



EUROPEAN CENTRAL BANK

BANKING SUPERVISION

Quick guide

Supervisory applications via the SSM Portal

Why online applications?

Online applications are faster and more efficient. The SSM Portal makes communication between supervisors and the banking sector clearer and easier. You can quickly track the completeness and status of applications and more easily contact the supervisors who are assessing them. The Portal helps the ECB and national supervisors ensure consistency across the sector.

Which applications are covered?

The SSM Portal is a self-service digital gateway to submit applications for authorisations and other supervisory processes. The processes currently available in the Portal can be found [here](#). For those countries where using the Portal is required by national law or NCA instructions, it replaces existing national portals for processing supervisory applications.

Does my bank have to use the SSM Portal?

Banks in all participating Member States, as well as third parties, can use the Portal. Depending on national arrangements, the use of the Portal is either mandatory or voluntary.

What is the impact on supervisory assessment?

The requirements for supervisory assessments remain the same.

How secure is the Portal?

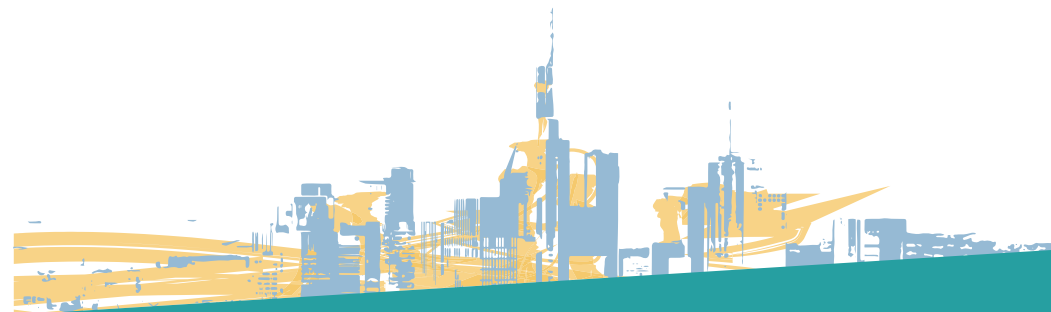
The Portal is a highly secure IT environment and complies with data protection rules.



Get started with the SSM Portal
now at
<https://ssm-portal.ecb.europa.eu/>



Please consider the environment before printing



1. European Central Bank

The ECB manages the SSM Portal. It also provides technical support for access problems and the like. Moreover, the ECB monitors the correct functioning of the SSM Portal and ensures smooth and fast data transmission.



2. Delegated Administrators

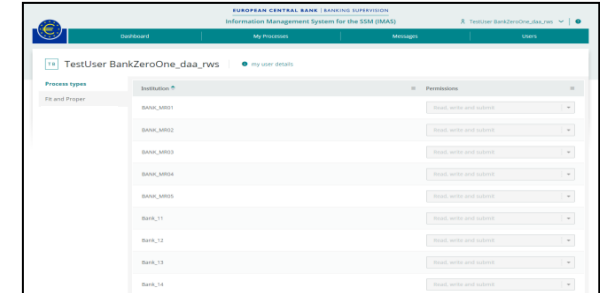
The ECB creates Delegated Administrators (DAs) for each supervised banking group (or bank, if your entity is not part of a banking group). These administrators have full responsibility for adding users and assigning user permissions. They are the only people who have an extra “Manage Users” tab in the SSM Portal dashboard. DAs always exercise this special role for the whole group or bank; the role of a DA cannot be limited to a single subsidiary in the group. DAs have the power to assign permissions to each and every user, including themselves.

Name	Last name	Email	Created at	Last Modified	Institution	Process types
Bank A	test	imas-test@ecb.europa.eu	08 September 2020	08 September 2020	Bank A	Fit and Proper
Bank C	test	imas-test@ecb.europa.eu	20 September 2020	20 September 2020	Bank C	Fit and Proper
Bank A	test	imas-test@ecb.europa.eu	21 September 2020	21 September 2020	Bank A	Fit and Proper
Bank A	test	imas-test@ecb.europa.eu	18 September 2020	18 September 2020	Bank A	Fit and Proper
Bank B	test	imas-test@ecb.europa.eu	18 September 2020	18 September 2020	Bank B	Fit and Proper
Bank C	test	imas-test@ecb.europa.eu	18 September 2020	18 September 2020	Bank C	Fit and Proper
Bank B	test	imas-test@ecb.europa.eu	18 September 2020	20 September 2020	Bank B	Fit and Proper
Bank A	test	imas-test@ecb.europa.eu	18 September 2020	18 September 2020	Bank A	Fit and Proper
Bank B	test	imas-test@ecb.europa.eu	11 September 2020	11 September 2020	Bank B	Fit and Proper
Bank A	test	imas-test@ecb.europa.eu	08 September 2020	07 September 2020	Bank A	Fit and Proper

However, DAs do not need to have user permissions (“read”, “read and write” or “read, write and submit”) in order to carry out their role. DAs can view, modify and remove the permissions and administrator roles of other DAs. To support business continuity and promote good governance, we recommend that at least two DAs are appointed at any point in time. More information can be found in the [user manual \(for delegated administrators\)](#).

3. Users

The user permission system is designed to give you and your internal organisation great flexibility to handle applications in the Portal. Access permissions are personal and granular, meaning that access is granted for each user individually.



For supervised banks, DAs grant user permissions separately for each type of supervisory process and for each legal entity. Thus, a user’s access rights can be restricted to a single entity, to several entities or to all entities within the group. Similarly, a user’s access can be restricted to one or several process categories of an entity. Permissions are also defined for the different possible actions: users have either “read”, “read and write” or “read, write and submit” access. The latter means that the user can submit applications to the supervisors (i.e., the initial Portal message for a particular process), as well as submit messages later on in the process (e.g., in case additional information needs to be provided).

For third parties (non-supervised entities or natural persons), users are created by the ECB. A user who creates a process in the Portal (“owner”) has “read, write and submit” access to it by default. The “owner” can share that specific process with other users and set their access permissions for it (either “read”, “read and write” or “read, write and submit”).

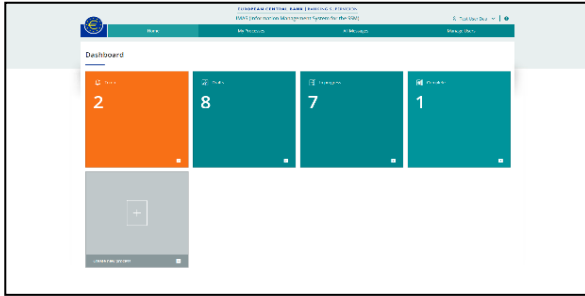
4. National supervisors

National and ECB supervisors cooperate to assess your application. National supervisors remain the entry point for the applications and the SSM Portal does not in any way alter the roles and responsibilities of the national supervisors and the ECB. You can contact your national supervisor if you have any questions about the application and the supervisory assessment. You will find contact details in the [Portal](#).



1. Login and dashboard

You log in with your user name, password and the security code that has been sent to your mobile phone by text or voice message. The SSM Portal homepage is a dashboard. At the top right, you can see your user profile and the help button. The tabs across the top of the screen give access to all the SSM Portal features, allowing you to check your messages, among other things.



You can use the clickable tiles to monitor progress and go directly to different elements of your workflow. The green tiles are shortcuts that also help you monitor your workflow. Click to go directly to processes in draft, in progress, or complete. The orange to-do tile flags actions that require your attention. From the grey tile you can create a new application.

2. Application forms

The Portal has online forms available for all competent national supervisors. These take account of national laws and the language regime of the Single Supervisory Mechanism. You will be automatically directed to the relevant form when you create a new process.

If you need help, your national supervisor can provide guidance on completing the application. The forms indicate which fields you must complete to submit the application, when applicable. A user-friendly drag-and-drop functionality will help you upload supporting documents.

3. Tracking supervisory assessments

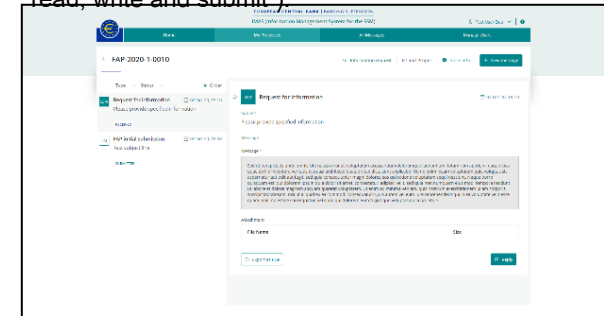
When you click “My Processes” at the top of the page, you will see a list of all applications for which you have user permissions. You can filter these by category (type, ID, supervised entity, status, last modified) and then click on a process to see the details. Under “My Processes”, you will find a status column that indicates the current status of your applications.

Name	ID	Supervised Entity	Status	Last Modified	Actions
MyProc1	RF2020-001	ABC Bank	APPROVED	2020-01-01	Details
MyProc2	RF2020-002	DEF Bank	PENDING	2020-01-02	Details
MyProc3	RF2020-003	GHI Bank	REJECTED	2020-01-03	Details
MyProc4	RF2020-004	JKL Bank	IN PROGRESS	2020-01-04	Details
MyProc5	RF2020-005	MNO Bank	APPROVED	2020-01-05	Details
MyProc6	RF2020-006	PQR Bank	PENDING	2020-01-06	Details
MyProc7	RF2020-007	STU Bank	REJECTED	2020-01-07	Details
MyProc8	RF2020-008	VWX Bank	IN PROGRESS	2020-01-08	Details
MyProc9	RF2020-009	YZA Bank	APPROVED	2020-01-09	Details
MyProc10	RF2020-010	BCD Bank	PENDING	2020-01-10	Details

This handy overview keeps you up to date on the progress of your applications. Under “All Messages” you can see and track all communications.

4. Step-by-step communication

Messages exchanged via the Portal are always linked to a specific application. If more information is needed, the supervisor will send you a message through the Portal. Users with the necessary permissions will also receive an email notification asking them to check the Portal. You will be able to respond to messages in line with the permissions you’ve been granted (“read”, “read and write” or “read, write and submit”).



If a process results in an ECB decision, users with access to sensitive messages related to the process will receive a copy of the decision via the Portal. This does not replace the official notification of final supervisory decisions via email or ASTRA.

