

Capital Markets Authority (CMA)

Online Services Portal User's Manual

Version 0.2

Online Portal Support Contacts

Capital Markets Authority

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1. Introduction

The CMA Online Service Portal is a web-based service accessible via the Internet. The system can be accessed by typing the following link on your browser

http://41.215.36.50:901

The page below should load on your screen.



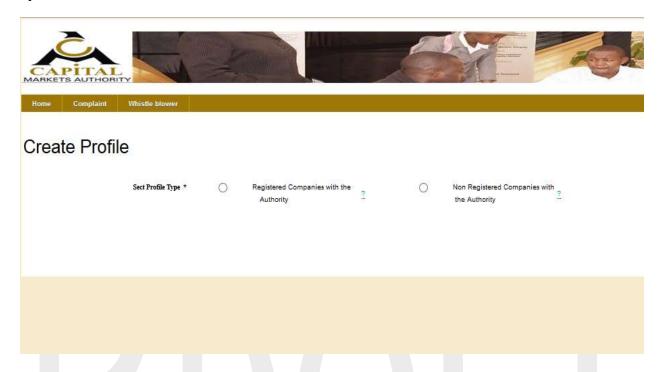
The homepage allows you to do the following functions

- Create a profile
- Log in to an existing profile

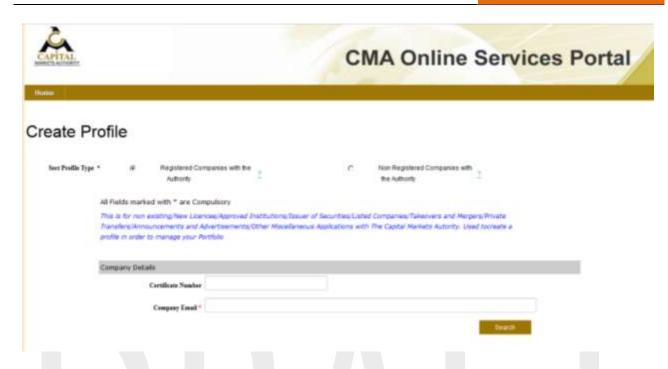
Creating a profile for Licensed or Registered Companies

This option of creating a profile is for companies who are already licensed or registered with the Capital Markets Authority.

To register a profile click on the "Register" link on the home page and the following page will be opened

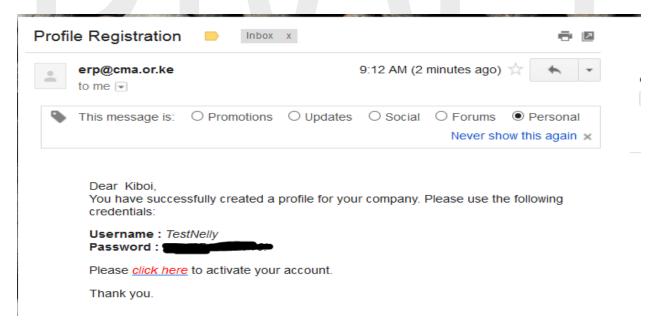


Choose the **Registered Companies with the Authority** button. The following page will be displayed:



Fill in the Certificate of Incorporation Number of your company (e.g. C.34567) and the official email address for the company and the click search button. If the company details are found in the database, the company name should be displayed. Additionally, a form to key in the details of the person appointed as an administrator will be displayed.

Please key in and save the administrator details. An activation link will be sent to the Administrator email provided.

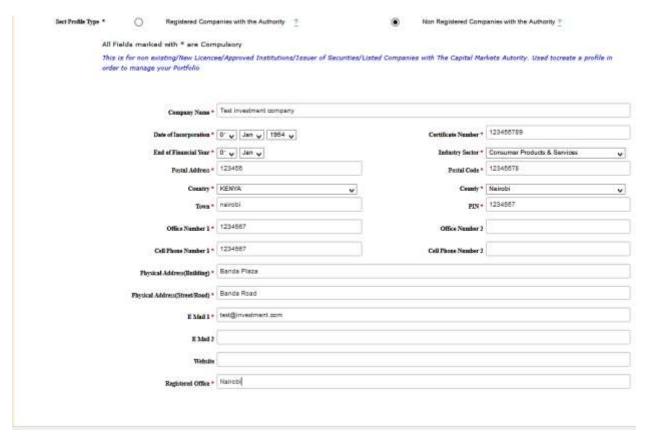


NB: Please note that the user that first creates the profile of your company automatically becomes the administrator. He will be responsible for the creation of other users' profiles and assigning rights to them. Administrative rights for your profile will be handled in accordance to your company policies.

II. Creating a profile for a Non Licensed or Non Registered Companies

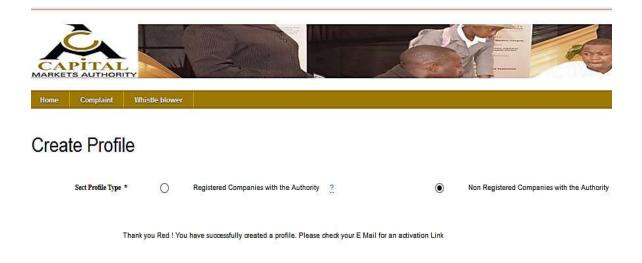
This option of creating a profile is for companies who **have not yet been** licensed or registered with the Capital Markets Authority i.e. first time applicants.

Choose the **Non Registered Companies with the Authority** button. The following page will be displayed:

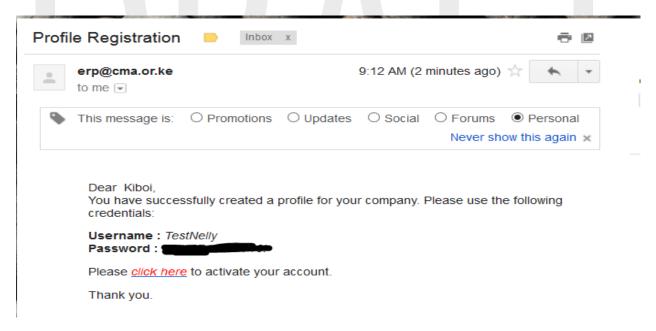


Key in the required details and then click the Save button

The following message will be displayed



For both, Registered Companies with the CMA and non -Registered companies with the CMA, an activation email will be sent to the profile creators' inbox with the activation link to enable one to start using the profile on the portal.



Click on the **Click Here** link and use the password with the user name provided,

III. Logging into the Portal

The CMA Online Service Portal is a web-based service accessible via the Internet. The system can be accessed by typing the following link on your browser

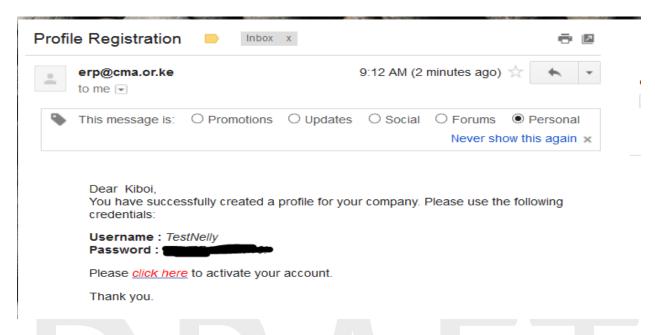
http://41.215.36.50:901

The page below should load on your screen.

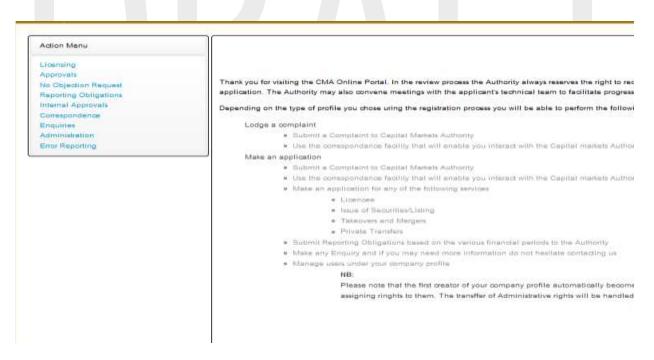


Log in with your credentials (**Username** and **Password** sent to you via the activation email) as shown below.

Please note that the password is sent to the Administrator email address provided during profile registration.



The following page will be displayed



On your left is the **Menu** which has the following functions

- Licensing
- **Approvals**
- **Reporting Obligations**
- **Internal Approvals**
- **Enquiries**

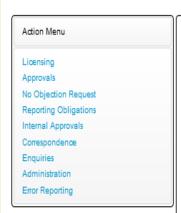
- Correspondence
- **Administration**

2. System Administration

This module is used to manage and administer the company's profile, users and workflows. It is only accessible to users with administrative rights.

It has the following function;

- User Management
- Workflow Management
- Profile setup
- Audit Trail



Thank you for visiting the CMA Online Portal. In the review process the Authority always reserves the right to request for any add application. The Authority may also convene meetings with the applicant's technical team to facilitate progression of the applic

Depending on the type of profile you chose uring the registration process you will be able to perform the following tasks:

Lodge a complaint

- Submit a Complaint to Capital Markets Authority
- Use the correspondance facility that will enable you interact with the Capital markets Authority staff handling

Make an application

- Submit a Complaint to Capital Markets Authority
- Use the correspondance facility that will enable you interact with the Capital markets Authority staff handling
- Make an application for any of the following services
 - Licencee
 - Issue of Securities/Listing
 - Takeovers and Mergers
 - Private Transfers
- Submit Reporting Obligations based on the various financial periods to the Authority
- Make any Enquiry and if you may need more information do not hesitate contacting us
- Manage users under your company profile

NB:

Please note that the first creator of your company profile automatically becomes the administra assigning ringhts to them. The transffer of Administrative rights will be handled in accordance to

I. User Management

This is where user accounts for company officials other than the Administrator (Initial account holder) are created .These accounts are created so that all company staff who need to interact with the system are able to do so.

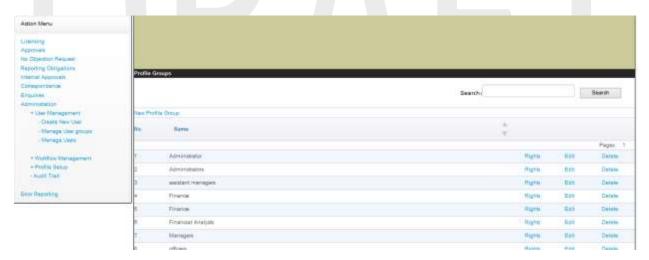
This module has the following functions under it

- Create New User
- Manage User Groups
- Manage User

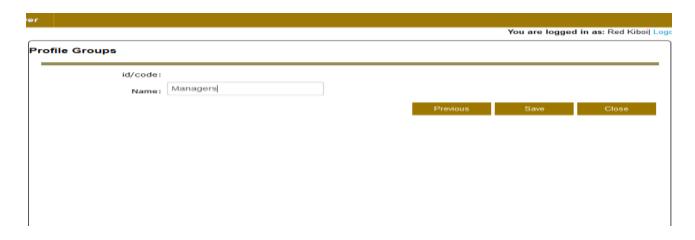
a. Manage User Groups

User groups are used manage which groups of users can perform what functions. Once user groups are created, rights can be assigned. They provide an easier way to manage user rights as opposed to managing the rights of every user individually. Examples of groups include, Finance Officers, Legal Officers, Finance Manager etc. A company can create as many groups are as necessary

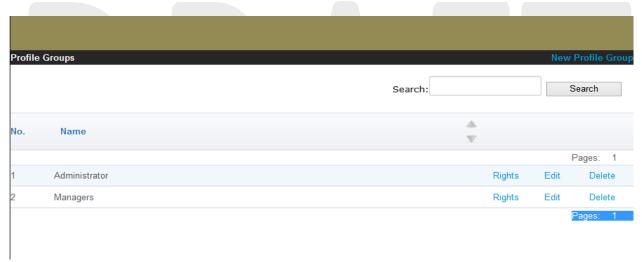
The administrator group is created automatically and cannot be deleted.



To add new user groups click on the link New Profile Group



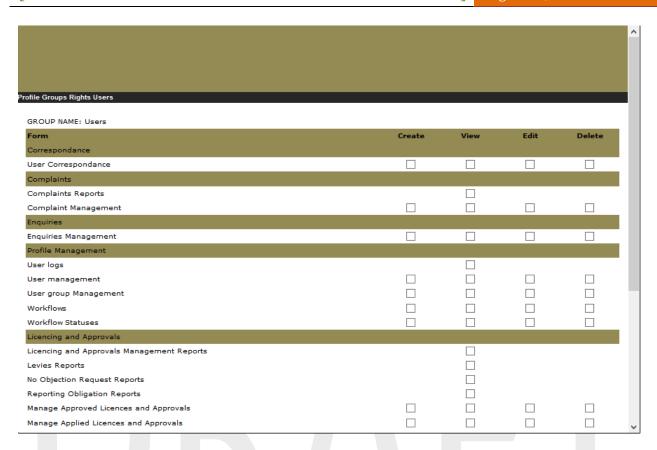
Click the **Save** button to save the user group



To edit the rights of a given group or to assign new rights click on the **Rights** link

To delete a user group click on the **Delete** button

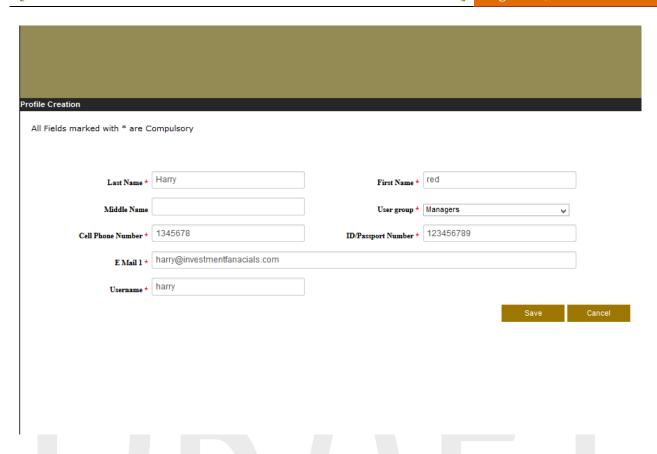
Assignment of Rights to a User Group



Click on the check box to mark it according to the rights you want to assign a particular user group this depends on the individual company policies there after click the **Save** button.

b. Creating a New User

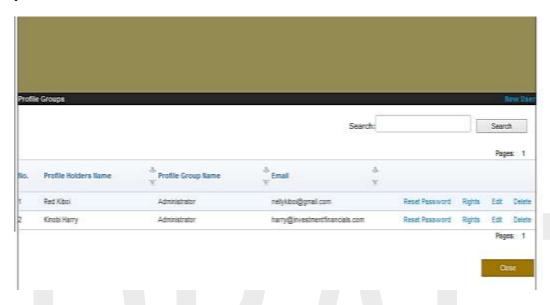
To create new users click on the Create New User link under the User Management, Fill in all



The required fields then click the **Save** button. A confirmation email will be sent to the new user. The user has to click on the activation link received to activate the account.

c. Manage users

This allows user to delete, edit and assign rights to users the administrator can also reset passwords from here



II. Workflow Management

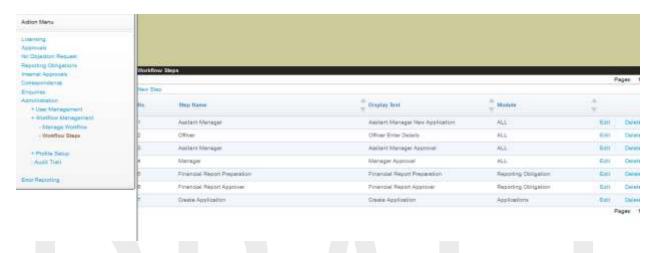
This module is informed by the fact that several staff within a company are involved in preparation of submissions to CMA. If one individual in the company is authorized to process an application from start to finish and submit to the CMA, then Workflows are optional. And that there is often the need to subject submissions to an approval process before they are submitted to the CMA.

Workflow management is divided into two parts:

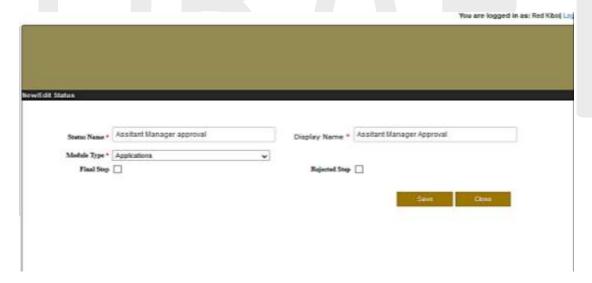
- Workflow Step where you define the various stages an item goes through within a company before it is submitted to the CMA. For example for a financial return submission, the steps could be Accountant, Finance Manager, CEO
- Manage workflow This section is used to sequence the workflow steps

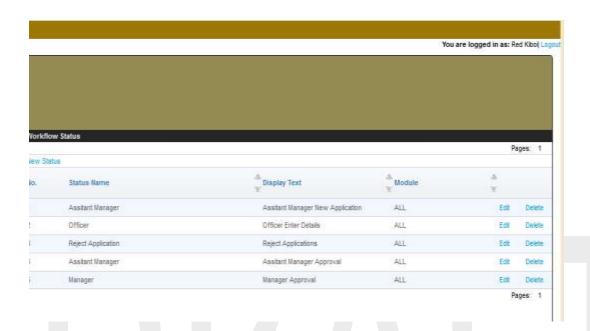
a. Workflow steps

To create a new workflow status click on the New Step link,



Fill in the required fields to create a new step and click the **Save** button. The **final step** is selected if it is final step then submission; the **reject step** allows the status to be moved to the previous step, the **module type** refers to which module the status should be used.

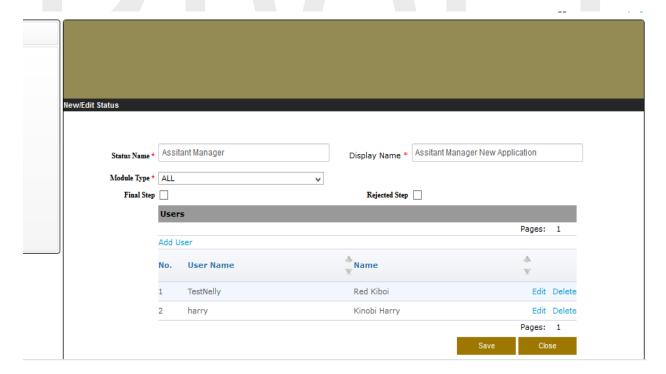




A workflow step must be associated with a user who currently performs that function.

To assign user to a given workflow click on the edit button and add the users

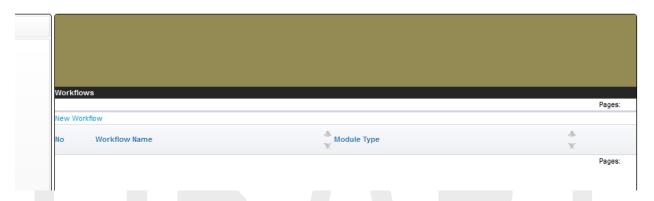
To add users click on Add User button



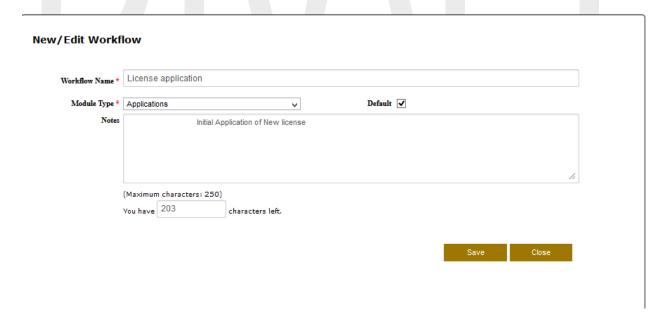
b. Manage Workflow

This section allows users to create new workflows and manage existing workflows. One can create one workflow for all submissions made to the CMA or one each for each type of submission. For example one can create a Licensing and a Financial Returns workflow. A workflow must first be given a name to identify it.

To create a new workflow click on the **New Workflow** link

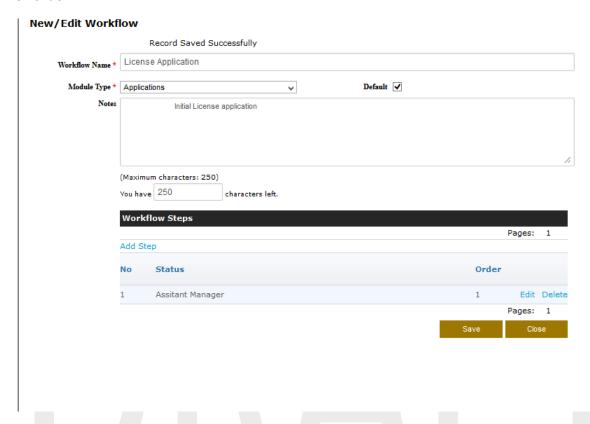


Fill in all the required fields, click Default if it is the default workflow of the module, then click the **Save** button

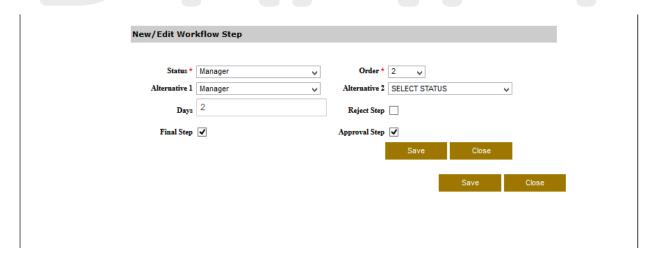


Thereafter you would be prompted to enter the workflow steps click on the **Add Step** to create add a new step in the sequence/order in which they occur. For example if a license application is

supposed to be filled by a licensing officer, then the step "Licensing Officer" should be the first step or Order 1.



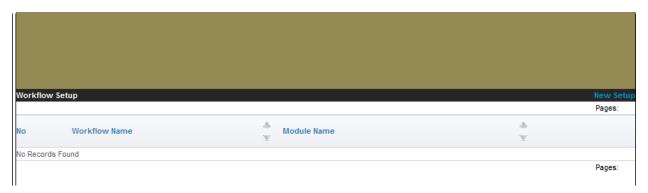
When adding a new step the following page will be displayed add all the required fields and save



Save and close the workflow.

III. Profile setup

This is used to set up a profile and enforce a workflow



To create a new setup click on the **New Setup** link and save to enforce the workflow



Enforcing the workflow will mean that the selected module will use the selected workflow and before submitting any applications to CMA it must go through the given workflow.

If a workflow is not enforced for a particular module, then the user who creates a submission has rights to submit it directly to the CMA.



3. Correspondence

The correspondence module is used for communication between CMA and licensee or approved institution. It keeps track of all correspondence relating to a particular application. All communication relating to an application should be made through the system. Users will be alerted through their email addresses whenever there is a message in the Inbox.

It has the following modules

- View Messages
- Compose Message

I. View Messages

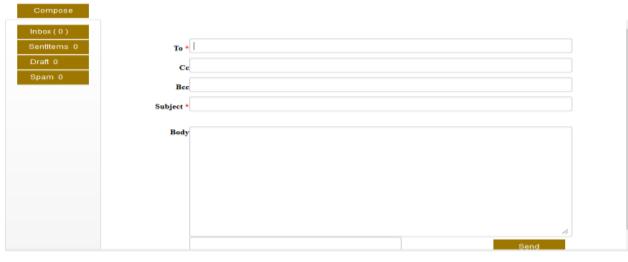
The licensee or approved institution views any mail from CMA or from other users using the system by using this module



II. Compose Message

To compose a new message click on compose message link under correspondence then click **Compose** button and then **Send button** to send the message

NB: The composed message is used internally within the system to communicate with other users or CMA employees but does not send mail to an external email account e.g. Gmail, yahoo or a given company's mail.



4. Licensing

This module is used to make applications for new and renewal of all licenses to carry out an activity regulated under the Capital Markets Act. These include stockbroker, dealer, investment adviser, fund manager, investment bank, derivatives dealer, central depository, authorized securities dealer and authorized depository licenses.

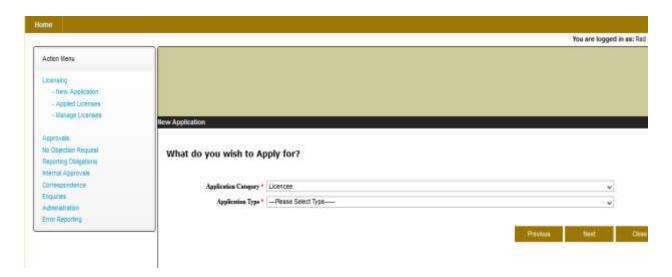
It has the following modules:

- New application
- Applied Licensees
- Manage Licensees



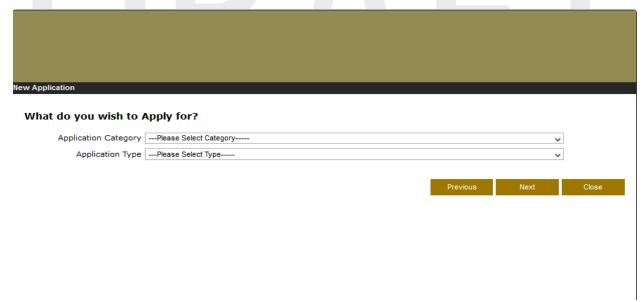
I. New application

This is where new applications for licensees are made from; click on the New Application link the page below will be displayed,

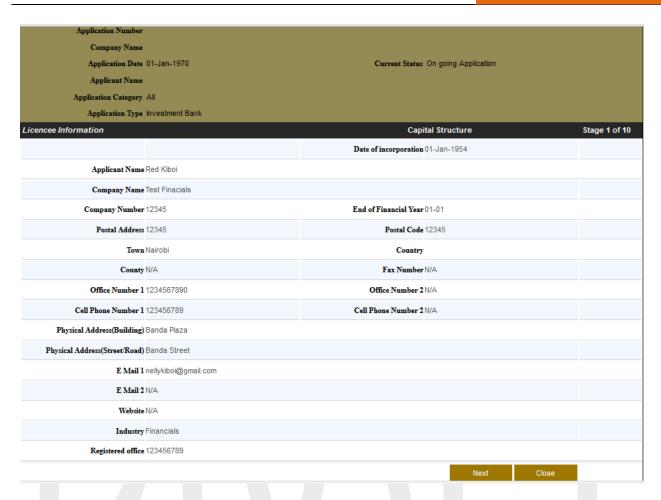


Click on the **Apply** button and choose the **Application Category** and **Application Type** from the drop down menu, then click the **Next** button

NB; depending on the application type the process will be different for the selected category and application type applying for, the example used is for guidance and not all steps found in this example are found in all the applications procedures



Thereafter confirm all the details are okay and correct then click the **Next** button



Confirm that the capital structure details are all correct ,if a user needs to edit them click on the **Edit Shares** button to edit the shares



Previous Next Close

Save the new Capital structure information and click save then click next

Details of Capital Structure



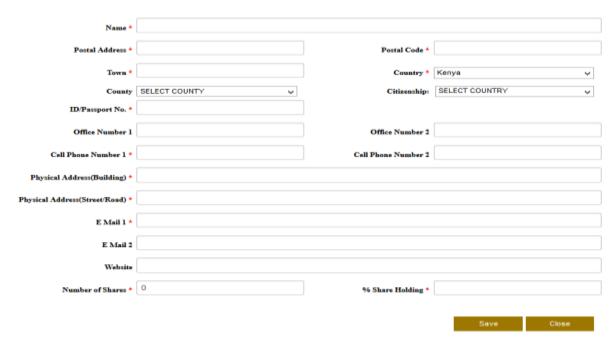
Enter the new shareholders details





View existing shareholders or add new shareholders by clicking the **New Shareholders** button fill in all the required fields click save and then click next

New/Edit ShareHolders Details

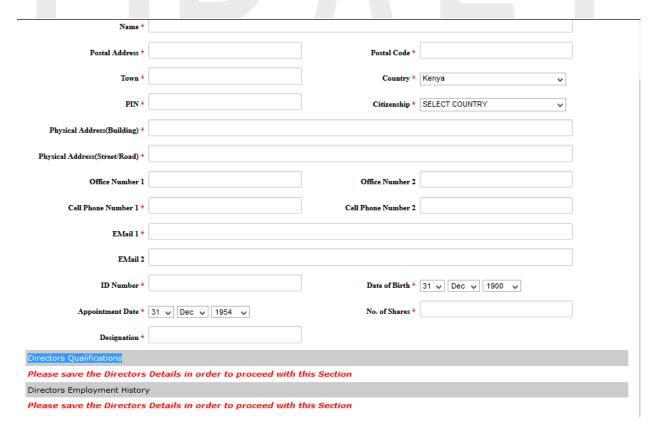


View the directors or add new directors

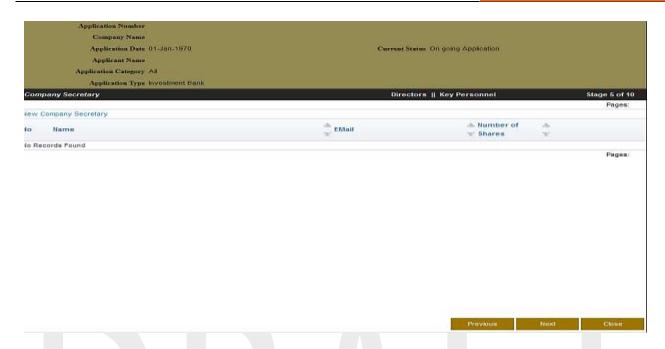




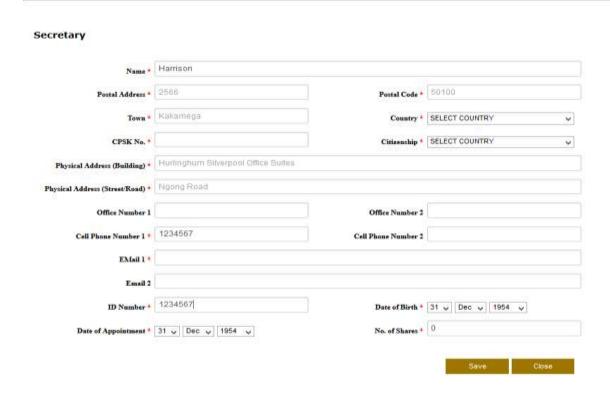
Click on **New Directors** to add new directors fill in all the required details then click Save and then Next



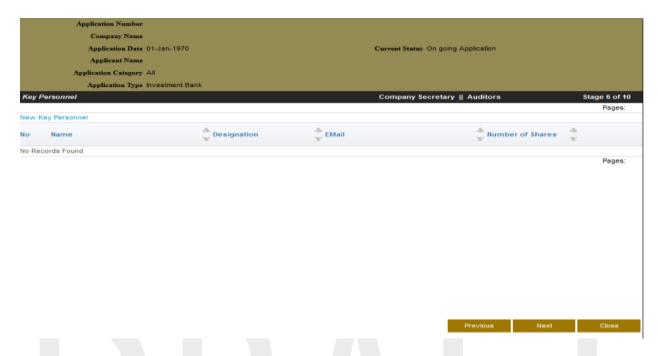
View the Company secretary or a New company Secretary



Click on **New Company Secretary** to add a new Company secretary fill in all the required details then click Save and then Next

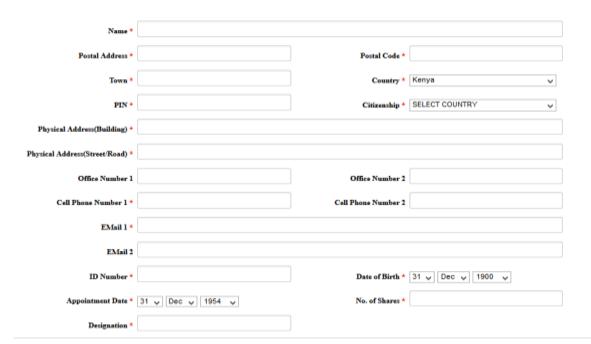


View the Key Personnel or add anew Key personnel

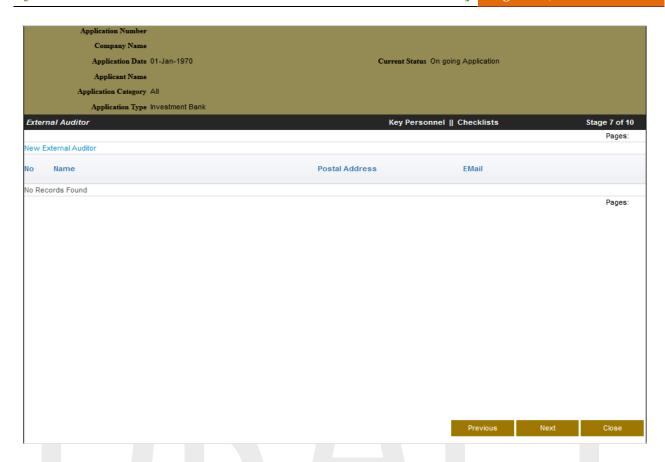


Click on **Key Personnel** to add a new Key Personnel fill in all the required details then click Save and then Next

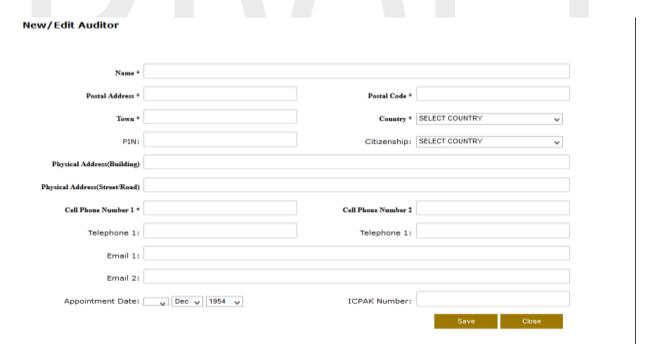
New/Edit Key Personnel



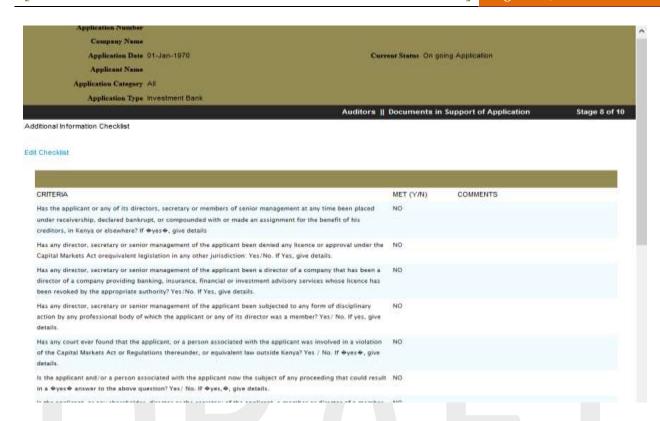
View the external Auditor or add an external auditor



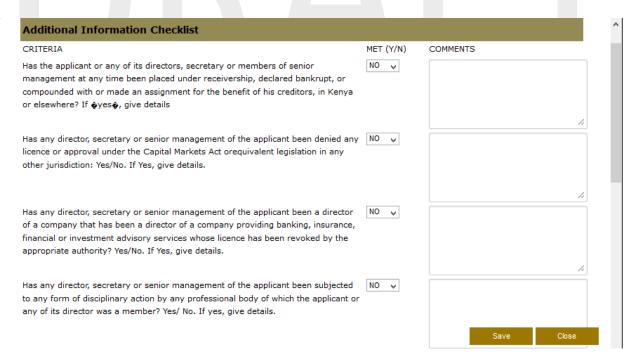
Click on **New External Auditor** to add a new external auditor fill in all the required details then click Save and then Next



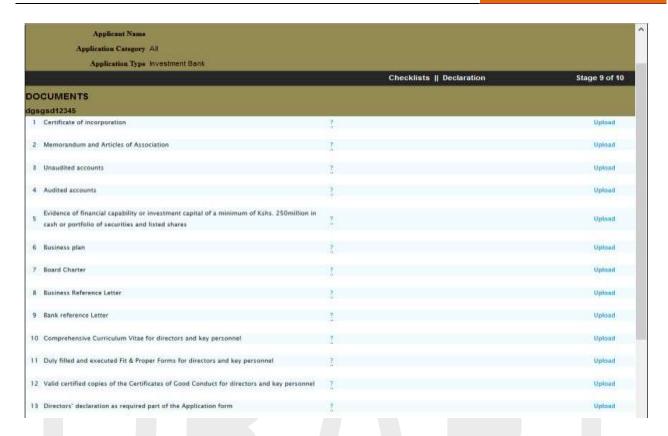
Check as required on the checklist provided



Click on the **Edit Checklist** link then click save after submitting all the required information then click save and Next



Upload all the required/supporting documents and then click next



If the workflow was not enforced then, Read the Declaration form and submit the form

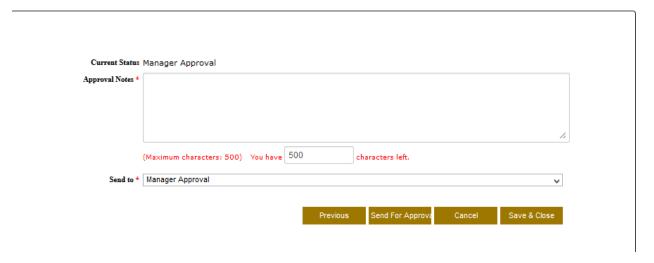


Stage 10 of 10

We hereby declare that the information given in the application is truthful, complete and accurate. We understand that any falsification, willful misrepresentation or omission of any material fact shall result in this application being withdrawn.



If a the workflow was enforced under **Profile Setup** the following step will be displayed before the declaration page

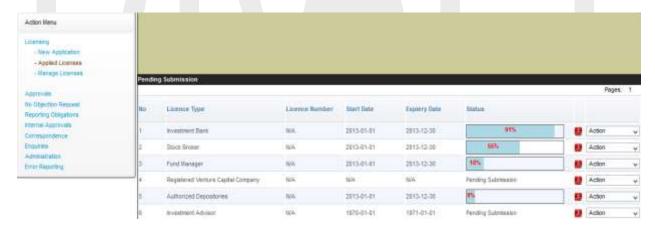


Click on the **Send to** drop down menu to send it to the approver. The approver will get a notification both in his/her email address and under the correspondence module telling him/her to go and approve a request before submission.

Leave an approval note for the approver to view notes concerning the license application

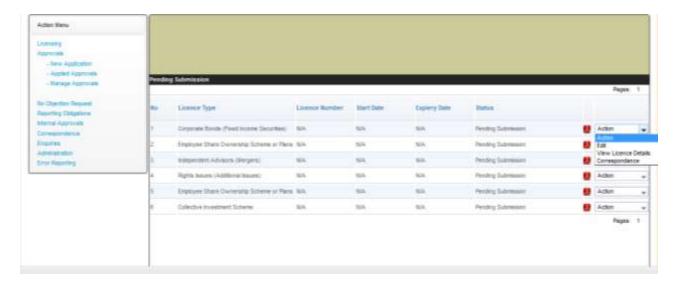
II. Applied Licenses

This allows users to be able to view there applied licenses



Under status one is able to view the progress of the application applied for

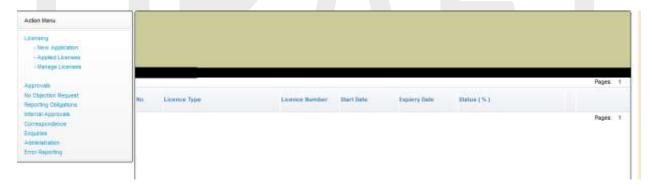
Click on the Action button, and select an option from the drop down



One can Edit, View License Details or Correspondence

III. Manage Licenses

This is where approved licenses are managed from.



5. Approvals

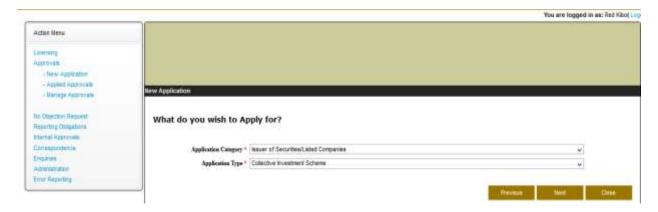
This is where new Approval applications are made and managed. It has the following modules:

- New application
- Applied Approvals
- Manage Approvals



I. New application

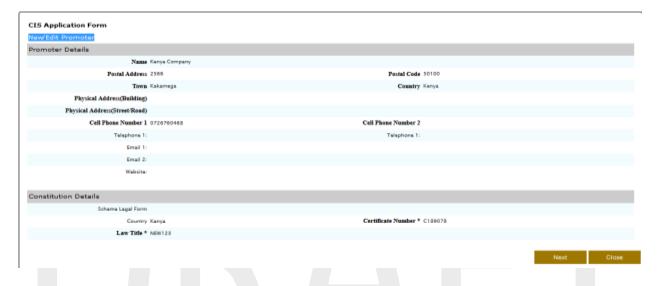
This is where new applications for licensees are made from; click on the New Application link the page below will be displayed,



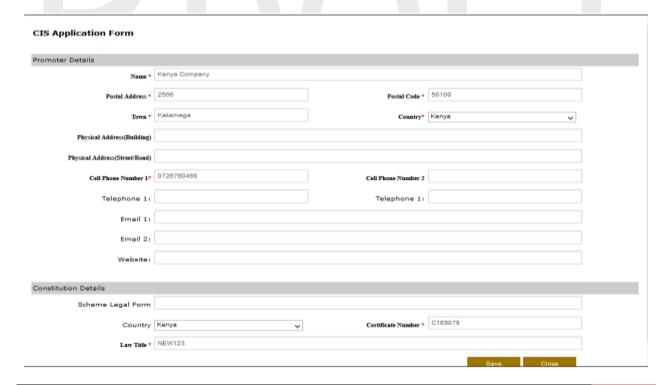
Click on the **Apply** button and choose the **Application Category** and **Application Type** from the drop down menu, then click the **Next** button

NB; depending on the application type the process will be different for the selected category and application type applying for, the example used is for guidance and not all steps found in this example are found in all the applications procedures

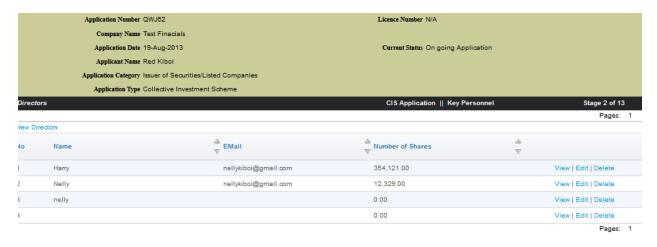
Thereafter confirm all the details are okay and correct then click the Next button



Click on the New/Edit Promoter to edit or fill in the field required and click save



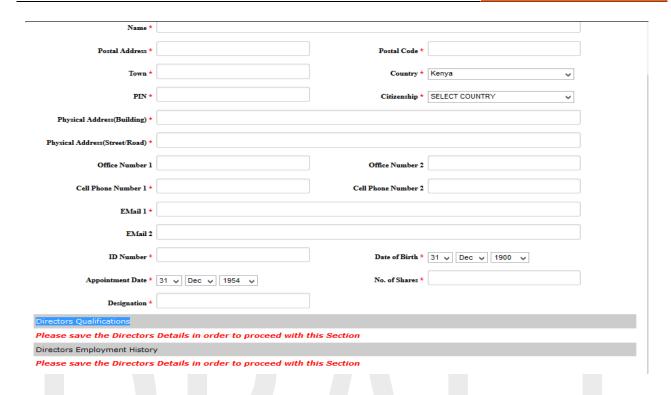
Click Next



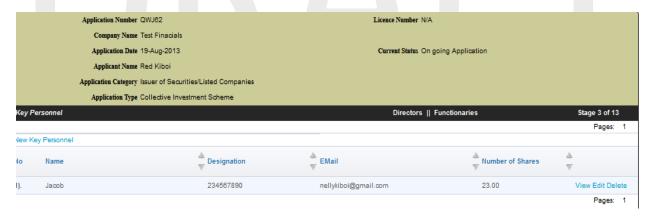


Confirm that all the details have been taken into account and click next, you can click on **edit, view or Delete.**

Click on **New Directors** to add new directors fill in all the required details then click Save and then Next

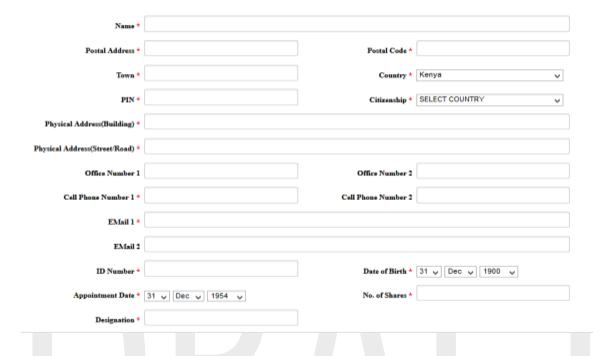


View the Key Personnel or add a new Key personnel



Click on **Key Personnel** to add a new Key Personnel fill in all the required details then click Save and then Next

New/Edit Key Personnel



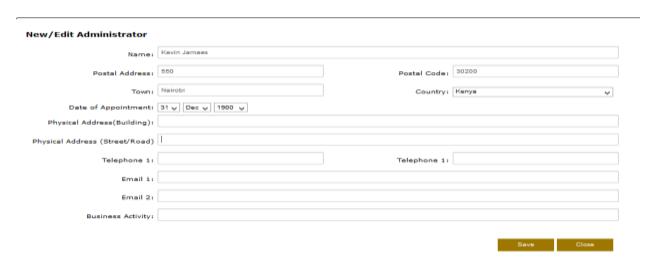
View the fund Manager or add a Fund Manager



Click on **New Fund Manager** to add a new Fund Manager fill in all the required details then click Save and then Next

New/Edit Fund Manager				
Name:	Moses Kiprop			
Postal Address:	550	Postal Code:	30200	
Town:	Nairobi	Country:	Kenya	~
Date of Appointment:	31 y Dec y 1970 y			
Physical Address(Building):				
Physical Address (Street/Road)				
Telephone 1:		Telephone 1:		
Email 1:				
Email 2:				
Business Activity:				
View the Administrate	or or add a new Administr	ator	Save Clo	ose
Application Number QW	VJ62	Licence Number N/A		
Company Name Tes	st Finacials			
Application Date 19-		Current Status On g	oing Application	
Applicant Name Rec	d Kiboi uer of Securities/Listed Companies			
	Hective Investment Scheme			
		Functionaries	Functionaries	Stage 5 of 13
Administrator Details				
New Administrator				
No. Name	Postal Address	EMail I	Number of Shares	
	No	Records Found	Previous Next	Close

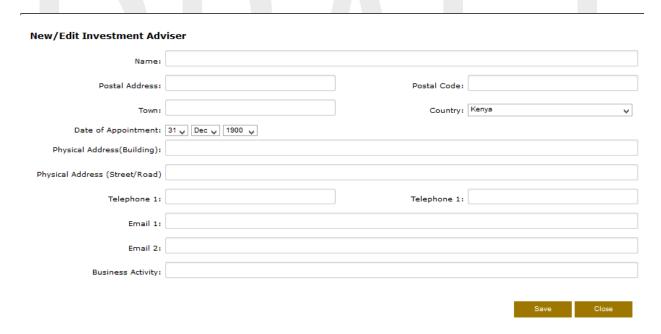
Click on **New Administrator** to add a new Administrator fill in all the required details then click Save and then Next



View the Investment Adviser Details or add a new Investment Adviser



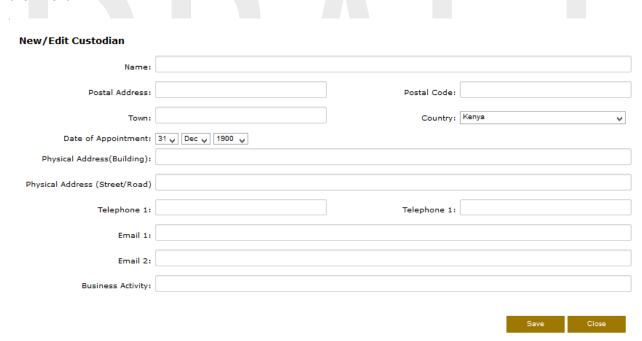
Click on **Investment Adviser Details** to add a new Investment Adviser fill in all the required details then click Save and then Next



View the Custodial or add a new custodial



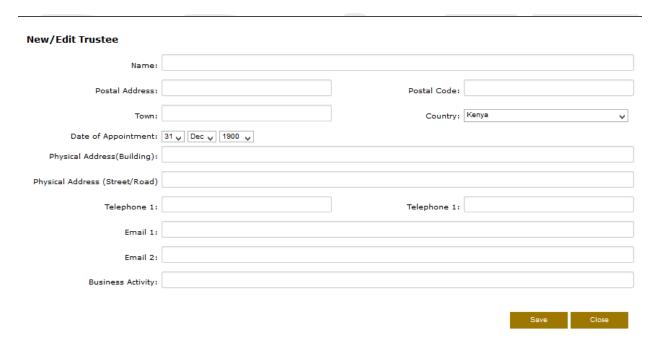
Click on **New Custodial** to add a new Custodial fill in all the required details then click Save and then Next



View the Trustee or add a new Trustee



Click on **New Trustee** to add a new Trustee fill in all the required details then click Save and then Next



In this Checklist provided by CMA click on the **Edit Checklist** link

RITERIA	MET (Y/N)	COMMENTS	
ior Registration: State if the collective investment scheme is now or has been registered, ensed, recognized or authorized under any law or regulations relating to mutual funds, llective investment schemes/funds or securities in any country or jurisdiction.	NO 😝		
			1
efusal or Disciplinary Measures: Has the collective investment scheme, any of its officers, anagers, administrators, investment advisers or custodians been the subject of 🏺	NO 🗸		
			/
) refusal of an application for registration, licence, recognition or authorization; or	NO 🗸		
			//
) suspension, cancellation or revocation of registration, licence, recognition or authorization any authority in any country or jurisdiction? YES/NO. Give details and reasons if yes	NO 🗸		

Select the correction option and leave a comment where necessary and click save and then next

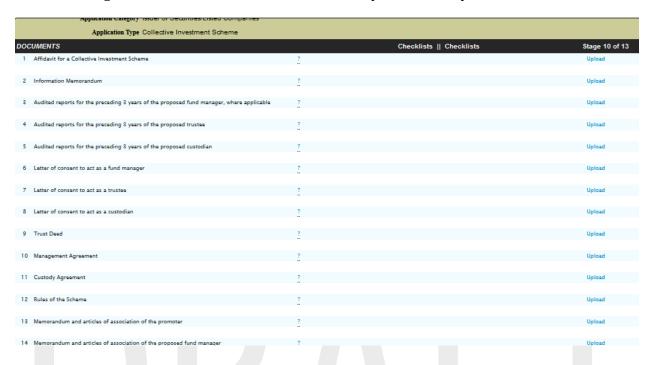


ADDITIONAL INFORMATION CHECKLIST

Edit Checklist

CRITERIA	MET (Y/N)	COMMENTS
Prior Registration: State if the collective investment scheme is now or has been registered, licensed, recognized or authorized under any law or regulations relating to mutual funds, collective investment schemes/funds or securities in any country or jurisdiction.	NO	
efusal or Disciplinary Measures: Has the collective investment scheme, any of its officers, managers, administrators, investment advisers r custodians been the subject of $oldsymbol{\Phi}$	NO	
refusal of an application for registration, licence, recognition or authorization; or	NO	
 b) suspension, cancellation or revocation of registration, licence, recognition or authorization by any authority in any country or urisdiction? YES/NO. Give details and reasons if yes 	NO	
Civil Proceedings: Has a judgment been rendered or any suit, action or proceedings pending against any officer of the collective investment scheme or of any of its functionaries listed in question (5) above, in civil proceedings in any court or tribunal in any country or jurisdiction which has been or is based in whole or in part on fraud, theft, deceit, misrepresentation or similar conduct? YES/NO Give details if yes.	NO	
ffences: Has any key officer of the collective investment scheme or any of its functionaries listed in question (5) above been or is being sarged, indicted or convicted in any country or jurisdiction for any offence in any criminal or civil proceedings relating to fraud or theft ising out of dealing in mutual funds, collective investment schemes/funds or securities?	NO	
Pankruptcy: Has any key officer or the collective investment scheme or of any of its functionaries listed in question 5 above been 💠	NO	
a) declared bankrupt or been party to bankruptcy or insolvency proceedings?	NO	
and the second s	NO	

In the next stage attach all the files needed click on the Upload link to upload the files



Then click next on the Trust Deed Disclosure Checklist click on Edit Checklist

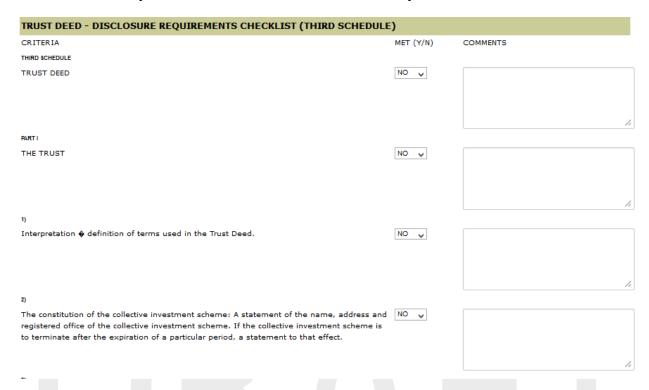


TRUST DEED - DISCLOSURE REQUIREMENTS CHECKLIST (THIRD SCHEDULE)

Edit Checklist

CRITERIA	MET (Y/N)	COMMENTS
THIRD SCHEDULE		
TRUST DEED	NO	
PARTI		
THE TRUST	NO	
1)		
Interpretation 💠 definition of terms used in the Trust Deed.	NO	_
2)		

Select the correct option and leave a comment where necessary click save and then the next button



If the workflow was not enforced then, Read the Declaration form and submit the form

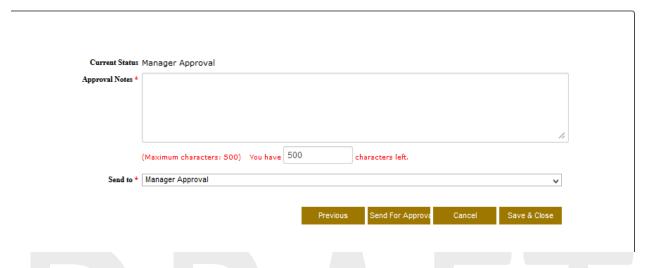


Stage 10 of 10

We hereby declare that the information given in the application is truthful, complete and accurate. We understand that any falsification, willful misrepresentation or omission of any material fact shall result in this application being withdrawn.



If a the workflow was enforced under **Profile Setup** the following step will be displayed before the declaration page

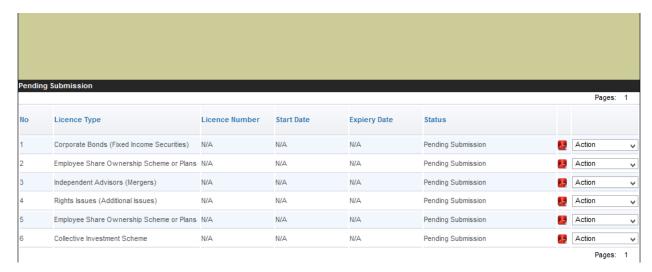


Click on the **Send to** drop down menu to send it to the approver. The approver will get a notification both in his/her email address and under the correspondence module telling him/her to go and approve a request before submission.

Leave an approval note for the approver to view notes concerning the Approval application

II. Applied Approvals

This allows users to be able to view there applied approvals.



Under status one is able to view the progress of the application applied for

Click on the Action button, and select an option from the drop down



One can Edit, View License Details or Correspondence

III. Manage Approvals

This is where approved approvals are managed from



6. No Objection Request

This is where licensees and approved institutions make a no objection request

It has the following functions

- New Application
- Pending Submission
- Submitted
- Approved

I. New Application

To make a new objection request click on the link New Application



Click on the objection type and save and then click next, depending on the type of objection request chosen the user will be displayed with a page to change the information earlier added

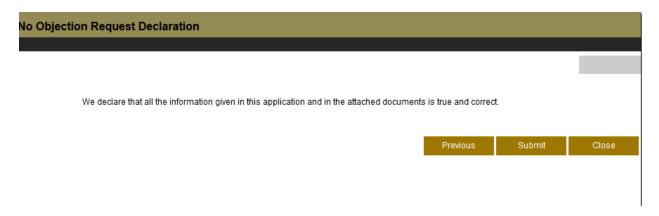
For example selecting the objection type of **Change in Location/Business Premises** the following page will be displayed



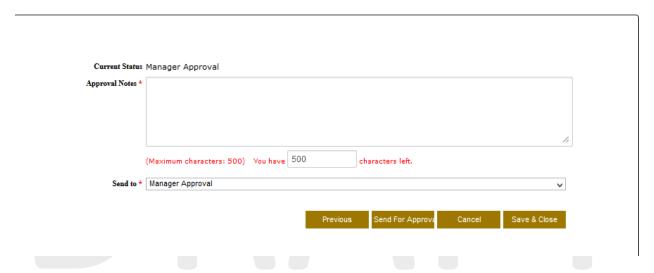
To address click on the **New/Edit Location/business Premises** link to edit or add the new address. Fill in all the required fields click save then fill in the required fields



Click the Submit button to submit the application if there is no workflow enforced



If a the workflow was enforced under **Profile Setup** the following step will be displayed before the declaration page

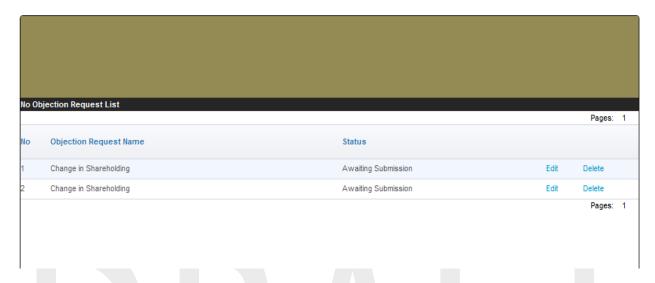


Click on the **Send to** drop down menu to send it to the approver. The approver will get a notification both in him email address and under the correspondence module telling him/her to go and approve a request before submission.

Leave an approval note for the approver to view notes concerning the No objection Request application

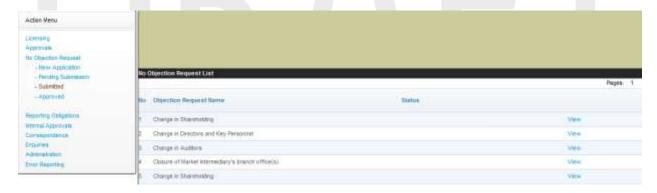
II. Pending Submission

This contains all pending no objection requests



III. Submitted

This contains all submitted no objection requests



Click on **View** to view the application, but one cannot edit any submitted applications

IV. Approved

This contains no objections request that have been approved by CMA



7. Reporting Obligations

All companies licensed by the CMA and all issuers of securities are required by law to file a number of financial returns on a regular basis. These include

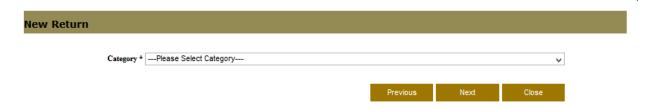
- 1. Financial Information for Market Intermediaries
- 2.

This is where licensees and approved institutions submit their returns .It has the following functions

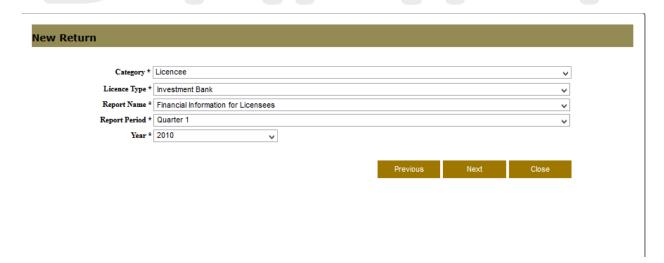
- New Reporting Obligations
- Pending Submission
- Submitted

I. New Reporting Obligations

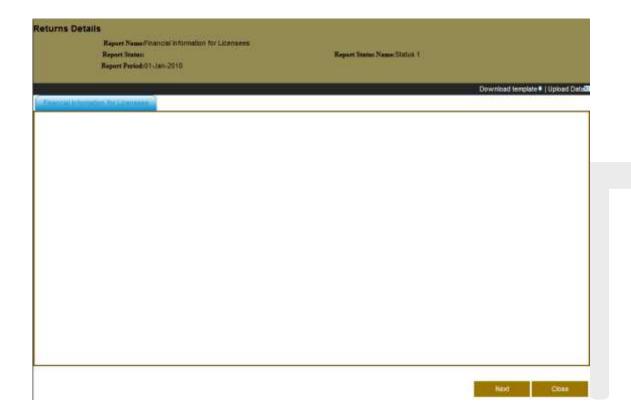
Click on this link to submit a new reporting obligation

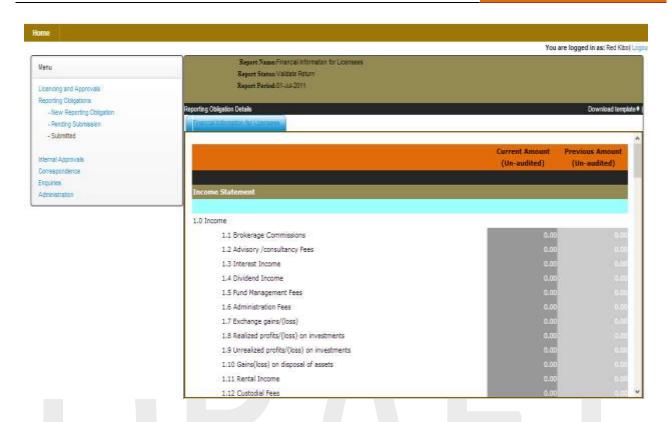


Fill in the required fields from the drop down menu and click Next button



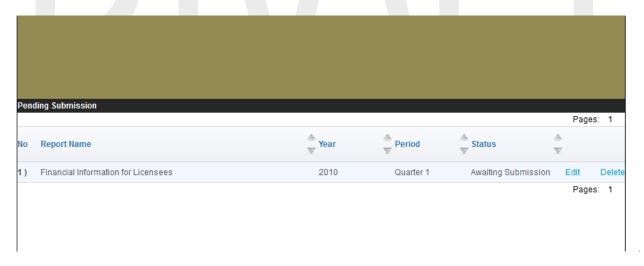
Click on the **Download Template** button to download the template and save it to your local machine. In the Excel document provided after fill in the required fields thereafter upload the template.





II. Pending Submission

These are returns reports that are yet to be submitted to CMA



III. Submitted

These are return reports that have been submitted to the Authority



8. Internal Approvals

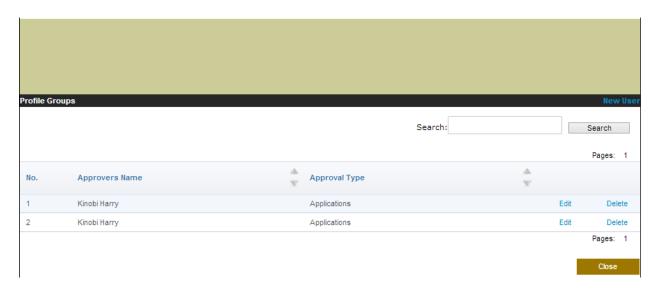
This is where approvals are made internally before the applications are submitted; the approvers log in to their account and check under pending submission to review the application then submitted.

It has the following functionalities

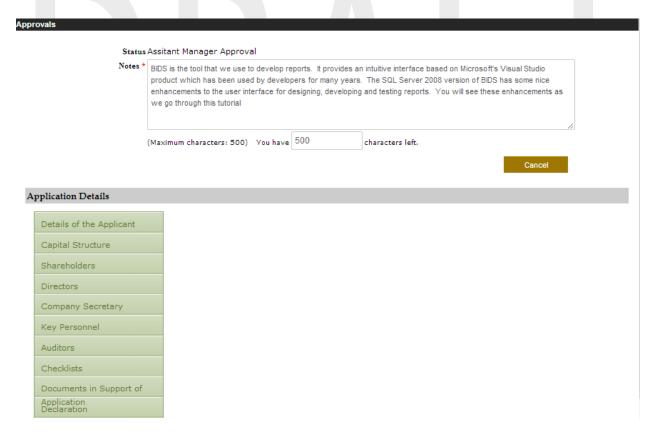
- Approved
- Pending approval

I. Approved

This contains all application that have been approved through the company policies and procedures (that is through the workflow created)

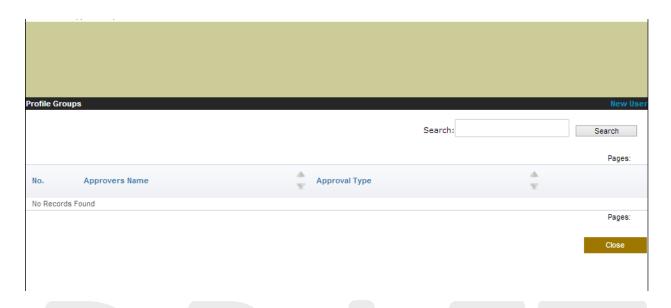


On clicking the **Edit** button the user will be able to view the approvers' notes and the applications details



II. Pending approval

This contains all applications that are to be submitted to CMA that are pending approval because they need to be approved first



9. Enquiries

This is where help is provided for questions that users want to ask about the CMA online portal.

Users click on the **Frequently Asked Questions** link and types the question thereafter the users clicks on the **Search** button for an answer to be displayed



10. Error Reporting

This module allows users to send errors or issues they encounter when using the system. The errors are sent to CMA to be reviewed and corrected. There after CMA will get back to the users



Fill in the required fields and then click the Save button your error will be received