

AFRICAN DEVELOPMENT BANK GROUP



USER GUIDE

CLIENT CONNECTION

This user guide consists of two parts to allow the authorized user to view real-time disbursement information, debt service information, submit disbursement documents as well as claims.

The Bank reserves the right to modify the content without notice

PART I

- Registration procedures
- Consultation of disbursement reports
- Password renewal

PART II

- Overview of the customer area
- Access to the functional menu
- Use of the customer interface

2019

AfDB Client Connection User Manual



Client connection
African Development
Bank

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ABOUT THE CLIENT CONNECTION PLATFORM

The African Development Bank has set up the AfDB Client Connection platform to enable Regional Member Countries (RMCs) consult disbursement data relating to their projects under implementation.

You will be able to access the platform via <https://clientconnection.afdb.org>. This will allow you, after authorization, to have, among other things, information concerning the:

- (i) Status of your Pending Disbursement Applications with the Bank;
- (ii) Statement of Confirmed Disbursements;
- (iii) Status of Advances in the Special Account;
- (iv) List of Approved Contracts;
- (v) Other Resources Useful for the Management of Projects Financed by the Bank.

Client Connection is an information service platform available on the Internet and accessible through Google Chrome, Firefox, and Microsoft Edge. It is a platform for Borrowers, Guarantors of loans and Executing Agencies of projects financed by the Bank Group.

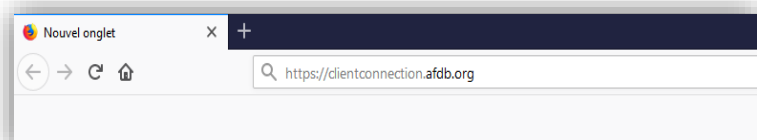
Client Connection enables African Development Bank Group partners to access information related to their loans and grants by connecting to a secure, password protected website.

I – REGISTRATION

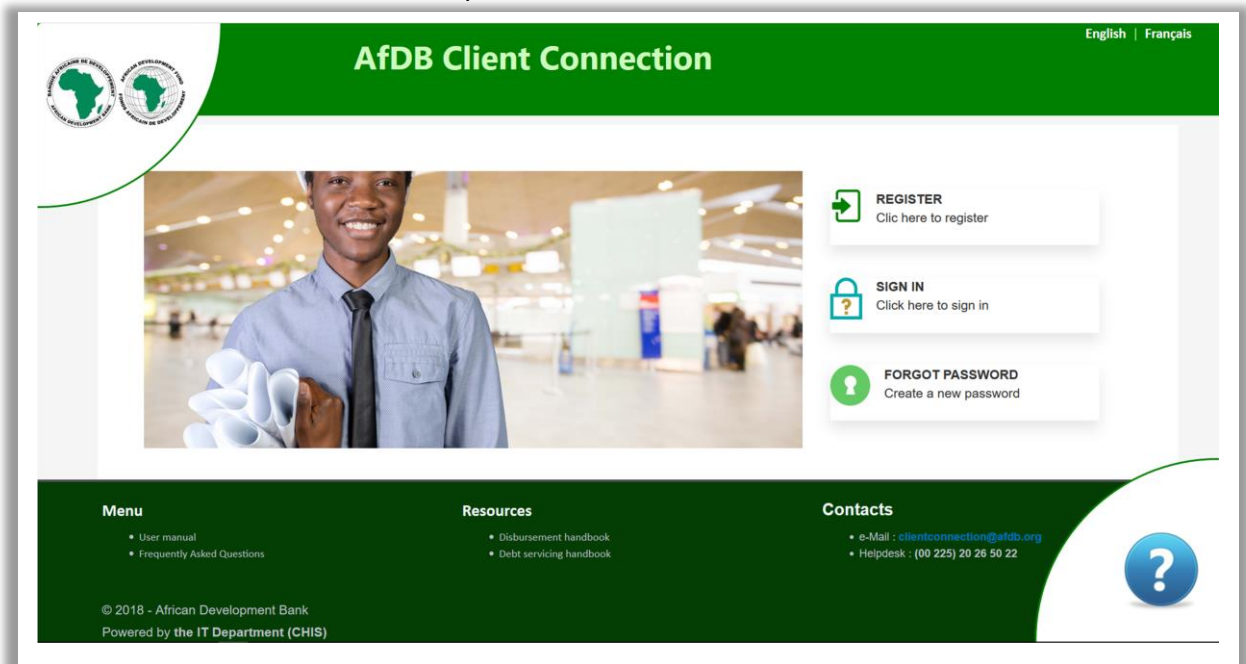
1.1 Step 1: Connecting to the Platform

Type the site below in your browser to connect to the platform:

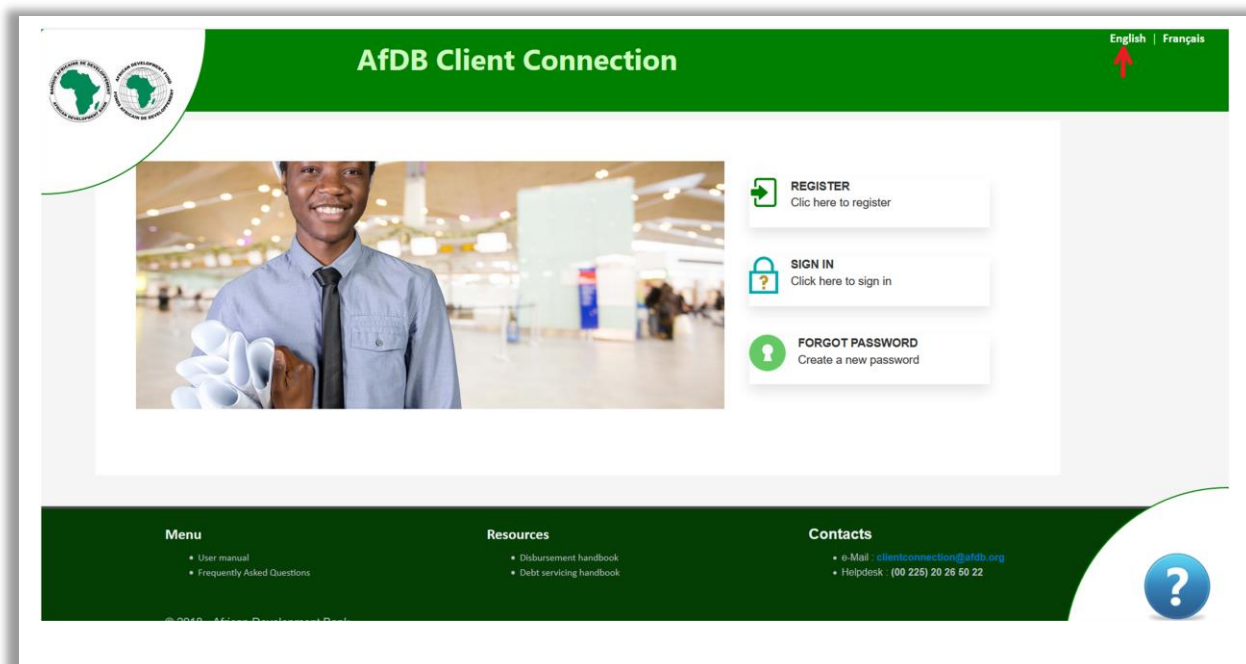
<https://clientconnection.afdb.org>



a. The screen below will show up.



b. Choose your working language (See red arrow below)



c. Click on "REGISTER" at the top right (Where is this one in the picture below)

English | Français

AfDB Client Connection

REGISTER
Click here to register

SIGN IN
Click here to sign in

FORGOT PASSWORD
Create a new password

Menu

- User manual
- Frequently Asked Questions

Resources

- Disbursement handbook
- Debt servicing handbook

Contacts

- e-Mail : clientconnection@afdb.org
- Helpdesk : (00 225) 20 26 50 22

© 2018 - African Development Bank

(i) Accept the Confidentiality Clauses by checking in the box provided

English | Français

AfDB Client Connection

Confidentiality clauses

User access registration form

All sections of the user registration form must be completed. User will receive an e-mail message confirming request, outlining conditions of use, and supplying the URL and temporary password. The temporary password needs to be changed the first time a user login in the Client Connection System. Access will be granted to members of staff nominated and authorized by the client.

Web security information

Each user granted access to the site is responsible for the confidentiality of the content. Instructions relating to continued user access. In the event where password reset is required, request must be made by email to clientconnection@afdb.org

Please direct technical issue to clientconnection@afdb.org

Users are not permitted under any circumstances, to disclose their password to unauthorized persons. Do not access the site and leave it unattended. Finally, user password will be updated on a regular basis, as determined by management.

I have read the above information and understand that I am responsible for the use and protection of the password to the Loan Accounting Portal and all the information therein.

[Click here for a new registration](#)

[Click here if you already filled in the registration form](#)

Menu **Resources** **Contacts**

(ii) Click on the box: «Click here for a new registration»

AfDB Client Connection English | Français

Confidentiality clauses

User access registration form

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I have read the above information and understand that I am responsible for the use and protection of the password to the Loan Accounting Portal and all the information therein.

[Click here for a new registration](#) [Click here if you already filled in the registration form](#)

Menu
• User manual
• Frequently Asked Questions

Resources
• Disbursement handbook
• Debt servicing handbook

Contacts
• e-Mail : clientconnection@afdb.org
• Helpdesk (00 225) 20 26 50 22

?

iv) Insert your "NAME" and "E-Mail" in the indicated fields

AfDB Client Connection English | Français

Registration Form

Types of financing
 Public Private Others

Name

e-Mail address

Function
Select your function

Country
Select a country

Business Profile
Select a profile

Business Partner N°

Projects requested
Select your business partner number to load projects

captcha
waste

Enter the code as it is shown:

Menu
• User manual
• Frequently Asked Questions

Resources
• Disbursement handbook
• Debt servicing handbook

Contacts
• e-Mail : clientconnection@afdb.org
• Helpdesk (00 225) 20 26 50 22

?

v) Select from the drop-down list your: "Function"; "Country"; "Business Profile"; "Business Partner Number"

(vi) Select the Projects by ticking in the box on the left hand-side of the project name

(vii) Enter the Security Code in the box provided

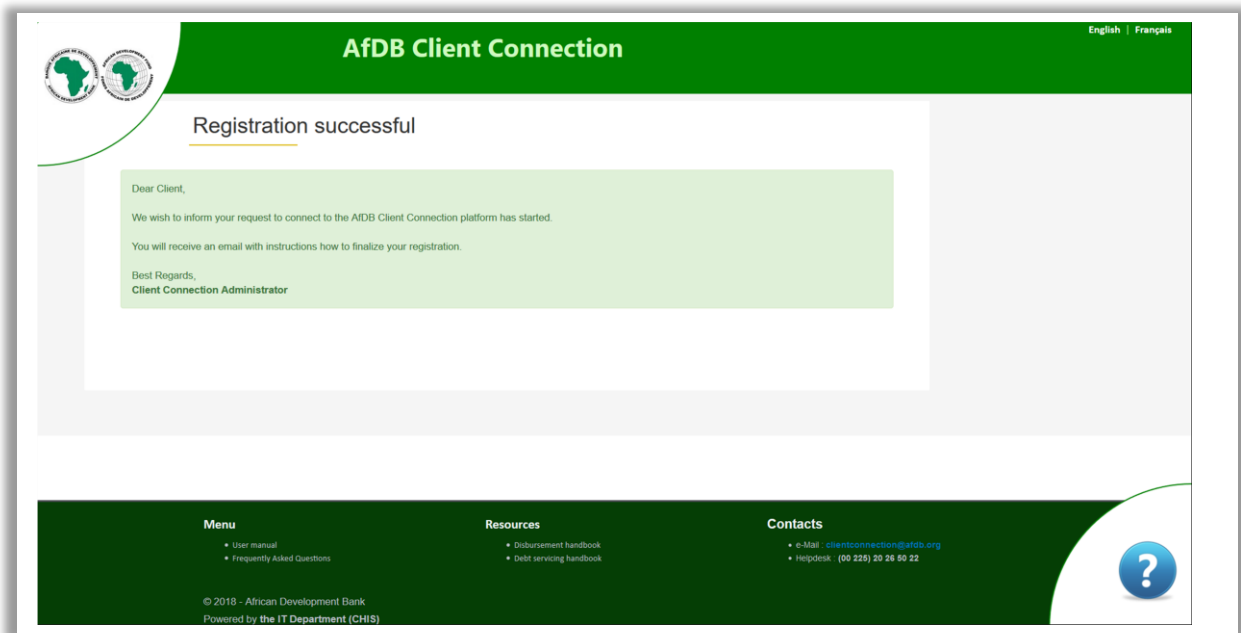
The screenshot shows the 'Registration Form' on the AfDB Client Connection website. The form is partially filled out. At the bottom, there is a CAPTCHA image with the word 'waste' and a red box around it. A red arrow points from the CAPTCHA to an empty input box labeled 'Enter the code as it is shown:'. Below the CAPTCHA is a green 'SUBMIT' button. The footer contains navigation links for Menu, Resources, and Contacts, along with a help icon.

(viii) Submit your registration form by clicking on "SUBMIT"

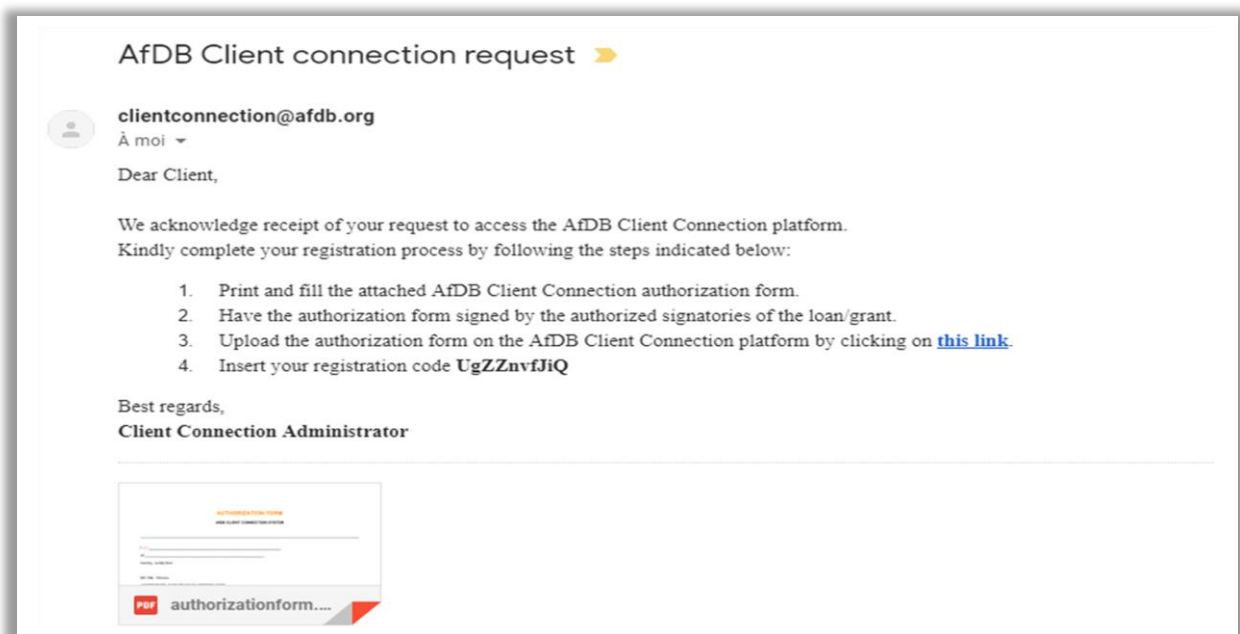
This screenshot is identical to the one above, but with a red arrow pointing directly to the green 'SUBMIT' button, indicating the final step of the registration process.

After the submission:

The system displays a message stating that the registration process has started and you will receive an email for the next steps to follow to finalize your registration.



You will receive through the email address provided during the registration, a message with an attachment (authorization form.pdf) asking you to follow the instructions below.

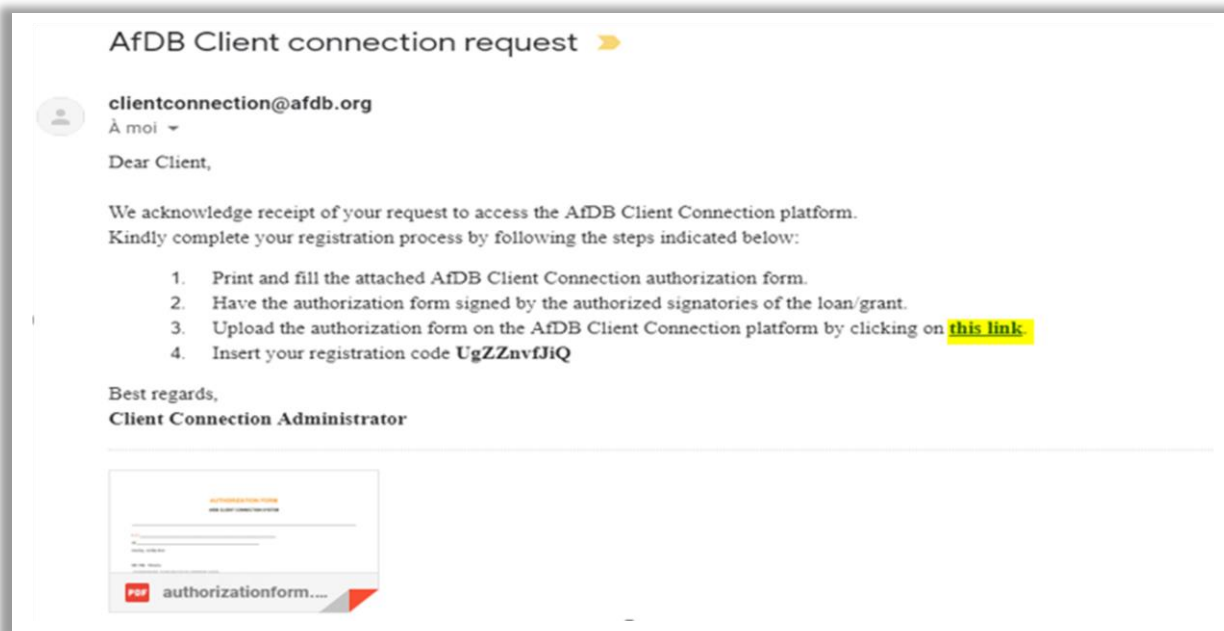


1.2 Step 2: Inserting the registration code on the Client Connection platform

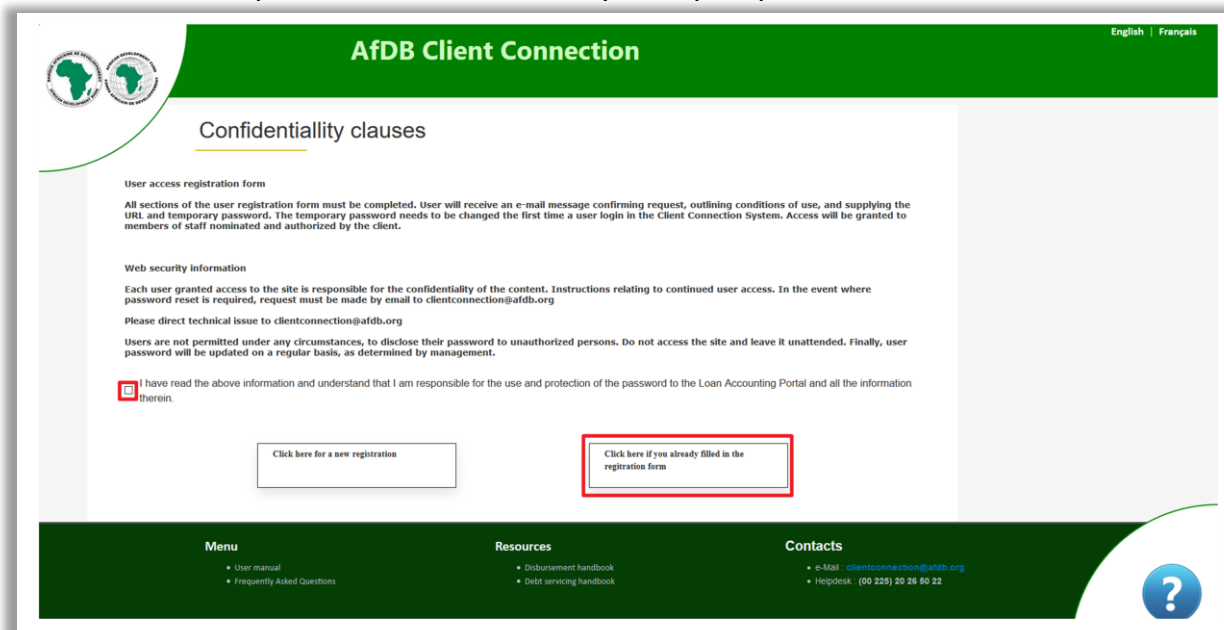
Please print the document (authorization form.pdf) that you received by email, have it signed by the authorized signatories, and then upload it to the Client Connection platform of the Bank.

a. Through the internet link provided in the email you received.

By clicking on "this link" in the message, the system performs a check by asking you to enter the code you received through email.



b. Through the Client Connection platform by following Step 1 (see above) and choosing the second option "Click here to attach your signed form".



From this window:

- Accept the confidentiality clauses
- Click "Click here to attach the signed form"
- Enter the code received in the following window

The screenshot shows the 'AfDB Client Connection' interface. At the top, there are two circular logos on the left and 'English | Français' on the right. The main content area has a light green header with the text 'Please enter your registration code'. Below this is a white input field and a green 'OK' button. The footer is dark green and contains three columns: 'Menu' with links to 'User manual' and 'Frequently Asked Questions'; 'Resources' with links to 'Disbursement handbook' and 'Debt servicing handbook'; and 'Contacts' with links to 'e-Mail: clientconnection@afdb.org' and 'Helpdesk: (00 225) 20 26 50 22'. A blue question mark icon is in the bottom right corner. Copyright information at the bottom left reads '© 2018 - African Development Bank Powered by the IT Department (CHIS)'.

After entering this code, press OK.

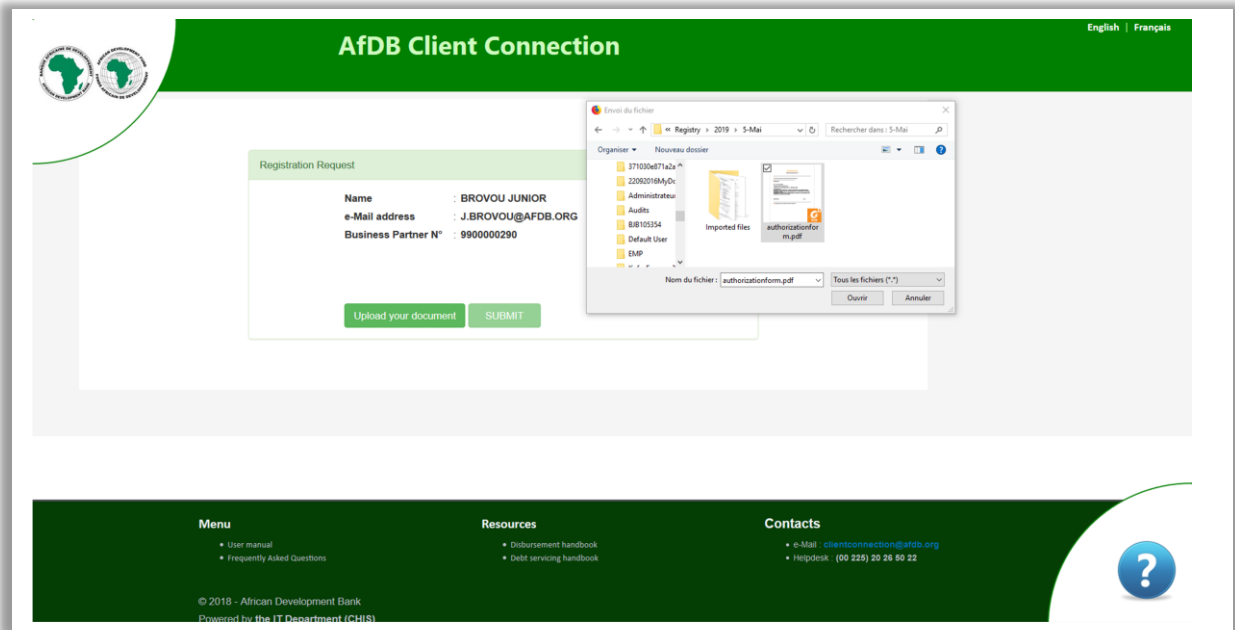
The system will redirect you to the interface for adding the signed document.

A summary allows you to check your details (Name, E-mail and Business Partner Number).

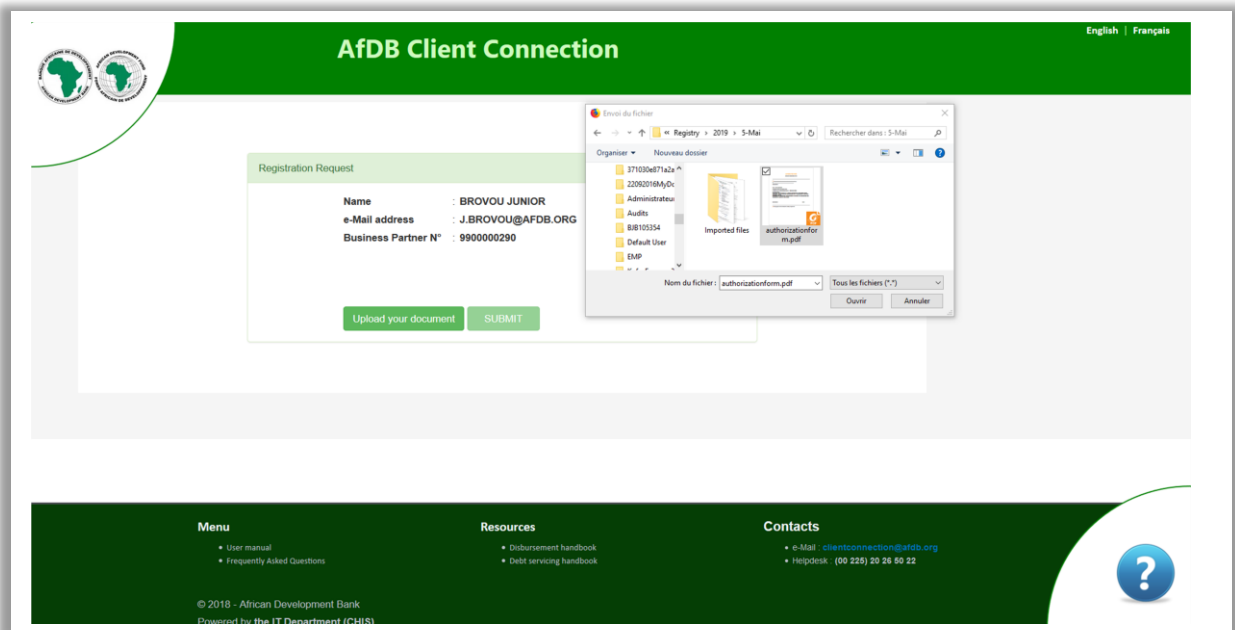
The screenshot shows the 'AfDB Client Connection' interface with a 'Registration Request' summary. The header is the same as the previous screen. The main content area has a light green header with the text 'Registration Request'. Below this is a white box containing the following details: 'Name : BROVOU JUNIOR', 'e-Mail address : J.BROVOU@AFDB.ORG', and 'Business Partner N° : 9900000290'. At the bottom of the box are two green buttons: 'Upload your document' and 'SUBMIT'. The footer is identical to the previous screen, including the copyright information '© 2018 - African Development Bank Powered by the IT Department (CHIS)'.

1.3 - Step 3: Loading the signed form

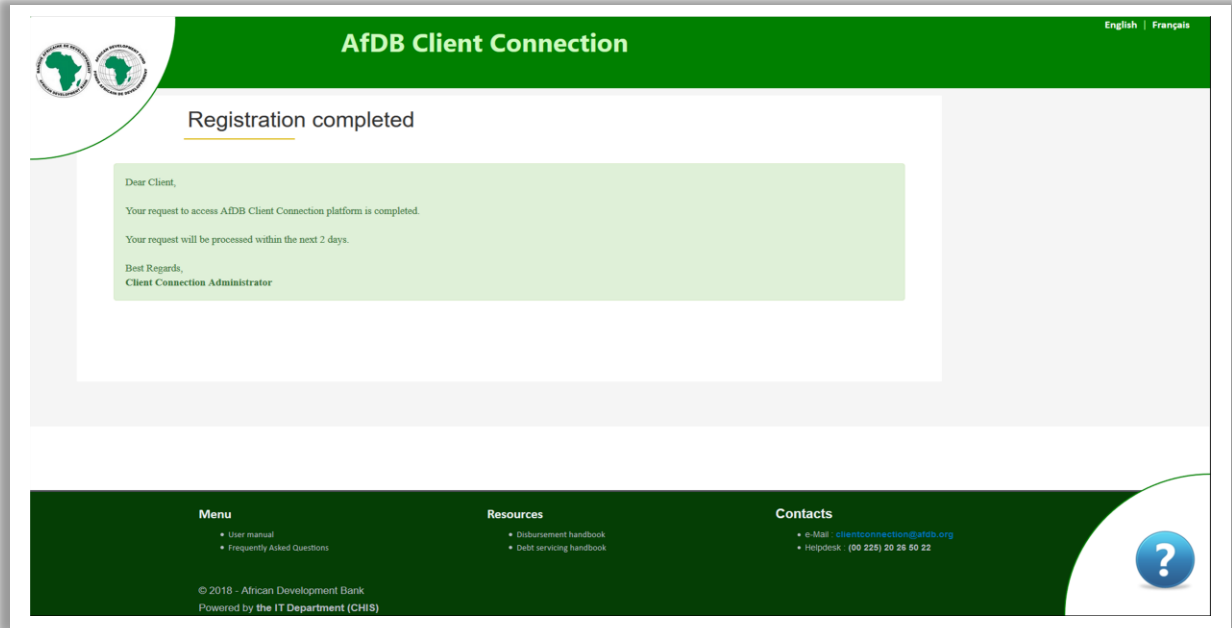
a. Click on "Upload your document" as shown below



c. Select the document to transmit from where it was stored then click «VALIDATE»



At the end of this process, the system informs you that your registration is complete and that the administrator will contact you through email within 2 working days.



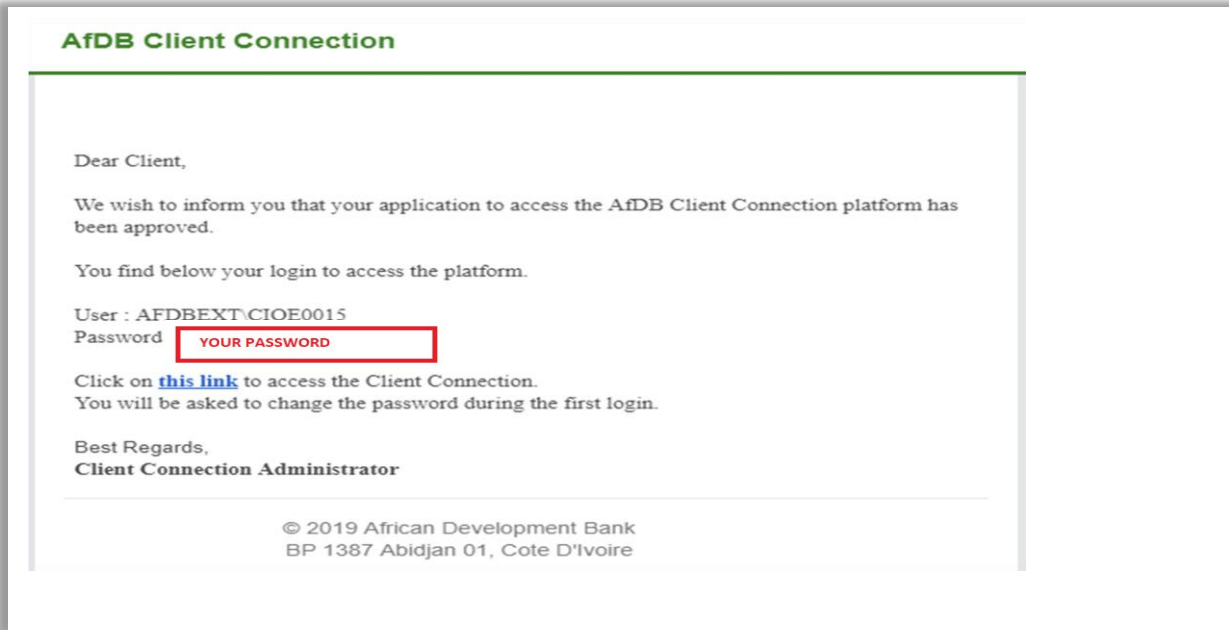
After registration, your application may be accepted or rejected for various reasons. The system will notify you by email.

1.3 Messages you will receive from the Administrator following the approval or rejection of your request.

a. Approval of your request

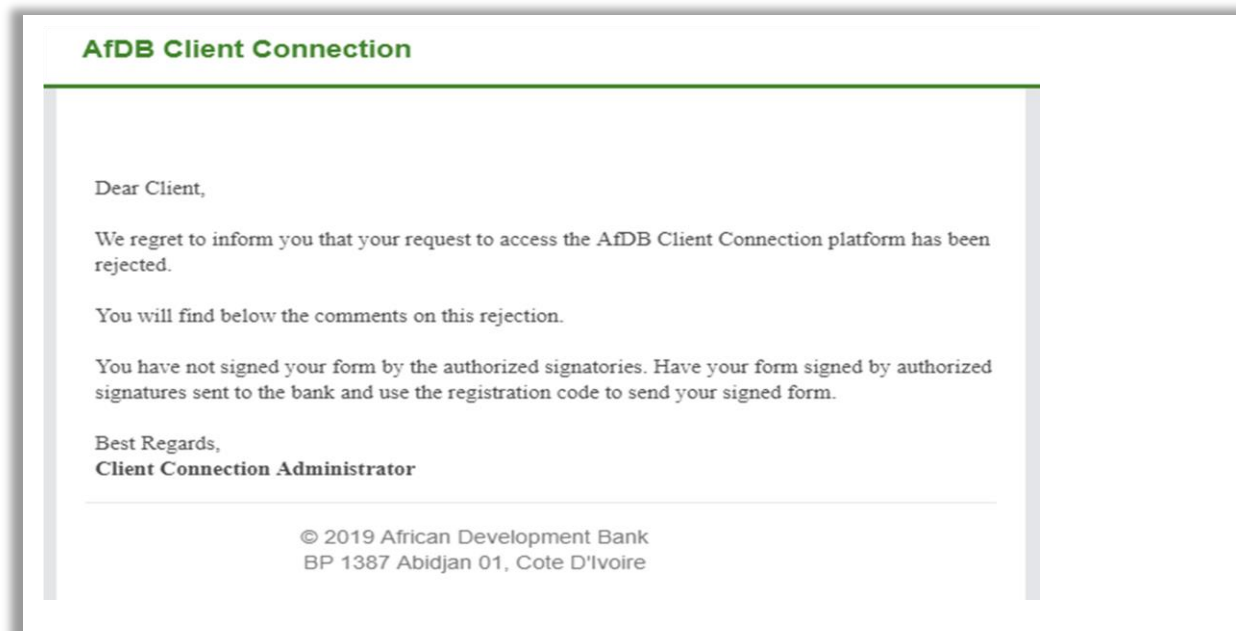
Your application will be approved by the Administrator if the signed form complies with the rules i.e. the signature on the form matches with the name of the signatory and are identical to the specimen signatures sent to the Bank for the selected projects assigned to you.

In this case, you will receive a message like the one below from the Administrator.



b. Message rejecting your request

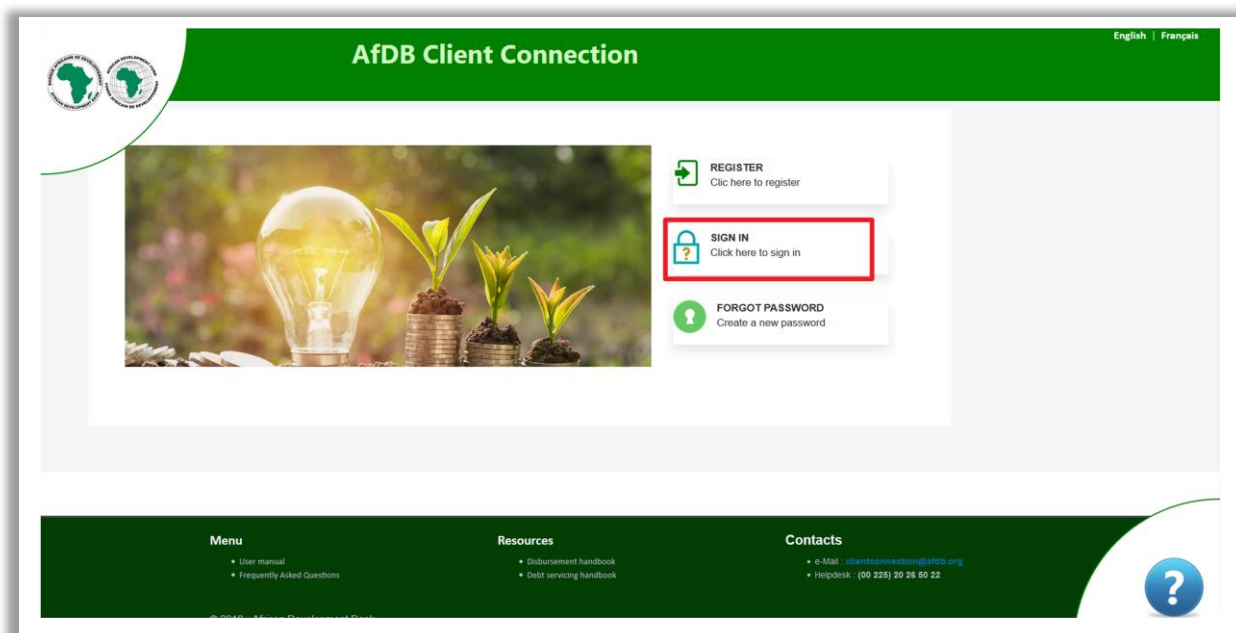
When your request is rejected, you will a message from the Administrator such as the one below:



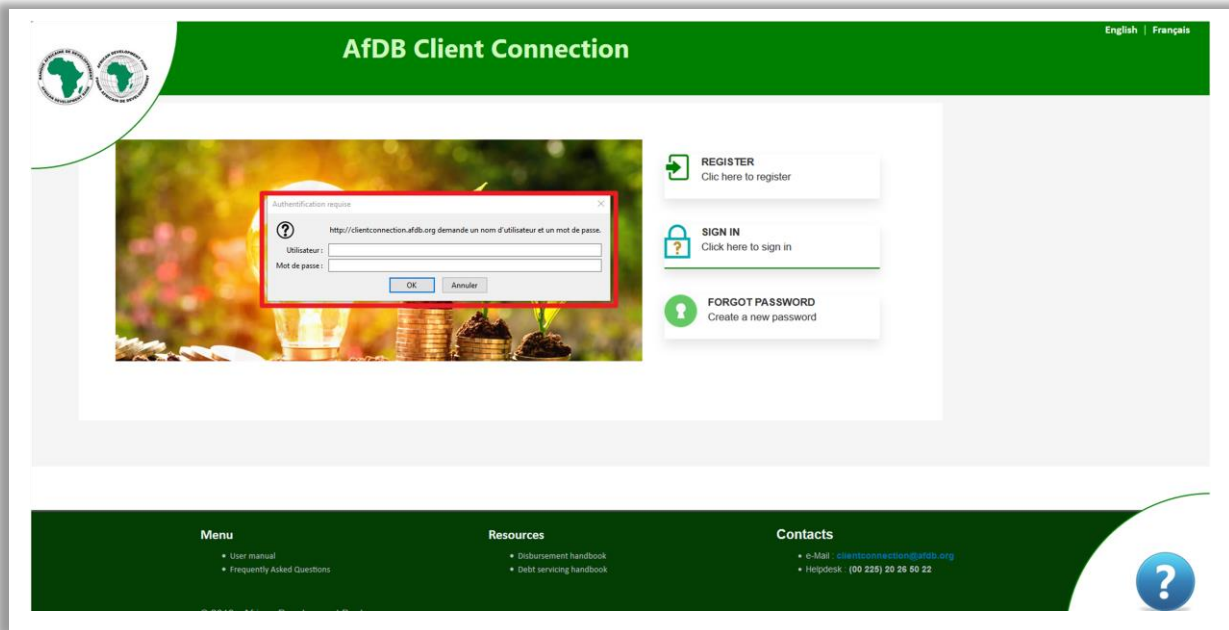
II - CONNECT TO THE CLIENT CONNECTION PLATFORM

You will have to first click on the Client Connection link: <https://clientconnection.afdb.org>

II.1 - Click on "CONNECTION"



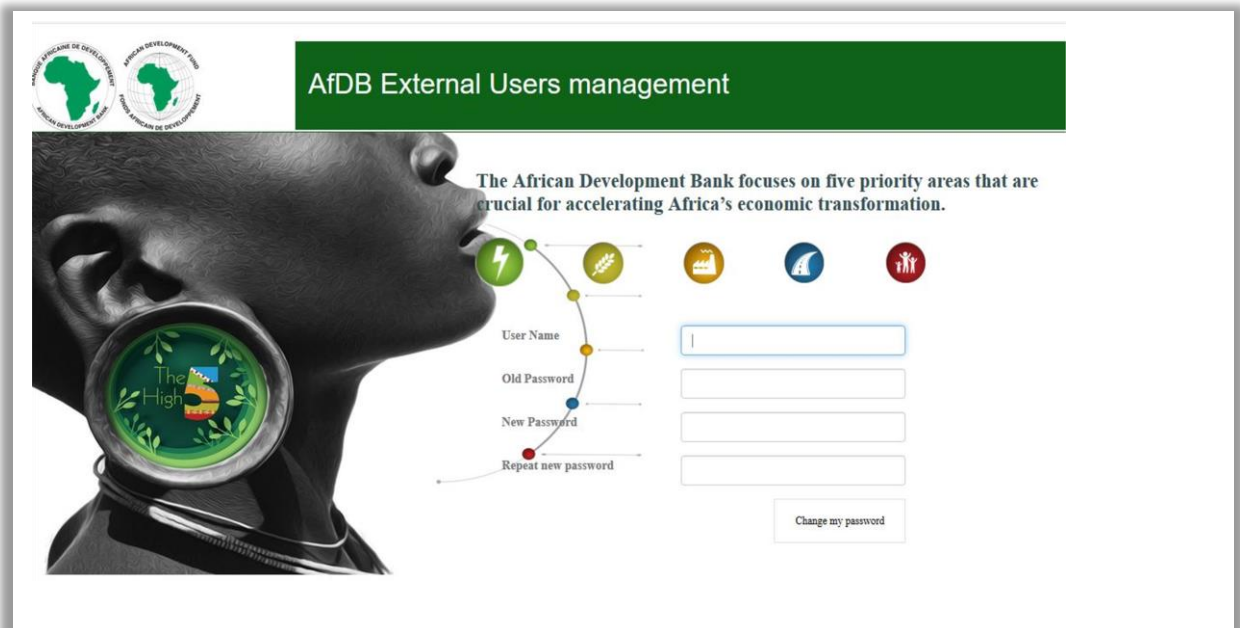
II.2 - Enter your username and password in the open window



II.3 - Click « OK » after putting your ID

II.4 – Change your password

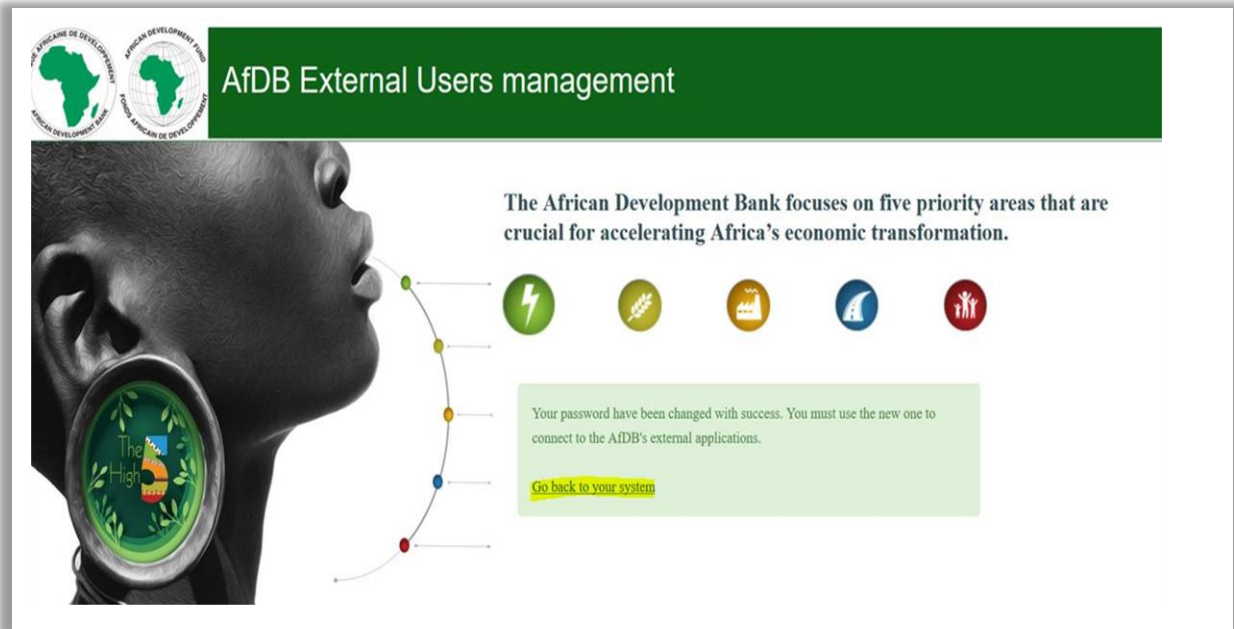
At the very first login, the system will redirect you to the login page and request you change your password. Your username and password were sent you after acceptance of your application by the system Administrator.



- Enter in the login field "USER NAME" your username as provided by the system.
- In the field "Old Password": put the initial password given by the system

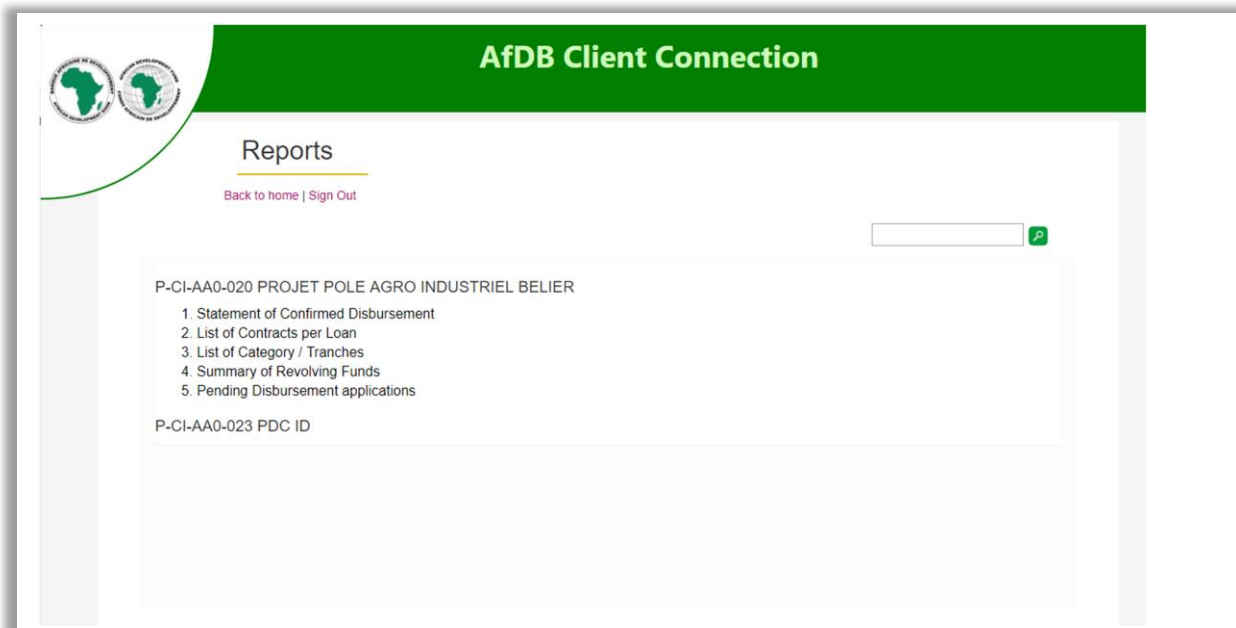
- In the "New Password" field: enter your new password
- Enter same new password in the field "Repeat new password"
- Then Click on "Change my password"

If the information entered is correct, the page below will open

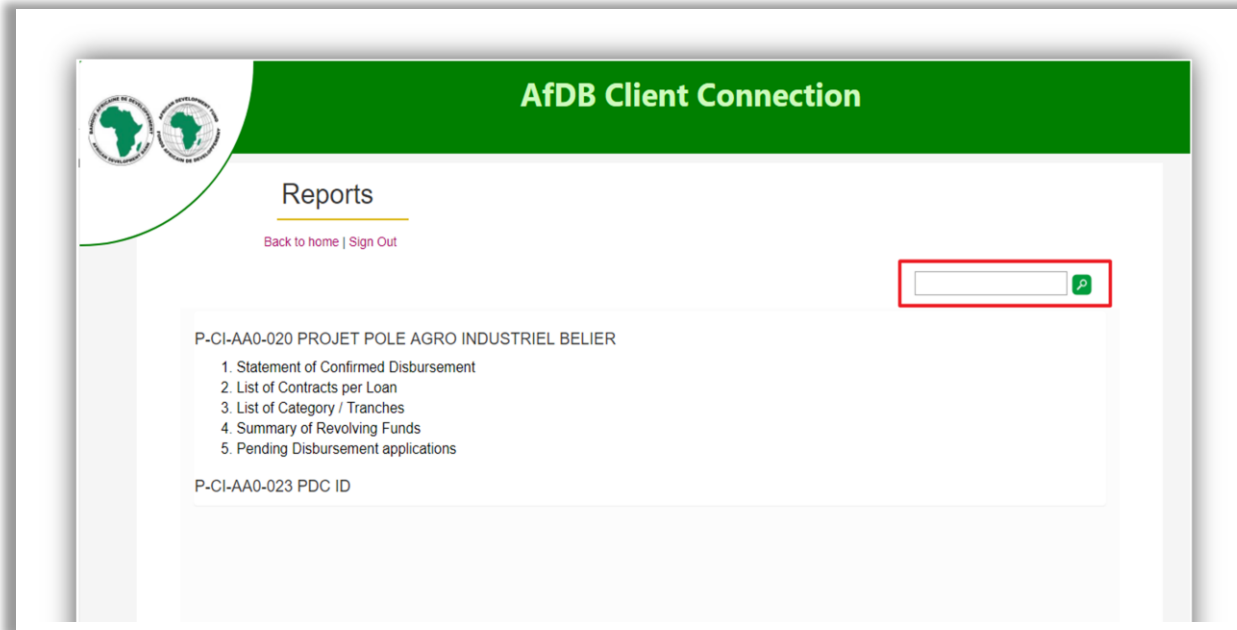


Once logged in, the system will redirect you to the page where you can see your reports. You can also go to your reports by clicking on the Menu "Access the reports"

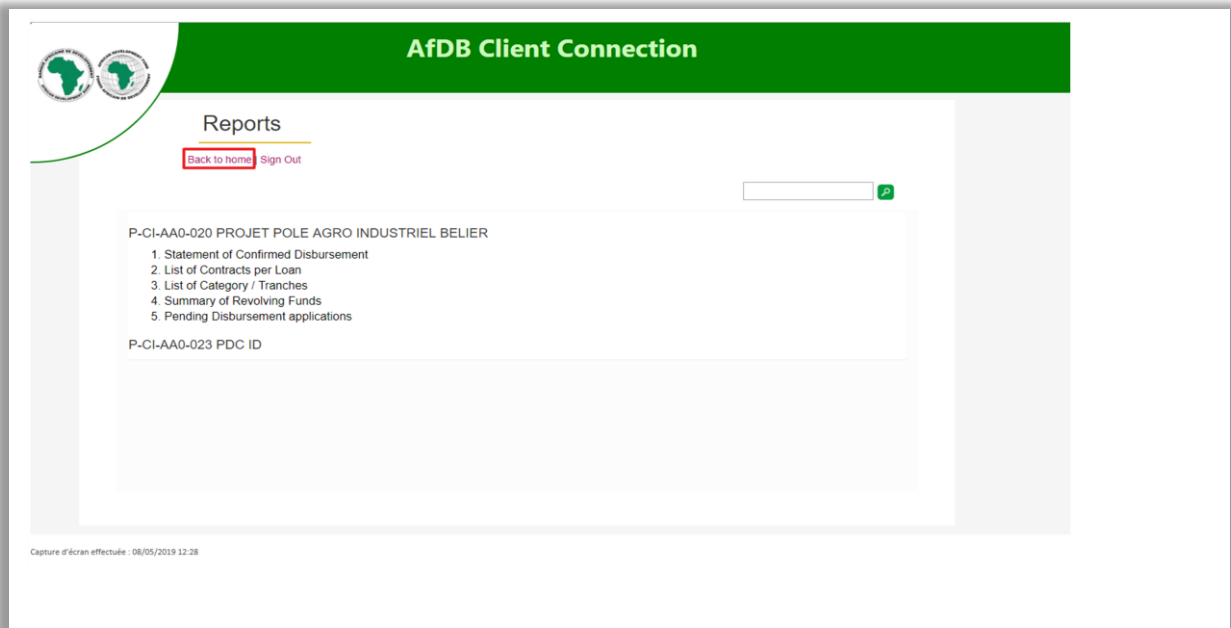
NB: The system will not display reports of closed projects.



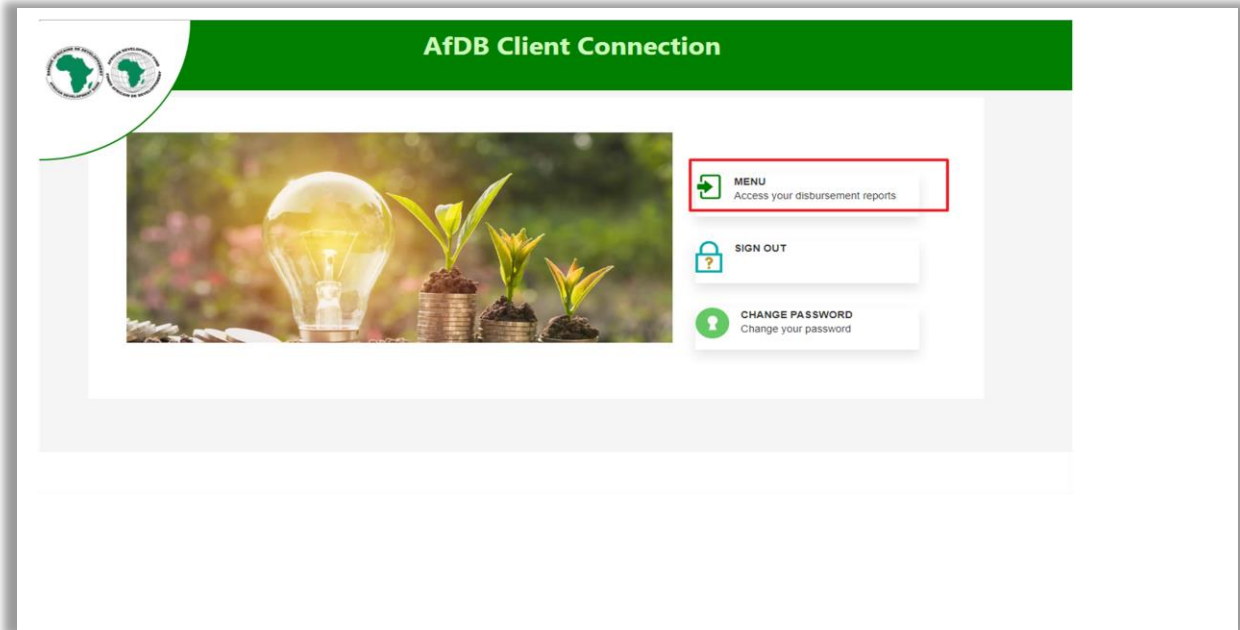
The window on the right side of the screen allows you to search and view reports for a specific project.



Click "Back to Home" to return to the main menu

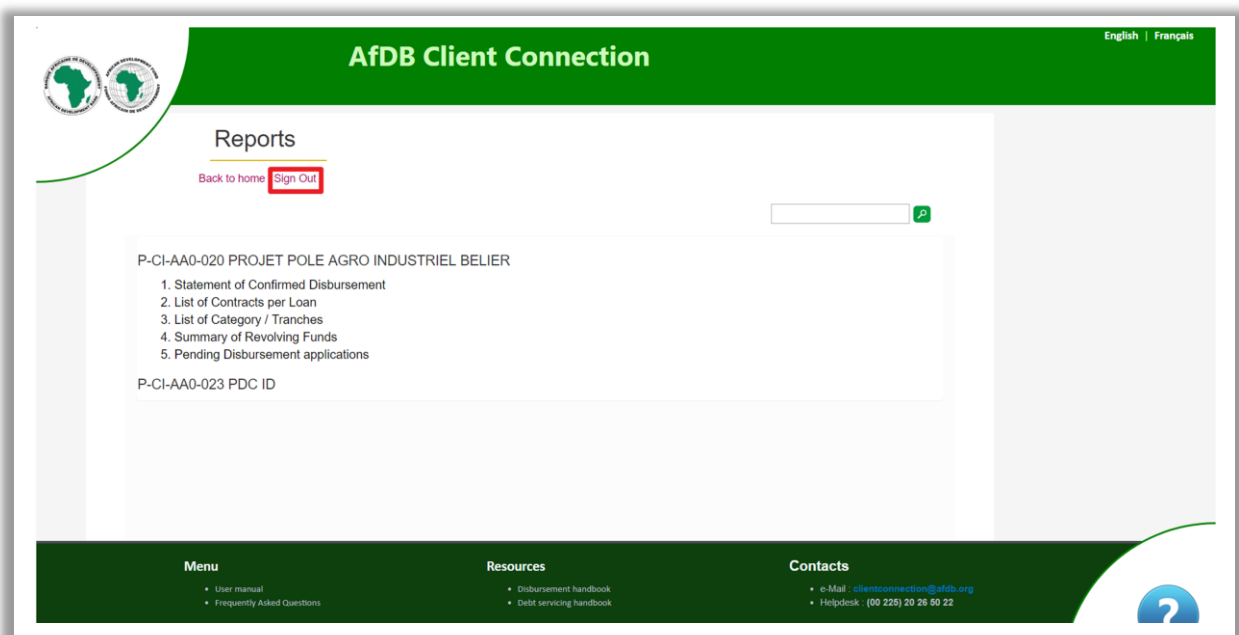


You can access your reports

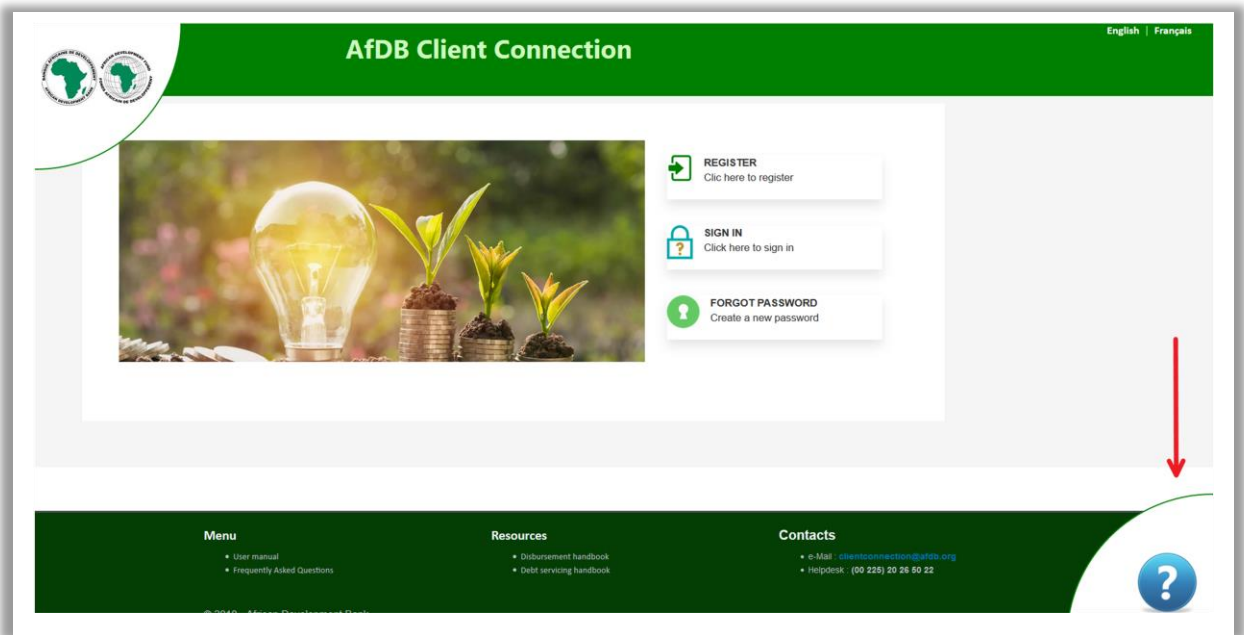


To disconnect from the Client Connection platform

- Click on "Logout" and then close your browser.



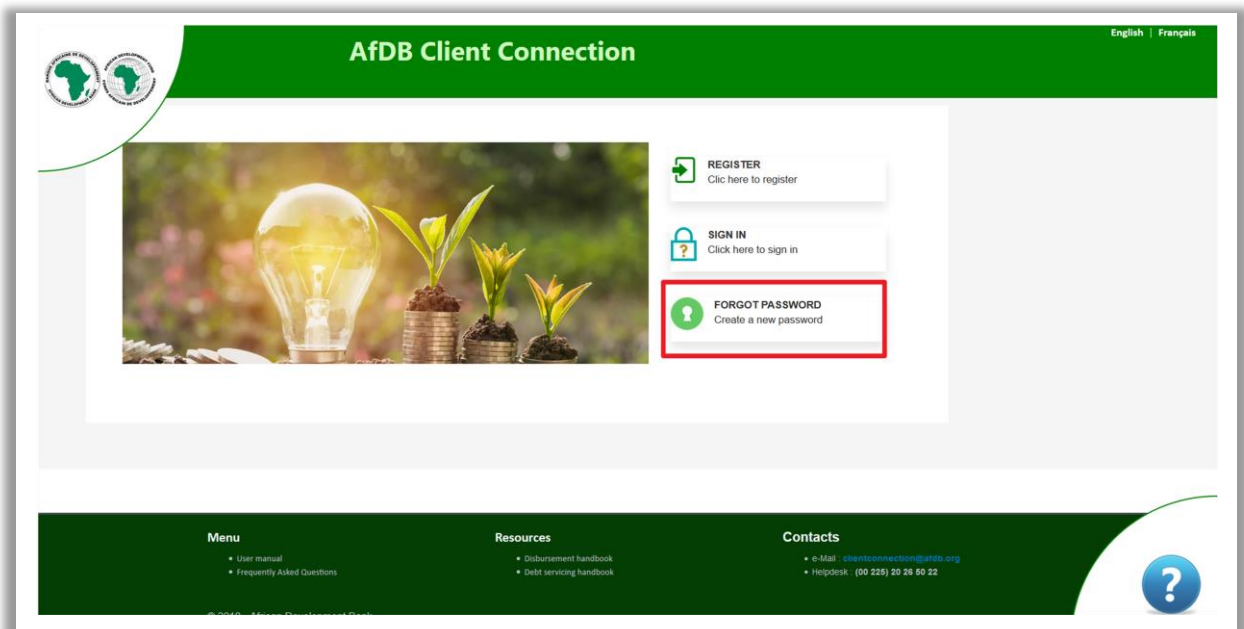
- You can get help online by clicking on 



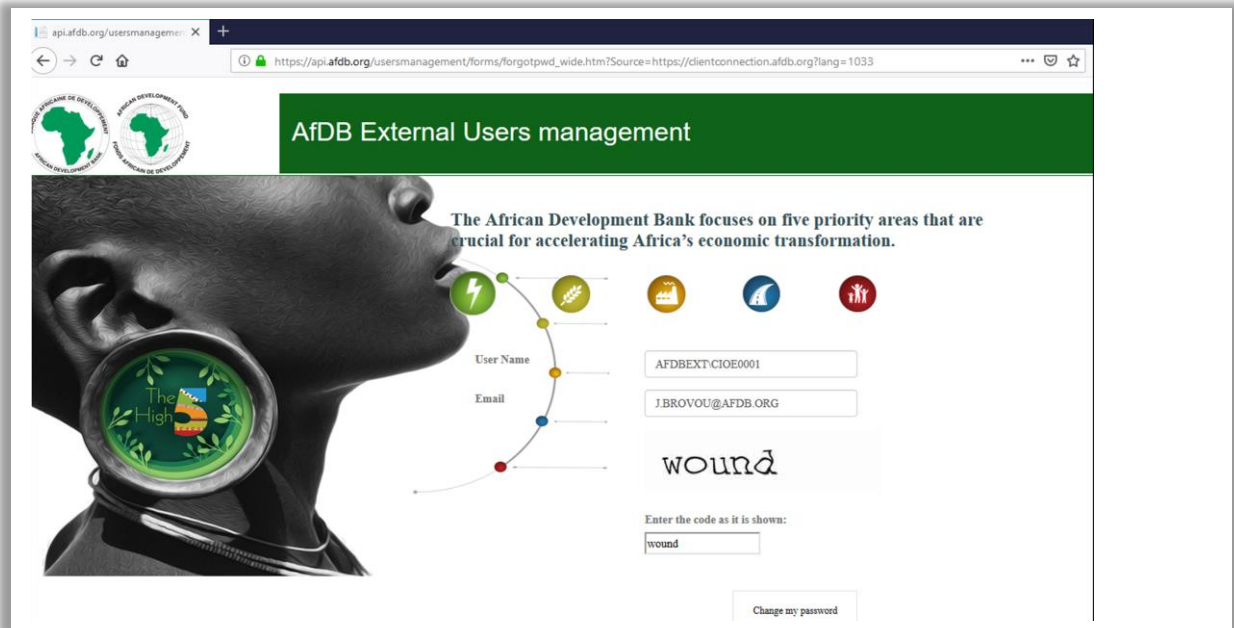
III - HOW TO RECOVER YOUR FORGOTTEN PASSWORD

III.1 - How to request a new password

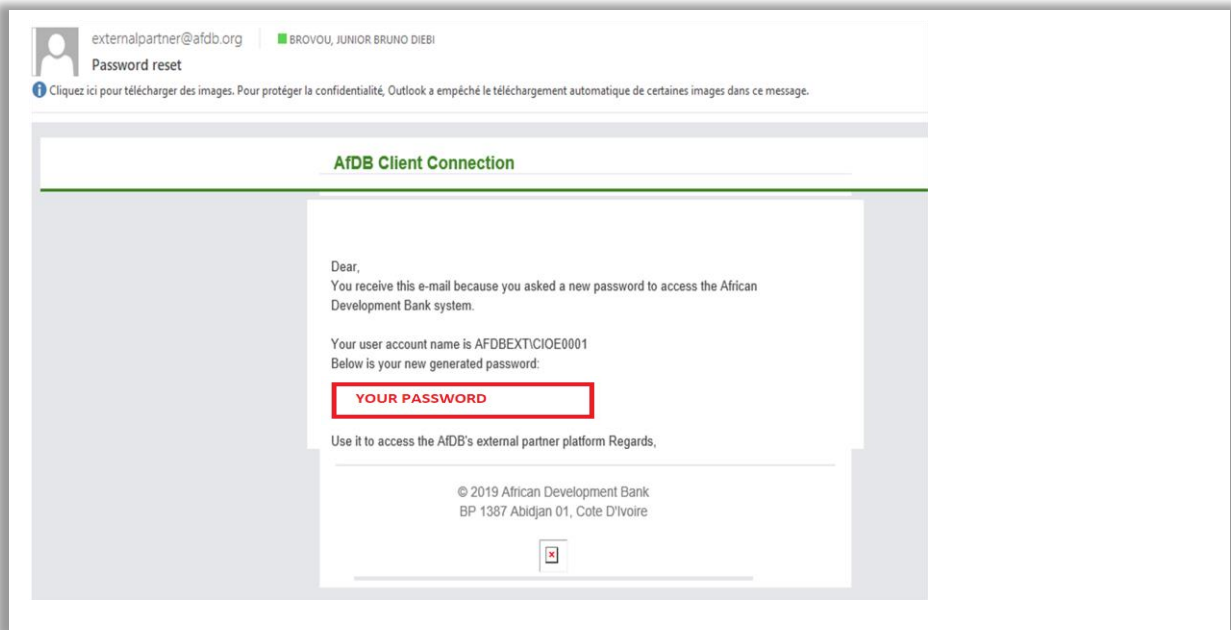
Connect to the platform from this link <https://clientconnection.afdb.org> then click on "Forgot Password". The system will direct you to the next interface.



Fill in all the fields then click on "change my password" and the following will be displayed:



You will receive through email a New Password to enable you connect to the platform.



III.2 - Change of the password at the request of the system

Use this new password to log in. The system will ask you to change the password (Refer to Chapter II of this manual).

IF YOU NEED HELP, PLEASE CONTACT

E-Mail: clientconnection.afdb.org

Contact: (00 225) 20 26 50 22

NB: Send us your comments.



CLIENT CONNECTION

CLIENT WORKSPACE



06 AVRIL 2020
DISBURSEMENT DIVISION, FIFC.3

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CLIENT WORKSPACE

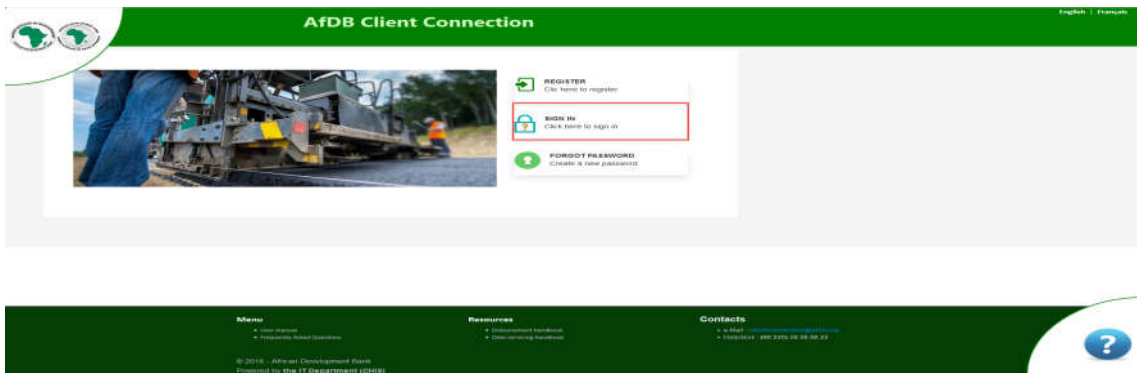
Warning


All information, specifications and illustrations in this manual are based on the latest information available at the time of printing.

The Bank reserves the right to make changes at any time without notice.

I - Connection to the workspace

I.1 - To connect: <https://clientconnection.afdb.org>



1. If the client is not registered on Client Connection, he must register:  in order to receive the necessary user Id and password to connect to the platform.
2. When the customer is already registered, he connects by clicking on the "SIGN IN" button



I.2 - Use of connection parameters

You can connect using the identifiers provided by the Bank

Authentication require

https://clientconnection.afdb.org demande un nom d'utilisateur et un mot de passe.

Utilisateur : USER ID

Mot de passe :

OK Annuler

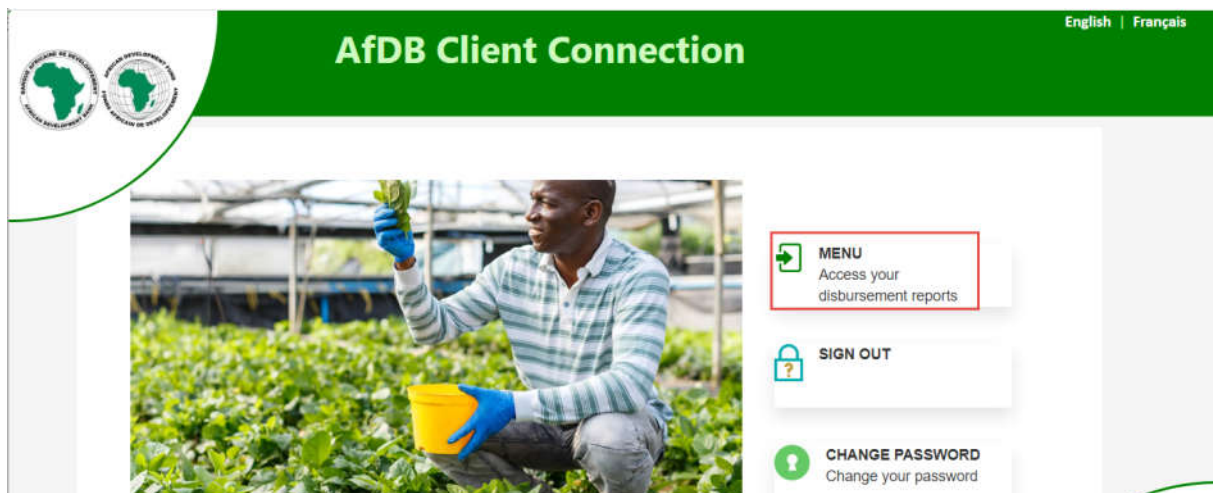
NB: The user name and password are given by the Bank through online registration via the client email address which is used during registration.

- The client registers with his email address
- The client fills out a form which is signed by the authorized signatories on the financing
- The form is submitted Online to the Bank.

The registration guide can be obtained at:

<https://clientconnection.afdb.org/Shared%20Documents/FR/Aide.pdf>

You access the page below:



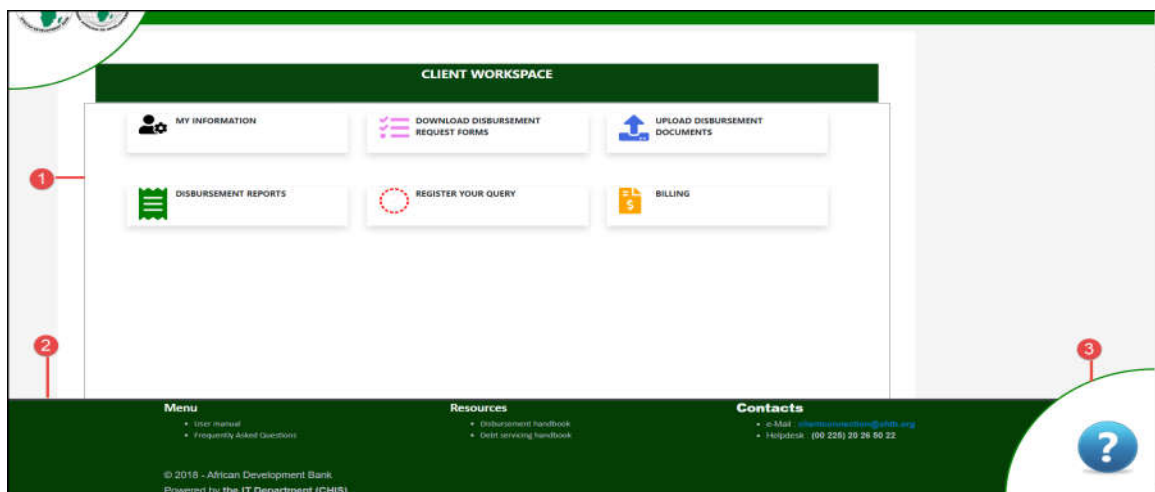
On this page you can:

- Change your password
Refer to chapter II of the registration user guide.
- Log out (exit the application)
- Access the Functional Menu in the Client Connection area

II - Access to the functional menu in the customer area

By clicking on Menu 







The following screen is accessed:



II.1 - Description of the Menu in the customer area

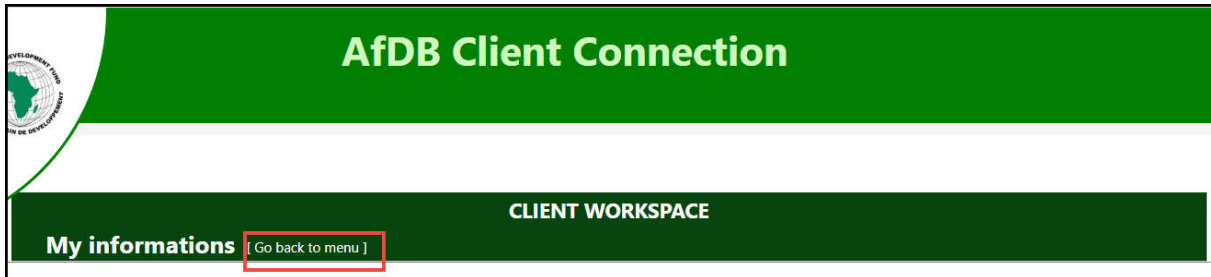
1. The modules of the workspace: Gather all the applications that the client could use
2. Menu of additional resources: Provide contacts, help; the disbursement manual...
3. Link to download user manuals: It gives all user guides for the platform

II.2 - Description of the application icons

Button	Name	Description
 MY INFORMATION	My Information	Provide user information. User name; email address; country; assigned Project(s); Also allows you to change your password.
 DOWNLOAD DISBURSEMENT REQUEST FORMS	Disbursement Forms	Displays by disbursement method the forms that can be downloaded, completed and signed for submission to the Bank
 UPLOAD DISBURSEMENT DOCUMENTS	Upload Disbursement Document	Used to submit disbursement documents: - Disbursement requests - Contracts - List of authorized signatories
 DISBURSEMENT REPORTS	Disbursement Reports	Displays the Disbursement reports to which the user has access.
 REGISTER YOUR QUERY	Queries	Allows the authorized user to make complaints about payments and/or disbursement records
 BILLING	Billing	This feature is dedicated to debt service information

Note

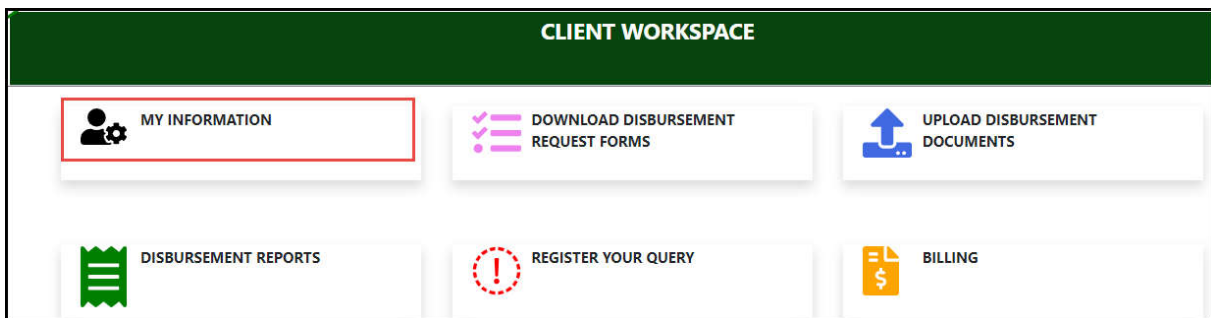
After opening each application, the return to the main menu is done by clicking in the sub-menu bar on "Go back to menu" illustrated below.



III - Use of the interface

III.1 - Customer information

To access the Client information: Click on the My Account icon indicated in red



This will allow the user to see their details

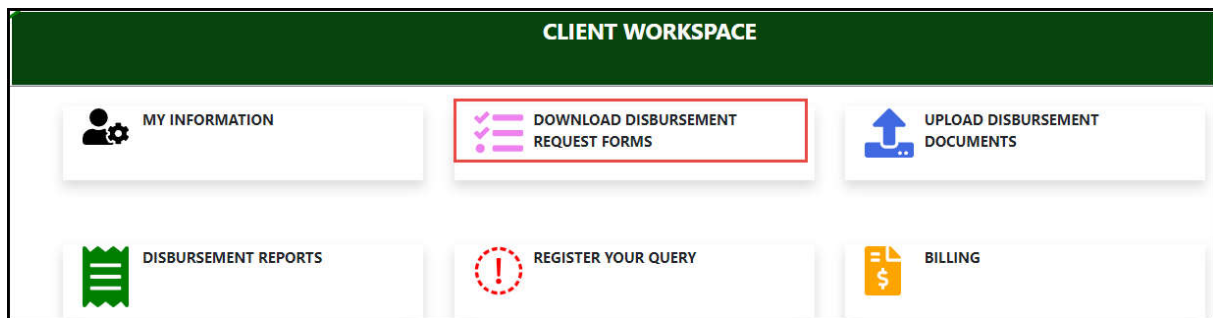


On this page, the user can also:

- Change your password by clicking on: 

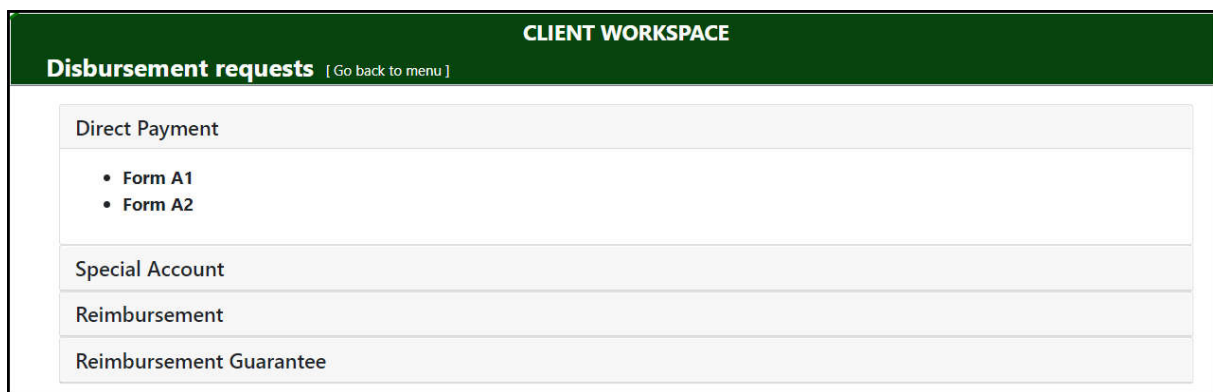
Refer to pages 15-16 of the registration manual

III.2 - Disbursement forms



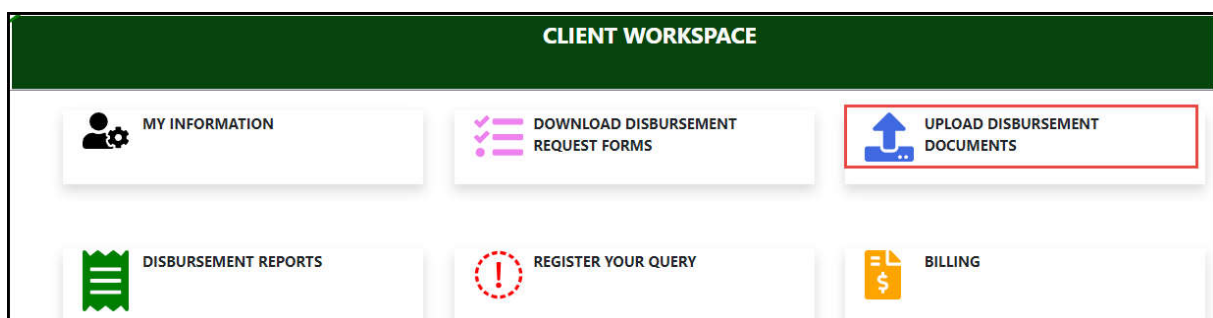
The link sends you the page where the disbursement forms can be downloaded

- The forms required for each disbursement method are deployed when the disbursement method is clicked.

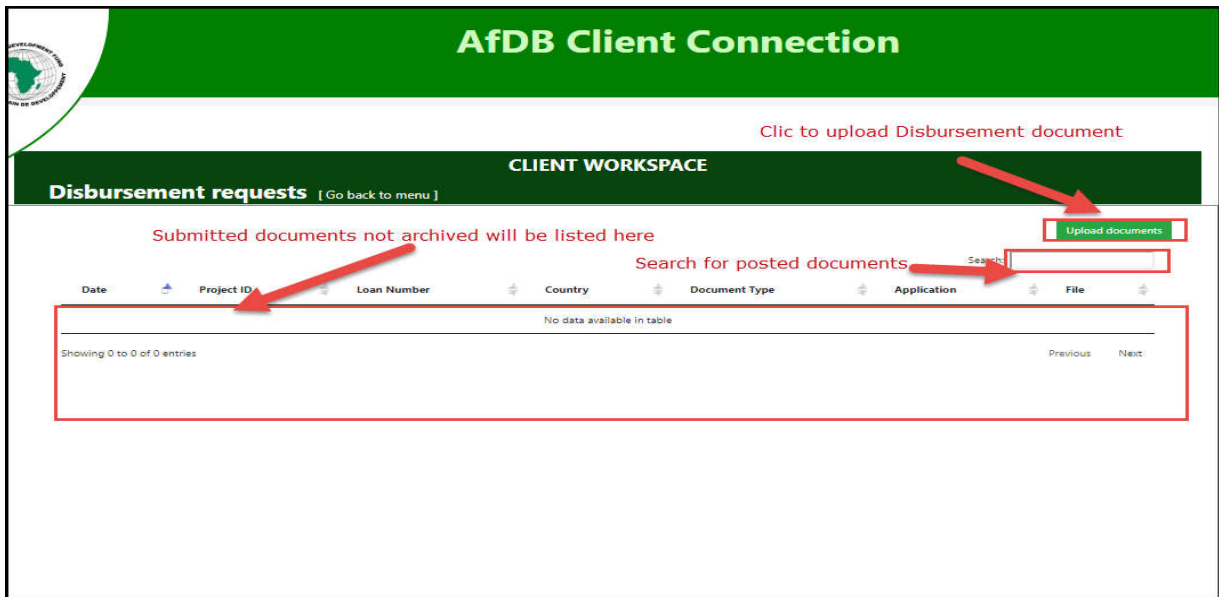


By clicking on the desired form, the download will be made to your computer

III.3 - Submission of disbursement documents



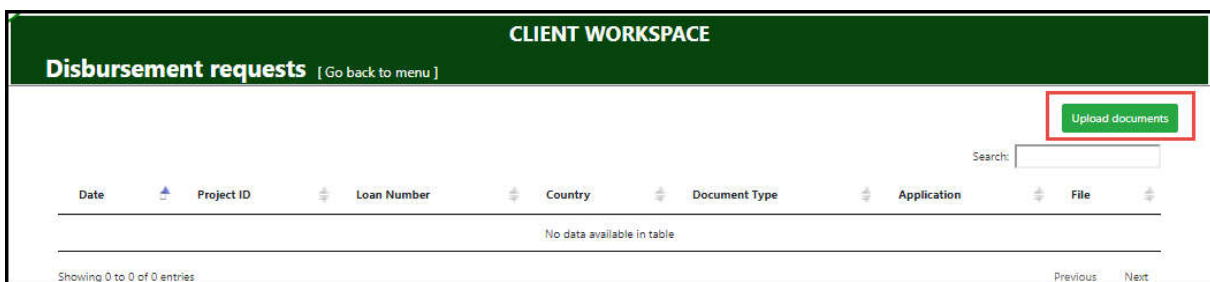
By clicking this module, you will access the page below:



Search": Search for a document submitted with a keyword

III.3.1 - How to upload disbursement document

1. Click on "Upload documents"



2. Then fill in the fields:
 "Project ID"
 "Loan Number"
3. Select the "Document type" from the drop-down list

CLIENT WORKSPACE

Disbursement requests [Go back to menu]

Project ID :

Loan Number :

Document type :

Disbursement document : choisi

You will have to:

- Select the "Disbursement method = 'DP "or" RF "or" RP "or" RG ""
- Enter the Request Number
- Go and Get the disbursement request scanned and stored on your computer
- Click on "SUBMIT" to submit the request online

If document type = ii – Contracts

CLIENT WORKSPACE

Disbursement requests [Go back to menu]

Project ID :

Loan Number :

Document type :

Contract number :

Version :

Disbursement document : Aucun fichier choisi

You have to:

- Enter the "Contract number"
- Indicate the "Version"
- Select and upload the contract scanned and stored on your computer.
- Click on "SUBMIT" to submit the contract to the FIFC.3 division

If document type = iii - Specimen of signature

CLIENT WORKSPACE

Disbursement requests [Go back to menu]

Project ID :

Loan Number :

Document type : Specimen Signature ▼

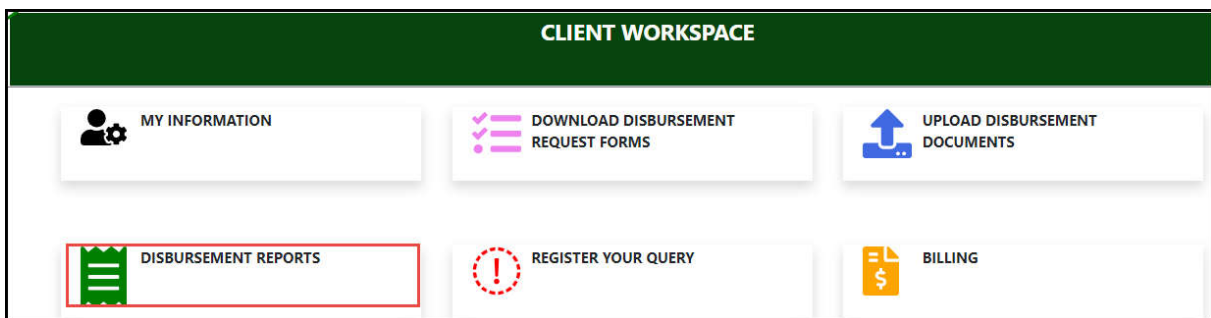
Signature date :

Disbursement document : Aucun fichier choisi

You must indicate:

- The date of signature of the document
- Select and upload the document scanned and saved on your computer.
- Then Click on "SUBMIT"

III.4 - Disbursement reports

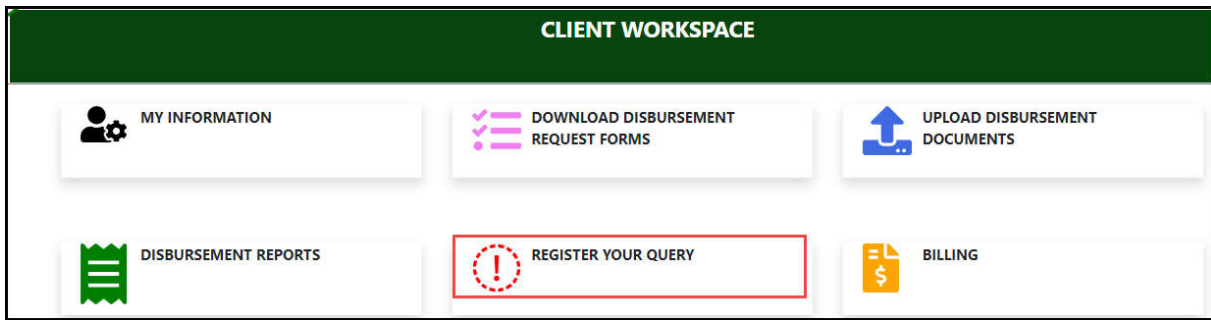


This icon is used to view the disbursement reports to which the user is entitled

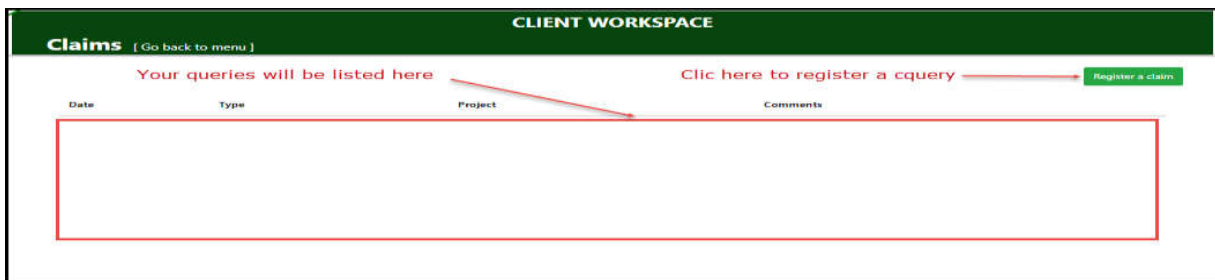
- The available Reports per project can be downloaded and printed



III.5 - Register a query



III.5.1 - Query Interface Description

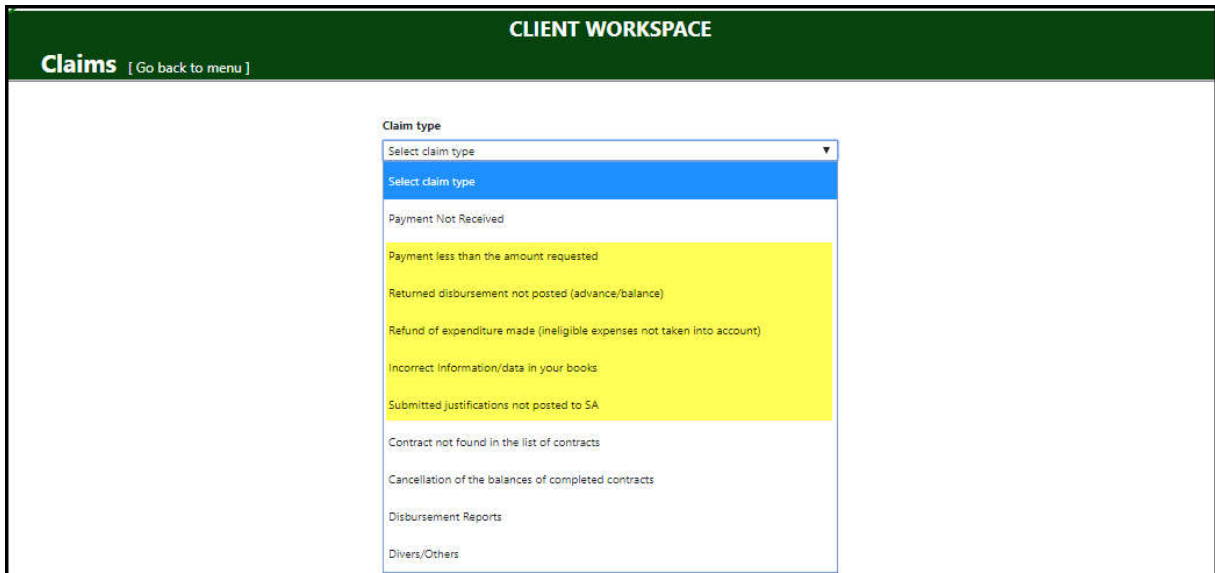


III.5.2 - How to submit a query in three stages

Click on "Register a claim"



- i. Select the type of complaints;



- ii. Enter the Project ID and / or the loan number

CLAIMS [Go back to menu]

Claims [Go back to menu]

Claim type
 Payment Not Received

Project ID / Loan Number

Comments

SUBMIT CANCEL

iii. Fill in the comment section all the details of the complaint.

CLAIMS [Go back to menu]

Claims [Go back to menu]

Claim type
 Payment Not Received

Project ID / Loan Number

Comments

SUBMIT CANCEL

iv. Click on SUBMIT

III.6 - Accessing the Debt Service

CLIENT WORKSPACE

MY INFORMATION

DOWNLOAD DISBURSEMENT REQUEST FORMS

UPLOAD DISBURSEMENT DOCUMENTS

DISBURSEMENT REPORTS

REGISTER YOUR QUERY

BILLING

Module development is underway

CLIENT WORKSPACE

Billing documents [Go back to menu]

UNDER CONSTRUCTION
check back soon