

# WALLET - Your Licence Backoffice

## Frequently Asked Questions

### **Q01: What is WALLET – Your Licence Backoffice?**

Wallet -Your Licence Backoffice is a newly launched online platform from MACP for our existing licensees to access their account(s) and manage their licences.

### **Q02: Do I need a login to access WALLET – Your Licence Backoffice?**

Yes, a login is required. A login is a set of unique identifiers - such as a username and password - that are provided by email when a licence is registered with MACP.

### **Q03: What are the benefits of WALLET – Your Licence Backoffice?**

The platform allows you or your organization to preview the account(s), account details and access to certain documents.

### **Q04: What happens if I don't have access to WALLET – Your Licence Backoffice?**

There are two possibilities: either you have not yet verified your account via email registration, or you or your organization have not yet received the licence from MACP.

### **Q05: Is there an exception to not using WALLET - Your Licence Backoffice?**

It is recommended that you use this platform to monitor and manage your licence.

### **Q06: How much do I have to pay to use WALLET - Your Licence Backoffice?**

It is free of charge.

### **Q07: How do I know if I have access to WALLET – Your Licence Backoffice?**

When you register your licence with MACP, your account is created by default. MACP will send an email to your registered email address for notification and the registration process for login details.

### **Q08: Who can help me if I have problems accessing WALLET - Your Licence Backoffice?**

Yes, you or your organization can contact our Licensing Department or your local servicing Licensing Officer. Please allow three (3) working days for us to respond.

### **Q09: What else can I do with WALLET – Your Licence Backoffice?**

The platform offers a direct service from you or your organization to the management of your account.

### **Q10: Can I make any payment via WALLET – Your Licence Backoffice?**

Temporarily no. However, we are looking into the possibility of upgrading & linking to a payment service soon.