



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Schedule 2 firms System Submission Guide for the Central Bank of Ireland Portal

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2 Glossary

Term	Description
AR Reference	Unique application reference number assigned by the Central Bank of Ireland (the 'Central Bank') (e.g. AR00000001)
CBI Code	The financial entity's number that is used for the Central Bank Portal (the 'Portal')
Central Bank	The Central Bank of Ireland
Schedule 2 firm	A firm that offers any of the following services as outlined on the Central Bank website and is not otherwise authorised or licenced to carry on business by the Central Bank, then it will need to register with the Central Bank as a 'Schedule 2 firm'.
Registration form	All firms must submit a Schedule 2 Registration form via the Central Bank portal to register as a Schedule 2 firm for Anti-Money Laundering/Countering the Financing of Terrorism purposes.
Add/Remove Activity form	Firms submit an Add/Remove Activity form to expand or curtail their registered Schedule 2 activities.
De-Registration form	Firms submit a De-Registration form to discontinue all Schedule 2 activities or who subsequently gets authorised or licenced by the Central Bank for another activity.
Point of Contact	The designated individual within the organisation who will receive secure messages from the Central Bank regarding an application.
Portal Administrator	The user within the institution responsible for managing Central Bank Portal access and user permissions.
Request Change	A Request Change enables you to let the Central Bank know that data we hold about your institution requires updating.
Portal	The Central Bank Portal used to submit Schedule 2 Applications here .

3 Overview

3.1 Purpose of This Guidance

This document provides a step-by-step system guidance for submission of Schedule 2 Registrations, Adding & Removing of Schedule 2 activities, De-Registration and Post-Registration Changes on the Central Bank Portal. It explains how to submit the appropriate forms and documentation using the Central Bank Portal, manage the Registration submission and communicate securely with the Central Bank.

This guidance is intended for:

- Portal Administrators managing user access within the organisation;
- Portal Users responsible for preparing and submitting Schedule 2 uploads.

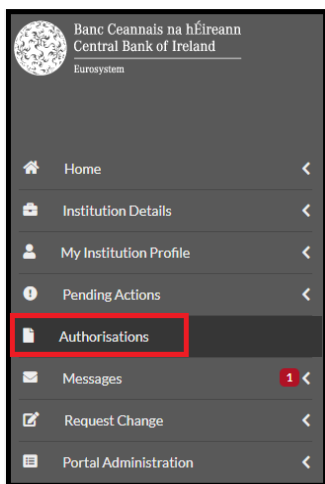
Please read this guidance in combination with:

- The relevant Schedule 2 registration forms and templates are located on the Central Bank’s Portal under the Authorisations Tab as shown below.
- From the go live date, the relevant De-Registration and Add/Remove Activity forms are located on the [Central Bank website](#).

Accessing this tab will allow Firms to securely upload relevant information to the Central Bank. The structure is shown below:

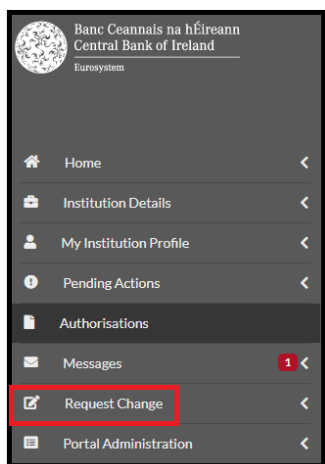
Authorisation tab

Task	Format
Registration	Online form
Add/Remove Activity	Document upload
De-Registration	



Request Change tab

Task	Format
Change to Contact (principal contact details)	Data Upload
Change of Address	
Change of Legal Name	
Change of Trading Name	
Other Material Changes (including change in ownership structure)	



The following guide details the steps required to access the Portal and navigate the specific tabs to complete your tasks.

4 Portal Information & Set up

4.1 Inactivity

A Portal login session times out after eight hours of inactivity, at which point the User is required to login again (including using the second factor method). When the User is finished using the Portal, it is recommended that the User exits the system using the logout link under “Account Settings” in the top right corner of the screen.

4.2 Internet Browser

As explained in the Browser Support Section of the Portal, the Portal should work with any modern, standards-based browser. The Central Bank does not require, or recommend, any particular browser as the Central Bank’s websites and public-facing applications support the current versions of all major browsers. Testing is concentrated on the most used browsers. Currently, this specifically includes Chrome and Edge.

4.3 Industry Support

The Central Bank has a dedicated team for Industry Support who provide assistance to Portal Users. Should you have any queries or encounter any issues with the Portal we have a dedicated email (onlinereturns@centralbank.ie) and phone line (01- 224 4545) which can be accessed during business hours (Monday to Friday, 9am to 5pm).

4.4 Schedule 2 Institution set up

The Central Bank Portal will allow firms to complete the following:

- Registrations,
- De-Registrations,
- Changes to Activities,
- Amending key Firm information, post registration.

4.4.1 Registrations

All Firms registering as a Schedule 2 firm for the first time, must email the Schedule 2 registration team at the following email address

Schedule2@centralbank.ie and include:

- The Firm’s full Legal Name (ensure the Firm name aligns with the [Companies Registration website](#);
- the Firm’s Central Bank’s Institution Code (CBI Number) if applicable;
- Firm’s legal status/type;

- A brief description of the Schedule 2 activities proposed.

The Schedule 2 registration team will initiate the setup of the Institution by creating it on the Central Bank's internal system, and will email the Firm with the relevant details to allow the Firm to set up the Portal Administrator on the Portal.

4.4.2 Post Registrations

If a Firm is currently registered as a Schedule 2 firm and requires a Post Registration change including:

- De-registration;
- Add/Remove Activity;
- Change to Contact;
- Change of Address;
- Change of Legal Name;
- Change of Trading Name;
- Other Material Changes.

1. Verify if your Portal Administrator/User is active and linked to your Firm by logging onto the [Portal](#). If your Portal Administrator/User is linked to your Schedule 2 Firm, please proceed to complete the Post Registration change as required.
2. If your Firm does not have a Portal Administrator/User that is active and linked to your Firm, please email the Schedule 2 registration team at the following email address Schedule2@centralbank.ie and include:
 - the full name of the Firm;
 - the Firm's CBI Number
 - *The Firm's CBI Number can be viewed on the register of Schedule 2 firms located [here](#)*
 - the full name of the nominated Portal Administrator; and
 - the person code of the nominated Portal Administrator. *(This will be generated when the Portal Administrator creates a Portal account)*

The Schedule 2 registration team will set up the Portal Administrator and will email the Firm when this has been completed.

4.5 Portal Access & Registration

Users will have one portal login associated with their unique email address.

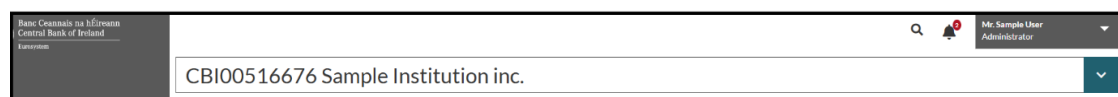
Under this login, Users can switch between multiple Institutions.

The Portal Administrator is responsible for adding Users to institutions and for providing access to various sections of the Portal.

In relation to a Schedule 2 Firm, if you

a) already have a Portal account, then:

1. Log in via the link [here - Portal login](#);
2. If you have been added to an institution you will see it at the top of the page;



3. If you do not see your Institution, contact your Portal Administrator.

b) do not have a Portal account, then:

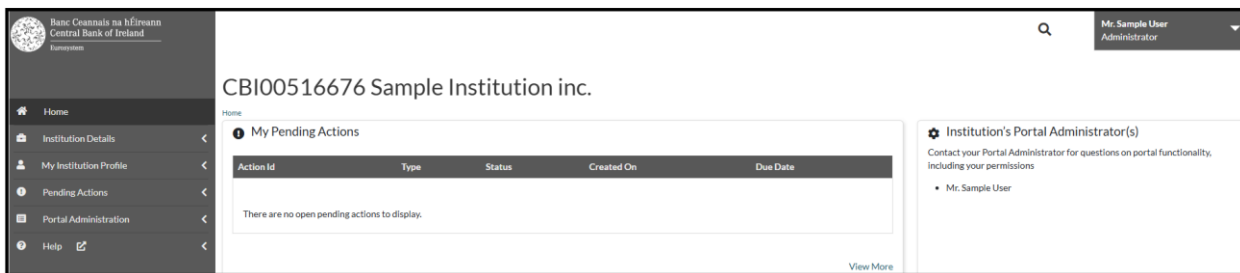
1. Register for the Portal [here - Portal Registration](#);
2. Follow the registration process and provide an email address;
3. You will receive a registration confirmation email with instructions to activate the account, you will also be provided with a Person Code;
4. Once activated, you can log in using the Person Code and password;
5. On your first login, you'll be asked to set up a second factor method as part of our multi-factor authentication process;
6. You will not see institution-related screens until your institution's Portal Administrator links your account to the institution's profile.

For detailed registration instructions, please refer to the section on the Central Bank's website [here](#)

4.6 Set up of the first Portal Administrator

Once the CBI Number is created and the designated first Portal Administrator identified, please contact onlinereturns@centralbank.ie to request to be linked to the Schedule 2 Institution.

Please include the full name of the Institution, the CBI Number of the Institution, the name and person code of the nominated Portal Administrator.



4.7 Portal Administration & User Permissions

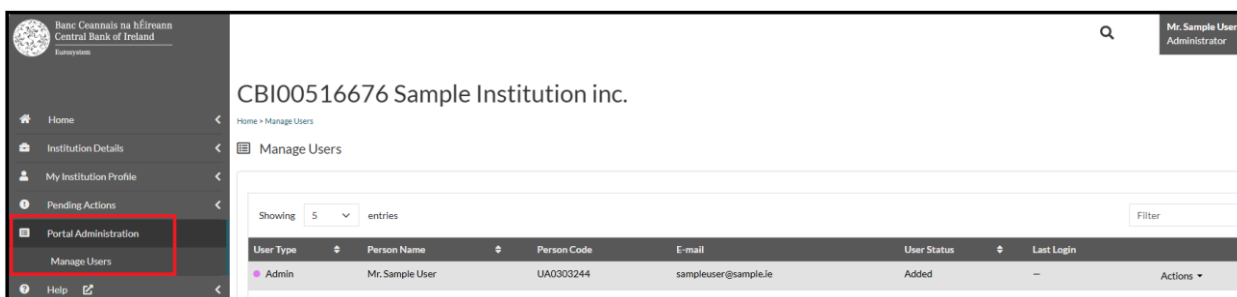
The Portal Administrator is responsible for adding new Users to their institution and managing access for all their Firm Users.

The “Authorisations” tab on the left-hand side menu will not be available to a User until the Portal Administrator gives their User the Authorisations permissions.

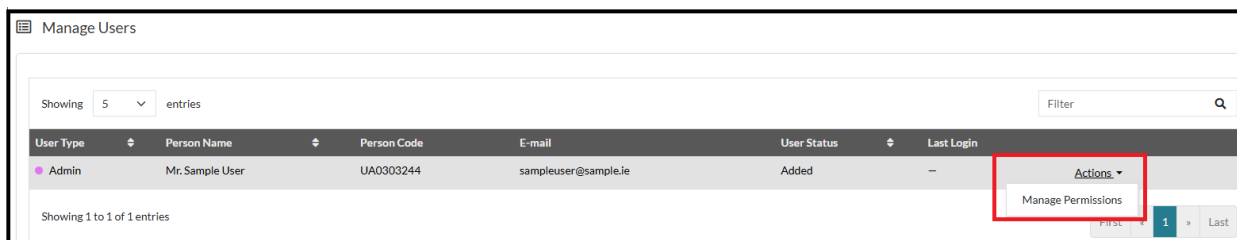
The “Messages” tab will also not be available and will require permission to be granted.

NOTE: Portal Administrators must explicitly grant permissions to themselves and other Firm users; these are never inherited by default.

To grant the Authorisations permissions to a User, navigate to “Portal Administration” and select “Manage Users” on the menu.



Next, navigate to the “Actions” dropdown and select “Manage Permissions”.

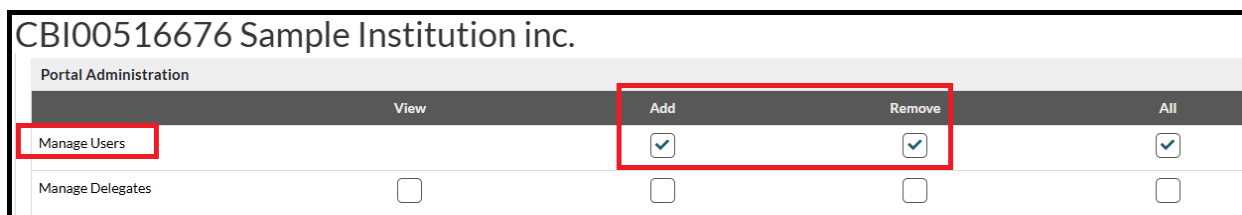


The “Manage Permissions” screen will allow the Portal Administrator to update their (and other users) permissions.

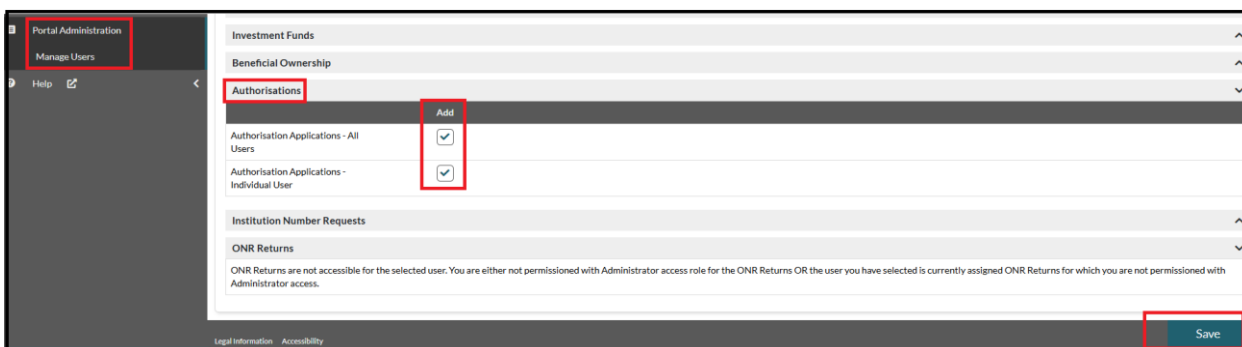
As the Portal Administrator, the first permission they will need to provide themselves with is “Manage Users”.

This will allow the Portal Administrator to add new Users.

Navigate to “Portal Administration” and tick the “Add” box beside ‘Manage Users’ (they may also select “Remove” for future reference).



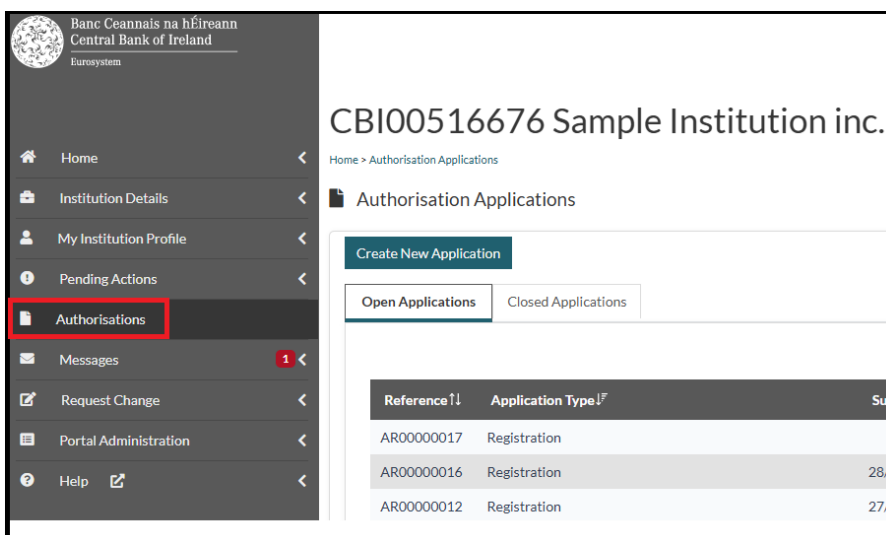
Next select “Authorisations,” the Portal Administrator can choose to see Individual User or All Users:



Click save.

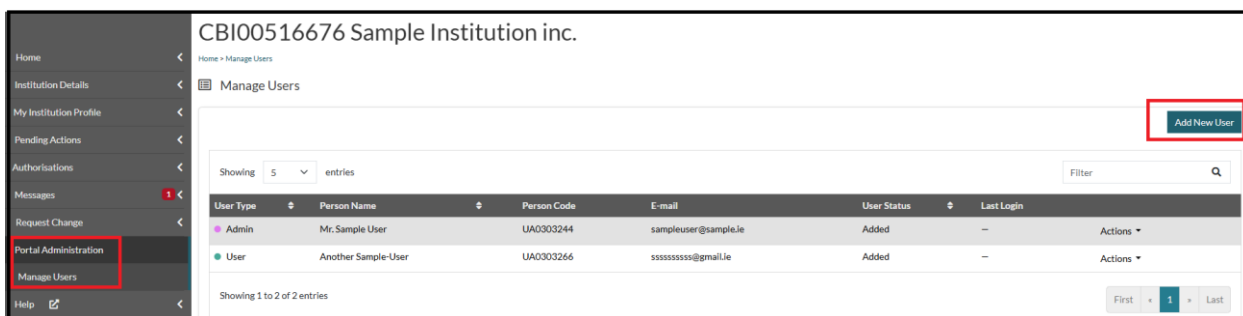
Log out and log back in.

The “Authorisations” tab is now visible.



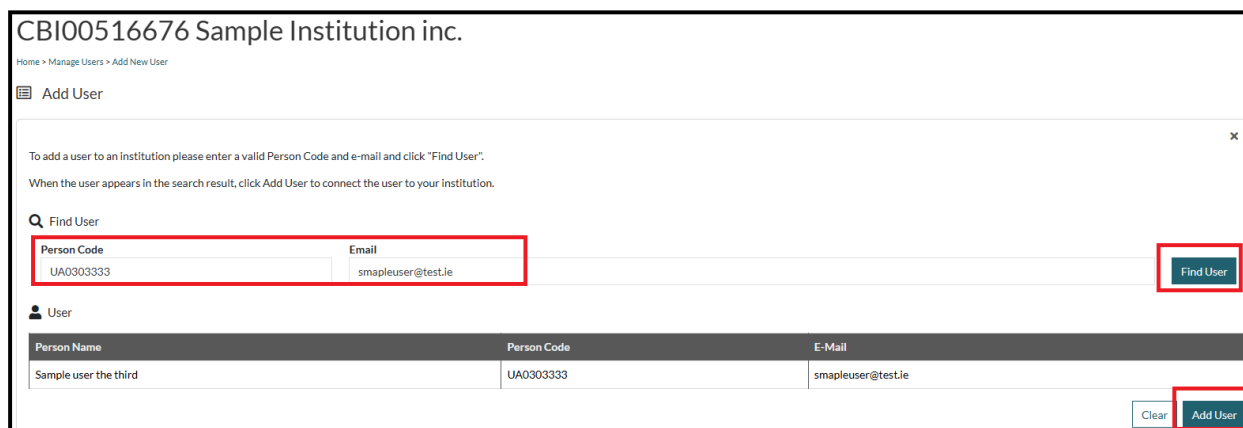
The Portal Administrator will now be able to add new Users to the Institution on the Portal.

To do so, navigate back to “Portal Administration” > “Manage Users” and click “Add New User.”



Enter the “Person Code” and “Email” (which the other Users will have received by registration as shown earlier in the guidance) and “Find User.”

Then select “Add User”.

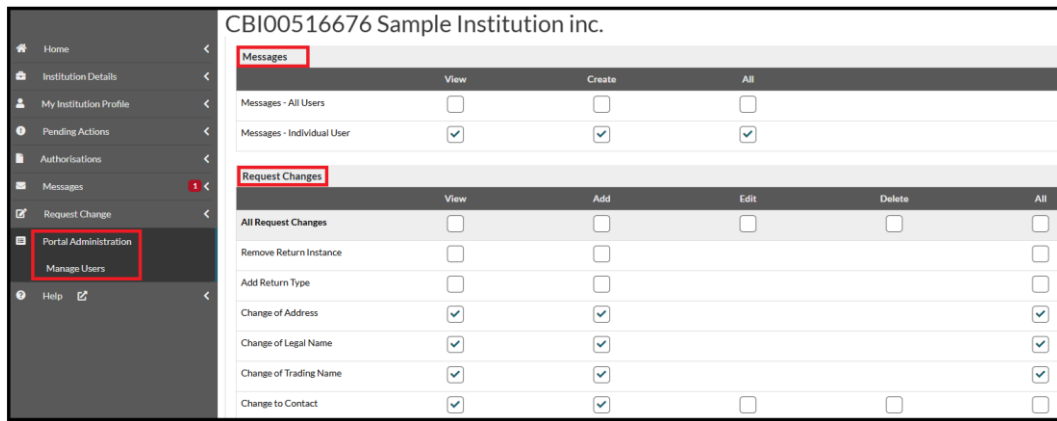


The new User is added as a “User”.



The Portal Administrator can now manage new User’s access as shown at the beginning of this section 4.7.

Messaging and Request Change permissions can be added and customised also.

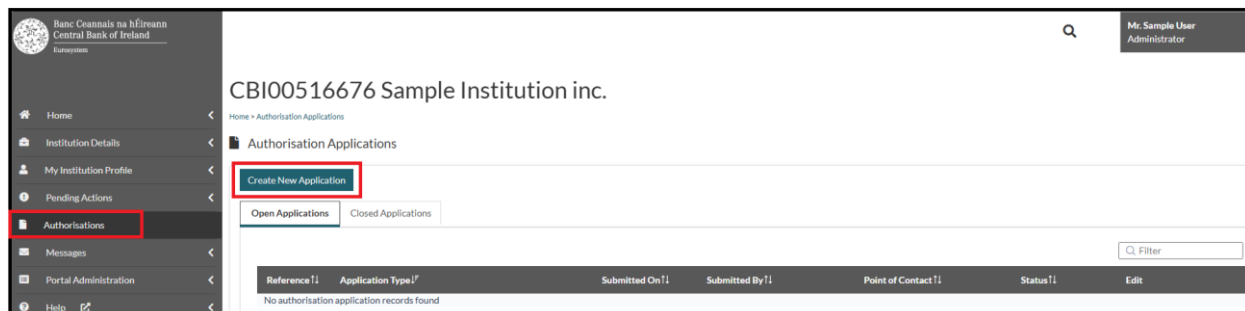


5 Registration

5.1 Submitting the Registration

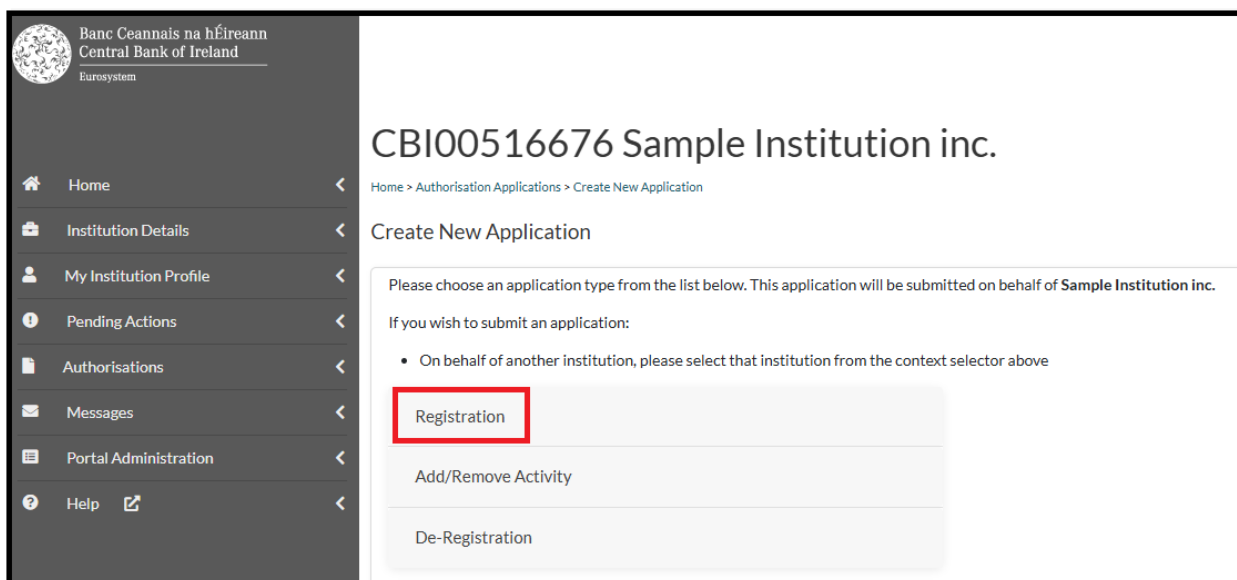
Step 1: Navigate to Create New Application:

1. Log in to the [Portal](#);
2. Select "Authorisations" from the left-hand menu;
3. Click "Create New Application".



Step 2: Select Registration:

From the application type list, select "Registration".

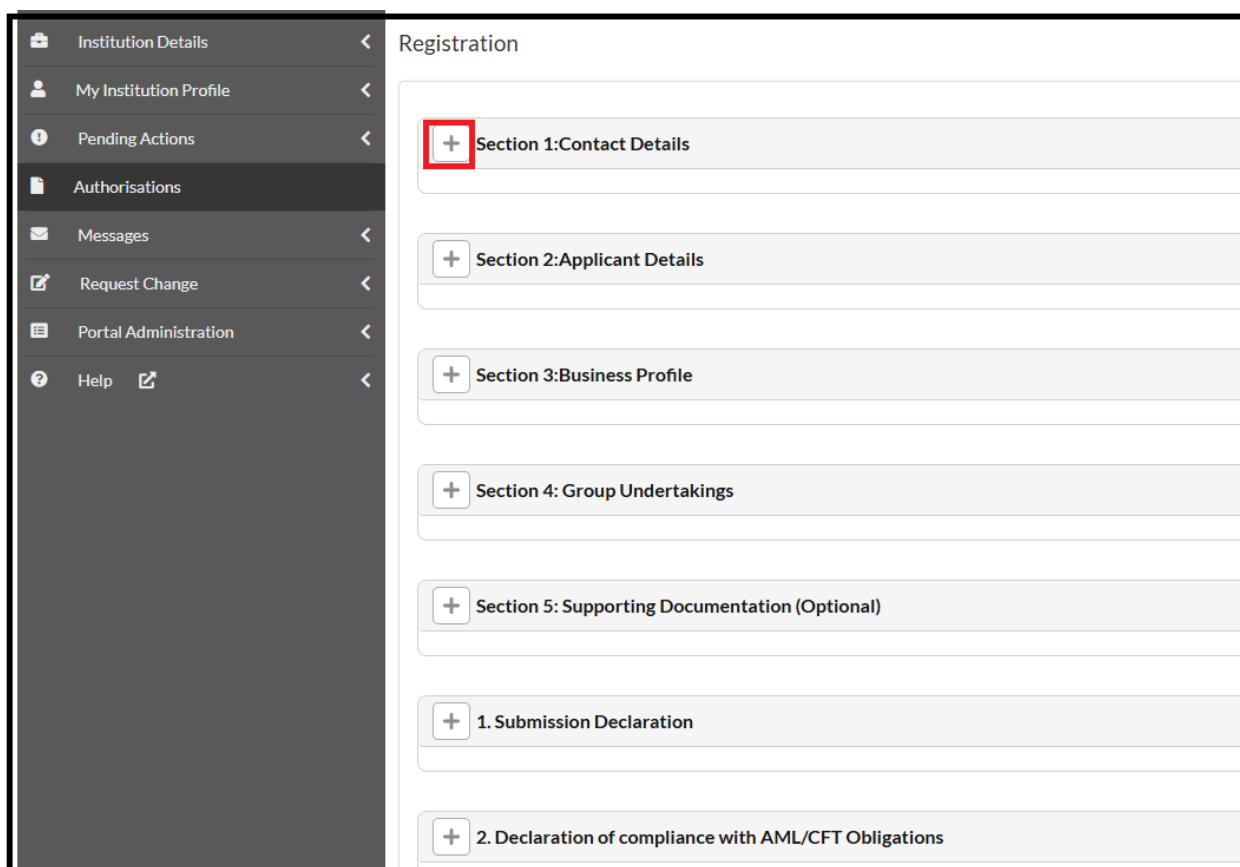



The Registration form will open. The form contains:

- 5 sections regarding the Schedule 2 Firm;
- 2 Declaration sections; and
- Point of Contact.

5.2 Navigating through the Online Form

Each Section of the Registration is behind a collapsible tab.



Clicking on the  will expand the tab revealing questions which are required to be answered.

Mandatory fields are marked with a red asterisk .

Validations are present, some answer fields will be enabled/disabled depending on previous answers.

Navigate down through the form filling in all required information, referring to the onscreen instructions.


5.3 Designating a Point of Contact

The Point of Contact is the individual within the organisation who will receive all correspondence from the Central Bank regarding this application.

The Submitter of the application will also receive correspondence, so if the Firm requires 2 individuals to receive correspondence, the Submitter and the Point of Contact can be different

To designate a Point of Contact:

1. Click the "Point of Contact" dropdown menu;



Point of Contact *
All correspondence in relation to this application will be directed to the point of contact captured here, in addition to the person who submits the application. The Point of Contact can be edited post submission from the Authorisation Applications grid.

Mr. Sample User - UA0303244
Another Sample-User - UA0303266

The Central Bank of Ireland (the 'Central Bank') will process personal data provided by you in order to fulfil its statutory functions or to fulfil its business operations. Any personal data provided will be processed in accordance with the requirements of data protection legislation. Should you have any queries concerning the processing of personal data by the Central Bank, these can be submitted to dataprotection@centralbank.ie. A copy of the Central Bank's Data Protection Notice is available at the following location: <https://www.centralbank.ie/fns/privacy-statement>

2. Select the appropriate individual from the list of Users associated with the Institution;
3. This person will receive all secure messages and correspondence related to the Registration.

Note: The Submitter will also receive secure messages.

Important: Ensure the Point of Contact is aware of their designation and has the necessary permissions to access messages (see Section 7.2 for information on messaging permissions).

5.4 Submitting the Registration

At the bottom of the form, there are three buttons:

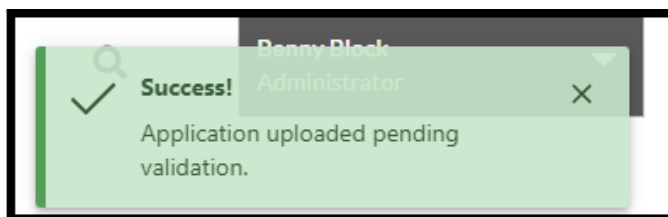
Button	Function
Close	Closes the form without saving. Any information entered will be lost.
Save & Close	Closes the form and saves the answers as a draft, answers can be amended prior to submitting.
Submit	Submits the completed form to the Central Bank. Once submitted, you cannot edit the form.

Note:

All mandatory questions must be answered prior to Saving and Closing

To submit the Registration:

1. Review all information to ensure accuracy and completeness;
2. Ensure all mandatory fields are completed;
3. Click "Submit";



4. A confirmation message will appear indicating the submission has been received and is pending validation;
5. Refresh the page to see the application status updated to "Submitted."

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Edit	Actions
AR0000012	Registration	27/05/2026 13:05	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted		

5.5 Validations

When filling out the form, if the User forgets to answer a mandatory question and clicks "Submit," the page will scroll up to the area where the missing answer is and a "Response Required" warning message will be present.

Financial Details for Schedule 2 Activities:
 All financial figures should be reported in Euro thousands (€'000), for example €325,652 should be stated as €326.
 Please provide estimated figures as at the end of year one.

Total Estimated Schedule 2 Assets *

Response required.

Certain sections will open and become mandatory based on previous Questions, e.g. CRO:

If the user answered “Yes”;

Business Details:

Legal Status Firm * Designated Activity Company

Is the Firm registered with the Companies Registration Office ('CRO') * Yes

If yes, please provide your CRO number *

If no, please provide a rationale why the Firm does not have a CRO number

The “please provide your CRO number” becomes mandatory.

If the User answered “No”:

Business Details:

Legal Status Firm * Designated Activity Company

Is the Firm registered with the Companies Registration Office ('CRO') * No

If yes, please provide your CRO number

Enter CRO number (1-6 digits)

If no, please provide a rationale why the Firm does not have a CRO number *

The “please provide your CRO number” is no longer mandatory and the “please provide a rationale why the Firm does not have a CRO number becomes mandatory.

Another example can be seen in the “countries where customers are located”

If 3 is the answer to the first question, then only 3 Countries are required:

Number of countries where the Firm's customer base is located * 3

Top 5 countries where customers are located. Country 1 being the country where the largest number of customers are located

Country 1 * Select...

Country 2 * Select...

Country 3 * Select...

Country 4 Select...

Note: The system is designed to only allow the required information to be completed. If you cannot fill out a text box to a non-mandatory question, it is not required.

Please complete all mandatory sections prior to submitting.

5.6 Submission Status Tracking

After submitting the Registration, you can track its progress via the Portal:

1. Navigate to "Authorisations" in the left-hand menu;
2. The Registration will appear in the "Open Applications" tab;
3. The "Status" column will show the current stage of the application.

For information on application statuses, see **Section 6.2**

You will also receive secure messages from the Central Bank if additional information is required, or if the Central Bank has comments regarding the Registration.

6 Application Management

6.1 Understanding the Application Grid

The Application Grid provides an overview of all the Applications submitted to the Central Bank.

To access the Application Grid:

1. Log in to the [Portal](#);
2. Select "Authorisations" from the left-hand navigation menu.

The Application Grid displays the applications in two tabs:

- **Open Applications:** Applications that are currently being assessed;
- **Closed Applications:** Finalised applications (approved, refused, withdrawn, etc.).

The Application Grid displays the following information:

Column	Description
Reference	The unique application reference number (e.g., AR00000001)
Application Type	Registration, Add/Remove Activity, De-Registration

Submitted on	Date submitted to the Central Bank
Submitted by	Name of the Portal User who submitted the application
Point of Contact	The designated individual receiving correspondences (the submitter will also receive correspondences)
Status	Current stage of the application (see Section 6.2)
Actions	Dropdown menu with available actions (see Section 6.3)

6.2 Application Statuses

The Status column indicates the current stage of the application and whether action is required from the financial entity or the Central Bank.

Application Statuses:

Column	Description
Submitted	The application has been submitted to the Central Bank and is awaiting initial review.
CBI - Under Assessment	The Central Bank is reviewing the application.
Applicant - Action Required	The Central Bank requires additional information or documents from you, please check your messages.
CBI - Completeness Check	The Central Bank is reviewing the newly submitted material.
Closed	The application is closed and has not been approved.
Completed	The application has been approved.
Unlocked Awaiting Re-submission	The Central Bank is awaiting your amendment of the form, click actions dropdown and edit.
Resubmitted	The form has been successfully re-submitted following the unlock.
Draft Saved	The draft is saved but not submitted, amend as required and submit.

What to do when the status is "Applicant - Action Required":

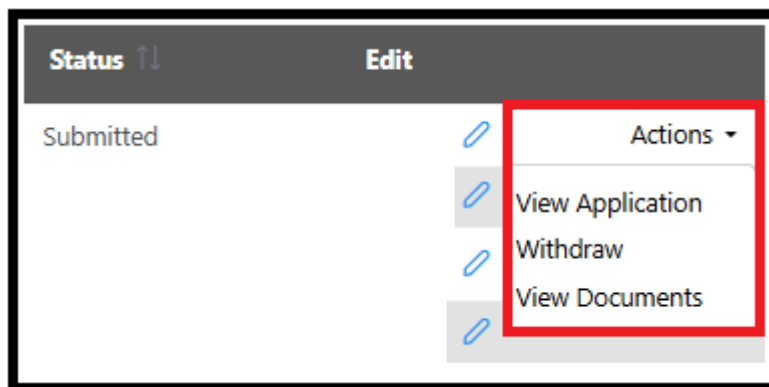
1. Check the secure messages for details of what is required;

2. Prepare the requested information or documents;
3. The status will update once the Central Bank receives and reviews the additional submission documents.

Reference ↑↓	Application Type ↑↓	Submitted On ↑↓	Submitted By ↑↓	Point of Contact ↑↓	Status ↑↓	Edit	Actions
AR00000015	Registration	28/05/2026 09:27	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted		Actions ▾
AR00000012	Registration	27/05/2026 13:05	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted		Actions ▾

6.3 Managing The Applications

The “Actions” dropdown presents the User with additional actions which can be performed on the Application.



6.4 Viewing The Application

To view a submitted application:

1. Locate the application in the grid;
2. Click the "Actions" dropdown menu;
3. Select "View Application".

The application view allows you to:

- Review the information you submitted;
- View any documents you uploaded;
- Create new messages to the Central Bank.

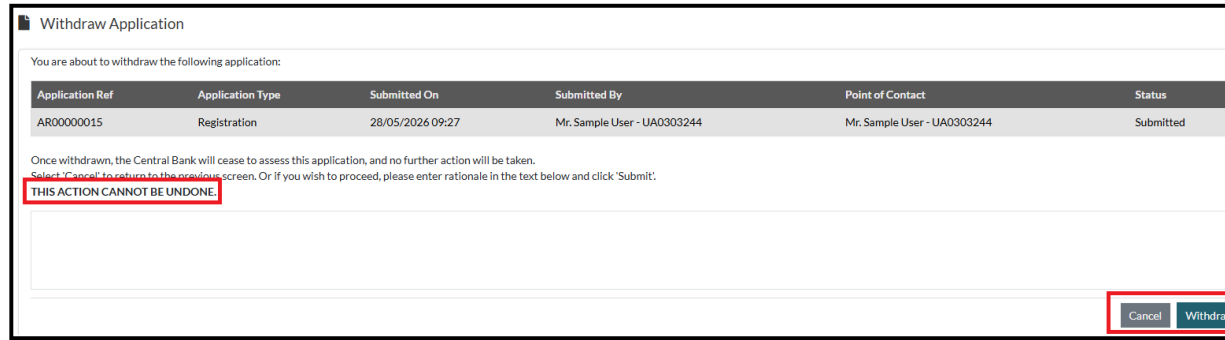
6.5 How to Withdraw an Application

You may withdraw an application at any time before a final decision is made.

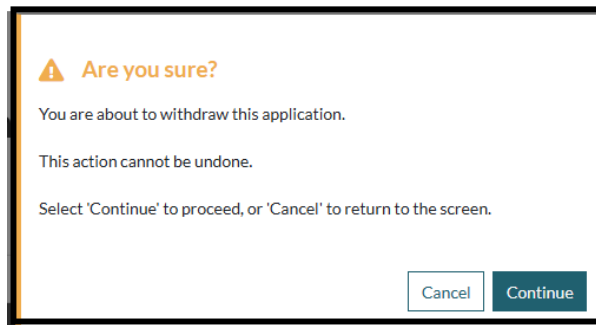
To withdraw the application:

1. Locate the application in the grid;
2. Click the "Actions" dropdown menu;

3. Select "Withdraw";

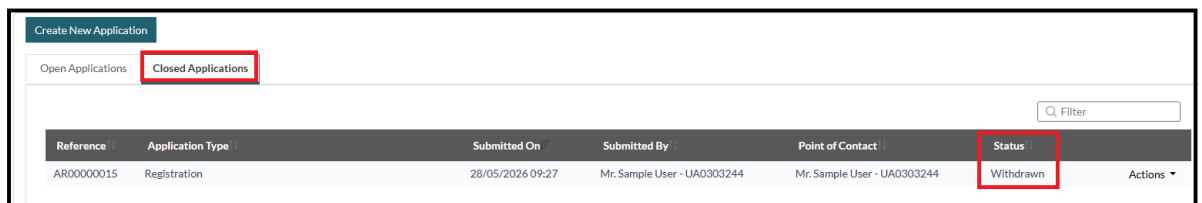


4. A window will appear asking you to provide a reason for the Withdraw;
5. Enter the reason (minimum 10 characters required);
6. Click "Withdraw";
7. A confirmation window will appear;



8. Click "Continue" to confirm the Withdraw.

The application will be moved to the "Closed Applications" tab with a status of "Withdrawn."



Important: Once withdrawn, the application cannot be reactivated. You will need to submit a new application if you wish to proceed with Registration.

6.6 Viewing Submitted Documents

All documents you have submitted as part of the application are stored in one location for ease of reference.

To view submitted documents:

1. Navigate to "Authorisations" in the left-hand menu;
2. Locate the application in the grid;

3. Click the "Actions" dropdown menu;
4. Select "View Documents". An Application Documents grid will appear which displays all the documents submitted by the institution in relation to his application.

Document Name	Created On	Added By	Source
Schedule 2 Document 4.docx	11/06/2026 17:34	Mr. Sample User - UA0303244	Secure Message
Schedule 2 Document 1.docx	11/06/2026 17:32	Mr. Sample User - UA0303244	Portal Submission

The "Source" signifies if the document was submitted via Portal Submission or Secure Message.

6.7 Editing a Draft Application

If you have saved an application as a draft (without submitting), you can return to it later to make changes.

To edit a draft application:

1. Navigate to "Authorisations" in the left-hand menu;
2. Locate the draft application in the grid (it will show a status of "Draft Saved");
3. Click the "Actions" dropdown menu;

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Edit	Actions
AR00000017	Registration		Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Draft Saved		Actions
AR00000016	Registration	28/05/2026 09:51	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted	Edit	Actions
AR00000012	Registration	27/05/2026 13:05	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted	Cancel Draft View Documents	Actions

4. Select "Edit";
5. The application form will open, showing all previously entered information;
6. Make the necessary changes;
7. Click "Save & Close" to save further changes, or "Submit" when you are ready to submit.

Note: Once an application is submitted, it cannot be edited, it can only be viewed, unlocked or withdrawn.

6.8 Cancelling a Draft Application

You may cancel a draft application that you do not intend to submit.

To cancel an application:

1. Navigate to "Authorisations" in the left-hand menu;
2. Locate the application in the grid;
3. Click the "Actions" dropdown menu;
4. Select "Cancel Draft";
5. A confirmation window will appear asking you to confirm the cancellation;
6. Click "Yes" to confirm.


The application will be moved to the "Closed Applications" tab with a status of "Draft Cancelled".

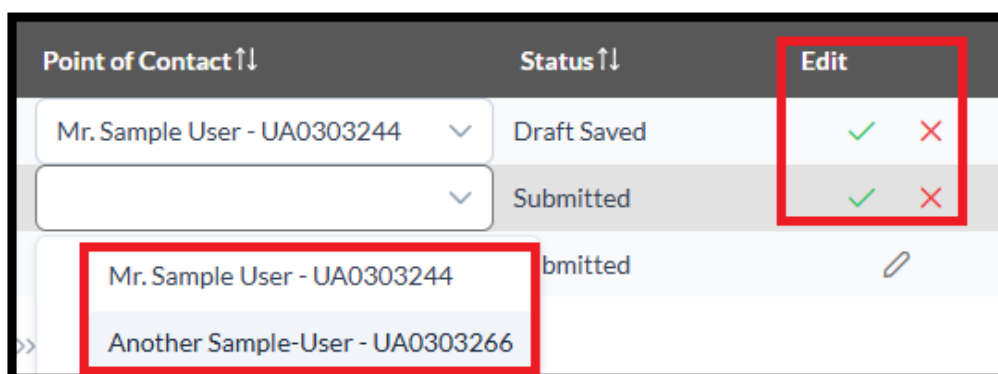
Note: Cancelled applications cannot be reopened. You will need to create a new application if you wish to proceed with Registration.



6.9 Editing the Point of Contact

You may amend the Point of Contact at any point providing the application is active.

To amend the Point of Contact:

1. Navigate to "Authorisations" in the left-hand menu;
2. Locate the application in the grid;
3. By clicking the  symbol a drop-down menu appears allowing the User to amend the value;



4. Clicking  will cancel the action;
5. Clicking  will approve the action.

6.10 Unlocking the Application

Once an application has been submitted to the Central Bank, amendments may need to be made to the online form.

Rather than submitting a new Registration form, the form can be unlocked, and specific sections can be amended.




The unlock can be requested from the external Firm (through secure messaging) or initiated by the Central Bank.

6.10.1 Application unlocked by the Central Bank

If an application is deemed to be missing information, the Central Bank will unlock the application so that amendments can be made.

The Submitter and the Point of Contact will receive a message stating that the application is unlocked with details of the change that is required.

The status of the application will change to “Unlocked Awaiting Re-submission”.

Reference ↓	Application Type ↓	Submitted On ↓	Submitted By ↓	Point of Contact ↓	Status ↓	Edit	
AR00000017	Registration	27/05/2026 13:05	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Unlocked Awaiting Re-submission		Actions ▾
AR00000016	Registration	28/05/2026 09:51	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted		Actions ▾
AR00000012	Registration	27/05/2026 13:05	Mr. Sample User - UA0303244	Mr. Sample User - UA0303244	Submitted		Actions ▾

Click the Action dropdown and click “Edit”.

Make the necessary changes and re-submit.

6.10.2 Application unlocked by the external Firm

Unlock requests from the Firm require Central Bank approval.

If the Firm wishes to amend the Form, please send a Secure Message in the context of the Application and the Central Bank will facilitate.

7 Secure Messaging

Remember:

Messaging permissions are not automatically assigned to users, the Administrator is required to assign permissions to both themselves and all other users

7.1 Overview of Secure Messaging

Once the Application has been submitted, all communication with the Central Bank takes place via the Portal's secure messaging system.

The Central Bank will use secure messages to:

- Request additional information or documents;
- Notify you of decisions;
- Send formal correspondence.

7.2 User Permissions for Messaging

To access and use Secure Messaging, the Portal Administrator must assign you the appropriate messaging permissions.

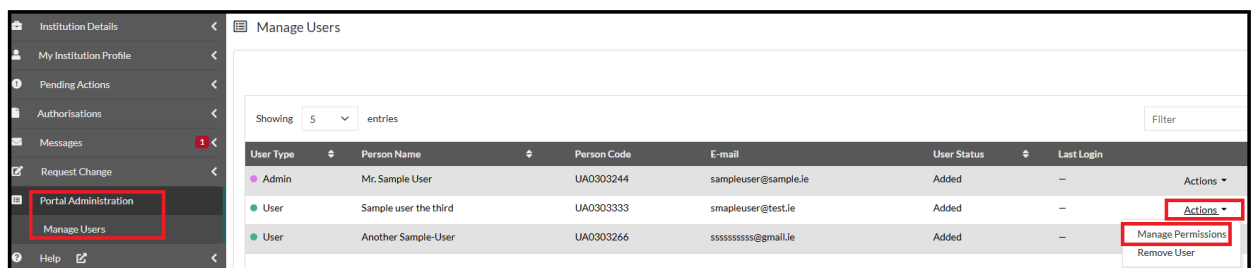
To request messaging permissions

Contact the Firm's Portal Administrator and ask them to assign you the appropriate messaging permissions. You will require:

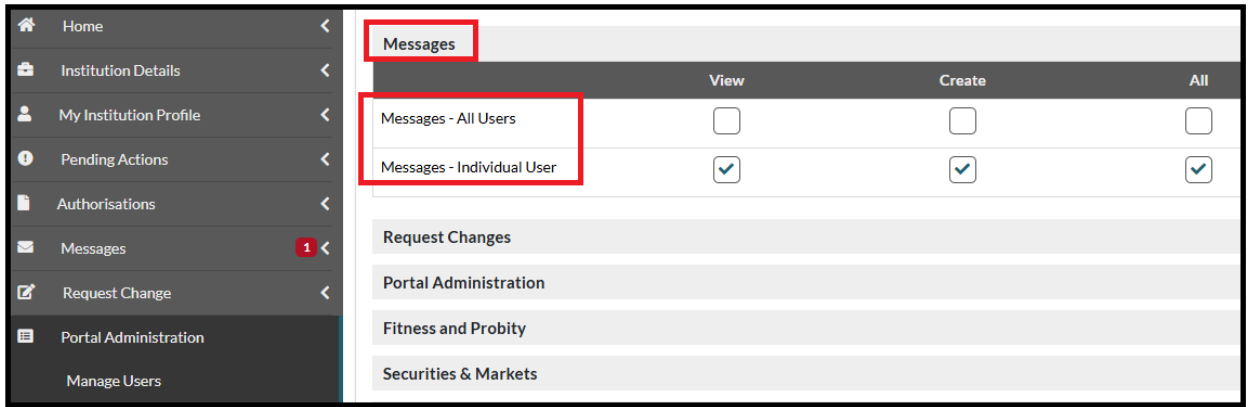
- **Messages – Individual User** (or **Messages – All Users** if you need to see all correspondence for the institution);
- **Messages – View**;
- **Messages – Create** (if you need to send messages).

7.3 How the Portal Administrator assigns permissions:

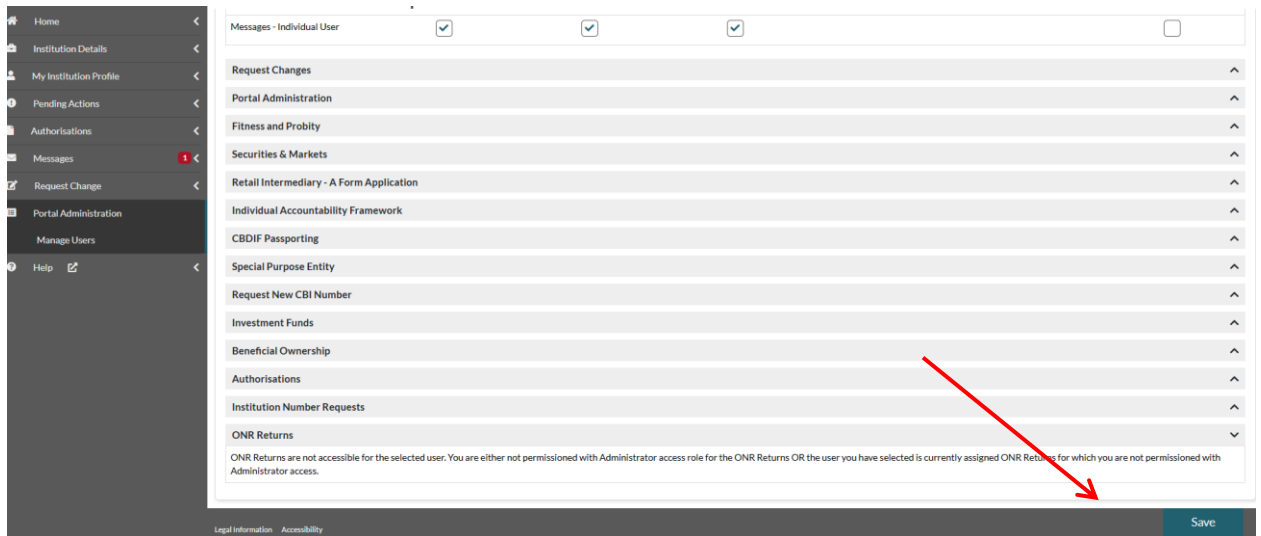
1. Navigate to the Portal Administration on the Left-hand menu;
2. Select Manage Users;
3. Select the User;
4. Select Actions & Manage Permissions;



5. Navigate to “Messages”;
6. The User can choose between “Messages – All Users” and “Messages – Individual User”;



7. Select the preferred configuration and save.

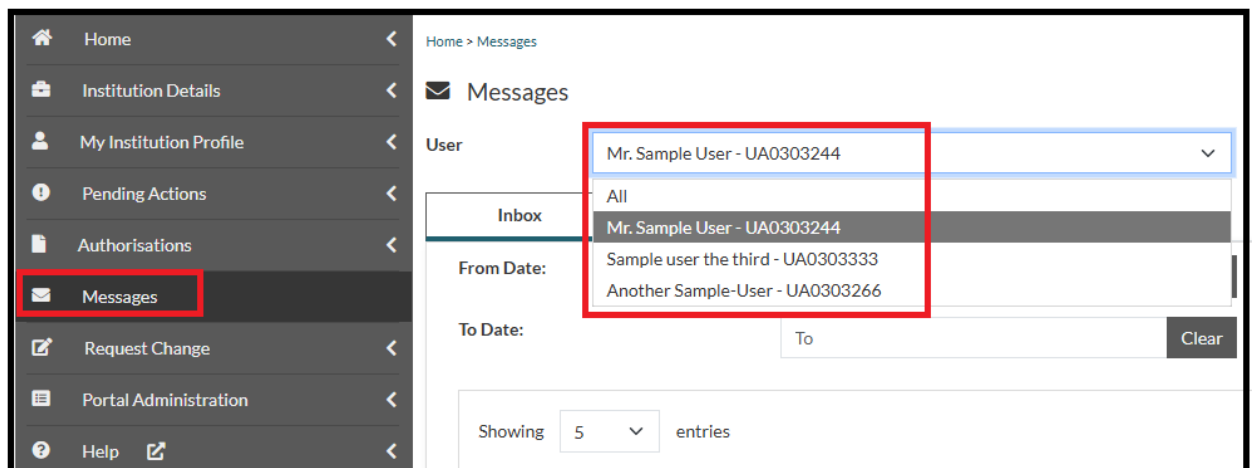


7.4 Messages – Individual User

The Individual User permission will only show the User messages that have been sent to them, they will not be able to see messages sent to other Users of the institution.

7.5 Messages – All Users

The All-Users permission will allow the User to see all messages sent to all Users who are associated with the institution.



7.6 Receiving Messages from the Central Bank

During the Application process the Central Bank may send secure messages to the designated Point of Contact (and Submitter) via the Portal.

When the Central Bank sends a secure message to the designated Point of Contact (and Submitter) they will both receive an email to the email address they used to register their Portal account.

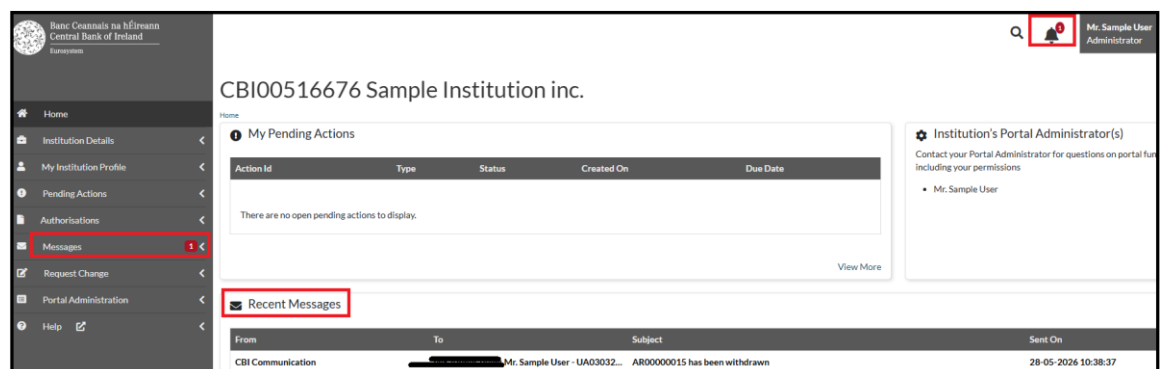
Important: The email notification does not contain the sensitive message content and only notifies Users that a message has been sent by the Central Bank. You must log into the Portal to read the full message.

Example email notification:

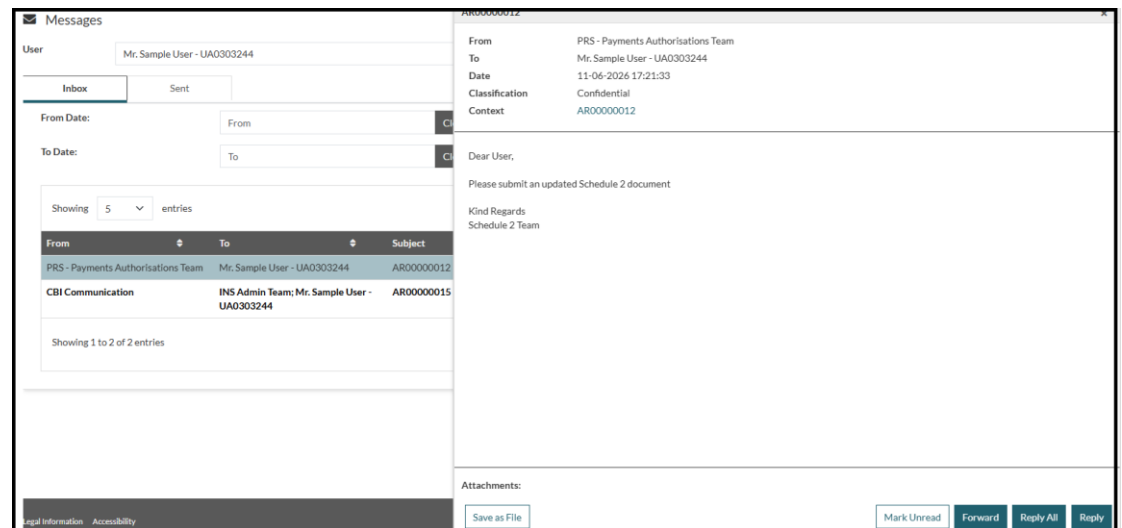
'A message has been sent to you on the Central Bank of Ireland Portal regarding: CBI00XXXXXX'.

To read a message from the Central Bank:

1. Log in to the Portal;
2. Select "Messages" from the left-hand menu;
3. You will see a notification badge showing the number of unread messages;



4. Click on the message to open it;
5. The message window will display;



- The context (the AR application reference number) is hyperlinked and can be used to bring the User to the application.

7.7 Replying to a Message

To reply to a message from the Central Bank:

- Open the relevant message;
- Click the "Reply" button at the bottom of the message;
- A reply form will open;
- The "To" field will be automatically populated with the Central Bank's Schedule 2 Registration team's email address;
- The "Subject" field will be automatically populated with the AR reference;
- Populate the message field;
- Click "Add Document" to attach supporting files (Optional);
- Click "Send".

7.8 Sending a New Message

You can also create and send a new message to the Central Bank.

To send a new message:

- Navigate to "Authorisations" in the left-hand menu;
- Locate the application in the grid;
- Click the "Actions" dropdown menu;
- Select "View Application";
- Scroll to the bottom of the application view;
- Click "Create New Message";

CBI00516676 Sample Institution inc.

+ Section 4: Group Undertakings

+ Section 5: Supporting Documentation (Optional)

+ 1. Submission Declaration

+ 2. Declaration of compliance with AML/CFT Obligations

Point of Contact *
 All correspondence in relation to this application will be directed to the point of contact captured here, in addition to the person who submits the application. The Point of Contact can be edited post submission from the Authorisation Applications grid.

Another Sample-User - UA0303266

The Central Bank of Ireland (the 'Central Bank') will process personal data provided by you in order to fulfil its statutory functions or to fulfil its business operations. Any personal data provided will be processed in accordance with the requirements of data protection legislation. Should you have any queries concerning the processing of personal data by the Central Bank, these can be submitted to dataprotection@centralbank.ie. A copy of the Central Bank's Data Protection Notice is available at the following location: <https://www.centralbank.ie/fns/privacy-statement>

Create New Message Close

7. A message form will open as per the below screen shot;
8. The "To" field will be automatically populated with the Central Bank's Schedule 2 Registration team's email address;
9. The "Subject" field will be automatically populated with the AR reference;
10. Populate the message field;
11. Click "Add Document" to attach supporting files (Optional);
12. Click "Send".

CBI00516676 Sample Institution inc.

Home > Create New Message

From: Mr. Sample User

To: PRS - Payments Authorisations Team

Business Process Context
 AR00000439 De-Registration (SC2)

Subject: AR00000439 De-Registration (SC2)

Sans Serif | B | I | U | Normal | Normal

Attachments: Schedule 2 Document 3.docx

Add Document Send

7.9 Viewing The Message History

You can view all messages you have sent and received via the Messages section.

To view the message history:

1. Select "Messages" from the left-hand menu;
2. You will see two tabs:
 - **Inbox:** Messages received from the Central Bank;
 - **Sent:** Messages you have sent to the Central Bank.
3. Click on any message to view its full content.

Important: All documents sent via secure message will be stored with the application and can be viewed in the "View Documents" section (see Section 7.6).

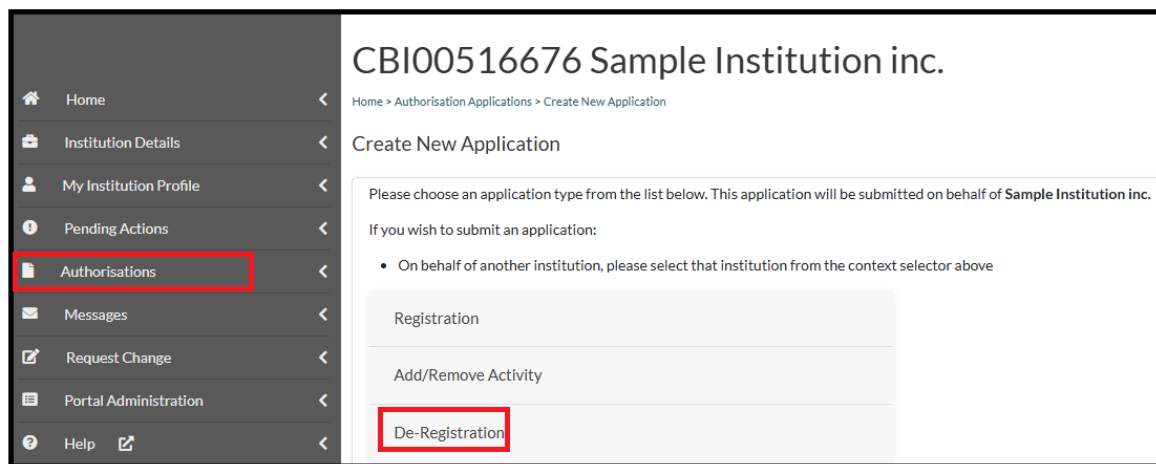
8 De-Registration

8.1 Submitting the De-Registration

Submit a De-Registration form if you are discontinuing all schedule 2 activities or you subsequently received an authorisation or licence by the Central Bank for another activity.

Step 1: Navigate to Create New Application:

1. Log in to the [Portal](#);
2. Select "Authorisations" from the left-hand menu;
3. Click "Create New Application";
4. Click "De-Registration".

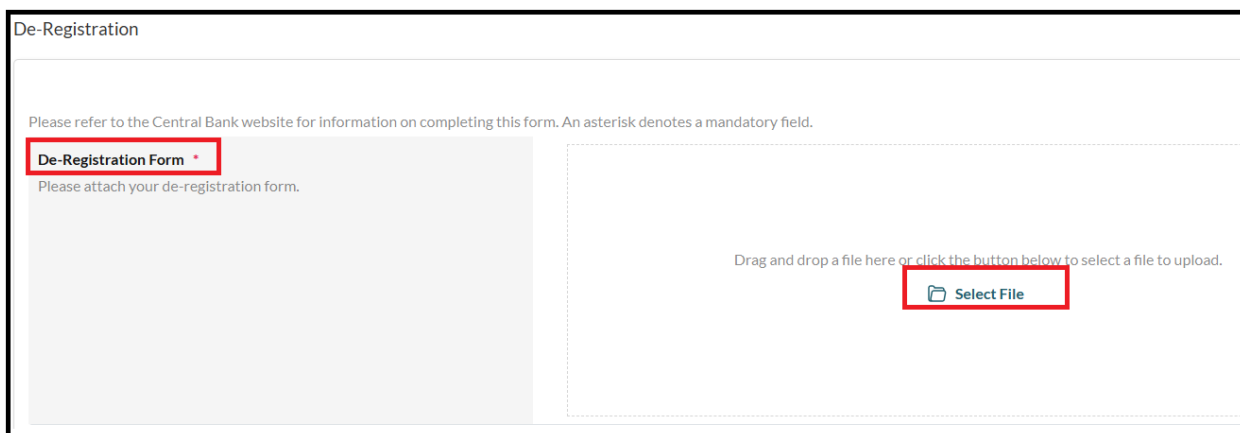


8.2 Uploading the De-Registration Form

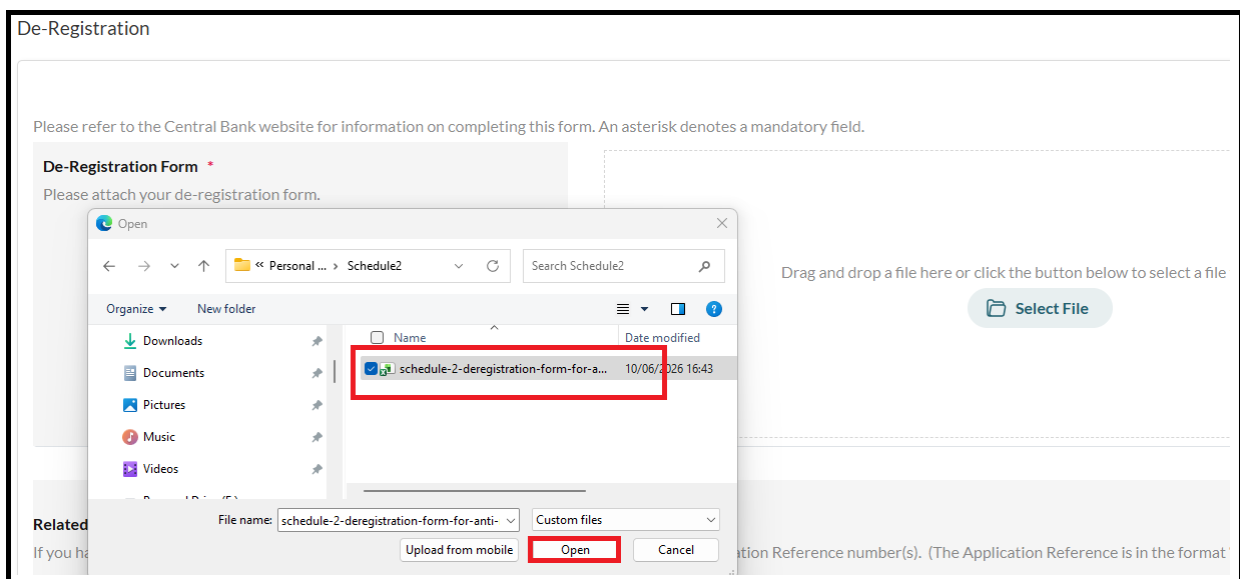
From the go live date, the De-Registration Form will be located on the Central Bank website [here](#).

To upload the Application Form:

1. Navigate to the "De-Registration Form" section;
2. Click "Select File" to open the computer's file explorer or drag and drop the file directly into the upload area;




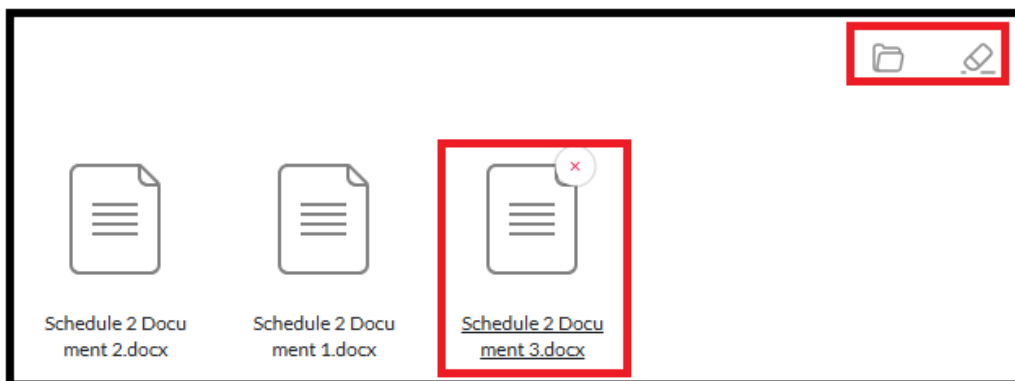
3. Choose the completed de-registration form and click "Open";



4. The file will appear in the upload area.

To remove a document(s):

- Click the eraser icon  next to the document name;
- Hovering over a file in Supporting documents will show a red X, individual documents can be deleted using this functionality.



To add additional documents:

- Click the file icon  to add more files.

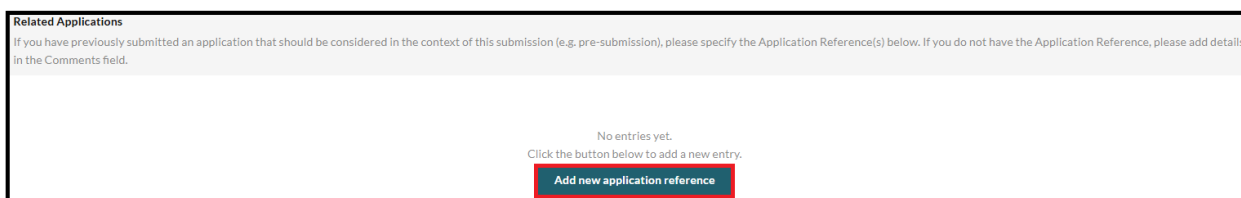
8.3 Linking Related Applications

The "Related Applications" section allows you to link a previous Registration.

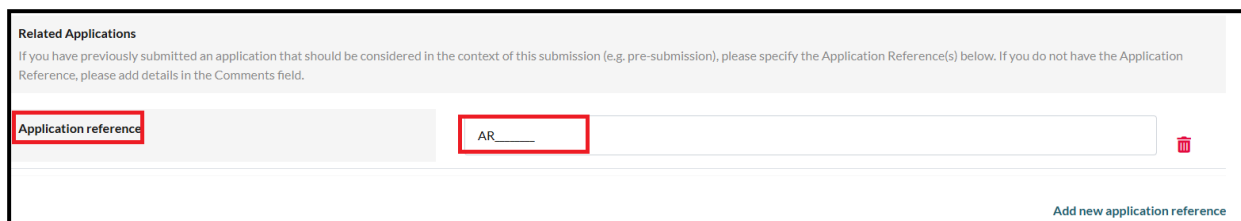
This is optional and only applicable for new De- Registrations which have been submitted via the portal, if you have previously submitted a De-Registration via email, please leave blank.

To link the Registration:

1. Navigate to the "Related Applications" section;
2. Click "Add new application reference";



3. A field will appear for you to enter an application reference number;
4. Enter the AR reference number (e.g. AR00000001).



To add additional application references:

- Click "Add new application reference";
- This allows you to link multiple related applications if applicable.

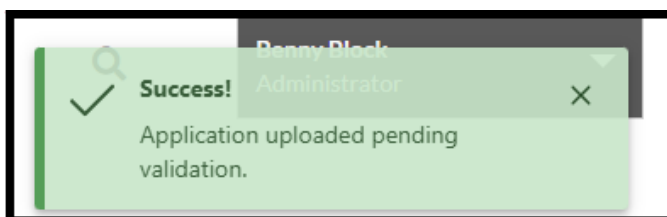
Submitting the Add/Remove Activity Application

At the bottom of the form, there are three buttons:

Button	Function
Close	Closes the form without saving. Any information entered will be lost.
Save & Close	Saves the De-Registration as a draft, edits can be made prior to submission.
Submit	Submits the completed form to the Central Bank. Once submitted, you cannot edit the form.

To submit the Application:

1. Review all information to ensure accuracy and completeness;
2. Ensure all mandatory fields are completed;
3. Click "Submit";



4. A confirmation message will appear indicating the Application has been received and is pending validation;
5. Refresh the page to see the application status update to "Submitted".

8.6 Application Status Tracking

After submitting the Application, you can track its progress via the Portal:

1. Navigate to "Authorisations" in the left-hand menu;
2. The Application will appear in the "Open Applications" tab;
3. The "Status" column shows the current stage of the application.

For information on application statuses, see **Section 6.2**.

You will also receive secure messages from the Central Bank if additional information is required or when the Application has been reviewed and the Central Bank has comments on the De-Registration.

9 Add/Remove Activity

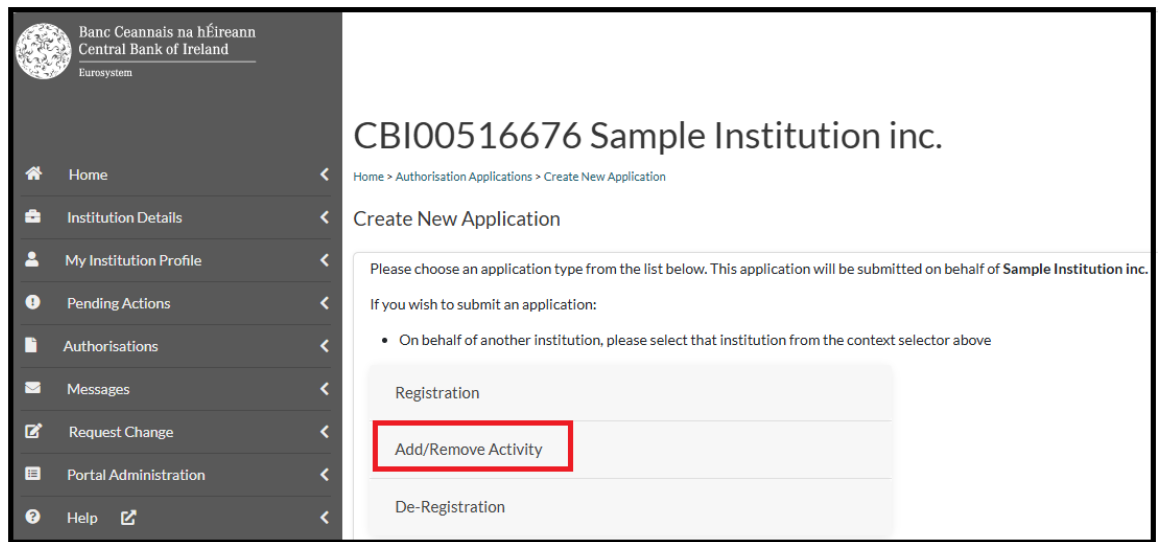
9.1 Submitting the Add/Remove Activity

Submit an Add/Remove Activity form if you are adding or removing a Schedule 2 activity that is currently registered with the Central Bank.

Submit a de-registration form if you are discounting all Schedule 2 activities.

Step 1: Navigate to Create New Application:

1. Log in to the [Portal](#);
2. Select "Authorisations" from the left-hand menu;
3. Click "Create New Application";
4. Click "Add/Remove Activity";

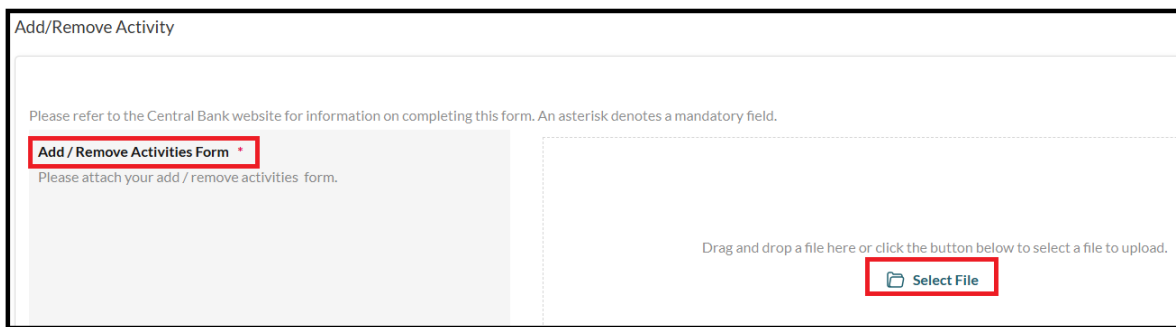


9.2 Uploading the Add/Remove Activity Form

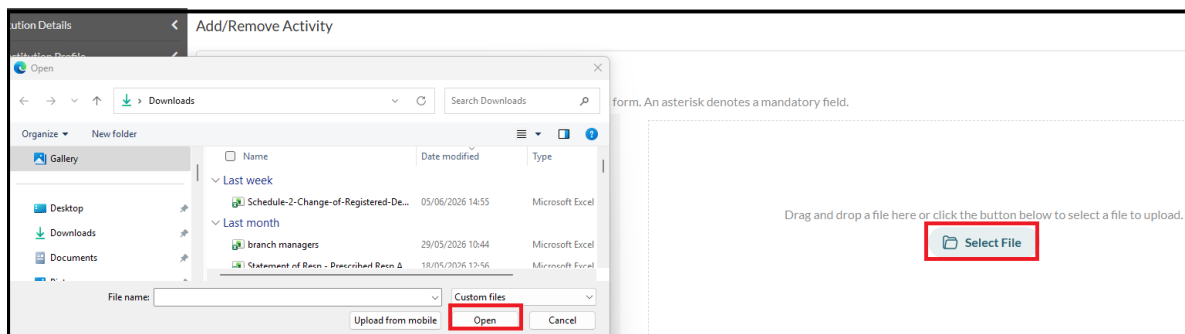
From the go live date, the Add/Remove Activity Form will be located on the Central Bank website [here](#).

To upload the Application Form:

1. Navigate to the "Add/Remove Activity" section;
2. Click "Select File" to open the computer's file explorer or drag and drop the file directly into the upload area;




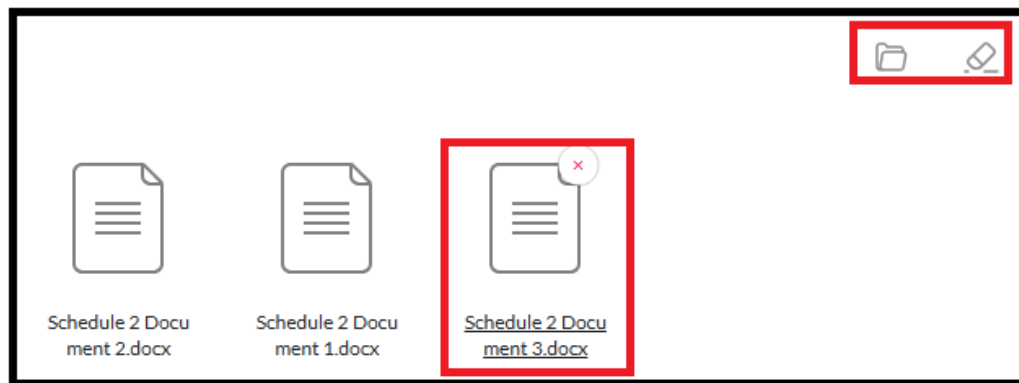
3. Choose the completed form and click "Open";



4. The file will appear in the upload area.

To remove a document(s):

- Click the eraser icon  next to the document name;
- Hovering over a file in Supporting documents will show a red X, individual documents can be deleted using this functionality.



To add additional documents:

- Click the file icon  to add more files.

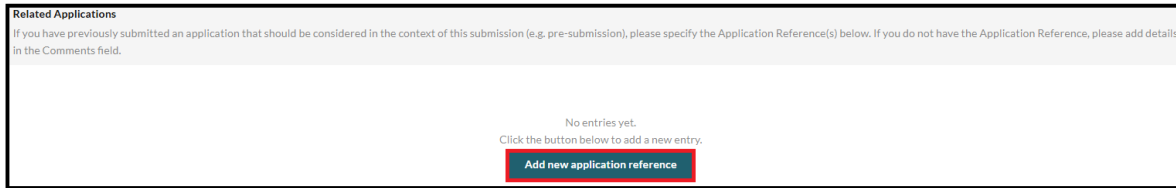
9.3 Linking Related Applications

The "Related Applications" section allows you to link a previous Registration.

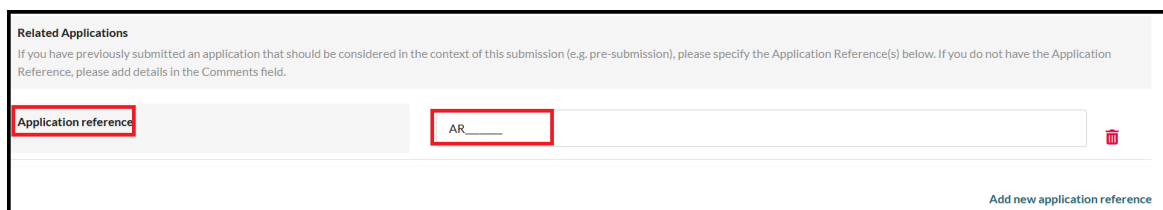
This is optional and only applicable for new Add/Remove Activities which have been submitted via the portal, if you have previously submitted an Add/Remove Activity via email, please leave blank.

To link the Registration:

1. Navigate to the "Related Applications" section;
2. Click "Add new application reference";




3. A field will appear for you to enter an application reference number;
4. Enter the AR reference number (e.g. AR00000001).



To add additional application references:

- Click "Add new application reference";
- This allows you to link multiple related applications if applicable.

To remove an application reference:

- Click the  icon next to the reference number.

9.4 Designating a Point of Contact

The Point of Contact is the individual within the organisation who will receive all correspondence from the Central Bank regarding this Application.

The Submitter of the application will also receive correspondence, so if the Firm requires 2 individuals to receive correspondence, the Submitter and the Point of Contact can be different

To designate a Point of Contact:

1. Navigate to the "Point of Contact" section;
2. Click the dropdown menu;



4. A confirmation message will appear indicating the Application has been received and is pending validation;
5. Refresh the page to see the application status update to "Submitted".

9.6 Application Status Tracking

After submitting the Application, you can track its progress via the Portal:

1. Navigate to "Authorisations" in the left-hand menu;
2. The Application will appear in the "Open Applications" tab;
3. The "Status" column shows the current stage of the application.

For information on application statuses, see **Section 6.2**.

You will also receive secure messages from the Central Bank if additional information is required or when the Application has been reviewed and the Central Bank has comments on the Application.

10 Request Changes

The post registration Request Change self - service functionality allows firms to update key information directly via the Central Bank Portal.

Schedule 2 firms will utilise the Request Changes functionality for the following amendments:

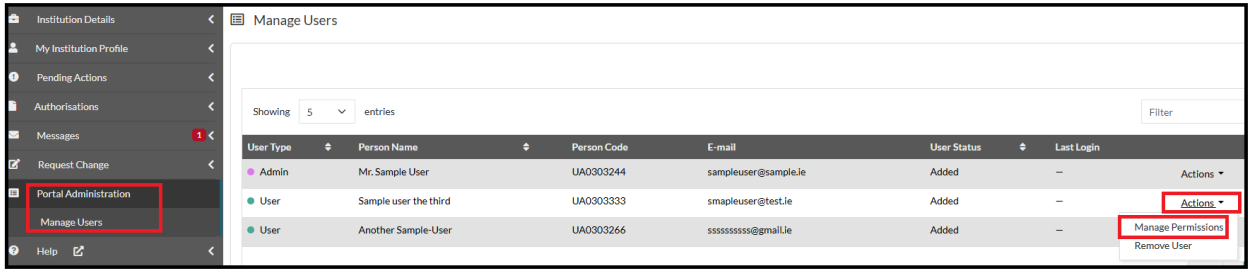
- Change to Contact (principal contact details);
- Change of Address;
- Change of Legal Name;
- Change of Trading Name;
- Other Material Changes.

10.1 Access to Request Changes

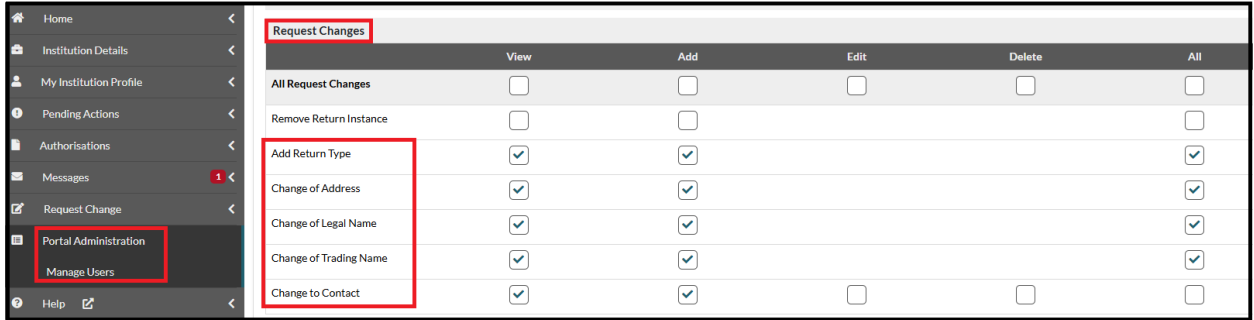
To access and use Request Changes, the Portal Administrator must assign you the appropriate permissions.

10.2 How the Portal Administrator assigns permissions

1. Navigate to Portal Administration on the Left-hand menu.
2. Select Manage Users.
3. Select the User.
4. Select Actions & Manage Permissions.



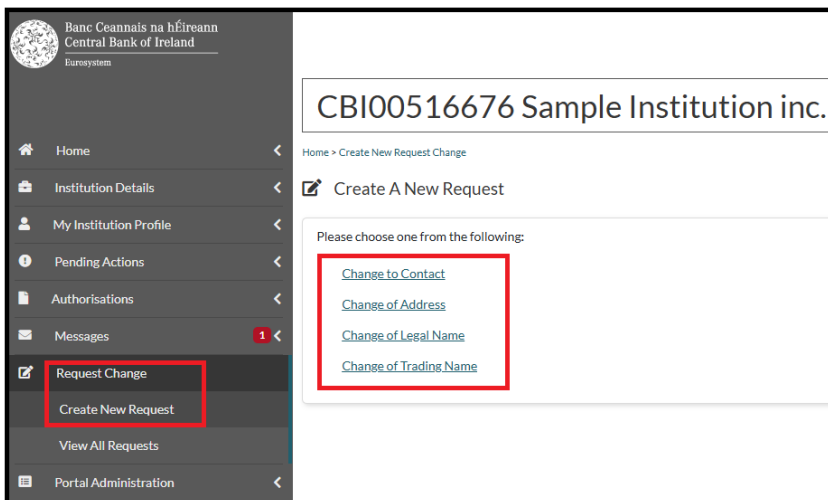
5. Navigate to “Request Changes”.



6. Select the preferred configuration and save.

10.3 How to submit a Request change

1. Log in to the [Portal](#).
2. Select "Request Change" from the left-hand menu.
3. Select “Create New Request”.
4. A list of Request Changes available is now listed.



10.3.1 Change to Contact

To add a new principal contact, select “Add New Contact”.

Fill out the required fields and submit.

Edit a contact

Select the actions drop down and click edit.

Amend as required and submit.

10.3.2 Change of Address

Add the old address and the new address in the “Details of Change” comment box.

Click Submit.

10.3.3 Change of Legal Name / Trading Name

Add the new Legal Name / Trading Name in the comment box and attach a document (optional).

Click Submit.

10.4 Other Material Changes

Add in other material changes, (eg. changes in the ownerships structure), in the comment box and attach a document (optional).

Click Submit.

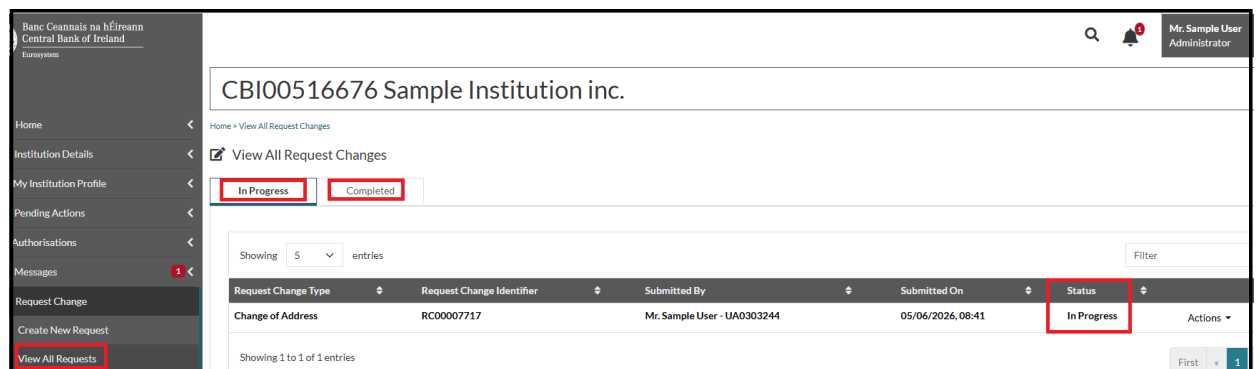
Please email the Schedule 2 registration team at Schedule2@centralbank.ie for more guidance on other material changes.

10.5 Managing Request Changes

All Request Changes will be reviewed by the Central Bank and will be either approved/rejected or the Central Bank will respond with a request for follow-up action.

An active Request Change can be seen in the 'In Progress' tab.

Once approved it will move to the "Completed" tab and the User will receive a message to notify them of the approval.



Additional information regarding Request Changes can be found on the Central Bank of Ireland website located [Here - Request Change Help](#)

11 Frequently Asked Questions

11.1 What do I do if I'm unable to access the Portal?

If you are experiencing technical issues accessing the Portal:

1. **Check the internet connection** – Ensure you have a stable internet connection;
2. **Try a different browser** – Try accessing the Portal using Chrome or Edge;
3. **Clear the browser cache** – Delete cookies and cached data for the Portal;
4. **Disable browser extensions** – Some extensions may interfere with Portal functionality;
5. **Check Portal status** – Visit the Central Bank website to check if there are any known issues.

If the problem persists:

- Email: onlinereturns@centralbank.ie;

- Phone: **01 224 4545**;
- Provide details of the error message you received;
- Include the C code and organisation name;

For general Portal guidance, visit the [following link](#);

For registration and login help, visit the [following link](#).

11.2 I cannot see the Messages tab / Request change tab / Applications tab

To have access to the above tabs, permissions need to be granted by the Portal Admin.

11.3 Can I add multiple Points of Contact?

Both the Submitter and the Point of Contact will receive correspondence in relation to the application, therefore if you require to have two points of contact, the submitter can designate an additional/different point of contact.

11.4 What do I do if the Point of Contact is out of office?

If the designated Point of Contact will be unavailable for an extended period:

1. **Designate a temporary contact** – The Portal Administrator can update the Point of Contact:
 - Navigate to "Authorisations" in the left-hand menu;
 - Locate the application in the grid;
 - Click the edit icon next to the Point of Contact field;
 - Select a new contact from the dropdown.
2. **Ensure permissions** – Confirm the temporary contact has appropriate messaging permissions;
3. **Update when returning** – Change the Point of Contact back when the original contact returns.

11.5 Can I save my application as a draft?

Yes. When completing an application form:

1. Click the "Save & Close" button at any time to save the progress as a draft;
2. The form will be saved with all information you have entered;
3. You can return to the draft later to make changes before submitting.

Note: All mandatory questions must be answered prior to Saving and Closing.

Important: Once an application is submitted, it cannot be edited. You can only view it, withdraw it, or send additional documents via secure message.

11.6 Do I create a new application to submit additional documents?

No. Do not create a new application to submit additional documents.

Instead, use the Secure Messaging function or unlock function, this ensures all correspondence are in one place under the Application number

The Central Bank will receive the message and documents in the context of the existing application. All documents will be stored together and can be viewed in the "View Documents" section.

Benefits of using secure messaging:

- Maintains all correspondence in one place;
- Documents are automatically linked to the application;
- Creates an audit trail of all submissions;
- Avoids confusion with multiple applications.

11.7 How can I see all my documents uploaded in one place?

To view all documents associated with the application:

1. Navigate to "Authorisations" in the left-hand menu;
2. Locate the application in the grid;
3. Click "Actions" dropdown;
4. Select "View Documents".

The "Source" column indicates how each document was submitted:

- **Portal Submission:** Uploaded directly via the application form;
- **Secure Message:** Sent to the Central Bank via the messaging system.

This view provides a complete record of all documents associated with the application and helps ensure nothing has been missed.

11.8 What if the Status is stuck at "Pending"?

If the application status remains at "Pending" for an extended period:

1. **Refresh the page** – Sometimes the status display needs to be refreshed;
 - Press F5 or click the refresh button in the browser;
 - Wait a few seconds for the page to reload.
2. **Log out and log back in** – Clear the session and reconnect:

- Click "Account Settings" in the top right corner;
- Select "Logout";
- Log back into the Portal;
- Navigate to the application again.

3. Contact the Central Bank – If the issue persists after trying the above steps:

- Email: onlinereturns@centralbank.ie;
- Phone: **01 224 4545**;
- Provide the application AR reference number ;
- Explain what status the application is showing;
- Include a screenshot if possible.

The Portal team will investigate the issue and resolve it as quickly as possible.

11.9 Where can I find the De-Registration and Add/Remove Activity form?

From the go live date, the De-registration and Add/Remove Activity forms are located on the [Central Bank website](#).



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem