itself when you are on a specific submission, as described under item 2 below regarding Reporting Forms).

In other words: The more fields you add to your correspondence, the more specific the correspondence will be, and it will therefore also appear on the communication page for the individual submission, if you have specified the correspondence sufficiently.

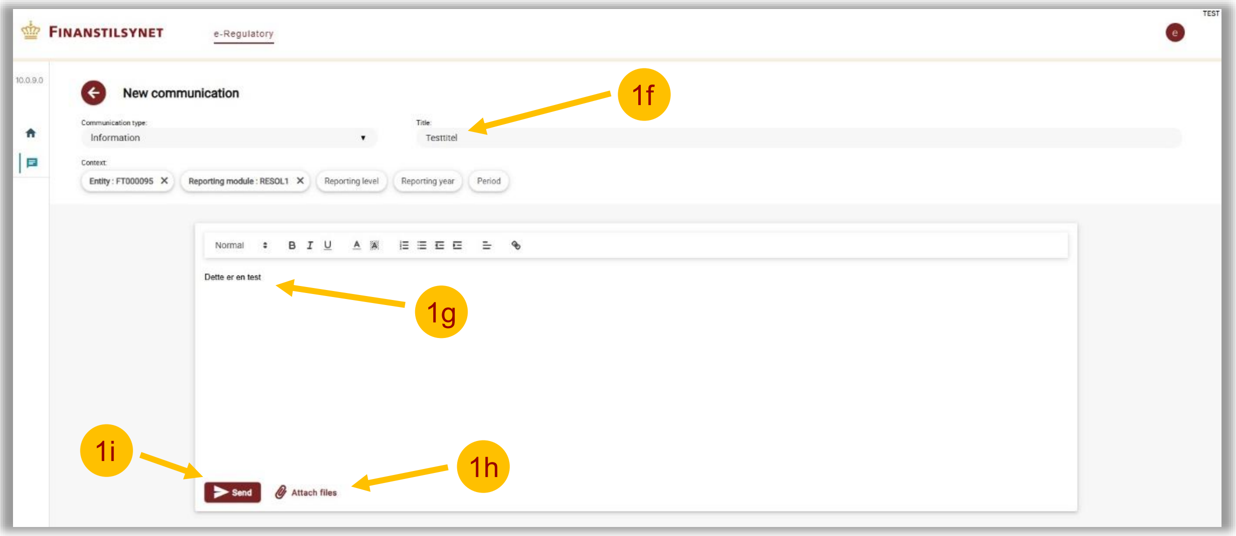


(1f) Then fill in the subject field “Title”

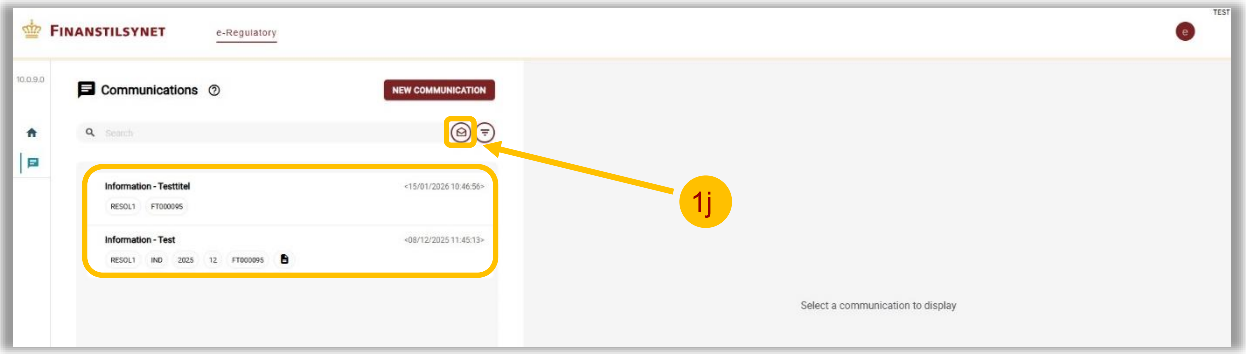
(1g) Fill in the main text of the message

(1h) Attach any files

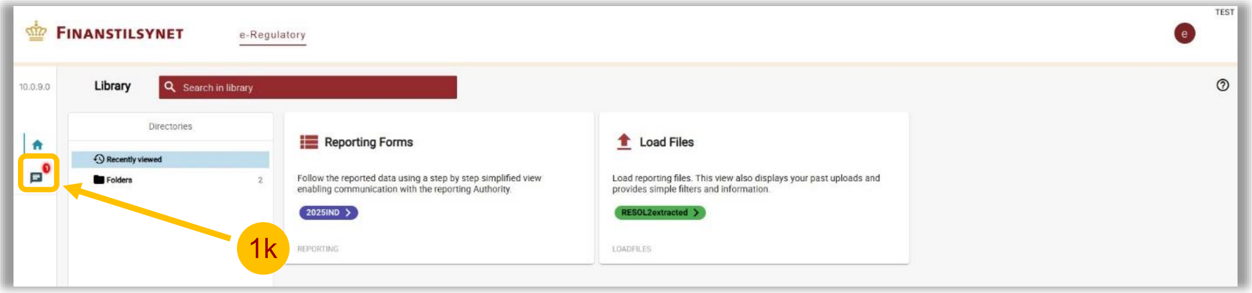
(1i) Send the correspondence to the Danish Financial Supervisory Authority by clicking “Send”



(1j) After you have sent the correspondence, it will be located under read messages. You can find read messages by clicking the small envelope icon on the front page of the communication page, as shown below. This button toggles between read and unread messages.



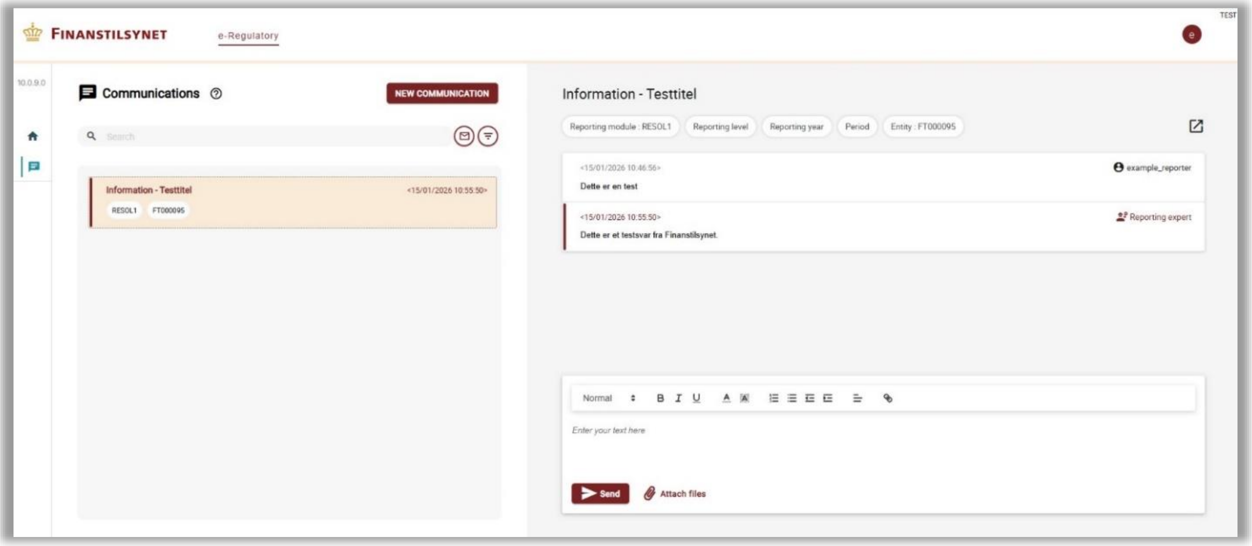
(1k) When you receive a reply to your correspondence from the Danish Financial Supervisory Authority, a small red bubble with a number (typically the number 1) will appear above the button for the communication page on the front page of e-Reg.



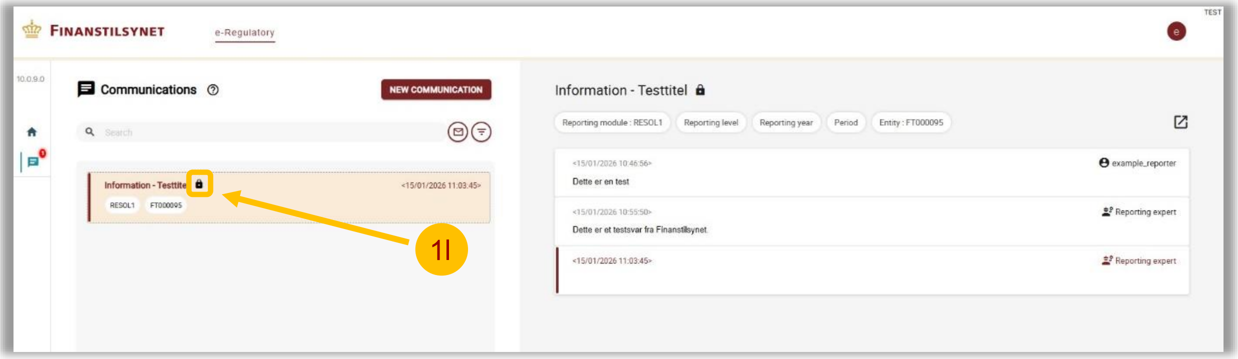
(1l) When you enter the communication page, the new reply will be listed under unread messages. It will be marked with a red bar on the left side, indicating that it is new and unread.

You can change the status of a correspondence between "read" and "unread" by clicking the red bar on the left side of the correspondence.

If you click on the message, its content will appear on the right side of the screen, where you also have the option to reply to the correspondence again.



(1m) When the correspondence is finished, the Danish Financial Supervisory Authority will close the entire correspondence, so you can no longer send new messages in the correspondence. A closed correspondence will be indicated by a small lock icon on the correspondence, as shown in the image below.

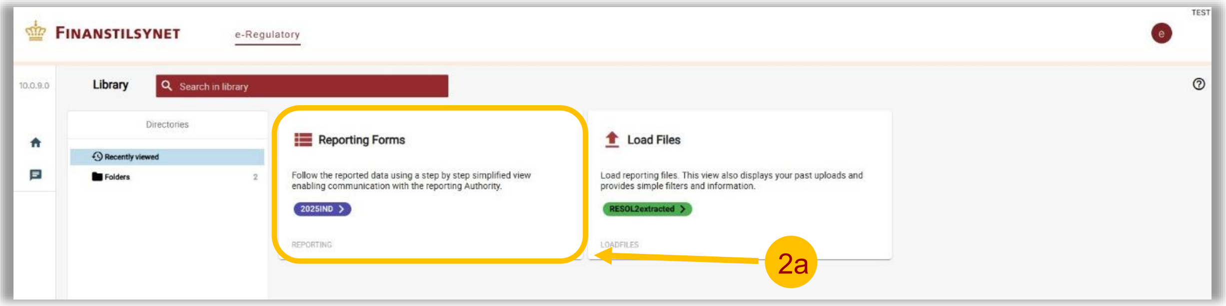


If you need to contact the Danish Financial Supervisory Authority again after a correspondence has been closed, you must create a completely new correspondence.

(2) Communication via the "Reporting forms" page

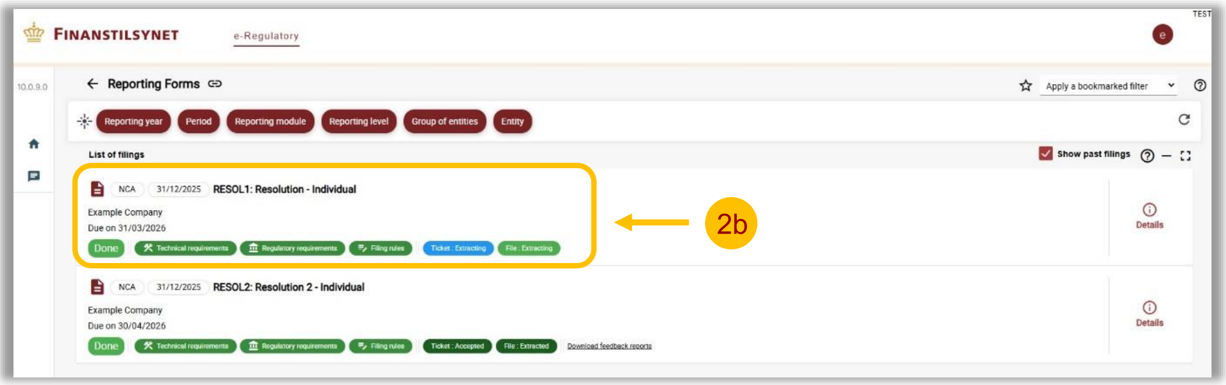
Another option for communication in e-Reg is available on the "Reporting forms" page. This method makes it possible to open correspondence regarding very specific submissions.

(2a) To begin, you enter the "Reporting forms" page:



(2b) Afterwards, you will be presented with an overview of the submissions that you either:

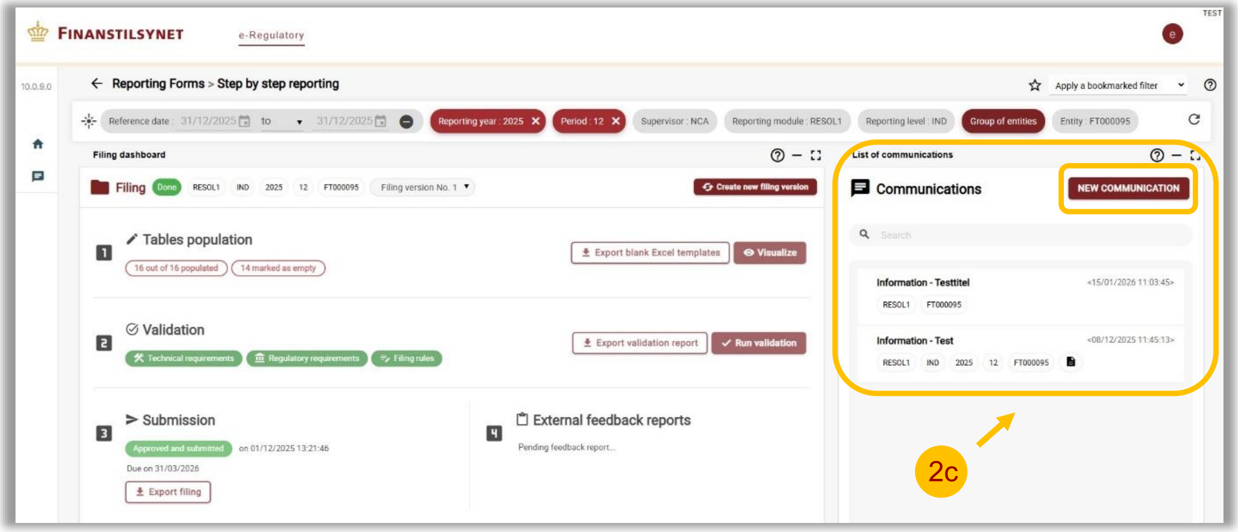
- are required to send but have not yet submitted, or
- have previously submitted via e-Reg



(2c) When you are on the submission you have selected, there will be a window on the right side of the screen related to communication.

Previous correspondence regarding this specific submission will be located at the bottom of the window.

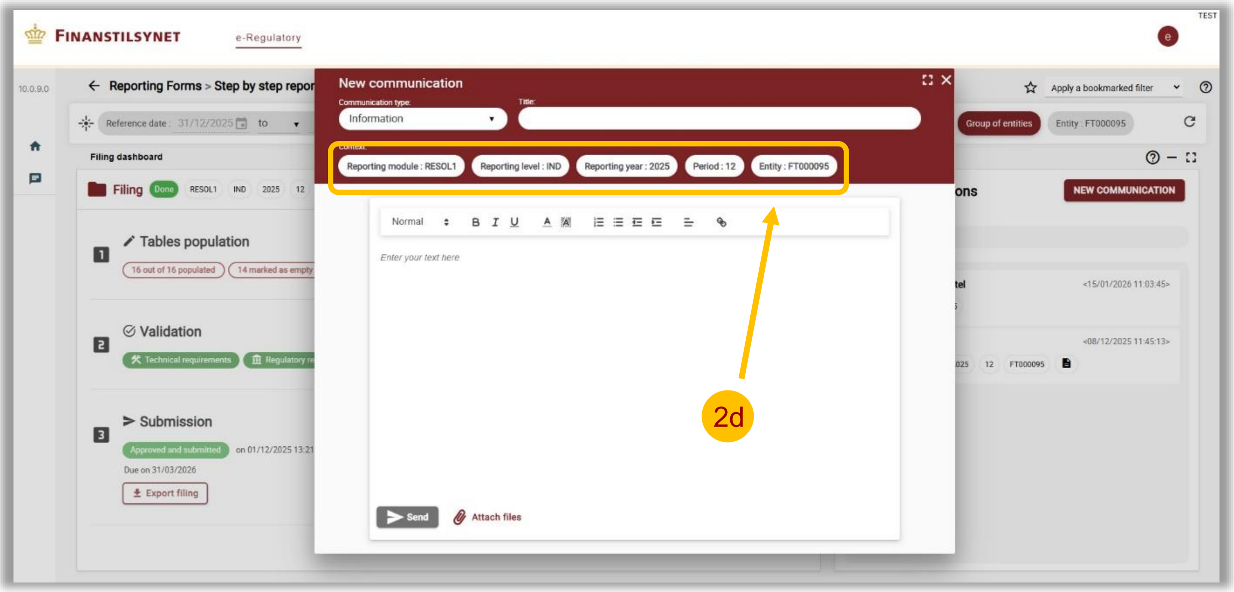
You start a new correspondence regarding this specific submission by clicking the “New communication” button at the top right.



(2d) When you start a new correspondence, you will be presented with the window below, where e-Reg has already pre-filled the parameters:

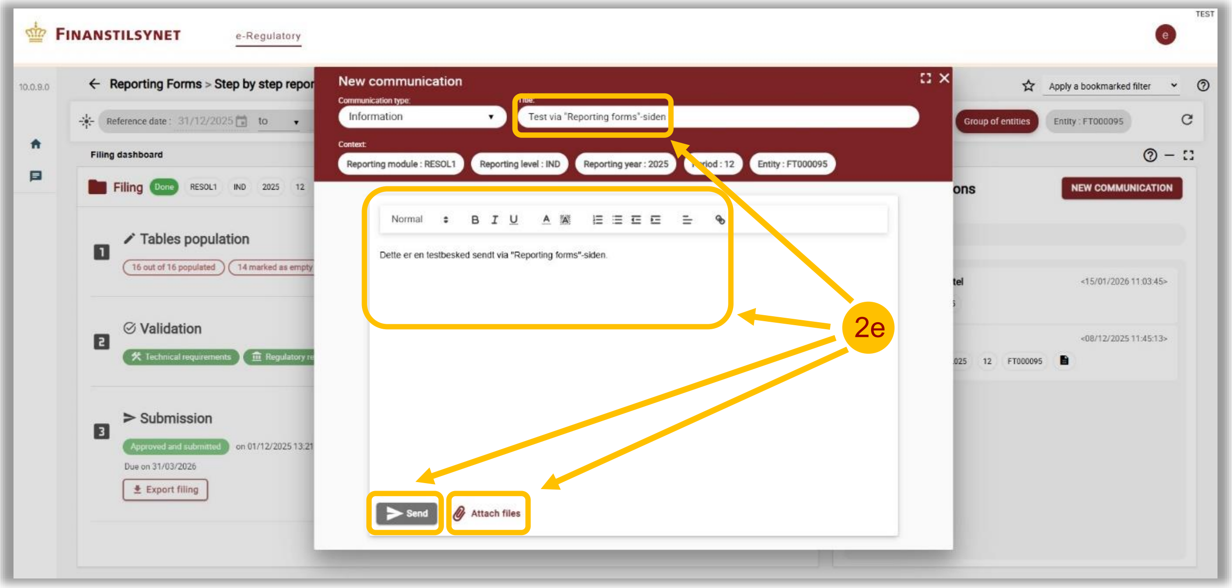
- Reporting module
- Reporting level
- Reporting year
- Period
- Entity

e-Reg has filled these in automatically because the correspondence is started from a specific submission, and therefore e-Reg knows these details from the submission.



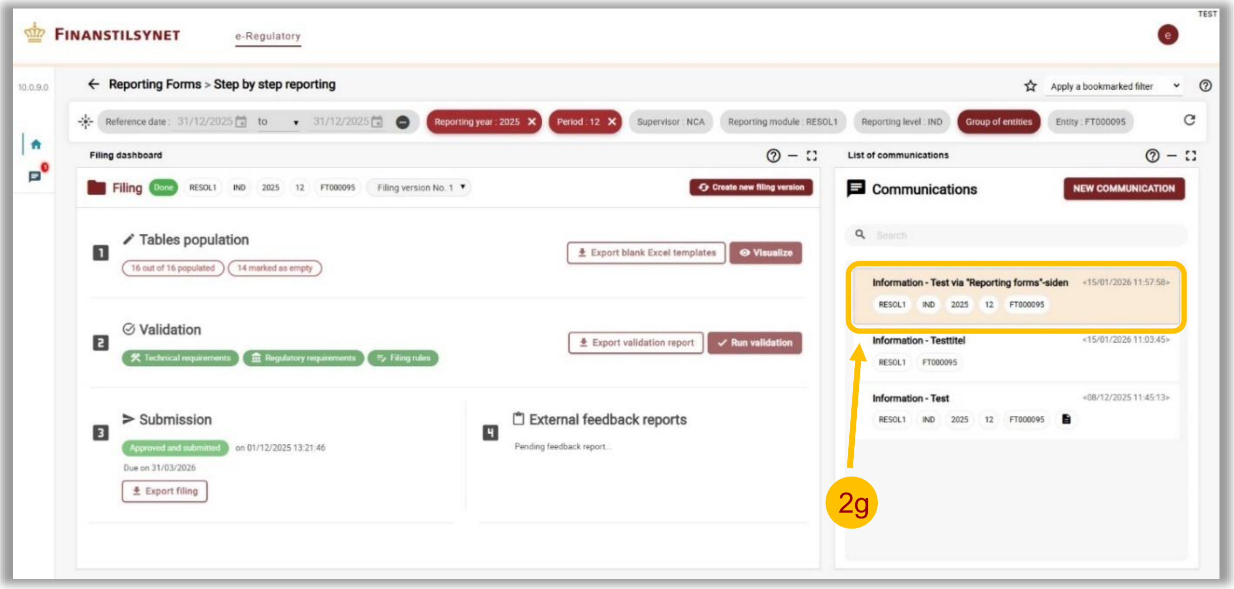
(2e) Therefore, you only need to:

- Fill in the subject field ("Title")
- Fill in the text field
- Attach any files
- Click "Send"



(2f) When you receive a reply to the correspondence, it will work in the same way as described in sections 1k, 1l, and 1m of this document.

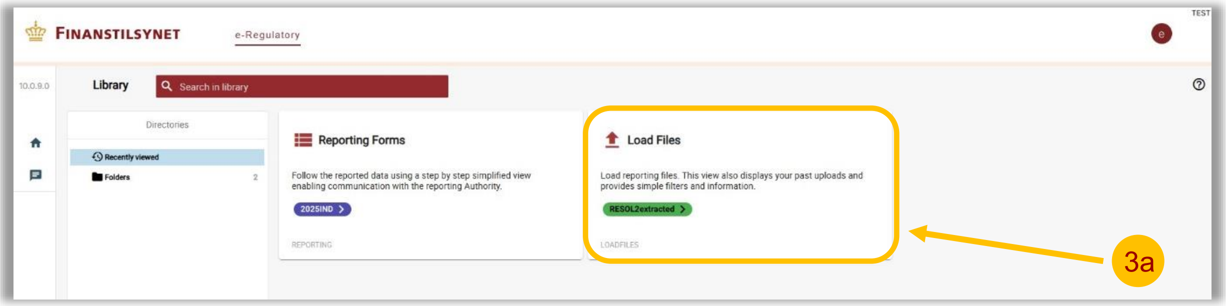
(2g) You can also choose to click directly into the submission and reply to the correspondence from there. The replies to the correspondence will also appear there (as shown below) when you receive a response from the Danish Financial Supervisory Authority.



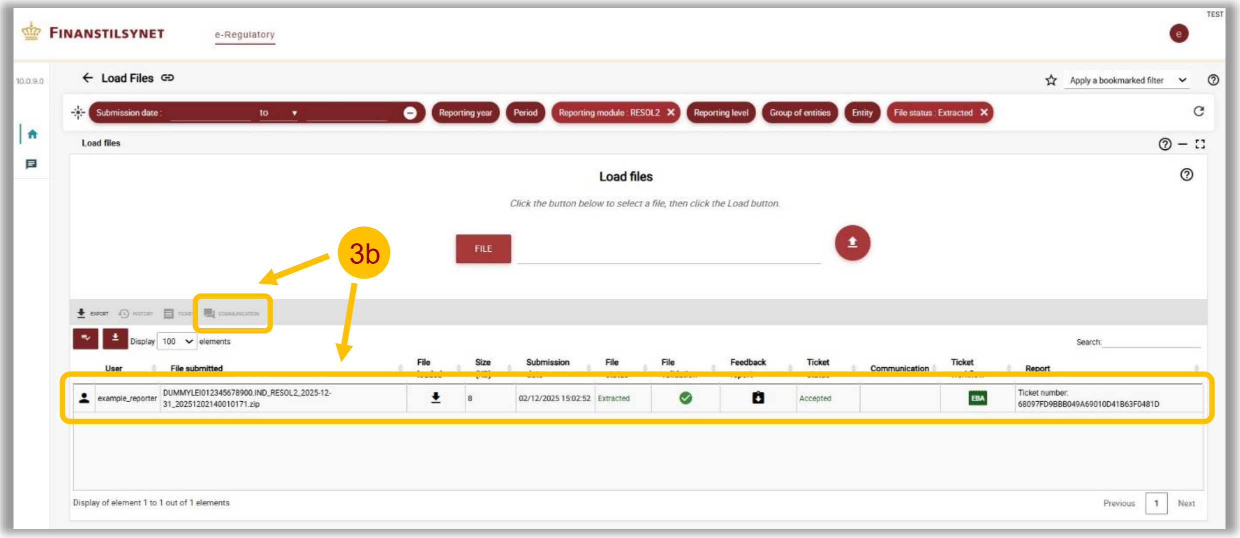
(3) Communication via the “Load files” page

A third option for communication in e-Reg is available on the “Load files” page. This method also makes it possible to open correspondence regarding very specific submissions.

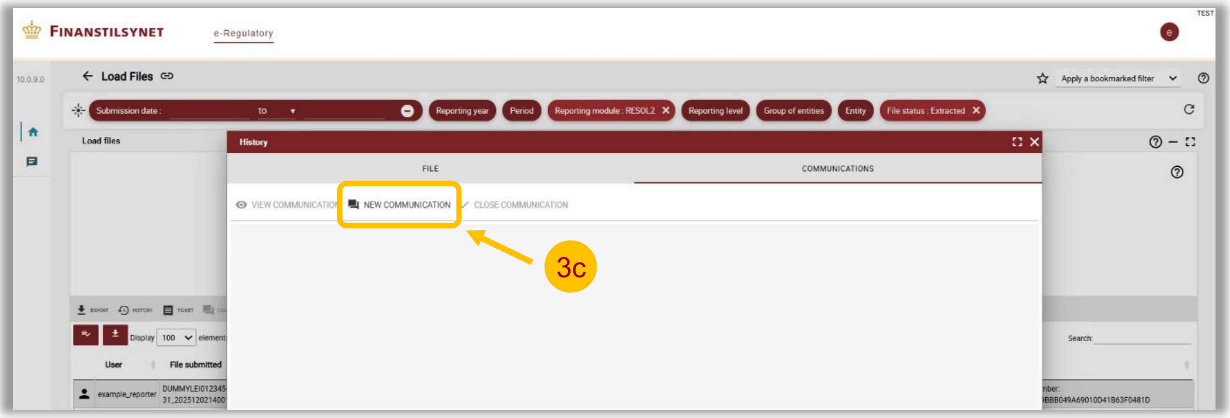
(3a) To begin, you enter the “Load files” page:



(3b) When you are on the “Load files” page, you start a correspondence regarding a specific submission that you have already submitted by selecting the submission in the list at the bottom of the page and then clicking the “Communication” button.



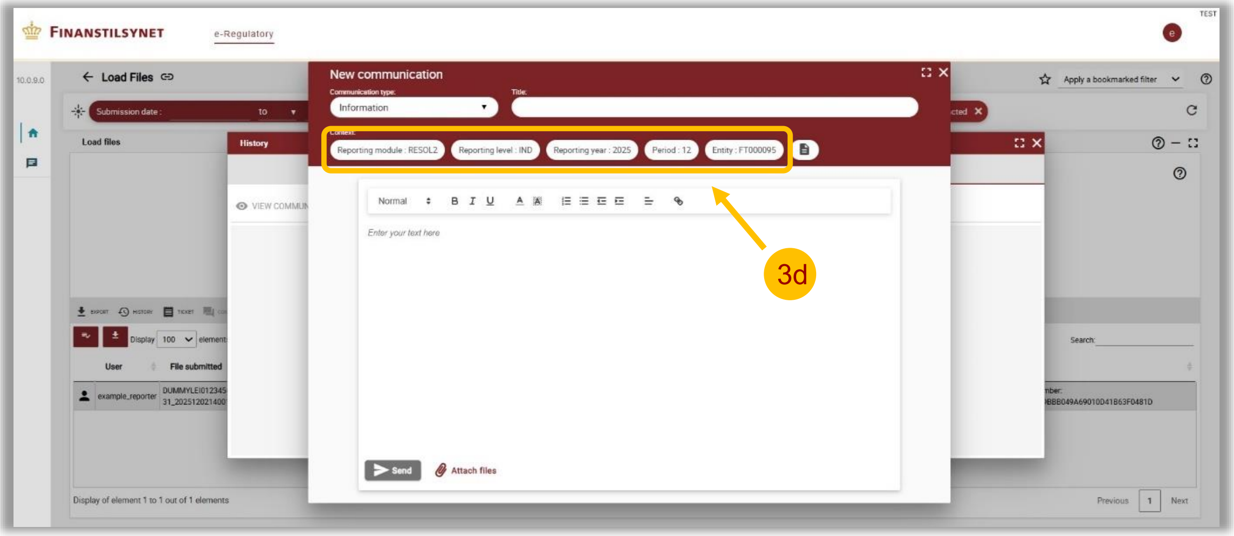
(3c) Afterwards, you will be presented with the window below, where you click “New Communication.”



(3d) Then you will see the window below, where e-Reg has already pre-filled the parameters:

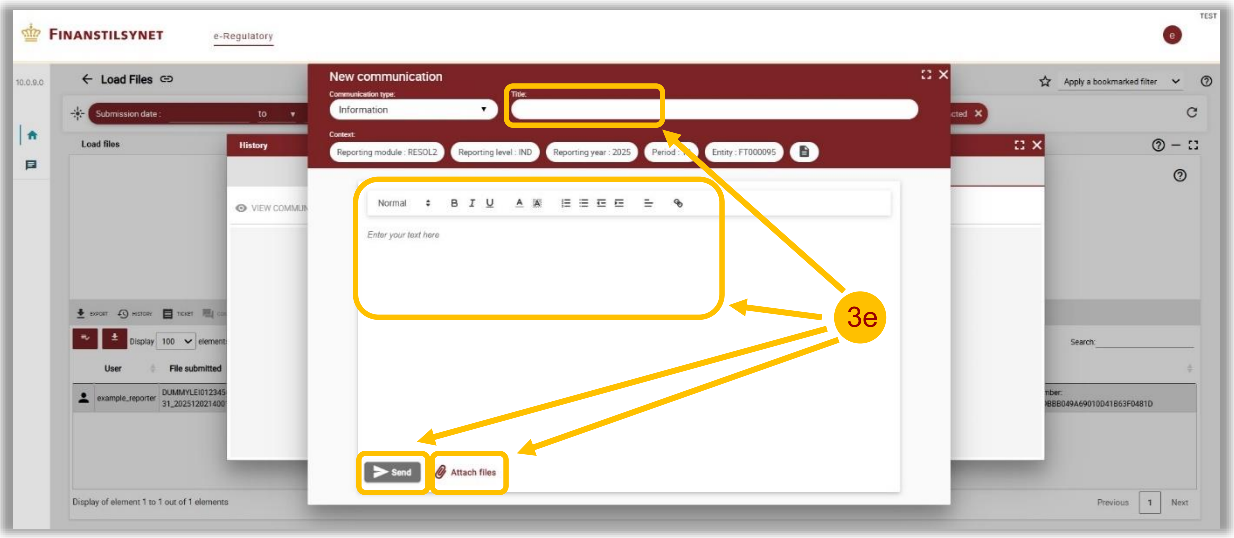
- Reporting module
- Reporting level
- Reporting year
- Period
- Entity

e-Reg has filled these in automatically because the correspondence is started from a specific submission, and therefore e-Reg knows these details from the submission.



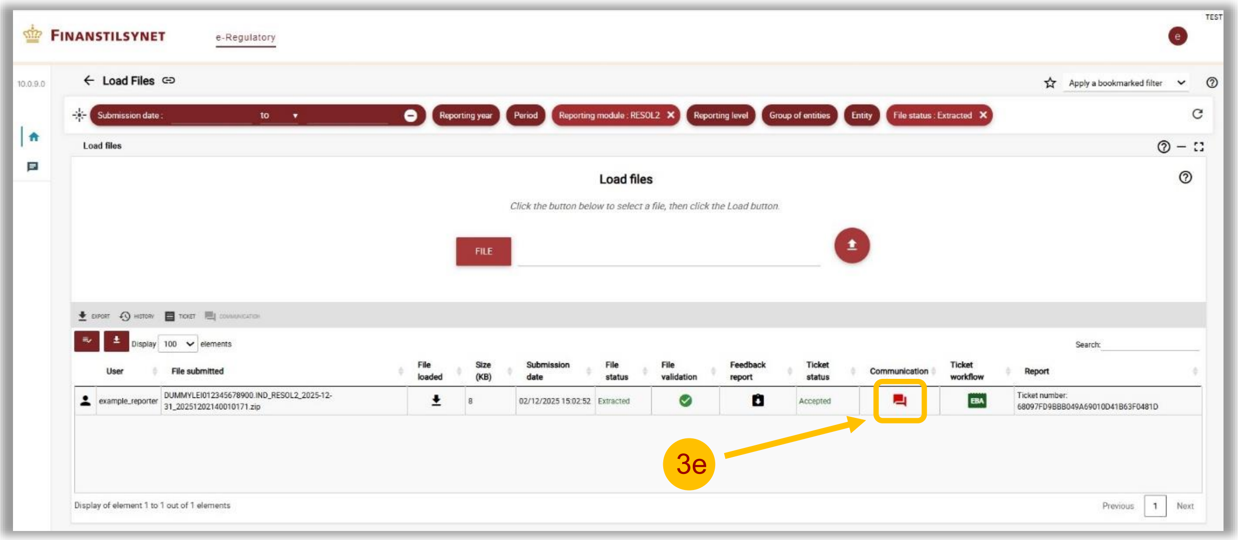
(3e) Therefore, you only need to:

- Fill in the subject field ("Title")
- Fill in the text field
- Attach any files
- Click "Send"



(3f) On the main page of the “Load files” page, a small speech bubble will now appear in the “Communication” column for the submission, indicating that there is an ongoing correspondence for that submission.

Here you can follow up when you receive a reply from the Danish Financial Supervisory Authority, or you can write additional messages in the same correspondence.



(3g) In addition, it will also be possible to keep track of replies to the correspondence by following the steps described in sections 1k, 1l, and 1m of this document.