VIEWING AND REQUESTING UPDATES TO YOUR ENTITY

How To Guide

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CONTENTS

1. INTRODUCTION

Overview

This purpose of this guide is to help entities manage their details on the OB Directory.

Once your legal entity has been successfully enrolled onto the OB Directory, this document provides a “how to” guide for an individual with appropriate access to:

- View and manage the authorisation and registration information, the registered address, and the organisation roles for a specific entity
- View and manage the individuals and their contact roles for a specific entity

2. KEY FUNCTIONALITY SUMMARY

Once you have logged in, you will be able to perform particular functions based on the specific contact role(s) (e.g. Primary Business Contact) you currently hold with each entity.

If you do not have access to a particular function, it will either not be visible to you or will be greyed out. The following tables summarise, by contact role, what functions may be available.

Maintain Entity

Request to ...	Primary Business Contact	Primary Technical Contact	Secondary Business Contact	Secondary Technical Contact
Change Entity Details	**Yes**	No	No	No
Add Role	**Yes**	No	No	No
Remove Role	**Yes**	No	No	No
Complete Enrolment	**Yes**	No	No	No
Voluntarily Withdraw Entity	**Yes**	No	No	No

Manage Contacts

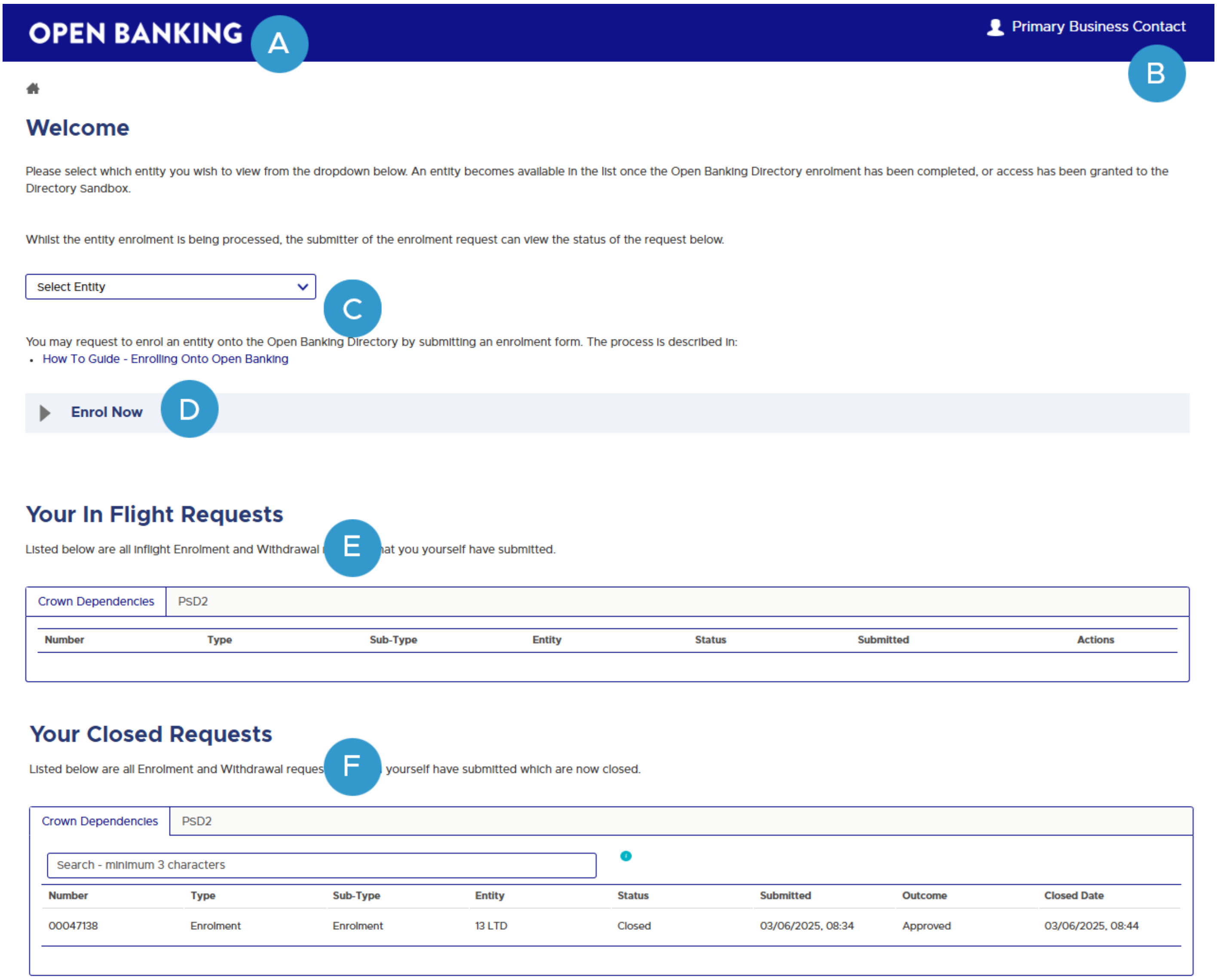
Request to ...	Primary Business Contact	Primary Technical Contact	Secondary Business Contact	Secondary Technical Contact
Add Individual	**Yes**	**Yes**	No	No
Change Your Own Details	**Yes**	**Yes**	**Yes**	**Yes**
Change Details Of Other Contacts	**Yes**	**Yes**	No	No
Remove Individual	**Yes**	**Yes**	No	No
Add / Remove Directory Access For A STC (where entity has access to both environments)	No	**Yes**	No	No

Manage Authorisation Servers, Software Statements and Certificates

Request to …	Primary Business Contact	Primary Technical Contact	Secondary Business Contact	Secondary Technical Contact
Manage Authorisation Servers	No	**Yes**	No	**Yes**
Manage Software Statements and Certificates	No	**Yes**	No	**Yes**

3. OB DIRECTORY HOME PAGE

Once your entity has been successfully enrolled onto the OB Directory and you have logged in, you may be able to perform the following functions based on the authorisation domain your entity is enrolled into and specific contact role(s) you have with the entity.

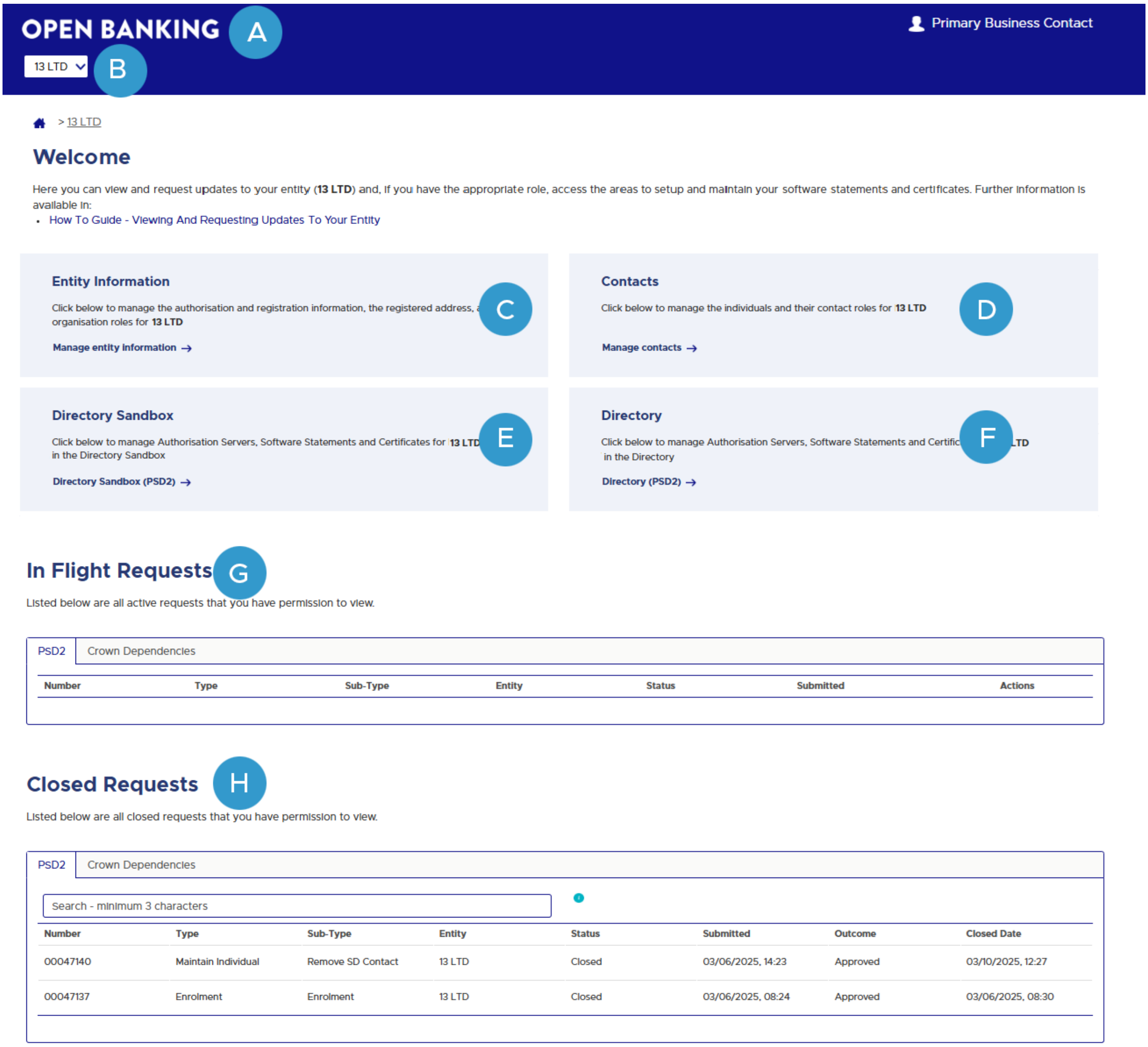

OPEN BANKING
A
Primary Business Contact
B
Welcome
Please select which entity you wish to view from the dropdown below. An entity becomes available in the list once the Open Banking Directory enrolment has been completed, or access has been granted to the Directory Sandbox.
Whilst the entity enrolment is being processed, the submitter of the enrolment request can view the status of the request below.
Select Entity
C
You may request to enrol an entity onto the Open Banking Directory by submitting an enrolment form. The process is described in:
How To Guide - Enrolling Onto Open Banking
Enrol Now
D
Your In Flight Requests
Listed below are all inflight Enrolment and Withdrawal
E
at you yourself have submitted.
Crown Dependencies
PSD2
Number
Type
Sub-Type
Entity
Status
Submitted
Actions
Your Closed Requests
Listed below are all Enrolment and Withdrawal reques
F
yourself have submitted which are now closed.
Crown Dependencies
PSD2
Search - minimum 3 characters
Number
Type
Sub-Type
Entity
Status
Submitted
Outcome
Closed Date
00047138
Enrolment
Enrolment
13 LTD
Closed
03/06/2025, 08:34
Approved
03/06/2025, 08:44

A	OBL Logo	• Clicking on this will always take you back to the OB Directory home page
B	User Profile	• Clicking on your name will allow you to see the details we have about you, understand how to change your password and passphrase, and to log out
C	Entity Selector	• Clicking on this will allow you to select a specific entity where you currently have an active contact role (e.g. Primary Technical Contact)
D	Enrol Now	• Clicking on this will allow you to submit a request to enrol a new entity under PSD2 or Crown Dependencies authorisation domain onto the OB Directory
E	Your In Flight Requests	• This shows a list of active requests to enrol a new entity or to withdraw an existing entity that you have submitted o For each item listed, you can request to cancel it o If you have requests related to multiple authorisation domains, you can see your requests in separate tabs. For example, PSD2 in flight requests can be seen under PSD2 tab • In flight requests regarding other activities (e.g. removing an individual) can be viewed by selecting the relevant entity first
F	Your Closed Requests	• This shows a list of requests to enrol a new entity or to withdraw an existing entity that you have submitted which are now closed • If you have requests related to multiple authorisation domains, you can see your requests in separate tabs. For example, PSD2 closed requests can be seen under PSD2 tab • Closed requests regarding other activities (e.g. removing an individual) can be viewed by selecting the relevant entity first

4. ENTITY LANDING PAGE

Upon selecting an entity from the Select Entity dropdown on the OB Directory home page, this page will show and will be populated with the relevant details of the selected entity.

You will be allowed to perform specific functions based on the specific contact role(s) you have with the selected entity. For a summary, please refer to Sections 2 & 3 - Key Functionality Summary (for Managing Identities and Access).



A	OBL Logo	• Clicking on this will always take you back to the OB Directory home page
B	Entity Selector	• Clicking on this will allow you to switch between all entities where you currently have an active contact role (e.g. Primary Technical Contact)
C	Manage Entity Information	• Clicking on this will take you to the Maintain Entity page. Here you can request to: o Update the authorisation and registration information for the selected entity. o Update the registered address for the selected entity o Add/remove organisation roles (e.g. AISP) for the selected entity. o Uplift entity or entity roles from OB Directory Sandbox to Directory environment
D	Manage Contacts	• Clicking on this will take you to the Manage Contacts page. Here you can request to: o Add an individual to a new contact role for the selected entity under a specific authorisation domain o Remove an active contact role from an individual in the selected entity from a specific authorisation domain o Change the details of an individual in the selected entity o Grant/Remove Directory access for an STC under a specific authorisation domain
E	Directory Sandbox	• Clicking a link in this box will take you to the entity home page in the Directory Sandbox where you can manage the relevant authorisation servers, software statements and certificates • This box is only visible to users who are the Primary Technical Contact or Secondary Technical Contact for the entity. It will <u>not</u> be visible to users who do not hold either of these roles
F	Directory	• Clicking a link in this box will take you to the entity home page in the Directory where you can manage the relevant authorisation servers, software statements and certificates • Similar to the Directory Sandbox, this is only visible to those users who are the Primary Technical Contact or the Secondary Technical Contact for the entity. It will <u>not</u> be visible to users who do not hold either of these roles • This box will not be visible to Secondary Technical Contacts who have not been granted access to the Directory by one of their Primary Technical Contacts
G	In Flight Requests	• This shows a list of active requests relating to the selected entity that you have permission to view o For each item listed, you can request to cancel it by click on the menu icon and then selecting the Cancel option

		○ If your entity is enrolled in multiple authorisation domains, you can see your requests in separate tabs. For example, PSD2 in flight requests can be seen under PSD2 tab • In flight requests regarding other activities (e.g. removing an individual) can be viewed by selecting the relevant entity first
H	Closed Requests	• This shows a list of closed requests relating to the selected entity that you have permission to view • If your entity is enrolled in multiple authorisation domains, you can see your requests in separate tabs. For example, PSD2 closed requests can be seen under PSD2 tab

5. MAINTAIN ENTITY PAGE

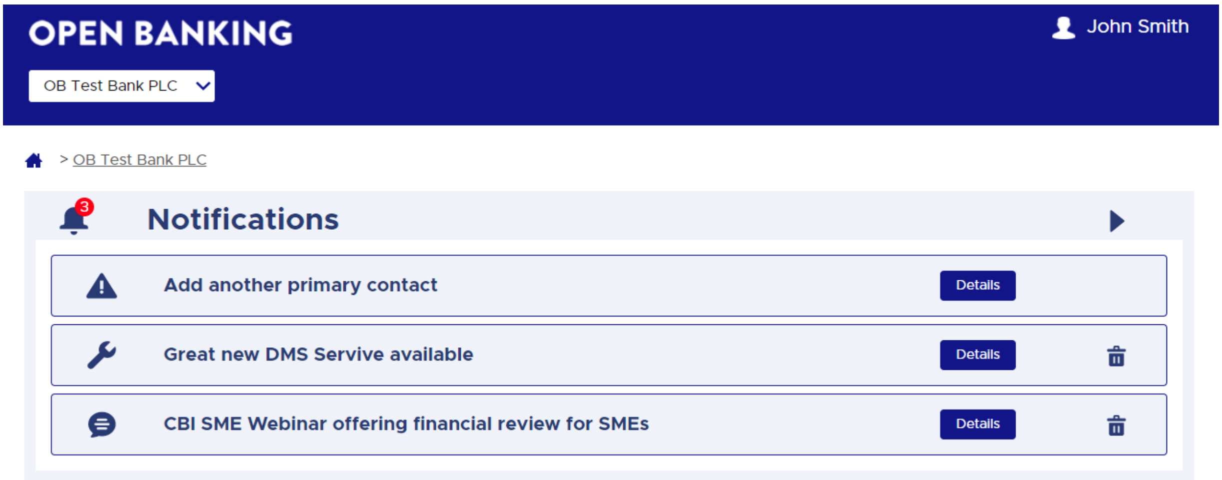
On the Maintain Entity page, you can request to:

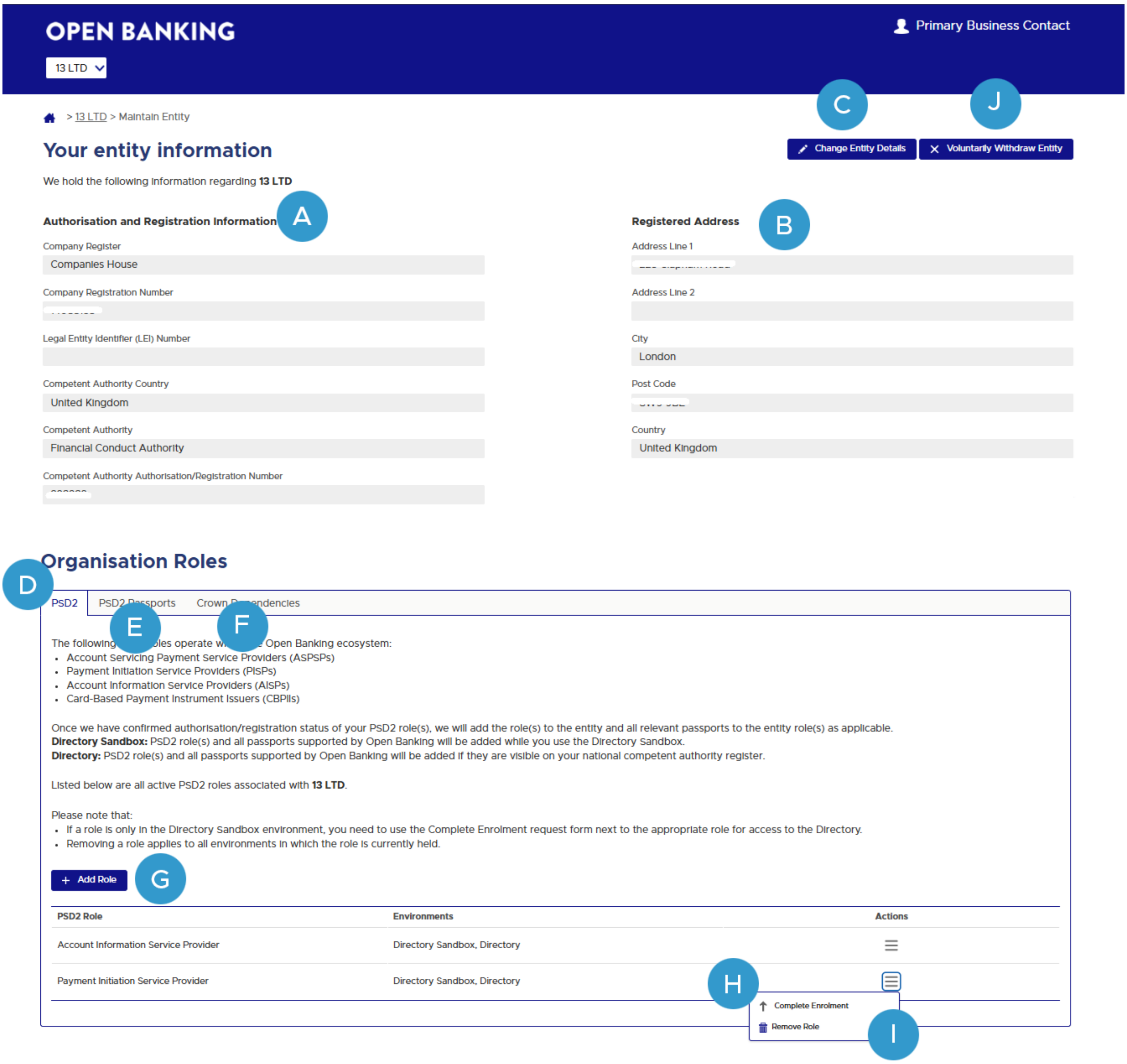
- Update the authorisation and registration information for the selected entity
- Update the registered address for the selected entity
- Add / remove organisation roles (e.g. AISP) for the selected entity
- Uplift the selected entity or entity roles from OB Directory Sandbox to Directory

Please Note: If your entity has same individual as Primary Business and Primary Technical contacts, you will see an alert displayed on top of the page encouraging you to add additional primary contact. This is to avoid disruption of services in the OBL ecosystem if the only individual becomes unavailable.

You may also see some alerts related to

- Your recent requests made with OBL
- OBL Services
- OBL Marketing




OPEN BANKING
13 LTD
Primary Business Contact
> 13 LTD > Maintain Entity
Your entity information
Change Entity Details
Voluntarily Withdraw Entity
C
J
We hold the following information regarding 13 LTD
Authorisation and Registration Information
A
Company Register
Companies House
Company Registration Number
Legal Entity Identifier (LEI) Number
Competent Authority Country
United Kingdom
Competent Authority
Financial Conduct Authority
Competent Authority Authorisation/Registration Number
Registered Address
B
Address Line 1
Address Line 2
City
London
Post Code
Country
United Kingdom
Organisation Roles
D
PSD2
PSD2 Passports
Crown Dependencies
E
F
The following PSD2 roles operate within the Open Banking ecosystem:
Account Servicing Payment Service Providers (ASPSPs)
Payment Initiation Service Providers (PISPs)
Account Information Service Providers (AISPs)
Card-Based Payment Instrument Issuers (CBPIIs)
Once we have confirmed authorisation/registration status of your PSD2 role(s), we will add the role(s) to the entity and all relevant passports to the entity role(s) as applicable.
Directory Sandbox: PSD2 role(s) and all passports supported by Open Banking will be added while you use the Directory Sandbox.
Directory: PSD2 role(s) and all passports supported by Open Banking will be added if they are visible on your national competent authority register.
Listed below are all active PSD2 roles associated with 13 LTD.
Please note that:
If a role is only in the Directory Sandbox environment, you need to use the Complete Enrolment request form next to the appropriate role for access to the Directory.
Removing a role applies to all environments in which the role is currently held.
Add Role
G
PSD2 Role
Environments
Actions
Account Information Service Provider
Directory Sandbox, Directory
Payment Initiation Service Provider
Directory Sandbox, Directory
H
Complete Enrolment
Remove Role
I

A	Authorisation and Registration Information	• This shows the current authorisation and registration details we have for the selected entity • Any requests to change any of these details will not be reflected here until the request has been successfully completed
B	Registered Address	• This shows the current registered address we have for the selected entity • Any requests to change the registered address will not be reflected until the request has been successfully completed

C	Change Entity Details	• Clicking on this will allow you to submit a request to update these fields for the selected entity:
		  o Legal Entity Name
		  o Legal Entity Identifier
		  o Company Registration Number (allows to add only if this has not been previously provided and validated)
		  o Registered Address
		• Please ensure that the changes you are requesting have already been updated on the Company Register and/or the Competent Authority Register
		• This functionality is restricted to users who currently hold the Primary Business Contact role

D	PSD2 tab	• This shows the current PSD2 roles that have been successfully added to the OB Directory for the selected entity • Any requests to add a new PSD2 role, complete enrolment for an existing PSD2 role, or to remove an existing PSD2 role will not be reflected here until the request has been successfully completed

E	PSD2 Passports tab	• Clicking on this will allow you to view the list of passports specific to PSD2 role present in the OB Directory
		• When OBL confirms your PSD2 role(s), all relevant passports will be added to your entity role(s)
		  o Directory Sandbox: OBL supported passports will be added while you use the Directory Sandbox
		  o Directory: OBL supported passports will be added if they are visible on your national competent authority register
		• As part of daily permission checks, OBL will add/remove relevant passports in the OB Directory. Please contact the OBL Service Desk: servicedesk@openbanking.org.uk for any further questions
		• Any requests to add / remove passport(s) for a specific PSD2 role will not be reflected here until the request has been successfully completed

F	Crown Dependencies tab	• This shows the current Crown Dependencies roles that have been successfully added to the OB Directory for the selected entity • Any requests to add a new Crown Dependencies role, complete enrolment for an existing Crown Dependencies role, or to remove an existing Crown Dependencies role will not be reflected here until the request has been successfully completed
G	Add Role	• Clicking on this will allow you to submit a request to the OB Directory for the selected entity to add one or more new roles. • If the request is for PSD2 role, it will ask you to select the authorisation / registration status for each role. If the request is for Crown Dependencies role, the corresponding role must be authorised in PSD2 domain with OBL. You can also provide your national competent authority register details for the selected entity (if this has not yet been provided or validated) • If you wish to be a Technical Service Provider (TSP) for a particular role, select 'Not planning to be authorised/registered' • If you submit a request to add role(s), OBL will make authorisation / registration checks and PSD2 entity or role dependency checks where applicable, once confirmed, the role(s) will be added to the entity. Relevant passports will also be added to your entity role(s) (if applicable) • Please ensure that you have submitted your application(s) to your national competent authority (if you have not done so already) for the relevant payment service(s) for all the role(s) you wish to add • This functionality is restricted to users who currently hold the Primary Business Contact role
H	Complete Enrolment	• Click on the menu icon for the role to show the drop-down menu to Complete Enrolment. • If you wish to complete enrolment, please ensure that you have obtained authorisation / registration for all the role(s) from your national competent authority (if you have not done so already) and this appears on your national competent authority register • Clicking on this will allow you to submit a request to add that specific role to the OB Directory for the selected entity. It will only be accessible if the selected role only has Directory Sandbox listed in the Environments column. You must provide your national competent authority register details for the selected entity (if these have not yet been provided or validated) • If you are already a Technical Service Provider (TSP) and you submit Complete Enrolment request, your OBL Authorisation status will be changed to Participant + TSP • If you submit a request to uplift a role, OBL will confirm authorisation / registration statuses of your role and any PSD2 dependencies for the role where applicable. Once confirmed, the role will be added to the entity and all passports supported by OBL will be added to the entity PSD2 role in the OB Directory if they are visible on your national competent authority register

- This functionality is restricted to users who currently hold the Primary Business Contact role

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I Remove Role

- Click on the menu icon for the role to show the drop-down menu to Remove Role.
- Clicking on this will allow you to submit a request to remove an existing role from the OB Directory from all applicable environments. This will mean:
  - The selected role in both the OB Directory and the Directory Sandbox (where applicable) will be removed
  - Any passports linked to this role in the OB Directory and Directory Sandbox will be removed (if appliable)
  - All certificates associated with the selected role will be revoked
  - All software statements associated with the selected role will be deactivated
- This functionality is restricted to users who currently hold the Primary Business Contact role

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J Voluntarily Withdraw Entity

- Clicking on this will initially ask you to select the authorisation domain from which you wish to withdraw your entity
- Once the authorisation domain is selected, you will be allowed to submit a request to voluntarily withdraw the selected entity from the OB Directory. This will mean:
  - All your authorisation domain specific organisation roles in both the OB Directory and the Directory Sandbox (where applicable) will be withdrawn
  - All your passports in the OB Directory and Directory Sandbox will be withdrawn (if applicable)
  - All active contact roles (i.e. Primary Business Contact / Secondary Business Contact / Primary Technical Contact / Secondary Technical Contact) will be deactivated under the selected domain
  - All authorisation domain specific certificates associated with the selected entity will be revoked
  - All authorisation domain specific software statements associated with the selected entity will be deactivated
- This functionality is restricted to users who currently hold the Primary Business Contact role

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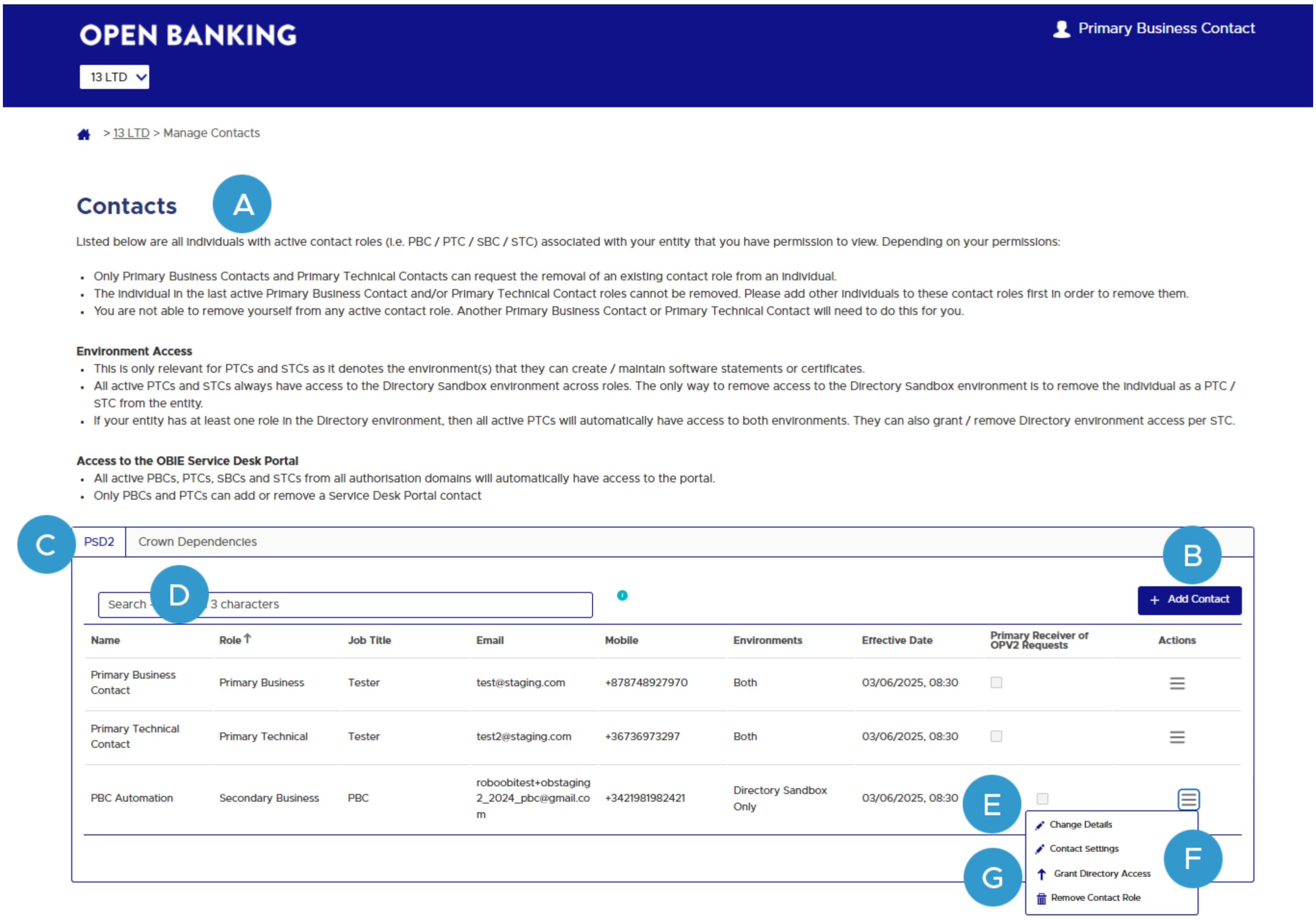
6. MANAGE CONTACTS PAGE

On the Manage Contacts page, you can request to:

- Add an individual with a new contact role to the selected entity
- Remove an active contact role from an individual in the selected entity
- Change the details of an individual in the selected entity
- Grant / Remove access for an STC to the OB Directory environment



A	**Contacts**	• This shows all individuals who currently have a contact role with the selected entity • Any requests to add an individual to a contact role / to remove an active contact role from an individual / to change the details of an individual will not be reflected here <u>until</u> the request has been successfully completed

B	Add Contact	• Clicking on this will allow you to submit a request to add an individual to a new contact role for the selected entity under specific authorisation domain • Adding an individual to a new contact role may require the selected individual to complete and pass identification and verification checks. Therefore, please ensure that the selected individual has their relevant documentation (i.e. photo identification / proof of address) to be used for identification and verification before submitting this request • Please ensure that, if required, the individual has the required documentation to pass identification and verification checks • A Primary Technical Contact, when adding an individual as a Secondary Technical Contact (STC), may be given the option to request that the STC is granted access to the Directory environment in addition to the Directory Sandbox environment o This option will only be only be available to PTCs and if the entity has at least one PSD2 role in the Directory environment • This functionality is restricted to users who currently hold the Primary Business Contact and/or the Primary Technical Contact role
C	PSD2 tab	• This shows the list of all PSD2 individuals who currently have a contact role with the selected entity
D	Crown Dependencies contact tab	• This shows the list of all Crown Dependencies individuals who currently have a contact role with the selected entity

E	Change Details	• Clicking on the menu icon under Actions and selecting the Change Details option will allow you to submit a request to update these fields for the selected individual:
		   o First Name
		   o Middle Name
		   o Last Name
		   o Job Title
		   o Email
		   o Mobile Phone
		• Changes to the details of the selected individual may require the selected individual to complete and pass identification and verification again. Therefore, please ensure that the selected individual has updated their relevant documentation (i.e. photo identification / proof of address) to be used for identification and verification before submitting this request
		• Any requests to change details for the selected individual will not be reflected <u>until</u> the request has been successfully completed
		• Users can always request to change their own details. However, only users who currently hold the Primary Business Contact and/or the Primary Technical Contact can request to change the details of another individual listed in this section

F	Grant / Remove Directory Access	• Clicking on the menu icon under Actions and selecting the Grant Directory Access or Remove Directory Access option will allow you to submit a request to grant or remove access to the Directory environment for the specific individual at the selected entity under specific authorisation domain • This function will only appear only where the selected entity does have at least one contact role in the Directory environment. Otherwise, it will not be shown • If there is an in-flight request to Add Entity Role, Remove Entity Role, Complete Enrolment, or a Voluntary Withdrawal, please wait for those to be completed before trying again. Otherwise, you will see an error message on submission • This function only applies to Secondary Technical Contacts who are able to create and maintain certificates and software statements. Active Primary Technical Contacts always have access to all applicable environments • This action can be performed for a Secondary Technical Contact enrolled in any authorisation domain • It does not apply to Primary Business Contacts or Secondary Business Contacts who cannot perform these functions on certificates and software statements • This functionality is restricted to users who currently hold the Primary Technical Contact role
G	Remove Contact Role	• Clicking on the menu icon under Actions and selecting the Remove Contact Role option will allow you to submit a request to remove an active contact role from an individual at the selected entity under specific authorisation domain • A contact can be removed from a contact role in any authorisation domain • The individual in the last active Primary Business Contact and/or Primary Technical Contact roles cannot be removed. Please add other individuals to these contact roles first in order to remove this individual • You are not able to remove yourself from any active contact role. Another Primary Business Contact or Primary Technical Contact will need to do this for you • This functionality is restricted to users who currently hold the Primary Business Contact and/or Primary Technical Contact role • If you were to remove this primary contact, it means you will only have a single primary contact for your entity under specific authorisation domain, which creates the risk of not having access to that OBL account should that primary contact be unavailable. This may result in the potential disruption of your services as you will be required to submit a new application to add a primary business or primary technical contact. If you still wish to continue, we strongly recommend you add another named individual as a primary contact before removing an existing contact

Directory Environment Access Set Up

For entities that wish to segregate their users' access to the OB Directory environment, this is one approach that can be taken:

- Identify at least 2 contacts to have the Primary Technical Contact (PTC) role

- This role will allow these contacts to grant or remove access the Directory environment for Secondary Technical Contacts (STC)

- For contacts who do need to have the ability to create or maintain software statements and certificates, add these individuals as Secondary Technical Contacts
    - On approval, they will be automatically granted access to the Directory Sandbox environment
    - For those STCs who need access to the Directory environment, a PTC can grant them access. This can be for either:
        - A defined duration where the PTC then removes their access
        - An on-going period where the PTC leaves the STC with access to the Directory environment
    - PTCs can grant / remove access to the Directory environment at will. These requests do not involve the Service Desk

Note: A Primary Business Contact and Secondary Business Contact do not have access to create or maintain software statement or certificates. Therefore, these roles are not applicable to the above.

7. FURTHER QUESTIONS

If you have any further questions, please contact the OBL Service Desk at: servicedesk@openbanking.org.uk.