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Financial Sanctions Files

FSF Stakeholders' User Manual



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FSF

Financial Sanctions Files

FSF - Financial Sanctions Files

Stakeholders' User Manual

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If you have a slow internet connection or if you wish to view this manual offline, then you can download it in a **PDF format**, or just click on the thumbnail image below to view it directly online.



MA_FSF_EN.pdf

FSF Chapter 1 - Introduction



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FSF Financial Sanctions Files

FSF Stakeholders' User Manual > 1. Introduction

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- 1. Introduction
 - 1.1 Log In
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1. Introduction

Financial Sanctions Files (**FSF**) is a web-based application where files on sanctioned entities are published. The files can be accessed by robots, crawlers or individual users.

FSF is related to the download of consolidated lists of financial sanctions (limited to the freezing of assets). It also provides information related to the sanctioned entities, news concerning the lists of sanctions, and frequently asked questions.

Please note that as of the 1st of March 2018, the **most recent amendments** have been **removed** from the FSF application.

1.1 Log In

1. Enter the following URL address in your web browser:
<https://webgate.ec.europa.eu/europeaid/fsd/fsf/>
2. Enter your e-mail address and your password to connect.

If you **do not** have an EU Login account, click on the "**Create an account**" link (please consult the [Kick-off Guide](#) for more details).

Please note that if you are **already connected** with your EU Login, and you wish to *create* a new FSF account (e.g. for a colleague, or for a functional user), the EU Login system will propose that you change the password of the connected user. If this occurs, please make sure that you sign out of EU Login completely **before** creating a new FSF account.

europaaid requires you to authenticate

Sign in to continue

Use your e-mail address

Next

[Create an account](#)

Or

Or use the eID of your country



Select your country

Password

[Lost your password?](#)

Choose your verification method

Password



Sign in

Click on "**Sign in**" to connect. Once authenticated, you will be redirected automatically to the FSF application main page.

If it is the first time that you connect to FSF, the following information message is displayed.



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Financial Sanctions Database

European Commission > FSF > FSD Files

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[FSD Files](#) [Articles](#) [Information Updates](#) [Frequently Asked Questions](#) [Knowledge Base](#)

FSD Files

We are pleased to welcome you to our new Sanctions List website, available 24 hours and 7 days a week.

The purpose of this new web platform structure is to offer you:

- A more intuitive surfing experience.
- A more secured platform and higher availability.
- An improved communication channel.

Should you need any further information, please do not hesitate to contact us at EuropeAid-APPLICATION-SUPPORT@ec.europa.eu.

[Subscribe to the RSS-file with the latest updates](#)

Consolidated Sanctions List

Last update	Version	File	Checksum	Schema	Checksum
25/09/2017 (16:00:12)	1.0	PDF	Checksum		
25/09/2017 (16:00:08)	1.0	CSV	Checksum		
25/09/2017 (16:00:10)	1.1	XML (Based on XSD)	Checksum	XSD	Checksum
25/09/2017 (16:00:11)	1.0	XML (Based on XSD)	Checksum	XSD	Checksum
25/09/2017 (16:00:06)	1.0	XML (Based on DTD)	Checksum	DTD	Checksum

Click on the “X” icon on the top right corner of the message to close it. Once closed, this information message will no longer be displayed the next time you connect.



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FSD Files

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Consolidated Sanctions List

Last update	Version	File	Checksum	Schema	Checksum
25/09/2017 (13:00:10)	1.0	PDF	Checksum		
25/09/2017 (13:00:13)	1.0	CSV	Checksum		
25/09/2017 (13:00:06)	1.1	XML (Based on XSD)	Checksum	XSD	Checksum
25/09/2017 (13:00:08)	1.0	XML (Based on XSD)	Checksum	XSD	Checksum
25/09/2017 (13:00:11)	1.0	XML (Based on DTD)	Checksum	DTD	Checksum

[Show settings for crawler/robot](#)

The main FSF page is divided as follows:

1. The **top right menu** of the main page displays useful links, including a **"Logout"** link.
2. The **horizontal menu** below the heading is the navigation tool for the FSF application. For the available options, please refer to the next chapter.
3. The **page content** shows information depending on the selection in the horizontal menu.

1.2 Quick Presentation of the Menu and Tabs

The top horizontal menu allows for an intuitive navigation through the FSF application. The following tabs are available (please refer to the relevant chapter by clicking on the corresponding tab link):

- **FSD Files** - This menu option allows you to view the consolidated list of sanctions, including the corresponding checksum. It contains also a link to **subscribe to an RSS feed** through which notifications are sent when new sanction files are published.
- **Articles** - This menu option will display information on the financial sanctions policies and their legal framework.
- **Information Updates** - This menu option will display technical information about the financial sanctions files to download (types, format, contents).
- **Frequently Asked Questions** - This menu option will allow you to find answers to the most frequently asked questions regarding the FSD files or the FSF application.
- **Knowledge Base** - This menu option redirects you to the user manuals of the application.

Related Pages

Chapter 2 - Available Actions

FSF Chapter 2 - Available Actions



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FSF Stakeholders' User Manual > Available Actions

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 - 2.1.1 Consult the Sanctions Files
 - 2.1.2 Subscribe to the RSS Feed
 - 2.2 Articles
 - 2.3 Information Updates
 - 2.4 Frequently Asked Questions

2. Available Actions

As a FSF **stakeholder**, you are able to view the list of applied sanctions as well as all the related information, as published by the European Commission.

2.1 FSD Files and RSS Feed

2.1.1 Consult the Sanctions Files

The “FSD files” page displays multiple sections:

- The sanctions list **RSS feed** link;
- The current “**Consolidated Sanctions List**” of files in XML, CSV and PDF formats;
- The **settings for the crawler/robot** to the sanctions list.



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Financial Sanctions Database

European Commission > FSF > FSD Files

FSD Files

Articles

Information Updates

Frequently Asked Questions

Knowledge Base

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Subscribe to the RSS-file with the latest updates

Consolidated Sanctions List

Last update	Version	File	Checksum	Schema
25/09/2017 (16:00:12)	1.0	PDF	Checksum	
25/09/2017 (16:00:08)	1.0	CSV	Checksum	
25/09/2017 (16:00:10)	1.1	XML (Based on XSD)	Checksum	XSD Checksum
25/09/2017 (16:00:11)	1.0	XML (Based on XSD)	Checksum	XSD Checksum
25/09/2017 (16:00:06)	1.0	XML (Based on DTD)	Checksum	DTD Checksum

⌵ Show settings for crawler/robot

From the “**Consolidated Sanctions List**” section, you can download and open:

- The PDF file with a PDF reader such as *Acrobat Reader*;
- The XML files based on XSD or DTD in an editor supporting the XML format;
- The CSV files in a simple text editor such as *Notepad*.

Each file comes with its **checksum**, and if applicable, the schema the file was generated from. The checksum aims to verify the integrity of the file (i.e. if the download occurred correctly and/or that there was no error when the file was created). It is possible to enter the checksum and compare the resulting sequence with the one on the site. In the case of a difference, it means that the file is corrupted.

An e-mail notification is always automatically sent by the system each time new files are available for download.

The FSD files are easily accessible for robots and crawlers to be able to extract the published information.

Click on the “**Show settings for crawler/robot**” link to view the section containing the URLs to which the robots and crawlers must be configured.

Subscribe to the RSS-file with the latest updates

Consolidated Sanctions List

Last update	Version	File	Checksum	Schema
20/09/2017 (16:00:06)	1.0	PDF	Checksum	
25/09/2017 (12:33:43)	1.0	CSV	Checksum	
25/09/2017 (12:33:43)	1.1	XML (Based on XSD)	Checksum	XSD Checksum
20/09/2017 (16:00:04)	1.0	XML (Based on XSD)	Checksum	XSD Checksum
20/09/2017 (16:00:07)	1.0	XML (Based on DTD)	Checksum	DTD Checksum

⌵ Show settings for crawler/robot

^ Hide settings for crawler/robot

Consolidated Sanctions List			
Version	File		
1.0	PDF:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/pdfFullSanctionsList/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/pdfFullSanctionsList/checksum?token=x55b333	
1.0	CSV:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/csvFullSanctionsList/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/csvFullSanctionsList/checksum?token=x55b333	
1.1	XML (Based on XSD):	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList_1_1/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList_1_1/checksum?token=x55b333	
	XSD:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xsdFullSanctionsList_1_1/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xsdFullSanctionsList_1_1/checksum?token=x55b333	
1.0	XML (Based on XSD):	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList/checksum?token=x55b333	
	XSD:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xsdFullSanctionsList/content?token=x55b333	
	Checksum:	https://webgate.test.ec.europa.eu/europeaid/fsd/fsf/public/files/xsdFullSanctionsList/checksum?token=x55b333	

The URLs include a token, which is the User ID of the currently logged user. The URLs can easily be copied and inserted into the robots/crawlers – *either* by right-clicking on the URL then clicking on the “**Copy**” option, *or* directly clicking on the “**Copy**” button



of a corresponding URL.

Please note that the “**Show settings for crawler/robot**” collapsible section is not displayed to “*visitor*” users.

2.1.2 Subscribe to the RSS Feed

The FSF application also provides a **RSS feed** on the **consolidated sanctions lists**. By subscribing to the feed, the user is automatically notified when new sanction files are available.


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Financial Sanctions Files
[European Commission](#) > [FSF](#) > [FSD Files](#)

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[FSD Files](#) [Articles](#) [Information Updates](#) [Frequently Asked Questions](#) [Administration](#) [Knowledge Base](#)

FSD Files

[European Commission - External relations / Sanctions List](#)

Consolidated Sanctions List

Last update	Version	File	Checksum	Schema	Checksum
16/02/2018 (19:00:10)	1.0	PDF	Checksum		
16/02/2018 (19:00:07)	1.0	CSV	Checksum		
16/02/2018 (19:00:08)	1.1	XML (Based on XSD)	Checksum	XSD	Checksum
16/02/2018 (19:00:09)	1.0	XML (Based on XSD)	Checksum	XSD	Checksum
16/02/2018 (19:00:06)	1.0	XML (Based on DTD)	Checksum	DTD	Checksum

[Show settings for crawler/robot](#)

There are two ways of subscribing to the RSS feed:

1. By entering the following URL link in to your RSS reader -
<https://webgate.ec.europa.eu/europeaid/fsd/fsf/public/rss>
2. By clicking on the “[European Commission - External relations / Sanctions List](#)” link at the top of the ‘FSD Files’ page.
 A new web browser tab will open with the RSS feed content displayed. Depending on your web browser, the content will be displayed differently.

Internet Explorer / Edge / Firefox



This is a "feed" of frequently changing content on this site.

You can subscribe to this feed to receive updates when this content changes.

Subscribe to this feed using Live Bookmarks

☐ Always use Live Bookmarks to subscribe to feeds.

[Subscribe Now](#)

European Commission - External relations / Sanctions List

Consolidated list of persons, groups and entities subject to EU financial sanctions

[PDF - v1.0](#)

16 February 2018, 19:00

Consolidated list of persons, groups and entities subject to EU financial sanctions (PDF)

[CSV - v1.0](#)

16 February 2018, 19:00

Consolidated Sanctions List (CSV)

[XML \(Based on XSD\) - v1.1](#)

16 February 2018, 19:00

Consolidated Sanctions List based on the XML Schema Definition (XSD)

[XML \(Based on XSD\) - v1.0](#)

16 February 2018, 19:00

Consolidated Sanctions List based on the XML Schema Definition (XSD)

[XML \(Based on DTD\) - v1.0](#)

16 February 2018, 19:00

Consolidated Sanctions List based on the Document Type Definition (DTD)

Chrome

This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" ?>
<rss xmlns:dc="http://purl.org/dc/elements/1.1/" version="2.0">
  <channel>
    <title>European Commission - External relations / Sanctions List</title>
    <link>https://webgate.acceptance.ec.europa.eu/europeaid/fsd/fsf/public/rss</link>
    <description>Consolidated list of persons, groups and entities subject to EU financial sanctions</description>
    <item>
      <title>PDF - v1.0</title>
      <link>https://webgate.acceptance.ec.europa.eu/europeaid/fsd/fsf/public/files/pdfFullSanctionsList/content?token=dG9rZW4tMjAxNWw</link>
      <description>Consolidated list of persons, groups and entities subject to EU financial sanctions (PDF)</description>
      <pubDate>Fri, 16 Feb 2018 18:00:10 GMT</pubDate>
      <guid isPermaLink="false">pdfFullSanctionsList</guid>
      <dc:date>2018-02-16T18:00:10Z</dc:date>
    </item>
    <item>
      <title>CSV - v1.0</title>
      <link>https://webgate.acceptance.ec.europa.eu/europeaid/fsd/fsf/public/files/csvFullSanctionsList/content?token=dG9rZW4tMjAxNWw</link>
      <description>Consolidated Sanctions List (CSV)</description>
      <pubDate>Fri, 16 Feb 2018 18:00:07 GMT</pubDate>
      <guid isPermaLink="false">csvFullSanctionsList</guid>
      <dc:date>2018-02-16T18:00:07Z</dc:date>
    </item>
    <item>
      <title>XML (Based on XSD) - v1.1</title>
      <link>https://webgate.acceptance.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList_1_1/content?token=dG9rZW4tMjAxNWw</link>
      <description>Consolidated Sanctions List based on the XML Schema Definition (XSD)</description>
      <pubDate>Fri, 16 Feb 2018 18:00:08 GMT</pubDate>
      <guid isPermaLink="false">xmlFullSanctionsList_1_1</guid>
      <dc:date>2018-02-16T18:00:08Z</dc:date>
    </item>
    <item>
      <title>XML (Based on XSD) - v1.0</title>
      <link>https://webgate.acceptance.ec.europa.eu/europeaid/fsd/fsf/public/files/xmlFullSanctionsList/content?token=dG9rZW4tMjAxNWw</link>
      <description>Consolidated Sanctions List based on the XML Schema Definition (XSD)</description>
      <pubDate>Fri, 16 Feb 2018 18:00:09 GMT</pubDate>
      <guid isPermaLink="false">xmlFullSanctionsList</guid>
      <dc:date>2018-02-16T18:00:09Z</dc:date>
    </item>
    <item>
      <title>XML (Based on DTD) - v1.0</title>

```

2.2 Articles

From the top horizontal menu, select the "**Articles**" option. The following page is displayed.



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Financial Sanctions Database

European Commission > FSF > Articles

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[FSD Files](#) [Articles](#) [Information Updates](#) [Frequently Asked Questions](#) [Knowledge Base](#)

Articles

Published on 25/09/2017

Financial Sanctions Regulations

The Office of Financial Sanctions Implementation is responsible for the implementation and administration of international financial sanctions in effect in the UK, for domestic designations under the Terrorist Asset-Freezing etc. Act 2010, licensing exemptions to financial sanctions, and directions given under Schedule 7 to the Counter-Terrorism Act 2008, and under Council Regulation (EU) No.833/2014, concerning Russia's actions in Ukraine. More information on financial sanctions. We have provided further information in our document series on regime-specific consolidated lists and releases. Information on our counter terrorist finance strategy sets out the work being done by both the public and private sector to deter terrorists from using the financial system, detect them when they do and disrupt them. We have provided information on how the Home Office and the Treasury work to implement an effective anti-money laundering and counter financing of terrorism policy in the UK.

Attachments:

regulation.pdf	3,440.09 KB	Checksum
----------------	-------------	----------

Previous **1** Next

5 Items per page

Articles are displayed in **most recent** descending order, with the pagination on the bottom left of the page, and the number of articles displayed per page on the bottom right of the page.

Each article may include attached documents or hyperlinks to useful websites.

Click on the corresponding file to download it, or the link to be redirected to the new page. In the case of downloading a file, a pop-up message will ask you to either directly open the file, or save it to your computer. Please make your choice as you wish.

2.3 Information Updates

From the top horizontal menu, select the "**Information Updates**" option. The following page is displayed.



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Financial Sanctions Database

European Commission > FSF > Information Updates

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[FSD Files](#) [Articles](#) [Information Updates](#) [Frequently Asked Questions](#) [Knowledge Base](#)

Information Updates

Sent on 26/09/2017

New Sanctions List at PDF format

We are happy to inform you about the publication of the Sanctions List at PDF format.

Previous **1** Next

5 Items per page

The '**Information Updates**' page displays news published by European Commission users concerning technical information about the sanctions files (types, formats, contents).

The information updates may include attached documents or hyperlinks to useful websites.

Click on the corresponding file to download it, or the link to be redirected to the new page. In the case of downloading a file, a pop-up message

will ask you to either directly open the file, or save it to your computer. Please make your choice as you wish.

2.4 Frequently Asked Questions

From the top horizontal menu, select the "**Frequently Asked Questions**" option. The following page is displayed.

[Legal Notice](#) [Contact](#) [Logout](#)



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Financial Sanctions Database

European Commission > FSF > Frequently Asked Questions

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[FSD Files](#) [Articles](#) [Information Updates](#) [Frequently Asked Questions](#) [Knowledge Base](#)

Frequently Asked Questions

Published on 25/09/2017

DTD format / XML Schema Definition

Please be aware that the DTD format will be phased out in July 2018. From this date, the DTD format will disappear and only the file based on the XML Schema Definition will be available (XSD).

Published on 25/09/2017

I would like to receive notifications about updates.

You can configure your account settings to obtain updates accordingly:

1. Receive by e-mail the updates of articles
2. Receive a notification e-mail when a new Sanctions List is published
3. Receive by e-mail the information updates

Please do not forget to save your changes; otherwise it will be lost and not taken into account.

Published on 25/09/2017

How to configure my monitoring tool?

1. Create an EU Login account should it not be done yet. Please note it is advised to create a dedicated account for your system.
2. Go to FSF (<https://webgate.ec.europa.eu/europeaid/fsd/fsf>). After the authentication, you will land on the FSD files page.
3. At the bottom of the page, click on "Show settings for crawler/robot". 12 URLs are displayed and enable to download the files.
4. Up to you to take your pick and feed your system with the appropriate URL.

Previous 1 Next

5 ▾ Items per page

FAQs contain useful information regarding the FSF application, which may include attached documents or hyperlinks to useful websites. Click on a corresponding file or link to download it. A pop-up will ask you to either open or save the file to your computer.

The FAQs are displayed in **most recent** *descending order*, with the pagination on the bottom left of the page, and the number of FAQs displayed per page on the bottom right of the page.

Related Pages

[Chapter 1 - Introduction](#)

[Chapter 3 - Manage User Account Settings](#)

FSF Chapter 3 - Manage User Account Settings



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Financial Sanctions Files

FSF Stakeholders' User Manual > Manage User Account Settings

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- 3. Manage User Account Settings
 - 3.1 Manage E-mail Notifications
 - 3.2 Revoke Account

3. Manage User Account Settings

The FSF application allows you to manage several settings related to your user account. To view the available options, click on your user name displayed on the upper right side of the page.



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Financial Sanctions Files

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European Commission > FSF > FSD Files

Jason DYKE

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FSD Files

European Commission - External relations / Sanctions List

Consolidated Sanctions List

Last update	Version	File	Schema
16/02/2018 (19:00:10)	1.0	PDF	Checksum
16/02/2018 (19:00:07)	1.0	CSV	Checksum
16/02/2018 (19:00:08)	1.1	XML (Based on XSD)	Checksum XSD Checksum
16/02/2018 (19:00:09)	1.0	XML (Based on XSD)	Checksum XSD Checksum
16/02/2018 (19:00:06)	1.0	XML (Based on DTD)	Checksum DTD Checksum

[Show settings for crawler/robot](#)

Your personal details and a list of possible “tasks” linked to your profile is displayed in the account menu. What is displayed depends therefore on your profile and permissions you have in the FSF application.


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[Jason DYKE](#)
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FSD Files

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Consolidated Sanctions List

Last update	Version	File	
16/02/2018 (19:00:10)	1.0	PDF	Checksum
16/02/2018 (19:00:07)	1.0	CSV	Checksum
16/02/2018 (19:00:08)	1.1	XML (Based on XSD)	Checksum
16/02/2018 (19:00:09)	1.0	XML (Based on XSD)	Checksum
16/02/2018 (19:00:06)	1.0	XML (Based on DTD)	Checksum

[Show settings for crawler/robot](#)
Username:

dykeja

Email:

jason.DYKE@ec.europa.eu

[Account Settings](#)
Tasks:

- Access the admin section
- Browse article
- Browse FAQ
- Browse FSD files
- Browse the information updates
- Create article
- Create FAQ
- Create a new information update
- Delete article
- Delete FAQ
- Delete information updates
- Download FSD file
- Manage subscriptions
- Publish article

For **stakeholders**, for example, the following actions are possible:

Task	Description
Browse Article	You are able to view the articles published in the FSF application.
Browse FAQ	You are able to view the Frequently Asked Questions in relation to FSD files, with the corresponding answers.
Browse FSD files	You are able to view the Financial Sanctions Database (FSD) files available for download in the FSF application.
Browse the information updates	You are able to view the information updates concerning the FSD files.
Manage subscriptions	You are able to manage the information that you receive from the FSF application via e-mail notification.
Revoke account	You are able to revoke your account if you no longer need to have access to the FSF application.

3.1 Manage E-mail Notifications

You can directly manage the notifications you receive by e-mail from the FSF application. To manage these notification subscriptions, click on the **"Account Settings"** button in the account menu.

Jason DYKE

Username: dykeja

Email: jason.DYKE@ec.europa.eu

 Account Settings

Tasks:

- Access the admin section
- Browse article
- Browse FAQ
- Browse FSD files

The “Accounts Settings” page is displayed.

Legal Notice Contact Logout



FSF
Financial Sanctions Files

European Commission > FSF > Account Settings Jason DYKE

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[Articles](#)
[Information Updates](#)
[Frequently Asked Questions](#)
[Administration](#)
[Knowledge Base](#)

Account Settings

Please find the list of the services you subscribed for.

Check and save to change it:

- ☒ Receive by e-mail the updates of articles ?
- ☒ Receive a notification e-mail when a new Sanctions List is published ?
- ☒ Receive by e-mail the information updates ?

 Revoke account

 Save

By default, all the available options are **ticked**. You can *untick* the notification type that you wish to *unsubscribe* from:

- Updates concerning the articles published in the FSF application
- Updates when new sanction lists are published in the FSF application
- Information updates sent by the FSF application

Please note that information tooltips are available if more details is required about these automatic notifications – hover with your mouse over the text or the corresponding “?” icon to view the details.

Account Settings

Please find the list of the services you subscribed for.

Check and save to change it:

- ☒ Receive by e-mail the updates of articles ?
- ☒ Receive a notification e-mail when a new Sanctions List is published ?
- ☒ Receive by e-mail the information updates ?

Technical information about the financial sanctions files to download (types, format, contents)

 Revoke account

 Save

3.2 Revoke Account

In the “**Account Settings**” page, click on the “**Revoke account**” button if you no longer need to access the FSF application.

Account Settings

Please find the list of the services you subscribed for.

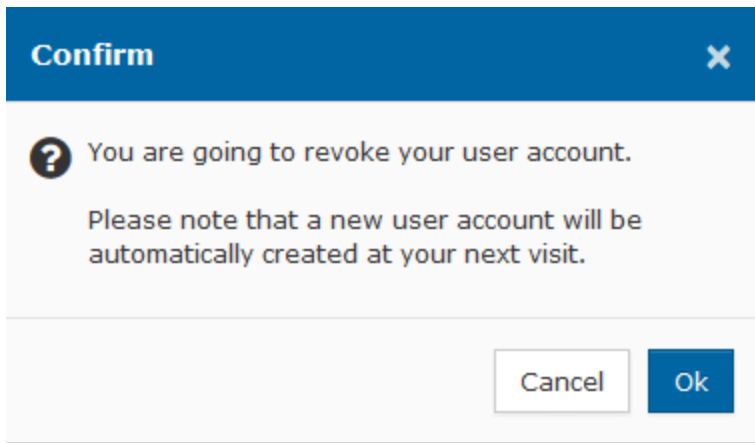
Check and save to change it:

- ☒ Receive by e-mail the updates of articles ?
- ☒ Receive a notification e-mail when a new Sanctions List is published ?
- ☒ Receive by e-mail the information updates ?

 Revoke account

 Save

A confirmation pop-up window is displayed.



Click on the “**OK**” button to confirm the deletion of your account, or “**Cancel**” to cancel the action.

If the case, an automatic e-mail is sent to notify you that your account was successfully deleted.

Please note that if you reconnect to the FSF application via your EU Login account, a new FSF account will be automatically created, and your access will be restored.

Related Pages

[Chapter 2 - Available Actions](#)

[Chapter 4 - Helpdesk](#)

FSF Chapter 4 - Helpdesk



[Version française de cette page]



FSF

Financial Sanctions Files

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4. Helpdesk

If you encounter any technical issues while using the FSF application, or you have a specific question concerning the FSF application, then please contact **DEVCO APPLICATION SUPPORT** for assistance. Your request will be treated as soon as possible.

Once the IT Helpdesk registers your request for assistance, a “**SMT Reference**” number is issued, and an automatic e-mail is generated and sent to you containing the details of your request. Please use this “**SMT Reference**” number in all subsequent communications with support concerning the same issue or question.

Related Pages

Chapter 1 - Introduction

Chapter 3 - Manage User Account Settings