



New THEMIS Log On Procedures/ Password Procedures

THEMIS is currently undergoing some changes which will affect the way that you request a new password.

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When you require a new password, this will become an automated process and therefore for a standard password reset, you will no longer need to contact the FIS.

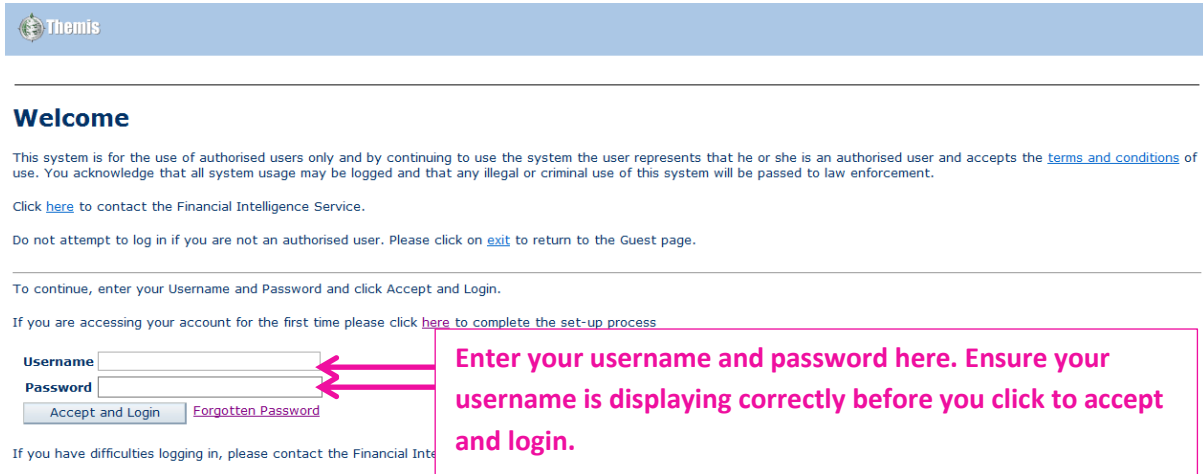
Normal log in will remain unchanged, so if you enter your correct log in details, you will log in to THEMIS as usual. You will be able to change your password once you are in THEMIS as normal by using the change password tab (Section 5)

- *Guidance is provided for first time users of THEMIS in the FIRST TIME LOG IN AFTER RECEIVING A USERNAME section (Section 2)*
- *If you are an existing THEMIS user, please refer to LOGGING INTO THEMIS (EXISTING USERS) (Section 3)*

1. GETTING STARTED – NEW & EXISTING THEMIS USERS

Open the THEMIS log on page (accessible from the FIU website, www.guernseyfiu.gov.gg > 'Reporting of Suspicion Login (THEMIS) or by entering <https://mlro.gov.gg/> into your web browser.

The following screen is displayed:



The screenshot shows the THEMIS login interface. At the top left is the THEMIS logo. Below it is a 'Welcome' section with a disclaimer and links for help. The main part of the page contains a login form with 'Username' and 'Password' input fields, an 'Accept and Login' button, and a 'Forgotten Password' link. A pink callout box with arrows pointing to the input fields contains the text: 'Enter your username and password here. Ensure your username is displaying correctly before you click to accept and login.'

THEMIS

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

Username

Password

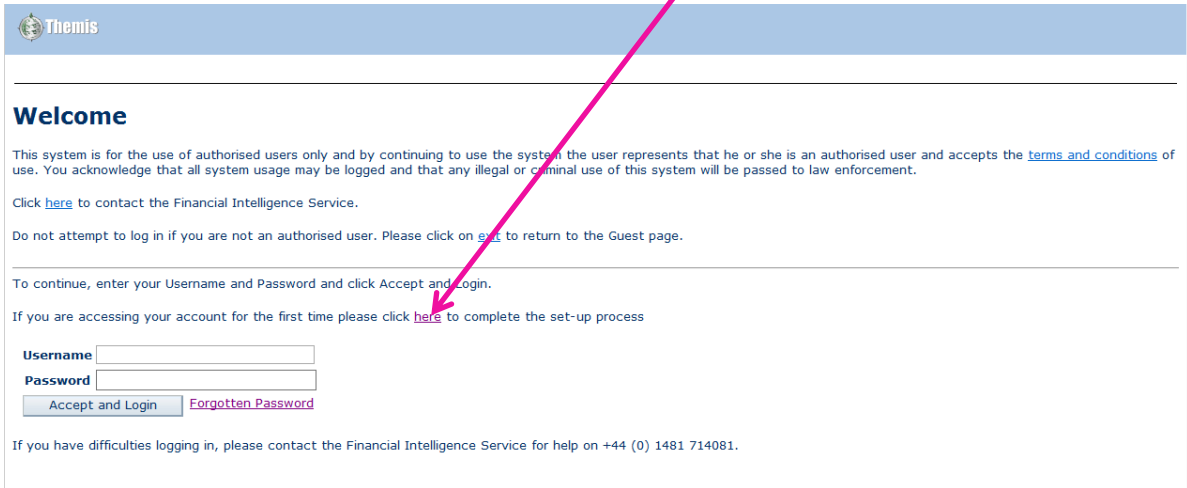
[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service

Enter your username and password here. Ensure your username is displaying correctly before you click to accept and login.

2. FIRST TIME LOG IN AFTER RECEIVING A USERNAME

2.1 If this is the first time that you have logged onto THEMIS since you have received a Username by email from the FIS, please click on the link for first time log on.



Themis

Welcome

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Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [here](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

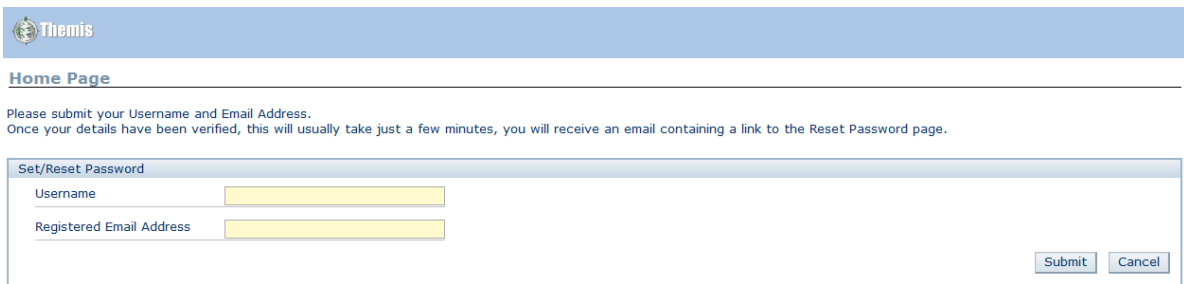
Username

Password

[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

The following screen will be displayed:



Themis

Home Page

Please submit your Username and Email Address.
Once your details have been verified, this will usually take just a few minutes, you will receive an email containing a link to the Reset Password page.

Set/Reset Password

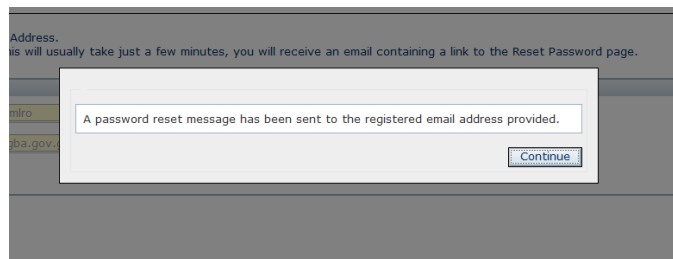
Username

Registered Email Address

2.2 Enter the Username that you have been sent by email and the email address that you provided on the THEMIS Registration Form. Click 'Submit'.

PLEASE ENSURE THAT THE DETAILS YOU ENTER ARE CORRECT AS YOU WILL NOT RECEIVE A RESET EMAIL IF YOU ENTER THE INCORRECT DETAILS, EVEN IF THE MESSAGE BELOW IS DISPLAYED.

The following message will be displayed:



Address.
is will usually take just a few minutes, you will receive an email containing a link to the Reset Password page.

ntro
ba.gov.

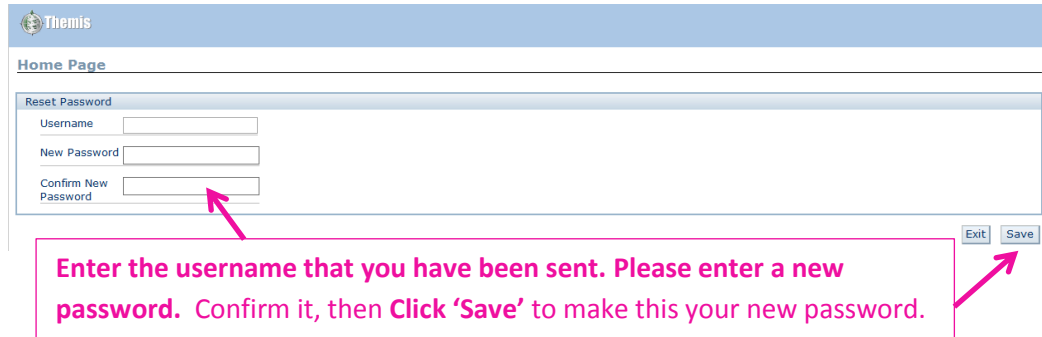
A password reset message has been sent to the registered email address provided.

Once you click 'Continue', you will be taken back to the logon page.

2.3 You will receive an email to the address that you provided which includes a link to reset your password.

This link is valid for 24 hours only. If you do not reset within this time, you will need to repeat the process and request a new link.

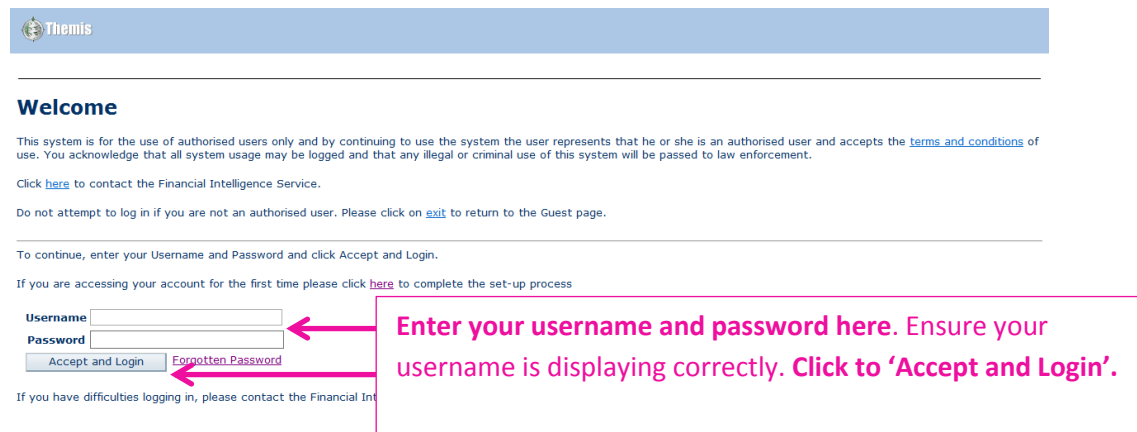
2.4 Clicking this link will take you to a new logon page:



Enter the username that you have been sent. Please enter a new password. Confirm it, then Click 'Save' to make this your new password.

Your new password must be at least 8 characters long, containing both letters and numbers and cannot be a repeat of your previous 5 passwords. Once you have chosen a new password click **'Save'** to make this your new password.

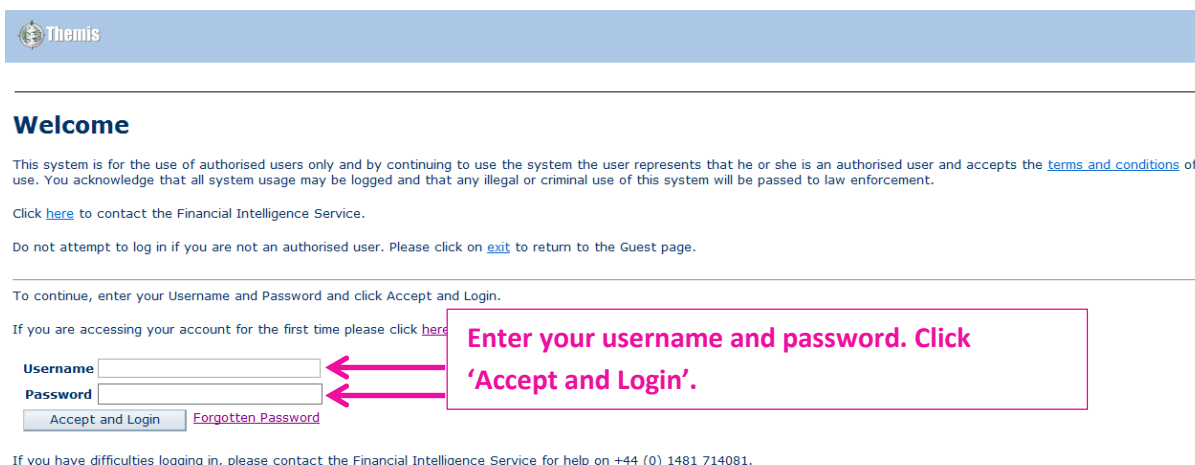
2.5 You will be taken back to the main logon page:



Enter your username and password here. Ensure your username is displaying correctly. Click to 'Accept and Login'.

2.6 This will take you to your THEMIS Home Page.

3. LOGGING IN TO THEMIS (EXISTING USERS)



The screenshot shows the Themis login page. At the top is the Themis logo. Below it is a 'Welcome' section with instructions. A pink box highlights the login fields and buttons, with arrows pointing to them from the text 'Enter your username and password. Click 'Accept and Login''. The fields are 'Username' and 'Password', and the buttons are 'Accept and Login' and 'Forgotten Password'. Below the fields is a note about contacting the Financial Intelligence Service for help.

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#)

Username

Password

[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

3.1 Ensure your username is displaying correctly and you have entered your password correctly before you click to 'Accept and Login'.

If you enter your logon details correctly, you will be taken to your THEMIS Home Page.

****If you know that you require a new password, please click on the 'Forgotten Password' link. PLEASE REFER TO THE SECTION BELOW 'FORGOTTEN PASSWORD /OBTAINING A NEW PASSWORD.'****

3.2 If you enter your log on details incorrectly, on your fourth incorrect attempt, your account will time out for a set period of time. The time that you can next attempt to log in is displayed on the THEMIS log on screen.



The screenshot shows the Themis login page after a failed login attempt. A pink arrow points from the 'Login Failed' message to the 'Forgotten Password' link. The message reads: 'Login Failed - This account has been disabled until 16:04 on 11 June 2015'. The login fields and buttons are still visible.

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

Login Failed - This account has been disabled until 16:04 on 11 June 2015

Username

Password

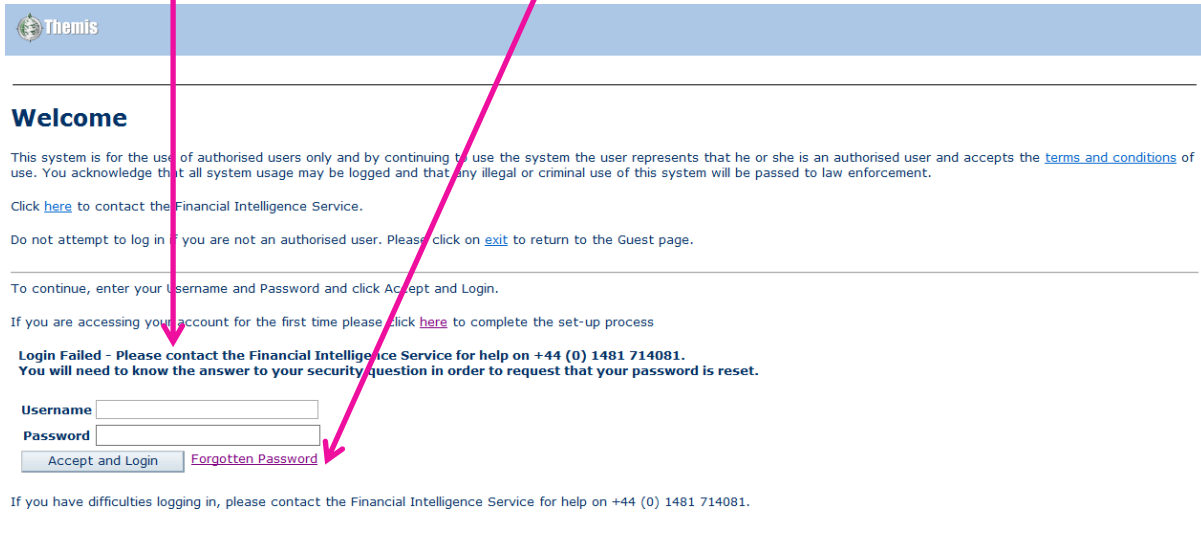
[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

3.3 If after the time has elapsed you attempt to log in with an incorrect details again, your account will time out for a longer period of time. This will continue until your seventh incorrect attempt, at which point you will be advised to contact the FIS.

3.4 The following message will be displayed.

(Please note that at any point up until you see the following message advising you to contact the FIS, you are able to click the 'Forgotten Password' link, which will allow you to reset your password)



The screenshot shows the Tiemis login interface. At the top left is the Tiemis logo. Below it is a 'Welcome' heading. The main content area contains several lines of text: a disclaimer about system usage, a link to contact the Financial Intelligence Service, a warning not to attempt login if not authorized, and instructions for first-time users. A red arrow points from the explanatory text above to the 'Forgotten Password' link in the login form. Below the form is a 'Login Failed' error message and a final contact instruction for the FIS.

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

Login Failed - Please contact the Financial Intelligence Service for help on +44 (0) 1481 714081. You will need to know the answer to your security question in order to request that your password is reset.

Username

Password

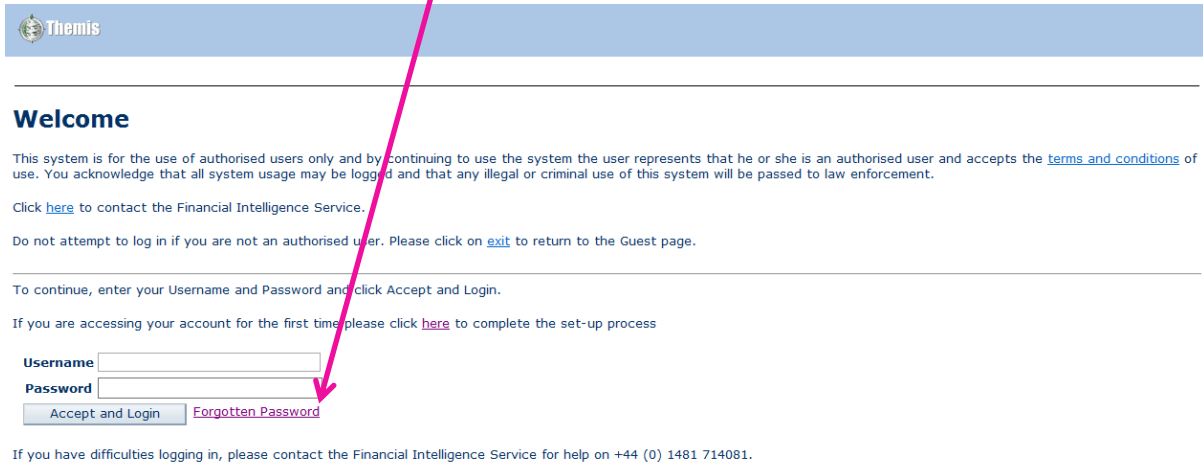
[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

3.5 You will be unable to login successfully, even if you know your password, once the above message is displaying. YOU WILL NEED TO CONTACT THE FIS.

4. FORGOTTEN PASSWORD/OBTAINING A NEW PASSWORD

4.1 Click on the 'Forgotten password' link.



The screenshot shows the Themis login page. At the top left is the Themis logo. Below it is a 'Welcome' section with instructions for authorized users and links for help. The login form includes fields for 'Username' and 'Password', and buttons for 'Accept and Login' and 'Forgotten Password'. A pink arrow points from the 'Forgotten Password' link to the 'Forgotten Password' button.

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

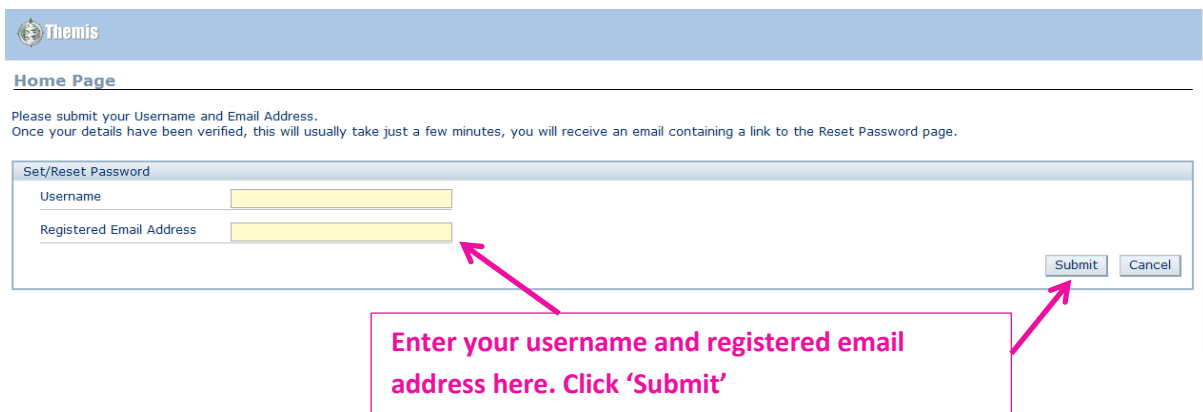
Username

Password

[Forgotten Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

4.2 The following screen will be displayed:



The screenshot shows the 'Set/Reset Password' form. It has two input fields: 'Username' and 'Registered Email Address'. There are 'Submit' and 'Cancel' buttons. A pink box with text and arrows points to the input fields and the 'Submit' button.

Home Page

Please submit your Username and Email Address.
Once your details have been verified, this will usually take just a few minutes, you will receive an email containing a link to the Reset Password page.

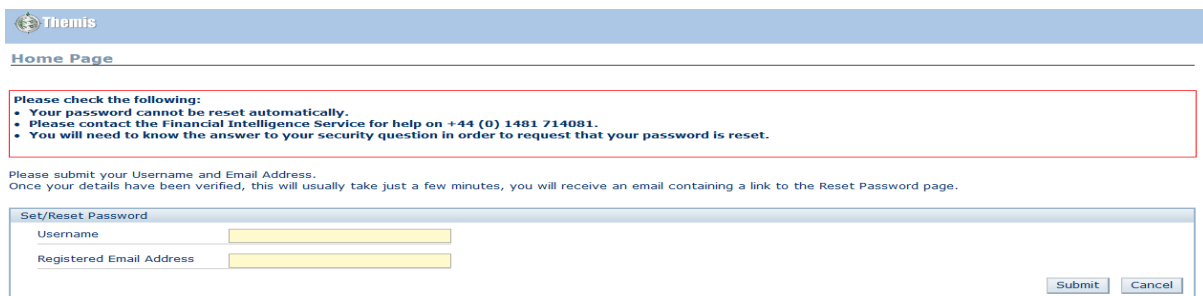
Set/Reset Password

Username

Registered Email Address

Enter your username and registered email address here. Click 'Submit'

4.3 If you see the following error message, please contact the FIS .



The screenshot shows the 'Set/Reset Password' form with an error message displayed above it. The error message is enclosed in a red border and contains three bullet points. Below the error message is the 'Set/Reset Password' form with 'Username' and 'Registered Email Address' fields and 'Submit' and 'Cancel' buttons.

Please check the following:

- Your password cannot be reset automatically.
- Please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.
- You will need to know the answer to your security question in order to request that your password is reset.

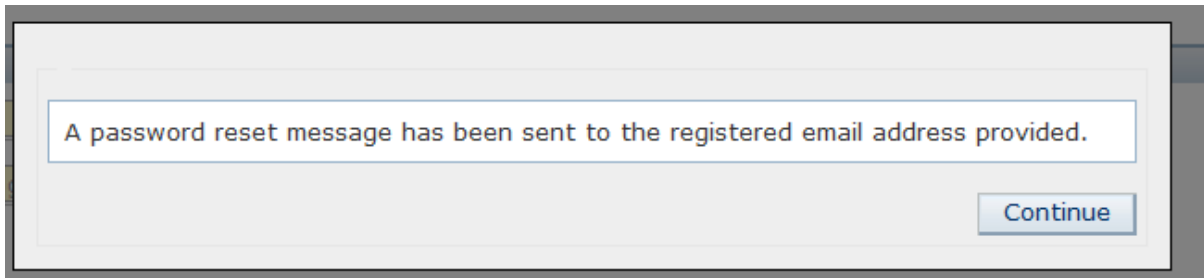
Please submit your Username and Email Address.
Once your details have been verified, this will usually take just a few minutes, you will receive an email containing a link to the Reset Password page.

Set/Reset Password

Username

Registered Email Address

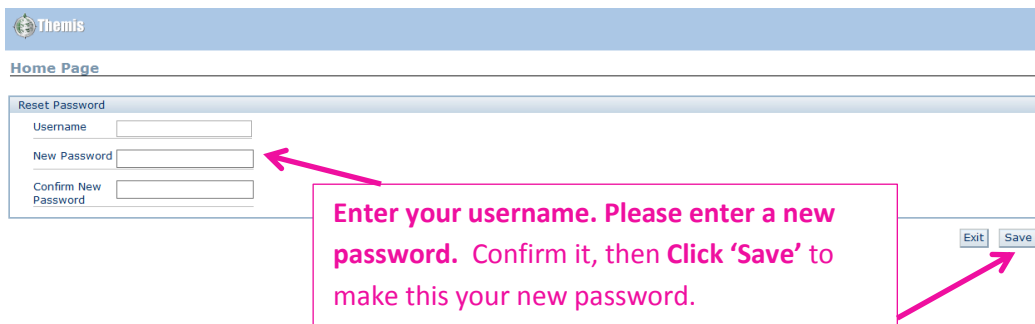
4.4 You will see the below message once you have requested a new password. Provided that you entered the email address that the FIS has registered to you, you will receive an email to that address.



4.5 Please click on the 'Reset Password' link within the email.

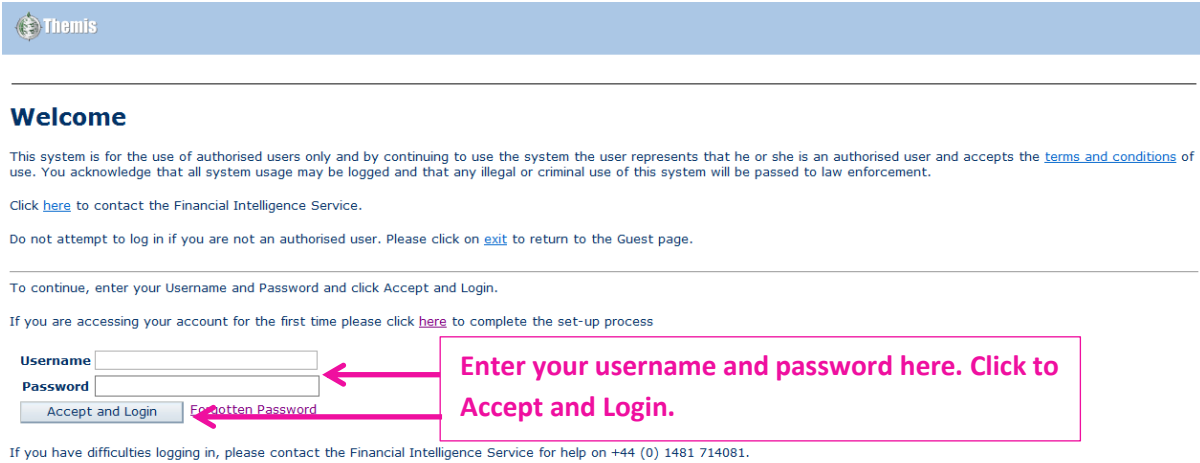
This link is **valid for 24 hours only**. If you do not click the link within this time, you will need to repeat the process of requesting a new password.

4.6 When you click on the link, the following screen will be displayed:



Your new password must be at least 8 characters long, containing both letters and numbers and cannot be a repeat of your previous 5 passwords.

4.7 When you click 'Save', you will be taken back to the main logon page.



Themis

Welcome

This system is for the use of authorised users only and by continuing to use the system the user represents that he or she is an authorised user and accepts the [terms and conditions](#) of use. You acknowledge that all system usage may be logged and that any illegal or criminal use of this system will be passed to law enforcement.

Click [here](#) to contact the Financial Intelligence Service.

Do not attempt to log in if you are not an authorised user. Please click on [exit](#) to return to the Guest page.

To continue, enter your Username and Password and click Accept and Login.

If you are accessing your account for the first time please click [here](#) to complete the set-up process

Username

Password

[Forgot Password](#)

If you have difficulties logging in, please contact the Financial Intelligence Service for help on +44 (0) 1481 714081.

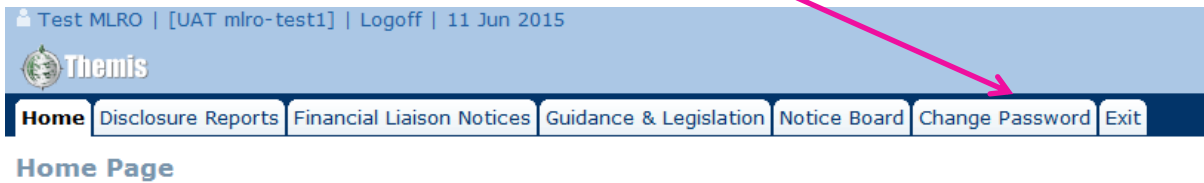
Enter your username and password here. Click to Accept and Login.

4.8 This will take you to your THEMIS Home Page.

4.9 Once your password has been reset successfully, you will receive a confirmation email to your registered email address.

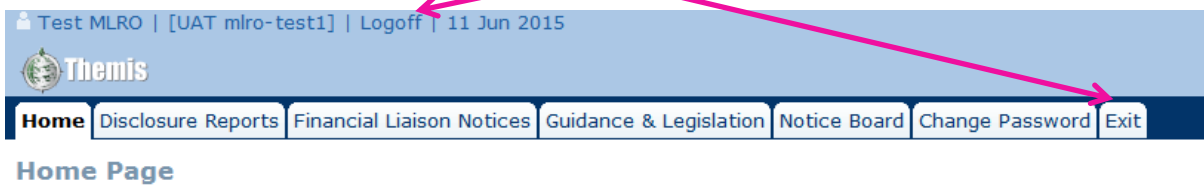
5. CHANGING YOUR PASSWORD WHILST LOGGED INTO THEMIS

If you wish to change your password whilst it is still active, you can do so by clicking on the 'Change Password' tab once you are logged into THEMIS. We suggest you that you log in and change your password monthly to ensure that your account is not suspended.



6. EXITING THEMIS

Please ensure that when you log out of THEMIS that you do so by using either the 'Logoff' button at the top of the page, or by clicking the 'Exit' tab.



FAILURE TO LOGOFF USING THESE METHODS MAY CAUSE LOGIN PROBLEMS THE NEXT TIME YOU ATTEMPT TO LOG IN

7. CONTACTING THE FIS FOR ASSISTANCE

The FIS are available to provide assistance Monday to Friday between 9am-5pm . If you require assistance outside of these times, please email FIU@gba.gov.gg and we will respond when the Office is open.