

SECTION 1

The following is a guide for a minimum recommended setup when accessing the DFSA **Electronic Prudential Reporting System (EPRS).**

If you experience problems accessing or attempting to log on to the EPRS application you should confirm with your IT Department that your computer settings adhere to the following minimum setup before contacting the DFSA:

Operating system

• Windows 7, Windows 8 or Windows 10 (IE 11 only, MS Edge is NOT compatible)

Browser

- Internet Explorer v9.x, 10.x or 11.x
- Pop-up blocker must be turned **OFF** while using EPRS
- 'Enable Protected Mode' must be unchecked in the Tools->Security tab for 'Trusted Sites'

Monitor

 1024 x 768 screen resolution – zoom setting on Internet Explorer should be set to 100% before accessing EPRS

Printer

• Any compatible printer – Required to print hard copies of your returns

Internet Connection

- Minimum recommended 256KB line
 - Note: as this application will be accessed via the internet, the stability and speed of your internet connection, firewalls and proxy settings may cause a variance in performance.

Client Tools

 Adobe Acrobat Reader – this will enable you to view and print the reports. More information on Adobe can be found at <u>www.adobe.com</u>



SECTION 2

** IMPORTANT CLIENT CONFIGURATION **

The following change must be made to your computer in order to use EPRS in all versions of Internet Explorer.

1. Within Internet Explorer click on 'Tools' -> 'Internet Options':



2. Click on the 'Security' tab:



Dubai Financial Services Authority



3. Click on 'Trusted Sites':





4. Click on 'Sites' - new pop up message box should appear:





5. In the 'Add this website to the zone:' ensure the following appears in the box:

https://dfsaprureporting.dfsa.ae/

6. Click on 'Add', the URL will now be added to websites:

ſ	Trusted sites
	You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
	Add this website to the zone:
	Add
	Websites:
¢	https://dfsaprureporting.dfsa.ae Remove
	Require server verification (https:) for all sites in this zone
	Close

7. Ensure 'Require server verification (https://) for all sites in this zone' tick box is ticked:

Trusted sites	X			
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.				
Add this website to the zone:				
	Add			
Websites:				
https://dfsaprureporting.dfsa.ae	Remove			
Require server verification (https:) for all sites in this zone				
	Close			



8. Click on 'Close':

Trusted sites	×			
You can add and remove websites from this zon this zone will use the zone's security settings.	e. All websites in			
Add this website to the zone:				
	Add			
Websites:				
https://dfsaprureporting.dfsa.ae	Remove			
Require server verification (https:) for all sites in this zone				
(Close			

9. Change the 'Security level for this zone' slider to 'Medium-Low':





- 10. Click on 'OK'
- 11. For computers that are using Internet Explorer versions 9 or above, please carry out the following steps.
- 12. Goto the login page of EPRS 'https://dfsaprureporting.dfsa.ae/eprs' do not enter your login credentials.

STEPS 14 & 15 are only applicable if you have previously added 'dfsa.ae' in Compatibility View Settings within Internet Explorer

13. Within Internet Explorer click on 'Tools' -> 'Compatibility View Settings'

		<u> </u>					(authorized all affect the form	lasara ani
File	Edit	View	Favorites	reportin Tools	g.dtsa.ae/da Help	na-na,	auth/url_default/we	ercome.cgi
	Delete	browsin	g history		Ctrl+Shift+	Del	1	
	InPriva	te Brows	sing		Ctrl+Shift	t+P		
	Turn o	n Tracki	ng Protectio	n				
	Active>	(Filterin	g				L	
	Fix con	nection	problems					
	Reopen last browsing session							
	Add site to Start menu						iential F	ceporting S
	View d	ownload	ls		Ct	rl+J		
	Pop-up	Blocke	r			•		Please re
	SmartS	creen Fi	lter			•		Technic
	Manag	e add-o	ns					DESA ha
<	Compatibility View settings					Ise and Sign In	Click her	
	Subscri	ibe to th	is feed					In addition
	Feed di	iscovery				►		<u>Please cli</u>
	Windo	ws Upda	ate					
	Perform	mance d	ashboard		Ctrl+Shift	+U		
	F12 De	veloper	Tools			-		
	Lync C	lick to C	all					
1	Report	website	problems					
	Interne	t option	S					

14. Under 'Websites you've added to Compatibility View' the text 'dfsa.ae' will appear



	Compatibility View Settings	×
	Change Compatibility View Settings	
	Add this website:	
		Add
<	Websites you've added to Compatibility View:	
C	dfsa.ae	Remove
	Display intranet sites in Compatibility View	
	Use Microsoft compatibility lists	
	Learn more by reading the <u>Internet Explorer priva</u>	acy statement
		Close

- 15. Select 'dfsa.ae' and then click on 'Remove' then 'Close'
- 16. Within Internet Explorer click on 'Tools' -> 'Internet Options'
- 17. Click on the 'Security' tab
- 18. In the 'Security Level for this Zone' pane, there will be a tick box 'Enable Protected Mode (requires restarting of Internet Explorer)'. Ensure the tick box is unticked and click on 'Apply'.
- 19. In the 'Select zone to view or change security settings' pane click on 'Trusted Sites'
- 20. In the 'Security Level for this Zone' pane, there will be a tick box 'Enable Protected Mode (requires restarting of Internet Explorer)'. Ensure the tick box is unticked and click on 'Apply' and then 'OK'
- 21. Close all Internet Explorer windows and login to EPRS.



Adobe Acrobat Reader X Configuration

If you are unable to downgrade to Adobe Acrobat Reader v9.5.x, then please perform the following steps to ensure you can open your report pack:

- 1. Open Adobe Acrobat X from Windows Start menu
- 2. Click on 'Edit'
- 3. Click on 'Preferences'
- 4. Click on 'Internet' from the Categories list
- 5. De-select 'Display PDF in Browser' tick box
- 6. Click on 'OK'
- 7. Now you should be able to open your PDF using EPRS. Note the PDF will no longer appear automatically, you will be prompted to either 'Save' or 'Open' the PDF document

-- END --