<u>FREQUENTLY ASKED QUESTIONS: THE USE OF THE COLLATERAL REGISTRY SYSTEM (CRS)</u>

1. **How does my organization/institution come on board?**

   There are three (3) steps and they are:

   a. Write a letter to The Registrar, Collateral Registry, stating your intentions to be a user of the system
   b. We would then invite you to nominate two officers of your institution to come for training on how to use the Collateral Registry System.
   c. After the training, you will be given a form to fill. Information on the form would be used to set up accounts for your organization as well as your staff.

2. **My institution has been set up but we can't access the system**
   Answer: Login to your mailbox (the one you provided on the form.) Look out for an email from crs.admin@bog.gov.gh which contains your login id/username and password. After that, use a modern browser to access our login page. The website address is https://www.collateralregistry.gov.gh Log into the system using the login credentials that was sent to your mail. If for some reason you don't to receive any email from us, call our offices on **0302 665 252**

3. **What do I do when I first login into the Collateral Registry System?**
   After your first login, you are required to change your password. Your password MUST be at least 7 characters and MUST contain <u>at least</u> one uppercase (A-Z), one lowercase (a-z), one numeric (0-9) and one special character ($, &, *, ! etc)

4. **I have forgotten my password, what should I do?**
   Contact your CRS Administrator to apply a reset to your profile. In case your CRS Administrator has also forgotten his/her password, call our office or send us an email via cr@bog.gov.gh

5. **I don't have enough money in my virtual account. What do I do?**

   Visit any of Bank of Ghana banking halls nationwide (in Accra, the Banking Hall is at our Head Office on the High Street) to make payment into the Collateral Registry account. The account number is **PL 52433**. Send us a copy of the pay-in slip, either via email (cr@bog.gov.gh) or physically to our office on the 11th floor of the Cedi House and submit a copy to the receptionist.

6. **I have a Charge/Collateralized Loan to register which has gone beyond the 28-day period within which a new charge is required by the law to be registered**

Attempt to and register the charge/security interest. Let your authorizer approve it, and then send a letter to the registry stating the reasons for the delay. Don't forget to quote the Charge's registration number (s) in your letter.

7. **I want to make some changes to the charge I have registered. What should I do?**

If the charges you want to make changes to have not been approved by your Registration Authorizer, follow these steps: -
a. Go to **view registrations** under the registration tab
b. Locate the charge you want to make changes to.
c. After locating the charge, click on the edit button at the extreme right corner of the charge to make your changes
d. Don't forget to save for the changes to be applied.

However, if the charges have already been approved by your authorizer,

a. Go to new amendments under the amendment tab.
b. Locate the charge you are looking for
c. Then by the charge, select **Update** from the drop down list to make your changes
d. Save your changes.
e. Note that for any task under the Amendment tab, your authorizer will need to approve before it takes effect.

8. **I want to add a new user to our account.**

Only the client system administrators assigned to your account with the registry can add a new user to your account. He/she must go to **Client Users** under the Administration tab. Click on Add New Users, fill the form and submit. The system will send an email to the user giving him/her his or her username and password. Note that the other administrator will also have to approve this before it takes effect. However, in case both your administrators are not available, contact the registry for assistance.

9. **How do I add or remove a role of a user**

To add or remove a role of a user, go to **client users** under the administration tab. Locate the user and by the user, click on **Manage Roles** to add or remove roles. Role changes do not require approval from the other administrator to take effect.

10. **We have been debited twice for a transaction. How do we reverse it?**

Report to the registry via email. Take a screenshot of your page and attach it to the mail being sent to the registry. We will investigate and if we find out that you have indeed been debited twice, we will reverse the debit.

CAUTION: To avoid being debited twice, wait for the page to load after clicking on the save/submit/confirm buttons***. DO NOT CLICK ON THE BUTTONS WHEN PAGES HAVE NOT FINISHED LOADING.***

Collateral Registry

11th Floor

Cedi House

Bank of Ghana

Accra