

# Frequently Asked Questions on ICPAC REGTEK PORTAL (the "Portal")

## Q1. How can I access the Portal?

**A1.** To access the Portal, you need to follow the [link](#) and proceed with the login process.

## Q2. Where can I find my login credentials for the Portal?

**A2.** For existing users, you can log-in via the following [link](#), and fill in the email address and password that you previously set during your last login. If you are a new user or have forgotten your password, please refer to the instructions under the "How to access and use the Portal" tab, which can be found through accessing the following [link](#). The email address you use to sign should be the same email address reported to ICPAC.

## Q.3 In case of an error notification during the process of changing my password, how shall I proceed?

**A3.** If an error should occur during the password reset process, you should visit the Portal [website](#) through the use of an **alternative browser** and select the option "forgot password" without completing the email address field and follow the relevant instruction which can be accessed through the following [link](#).

## Q.4 In case if do not receive an email with the password reset link?

**A4.** If you do not receive an email containing the password reset link, please check your **Firewall restrictions** which might be preventing the receipt of the email. If you find any restrictions, please [whitelist](#) the following domains:

- (a) selk-portal.regtek.co, and
- (b) selk-portal-api.regtek.co

If the error persists, please send an email to [compliance@icpac.org.cy](mailto:compliance@icpac.org.cy) accompanied by a screenshot illustrating the issue you are encountering.

## Q5. After logging in, where can I locate my Questionnaire?

**A5.** Once you log in, you will be directed to your Dashboard. Scroll down on the page to find the Questionnaire(s) that you need to complete noted as 'pending'.

## Q6. How can I enter the Questionnaire which is due for submission?

**A6.** To enter the Questionnaire, locate the pending Questionnaire on your Dashboard and select the '>>' symbol provided next to it (highlighted in screenshot below).

Reference	Client Name	Status	Submission Date	Expiry Date	
31	Dummy Client 15	PENDING	07/07/2023, 08:21 AM	07/07/2024, 03:35 PM	

**Q7. What should I do after completing the Questionnaire?**

**A7.** After completing the Questionnaire, you should choose the option to ‘save as draft’ and ‘submit’. This option can be found on the top right corner of your screen.

**Q8. How can I confirm that my questionnaire has been submitted?**

**A8.** Upon submitting your questionnaire, you will receive an automated confirmation email at your registered email address. Additionally, you can log in to the Portal and confirm that the status of the Questionnaire (previously noted as ‘pending’) has been replaced by the note ‘submitted’.

**Q9. Where can I find announcements or circulars related to the Portal?**

**A9.** You can find any announcements or circulars concerning the Portal under the "Announcements" tab under the [ICPAC RegTek Portal section](#) in ICPAC’s website.

**Q10. What steps should I take if I want to change the email address associated with my Portal account?**

**A10.** The email address linked to the Portal should be that of the Compliance Officer, which is the same with the email address used for all correspondence with ICPAC. If you wish to change the email address, you need to complete the "[Amendment of firms details form](#)" and specifically fill out section 4 regarding the email address. Once completed, arrange for the form to be signed and send a scanned copy to [info@icpac.org.cy](mailto:info@icpac.org.cy) and [compliance@icpac.org.cy](mailto:compliance@icpac.org.cy). Once ICPAC updates its records, all future correspondence will be directed to the new email account provided.

**Q.11 If I want to amend/correct my submitted questionnaire what actions do I need to do?**

**A.11** Access the **submitted** questionnaire and choose “Application submitted – Request an amendment” which is on the top right corner of your screen. Please refer to the screenshot below for guidance.

