EUROPEAN ANTI-FRAUD OFFICE
Anti-Fraud Information System (AFIS)

IMS
Irregularity Management System

User Manual 4: How to access IMS

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IMS User Manual
Irregularity Management System

Document Identification

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Summary:	Keywords:
IMS is the application that allows the preparation and submission of irregularity reports to the European Anti-Fraud Office (OLAF). This manual is meant to describe the features of IMS.	Irregularity Management System (IMS)

Number of pages	Number of lines	Host system	Software
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Document History

Ed.	Rev.	Date	Description	Action (*)	Sections
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0.2	1	15/10/2018	Aligned introduction and contact pages, business owner review	C, D, I, R	All

(*) Action: C = Create D = Delete I = Insert R = Replace

Reference Documents

Ref.	Title	Reference	Version	Date
RD1	How to connect to AFIS Portal using Secure Internet connection	How to connect to AFIS Portal using Secure Internet connection	6.0	12/07/2017
RD2	How to connect to AFIS Portal using CCN	How to connect to AFIS Portal using CCN	4.0	14/07/2017
RD3	AFIS Portal User Manual	AFIS-APM-UserManual.docx	6.0	29/01/2018

Table of Contents

About this Manual

The initial IMS-manual which was released in 2016 became too big, therefore it is has been split up into booklets. Each booklet is a manual which will deal with a particular subject.

The following manuals have been created or will be created:
1.   IMS-concepts
2.   IMS-users and their roles
3.   Cases and requests
4.   How to access IMS
5.   Create a case
6.   Update, close, reopen and cancel a case
7.   Amend and anonymise a case
8.   Search
9.   Excel export and import
10. List, view and print
11. Abbreviations and acronyms
All manuals will be published on ALIB (AFIS Library) and CIRCABC.

The manuals are meant as an orientation tool for all IMS-users. They gather information users should be familiar with in order to be able to exploit the IMS-application.

The overall description of the features of IMS, of the way in which users are organised, as well as of the procedures, sequences of steps and tasks implied, intend to improve the ease and efficiency of working with the application.

In its larger part, the manuals contain minute presentations of the functionalities, commands, fields, as well as the way in which users should work with irregularity cases and requests.

In order to make the best use of this manual, please note the following conventions:

This icon indicates warnings, preconditions or instructions that have to be strictly followed. If you see this icon, make sure to read the information written next to it.

This icon is used for temporary limitations of the system. They will be removed from the document in a future version of the system.
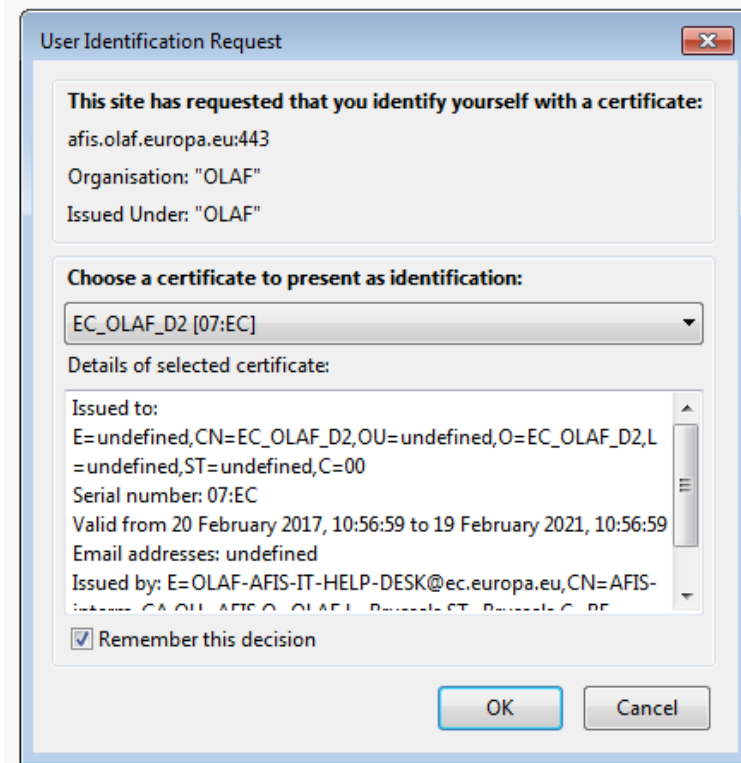
Warning! Very important information, please read carefully.

Tip to improve a working practice

This manual concerns "how to access IMS".

The IMS-manuals are not meant to provide an in-depth-explanation or in-depth-interpretation of the regulations and reporting obligations. The Handbook on Requirements to report irregularities provide such information. You will find the handbook also on ALIB and CIRCABC.

1

User Identification Request

This site has requested that you identify yourself with a certificate:

afis.olaf.europa.eu:443

Organisation: "OLAF"

Issued Under: "OLAF"

Choose a certificate to present as identification:
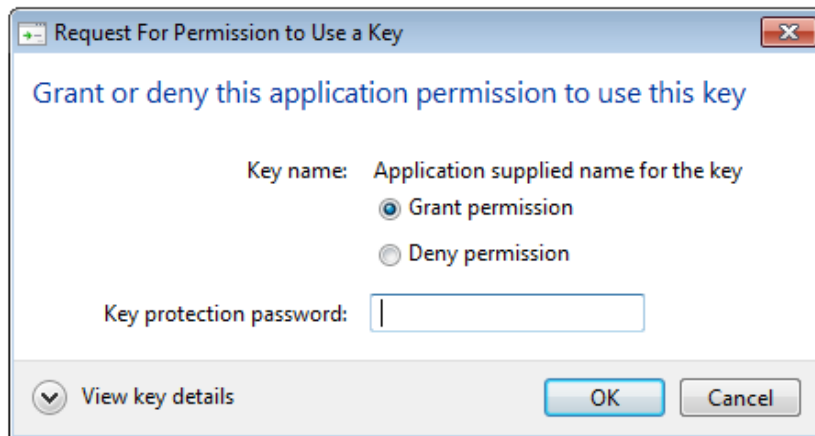
EC_OLAF_D2 [07:EC]

Details of selected certificate:

Issued to:
E=undefined,CN=EC_OLAF_D2,OU=undefined,O=EC_OLAF_D2,L
=undefined,ST=undefined,C=00
Serial number: 07:EC
Valid from 20 February 2017, 10:56:59 to 19 February 2021, 10:56:59
Email addresses: undefined
Issued by: E=OLAF-AFIS-IT-HELP-DESK@ec.europa.eu,CN=AFIS-

☑ Remember this decision

OK   Cancel

2

Request For Permission to Use a Key
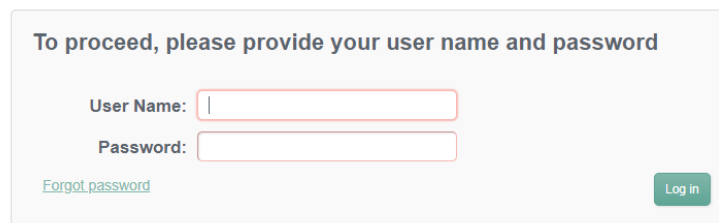
Grant or deny this application permission to use this key

Key name: Application supplied name for the key
              ⦿ Grant permission
              ⦾ Deny permission

Key protection password:

⌄ View key details   OK   Cancel

3

OLAF EUROPEAN ANTI-FRAUD OFFICE   **Anti Fraud Information System**

To proceed, please provide your user name and password

User Name:

Password:

Forgot password   Log in

1. How to Access IMS

1.1 Introduction

IMS is a Web-based application accessible through the AFIS Portal. For more detailed information about accessing the AFIS Portal see the manual "How to connect to AFIS Portal".

Access to IMS can be granted if you are registered in URT (User Registration Tool) as AFIS-user and the competence IMS is included in your profile. IMS-country-officers and IMS-liaison-officers are responsible for the registering of AFIS-users (including IMS-users) and to keep the information up-to-date.

As soon as you are registered as an AFIS/IMS-user, you will receive:
▪ username
▪ password
▪ AFIS-certificate

As soon as the certificate is installed on your computer, you can access IMS via the URL:
https://afis.olaf.europa.eu/

The URL will lead you to a screen with the User Identification Request (see image 1). You tick the tickbox REMEMBER THIS DECISION and click on the button OK.

A new screen will open with the Request for Permission to Use a Key (see image 2). You put your key in and click on the button OK.

Again a new screen will open which will ask you to provide your username and password (image 3). The AFIS-welcome-screen will appear and you will have access to IMS.

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Reset Password

Please enter the mail address associated to your account, we will send you an email containing instructions on how to reset your password.

Email address forgot_password@chaos.ol

Submit   Cancel

1.1.1   Reset password

In case you have forgotten your password, just click on the link FORGOT PASSWORD. A new screen will open which will ask you to provide your email address in order to send you a new password.

Please indicate the email address which was used to register you in URT (User Registration Tool). That email address will normally be your office email address. You will receive a new password which needs to be changed within a few days.

The "reset password" will not work in case you have more than one IMS-account with the same email address. In such case, you need to contact the OLAF-AFIS-IT-Helpdesk. You will find the details of the OLAF-AFIS-IT-Helpdesk at the end of this booklet.
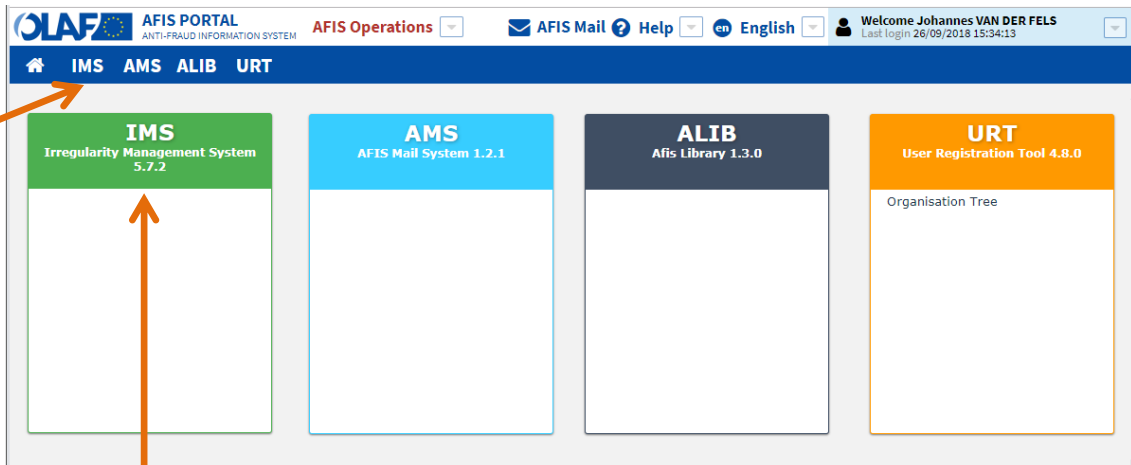
1.2   IMS on AFIS Portal

The AFIS PORTAL HOMEPAGE appears directly after you have logged in. This screen is user specific and depends on your competences and roles.

The manual AFIS PORTAL USER provides a more detailed description of all the constant elements that compose the AFIS portal homepage which is especially interesting for AFIS-users who have also access to customs related modules.

In the example used (see image on the left hand side), the user has access to 4 AFIS-modules:
- IMS   = Irregularity Management System
- AMS = AFIS Mail System
- ALIB = AFIS Library
- URT = User Registration Tool

You will find these 4 AFIS-modules in the blue coloured toolbar.

From the AFIS portal homepage, you can access the IMS homepage by clicking on IMS in the toolbar (1) or by clicking on IMS on the application tab (2).

You will find in the toolbar, on the left hand, the icon of the home page. By clicking on the HOME-icon, you will go back to the AFIS portal homepage, regardless of where you are in the application.

AMS

AFIS Mail System is a secure email system which makes use of AFIS network. It should be used to mail confidential and/or sensitive information such as for instance IMS-data. The manual AMS provides detailed informaton on AMS.

ALIB

AFIS Library is a library via which all kind of relevant information related to the reporting of irregularities is made accessible for the IMS-user. Think for instance at manuals, strings (drop-down-lists, fieldnames, CCI-codes, budgetlines etc), contact details of IMS-country-officers and IMS-liaison-officers and so forth. ALIB is a must for every IMS-user. If you do not have access, please request it via your IMS-liaison-officer or IMS-country-officer. The manual ALIB provides detailed information on ALIB.

URT

User Registration Tool is used to register and manage all AFIS-users including IMS-users. All contact details and competences of the users are registered in URT. Access to URT is normally limited to IMS-country-officers and IMS-liaison-officers, thus the normal IMS-user does not have access to URT. The manual URT provides detailed information on URT.

Please note that if you remain inactive for 30 minutes, you will automatically be logged out of the AFIS portal. You will need to log in again to resume your work. It is important that you save regularly any work that you do in AFIS, including IMS. In this way you ensure that you will not lose your work if you are automatically logged out. Think for instance at the requests that you are drafting.

For more information on automatic log-out, please see the manual AFIS PORTAL USER.
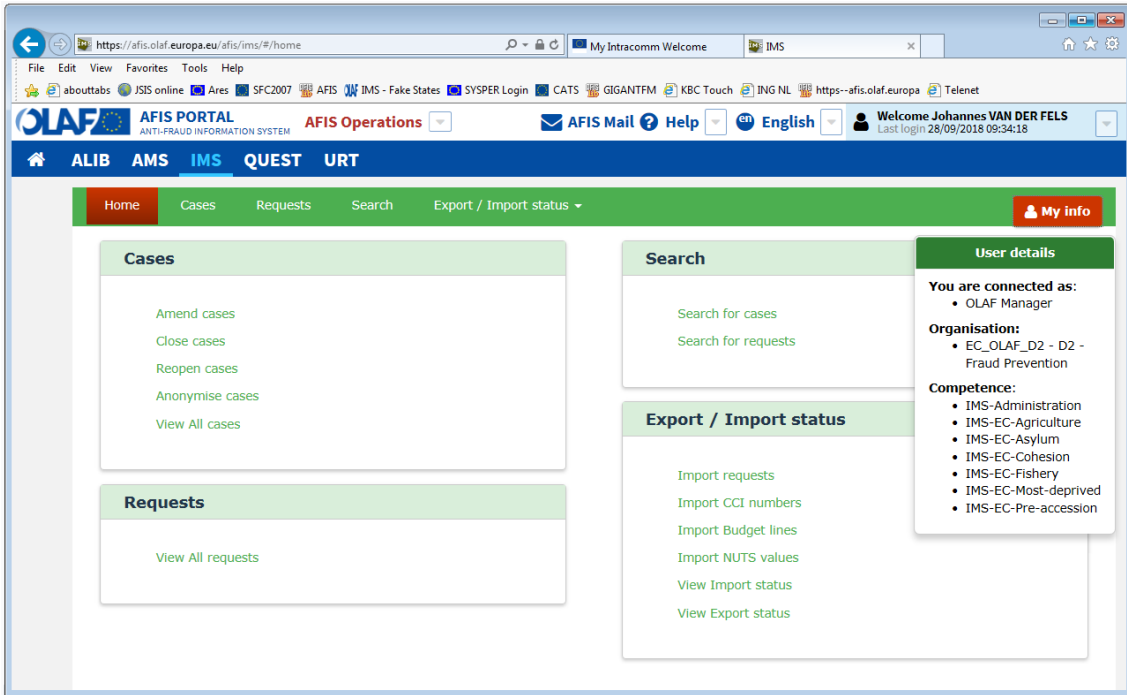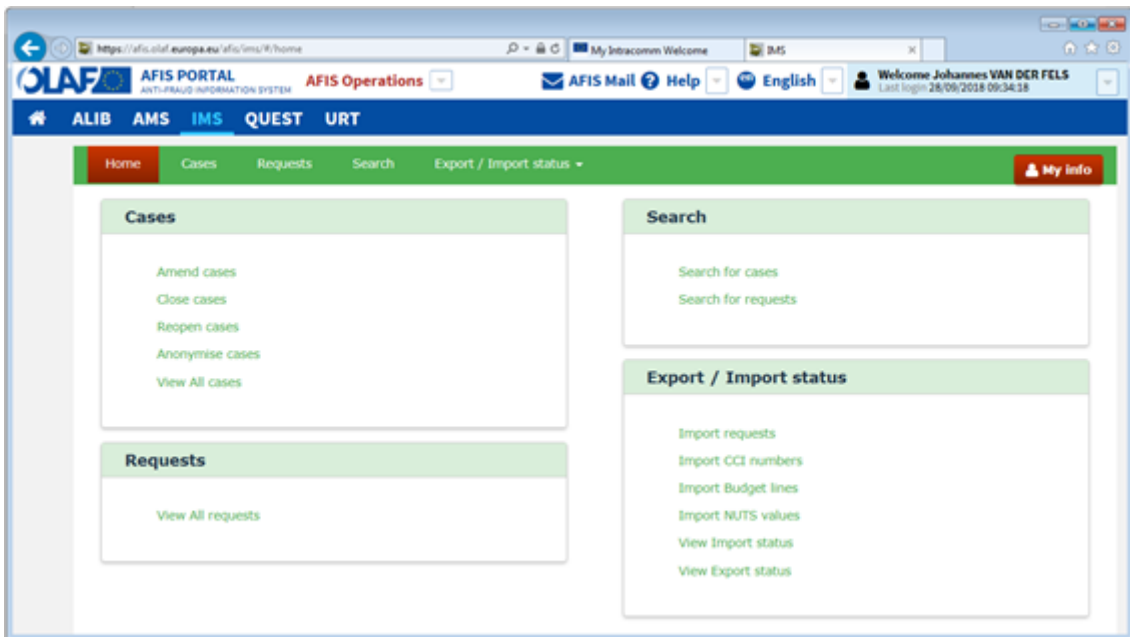
1.3　　IMS Homepage

By clicking on IMS, the IMS homepage opens and you will find, depending on your competences and role, several sections such as

1. Cases
2. Requests
3. Search
4. Export/Import status

You will also find the buttons HOME and MY INFO in the green header at the top of the screen. Both buttons will always be visible and usable.

1.3.1　　Home

If you click on the button HOME, you will always go back to the IMS home page, regardless of where you are in the application.

1.3.2　　My info

If you click on the button MY INFO, you will find your user details. IMS will display the reporting authority to which you belong, your role and competences. In the example, the user is an OLAF-manager.

1.3.3　　Tabs and action menu's

You can access the different IMS-sections by clicking on a
- tab in the toolbar
- hyperlink in one of the action menu's.

The tabs and action menu's provide the same options:

1. Cases
2. Requests
3. Search
4. Export/Import status

Ad 1. Cases
In this menu you will find, based on your role, all the actions related to cases (thus not to requests!). The example concerns an OLAF-manager who can amend, close, reopen, anonymise and view a case. An IMS-user in a country will not have the option to amend or anonymise cases but will have the option to update cases.

Ad. 2. Requests
In this menu you will find, based on your role, all the actions related to requests (thus not to cases!). The example concerns an OLAF-manager who can view a request. An IMS-user in a country has additional options.

Ad 3. Search
Via this menu you can start your search, differentiated into search for cases and search for requests.

Ad 4. Export / Import Status
Via this menu you will find information on the status of your excel export and import requests.

1

2

3

2. My profile

2.1 Introduction

AFIS and IMS provide as service the possibility to fine tune your applications to your personal needs. You can do that in MY PROFILE.

The menu MY PROFILE can be accessed by clicking on your name which you will find at the top of the screen on the right hand side (see image 1).

Just click on your name and a drop-down-list will open. You will find then the following options:
- my profile
- general AFIS privacy statement
- sign out

(see image 2)

Ad general AFIS statement
By clicking on GENERAL AFIS PRIVACY STATEMENT a new screen will open in which you will find the privacy statements made for the different AFIS applications.

The document OLAF DPO-117 is the privacy statement for the reporting of irregularities. In this document information is given related to topics as how data is kept in IMS, who has access to your data and to whom it is disclosed (see also the disclaimer on the last page of this manual).

Ad sign out
By clicking on SIGN OUT, you disconnect from AFIS / IMS.

Ad My profile
By clicking on MY PROFILE you will be able to see your profile and fine tune your profile. You will find on the left hand side
- user info, including a data-protection-disclaimer;
- password management via which you can change your password.

On the right hand side you will find the APPLICATION MENU which provides an overview of all the applications to which you have access (see image 3). The example lists 4 applications (IMS, ALIB, AMS and URT).

By clicking on VIEW DETAILS a new screen will open.

1

2

2.2   My notifications

By clicking on the button VIEW DETAILS, a new screen opens on which you will find the possibility to subscribe or unsubscribe for notifications (see image 1).

The default is that you do NOT receive any notifications. This default was set on request of the majority of the IMS-liaison-officers.

You can opt for receiving an email notification by ticking one or more tick boxes and by pushing the button SAVE, thus also 2 actions:
1. ticking the tick box
2. pushing the button SAVE

In the example, you opted to receive a notification as soon as OLAF amends one of your cases. The tick box CASES AMENDED BY OLAF is ticked which implies that you switched on the automatic email notification.

By ticking the tick box once again you "untick" the box implying that you will not receive any longer an email notification.

In image 2 you will find an example of an email notification which you will receive in your "normal" email box.

The following table provides an overview of all possible email notifications related to IMS:

My notifications	Description	Users that can activate the notification
Cases amended by OLAF	The initial reporting authority (IRA) will be notified when a case is amended by an OLAF manager.	**creator manager country officer**
Draft request(s) created following the change of a Reporting path	The initial reporting authority (IRA) is notified that pending requests are reset to draft following a change of the reporting path. Reset to draft implies that pending requests are returned to the initial reporting authority.	**creator manager country officer**
Requests finalised and ready to be sent	The managers of the initial reporting authority (IRA) receive a notification that requests needs to be checked, approved/rejected and send.	**manager**
Rejected requests	Creators and managers of the initial reporting authority (IRA) will be notified when a request is rejected. It is not relevant on which level (initiating RA, intermediate RA, OLAF) the request has been rejected.	**creator manager country officer**
Requests sent to OLAF	A notification will be received as soon as a request is sent to OLAF (request status becomes 'Sent to OLAF').	**creator manager country officer**
Draft request(s) following the change of an Initiating authority	The new initial reporting authority (IRA) will receive a notification when the ownership of pending requests is changed. These pending requests are reset to draft.	**creator manager country officer**
Requests sent for approval on the reporting path	Managers of the intermediate reporting authority will receive a notification as soon as a request has been received for approval.	**manager country officer**
Requests approved by OLAF	A notification is sent as soon as an OLAF-manager approves an incoming request from a reporting authority (RA) within the Commission.	**Commission Officer**
Requests rejected by OLAF	A notification is sent as soon as an OLAF-manager rejects an incoming request from a reporting authority (RA) within the Commission.	**Commission Officer**
New requests to close cases	A notification is sent to the competent Commission reporting authority as soon as a request to close a case is sent to the Commission.	**Commission Officer**
New requests to close irrecoverable cases	A notification is sent to the competent Commission reporting authority as soon as a request to close an irrecoverable case is sent to the Commission.	**Commission Officer**
Requests sent to OLAF and case marked as dismissed by OLAF	A notification is sent to OLAF-manager when the request concerns a case which is "Dismissed by OLAF".	**OLAF Manager**

If you would like to receive an automatic email notification for an event which is not listed in the table above, please inform OLAF's IMS-team via your IMS-country-officer or IMS-liaison-officer.

3. Support Team Contact Information

Support related to the process of irregularity reporting can be obtained from:
1. Your IMS-country-officer and/or IMS-liaison-officer
2. OLAF's IMS-team
3. OLAF-AFIS-IT-Help-Desk

IMS-team	Address: Rue Joseph II, 30/B-1049 Brussels
	Internet e-mail: OLAF-FBM-IMS@ec.europa.eu
	AMS mailbox: EC-OLAF-IMS

OLAF-AFIS-IT-Help-Desk	Address: Rue Joseph II, 30/B-1049 Brussels
Tel: +32 2 296 27 27	Internet e-mail: OLAF-AFIS-IT-HELP-DESK@ec.europa.eu
	AMS mailbox: EC-OLAF-IT