DFSA Electronic Prudential Reporting System (EPRS) Frequently Asked Questions

1.   *I cannot remember my password*

Please email 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.

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

Please email 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.

3.   *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.

4.   *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.

5.   *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.

6.   *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.

7.   *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.

8. *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.