REGULATORY REPORTING: GABRIEL TOP TIPS.

> *These "Top Tips" are intended to help firms save time and make more effective use of the GABRIEL system. They are prompted by the most common issues raised with our Customer Contact Centre (CCC).*

Passwords - Forgotten your password?

Please note that users can use the 'Forgotten Password?' link on the login page to reset their own password.

Please take care in entering your password as, for security reasons, your account will become locked after 3 failed attempts. Should the Principal User's (PU) account become locked, the FSA can reset the password for them. Firm Users should contact their PU.

Activation emails: Problems entering password?

Some users use the copy and paste facility when entering the password from the activation email into GABRIEL. Although we would recommend that users type the password from the email into GABRIEL to activate the account, if you do decide to use the copy and paste facility, please be careful that no additional characters (e.g. a trailing space) are included when pasting the password into the relevant field. The temporary password from the activation email contains 8 characters, therefore when pasting the password into GABRIEL, please ensure this also contains 8 characters.

Where can I get System Help?

The GABRIEL help page on the FSA website provides information on the various types of help available.

Please remember that GABRIEL contains comprehensive 'System Help' which is designed to help all users. Therefore, firms are urged to refer to this useful tool to help answer queries before contacting the Customer Contact Centre.

How do I know when my returns are due?

Once you have logged on to GABRIEL your first main screen [your 'homepage'] is the "Reporting Schedule". This details the returns which your firms must submit and the due date (the latest date by which your returns should be submitted). More details on this and how to complete and submit returns can be found in the "E-Learning Package" (there is no charge to use this) and the "Quick Reference Guides" on the right hand menu of the GABRIEL help page of our website.

How do I print off a return?

If you wish to print a return, it will be quicker if you select (once only) the *'Print Complete Data Item'* link near the top of the relevant data item screen for each data item in turn. Selecting the *'Print all Data Items'* link on the 'Data Items in Reporting Period' screen may slow down your system.

Can I submit returns separately?

You can submit data items independently unless these are subject to cross validation. Cross validation is required where one or more data items are intrinsically linked, for example, where the same data element (i.e. data input fields) appears in both data items. The e-learning training package referred to above cover this in greater detail.

Please note that until **all** of the data items have been submitted the firm's reporting schedule will show a return as 'Ready to Complete or Overdue'.

What submission methods are available?

There are four options as follows:

Online Forms
Offline Forms
Web Upload
Direct Communication

More information is available on the Overview of Submission Methods area of our website.

If you would like to discuss these issues in further detail or are unable to resolve the issue using this document, then please contact the Customer Contact Centre on 0845 606 9966 / or by email.

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