FREQUENTLY ASKED QUESTIONS: SECURITY ON THE ONLINE BUSINESS REGISTRATION SYSTEM

The Companies and Intellectual Property Authority (CIPA) is committed to ensuring the highest level of security on the Online Business Registration System (OBRS) and safeguarding the information held on our Register. This public notice serves to disseminate information on some of the security concerns frequently raised by our clients.

1. **How safe is the information on the OBRS?**
   The information on the OBRS is very secure. Only users with Authority on specific companies or business names are able to edit the information on the OBRS. Authority is granted automatically to a person who registered the company, and others (Directors and Company Secretaries) can apply for authority. Authority can also be revoked when the director or secretary is no longer associated with the company.

2. **What is authority on the OBRS?**

   Users on the OBRS have to create a profile, which is a detailed information about a person or a company in the business of company registration. In creating a profile you are required to have an active email and active mobile number. Your log in credentials will be created (Username and Password) and should be used every time you log in the OBRS. (one log in credential per person)

3. **How safe is the OBRS from hackers and cybercrime?**
   The OBRS is securely hosted on the cloud, through a supplier that meets global security compliance standards. Since inception of the OBRS in 2019, CIPA has not yet experienced a security breach. Our security experts conduct regular audits in order to identify and mitigate against any potential threats to the security of the system.

4. **Someone registered a company on my behalf, how do I get access to my company on the OBRS?**
   As a Company Director, you can access your company details by applying for Authority as follows:
   - Create a profile or log in with an existing profile.
   - Search for your company and click on it.
   - Click on Filings and Maintenance.
   - Click on Request Authority and follow the process as guided by the system.

5. **I have parted ways with my company secretary. Is it possible to revoke their Authority?**
   As a Director, it is possible to revoke the Secretary's Authority on the OBRS. The process to revoke Authority is as follows:
   - Click on the Company from the dashboard.

- Click on Filings and Maintenance.
- Click on Manage Authority.
- Click on Show More by the Secretary's name and click on Revoke Authority.

Please note however, you also need to submit an application with the necessary requirements to remove the Secretary and appoint a new one.

6. **How do I find out who edited my company information?**

Company information can only be edited by the Directors or Company Secretaries once they have applied for Authority for the particular company or business name on the OBRS. To check who made a particular change on your company please follow the following steps:

- Log on the OBRS with your profile.
- Click on the Company from the dashboard.
- Click on Filings.
- Click on the transaction and you will be able to see the name of the person who submitted the transaction.

7. **Can I share my OBRS username and password with my company secretary?**

Your username and password are the key to keeping your company information safe and must not be shared with anyone. Every person associated with the company, be it a Director or Shareholder must have their own username and password.

8. **What else can I do to protect my log in credentials?**

To protect your log in credentials, please change your password regularly. In addition, you can activate Two-Factor authentication on your profile settings so that a successful log in can only be achieved with a code sent to your email and cellphone.

9. **Is it safe to use the OBRS in a public place such as an internet cafe?**

Yes, it is safe to use the OBRS in public places. However, please ensure that you log out immediately after completing your transactions. Take care **NOT TO LEAVE** the computer unattended whilst logged on.

We thank our valued customers for their continued patronage, and assure you that we are dedicated to providing you with a safe online experience. Should you require assistance or have any security related concerns, please email info@cipa.co.bw.