




User Guidelines for Submitting Major ICT-Related Incident Reports



User Guidelines for submitting Major ICT-Related Incident Reports to the Malta Financial Services Authority through the Licence Holder Portal

Contents

1. Introduction.....	4
1.1 Accessing the Licence Holder Portal.....	4
1.2 Registering and/or Logging In.....	5
2. Submission of a Major ICT-Related Incident Reports	7
2.1 Accessing the Major ICT-Related Incidents section.....	7
2.2 Submitting an Initial Notification	8
2.3 Submitting an Intermediate Report.....	10
2.4 Submitting a Final Report	12
3. Resubmission of a Major ICT-Related Incident Report	15
3.1 Resubmission of Reports	15
4. Engaging with the assigned MFSA Analyst through the CRMS.....	18
5. Withdrawing a Major ICT-Related Incident Report	20
6. Contacting Us	22

Table of Abbreviations

LH Portal

Licence Holder Portal

MFSA

Malta Financial Services Authority

CRMS

Cyber Reporting Management System

1. Introduction

This document provides the necessary guidelines to submit Major ICT-Related Incident Reports, for and on behalf of an Authorised Person, through the Licence Holder Portal ("LH Portal"). This document should be read in conjunction with Circular titled [Cyber Reporting Management System \(CRMS\)](#) and the following material released alongside these guidelines, available on the MFSA website (Our Work > Supervisory ICT Risk and Cybersecurity):

1. The Major ICT-Related Incident Reporting Process ('the Process Document');
2. Template for Major ICT-Related Incident Reports ('the Template', 'the provided Template').

1.1 Accessing the Licence Holder Portal

The LH Portal is a web-based application which enables all entities, licenced by the MFSA (Authorised Persons) to submit Personal Questionnaires (PQs), access their information, as well as upload regulatory returns/documentation. The LH Portal can be accessed through a web-browser via <https://lhportal.mfsa.mt>.

A project has been created within the LH Portal – the Cyber Reporting Management System (CRMS) – for the submission of Major ICT-Related Incident Reports, Significant Cyber Threats and Information-Sharing Arrangements.

1.2 Registering and/or Logging In

A user is expected to Log-In to the LH Portal to be able to submit a Major ICT-Related Incident Report as illustrated in Figure 1.2.1.

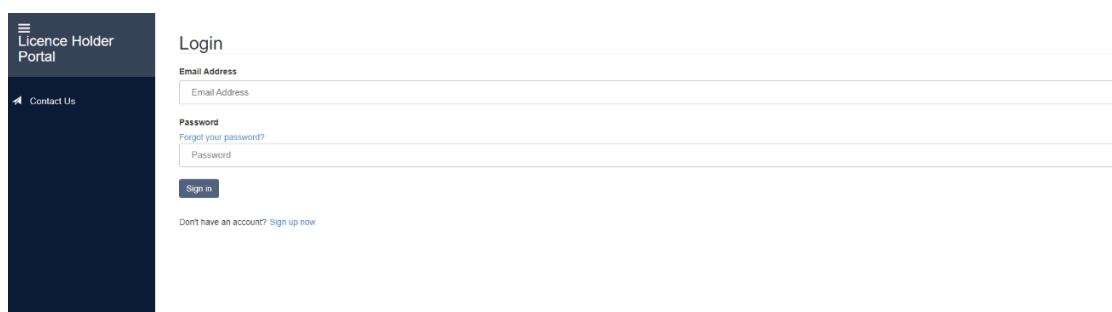
The screenshot shows the 'Licence Holder Portal' interface. On the left is a dark blue sidebar with a menu icon and a 'Contact Us' link. The main content area is white and titled 'Login'. It contains two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a 'Sign in' button. There are also links for 'Forgot your password?' and 'Don't have an account? Sign up now'.

Figure 1.2.1: LH Portal Log-In

Access to the CRMS is granted to specific users, typically approved Compliance Officers, acting for and on behalf of the Authorised Person/s. Users requiring access should initially register on the LH Portal as illustrated in Figures 1.2.2 and 1.2.3. Once an account is created using the business email address, the designated person is to contact the Supervisory ICT Risk and Cybersecurity Function by sending an email to mirt@mfsa.mt to have the account linked with the CRMS project.

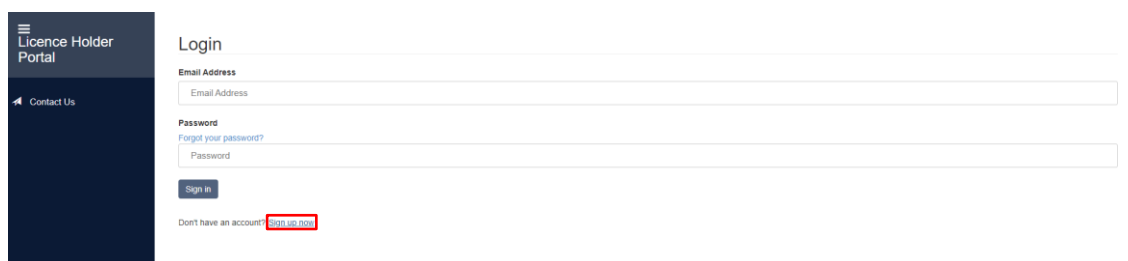
This screenshot is identical to the one in Figure 1.2.1, showing the 'Licence Holder Portal' login page. The 'Sign up now' link in the footer is highlighted with a red rectangular box.

Figure 1.2.2: LH Portal Registering an Account (1)

Licence Holder
Portal External

Contact Us

Register an account

If you are registering an account to complete a **Personal Questionnaire**, kindly use a private email and not a corporate email.

Verification is necessary. Please click Send button.

Email Address

Email Address

Send verification code

New Password

New Password

Confirm New Password

Confirm New Password

Document Type

DOCUMENT TYPE ▾

Official Identification Document No

Official Identification Document No

Name

Name

Surname

Surname

CreateCancel

Figure 1.2.3: LH Portal Registering an Account (2)

2. Submission of a Major ICT-Related Incident Reports

An ICT-Related Incident shall be considered as a Major ICT-Related incident where it has met the conditions specified in Chapter II of [*Commission Delegated Regulation \(EU\) 2024/1772 of 13 March 2024, supplementing the DORA Regulation with regard to regulatory technical standards specifying the criteria for the classification of ICT-related incidents and cyber threats, setting out materiality thresholds and specifying the details of reports of major incidents*](#). Authorised Persons shall report all Major ICT-Related Incidents to the Authority.

Reporting shall occur in a three-tier approach; an Initial Report, an Intermediate Report, and a Final Report in line with the Process Document and using the provided Template.

2.1 Accessing the Major ICT-Related Incidents section

Once the user has successfully signed in and accessed the CRMS page, the user is to select the 'Major ICT-Related Incidents' button (see Figure 2.1.1).



Figure 2.1.1: CRMS Main Page

The user will then be redirected to the Major ICT-Related Incidents main page and is to select the 'Issue Notification' button (see Figure 2.1.2)



Figure 2.1.2: Major ICT-Related Incidents Main Page

2.2 Submitting an Initial Notification

The submission page of the Major ICT Related Incident notification will be displayed, and is split into three (3) sections (see Figure 2.2.1).

Figure 2.2.1: Major ICT-Related Incidents - Initial Notification Page

Section A: Incident Report Details

The user is to select the '*Authorised Person*' subject to the incident, from the drop-down list and include a short description of the incident within the '*Incident Report Description*' field.

Section B: Reports

The user is to upload the *Initial Notification* using the provided Template by selecting the '*Attach document here*' button under Section B.

Section C: Additional Documents (optional)

The user is able to upload any additional documents (in Microsoft Word, Excel or PDF format) related to the incident by selecting the '*Attach document here*' button under Section C.

After completing sections A, B and C above, the user will then need to select the '*Submit*' button located at the bottom of the page. The user will then be redirected to the incident record page where all the information related to the notification is presented (see Figure 2.2.2).

The screenshot displays the 'Major ICT-Related Incident Report - : 2025-0031' page. On the left is a dark sidebar with a 'TEST Licence Holder Portal' header and a menu including 'My Account', 'Apply for a Licence', 'Application Submissions', 'File Uploads', 'User Logs', 'PGI', 'Site Inspections', 'Corporate Profile', 'Cyber Reporting Management System', and 'Contact Us'. The main content area has a title bar with 'Back to Major ICT-Related Incidents' and 'Withdraw Report' buttons. Below this is the 'Initial Report Details' section with a table:

Authorised Person	Incident Report Description	Report Status	Notification Date	Close Record
MPSA TEST	TEST	Initial Report	14/01/2025 12:03	Report Open

Below the details section are three document upload areas:

- Initial Report Documents:** A table with columns 'File Name', 'Document Type', 'Upload Date', and 'Document Status'. It contains one entry: '2025-0031_MPSA_20250114 1203_INITIALREPORT.docx' of type 'Notification' uploaded on '14/01/2025 12:03' with status 'Pending Acknowledgement'. A 'Upload Initial Report Documents' button is on the right.
- Intermediate Report Documents:** A message states 'No Intermediate Report Documents uploaded yet.' with an 'Upload Intermediate Report Documents' button.
- Final Report Documents:** A message states 'No Final Report Documents uploaded yet.' with an 'Upload Final Report Documents' button.

Figure 2.2.2: Major ICT-Related Incident Record Page

2.3 Submitting an Intermediate Report

The user is to select the 'Details' button (see Figure 2.3.1) and will be redirected to the Major ICT-Related Incident Record Page.

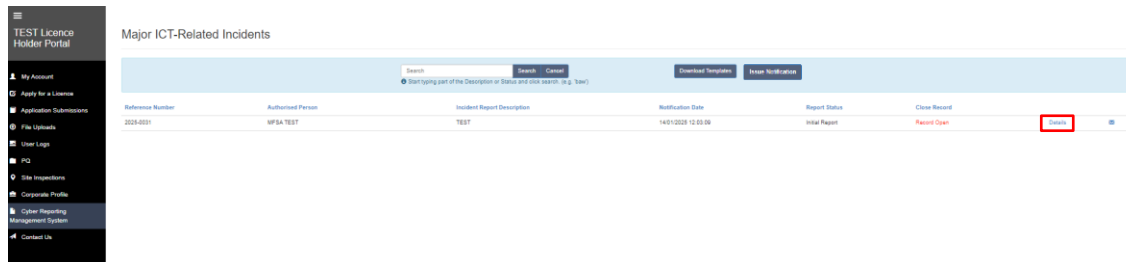


Figure 2.3.1: The Major ICT-Related Incidents Main Page

The user will then need to select the 'Upload Intermediate Report Documents' button as illustrated in Figure 2.3.2.

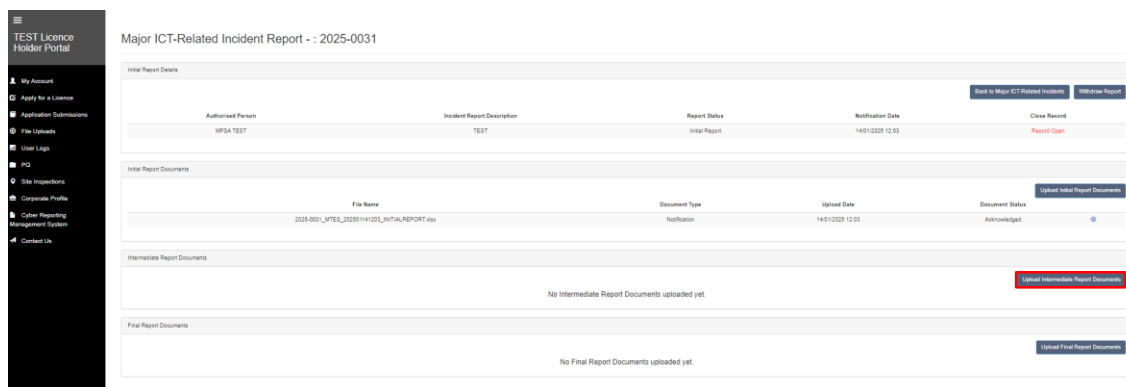


Figure 2.3.2: Major ICT-Related Incident Record Page

The user will be redirected to the Intermediate Report page, which is also split into three (3) sections (see Figure 2.3.3).

Figure 2.3.3: Major ICT-Related Incident – Intermediate Report Page

Section A: Incident Report Details

This section will be auto populated by the system with the information that was previously inputted by the user when the incident record was initially created.

Section B: Reports

The user is to upload the *Intermediate Report* using the provided Template by selecting the 'Attach document here' button under Section B.

Section C: Additional Documents (optional)

The user may upload any additional documents (in Microsoft Word, Excel or PDF format) related to the incident by selecting the 'Attach document here' button under Section C.

After completing sections, A, B and C above, the user will then need to select the 'Submit' button and will then be redirected to the incident report page where all the new information related to the incident is presented (see Figure 2.3.4).

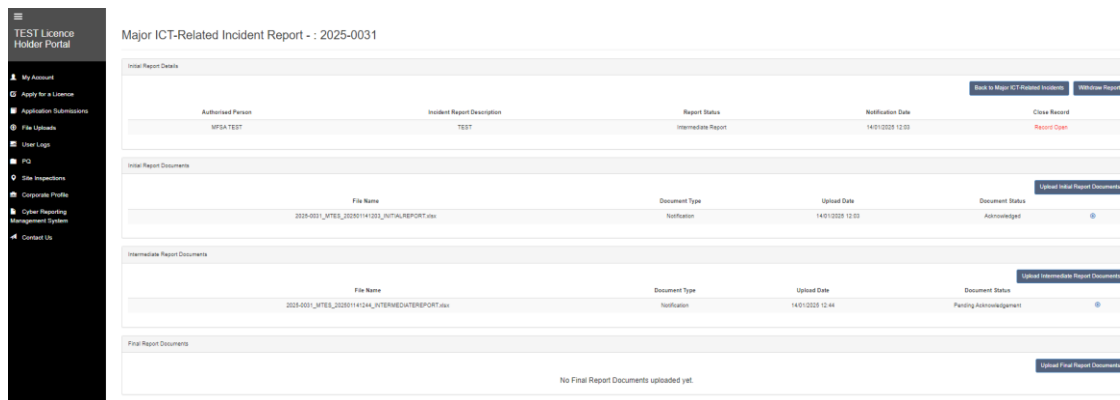


Figure 2.3.4: Major ICT-Related Incident Record Page

2.4 Submitting a Final Report

The user is to select the 'Details' button (see Figure 2.4.1) and will be redirected to the Major ICT-Related Incident Record Page.

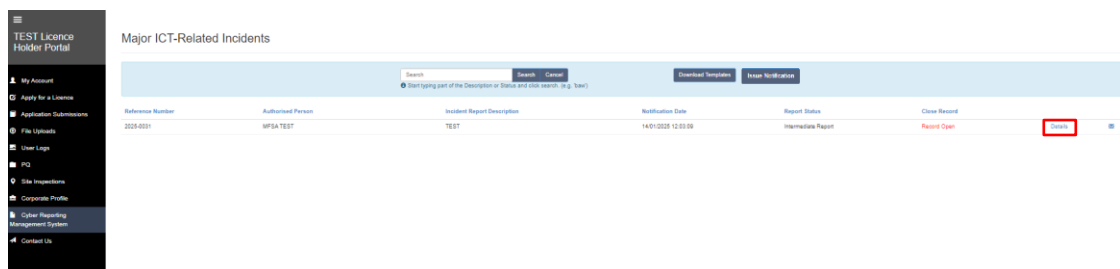


Figure 2.4.1: Major ICT-Related Incident Main Page

The user will then need to select the 'Upload Final Report Documents' button as illustrated in Figure 2.4.2.

TEST Licence Holder Portal

Major ICT-Related Incident Report - : 2025-0031

Initial Report Details

Authorized Person	Incident Report Description	Report Status	Notification Date	
MPSA TEST	TEST	Intermediate Report	14/01/2025 12:03	Close Record Report Open

Initial Report Documents

File Name	Document Type	Upload Date	Document Status	
2025-0031_MPSA_TEST_202501141203_INITIALREPORT.docx	Notification	14/01/2025 12:03	Acknowledged	Upload Initial Report Documents

Intermediate Report Documents

File Name	Document Type	Upload Date	Document Status	
2025-0031_MPSA_TEST_202501141204_INTERMEDIATEREPORT.docx	Notification	14/01/2025 12:04	Acknowledged	Upload Intermediate Report Documents

Final Report Documents

No Final Report Documents uploaded yet.

[Upload Final Report Documents](#)

Figure 2.4.2: Major ICT-Related Incident Record Page

The user will be redirected to the Final Incident Report page, which is also split into three (3) sections (see Figure 2.4.3).

TEST Licence Holder Portal

Major ICT-Related Incident Report - Final Report

Section A: Major-ICT Related Incident Report Details

Authorized Person

MPSA TEST

Incident Report Description

TEST

Section B: Notifications

Kindly attach here the Major-ICT Related Incident Report in Excel Format. (.xls, .xlsx, .xlsm)

[Attach document here](#)

Section C: Additional Documents

Attach here any documentation/information which is material to the Application, the information included therein and its subsequent processing. (Attachments must be in Word, PDF or Excel Format)

[Attach document here](#)

[Submit](#) [Exit](#)

Figure 2.4.3: Major ICT-Related Incident – Final Report Page

Section A: Incident Report Details

This section will be auto populated by the system with the information that was previously inputted by the user when the incident record was initially created.

Section B: Reports

The user is to upload the *Final Report* using the provided Template by selecting the '*Attach document here*' button under Section B.

Section C: Additional Documents (optional)

The user may upload any additional documents (in Microsoft Word, Excel or PDF format) related to the incident by selecting the '*Attach document here*' button under Section C.

After completing sections, A, B and C above, the user will then need to select the '*Submit*' button and will then be redirected to the incident report page where all the new information related to the incident is presented (see Figure 2.4.4).

The screenshot displays the 'Major ICT-Related Incident Report - : 2025-0031' page. On the left is a dark sidebar with navigation links: My Account, Apply for a License, Application Submissions, File Uploads, User Logs, POC, Site Inspections, Corporate Profile, Cyber Reporting Management System, and Contact Us. The main content area is titled 'Major ICT-Related Incident Report - : 2025-0031' and contains three sections: 'Initial Report Details', 'Initial Report Documents', and 'Final Report Documents'. Each section has a table with columns for File Name, Document Type, Upload Date, and Document Status. The 'Initial Report Details' table shows 'MPSA TEST' as the Authorized Person, 'TEST' as the Incident Report Description, 'Final Report' as the Report Status, and '14/01/2025 12:00' as the Notification Date. The 'Initial Report Documents' table shows a file named '2025-0031_MTES_202501141203_INITIALREPORT.docx' as Notification, uploaded on '14/01/2025 12:00', with a status of 'Acknowledged'. The 'Final Report Documents' table shows a file named '2025-0031_MTES_202501141203_FINALREPORT.docx' as Notification, uploaded on '14/01/2025 12:00', with a status of 'Acknowledged'. Buttons for 'Back to Major ICT-Related Incidents', 'Withdraw Report', 'Close Record', 'Recent Open', 'Upload Initial Report Documents', 'Upload Intermediate Report Documents', and 'Upload Final Report Documents' are visible at the end of each section.

Authorized Person	Incident Report Description	Report Status	Notification Date	Close Record
MPSA TEST	TEST	Final Report	14/01/2025 12:00	Recent Open

File Name	Document Type	Upload Date	Document Status
2025-0031_MTES_202501141203_INITIALREPORT.docx	Notification	14/01/2025 12:00	Acknowledged

File Name	Document Type	Upload Date	Document Status
2025-0031_MTES_202501141203_FINALREPORT.docx	Notification	14/01/2025 12:00	Acknowledged

Figure 2.4.4: Major ICT-Related Incident Record Page

3. Resubmission of a Major ICT-Related Incident Report

3.1 Resubmission of Reports

In case the assigned MFSA analyst is not satisfied with any of the submitted reports (for instance, a submitted report lacks the necessary completeness, or a template file format has been tampered with), the Authorised Person will be requested to carry out a resubmission. The respective '*Document Status*' within the Major ICT-Related Incident Report record will appear as '*Request Resubmission*' (see Figures 3.1.1 to 3.1.3).

The screenshot displays the 'Major ICT-Related Incident Report - : 2025-0031' page. The left sidebar contains navigation links: My Account, Apply for a Licence, Application Submissions, File Uploads, User Logs, PCI, Site Inspections, Corporate Profile, Cyber Reporting Management System, and Contact Us. The main content area is divided into four sections: Initial Report Details, Initial Report Documents, Intermediate Report Documents, and Final Report Documents. The 'Initial Report Documents' section shows a table with columns: File Name, Document Type, Upload Date, and Document Status. The first row shows a file named '2025-0031_MFSA_202501141203_INITIALREPORT.docx' with a status of 'Request Resubmission', which is highlighted with a red box. The 'Intermediate Report Documents' section shows a table with the same columns, with the first row showing a file named '2025-0031_MFSA_202501141204_INTERMEDIATEREPORT.docx' with a status of 'Acknowledged'. The 'Final Report Documents' section shows a table with the same columns, with the first row showing a file named '2025-0031_MFSA_202501141205_FINALREPORT.docx' with a status of 'Acknowledged'.

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141203_INITIALREPORT.docx	Notification	14/01/2025 12:03	Request Resubmission

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141204_INTERMEDIATEREPORT.docx	Notification	14/01/2025 12:04	Acknowledged

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141205_FINALREPORT.docx	Notification	14/01/2025 12:05	Acknowledged

Figure 3.1.1: Major ICT-Related Incident Record Page | Resubmission of Initial Notification

The screenshot displays the 'Major ICT-Related Incident Report - : 2025-0031' page. The left sidebar contains navigation links: My Account, Apply for a Licence, Application Submissions, File Uploads, User Logs, PCI, Site Inspections, Corporate Profile, Cyber Reporting Management System, and Contact Us. The main content area is divided into four sections: Initial Report Details, Initial Report Documents, Intermediate Report Documents, and Final Report Documents. The 'Intermediate Report Documents' section shows a table with columns: File Name, Document Type, Upload Date, and Document Status. The first row shows a file named '2025-0031_MFSA_202501141204_INTERMEDIATEREPORT.docx' with a status of 'Request Resubmission', which is highlighted with a red box. The 'Initial Report Documents' section shows a table with the same columns, with the first row showing a file named '2025-0031_MFSA_202501141203_INITIALREPORT.docx' with a status of 'Acknowledged'. The 'Final Report Documents' section shows a table with the same columns, with the first row showing a file named '2025-0031_MFSA_202501141205_FINALREPORT.docx' with a status of 'Acknowledged'.

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141204_INTERMEDIATEREPORT.docx	Notification	14/01/2025 12:04	Request Resubmission

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141203_INITIALREPORT.docx	Notification	14/01/2025 12:03	Acknowledged

File Name	Document Type	Upload Date	Document Status
2025-0031_MFSA_202501141205_FINALREPORT.docx	Notification	14/01/2025 12:05	Acknowledged

Figure 3.1.2: Major ICT-Related Incident Record Page | Resubmission of Intermediate Report

Major ICT-Related Incident Report - : 2025-0031

Initial Report Details

Authorized Person	Incident Report Description	Report Status	Notification Date	Close Record
MPSA-TEST	TEST	Final Report	14/01/2025 12:03	Record Open

Initial Report Documents

File Name	Document Type	Upload Date	Document Status
2025-0031_MTES_202501141203_INITIALREPORT.xlsx	Notification	14/01/2025 12:03	Acknowledged

Intermediate Report Documents

File Name	Document Type	Upload Date	Document Status
2025-0031_MTES_202501141203_INTERMEDIATEREPORT.xlsx	Notification	14/01/2025 12:04	Acknowledged

Final Report Documents

File Name	Document Type	Upload Date	Document Status
2025-0031_MTES_202501141203_FINALREPORT.xlsx	Notification	14/01/2025 12:05	Resubmit Report

Figure 3.1.3: Major ICT-Related Incident Record Page | Resubmission of Final Report

The user will receive an email requesting resubmission and will then need to select 'Upload [Initial, Intermediate or Final] Report Documents' to attach and submit the updated version/s of the respective reports (see Figures 3.1.4 to 3.1.6).

Major ICT-Related Incident Report - Initial Report

Section A: Major-ICT Related Incident Report Details

Authorised Person
MPSA-TEST

Incident Report Description
TEST

Section B: Notifications

Kindly attach here the Major-ICT Related Incident Report in Excel Format. (.xls, .xlsx, .xlsm)

2025-0031_MTES_202501141203_INITIALREPORT.xlsx

[Attach document here](#)

Section C: Additional Documents

Attach here any documentation/information which is material to the Application, the information included therein and its subsequent processing. (Attachments must be in Word, PDF or Excel Format)

[Attach document here](#)

[Submit](#) [Exit](#)

Figure 3.1.4: Resubmission of an Initial Notification

TEST Licence Holder Portal

My Account

Apply for a Licence

Application Submissions

File Uploads

User Logs

FAQ

Site Inspections

Corporate Profile

Cyber Reporting Management System

Contact Us

Major ICT-Related Incident Report - Intermediate Report

Section A: Major ICT Related Incident Report Details

Authorised Person

MPSA TEST

Incident Report Description

TEST

Section B: Notifications

Kindly attach here the Major ICT Related Incident Report in Excel Format. (.xls, .xlsx, .xlsm)

2025-0031_MTES_202501141244_INTERMEDIATEREPORT.xlsx

Attach document here

Section C: Additional Documents

Attach here any documentation/information which is material to the Application, the information included therein and its subsequent processing. (Attachments must be in Word, PDF or Excel Format)

Attach document here

Submit

Exit

Figure 3.1.5: Resubmission of an Intermediate Report

TEST Licence Holder Portal

My Account

Apply for a Licence

Application Submissions

File Uploads

User Logs

FAQ

Site Inspections

Corporate Profile

Cyber Reporting Management System

Contact Us

Major ICT-Related Incident Report - Final Report

Section A: Major ICT Related Incident Report Details

Authorised Person

MPSA TEST

Incident Report Description

TEST

Section B: Notifications

Kindly attach here the Major ICT Related Incident Report in Excel Format. (.xls, .xlsx, .xlsm)

2025-0031_MTES_202501141258_FINALREPORT.xlsx

Attach document here

Section C: Additional Documents

Attach here any documentation/information which is material to the Application, the information included therein and its subsequent processing. (Attachments must be in Word, PDF or Excel Format)

Attach document here

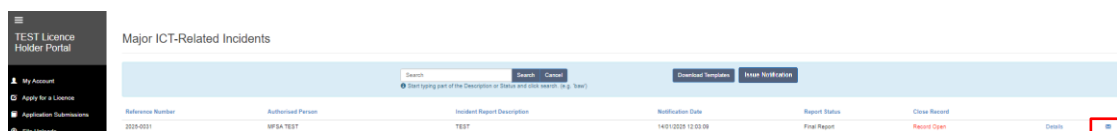
Submit

Exit

Figure 3.1.6: Resubmission of a Final Report

4. Engaging with the assigned MFSA Analyst through the CRMS

Authorised Persons may engage with the assigned MFSA analyst through the CRMS within the LH Portal in relation to a Major ICT-Related Incident Report by clicking on the 'Contact' icon on the far right of the Major ICT-Related Incident record, as illustrated in Figures 4.1 and 4.3, which provides a chat-box facility.



Reference Number	Authorised Person	Incident Report Description	Notification Date	Report Status	Close Record	Details
2020-0031	MFSA TEST	TEST	14/01/2020 12:00:00	Pending Report	Report Open	Details Contact

Figure 4.1: Major ICT-Related Incidents Main Page

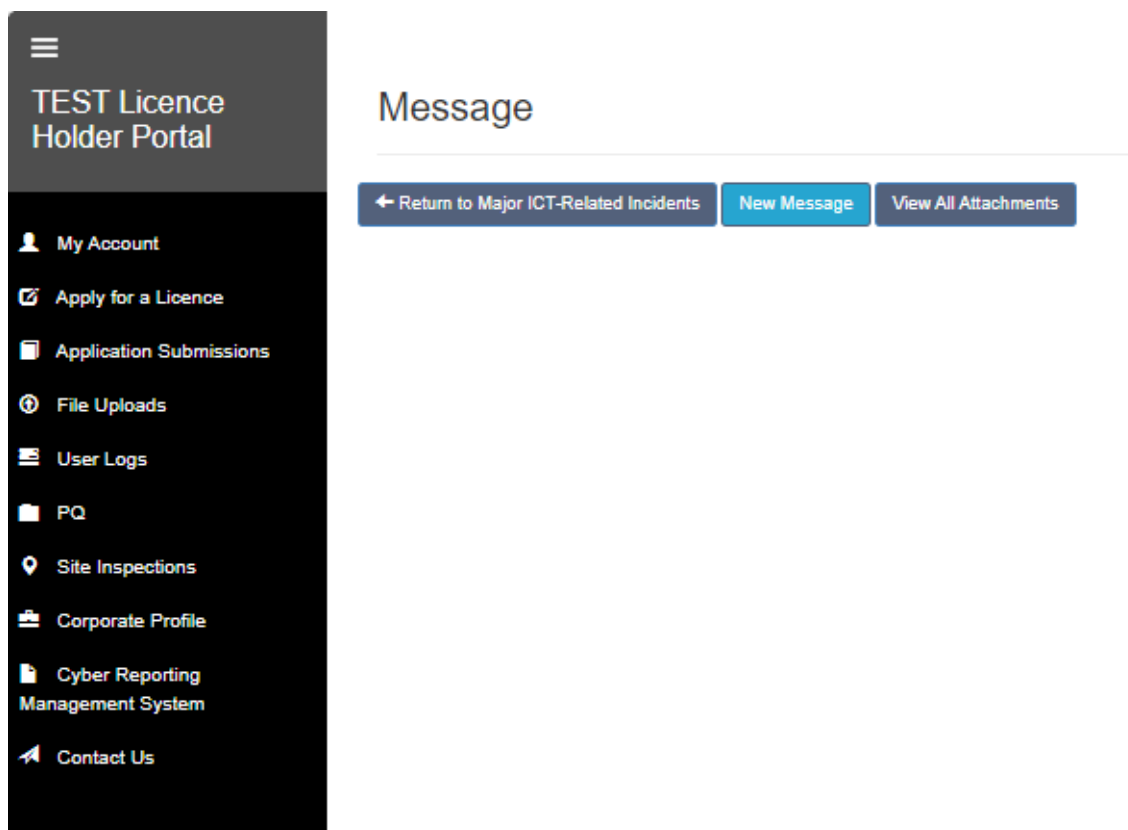


Figure 4.2: Major ICT-Related Incidents 'Message User' Button

[illegible]

Figure 4.3: Major ICT-Related Incidents Contact Page

5. Withdrawing a Major ICT-Related Incident Report

If a Reported Incident, upon further investigation, is afterwards re-classified as non-major, the Authorised Person has the facility to withdraw its submission through the CRMS.

The user needs select the 'Details' button (see Figure 5.1) and will subsequently be redirected to the Incident Report Page.

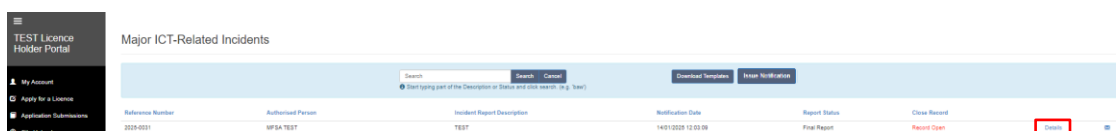


Figure 5.1: Major ICT-Related Incident Main Page

The user will then need to select the 'Withdraw Report' button as illustrated in Figure 5.2.

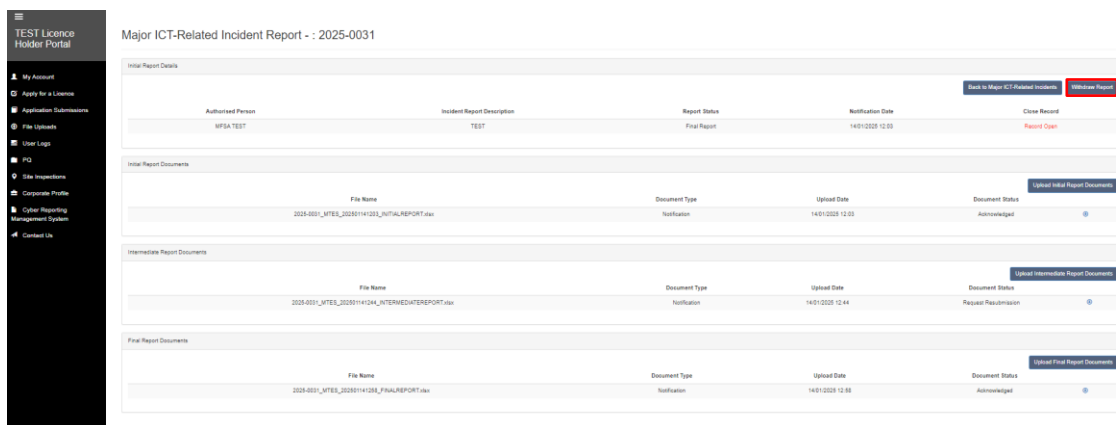


Figure 5.2: Major ICT-Related Incident Record Page

The user will get a pop-up notification (see Figure 5.3) to provide a valid reason for withdrawal within the text box provided, before pressing the 'Withdraw Report' button.

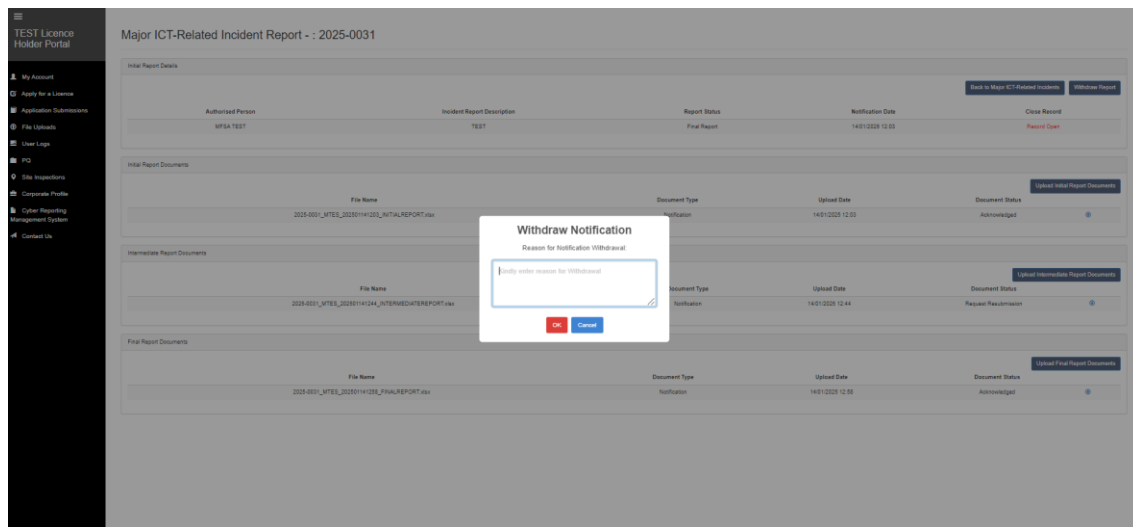


Figure 5.3: Incident Withdraw Pop-Up Notification

Following the withdrawal of the incident, the CRMS will automatically update the incident record as seen in Figures 5.4 and 5.5.

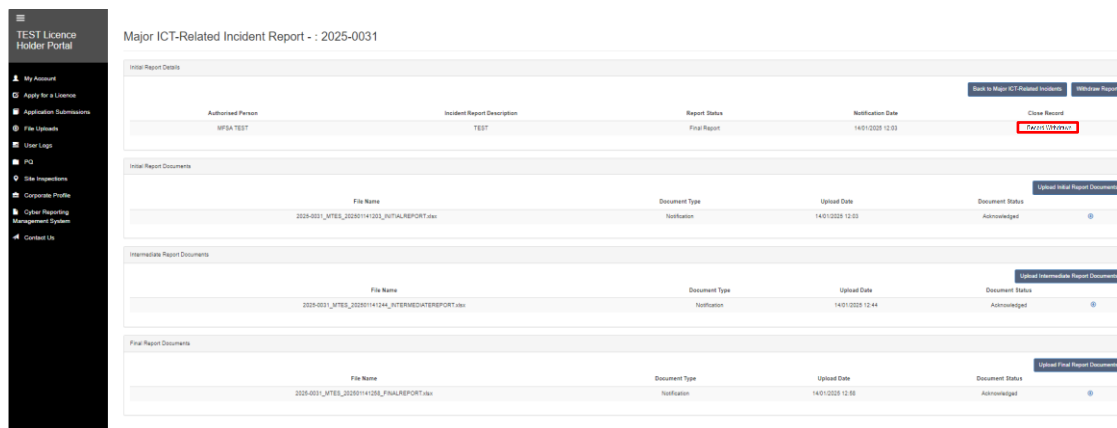


Figure 5.4: Incident Record Page



Figure 5.5: Incidents Main Page

6. Contacting Us

In case of any difficulties, do not hesitate to contact the Supervisory ICT Risk and Cybersecurity (SIRC) Function by calling on +356 2548 5260 or by sending an email to mirt@mfsa.mt.