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# DFSA Electronic Prudential Reporting System (EPRS) Frequently Asked Questions

**1. *What is 'Windows Secure Application Manager' (WSAM) and why do I need it?***

WSAM is a tool that needs to be downloaded and installed on to your computer to enable you to correctly access and use the EPRS system. Without WSAM you will not be able to use the system correctly and will experience system errors.

WSAM creates a secure tunnel between your computer and the ERPS system. With this in place, EPRS can ensure that any data submitted or received is secure and encrypted from any external sources.

**2. *Why can't I see any images or log in?***

Have you installed the ActiveX control (Windows Secure Application Manager) onto your PC? The system should have prompted you to install this when you logged in for the first time.

**3. *I am unable to download/install the ActiveX (Windows Secure Access Manager). There is a message that tells me I do not have the correct privileges to install programs***

You will need to contact your local IT Department/System Administrator to enable your computer to download and install the ActiveX control.

**4. *The automatic installation does not start when I login to EPRS***

You will need to contact your local IT Department/System Administrator to enable your computer to download and install the ActiveX control.

**5. *I have installed the Active X control correctly but cannot see any images***

Please refer to the 'Technical Notes' document that details other client configurations that may need to be performed.

**6. *I have logged in but the system is very slow and sometimes does not even load the page?***

See response to question 2 first.

Additionally, EPRS is accessed via the internet; as such the speed and stability of your internet connection will impact the performance of EPRS.

In some instances your computer will be behind firewalls, proxy servers and may even route internet traffic from another country whilst browsing.

EPRS will perform best if your computer can have direct access to the system via the internet. Please consult your local IT Department/System Administrator on how best you can improve your connectivity.

**7. *I cannot remember my password***

Please email [EPRSHelpdesk@dfsa.ae](mailto:EPRSHelpdesk@dfsa.ae). EPRS Helpdesk will issue a new password, your username will not change.

*NOTE: DFSA do not retain details of firm passwords. Once a password has been issued the DFSA will destroy the records.*

**8. I want to change the password I use to access EPRS**

Please email [EPRSHelpdesk@dfsa.ae](mailto:EPRSHelpdesk@dfsa.ae) with your chosen password. EPRS Helpdesk will update the EPRS system with your requested password.

*NOTE: DFSA do not hold retain details of firm passwords. Once a password has been issued the DFSA will destroy the records.*


**9. I cannot use the cursor keys to input data like in MS Excel**

Although the interface looks like an MS Excel sheet, it is actually a web page, and the functionality that you would expect in Excel will not be available on the web page.

However, if you are completing a column on a form (top to bottom) the 'Enter' button will ensure the next cell will be the cell below the one you are working on.

If you are completing a row on a form (left to right) selecting the 'Tab' button will ensure the next cell selected will be the cell to the right of the cell you are working on.

**10. I completed, saved and closed a 'linked form', but the main form it was linked to does not update**

Select the 'Force Calculate' button  this will calculate every form and propagate any values to any other linked forms.

**11. I am seeing 'NOACCESS' on all the cells and trying to complete the form, why will it not let me enter any data into the cells?**

'NOACCESS' on forms appears if you have selected a Year/Quarter that has not been opened for data input by the DFSA. Please check the quarter and/or the year you are trying to enter data for.


**12. I am trying to complete a form, however, all the numbers have been populated and are not editable, I was able to complete this form during my last submission**

You are probably looking at a form you have already submitted. Please check the Year and Quarter you are trying to enter data for.

**13. Some cells are automatically being populated as I am going through and completing the forms**

EPRS aims to minimise data input requirements for firms. As such, where totals or calculations would usually require firms to process data, the EPRS will do this for you. Therefore, as and when data is entered, EPRS will calculate data elements and populate data for the firm. The calculated elements of a form are distinguished by a dark green cell.

**14. I have entered all my data, however, the form is not calculating and pre-populating the dark green cell**

Where a calculation requires more complex information derived from multiple forms or has a calculation which is more complex, the 'Force Calculate' button  should be used. Clicking this button EPRS will calculate every form for the firm and ensure all calculation cells are populated correctly.