

FINANCIAL INSTITUTION USER ADMIN

2.1 LOGIN

- ✔ Visit **<https://aeoi.rra.gov.rw>** (Chrome & Mozilla)
- ✔ Click on **Login**
- ✔ Click on **Login to AEOI System**
- ✔ Enter the **Username** and **Default Password** provided by RRA
- ✔ Enter the **OTP** sent to your phone registered in the system
- ✔ Click on **Verify**
- ✔ Click on **Did not receive OTP?** to resend it in case not received
- ✔ Click on **Verify**
- ✔ Set **New Password**
- ✔ Click on **Update Password**
- ✔ Enter your **Username** and **New Password** in the provided area
- ✔ Click on **Login**
- ✔ Enter the **OTP** sent to your phone registered in the system
- ✔ Click on **Verify**

2.2 CRS USER MANAGEMENT

- ✔ Visit **<https://aeoi.rra.gov.rw>** (Chrome & Mozilla)
- ✔ Click on **Login**
- ✔ Click on **Login to AEOI System**

- ✔ Enter the **Username** and **Password** provided by RRA
- ✔ Enter the **OTP** sent to your phone registered in the system
- ✔ Click on **Verify**
- ✔ Click on **CRS Users**. You have four options: View details of user, Edit user, Close user and Lock user account

2.3 HOW TO CHECK REGISTRATION STATUS

- ✔ Visit **<https://aeoi.rra.gov.rw>** (Chrome & Mozilla)
- ✔ Click on **Login**
- ✔ Click on **Login to AEOI System**
- ✔ Enter the **Username** and **Password** provided by RRA
- ✔ Enter the **OTP** sent to your phone registered in the system
- ✔ Click on **Verify**
- ✔ Click on **Registration Status**
- ✔ Click on **Correct and resubmit** if your request was rejected