ICOB FAQs

Questions on behalf of Customers

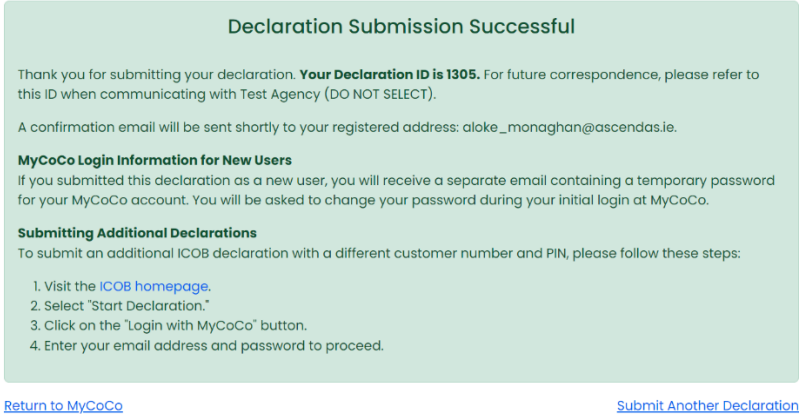
Question 1. Customer is getting an error message.
Answer: Ask the customer for screenshots and details about the error message. If they can't provide details, ask them to try again, take screenshots of entire screen of any error message.

Question 2. Customer submitted a declaration without adding all properties.
Answer: A declaration once submitted cannot be edited. Note the customer number and ask them try again after Tuesday March 26. Next week, we will release an update that will give LA users an option to allow resubmission for the customers that have already submitted a declaration.

Question 3. Customer made a mistake (wrong property Id, wrong bank header etc.) on the declaration and wants to re-submit.
Answer: See answer to question 1. The update will also allow LA users to void a submission. In case of incorrect submissions, LA users can void the submission and, if required, allow resubmission.

NOTE: Always verify caller identity before allowing resubmission. Malicious actors are smarter than you would think.

Question 4. Customer claims that they submitted the declaration but did not receive any email.
Answer: Ask customer for screenshots and if they got any error message. Check in MyCoCo Admin portal > ICOB Customers tab. If you see Not Signed Up status for the customer number, the customer did not complete the process. Ask the customer to submit the declaration till they get a green confirmation message (see below).


Declaration Submission Successful

Thank you for submitting your declaration. **Your Declaration ID is 1305.** For future correspondence, please refer to this ID when communicating with Test Agency (DO NOT SELECT).

A confirmation email will be sent shortly to your registered address: aloke_monaghan@ascendas.ie.

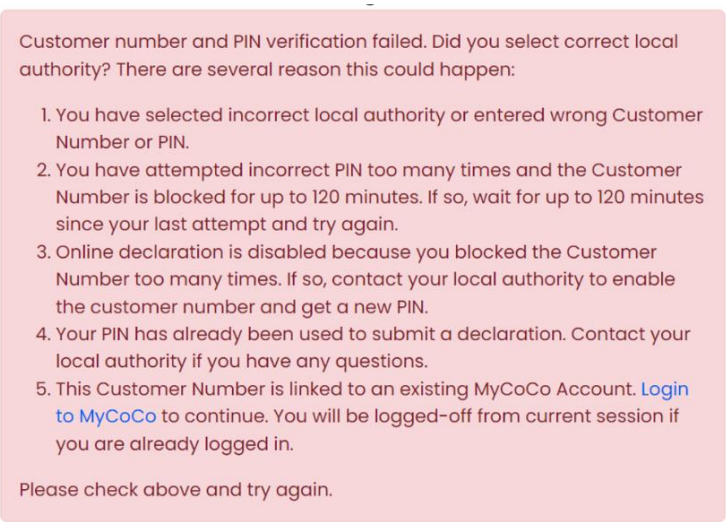
MyCoCo Login Information for New Users
If you submitted this declaration as a new user, you will receive a separate email containing a temporary password for your MyCoCo account. You will be asked to change your password during your initial login at MyCoCo.

Submitting Additional Declarations
To submit an additional ICOB declaration with a different customer number and PIN, please follow these steps:

1. Visit the ICOB homepage.
2. Select "Start Declaration."
3. Click on the "Login with MyCoCo" button.
4. Enter your email address and password to proceed.

Return to MyCoCo Submit Another Declaration

Question 5. Customer is getting this error message after entering their Customer Number and PIN.


Customer number and PIN verification failed. Did you select correct local authority? There are several reason this could happen:

1. You have selected incorrect local authority or entered wrong Customer Number or PIN.
2. You have attempted incorrect PIN too many times and the Customer Number is blocked for up to 120 minutes. If so, wait for up to 120 minutes since your last attempt and try again.
3. Online declaration is disabled because you blocked the Customer Number too many times. If so, contact your local authority to enable the customer number and get a new PIN.
4. Your PIN has already been used to submit a declaration. Contact your local authority if you have any questions.
5. This Customer Number is linked to an existing MyCoCo Account. Login to MyCoCo to continue. You will be logged-off from current session if you are already logged in.

Please check above and try again.

Answer:

a. Ask them if they have the correct customer number and PIN. Check in MyCoCo admin portal to make sure that their customer account status is not locked or disabled. Reset PIN if required.

NOTE: Always verify caller identity before giving them a new PIN. Malicious actors are smarter than you would think.

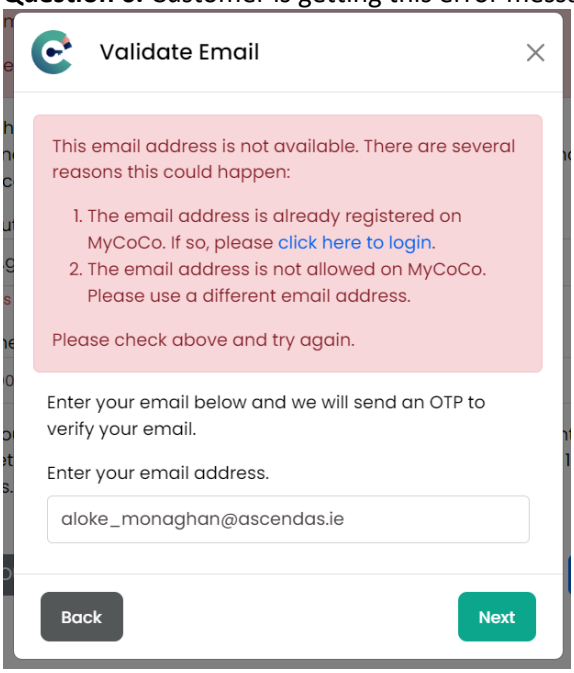
b. If the PIN doesn't seem to be the issue, search the customer number in MyCoCo admin portal to make sure that they have not already submitted a declaration.

If they have already submitted a declaration without adding all properties, at this time, the same customer number and PIN cannot be used again. Please see question 2.

c. If the customer has already submitted a declaration and now trying to use another customer number and PIN, ask them to click on the blue link and login to MyCoCo to proceed.

d. For LAs that are using MyCoCo Rates payments – it is possible that the customer number is already linked to a MyCoCo user for Rates payment. Search for the customer in MyCoCo Payments admin section. Ask the customer click on the blue link and login to MyCoCo.

Question 6. Customer is getting this error message after entering their email address.



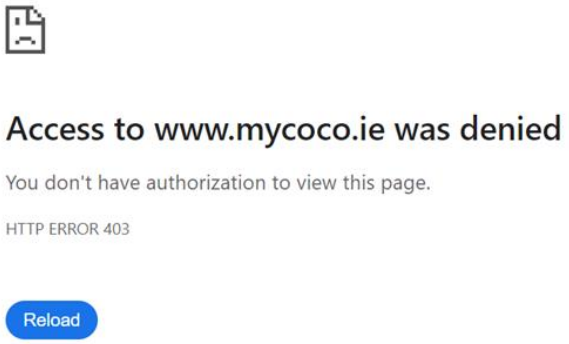
Answer:

a. See b and c in answer to previous question.
b. The email address is not from a reputable domain and is being blocked. Ask the customer to try another email address. See question 7 also.
c. The email address is in MyCoCo as a local authority user. Use a personal email address. This scenario will most likely be true in case of test applications using your council email address.

Question 7. Customer email is not allowed.
Answer: MyCoCo only accepts emails with common TLDs listed below. Please ask customer to use a different email address ending with following:

.ie .co.uk .com .org .eu .net

Question 8. Customer is unable to access ICOB portal - getting **Access Denied** error.



Answer: MyCoCo ICOB Portal is only available in Ireland and UK. MyCoCo firewall denies access to any requests outside this area. Ask the customer to contact a colleague or family-member in Ireland to submit the application. Alternatively, they can contact you again after March 26. After March 26, release LA users will have option to submit a declaration on behalf of customers.

Question 9. Customer has bank account outside Ireland or UK and the ICOB portal is not accepting the IBAN.

Answer: MyCoCo ICOB Portal only accepts IBANs starting with IE or GB. Ask the customer to use an IE or GB IBAN. Alternatively, they can contact you again after March 26. After March 26, release LA users will have option to submit a declaration on behalf of customers. LA users will have option to override the IE or GB IBAN requirement.

ICOB FAQs

Questions from LA Users

Question 1. How to submit a test application?
Answer: Read the ICOB User Guide.

Question 2. How to reset PIN?
Answer: Read the LA User Guide.

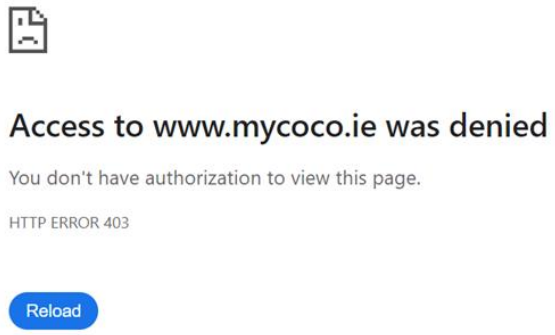
Question 3. How to login to MyCoCo?
Answer: Read the LA User Guide.

Question 4. Unable to login / Password not working / Forgot password.

- Read the LA User Guide
- Make sure you are using your LA user credentials on the MyCoCo customer portal.
- Make sure that there are no extra spaces in the password.
- Reset your password using forgot password link on the login page or ask an Admin user in your LA to reset your password.

Question 5. Unable to create a user account – getting error message "Email already exists".
Answer: The email address has already been used for an LA user account or a customer account. An email address once used on MyCoCo **cannot be used again** even if you deactivate the account. Contact IT team to get an email alias for the user mailbox or use another email address to create an account.

Question 6. Unable to access MyCoCo LA portal - getting **Access Denied** error (see below).



Answer: As mentioned in the LA User Guide (page 2), the LA portal can only be accessed from within an LA network. If you are working from home or another location that is not connected to LA network, you will get above error. Contact your IT team to get access to VPN and make sure that your computer IP address acquires a Local Authority IP address.

If your IT department has confirmed that you are connected with the LA network and your computer is getting IP address from the LA network starting with 137, contact ICOB SPOC in your LA to send Ascendas an email to whitelist the additional IP address.

---------- End of document ----------