

MFSA

MALTA FINANCIAL SERVICES AUTHORITY

ROC User's Manual

Users' Guide

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Prepared by:

- Neville Agius
- Christian Bugeja

Reviewed by:

- Neville Agius

Contacts:

- infosys@mfsa.com.mt

Attached Documents:

- None

References:

- How do I enable pop ups? Available from: <http://www.cro.ie/ena/online-services-web-forms.aspx#faq9>
- Understanding Electronic Signatures. Available from: http://www.cic.com/resources/whitepapers/pdf/wp_understand_esig.pdf
- Validating a Signature through Acrobat. Available from: <http://www.cic.com/support/guides/signit/Acrobat/SignitAcrobat.html>

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Document Authorisation

Distribution

Name	Company	Date
Christian Bugeja	MFSA	08/10/2010
Neville Agius	MFSA	08/10/2010

Versioning

Version	Date	Author	Description
1.1	08/10/2010	Christian Bugeja	Create first Version
13.0	08/10/2010	Neville Agius	Added notes on enabling ActiveX for JRE applet to run
14.0	27/01/2015	Christian Bugeja	Added notes on Java JRE version 7 or higher

Section 1.0 System Requirements and Settings

The Registry of Companies online system is developed in Java. Basically the ROC Online system only requires Java Runtime Environment (JRE), but in order to digitally sign forms and submit them on line, the user must also install a digital certificate (issued by Certificate Authority) and E-Lock Client installation. Each and every one of these installation will be documented in detail for your perusal.

Section 1.1 Sun Java Runtime Environment

Users should have the SUN JAVA Runtime Environment installed on their PC. This is required because it allows end-users to run JAVA Applications like the ROC Online System. Users should also make sure that no other versions of the SUN JAVA Runtime Environment are installed on their PC.



Java Platform (JDK)
JDK JRE

Section 1.1.1 Installing JRE

- Browse <http://www.oracle.com/technetwork/java/javase/downloads/index.html>
- Choose the following options (as illustrated in screen dump below)

Provide Information, then Continue to Download

There is more information on the available files for download on the [Supported System Configurations](#) page.

Select Platform and Language for your download:

Platform:

Language: Multi-language

I agree to the [Java SE Runtime Environment 6u21 with JavaFX License Agreement](#).

Optional: Please Log In or Register for additional functionality and [benefits](#).
Or, click "Continue" now to proceed without Log In or Registration.

User Name:
Example: jim23 or jim@company.com

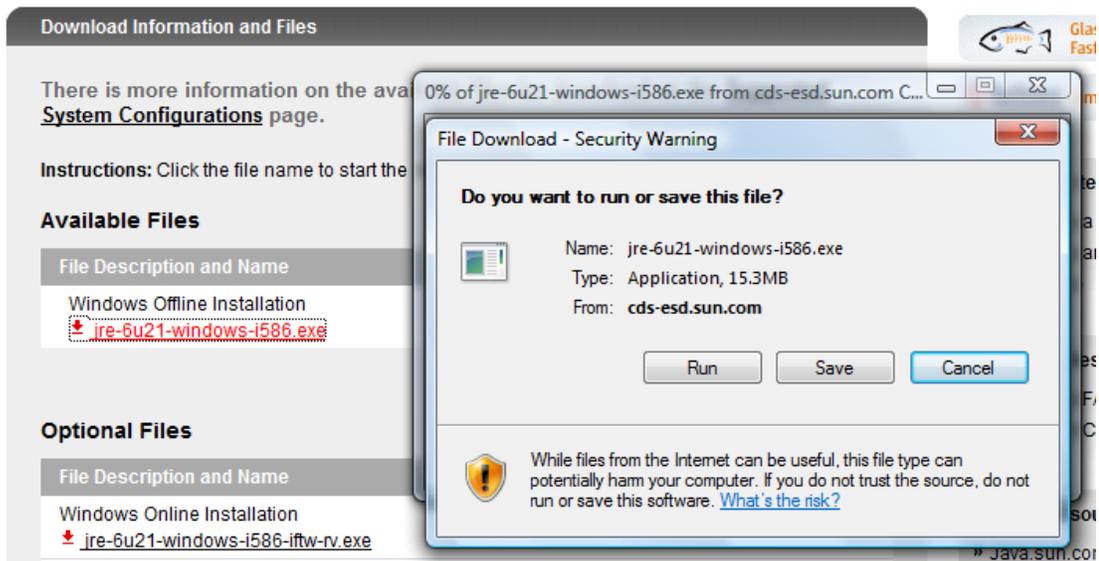
Password:

» [Register Now](#)
» [Why Register?](#)
» [Forqot User Name or Password ?](#)

Continue »

- Proceed by clicking Continue.

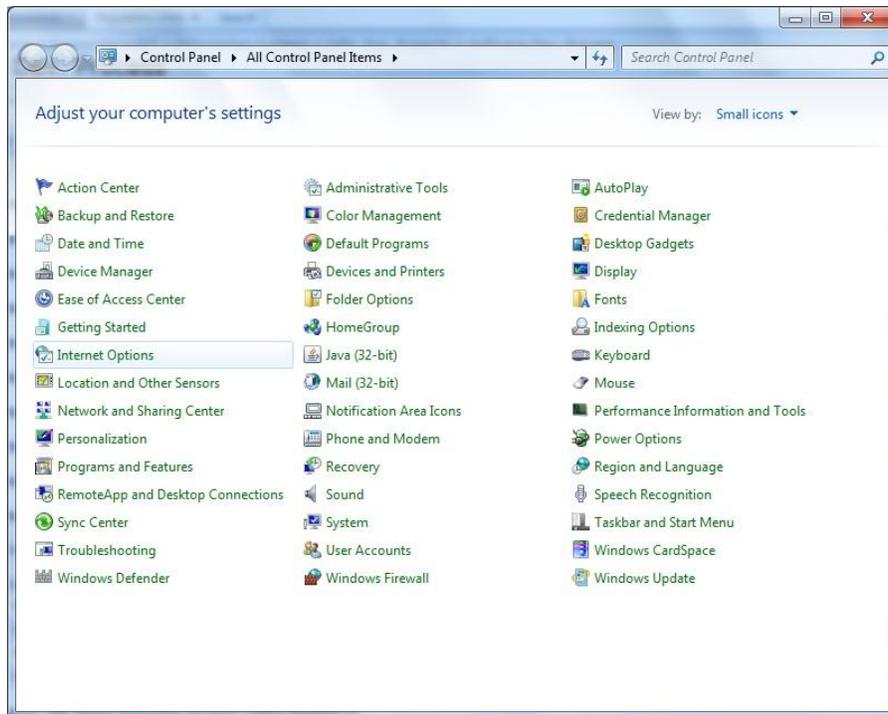
- Click on the link to download the latest version of the JRE (as indicated below:)



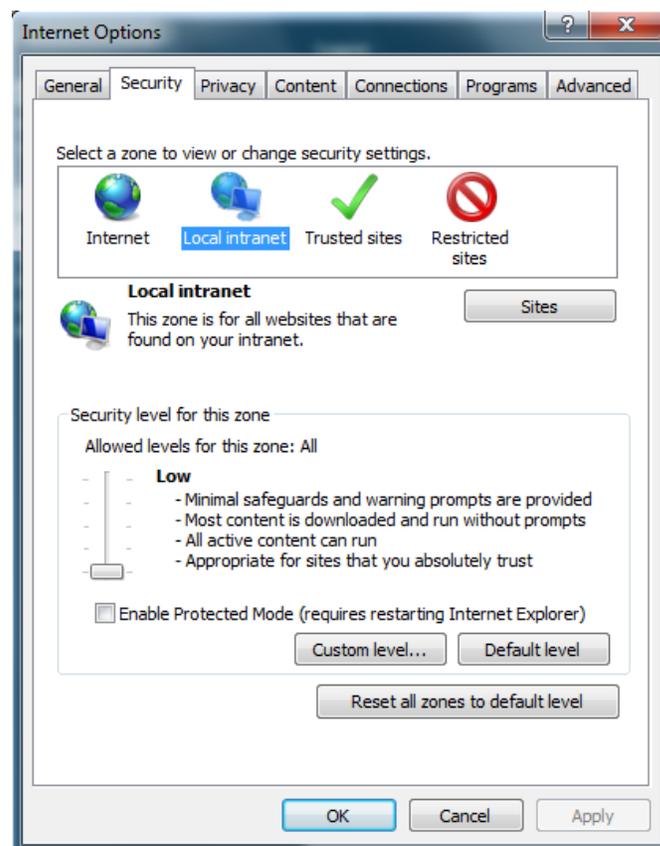
- Save the setup of the JRE setup.
- Double click the setup of the JRE as soon as the download is successful.
- Keep everything as default (as in Paths). Just proceed by clicking Next to install the JRE.

Section 1.2 Adding the ROC System to the Intranet Security Zone

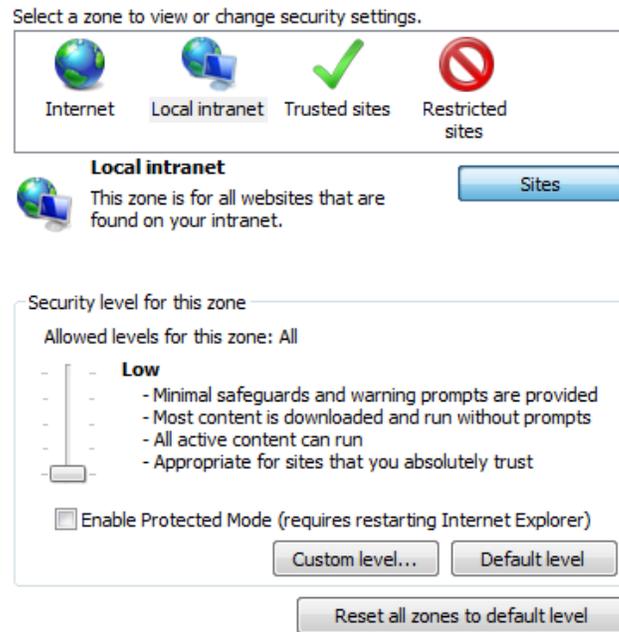
Make sure that your internet browser is closed then go to the **Control Panel** and launch the **Internet Options** and follow the steps below:



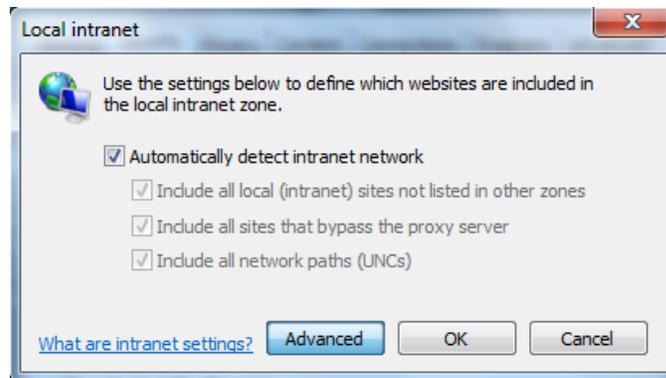
1. Select the Security Tab.



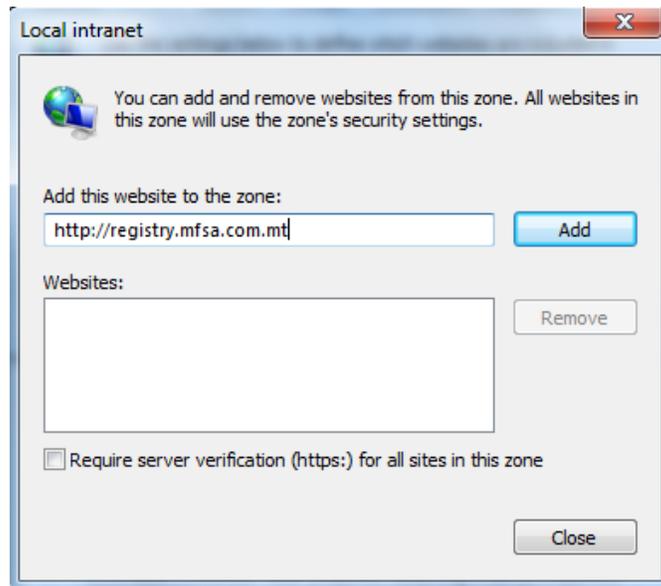
2. Click on Sites button.



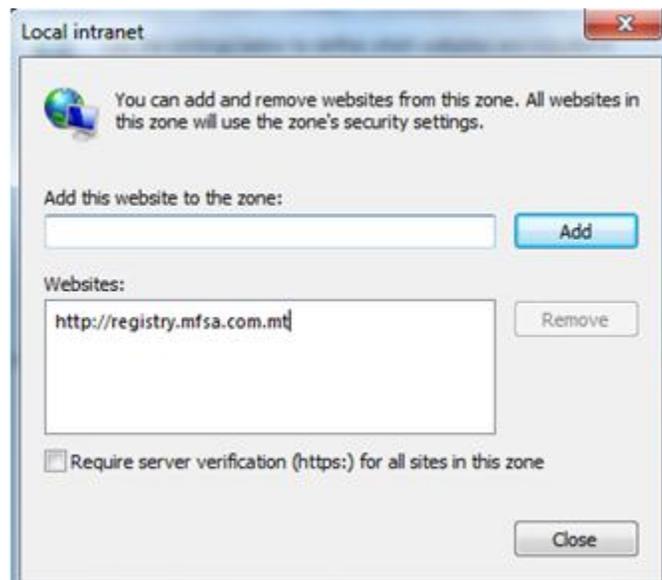
3. Click on the Advanced button.



4. Enter <http://registry.mfsa.com.mt> and <https://registry.mfsa.com.mt> and then click Add.



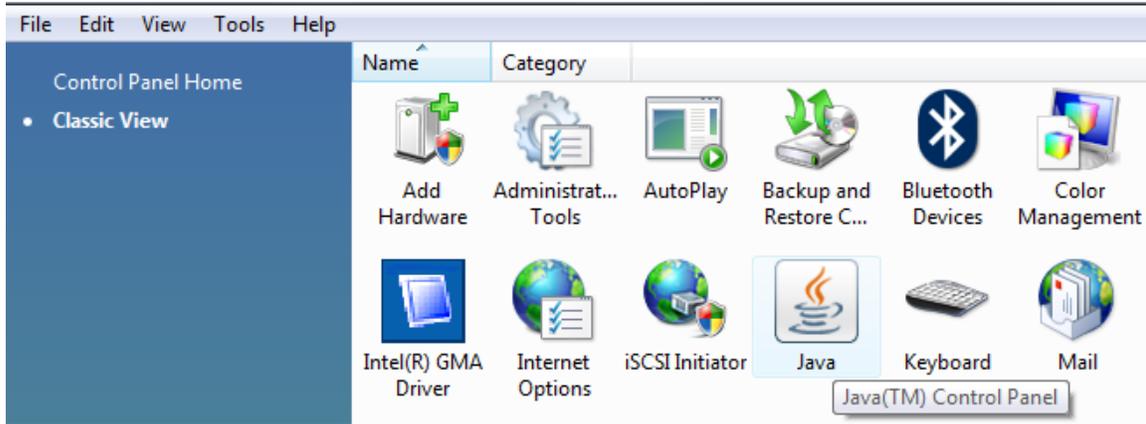
5. After adding the registry URL you should have a screen similar to the one below:



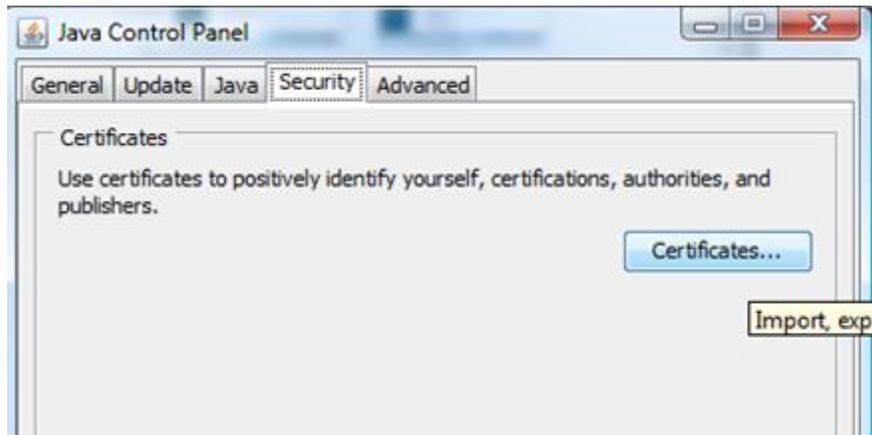
Section 1.3 Browser Settings Checklist

Section 1.3.1 Java Runtime Environment Security Settings

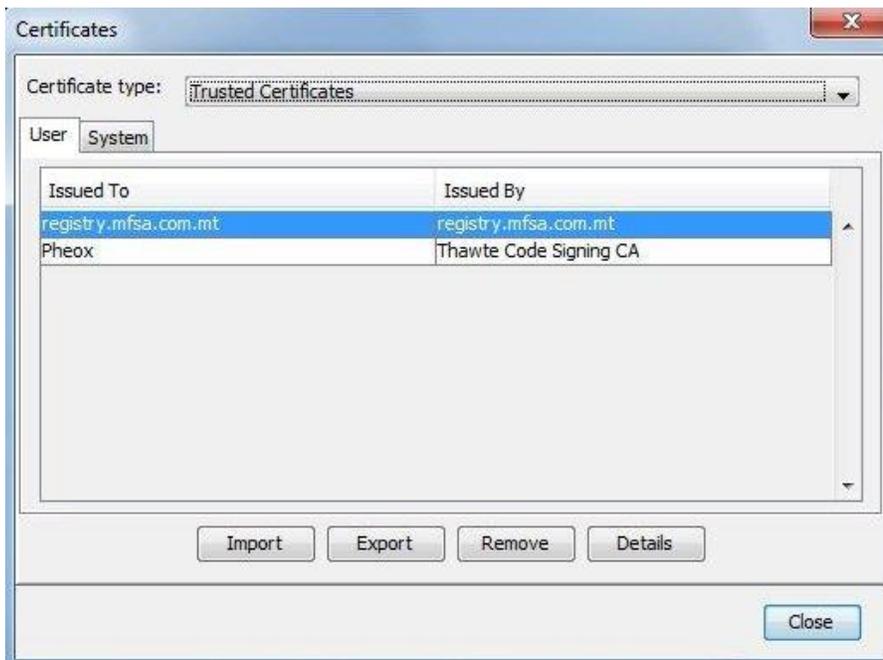
Make sure that your internet browser is closed then go to the **Control Panel** and launch the **Java Control Panel**. Then follow the steps below:



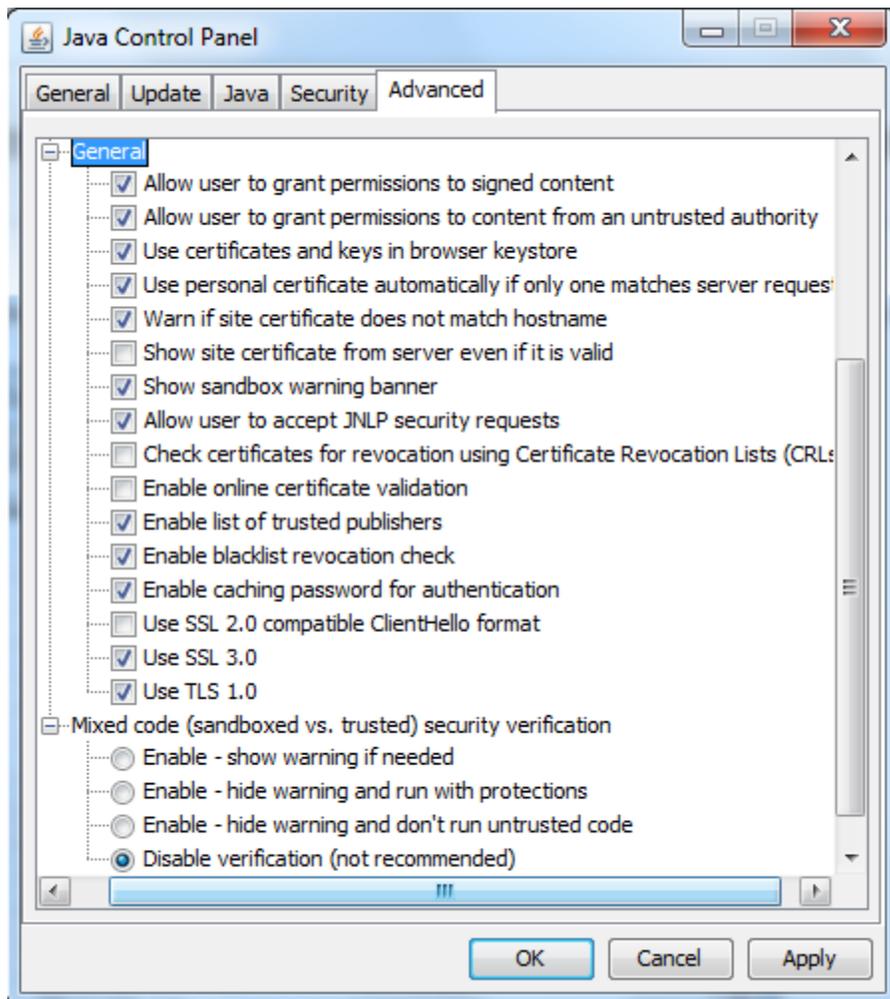
1. On the Security Tab press Certificates button:



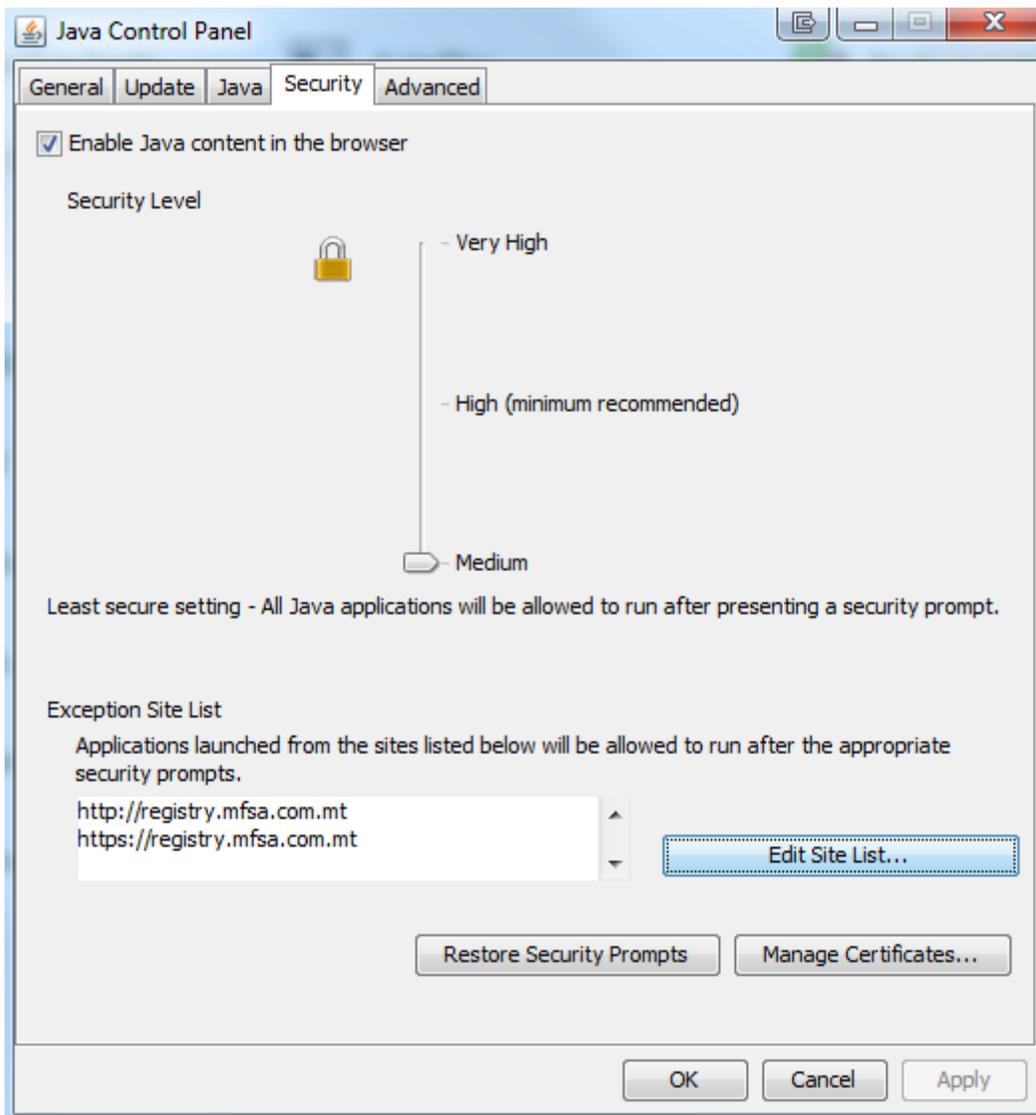
2. The Trusted Certificates list should contain the following:



3. On the Advanced Tab under Security tick the features as shown below especially to cater for **sandboxed-related warnings**:

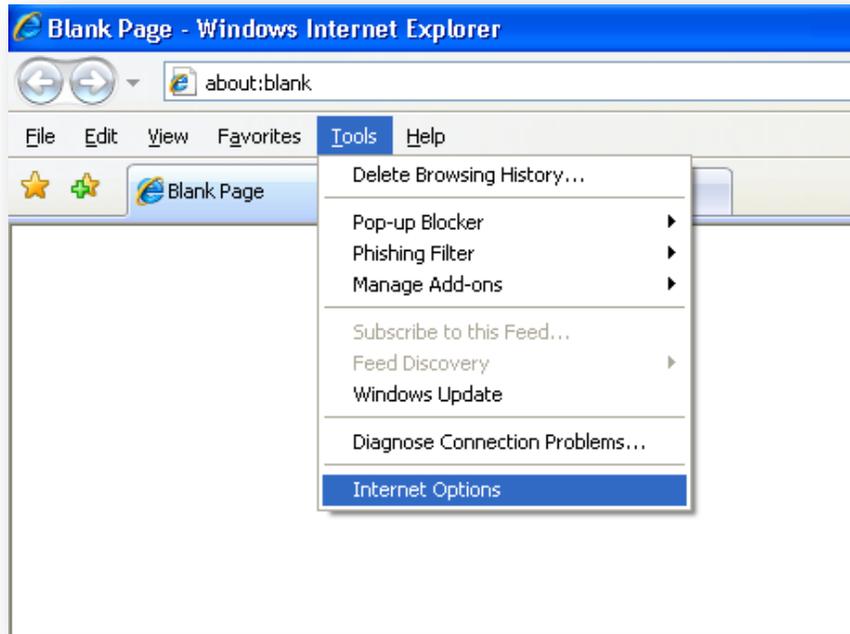


Note: In case Java JRE version installed is version 7 or higher, please making sure you update Security settings under Security Tab as follows:

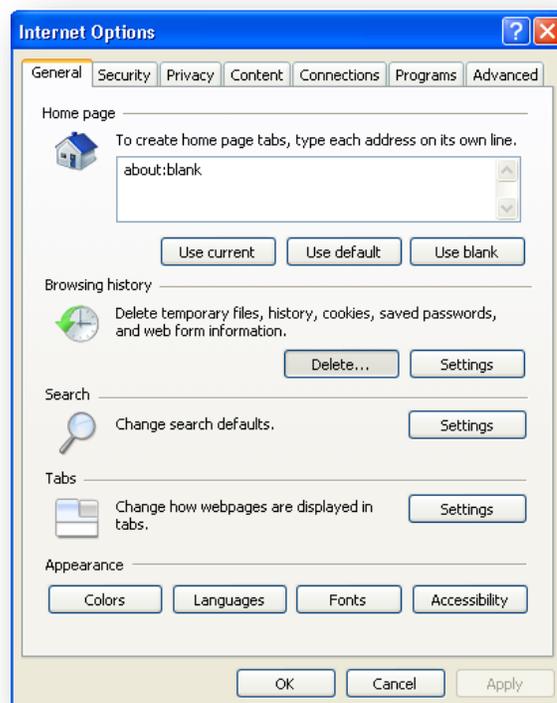


Section 1.3.2 Caching Related Settings in the Internet Browser

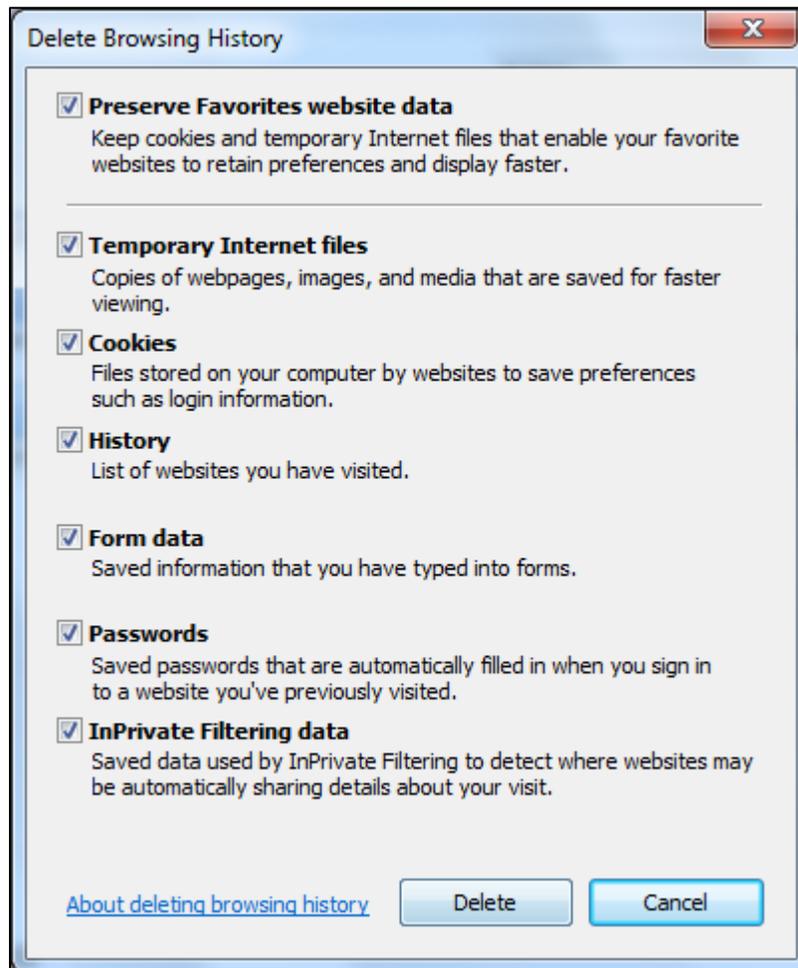
1. On the Internet Explorer **Tools** menu, click **Internet Options**.



2. The Internet Options box should open to the **General** tab. On the **General** tab, in the **Browsing history** section, click **Delete...**



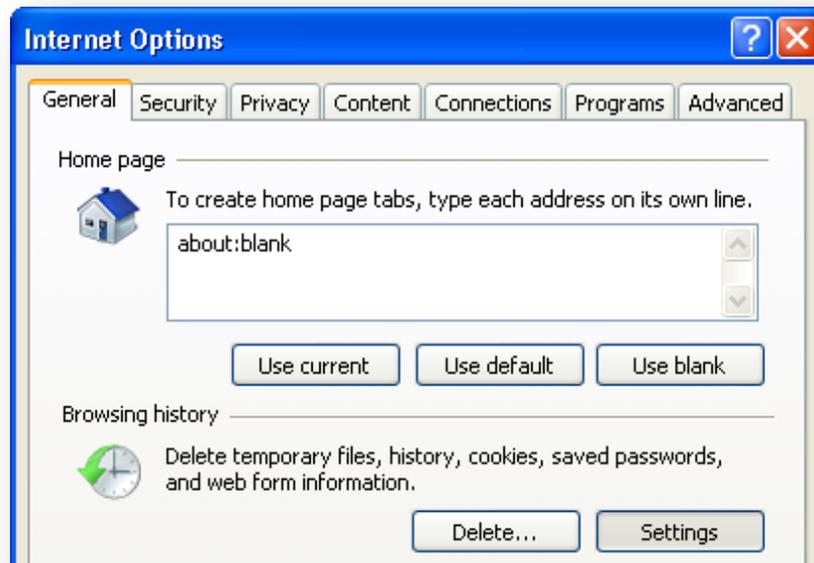
3. A window will open named, **Delete Browsing History**. Tick all check-boxes and press **Delete...**



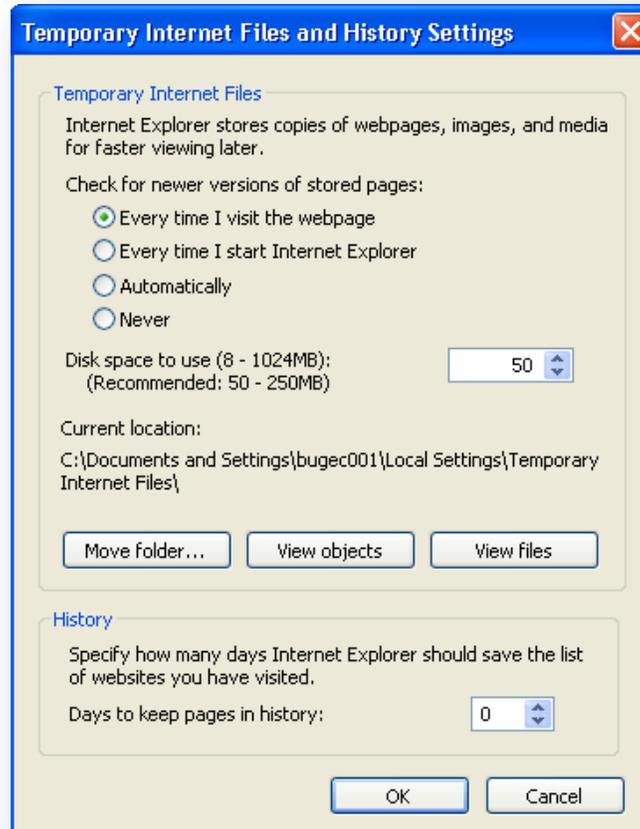
4. If on pressing Delete the following warning is displayed then make sure that **Also delete files and settings stored by add-ons** is also ticked, and click **Yes** button.



5. Back on the **General** tab, in the **Browsing History** section, click the **Settings** button.



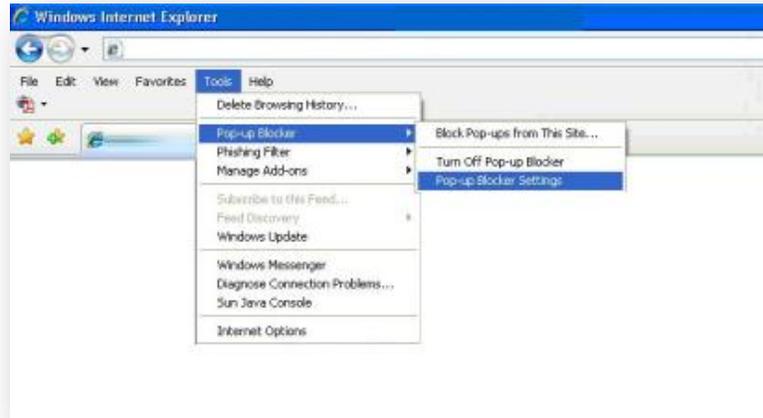
6. In the next window make sure you have the below settings. Then press **OK** button and restart your internet browser.



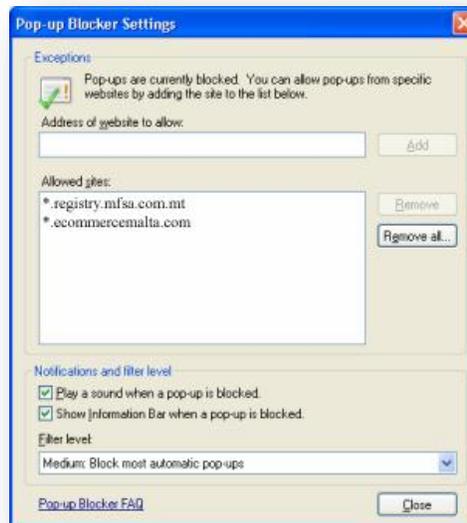
Section 1.3.3 Enable Pop-Ups for the Payment Gateway used by ROC

Internet Explorer v7 or later:

1. On the Internet Explorer select the **Tools** menu, followed by **Pop-up Blocker**, and then select **Pop-up Blocker Settings**.



2. Once in the Pop-up settings, add the following addresses ***.registry.mfsa.com.mt** and ***.ecommercemalta.com** and press **Add**.



3. Close the browser and open again to load the browser with the new settings.

Section 1.3 Digital Certificates

Any user wishing to start using a valid digital Id so as to start filing documents electronically using the ROC Online System cannot do so before registering his own certificate with the system to be approved or rejected by the system administrator.

The ROC Online System has in place a new functionality which allows electronic forms to be filed and signed electronically using a personal digital certificate. This online service uses Secure Socket Layer (128-bit SSL) protocol which is the standard mechanism used by web browsers to encrypt information. When you enter the service, the SSL encrypts all the information you enter before sending it to us. This ensures that no-one can intercept and read your details.

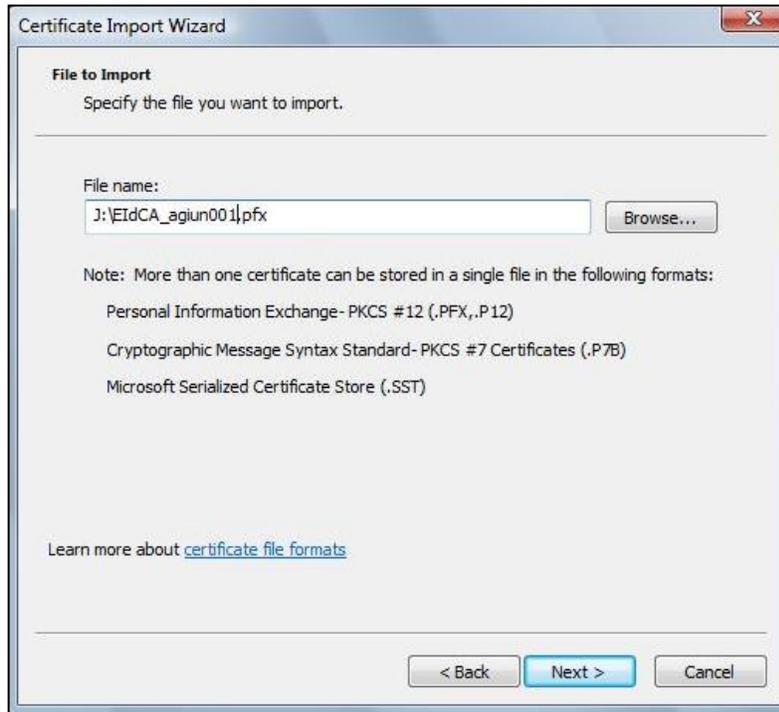
Users should have a personal Digital Certificate installed on their PC. This is required because it allows end-users to digitally sign forms (obviously those which needs a signature) online through the ROC Online System.

- Register for an e-ID issued by Certificate Authority (Government of Malta Certification Authority) by following the procedures as established on the myGov.mt web portal available at:
<https://www.mygov.mt/PORTAL/webforms/howdoigetaccesstomygov.aspx>

Section 1.3.1 Installing (Importing) Digital Certificate on PC

1. Browse to the location where your personal digital certificate is stored and double click on it. The screens below will follow:





2. Important to tick "Mark this key as exportable. This will allow you to back up or transport your keys at a later time".



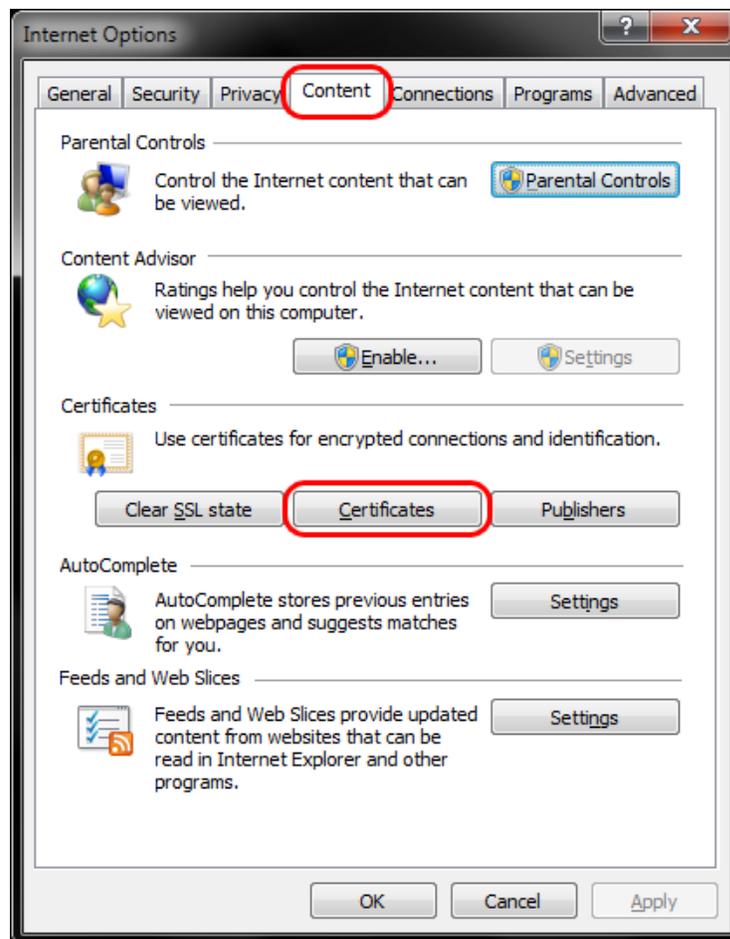


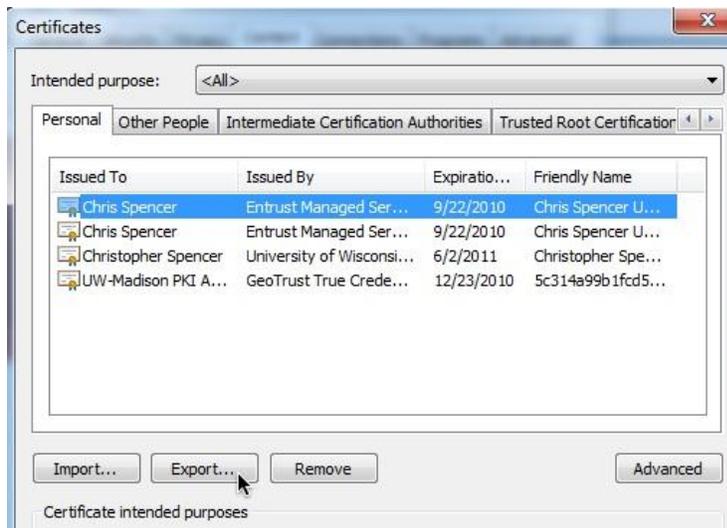
Section 1.3.2 Exporting Digital Certificate

In case you are going to format your computer or you need to use your digital certificate from another computer then you will be required to export the digital certificate on some external storage like a USB stick so that then you can import it back on the new computer. To export your digital certificate you are kindly requested to follow the instructions below.

In Internet Explorer:

1. Pull down the tools menu and select Internet Options.
2. Click on Content, then on Certificates.



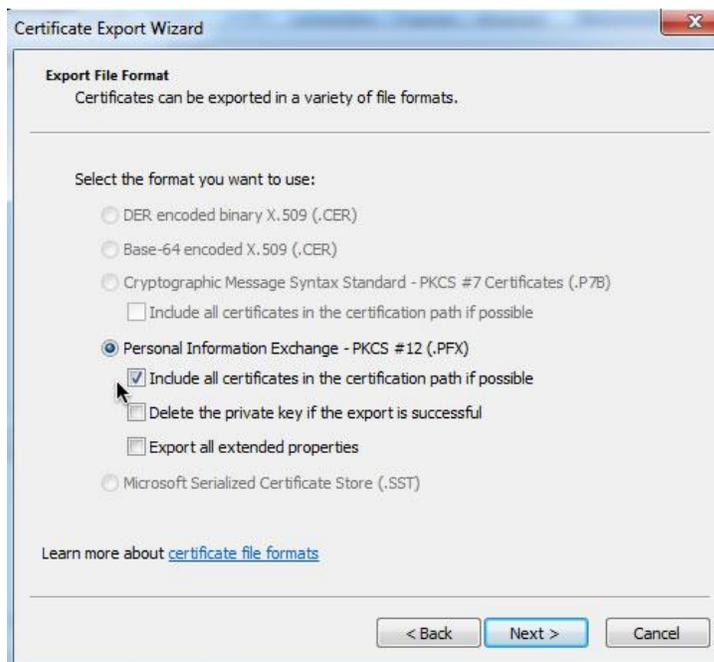


3. Highlight the certificate you want to export (in case you have more than one) and then click on Export.
4. The Certificate Export Wizard will now open. Click on Next.
5. Click on "Yes, export the private key" then click Next.

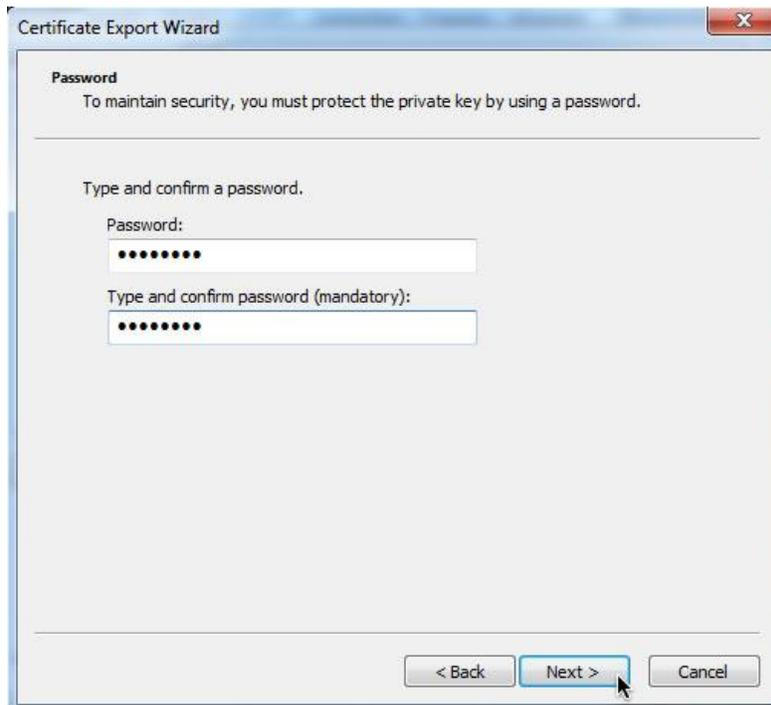




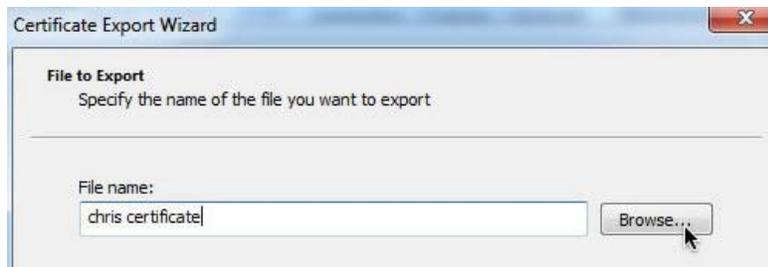
6. Put a check mark next to "Include all certificates in certificate path, if possible" then click on Next.



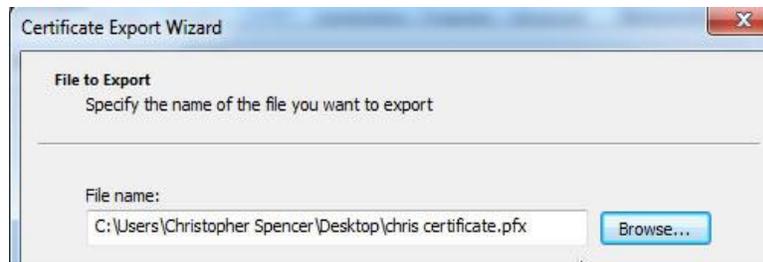
7. Choose a password, which you will need to know when you import the cert, click on Next.



8. Give your exported cert a name and click "browse".



9. Choose a location to save the file, make it somewhere safe that will not be deleted, remember the location so that you can find it when you import the cert. Then click on Next.



10. Click on Finish.



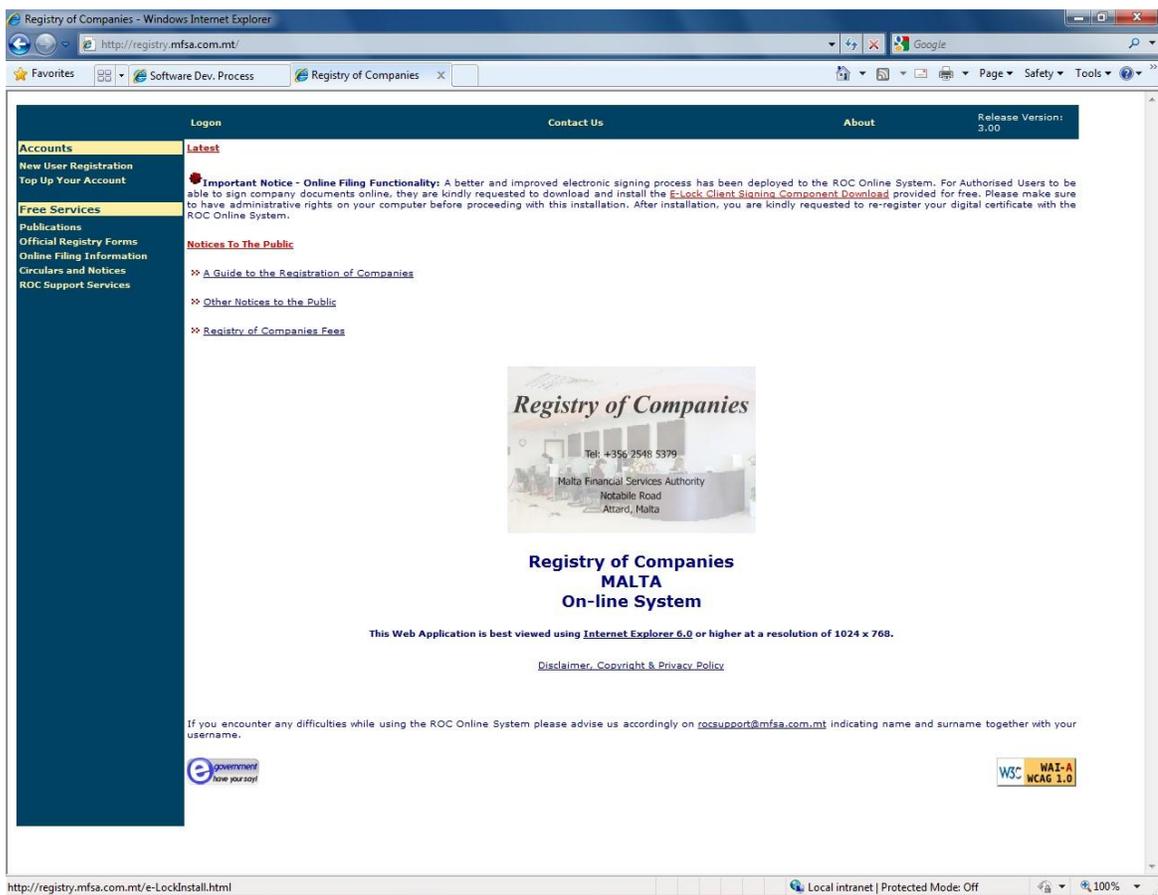
11. The certificate has now been exported in Microsoft **.PFX** format.

Section 1.4 E-Lock Client Signing Component

Please make sure to have **administrative rights** on your computer before proceeding with this installation. Once component is installed successfully, user can be switched back with **normal rights**.

Section 1.4.1 Installing E-Lock Client Signing Component

1. Visit the ROC Online system website (<http://registry.mfsa.com.mt>)
2. Click on “E-Lock Client Signing Component Download” in the Latest News Section



The screenshot shows a web browser window displaying the Registry of Companies website. The browser's address bar shows the URL <http://registry.mfsa.com.mt>. The website has a dark blue header with navigation links: Logon, Contact Us, About, and Release Version: 3.00. A left sidebar contains a menu with categories: Accounts, Free Services, and Publications. The main content area features a 'Latest' section with an 'Important Notice - Online Filing Functionality' and a 'Notices To The Public' section with links to 'A Guide to the Registration of Companies', 'Other Notices to the Public', and 'Registry of Companies Fees'. A central graphic displays the 'Registry of Companies MALTA On-line System' logo and contact information for the Malta Financial Services Authority. At the bottom, there is a disclaimer, a support email address, and logos for 'e-government' and 'W3C WAI-A WCAG 1.0'. The browser's status bar at the bottom indicates the page is 'http://registry.mfsa.com.mt/e-Lockinstall.html' and is in 'Protected Mode: Off'.

3. Press “Click Here” to initialize the automatic download of the client.



4. Click “Install”.

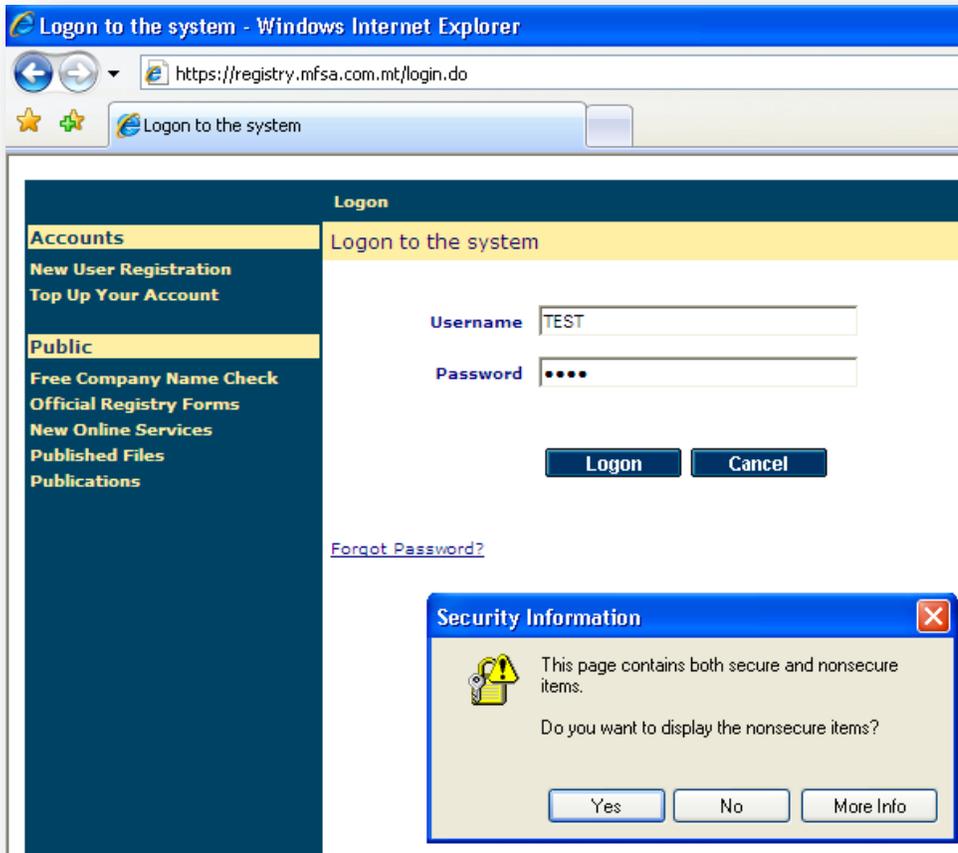


5. Now you may log on the ROC Online System as usual and register (re-register) your Digital Certificate installed in **Section 1.3.1 Installing (Importing) Digital Certificate on PC** with the ROC Online System by following the steps described in **Section 1.4.2 Registering Digital Certificate with the ROC Online System** hereunder.

Section 1.4.2 Registering Digital Certificate with the ROC Online System

Assuming that the user has already been registered with the ROC Online System, the following steps should be done to register the digital certificate imported in the previous steps with the ROC Online System. In case you are not yet a registered user with the ROC Online System then please refer to **Section 2.1 User Registration**.

1. Browse the ROC Online System Login Page and logon by inserting the appropriate username and password. A Security Alert prompt as shown in the screen below may occur. Press Yes to continue if this is the case.



2. From the menu on the left hand side, select the option Register Certificate.

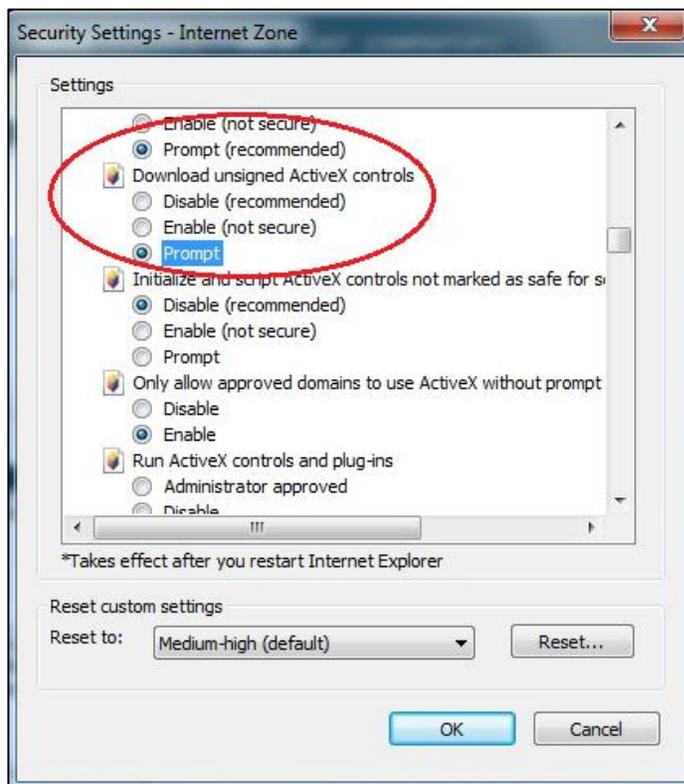


3. If the screen below is shown then do the settings as described in item 4 below.

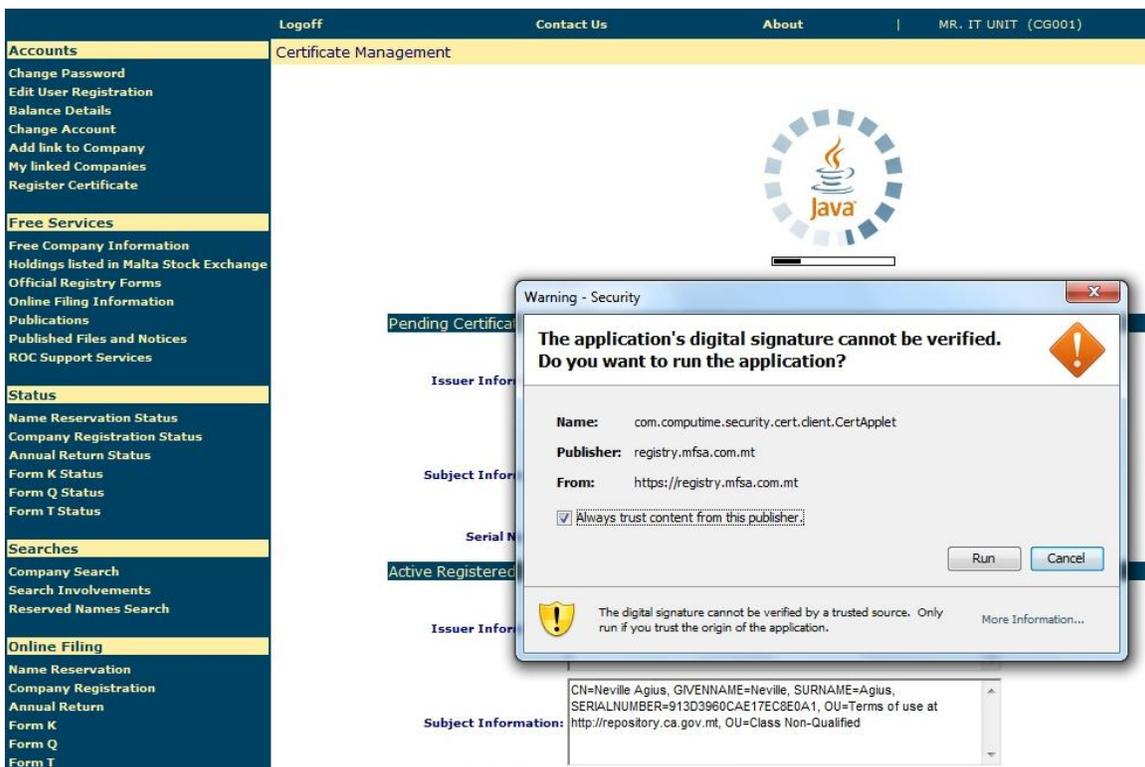


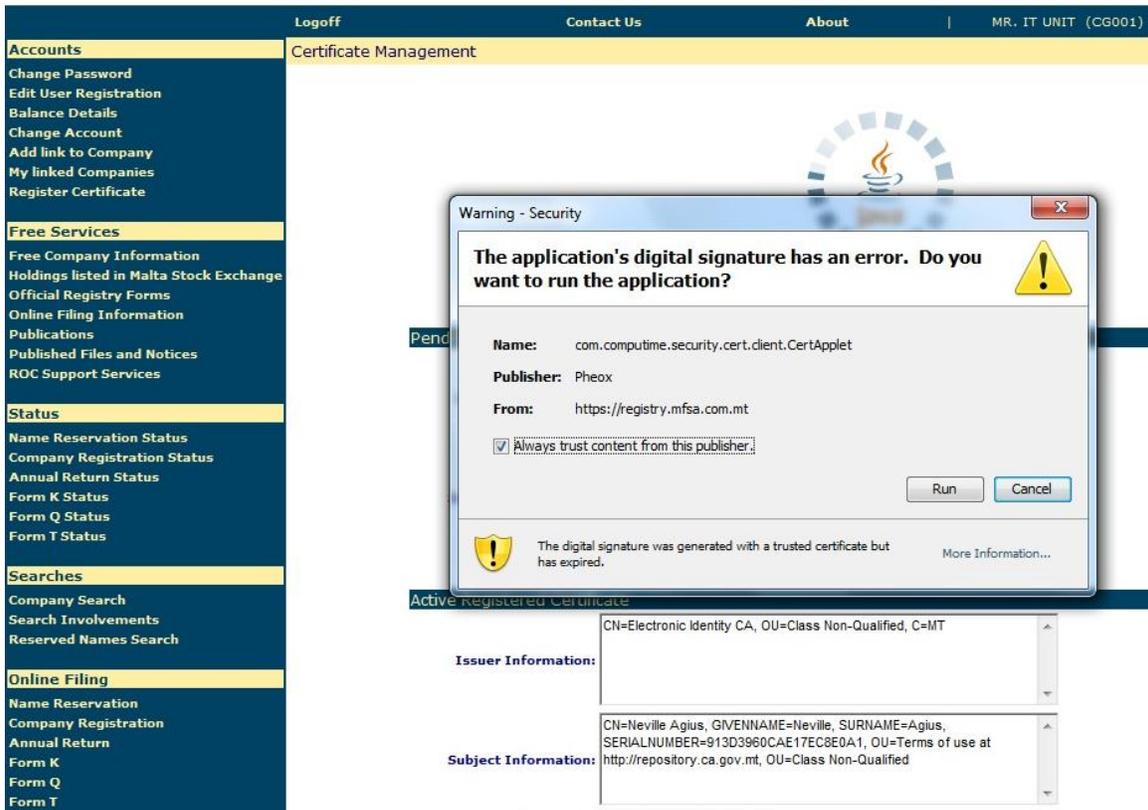
4. Pull down the tools menu and select Internet Options. Click on Security Tab and with the Internet Zone selected, click on Custom Level and make sure you have the settings as shown in the screens below:





- The following java security warnings may also pop up. In this case tick “Always trust content from the publisher” and press Run for both cases.





6. The security warning shown below may also show. In this case press No to continue.



7. A grid at the top of the page with all installed digital ids found on the pc should be displayed. Select the digital id you want to register with the ROC Online System, scroll down and press Submit and your certificate application will be

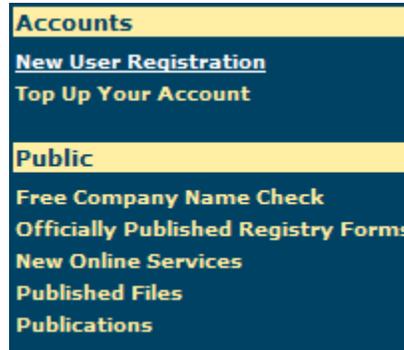
submitted to the Registry of Companies for approval. Notifications by email will be sent.

Certificate Management		
Select Personal Certificate		
Issued To	Issued By	Expiration Date
Mr Test Test	Electronic Identity CA	03 June 2013

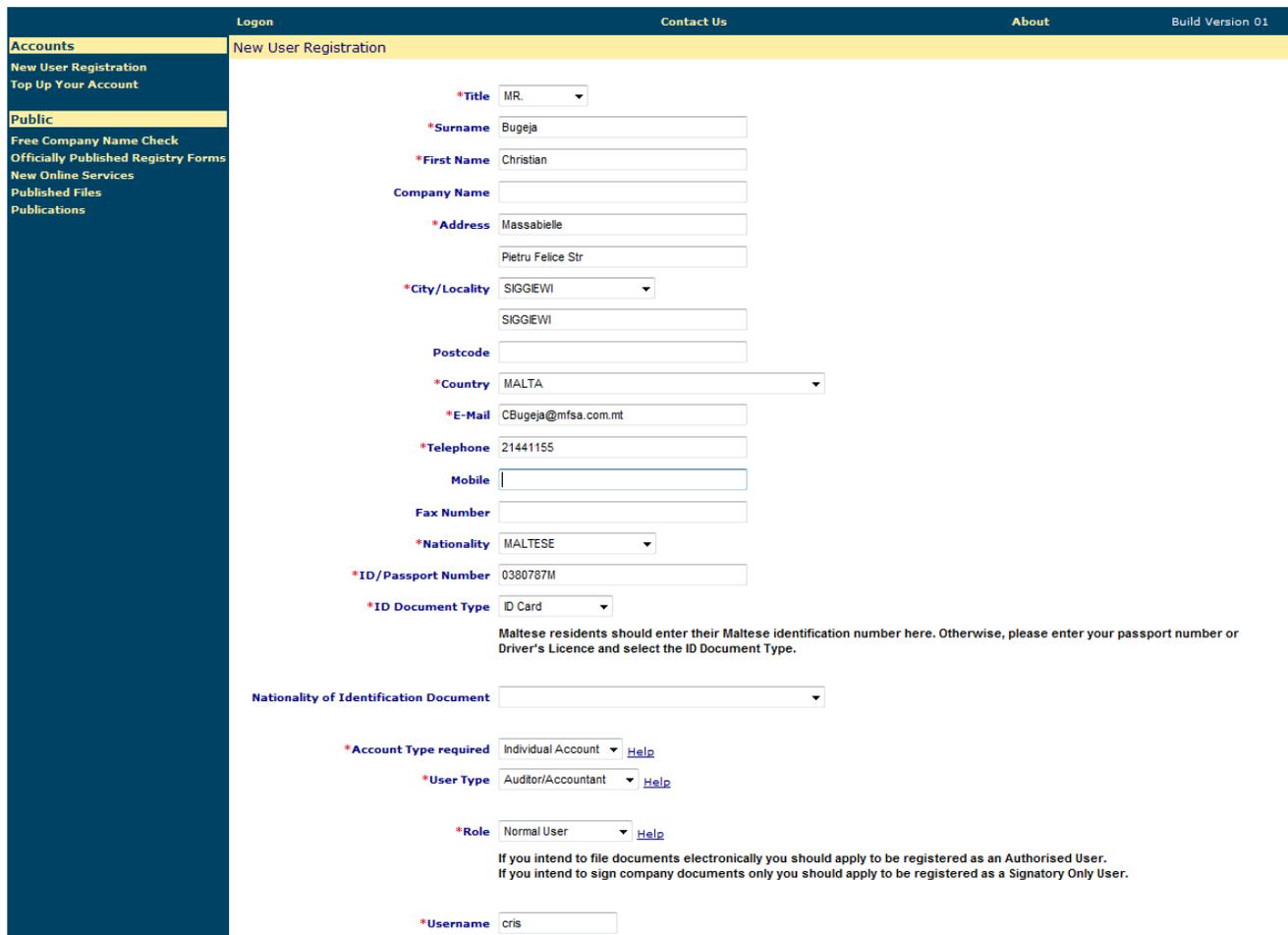
Section 2.0 Registry of Companies Online System

Section 2.1 User Registration

- From the menu on the left hand side, select the option New User Registration.



- Fill in all the required fields as requested.

A screenshot of the 'New User Registration' form. The form is titled 'New User Registration' and is part of a system with a navigation menu on the left. The form fields include: *Title (MR.), *Surname (Bugeja), *First Name (Christian), Company Name, *Address (Massabielle, Pietru Felice Str), *City/Locality (SIGGIEWI), Postcode, *Country (MALTA), *E-Mail (CBugeja@mfsa.com.mt), *Telephone (21441155), Mobile, Fax Number, *Nationality (MALTESE), *ID/Passport Number (0380787M), *ID Document Type (ID Card), Nationality of Identification Document, *Account Type required (Individual Account), *User Type (Auditor/Accountant), *Role (Normal User), and *Username (cris). There are also 'Help' links for Account Type, User Type, and Role. A note at the bottom states: 'If you intend to file documents electronically you should apply to be registered as an Authorised User. If you intend to sign company documents only you should apply to be registered as a Signatory Only User.'

8. On clicking 'Submit', the Registration form is sent to the System Administrator for approval/rejection. Notifications by email will be sent.

When you press the submit button you will receive an e-mail as a confirmation of your registration. Please ensure that the e-mail address you entered is correct.

Submit

Cancel

Section 2.1.1 User Role Types

Normal User

The Normal User role is available to those wishing to make searches on Maltese companies, downloading of documents and reserve a company name.

Signatory Only User

The Signatory Only User role is available to company directors and /or secretaries wishing to sign electronically documents related to their company/ies or being a shareholder of new company which Memorandum and Articles is being created through the system.

Authorised User

The Authorised User role is available to those wishing to create, sign electronically and submit any of the available online forms or to create, submit and sign electronically a Memorandum and Articles of Association on behalf of clients.

Section 2.2 Company Links

For a user to be able to file any form to a company, one has to be linked to the requested company. This can be done by doing the following steps:

1. From the menu on the left hand side, select the option Add link to Company.

The screenshot shows the MFSA Malta Financial Services Authority website. The left-hand navigation menu is expanded to show the 'Add link to Company' option under the 'Accounts' section. The main content area displays the MFSA logo and the text 'MALTA FINANCIAL SERVICES AUTHORITY Registry of Companies MALTA On-line System'. Below this, there is a welcome message for 'MR. IT UNIT' and a disclaimer link. At the bottom, there is a note about difficulties with the ROC Online System and a 'government have your say!' logo.

2. Select the installed certificate

The screenshot shows the 'STEP 1 - Certificate Verification' screen. A table displays the certificate details:

Certificate Verification		
Issued To	Issued By	Expiration Date
Neville Agius	Electronic Identity CA	03 June 2013

Below the table, there are two buttons: 'Next >' and 'Cancel'.

3. Enter registration number of the company to be linked with, and click Search.

4. A summary on the searched company is displayed. Tick the options as indicated below (depends on how you would like to be linked with the company) and click Next.

5. On submission, the application will be sent to the ROC for approval/rejection.