



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

Guide to Submitting Crypto-Asset Service Providers (CASPs) Authorisation Applications on 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 (e.g. AR000000001)
CBI Code	The applicant firms unique reference number on the Central Bank Portal
Central Bank	The Central Bank of Ireland
CASP	Crypto-Asset Service Provider (CASP) – an entity providing services related to crypto-assets as defined under MiCAR
Portal	The Central Bank of Ireland Portal used to submit CASP applications. Available at the following page
MiCAR	Markets in Crypto-Assets Regulation (EU) 2023/1114
Point of Contact	The designated individual within the organisation who will receive Secure messages from the Central Bank of Ireland regarding an application
Portal Administrator	The user within the institution responsible for managing Portal access and user permissions
Pre-Application	The initial stage of the CASP authorisation process, used to provide preliminary information to the Central Bank
Application	The formal application for CASP authorisation, submitted following completion of the Pre-Application stage

3 Overview

3.1 Purpose of This Guidance

This document provides step-by-step system guidance for applicant firms seeking Crypto-Asset Service Provider (CASP) authorisation from the Central Bank. It explains how to submit pre-application and application documentation using the Central Bank Portal, manage the application, and communicate securely with the Central Bank.

This guidance is intended for:

- Portal Administrators managing user access within the organisation
- Applicant firms applying for CASP authorisation
- Staff members responsible for preparing and submitting applications

Please read this guidance in combination with:

- The Central Bank's CASP regulatory requirements
- The relevant application forms and templates
- Any additional guidance published by the Central Bank

3.2 Overview of Pre-Application & Applications Submission Process

The authorisation process consists of two phases, the Pre-Application and Application. The Pre-Application phase consists of two key stages:

- Pre-application meeting(s) (including the submission of a presentation on the Applicant's proposal)
- Submission of a Key Facts Document (KFD).

The Application phase commences on completion of the Pre-Application phase.

The tables below describes how applicant firms should submit documentation at each stage of the application process, the documents required and the submission method via the Portal.

Pre-Application Stage

Required Documents	Portal Submission Type
Presentation	Pre – Application Form
Key Facts Document (Attachment)	Secure Messaging
Any Additional Clarifications	

Application Stage

Required Documents	Portal Submission Type
CASP Application Form	Application
Programme of Operations	
Supporting Documentation	
Any Additional Clarifications	Secure Messaging

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 exit 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 Set up of the CASP Institution

Contact the Authorisation Team at the following email address:

casppauthorisations@centralbank.ie

Please provide the following information:

1. The organisation's name
2. A brief description of the proposed CASP activities

The CASP Authorisation Team will initiate the setup of the Institution by creating it on the Central Bank internal system. This will generate a unique reference code for the Institution i.e. the CBI Number. An example is as follows: CBI00XXXXXX (where the X represents a numeric value).

4.4 Portal Access & Registration

To access the Central Bank Portal:

1. Visit the [following link](#)
2. Click "Register for the Central Bank Portal" **if you do not already have a Portal account**
3. Follow the registration process and provide the email address
4. You will receive a registration confirmation email with instructions to activate the account
5. Once activated, you can log in using the email address and password
6. You will also be provided with a Person Code.

For detailed registration instructions, please refer to the section on the Central Bank's website.

4.5 Set up of the first Portal Administrator

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

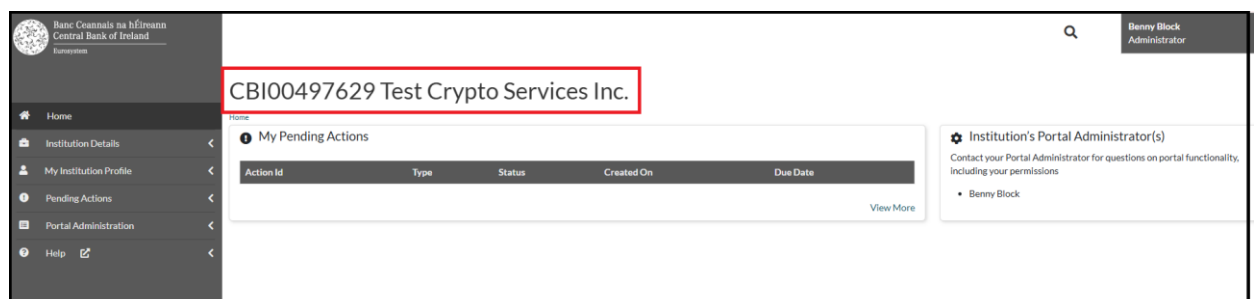
Please include the full name of the Institution, the CBI Number of the Institution and the person code of the nominated Portal Administrator.

4.6 Logging in to the Portal

To log in to the Portal:

1. Visit the [following link](#)
2. Enter the email address and password
3. Complete the second factor authentication (you will receive a code via email or SMS)
4. Enter the code to complete login

Upon successful login, you will see the organisation's CBI number and name on the Portal home page.

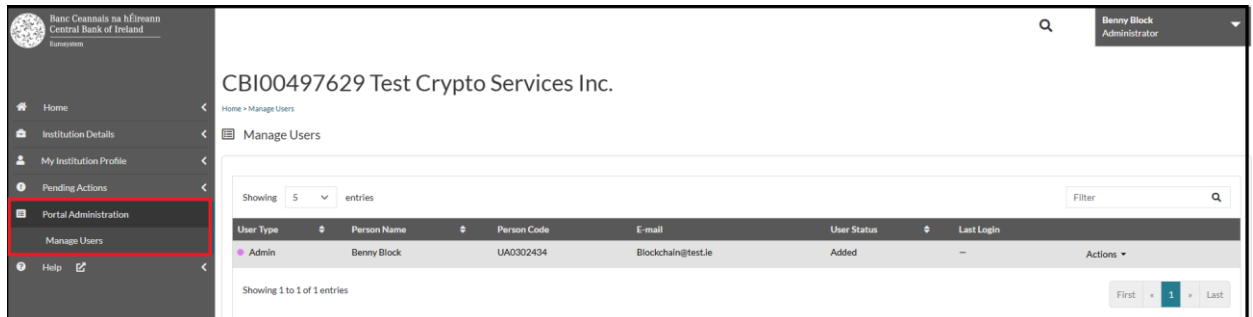


4.7 Portal Administration & User Permissions

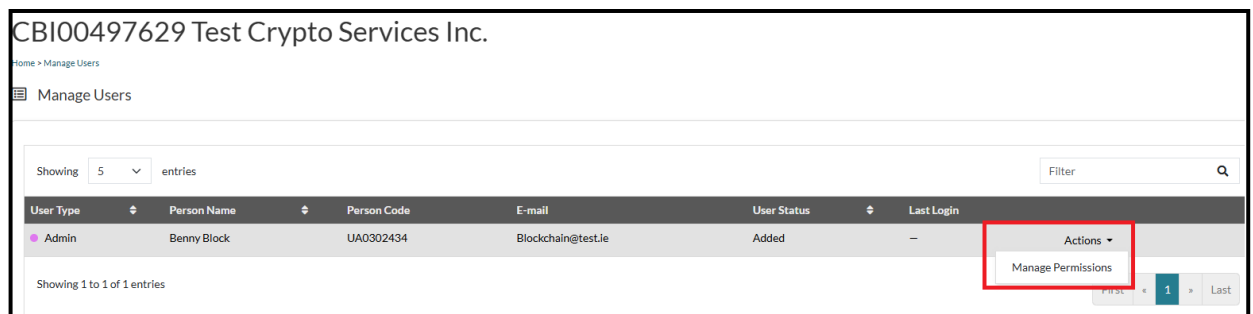
The Portal Administrator is responsible for adding new users to the institution and managing access for all users.

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

In order 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:

CBI00497629 Test Crypto Services Inc.

Request New CBI Number

Edit

Request New CBI Number ☐

Investment Funds

Edit

Investment Funds ☐

Beneficial Ownership

Edit

View

All

Beneficial Ownership ☐ ☐ ☐

Authorisations

Add

Authorisation Applications - All Users ☒

Authorisation Applications - Individual User ☒

Click save:

CBI00497629 Test Crypto Services Inc.

Home > Manage Users > Manage Permissions

Manage Permissions

Collapse All

User	Person Code	Email Address
Benny Block	UA0302434	Blockchain@test.ie
Portal Administrator	☒	

General

	Edit	View	Execute	All
Returns Notifications - Institution Default Settings	☐	☐		☐
Institution Details		☒		

Messages

	View	Create	All
Messages - All Users	☐	☐	☐
Messages - Individual User	☐	☐	☐

Request Changes

	View	Add	All
All Request Changes	☐	☐	☐

Save

✓

The user's permissions have been updated successfully

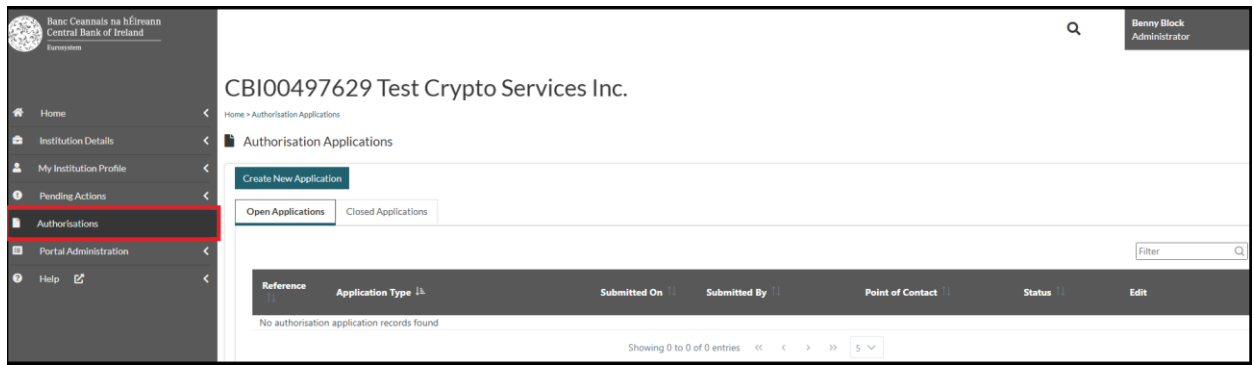
We recommend that the user logs out of the Portal and logs back in to ensure all changes take effect.

OK

Log out and log back in.

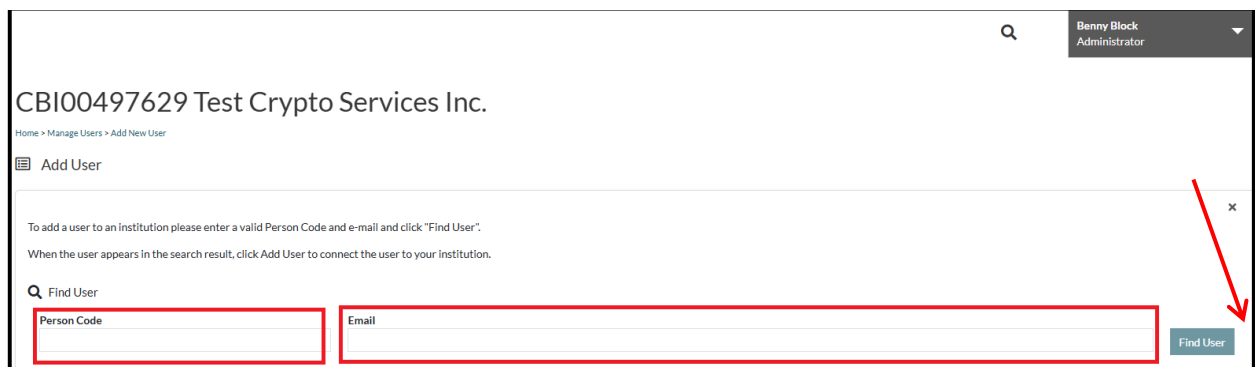
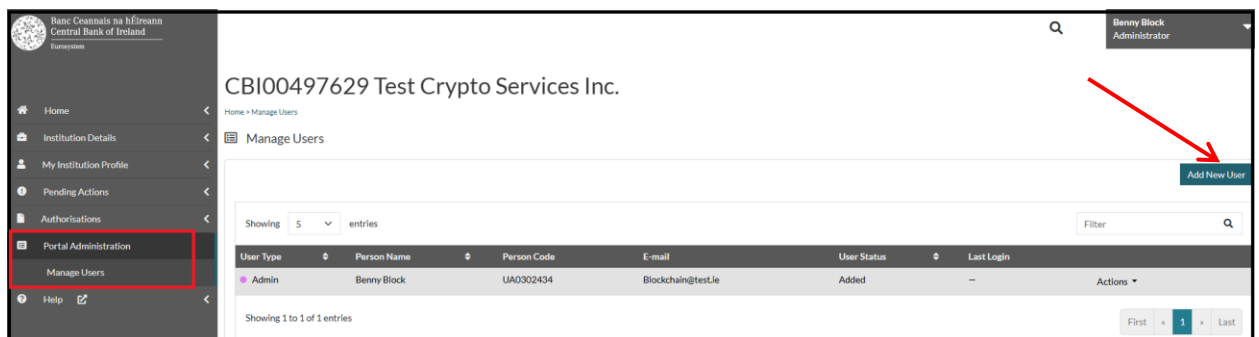
The “Authorisations” tab is now visible.

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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”.

Home > Manage Users > Add New User

Add User

To add a user to an Institution please enter a valid Person Code and e-mail and click "Find User".
When the user appears in the search result, click Add User to connect the user to your Institution.

Find User

Person Code: UA0302436 Email: wallet@blocktest.ie Find User

User

Person Name	Person Code	E-Mail
William Wallet	UA0302436	wallet@blocktest.ie

Clear Add User

The new user is added as a "user"

Home > Manage Users

Manage Users

Showing 5 entries Filter

User Type	Person Name	Person Code	E-mail	User Status	Last Login	Actions
Admin	Benny Block	UA0302434	Blockchain@test.ie	Added	—	Actions
User	William Wallet	UA0302436	wallet@blocktest.ie	Added	—	Actions

Showing 1 to 2 of 2 entries First 1 Last

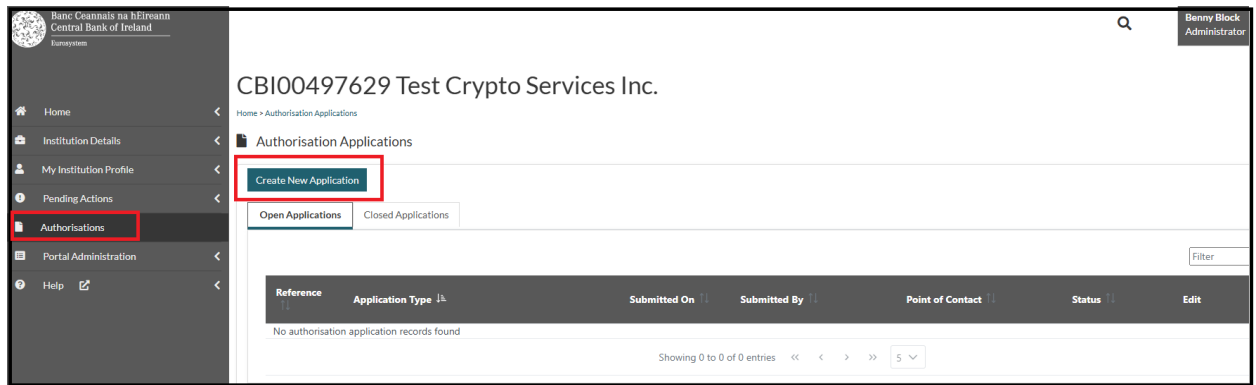
The Portal Administrator can now manage new user's access as shown at the beginning of this section 3.7.

5 Pre-Application Stage

5.1 Submitting the Pre-Application

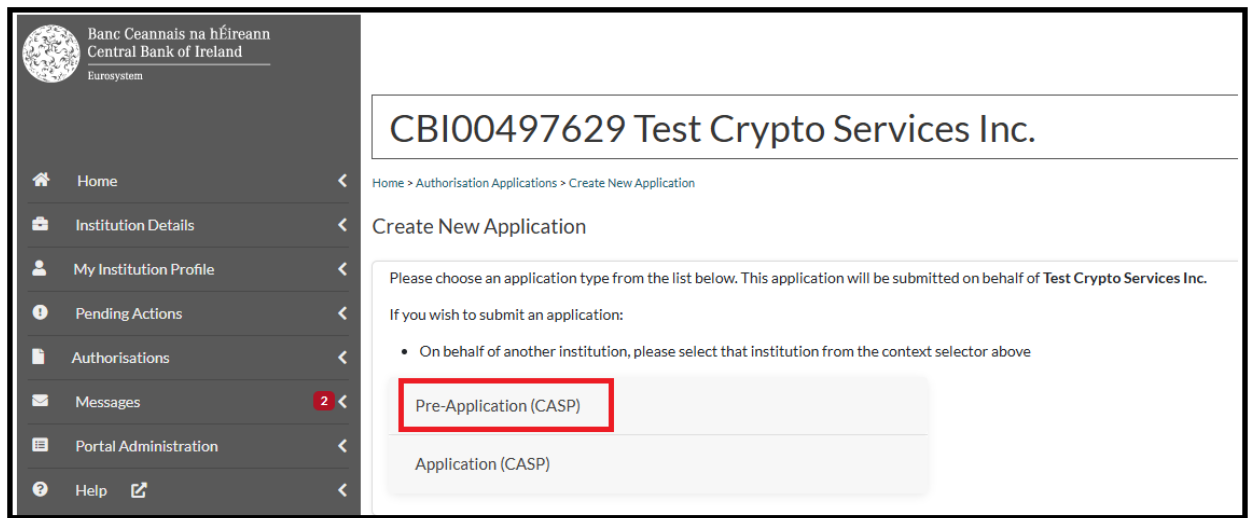
Step 1: Navigate to Create New Application

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



Step 2: Select Pre-Application (CASP)

From the application type dropdown, select "Pre-Application (CASP)"



The Pre-Application form will open. The form contains four sections:

- Supporting documentation (mandatory)
- Related Applications
- Point of Contact (mandatory)
- Comments

5.2 Uploading Supporting Documentation

The Supporting documentation section allows you to upload files that support the Pre-Application.

Please note once you have submitted the Pre-Application all other supporting documents must be submitted via Secure Message.

To upload documents:

1. Navigate to the "Supporting documentation" section to upload **the presentation on the Applicant's proposal**
2. Click "Select File" to open the computer's file explorer, or drag and drop files directly into the upload area

Home > Authorisation Applications > Create New Application > Application Form

Crypto-Asset Service Provider (CASP) Pre-submission

Please refer to the Central Bank website for information on completing this form. An asterisk denotes a mandatory field.

Supporting documentation *

Please attach documentation that supports your application submission.

Drag and drop a file here or click the button below to select a file to upload.

Select File

3. Choose the file(s) you wish to upload and click "Open"
4. The file(s) will appear in the upload area

Supporting documentation *

Please attach documentation that supports your application submission.

CASP Presentation n.docx

To remove a document:

- Click the eraser icon  next to the document name

To add additional documents:

- Click the file icon  to add more files

5.3 Related Applications

The "Related Applications" field is used to link the pre-Application to any previous applications.

For the Pre-Application:

- Leave this field blank (this field is used when submitting the Authorisation Application and linking it to the Pre-Application)

Related Applications

If you have previously submitted an application that should be considered in the context of this submission (e.g. pre-submission), please specify the Application Reference(s) below. If you do not have the Application Reference, please add details in the Comments field.

No entries yet.
Click the button below to add a new entry.

Add new application reference

5.4 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 Pre-Application.

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. This field can be edited from the Authorisation Applications grid.

Select...

Benny Block - UA0302434

William Wallet - UA0302436

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 Pre-Application

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 6.2 for information on messaging permissions).

5.5 Adding Comments

The "Comments" section allows you to provide additional information or context about the Pre-Application.

Comments:	Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording /
-----------	--

Use this section to:

- Provide context for the application.
- Highlight any key points for the Central Bank's consideration.
- Clarify any information in the supporting documents.

Comments are optional but recommended where they add value to the submission.

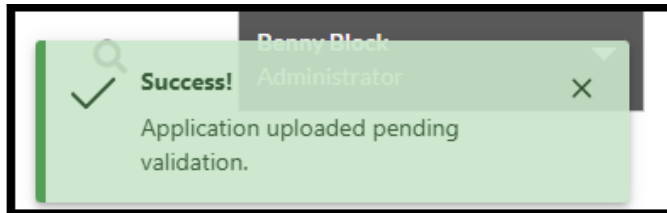
5.6 Submitting the Pre – Application

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	Closes the form without saving. Any information entered will be lost.
Submit	Submits the completed form to the Central Bank. Once submitted, you cannot edit the form.

To submit the Pre-Application:

1. Review all information to ensure accuracy and completeness.
2. Ensure all mandatory fields are completed (Supporting documentation and Point of Contact).
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".

Open Applications

Closed Applications

Filter

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Edit
AR00003036	Pre-Application (CASP)	25/02/2026 11:44	Benny Block - UA0302434	William Wallet - UA0302436	Submitted	Edit Actions
AR00002979	Pre-Application (CASP)	24/02/2026 10:32	Benny Block - UA0302434	Benny Block - UA0302434	Submitted	Edit Actions

5.7 Submission Status Tracking

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

1. Navigate to "Authorisations" in the left-hand menu.
2. The Pre-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 5.2**.

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

6 Application Management

6.1 Understanding the Application Grid

The Application Grid (see screen shot below) provides an overview of all the CASP Pre-Applications and 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	Pre-Application or Application
Submitted on	Date the Pre-Application / Application was submitted to the Central Bank
Submitted by	Name of the Portal user who submitted the application
Point of Contact	The designated individual receiving correspondence
Status	Current stage of the application (see Section 5.2)
Actions	Dropdown menu with available actions (see Section 5.3)

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 the messages
Pre-Application Completed	The Pre-Application has been approved; you may now submit the Authorisation Application
CBI – Completeness Check	The Central Bank is checking whether the Authorisation Application is complete

Remains Incomplete – Refusal to Review	The application is incomplete and the Central Bank has decided not to proceed with review
Authorised	The application has been approved, and you have been granted CASP authorisation
Completed	The application process has been completed
Submitted	The application has been closed
CBI – Under Assessment	The application has been placed on hold due to inactivity

What to do when status is "Applicant – Action Required":

1. Check the secure messages for details of what is required.
2. Prepare the requested information or documents.
3. Send the documents to the Central Bank via secure message (see Section 6.4)
4. The status will update once the Central Bank receives and reviews the Submission.

Create New Application

Open Applications

Closed Applications

Filter

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Edit	
AR00003108	Pre-Application (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Saved		Actions
AR00003036	Pre-Application (CASP)	25/02/2026 11:44	Benny Block - UA0302434	William Wallet - UA0302436	Submitted		Actions
AR00002979	Pre-Application (CASP)	24/02/2026 10:32	Benny Block - UA0302434	Benny Block - UA0302434	Submitted		Actions
AR00002174	Application (CASP)	11/02/2026 16:06	Benny Block - UA0302434	William Wallet - UA0302436	CBI - Under Assessment		Actions
AR00002173	Pre-Application (CASP)	11/02/2026 16:05	Benny Block - UA0302434	William Wallet - UA0302436	Applicant - Action Required		Actions

6.3 Managing The Applications

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

Status	Edit
Submitted	Actions View Application Withdraw View Documents

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.
- See the application reference number (AR reference).

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".

CBI00497629 Test Crypto Services Inc.

Home > Authorisation Applications > Withdraw Application

Withdraw Application

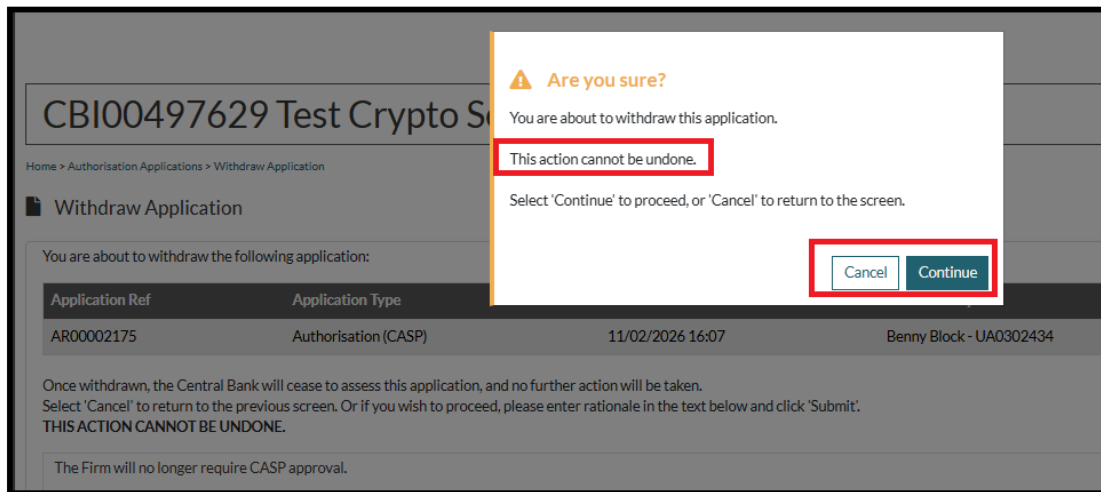
You are about to withdraw the following application:

Application Ref	Application Type	Submitted On	Submitted By	Point of Contact	Status
AR00002175	Authorisation (CASP)	11/02/2026 16:07	Benny Block - UA0302434	Benny Block - UA0302434	Submitted

Once withdrawn, the Central Bank will cease to assess this application, and no further action will be taken. Select 'Cancel' to return to the previous screen. Or if you wish to proceed, please enter rationale in the text below and click 'Submit'.

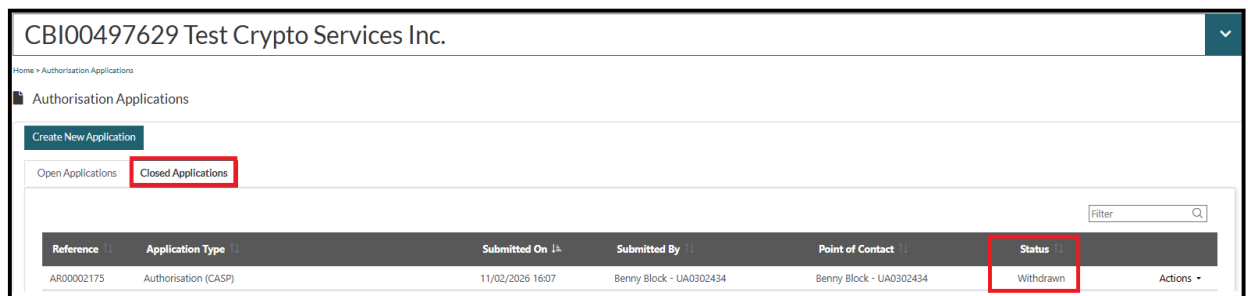
THIS ACTION CANNOT BE UNDONE.

4. A window will appear asking you to provide a reason for 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 authorisation.

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.

Home > Authorisation Applications > Application Documents

Application Documents

Filter

Document Name	Created On	Added By	Source
Programme of operations business plan 2.docx	13/02/2026 10:39	Benny Block - UA0302434	Secure Message
CASP Supporting Doc 5.docx	13/02/2026 10:39	Benny Block - UA0302434	Secure Message
CASP Supporting Doc 4.docx	13/02/2026 10:39	Benny Block - UA0302434	Secure Message
Programme of operations business plan 1.docx	13/02/2026 10:38	Benny Block - UA0302434	Portal Submission
CASP Supporting Doc 3.docx	13/02/2026 10:38	Benny Block - UA0302434	Portal Submission
CASP Supporting Doc 2.xlsx	13/02/2026 10:38	Benny Block - UA0302434	Portal Submission
CASP Application Form.docx	13/02/2026 10:38	Benny Block - UA0302434	Portal Submission

Showing 1 to 7 of 7 entries << < 1 > >> 10

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
AR00003108	Pre-Application (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Saved		Actions
AR00003036	Pre-Application (CASP)	25/02/2026 11:44	Benny Block - UA0302434	William Wallet - UA0302436	Submitted	Edit	
AR00002979	Pre-Application (CASP)	24/02/2026 10:32	Benny Block - UA0302434	Benny Block - UA0302434	Submitted	Cancel Draft	
AR00002174	Application (CASP)	11/02/2026 16:06	Benny Block - UA0302434	William Wallet - UA0302436	CBI - Under Assessment	View Documents	

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 ready to submit.

Note: Once an application is submitted, it cannot be edited. You can only view it or withdraw it.

6.8 Cancelling an 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.

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Edit	Actions
AR00003108	Pre-Application (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Saved		Actions
AR00003036	Pre-Application (CASP)	25/02/2026 11:44	Benny Block - UA0302434	William Wallet - UA0302436	Submitted	Edit	
AR00002979	Pre-Application (CASP)	24/02/2026 10:32	Benny Block - UA0302434	Benny Block - UA0302434	Submitted	Cancel Draft	
AR00002174	Application (CASP)	11/02/2026 16:06	Benny Block - UA0302434	William Wallet - UA0302436	CBI - Under Assessment	View Documents	

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".

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Actions
AR00002175	Authorisation (CASP)	11/02/2026 16:07	Benny Block - UA0302434	Benny Block - UA0302434	Withdrawn	Actions
AR00002058	Pre-Application (CASP)	04/02/2026 17:00	Benny Block - UA0302434	William Wallet - UA0302436	Pre Application Completed	Actions
AR00002145	Authorisation (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Cancelled	Actions
AR00002147	Authorisation (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Cancelled	Actions

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

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.

Point of Contact	Status	Edit
Benny Block - UA0302434	Submitted	 
Benny Block - UA0302434	CBI - Under Assessment	
William Wallet - UA0302436	Applicant - Action Required	

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

7 Secure Messaging

7.1 Overview of Secure Messaging

When available/Once the Pre-Application / 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.
- Provide updates on the application status.
- Notify you of decisions (e.g., approval, refusal).
- Send formal correspondence (e.g., authorisation letters).

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

The screenshot shows the 'Manage Users' page for 'CBI00497629 Test Crypto Services Inc.'. The left-hand menu has 'Portal Administration' and 'Manage Users' highlighted. The main content area shows a table of users with columns: User Type, Person Name, Person Code, E-mail, User Status, and Last Login. The 'Actions' dropdown menu is open, showing 'Manage Permissions' and 'Remove User' options.

User Type	Person Name	Person Code	E-mail	User Status	Last Login
Admin	Benny Block	UA0302434	Blockchain@test.ie	Added	–
User	William Wallet	UA0302436	wallet@blocktest.ie	Added	–

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

The screenshot shows the 'Messages' section for 'CBI00497629 Test Crypto Services Inc.'. It displays a table with columns: View, Create, and All. The 'Messages - All Users' row has all three checkboxes checked. The 'Messages - Individual User' row has all three checkboxes unchecked.

	View	Create	All
Messages - All Users	☒	☒	☒
Messages - Individual User	☐	☐	☐

7. Select the preferred configuration and save

CBI00497629 Test Crypto Services Inc.

Home > Manage Users > Manage Permissions

Manage Permissions

User	Person Code	Email Address
Benny Block	UA0302434	Blockchain@test.ie

Portal Administrator ☒

General

Messages

	View	Create	All
Messages - All Users	☒	☒	☒
Messages - Individual User	☐	☐	☐

Request Changes

Portal Administration

Fitness and Probity

	Add
F&P Admin	☐
Proposers	☐

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.

Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem

CBI00497629 Test Crypto Services Inc.

Home > Messages

Messages

User: Benny Block - UA0302434

Inbox

From Date: From Clear

To Date: To Clear

Showing 5 entries

From	To	Subject
No results		

7.6 Receiving Messages from the Central Bank

During the Pre-application and Application process the Central Bank will send secure messages to the designated Point of Contact via the Portal.

This may be to inform the Portal User to submit additional information, missing information, KFD documents, minded to approve/refuse documents and authorisation/refusal letters.

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

Important: The email notification does not contain the sensitive message content. You must log into the Portal to read the full message.

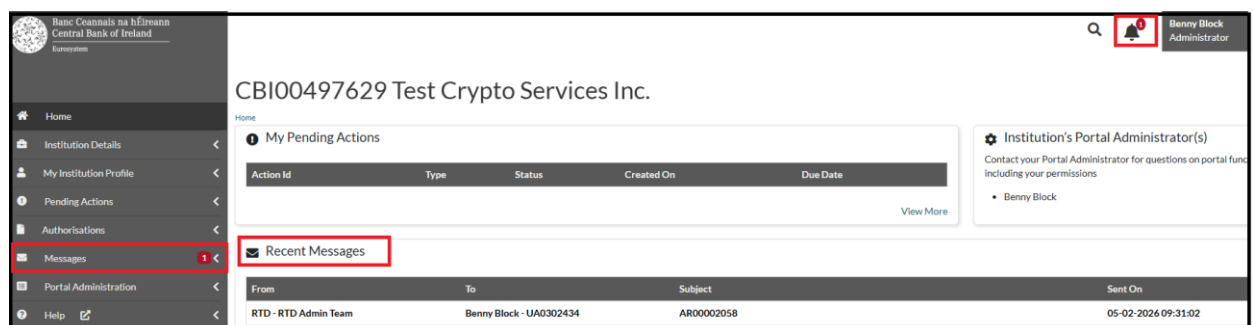
Example email notification:

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

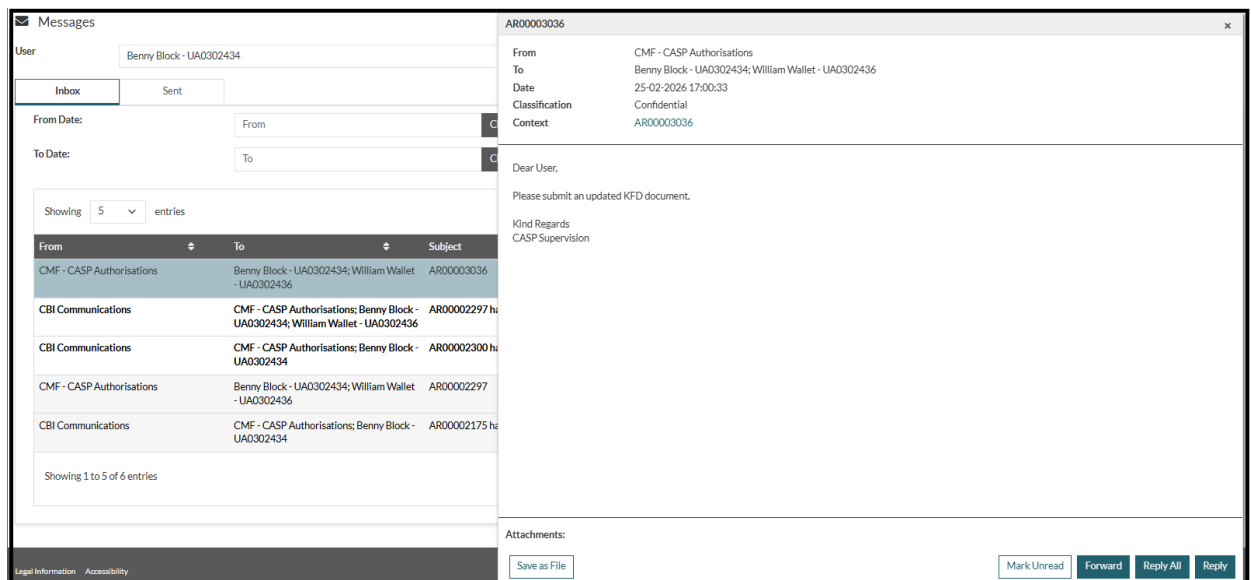
Please log into the Portal to view this message. All users (including Portal Administrators) need to be explicitly permissioned to view messages. If you are a Portal Administrator, you can manage all permissions from the Portal Administration > Manage Users screen, by choosing the relevant user and clicking Actions > Manage Permissions. All other users should contact their firm's Portal Administrator.

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 Sending Messages to the Central Bank

You can send messages to the Central Bank to:

- Provide additional information or documents.
- Ask questions about the application.
- Request clarification on requirements.
- Provide updates on the application.

7.8 Replying to a Message

To reply to a message from the Central Bank:

1. Open the message you wish to reply to.
2. Click the "Reply" button at the bottom of the message.
3. A reply form will open.
4. The "To" field will be automatically populated with the Central Bank's CASP Authorisations team.
3. The "Subject" field will be automatically populated with the AR reference.
4. Type the reply in the message body.
5. (Optional) Click "Add Document" to attach supporting files.
6. Click "Send".

7.9 Sending a New Message

You can also send a new message to the Central Bank without first receiving a message from them.

To send a new message:

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 Application".
5. Scroll to the bottom of the application view.
6. Click "Create New Message".

CBI00497629 Test Crypto Services Inc.

Related Applications
If you have previously submitted an application that should be considered in the context of this submission (e.g. pre-submission), please specify the Application Reference(s) below. If you do not have the Application Reference, please add details in the Comments field.

No entries

Point of Contact *
All correspondence in relation to this application will be directed to the point of contact captured here. This field can be edited from the Authorisation Applications grid.

William Wallet - UA0302436

Comments:
test

Create New Message Close

7. A message form will open.
8. The "To" field will be automatically populated with the CASP Authorisations team.
9. The "Subject" field will be automatically populated with the AR reference.
10. Type the message in the message body.
11. (Optional) Click "Add Document" to attach supporting files.
12. Click "Send".

Home > Create New Message

From: Benny Block

To: CMF - CASP Authorisations

Business Process Context
AR00003036 Pre-Application (CASP)

Subject: AR00003036 Pre-Application (CASP)

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

Dear team,
Please see attached
Kind regards

Attachments: CASP Supporting Doc 3.docx CASP Supporting Doc 4.docx

Add Document Send

7.10 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 6.6).

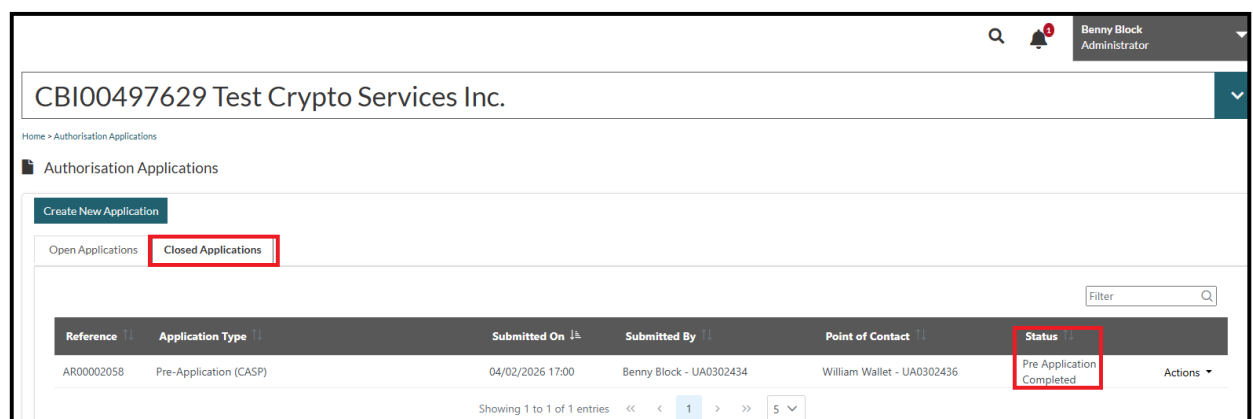
8 Application Stage

The "Application" is the second stage of the process to obtain CASP Authorisation approval.

8.1 When to Submit the Application

You can only submit the authorisation Application after:

1. The Pre-Application status has changed to "Pre-Application Completed".
2. You have received a secure message from the Central Bank confirming you may proceed.



8.2 Submitting the Application

Once you have received confirmation that the Pre-Application has been complete from the Central Bank you may proceed, following the steps below

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 "Application (CASP)".

Step 2: Complete Application form

The authorisation Application form will open. The form contains six sections:

- Application Form (mandatory)
- Programme of Operations / Business Plan (mandatory)
- Supporting documentation (mandatory)
- Related Applications
- Point of Contact (mandatory)
- Comments

8.3 Uploading the Application Form

The Application Form is the formal CASP authorisation application document provided by the Central Bank available to [download here](#).

- Only 1 file can be uploaded in this section

To upload the Application Form:

1. Navigate to the "Application 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 Application Form and click "Open".
4. The file will appear in the upload area.

8.4 Uploading Programme of Operations/Business Plan

Only 1 file can be uploaded in this section (Additional files can be submitted via Secure Message)

To upload the Programme of Operations:

1. Navigate to the "Programme of Operations/ Business Plan " 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 Programme of Operations document and click "Open".
4. The file will appear in the upload area.

8.5 Uploading Supporting Documentation

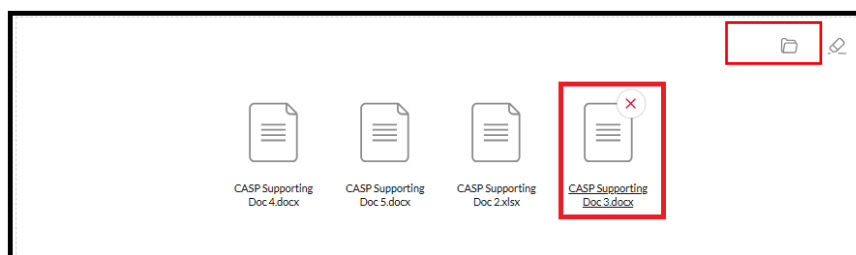
Please refer to [Application Form for authorisation as a Crypto-Asset Service Provider](#) for a list of the supporting documents that should be submitted.

To upload Supporting documentation:

1. Navigate to the "Supporting documentation" section.
2. Click "Select File" to open the computer's file explorer or drag and drop files directly into the upload area.
3. Choose the file(s) you wish to upload and click "Open".
4. The file(s) 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

8.6 Linking Related Applications

The "Related Applications" section allows you to link the Application to the Pre-Application.

To link the Pre-Application:

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

Related Applications
If you have previously submitted an application that should be considered in the context of this submission (e.g. pre-submission), please specify the Application Reference(s) below. If you do not have the Application Reference, please add details in the Comments field.

No entries yet.
Click the button below to add a new entry.

[Add new application reference](#)

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

Related Applications
If you have previously submitted an application that should be considered in the context of this submission (e.g. pre-submission), please specify the Application Reference(s) below. If you do not have the Application Reference, please add details in the Comments field.

Application reference

[Add new application reference](#)

Where to find the Pre-Application AR reference:

1. Navigate to "Authorisations" in the left-hand menu.
2. Click the "Closed Applications" tab.
3. Locate the Pre-Application.
4. The AR reference is shown in the "Status" column.

CBI00497629 Test Crypto Services Inc.

Home > Authorisation Applications

Authorisation Applications

Create New Application

Open Applications **Closed Applications**

Filter

Reference	Application Type	Submitted On	Submitted By	Point of Contact	Status	Actions
AR00002058	Pre-Application (CASP)	04/02/2026 17:00	Benny Block - UA0302434	William Wallet - UA0302436	Pre Application Completed	Actions
AR00002145	Authorisation (CASP)		Benny Block - UA0302434	Benny Block - UA0302434	Draft Cancelled	Actions

5. Copy this reference number and paste it into the "Related Applications" field.

To add additional application references:

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

To remove an application reference:

- Click the  icon next to the reference number.

8.7 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.

To designate a Point of Contact:

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

Point of Contact *

All correspondence in relation to this application will be directed to the point of contact captured here. This field can be edited from the Authorisation Applications grid.

Select...

Benny Block - UA0302434

William Wallet - UA0302436

3. Select the appropriate individual from the list of users associated with the institution.
4. This person will receive all secure messages related to the authorisation Application.

Note: The Submitter will also receive secure messages.

Important considerations:

- Ensure the Point of Contact is aware of their designation
- Confirm they have the necessary permissions to access messages
- The Point of Contact can be changed at any time

8.8 Adding Comments

The "Comments" section allows you to provide additional information or context about the Application.

Comments:

Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording / Test Wording/Test Wording / Test Wording / Test Wording /

Use this section to:

- Explain any significant aspects of the application
- Provide context for the business model
- Clarify any complex information
- Draw attention to specific documents
- Explain any changes from the Pre-Application
- Address any known concerns or potential questions

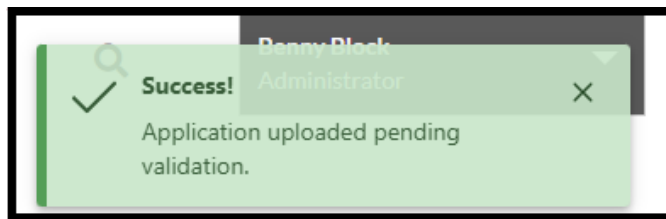
8.9 Submitting the Authorisation Application

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	Closes the form without saving. Any information entered will be lost.
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".

8.10 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 5.2**.

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 Pre-Application.

9 Frequently Asked Questions

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

If you are experiencing technical issues accessing the Portal:

4. **Check the internet connection** – Ensure you have a stable internet connection
5. **Try a different browser** – Try accessing the Portal using Chrome or Edge
6. **Clear the browser cache** – Delete cookies and cached data for the Portal
7. **Disable browser extensions** – Some extensions may interfere with Portal functionality
8. **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 email address and organisation name

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

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

9.2 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
 - Click the tick icon to confirm
2. **Provide contact details** – Include the temporary contact's name and email address in the message to the Central Bank
3. **Ensure permissions** – Confirm the temporary contact has appropriate messaging permissions
4. **Update when returning** – Change the Point of Contact back when the original contact returns

9.3 Can I save my application as a draft?

Yes. When completing an application form (Pre-Application / Application):

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

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

9.4 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, 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

9.5 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.

9.6 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.

9.7 Can I withdraw my application after it has been approved?

Once the application has been approved and you have been granted CASP authorisation:

- You cannot withdraw the application via the Portal
- The authorisation status will show as "Authorised" in the "Closed Applications" tab
- If you wish to cease CASP activities, you must contact the Central Bank's Authorisation Team caspsupervision@centralbank.ie

9.8 Who should I contact if I have questions?

For questions about:

Topic	Contact
CASP authorisation requirements	casppauthorisations@centralbank.ie
Portal technical issues	onlinereturns@centralbank.ie or 01 224 4545
Portal access and registration	onlinereturns@centralbank.ie or 01 224 4545
Application status or progress	CASPAuthorisations (via secure message)
Document submission or messaging	CASPAuthorisations (via secure message)
General regulatory guidance	Visit the following webpage

Best practice for contacting the Central Bank:

- Use secure messaging via the Portal for application-related queries (creates an audit trail)

- Use email for technical or administrative issues
- Include the institution name and CBI Code in all correspondence
- Be as specific as possible about the question or issue



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