

Frequently Asked Questions on ICPAC DATA PORTAL (the “Portal”) & AML/CFT Questionnaire

Q.1 How do I access the questionnaire?

A.1 You will receive a secure link at the Compliance Officer’s designated email address. When you receive the link, it’s important to carefully follow the step-by-step instructions outlined in the Guide [here](#) or watch the [Video Tutorial](#) before beginning.

! Do not start completing the Questionnaire without first reviewing these resources, as they provide essential information for a smooth and successful submission. Failure to follow the instructions may result in loss of data.

Q.2 Can I preview or print the questionnaire before completing it?

A.2 Yes. You can preview or print the questionnaire at any stage. Simply click the **“Print”** button at the end of each section to generate a PDF for reference.

Q.3 How do I save my progress?

A.3 At the end of each page, click “Save.” You will receive an email titled **“Continue filling out this form later”** with a link to resume the questionnaire. Always use the latest link to ensure your most recent responses are saved.

Q.4 What should I do if I don’t receive the “Continue filling out this form later” email?

A.4 If you have not received the email within 5 minutes, click “Resend Email” in the save pop-up window. Ensure you check your spam or junk folders.

Q.5 How do I return to my draft questionnaire?

A.5 Open the most recent “Continue filling out this form later” email, click the link, and log in using your sign-up credentials. You will resume from where you last saved.

Q.6 What if I forget my password?

A.6 On the sign-in page, click “Forgot Password” and follow the instructions to reset it. Use the same email address registered with ICPAC.

Q.7 How do I submit the questionnaire?

A.7 After completing all sections (up to Section 27), click the green **“Submit”** button. A confirmation message will appear, and you will receive an email with a PDF copy of your submitted answers.

27: Contact Details (in English)

27.1 Name of person that completed the questionnaire *

TEST

27.2 Position *

TEST

27.3 Email address *

test@test.com
example@example.com

27.4 Work Telephone number (e.g. 234 56889) *

222 22222

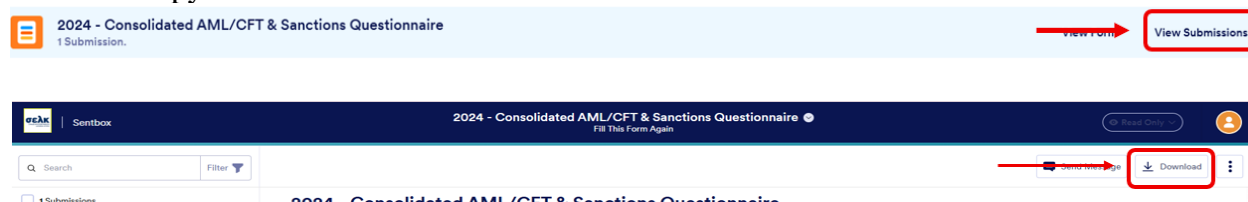
Please enter a valid phone number.

Back Print Save **Submit**

Q.8 Can I view my submitted questionnaire later?

A.8 After submitting the Questionnaire, you will receive an auto-response email that includes a **PDF attachment** containing all your submitted answers.

If you wish to access your **submitted** Questionnaire at any time, visit <https://icpacdataportal.icpac.org.cy/login>, log in using your credentials, select the relevant Questionnaire, click on “**View Submissions**,” and then choose “**Download**” to save a copy.



Q.9 Where can I find my login credentials for the Portal?

A.9 First, visit the following link: <https://icpacdataportal.icpac.org.cy/login>, where you will be prompted to enter your **email address** and **password** to log in to the Portal. Please note that the email address must be the one officially declared to ICPAC as the Compliance Officer’s contact. You can refer to this [guide](#) to verify which email address ICPAC has on record. If you have forgotten your password, simply click the “**Forgot Password**” button to reset it.

Remember, you can **only complete the Questionnaire** by following the instructions outlined in **Question 1** above. The Portal is intended **solely for accessing submitted Questionnaires**.

 The image shows a screenshot of the ICPAC Data Portal login page. At the top, there is a logo for 'σελκ' (SELC) with the text 'ΕΥΡΩΠΑΪΚΗ ΕΠΙΧΕΙΡΗΣΙΑΚΗ ΑΔΙΕΥΘΥΝΣΗ ΚΥΠΡΟΥ' (European Business Administration of Cyprus). Below the logo, it says 'Welcome Back!'. There are two input fields: 'Username or Email' and 'Password'. Below these fields is a green 'Log In' button. At the bottom, there is a red box containing the text 'Forgot password?'.

Q.10 Where can I find announcements or circulars related to the Portal?

A.10 You can find any announcements or circulars concerning the Portal under the "Announcements" tab under the [ICPAC Data Portal section](#) in ICPAC’s website.

Q.11 What should I do if I want to change the email address associated with my Portal account?

A.11 The email address linked to the Portal is the one officially declared to ICPAC as the Compliance Officer’s dedicated email. This address **cannot be changed**.

If the Compliance Officer changes, the new officer will receive a link to sign-up and complete the Questionnaire during the next cycle. However, if a different email address is used, the new Compliance Officer **will not have access to previously submitted Questionnaires**.

Q.12 What should I do if I need to amend or correct a submitted Questionnaire?

A.12 You have two options to request an amendment:

1. Option 1: Email Request

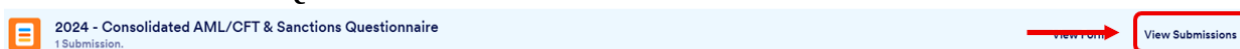
Send an email to compliance@icpac.org.cy explaining the reason for the amendment and requesting access to edit your submitted Questionnaire.

2. Option 2: Request via the Portal

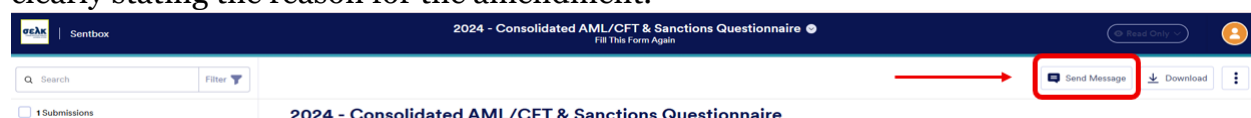
a) After submitting your Questionnaire, log in to the Portal at:

<https://icpacdataportal.icpac.org.cy/login>

b) Select the relevant Questionnaire and click on “View Submissions”



c) Choose “Send Message” and submit your amendment request through the chat, clearly stating the reason for the amendment.



Q.13 Why can't I see Sections 24–26?

A.13 Sections 24–26 are only visible to firms that provide ASP (Administrative Service Provider) services.

If you do not hold an ASP Certificate (Question 2.3), and you did not declare income in Questions 6.2.6 and 6.2.7, and did not declare clients in Questions 8.7 and 8.8, then these sections will not appear, as they are not relevant to your firm.

3: Firm's Status

The firm is: *

☐ 3.1 A holding company/partnership and its sole purpose is to hold shares in a group
☐ 3.2 Non active/dormant
☒ 3.3 Active