



Online Regulation



Frequently asked questions

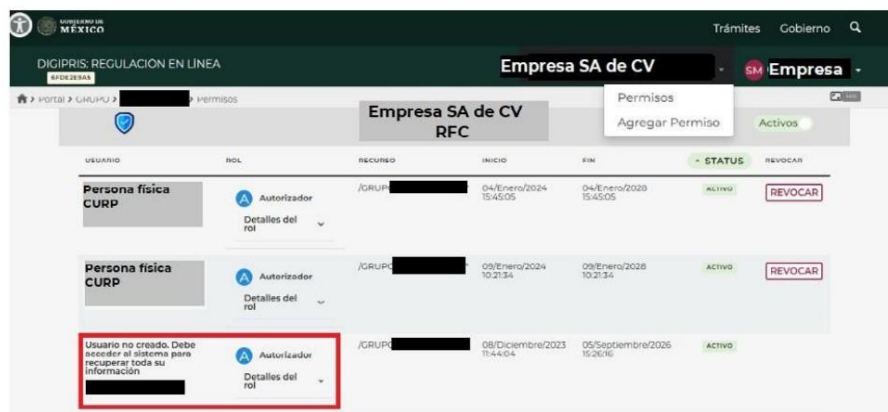


Frequently asked questions



1. What does it mean and how to solve the legend of “User not created, you must access the system to recover all your information?”

- In the permissions granted within the group or legal entity to which I belong, “User not created” appears as the authorizer. You must access the system to recover all your information”, as shown below:



- This user is generated by default, when entering with the e-signature of a legal entity, corresponds to the data of the legal representative before the SAT of the legal entity and is extracted directly from the electronic signature certificate. • For the platform to show the data of the legal representative and not view it as “User not created”, the legal representative of the legal entity before the SAT must enter the platform with its signature at least once. • This procedure is not necessary and does not generate failures in the platform operation.

**Frequently
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2. Why can't I sign procedures with the legal entity's e-signature?

- The option to start procedures is only available in the profiles of natural persons.
- First, from the company firm, grant permissions such as “authorizer” or “editor” to the relevant individuals. • Subsequently, log in with the e.signature of the individual who has these permissions. When you log in with this e.signature, you will see the following screen.

To carry out your procedure in the name of the legal entity, select the option

A screenshot of a web interface showing two selection options. The first option is labeled "Empresa SA de CV" and has a blue button with a white circle containing the letter "A" and the text "Autorizador". The second option is labeled "Nombre de la persona física" and has a blue button with a white circle containing the letters "SF" and the text "Solicitante Titular Persona Física".

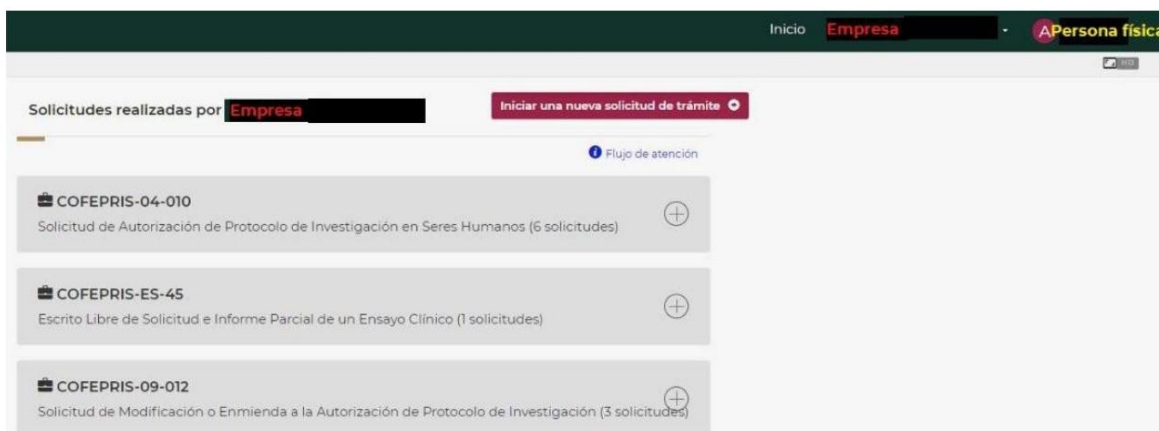
“Authorizer” which is located under the legal entity in the name of which you wish to carry out your procedure.

A duplicate of the screenshot above, showing the same two selection options: "Empresa SA de CV" with the "Autorizador" button and "Nombre de la persona física" with the "Solicitante Titular Persona Física" button.

Frequently asked questions

3. How can I verify that a request or procedure is being generated in the name of the legal entity of which I am the editor or authorizer?

- It is very important to verify that the request is being generated under the corresponding ownership, since it is not possible to transfer the information to another applicant.
- As a natural person, being an authorizer or editor of a legal entity, review the platform and verify the following:
 - o Next to the start menu and after the settings section “Requests made by” must find the name of the legal entity for which you wish to request the procedure (letters in red in the image).
 - o In the upper right corner there will be your name as a natural person (letters in yellow in the image).
 - o The role granted to you within the group of the legal entity will appear indicated next to your name with a letter: (A) Authorizer, (E) Editor or (V) Viewer.



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4. What should I do if I have a document that covers several requirements requested by the platform?

- In the event that a documentary requirement covers one or more requirements, you must upload the document in all the boxes to avoid leaving empty sections.
- Example: you have a letter from the investigation committee stating the non-vote of the committee members and the declaration of no conflict of interest, however, the platform requests them as separate requirements: “Letter of vote from the investigation committee” and “Letter of no conflict of the Investigation Committee”, so this document must be uploaded in both fields.

5. What should I do if I need to add more than one document for the same requirement?

- If you need to add more than one document to a requirement, you can do so in the appropriate field.
- Example: If you have primary informed consent, two optional sample consents and one informed assent, on the platform they all correspond to “Informed Consent”, so you must upload all the documents in this area.