

## **SECTION 1**

The following is a guide for a minimum recommended setup when accessing the DFSA **Electronic Prudential Reporting System (EPRS)**.

If you experience problems accessing or attempting to log on to the EPRS application you should confirm with your IT Department that your computer settings adhere to the following minimum setup before contacting the DFSA:

### ***Operating system***

- Microsoft Windows

### ***Browser***

- Microsoft Edge, Google Chrome
- Pop-up blocker must be turned **OFF** while using EPRS
- 'Enable Protected Mode' must be unchecked in the Tools->Security tab for 'Trusted Sites'

### ***Monitor***

- 1024 x 768 screen resolution – zoom setting on Internet Explorer should be set to 100% before accessing EPRS

### ***Printer***

- Any compatible printer – Required to print hard copies of your returns

### ***Internet Connection***

- Minimum recommended 256KB line
  - Note: as this application will be accessed via the internet, the stability and speed of your internet connection, firewalls and proxy settings may cause a variance in performance.

### ***Client Tools***

- Adobe Acrobat Reader – this will enable you to view and print the reports. More information on Adobe can be found at [www.adobe.com](http://www.adobe.com)

## SECTION 2

### Adobe Acrobat Reader X Configuration

If you are unable to downgrade to Adobe Acrobat Reader v9.5.x, then please perform the following steps to ensure you can open your report pack:

1. Open Adobe Acrobat X from Windows Start menu
2. Click on 'Edit'
3. Click on 'Preferences'
4. Click on 'Internet' from the Categories list
5. De-select 'Display PDF in Browser' tick box
6. Click on 'OK'
7. Now you should be able to open your PDF using EPRS. Note the PDF will no longer appear automatically, you will be prompted to either 'Save' or 'Open' the PDF document

### Password Reset

If you have forgotten your password or need to reset the password, please use the 'Forgot Password?' link on the login page:



Welcome to  
**DFSA Electronic Prudential Reporting System**

Username   
Password

I agree to the Terms of Use and Sign In

Please read the [Terms of Use](#) before signing in. You shall be deemed to have read and accepted the [Terms of Use](#) when you sign in.

**Technical Notes and EPRS User Guide**

DFSA has produced a set of Technical Notes that detail the minimum technical specification users will need in order to access and use EPRS.

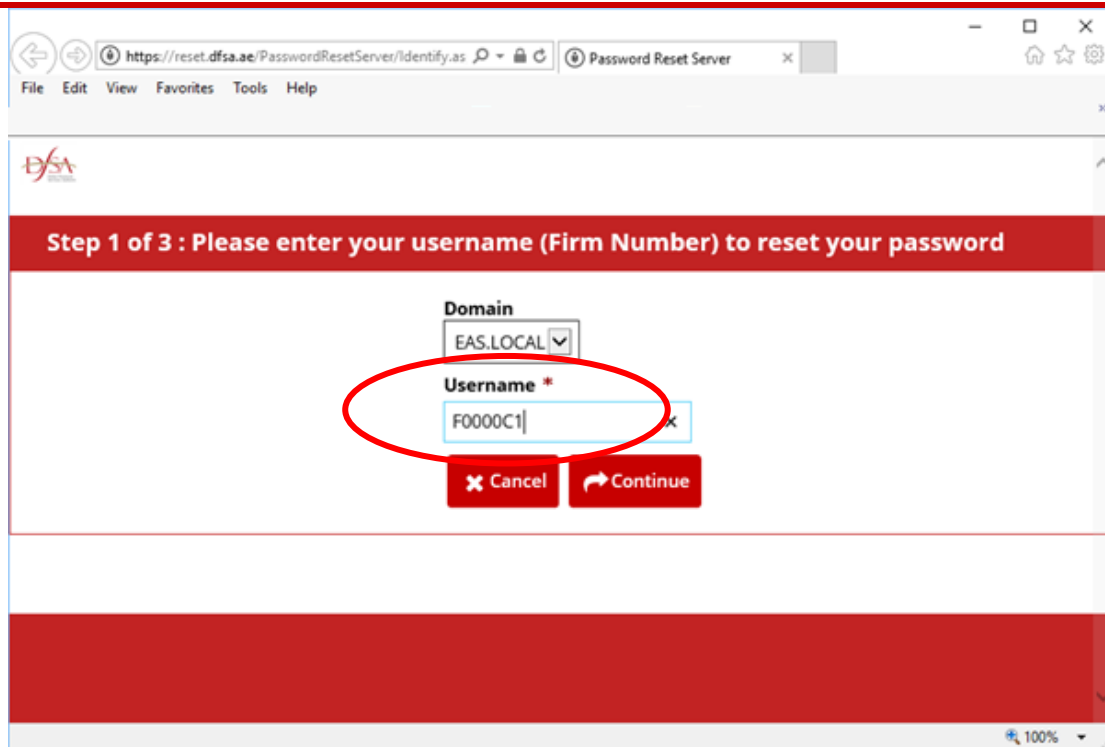
[Click here to view the Technical Notes Guide](#)

In addition, a full User Guide for EPRS has been produced. The guide uses screen shots to provide step by step guidance on the end to end process of submitting Prudential returns via EPRS.

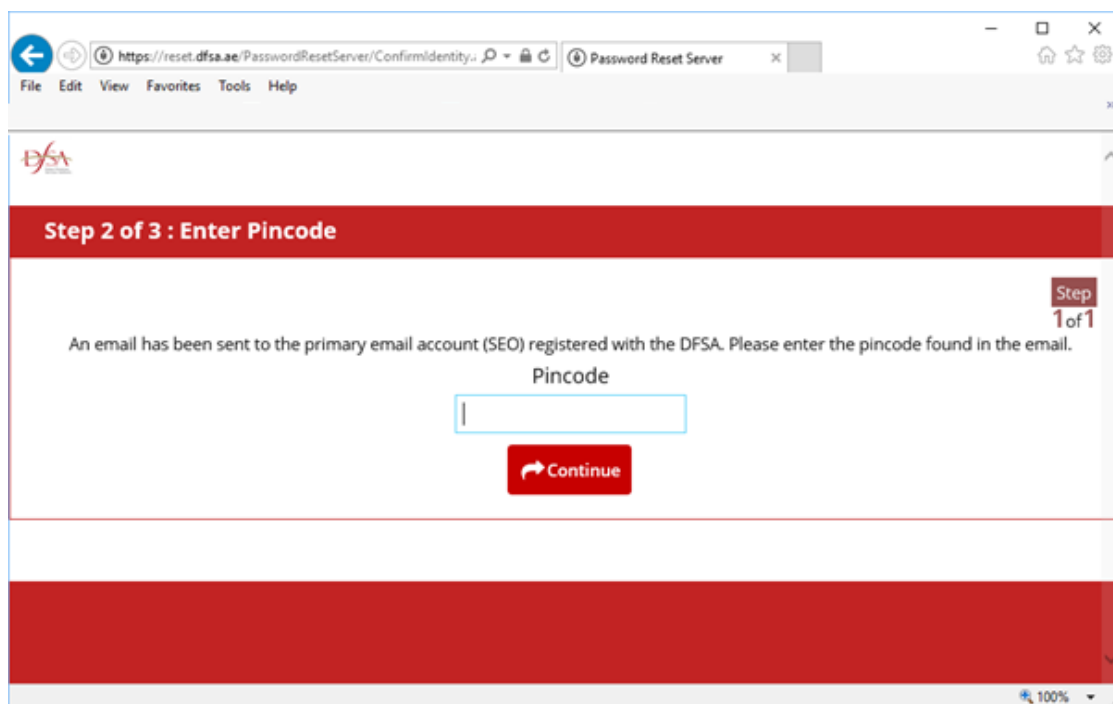
[Click here to view the User Guide](#)

[Forgot Password?](#)

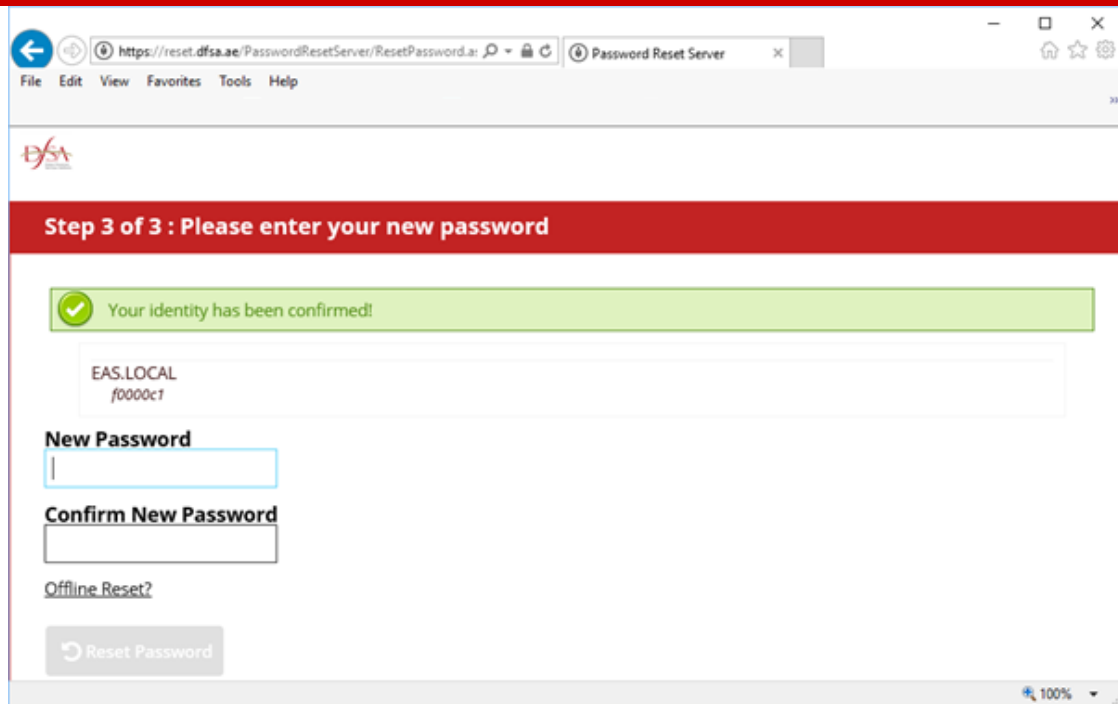
1. On selecting the 'Forgot Password?' link the user will be taken to the first step where they are requested to enter their username / firm ID:



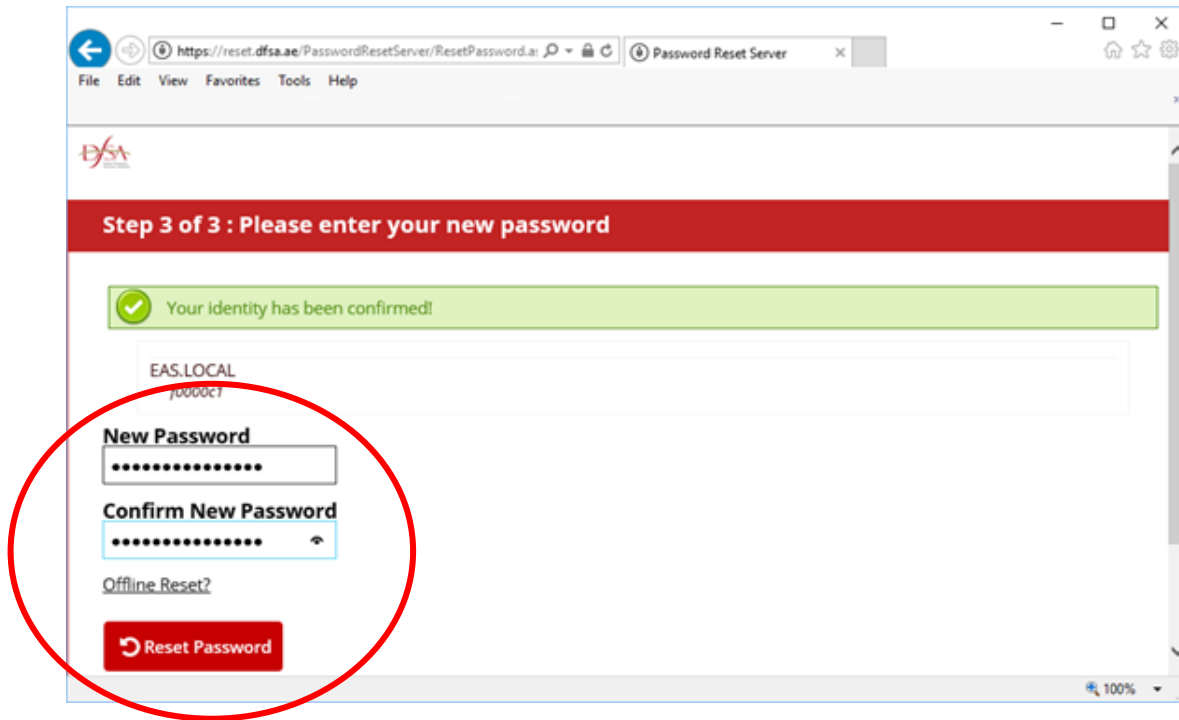
2. On selecting 'Continue' an email, with a Pincode, will be sent to the Senior Executive Officer (SEO) that is required to complete step 2. Enter the 'Pincode' when requested:



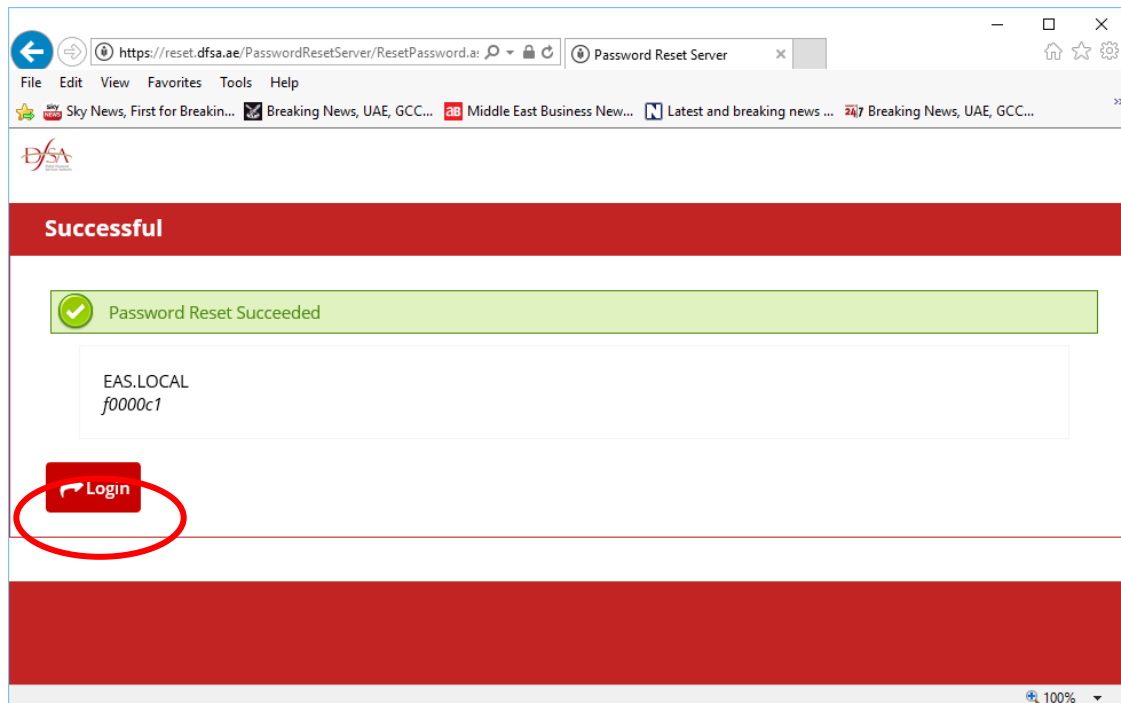
3. On selecting continue, you will now be requested to enter a new password:

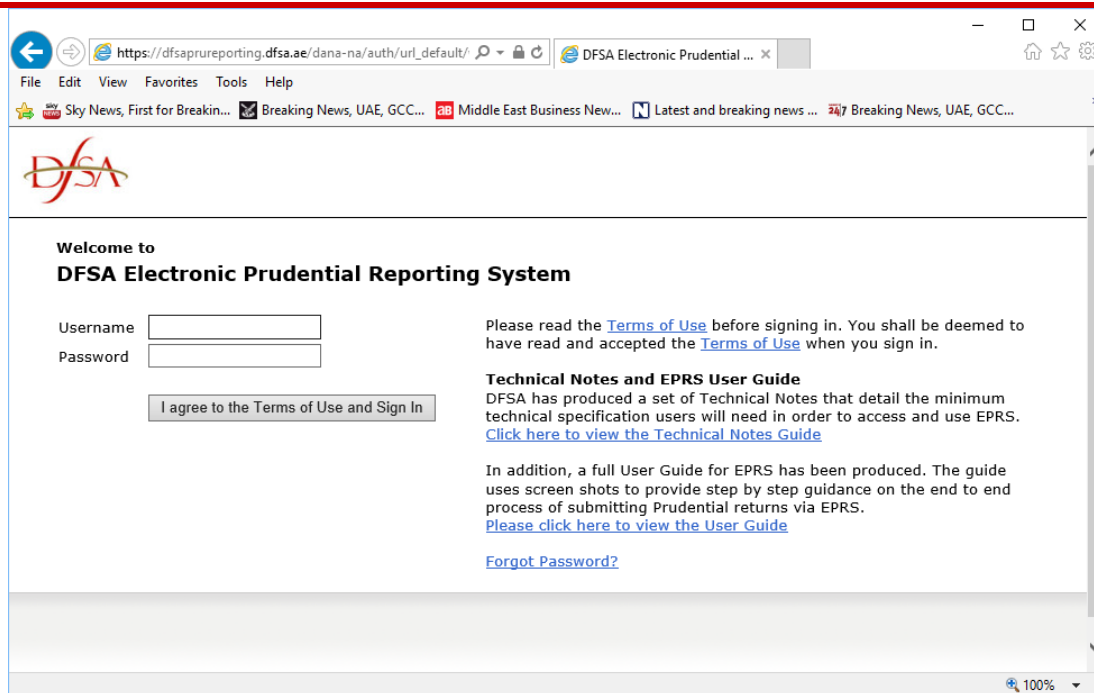


4. Enter your new password and then select 'Reset Password'



5. Finally select 'Login' to return to the main EPRS login page where you can login with your new password





*NOTE: The Senior Executive Office (SEO) of the firm will receive the necessary emails to reset the password.*

-- END --