AML
HUB
Desktop Manual
Version 1.1

Contents

Introduction to the Desktop Manual

Email Verification 04
Login 04
Password Reset 04
Updating Details 06
Navigation 07
Further Support 08

Users

Navigation 10
Adding & Removing Users 10
Updating a User Role 11
Re-Sending Email Verification 12
User Notifications 13

Staff Members & Vetting

Introduction 15
Creating a Staff Membership 15
Vetting a Staff Member 16
Uploading Vetting Documents 18
Concluding a Staff Membership 19
Removing a Staff Membership 20

CDD Register

Introduction 23
Navigation 23
Creating & Deleting Deals 24
Assigning Users 26
Onboarding Individuals & Parties 27
Updating Details 30
Document Upload 32
Marking Ready for Verification 35
Manual Verification 36
Completing & Uncompleting Deals 40
Downloading Reports 41

CDD Exceptions Register

Introduction 44
Navigation 44
Onboarding an Individual with Missing Information 46
Temporary Exceptions 47
Permanent Exceptions 50

Suspicions Register

Introduction 53
Navigation 53
Creating a Potential Suspicion 54
Updating Details 55
Formed Suspicions 56
Lodged Suspicions 57
Resolved Suspicions 59

Training Register

Introduction 62
Navigation 62
Members of the Training Register 64
Training Providers 66
Training Activities 67
Training Assignments 69
Concluding Training Assignments 71
Rescheduling Training Assignments 74
Cancelling Training Assignments 76

Further Support

FAQs 80
Training Videos 80
AMLHub Helpdesk 81

Introduction to the Desktop Manual

Email Verification

Following the creation of your user account, you will be sent a verification email from the AMLHub. If you cannot find this email in your primary inbox, it may be in your junk mail or spam folder.

1. Ensure the email is in your primary inbox, this may mean it has to be moved from your junk mail or spam folder.

2. Click ‘verify email’.

3. Set your password (minimum of 8 characters).

Your user account is now verified; you can log in to both the AMLHub app and desktop with your email address and password.

Login

1. Visit the AMLHub desktop login page (amlhub.co.nz).

2. Login using the following credentials:
    - email address; and
    - password – as you created it through the verification email, unless you have reset it since then.

3. You will be directed to a page where you select a branch you would like to view. The number of branches displayed on this list will depend on how many branches your user account is assigned to.

Password Reset

Unable to Login to the AMLHub Desktop

If you are unable to log in to the AMLHub app or desktop due to either forgetting your password or entering an incorrect one, this can be reset from the AMLHub desktop login page.

1. Visit the AMLHub desktop login page (amlhub.co.nz).

2. Click ‘forgot password?’.

3. Enter the email address associated with your user account.

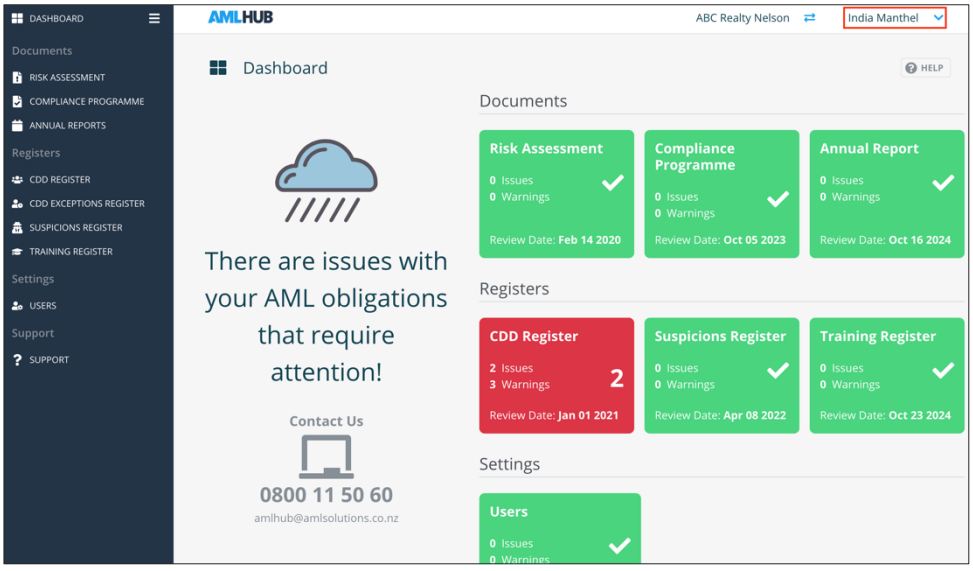
4. Click ‘send reset link’.

5. You will be sent an email allowing you to reset your password. If you cannot find this email in your primary inbox, it may be in your junk mail or spam folder.

Able to Log into the AMLHub Desktop

Alternatively, if you are able to log into the AMLHub desktop, you can reset your password from either the AMLHub desktop homepage or dashboard of a branch.

1. Click on this icon, found to the right of your name in the top right-hand corner of the screen.



2. Click ‘profile’.

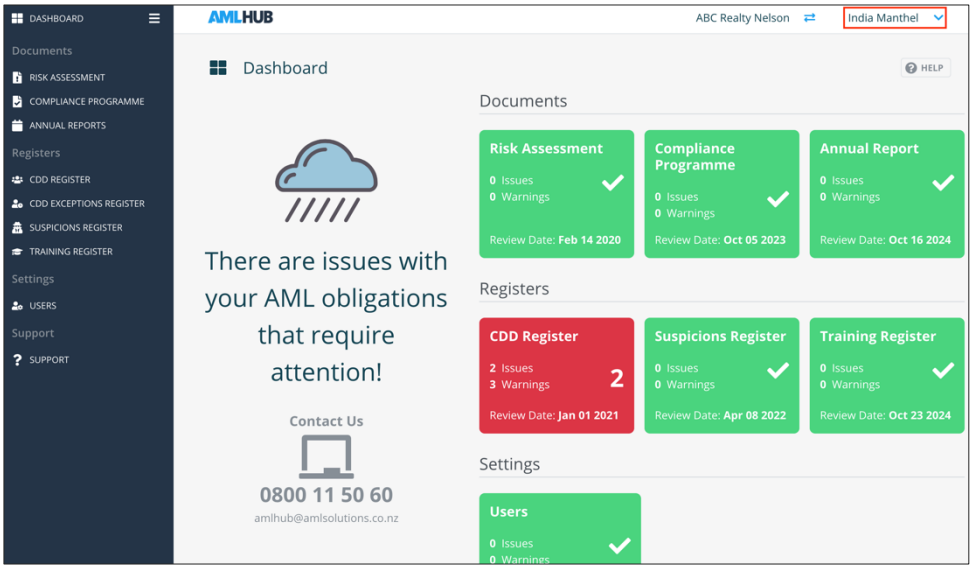
3. Click ‘request password reset’.

4. A pop-up message will appear to signal a password reset email has been successfully sent to the email address associated with your user account. If you cannot find this email in your primary inbox, it may be in your junk mail or spam folder.

Updating Details

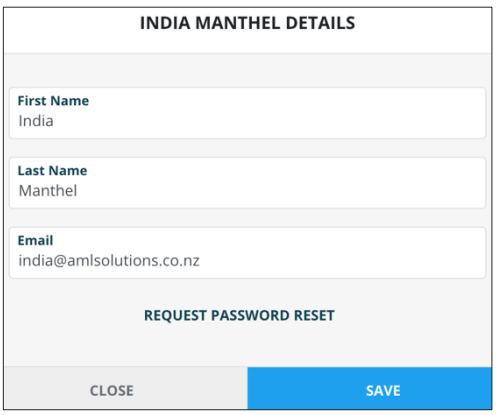
If you would like to update your details, you can do so from either the homepage or dashboard of a branch.

1. Click on this icon, found to the right of your name in the top right-hand corner of the screen.



2. Click ‘profile’.

3. The following pop-up window will appear.



4. Make any necessary changes to your first name, last name and/or email address.

5. Click ‘save’.

6. It is now safe to click ‘close’, and exit out of the pop-up window.

Navigation

Dashboard

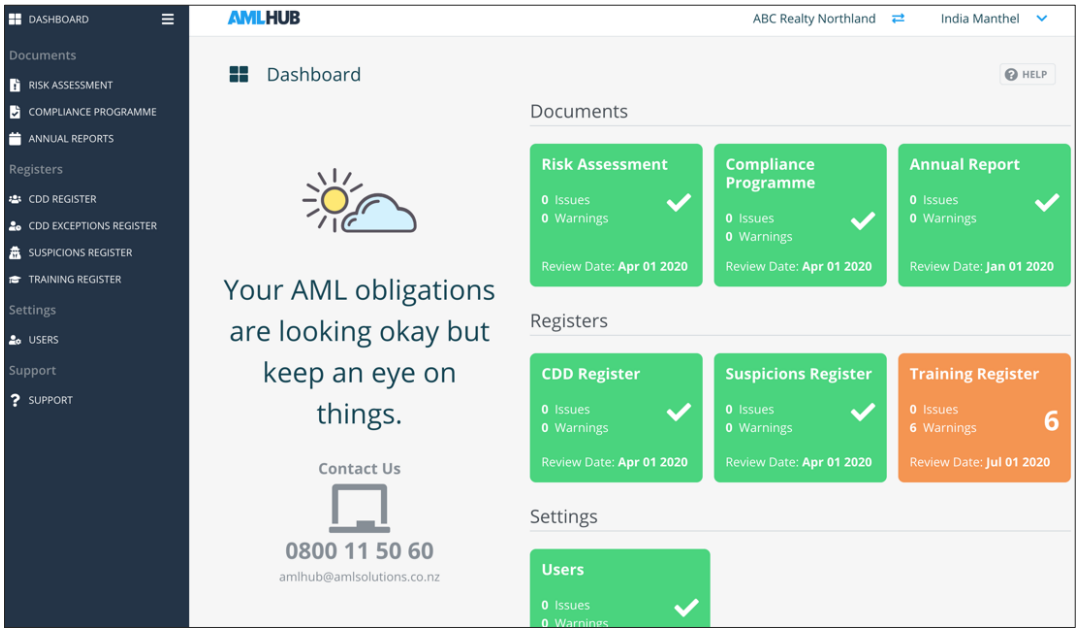
The dashboard of a branch will look as follows. Please note: the tiles on your dashboard may appear as either red, orange or green, where each colour corresponds to a particular message.

- Green
  No warnings or issues.

- Orange
  One or more outstanding warnings

- Red
  One or more outstanding issues.

To navigate to various aspects of the AMLHub, use either the left-hand sidebar or the tiles displayed on the dashboard.



Switching Branches

1. From the dashboard of a branch, click on this icon, found to the right of the branch's name.
2. You will be directed to the homepage of the AMLHub desktop.
3. Click on the branch you would like to switch to.
4. You will be directed to the dashboard of the branch you have selected.

Logging Out of your Account

Logging out of your account can be done either from the AMLHub desktop homepage or the dashboard of a branch.

1. Click on this icon, found to the right of your name in the top right-hand corner of the screen.
2. Click 'logout'.
3. You will be directed to the login page of the AMLHub desktop.

Further Support

If you require further assistance with navigation through the AMLHub desktop, click on the

icon, found in the top right-hand corner of the screen.

Users

Navigation

You can navigate to the ‘Users’ section of the AMLHub desktop through the left-hand sidebar, or by clicking on the tile found on the dashboard.

Searching for a User

The page will display a list of users, where you can navigate between multiple pages of users by scrolling to the bottom of the page and using these « ‹ 1 2 › » arrows. To search for a user, type their name into the ‘Search Users’ field.

Review Date

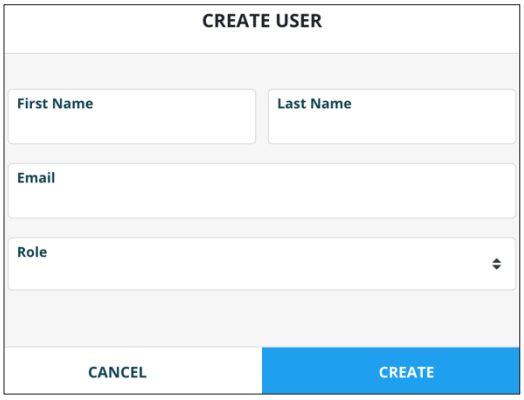
The review date set for the branch’s users page can be found in the top right-hand corner of the screen REVIEW DATE: JAN 01 2021. To edit this review date, click on this icon.

Adding & Removing Users

Adding a User

Adding a user to a branch can be done through the ‘Users’ section of the AMLHub desktop.

1. Click the + USER button.
2. The following pop-up window will appear.



3. Enter the first & last name, email and role for the user.

4. Click ‘create’.

5. A pop-up window will appear to signal that the user has been successfully created.

Removing a User

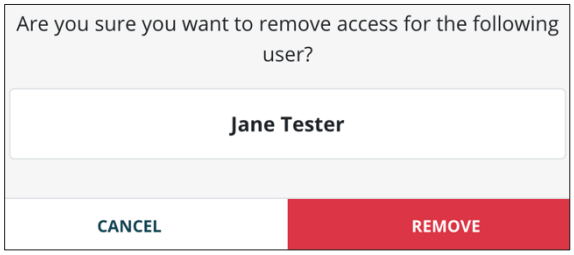
Please note: if the user is a staff member, they cannot be removed from a branch until their staff membership period has been concluded.

Removing a user from a branch can be done through the ‘Users’ section of the AMLHub desktop.

1. Locate the user you would like to remove by typing their name into the ‘Search Users’ field.

2. Click on this icon, found to the right of the user’s name.

3. The following pop-up window will appear.



4. Click ‘remove’.

5. A pop-up message will appear to signal that the user has been successfully removed from the branch.

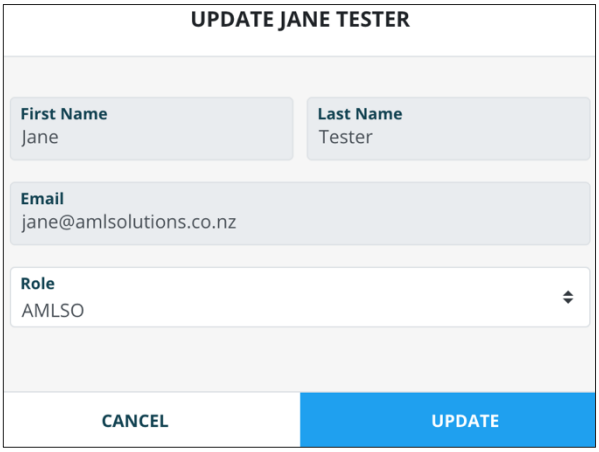
Updating a User Role

Updating the role of a user can be done through the ‘Users’ section of the AMLHub desktop.

1. Locate the user whose details you would like to update by typing their name into the ‘Search Users’ field.

2. Click on this icon, found under the ‘Actions’ field to the right of the user’s name.

3. The following pop-up window will appear.

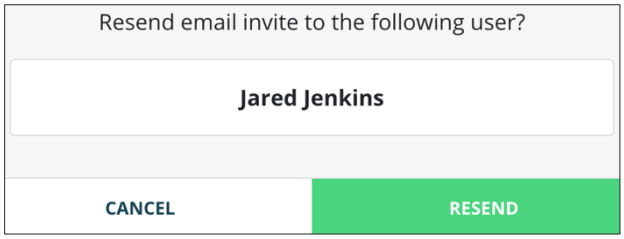


4. Select a role for the user from the drop-down menu.
5. Click ‘update’.
6. A pop-up message will appear to signal that the user has been successfully updated.

Re-Sending Email Verification

Re-sending a verification email to a pending user can be done through the ‘Users’ section of the AMLHub desktop.

1. Locate the user you would like to re-send a verification email to by typing their name into the ‘Search Users’ field.
2. Click on the Pending icon, found to the right of the user’s name.
3. The following pop-up window will appear.

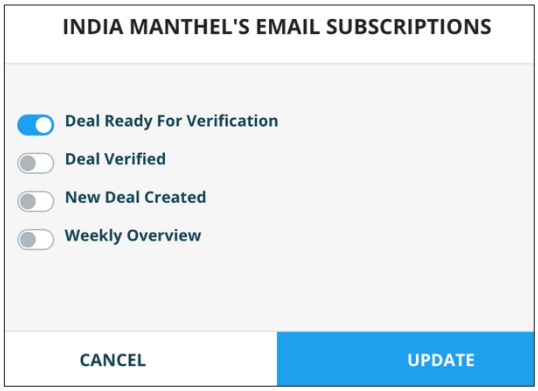


4. Click ‘resend’.
5. Another verification email will be sent to the email address associated with the user’s account. If they do not receive the email, this may be found in their junk mail or spam folder.

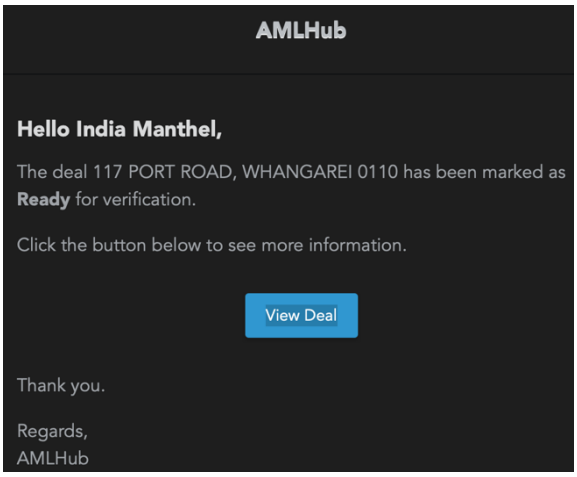
User Notifications

Enabling and/or disabling user notifications can be done through the ‘Users’ section of the AMLHub desktop.

1. Click on this icon, found under the ‘Actions’ field to the right of the user’s name.
2. The following pop-up window will appear.



3. Click on the bar icon displayed to the left of any notification option(s) you would like to turn on or off. The bar will appear grey if turned off and blue if turned on for that user.
4. Click ‘update’.
5. A pop-up message will appear to signal notifications for the user have been successfully updated.
6. If select notifications are turned on for a particular user, you will receive these respective email notifications to the email address associated with your user account.



Staff Members &
Vetting

Introduction

Staff vetting is a requirement for all staff involved in AML obligations, such as onboarding new vendors and clients.

What is the Difference Between Staff Members and Users?

A *user* is a member added to a branch. Depending on their allocated role, users are able to view different sections of the AMLHub desktop.

Users *without staff memberships* are those with no involvement in such AML obligations, for example, third party providers (CDD outsourcing). Users with no staff membership may be allocated to several branches, however, do not need to be vetted and cannot be added to the training register.

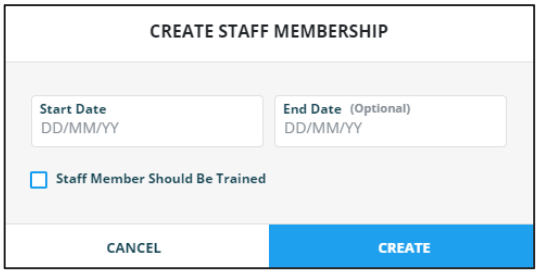
A *staff member* is a further classification of a user. A user meets the criteria for staff membership if they are involved in AML obligations, such as onboarding new vendors or clients. Staff members must be vetted.

Creating a Staff Membership

Please note: to be added as a staff member, the user must have already been created and added to the branch. Adding a user can be done through the + USER button in the 'Users' section of the AMLHub desktop.

Classifying the user as a staff member can be done through the 'Users' section of the AMLHub desktop.

1. Click on the ADD button found under the 'Staff Member' field adjacent to the user's name.
2. A window will appear, as shown in the image below.

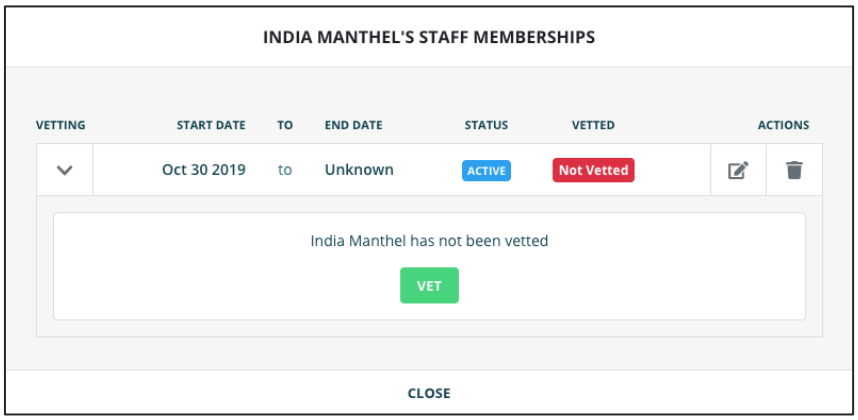


3. Enter the start date of the user; this should be the date the user started with the company. Entering the user's end date is an optional field.

4. Click on the ‘Staff Member Should Be Trained’ tick box, then select a respective training role for the user. If not selected, the staff member will not be added to the training register. Staff members must be added to the training register, where if they were not added upon creation this can be done through the training register at a later stage.

5. Click ‘create’.

6. A window will appear, as shown in the image below.



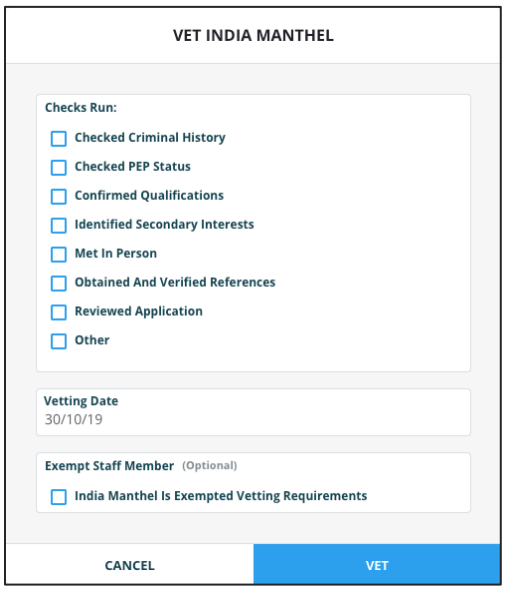
7. The user is now an active staff member with a start date, which means they are ready for vetting.

Vetting a Staff Member

Please note: any staff member hired before the 1st of January 2019 can be exempted from the vetting process. All staff members hired after the 1st of January 2019 will need to be vetted.

1. From the window above, click on the VET button. This window can be accessed either directly after creation of a staff membership, or by clicking on the following icon , found under the ‘Actions’ field adjacent to the user’s name.

2. The following window will appear after clicking the VET button.

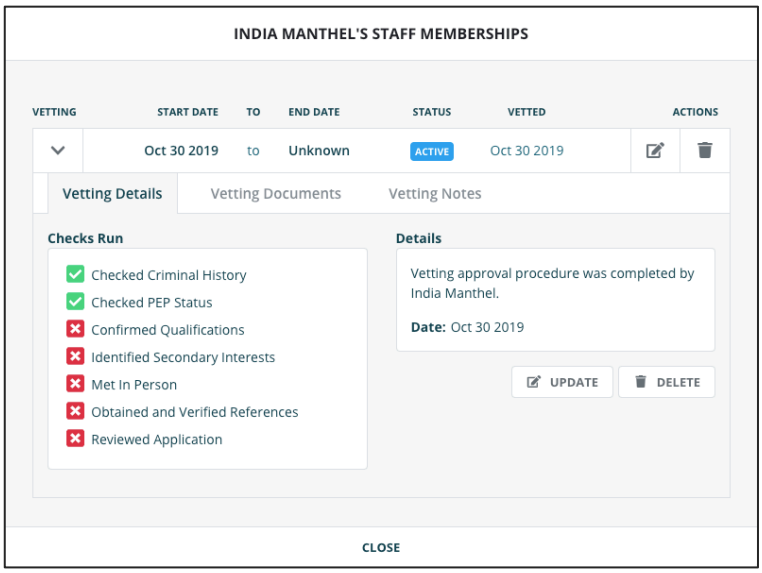


3. The list provided above is a guideline of possible checks that may have been conducted by your HR department during the hiring process. You will need to liaise with your HR department to find out what checks were completed. Select the applicable checks conducted.

4. There is an 'other' option to add additional checks not included in the list. Tick the 'other' box and type in the name of the check conducted; click 'add'. You can add as many additional checks as desired (if any), just remember to click 'add' each time after typing in a particular check.

5. If the staff member was hired before 1st of January 2019, please disregard steps three & four and select the 'Exempt Staff Member' option.

6. The following window will appear, displaying which of the checks have been conducted.



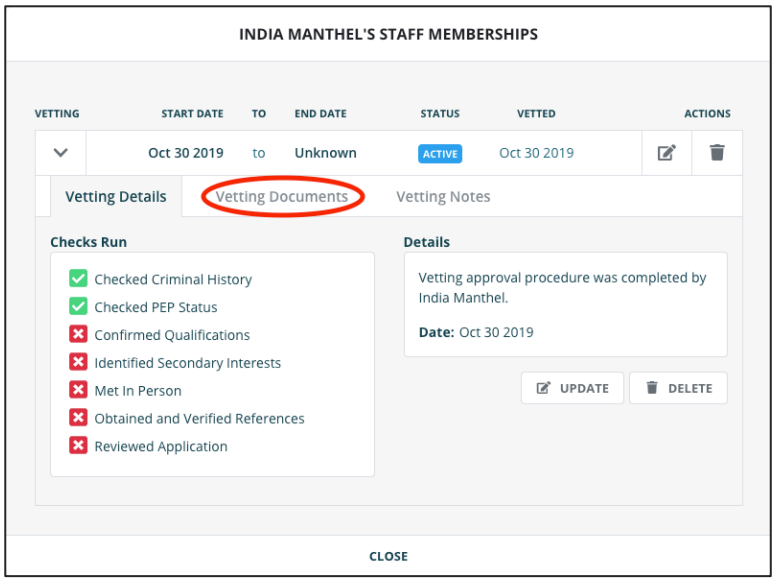
To update the checks completed, click on the UPDATE button and make any necessary changes.

Uploading Vetting Documents

Vetting documents from checks conducted on a staff member can be uploaded to the AMLHub for accessibility and staff monitoring.

1. Open the staff memberships window either directly after creation of a staff membership, or by clicking on the following icon, found under the 'Actions' field adjacent to the user's name.

2. Click on the 'Vetting Documents' tab from this window.

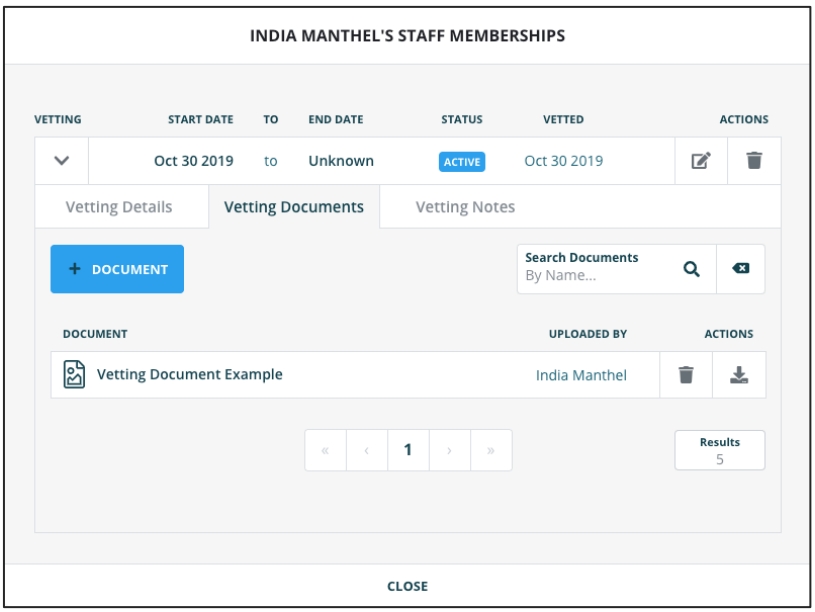


3. Click on the + DOCUMENT button to upload a document to the AMLHub.

4. Name the document and click 'browse' to select the document from your library.

5. Click 'create'.

6. The uploaded document will subsequently be displayed in the following window, under the 'Vetting Documents' tab.

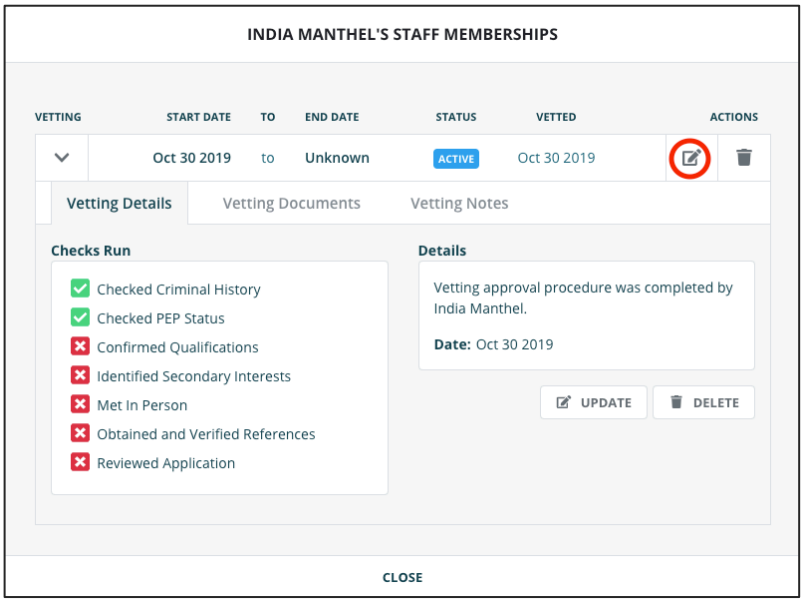


Concluding the Staff Membership Period for a User

If a staff member is no longer involved in AML obligations, for example, they leave a particular branch or entity, please follow the procedure below. Before concluding the period of staff membership, please check the CDD register to see if the staff member is assigned to any unverified deals. If this is the case, ensure a new user is added to such deal(s) before the staff member's period is concluded.

1. Open the staff memberships window either directly after creation of a staff membership, or by clicking on the following icon , found under the 'Actions' field adjacent to the user's name.

2. Click on the 'edit' icon displayed in the following window.



3. Enter the end date of the staff membership for the particular user and click ‘update’.

4. Underneath the ‘Staff Member’ tab adjacent to the user’s name, it will now say ‘ended’ with a subsequent end date.

5. If the user has left the branch entirely and needs to be removed as a user from the branch, click on the icon, found under the ‘Actions’ field adjacent to the user’s name.

The correct procedure for a staff member leaving a branch is their staff membership be concluded and subsequently their user removed from the branch if desired.

Removing Staff Membership from a User

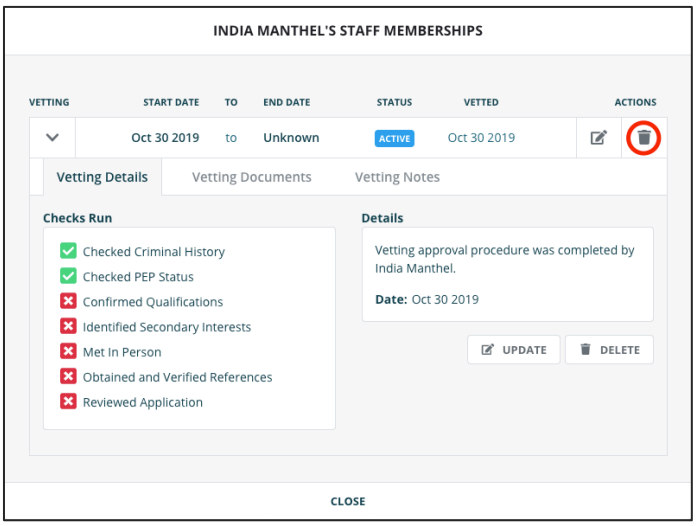
Removing the staff membership title from a user should be done only if, for example, the user was added as a staff member by mistake. If this is not the case, users should have their staff membership period concluded following the outlined procedure above.

Before removing the staff membership, please check the CDD register to see if the staff member is assigned to any unverified deals. If this is the case, ensure a new user is added to such deal(s) before the staff member is removed.

Please note: this does not remove the user from a branch, it removes the title of staff member from the user’s profile. To remove a user entirely from a branch, click on the icon, found under the ‘Actions’ field adjacent to the user’s name.

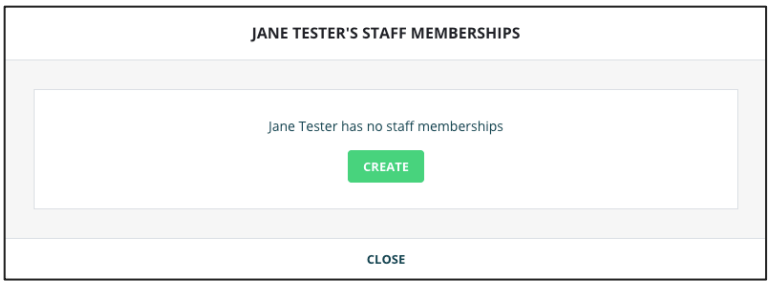
1. Open the staff memberships window either directly after creation of a staff membership, or by clicking on the following icon , found under the ‘Actions’ field adjacent to the user’s name.

2. Click on the rubbish bin icon displayed in the following window.



3. Click ‘delete’.

4. The following window will appear to indicate the removal of the staff membership from the user.



AML HUB

CDD Register

Introduction

The CDD register contains all deals loaded to the AMLHub by users of a particular branch through either the AMLHub desktop or app. When first created, these deals will be unverified; subsequently, they will undergo the verification process by those authorised to do so in order to validate the deal for it to become a listing.

Navigation

Different Sections Within the CDD Register

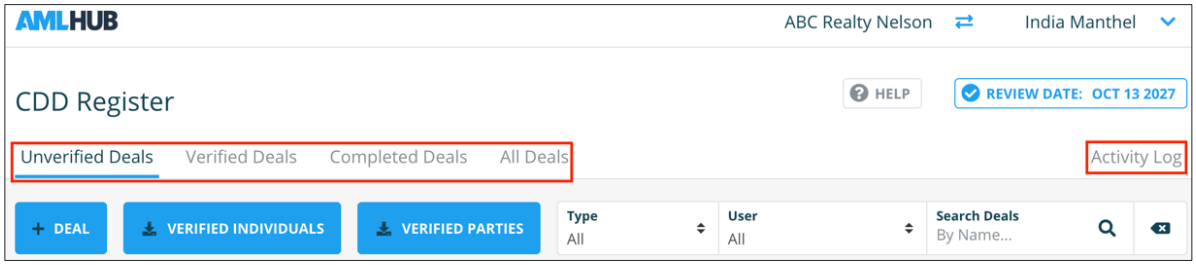
You can navigate to the 'CDD Register' section of the AMLHub desktop through the left-hand sidebar, or by clicking on the tile found on the dashboard. The page will display the following four tabs:

- **Unverified Deals**
  The deal appears here following its initial creation through either the AMLHub app or desktop.

- **Verified Deals**
  Unverified deals are moved to this section following the completion of the verification process by someone who has received sufficient training to do so. Once verified, deals can become a listing.

- **Completed Deals**
  Deals should be moved to this section of the CDD register from the 'Verified Deals' section if a sale is made or the client is lost; in these circumstances, the deal should not be deleted.

- **All Deals**
  A combined list of all unverified, verified and completed deals.



The CDD register additionally contains the 'Activity Log', which keeps a record of all activity occurring within the CDD register. You can navigate here by clicking on 'Activity Log', adjacent to the four tabs mentioned above.

Review Date, Issues & Warnings

The review date set for the branch's CDD register can be found in the top right-hand corner of the screen

. To edit this review date, click on this icon.

Issues and/or warnings may appear in the CDD register of the AMLHub desktop in relation to temporary exceptions.

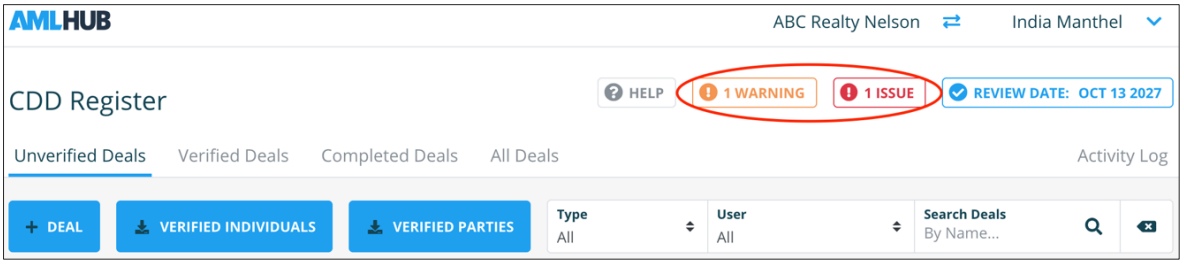
- A warning

will appear if a temporary exception has been granted for an individual and has not yet 'failed' or been resolved.

- An issue

will appear if a temporary exception has surpassed its due date and is now overdue.

Warnings and issues are displayed in the top right-hand corner of the CDD register. Clicking on either icon will display the respective details of any outstanding warnings or issues.



Further Support

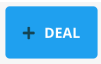
If you require further support regarding the CDD register, a

button can be found in the top right-hand corner of the screen. This section contains several videos on how to utilise different aspects of the CDD register.

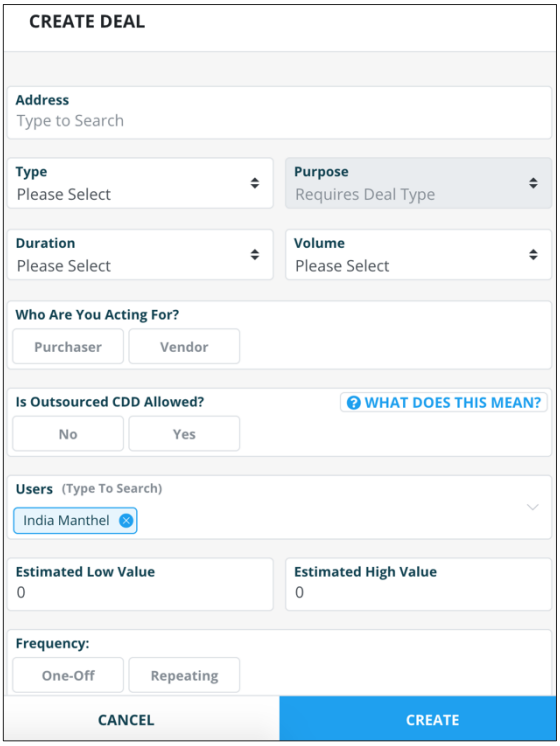
Creating & Deleting Deals

Creating a Deal

Creating a deal through the AMLHub desktop can be done under the 'Unverified Deals' section of the CDD register.

1. Click the 

button.
2. The following pop-up window will appear.



3. Enter the details of the deal.

4. Click ‘create’.

5. A pop-up message will appear to signal the creation of the deal and you will be redirected to the deal’s structure.

6. From here, you can subsequently onboard individuals and parties to this deal.

Please note: entering a correct purpose is essential for when management reports are extracted and used for transaction monitoring.

Deleting a Deal

When a sale is made, a deal is not sold or a client is lost, these deals should be moved to the ‘Completed Deals’ section of the CDD register as opposed to being deleted. Deleting a deal should only be utilised in the instances of duplicates or accidental creation.

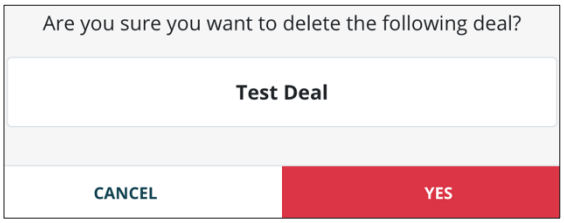
Deleting an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

1. Locate the deal you would like to delete by typing the address of the deal into the ‘Search Deals’ field.

2. Click on this icon, found under the ‘Actions’ field to the right of the deal name/address.

3. Click ‘delete’.

4. The following pop-up window will appear.



5. Click ‘yes’.

6. A pop-up message will appear to signal that the deal has been successfully deleted.

Assigning Users to a Deal

Sales agents will only be able to view and edit deals in the CDD register of the AMLHub desktop and/or their ‘Update a Deal’ section of the AMLHub app that they have been assigned to.

Senior staff members such as the AMLCO, SO, AML ADMIN etc. are able to view all deals in the CDD register of the AMLHub desktop, however, must be assigned to the deal if they want to be able to view and edit the deal through the app.

During the creation of a deal through the app, sales agents are provided with the option to assign users to this deal. If they do not do this, or following the deal being created more users need to be assigned, the procedure below may be followed.

Assigning users to an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

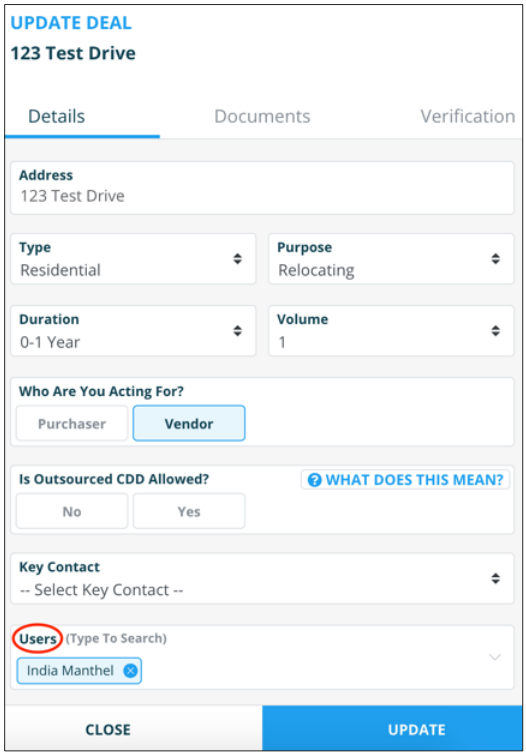
1. Locate the deal you would like to assign a user to by typing in the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal’s structure, click on the deal name/address.

4. A pop-up window of the ‘Update Deal’ page will appear on the right-hand side of the screen.

5. Under the ‘Details’ tab of this page, there will be a ‘Users’ section. Click on this section and a drop-down menu will appear; select the user(s) you would like to assign to the deal by clicking on their name(s).



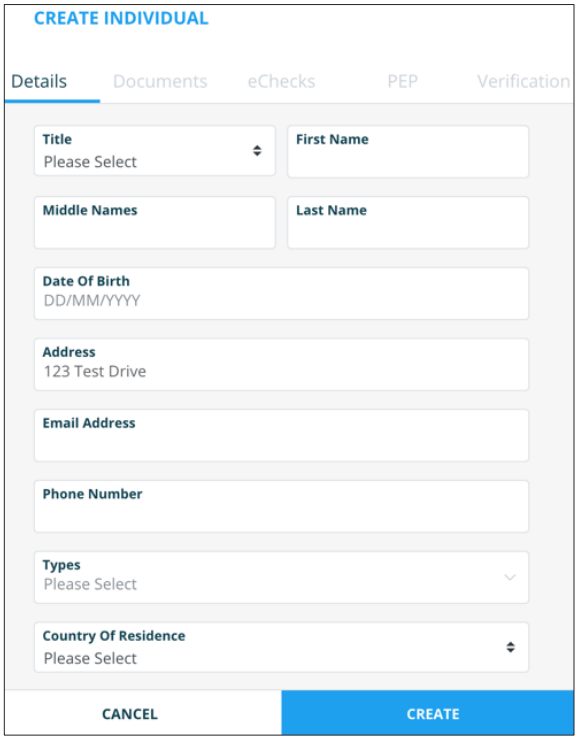
6. Click ‘update’.

Onboarding Individuals & Parties

Onboarding an Individual

Onboarding an individual can be done following the creation of a deal. Locate the deal you would like to onboard the individual to and click on the deal name/address to bring up the structure of the deal.

1. Click the + button, found to the right of the deal name/address.
2. Select ‘add individual’.
3. The following pop-up window will appear on the right-hand side of the screen. Enter the details of the individual into the respective sections.
    - The current address of the individual may not necessarily be the address of the property being sold.
    - Entering an email address and phone number are especially important if you require outsourced CDD, so the individual can be contacted.



4. Click ‘create’.

5. A pop-up message will appear to signal that the individual has been successfully created.

Run-Down of Individual Types

- **25%+ Ownership**
  This is where someone owns more than 25% of the asset, meaning they are a beneficial owner.

- **Trustee**
  Trustee of the trust. These are the named trustees in a Trust Deed. For example, for a family trust this would typically be the husband and wife, and their lawyer.

- **Settlor**
  Settlor of the trust; this is the named Settlor in a Trust Deed.

- **Effective Controller**
  Someone who is in effective control of the asset i.e. Managing Director, who may also be a 25%+ shareholder.

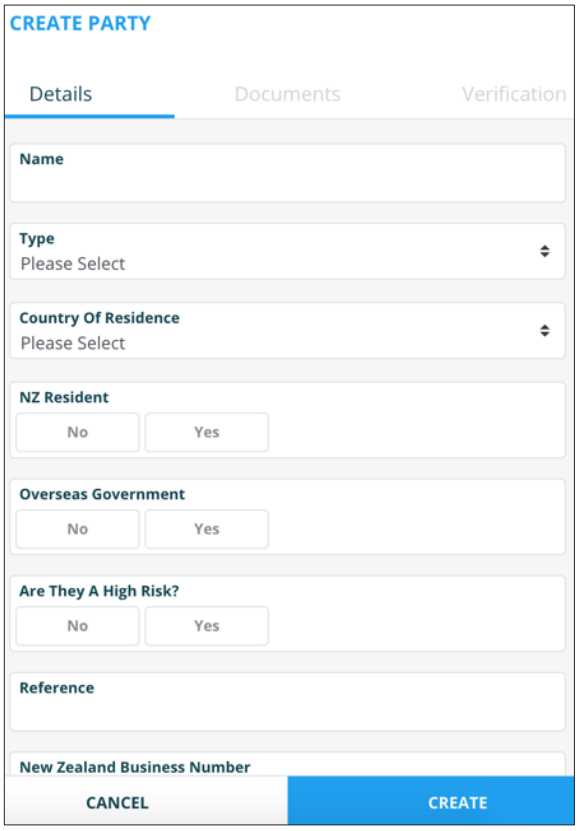
- **Acting on Behalf**
  Someone who is instructing you on behalf of the owner. This may be a lawyer or power of attorney.

- **Executor**
  The executor of the will.

Onboarding a Party

Onboarding a party can be done following the creation of a deal, underneath the deal's structure. Locate the deal you would like to onboard the party to and click on the deal name/address to bring up the structure of the deal.

1. Click the + button, found to the right of the deal name/address.
2. Select 'add party'.
3. The following pop-up window will appear on the right-hand side of the screen. Enter the details of the party into the respective sections of the window.



4. Click 'create'.
5. A pop-up message will appear to signal that the party has been successfully created.

Please note: all trusts are automatically marked as high risk.

Updating Details

Updating the Details of a Deal

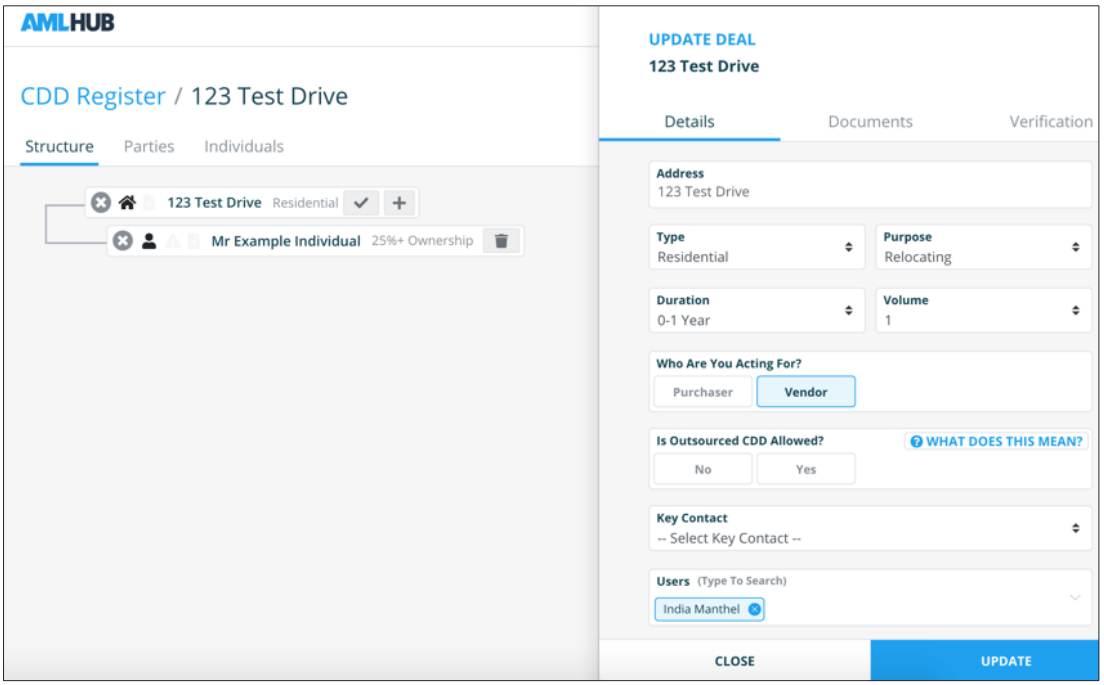
Updating the details of an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

1. Locate the deal of interest by typing the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal’s structure, click on the deal name/address.

4. A pop-up window of the ‘Update Deal’ page will appear on the right-hand side of the screen.



5. Make any necessary changes to the details of the deal.

6. When satisfied with these changes, click ‘update’.

7. A pop-up message will appear to signal that the deal has been successfully updated. It is now safe to click ‘close’, which exits the ‘Update Deal’ page.

Updating the Details of a Party

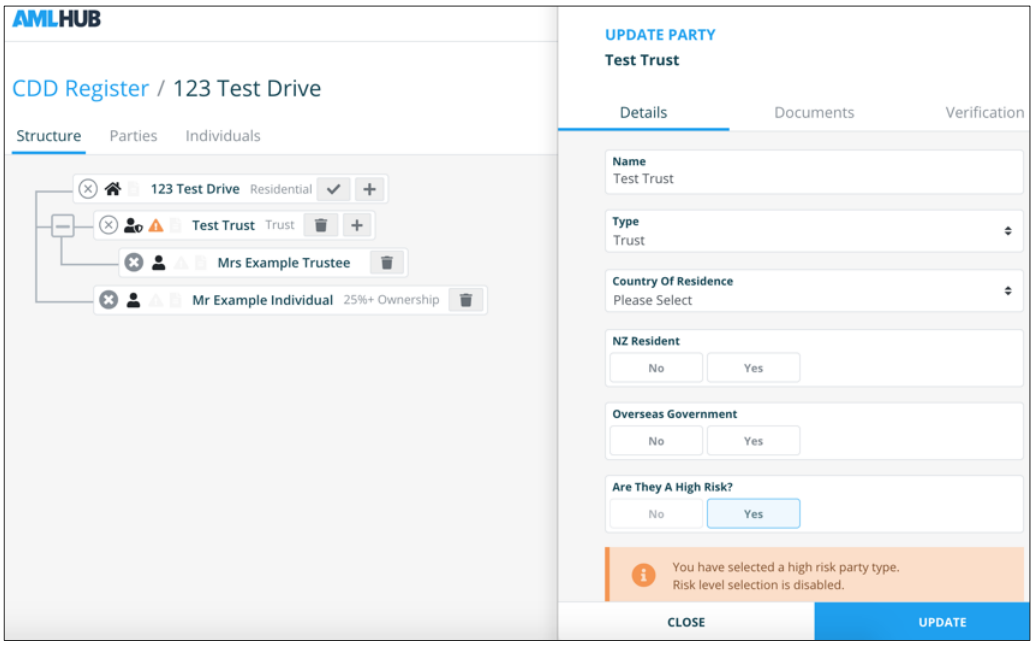
Updating the details of a party within an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

1. Locate the deal containing the party you would like to update by typing the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal’s structure, click on the name of the party you would like to update.

4. A pop-up window of the ‘Update Party’ page will appear on the right-hand side of the screen.



5. Make any necessary changes to the details of the party.

6. When satisfied with these changes, click ‘update’.

7. A pop-up message will appear to signal that the party has been successfully updated. It is now safe to click ‘close’, which exits the ‘Update Party’ page.

Updating the Details of an Individual

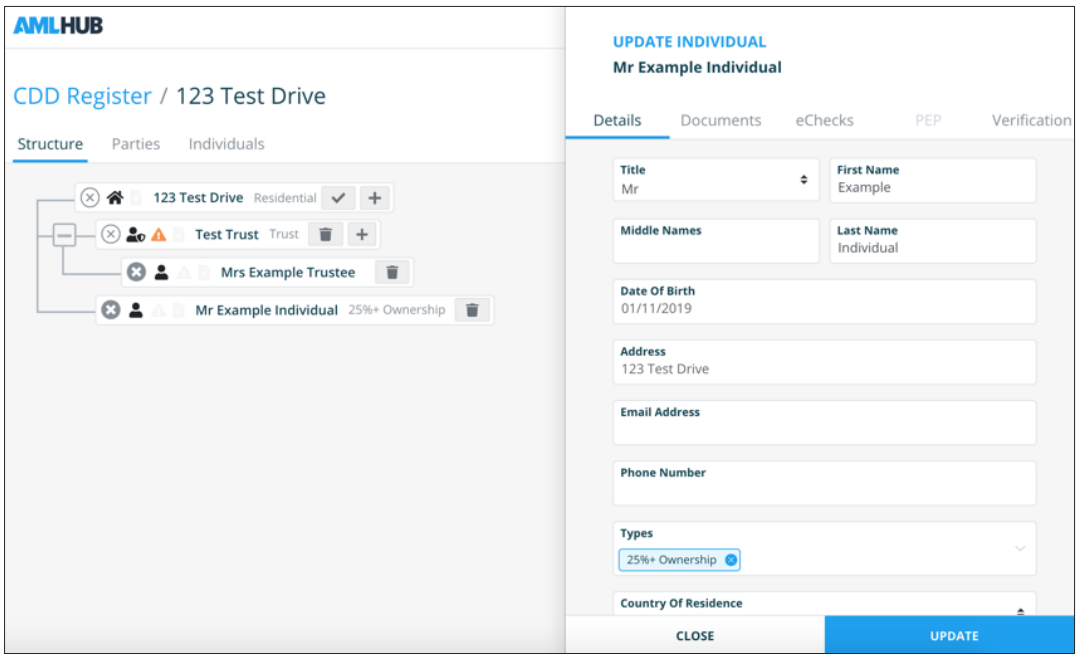
Updating the details of an individual within an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

1. Locate the deal containing the individual you would like to update by typing the address of the deal in the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal's structure, click on the name of the individual you would like to update.

4. A pop-up window of the 'Update Individual' page will appear on the right-hand side of the screen.



5. Make any necessary changes to the details of the individual.

6. When satisfied with these changes, click 'update'.

7. A pop-up message will appear to signal that the individual has been successfully updated. It is now safe to click 'close', which exits the 'Update Individual' page.

Document Upload

Please note: only one image or document can be uploaded at a time. For example, you cannot add two images of the front and back of a driver licence in the same document. In this case, these should be added as separate documents and, for example, titled "Driver Licence Front" and "Driver Licence Back".

Uploading Documents to a Deal

Uploading documents to an unverified deal can be done through the 'Unverified Deals' section of the CDD register.

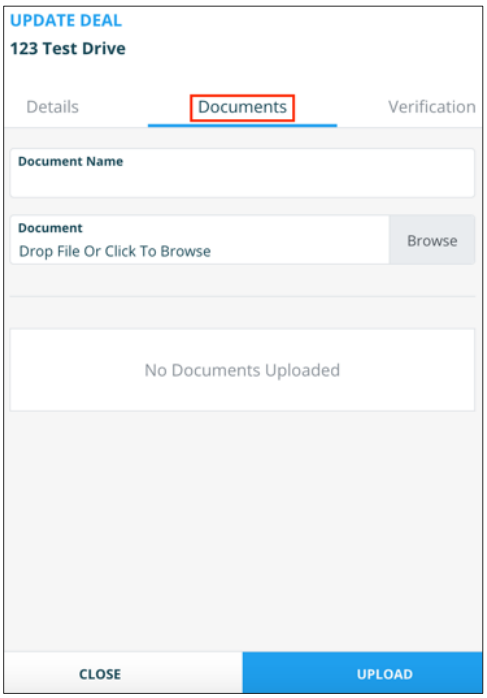
1. Locate the deal you would like to upload documents to by typing the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal’s structure, click on the deal name/address.

4. A pop-up window of the ‘Update Deal’ page will appear on the right-hand side of the screen.

5. Navigate to the ‘Documents’ tab of this page.



6. Enter the name of the document.

7. Either drag & drop a document OR click ‘browse’ and subsequently choose the desired document to be uploaded from your library.

8. Click ‘upload’.

9. A pop-up message will appear to signal a successful document upload.

Uploading Documents to a Party

Uploading documents to a party within an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register.

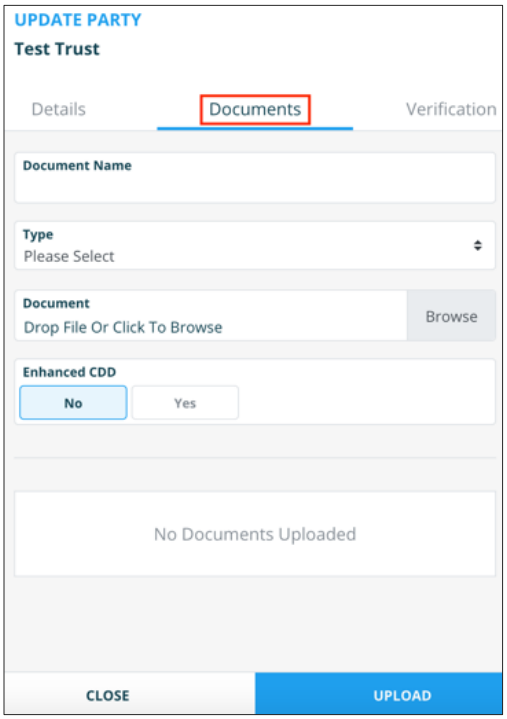
1. Locate the deal containing the party you would like to upload documents to by typing the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal's structure, click on the name of the party you would like to upload documents to.

4. A pop-up window of the 'Update Party' page will appear on the right-hand side of the screen.

5. Navigate to the 'Documents' tab of this page.



6. Enter the name of the document.

7. Select document type.

8. Either drag & drop a document OR click 'browse' and subsequently choose the desired document to be uploaded from your library.

9. Click 'upload'.

10. A pop-up message will appear to signal a successful document upload.

Uploading Documents to an Individual

Uploading documents to an individual within an unverified deal can be done through the 'Unverified Deals' section of the CDD register.

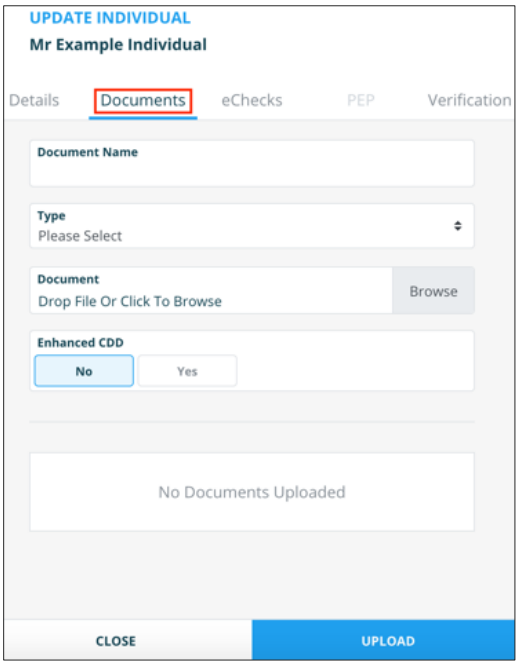
1. Locate the deal containing the individual you would like to upload documents to by typing the address of the deal into the 'Search Deals' field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Under the deal's structure, click on the name of the individual you would like to upload documents to.

4. A pop-up window of the 'Update Individual' page will appear on the right-hand side of the screen.

5. Navigate to the 'Documents' tab of this page.



6. Enter the name of the document.

7. Select document type.

8. Either drag & drop a document OR click 'browse' and subsequently choose the desired document to be uploaded from your library.

9. Click 'upload'.

10. A pop-up message will appear to signal a successful document upload.

Marking Ready for Verification

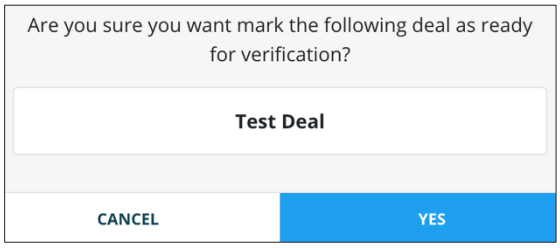
Marking a deal ready for verification is typically done by sales agents who have onboarded individuals and/or parties to a deal, uploaded documents to each and would like to notify their compliance officer that the deal is ready to undergo the verification process.

1. Locate the deal you would like to mark as ready for verification by typing the address of the deal into the ‘Search Deals’ field.

2. Click on the deal name/address; you will be redirected to the structure of the deal.

3. Click on this icon, found to the right of the deal name/address.

4. The following pop-up window will appear.



5. Click ‘yes’.

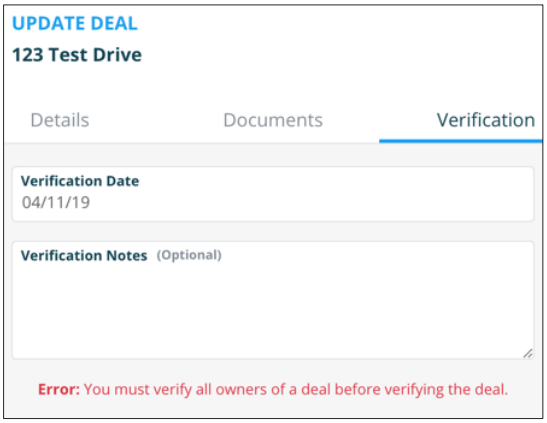
6. The icon should now appear green, like so .

7. If your compliance officer has the user notification ‘Deal Ready for Verification’ turned on for your particular user, they will receive an email notification informing them of the deal being ready for verification.

Manual Verification

When you are confident with the information and documentation uploaded to each individual, party and the deal itself, you can undergo the verification process in order for it to become a valid listing.

You must verify each individual and party loaded to the deal before you can verify the deal itself. If you attempt to verify the deal prior to doing this, you will be presented with the following message.

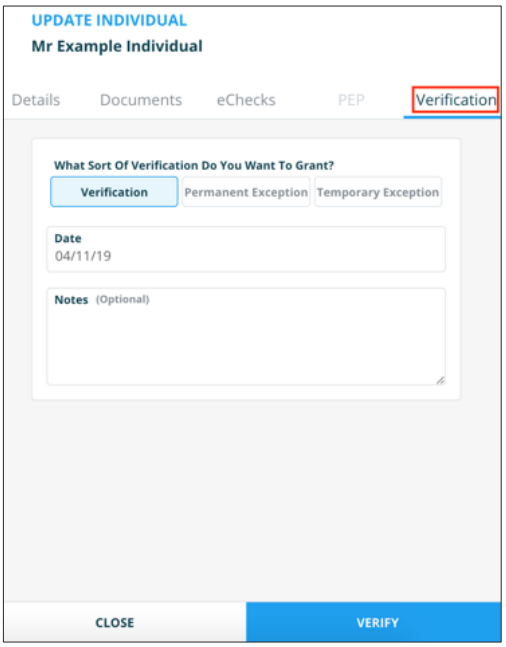


Manually verifying an individual loaded to an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register. Locate the deal containing the individual you would like to verify and click on the deal name/address to bring up the structure of the deal.

1. Click on the name of the individual.

2. A pop-up window of the ‘Update Individual’ page will appear on the right-hand side of the screen.

3. Navigate to the ‘Verification’ tab.



4. Select the type of verification.

5. Enter the verification date.

6. Add any notes you might feel are necessary for keeping an accurate and traceable record of the individual’s verification.

7. Click ‘verify’.

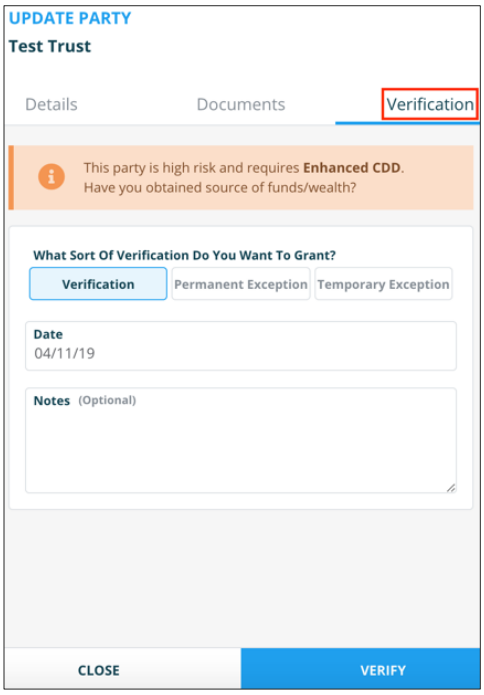
8. A pop-up window will appear to signal a successful verification of the individual. It is now safe to click ‘close’ and repeat this verification process for any additional individuals needing to be verified.

Manually verifying a party loaded to an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register. Locate the deal containing the party you would like to verify and click on the deal name/address to bring up the structure of the deal.

1. Click on the name of the party.

2. A pop-up window of the ‘Update Party’ page will appear on the right-hand side of the screen.

3. Navigate to the ‘Verification’ tab.



4. Select the type of verification.

5. Enter the verification date.

6. Add any notes you might feel are necessary for keeping an accurate and traceable record of the party’s verification.

7. Click ‘verify’.

8. A pop-up window will appear to signal a successful verification of the party. It is now safe to click ‘close’ and repeat this verification process for any additional parties needing to be verified.

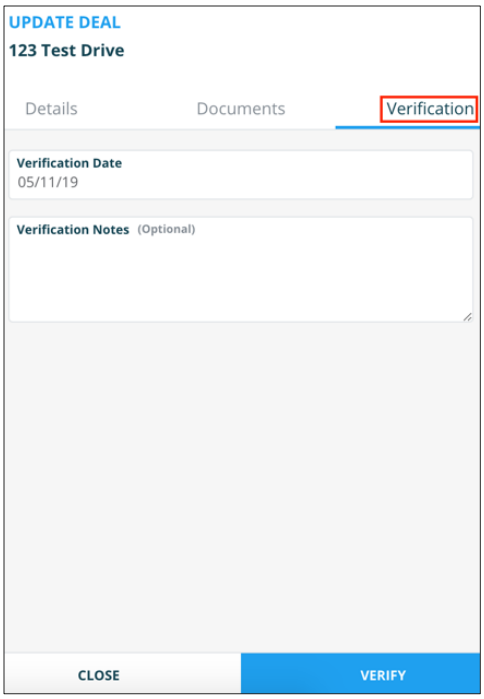
Manually Verifying a Deal

Manually verifying an unverified deal can be done through the ‘Unverified Deals’ section of the CDD register. Locate the deal you would like to verify and click on the deal name/address to bring up the structure of the deal.

1. Under the deal’s structure, click on the deal name/address.

2. A pop-up window of the ‘Update Deal’ page will appear on the right-hand side of the screen.

3. Navigate to the ‘Verification’ tab.



4. Enter the verification date.

5. Add any notes you might feel are necessary for keeping an accurate and traceable record of the deal’s verification.

6. Click ‘verify’.

7. A pop-up window will appear to signal a successful verification of the deal. It is now safe to click ‘close’.

8. Once all individuals, parties and subsequently the deal itself have been verified, it will then appear under the ‘Verified Deals’ section of the CDD register.

Completing & Uncompleting Deals

Completing a Deal

When a sale is made, a deal is not sold or a client is lost, these deals should be moved to the ‘Completed Deals’ section of the CDD register as opposed to being deleted.

Completing a deal can be done through the ‘Verified Deals’ section of the CDD register.

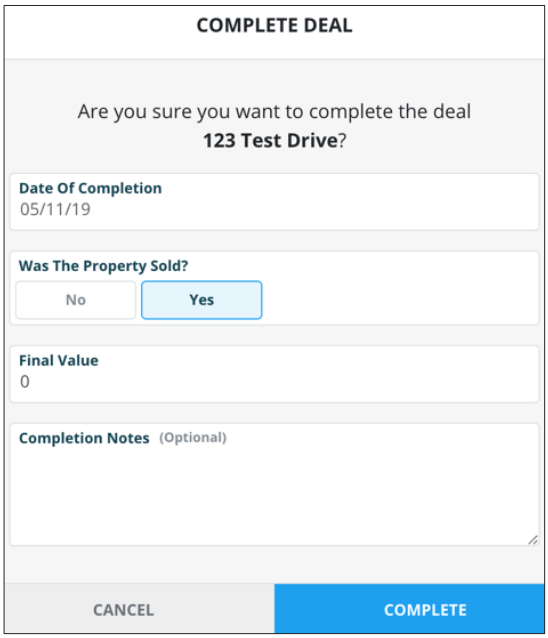
1. Locate the deal you would like to complete by typing the address of the deal into the ‘Search Deals’ field.

2. Click on this

icon, found under the ‘Actions’ field to the right of the deal name/address.

3. Click ‘complete’.

4. The following pop-up window will appear.



5. Enter the date of completion.

6. Select whether the property was sold.

7. Enter the final value.

8. Add any notes you might feel are necessary for keeping an accurate and traceable record of the deal’s completion.

9. Click ‘complete’.

10. The deal will subsequently be moved to the ‘Completed Deals’ section of the CDD register.

Uncompleting a Deal

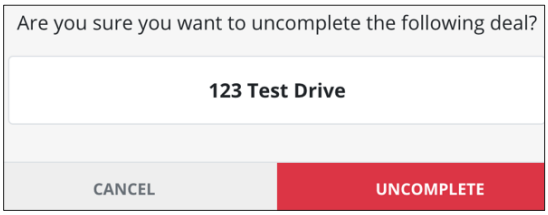
Uncompleting a deal can be done through the ‘Completed Deals’ section of the CDD register.

1. Locate the deal you would like to uncomplete by typing the address of the deal into the ‘Search Deals’ field.

2. Click on this icon, found under the ‘Actions’ field to the right of the deal name/address.

3. Click ‘uncomplete’.

4. The following pop-up window will appear. Click ‘uncomplete’.



5. The deal will subsequently be moved to the ‘Verified Deals’ section of the CDD register.

Downloading Reports

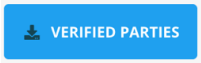
Downloading a Report of Verified Individuals

A report of all individuals who have been verified by members of a branch in the most recent one-month period can be extracted as a spreadsheet from the AMLHub desktop. This file can be downloaded by clicking on the

button, found under any of the four tabs within the CDD register.

Downloading a Report of Verified Parties

A report of all parties who have been verified by members of a branch in the most recent one-month period can be extracted as a spreadsheet from the AMLHub desktop. This file

can be downloaded by clicking on the 

button, found under any of the four tabs within the CDD register.

CDD Exceptions Register

Introduction

An exception enables an authorised staff member to move forward with onboarding a client when less than the required CDD has been performed. It is an AML requirement to maintain a register of all exceptions, whether temporary or permanent, and monitor them.

As a general rule, customer due diligence must be completed before entering into an agency agreement with a customer. However, the legislation is risk-based, and you can grant either:

- a temporary exception, where a finite period is attached to any missing CDD; or
- a permanent exception, where CDD is not able to be fully completed for a justifiable reason.

Exceptions, by definition, are expected to be rare. The criteria for granting an exception is:

1. it is essential not to interrupt the normal course of business;
2. you effectively manage ML/TF risks through appropriate risk management procedures; and
3. you complete CDD as soon as practical once you have established a business relationship (for temporary exceptions).

The CDD exceptions register of the AMLHub desktop provides the required framework for monitoring, justifying and recording exceptions.

Navigation

Different Sections Within the CDD Exceptions Register

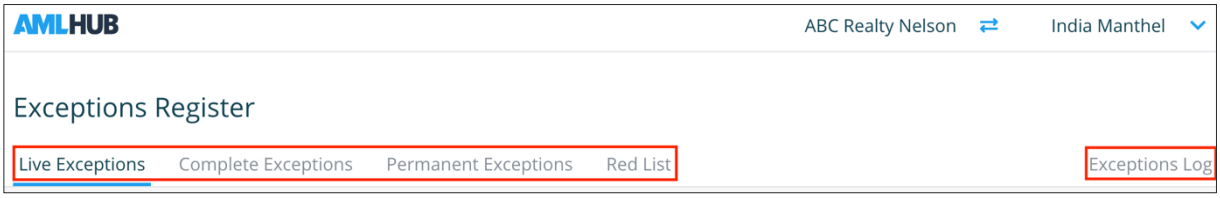
You can navigate to the ‘CDD Exceptions Register’ section of the AMLHub desktop through the left-hand sidebar. The page will display the following four tabs:

- **Live Exceptions**
  Contains temporary exceptions with active due dates that have not yet been resolved.

- **Complete Exceptions**
  Temporary exceptions that have been resolved.

- **Permanent Exceptions**
  All permanent exceptions granted.

- **Red List**
  Temporary exceptions that have surpassed their due date and have not been resolved. Additionally, includes temporary exceptions that have been intentionally chosen to ‘fail’.



The CDD exceptions register additionally contains the 'Exceptions Log'. This keeps a record of all activity within the CDD exceptions register. You can navigate here by clicking on 'Exceptions Log', adjacent to the four tabs mentioned above.

Issues & Warnings

Issues and/or warnings may appear in the CDD register of the AMLHub desktop in relation to temporary exceptions.

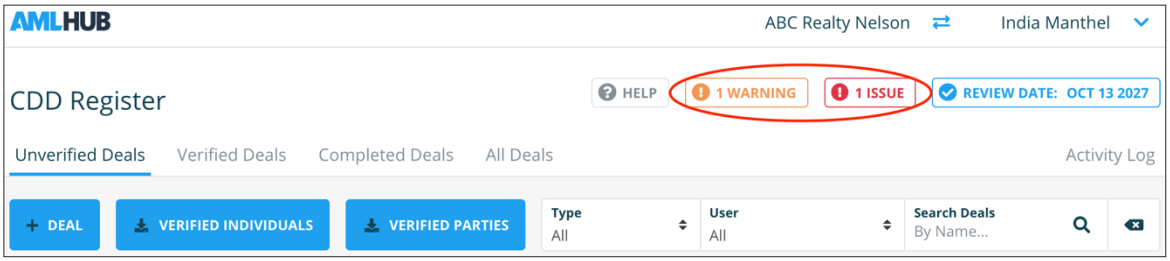
- A warning

will appear if a temporary exception has been granted for an individual and has not yet 'failed' or been resolved.

- An issue

will appear if a temporary exception has surpassed its due date and is now overdue.

Warnings and issues are displayed in the top right-hand corner of the CDD register. Clicking on either icon will display the respective details of any outstanding warnings or issues.



Viewing a Current Exception

Through the *CDD Exceptions Register*

1. Navigate to the 'Live Exceptions' section of the CDD exceptions register.

2. Click on the rightward arrow

found under the 'Deal' field adjacent to the name of the individual. You will subsequently be redirected to the CDD register, displaying the details of the relevant deal.

3. Look for the individual with an exception. Click on the icon, displayed to the left of the individual's name. You will be taken to the 'Verification' tab of the 'Update Individual' page.

4. Details of the exception will be found under this 'Verification' tab.

Through the *CDD Register*

1. Locate the deal containing the individual with the exception by typing the address of the deal in the 'Search Deals' field.

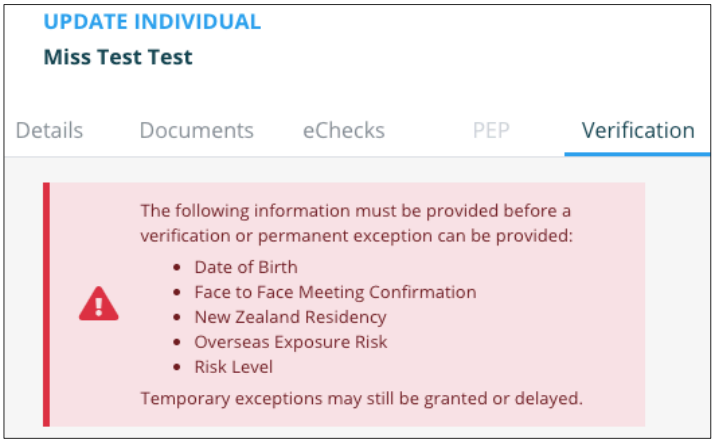
2. Click on the deal to bring up its structure.

3. Look for the individual with an exception. Click on the icon, displayed to the left of the individual's name. You will be taken to the 'Verification' tab of the 'Update Individual' page.

4. Details of the exception will be found under this 'Verification' tab.

Onboarding an Individual with Missing Information

If an individual is onboarded with missing information, the system will display the following message under the 'Verification' tab of the 'Update Individual' page. In this case, undergoing the verification process will not be possible until the listed information is present; additionally, a permanent exception is unable to be granted.



The system, however, will allow for a temporary exception if information is missing.

Temporary Exceptions

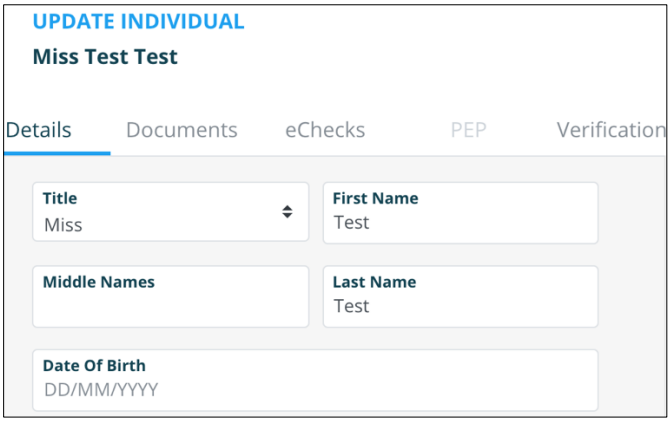
Granting a Temporary Exception

Granting a temporary exception can be done through the CDD register of the AMLHub desktop.

1. Locate the deal containing the individual who you would like to make an exception for by typing the address of the deal in the ‘Search Deals’ field.

2. Look for the individual you would like to make an exception for; click on the individual’s name.

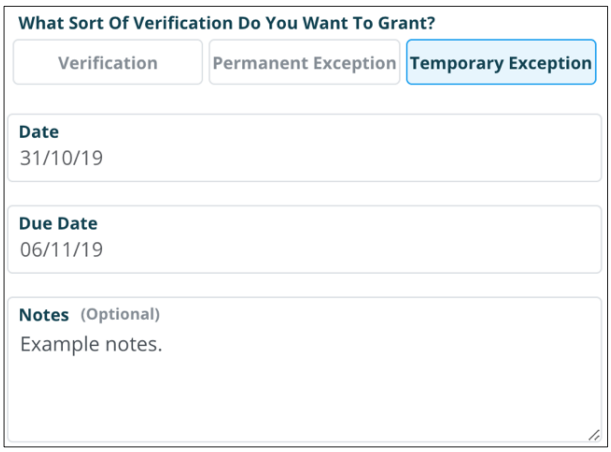
3. You will be taken to the ‘Details’ section of the ‘Update Individual’ page. Navigate to the ‘Verification’ tab.



4. Select ‘Temporary Exception’ from the types of verification list.

5. Enter a due date for the exception.

6. Add any relevant notes that will be useful when keeping a record of any documents missing, when they will arrive etc.



7. Click ‘verify’.

8. A pop-up message will appear to signal that a temporary exception for the individual has been granted.

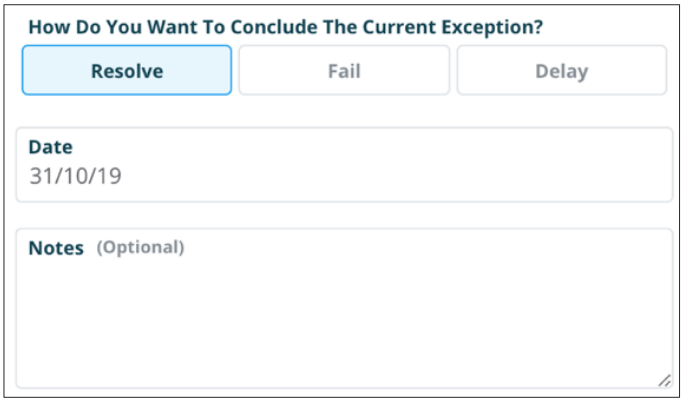
9. There will now be this icon displayed to the left of the individual’s name in the deal’s structure.

Resolving a Temporary Exception

Resolving a temporary exception can be done through the ‘Verification’ tab under the ‘Update Individual’ page for the individual of interest.

1. Fill out any missing information listed if you are presented with a warning screen under the ‘Verification’ tab.

2. Select ‘resolve’ for how you would like to conclude the current exception.



3. Add any relevant notes that will be useful when keeping a record of the receival of missing documents, when they were received etc. Please note: these notes cannot be edited or updated once the exception has been resolved and the individual verified.

4. Click ‘verify’ – this resolves the temporary exception and subsequently verifies the individual.

5. A pop-up message will appear to signal the verification of the individual.

6. This resolved exception will now appear under the ‘Complete Exceptions’ section of the CDD exceptions register.

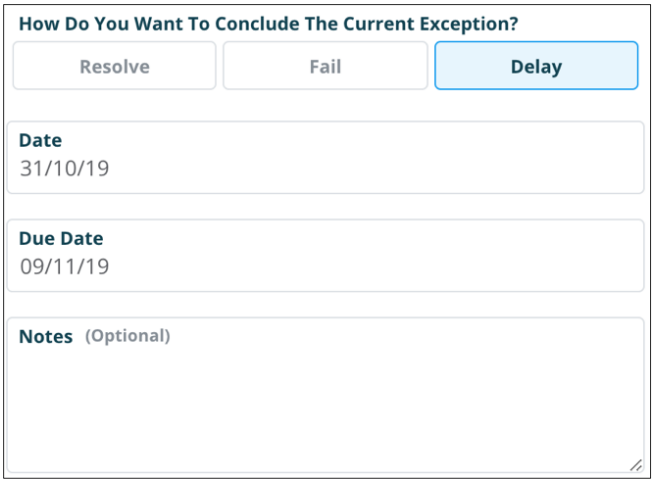
Delaying a Temporary Exception

Delaying a temporary exception can be done through the ‘Verification’ tab under the ‘Update Individual’ page for the individual of interest.

1. Select ‘delay’ for how you would like to conclude the current exception.

2. Enter a new due date for the exception.

3. Add any notes you think may be relevant when keeping an accurate and traceable record of the exception and its delay.



4. Click ‘verify’ – please note, this will not verify the individual.

5. A pop-up message will appear to signal a successful delay of the temporary exception’s due date.

6. This delayed exception will still be found under the ‘Current Exceptions’ section of the CDD exceptions register.

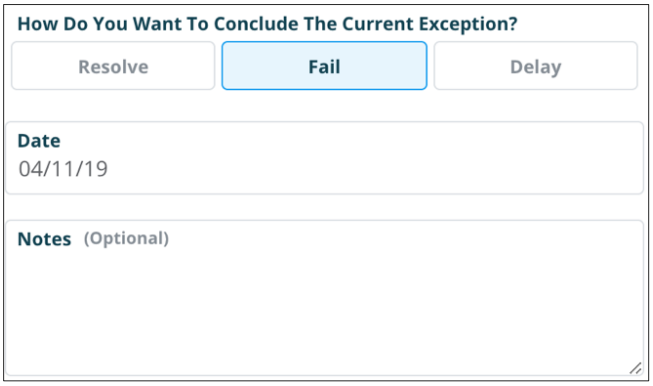
Please note: the due date of a temporary exception is only able to be delayed once. If the exception is not resolved before this delayed due date, it will ‘fail’ and be moved to the ‘Red List’ section of the CDD exceptions register.

Failing a Temporary Exception

Failing a temporary exception can be done through the ‘Verification’ tab under the ‘Update Individual’ page for the individual of interest.

1. Fill out any missing information listed if you are presented with a warning screen under the ‘Verification’ tab.

2. Select ‘fail’ for how you would like to conclude the current exception.



3. Add any notes you think may be relevant when keeping an accurate and traceable record of the temporary exception ‘failing’.

4. Click ‘verify’.

5. A pop-up message will appear to signal that the temporary exception has ‘failed’.

Please note: after you have clicked ‘verify’, the individual will appear under the structure of the deal as having been verified; this icon will be present to the left of their name. The individual will, however, be found under the ‘Red List’ section of the CDD exceptions register due to their temporary exception failing.

Permanent Exceptions

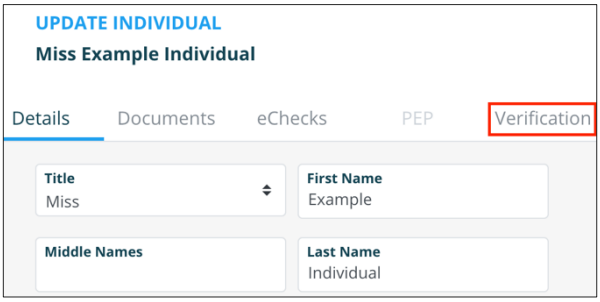
Granting a Permanent Exception

1. Navigate to the CDD register of the AMLHub desktop using the left-hand sidebar.

2. Locate the deal containing the individual who you would like to make an exception for by typing the address of the deal in the ‘Search Deals’ field.

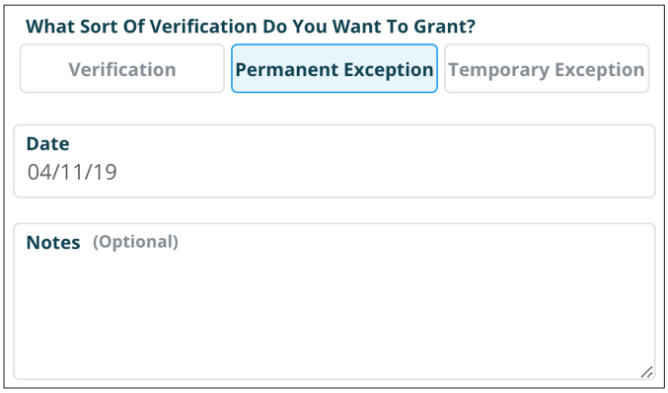
3. Look for the individual you would like to make an exception for; click on the individual’s name.

4. You will be taken to the ‘Details’ section of the ‘Update Individual’ page. Navigate to the ‘Verification’ tab.



5. Fill out any missing information listed if you are presented with a warning screen under the ‘Verification’ tab.

6. Select ‘Permanent Exception’ from the types of verification list.



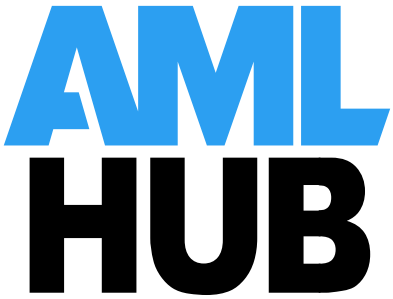
7. If different to the current day’s date, select a date for the granting of a permanent exception.

8. Add any relevant notes that will be useful when keeping an accurate and traceable record of the exception.

9. Click ‘verify’.

10. A pop-up message will appear to signal that a permanent exception for the individual has been granted.

Please note: after you have clicked ‘verify’, the individual will appear under the structure of the deal as having been verified; this icon will be present to the left of their name. The individual will, however, be found under the ‘Permanent Exceptions’ section of the CDD exceptions register.



Suspicions Register

Introduction

The suspicions register is a platform through which one can form, lodge or resolve potential suspicions regarding suspicious activity or transactions.

Navigation

Different Sections Within the Suspicions Register

You can navigate to the ‘Suspicions Register’ section of the AMLHub desktop through the left-hand sidebar, or by clicking on the tile found on the dashboard. The page will display the following five tabs:

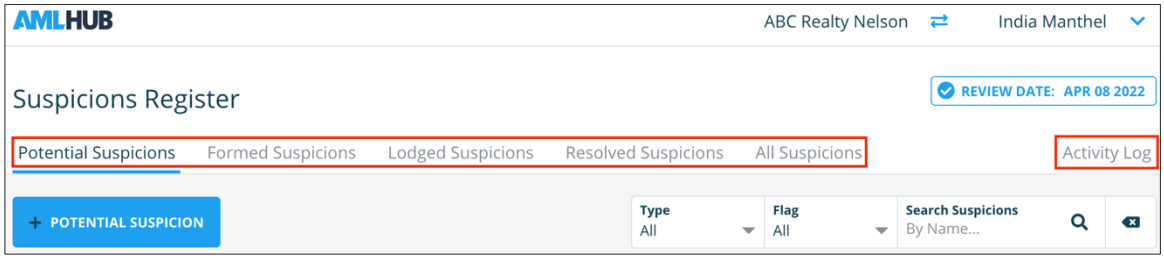
- **Potential Suspicions**
  Activities or transactions that may need to be formed and subsequently lodged, however, are not yet confirmed as being suspicious.

- **Formed Suspicions**
  Activities or transactions that have been confirmed as suspicious. Once a suspicion has been formed, it has 72 hours to be lodged.

- **Lodged Suspicions**
  Suspicions that have been submitted by your branch separately to GoAML and subsequently lodged in the AMLHub afterwards.

- **Resolved Suspicions**
  Activities or transactions that were potential suspicions, but have turned out not to be suspicious.

- **All Suspicions**
  A combined list of all suspicions within the suspicions register.



The suspicions register additionally contains the ‘Activity Log’, which keeps a record of all activity occurring within the suspicions register. You can navigate here by clicking on ‘Activity Log’, adjacent to the five tabs mentioned above.

The review date for the branch's suspicions register can be found in the top right-hand corner of the screen

. To edit this review date, click on this icon.

Issues and/or warnings may appear in the suspicions register of the AMLHub desktop in relation to formed suspicions.

- A warning

will appear if a potential suspicion has been formed and must be lodged in the next 72 hours.

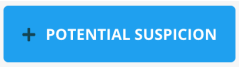
- An issue

will appear if a formed exception has not been lodged following 72 hours of it being formed.

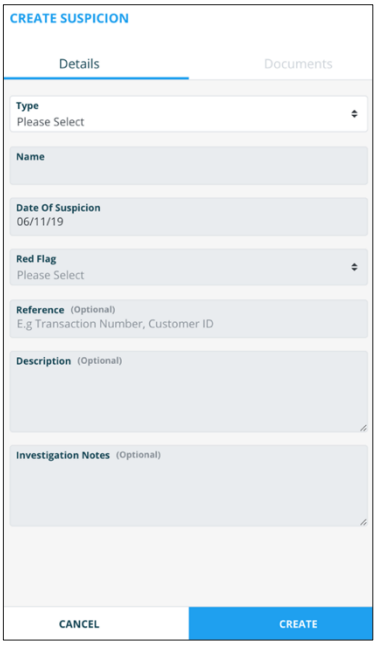
Warnings and issues are displayed in the top right-hand corner of the suspicions register. Clicking on either icon will display the respective messages.

Creating a Potential Suspicion

Creating a potential suspicion can be done through the 'Potential Suspicions' section of the suspicions register.

1. Click on the 

button.
2. The following pop-up window will appear on the right-hand side of the screen.

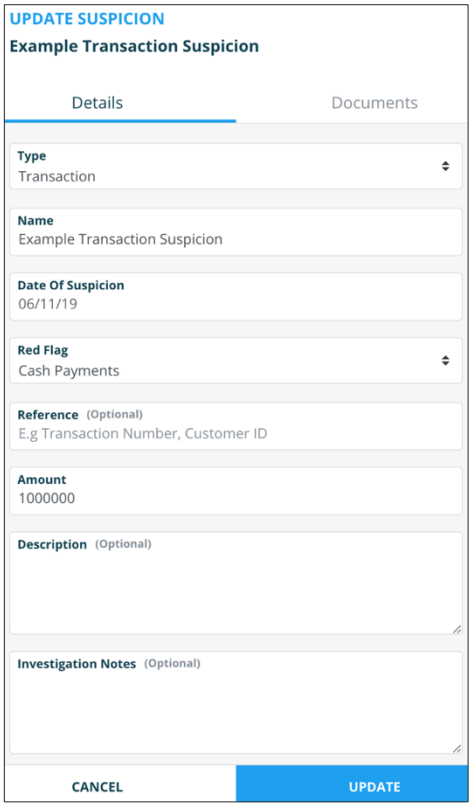


3. Select the type of suspicion.
4. Enter the details of the suspicion.
5. Click ‘create’.
6. A pop-up message will appear to signal the potential suspicion has been successfully created.

Updating Details

Updating the details of a suspicion can be done through any section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘update’.
3. The following pop-up window will appear.



4. Make any necessary changes.
5. Click ‘update’.

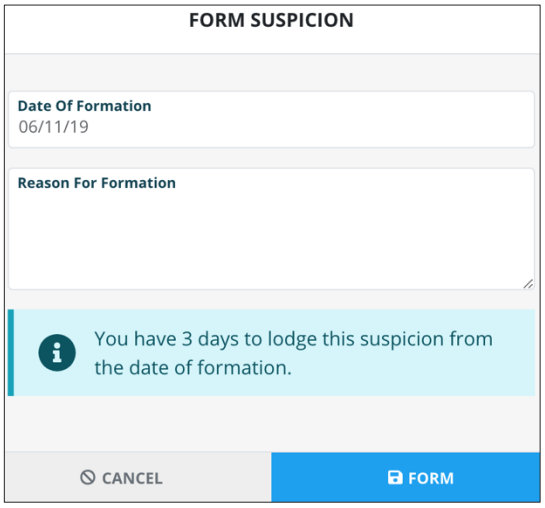
6. A pop-up message will appear to signal that the updates have been saved.

Formed Suspicions

Forming a Potential Suspicion

Forming a potential suspicion can be done through the ‘Potential Suspicions’ section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘form’.
3. The following pop-up window will appear.



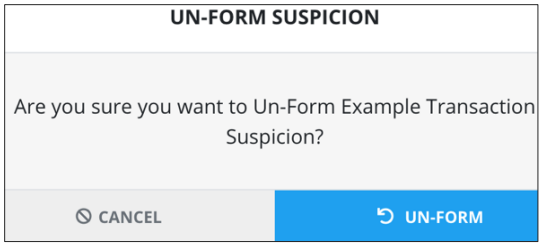
4. Enter the date of formation.
5. Enter the reason for the formation of this potential suspicion.
6. Click ‘form’.
7. The suspicion will now appear under the ‘Formed Suspicions’ section of the suspicions register.

Please note: a formed suspicion must be lodged within 72 hours of first being formed in the AMLHub.

Un-Forming a Formed Suspicion

Un-forming a formed suspicion can be done through the ‘Formed Suspicions’ section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘un-form’.
3. The following pop-up window will appear.



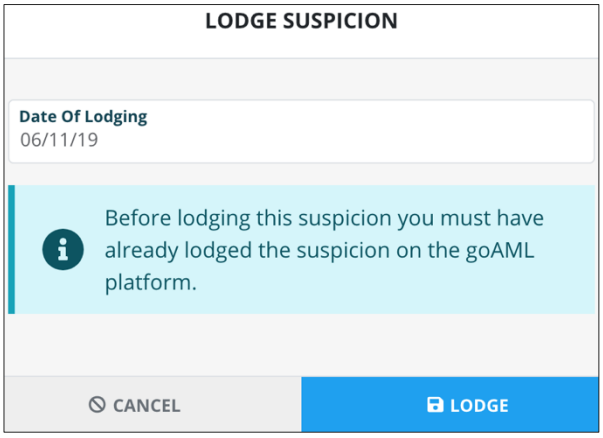
4. Click ‘un-form’.
5. The suspicion will now appear under the ‘Potential Suspicions’ section of the suspicions register.

Lodged Suspicions

Lodging a Formed Suspicion

Lodging a formed suspicion can be done through the ‘Formed Suspicions’ section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘lodge’.
3. The following pop-up window will appear.



4. Click ‘lodge’.

5. The suspicion will now appear under the ‘Lodged Suspicions’ section of the suspicions register.

Please note: a formed suspicion must be lodged within 72 hours of first being formed in the AMLHub.

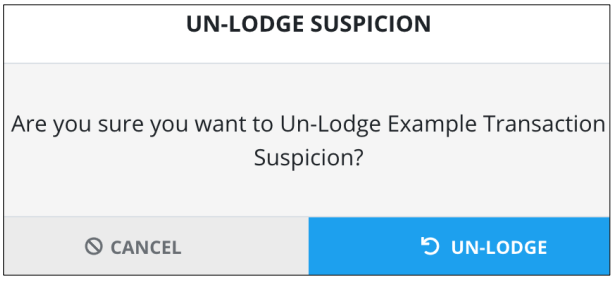
Un-Lodging a Lodged Suspicion

Un-lodging a lodged suspicion can be done through the ‘Lodged Suspicions’ section of the suspicions register.

1. Click on this ••• icon, found under the ‘Actions’ field to the right of the suspicion’s name.

2. Click ‘un-lodge’.

3. The following pop-up window will appear.



4. Click ‘un-lodge’.

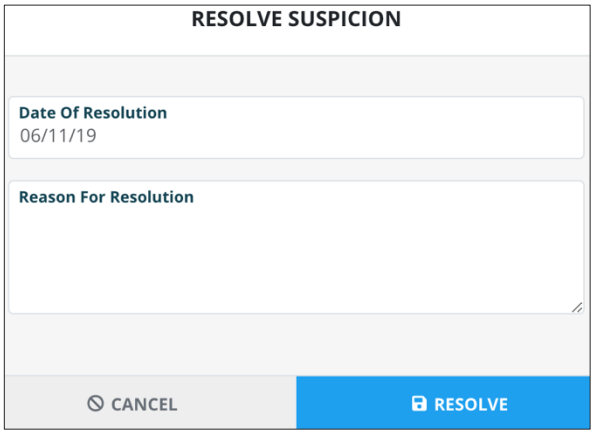
5. The suspicion will now appear under the ‘Formed Suspicions’ section of the suspicions register.

Resolved Suspicions

Resolving a Potential Suspicion

Resolving a potential suspicion can be done through the ‘Potential Suspicions’ section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘resolve’.
3. The following pop-up window will appear.

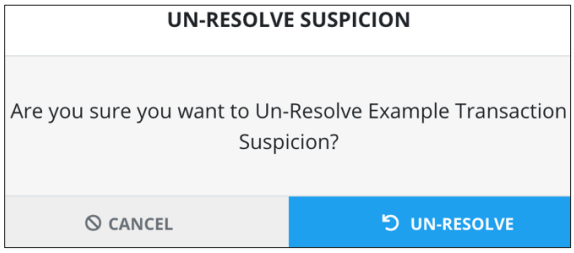


4. Enter the date of resolution.
5. Enter the reason for resolving the potential suspicion.
6. Click ‘resolve’.
7. The suspicion will now appear under the ‘Resolved Suspicions’ section of the suspicions register.

Un-Resolving a Resolved Suspicion

Un-resolving a resolved suspicion can be done through the ‘Resolved Suspicions’ section of the suspicions register.

1. Click on this icon, found under the ‘Actions’ field to the right of the suspicion’s name.
2. Click ‘un-resolve’.
3. The following pop-up window will appear.



4. Click ‘un-resolve’.

5. The suspicion will now appear under the ‘Potential Suspicions’ section of the suspicions register.

AML HUB

Training Register

Introduction

The training register holds a record of AML compliance training assignments associated with a particular branch, as well as the participation status of staff members for these assignments.

Navigation

Different Sections Within the Training Register

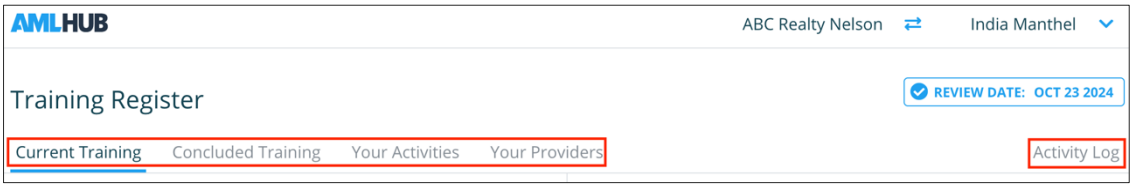
You can navigate to the ‘Training Register’ section of the AMLHub desktop through the left-hand sidebar. You will be directed to the ‘Current Training’ section of the training register, where the page will display the following four tabs:

- **Current Training**
  All staff members added to the training register on the left-hand side of the screen, current training assignments displayed on the right-hand side of the screen.

- **Concluded Training**
  Staff members with completed training assignments displayed on the left-hand side of the screen, concluded training assignments displayed on the right-hand side.

- **Your Activities**
  A list of training assignments created by your branch.

- **Your Providers**
  A list of training providers for your particular branch.



The training register additionally contains the ‘Activity Log’. This keeps a record of all activity within the training register. You can navigate here by clicking on ‘Activity Log’, adjacent to the four tabs mentioned above.

Colours

There are several colours that can be associated with staff members which are indicative of different participation statuses:

- Orange
  No training activities have ever been assigned to the staff member.

- Grey
  No training activities are currently assigned to the staff member.

- Blue
  Training has been allocated to a staff member, however, is not yet complete or overdue. The number inside the square shows the number of training activities allocated to the staff member.

- Green
  Displayed in the 'Concluded Training' section of the training register. Indicates the staff member has completed particular training assignments, where the number inside the square shows the number of training activities completed by the staff member.

- Red
  There are one or more overdue assignment(s) yet to be completed by the staff member.

Viewing a Staff Member's Training

To view any current or overdue training activities assigned to a staff member – under the 'Current Training' section of the training register, click on the icon, found to the right of the individual's name.

Review Date, Issues & Warnings

The review date set for the branch's training register can be found in the top right-hand corner of the screen

. To edit this review date, click on this icon.

Issues and/or warnings may appear in the training register of the AMLHub desktop in relation to training assignments.

- A warning

will appear if a staff member has never been assigned any training activities.

- An issue

will appear if a training assignment has surpassed its due date and is now overdue for an individual(s).

Warnings and issues are displayed in the top right-hand corner of the training register. Clicking on either icon will display the respective details of any outstanding warnings or issues.

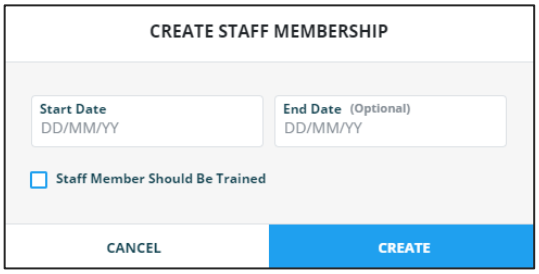
Members of the Training Register

Adding a Staff Member to the Training Register

This can be done either upon the creation of a staff membership or in the training register following the creation of a staff membership.

Upon the creation of their staff membership

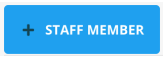
1. Navigate to the 'Users' section of the AMLHub desktop through the left-hand sidebar.
2. Click on the ADD button, found under the 'Staff Member' field adjacent to the user's name.
3. A window will appear, as shown in the image below.



4. Enter the start date of the user; this should be the date the user started with the company. Entering the user's end date is an optional field.
5. Click on the 'Staff Member Should Be Trained' tick box, then select a respective training role for the user. If not selected, the staff member will not be added to the training register.
6. Please note – staff members must be added to the training register, where if they were not added upon creation this can be done through the training register at a later stage.
7. Click 'create'.
8. The staff membership for the user will be created and the staff member will subsequently be added to the training register.

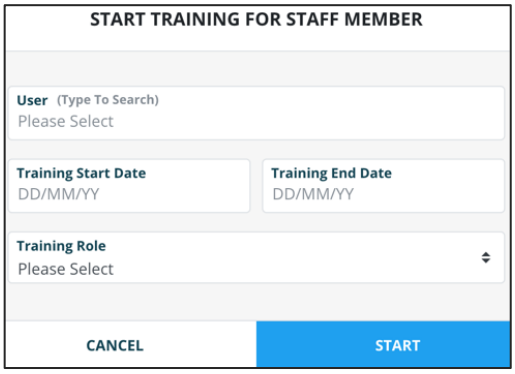
Following the creation of a staff membership

1. Navigate to the 'Training Register' section of the AMLHub desktop through the left-hand sidebar.

2. Under the ‘Current Training’ section of the training register, click the 

button.

3. The following pop-up window will appear.



4. Click on the ‘user’ field to view a drop-down menu of all staff members who were not added to the training register upon the commencement of their staff membership.

5. Select the staff member you would like to add.

6. Enter a training start date, end date and training role (these can be edited later on if need be).

7. Click ‘start’.

8. A pop-up message will appear to signal the addition of a new staff member to the training register.

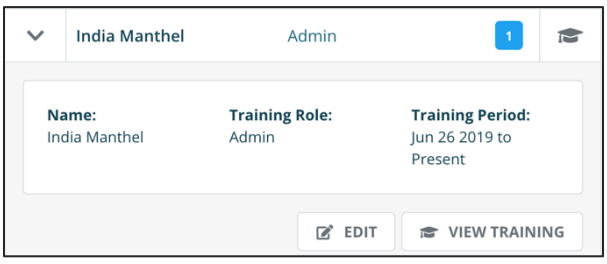
Editing the Details of a Staff Member in the Training Register

Editing the details of a staff member can be done through the ‘Current Training’ section of the training register.

1. Look for the name of the staff member you would like to edit the details of from the list of staff members on the left-hand side of the screen.

2. Click the arrow found to the left of the individual’s name.

3. This will expand the view, showing details for the staff member.



4. Click ‘edit’. A pop-up window will appear, where you are able to edit the training start and end dates for the individual, as well as their training role.
5. Make any desired changes.

6. Click ‘save’.

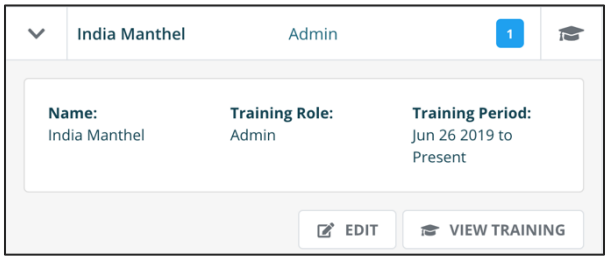
Removing a Staff Member from the Training Register

Removing a staff member from the training register can be done through the ‘Current Training’ section of the training register:

1. Look for the name of the staff member you would like to remove from the list of staff members on the left-hand side of the screen.

2. Click the arrow found to the left of the individual’s name.

3. This will expand the view, showing details for the staff member.



4. Click ‘edit’. A pop-up window will appear, where you are able to edit the training start and end dates for the individual, as well as their training role.

5. Enter the employment end date to any date before the current day.

6. Click ‘save’.

Please note: a staff member will not be removed from the ‘Current Training’ section of the training register if they still have existing training activities assigned to them. You must conclude the staff member’s involvement in any existing training activities if this is the case.

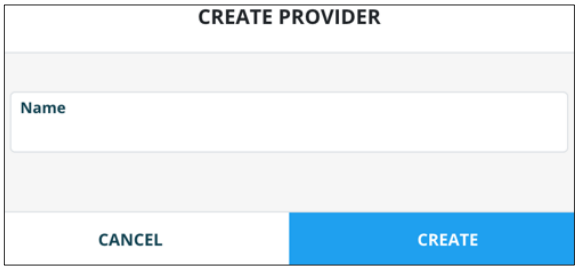
The staff member will still appear under the ‘Concluded Training’ section in order to maintain a record of all staff members (past and present) who have completed training activities.

Training Providers

Adding a New Provider to Your Training Register

Adding a new training activity provider can be done through the ‘Your Providers’ section of the training register.

1. Click on the + PROVIDER button.
2. The following pop-up window will appear.



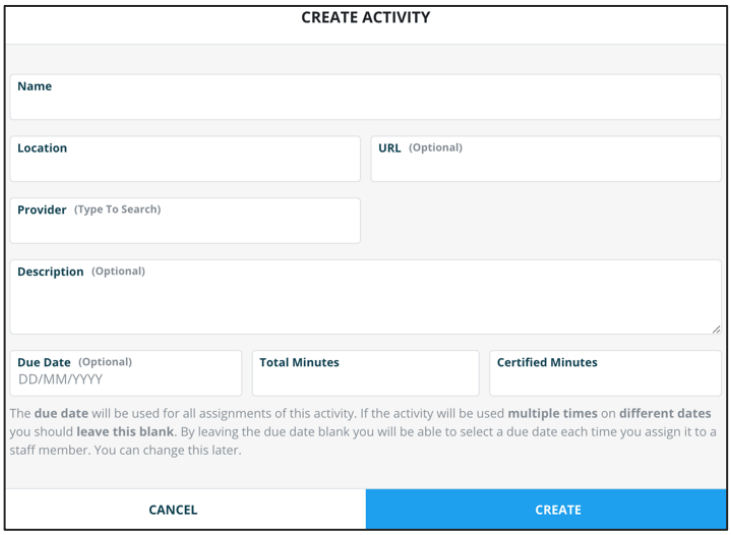
3. Type in the name of the provider.
4. Click ‘create’.
5. A pop-up message will appear to signal the provider has been created.
6. You will now be able to select this provider as the provider of a training activity upon its creation.

Training Activities

Creating a Training Activity

Creating a training activity can be done through the ‘Your Activities’ section of the training register.

1. Click on the + ACTIVITY button.
2. The following pop-up window will appear.



3. Fill in the mandatory fields – name of activity, location, provider, total & certified minutes.
    - If the number of certified minutes equates to none for that particular training activity, type ‘0’ into the ‘certified minutes’ field as opposed to leaving it blank.
    - A URL link may be added if, for example, the training was completed over an online platform or watched as a video.
    - A due date can be entered if the training activity is a non-recurring activity, for example, from a third-party provider.

4. Click ‘create’.

5. A pop-up message will appear to signal the training activity has been created.

You are able to view the details of a training activity by clicking on the arrow found to the left of the name of the activity.

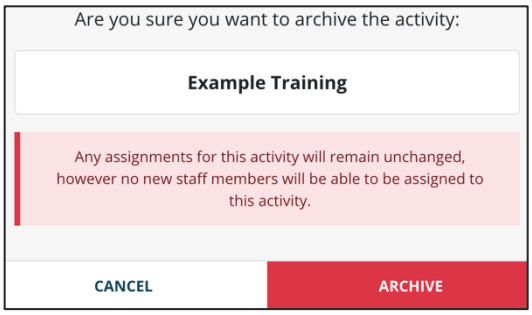
Archiving a Training Activity

Archiving a training activity can be done under the ‘Your Activities’ section of the training register.

1. Find the training activity you would like to archive from those listed.

2. Click on the icon, found under the ‘Actions’ field adjacent to the name of the training activity.

3. The following pop-up window will appear.



4. Click ‘archive’.

5. A pop-up message will appear to signal the training activity has been archived.

Please note: no new staff members can be assigned to this training activity; however, this will not affect any current assignments of this activity to staff members.

Un-Archiving a Training Activity

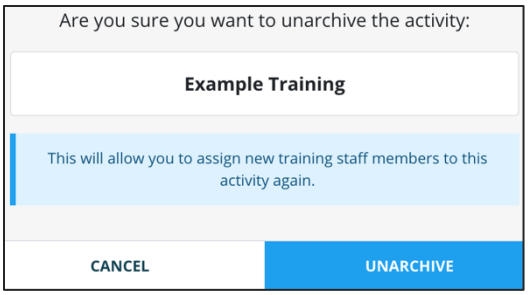
Un-archiving a training activity can be done under the ‘Your Activities’ section of the training register.

1. Bring up a list displaying archived activities by clicking ‘status’ and selecting ‘archived’ from the drop-down menu.

2. Find the training assignment you would like to un-archive from those listed.

3. Click on the ↺ icon, found under the ‘Actions’ section adjacent to the name of the training activity.

4. The following pop-up window will appear.



5. Click ‘unarchive’.

6. A pop-up message will appear to signal the un-archiving of an activity.

Training Assignments

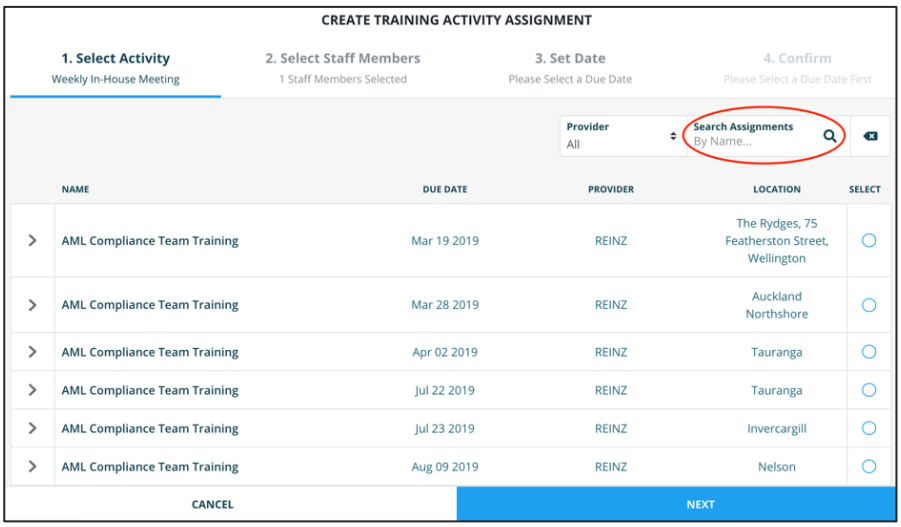
Assigning a Training Activity to Staff Members

Once a training activity has been created under the ‘Your Activities’ section of the training register, it can then be assigned to staff members and subsequently be displayed as a current assignment in the ‘Current Training’ section.

Assigning a training activity to staff members can be done through the ‘Current Training’ section of the training register.

1. Click on the + ASSIGNMENT button.

2. The following pop-up window will appear. Select an activity – you will be provided with a combined list of activities created by AML Solutions and the activities created by your branch. Use the ‘Search Assignments’ tool to navigate through several pages of activities.



3. Click on the name of the training activity you would like to assign staff members to.

4. A list of staff members will appear. Click on the name of each staff member you would like to assign the activity to.

5. Click ‘next’.

6. Enter a due date for the training assignment. If you selected this date from the calendar, you will be taken directly to the next page. If entering manually, click ‘next’ after typing in the due date.

7. The details of the assignment will be displayed, review these details and click ‘create’ if satisfied. If you need to make changes to the assignment before creating it, click ‘back’.

8. A pop-up message will appear to signal the creation of a new training assignment. This assignment will now be displayed under the ‘Current Training’ section of the training register, on the right-hand side of the screen.

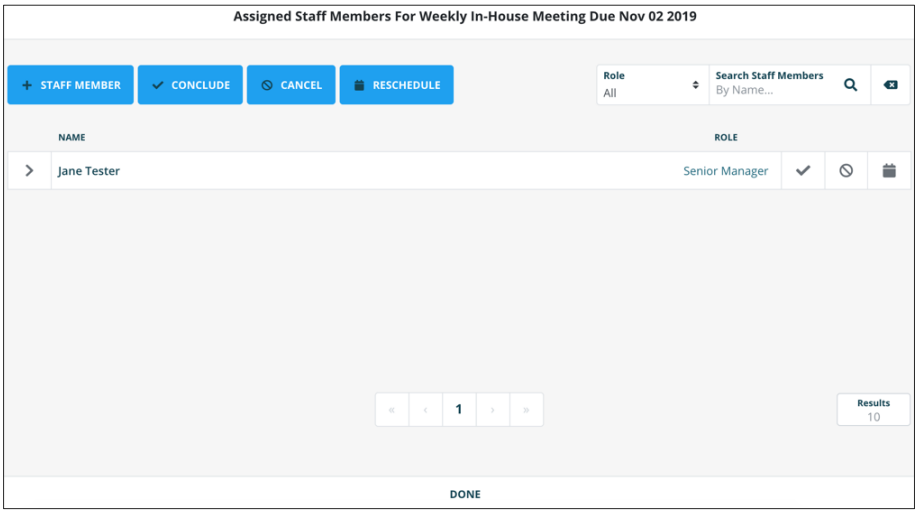
Assigning a Current Training Activity to Additional Staff Members

Once a training activity has been assigned to staff members, you can add additional staff members to an assignment through the ‘Current Training’ section of the training register.

1. Look for the training activity you would like to conclude from the list of current training assignments on the right-hand side of the screen.

2. Click on the icon, found to the right of the name of the training activity.

3. The following pop-up window will appear. Click the + STAFF MEMBER button.



4. Select from the list of staff members the individual(s) you would like to add. You do not need to select the names of already assigned individuals again.

5. Click ‘next’.

6. A details page will appear including the activity name and staff members being added.

7. When satisfied with these changes, click ‘create’.

8. A pop-up message will appear to signal the addition of new staff members to a training assignment.

Concluding Training Assignments

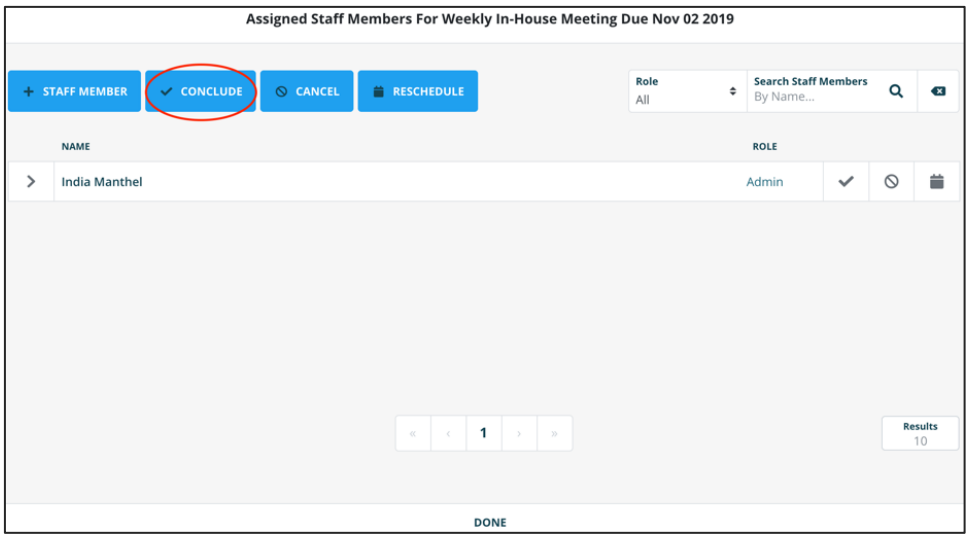
Concluding a Training Assignment for all Assigned Staff Members

A current training assignment can be concluded through the ‘Current Training’ section of the training register.

1. Look for the training assignment you would like to conclude from the list of current assignments on the right-hand side of the screen.

2. Click on the icon, found to the right of the name of the training assignment.

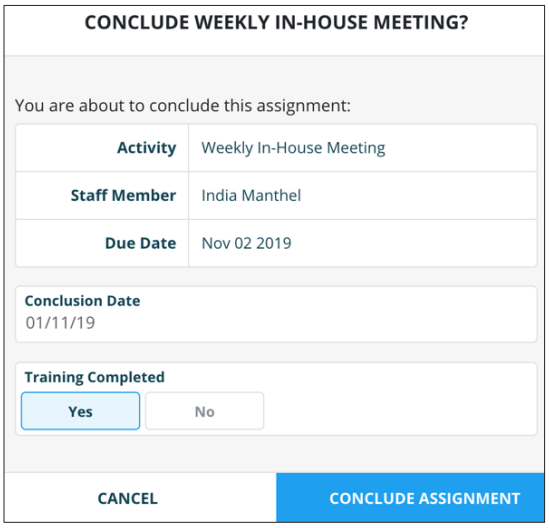
3. The following pop-up window will appear. Click ‘conclude’.



4. All staff members assigned to the training assignment will now be highlighted in blue to signal they will be marked as having completed the training. Deselect any staff members who have not completed/did not attend the training assignment by clicking on their name.

5. Click ‘conclude assignments’.

6. The following pop-up window will appear.



7. Review the displayed details and make changes if necessary.

8. Click ‘conclude assignment’.

9. A pop-up message will appear to signal the conclusion of the training assignment.

10. This assignment can now be found under the ‘Concluded Training’ section of the training register. If all staff members assigned have completed the training assignment, it will no longer be displayed in the ‘Current Training’ section of the training register.

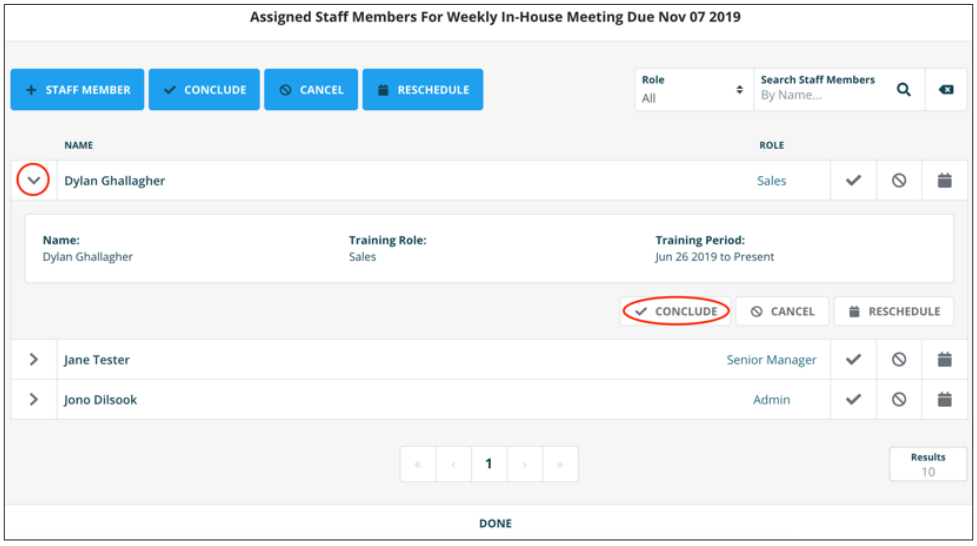
A current training assignment can be concluded for an individual through the ‘Current Training’ section of the training register.

1. Look for the training assignment you would like to conclude from the list of current assignments on the right-hand side of the screen.

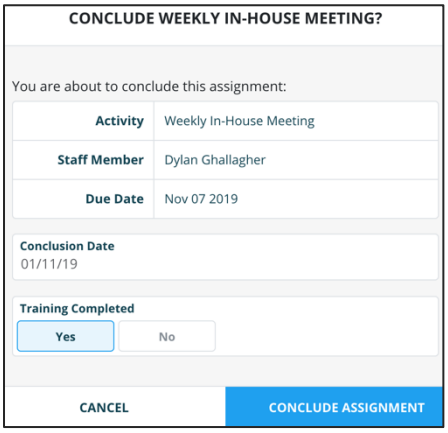
2. Click on the icon, found to the right of the name of the training assignment.

3. The following pop-up window will appear. Look for the name of the individual you would like to conclude the training assignment for and click on the arrow found to the left of their name.

4. Click ‘conclude’.



5. The following pop-up window will appear.



6. Review the displayed details and make changes if necessary.

7. Click ‘conclude assignment’.

8. A pop-up message will appear to signal the conclusion of the training assignment.

9. This assignment can now be found under the ‘Concluded Training’ section of the training register. Because not all staff members assigned have completed the training assignment, it will also still be displayed in the ‘Current Training’ section of the training register.

To view details of the training assignments an individual has completed, navigate to the ‘Concluded Training’ section of the training register and look for the individual’s name from the list of staff members on the left-hand side of the screen. Click on the icon, found to the right of the individual’s name.

Rescheduling Training Assignments

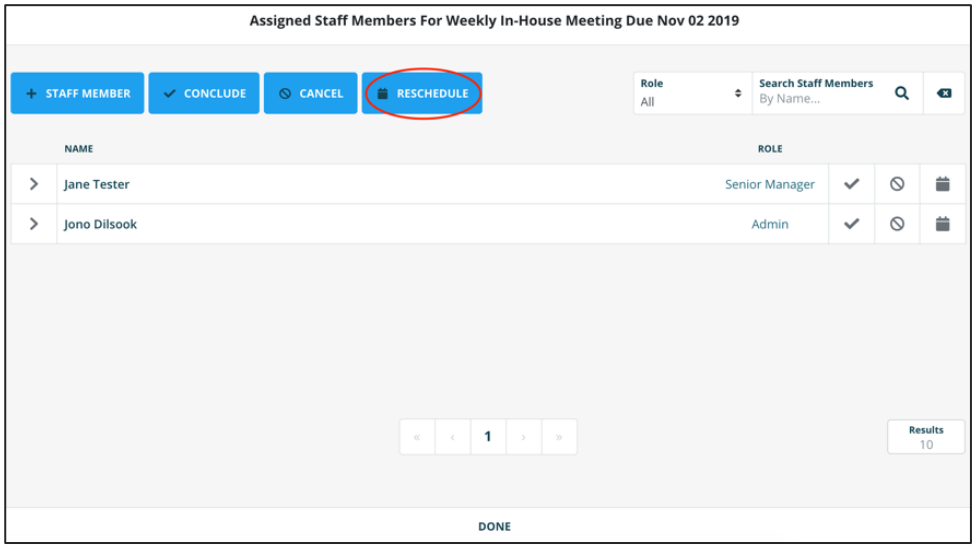
Rescheduling a Training Assignment for all Assigned Staff Members

A current training assignment can be rescheduled through the ‘Current Training’ section of the training register.

1. Look for the training assignment you would like to reschedule from the list of current assignments on the right-hand side of the screen.

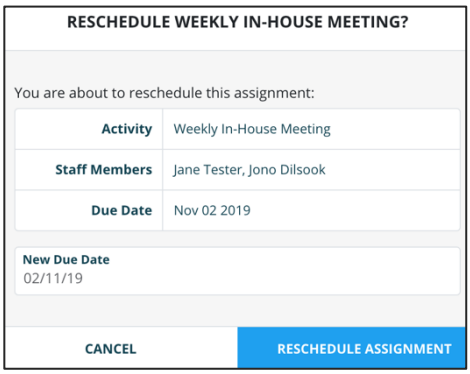
2. Click on the icon, found to the right of the name of the training assignment.

3. The following pop-up window will appear. Click ‘reschedule’.



4. All staff members assigned to the training assignment will now be highlighted in blue to signal they will have their training assignment rescheduled. Deselect any staff members who you do not want this training activity to be rescheduled for.

5. Click ‘reschedule assignments’.
6. The following pop-up window will appear.

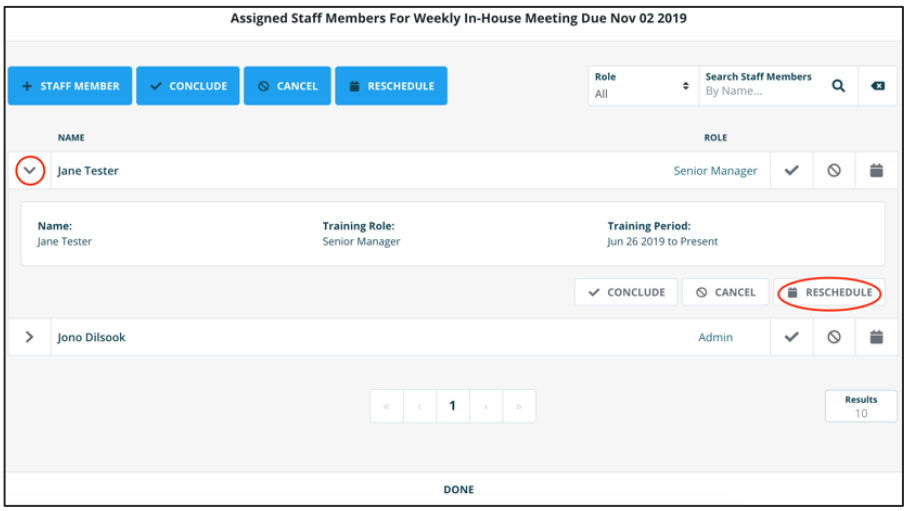


7. Enter the new due date for the training assignment.
8. Review the displayed details and make changes if necessary.
9. Click ‘reschedule assignment’.
10. A pop-up message will appear to signal the rescheduling of the training assignment.
11. This assignment will still be found under the ‘Current Training’ section of the training register.

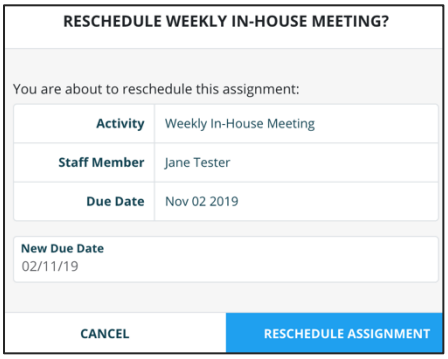
Rescheduling a Training Assignment for an Individual Staff Member

A current training assignment can be rescheduled for an individual through the ‘Current Training’ section of the training register.

1. Look for the training assignment you would like to reschedule from the list of current assignments on the right-hand side of the screen.
2. Click on the icon, found to the right of the name of the training assignment.
3. The following pop-up window will appear. Look for the name of the individual you would like to reschedule the training assignment for and click on the arrow found to the left of their name.
4. Click ‘reschedule’.



5. The following pop-up window will appear.



6. Enter the new due date for the training assignment.
7. Review the displayed details and make changes if necessary.
8. Click ‘reschedule assignment’.
9. A pop-up message will appear to signal the rescheduling of the training assignment.
10. This assignment will still be found under the ‘Current Training’ section of the training register.

Cancelling Training Assignments

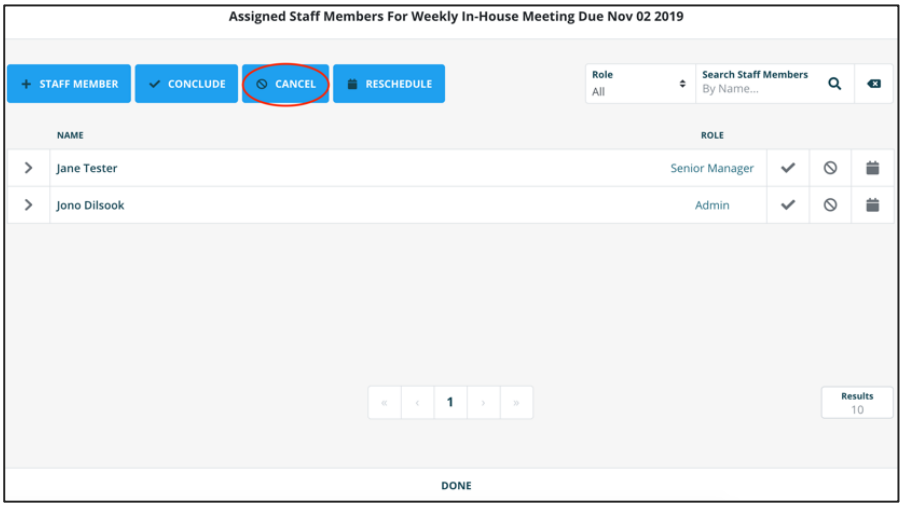
Cancelling a Training Assignment for all Assigned Staff Members

A current training assignment can be cancelled through the ‘Current Training’ section of the training register.

1. Look for the training assignment you would like to reschedule from the list of current assignments on the right-hand side of the screen.

2. Click on the icon, found to the right of the name of the training assignment.

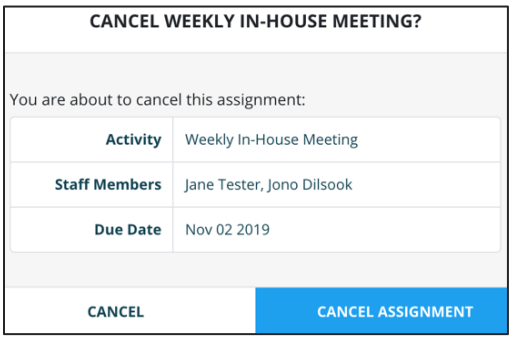
3. The following pop-up window will appear. Click ‘cancel’.



4. All staff members assigned to the training assignment will now be highlighted in blue to signal the training assignment will be cancelled for all of them. Deselect any staff members who you do not want this training assignment to be cancelled for.

5. Click ‘cancel assignments’.

6. The following pop-up window will appear.



7. Review the displayed details and make changes if desired by clicking ‘cancel’.

8. Click ‘cancel assignment’ when satisfied.

9. A pop-up message will appear to signal the cancelling of the training assignment.

10. This assignment will no longer be found under any section of the training register.

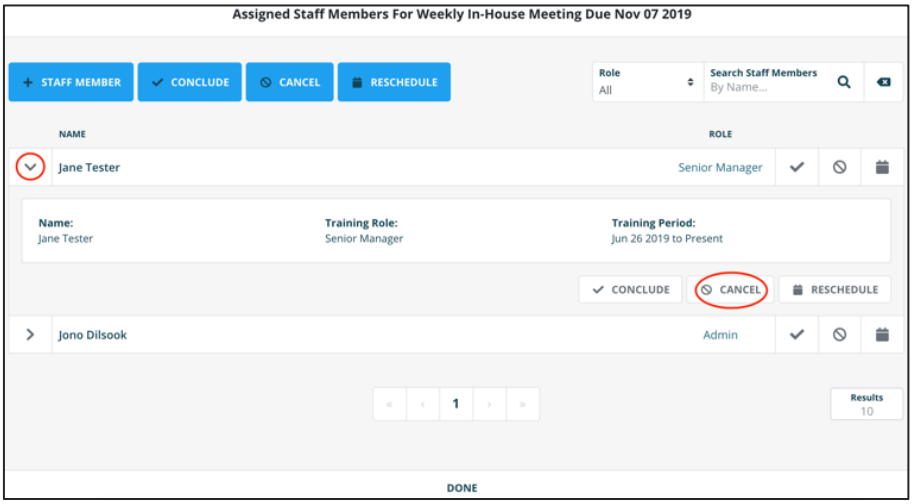
Cancelling a Training Assignment for an Individual Staff Member

1. Look for the training assignment you would like to cancel from the list of current assignments on the right-hand side of the screen.

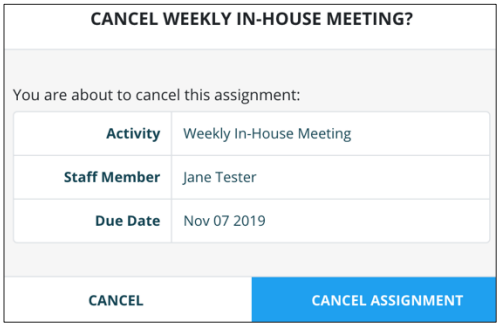
2. Click on the icon, found to the right of the name of the training assignment.

3. The following pop-up window will appear. Look for the name of the individual you would like to cancel the training assignment for and click on the arrow found to the left of their name.

4. Click ‘cancel’.



5. The following pop-up window will appear.



6. Review the displayed details and make changes if desired by clicking ‘cancel’.

7. Click ‘cancel assignment’ when satisfied.

8. A pop-up message will appear to signal the cancelling of the training assignment for the individual.

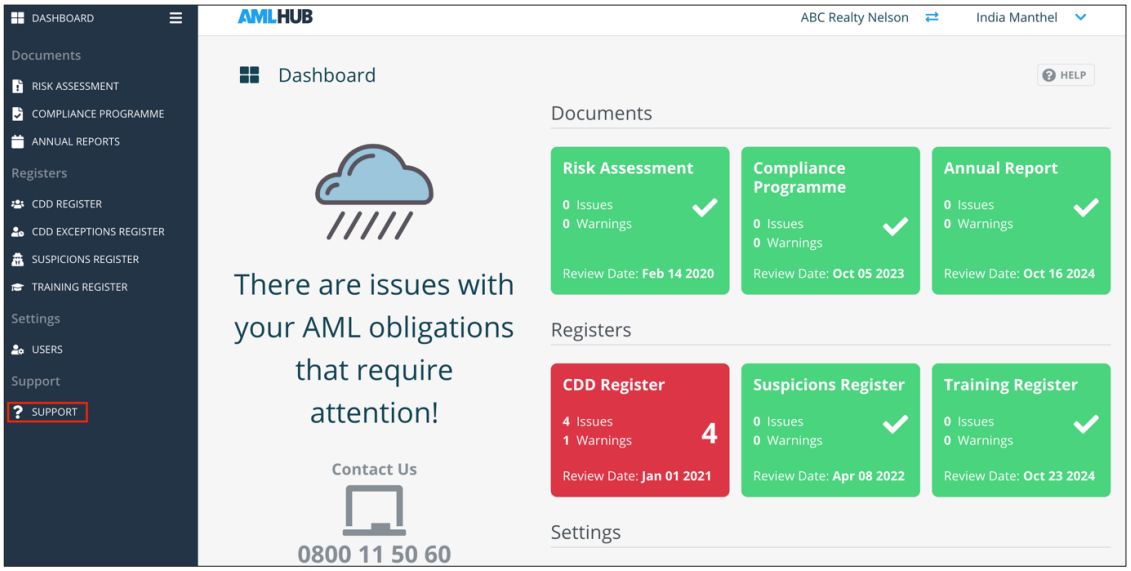
9. This assignment will no longer be found assigned to the individual under any section of the training register.

Further Support

FAQs

If you require further support in regards to utilising various aspects of the AMLHub desktop, please refer to our FAQ page. Our FAQs can be accessed through your branch's dashboard of the AMLHub desktop.

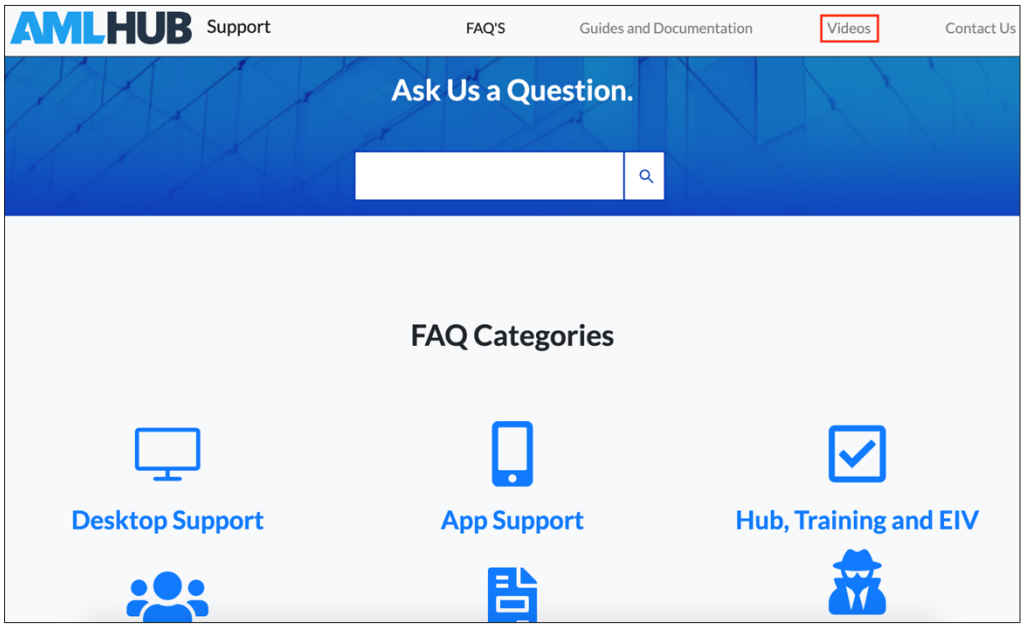
Click on 'support', located in the left-hand sidebar.



Training Videos

You can access training videos also by clicking on 'support' from your branch's dashboard of the AMLHub desktop. Click on the 'videos' tab, found at the top of the screen.

These training videos additionally can be accessed by clicking on the HELP icon, found in the top right-hand corner of some sections of the AMLHub desktop.



AMLHub Technical Helpdesk

If your query is not answered in our FAQs or training videos, please submit an AMLHub technical query by visiting https://amlsolutions.co.nz/amlhub-2/aml-hub-technical-help/.

Alternatively, you can call our AMLHub technical helpdesk on (09) 520 1144.