

Department for International Tax Cooperation



CAYMAN ISLANDS

Cayman Islands Automatic Exchange of Information (AEOI) Portal

User Guide v1.1

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Introduction

1 Purpose

The purpose of this document is to provide a simple 'how-to' overview of the most commonly used functionality in the Cayman Islands AEOI Portal ("AEOI Portal") with respect to financial institutions meeting their reporting requirements.

This document is not intended to provide business or policy/regulatory guidance to financial institutions; it includes only instructional 'how-to' guidance on the use of the AEOI Portal.

2 Scope

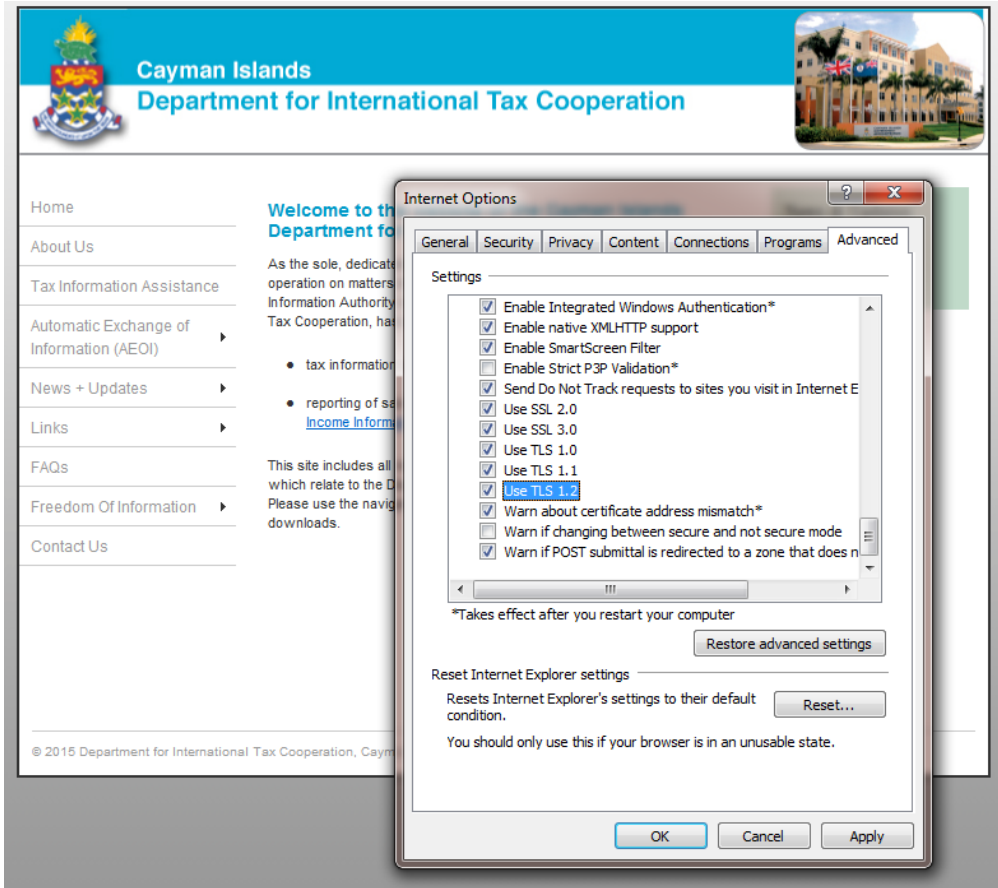
The scope of this document is based on US FATCA only (with the exception of the Notification Form which covers notification of both US and UK FATCA reporting obligations), though most of the portal functionality is expected to remain the same for UK FATCA.

The 'how-to' guidance in this document is not intended to cover the full range of screens and functionality within the AEOI Portal, but provides a high-level overview of the most commonly used functions that financial institutions should expect to use as part of their normal Notification and Report submission procedures.

Web Browser Compatibility

The Cayman Islands AEOI Portal requires the use of TLS1.2.

If difficulty is experienced opening the AEOI Portal this may be overcome by updating the security options of the web browser to allow the use of TLS1.2. The example below shows how to do this using Internet Explorer.



Open the Internet Options (Advanced tab) in the web browser then check the “Use TLS1.0”, “Use TLS1.1” and “Use TLS1.2” boxes under the “Security” heading.

Should problems still be experienced then it is recommended to use a newer version of the web browser. The list below shows a current list of compatible browser versions that may be used without the need to update security settings.

Chrome 40 / OS X
Safari 8 / iOS 8.1.2
Safari 8 / OS X 10.10
Firefox 31.3.0 ESR / Win 7
Firefox 35 / OS X
IE 11 / Win 7
IE 11 / Win 8.1
Safari 6 / iOS 6.0.1
Safari 7 / iOS 7.1
Safari 7 / OS X 10.9

- **Important note:** According to the evolution of standards and in response to newly discovered security vulnerabilities the DITC may change which TLS protocol versions and encryption ciphers are utilised without any prior notice.

1 Notification Form

In order to notify the Cayman Islands Tax Information Authority, Department for International Tax Cooperation of reporting obligations under US and/or UK FATCA, financial institutions must complete the Cayman Islands AEOI Notification Form.

1.1 Accessing the Cayman Islands AEOI Notification Form

1. Select the link from the Department for International Tax Cooperation (“DITC”) website, as shown below.

The screenshot shows the website of the Cayman Islands Department for International Tax Cooperation. The header includes the department's name and logo. The main content area features a navigation menu on the left, a central welcome message, and a 'News & Updates' box on the right. The 'Automatic Exchange Information (AEOI)' menu item is expanded, highlighting the 'Cayman AEOI Portal Initial Setup (Notification)' link. The footer contains the copyright notice: © 2015 Department for International Tax Cooperation, Cayman Islands Government.

You will be presented with a security image similar to the one shown in the image on the next page.

The screenshot shows the Cayman Islands AEOI Portal interface. At the top left is the Cayman Islands coat of arms. The title "Cayman Islands AEOI Portal" is displayed in red. Below the title is a navigation bar with a "Home" button. The main content area indicates the user is "Not logged in" and displays a "Welcome to the Cayman Islands AEOI Portal" message. Below the welcome message, there is a prompt: "Please enter the words displayed in the image below. Click the Next button to continue." The image shows a CAPTCHA with the word "tickp" in a stylized font. To the right of the CAPTCHA image are three icons: a refresh button, a volume icon, and a help icon. Below the CAPTCHA image is an empty text input field and a "Next" button. At the bottom of the main content area, there is a link: "Return to Tax Information Authority home page."

2. Enter the characters shown in the image and select **Next**.

1.2 Completing the Cayman Islands AEOI Notification Form

You will be presented with the **Cayman Islands AEOI Notification** page (shown in the next two images)

The screenshot shows the Cayman Islands AEOI Portal interface. At the top left is the Cayman Islands coat of arms. The title "Cayman Islands AEOI Portal" is displayed in red. Below the title is a navigation bar with a "Home" button. The main content area indicates the user is "Not logged in" and displays a "Welcome to the Cayman Islands AEOI Portal" message. Below the welcome message, the section "Cayman Islands AEOI Notification" is displayed. The text in this section reads: "The Cayman Islands has multiple automatic exchange of information (AEOI) mechanisms for the exchange of financial account information for tax purposes. Under Cayman law, financial institutions are required to report prescribed information to the Cayman Islands Competent Authority on an annual basis. These AEOI mechanisms include reporting for US FATCA, for similar arrangements with the United Kingdom and for the OECD Common Reporting Standard (CRS). All Cayman Islands Financial Institutions with reporting obligations are required to notify the Tax Information Authority (TIA) using the form below. In the case of US FATCA please ensure that you have already registered with the IRS on their registration portal and received your Global Intermediary Identification number (GIIN) before completing this notification form. In all cases, details for the Principal Point of Contact must be provided in full. Any subsequent changes to the Principal Point of Contact must be notified to the TIA by emailing CaymanAEOIportal@gov.ky. Access for any former Principal Points of Contact will then be removed by TIA. If at any time your institution ceases to be registered with the IRS please notify the TIA in writing. Please note that if an institution makes an Election with respect to its US FATCA or UK FATCA returns in this year or any future years it must advise the TIA in writing as per regulations."

Financial Institution Information

Financial Institution Name (as provided when registering with the IRS) *

For which jurisdictions will you be reporting to the Tax Information Authority? (Check all that apply) *

United Kingdom (UK)

United States (US)

Financial Institution GIIN (issued by IRS) ?

Categorisation of Financial Institution (check all that apply) *

Custodial Institution

Depository Institution

Investment Entity

Specified Insurance Company

Institution Email Address

Principal Point of Contact Information

First Name *

Surname *

Email Address *

Telephone number * * *

International area code number

Office Address of the Principal Point of Contact

Number, Street, and Room/Suite no *

City or Town *

State/Province/Region *

Post Code

Country *

Please attach a PDF document showing that you are authorised by the Financial Institution to be the Principal Point of Contact.

*

Your notification will be submitted for approval by the Cayman Islands Tax Information Authority. You will receive confirmation by email once your notification has been processed.

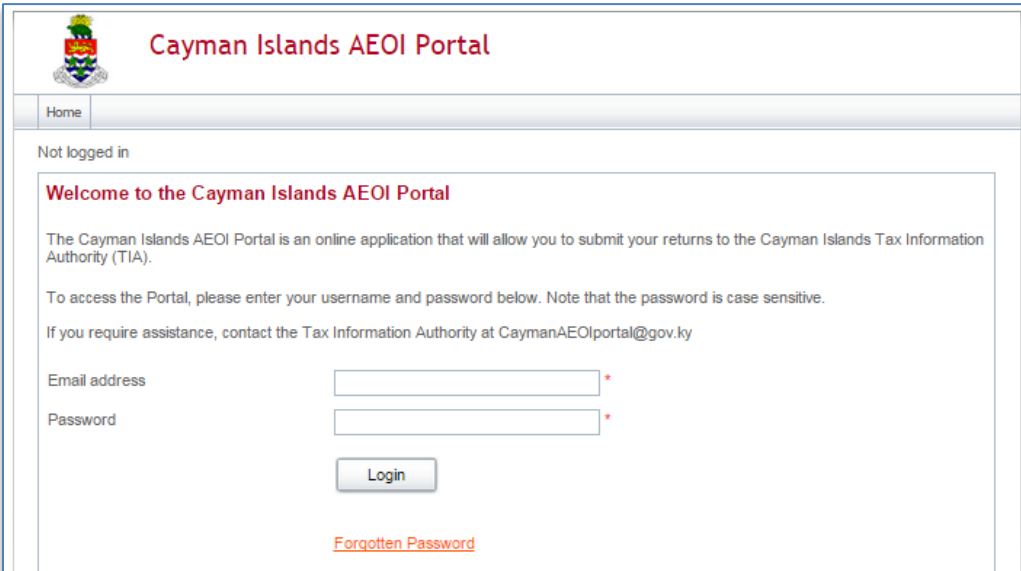
1. Complete the form's input fields as applicable for your financial institution (all mandatory fields are marked with an asterisk)
2. Attach a PDF document showing that you are authorised by the Financial Institution to be the Principal Point of Contact, using the **Browse** button.
 - **Important note:** The letter from the financial institution to the Tax Information Authority should be on letterhead (if possible), identifying and giving authorisation to the third-party provider or individual to be assigned as Principal Point of Contact on behalf of that financial institution, and signed by an appropriate person in the financial institution. Authorisation granted by board resolution will only require one signature. Information in the letter should include at a minimum: Financial institution name, GIIN (if applicable), full name and business contact details of person providing the authorisation, along with the full name and office address of the third-party provider or individual authorised to be the Principal Point of Contact.
3. When the PDF document has completed upload, select the **Submit** button.

2 Logging in and updating your user details

2.1 Logging in to the Cayman Islands AEOI Portal

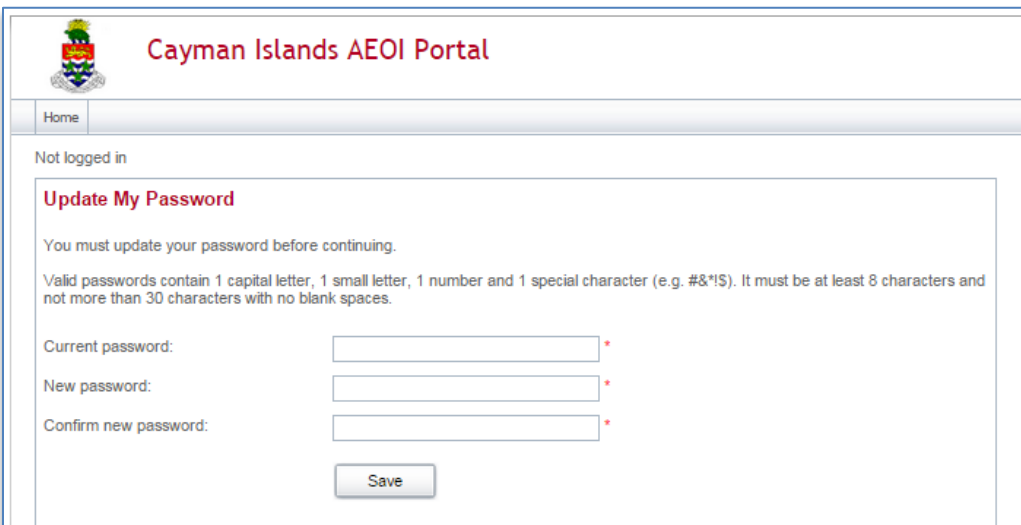
After your notification form has been processed, if there are no issues that require correction, your financial institution and Principal Point of Contact user account will be created in the Cayman Islands AEOI Portal. You will receive a system-generated email containing your username (the Principal Point of Contact Email Address entered on the Notification Form) and temporary password, as well as a link to the Portal. The login page may later be accessed directly from the DITC website using the Cayman AEOI Portal Login (Reporting) tab.

1. Accessing the link found in your system generated email will present you with the Cayman Islands AEOI Portal login page, as shown in the image below.



The screenshot shows the Cayman Islands AEOI Portal login page. At the top left is the Cayman Islands coat of arms. The title "Cayman Islands AEOI Portal" is in red. Below the title is a navigation bar with a "Home" link. The main content area says "Not logged in" and "Welcome to the Cayman Islands AEOI Portal". It provides a brief description of the portal and instructions on how to access it, including a note that the password is case sensitive and a contact email address: CaymanAEOIportal@gov.ky. There are two input fields: "Email address" and "Password", both with red asterisks indicating they are required. Below the fields is a "Login" button and a red link for "Forgotten Password".

2. Enter your email address and password and select the **Login** button. Upon first login to the Portal, you will be asked to change your password as shown in the image below.



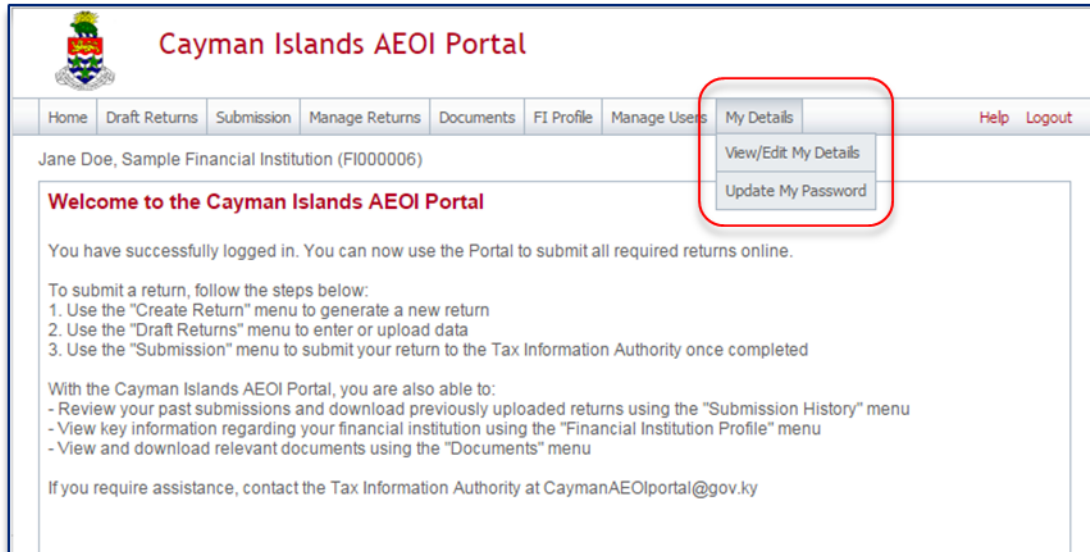
The screenshot shows the Cayman Islands AEOI Portal password update page. At the top left is the Cayman Islands coat of arms. The title "Cayman Islands AEOI Portal" is in red. Below the title is a navigation bar with a "Home" link. The main content area says "Not logged in" and "Update My Password". It instructs the user to update their password before continuing and provides the password requirements: "Valid passwords contain 1 capital letter, 1 small letter, 1 number and 1 special character (e.g. #&*!\$). It must be at least 8 characters and not more than 30 characters with no blank spaces." There are three input fields: "Current password:", "New password:", and "Confirm new password:", all with red asterisks indicating they are required. Below the fields is a "Save" button.

- **Important note:** Additional user(s) may be added by the Principal Point of Contact (see *section 5. Managing users in the Cayman Islands AEOI Portal*). The Principal Point of Contact will be responsible to the Financial Institution for administration and monitoring of such users (e.g. safeguard of passwords and access to the AEOI Portal).

2.2 Updating your user details

At any time you can update your user details (name, email address, and phone number) by navigating to **My Details > View/Edit My Details** or change your password by navigating to **My Details > Update My Password** using the menus at the top of the page.

- **Important note:** Changing your email address will change the email address you use to log in to the system as well as the email address to which system-generated emails are sent.

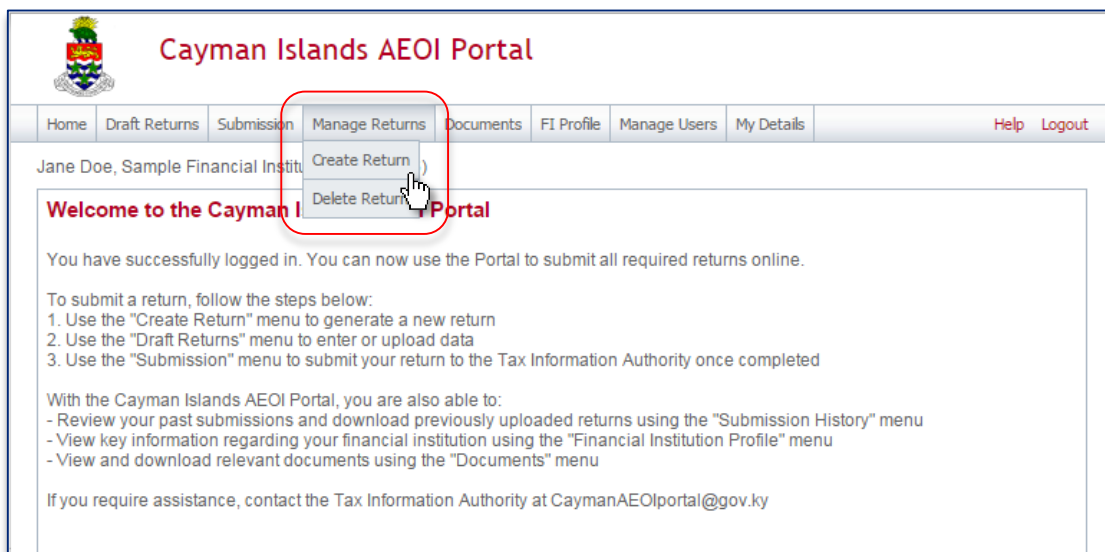


3 Creating and submitting returns in the Cayman Islands AEOI Portal


3.1 Creating a return to complete

In order to submit data to the Cayman Islands Tax Information Authority to meet your reporting obligations, you must first create a return.

4. Navigate to the **Create Return** screen using the menus at the top of the screen. Select **Manage Returns > Create Return**, as shown in the image below.



You will be presented with the **Create Return** page, as shown in the image on the next page.



Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | [Help](#) | [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Create Return

We need details about your return so you will be able to identify it in the future. Please enter the details requested below.

The period end date identifies the reporting period for the return. This should always be December 31st.

Return name

Return type
 US FATCA Manual Entry *
 US FATCA XML Upload


Period end date

5. Enter a **Return name** that is meaningful to you.
6. Select the **Return type** that you want to complete.
 - **Important note:** If you will be providing data in an XML file, you must choose the *US FATCA XML Upload* return type. If you will be entering data manually in a web form, you must choose the *US FATCA Manual Entry* return type.
7. Enter the **Period end date** for the return.
 - **Important note:** The period end date is the last day of the reporting period (the calendar year). This date must **always be December 31st**.
8. Select the **Create** button to complete the creation of your return and make it available to enter or upload data.

3.2 Uploading and submitting an XML file

If you have chosen the US FATCA XML Upload return (see section 3.1 *Creating a return to complete*), you will submit your FATCA data by uploading an XML file into the return.

1. Navigate to the **Draft Returns** screen using the menu at the top of the screen to view returns that you have created.



Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | [Help](#) | [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Draft Returns

Please select the name of the return you wish to complete.

Return name	Reference	Revision	Status	Period end date	Due date
Sample Manual Entry Return	FR00014	0.1	No Data	31/12/2014	31/05/2015

2. Select the name of the return you created from the **Return name** column of the Draft Returns table to open that return. You will be presented with the **Draft Return** screen for that return.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details [Help](#) [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Draft Return

Please complete the return below by selecting a section or uploading a file using the Upload XML button.

Once your return has been completed, it can be validated and submitted to the Tax Information Authority by selecting Validate and Submit Return from the Submission menu above.

You may view your draft return by selecting View for one of the sections below.

With respect to US and UK FATCA returns:
Please note that if an institution makes an Election with respect to its US FATCA or UK FATCA returns in this year or any future years it must advise the TIA in writing as per regulations.

With respect to US FATCA returns only:
In accordance with regulation 8(1)(c) of the Tax Information Authority (International Tax Compliance) (United States of America) Regulations, 2014, where Article 4(5) of the Intergovernmental Agreement between the United States and the Cayman Islands is applicable to the Financial Institution submitting this report, the Financial Institution confirms that it is in compliance with that article and has met the requirements of subparagraphs (a) to (c) thereof.

KEY

Form set Folder Repeatable Folder Form Add Section Validated In Draft No Data - Mandatory

Sample XML Upload Return	Status: No Data
US FATCA XML Upload	Upload data
Info General Information	View
FF US FATCA Return	

3. Select the **Upload data** link within the return table. You will be presented with the **Upload XML** page.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details [Help](#) [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Upload XML

Please upload your XML file by clicking Browse below and selecting the appropriate file.

Select file to upload:

[Back](#)

4. Select the **Browse** button and choose the file you want to upload. Only files in XML format will be accepted.
 - **Important note:** The system will begin validation of your file immediately
 - i. If you have uploaded a file that is not an XML file, you will see an error message on the Upload XML page informing you of that error.
 - ii. Otherwise, your file will be accepted for processing (see the image below). You will receive a system-generated email when the processing is complete, indicating either that your submission was successful, or that the submission was unsuccessful due to validation errors and that the file must be amended and resubmitted. Reviewing and correcting validation issues is further explained in section 3.5.

Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | Help | Logout

Jane Doe, Sample Financial Institution (FI000006)

Upload XML

Please upload your XML file by clicking Browse below and selecting the appropriate file.

Select file to upload: Your file has been accepted for processing. You will be informed via email about any validation issues.

BR_2014-12-31_original.xml (7.7KB)

3.3 Completing a Manual Entry return

If you have chosen the US FATCA Manual Entry return (see section 3.1 *Creating a return to complete*), you will submit your FATCA data by typing data into a web form.

1. Navigate to the **Draft Returns** screen using the menu at the top of the screen to view returns that you have created.

Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | Help | Logout

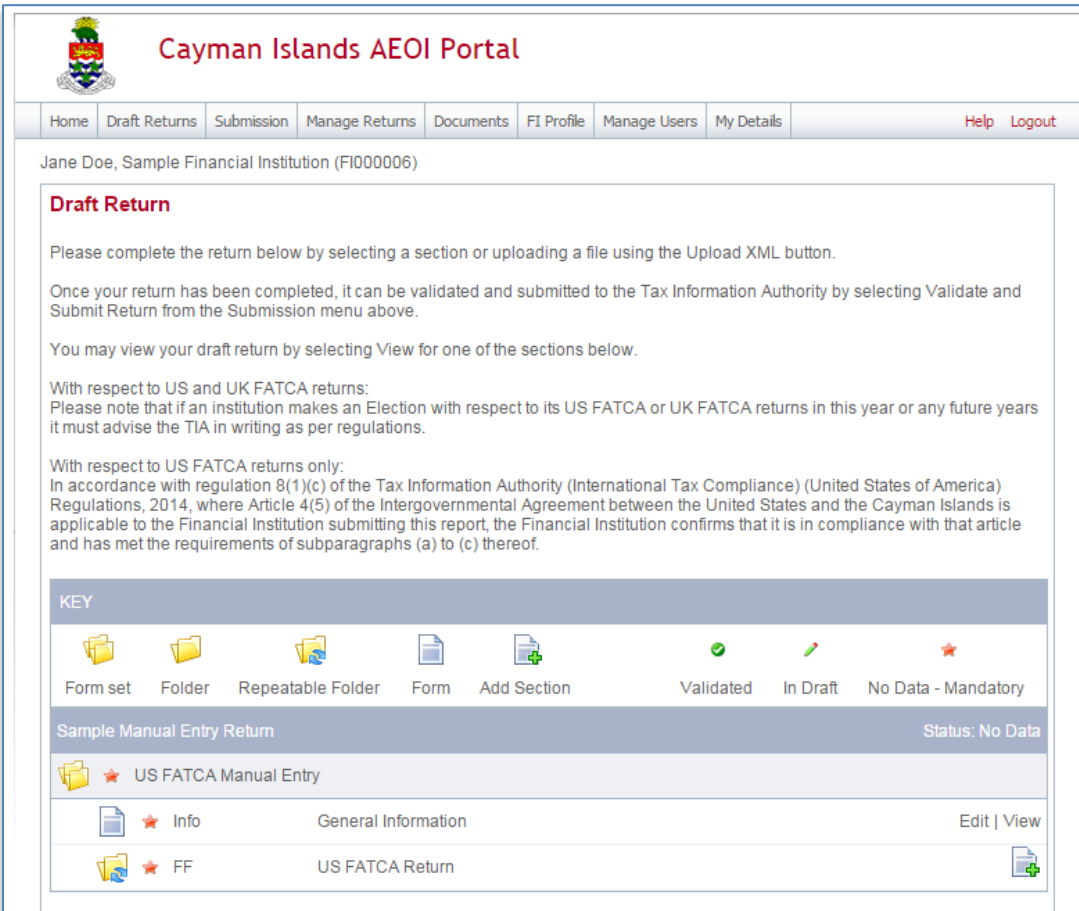
Jane Doe, Sample Financial Institution (FI000006)

Draft Returns

Please select the name of the return you wish to complete.

Return name	Reference	Revision	Status	Period end date	Due date
Sample Manual Entry Return	FR00014	0.1	No Data	31/12/2014	31/05/2015

2. Select the name of the return you created from the **Return name** column of the Draft Returns table to open that return. You will be presented with the **Draft Return** screen for that return.



Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | [Help](#) [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Draft Return

Please complete the return below by selecting a section or uploading a file using the Upload XML button.

Once your return has been completed, it can be validated and submitted to the Tax Information Authority by selecting Validate and Submit Return from the Submission menu above.

You may view your draft return by selecting View for one of the sections below.

With respect to US and UK FATCA returns:
Please note that if an institution makes an Election with respect to its US FATCA or UK FATCA returns in this year or any future years it must advise the TIA in writing as per regulations.

With respect to US FATCA returns only:
In accordance with regulation 8(1)(c) of the Tax Information Authority (International Tax Compliance) (United States of America) Regulations, 2014, where Article 4(5) of the Intergovernmental Agreement between the United States and the Cayman Islands is applicable to the Financial Institution submitting this report, the Financial Institution confirms that it is in compliance with that article and has met the requirements of subparagraphs (a) to (c) thereof.

KEY							
Form set	Folder	Repeatable Folder	Form	Add Section	Validated	In Draft	No Data - Mandatory

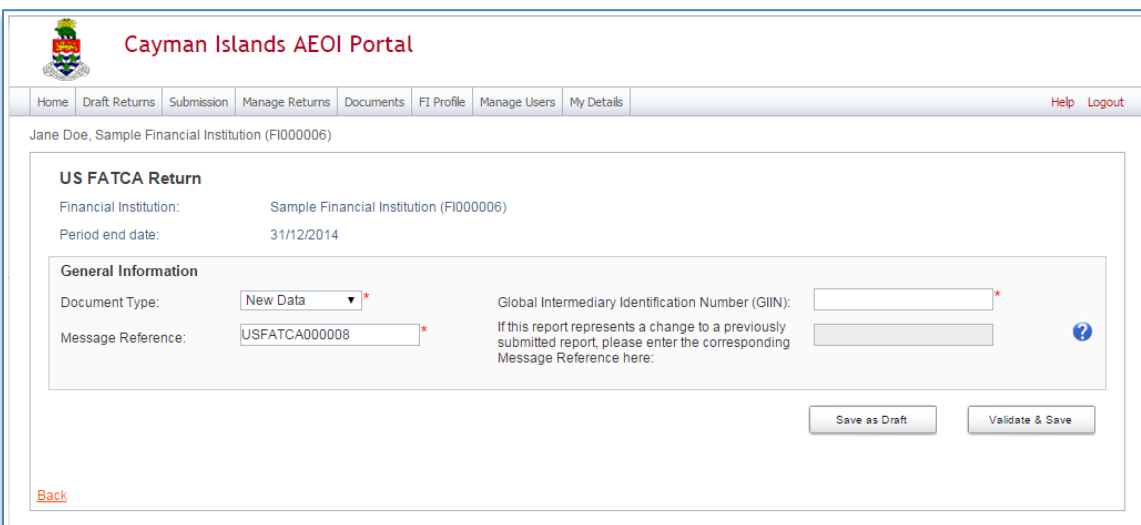
Sample Manual Entry Return Status: No Data

		US FATCA Manual Entry					
		Info	General Information			Edit View	
		FF	US FATCA Return				

3. Select or add a form to enter data in:

- Select the **Edit** link beside a form to enter or edit data in the form.
- Select the **Add Section** icon beside a repeatable folder (see the **KEY** in the image above for an explanation of the icons) to add an instance of that form to your return for completion.

4. After selecting the **Edit** Link beside a form or the **Add Section** icon next to a repeatable folder, you will be presented with the editable form for data entry. The image below is a sample General Information form.



Cayman Islands AEOI Portal

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | [Help](#) [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

US FATCA Return

Financial Institution: Sample Financial Institution (FI000006)
Period end date: 31/12/2014

General Information

Document Type: *

Message Reference: *

Global Intermediary Identification Number (GIIN): *


If this report represents a change to a previously submitted report, please enter the corresponding Message Reference here: ?

[Back](#)

5. Enter your data in the fields presented and select **Save as Draft** to continue entering data later or **Validate & Save** to mark the form ready for submission.
 - **Important note:** All mandatory fields (marked with a red asterisk) must be completed for the form to successfully Validate & Save.
6. Repeat steps 3-5 for all forms that you would like to submit as part of your US FATCA Manual Entry return.

3.4 Submitting a Manual Entry return

In order to submit your Manual Entry return, all mandatory forms within the return must be in **Validated** status, indicated by a green check mark icon (see the **KEY** on the **Draft Return** page for an explanation of icons). The image below shows a sample nil return (no Account Information or Pooled Reporting Type forms to submit) which has all mandatory forms Validated.



Cayman Islands AEOI Portal

Home
Draft Returns
Submission
Manage Returns
Documents
FI Profile
Manage Users
My Details
Help
Logout

Jane Doe, Sample Financial Institution (FI000006)

Draft Return

Please complete the return below by selecting a section or uploading a file using the Upload XML button.









Once your return has been completed, it can be validated and submitted to the Tax Information Authority by selecting Validate and Submit Return from the Submission menu above.

You may view your draft return by selecting View for one of the sections below.
















With respect to US and UK FATCA returns:
Please note that if an institution makes an Election with respect to its US FATCA or UK FATCA returns in this year or any future years it must advise the TIA in writing as per regulations.

With respect to US FATCA returns only:
In accordance with regulation 8(1)(c) of the Tax Information Authority (International Tax Compliance) (United States of America) Regulations, 2014, where Article 4(5) of the Intergovernmental Agreement between the United States and the Cayman Islands is applicable to the Financial Institution submitting this report, the Financial Institution confirms that it is in compliance with that article and has met the requirements of subparagraphs (a) to (c) thereof.

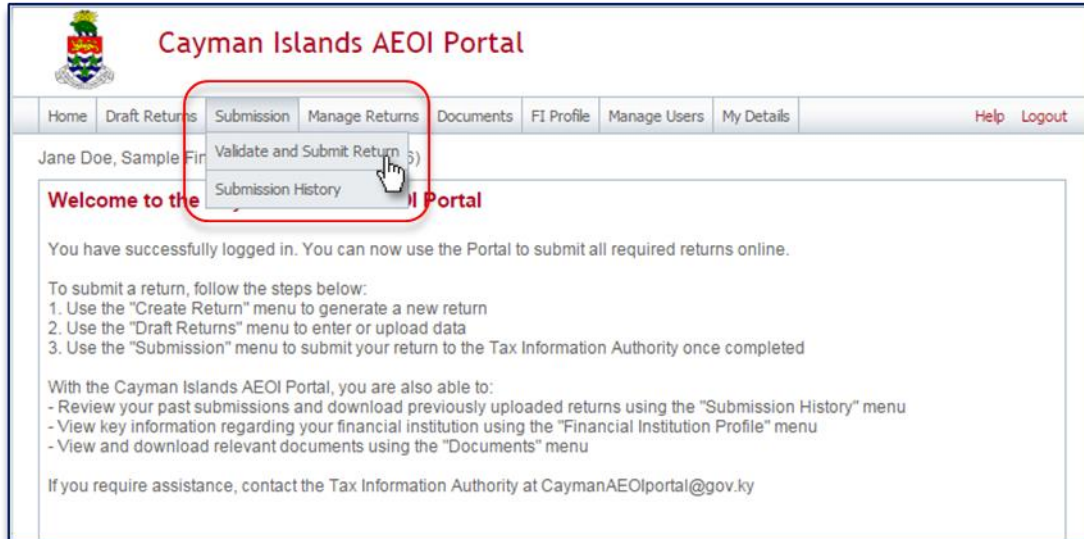
KEY

							
Form set	Folder	Repeatable Folder	Form	Add Section	Validated	In Draft	No Data - Mandatory

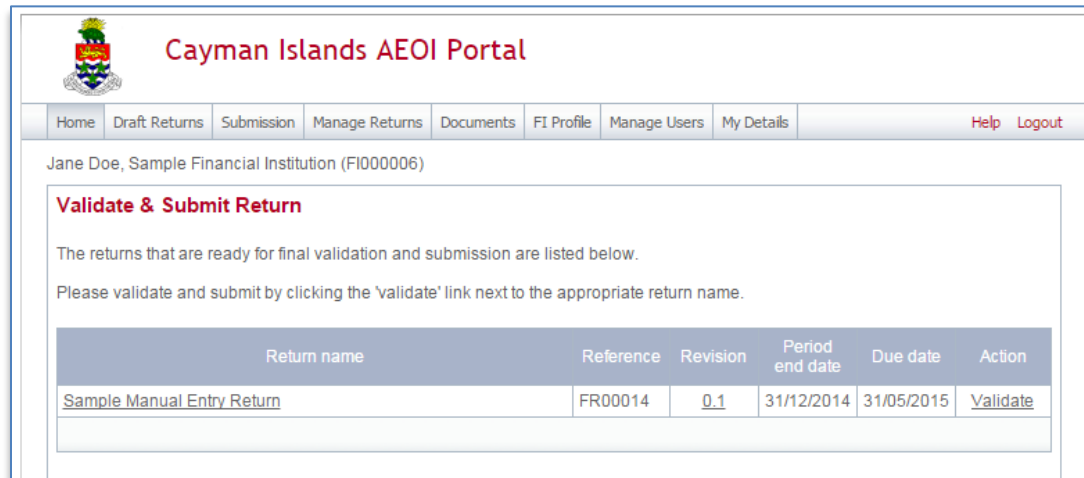
Sample Manual Entry Return Status: Ready to Submit

		US FATCA Manual Entry	Clear
		Info General Information	Clear Edit View
		FF US FATCA Return	 Delete All Clear All
		US FATCA Return	Clear Delete
		FI Reporting FI Information	Clear Edit View
		ACT Account Information	
		PR Pooled Reporting Type	

1. To submit a Manual Entry return, navigate to Submission > Validate and Submit Return using the menus at the top of the screen.



2. You will be presented with the **Validate & Submit Return** page. Select the **Validate** link in the Action column for the return you would like to submit.
 - **Note:** Only Manual Entry Returns in **Ready to Submit** status (all forms are validated) will appear on this page.



- You will be presented with the **Submit Return** page. Select **Submit** to submit the return for final validation.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Financial Institution (FI000006)

Submit Return

Your return has been validated and can now be submitted.

Once it is submitted, you cannot add or delete data from your return, but you can still view it in your submission history. If you need to submit amended or corrected data, you must submit an additional return with the appropriate type.

Submit Cancel

- If there are validation issues with your return upon submission, you will be notified on the page. If your return is successfully submitted with no errors, you will receive a system-generated email notifying you of the successful submission.

3.5 Reviewing and correcting validation issues (Manual Entry and XML Upload returns)

If there are validation issues with your return, you can view the details in order to determine any corrections that need to be made.

- Navigate to the **Draft Returns** page using the menu at the top of the screen. If there are errors on a return that you have attempted to submit, the **error icon** (red exclamation point) will be displayed beside the return's status, as shown in the image below.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Financial Institution (FI000006)

Draft Returns

Please select the name of the return you wish to complete.

Return name	Reference	Revision	Status	Period end date	Due date
XML Upload Sample	FR00017	0.1	Ready to Submit	26/01/2015	26/06/2015

- Click on the **error icon** to display the validation errors. A sample is shown in the image on the next page.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Financial Institution (FI000006)

Validation issues

This return was submitted with errors and/or warnings which are displayed below.

Rule name	Type	Problem	Additional information
VAL-500	Error	1. Message with Message Reference ID:KY-FATCA-Msg_Ref-99526 and GIIN:H9I5QR.00016.BR.136 already exists in the system.	
Period end date matches Reporting period?	Error	2. The period end date specified when creating the filing must match the reporting period entered within the filing.	

3. To correct errors and resubmit your return, select the **Back** link at the bottom of the page to return to the **Draft Returns** page and then select the return in question from the **Return name** column of the table.
 - a. For the **Manual Entry return**: Select the **Edit** link next to the form(s) that you need to correct, update the data, and select **Validate & Save**. Then follow the steps to submit the return, as per section 3.4 *Submitting a Manual Entry return*.
 - b. For the **XML Upload return**: Select the **Upload data** link and select a new XML file to upload. The system will begin validation of your new file immediately.

4 Viewing submitted returns in the Cayman Islands AEOI Portal

Once your returns have been successfully submitted, you can no longer edit or delete them. You can, however, review the returns in the Portal and view the data within them in a view-only web form. For XML Upload returns, you can also download the XML file that you submitted.

1. Navigate to **Submission > Submission History** using the menus at the top of the screen.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Fir

Welcome to the Cayman Islands AEOI Portal

You have successfully logged in. You can now use the Portal to submit all required returns online.

To submit a return, follow the steps below:

1. Use the "Create Return" menu to generate a new return
2. Use the "Draft Returns" menu to enter or upload data
3. Use the "Submission" menu to submit your return to the Tax Information Authority once completed

With the Cayman Islands AEOI Portal, you are also able to:

- Review your past submissions and download previously uploaded returns using the "Submission History" menu
- View key information regarding your financial institution using the "Financial Institution Profile" menu
- View and download relevant documents using the "Documents" menu

If you require assistance, contact the Tax Information Authority at CaymanAEOIportal@gov.ky

2. You will be presented with the **Submission History** page, which presents the returns that have been submitted for your financial institution. Select the name of the return you wish to view from the **Return name** column of the Submission History table.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Financial Institution (FI000006)

Submission History

Please select a return to view

Drag a column header here to group by that column.

Return name	Reference	Revision	Status	Period end date	Submitted date
Sample Manual Entry Return	FR00014	1.0	Accepted	31/12/2014	26/02/2015
Sample XML Upload Return	FR00015	1.0	Accepted	31/12/2014	26/02/2015

- You will be presented with the View Return page for the selected return. Select each form in the return to view the data within it, or select the **View Upload History** icon to download XML files for XML Upload returns only.
 - Important note:** For **XML Upload** returns with repeatable folders (more than one **Account Information** or **Pooled Reporting Type** form), data can only be viewed in the forms if there are 50 or fewer forms within the repeatable folder. Data can always be viewed in XML Upload returns by downloading the XML file from the **View Upload History** page.

5 Managing users in the Cayman Islands AEOI Portal

If you are the designated Principal Point of Contact for your financial institution, you can create, update, and deactivate other users for your financial institution.

- Important note:** The Principal Point of Contact will be responsible to the Financial Institution for administration and monitoring of such users (e.g. safeguard of passwords and access to the AEOI Portal).

5.1 Creating users for your financial institution

- Navigate to **Manage Users > Create User** using the menus at the top of the screen. This menu will only be available if you are the Principal Point of Contact user for your financial institution.

Cayman Islands AEOI Portal

Home Draft Returns Submission Manage Returns Documents FI Profile Manage Users My Details Help Logout

Jane Doe, Sample Financial Institution (FI000006)

Welcome to the Cayman Islands AEOI Portal

You have successfully logged in. You can now use the Portal to submit all required returns online.

To submit a return, follow the steps below:


1. Use the "Create Return" menu to generate a new return
2. Use the "Draft Returns" menu to enter or upload data
3. Use the "Submission" menu to submit your return to the Tax Information Authority once completed

With the Cayman Islands AEOI Portal, you are also able to:

- Review your past submissions and download previously uploaded returns using the "Submission History" menu
- View key information regarding your financial institution using the "Financial Institution Profile" menu
- View and download relevant documents using the "Documents" menu

If you require assistance, contact the Tax Information Authority at CaymanAEOIportal@gov.ky

2. You will be presented with the **Create User** page. Enter the details of the new user and select the **Secondary User** role. Select **Create** to complete the user creation and assignment of the user role.
 - **Important note:** Secondary users are granted all of the same permissions as the Principal Point of Contact user with the exception of the ability to create and manage other users for your financial institution. That permission is granted only to the Principal Point of Contact.
3. Upon creation, the new Secondary User will receive a system-generated email which includes their user name and temporary password. They will be asked to select a new password upon their first login to the Portal (see section 2 *Logging in and updating your user details*).

 **Cayman Islands AEOI Portal**

Home | Draft Returns | Submission | Manage Returns | Documents | FI Profile | Manage Users | My Details | [Help](#) | [Logout](#)

Jane Doe, Sample Financial Institution (FI000006)

Create Cayman Islands AEOI Portal User

This functionality allows you to create new users with access to the Cayman Islands AEOI Portal. Please enter the details for the new user below.

An activation email with a randomly generated password will be sent to the email address of the new user.

First name: *

Surname: *

Email address: *


Phone number:
Int'l Area code Number

Permission: [FI - Secondary User](#)

5.2 Updating or deactivating users for your financial institution

As the Principal Point of Contact user for your financial institution, you can edit the details of other users for your institution, or deactivate them to remove their access to you financial institution's data in the system.

1. Navigate to **Manage Users > View/Edit User** using the menus at the top of the screen.



Cayman Islands AEOI Portal

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Jane Doe, Sample Financial Institution (FI000006)

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To submit a return, follow the steps below:


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With the Cayman Islands AEOI Portal, you are also able to:

- Review your past submissions and download previously uploaded returns using the "Submission History" menu
- View key information regarding your financial institution using the "Financial Institution Profile" menu
- View and download relevant documents using the "Documents" menu

If you require assistance, contact the Tax Information Authority at CaymanAEOIportal@gov.ky

2. You will be presented with the **View Cayman Islands AEOI Portal Users** page, displaying the list of Secondary Users for your financial institution. Select the **View/edit** link for the user whose details or status you would like to update.



Cayman Islands AEOI Portal

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Jane Doe, Sample Financial Institution (FI000006)

View Cayman Islands AEOI Portal Users

To view more detail than that displayed, or to edit the user's details, click on the user's associated View/Edit link.

First name	Surname	Email address	Status	Action
John	Smith	jsmith@CIgTestemail.ky	Active	View/edit

- You will be presented with the **View Cayman Islands AEOI Portal User** page, displaying the details for the selected user. Select the **Edit** button to make changes.

 FI - Secondary User. An 'Edit' button is located at the bottom of the details section."/>

Cayman Islands AEOI Portal

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Jane Doe, Sample Financial Institution (FI000006)

View Cayman Islands AEOI Portal User

First name: John
Surname: Smith
Email address: jsmith@CIGtestemail.ky
Phone number:
Status: Active
Permission: [FI - Secondary User](#)

- You will be presented with the **Edit Cayman Islands AEOI Portal User** page, where you can edit the user's name, email address, or telephone number, remove their **Permission**, or set their **Status** to Deactivated.
 - Important note:** Changing a user's **Email address** will change the email address that the user uses to log in to the system, and the email address to which system-generated emails are sent for that user.
 - Important note:** Setting a user's **Status** to Deactivated, or removing their **Permission**, will prevent that user from being able to view or edit your financial institution's data in the system.

 Active Deactivated, and Permission: FI - Secondary User. 'Cancel' and 'Save' buttons are at the bottom."/>

Cayman Islands AEOI Portal

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Jane Doe, Sample Financial Institution (FI000006)

Edit Cayman Islands AEOI Portal User

This functionality allows you to edit the user details of the selected Cayman Islands AEOI Portal user.

First name: *
Surname: *
Email address: *
Phone number:
Int'l Area code Number
Status: Active Deactivated
Permission: [FI - Secondary User](#)