

**USER'S MANUAL: ACCESS ACCOUNT****REQUEST FOR ACCESS TO THE ONLINE APPLICATIONS AVAILABLE IN THE SERVICE PORTAL  
FOR KDPW\_CCP PARTICIPANTS**

Requests for access to online applications on the Service Portal [online.kdpw.pl](https://online.kdpw.pl) can be submitted after opening an access account.

To use the applications available via the Service Portal, you need a web browser supporting HTML5 with JavaScript and Cookies enabled.

**I REQUESTING ACCESS TO THE APPLICATION AS A SERVICE USER**

1. A service user is a person authorised to communicate directly with KDPW\_CCP on behalf of a participant.
2. Requests for access as a user are approved by KDPW\_CCP.
3. Access of users to the applications is granted separately to each KDPW\_CCP application in the Service Portal.

**II To request access to the application:**

1. Log in to your access account.
2. Go to the access request form. This can be done in the "My desktop" view by clicking the "Add a new service" button or by switching to the "My account" view and selecting "New access request" from the menu on the left.
3. Select the request type and select the application for which the access request is made.
4. Fill in the form with the required personal data and the data of the entity on whose behalf the request is made, and confirm that you have read the information notice on the processing of personal data. In the case of a form divided into several steps, the completion status is presented in the top right corner of the screen.
5. Submit the access request by clicking the "Submit request" button. Successful submission of the request is confirmed by a message on the screen. At this point, the "Submitted access requests" view will be displayed. Each request will be displayed with its current processing status (new/approved/rejected).

Information on the acceptance of the request together with information on how to proceed with the request will also be sent to the e-mail address provided in the request.

**III To have a request for access to the application approved:**

1. Follow the instructions provided in the notice of acceptance of the request sent to the e-mail address provided in the request and, in the case of the test environment, also follow the information posted on the website or communicated directly to the test participants.
2. KDPW\_CCP will approve the application access request only if the authorisation of the person filing the request to act in the application on behalf of the entity is confirmed. The procedure to be followed, as well as the scope of required data, may vary depending on the type of service and the environment (production/test), as indicated in the request.

3. The request will only be approved if the authorisation of the person requesting access is submitted to KDPW\_CCP. The authorisation form generated for the request (declaration accompanying the access request) will be attached to the notification of acceptance of the request, together with instructions on how to submit it.
4. A notification of the approval or rejection of the request for access to the application will be sent to the e-mail address provided in the request.

**IV To check the status of a request for access to the application:**

1. Log in to your access account.
2. Go to the “My account” view.
3. Click the “My access requests” button in the top menu – tab “Submitted access requests”.

All requests submitted by the user will be displayed, together with their current processing status. The data transferred in the request can be viewed by clicking the request in the list.

**V To delete a submitted request for access to the application:**

1. Log in to your access account.
2. Go to the “My account” view.
3. Click the “My requests” button in the top menu – tab “Submitted access requests”.
4. Delete the request by selecting ‘...’ from the pop-up menu in the relevant line or by clicking the “Delete request” button in the details of the request.

**VI To log into an application:**

1. Log in to your access account.
2. Select the relevant application by clicking the corresponding button in the “My desktop” view, which will automatically redirect you to the selected application.

If the application which the account user wants to log in to is not listed among the available applications in the “My desktop” view, this means that the user does not have access to this application. In this case, submit a request for access to the application. If the request has been submitted and the service is still not available, check the request processing status.