



# ***INFOSTAT***

## ***Authorizations and accessing instructions***



# ***USER MANUAL***

Version 2.1

**TABLE OF CONTENTS**

<b>NEWS</b> .....	<b>3</b>
<b>1. ENABLING AND MANAGEMENT FUNCTIONS</b> .....	<b>4</b>
<b>1.1. <u>OPERATING INSTRUCTIONS FOR USING “INFOSTAT” SERVICES</u></b> .....	<b>4</b>
<b>1.2. <u>REGISTRATION, AUTHENTICATION AND ACCESS TO INFOSTAT</u></b> .....	<b>5</b>
<b>1.3. <u>ACCREDITATION AND ACCESS TO SERVICES</u></b> .....	<b>7</b>
<b>1.3.1. <u>ENTERING THE PIN</u></b> .....	<b>8</b>
<b>1.3.2. <u>ADVANCED FUNCTIONS FOR AUTHORIZATION MANAGEMENT</u></b> .....	<b>9</b>
<b>2. <u>INSTALLING CERTIFICATES</u></b> .....	<b>11</b>

## News

INFOSTAT Data Collection Portal has been changed to make it compliant with new technologies that do not require the Flash Player plugin and are able to adapt the *layout* to the user device (laptop, tablet, smartphone).

*The functionalities, provided by the portal, are unchanged.*

## Minimum requirements

The new version requires one of the following versions of the browser: Google Chrome (version 56+ recommended) and Mozilla Firefox (version 52+ is recommended). Internet Explorer is not recommended; although the application works correctly, some graphic components may not be displayed in an optimal way. A minimum screen resolution of 1280x720 is also required

For technical questions, send an e-mail to the mailbox <a href="mailto:rdvi.helpdesk@bancaditalia.it">rdvi.helpdesk@bancaditalia.it</a> .
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# 1. ENABLING AND MANAGEMENT FUNCTIONS

## 1.1. Operating instructions for using “INFOSTAT” services

The Data Collection Platform (hereinafter INFOSTAT) is an IT infrastructure to support the preparation and transmission of periodical statistical and supervisory reports to the Bank of Italy (hereinafter Bol).

Access to INFOSTAT is available on the Bol website<sup>1</sup> or at the internet address “<https://infostat.bancaditalia.it>”. The INFOSTAT platform offers several functions for managing deadlines, compiling and sending data reports to the Bol.

Due to the confidential nature of the information processed, access to the platform is only granted to authorized users. The process of authorization involves the following steps:

- Bdl attributes to each partner, upon formal request, a secret code (PIN).
- The partner commits the PIN to an operator responsible for data transmission to Bdl. The entrusted operator, first, registers himself on the Bdl website and then proceeds to entry the PIN code.

The operator is now authorized to transmit data to Bdl on behalf of the reference partner. He can also delegate this power to other operators.

The credentials (username and password) chosen by the operator during the registration phase and a mobile phone will be required for each subsequent access to INFOSTAT.

The communication on the Internet network uses the https protocol (secure connection) and uses digital certificates issued by the "Certification Authority" of the Bdl. To allow an easy access to INFOSTAT, users can install on their browser the certificate “root” of the aforesaid “Certification Authority”. (See § 11 “Installing Certificates”).

INFOSTAT is designed to deal with a wide range of information exchanges with the Bol. This manual contains information that applies to any information exchange with the Bol; it should be considered, however, that some functions may be inhibited if not covered by the specific legislations that regulate each specific data exchange.

The images shown in this manual are examples of the features supported by the platform; they may differ from the ones that users will face in relation to a specific survey.

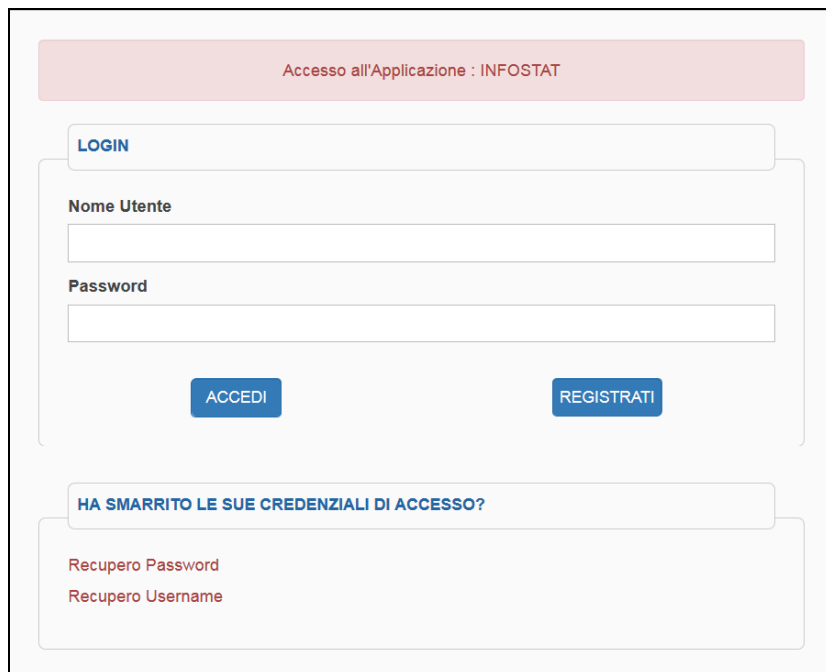
For technical questions and for all matters relating to access to INFOSTAT and the use of related services, send an e-mail to the mailbox [rdvi.helpdesk@bancaditalia.it](mailto:rdvi.helpdesk@bancaditalia.it).

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<sup>1</sup> <https://www.bancaditalia.it/statistiche/raccolta-dati/informazioni-general/raccolta-internet/index.html?com.dotmarketing.htmlpage.language=1>

## 1.2. Registration, authentication and access to INFOSTAT

To access INFOSTAT it is necessary to have a USERNAME and a PASSWORD acquired through the function for **registering** on the Bol website (shown on the Home screen as **Registration**).



The screenshot shows the 'Accesso all'Applicazione : INFOSTAT' page. It features a 'LOGIN' section with input fields for 'Nome Utente' and 'Password', and buttons for 'ACCEDI' and 'REGISTRATI'. Below this is a section titled 'HA SMARRITO LE SUE CREDENZIALI DI ACCESSO?' with links for 'Recupero Password' and 'Recupero Username'.

Registration requires some mandatory data including a USERNAME, an e-mail address, a password and a MOBILE PHONE NUMBER. The e-mail address given may not coincide with the functional mailbox entered on the form for using the Internet channel submitted to the Bol on behalf of the partner; it is usually a personal address that the procedure uses to confirm the registration and for operations related to the USERNAME management (e.g. password changes).

The choice of the USERNAME and the PASSWORD is free, in accordance with the rules written on the form. When choosing a password, it is important to remember whether letters are upper or lower case.

When confirming the data entered, the system will send an e-mail to the e-mail address indicated on the form. By clicking on the link contained in the e-mail received, users can complete the activation of their USERNAME.

Assistance in the use of the self-registration feature can be requested by sending an e-mail to this address: [autoregistrazione@bancaditalia.it](mailto:autoregistrazione@bancaditalia.it).

## IDENTIFICAZIONE

## Nome Utente

Lo username deve iniziare con almeno 3 (tre) caratteri alfabetici.

## Password

La password deve essere lunga tra i 10 (dieci) e i 20 (venti) caratteri e deve contenere almeno una lettera minuscola, una maiuscola, un numero e un carattere speciale (es: "-", "\_"). Inoltre non deve contenere la username, il nome, il cognome e la parola "password"

## Conferma Password

## INFORMAZIONI OBBLIGATORIE

## Nome

## Cognome

## Email (PEC non consentita)

## Conferma Email

## Domanda per risposta segreta

## Risposta Segreta

## Selezione Prefisso Internazionale

Italy

## Numero Cellulare

+39

## Conferma Numero Cellulare

+39

## TERMINI E CONSENSO

## Termini e Condizioni

Leggere attentamente i termini e le condizioni d'uso del nostro servizio

Gli utenti devono fornire i propri dati personali per poter accedere ai servizi offerti dalla Banca d'Italia soggetti ad autenticazione. In tal caso i dati raccolti saranno trattati dalla Banca d'Italia, in qualità di Titolare del trattamento, nel pieno rispetto della normativa sulla privacy, di cui al Regolamento UE 2016/679 e al D.Lgs. 196/2003 e successive modifiche. Il relativo trattamento sarà effettuato mediante procedure informatiche, con l'impiego di misure di sicurezza idonee a garantire la riservatezza dei dati personali nonché a evitare l'indebito accesso ai dati stessi da parte di soggetti terzi, o di personale, non autorizzati. In particolare, il numero di cellulare sarà utilizzato per i servizi per i quali è previsto un meccanismo di autenticazione a due fattori, esclusivamente per l'invio del codice OTP mediante SMS e potrà essere consultato, da personale tecnico autorizzato, esclusivamente in caso di malfunzionamenti della procedura. I dati inseriti nella presente maschera saranno conservati per il tempo strettamente necessario a conseguire gli scopi per i quali sono stati raccolti, come meglio specificato nelle informative relative ai singoli servizi offerti.

Gli utenti potranno esercitare, in qualsiasi momento i diritti di cui agli artt. 15 e ss. del Regolamento UE rivolgendosi al Titolare del trattamento dei dati – Banca d'Italia – Servizio Organizzazione, Via Nazionale 91 – 00184 – Roma, e-mail [org.privacy@bancaditalia.it](mailto:org.privacy@bancaditalia.it).

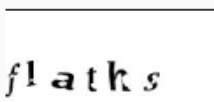
Il Titolare del trattamento è la Banca d'Italia – Servizio Organizzazione – Via Nazionale 91, 00184 Roma (Italia), indirizzo e-mail [org.privacy@bancaditalia.it](mailto:org.privacy@bancaditalia.it).

Il Responsabile della protezione dei dati è contattabile presso via Nazionale 91, 00184, ROMA, oppure al seguente indirizzo e-mail [responsabile.protezione.dati@bancaditalia.it](mailto:responsabile.protezione.dati@bancaditalia.it).

L'interessato, qualora ritenga che il trattamento che lo riguarda sia effettuato in violazione di legge, può proporre reclamo al Garante per la protezione dei dati personali.

Dichiaro di aver letto e di accettare i termini e le condizioni d'uso del servizio

Inserisci il codice visualizzato nell'immagine o contenuto nel file audio rispettando maiuscole e minuscole



Captcha\*

Conferma

Annulla

Once registration has been completed, **access** to INFOSTAT requires user **authentication** by entering the USERNAME, PASSWORD and the One Time Password (hereinafter OTP) received on the MOBILE PHONE.

## 1.3. Accreditation and access to services

At the end of the authentication process, users can access the INFOSTAT Home Page.

The data preparation and forwarding interface can be viewed in English by clicking on 'English version' (upper right)

Services for the exchange of data with the Bol are accessible by clicking on 'Access to Services'.

To access these services it is first necessary to use one of the following functions:

- Enter a PIN (if users have the PIN code sent to their reference partner by the Bol);
- Request delegation (to operator that is already authorized).

The screenshot displays the INFOSTAT web application interface. At the top, the Banca d'Italia logo and 'EUROSISTEMA' are visible, along with a 'Versione Italiana' link. A navigation bar contains 'Enter PIN', 'Request delegation', and 'Authorization management'. The main content area is titled 'SURVEY' and features a tree view on the left under 'DATA COLLECTION AND SERVICES' with 'Collective investments undertakings - Accounts' selected. The right pane shows details for 'COLLECTIVE INVESTMENTS UNDERTAKINGS - ACCOUNTS', including a 'CONTACT' section for the Statistics Collection and Processing Department. A 'TECHNICAL SUPPORT' section provides an FAQ, telephone number (+39 0647926459), and email (rdvi.helpdesk@bancaditalia.it). The 'INFO USER' section displays a welcome message for MARIA ROSARIA BUZZI, her username, last login time, and links for 'Edit personal data' and 'Change password'. A 'LAST UPDATING' section shows 'GENERAL NEWS' with 'No news. 14-5-2013'.

### 1.3.1. Entering the PIN

Selecting the 'Enter PIN function gives users access to the following panel:

The screenshot shows a web form titled "Insert PIN". At the top, it says "The required informations are available on the communication sent by Bank of Italy." Below this, there are three input fields: "Partner \*" (a text box), "SurveyGroup \*" (a dropdown menu), and "PIN \*" (a text box). A "Confirm" button is located below the PIN field. To the right of the button, there is a note "(\*)Mandatory insert".

Users that enter the PIN code become 'managers of the survey group' (hereinafter 'manager').

The role of manager allows users to:

- Access all INFOSTAT services connected with data preparation and transmission (function: 'Access to Services' on the Home Page);
- Delegate other users to operate on behalf of the reference partner and of the survey (or survey group) he/she is manager of.

The PIN code can only be used once, so only one user can enter the PIN code. The success of the transaction is notified to the partner by an e-mail addressed to the functional mailbox communicated to the Bol on the form for the use of the internet channel.

The manager may delegate others to work for the same partner and the same survey (or survey group) for which he/she is enabled upon request by the users concerned. For the request and the granting of the authority to act on behalf of the partner, refer to the relevant section.



## 1.3.2. Advanced functions for authorization management

### The request for delegation

Users who are not direct recipients of a PIN code, once registered, in order to be able to use the INFOSTAT services for the preparation and processing of data, must request an 'operational delegation' from the 'manager'. Such a request can be activated from the home page of INFOSTAT. In the delegation request, the user must indicate the partner on whose behalf he intends to operate:

**Request access**

Authorization can be requested by inserting the Partner Id

**Partner ID:**

The request is preliminary to the actual granting of the delegation by the user with the role of 'manager'. Once the authorization process has been completed by the manager, the 'delegated' user will have access to INFOSTAT services for the preparation and transmission of data.

### Granting a delegation

A delegation to act on behalf of a partner is granted by a 'manager' using the 'authorization management' function accessible from the main menu. The person requesting the delegation may be authorized to the role of 'manager' (which in turn gives the authority to delegate other users) or to the role of 'operator' for an individual survey.



The interface for managing authorizations contains the list of authorizations in place. Depending on the user role, the view of the list available will either be total or partial. The total view is reserved for the 'manager', able to see both his own authorizations and those of the other users authorized for the same partner. 'Operators' will have, instead, a partial view consisting of the list of their authorizations.

Use the actions in the following list to modify the authorizations

Partner:  Operator:  Status:

**Authorization list**

Partner	SurveyGroup	Survey	Operator	Role	Enabled by	Status	Action
					-	-	New Authorization
503235 - UTENTE TEST 23 NUOVA RACCOLTA	Statistiche Vigilanza 3	- INTERM. EX. ART. 107 TUB, IP E IMEL ( 3 )	B685720	Operator	ROSARIA	Active	Revoke Enable Manager
503235 - UTENTE TEST 23 NUOVA RACCOLTA	Statistiche Vigilanza 3A	- INTERM. EX ART.106 TUB (3A)	B685720	Operator	ROSARIA	Active	Revoke Enable Manager
503235 - UTENTE TEST 23 NUOVA RACCOLTA	Statistiche Vigilanza 4	- INTERM. EX. ART. 107 TUB, IP E IMEL ( 4 )	B685720	Operator	ROSARIA	Active	Revoke Enable Manager

An authorization can have three different statuses:

- Active: authorization in place;
- Suspended: authorization request still pending;
- Revoked: authorization closed or revoked.

For each active authorization the manager is allowed to:

- Revoke ('Revoke' action);
- Enable a person to a role other than that possessed. Specifically, a user with the role of 'manager' may enable to the role of 'manager' or remove a user from the role of 'manager' granting the authorization to the role of 'operator' for one or more surveys (action 'Enable operator');

To grant further authorizations to the role of 'operator' (for other surveys) to a person that is currently an 'operator' for some specific surveys, it is possible to proceed using 'New Authorization'.

For each suspended authorization the following options are possible:

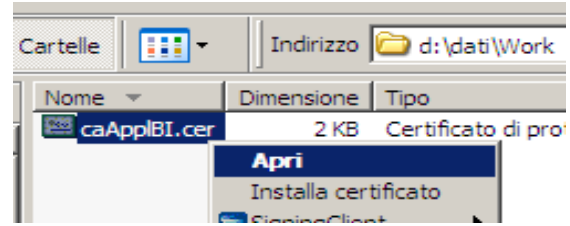
- authorization with role of 'operator' for one or more surveys (action 'Enable');
- authorization with role of 'manager' (action "Enable");
- cancellation of the authorization request (action 'Deny').

No actions are possible in the case of revoked authorizations.

Actions for changing authorizations in place (granting a delegation, revocation or updating of a current authorization) can be activated using the corresponding 'Actions' available on the interface for authorization management. Each change to current authorizations is notified to the relevant partner via an e-mail message addressed to the mailbox indicated on the registration form. Such messages are also available on the website.

## 2. Installing certificates

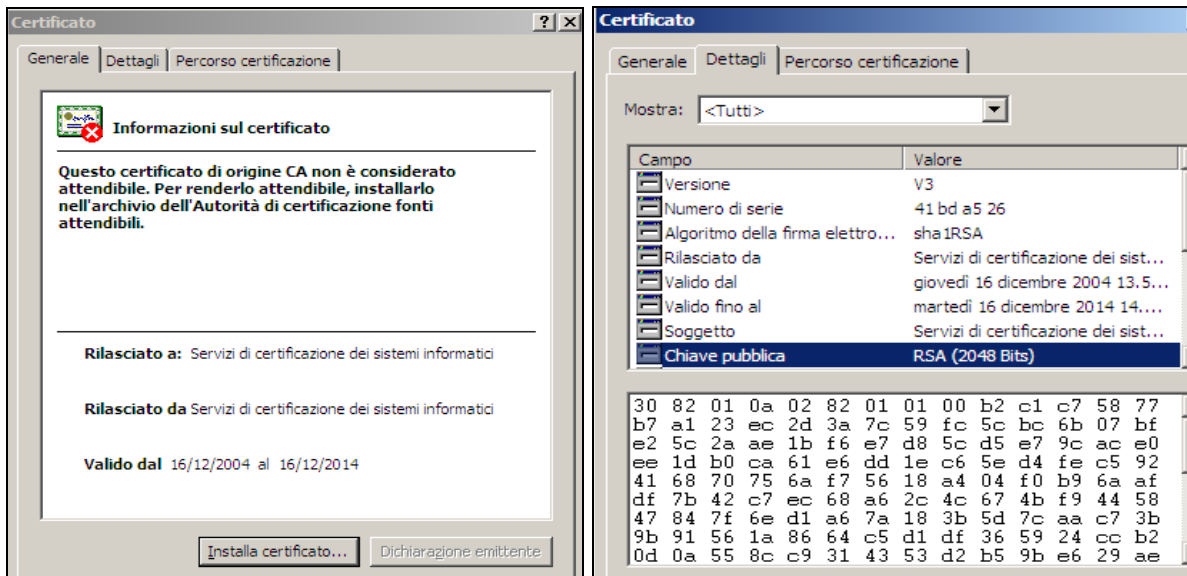
In the section “Statistiche”, sub-sections:  
 “Data collection” (raccolta dati-INFORMAZIONI GENERALI SULLA RACCOLTA DATI);  
 “Data Collection via the Internet (DCVI)” (RACCOLTA DATI VIA INTERNET);  
 CERTIFICATO DIGITALE  
[Certificato digitale per l'utilizzo di INFOSTAT](#) a specific link is present that allows the downloading of the digital certificate of the Bdl “Certification Authority”.  
 Users may download the certificate and save it on their own personal computer.



The main characteristics of the certificate are the following:

Issued by “Servizi di certificazione dei sistemi informatici” - Valid from Thursday 16 December 2004 13.56.28 to Tuesday 16 December 2014 14.26.28 - identification algorithm “sha1” - Impression “c6 cd 16 6b 82 de 85 db 78 42 48 2d d5 36 1b 25 44 de 8e a3”.

To verify the certificate reliability you can activate the action "Open" and check in the panel "Details" under "Public Key", that characters associated correspond to those indicated in the Note<sup>2</sup>.



Once verification took place, proceed to install the certificate (the procedure will differ depending on the browser used by the user).

2

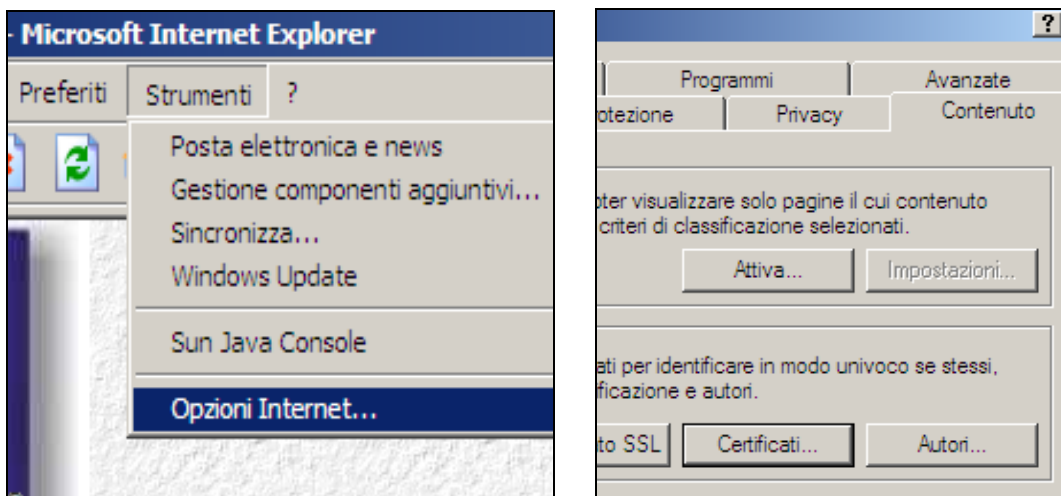
```

30 82 01 0a 02 82 01 01 00 b2 c1 c7 58 77 b7 a1 23 ec 2d 3a 7c 59 fc 5c bc 6b 07 bf e2 5c 2a ae 1b
f6 e7 d8 5c d5 e7 9c ac e0 ee 1d b0 ca 61 e6 dd 1e c6 5e d4 fe c5 92 41 68 70 75 6a f7 56 18 a4 04
f0 b9 6a af df 7b 42 c7 ec 68 a6 2c 4c 67 4b f9 44 58 47 84 7f 6e d1 a6 7a 18 3b 5d 7c aa c7 3b 9b
91 56 1a 86 64 c5 d1 df 36 59 24 cc b2 0d 0a 55 8c c9 31 43 53 d2 b5 9b e6 29 ae e4 02 99 16 f6 17
a6 30 a3 af 60 18 a1 5c 1c e9 1b 1f 1d c9 40 1c aa 90 8c f1 dd 37 9c 9c e0 fd a0 a4 c0 45 30 74 29
7a 33 74 77 5b 1a 86 c5 c5 dd c6 d8 4d fe d3 e2 90 b3 1f 41 ce 2b 02 f2 5a 37 9e 83 4a 58 81 d1 97
9e 0f 4b fb 39 f7 6e d6 9a 5d 53 a2 7a 2d d7 a3 1c 1a b5 d9 86 9a 9d e9 2c 7f b7 be 9b ef 6d 7a ab
ac 6b 8f ba ff 4d ea 25 cf 8e 10 89 ef 4e e0 ab 31 5a 62 c8 fe f2 44 28 3e ae 99 3d 96 bb 69 bc 52
75 02 03 01 00 01

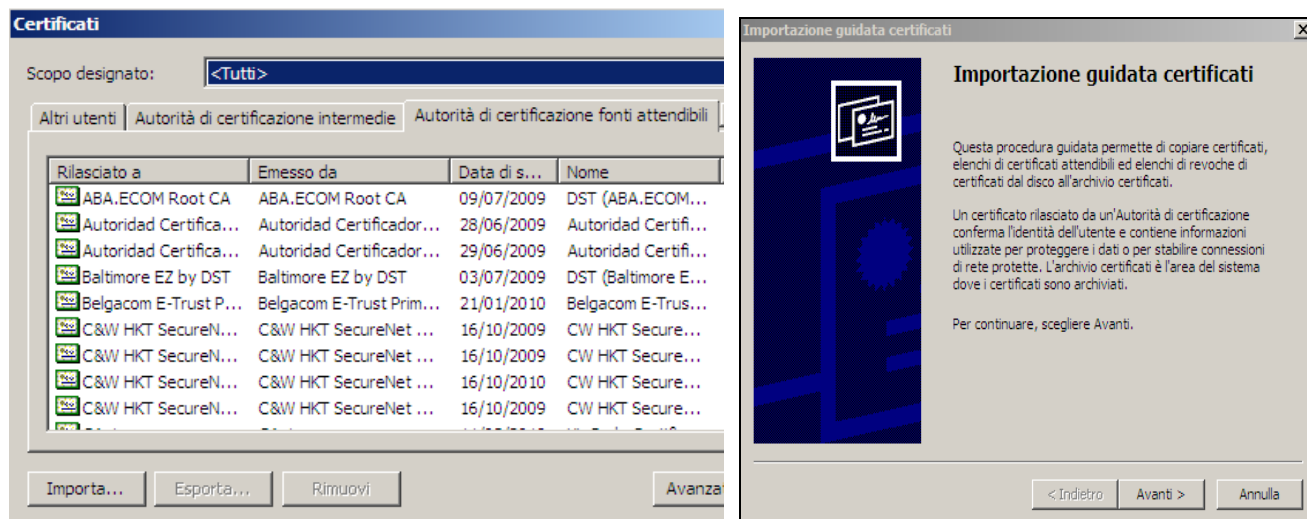
```

## Installing certificates- Internet Explorer

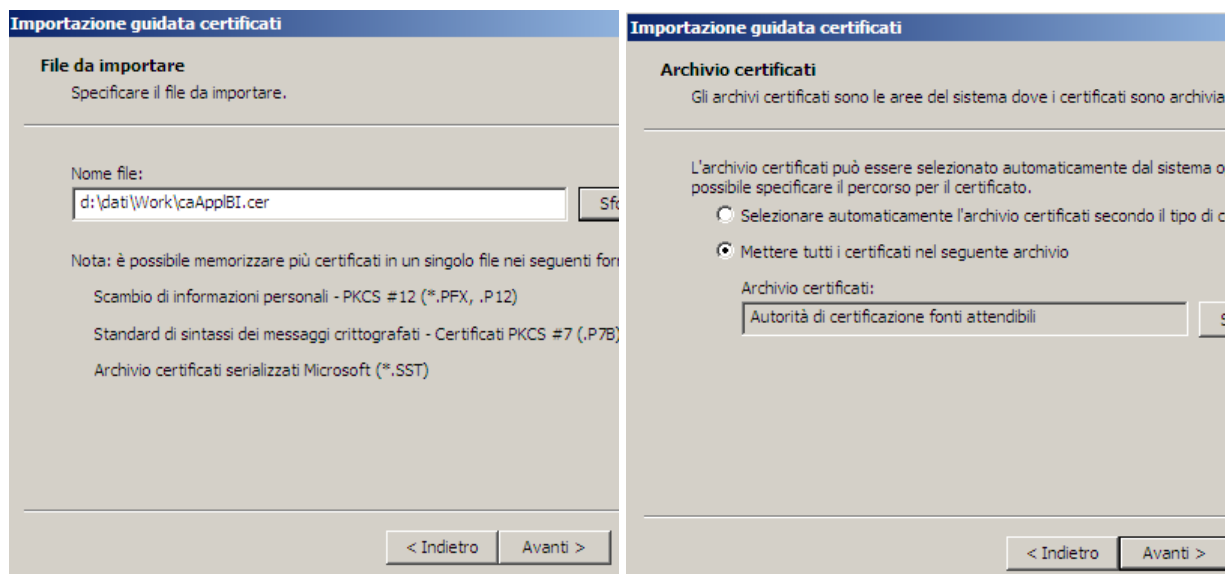
From the menu “Strumenti” select “Opzioni Internet” and then “Contenuto”; activate the button “Certificati”. The archive of the certificates already imported in the browser will be shown.

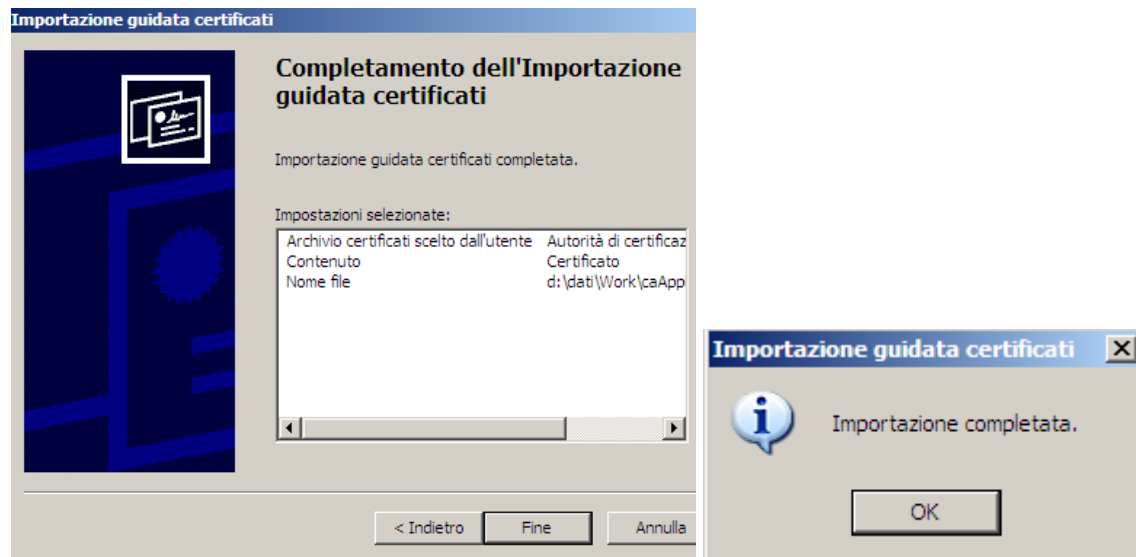


From the panel “Autorità di certificazione fonti attendibili” press the button “Importa”. The function “Importazione guidata certificati” is enabled.



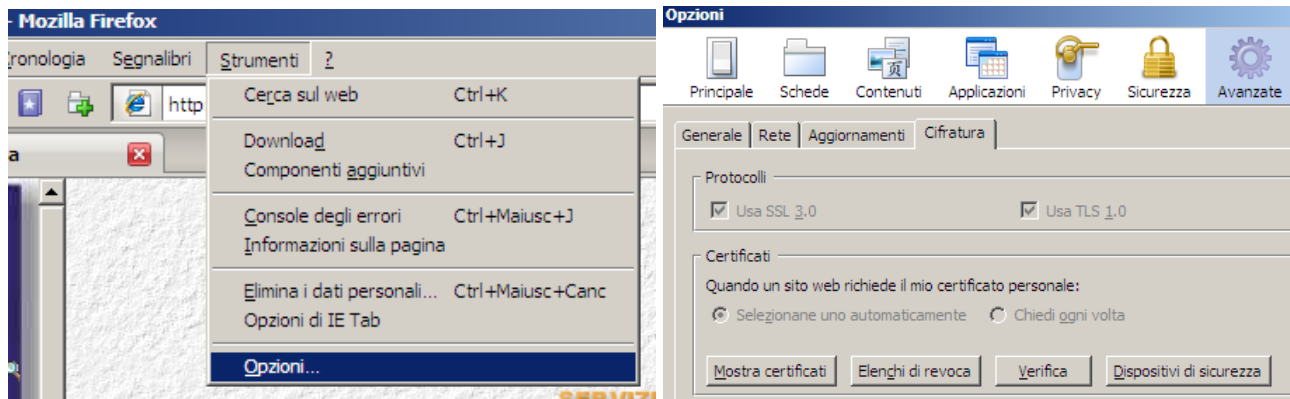
Select the certificate you downloaded and press the button “Avanti” until you will view the message “Completamento dell’Importazione guidata certificati”. Press “Fine” to complete the installation.



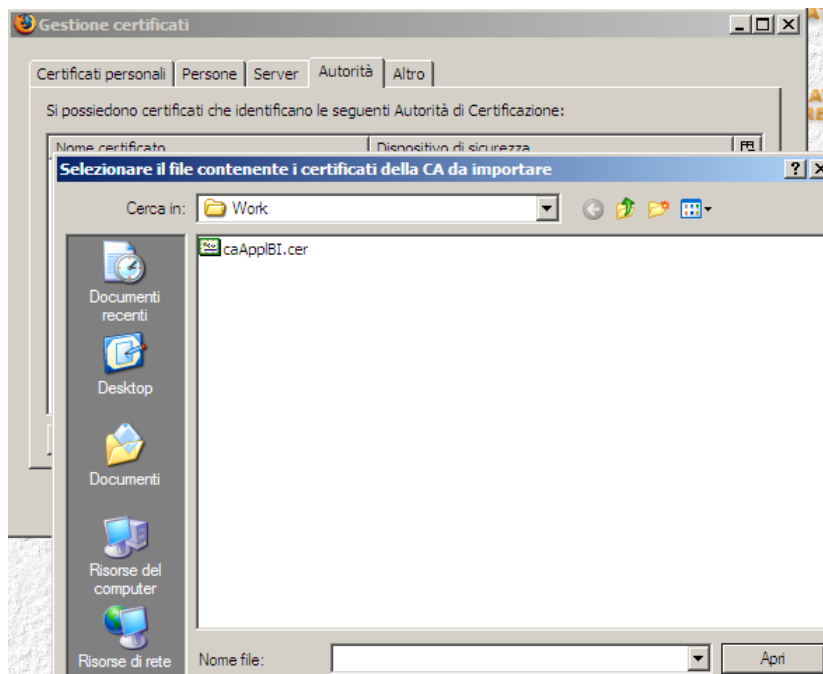


## Installing certificates - Mozilla Firefox

From the menu “Strumenti” select “Opzioni” and then “Avanzate”; press the button “Mostra certificati”. The archive of certificates already imported in Mozilla Firefox will be shown.



From the panel “Autorità” enable the function “Importa”. Select the certificate you downloaded and press the button “Apri”.



Activate the check-box as below and press “OK”.

