



SWIFT

Registration Guide

This document provides information about the registration procedure and the login procedure for user accounts on www.swift.com.

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1 Introduction

Thank you for your interest in becoming part of the SWIFT Community. This document will guide you through the joining process to become a SWIFT User. Please note that SWIFT users are subject to the [By-laws](#) and [SWIFT Corporate rules](#).

2 Getting Started

The starting point is for you to create a swift.com user account (profile) and complete a simple organisation registration.

2.1 Register to SWIFT.com

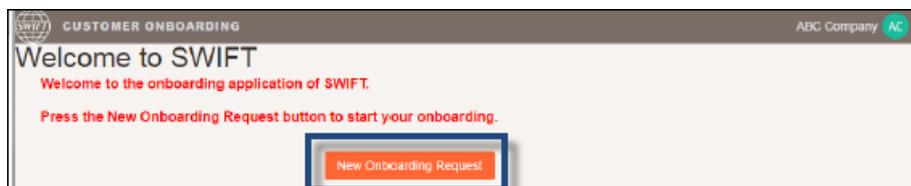
The person who registers must be the SWIFT's initial contact person for the onboarding process.

Use the [swift.com registration form](#) and follow the [video](#) instructions or read the [swift.com registration guide](#).

2.2 Onboarding request

Once registered you will receive an email with a link to commence your Organisation registration.

- To submit your interest to join SWIFT click **New Onboarding Request**.



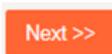
- Enter as required
 - a. The registered name
 - b. The address
 - c. The business description
 - d. The reason for registration

Tip:

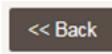
Click **Save** to keep a draft and complete later.



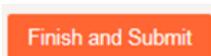
Click **Next** to save and move to the next input screen.



Click **Back** to return to previous input screen.



Click **Finish and Submit** to save and submit data's to SWIFT.



Based on your location, we will appoint a SWIFT Sales Representative who will contact you within 24 hours (business days) to:

- Define and evaluate your needs and required SWIFT environment
 - a. Identify your organisation's SWIFT [user category](#)
 - b. Discuss your [SWIFT messaging](#) requirements
 - c. Help you to choose [SWIFT connectivity](#) to meet your business needs
 - d. Explain [SWIFT Customer Security Programme](#) (CSP)

- e. Evaluate the need for additional SWIFT solutions such as [Reference Data](#), [Financial Crime Compliance](#) and so on
- Provide an overview of the [onboarding process](#)
- Agree with you on a commercial quotation to start the formal Joining Application

Contacting our local sales team

To contact our local sales team, go to [Get in touch with SWIFT](#).

2.3 Register a New Entity

To register a new entity, click **New Onboarding Request (1)**



Tip:

- Click **Home (2)** to access your Customer's dashboard.
- Click your **user name (3)** and select **Log off** to quit the application.



3 Working with Onboarding Requests

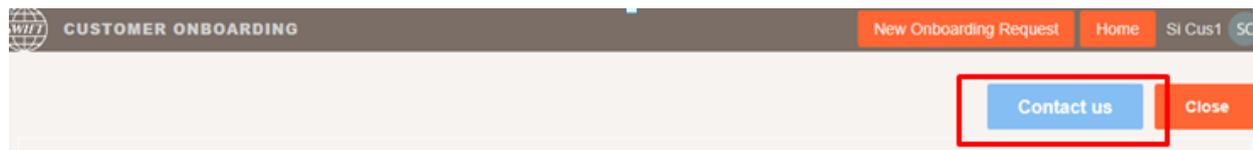
3.1 View or Edit Onboarding Requests

To view onboarding requests, double-click the corresponding onboarding id.

Onboarding Requests			
Onboarding ID	Name	Creation date	Phase
O-1971	GB - THE YELLOW SUBMARINE COMPANY	5/16/17 3:21 AM	Data collection

3.2 Send an E-mail to the SWIFT Joining team

To send an E-mail to the SWIFT Joining team, click **Contact us**.



Tip:

- Click **Close** to return to your Customer's dashboard.

3.3 View E-Orders

To view an E-Order, perform this procedure.

- From the main window, select an Onboarding id.
- From the **Actions** menu, select **View E-orders**.

3.4 Assign a Request to Another Member of your Organisation

To assign a task to another user, perform this procedure.

1. From the main window, select an Onboarding id.
2. From the **Actions** menu, select **Delegation**.
3. Select one of the available roles.
4. Click **Submit**.

The task is now assigned to another user.

There are four types of delegation available:

1. Master Delegate: has access to all areas of the On-boarding portal
2. Legal Delegate: is only able to perform tasks related to the Legal category
3. Finance Delegate: is only able to perform tasks related to the Finance category
4. Technical Delegate: is only to perform tasks related to the Configuration category

3.5 View the Status of your Registration

To view the status of your registration, perform this procedure.

1. From the main window, select an Onboarding id.
2. From the status bar, the following values are available:
 - **Organisation registration:** submission of your institution's interest to Join SWIFT
 - **Sales quotation:** you will remain on this section during your discussion with SWIFT's sales representative until the solution and cost have been agreed.
 - **Data Collection:** formal SWIFT joining application
 - **Network activation:** live activation confirmation
 - **Onboarding completed:** institution is live

4 Manage Tasks

4.1 View a Task

To view a task, perform the following procedure.

1. From the main page, double-click the Onboarding id.
2. From the **Task Management** window, click **View** next to the task that you want to view.

4.2 Edit a Task

To edit a task, perform the following procedure.

1. From the main page, double-click the Onboarding id.
2. From the **Task Management** window, click **Perform** next to the task that you want to edit.

Tip:

- Click the **Refresh** button  to see the action progressed.

4.3 Read the Instructions Related to a Task

These instructions provide useful information on the actions that you need to perform.

To view the instructions, perform this procedure.

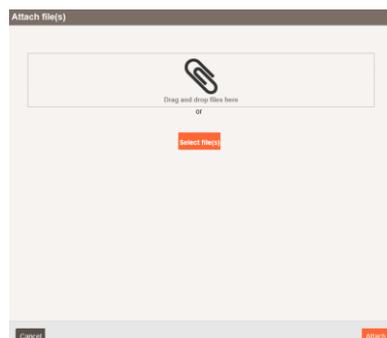
1. From the main window, double-click the Onboarding id.
2. From The **Task Management** window, click **Instructions**.

4.4 Upload a document to your Tasks

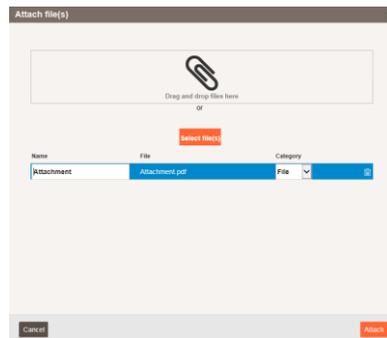
To upload a document, perform the following procedure.

1. Click **Select file to upload**.

2. Drag and drop the file to upload or click **Select file**.



3. Select the document to upload and once available, click **Attach**.



4.5 Download a document

To download a document, perform the following procedure.

1. Click **Download document**.
 **Download template document**
2. Click **Open** or **Save**.

Additional Tips:

-  - we strongly recommend you to read these instructions which provide useful details on the actions required for the corresponding screen
- Managing Tasks:

In this section you will find a list of tasks ready for your action. Against each you will be able to see who is expected to take action. If the Action column has a  button it means you have to take an action. Following completion of the action you will be able to  the data entered.

- At any stage you can indicate your satisfaction by submitting



-  After each action please press the **Refresh button**
-  this icon indicates Mandatory fields
-  by hovering over the question mark context information will be visible

5 Start Formal SWIFT Application (Onboarding)

The formal SWIFT application process (Onboarding) is started by your email acceptance of the commercial quotation as agreed with your SWIFT Sales Representative.

SWIFT Joining Team will then review your organisation registration and quotation information. Following validation (24 business day hours) you will receive an email from joining.generic@swift.com (please ensure this email will not go into your SPAM folder) with a link to initiate your access to the formal SWIFT Joining Application.

The Onboarding process consists of the following Sections:

- Data Collection
- Network activation
- Onboarding completed

5.1 Data Collection

The Data Collection section consists of the following Categories for your completion:

- Configuration
- Finance
- Legal

The screenshot shows a 'Task Management' interface. At the top right is an 'Instructions' button. Below it is a 'Manage Tasks' section with a table:

Category	Assigned to	Status	Action
Finance	SI Cus1	Pending Task	Perform
Legal	SI Cus1	Pending Task	Perform
Configuration	SI Cus1	Pending Task	Perform

Below this is a 'Current Task' section with a table:

Category	Assigned to	Status	Action
Organisation Registration	Assigned to SWIFT	Submitted to SWIFT	View

A red box highlights the 'Perform' buttons in the 'Manage Tasks' table.

You can take ownership of a category or assign it to another user. For more information, see [Assign a Request to Another Member of your Organisation](#) on page 6.

Once you have completed a category, you can submit it or save it to edit it further.

The completion of the Configuration and Legal categories is required prior to submitting the formal SWIFT Application (Undertaking) document.

5.2 Configuration

5.2.1 swift.com administrators

The role of the swift.com administrators is to approve registration requests, to control the access rights, and to manage the profile of all registered users in your institution. More specifically, the tasks of the swift.com administrator are: to verify the identity of the user who registers, to approve or to reject the registration request, to grant or to reject access to specific applications, to deactivate or to reactivate a swift.com account, and to delete a swift.com account. SWIFT requires that your institution registers two swift.com administrators or that swift.com administration is delegated to another institution.

5.2.2 Security Officer

SWIFTNet/Lite2 Security Officers (SO's) maintain the SWIFTNet security certificates and access roles for their institution. They define the access users have per SWIFT messaging services.

5.2.3 E-order delegation to Another Institution

This step allows you to delegate your e-ordering to another institution. The institution specified will be able to order products and services on your behalf. The delegation does not remove your capability to order for yourself.

5.2.4 FIN subscription

Applicable for non-Lite2 applicants. Here you confirm that your institution is subscribing to the FIN service and that the log-in is:

- Own log-in (manage own log-in)
- Synonym log-in (log-in managed by a Master BIC)

Maintenance of contacts on swift.com is your institution's responsibility. It is strongly recommended that any swift.com access rights are known and reassigned should a member of staff leave your company.

Tip Remember after completion of a Category to continue press top right **Close** followed by **Actions**, then **Refresh**.

5.3 Finance

The Finance category contains:

- Billing details
- Shipping Details
- Tax Details
- Payment Method

5.4 Legal

The Legal category contains:

- Collect Entity Name
- Collect Address
- Collect Legal Structure
- Collect Registration details
- Collect Sanctions regulations
- [Terms and Conditions](#)

Upon completion of the Legal Steps, SWIFT will validate the submitted information and initiate checks to verify whether your company meets the eligibility criteria to become a SWIFT user. Following validation, you will receive an email advising that the relevant supporting documentation list depending on your [SWIFT user category](#), is available in the onboarding tool.

Documents must be provided in local language with English translation.

For more information about uploading a document, see section 4.4.

Please click on '  ' of each required supporting document for the document definition and required action. After uploading/attaching the document click  . You can refresh your screen using  .

The formal SWIFT Application document (**Undertaking** - this document is the contractual agreement with SWIFT) will be available for submission when

- a minimum set of supporting documents have been validated (such as certificate of incorporation, operating licence and recommendation letters (if applicable))
- Configuration category has been validated by SWIFT and your BIC created and confirmed to you via email

After validation of The Undertaking by SWIFT

- print the document
- sign the document
 - by authorised company signatory (confirmed on the Proof of Authorized Signatures provided)
 - dual signatories (if required on the Proof of Authorized Signatures)
- upload signed copy
- courier the original to SWIFT's Customer Operations – Customer Cate team (*address details on the document*).

SWIFT will now validate the Financial section, supporting documents and original Undertaking before confirming via email:

- Your acceptance as SWIFT user
- Your SWIFT User Category

6 Implement and Install your Connectivity

Following legal approval as a SWIFT User, you will be now ready to implement and install your chosen connectivity and interface products.

Depending on your connectivity choice, SWIFT will dispatch any required components (for instance, Alliance Lite2 tokens, VPNs, software and Security Officer secure code cards and secrets etc). Please follow any instructions in the shipment parcels carefully as some items require receipt confirmation.

For **SWIFT cloud-based connectivity** you will be contacted by your assigned SWIFT Implementation consultant to commence the implementation phase.

For **own or shared connectivity** please liaise with your connectivity provider/owner for the next steps.

Once you have completed implementation and installation, you will be able to test your connection by sending test messages and simulating real operations.

Following successful testing SWIFT expects you to confirm your preferred activation date in the Network activation section.

Network activation

In this section you confirm your preferred activation date.

It is possible that some invoices are already submitted before the activation of your institution. It is a pre-requisite for the activation that you do not have any overdue invoices. SWIFT will contact you upfront to inform you regarding the status of your invoices (if applicable).

For **SWIFT cloud-based connectivity** your network activation date will be agreed with the SWIFT implementation consultant.

For **own or shared connectivity**, following satisfactory implementation and testing, this section enables you to confirm your operational readiness and activation date.

Activations are every Saturday with your operational readiness confirmed the Friday 8 days before.

7 View When Onboarding is Completed

The **Onboarding completed** section confirms your activation:



8 Support

For enquiries regarding the joining process or required supporting documents please contact us via email: Joining.generic@swift.com or contact your local Sales team.

For avoidance of doubt, acceptance of an applicant shall not be effective unless confirmed in writing by SWIFT.

SWIFT Users, who are registered on swift.com, can receive 24 hours support worldwide through the Case Manager or contact us by telephone:

Europe: Tel: +31 71 582 2822

Hong Kong: Tel: +852 2 852 8777

United States: Tel: +1 540 8256

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