



SWIFT

swift.com Registration User Guide

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

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1 User Profiles

User profiles on www.swift.com

When you register on swift.com, you create a user profile (account) that contains the following personal information.

- your contact information
- your e-mail address, which will be your user name
- a password

When you link your user profile to a Business Identifier Code (BIC), Partner Identifier Code (PIC), or Customer number, your user profile contains the following extra information:

- the password's expiration period
- the Business Identifier Code (BIC), Partner Identifier Code (PIC), or Customer number. These codes are assigned by SWIFT to an institution or SWIFT-registered vendor
- the applications and services you are authorised to use on behalf of this institution, possibly defined as a standard profile

One user profile for multiple institutions

You can register for multiple institutions using the same e-mail address as login name. For each institution (BIC, PIC, or Customer number) you will have a user profile that defines which applications you can use on behalf of that institution.

If you have multiple profiles linked to your e-mail address, then you must specify the profile for which you want to log in. You must log out of the profile you are logged in with before you can log in and work on swift.com under a different profile. Your password is linked to your e-mail address. So for each institution you have registered against, you can use the same password.

2 Create an Account on swift.com

About this task

To be able to use swift.com, you must register and create an account. Click [here](#) to see a video of how to become a swift.com user. Alternatively, the registration process is described below.

Procedure

1. Navigate to www.swift.com.
2. Click [mySWIFT](#). The Sign in with your swift.com credentials window appears.
3. Click [Login to mySWIFT](#).
4. Click [Create account](#).

The swift.com user registration request form appears.

The screenshot shows the 'USER REGISTRATION' form with the following sections:

- Personal info**: Fields for Title (dropdown menu with 'Mr.' selected), First name, Last name, Telephone (with a country code dropdown), and Mobile number (with a country code dropdown). Asterisks indicate mandatory fields.
- Set your name and password**: Fields for E-mail, Password, and Confirm Password. Below these are password rules: at least 12 characters length, at least 1 uppercase letter, at least 1 lowercase letter, and at least 1 non-alphabetic character such as: +()-=.
- Your communications preferences**: A text block explaining that as a SWIFT customer, you may receive specific communications. Two radio buttons are present: 'Yes please, I'd like to receive information from SWIFT that is relevant to me' and 'No thanks, I'm not interested'.
- Challenge**: A CAPTCHA image showing the text 'M6ZS Q6G3' and a 'New challenge' button. Below the image is a text input field labeled 'Enter the text of the image:'.

At the bottom right of the form are 'Cancel' and 'Submit' buttons.

5. Complete all fields:
 - Mandatory fields are marked with *.
 - **Telephone Country Code**: Select the dial code for your country from the dropdown menu.
6. Provide your email address and create a password for your swift.com account.

7. Click .

The swift.com account creation confirmation message appears.



Your request for swift.com account creation has been received.

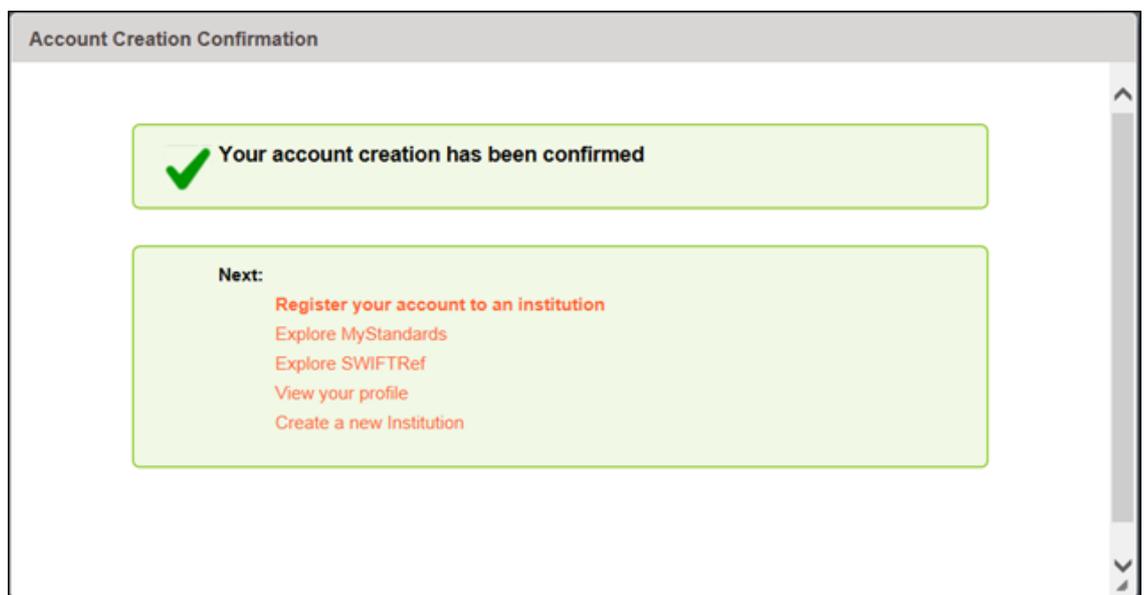
An e-mail will be sent to you. You must open this e-mail and click on the link that it contains in order to confirm your account creation request. **IMPORTANT:** your account creation request will not be handled if you do not use this e-mail to confirm

8. Open the email sent to the account provided during account creation and click the link to confirm the creation of the account.

The CONFIRM ACCOUNT CREATION window appears.

9. Click .

The Account Creation Confirmation window appears.



10. Your account has been created. Now click one of the following links:

- **Register your account to an institution:** To access applications and Support information, you must link your account to a BIC, PIC, or Customer number. To do this, see [Log in to mySWIFT](#) on page 8, then follow the steps in [Register your Account for an Institution](#) on page 15.
- **Explore MyStandards:** No extra steps are required. You can now log in to the <https://mystandards.swift.com/> website.
- **Explore SWIFTRef:** No extra steps are required. You can now explore the <https://swiftref.swift.com/> website and log in to the <https://www.swiftrefdata.com/> website.
- **View your profile:** No extra steps are required. You can now [Log in to mySWIFT](#) on page 8 and review your profile details.
- **Set up your 2-step verification:** To do this, see [Set Up 2-step Verification](#) on page 12.

2.1 What are the password rules?

What are the password rules?

We recommend that you create a strong password. Use the following guidelines when creating a password.

- at least 12 characters long
- at least 1 uppercase letter
- at least 1 lowercase letter
- at least 1 non-alphabetic character such as + - () ! =

3 Log in to mySWIFT

Procedure

1. Log in to **mySWIFT**.
2. Hover over **mySWIFT** on top of the page.
3. Click **Login to mySWIFT**.
4. On the login page, enter the e-mail address and password that you registered with. If you have registered more than one BIC, PIC, or customer number against this e-mail address, then also select the correct profile from the drop-down that lists all your registered profiles.

Note *You only have to type your e-mail address on the first time you access swift.com. If allowed by your browser's security settings, the address field will be automatically pre-filled the next time you log in so that you do not need to retype it.*

5. If the **ENABLE 2-STEP VERIFICATION** page appears, then you must set up 2-step verification.

After you have set up 2-step verification, the **2-STEP VERIFICATION** window appears. Enter the verification code and click **Verify Code**.

6. If the page **Your password has expired** appears, re-enter your old password and create a new password compliant with the password rules mentioned on the page.

You are logged in to **mySWIFT**.

Click **my Tools** and select **myProfile** to view your profile

4 Log In With Secondary Authentication

In addition to the 2-step verification channels, a Time-based One-time Password (TOTP) 2-factor authentication channel is now available to provide a more secure way to log in to **mySWIFT**.

To set it up, see [Set Up 2-factor Authentication \(TOTP\)](#) on page 9.

4.1 Set Up your Login Channels

4.1.1 Set Up 2-factor Authentication (TOTP)

Before you begin

Make sure that you have downloaded a compatible app onto a mobile device so that you can scan the QRCode during the Time-based One-time Password (TOTP) login. Also, you will use this device during the login procedure.

For a list of compatible apps, see [TOTP Compatible Apps](#) on page 12.

About this task

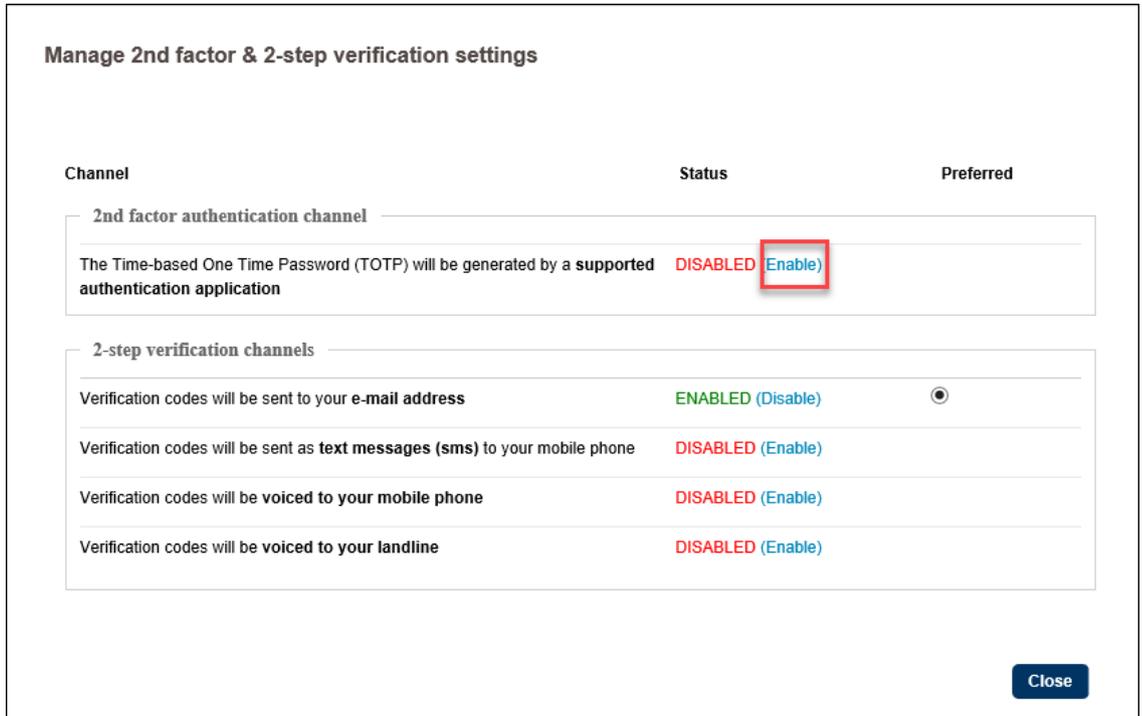
This procedure helps you to set up TOTP as a login method for **mySWIFT**. TOTP is a 2-factor authentication method and is a more secure alternative to the 2SV (2-step verification) login procedures. It is more secure because the 2-factor authentication code that secures the login is not sent over potentially less secure networks and environments. Instead, the code is generated by your mobile device, based on a secret that is transmitted only once from a QRCode displayed to you during the set-up process.

Note *If you change your mobile device but want to keep it as your preferred authentication channel, then you must use the following procedure to first disable the mobile phone as a 2-step verification channel and then re-enable it as your preferred channel.*

Procedure

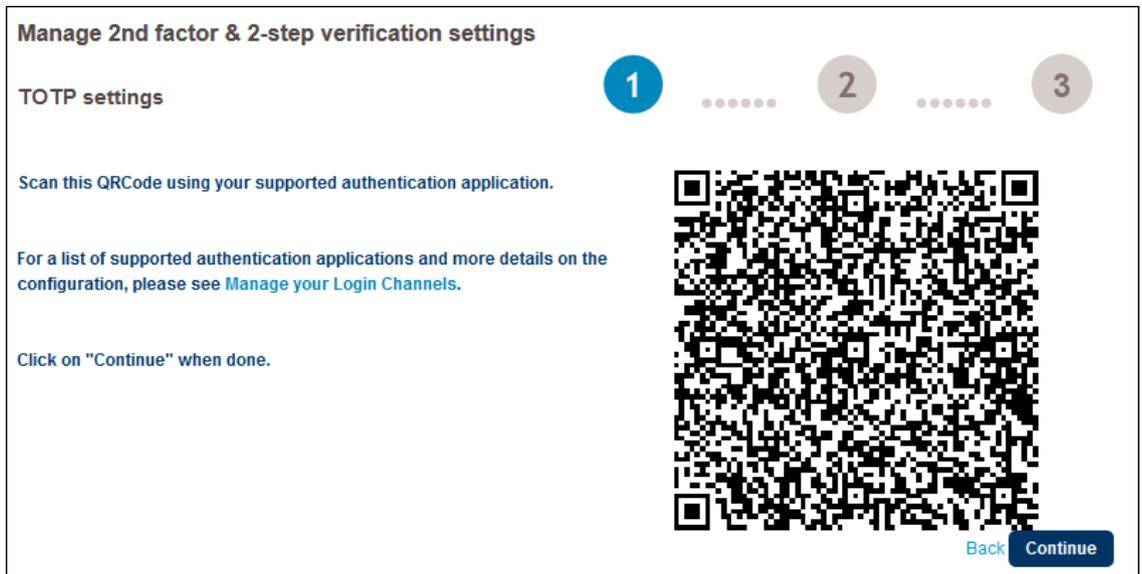
1. Log in to **mySWIFT**.
2. If you have not set up the 2-factor authentication feature (TOTP), then the **Enable 2nd factor authentication & 2-step verification** window automatically appears after login. Click [Set up 2-factor authentication](#).

The **Manage 2nd factor & 2-step verification settings** window appears.



3. Take your mobile device and click **(Enable)**.

A QRCode appears.



4. Scan the QRCode and click **Continue**.

Two things happen at the same time.

1. The authentication application you downloaded on your mobile device generates a verification code.
2. The following window appears on **mySWIFT**.

The screenshot shows a web interface titled "Manage 2nd factor & 2-step verification settings". At the top, there are three numbered steps: 1 (with a checkmark), 2 (highlighted in blue), and 3. Below the steps, the text "Enter the verification code" is displayed. A "Code:" label is followed by a text input field. At the bottom right, there are two buttons: "Back" and "Verify Code".

Important You must enter the verification code within approximately 30 seconds otherwise the code will time-out and you must re-start the procedure.

5. Click [Verify Code](#).

Your 2-factor authentication channel is now enabled.

The screenshot shows the same "Manage 2nd factor & 2-step verification settings" page. It features a table with columns for "Channel", "Status", and "Preferred".

| Channel | Status | Preferred |
|---|-------------------|----------------------------------|
| 2nd factor authentication channel | | |
| The Time-based One Time Password (TOTP) will be generated by a supported authentication application | ENABLED | <input checked="" type="radio"/> |
| 2-step verification channels | | |
| Verification codes will be sent to your e-mail address | ENABLED (Disable) | <input type="radio"/> |
| Verification codes will be sent as text messages (sms) to your mobile phone | DISABLED (Enable) | |
| Verification codes will be voiced to your mobile phone | DISABLED (Enable) | |
| Verification codes will be voiced to your landline | DISABLED (Enable) | |

A "Close" button is located at the bottom right of the configuration area.

SWIFT recommends to have a second channel available for back-up purposes. In the example above, the verification code will be sent by e-mail to the e-mail address you registered on **mySWIFT**.

You also have the option to select a preferred channel. As in the example above, SWIFT recommends that you make TOTP your preferred login channel. To do this, simply select it as shown above.

User login channel configuration details are in the user report available to swift.com administrators.

For more details, see the section [Reports](#) in the *Identity Management - myProfile* document (login to swift.com required).

4.1.2 Set Up 2-step Verification

Before you begin

To set up security code delivery to your mobile phone, you must set up at least one mobile phone number in your personal info.

Procedure

1. Log in to **mySWIFT**.
2. If you have not set up the 2-step verification feature, then the **Enable 2nd factor authentication & 2-step verification** window automatically appears after login. Click [Set up 2-step verification](#).

The **ENABLE 2-STEP VERIFICATION** window appears.

3. To enable a security code delivery channel, click the **Enable** link of the channel that you want to enable.

You will receive a confirmation email for each channel that you enable.

| Delivery channel | Description |
|-------------------------------------|---|
| TOTP (Time-based One-time Password) | Enable this channel to scan a QRCode and receive a securely transmitted secret to your mobile device. |
| E-mail address | Enable this channel to receive verification codes as email messages to your e-mail inbox. |
| SMS | Enable this channel to receive verification codes as SMS messages to your mobile phone. |
| Voice message to mobile phone | Enable this channel to receive verification codes as voice messages to your mobile phone. |
| Voice message to landline | Enable this channel to receive verification codes as voicemail messages to your landline. |

4. If prompted, then follow the procedure to confirm the mobile number used for delivery of the verification codes.
5. If you enable multiple delivery channels, then you must indicate your preferred channel.

Note *SWIFT always uses the preferred delivery channel, unless you specify another channel when you log on. The alternate channel is used only for that session: the next time you log on, you will receive your security code via the preferred channel again.*

4.2 Manage your Login Channels

4.2.1 TOTP Compatible Apps

QRCode Scan

The list of apps in this section is non-exhaustive and provides some examples of apps that can be used to scan the QCode used in TOTP (Time-based One-time Password) login.

Important SWIFT will under no condition qualify or test any specific applications on request. The below information is given as guidance and cannot be considered as qualification or supportability statement.

Additionally, SWIFT will not provide any guidance regarding the configuration of the applications. Please refer to the vendor website of the application for configuration/ installation steps.

iOS

- SWIFT Authenticator ([FAQ](#))
- 2STP
- Google Authenticator
- FreeOTP
- Sophos Authenticator
- OTP Auth
- Toopher
- SAP Authenticator
- Oracle Mobile Authenticator

Android

- FreeOTP
- Toopher
- SAP Authenticator
- Oracle Mobile Authenticator

Windows

- Oracle Mobile Authenticator

The following apps are not compatible:

- Google Authenticator on Android
- Entrust

4.2.2 Manage 2-step Verification

Procedure

1. Log in to **mySWIFT**.
2. Click **My tools**.
3. Select **myProfile**.
4. Navigate to **Personal Info > Identity**.
5. Under the **Login information** section, click [Manage 2-step verification](#).

The **Manage 2-step verification settings** window appears.

6. Manage the security code delivery channels. To change the status of a delivery channel, click the **Enable** link or **Disable** link of the channel. To change the preferred delivery channel, click the option button of the delivery channel you prefer.

You will receive a confirmation email for each channel that you enable.

| Delivery channel | Description |
|-------------------------------------|---|
| TOTP (Time-based One-time Password) | Enable this channel to scan a QRCode and receive a securely transmitted secret to your mobile device. |
| E-mail address | Enable this channel to receive verification codes as email messages to your e-mail inbox. |
| text messages (SMS) | Enable this channel to receive verification codes as SMS messages to your mobile phone. |
| Voice message to mobile phone | Enable this channel to receive verification codes as voicemail messages to your mobile phone. |
| Voice message to landline | Enable this channel to receive verification codes as voicemail messages to your landline. |

7. If prompted, then follow the procedure to confirm the mobile number used for delivery of the verification codes.
8. If you enable multiple delivery channels, then you must indicate your preferred channel.

Note *SWIFT always uses the preferred delivery channel, unless you specify another channel when you log on. This alternate channel is used only for that session: the next time you log log on, you will receive your verification code via the default channel again.*

5 Register your Account for an Institution

To access applications and Support information for an institution, you must link its BIC, PIC, or customer number to your account by registering your account for an institution.

Procedure

1. Log in to swift.com.
2. Click your user name at the top right of the screen.

A summary box appears.

3. Click the link **Edit your profile**.
The MANAGE YOUR PROFILE page appears.
4. Click the link **Register for an institution**.
The **Register for an institution** page appears.

The screenshot shows a web form titled "Register for an institution". At the top right of the form area, there is a progress indicator with a blue circle containing the number "1" and a grey circle containing the number "2". The form contains the following elements:

- A label "Enter a Bic or Customer number" next to a text input field and a blue "Go" button.
- Below the input field, the labels "Customer number", "BIC", and "Institution name" are displayed.
- A label "Your selected institution:" next to a larger text input field.
- At the bottom right, there are "Cancel" and "Next" buttons.

5. Enter the BIC, PIC, or Customer number, then click **Go** to verify the institution details.
6. If the institution name displayed in the **Your selected institution** field is correct, then click **Next**.
The second page of the swift.com user registration request form appears.
7. Complete the user registration. Verify that your details are all correct.
 - **E-mail address:** Verify your e-mail address, which will be the user name of the profile.
 - **Password expiration period:** If the institution has not specified a mandatory password expiration time, then select the time that your password will be valid. When the password has expired you will be prompted to define a new password during login.
8. Select the applications you want to subscribe to.
9. Click **Submit**.
The system displays a confirmation message.
10. Click **Submit**.
The system displays a confirmation message.

A swift.com administrator of the selected BIC, PIC, or customer number will approve or reject your request for registration and you will receive an e-mail with the status of your registration. Once your request for registration is approved you will be able to access the requested applications.

6 Reset Your Password

If your password has expired or if you forgot your password, then you must reset your password.

Tip *If you have registered multiple BICs with the same e-mail address, you must reset your password only once.*

Procedure

1. Navigate to www.swift.com.
2. Click on top of the page.
3. On the login page, click the **Forgot your password?** link.

The **CHANGE YOUR PASSWORD** window appears.

4. Enter your email address and click .
- You will receive an email with further instructions.
5. Follow the instructions in the email to change your password. These instructions may include providing the answer to your password reset question.

Note *If you forgot the answer to your password reset question, then you must contact your swift.com administrator to remove your password reset question.*

7 Frequently Asked Questions

7.1 Is registering for www.swift.com free of charge?

Is registering for www.swift.com free of charge?

Yes, creation of a user account is free of charge. You can link your user account to an 8-character BIC, partner identifier code (PIC) or customer number, then request access to a series of online applications.

7.2 How can I contact Support?

Register for support

To be able to contact support, you must first register for support using swift.com.

To register for support, go to [Register for Support](#).

Contact support

You can contact SWIFT Support to report issues or make service requests using these contact channels:

- online case manager
- telephone helpline

For more details, see [Contact Channels](#) in the *SWIFT Community Support Service Description* (login to swift.com required).

7.3 Which applications can I access if I register for Support?

Which applications can I access if I register for Support?

When you register for Support, you can access the following online services:

Self-service Support

- mySWIFT
- Billing Information
- Download Centre
- Knowledge Centre
- SWIFTSmart
- Secure Channel
- Basic Troubleshooting Guide
- Newsletters and Product Updates
- Other Services

Monitoring and Reporting

- Notification Centre
- Operational Status
- myConfig
- Automated Monitoring and Alerting
- Leased Line Usage Reports
- Planned Changes

SWIFT-assisted Support

- Contact Channels
- Call and Problem Management Process
- Ordering and Security-Related Customer Requests

This list is taken from the **Service Features** section which is maintained in the [SWIFT Community Support Service Description](#) (login to swift.com required).

7.4 What is the role of the swift.com administrator?

What is the role of the swift.com administrator?

The role of the swift.com administrator 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 that 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.

For more details, see the section [SWIFT.com Administrator](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.5 How are swift.com administrators selected?

How are swift.com administrators selected?

If an institution has only one registered user on swift.com, then this user must become the swift.com administrator.

If an institution has no registered users on swift.com, then the swift.com administrator role must be delegated to the swift.com administrator of another institution within the same traffic aggregation tree. If no delegation has been set up, then the swift.com administrator role is delegated to SWIFT.

To find the administrator for your institution, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.6 Who are the swift.com administrators for my institution?

Who are the swift.com administrators for my institution?

Your user profile displays the list of swift.com administrators for your institution, under **Profiles > Registration Info**.

For more details, see the section [Contact Your swift.com Administrator](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.7 How can a swift.com administrator see which institutions are under their scope of control?

How can a swift.com administrator see which institutions are under their scope of control?

As a swift.com administrator, you can use the delegation screen to see the list of BICs that delegated the swift.com administration. To view the list of all registered users that are under your scope of control, go to the **Admin Function > Delegation** tab.

7.8 How are swift.com administrators notified of registration requests?

How are swift.com administrators notified of registration requests?

When a new user submits a registration request or when a user changes his profile, an e-mail is sent to all swift.com administrators. The e-mail provides a link to the user's request. The swift.com administrator must click on the link, in order to access the swift.com administration tool and to view the details of the user's request. Alternatively, the swift.com administrators can log on to the swift.com administration tool and search on pending requests.

For more details, see the section [Filter User Requests](#) in the *Identity Management - myProfile* document (login to swift.com required).

The swift.com administrator must then approve or reject the user's request. For some types of requests two swift.com administrators are needed to approve the request.

For more details, see the sections [Approve a Pending Request](#) and [Reject a Pending Request](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.9 Who approves registration requests if there is no swift.com administrator?

Who approves registration requests if there is no swift.com administrator?

If there is no assigned swift.com administrator in your institution, then the request is sent by e-mail to the delegated swift.com administrators, if configured. Otherwise, the request is sent by e-mail to SWIFT.

To see if there is a delegated administrator for your institution, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.10 I am the only swift.com administrator for my institution. Can I remove the swift.com administrator role from my profile?

I am the only swift.com administrator for my institution. Can I remove the swift.com administrator role from my profile?

The system always ensures that there are at least two swift.com administrators. The system does not allow removing the swift.com administrator role from your profile if you are the only swift.com administrator in your institution. To remove the swift.com administrator role you must first assign the swift.com administrator role to two additional registered users. Alternatively, delegate the administration to another customer within the same traffic group. This other customer will become the swift.com administrator parent. You can only delegate to a customer who has at least two swift.com administrators defined.

To assign the Administrator role to a user, see the section [Add a swift.com Administrator Role to a User](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.11 What changes to my profile need to be approved by the swift.com administrator?

What changes to my profile need to be approved by the swift.com administrator?

The following changes are done in real time and do not require approval by your swift.com administrator: change of password and telephone number, and request for deactivation. However, if you change your e-mail address, your first name or your last name, or if you request access to specific free online services, then your request must be approved by your swift.com administrator.

Note *If you are a security officer and if you want to change your name, then you must notify SWIFT through the appropriate online order form.*

To see the role of a swift.com administrator, see [What is the role of the swift.com administrator?](#) on page 18.

To find the administrator for your institution, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.12 Can I register with my private e-mail address?

Can I register with my private e-mail address?

SWIFT does not recommend that you register with your private e-mail address. The swift.com administrator of your institution can place restrictions on the domain names that can be registered.

For details on how to register your account, see the section [Register your Account for an Institution](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.13 Can two users register with the same e-mail address?

No. The e-mail address must be unique.

7.14 My account is locked. How can I unlock it?

My account is locked. How can I unlock it?

An account is locked after 10 consecutive failed login attempts. If your account is locked, then you receive an error on the screen and you must reset your password.

For more details, see the section [Reset Your Password](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.15 Will my swift.com account expire if I do not log on for a long time?

Will my swift.com account expire if I do not log on for a long time?

Yes, your profile's expiration date is listed in **Profiles > Registration Info**.

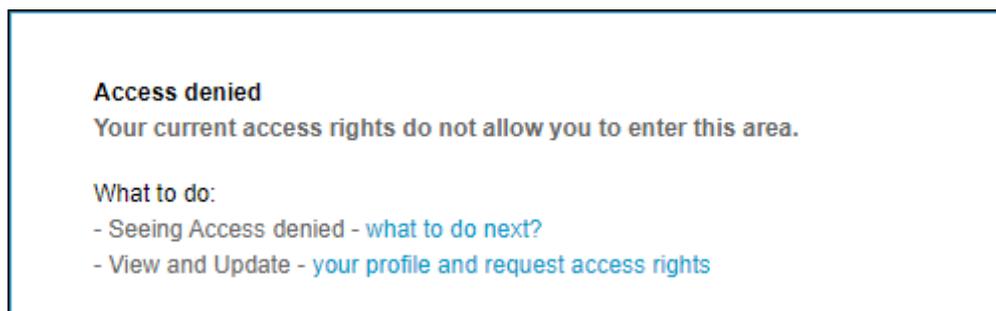
If your account has not expired, you can prolong it. For more details, see the section [Prolong Your Registration](#) in the *Identity Management - myProfile* document (login to swift.com required).

If your account has expired, your profile is de-activated and it must be recovered by one of the swift.com administrators of your BIC. For more details, see the section [Recover Users](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.16 Access denied - what to do next?

Access denied - what to do next?

If you see a message such as the following one, it is because the current access rights in your swift.com profile do not authorise your access to certain information.



Contact your swift.com administrator to review your swift.com profile and to request access. If you do not know the identity of your swift.com administrator, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.17 I submitted a request, but I did not receive any confirmation. What happened?

I submitted a request, but I did not receive any confirmation. What happened?

As soon as a request is processed, you receive a confirmation by e-mail. If you did not receive any confirmation, then this means that the swift.com administrators did not process your request. You must contact your swift.com administrators.

If you do not know the identity of your swift.com administrators, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.18 What happens if my swift.com administrators are not available?

What happens if my swift.com administrators are not available?

Requests expire after 30 days. Within this time, your request remains pending until your swift.com administrators process the request. SWIFT does not act on behalf of the institution. It is the responsibility of the institution to ensure that there is always minimum one swift.com administrator available to handle the requests.

To ensure that there are sufficient swift.com administrators available, a swift.com administrator can assign more swift.com administrators, by assigning the swift.com administrator role to other registered users in the institution.

For more details, see the section [Add a swift.com Administrator Role to a User](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.19 When a swift.com administrator makes changes to a user's profile, is the user notified? Are the other swift.com administrators notified?

When a swift.com administrator makes changes to a user's profile, is the user notified? Are the other swift.com administrators notified?

The user is notified of the changes by e-mail. The other swift.com administrators are however not notified.

7.20 When a swift.com administrator makes changes to his own profile, must these changes be approved by another swift.com administrator?

When a swift.com administrator makes changes to his own profile, must these changes be approved by another swift.com administrator?

No, unless dual approval is required for that specific change.

7.21 Can swift.com administrators monitor changes to a user's profile?

Can swift.com administrators monitor changes to a user's profile?

Yes. swift.com administrators can view the history of a user's profile through an audit report.

To see how to generate this report, see the section [Reports](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.22 Can swift.com administrators delegate the swift.com administrator role to another institution?

Can swift.com administrators delegate the swift.com administrator role to another institution?

Yes. An institution can delegate the approval of registration requests and the control of access rights to another institution that has at least two swift.com administrators within the same traffic group. This other institution will become the swift.com administrator parent. The initial swift.com administrators can however keep their local swift.com administration rights. All swift.com administrators, that is, the local administrators and the administrators of the parent institution, will then receive user notification requests. Approval by one swift.com administrator is sufficient to process a user request.

7.23 My institution delegated the swift.com administrator role to another institution. Can I still see who are the swift.com administrators?

My institution delegated the swift.com administrator role to another institution. Can I still see who are the swift.com administrators?

You can see in your user profile the e-mail address of the swift.com administrators in your own institution, but also the swift.com administrators of your parent institution, in case a delegation is in place. For more details, see [Who are the swift.com administrators for my institution?](#) on page 19.

You can also see the list of delegated administrators. For more details, see the section [Generate a Delegation Report](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.24 How can I see to whom the swift.com administration is delegated?

How can I see to whom the swift.com administration is delegated?

Only the swift.com administrator can see to whom the swift.com administration is delegated, in the appropriate delegation screen.

For more details, see the section [Generate a Delegation Report](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.25 Is there a reporting feature that allows to export a list of users to a file, with details about their access rights?

Is there a reporting feature that allows to export a list of users to a file, with details about their access rights?

Yes. The reporting feature allows swift.com administrators to generate three types of reports for the organisations that are in their scope of control: user report, delegation report, and audit report.

For more details, see the section [Reports](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.26 Why is the domain name of my e-mail address not allowed ?

What to do when you see the following error message on the registration screen: the domain name of your e-mail address is not allowed for the BIC that you entered on the registration screen?

This means that your e-mail address is not in the list of allowed domain names. This list is managed by the administrator of the BIC with which you logged in.

Contact the administrator responsible for the BIC with which you logged in. The administrator can then add the address to the list of allowed domain names.

If you do not know the identity of the administrator, see [Who are the swift.com administrators for my institution?](#) on page 19.

7.27 I registered for multiple BICs, PICs, or customer numbers. Can I now edit all my profiles without the need to login for each of them?

I registered for multiple BICs, PICs, or customer numbers. Can I now edit all my profiles without the need to login for each of them?

No, you can only edit the profile for the BIC for which you logged in. You can however view all profiles without the need to log in for each of them.

For more details, see the section [Profiles Tab](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.28 How can a swift.com administrator see a list of all persons who have a specific operational role?

How can a swift.com administrator see a list of all persons who have a specific operational role?

The Administrator can generate a user report that includes operational roles. To run this report, go to the **User Administration** page and select the **Reports** tab. There you will find the **User Report** button.

For more details, see the section [Generate a User Report](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.29 What is the business role "Primary Business contact" that is shown in the Notifications tab of my profile?

What is the business role "Primary Business contact" that is shown in the Notifications tab of my profile?

This role is used when SWIFT needs to contact someone in your institution for legal or shareholding matters. Only ONE person per institution can have this role. This role is assigned, or approved, by the swift.com administrator. This role can be assigned for EVERY institution. For shareholding banks, this role gives this person also access to the eAGM application that is needed to delegate votes for the yearly General Assembly of SWIFT.

For more details, see the section [Shareholder info and eAGM](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.30 Can only the Primary Business contact have access to the eAGM application?

Can only the Primary Business contact have access to the eAGM application?

No, for shareholding banks, the swift.com administrator can grant access to the eAGM application to as many persons as wanted, provided they have one of the following roles:

- Board member
- Chair person
- Chair person secretary

For more details, see the section [Shareholder info and eAGM](#) in the *Identity Management - myProfile* document (login to swift.com required).

7.31 How can I deregister from swift.com?

How can I deregister from swift.com?

You must contact one of your swift.com administrators to disable and then to delete the profile.

To disable the profile, see the section [Disable Users](#) in the *Identity Management - myProfile* document (login to swift.com required).

To permanently delete the profile, see the section [Remove Users](#) in the *Identity Management - myProfile* document (login to swift.com required).

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