

How to: Request a Change of Firm/System Administrator:

This step-by-step guidance provides information on how to submit a request to have the firm's Firm/System Administrator changed.

To submit a request to have the firm's Firm/System Administrator changed, please complete the following steps:

- i. This request must be submitted through the ONR using the Submit Request function. Once logged in, on the *Home Page* select the '**Submit a Request**' link in the bottom left hand corner of the page, as show in figure 1.1.

The screenshot shows the user interface for 'C99002: RTD Test Institution 2' by user 'Julia O Halloran'. The page is titled 'Home' and includes a 'Logout' button in the top right. The left sidebar contains a 'Home Page' section with instructions and a 'Submit a Request' link highlighted by a red callout bubble. The main content area features several menu items: 'View / Edit Data', 'Administration', 'My Profile', 'Messages', 'Requests', and 'Manage User Accounts'. A 'Tasks' section at the bottom shows overdue return notifications.

Figure 1.1

- ii. Select the query '**Request Change of Firm Administrator**' from the dropdown list. In general the consent of the current System Administrator will be sought in order to make the change. Provide further information in the '**Additional Details**' textbox if appropriate (see figure 1.2), and select '**Submit**'.

Figure 1.2

- iii. The *Submit Request* screen will appear on the ONR with a reference code as shown in figure 1.3. Your Request will then be processed by the Central Bank of Ireland.

Figure 1.3

- iv. You will also receive a notification email with the request reference code to confirm that your query has been submitted (like the one shown in figure 1.4).

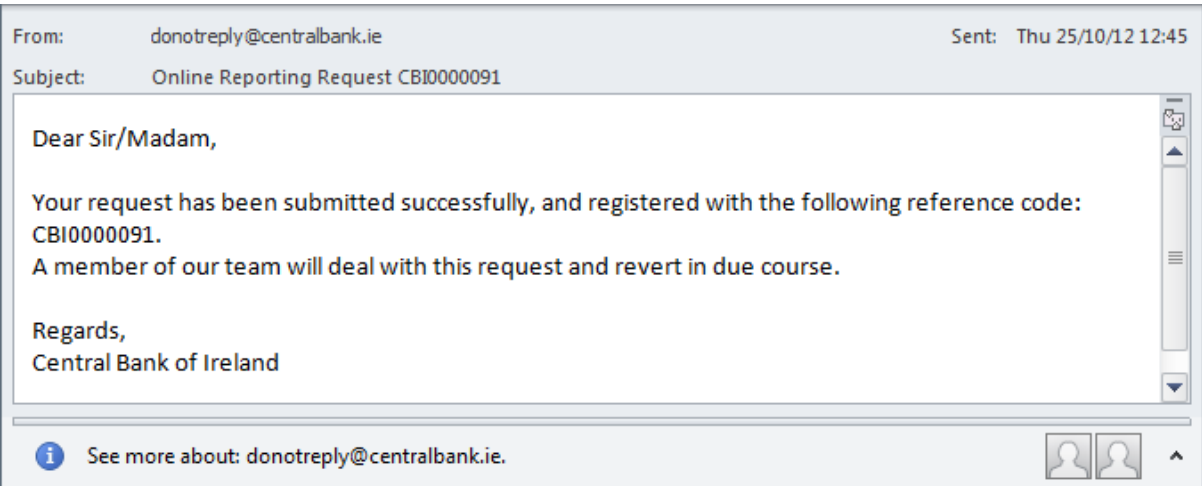


Figure 1.4