Malta Enterprise Client Portal

User Manual

1 Contents

2 Scope

The Malta Enterprise Client Portal

3 Objective of this manual

To serve as a guide to Malta Enterprise clients in making use of the services offered by the Corporation on the Malta Enterprise Client Portal.

4 Terminology

The Corporation – Malta Enterprise Corporation

Malta Enterprise Client Portal – the online service offered and managed by Malta Enterprise for its Clients.

Authorised representative of a Business – The legal representative of a Business. The legal representative of a company is the chairman of its board of directors or an executive director of the company or a representative who holds a special position therein and is the officer with the legal power to represent, and enter into binding obligations on behalf of, the entity s/he represents as provided by the company's articles of association.

Personal Account – an account which is owned by a person and which is the result of a registration procedure on the Malta Enterprise Client Portal.

Business Account – an account on the Malta Enterprise Client Portal which is created through an individual's Personal Account for a Business.

Client Portal – Malta Enterprise Client Portal.

5 Methods for managing services through the Client Portal

The system offers various possibilities for a Business to make use of the services provided by the Corporation on its Client Portal. The following is a description of the main methods which can be adopted.

5.1 Scenario 1

Description

The authorised representative of a business, being either a self employed person or an authorised representative of a company/partnership wants to act as the administrator of his/her business account and submit applications on behalf of the same business.

Method

i. The authorised representative registers for a personal account (refer to Section 6.1)
ii. Through his/her personal account the authorised representative sets up a Business Account (refer to Section 6.3)
iii. The authorised representative will automatically be set as a contact person to the Business with the role of Account Administrator (refer to Section 6.3). The Authorised Representative can upgrade his/her role to an 'Authorised Representative' (see section 6.7).
iv. The authorised representative will use his/her personal account to submit an application on behalf of the Business.

Comments

For instances where there is a change in the Authorised Representative of the Business, the new Authorised Representative must register for a personal account (refer to section 6.1). The outgoing Authorised Representative will use the token provided by the incoming Authorised Representative to add the latter as a new contact to the Business with the role of Authorised Representative (refer to procedure in section 6.5). The Incoming Authorised Representative will then be able to access the Business Account through his/her personal account.

The Incoming Authorised representative would then delete the Outgoing Authorised Representative as contact to the Business (refer to section 6.6).

5.2 Scenario 2

Description

A representative of a business (being a self-employed person, an authorised representative of a business or any employee of the business entrusted with the administration of services on the Client Portal, hereinafter referred to as the 'Business Representative') wants to assign the role of business account administrator and the submission of applications for that business to a third party service provider (a person, hereinafter referred to as ‘Service Provider’).

5.2.1 Method 1

i. The Service Provider registers for a personal account (refer to Section 6.1)
ii. The Business Representative registers for a personal account and provides his/her personal token of his/her Service Provider (the personal token is a series of characters marked as ‘My Token on the left-hand side of the Personal Profile Page, refer to Figure 6)
iii. Through his/her personal account the Service Provider sets up a Business Account for the representative of the Business Representative (refer to Section 6.3)
iv. The Service Provider will use the token provided by the Business Representative to add the latter as a new contact under the Business with the role of Authorised Representative (refer to section 6.5). By doing so, the Business Representative can access the Business Account from his/her personal account (refer to Section 6.3)
v. The Service Provider will use his personal account to submit an application for the Business.

Comments

For the Business Representative to retain control on his/her Business Account and the contact persons associated with the Business, it is crucial that the Business Representative sets a personal account and the Service Provider sets the latter as a contact person to the Business with the role of Authorised Representative. If this is not the case, while the Service Provider can still submit applications on behalf of the Business through his/her personal account, the Authorised Representative will not be able to add/delete Service Providers without the manual intervention of Malta Enterprise.

It is the responsibility of the Authorised Representative of any Business to ensure that he/she follows this procedure in order to have control over his/her Business Account.

5.2.2 Method 2 (preferred method)

i. The Business Representative registers for a personal account (refer to Section 6.1)
ii. Through his/her personal account the Business Representative sets up a Business Account for his/her Business (refer to Section 6.3). Automatically the Business Representative is set as a contact person to the Business with the role of ‘Account Administrator’
iii. The Business Representative will have the option to upgrade his/her role as ‘Authorised Representative’ (see Section 6.7). This will ensure that the Service Provider to be added as contact in the subsequent steps will not be able to delete the Business Representative from contact to the Business, but on the other hand the latter will be able to delete the Service Provider as contact to the Business.
iv. The Service Provider registers for a personal account (refer to Section 6.1)

v. The Service Provider provides his/her personal token to the Business Representative (as per procedure in section 6.5).

vi. The Business Representative uses the token provided by the Service Provider to add him/her as a new contact to his/her Business and assign the role of Account Administrator (refer to Section 6.5)

vii. Through his/her personal account, the Service Provider will have access to the Business Account and submit applications for the Business.

Comments:

By following this method, the Business Representative will have control over his/her Business Account in all instances. The Business Representative can, at any time, add or delete contacts to the Business.

5.3 Scenario 3

Description

The Business Representative wants to assign the submission of a particular application for the Business to a third party business acting as a service provider (hereinafter referred to as the 'Secondary Business').

Method

i. The Business Representative of a business (hereinafter referred to as 'the Primary Business') registers for a personal account (refer to Section 6.1)

ii. Through his/her personal account the Business Representative sets up a Business Account for the Primary Business (refer to Section 6.3)

iii. A Business Representative from the Secondary Business registers for a personal account, followed by setting a Business Account for the Secondary Business (sections 6.2 and 6.3 respectively).

iv. The representative of the Secondary Business provides the Business Token of the Secondary Business to the representative of the Primary Business (see section 6.8).

v. The representative of the Primary Business will add the Business token belonging to the Secondary Business to assign the management of a particular application (hereinafter 'the Application') by following the method illustrated in section 6.8.

vi. Any Business Representative from the Secondary Business added as contact to the latter business (as per procedure in Section 6.5) will have access to the Application but not to the Business Account or contacts of the Primary Business.

Comments

By using this method a Primary Business will limit the remit of the Service Provider (Secondary Business) to administer a particular application. This method will enable the Primary Business to allocate the administration of its applications without having to add contacts as Service Providers. This method will also allow the use of multiple Service Providers, with each of these Service Providers having access only to that particular application as assigned by the Primary Business.

6 Step by step procedures

6.1 Creation of personal account for access to the ME Client Portal

Objective:	Setting up a personal account for access to the ME Client Portal, using a personal e-mail address selected by the user (login e-mail address) and a password which is provided by the Corporation via e-mail sent to the login e-mail address.
Step 6.11	Using a browser, access the ME Portal login/registration page via the following URL: http://clientportal.maltaenterprise.com/login (refer to Figure 1).
Step 6.12	For first-time users, press the **Register** button. This will lead you to the Registration page (refer to Figure 2).
Step 6.13	Enter your First Name, Last Name mobile number and an e-mail address which will be used as your login e-mail address.
Step 6.14	For security reasons, type in the automatically generated security characters shown in the grey text box and complete your registration by pressing the **Register** button.

Figure 1: Login Page

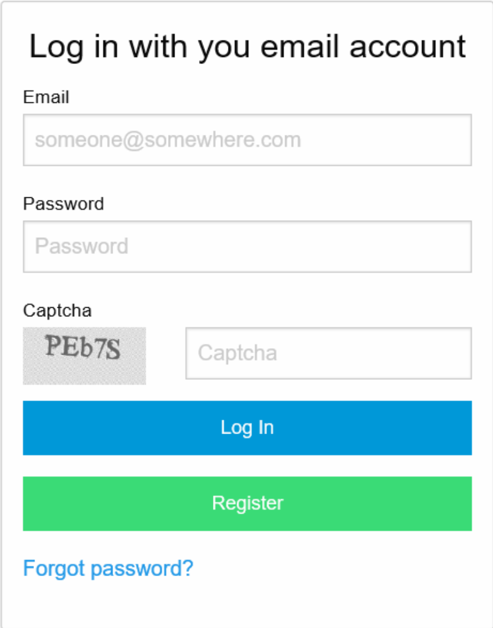
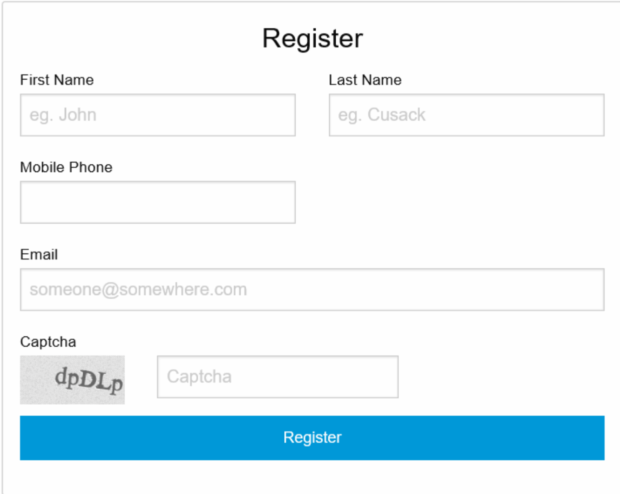


Figure 2: Registration Page



Step 6.15 You will be prompted by a temporary message confirming that an e-mail message has been sent to your login e-mail address.

Step 6.16 You will receive an e-mail from Client Portal [noreply@maltaenterprise.com] (refer to Figure 3). Follow the instructions in this message and activate your account by clicking on the link provided.

Figure 3: Email message with account activation link

From: Client Portal [mailto:noreply@maltaenterprise.com]
Sent: 09 February 2017 12:12
To: xxxxxxxx
Subject: ME Client Portal - Activation

MALTAENTERPRISE

Dear xxxxxxxx,

You have registered for a ME Client Portal.

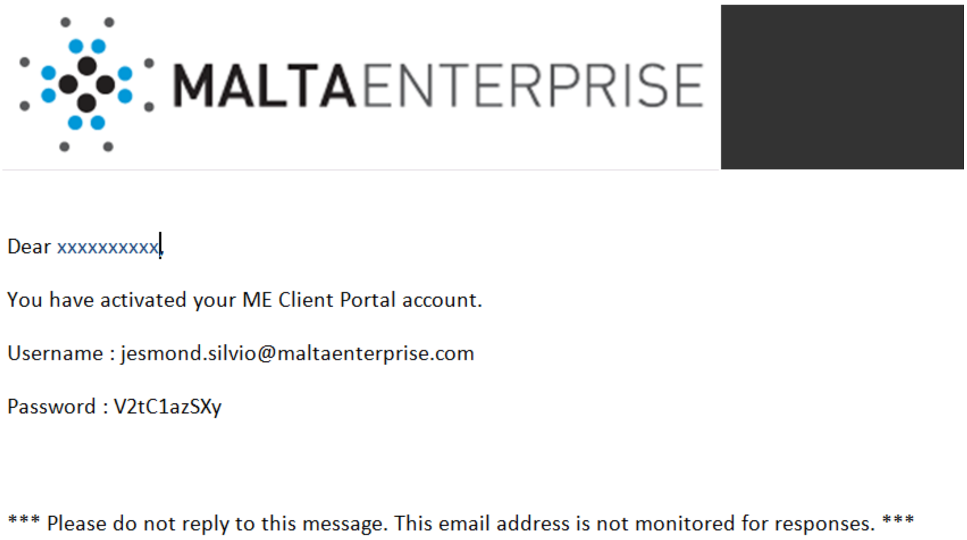
Simply click here or copy and paste the link below into your browser to activate.

http://clientportal.maltaenterprise.com/activation/xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

*** Please do not reply to this message. This email address is not monitored for responses. ***

Step 6.17 This action will lead you to the login page on your browser (refer to Figure 1). A second e-mail from Client Portal [noreply@maltaenterprise.com] sent to your login e-mail address will provide you with a password (refer to Figure 4). Copy the password provided and paste in the password field on the login page on your browser. Press the Login button. This action will lead you to your Personal Account Page (refer to Figure 6).

Figure 4: Email message with automatically generated password


Dear xxxxxxxxxx

You have activated your ME Client Portal account.

Username : jesmond.silvio@maltaenterprise.com

Password : V2tC1azSXy

*** Please do not reply to this message. This email address is not monitored for responses. ***

Step 6.18 Complete your personal details by entering the following information:

- ID card number (should start with zero, followed by 6 number digits, followed by a capital letter
- Mobile number
- Nationality
- Telephone numbers
- Your address.

Note: Each Personal Account will have a Personal Token, which is presented as ‘My Token’ on the left-hand side of the Personal Profile page (see Figure 6 and Figure 6). The Personal Token is a unique series of characters and is used as a unique identification code for the Personal Account holder.

Figure 5: Personal Token

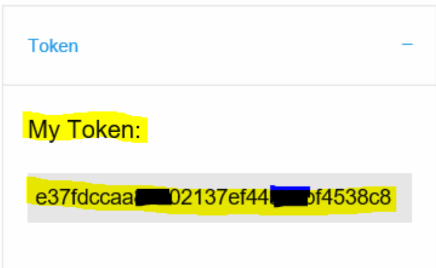
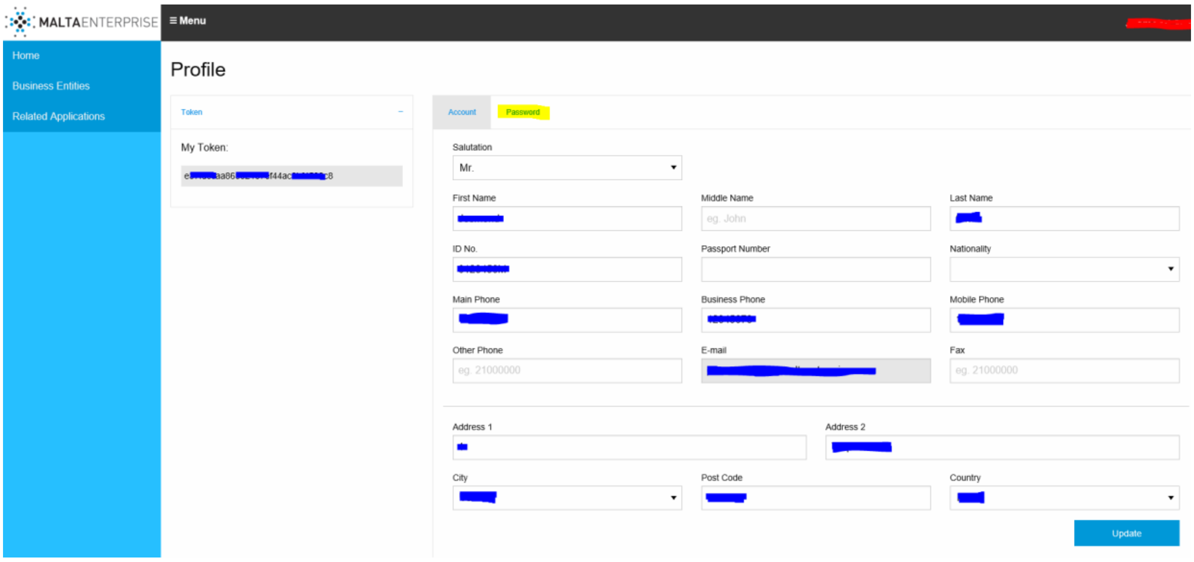
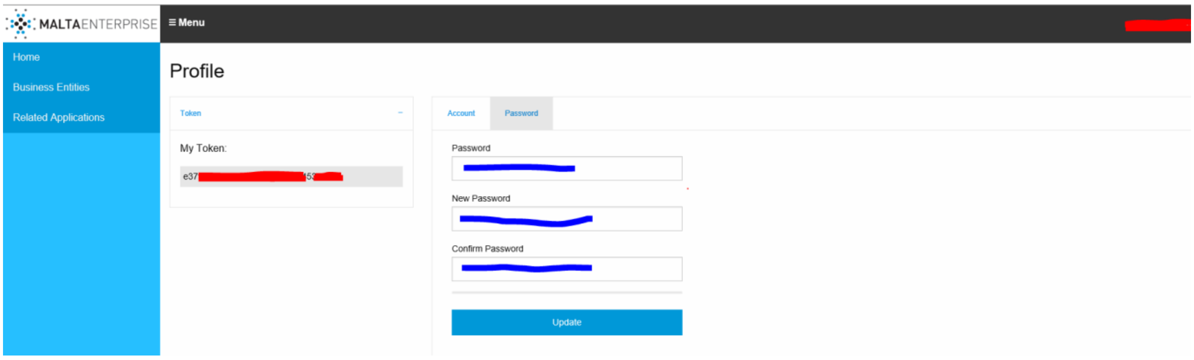


Figure 6: Personal profile page



Step 6.19 For security reasons, it is recommended that you change your password. Select the Password menu option at the top of the page (shown highlighted in Figure 6). Enter your current password, followed by your new password, confirm your new password by re-entry (refer to Figure 7).

Figure 7: Page for changing password



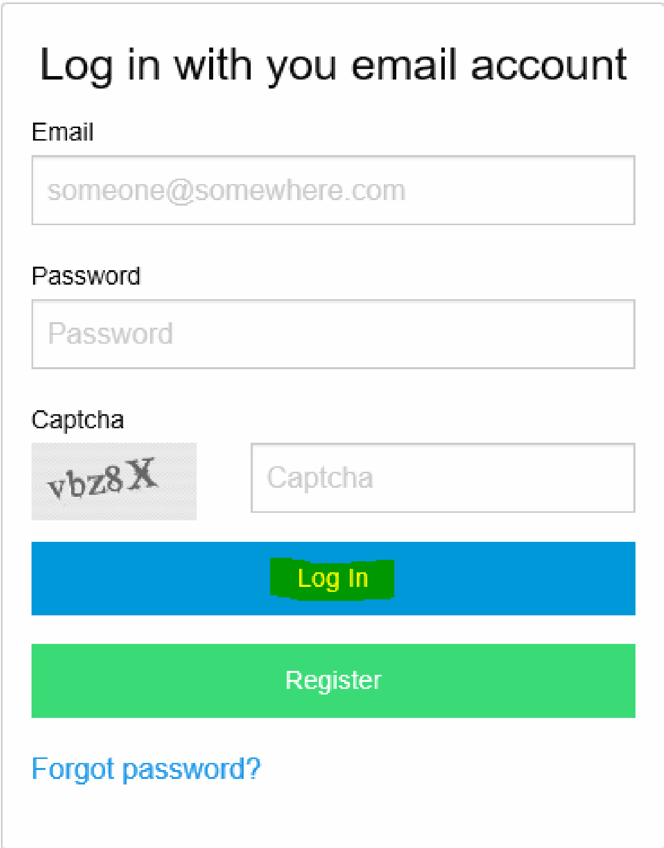
Step 6.110 Press the Update button. This action will update your personal account details on our server. You can login to your account with your login e-mail address and updated password anytime you want using the URL http://clientportal.maltaenterprise.com/login on your browser by following the steps in section 6.2.

6.2 Login to your Personal Account using the login email address and password

Objective: Using your login e-mail address and password, you can access your personal account on the ME Client Portal.

Step 6.21 Using a browser, access the ME Portal login page via the following URL: http://clientportal.maltaenterprise.com/login (refer to Figure 8).

Figure 8: Login page



Step 6.22 Enter your login e-mail address

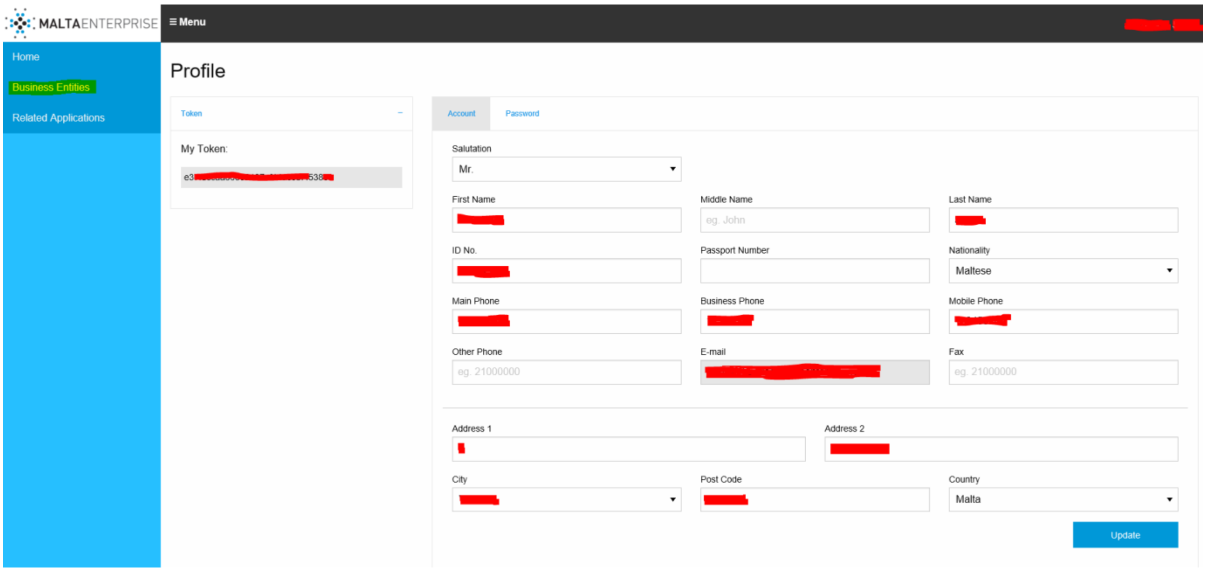
Step 6.23 Enter your password

Step 6.24 Press the Login button.

6.3 Register a Business in the Client Portal

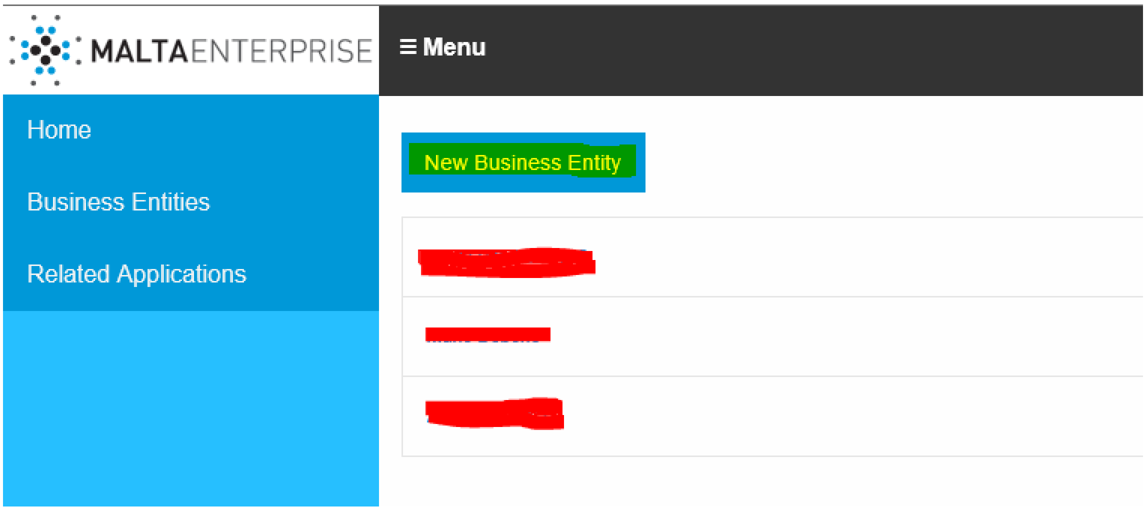
Objective:	Using your personal account, you can register one or more Businesses in the ME Client Portal. On behalf of any of the registered Businesses, you can make use of the services made available by Malta Enterprise via the ME Client Portal.
Step 6.31	Login to your personal account on the ME Client Portal by following the steps in section 6.2. This will lead you to your personal profile page (refer to Figure 9).

Figure 9: Personal profile page



Step 6.32	From the vertical menu bar on the left-hand side of your screen, select Business Entities (shown highlighted in Figure 9).
Step 6.33	Press the New Business Entity button (shown highlighted in Figure 10). This will lead you to the Add Business page (refer to Figure 12).

Figure 10



Step 6.34 Enter the information in each respective field as shown in Table 2. Entry of fields marked with the asterisk sign is mandatory.

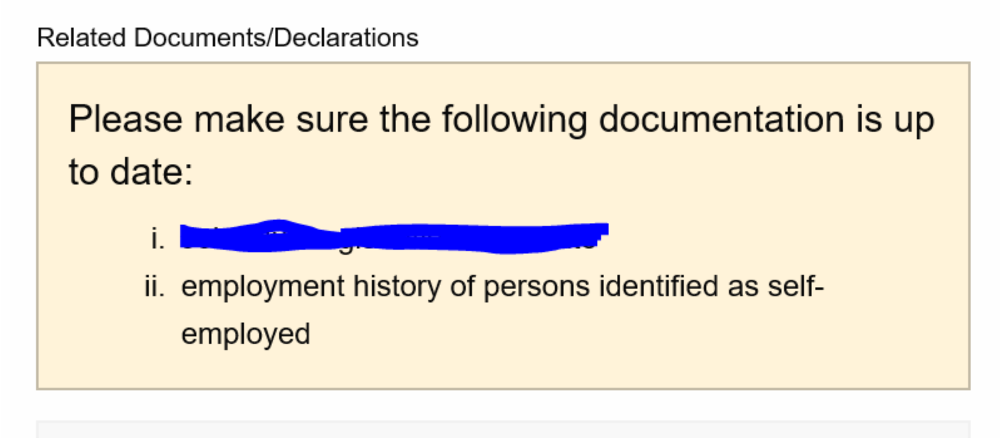
Step 6.35 According to the type of business selected, the system will prompt you with a message box to upload certain type of documents (refer to Table 1). Take note of the type of documents being requested and upload as per procedure in section 6.4. The following documentation will be requested for each type of business:

Table 1

Type of Business	Documentation required for upload
Self employed	No documentation required
Registered Company or Registered Partnership	No documentation required
Unregistered Partnership	Deed for partnership
Cooperative	Cooperative statute.

All documentation being requested should be uploaded prior to pressing the Submit button at the end of the process.

Figure 11: Message to upload documentation in Business Registration page



Step 6.36

After all mandatory fields are filled in and required documentation is uploaded, press the Submit button. In case of missing mandatory information, the system will prompt you with an error message and mark the missing fields in red. Business registration will not take place until such errors are resolved. Upon submission, the system will save the Business details on the Corporation's server. Successful completion of this procedure will be confirmed by prompting the user with the following message: "*Form submitted successfully*".

Step 6.37

The personal account holder will automatically be set as a contact person to the Business with the role of 'Account Administrator'. The personal account holder will have the option to change his/her role by following the procedure in section 6.7.

Table 2

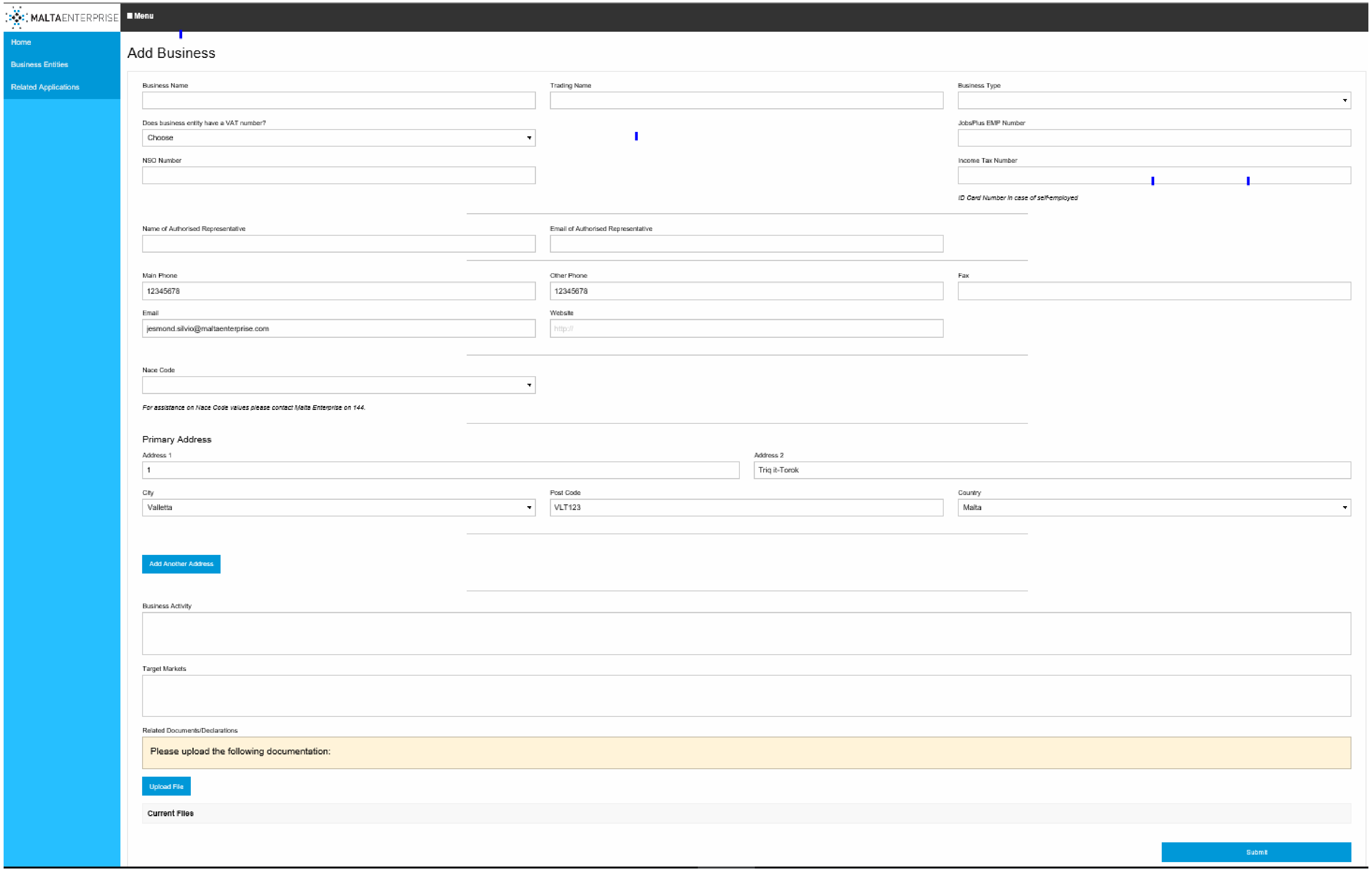
Field	Format	Comments
Business Name	Free text	Enter the official name of the business. For registered company or partnership, enter the name as registered with the Malta Financial Services Authority. For a self-employed, enter the name and surname of the self-employed person as registered with Jobsplus. In the case of unregistered partnership, enter the name of the partnership as shown in the partnership agreement. The Business Name entered in this field will show on any Incentive Entitlement Certificate issued by the Corporation.
Salutation		This field is applicable to businesses operating as self-employed and refers to the self-employed person. The value entered in this field will show on any Incentive Entitlement Certificate issued by the Corporation.
Trading Name		Enter any trading name under which the Business operates, particularly applicable to self-employed.

Field	Format	Comments
Business Type		Select the business type from the following options: Registered Company, Self-Employed, Registered Partnership, Unregistered Partnership, Co-operative. Note that selecting Organisations, Individuals or Government Entities will not allow any submission of Microinvest application as these type of businesses are not eligible for any assistance under the Microinvest scheme.
Does the Business Entity have a VAT number?	Yes/no	Confirm whether the Business is registered with the VAT department and therefore is in possession of a VAT number starting with the 'MT' prefix. If so, then answer yes.
VAT Number	An eight digit number which may be preceded with an 'MT' prefix	If the Business is registered under Article 10, then enter the VAT number starting with the 'MT' prefix. Otherwise, enter the VAT number without the 'MT' prefix.
Jobsplus Number		Enter the Jobsplus number as assigned to the business.
Income Tax Number		Enter the Income Tax number of the Business
Name of Authorised Representative	Free text	The name and surname of the individual vested with the legal representation of the Business. The Authorised Representative is the legal representative of a Business. The legal representative of a company is its chairman of its board of directors or an executive director of the company or a representative who holds a special position therein and is the officer with the legal power to represent, and enter into binding obligations on behalf of, the entity s/he represents as provided by the company's articles of association. The Authorised Representative will be signing any required declarations on behalf of the Business.
Email of Authorised Representative		The personal e-mail address of the Authorised Representative will be used to send notifications to the latter. The Authorised Representative is the legal representative of a Business. The legal representative of a company is its chairman of its board of directors or an executive director of the company or a representative who holds a special position therein and is the officer with the legal power to represent, and enter into binding obligations on behalf of, the entity s/he represents as provided by the company's articles of association.
Main phone		Enter the general telephone number of the Business
Other phone		Enter a second telephone number for the Business, if applicable
Fax		Enter any fax number of the Business, if applicable
Email		Enter the general email address of the Business
Website		Enter the address of the website of the business, where applicable

Field	Format	Comments
NACE Code	Select from list	Select the NACE code which corresponds to the prevailing activity of the Business. This should correspond to the primary NACE code as assigned by the National Statistics Office. Instead of a 4-digit NACE code, users may enter the NACE code section corresponding to the Business primary activity. The Corporation will update this value with the official primary NACE code of the Business following submission of Business information.
Address line 1[1]	Free text	Enter the details of the official address for the Business as registered with MFSA , Jobsplus or as specified in the partnership agreement.
Address line 2[1]		
City[1]	List of localities	Select the locality of the Business address
Post Code[1]	Free text	Enter the postcode of the Business
Country[1]	List of countries	Choose between Malta and Gozo
Add another address	Press button	If, in addition to the Primary Address referred to above, the Business operates from additional addresses, then pressing this button allows the entry of additional addresses.
Business Activity	Free text	Enter a description of the prevailing activity of the Business
Target Markets	Free text	Enter the target markets in which the Business operates.
Related Documents / Declarations	Text Box message	This text box will show the type of documentation which will be required to be uploaded. The type of documents will depend on the type of Business. Documents will be uploaded as per procedure in Section 4. Prior to submission of any applications on behalf of the Business via this Portal, all documentation being requested should be uploaded.

[1] This address will be referred to as the 'Primary Address' of the Business.

Figure 12: Business Registration Page

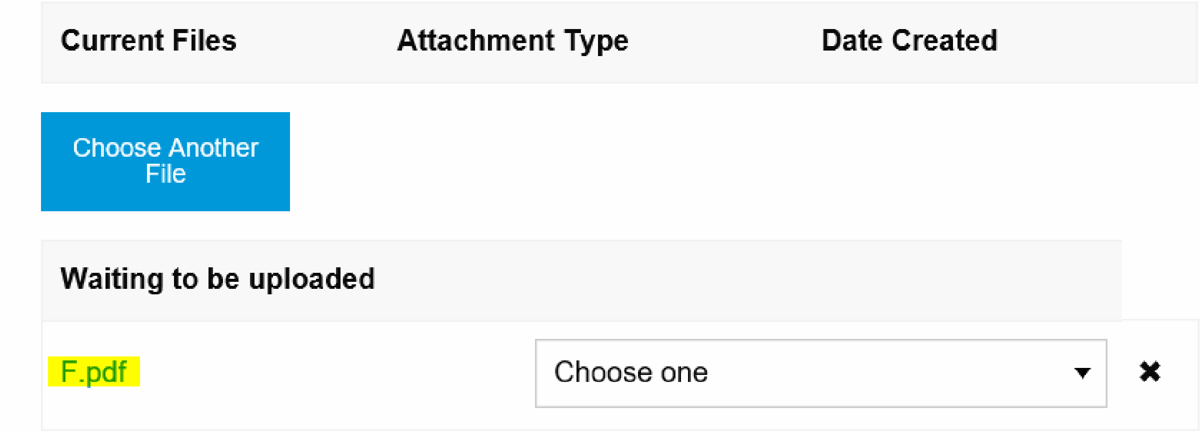


6.4 Uploading documents

Objective	Upload documentation on the system for the purpose of submitting to the Corporation, either in relation to a Business Account or in relation to a specific application form submitted by the same Business.
Step 6.41	Press the Upload File button at the lower part of the Business Account page (shown highlighted in Figure 13) .
Step 6.42	Select the file to be uploaded and press the Open button. Successful uploading of the selected file will be confirmed by the display of the following text: [file name] successfully uploaded. The name of the uploaded file will show under the Current Files section (see Figure 14).
Step 6.43	Select the type of document uploaded from the drop-down list shown on the right-hand side of the uploaded file name.
Step 6.44	Upload any additional documents by pressing the Choose Another File button and follow the procedure in steps 6.42 to 6.43.

Figure 13: File upload in Business Account page

Figure 14: File uploaded



6.5 Add a contact person to a Business

Objective: To add a person with a specific role as a contact person to a Business.

Step 6.51 Make sure that the person to be added as contact person has registered with a personal account and therefore has a personal token (as per procedure in section 6.1).

Step 6.52 The person to be added as contact person to the business shall forward his/her personal token to the person already set as a contact person to the Business, having the role of either an Account Administrator or Authorised Representative (hereinafter referred to as 'Existing Contact').

Step 6.53 The Existing Contact shall login into his/her personal account, open the Business account and click on the Add Contact text at the right-hand side of the Business Account page (refer to highlighted text in Figure 15). This action will open up the 'Add Contact' window as shown in Figure 16.

Step 6.54 Insert the personal token provided by the person to be added as contact person to the text box marked as 'Contact Token' (shown highlighted in Figure 16) and press enter. This action will automatically insert the Name and Surname of the person to be added as Contact Person as specified in the latter's personal profile.

Step 6.55 Select a role for the Contact Person just added from the list provided.

Step 6.56 Press the Submit button. This action will prompt the user with the successful addition of new contact person to Business as shown in Figure 17. The name, surname and role of the newly added contact person will show in the list of Current Contacts added to the Business (refer to Figure 18). From this point onwards, the newly added contact person will be able to view the Business Account by logging in to his/her personal account.

Figure 15: Add contact to Business

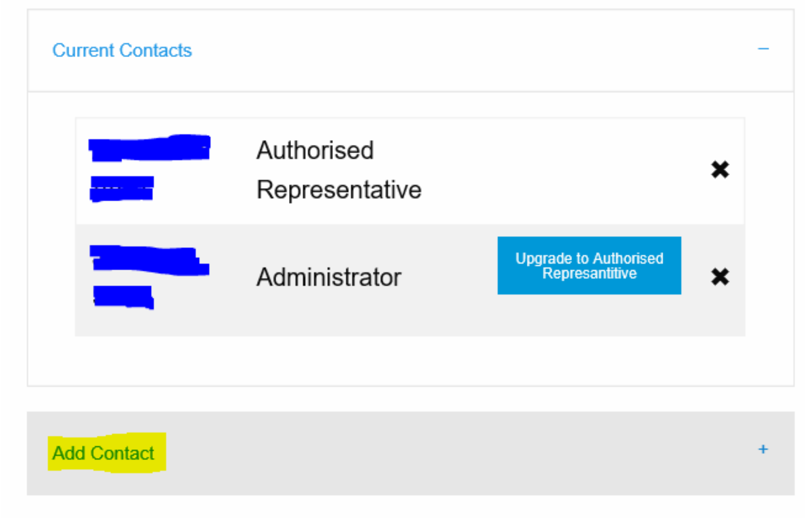


Figure 16: Add Contact window

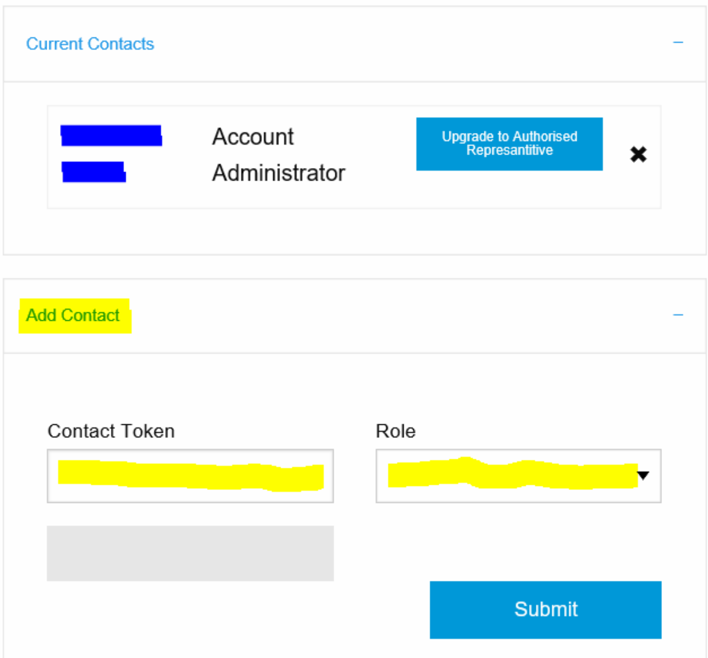


Figure 17: Message showing successful addition of new Contact Person to Business

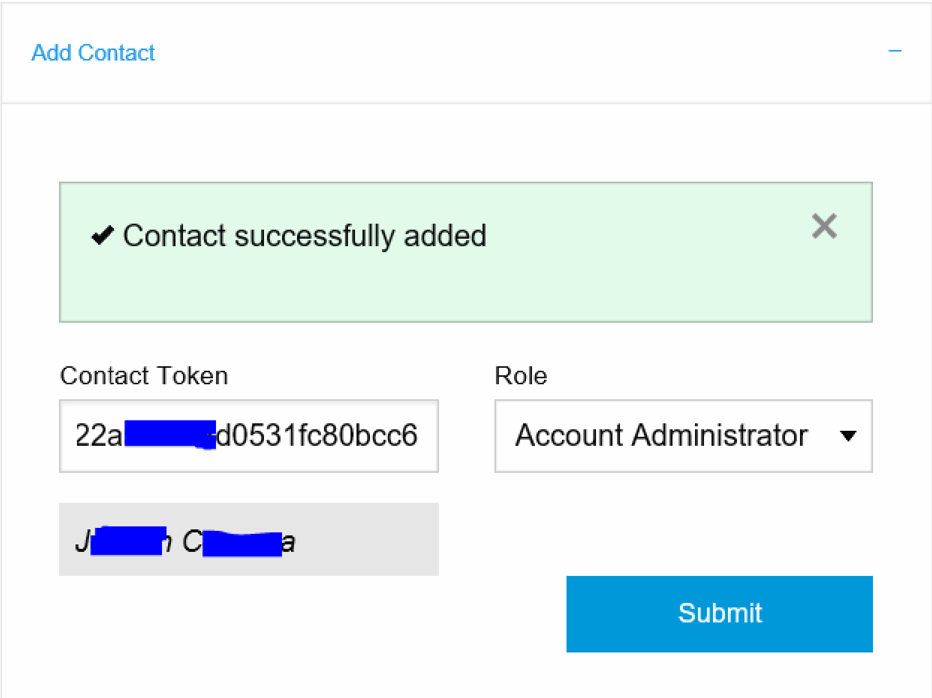
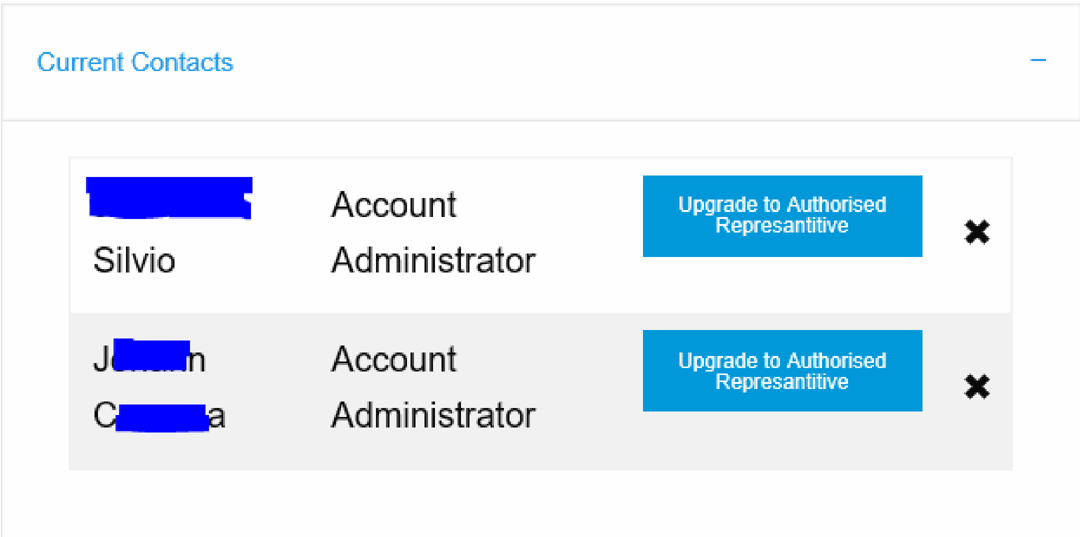


Figure 18: List of Current Contacts



6.6 Delete a person as contact to a Business

Objective: To remove a person as contact to a Business.

Step 6.51 Removal of a person as contact to a Business must be done through the personal account of a second contact person to the same Business. This operation cannot be done through the personal account of the person to be removed as contact. Therefore a contact person to the Business assigned with the deletion of a second contact person to Business will login to his/her personal account and open the Business Account page.

Step 6.52 Locate the contact person to be removed from the list of Current Contacts on the Business Account page. Press on the "X" sign at the row corresponding to the contact person to be removed (shown highlighted in Figure 19).

Step 6.53 This action will remove the Business Contact, which is confirmed with a message as shown in Figure 20.

Notes:

i. A Business Contact with the role of 'Account Administrator' cannot remove another Business Contact with the role of 'Authorised Representative'.

ii. A Business Contact with the role of 'Account Administrator' can be removed by another Business Contact with the role of 'Account Administrator' or 'Authorised Representative'.

iii. A Business Contact can only be removed through the Personal Account of a second Business Contact.

Figure 19: Removal of Contact to Business

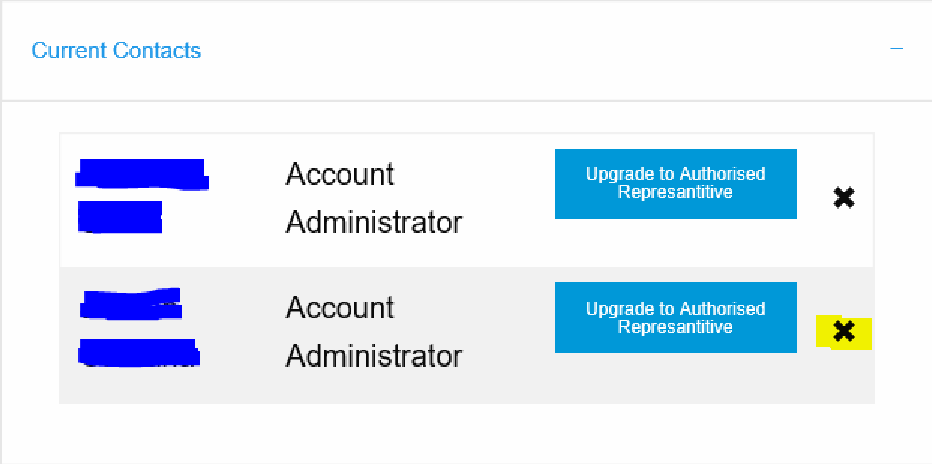
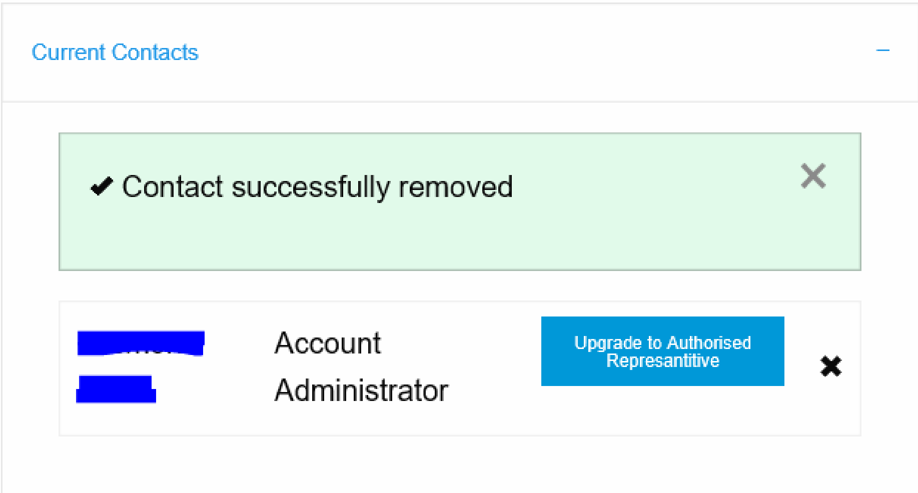


Figure 20: Confirmation of Business Contact removal



6.7 Change the role of a contact person to a Business

Objective: To change the role of a contact to a Business from 'Account Administrator' to 'Authorised Representative'.

Step 6.71 In the Business Account page, go to the Current Contacts section located on the right hand side.

Step 6.72 For the contact person whose role is to be changed press the button 'Upgrade to Authorised Representative' (shown highlighted in Figure 21).

Step 6.73 The user will be prompted with a message confirming the change in role of the Business contact (see Figure 22).

Figure 21: Upgrade of role for Business contact

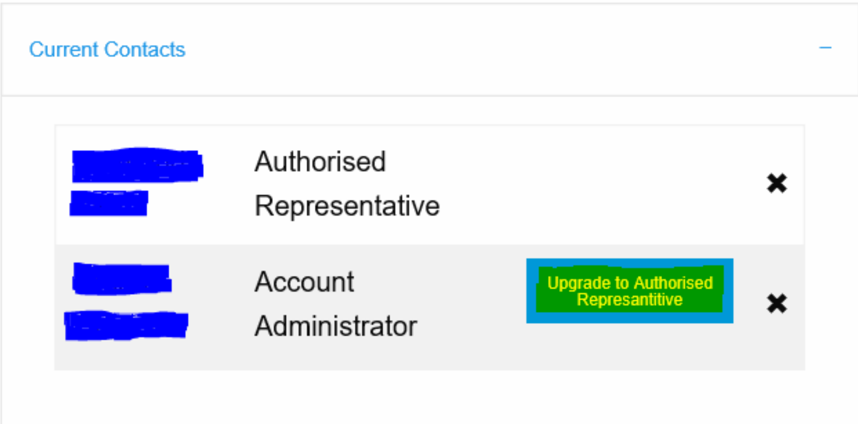
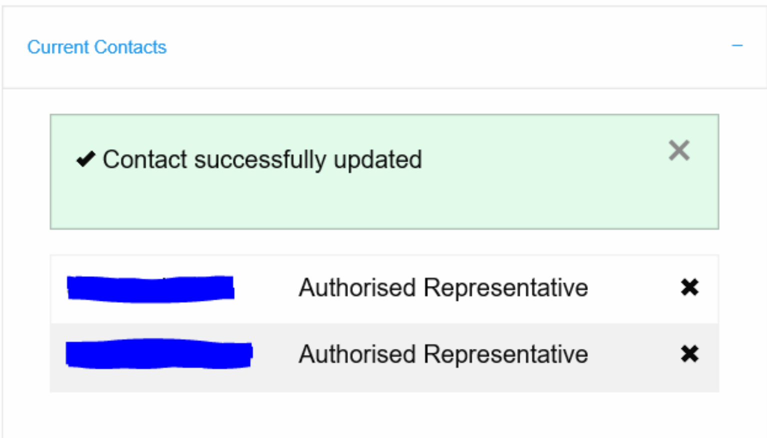


Figure 22: Change of role for Business contact



6.8 Assign the management of a Business Application to a third party business (acting as service provider)

Objective:	A business (hereinafter referred to as 'the Primary Business') wants to assign the submission of an Application by the Primary Business to a third party business (hereinafter referred to as 'the Secondary Business').
Step 6.81	In the Business Account page of the Primary Business, go to the 'Latest Applications' section located on the right hand side and press the 'New Application' button (see Figure 23). This action will open the Register Application dialog box (see Figure 24).
Step 6.82	Refer to Figure 24. From the field 'Choose Application' select 'Micro Invest' and tick the box labelled 'Application to be handled by third party business'. This action will prompt you to enter the Business Token of the Secondary Business.
Step 6.83	Enter the Business Token as provided by a business representative from the Secondary Business in the field 'Business Entity to manage application' (see Figure 25). In this example, we have inserted the Business Token of ABC Accounts Ltd to act as the Secondary Business. Pressing 'Enter' after inserting the Business Token will show the name of the Secondary Business in the field underneath.
Step 6.84	Press the Submit button. The user will be prompted with a message confirming the successful registration of the Micro Invest application (see Figure 27) and will be redirected to the Business Account page of the Primary Business. The newly registered Micro Invest application will show under the 'Latest Applications' section in the Business Account page of the Primary Business.
Step 6.85	From this point onwards, a business representative of the Secondary Business (ABC Accountants in our example) with access to the Business Account of the Business which he/she represents (i.e. added as a contact to the Secondary Business) will have access to the registered Micro Invest application belonging to the Primary Business by selecting the 'Related Applications' menu option on the left-hand side of the Business Account page (highlighted in Figure 26) of the Primary Business. This application will be listed under 'Managing Applications' (see Figure 28).
Step 6.86	Any business representative of the Secondary Business (ABC Accountants in our case) can open the Primary Business Micro Invest application by pressing the 'View' button (see Figure 29)

Figure 23: Selection of an application

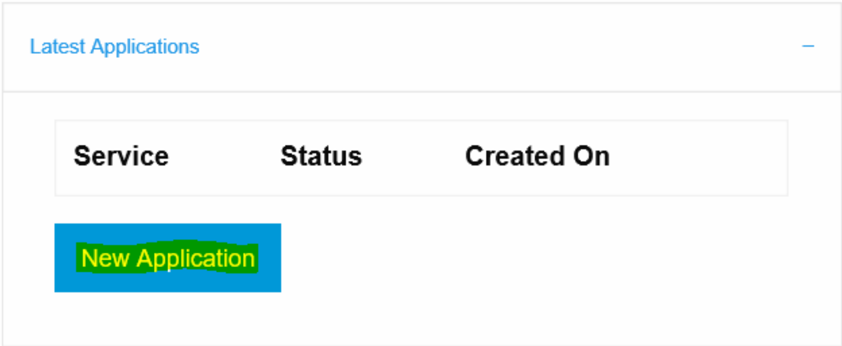


Figure 24: Assign a third party Business to handle Application

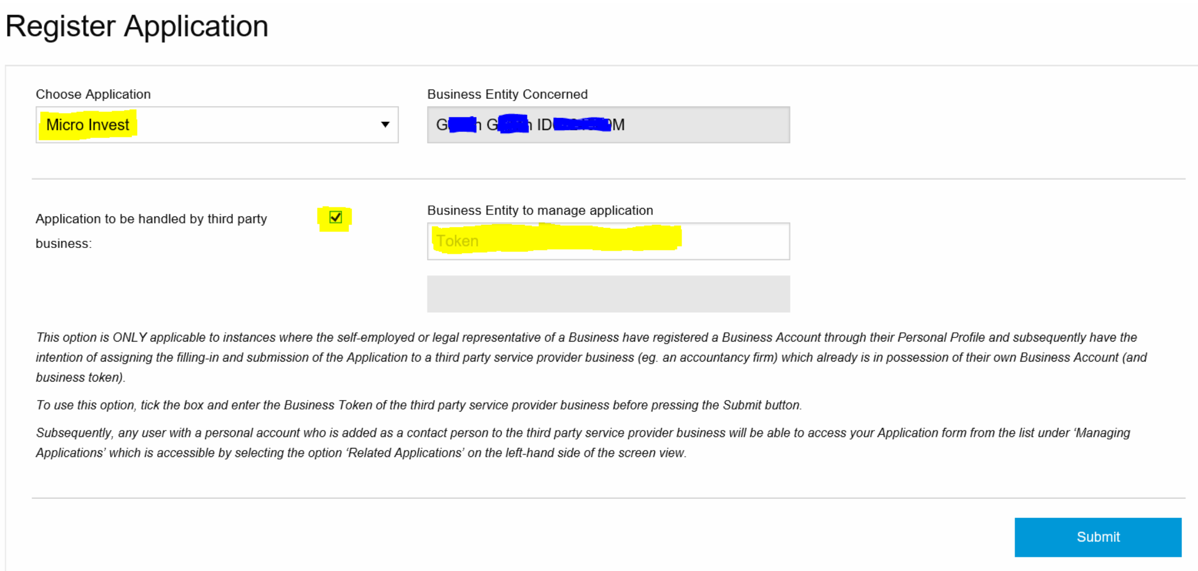


Figure 25: Assign third party Business with the submission of a Micro Invest application to ABC Accountants Ltd

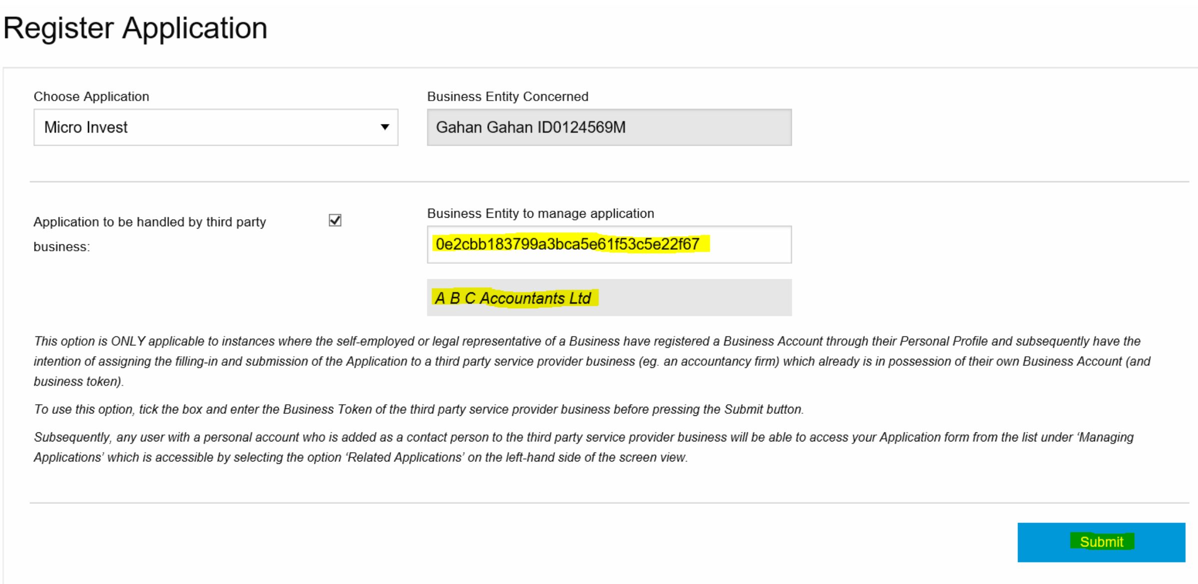


Figure 26

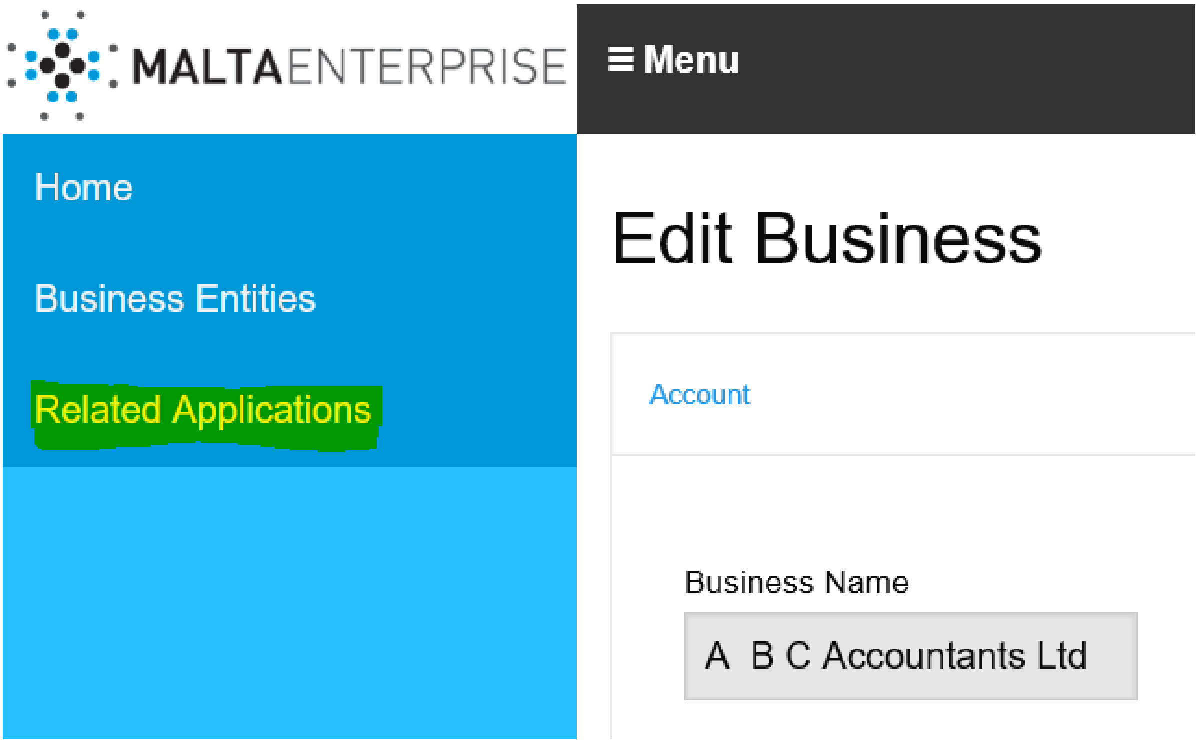


Figure 27: Message showing successful registration of a Micro Invest application to be handled by ABC Accountants Ltd acting as Service Provider Business.

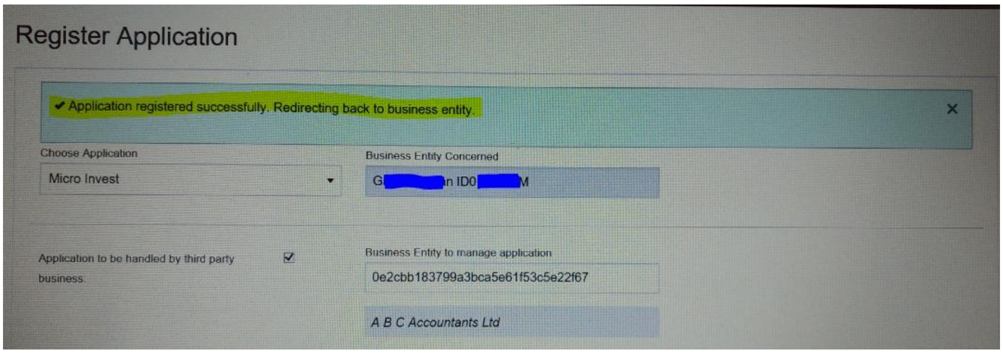


Figure 28: Registered Micro Invest application showing in the Business Account page

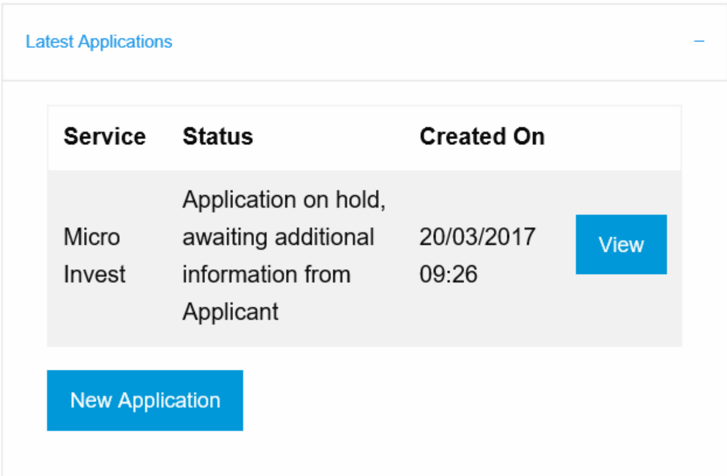
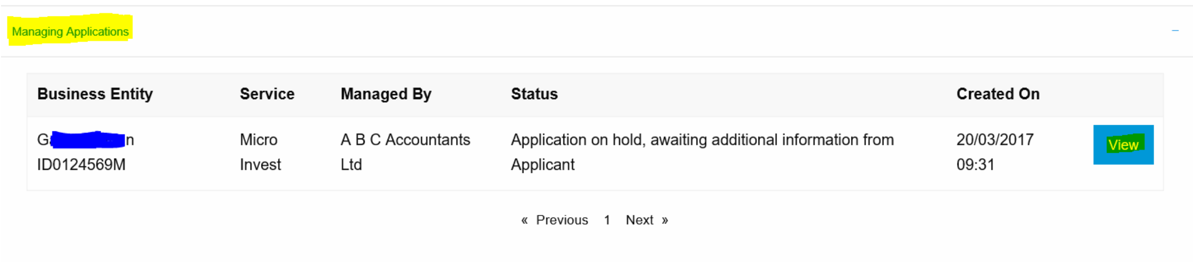


Figure 29: Micro Invest application of the Primary Business accessible by the Service Provider Business (in this case ABC Accountants Ltd)



6.9 Set a Business Account for an Unregistered Partnership

Objective:	Set a Business Account for the Unregistered Partnership.
Step 01	Set a Business Account with the 'Business Type' selected as 'Unregistered Partnership' and press the Submit button (follow the procedure in section 6.3). Note that the Business Account page for Unregistered Partnerships will have a section with title 'Partners Accounts' on the right-hand side (shown in yellow in Figure 30).
Step 02	For each partner in the Unregistered Partnership set a Business Account (as per section 6.3).
Step 03	From the Business Account of the Unregistered Partnership, insert the Business Token a partner and the corresponding percentage stake in the Partnership (shown highlighted in Figure 31). Press the Submit button to save changes made to the Unregistered Partnership Business Account. A message confirming that partner was added will show as shown in Figure 32.
Step 04	Hold the right hand mouse button and select the 'Refresh' option. Page refresh will shown the added partner in the list of partners (see Figure 33).
Step 05	All partners making up the Partnership are added by repeating steps 6.93 to 6.94. At the end of the process, the total percentage stake for each partner added should be equal to 100%.

Figure 30: Partnership Accounts section in Business Account page of Unregistered Partnerships

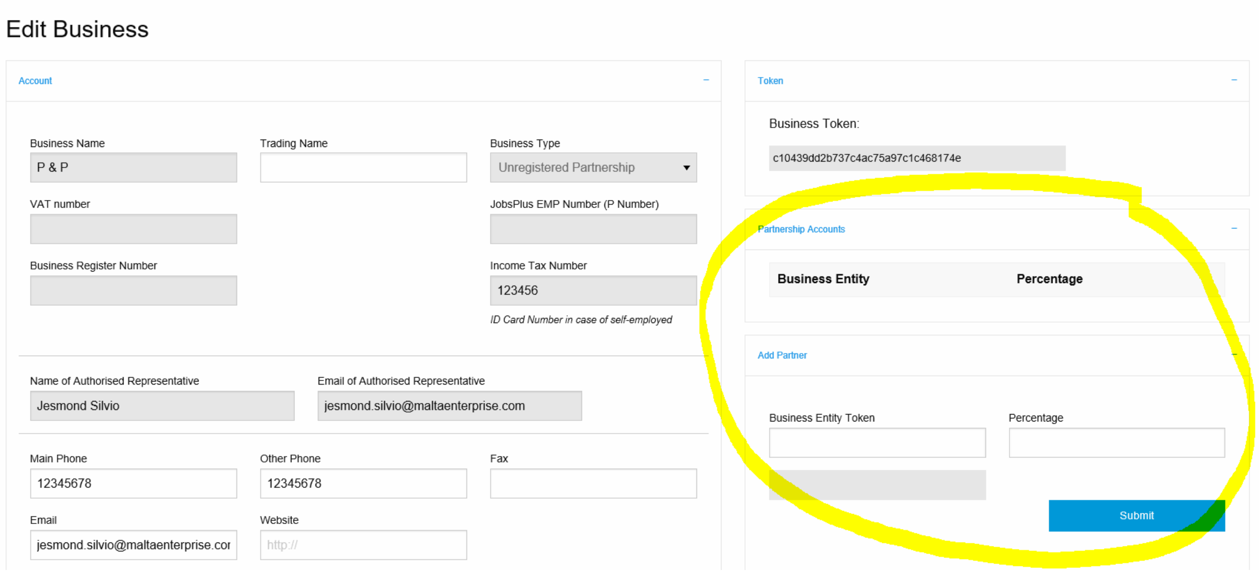


Figure 31: Adding Business Tokens of Partners for business of type Unregistered Partnership

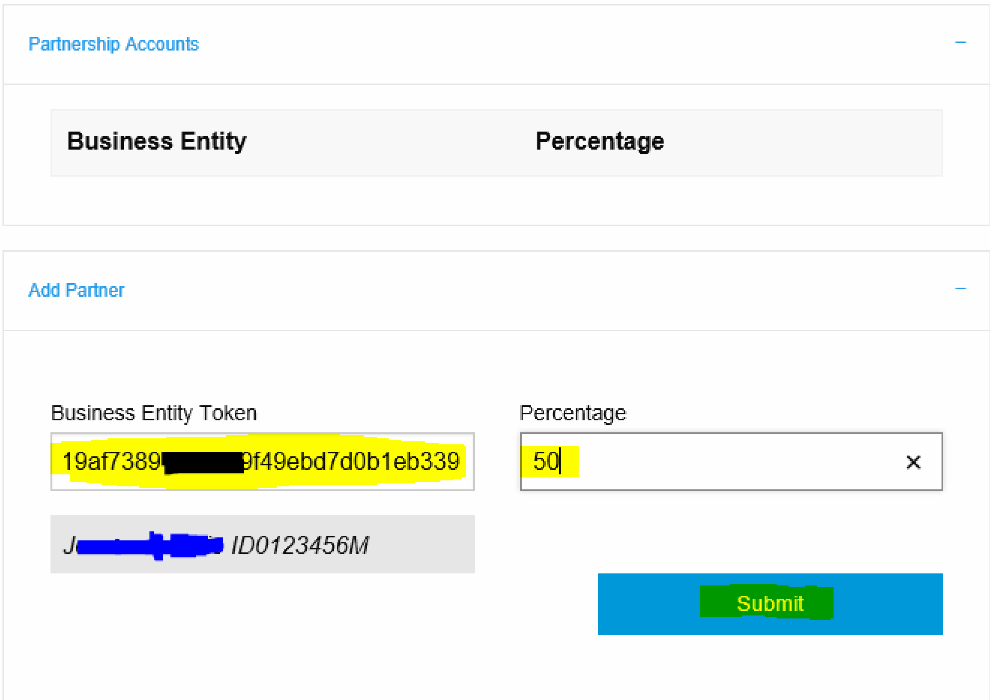


Figure 32: Addition of partner for Unregistered Partnership

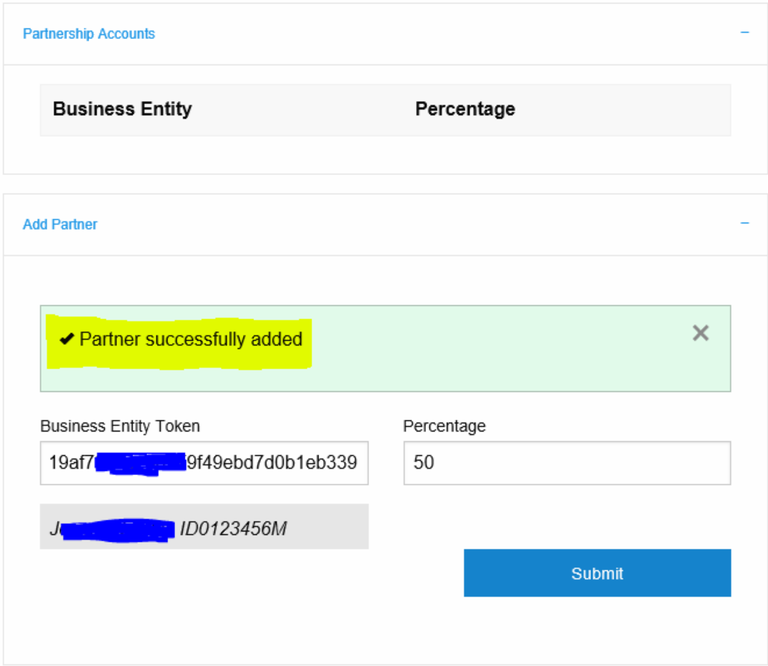


Figure 33: Partner added in list of partners for Unregistered Partnership