



# TUBOR New Authentication User Guide



User Guide on TUBOR New Authentication Mechanism

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## Prerequisites

During the registration process the user is required to insert these details:

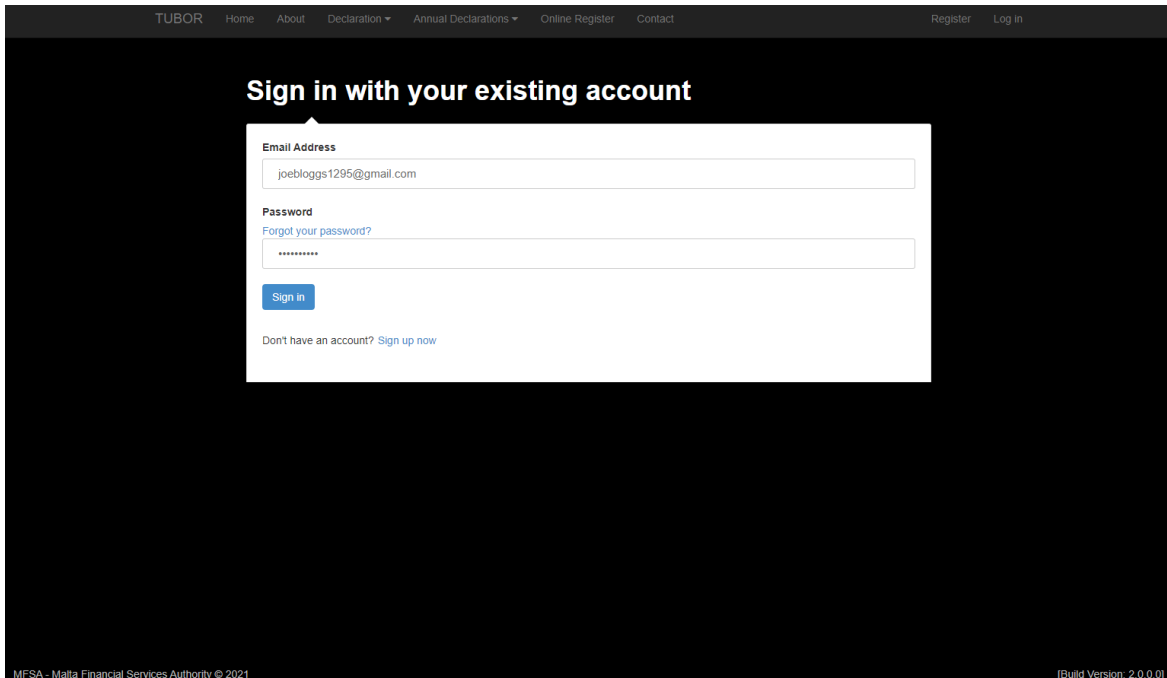
- Email address
- Name
- Surname
- ID or passport or residential card or driving license number
- A copy of the identification document in PDF format

Prior registration process, the user must ensure that the following are in place:

- Access to the email address which is to be used for the registration process
- A scanned copy of the identification document in PDF format
- Access to an authenticator app installed on the mobile phone. The user can make use of any authenticator app given that it can scan QR codes. If not already installed, user can install any authenticator app from GooglePlay Store or Apple AppStore. Example of such apps are Google or Microsoft Authenticator.

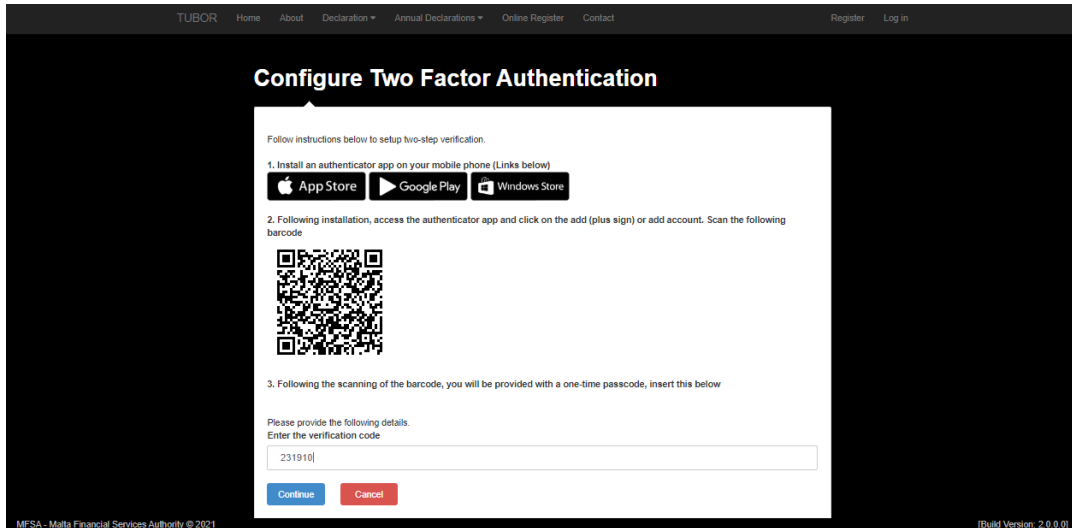
## Authentication

- 1) Click on the *Log In* located top right corner
- 2) If the user already has TUBOR credentials (email address and password) he/ she should use these to authenticate. If this is a new user, refer to the registration section
- 3) Insert email address and password
- 4) Click on *Sign in* button

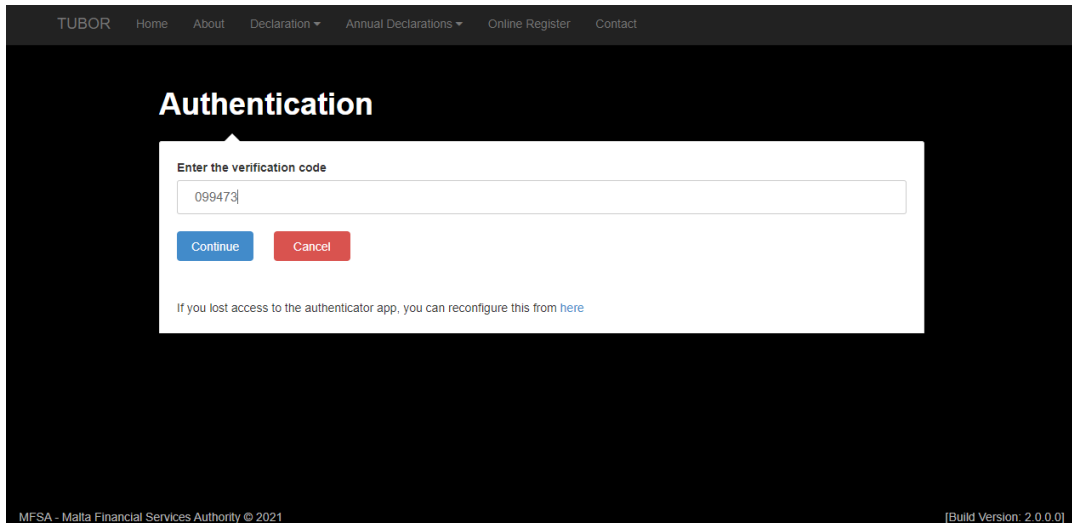


The screenshot shows a web interface for signing in. At the top, there is a navigation bar with links: TUBOR, Home, About, Declaration, Annual Declarations, Online Register, Contact, Register, and Log In. The main heading is "Sign in with your existing account". Below this is a form with two input fields: "Email Address" containing "joebloggs1295@gmail.com" and "Password" containing "\*\*\*\*\*". A "Forgot your password?" link is next to the password field. A blue "Sign in" button is below the fields. At the bottom of the form, it says "Don't have an account? Sign up now". The footer contains "MFSA - Malta Financial Services Authority © 2021" and "[Build Version: 2.0.0.0]".

- 5) User is then redirected to one of the following screens accordingly:
  - a) If user is signing in for the first time, using the updated authentication process, he/ she must configure two-factor authentication as follows:
    - i) User should be redirected to the two-step verification screen
    - ii) Open authenticator app on mobile phone
    - iii) On the authenticator app:
      - (1) Select to add a new account
      - (2) Scan the provided QR code on TUBOR portal
      - (3) A new account should be created on authenticator app and user is provided with a verification code
    - iv) Insert the verification code in the provided text box on TUBOR portal
    - v) Click *Continue* button



- b) Or if user has already configured two-factor authentication:
- i) User should be redirected to the insert verification code screen
  - ii) Open authenticator app on mobile phone
  - iii) Locate the account on authenticator app and insert the respective verification code in the provided text box on TUBOR portal
  - iv) Click *Continue* button

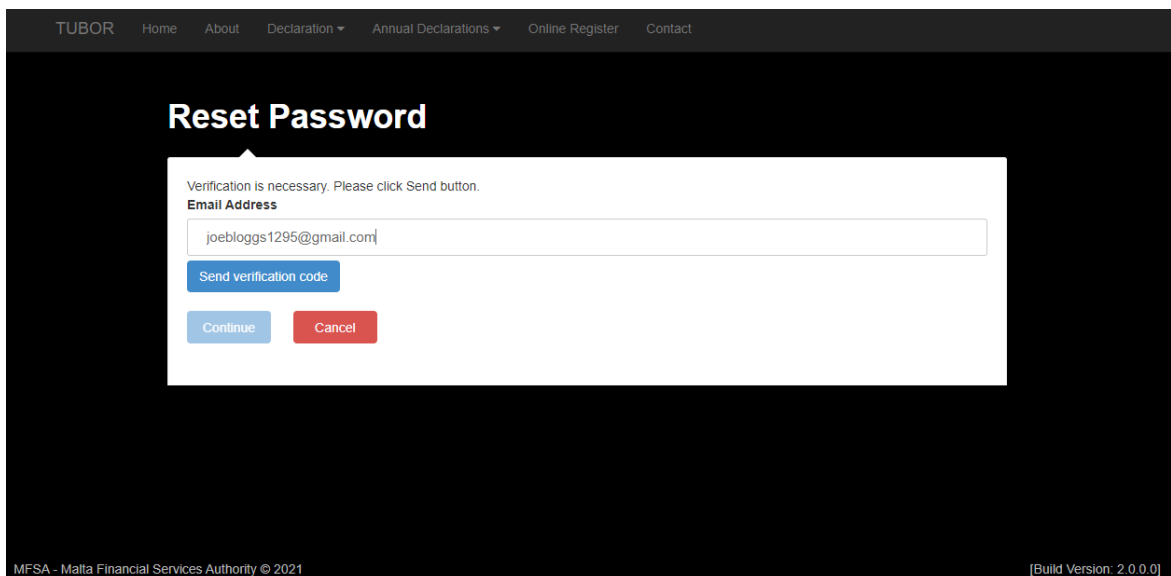


- 6) User is authenticated and redirected to the home page.

## Forgot Password

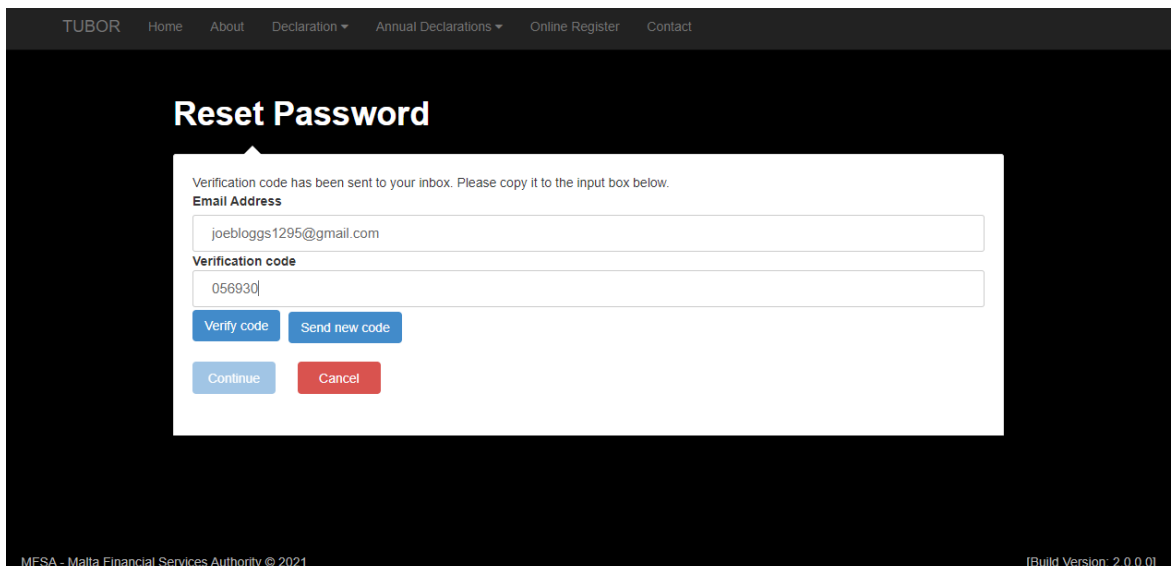
If user is trying to authenticate to TUBOR portal however he/ she cannot remember the password, this can be reset as follows:

- 1) Click on the *Log In* located top right corner
- 2) Click on *Forgot your password?* link
- 3) Insert email address in the provided text box
- 4) Click on *Send verification code* button



The screenshot shows the TUBOR portal's 'Reset Password' interface. At the top, there is a navigation bar with links: TUBOR, Home, About, Declaration, Annual Declarations, Online Register, and Contact. The main heading is 'Reset Password'. Below the heading, a message states: 'Verification is necessary. Please click Send button.' There is a text input field labeled 'Email Address' containing the email 'joebloggs1295@gmail.com'. Below the input field is a blue button labeled 'Send verification code'. At the bottom of the form are two buttons: 'Continue' (light blue) and 'Cancel' (red). The footer contains 'MFSA - Malta Financial Services Authority © 2021' on the left and '[Build Version: 2.0.0.0]' on the right.

- 5) User should receive a verification code via email
- 6) Insert verification code in the text box provided
- 7) Click on *Verify code* button
- 8) Click on *Continue* button



The screenshot shows the second step of the 'Reset Password' process. The message now reads: 'Verification code has been sent to your inbox. Please copy it to the input box below.' The 'Email Address' field still contains 'joebloggs1295@gmail.com'. A new text input field labeled 'Verification code' contains the code '056930'. Below this field are two buttons: 'Verify code' (blue) and 'Send new code' (blue). At the bottom are 'Continue' (light blue) and 'Cancel' (red) buttons. The footer remains the same as in the previous screenshot.

- 9) Insert the new password and confirm new password in the text boxes provided

10) Click on *Continue* button

The screenshot shows the TUBOR website's 'Reset Password' form. The form is centered on a dark background. It has a title 'Reset Password' in white. Below the title, there are two input fields: 'New Password' and 'Confirm New Password', both with masked characters (dots). At the bottom of the form, there are two buttons: a blue 'Continue' button and a red 'Cancel' button. The website's navigation menu is visible at the top, and the footer contains 'MFSA - Malta Financial Services Authority © 2021' and '[Build Version: 2.0.0.0]'.

11) User is then redirected to one of the following screens accordingly:

- a) If the user has not configured two-factor authentication:
  - i) User should be redirected to the two-step verification screen
  - ii) Open authenticator app on mobile phone
  - iii) On the authenticator app:
    - (1) Select to add a new account
    - (2) Scan the provided QR code on TUBOR portal
    - (3) A new account should be created on authenticator app and user is provided with a verification code
  - iv) Insert the verification code in the provided text box on TUBOR portal
  - v) Click *Continue* button

The screenshot shows the TUBOR website's 'Configure Two Factor Authentication' form. The form is centered on a dark background. It has a title 'Configure Two Factor Authentication' in white. Below the title, there are instructions for setting up two-step verification. Step 1: 'Install an authenticator app on your mobile phone (Links below)' with links to the App Store, Google Play, and Windows Store. Step 2: 'Following installation, access the authenticator app and click on the add (plus sign) or add account. Scan the following barcode' with a QR code. Step 3: 'Following the scanning of the barcode, you will be provided with a one-time passcode, insert this below'. Below the instructions, there is a text input field for the verification code, which contains the value '231910'. At the bottom of the form, there are two buttons: a blue 'Continue' button and a red 'Cancel' button. The website's navigation menu is visible at the top, and the footer contains 'MFSA - Malta Financial Services Authority © 2021' and '[Build Version: 2.0.0.0]'.

- b) If user already configured two-factor authentication:



- i) User should be redirected to the insert verification code screen
- ii) Open authenticator app on mobile phone
- iii) Locate the account on authenticator app and insert the respective verification code in the provided text box on TUBOR portal
- iv) Click *Continue* button

TUBOR Home About Declaration Annual Declarations Online Register Contact

## Authentication

Enter the verification code

[Continue](#) [Cancel](#)

If you lost access to the authenticator app, you can reconfigure this from [here](#)

MFSA - Malta Financial Services Authority © 2021 [Build Version: 2.0.0.0]

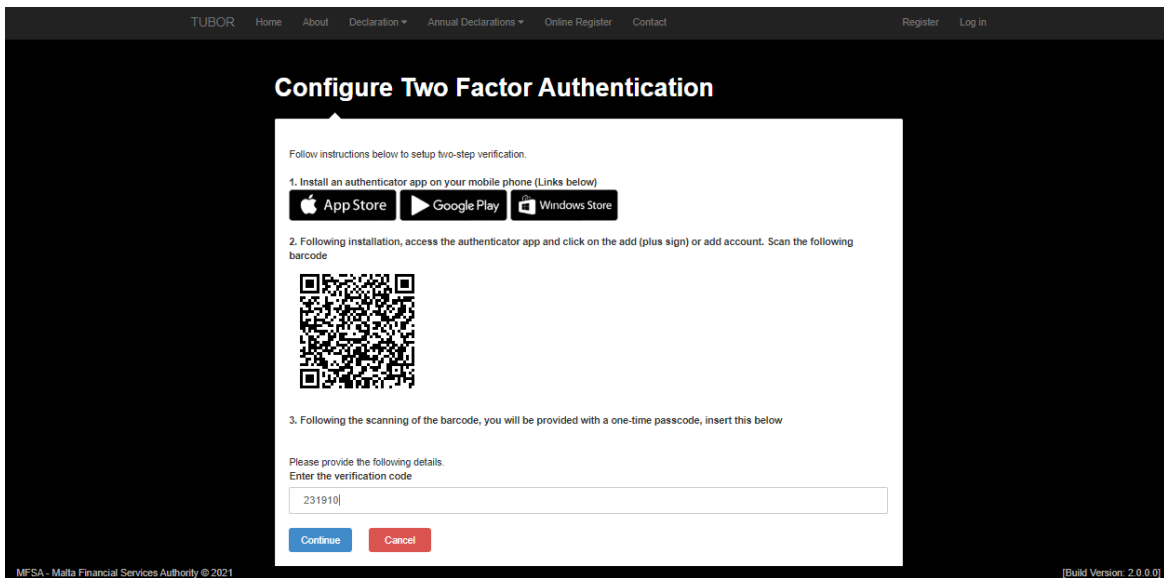
12) User should be authenticated to TUBOR portal and password reset

## Registration

- 1) Click on the *Register* link located top right corner
- 2) User should insert his/ her email address and verify it as follows:
  - a) Click on the *Send verification code* button
  - b) User should receive a verification code via email
  - c) Insert verification code in the text box provided
  - d) Click on *Verify code* button
- 3) User should insert these details: new password, confirm new password, name, surname, document type and official identification document number
- 4) Click on *Create* button

The screenshot displays the 'Create an account' form on the TUBOR portal. The form is titled 'Create an account' and shows a success message: 'E-mail address verified. You can now continue.' Below this, there are input fields for 'Email Address' (containing 'joebloggs1295@gmail.com'), 'New Password', 'Confirm New Password', 'Name' (containing 'Joe'), 'Surname' (containing 'Bloggs'), 'Document Type' (a dropdown menu with 'ID CARD' selected), and 'Official Identification Document No' (containing '123456M'). At the bottom of the form are 'Create' and 'Cancel' buttons. The page header includes 'TUBOR' and navigation links like 'Home', 'About', 'Declaration', 'Annual Declarations', 'Online Register', and 'Contact'. The footer contains 'MFSA - Malta Financial Services Authority © 2021' and '[Build Version: 2.0.0.0]'.

- 5) User should be redirected to the two-step verification screen
- 6) Open authenticator app on mobile phone
- 7) On the authenticator app:
  - a) Select to add a new account
  - b) Scan the provided QR code on TUBOR portal
  - c) A new account should be created on authenticator app and user is provided with a verification code
- 8) Insert the verification code in the provided text box on TUBOR portal
- 9) Click *Continue* button



- 10) User should now be redirected to the *Register – Part II* screen
- 11) User should attach a copy of the identification document in the provided test box
- 12) User should select the *Applicant* type from the provided dropdown list
- 13) User check the *Agree* checkbox
- 14) Click on *Register* button

## Create an account - Part II

**Email**  
joebloggs1295@gmail.com

**Name**  
Joe

**Surname**  
Bloggs

**Document Type**  
ID CARD

**Official Identification Document No**  
123456M

**Attach a copy of Identification Document**

Select files...

test.pdf 182.04 KB

\* Kindly attach only **ONE** document.

**NOTE:**

Choose **Director** if you would like to Submit an online declaration of trust beneficial ownership  
Choose **Subject Person** if you would like to request access to beneficial ownership information of trusts  
Choose **Competent Authority** if you are a representative of a competent authority and would like to request access to beneficial ownership information of trusts

**Applicant Type**  
DIRECTOR

Trustee already registered – I have a code  
 I want to create a new trustee account

**Trustee Id**  
Get Trustee Name

**Trustee Name**  
Joe Bloggs Test

**Agree**

I hereby confirm that the searches being carried out on the Register of Beneficial Owners of Trusts are solely for the purpose of carrying out customer due diligence in accordance with the Prevention of Money Laundering and Funding of Terrorism Regulations, and that any processing of personal data shall be conducted in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation), the Data Protection Act (Chapter 586 of the Laws of Malta) and any other relevant European Union and national law.

Kindly note that in terms of Regulation 6 (1)(b) of the Trusts and Trustees Act (Register of Beneficial Owners) Regulations, the Authority may request the submission of (i) an engagement letter engaging the subject person; or (ii) a power of attorney, licence, warrant or other evidence of the function of the subject person; or (iii) a declaration that the purpose of the enquiry relates to the duties of the subject person or alternatively the basis of such request; or (iv) any other document which the Authority may deem necessary.

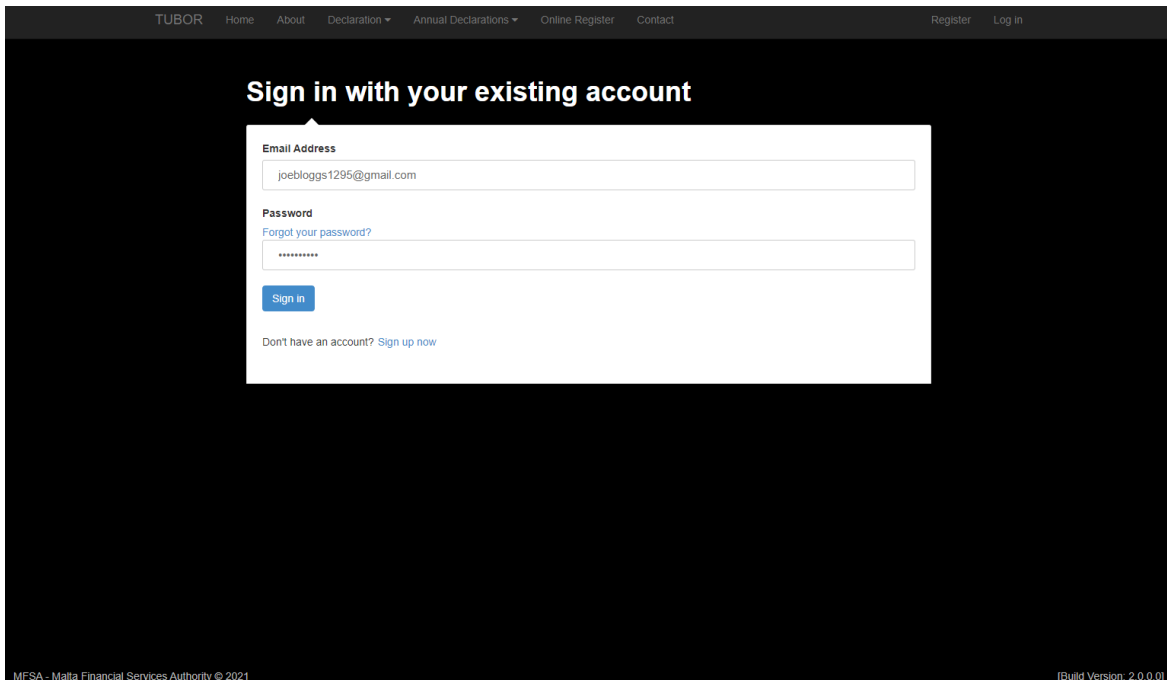
[Register](#) [Cancel](#)

15) User should be authenticated and redirected to the home screen

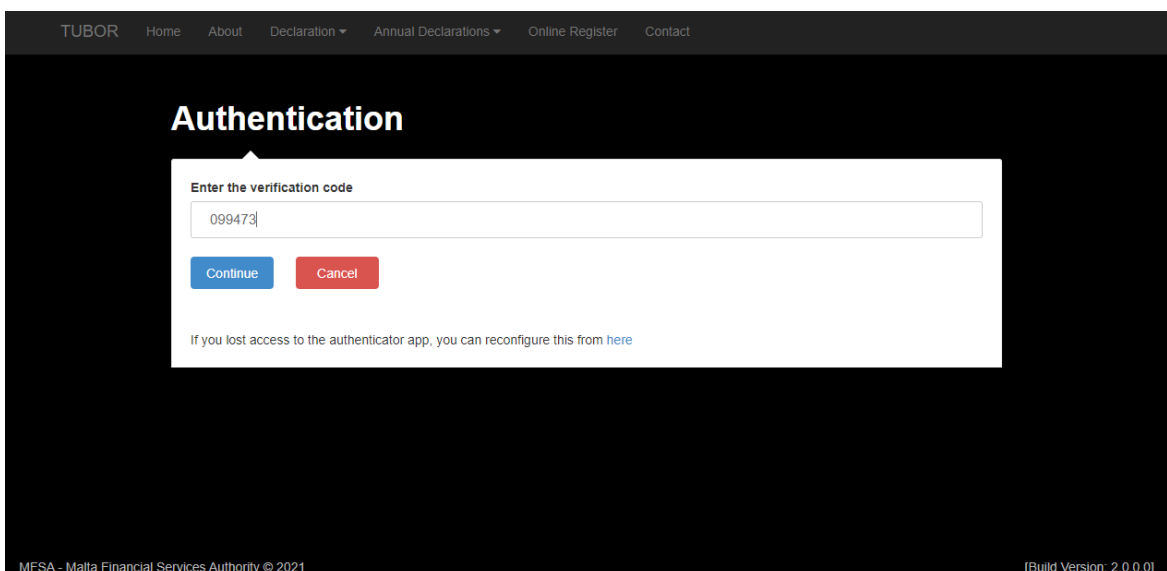
# Reconfigure Two-Factor Authentication

If user lost access to his/ her authenticator app or perhaps is changing his/ her mobile phone. The user should make use of this functionality to reconfigure the two-factor authentication.

- 1) Click on the *Log In* located top right corner
- 2) Insert email address and password
- 3) Click on *Sign in*

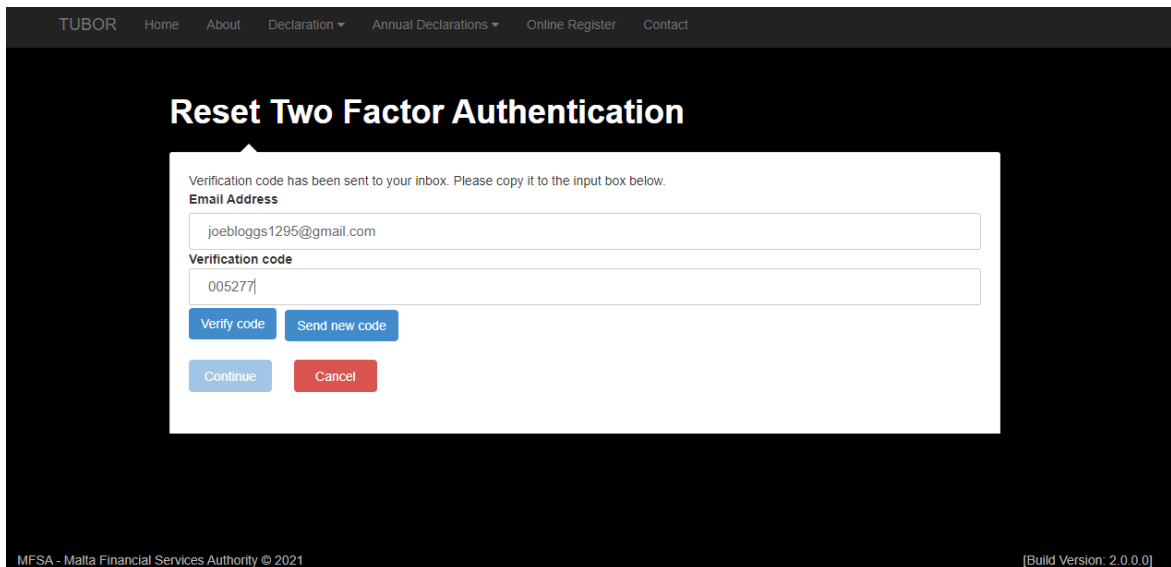


- 4) User should now be redirected to the verification code screen
- 5) Click on the *If you lost access to the authenticator app, you can reconfigure this from here* link

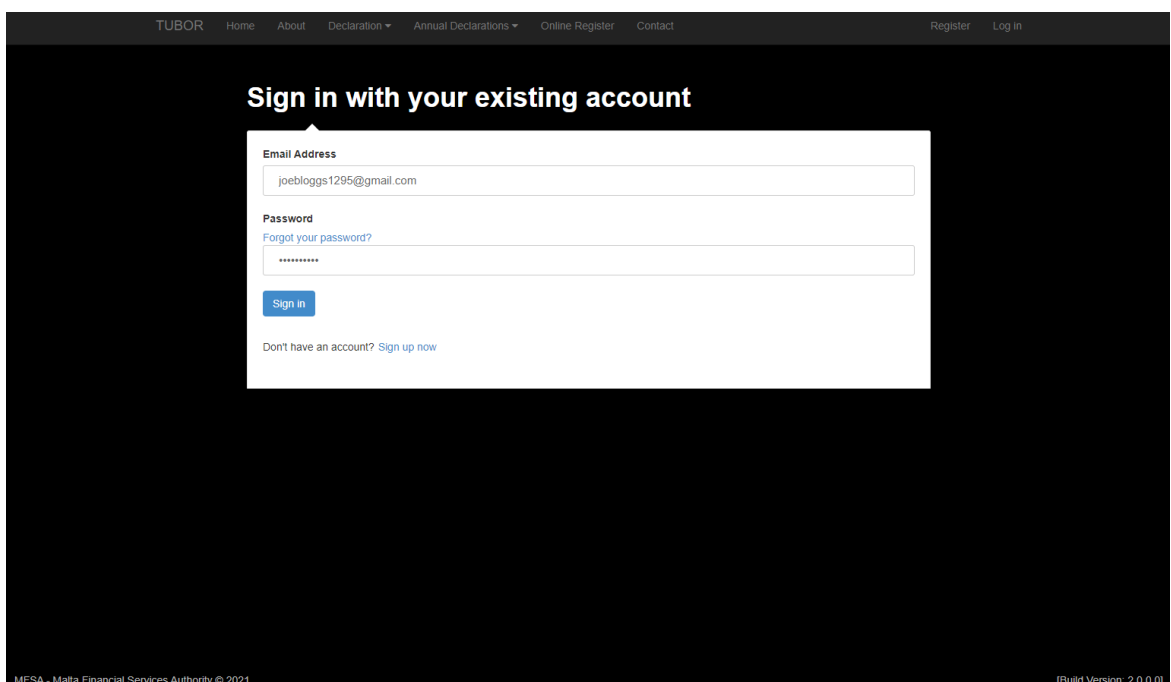


- 6) User should be redirected to the *Reset Two Factor Authentication* screen

- 7) Insert email address
- 8) Click on the *Send verification code* button
- 9) User should receive a verification code via email
- 10) Insert verification code in the text box provided
- 11) Click on *Verify code* button

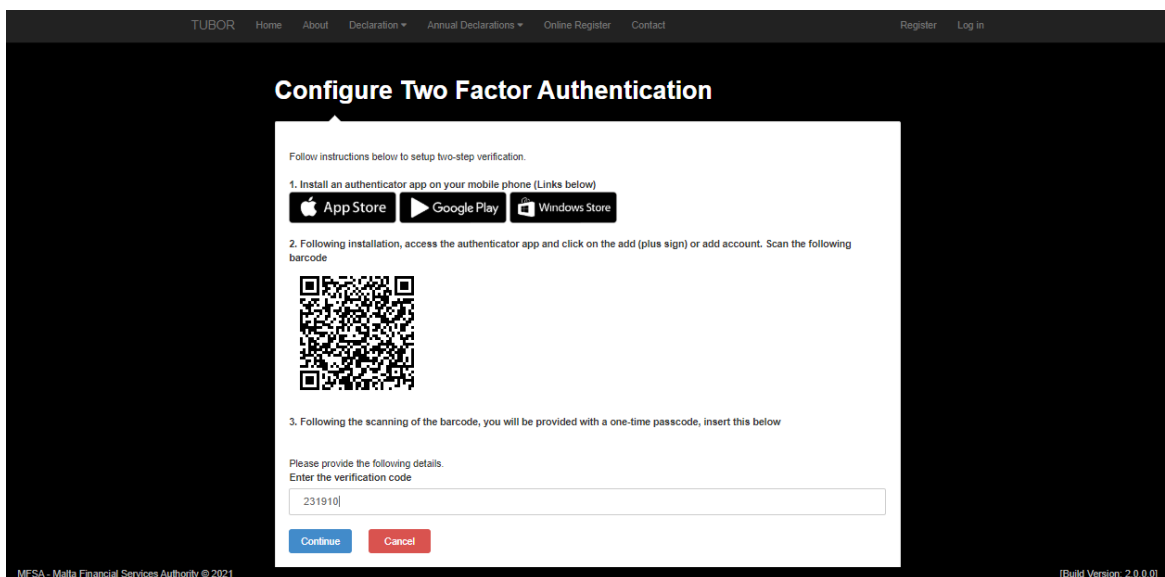


- 12) Click on the *Continue* button
- 13) And then user should be redirected to the home screen
- 14) Click on the *Log In* located top right corner
- 15) Insert email address and password
- 16) Click on *Sign in*



- 17) User should now be redirected to the two-step verification screen

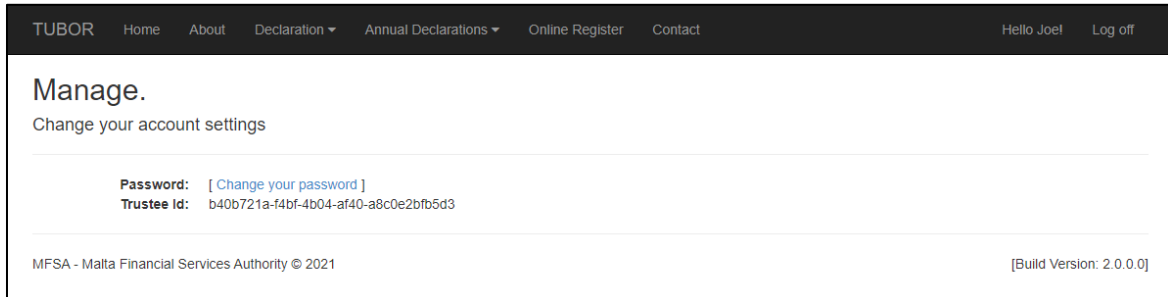
- 18) Open authenticator app on mobile phone
- 19) On the authenticator app:
  - a) Select to add a new account
  - b) Scan the provided QR code on TUBOR portal
  - c) A new account should be created on authenticator app and user is provided with a verification code
- 20) Insert the verification code in the provided text box on TUBOR portal
- 21) Click *Continue* button



- 22) User should now be authenticated and redirected to the home screen

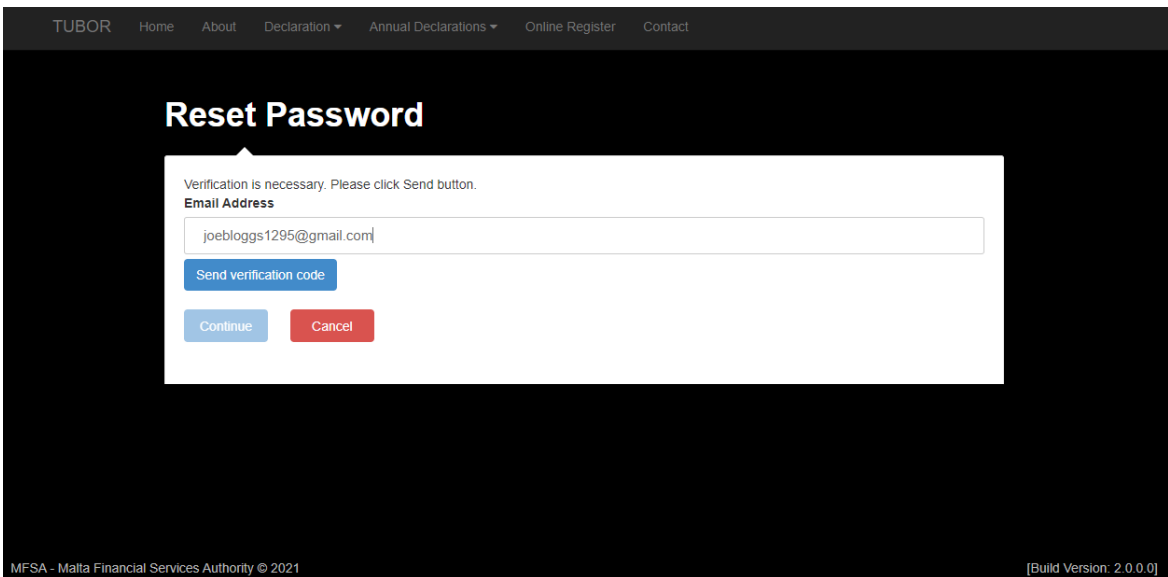
## Change Password

- 1) Click on the *Hello Joel* link next to the *Log off* link, top right corner
- 2) Click on the *Change your password* link



The screenshot shows the 'Manage' section of the TUBOR portal. The header includes navigation links: TUBOR, Home, About, Declaration, Annual Declarations, Online Register, and Contact. On the right, there are links for 'Hello Joel' and 'Log off'. The main content area is titled 'Manage.' and 'Change your account settings'. It displays the current 'Password' with a '[ Change your password ]' link and the 'Trustee Id: b40b721a-f4bf-4b04-af40-a8c0e2bfb5d3'. At the bottom, it shows 'MFSA - Malta Financial Services Authority © 2021' and '[Build Version: 2.0.0.0]'.

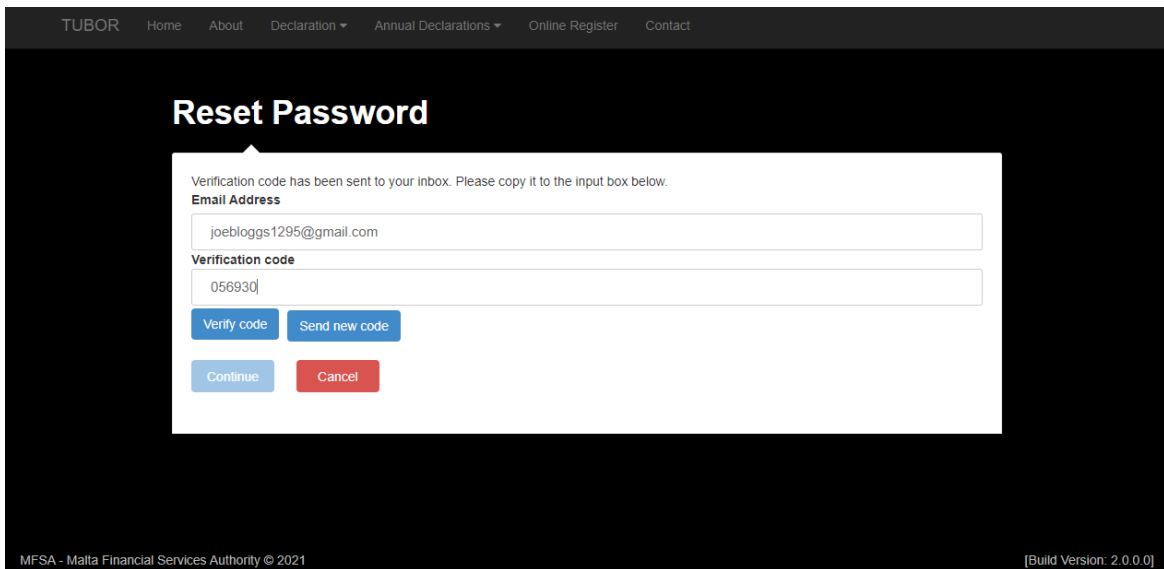
- 3) Insert email address in the provided text box
- 4) Click on *Send verification code* button



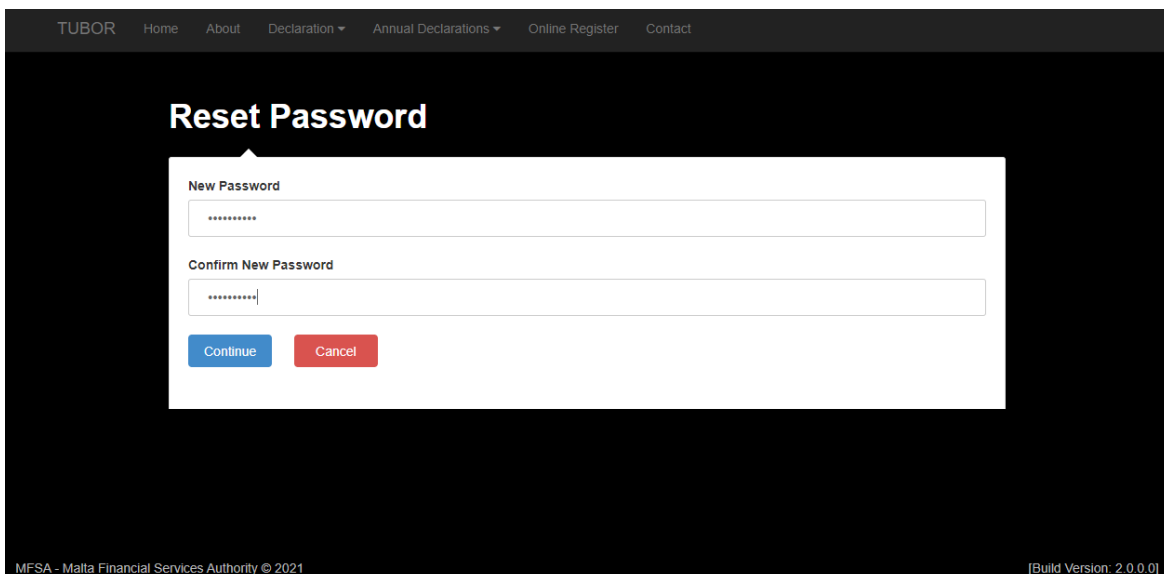
The screenshot shows the 'Reset Password' screen. The header is the same as the previous screenshot. The main content area is titled 'Reset Password'. A message states 'Verification is necessary. Please click Send button.' Below this, there is a text box labeled 'Email Address' containing 'joebloggs1295@gmail.com'. There are three buttons: 'Send verification code' (blue), 'Continue' (light blue), and 'Cancel' (red). At the bottom, it shows 'MFSA - Malta Financial Services Authority © 2021' and '[Build Version: 2.0.0.0]'.

- 5) User should receive a verification code via email
- 6) Insert verification code in the text box provided
- 7) Click on *Verify code* button
- 8) Click on *Continue* button

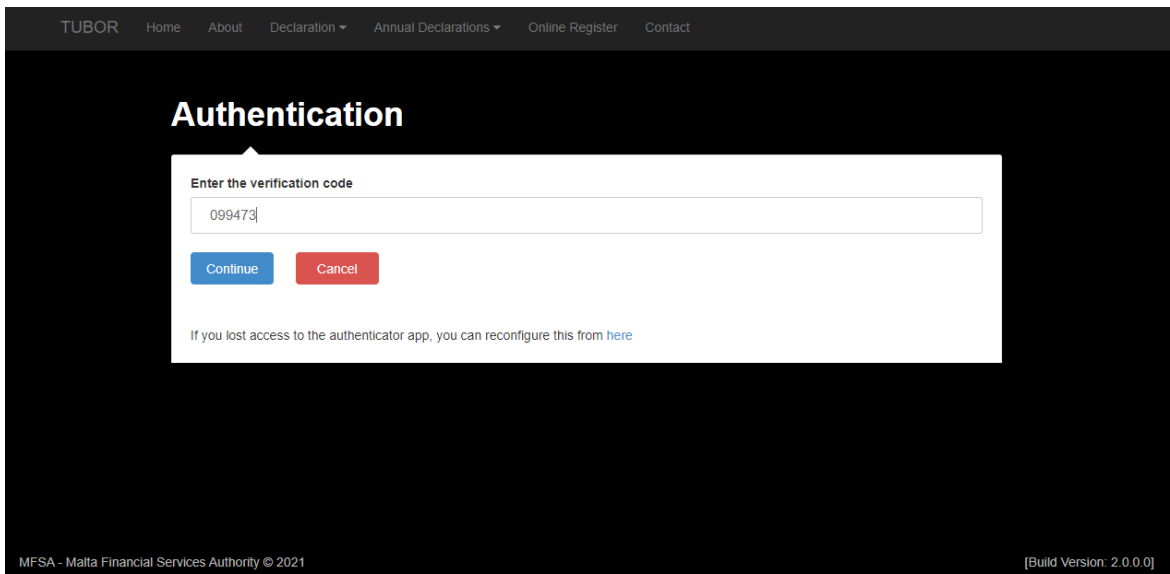




- 9) Insert the new password and confirm new password in the text boxes provided
- 10) Click on *Continue* button



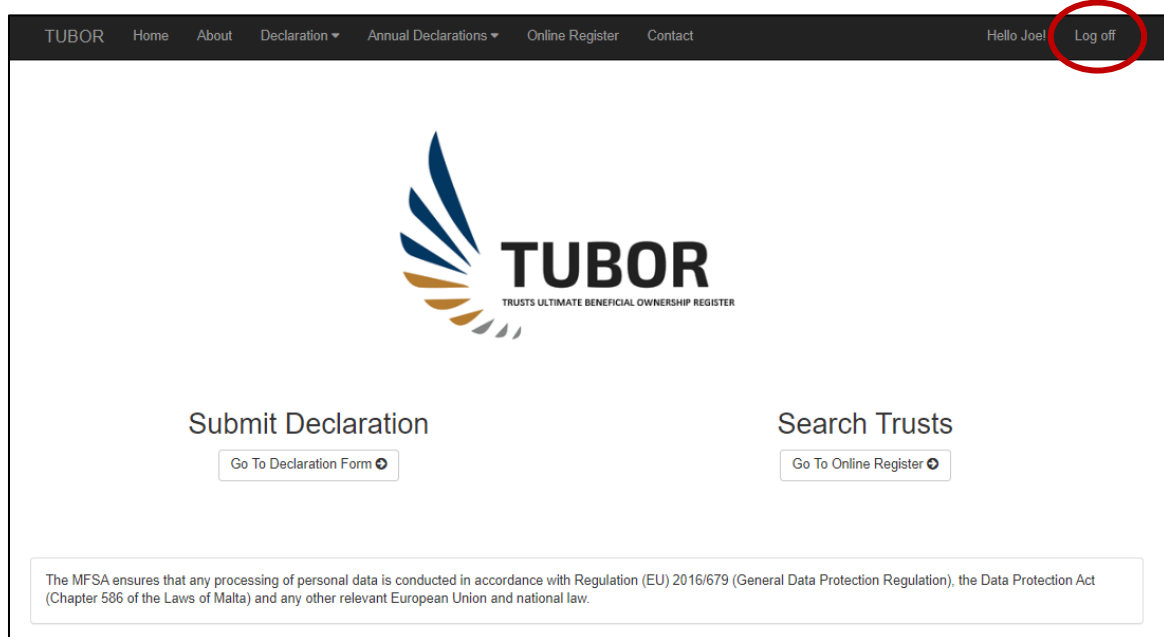
- 11) User should be redirected to the insert verification code screen
- 12) Open authenticator app on mobile phone
- 13) Locate the account on authenticator app and insert the respective verification code in the provided text box on TUBOR portal
- 14) Click *Continue* button



15) User password should be updated

## Log Off

- 1) Click on the *Log off* link located top right corner



- 2) The user should be logged off from his/ her account