User Manual

DORApp

Your Cloud-Based Solution for DORA Risk management and reporting

DORApp version: 2026-06-05

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Introduction

DORApp is a cloud-based software application designed to help financial entities maintain compliance with the EU Digital Operational Resilience Act (DORA). It provides an intuitive, web-based graphical presentation of information for maintaining DORA registers of information.

DORApp supports financial entities in their efforts to meet the requirements of DORA and enhance their operational resilience.

System Requirements

To access and use DORApp, you will need:

- A desktop computer or laptop with a modern web browser such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari for optimal performance.
- A reliable Internet connection to ensure uninterrupted access to the application.
- Appropriate user credentials provided by your organization's administrator.

Overview of DORApp's functionality

Managing the DORA Register of Information (DORA ROI)

DORApp provides an intuitive dashboard to manage key data related to ICT third-party services. You can easily create, edit, and update records across modules such as ICT Third-Party Software Providers, Contracts, and Financial Entities. The system streamlines data entry by validating and automatically enriching fields from public data sources where possible, ensuring accuracy and compliance. Editing and updating records is simple, with dynamic input options tailored to each field type for quick adjustments.

Third-Party Risk Management (TPRM)

DORApp supports financial entities in managing ICT third-party risk through a structured, end-to-end process aligned with DORA requirements.

The process begins with the onboarding of service providers and the assignment of contacts, who gain access to the Service Provider Portal. Questionnaires are then created and distributed to service providers, who complete them by providing detailed information about their services and, where applicable, their supply chain, including subcontractors.

Once submitted, the questionnaire enters the review phase. Review tasks are automatically assigned to relevant stakeholders, who assess responses in a structured environment, add comments, and communicate with the service provider where necessary. The process is supported by workflows, deadlines, reminders, and escalation mechanisms to ensure timely completion.

The system also enables deeper transparency through supply chain mapping, allowing financial entities to assess risks beyond direct service providers. Additional functionalities such as exporting and importing questionnaire data support efficiency and data reuse.

All actions, including submissions, comments, and decisions, are recorded within the system, ensuring full traceability and auditability. The collected data is integrated into the Register of Information, supporting regulatory reporting and ongoing risk monitoring.

Data import and export

DORApp offers powerful tools for seamless data management. You can easily import data by uploading Microsoft Excel or CSV files and mapping the columns from the file to DORApp module fields. For exporting, the system generates DORA-compliant reports once your data is validated. Simply create a report and export it as a XBRL ZIP file compliant to the European Supervisor Authorities taxonomy and technical requirements, ready for submission to your competent authority.

Reports and analytics

DORApp comes with predefined reports (e.g. Register of Information in a single table or a complete supply chain report) and allows users to create custom reports using a visual report builder — without any programming. Reports can be exported in various formats, such as XLSX, CSV, and PDF.

The Analytics module in DORApp provides real-time dashboards and reports that turn data into actionable business insights. It allows users to track KPIs through customizable charts, filters, and drill-downs. Data can be analyzed across modules, scheduled for sharing, and used to support data-driven decisions at both operational and management level.

User management

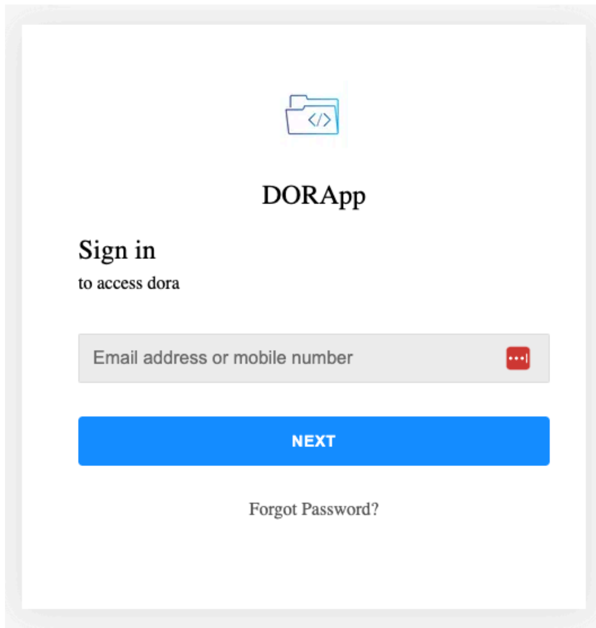
User management in DORApp is accessible through the "User Management" tab. There, you can view a list of current users and their assigned profiles and roles. In there you can also create, edit and delete users and assign their roles and profiles as desired.

Tracking system actions with audit trail

DORApp provides a comprehensive log of system activities through the Audit Trail, displaying actions, responsible users, and timestamps for enhanced transparency and accountability

Logging in and the DORApp dashboard

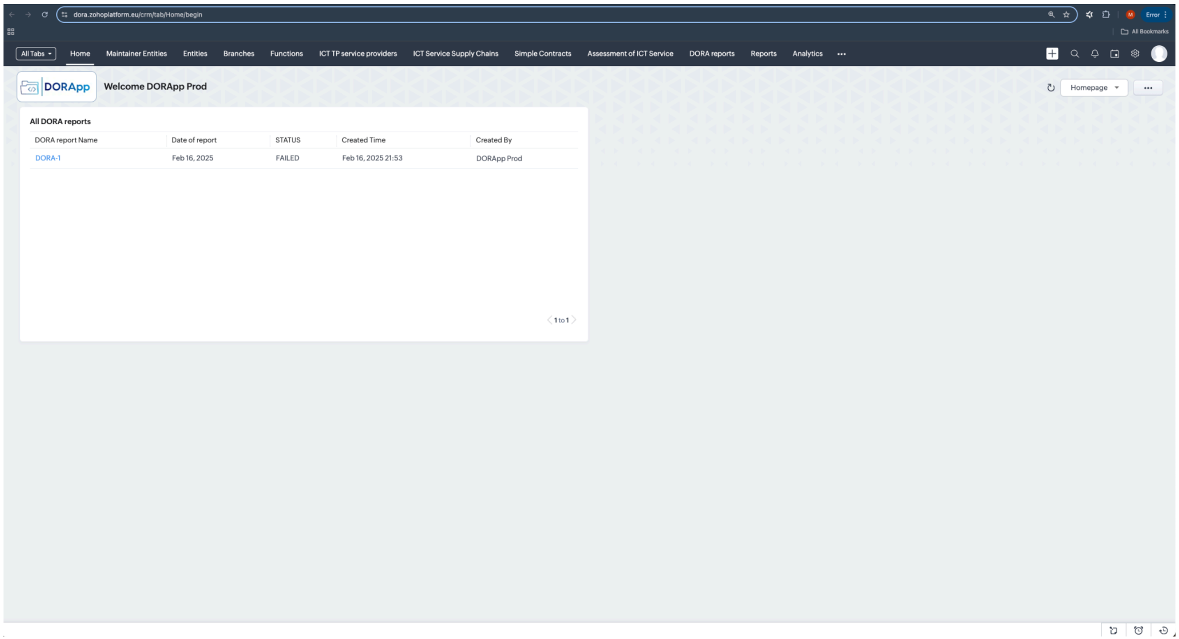
To begin the login into DORApp navigate to the https://dora.zohoplatform.eu website and log in using your assigned account credentials.



The login form of DORApp.

Clicking on the login button will direct you to the application, where upon successful login, you will be presented with the DORApp dashboard.

Note: DORApp allows you to login using your email address and password. Optionally Multi-Factor-Authentication can be turned on in your user profile.



The DORApp dashboard.

In the dashboard header you will see tabs with all the modules of the DORApp. Modules are logical units of data and functions such as “Entities” (Financial Entities), “Service Providers”, etc.

Along with the modules holding data of the Register of Information you will also see a tab called “DORA Reports” which is used to create and export the DORA compliant reports out of your Register of information.

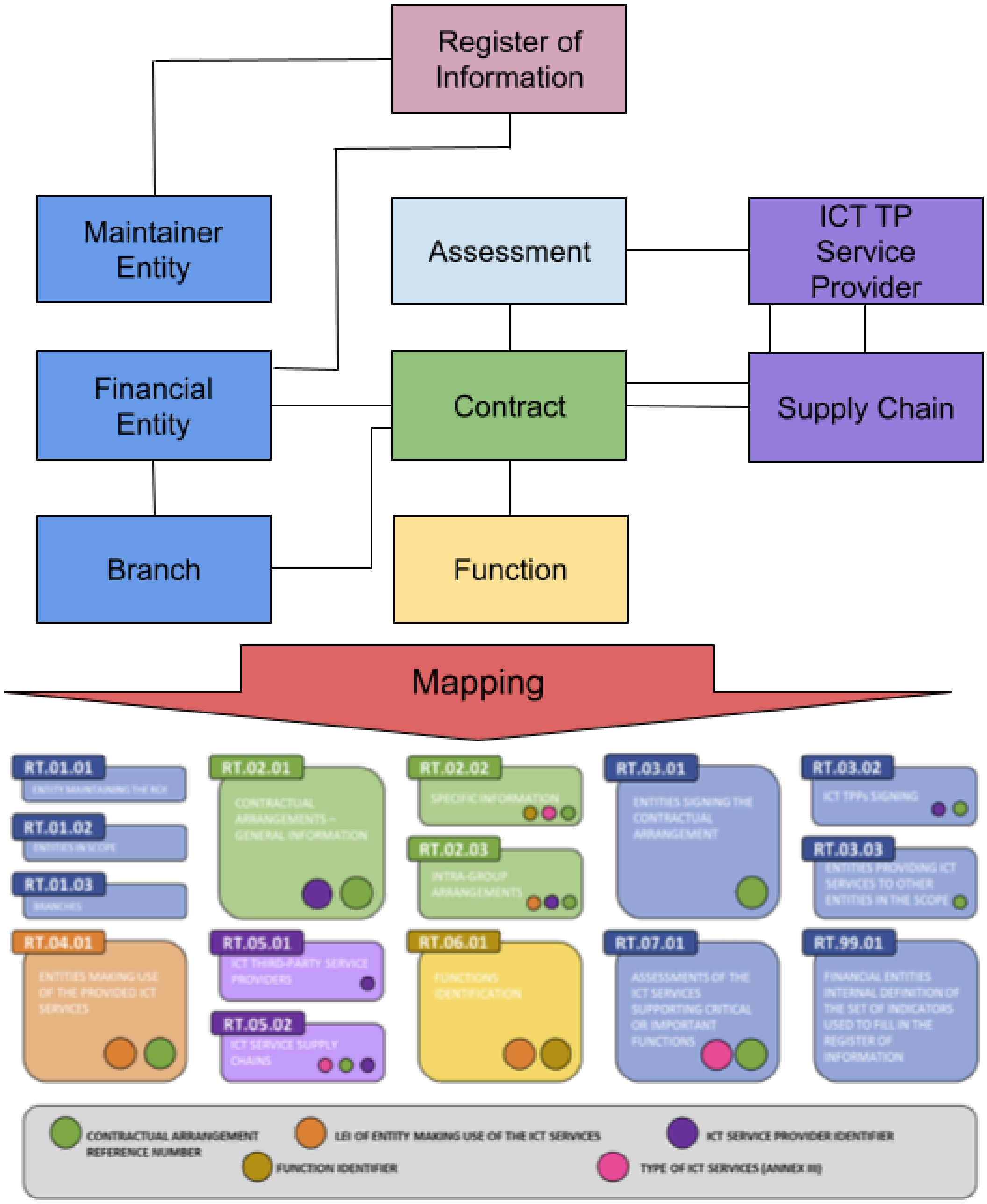
In the right corner you will see the User profile and Setup (Application settings) section.

In the main content of the dashboard you will be presented with the welcome greeting and below that a list of latest DORA Reports, Tasks and Analytics.

Managing the Register of Information

The Register of Information consists of the following modules. (see figure below) These modules represent all the necessary information for the Register of Information.

DORApp maps the data of the DORApp Register of Information to the data model (taxonomy) required by the European Supervisor Authorities. This mapping is done automatically in the background. Therefore the user doesn’t need to worry about the complex data structures of the taxonomy and can manage the data in a much simpler and more intuitive way.



DORApp modules mapped to the European Supervisor Authorities taxonomy (data model).

The following table shows the mapping of DORApp modules to the ESAs tables as defined in the DORA ITS:

DORApp Module	ESAs Table(s)	Import templates and detailed mapping to ESAs tables
Maintainer Entities	B_01.01	Maintainer Entities.xlsx
Entities	B_01.02	Entities.xlsx
Branches	B_01.03	Branches.xlsx
Contracts	B_02.01 and first row of B_02.02, B_03.01, B_03.02 and B_04.01	Contracts.xlsx
Contract Specifics	B_02.02	Contract Specifics.xlsx
Intra-Group Arrangements	B_02.03	Intra-Group Arrangements.xlsx
Contract Parties - Entity	B_03.01	Contract Parties - Entity.xlsx
Contract Parties - Provider	B_03.02	Contract Parties - Provider.xlsx
Contract Parties - Intra-Group Provider	B_03.03	Contract Parties - (Intra-Group Provider).xlsx
Users of Services	B_04.01	Users of Services.xlsx
ICT TP service providers	B_05.01	Service Providers.xlsx
ICT Service Supply Chains	B_05.02	Supply Chains.xlsx
Functions	B_06.01	Functions.xlsx
Assessments of ICT Services	B_07.01	Assessments.xlsx

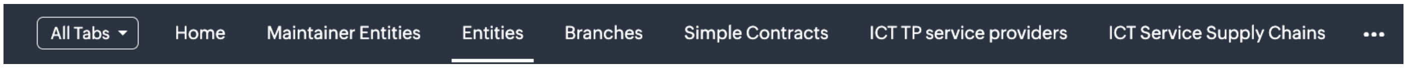
Note: In addition the mapping from DORApp fields to DORA ROI ITS field names can be found in the corresponding Microsoft Excel files provided in the third column of the table above.

Record management (Create, Update, Delete)

Create new record

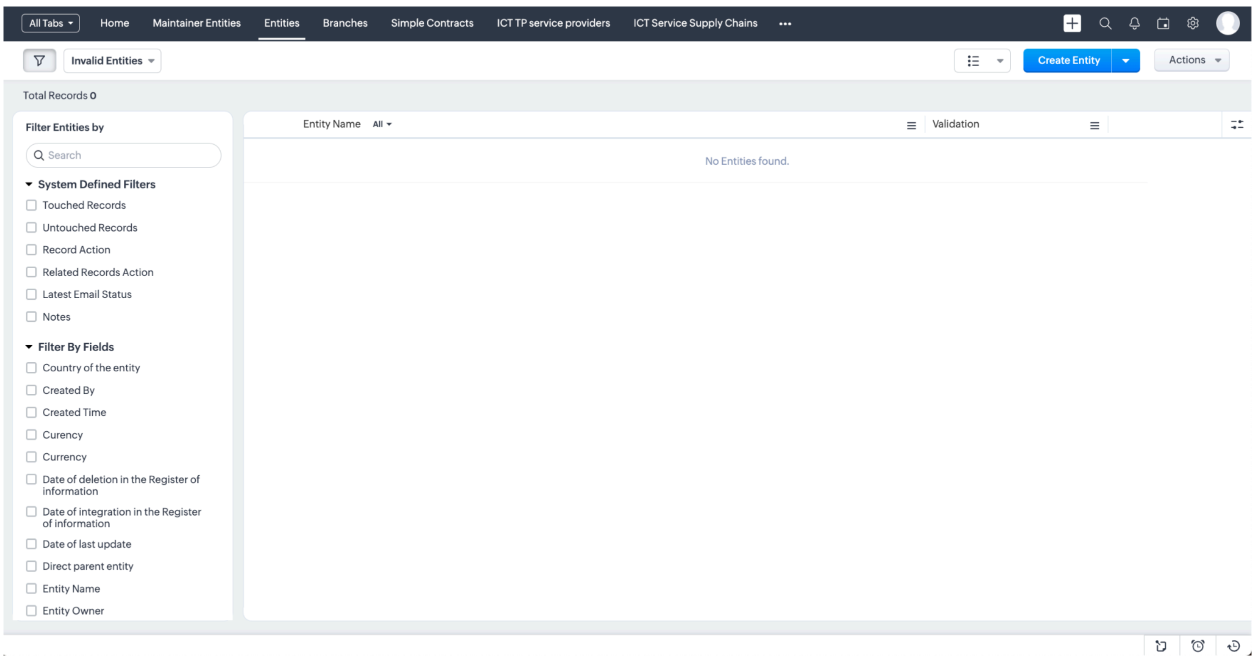
Note: Only users with following profiles can create records: Administrator, Business Administrator and Read-Write.

To create a module record first navigate to the selected module tab that you want to create by clicking/selecting its tab in the tab menu at the top of the website.



Header tab menu.

After selecting the desired tab the module records list will appear on the screen with all the needed controls and actions to manage records of that module.



Entity module records list.

For creating a record for this module click the Create button in the top right corner.

Create entity button.

After clicking the button the form for creating the record will appear.

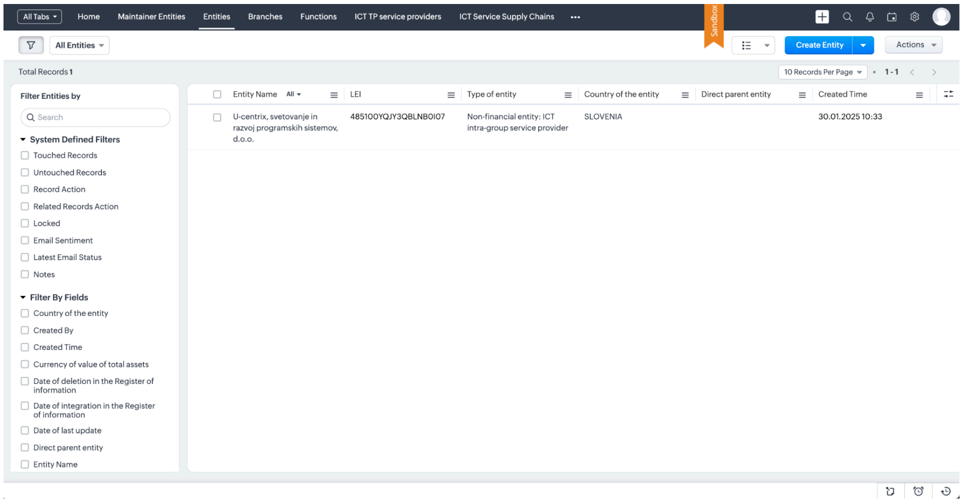
Create entity form.

After filling out the form click the Save button in the top right corner to save your record.

Note: *Each field has a detailed description containing entry instructions and validation rules that were defined by the European Supervisory Authority. Hover over the (i) symbol with the mouse to display the description.*

Save entity button.

Upon successful form submission you will be redirected to the modules record list where you can view the newly created record.

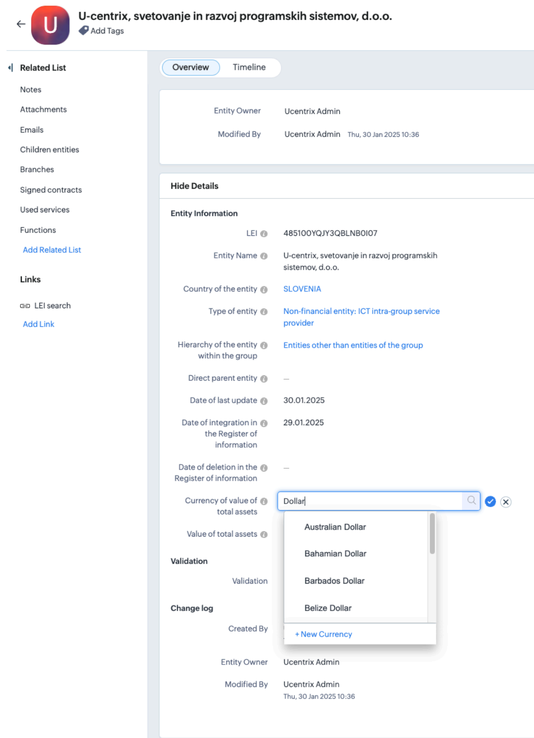


Entities record list.

Update a record

Note: Only users with following profiles can update records: Administrator, Business Administrator and Read-Write.

To update a record click on its row in the list and the record details form will appear where you can select the field that you want to edit, input the new value and click the check mark next to the field to apply changes.



Edit entity field.

You can also edit the record by clicking on the Edit button.

The update record form will be displayed where you can edit any of the fields in the record.

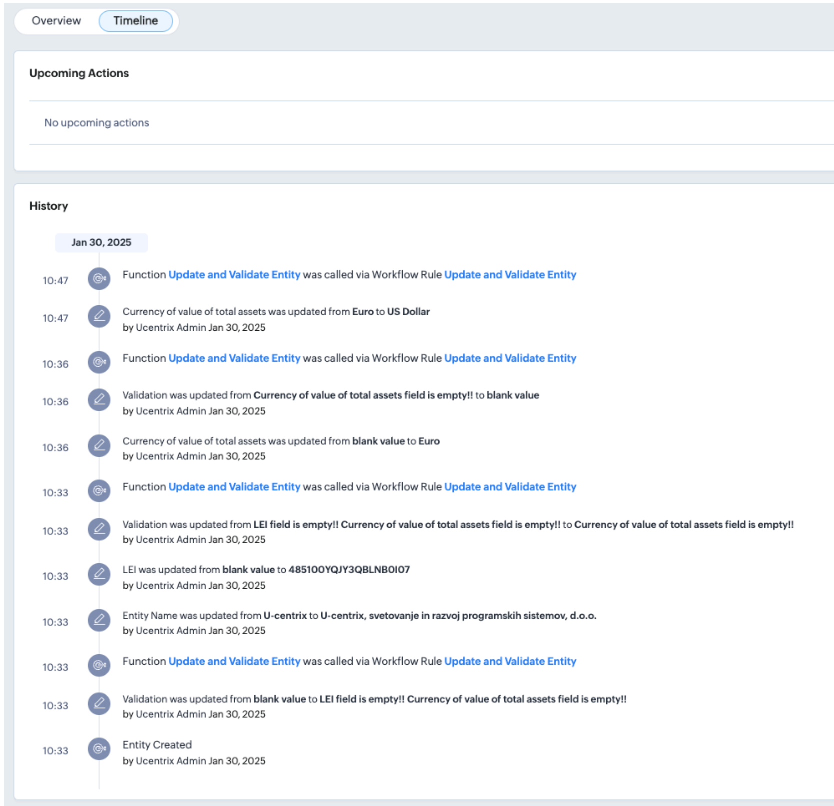
After making the desired changes to the record fields in form click the Save button in the top right corner to save your changes.

Save entity button.

Upon successful form submission you will be redirected to the modules record list where you can view the updated record.

Keeping track of changes

You can keep track of all the updates and actions being performed on the record by selecting the “Timeline” tab to view the entity change log.



Entities Timeline.

Record validation

When creating or updating a record there is also a safeguard in the form of validation that appears in the Validation field of the form that will notify you of any unsatisfied validation rules of the record that needs to be fixed for it to be compliant with DORA requirements.

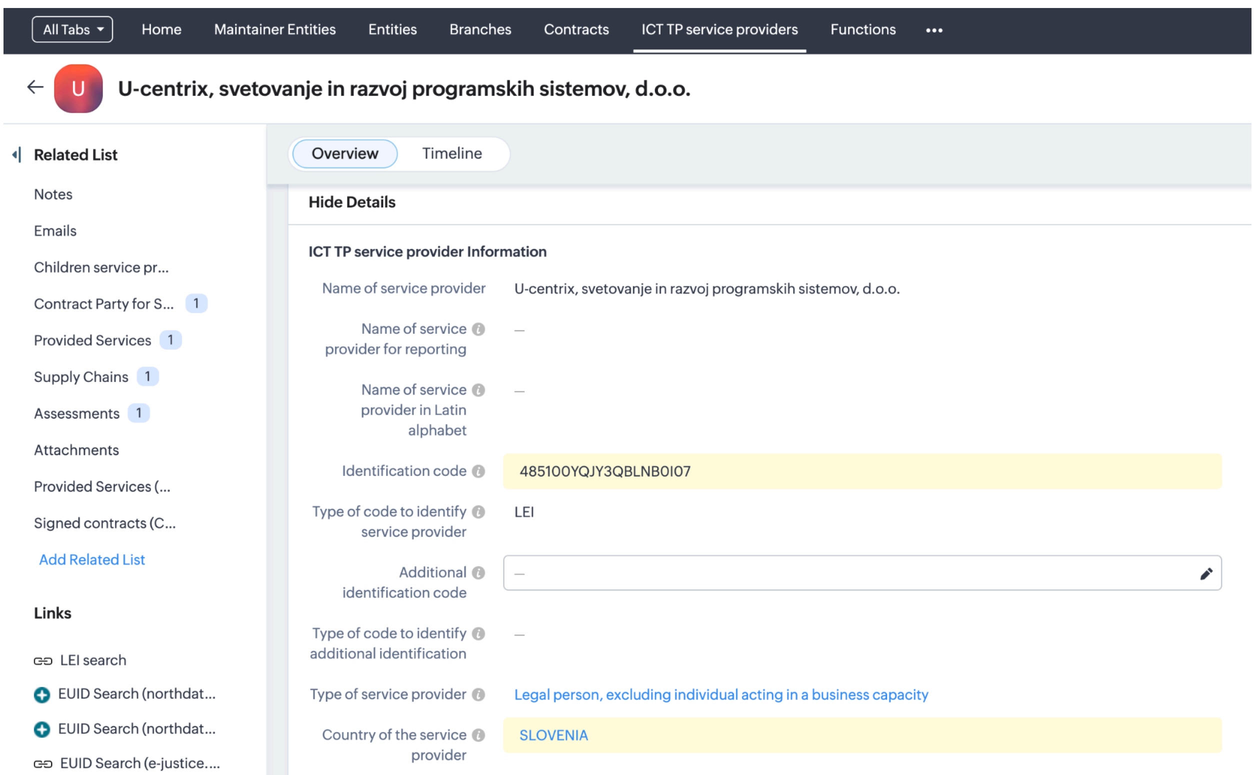
The validation is performed after you click on the Save button.

Note: The Validation field of all records must be empty if you want the DORA Report export to work.

Validation section of the form.

Data Enrichment

After saving a record of modules “Maintainer Entity”, “Entity” or “ICT TP service provider” the system automatically searches the public GLEIF LEI database (gleif.org) and fills in the LEI / Identification Code field and the Country field if it finds an entry in GLEIF.



Automatic data enrichment of a service provider after saving it

Notes:

- The name of the entity / service provider in the GLEIF database and in DORApp must be equal (case insensitive, e.g. “U-CeNtrix” is equal to “u-centrix”), otherwise the fields won’t be filled automatically.

- If the field "Name of service provider for reporting" is entered it is used for searching the LEI database instead of the field "Name of service provider".
- Automatic data enrichment works also when importing data (see chapter Data import and export).
- Unfortunately the EUID database BRIS doesn't support API access and can't be used for automatic data enrichment.

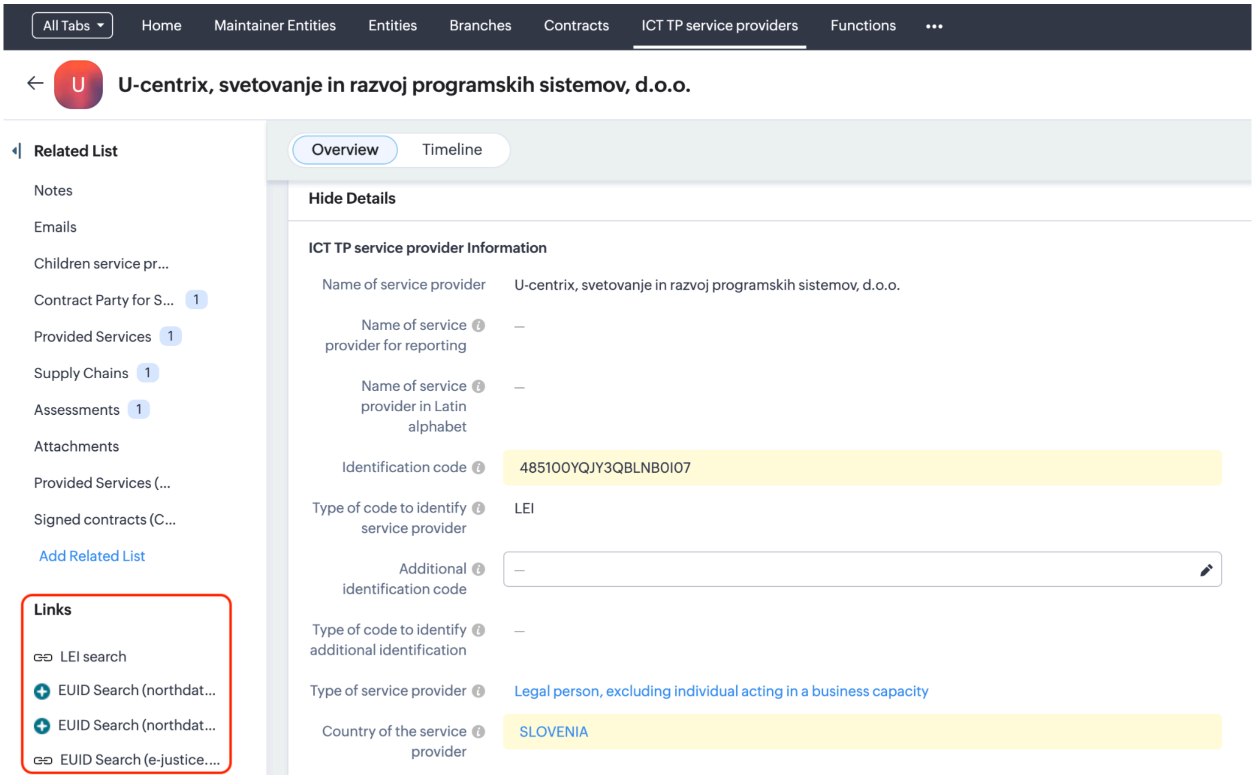
Links to external LEI and EUID databases

DORApp provides links to following external legal entities databases:

- LEI search
    - LEI search in GLEIF for Maintainer Entities, Entities and ICT TP service providers)
- EUID search (northdata.com)
    - EUID search in English language in northdata.com for ICT TP service providers
- EUID search (northdata.de)
    - EUID search in German language in northdata.de for ICT TP service providers
- EUID search (e-justice.europa.eu)
    - EUID search (multilingual) in e-justice.europa.eu for ICT TP service providers

Go to the Overview page of a record and click on the link for one of the external database options above,

A new Browser tab with the external database will open. The Name of the service provider will automatically be prefilled with the Service provider name.



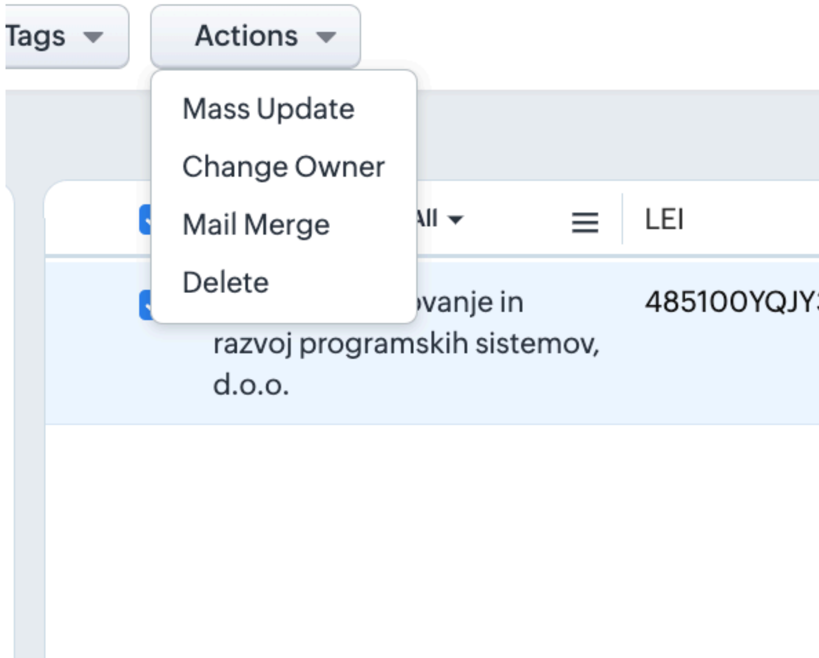
The links can be found in the Links section left to the record Overview

Note: e-justice.europa.eu technically doesn't allow to pass any parameters, therefore the Name of the service provider can't be prefilled,

Deleting a record

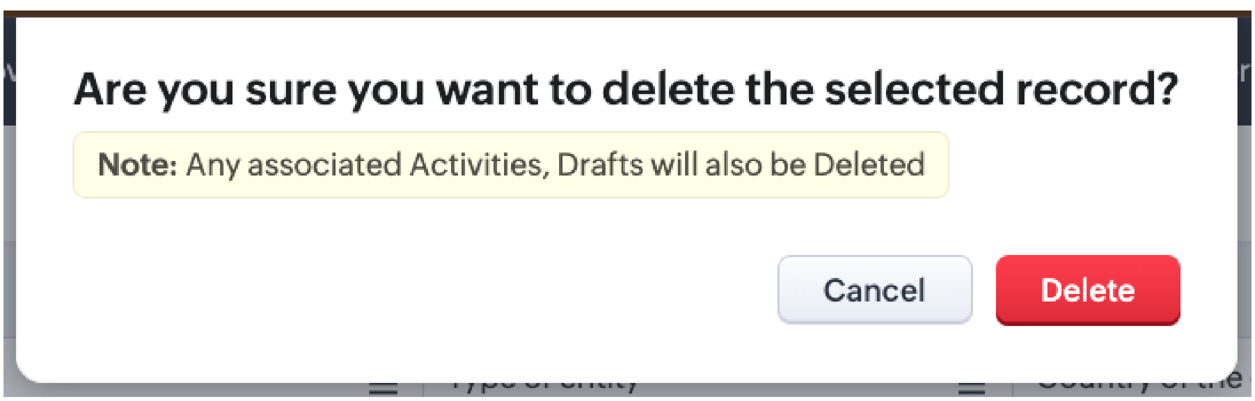
Note: Only users with following profiles can update records: Administrator and Business Administrator.

To delete a record click on its checkmark in the tab dashboard record list then click on the above button actions which will show a drop down menu with a delete button.



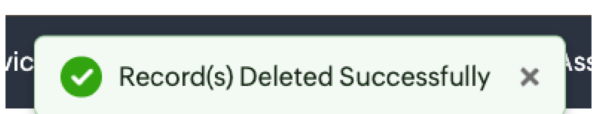
Entity record delete action.

After clicking the delete button you will be presented with a confirmation popup to click the delete button again.



Delete confirmation popup.

After deleting the record successfully a notification will appear in the top center of the browser to indicate the state of the action:



Delete entity confirmation alert.

Deleted records are kept in the system's Recycle Bin and can be reinstated by a user with the Administrator profile.

Importing data from Microsoft Excel or CSV files

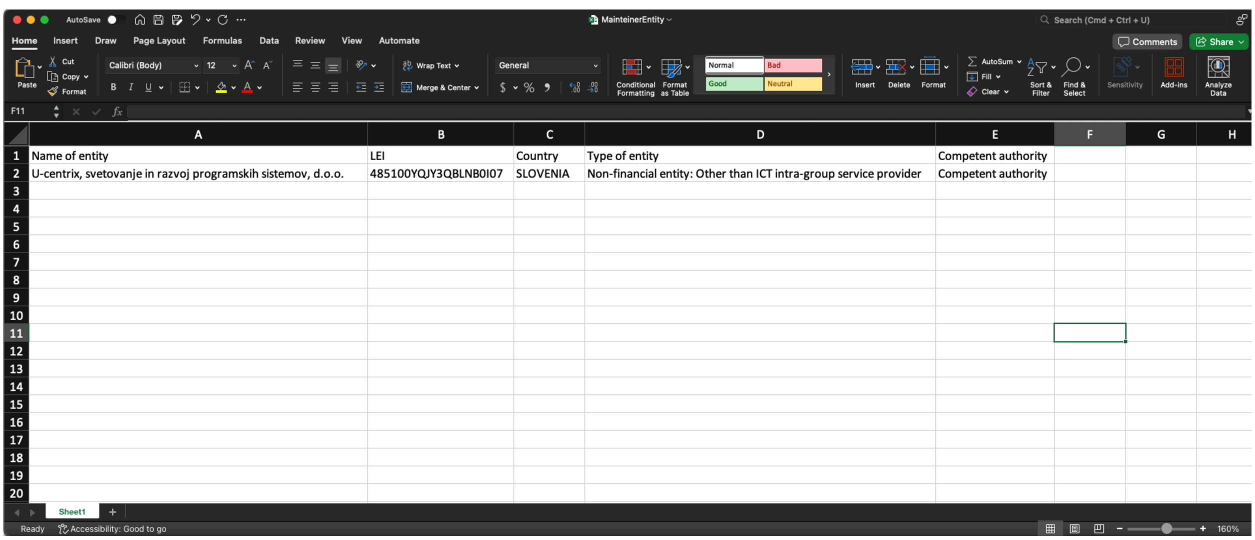
Note: Only users with following profiles can update records: Read-Write, Business Administrator and Administrator.

You can import data from any Microsoft Excel or CSV file containing data relevant for the Register of Information. The data in your Microsoft Excel file can be mapped to the fields of a DORApp module. (e.g. a list of your software vendors from a RMM tool can be mapped to the ICT TP Service Providers module) After that you can import the rows in the Microsoft Excel / CSV file to DORApp module records.

Note: Instead of XSLX files, you can also use CSV files.

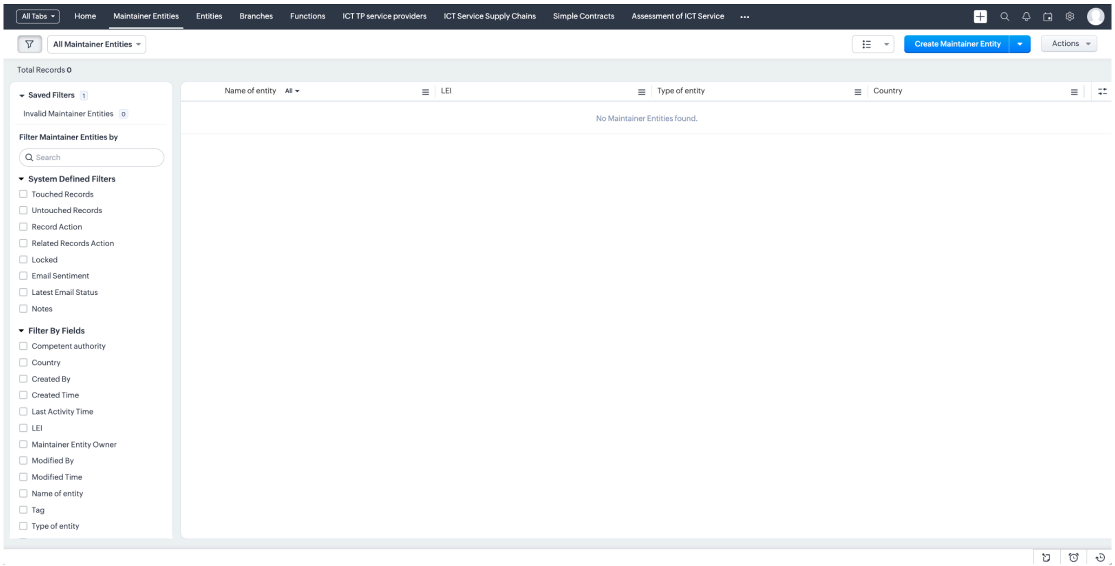
First create a Microsoft Excel file for the module you want to import. The first row must define the field names. Every other row after that is used to input data.

Alternatively you can use one of the predefined Microsoft Excel templates found in our online help center https://dorapp.eu/help .

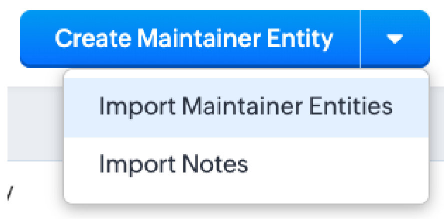


Maintainer Entity Microsoft Excel example.

After preparing the Microsoft Excel file you can start importing the data into DORApp. To import navigate to the desired module tab and click on the right part of the Create button (down arrow) for the import function to appear in the top right corner of the screen.

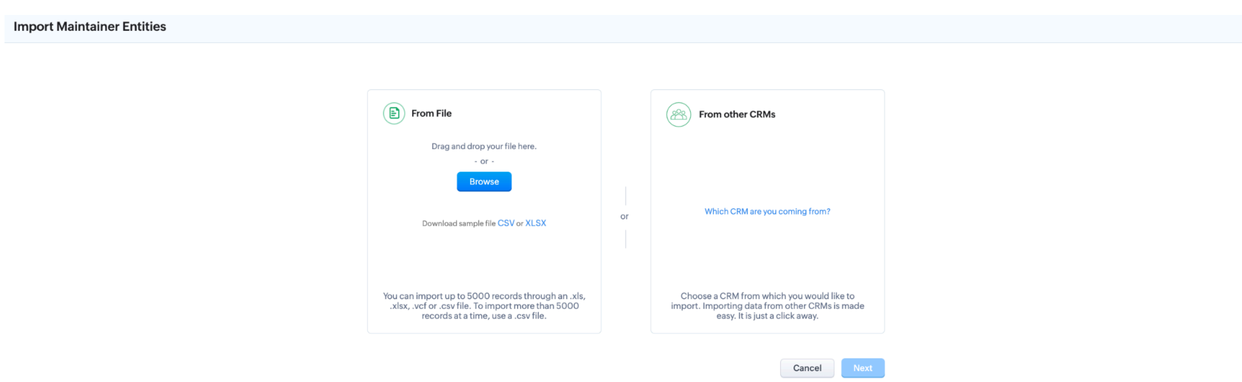


Maintainer Entity records list.



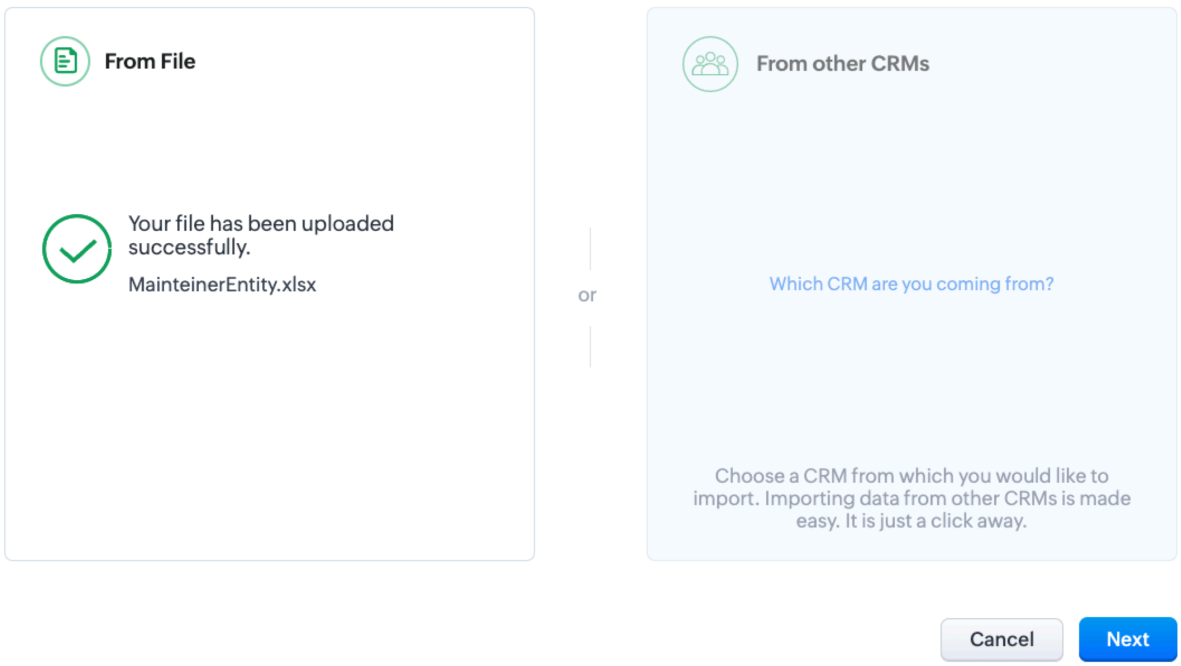
Create Maintainer Entity button with Import Maintainer Entities function.

After you click the Import function you will be presented with the Import screen.



Import Maintainer Entities screen.

Click on the browse button in the from file section and select your Microsoft Excel file with the data you wish to import. After successful file upload the window will show a successful upload confirmation and you can proceed with the data import by clicking on the next button in the right bottom corner.



Successful file upload confirmation.

Next button.

Then you will be presented with the initial import configuration settings where you have several options.

1. You can either import new records only,
2. Update existing records only or
3. Both at the same time.

Note: When importing an existing register into an empty DORApp environment, select "*Add as new …*".

You can also define which field should be used to determine if a record already exists in the database.

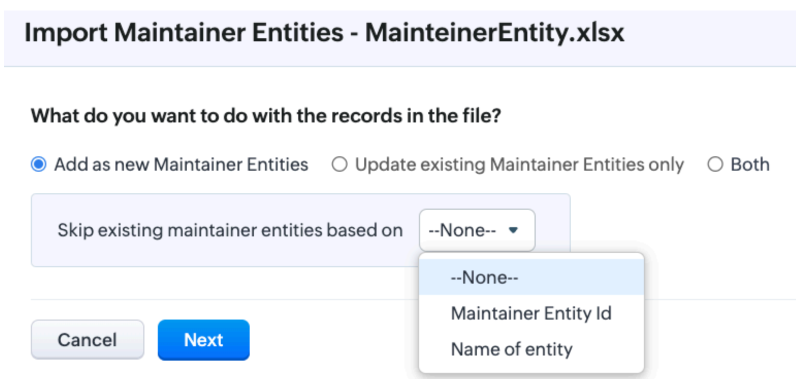
Usually the Name field (e.g. Name of Entity, Entity name, Branch Name, Function name, Name of service provider, Reference number, …) should be used for determining if a record already exists in the database.

Note: In case of the module "Contracts" field is not called "Contract Name" but is called "Reference Number", because it has got a specific name in the context of DORA.

Note 2: Never use the Id (e.g. Maintainer Entity Id) to skip existing records, because the Id is an internal field not known to the user.

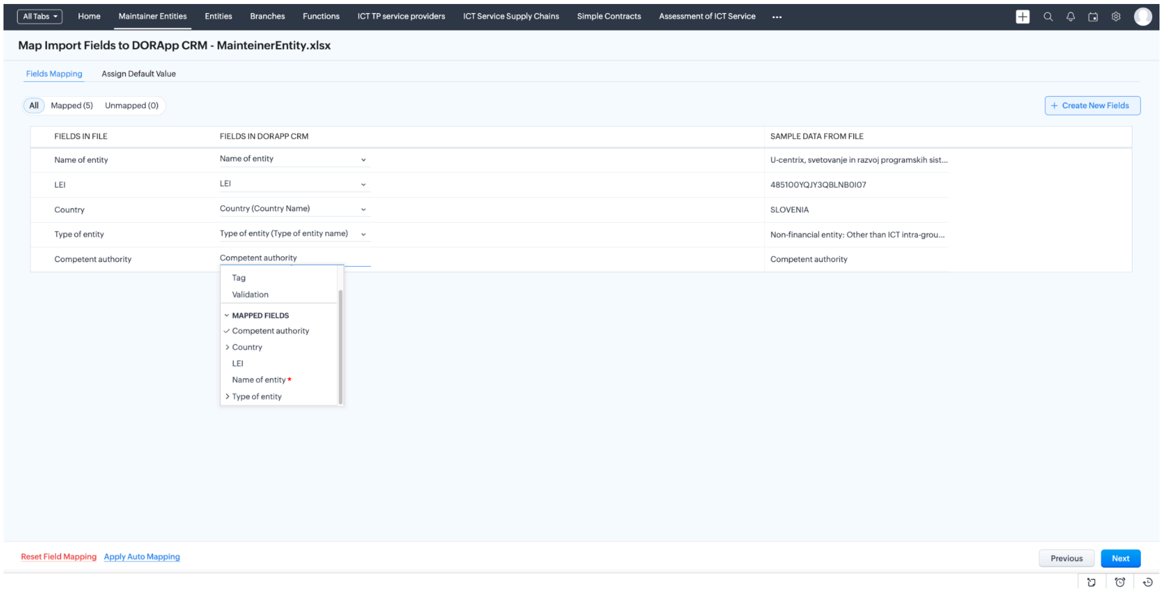
It is very important that the Name field (e.g. Name of Entity, …) of the records you import are unique in your source Excel sheet or CSV file . (e.g. if you try to import two service providers with the Name "My Provider", the system will import only one)

After setting your desired import configuration click the next button in the bottom left.



Import settings configuration.

After clicking the next button you will be presented with the fields mapping configuration page.

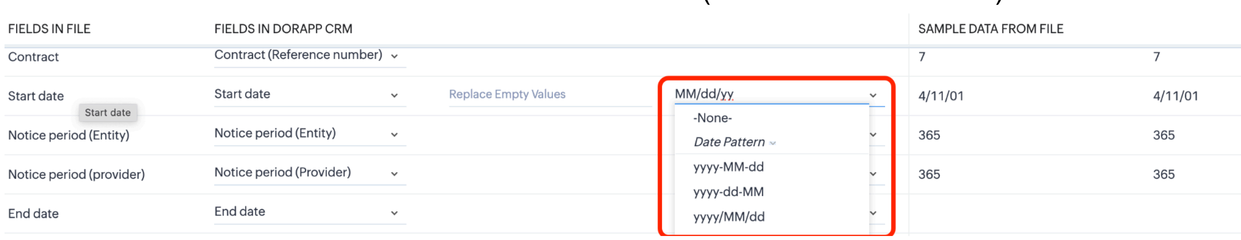


Import field mapping configuration.

The first time you import data for a certain module, the system will automatically try to map fields in the Excel/CSV file to DORApp fields by comparing the name of the field in Excel/CSV with the name of the field in the DORApp module. The system will also try to automatically determine the data type and format of each field.

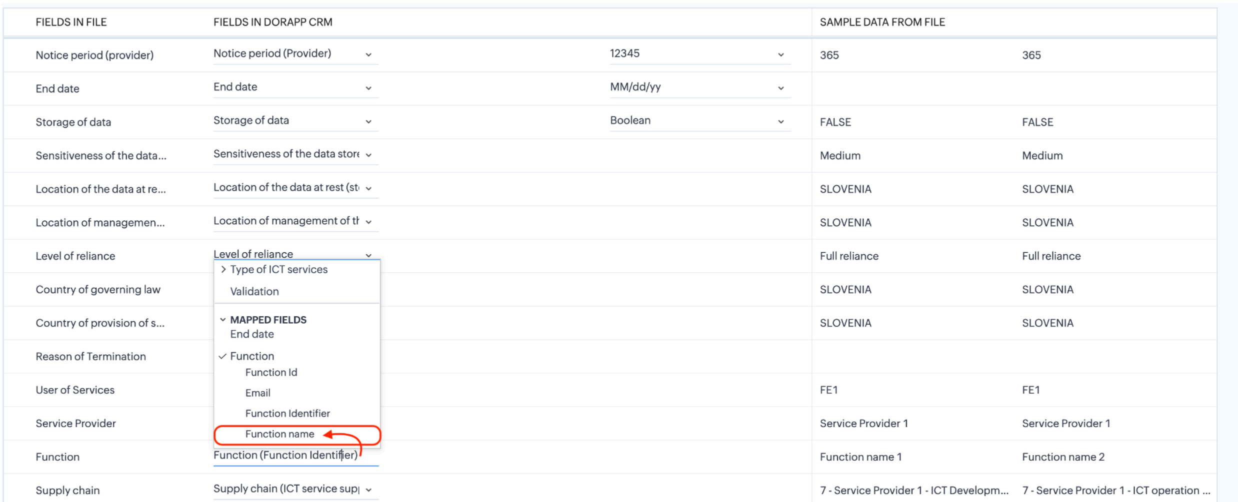
Note: Even if DORApp automatically mapped the fields (i.e. if you're using predefined DORApp templates), you should still check if the data type formats of fields were chosen correctly.

For Date fields the correct date format can be chosen (see screenshot below):



For Numeric fields the correct decimal separator has to be chosen (see screenshot below)::

Note: The automatic mapping of the field Function in the module Contract Specifics currently doesn't work correctly. The system chooses "Function Identifier" instead of "Function name". Please manually change the mapping to "Function name" as shown in the screenshot below.



You can also map the fields in the Excel/CSV table to the fields in DORApp manually by clicking the desired picklist in the "FIELDS IN DORAPP CRM" column and selecting the DORApp field to which you want to map the Excel/CSV field.

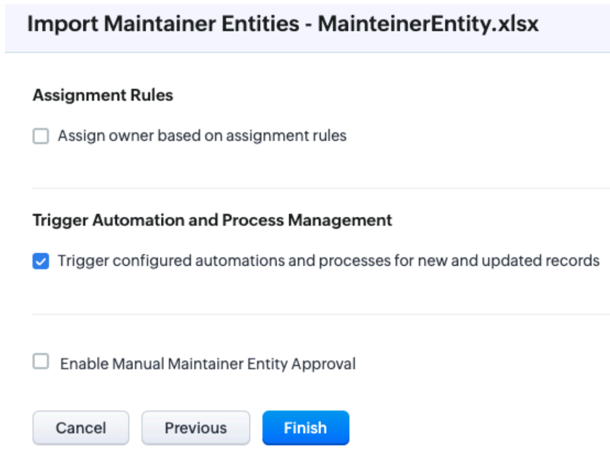
You can reset the mapping or apply the automatic mapping again by clicking on the respective button at the left bottom corner. (see screenshot below)

Reset Field Mapping Apply Auto Mapping

Instead of mapping columns from the Excel/CSV file to DORApp fields, you can assign default values by clicking on the 'Assign Default Value' tab and entering default values for any of the module's fields.

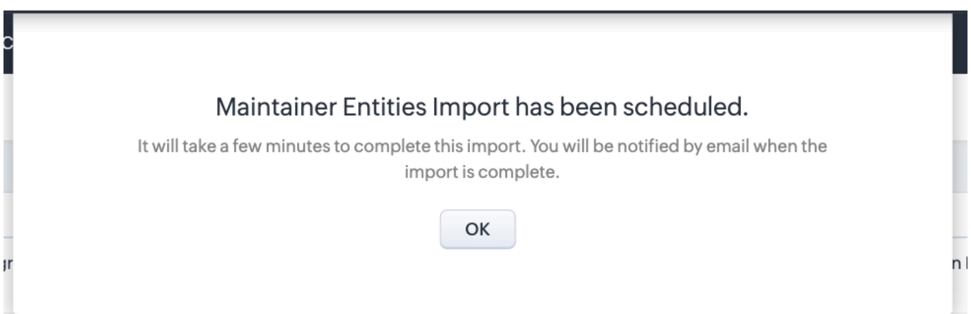
When you finish your mapping configuration click on the next button in the bottom right corner.

After that a finish data import screen will appear where you click the finish button to finish importing your data, but don't forget to check the "Trigger Automation and Process Management" checkbox so all the appropriate validation and data enrichment from public data sources on the imported records will be executed to correctly set its data.

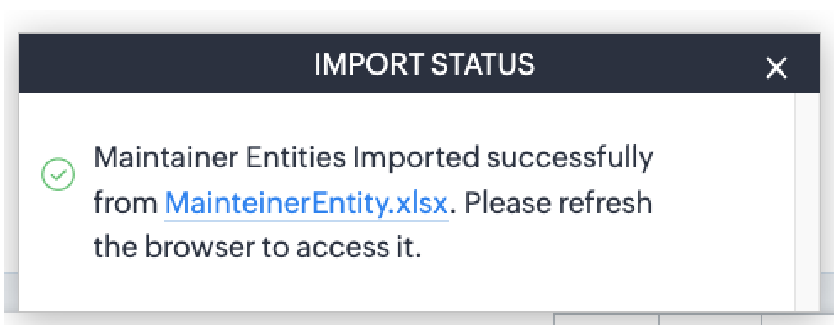


Finish importing screen.

After that an “Import has been scheduled” popup will appear in the middle of your screen and then you will be redirected back to your default Maintainer Entities tab module dashboard view where after a few seconds, depending on the size of the import, you will be notified with a small notification popup in the bottom right of the screen that signals if import was successful or not.

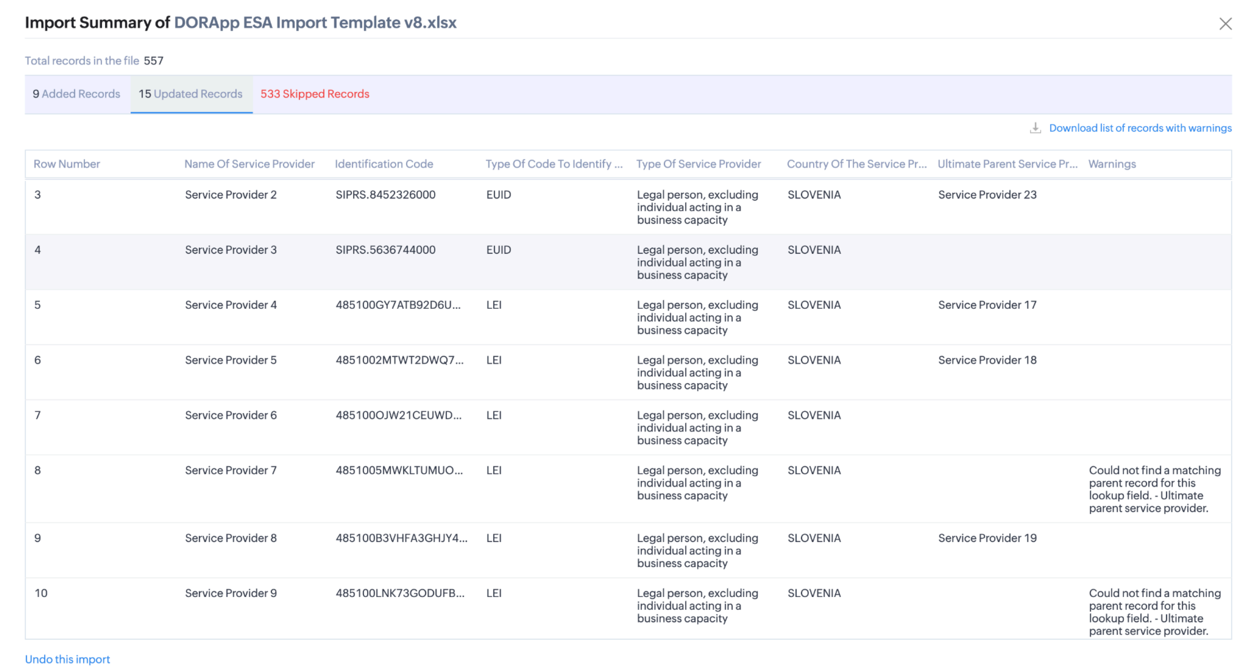


Import scheduled confirmation popup.



Import status notification popup.

You can click on the blue link and a detailed import protocol will appear. You can see a list of added, updated and skipped records along with any warnings and errors for each record. If you feel that the import is not correct, you can also undo it by clicking the “Undo the import” button at the bottom left of the window.


Import Summary of DORApp ESA Import Template v8.xlsx

Total records in the file 557

9 Added Records | 15 Updated Records | 533 Skipped Records

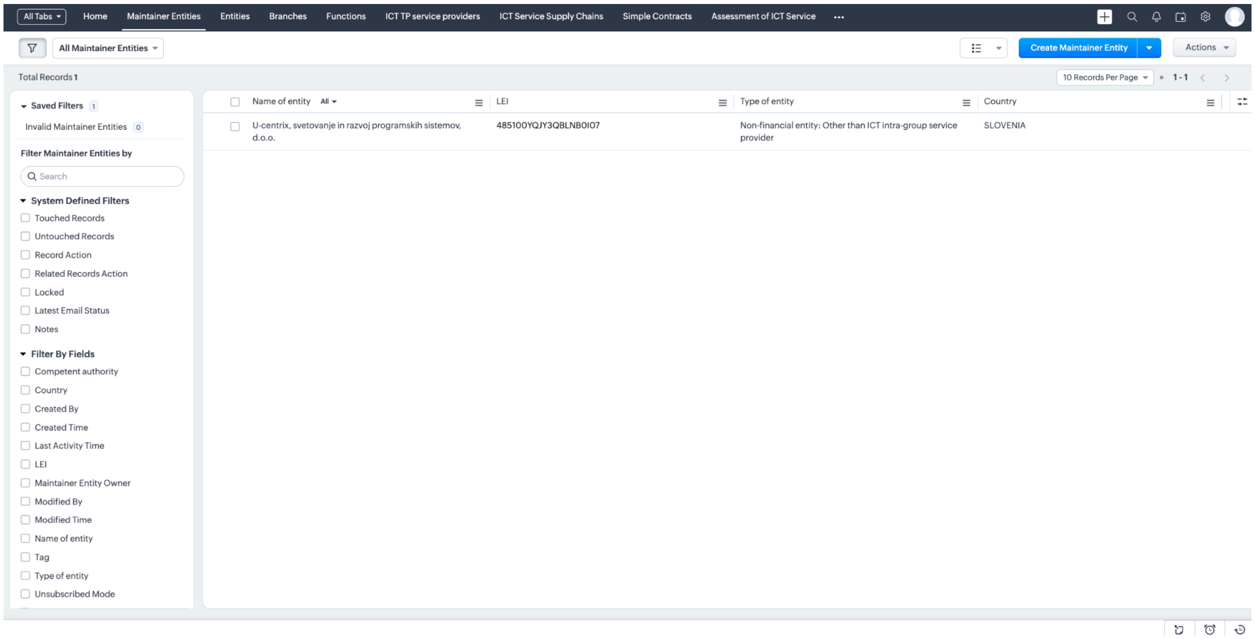
Download list of records with warnings

Row Number	Name Of Service Provider	Identification Code	Type Of Code To Identify ...	Type Of Service Provider	Country Of The Service Pr...	Ultimate Parent Service Pr...	Warnings
3	Service Provider 2	SIPRS.8452326000	EUID	Legal person, excluding individual acting in a business capacity	SLOVENIA	Service Provider 23	
4	Service Provider 3	SIPRS.5636744000	EUID	Legal person, excluding individual acting in a business capacity	SLOVENIA		
5	Service Provider 4	485100GY7ATB92D6U...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA	Service Provider 17	
6	Service Provider 5	4851002MTWT2DWQ7...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA	Service Provider 18	
7	Service Provider 6	485100OJW21CEUWD...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA		
8	Service Provider 7	4851005MWKLTUMUO...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA		Could not find a matching parent record for this lookup field. - Ultimate parent service provider.
9	Service Provider 8	485100B3VHFA3GHJY4...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA	Service Provider 19	
10	Service Provider 9	485100LNK73GODUFB...	LEI	Legal person, excluding individual acting in a business capacity	SLOVENIA		Could not find a matching parent record for this lookup field. - Ultimate parent service provider.

Undo this import

Summary of Maintainer Entities import

After successful import notification refresh the tab in the browser and your imported records will be displayed in the record list view.



Maintainer Entities records list view.

Data import sequence

For importing all your register of information correctly so that all references from records in one module to records in another module (e.g. a record of a Branch contains a reference to a record of an Entity) are connected properly you have to import the data in a specific sequence shown in the table below, where you firstly import Maintainer Entities data then you proceed and import Entities data, then Branches etc.

Seq. no.	DORApp Module	ESA table
1	Maintainer Entities	B01.01
2	Entities	B01.02
3	Branches	B01.03
4	Functions	B06.01
5	ICT TP Service Providers	B05.01
6	ICT Service Supply Chains	B05.02
7	Contracts	B02.01, B03.01, B03.02, B03.03, B04.01
8	Contract Specifics	B02.02
9	Assessments of ICT Services	B07.01

10	Intra-Group Arrangements	B02.03

Data import sequence table.

Predefined Import Templates

DORApp provides predefined Microsoft Excel templates that can be used to enter data and import that data using the import function described in the previous chapter. The templates can be downloaded from the DORApp Help Center https://dorapp.eu/help .

Using these templates has following advantages:

- The field names in the XLSX templates are named exactly like the fields in DORApp therefore no mapping of columns will be needed.
- The XLSX templates provide dropdown lists for all fields that have closed sets of values which helps with the data entry.
- The XLSX provides a detailed description including validation rules for each of the imported fields which helps with the data entry.

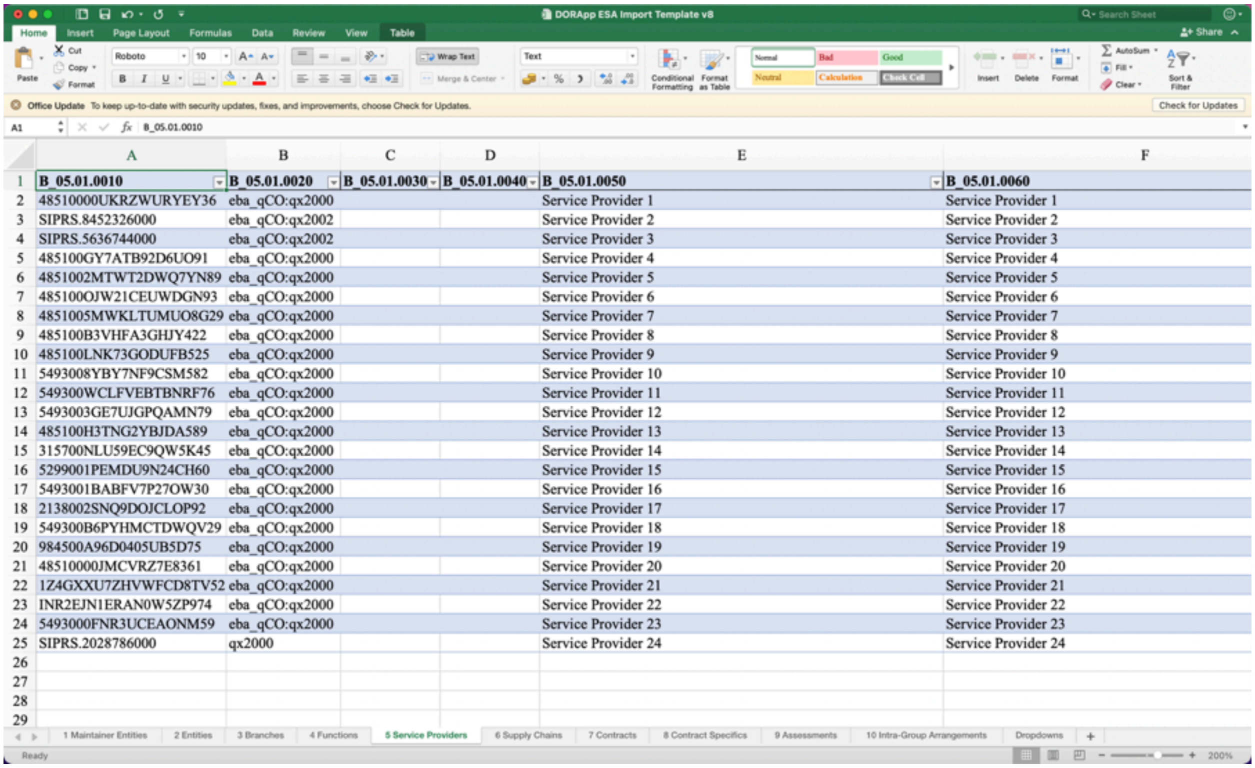
The following chapter describes how to use one of such templates that allows importing an existing register information.

Importing an existing register of information

We prepared a Microsoft Excel template that allows importing data from an existing DORA register of information into DORApp.

The Import template

The Microsoft Excel template can be found on the page https://dorapp.eu/help in the section »Import Templates«. It is called »DORApp ESA Import Template v<no>.xlsx« where <no> is the current version number of the template. Each change of the template is described in the DORApp release notes results in the increase of the version number counter.



	A	B	C	D	E	F
1	B_05.01.0010	B_05.01.0020	B_05.01.0030	B_05.01.0040	B_05.01.0050	B_05.01.0060
2	48510000UKRZWURYEY36	eba_qCO:qx2000			Service Provider 1	Service Provider 1
3	SIPRS.8452326000	eba_qCO:qx2002			Service Provider 2	Service Provider 2
4	SIPRS.5636744000	eba_qCO:qx2002			Service Provider 3	Service Provider 3
5	485100GY7ATB92D6UO91	eba_qCO:qx2000			Service Provider 4	Service Provider 4
6	4851002MTWT2DWQ7YN89	eba_qCO:qx2000			Service Provider 5	Service Provider 5
7	485100OJW21CEUWDGN93	eba_qCO:qx2000			Service Provider 6	Service Provider 6
8	4851005MWKLTUMUO8G29	eba_qCO:qx2000			Service Provider 7	Service Provider 7
9	485100B3VHFA3GHJY422	eba_qCO:qx2000			Service Provider 8	Service Provider 8
10	485100LNK73GODUFB525	eba_qCO:qx2000			Service Provider 9	Service Provider 9
11	5493008YBY7NF9CSM582	eba_qCO:qx2000			Service Provider 10	Service Provider 10
12	549300WCLFVEBTBNRF76	eba_qCO:qx2000			Service Provider 11	Service Provider 11
13	5493003GE7UJGPQAMN79	eba_qCO:qx2000			Service Provider 12	Service Provider 12
14	485100H3TNG2YBJDA589	eba_qCO:qx2000			Service Provider 13	Service Provider 13
15	315700NLU59EC9QW5K45	eba_qCO:qx2000			Service Provider 14	Service Provider 14
16	5299001PEMDU9N24CH60	eba_qCO:qx2000			Service Provider 15	Service Provider 15
17	5493001BABFV7P27OW30	eba_qCO:qx2000			Service Provider 16	Service Provider 16
18	2138002SNQ9DOJCLOP92	eba_qCO:qx2000			Service Provider 17	Service Provider 17
19	549300B6PYHMCTDWQV29	eba_qCO:qx2000			Service Provider 18	Service Provider 18
20	984500A96D0405UB5D75	eba_qCO:qx2000			Service Provider 19	Service Provider 19
21	48510000JMCVRZ7E8361	eba_qCO:qx2000			Service Provider 20	Service Provider 20
22	1Z4GXXU7ZHVWFCD8TV52	eba_qCO:qx2000			Service Provider 21	Service Provider 21
23	INR2EJN1ERAN0W5ZP974	eba_qCO:qx2000			Service Provider 22	Service Provider 22
24	5493000FNR3UCEAONM59	eba_qCO:qx2000			Service Provider 23	Service Provider 23
25	SIPRS.2028786000	qx2000			Service Provider 24	Service Provider 24

Example of the import template version 8

The Excel workbook contains sheets for each of the modules (tables) that have to be imported into DORApp. This is how the DORApp modules relate to the ESA tables:

DORApp Module (name of the Excel sheet)	ESA table
1 Maintainer Entities	B01.01
2 Entities	B01.02
3 Branches	B01.03
4 Functions	B06.01
5 Service Providers	B05.01
6 Supply Chains	B05.02
7 Contracts	B02.01, B03.01, B03.02, B03.03, B04.01
8 Contract Specifics	B02.02
9 Assessments	B07.01
10 Intra-Group Arrangements	B02.03

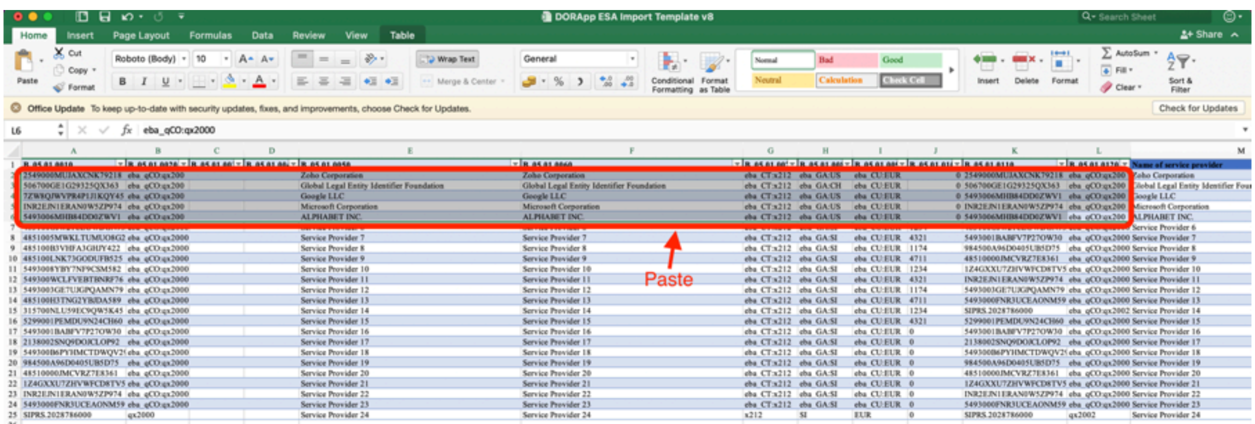
Dropdowns	This is a helper sheet that contains all the code lists and helps translating Don't change this sheet!

The following chapters describe the procedure for importing the data.

Copy your existing data to the Excel template

Copy your existing register information data into each of the Excel sheets from your existing data source. Use the predefined column order as specified in each of the sheets. The source data must be pasted in columns starting with »B_«. Don't paste into other columns that have formulas defined. – i.e. columns not starting with the column prefix »B_« in the name. Those columns translate the source data to the DORApp target format and are crucial for successful import.

Note: Paste only values and not formulas or formats. (Edit / Paste Special / Paste Values) This ensures identifier fields such as LEI, EUID, and reference numbers are formatted as TEXT in Excel. (e.g. 01234 is not changed to 1234 by Excel general formatting rules)

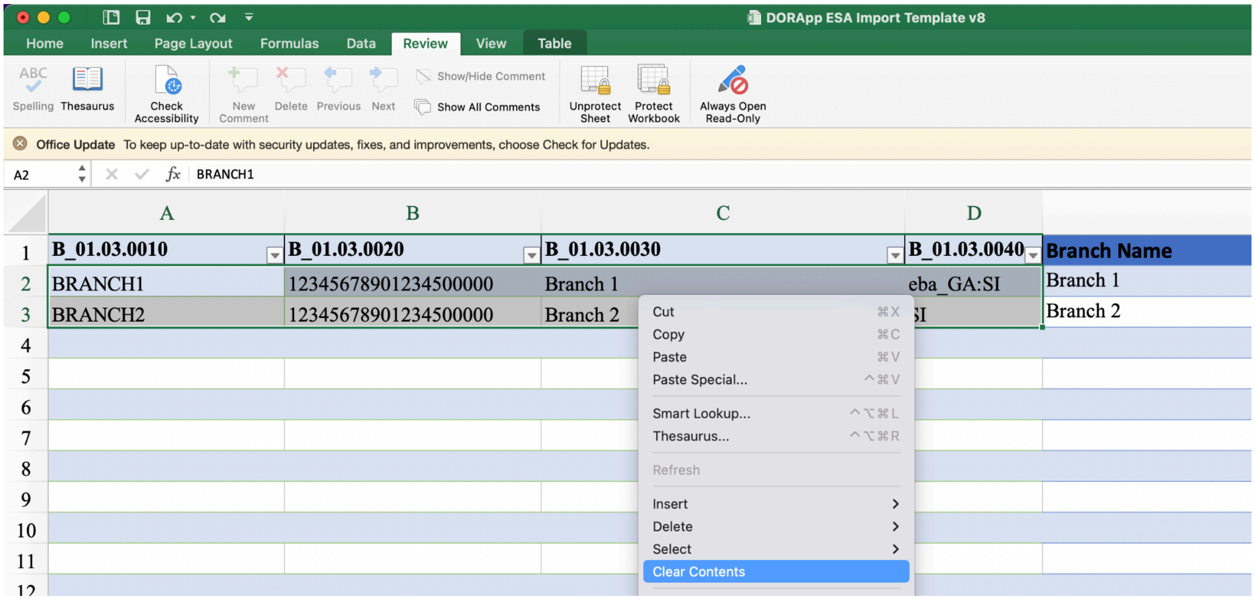


Example pasting service providers into the sheet »5 Service Providers«.

Note: Do not paste full rows, because next to the columns with the input data additional columns exist with formulas that translate the data from the ESA to the DORApp format.

Delete sample rows

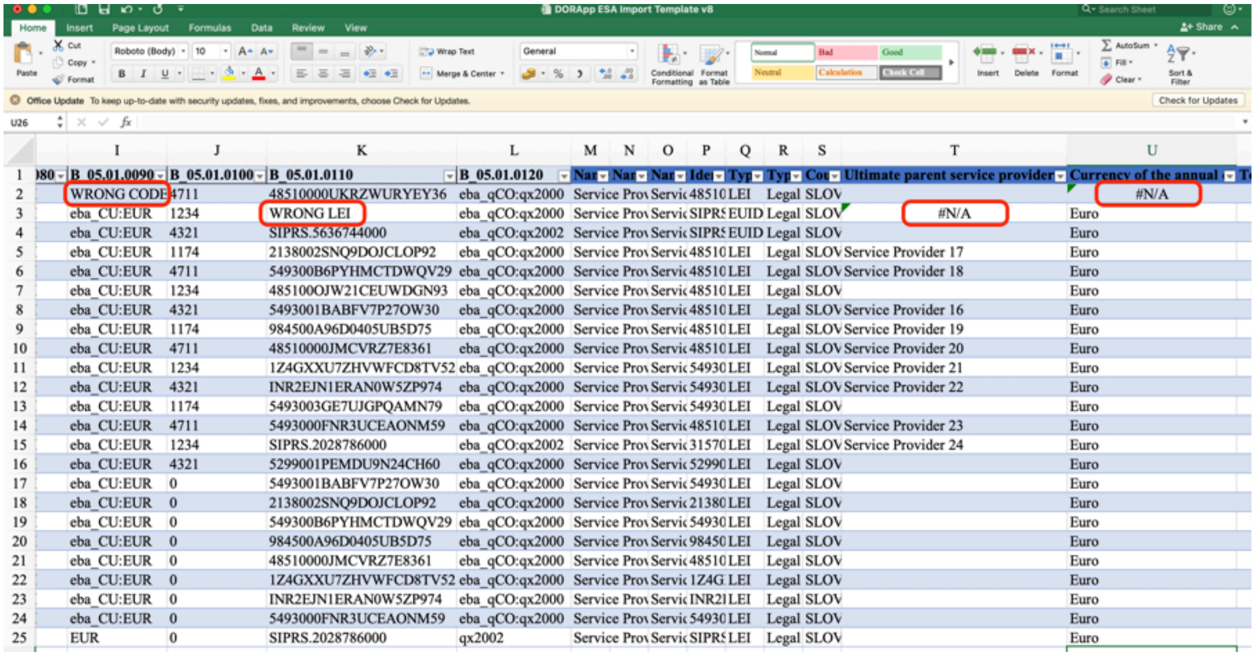
The template already contains sample data. Delete any remaining sample rows.



Example deleting sample branches from the worksheet “Branches”.

Check the data

Check the data in the columns that don't start with »B_«. These columns contain formulas that transform the data from the ESA format into DORApp format. The formulas also check if the foreign key constraints between the ESA tables are correct. (e.g. if there is a LEI in table b02.02, it must also be present in the table b05.01). You can check if there are any errors by looking for a »N/A« value in the calculated cells.



	080	B_05.01.0090	B_05.01.0100	B_05.01.0110	B_05.01.0120	Nar	Nar	Nar	Ide	Typ	Typ	Cou	Ultimate parent service provider	Currency of the annual	T
2		WRONG CODE	4711	48510000UKRZWURYEY36	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV		#N/A	
3		eba_CU:EUR	1234	WRONG LEI	eba_qCO:qx2000	Service Prov		Servic	SIPRS	EUID	Legal	SLOV	#N/A	Euro	
4		eba_CU:EUR	4321	SIPRS.5636744000	eba_qCO:qx2002	Service Prov		Servic	SIPRS	EUID	Legal	SLOV		Euro	
5		eba_CU:EUR	1174	2138002SNQ9DOJCLOP92	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 17	Euro	
6		eba_CU:EUR	4711	549300B6PYHMCTDWQV29	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 18	Euro	
7		eba_CU:EUR	1234	485100OJW21CEUWDGN93	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV		Euro	
8		eba_CU:EUR	4321	5493001BABFV7P27OW30	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 16	Euro	
9		eba_CU:EUR	1174	984500A96D0405UB5D75	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 19	Euro	
10		eba_CU:EUR	4711	48510000JMCVRZ7E8361	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 20	Euro	
11		eba_CU:EUR	1234	1Z4GXXU7ZHVWFCD8TV52	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV	Service Provider 21	Euro	
12		eba_CU:EUR	4321	INR2EJN1ERAN0W5ZP974	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV	Service Provider 22	Euro	
13		eba_CU:EUR	1174	5493003GE7UJGPQAMN79	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV		Euro	
14		eba_CU:EUR	4711	5493000FNR3UCEAONM59	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV	Service Provider 23	Euro	
15		eba_CU:EUR	1234	SIPRS.2028786000	eba_qCO:qx2002	Service Prov		Servic	31570	LEI	Legal	SLOV	Service Provider 24	Euro	
16		eba_CU:EUR	4321	5299001PEMDU9N24CH60	eba_qCO:qx2000	Service Prov		Servic	52990	LEI	Legal	SLOV		Euro	
17		eba_CU:EUR	0	5493001BABFV7P27OW30	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV		Euro	
18		eba_CU:EUR	0	2138002SNQ9DOJCLOP92	eba_qCO:qx2000	Service Prov		Servic	21380	LEI	Legal	SLOV		Euro	
19		eba_CU:EUR	0	549300B6PYHMCTDWQV29	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV		Euro	
20		eba_CU:EUR	0	984500A96D0405UB5D75	eba_qCO:qx2000	Service Prov		Servic	98450	LEI	Legal	SLOV		Euro	
21		eba_CU:EUR	0	48510000JMCVRZ7E8361	eba_qCO:qx2000	Service Prov		Servic	48510	LEI	Legal	SLOV		Euro	
22		eba_CU:EUR	0	1Z4GXXU7ZHVWFCD8TV52	eba_qCO:qx2000	Service Prov		Servic	1Z4G	LEI	Legal	SLOV		Euro	
23		eba_CU:EUR	0	INR2EJN1ERAN0W5ZP974	eba_qCO:qx2000	Service Prov		Servic	INR2I	LEI	Legal	SLOV		Euro	
24		eba_CU:EUR	0	5493000FNR3UCEAONM59	eba_qCO:qx2000	Service Prov		Servic	54930	LEI	Legal	SLOV		Euro	
25		EUR	0	SIPRS.2028786000	qx2002	Service Prov		Servic	SIPRS	LEI	Legal	SLOV		Euro	

Example of a wrong currency code in the field (C0090 / Currency of annual expenses) and a wrong LEI number in the field (C0110 / Ultimate parent)

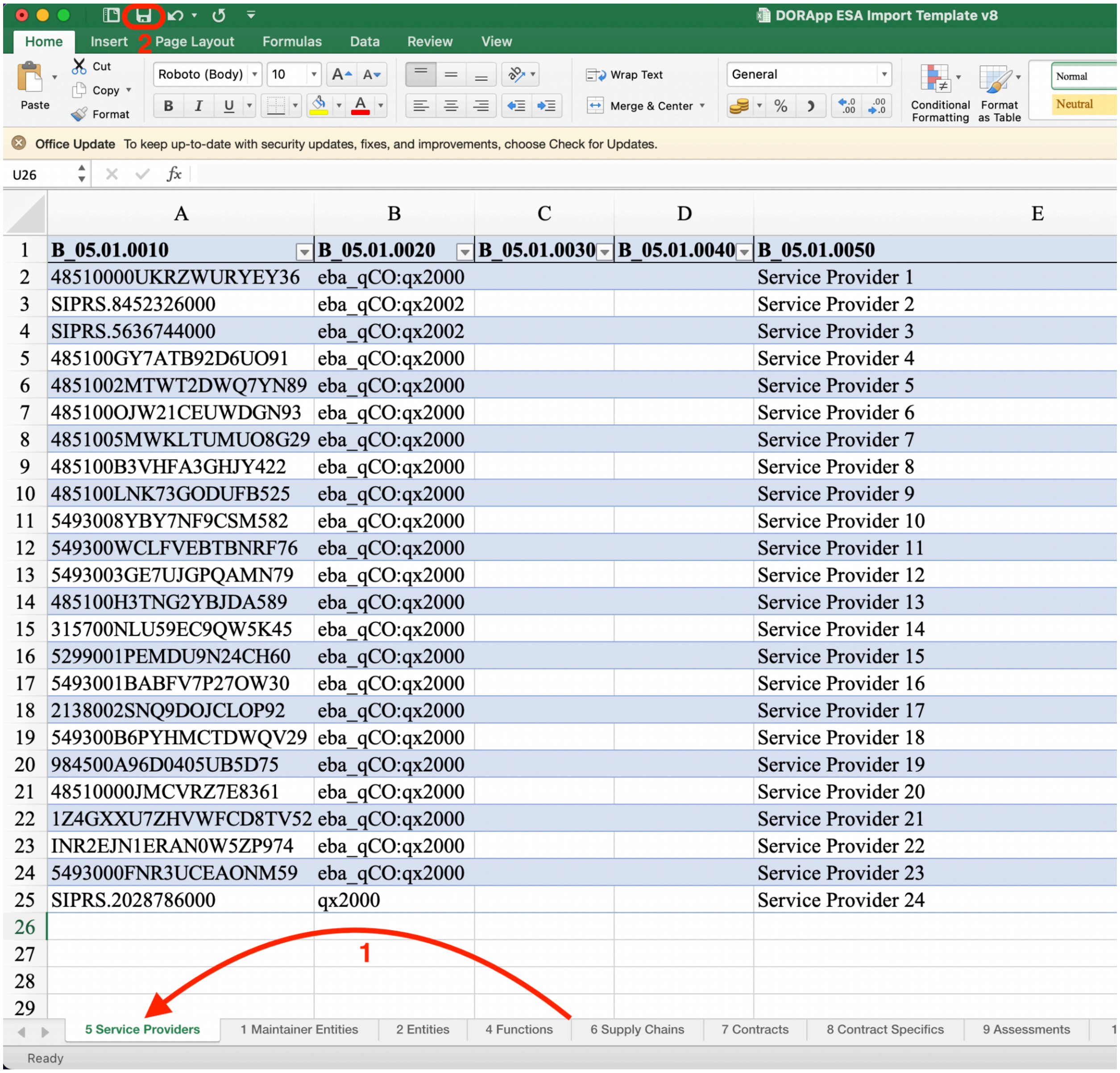
Correct any errors in your source data by entering correct codes from the official DORA code lists and make sure that references between the rows in the tables are correct. If you're not able to correct all errors, please contact DORApp support at https://dorapp.eu/help . We will gladly help you to resolve the problem.

Import into DORApp

The import must be done module per module following the order defined in the Excel template. (the Excel sheets are numbered).

Each Excel sheet must be imported separately. The import program will import only the first sheet, this is why you have to always move the sheet you want to import to the first position in the Excel Workbook. Don't forget to save the Excel workbook before starting the import.

Note: DORApp only imports the first worksheet of the Excel file. Before each import, move the sheet you want to import to position 1 in the workbook.



B_05.01.0010	B_05.01.0020	B_05.01.0030	B_05.01.0040	B_05.01.0050
48510000UKRZWURYEY36	eba_qCO:qx2000			Service Provider 1
SIPRS.8452326000	eba_qCO:qx2002			Service Provider 2
SIPRS.5636744000	eba_qCO:qx2002			Service Provider 3
485100GY7ATB92D6UO91	eba_qCO:qx2000			Service Provider 4
4851002MTWT2DWQ7YN89	eba_qCO:qx2000			Service Provider 5
485100OJW21CEUWDGN93	eba_qCO:qx2000			Service Provider 6
4851005MWKLTUMUO8G29	eba_qCO:qx2000			Service Provider 7
485100B3VHFA3GHJY422	eba_qCO:qx2000			Service Provider 8
485100LNK73GODUFB525	eba_qCO:qx2000			Service Provider 9
5493008YBY7NF9CSM582	eba_qCO:qx2000			Service Provider 10
549300WCLFVEBTBNRF76	eba_qCO:qx2000			Service Provider 11
5493003GE7UJGPQAMN79	eba_qCO:qx2000			Service Provider 12
485100H3TNG2YBJDA589	eba_qCO:qx2000			Service Provider 13
315700NLU59EC9QW5K45	eba_qCO:qx2000			Service Provider 14
5299001PEMDU9N24CH60	eba_qCO:qx2000			Service Provider 15
5493001BABFV7P27OW30	eba_qCO:qx2000			Service Provider 16
2138002SNQ9DOJCLOP92	eba_qCO:qx2000			Service Provider 17
549300B6PYHMCTDWQV29	eba_qCO:qx2000			Service Provider 18
984500A96D0405UB5D75	eba_qCO:qx2000			Service Provider 19
48510000JMCVRZ7E8361	eba_qCO:qx2000			Service Provider 20
1Z4GXXU7ZHVWFCD8TV52	eba_qCO:qx2000			Service Provider 21
INR2EJN1ERAN0W5ZP974	eba_qCO:qx2000			Service Provider 22
5493000FNR3UCEAONM59	eba_qCO:qx2000			Service Provider 23
SIPRS.2028786000	qx2000			Service Provider 24

Example of the position of "5 Service Providers" Excel sheet if you want to import service providers.

Use the import function described in chapter [Importing data from Microsoft Excel or CSV files]() by using the filled-out Excel template as the source.

Note: When importing the sheet into DORApp, use the entire sheet including the calculated columns. The columns starting with B_ contain the ESA data. The other columns contain formulas that convert the ESA format into the DORApp format required for import.

Repeat the process described in this chapter for all the Excel sheets in the exact order as they are numbered. The sheet “Dropdowns” is a helping sheet and must not be imported.

Import Checklist

This checklist should help you to accomplish the task without forgetting any of the key steps:

1. Copy your data in the Excel worksheets (only into columns starting with B_)
    a. Use Paste Values (don’t paste formulas or formats)
    b. Delete any remaining sample rows
2. Check that there are no Excel errors (#N/A)
3. Move the sheet you want to import to position 1
4. Import modules in this order:
    a. Maintainer Entities
    b. Entities
    c. Branches
    d. Functions
    e. Service Providers
    f. Supply Chains
    g. Contracts
    h. Contract Specifics
    i. Assessments
    j. Intra-Group Arrangements
5. When importing a module
    a. Choose "Add as new …"
    b. Verify field mapping
        i. Date formats need to be correct
    c. Enable "Trigger Automation and Process Management"
    d. Check the import summary for errors and warnings
    e. Undo the import of there are unexpected errors

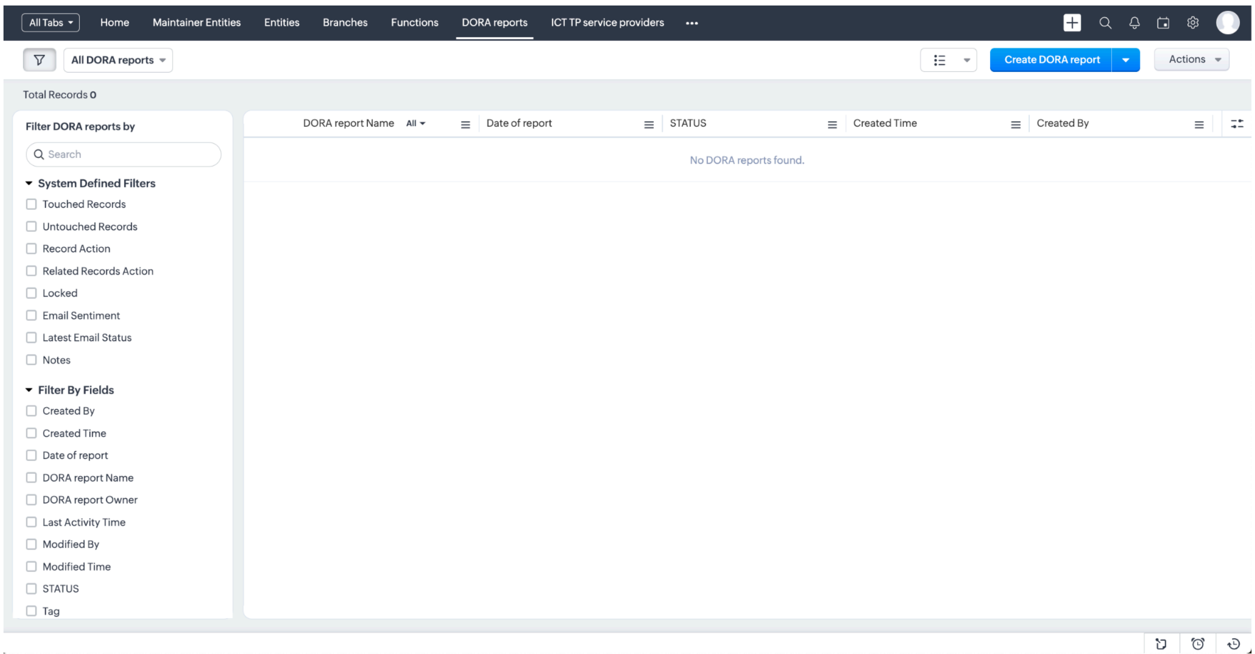
DORA Report export

A DORA Report is the Register of Information ready to be sent to the competent authority. It is a record of proof that the data was exported. The exported data is a ZIP file attached to the DORA Report record. The exported data is in the XBRL format and complies with the Taxonomy and Technical Requirements of the European Supervisory Authorities.

Create a DORA Report

Note: Only users with following profiles can update records: Administrator and Business Administrator.

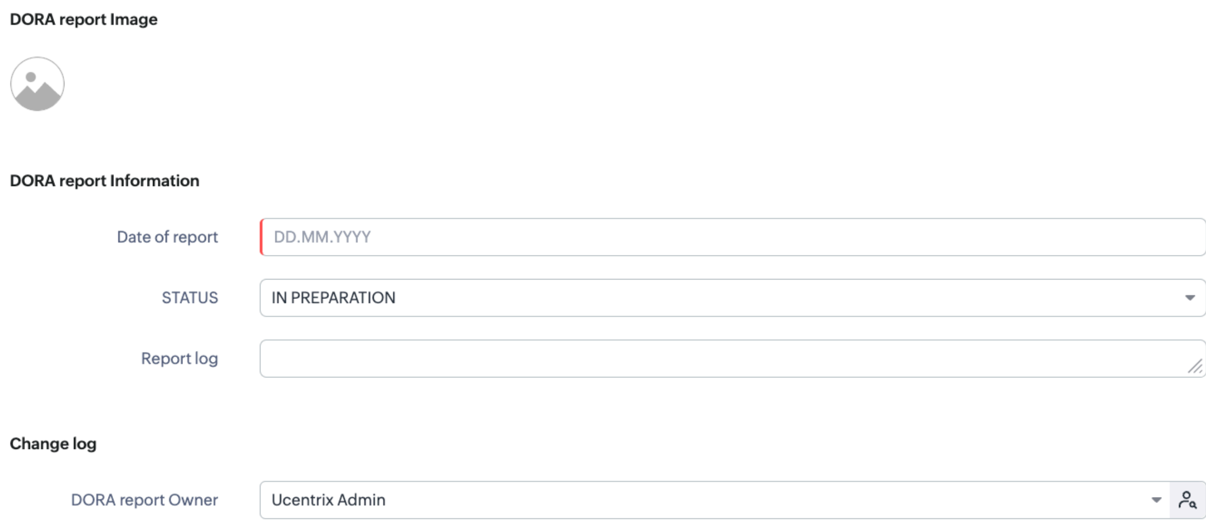
To create a DORA report and export it in the DORA compliant format navigate to the DORA Reports tab of the header menu.



DORA reports records list.

In the DORA Reports records list firstly create a DORA report by clicking on the “Create DORA report” button in the top right corner and then fill out the form where you just specify the date of the report and the other fields you can leave empty.

The Date of report is not the execution date of the report but the date to which the data in the Register of Information is valid. (e.g. for the reporting in 2026 this must be December 31st 2025)


DORA report Image

DORA report Information

Date of report DD.MM.YYYY

STATUS IN PREPARATION

Report log

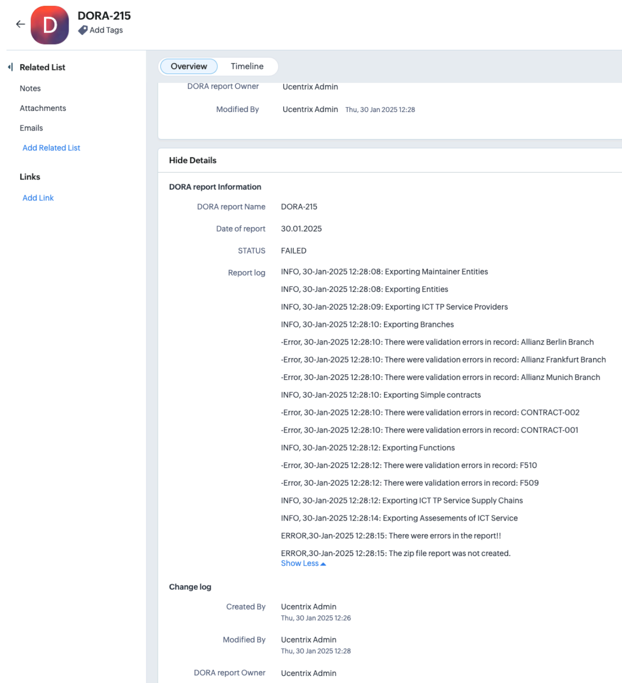
Change log

DORA report Owner Ucentrix Admin

Create DORA Report form.

The newly created report will appear in the DORA reports records list and if you navigate to it you will be presented with the report details dashboard screen. Then the only step left is to click the “CREATE REPORT” button in the top right corner and then refresh the page after the red processing bar above the page header menu disappears.

By refreshing the page you will be presented with the report creation results.

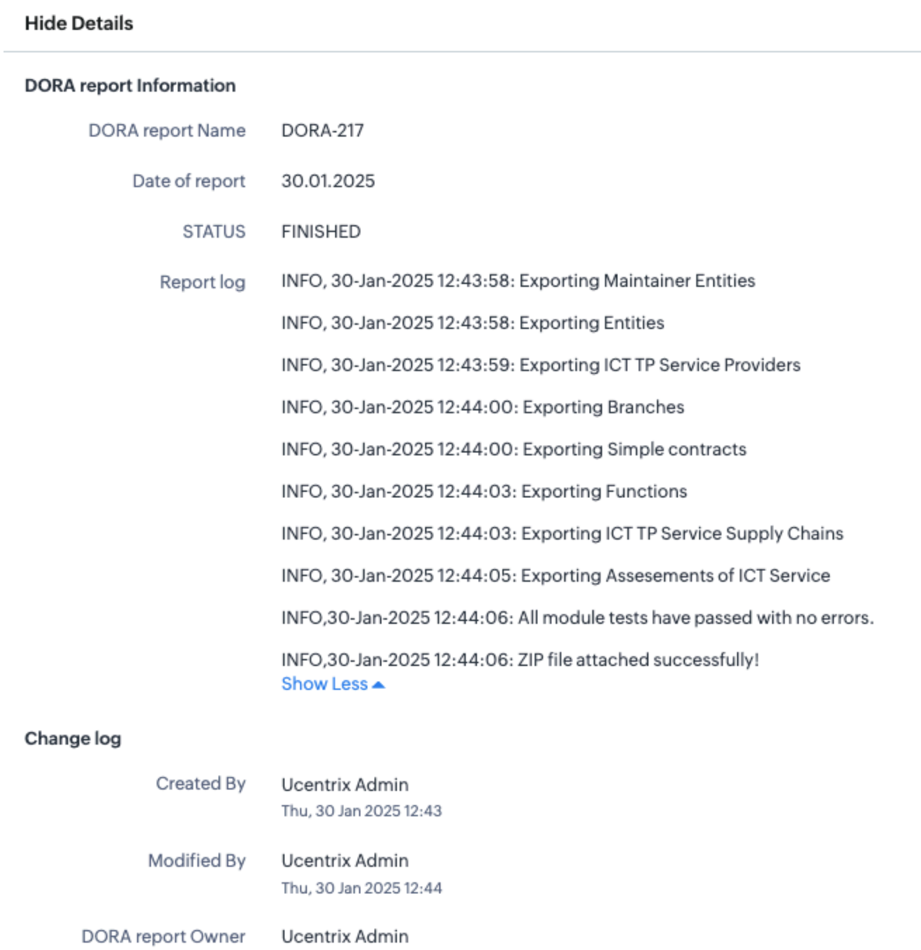


Failed DORA report.

As you can see the Report log field updates and fills up with the information regarding the creation of the report. In this case you can see that there were errors in the report regarding the validation of certain records of the modules which are listed with their names in the log. The report will not be created unless you fix those errors so that the final export will be compliant.

After fixing all the errors you will have to create a new report and perform the same action again.

After successful execution of the Create Report action you will be presented with this following Report log.



Hide Details

DORA report Information

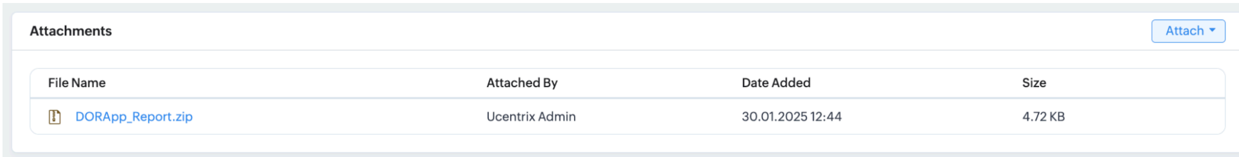
DORA report Name	DORA-217
Date of report	30.01.2025
STATUS	FINISHED
Report log	INFO, 30-Jan-2025 12:43:58: Exporting Maintainer Entities INFO, 30-Jan-2025 12:43:58: Exporting Entities INFO, 30-Jan-2025 12:43:59: Exporting ICT TP Service Providers INFO, 30-Jan-2025 12:44:00: Exporting Branches INFO, 30-Jan-2025 12:44:00: Exporting Simple contracts INFO, 30-Jan-2025 12:44:03: Exporting Functions INFO, 30-Jan-2025 12:44:03: Exporting ICT TP Service Supply Chains INFO, 30-Jan-2025 12:44:05: Exporting Assesements of ICT Service INFO,30-Jan-2025 12:44:06: All module tests have passed with no errors. INFO,30-Jan-2025 12:44:06: ZIP file attached successfully! Show Less

Change log

Created By	Ucentrix Admin Thu, 30 Jan 2025 12:43
Modified By	Ucentrix Admin Thu, 30 Jan 2025 12:44
DORA report Owner	Ucentrix Admin

Successful DORA report.

If you scroll a little further down you will see the Attachments section where the ZIP file contains your register of information in the DORA compliant format.



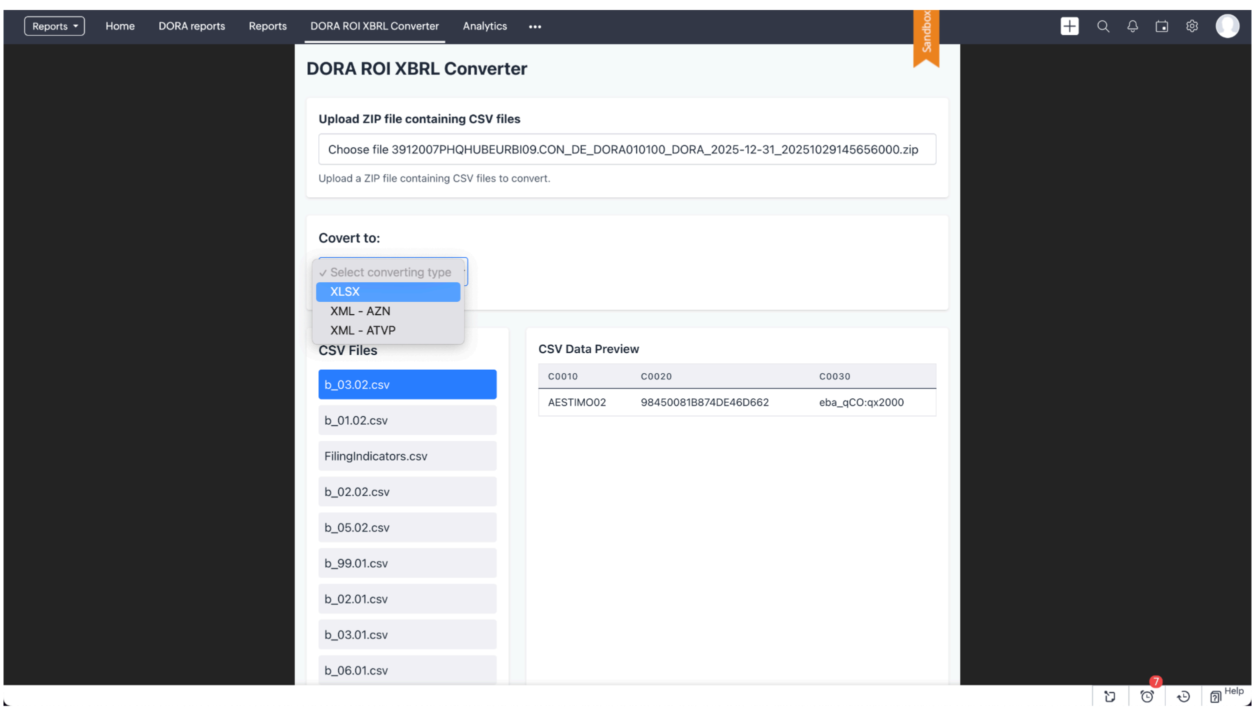
Attachements section.

Convert DORA Reports

There is a special Module called “DORA ROI XBRL Converter” that allows to convert any DORA Register of Information in the official XBRL format into following formats:

1. XLSX (Microsoft Excel workbook containing all information in the XBRL file)
2. XML - AZN (Register of Information in the format of the Slovenian Insurance Supervisory Agency - AZN)
3. XML - ATVP (Register of Information in the format of the Slovenian Securities Market Supervisory Agency - ATVP)

To convert a XBRL file navigate to the DORA ROI XBRL Converter tab of the header menu.



DORA ROI *XBRL Converter.*

Choose the file you want to convert, and to which format you wish to convert to.

After entering all the parameters and clicking the Download button, DORAApp will download the converted file in your Browser.

Note: For some formats country-specific additional parameters need to be entered.

Managing ICT Third-Party Risk

DORAApp enables financial entities to manage ICT third-party risk in a structured and efficient way, in line with the requirements of DORA. The system supports the entire lifecycle of third-party risk management, from onboarding of service providers to ongoing monitoring and reassessment.

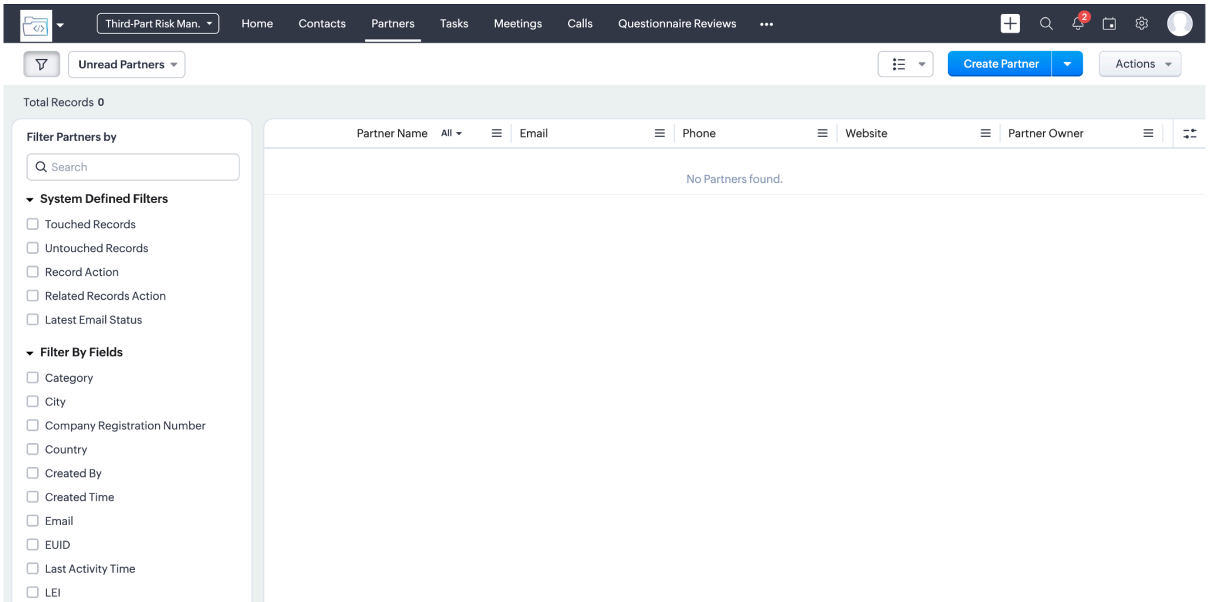
Within DORAApp, ICT third-party risk management is handled through structured questionnaires and predefined workflows, ensuring consistent data collection, assessment, and documentation across the organization.

Service Provider Management

The process begins with the creation and maintenance of service providers in the Partners module.

Header tab menu.

After selecting the desired tab the module records list will appear on the screen with all the needed controls and actions to manage records of that module.

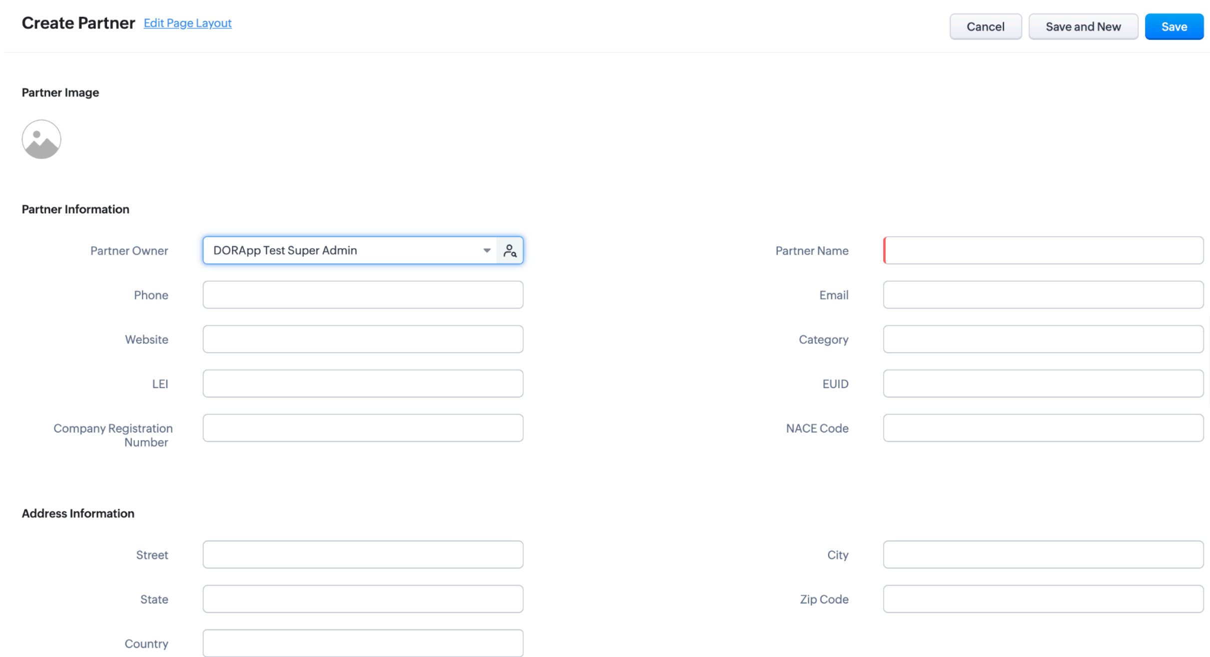


Partners module records list.

For creating a record for this module click the Create button in the top right corner.

Create Partner button.

Each service provider record contains key information and can be linked across different DORApp modules.



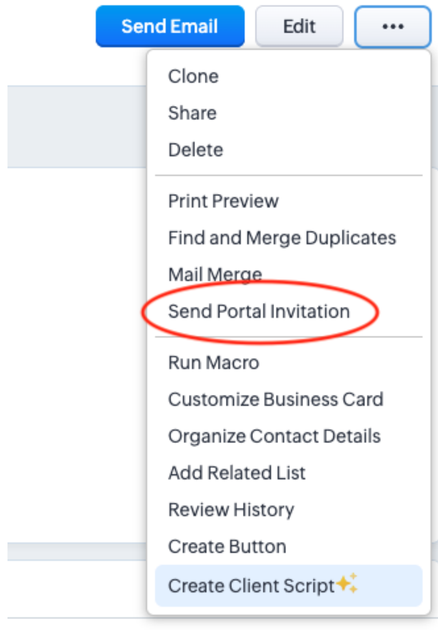
Create Partner form.

Service Provider Contacts and DORApp Portal Access

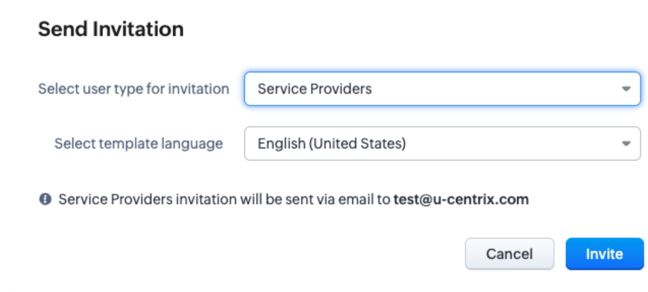
Users can assign one or more contacts to each service provider, representing individuals responsible for communication and questionnaire completion. Each contact must have a valid email address, as it is used for access to the DORApp Service Provider Portal.

Once the contact has been created, the user can send the invitation to the DORApp Portal directly from the system by following these steps:

- Navigate to the Partners module and open the relevant service provider.
- Go to the Contacts (Related List) section within the service provider record.
- Locate the contact to whom you want to grant portal access.
- Click on the "…" (More actions) menu next to the contact.
- From the dropdown menu, select "Send Portal Invitation".
- The system will automatically send an email invitation to the contact.

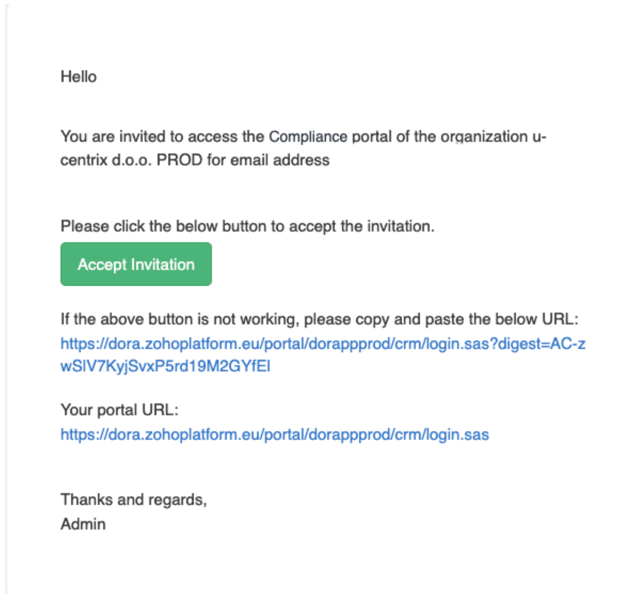


Sending a portal invitation via the "More actions" menu.



Sending invitation confirmation.

The contact receives an email invitation containing a link to the Service Provider Portal, where they are prompted to set their password and complete the registration process.



Hello

You are invited to access the Compliance portal of the organization u-centrix d.o.o. PROD for email address

Please click the below button to accept the invitation.

Accept Invitation

If the above button is not working, please copy and paste the below URL:
https://dora.zohoplatform.eu/portal/dorappprod/crm/login.sas?digest=AC-zwSIV7KyjSvxP5rd19M2GYfEI

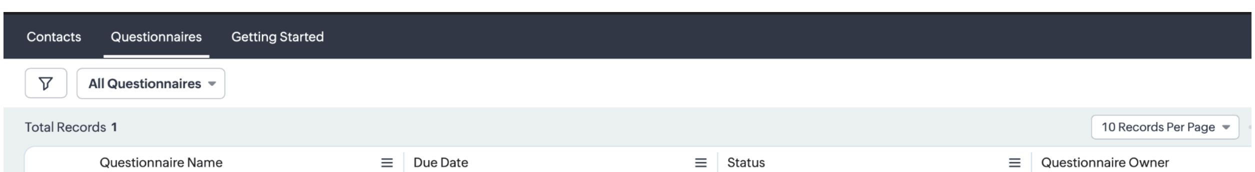
Your portal URL:
https://dora.zohoplatform.eu/portal/dorappprod/crm/login.sas

Thanks and regards,
Admin

Example of DORApp portal invitation email.

The link in the invitation expires after first use.

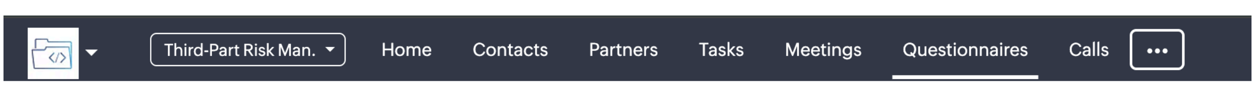
After successful registration, the contact can log into the portal using their credentials. Within the portal, they have access to all questionnaires assigned to their organization and can begin completing the required information. This setup ensures a secure and structured communication channel between the financial entity and the service provider.



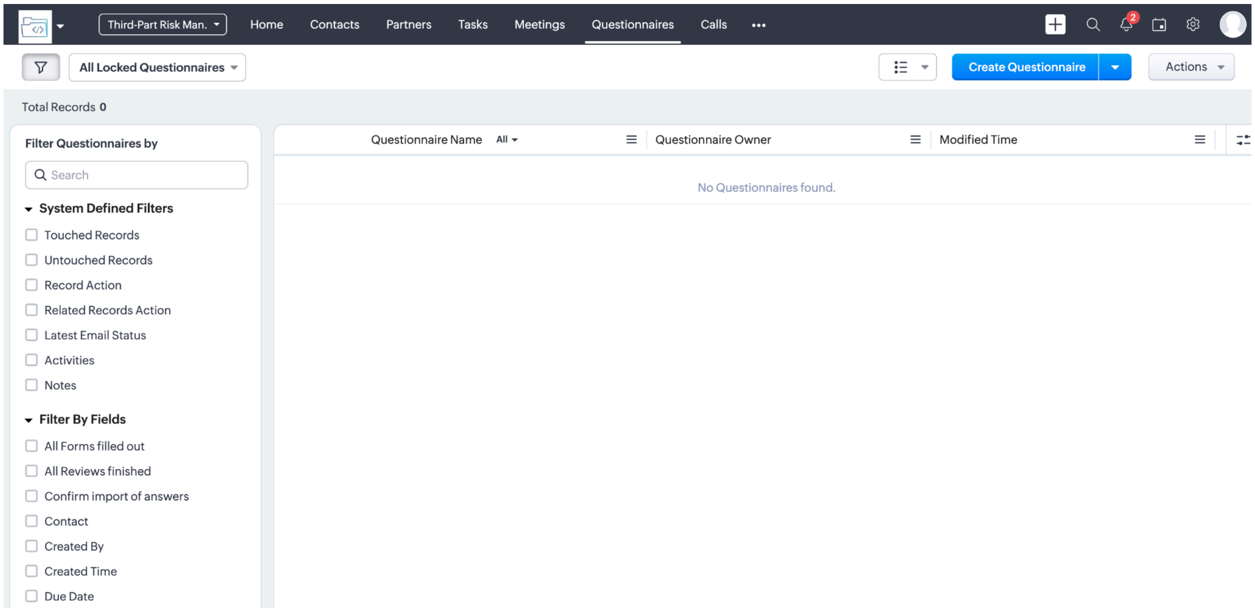
Portal view.

Questionnaire Management

Questionnaires are the central tool for collecting ICT third-party data.



Header tab menu.



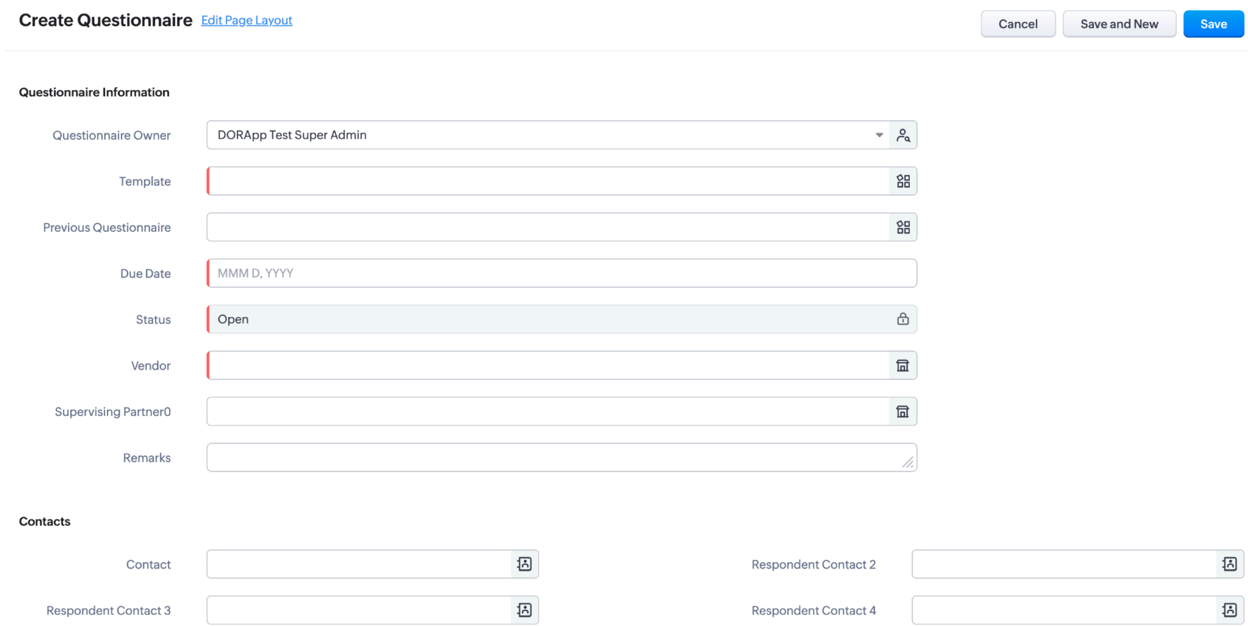
Questionnaires module records list.

Creating a questionnaire

To initiate the ICT third-party risk assessment process, users must create a new questionnaire for the selected service provider. Users define the questionnaire owner, template, service provider, and due date. Questionnaires can be sent manually or automatically.

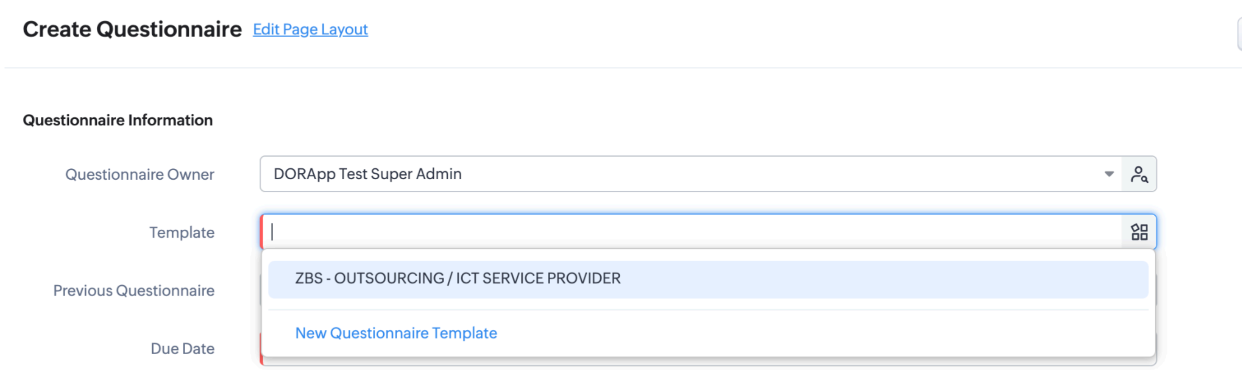
Create Questionnaire button.

A form will open where the required parameters for the questionnaire need to be defined.



Create Questionnaire form.

The user must first assign a Questionnaire Owner, who will be responsible for managing the communication with the service provider and overseeing the completion of the questionnaire. Next, the appropriate Questionnaire Template should be selected. This template defines the structure and content of the questionnaire, such as the ZBS Outsourcing / ICT Service Provider questionnaire.

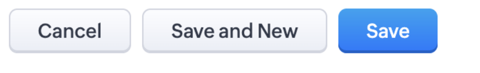


Selecting template.

The user then selects the service provider (Vendor) to whom the questionnaire will be sent. It is important to ensure that the service provider has at least one assigned contact with a valid email address, as the questionnaire will be delivered through the Service Provider Portal.

Finally, a Due Date must be defined. This date determines the deadline by which the service provider is expected to complete and submit the questionnaire.

After all required fields are completed, the questionnaire can be created by clicking Save. At creation, the questionnaire is not immediately sent to the Service Provider.

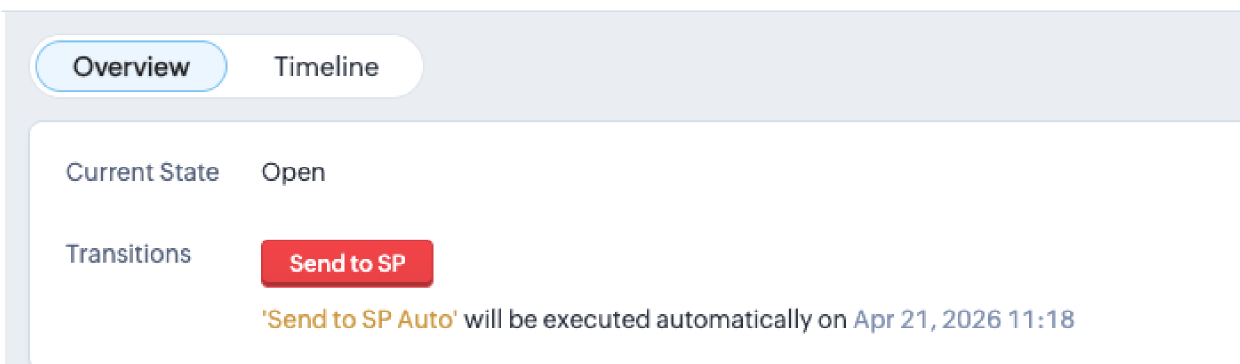


Save button.

Sending a Questionnaire

After the questionnaire has been successfully created, it must be sent to the selected service provider in order to initiate the data collection process.

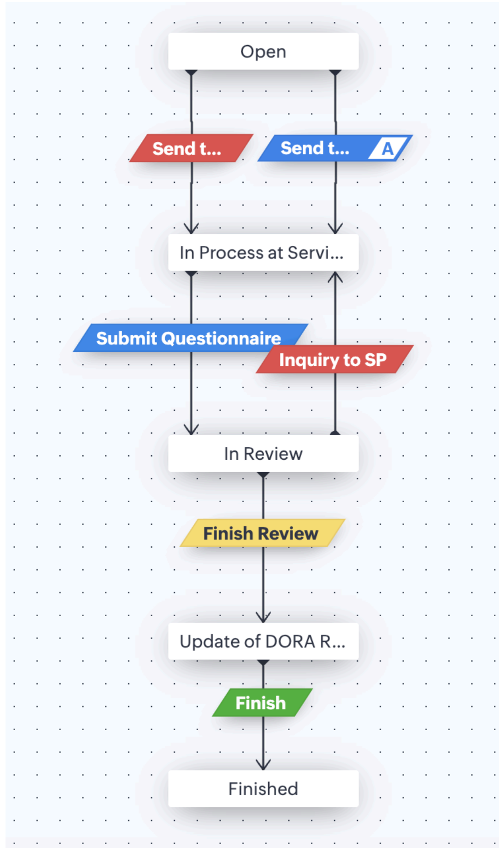
Questionnaires in DORApp can be sent either manually or automatically, depending on the configured workflow settings. To send a questionnaire manually, navigate to the questionnaire overview page and click on the “Send to SP” action. Once triggered, the system distributes the questionnaire to all assigned contacts of the selected service provider.



“Send to SP (Service Provider)” action for sending a questionnaire.

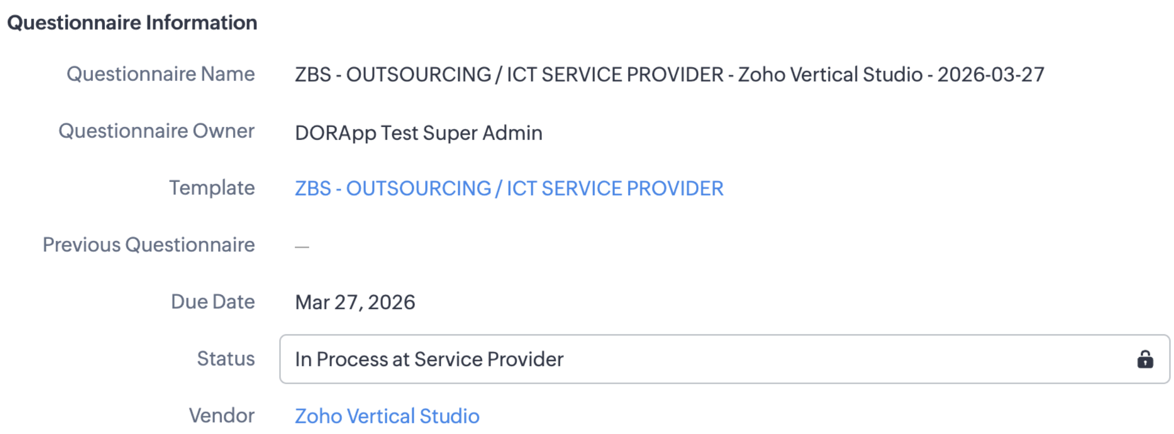
Upon sending, each contact receives an email notification containing a link to the Service Provider Portal, where they can access and complete the questionnaire. The system ensures that only authorized contacts associated with the service provider are able to view and submit the questionnaire.

If automated workflows (blueprints) are configured, the questionnaire may also be sent automatically after creation. In such cases, the system handles the distribution without requiring manual intervention, typically within a short time after the questionnaire is created.



Blueprint configuration.

After the questionnaire has been sent, its status is updated to “In process at service provider”, indicating that the service provider is expected to complete the required forms. Throughout this phase, DORApp tracks progress and may send reminder notifications to the service provider as the deadline approaches.



Questionnaire Information

Questionnaire Name	ZBS - OUTSOURCING / ICT SERVICE PROVIDER - Zoho Vertical Studio - 2026-03-27
Questionnaire Owner	DORApp Test Super Admin
Template	ZBS - OUTSOURCING / ICT SERVICE PROVIDER
Previous Questionnaire	—
Due Date	Mar 27, 2026
Status	In Process at Service Provider
Vendor	Zoho Vertical Studio

Questionnaire Status

Completing a Questionnaire by Service Provider

Once the questionnaire has been assigned and the service provider has access to the Service Provider Portal, they can begin completing the questionnaire.

The service provider logs into the portal and navigates to the “Questionnaires” module, where all assigned questionnaires are listed. By opening the relevant questionnaire, the service provider gains access to its overview, supply chain and the associated forms.

Each questionnaire consists of multiple forms that must be completed individually. The service provider opens each form, enters the required information, and saves the responses. After saving, the form status is updated to “Saved”, indicating that the entered data has been successfully recorded.

In addition to completing the standard questionnaire forms, the service provider may also be required to define the Service Supply Chain. This involves providing information about subcontractors or dependencies that support the delivery of the contracted service, including relevant service details and relationships.

The service provider may also use the Notes functionality to communicate with the financial entity during the completion phase, for example to provide additional explanations or request clarification.

All forms, including those related to the service supply chain, must be completed and have the status “Saved” before the questionnaire can be submitted. This ensures that all required information is available for the subsequent review process.

Category	Status
Service Provider	Saved
Financial	Saved
Information Security	Saved

Form status.

Responsibility for Defining the Service Supply Chain

The service supply chain is defined and maintained by the service provider via the Service Provider Portal, not by the financial entity.

As part of completing the questionnaire, the service provider is responsible for identifying and entering all relevant subcontractors and dependencies involved in the delivery of the contracted service. This includes defining the structure of services and assigning the appropriate Service IDs.

The financial entity does not directly create or manage supply chain entries, but reviews and evaluates the information provided as part of the assessment process.

This approach ensures that the data is provided by the party with the most accurate and up-to-date knowledge of the service delivery, while maintaining transparency and traceability for the financial entity.

Subprovider (Supply Chain) Flow

As part of the questionnaire completion process, the service provider can define the service supply chain, including any subcontractors involved in the delivery of the contracted service.

Within the questionnaire, the service provider enters details about each service in the supply chain, such as the service name, the responsible provider, and any dependencies. This allows the financial entity to gain visibility into how the service is delivered and which third parties are involved.

In cases where additional transparency is required, DORApp enables the financial entity to extend the questionnaire to sub providera. By activating the option to send the full questionnaire to a sub provider, the system grants the sub provider direct access to the questionnaire through the DORApp Service Provider Portal.

Once this option is enabled, the subcontractor receives an email invitation and can log into the portal to complete the questionnaire for their part of the service. At the same time, the primary service provider is informed about this action.

This functionality ensures that:

- dependencies within the service delivery are clearly identified,
- subcontractors are assessed directly, and
- risks related to multi-layer outsourcing are properly evaluated.

All information provided by subcontractors becomes part of the overall questionnaire and is available for review by the financial entity.

This approach supports DORA requirements by enabling full transparency of ICT third-party dependencies and improving the assessment of risks across the entire supply chain.

Service Supply Chain Structure

Services within the supply chain are structured using hierarchical service identifiers (Service IDs), which reflect the relationship between services and their dependencies.

The numbering follows a logical hierarchy:

- top-level services are assigned identifiers such as 1, 2, 3,
- dependent services are assigned sub-level identifiers such as 1.1, 1.2,
- further nested dependencies may be defined using identifiers such as 1.1.1, and so on.

Services and Supply Chain

X Category	Status	Click to fill out the form	Service Id
	Saved	https://dorapp-xbrl-converter-20108250416.development.catalystserverless.eu/server/DORAppFormsURL/281328000000515704	1
	Saved	https://dorapp-xbrl-converter-20108250416.development.catalystserverless.eu/server/DORAppFormsURL/281328000000515699	1.1

Supply chain example.

This structure allows the financial entity to clearly understand how services are composed and how different providers contribute to the delivery of the overall service.

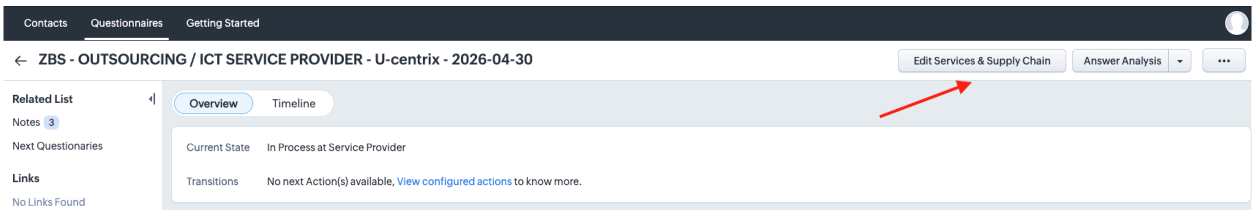
It is important to note that the Service ID does not indicate the importance or criticality of a service, but rather its position within the service supply chain.

Adding a Service Supply Chain by Service provider

As part of the questionnaire, you may need to describe how your service is delivered and which other providers are involved. This is done by adding a service supply chain.

To modify service details or update the service supply chain, the service provider uses the “Edit Services & Supply Chain” action within the questionnaire.

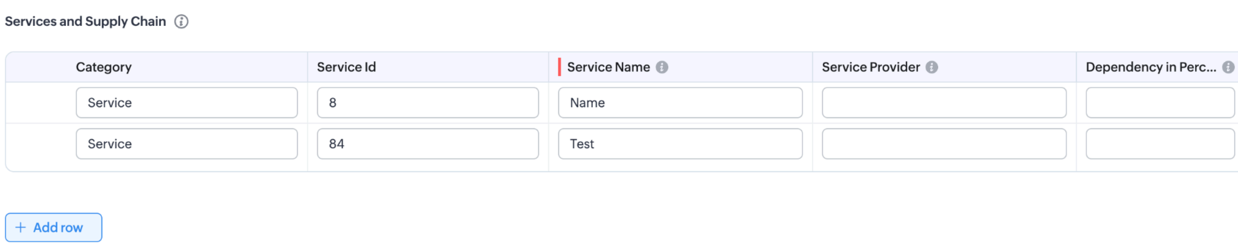
This action allows the service provider to update information related to services and subcontractors involved in the delivery of the contracted service.



Edit Services & Supply Chain button.

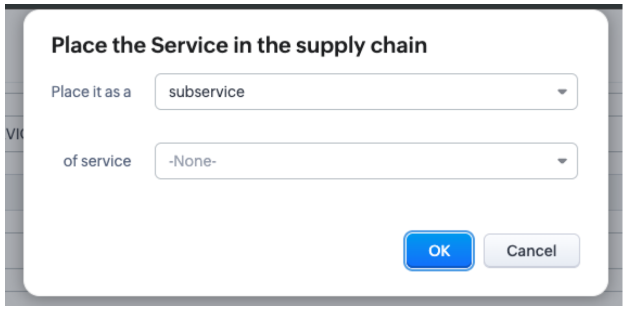
For each service, enter a few key details:

- the name of the service,
- who provides it,
- and (if applicable) how much your service depends on it.



Adding services and subcontractors to the service supply chain.

If the service is provided by a subcontractor, make sure to include them as well. This helps the bank understand who is involved in delivering the service and where potential dependencies exist.



Adding subservices and parallel services to supply chain.

Once you've entered the information, click "Save". The service will appear in the list, and you can repeat the same steps to add additional services if needed.

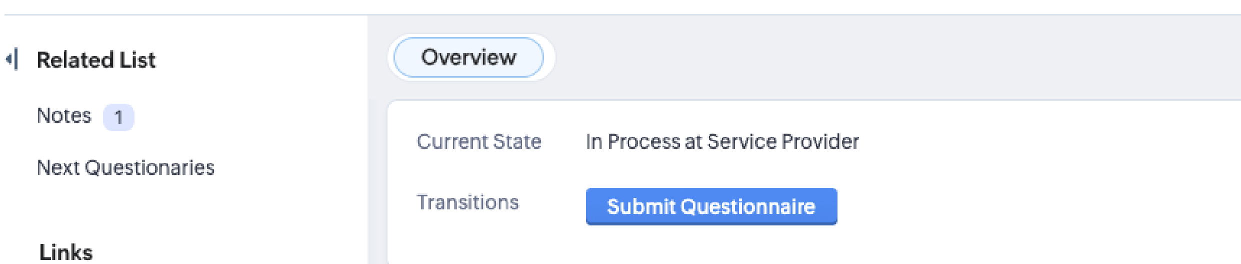
Providing a clear overview of your service supply chain helps ensure transparency and allows the financial entity to properly assess risks related to subcontractors and dependencies.

Submitting a Questionnaire by Service Provider

Once the service provider has completed all required forms within the questionnaire, the final step on their side is to submit the questionnaire for review.

Before submission, all forms must be completed and saved. DORApp provides a clear overview of the status of each form, allowing the service provider to verify that no required information is missing. Only when all sections are completed can the questionnaire be submitted.

To submit the questionnaire, the service provider selects the "Submit Questionnaire" action within the questionnaire overview. Upon submission, the system performs a final check and transitions the questionnaire into the next phase.



Submit Questionnaire button.

Once submitted, the questionnaire status changes to "In review", and all assigned reviewers within the financial entity are notified. At the same time, review tasks are automatically created and distributed according to the configured workflow.

After submission, the service provider can no longer modify the questionnaire unless it is explicitly reopened by the financial entity. This ensures the integrity of the submitted data and provides a stable basis for the review process.

NOTE: The questionnaire can only be submitted once all required forms, including those related to the service supply chain, are completed and have the status “Saved”. This ensures completeness and data quality before the review process begins.

Assigning the Full Questionnaire to Subproviders

DORApp allows the financial entity to extend the questionnaire to subproviders as part of the review process, ensuring deeper visibility into the service supply chain.

The process begins with the creation and distribution of a questionnaire to the primary service provider. At this stage, the service provider is responsible for defining and maintaining the service supply chain, including all relevant sub providers and dependencies.

During the completion phase, the service provider fills out all required forms and defines the supply chain structure. The financial entity does not modify this information at this stage.

Once the service provider has completed all forms and submits the questionnaire, the questionnaire status changes to “In review” and becomes available to the financial entity for assessment.

Only at this stage, when the supply chain structure is finalized, can the financial entity decide to extend the questionnaire to sub providers. This approach ensures that the most accurate and up-to-date supply chain information is used, as the service provider may update the supply chain at any point before submission.

Within the review phase, the financial entity can access the Service Supply Chain section and enable the option to send the full questionnaire to selected subproviders.

If the contact details for the subproviders are correctly defined, the system automatically sends an invitation to each subprovider. The subproviders receive an email with a secure link, granting them access to the Service Provider Portal.

Once access is established, subproviders can log into the portal and complete the questionnaire for their respective part of the service, in the same way as the primary service provider.

This process ensures that:

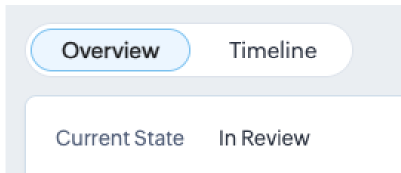
- the supply chain is defined by the responsible party (service provider),
- questionnaires are only extended once the structure is stable, and
- financial entities gain direct input from subcontractors for a more comprehensive risk assessment.

To extend the questionnaire to a subprovider, the financial entity performs the following steps:

- Step 1: Open the Questionnaire

Navigate to the “Questionnaires” module and open the relevant questionnaire.

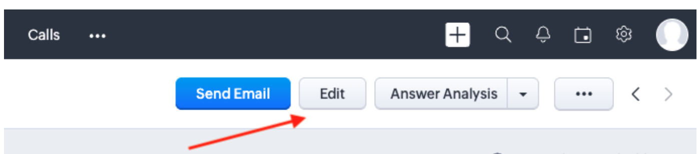
Ensure that the questionnaire status is “In review”, as the extension of questionnaires to subproviders is only available after the service provider has submitted the questionnaire.



In Review Status.

- Step 2: Open the Service Supply Chain

Within the questionnaire overview, click on the “Edit” action to enable editing of the supply chain information.

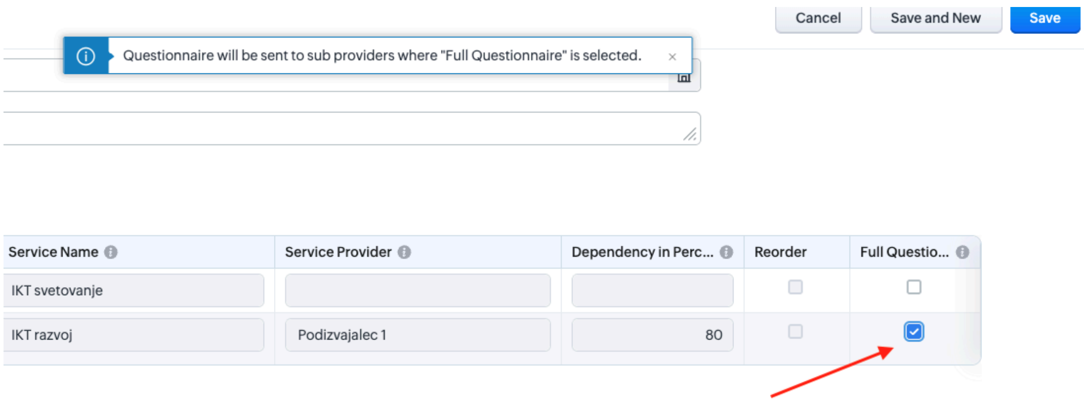


Edit button.

Once the edit mode is opened, navigate to the “Service Supply Chain” section, where the financial entity can review the supply chain structure defined by the service provider.

- Step 3: Enable Full Questionnaire for Subprovider

Locate the relevant subprovider in the supply chain and select the checkbox to enable sending the full questionnaire to the subprovider.



Full Questionnaire checkbox.

- Step 4: Save the Changes

After selecting the “Full Questionnaire” option for the relevant subprovider, click on “Save” to confirm the configuration.

Once the changes are saved, the system displays a confirmation message indicating that the questionnaire will be sent to all subproviders for which the “Full Questionnaire” option has been selected.

If the subprovider contact details are correctly defined, invitation emails are automatically sent to the selected subproviders.

- Step 5: Automatic Invitation

If the subprovider contact details are correctly defined, the system automatically sends an invitation email to the subprovider.

The subprovider receives access to the DORApp Service Provider Portal and can begin completing the questionnaire for their part of the service delivery.

Reopening a Questionnaire

If additional clarification or corrections are required after submission, the questionnaire can be reopened by the financial entity.

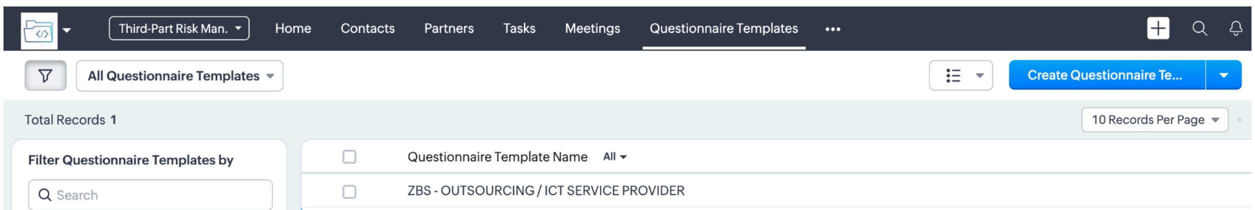
Once reopened, the questionnaire becomes editable again for the service provider, allowing them to update responses or provide missing information. After the necessary updates are completed, the questionnaire must be submitted again in order to re-enter the review phase.

This functionality ensures flexibility in the process while maintaining control and traceability of all changes.

Configuring Questionnaire Templates

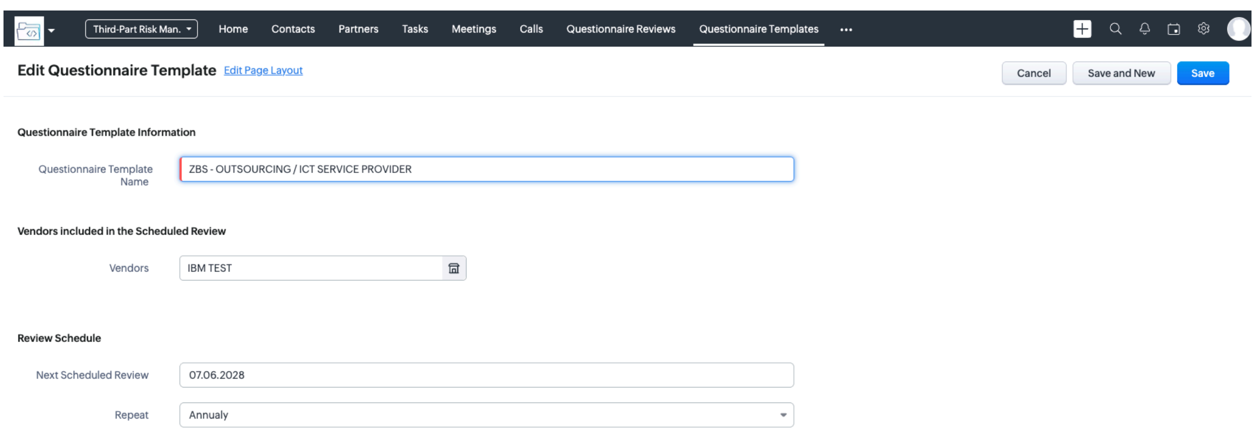
Questionnaire templates define not only the structure of the questionnaire, but also the review workflow, scheduled reassessments, and assignment of reviewers. These settings ensure that ICT third-party risk assessments are performed consistently and in line with internal governance requirements.

Template configuration is typically performed by users with the Super Admin (Business Administrator) role.



Select Questionnaire Template module.

To configure an existing template, navigate to the “Questionnaire Templates” module and select the relevant template (e.g. *“ZBS – Outsourcing / ICT Service Provider”*). From the template overview, click on the “Edit” button to open the configuration page.



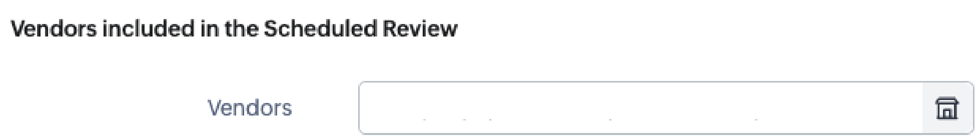
Edit Questionnaire template.

Configuring Scheduled Reviews

Within the template, users can define which service providers are included in scheduled reviews.

To add service providers:

- navigate to the field “Partners included in the Scheduled Review”,
- click into the input field to view already included providers,
- select “Add more” to open the full list of available service providers,
- choose the desired service provider and confirm the selection.



Vendors included in the template.

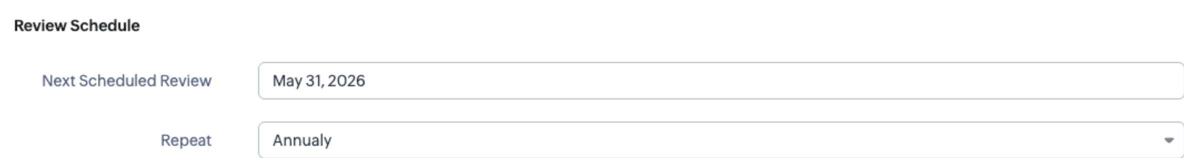
The selected service provider is then added to the list of partners for which the questionnaire will be periodically reassessed.

Defining Review Frequency

Users can configure when and how often the questionnaire should be repeated.

This includes:

- setting the “Next Scheduled Review” date, which determines when the questionnaire will be sent, and
- defining the “Repeat” frequency (e.g. annually), which controls how often the questionnaire is reissued.



Review schedule field.

This functionality supports continuous monitoring and ensures that service provider information remains up to date.

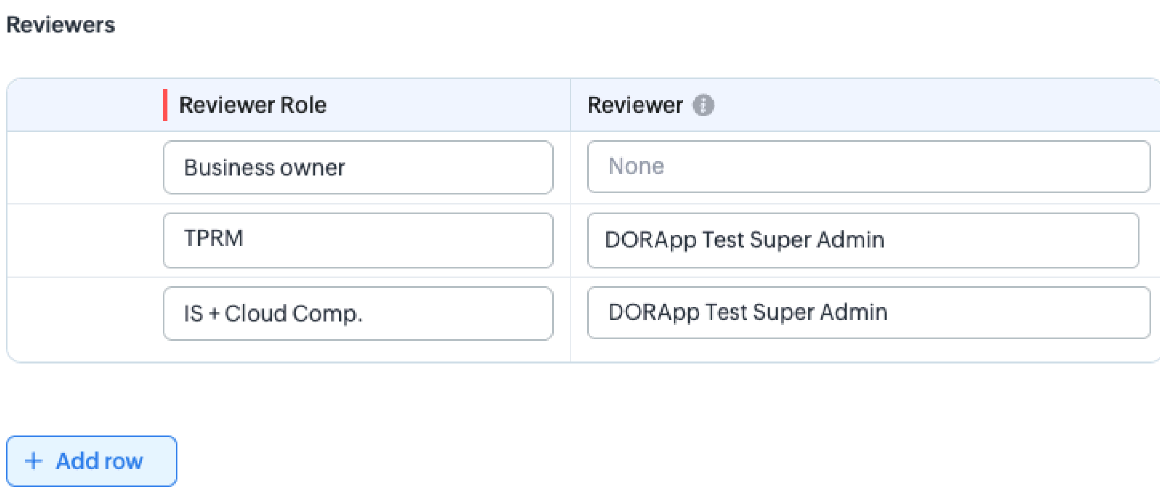
Assigning Reviewers

The template also defines the review structure by assigning reviewers to specific roles.

Users can:

- edit existing Reviewer Roles, or
- add new roles depending on the organization's structure.

For each role, a Reviewer must be assigned. If no reviewer is explicitly defined, the system defaults to the Partner Owner.



Reviewers and roles field.

This ensures that every questionnaire will have a clearly defined review responsibility once it enters the review phase.

Saving the Configuration

After completing the configuration, click "Save" to apply the changes.

Once saved:

- all settings are stored in the system,
- the configuration is reflected in the template overview, and
- the defined rules are applied to all newly created questionnaires based on this template.

Questionnaire Review

Once the service provider has submitted the questionnaire, the process transitions from data collection to the review phase. At this stage, the questionnaire status changes to "In review", and responsibility is transferred to the internal stakeholders of the financial entity.

Service Supply Chain

Service Id	Service Name	Service Provider	Dependency in Percent	Status
1	aestimo Capture			Submitted
1.1	AWS	AWS	100	Submitted

Questionnaire submitted by service provider.

The review process in DORApp is structured, task-driven, and supported by automated workflows. Review tasks are automatically generated and assigned to designated reviewers based on predefined roles configured in the questionnaire template. These roles typically include business, IT, security, compliance, and other relevant functions.

Questionnaire Information

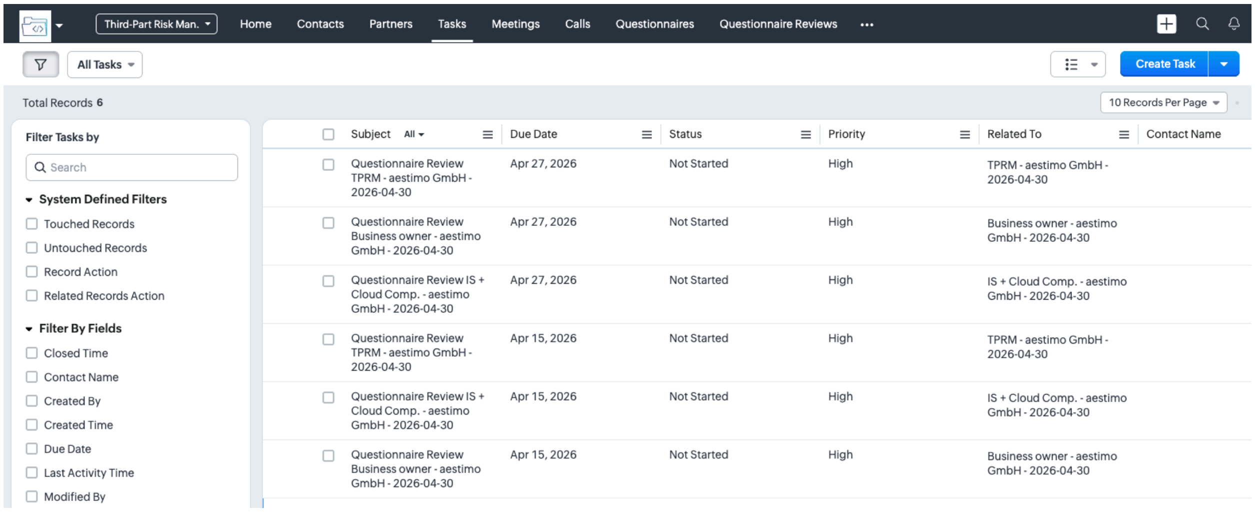
Questionnaire Name	ZBS - OUTSOURCING / ICT SERVICE PROVIDER - aestimo GmbH - 2026-04-30
Questionnaire Owner	DORApp Test Super Admin
Template	ZBS - OUTSOURCING / ICT SERVICE PROVIDER
Previous Questionnaire	—
Due Date	Apr 30, 2026
Status	In Review

Questionnaire status after submission by service provider.

Task Assignment and Review Workflow

Each reviewer is assigned a task and is responsible for assessing the questionnaire responses from their specific perspective. This ensures that all relevant risk domains are covered and that the evaluation is comprehensive and aligned with internal governance as well as regulatory expectations.

Who has which responsibility in the review phase is defined in the "Questionnaire Template Creation” step.

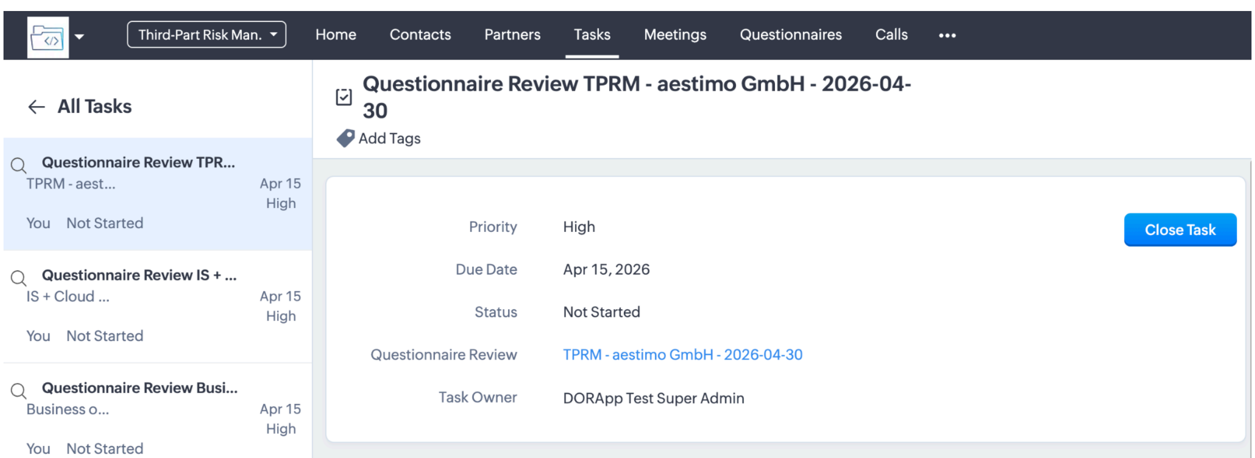


Task status overview.

Accessing the Questionnaire for Review

Reviewers access assigned review tasks either through the "Tasks" module or via email notifications informing them that a questionnaire is ready for review.

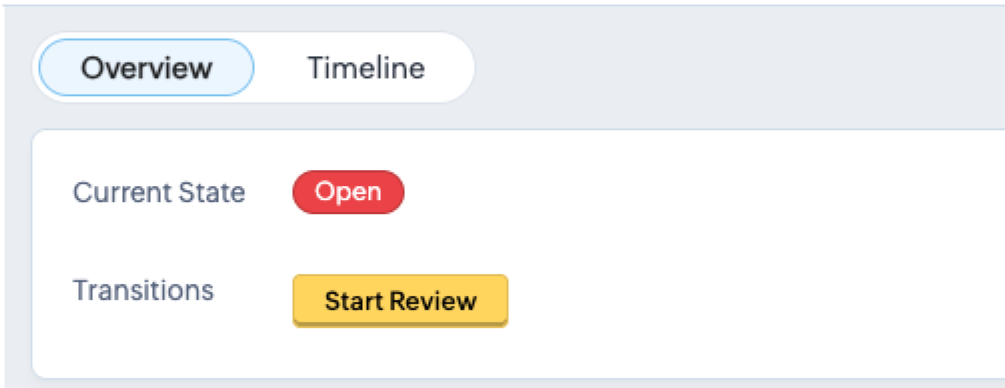
The notification typically includes a direct link to the task, allowing quick access to the relevant questionnaire. From the task, they are redirected directly to the relevant questionnaire review interface.



Tasks module in header tab menu.

Reviewing Questionnaire Responses

To review the submitted questionnaire, the reviewer opens the assigned task and accesses the questionnaire via the provided link.

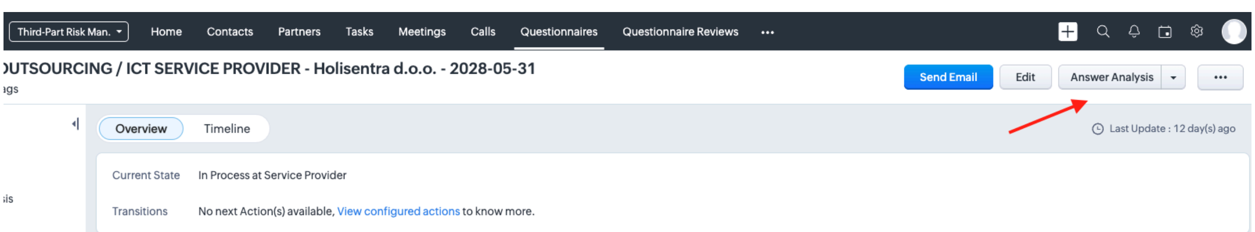


Default status of submitted questionnaire by service provider.

By default, the status of each assigned review is “Open”, indicating that the review has not yet been started. To initiate the review process, the reviewer must click the “Start review” action.

Once the review has been started, the status is updated accordingly, and the reviewer can proceed with the assessment. It is important to note that this action is irreversible — once the review process has been initiated, it cannot be reset to the original “Open” status.

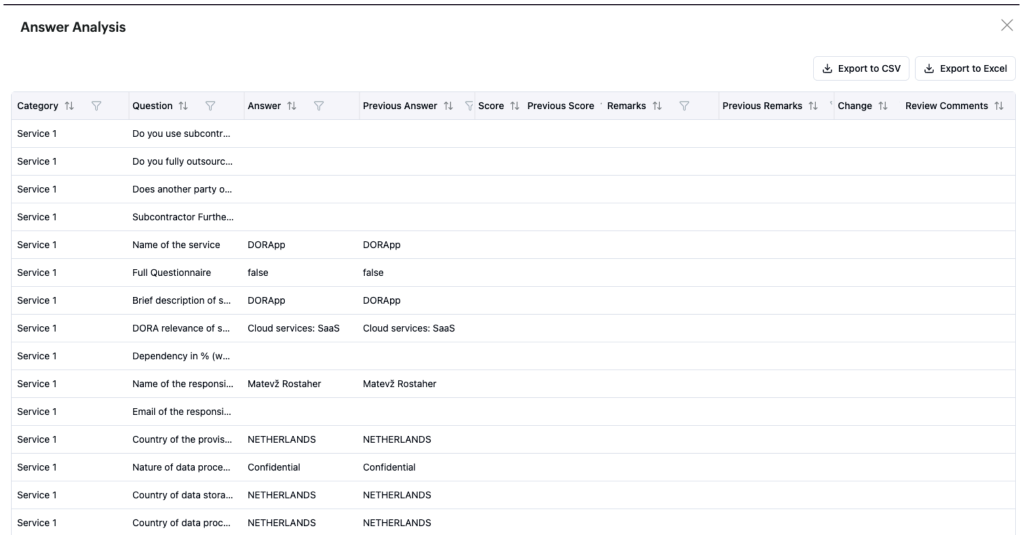
This view can be accessed via the “Answer Analysis” button located in the top-right corner of the questionnaire.



Answer Analysis button.

When opened, the Answer Analysis view expands to full-screen mode, providing a larger workspace and improved visibility of questionnaire responses.

The full-screen layout allows reviewers to more easily navigate through answers, compare information, and perform a structured assessment with greater efficiency.

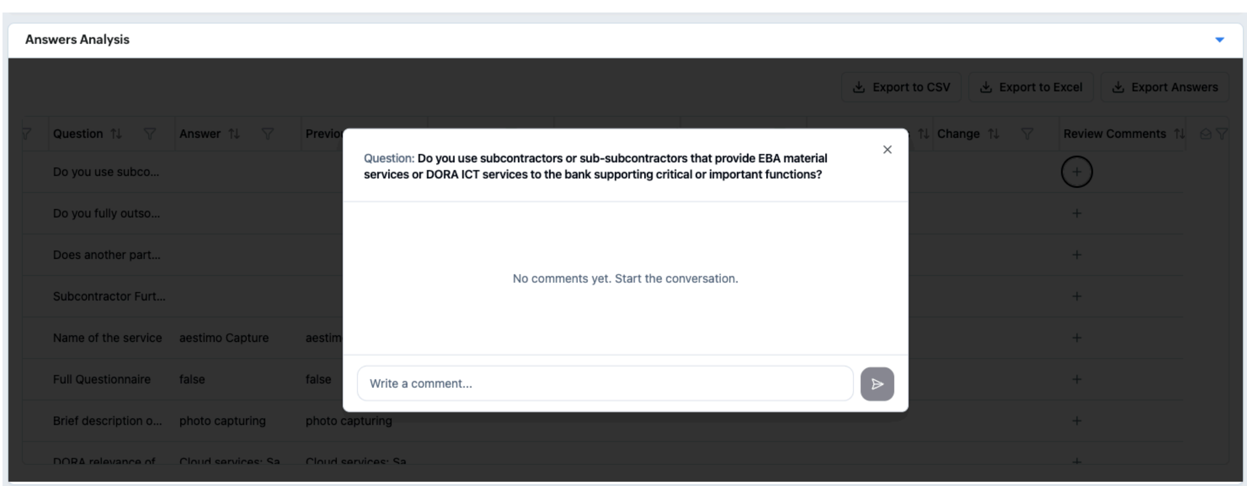


Answer Analysis view.

Adding Review Comments

During the review, the reviewer can add comments directly to individual questionnaire responses. It can only be added within the Questionnaire Review context. Each reviewer performs their assessment within their own assigned review, which ensures that comments are clearly linked to a specific role and responsibility.

To do this, the reviewer selects the appropriate icon (e.g. “+” or message icon) in the “Review Comments” column. A pop-up window opens, displaying the selected question, the provided answer, and an input field for entering a comment.



Adding review comment for selected question.

The reviewer enters the comment and submits it using the send icon. The comment is immediately stored and becomes part of the questionnaire record. Multiple comments can be added to the same question, allowing for detailed discussion and clarification.

These comments are specifically linked to individual answers and are used for structured assessment and communication during the review process.

In addition to real-time comment visibility within the system, DORApp provides automated email notifications summarizing newly added comments.

The system sends a daily aggregated email notification (typically once per day) containing all new comments added to questionnaire responses. This notification is sent to the relevant counterparty:

- either to the service provider when comments are added by reviewers, or
- to the financial entity when comments are added by the service provider.

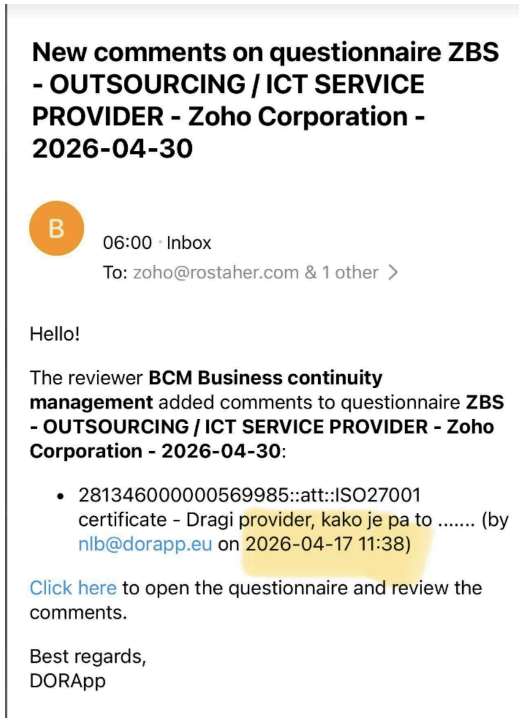
This ensures that all stakeholders remain informed about ongoing discussions, even without actively monitoring the system, and supports timely follow-up and communication.

Comment Notifications

To ensure that all newly added comments are reviewed in a timely manner, DORApp automatically sends email notifications related to questionnaire comments.

When a new comment is added, the relevant recipient (either the service provider or the financial entity) receives an email notification containing a summary of the comment and a direct link to the questionnaire.

If the comment has not yet been reviewed, the system continues to send daily notification reminders (typically once per day, e.g. in the morning) until the comment is accessed and reviewed.



New comments on questionnaire ZBS - OUTSOURCING / ICT SERVICE PROVIDER - Zoho Corporation - 2026-04-30

B

06:00 · Inbox
To: zoho@rostaher.com & 1 other >

Hello!

The reviewer **BCM Business continuity management** added comments to questionnaire **ZBS - OUTSOURCING / ICT SERVICE PROVIDER - Zoho Corporation - 2026-04-30**:

- 281346000000569985::att::ISO27001 certificate - Dragi provider, kako je pa to .... (by nlb@dorapp.eu on 2026-04-17 11:38)

Click here to open the questionnaire and review the comments.

Best regards,
DORApp

Email notification about unresolved comment.

This ensures that no comments are overlooked and supports continuous communication between the financial entity and the service provider.

Notes and Communication

In addition to review comments, DORApp provides a Notes functionality for general communication related to the questionnaire.

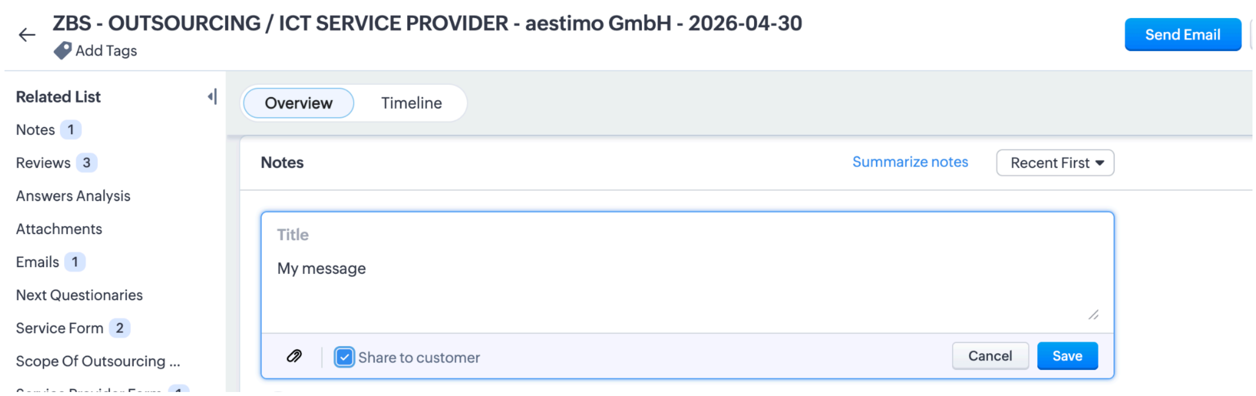
Notes are not tied to individual questions but apply to the questionnaire as a whole. To add a note, the user navigates to the “Notes” section and enters the message.

If the “Share with customer” option is selected, the note becomes visible to the service provider in the Service Provider Portal. In this case, the service provider also receives an email notification about the new message.

If the option is not selected, the note remains internal and is only visible to users within the financial entity.

It is important to distinguish between:

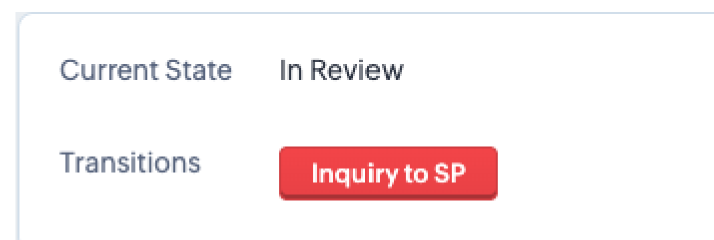
- Review Comments, which are linked to specific answers and used for detailed assessment, and
- Notes, which are used for general communication and coordination.



Notes section.

Inquiry to Service Provider

During the review process, if the reviewer requires additional clarification or does not agree with a provided answer, they can initiate a direct inquiry to the service provider using the “Inquiry to SP” action.



“Inquiry to SP” button.

Hello,

Please review the Message in the "Notes" section of the questionnaire "ZBS - OUTSOURCING / ICT SERVICE PROVIDER - aestimo GmbH - 2026-04-30", answer accordingly and resubmit the questionnaire if necessary.

You can access your questionnaire here.

Best regards,
DORApp Test Super Admin
Holisentra d.o.o. TEST

Service provider email notification with link to the questionnaire.

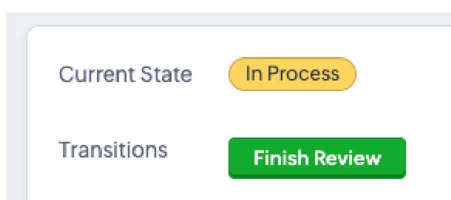
This allows the reviewer to manually send a request for clarification, ensuring that any uncertainties or discrepancies are addressed directly with the service provider.

The inquiry is linked to the questionnaire context and enables structured communication between the financial entity and the service provider. This ensures that all questions and responses are documented and remain traceable within the system.

Completing the Review

After reviewing all relevant questionnaire responses and adding comments where necessary, the reviewer completes the review by selecting the “Finish review” action.

By completing the review, the reviewer confirms that their assessment has been finalized and that all relevant aspects within their area of responsibility have been evaluated. This includes reviewing responses, identifying potential risks or gaps, and documenting any findings through review comments or internal notes.



Finish review button.

Once the “Finish review” action is selected, the assigned review task is marked as completed in the system. This provides visibility into the progress of the overall review process and allows other stakeholders to track which reviews have already been finalized.

The completion of individual review tasks contributes to the overall questionnaire review status.

Reviews

Assign New Edit

Questionnaire Review Name	Questionnaire Review Owner	Status
Business owner - aestimo GmbH - 2026-04-30	DORApp Test Super Admin	In Process
IS + Cloud Comp. - aestimo GmbH - 2026-04-30	DORApp Test Super Admin	Finished
TPRM - aestimo GmbH - 2026-04-30	DORApp Test Super Admin	In Process

Questionnaire review status.

When all assigned reviewers have completed their respective tasks, the questionnaire is considered fully reviewed and can proceed to the decision and approval phase.

All actions performed during the review, including comments, task completion, and timestamps, are recorded within DORApp. This ensures full traceability and provides an auditable record of the review process in line with regulatory expectations.

At the end of the process, users can view the Review Status History, which provides a chronological overview of all status changes related to the review. This ensures full transparency and allows users to track the progression of the review from its initial state to completion.

Review Status History

Status	Duration (Days)	Modified Time	Modified By
Finished		Apr 21, 2026 11:27	DORApp Test Super Admin
In Process	0	Apr 21, 2026 11:27	DORApp Test Super Admin
Open	0	Apr 21, 2026 11:03	DORApp Test Super Admin

Review Status History.

Decision and Approval

After all reviewers have completed their assessments, the financial entity proceeds with the final evaluation of the service provider.

The decision is based on the collected information, reviewer feedback, and any identified risks or gaps. Depending on the outcome, the service provider may be:

- approved without conditions,
- approved with required remediation actions, or
- rejected or escalated for further analysis.

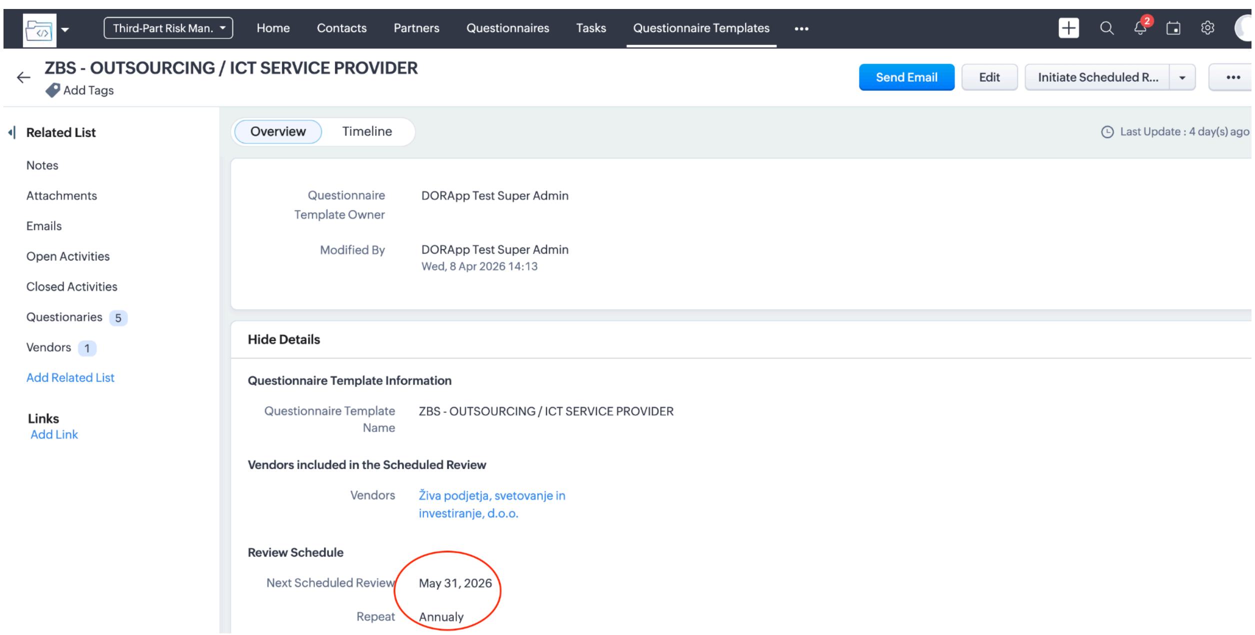
DORApp allows users to document the final decision directly within the questionnaire or related records. Supporting comments, risk observations, and required actions can also be recorded to ensure full transparency.

This structured decision-making process ensures that all relevant inputs are considered and that decisions are aligned with internal policies and regulatory expectations.

Ongoing Monitoring and Reassessment

ICT third-party risk management does not end with the initial assessment. DORApp supports continuous monitoring of service providers through periodic reassessment.

Users can configure scheduled reviews directly within the questionnaire template. This includes defining the next review date and the frequency of repetition, such as annual reassessments. Based on these settings, the system automatically generates new questionnaires and assigns them to the relevant service providers.



Questionnaire Template review schedule.

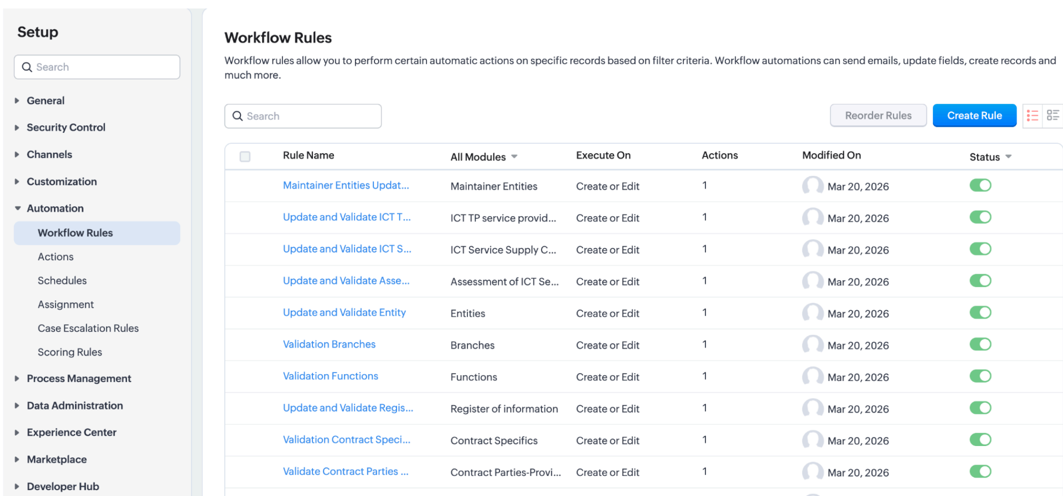
This ensures that information about service providers remains up to date and that any changes in their risk profile are identified in a timely manner. Regular reassessment is essential for maintaining compliance with DORA and for ensuring ongoing operational resilience.

Workflow and Notifications

The entire ICT third-party risk management process in DORApp is supported by automated workflows and notifications.

From the moment a questionnaire is created, the system manages task assignments, deadlines, and communication with both internal users and service providers. Notifications are sent at key stages of the process, including questionnaire assignment, upcoming deadlines, submission confirmation, and review requests.

Reminder notifications can be configured to alert users before deadlines, while escalation mechanisms ensure that overdue tasks are properly flagged. This helps maintain momentum throughout the process and reduces the risk of incomplete or delayed assessments.



Set workflow rules.

By automating these operational aspects, DORApp minimizes manual effort and ensures that the process is executed consistently across all service providers.

Collaboration and Audit Trail

DORApp provides built-in collaboration capabilities that support communication between financial entities and service providers throughout the questionnaire lifecycle.

Users can add notes, exchange clarifications, and document findings directly within the system. This ensures that all relevant communication is centralized and linked to the corresponding questionnaire.

In addition, all actions performed within DORApp are recorded in the audit trail. This includes creation, submission, review actions, comments, and decisions. The audit trail provides full transparency and accountability, allowing organizations to trace all activities related to ICT third-party risk management.

This is particularly important for regulatory compliance, as it provides evidence of proper governance and control over third-party risks.

Integration with the Register of Information

ICT third-party risk management in DORApp is closely integrated with the Register of Information.

Data collected through questionnaires, such as service details, criticality, and supply chain relationships, can be directly linked to the relevant modules within the Register of Information. This eliminates duplication of data entry and ensures consistency across the system.

The integration also supports regulatory reporting, as all required information is already structured according to the DORA data model. As a result, financial entities can generate DORA-compliant reports more efficiently and with greater confidence in the accuracy of the data.

Status Transitions

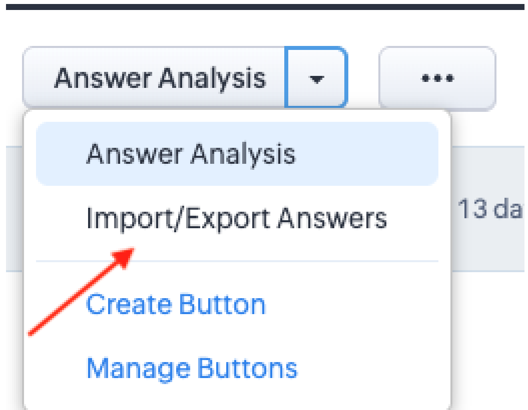
The questionnaire lifecycle includes the following statuses:

- Draft
- In process at service provider
- In review
- Finished

Each status reflects a specific stage in the process and is automatically managed by the system.

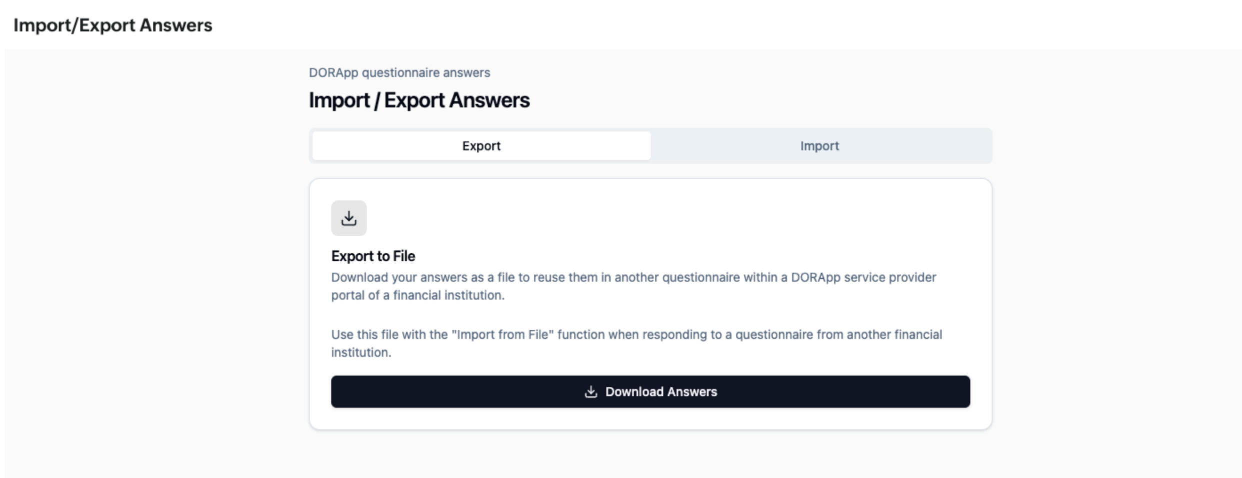
Importing and Exporting Questionnaire Responses

DORApp provides a unified functionality for importing and exporting questionnaire responses. To access this functionality, the user first opens the Answer Analysis view by clicking the “Answer Analysis” button in the top-right corner of the questionnaire. Within this view, the user can select the “Import or Export Answers” action, which opens a dialog window allowing the user to choose between importing or exporting questionnaire data.



Select Import/Export option.

By selecting this action, a dialog window opens, allowing the user to choose between importing or exporting questionnaire data. This functionality supports efficient data handling by enabling users to reuse existing data, perform external analysis, and exchange information between different systems or environments.



Import or Export Answers dialog window.

The system provides immediate feedback upon completion of each action, indicating whether the import or export was successful. Unlike previous versions, these actions are no longer recorded as Notes, but are confirmed directly within the user interface.

Exporting Questionnaire Responses

To export questionnaire responses, the user opens the relevant questionnaire and clicks on the "Import or Export Answers" action.

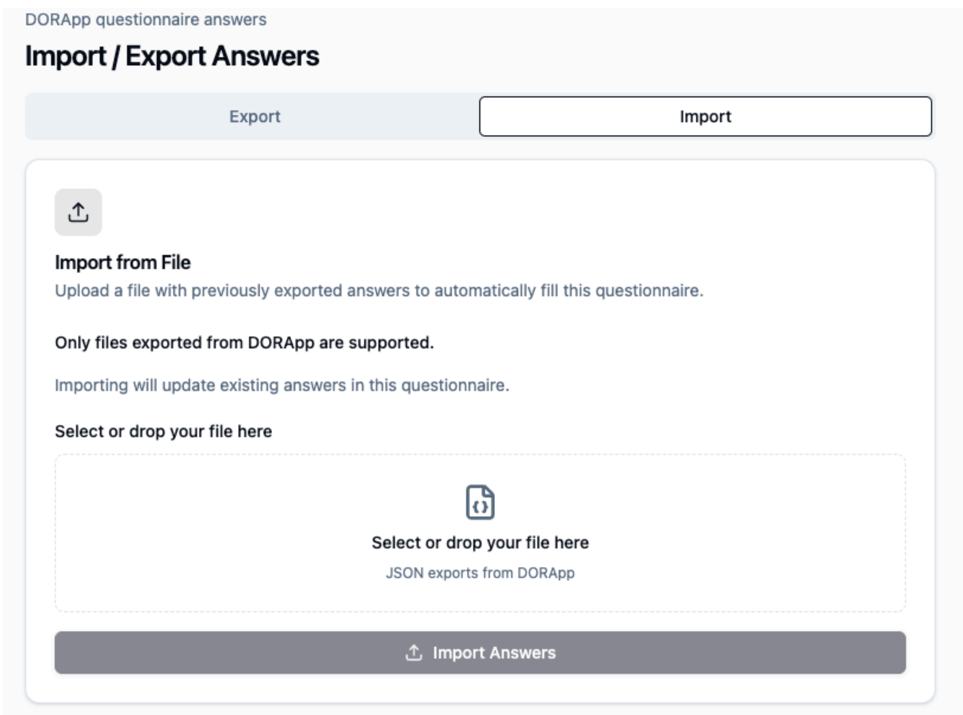
In the dialog window, the user selects the export option and chooses the desired file format. Available formats typically include:

- JSON, used for re-import into another DORApp environment,
- Excel, used for analysis and reporting, and
- CSV, used for integration with external systems.

Once the export is confirmed, the system generates the file and provides feedback indicating successful completion. The exported file can then be downloaded and used as needed.

Importing Questionnaire Responses

When importing questionnaire responses, the user selects the Import tab within the Import / Export Answers dialog.



Import Answers field.

The system only supports files that were previously exported from DORApp. These files are typically in JSON format, ensuring compatibility and data integrity.

To import a file, the user can either:

- click on the upload area and select a file from their device, or
- drag and drop the file directly into the designated area.

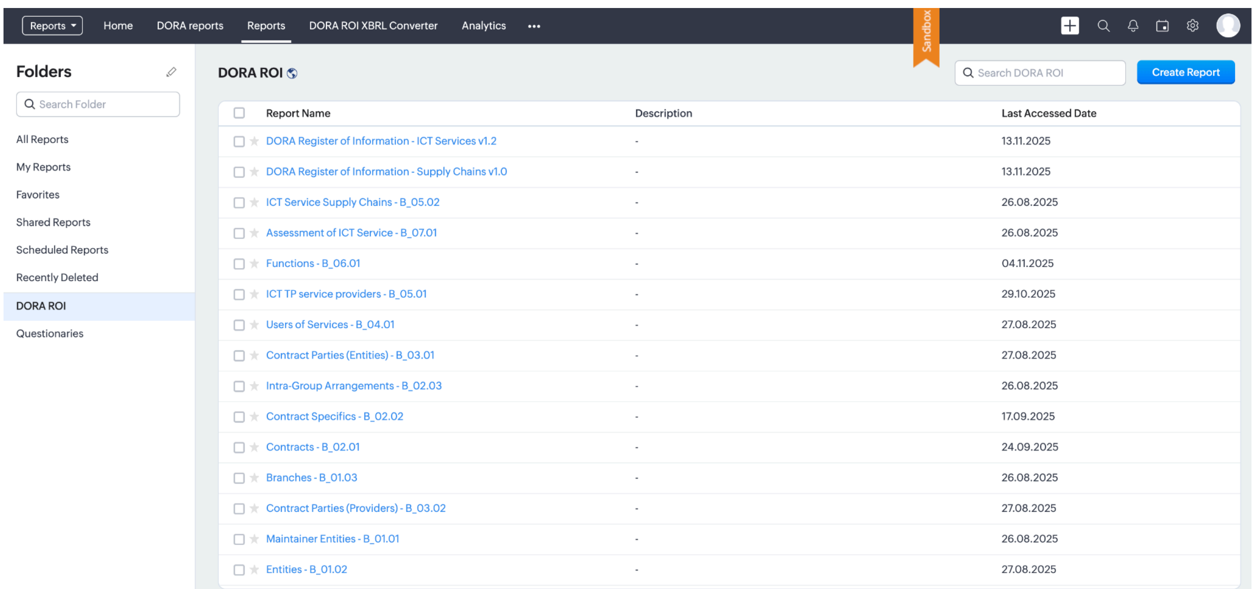
Once the file is selected, the user clicks on “Import Answers” to start the import process.

After the import is completed, the questionnaire is automatically populated with the uploaded data.

Reports and Analytics

Reports

DORApp provides the Zoho CRM Reporting module. Click on the **Reports tab** to access existing reports and the report builder.



List of reports in the DORA ROI folder

Predefined Reports

Following predefined reports can be found in DORApp:

- Folder “DORA ROI”
  - Report “DORA Register of Information - ICT Services”
    - A single table report of all the services in the ROI database except the supply chain where there is only a reference to the supply chain (see next report).
  - Report “DORA Register of Information - Supply Chains”

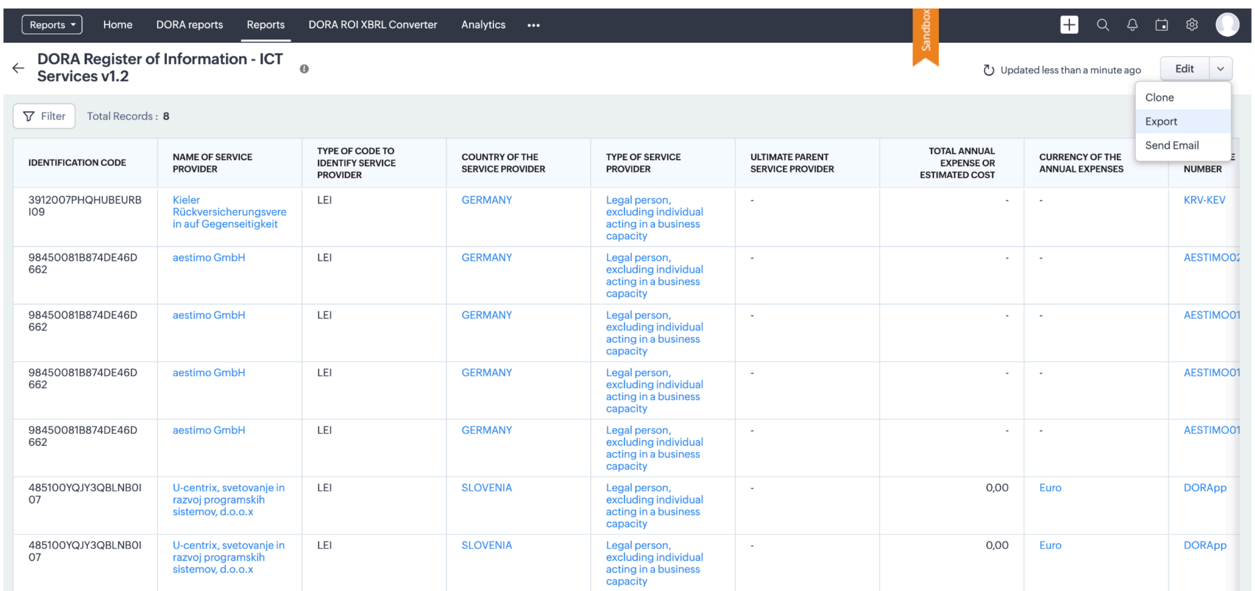
        - a single table of all the supply chains referenced from the previous report
    - Reports named <name of DORApp module> - <DORA ROI table name>
        - Example: “Functions - B_06.01”
        - Allow to export all data of the the DORApp ROI modules (in DORApp format, not in the DORA ITS tables format) - one report per module
- Folder “DORA ROI Dashboard Queries”
    - These are queries used for creating the Dashboards in the [Analytics]() module.

Create a new Report

Documentation on how to create your own reports can be found here: https://help.zoho.com/portal/en/kb/crm/analytics-and-dashboards/reports/create-edit-reports .

View or Edit an existing Report

Click on the report in the Reports list. The report’s content is displayed in a list. (see screenshot below)



IDENTIFICATION CODE	NAME OF SERVICE PROVIDER	TYPE OF CODE TO IDENTIFY SERVICE PROVIDER	COUNTRY OF THE SERVICE PROVIDER	TYPE OF SERVICE PROVIDER	ULTIMATE PARENT SERVICE PROVIDER	TOTAL ANNUAL EXPENSE OR ESTIMATED COST	CURRENCY OF THE ANNUAL EXPENSES	NUMBER
3912007PHQHUBEURBI09	Kieler Rückversicherungsverein auf Gegenseitigkeit	LEI	GERMANY	Legal person, excluding individual acting in a business capacity	-	-	-	KRV-KEV
98450081B874DE46D662	aestimo GmbH	LEI	GERMANY	Legal person, excluding individual acting in a business capacity	-	-	-	AESTIMO02
98450081B874DE46D662	aestimo GmbH	LEI	GERMANY	Legal person, excluding individual acting in a business capacity	-	-	-	AESTIMO01
98450081B874DE46D662	aestimo GmbH	LEI	GERMANY	Legal person, excluding individual acting in a business capacity	-	-	-	AESTIMO01
98450081B874DE46D662	aestimo GmbH	LEI	GERMANY	Legal person, excluding individual acting in a business capacity	-	-	-	AESTIMO01
485100YQJY3QBLNBOI07	U-centrix, svetovanje in razvoj programskih sistemov, d.o.o.x	LEI	SLOVENIA	Legal person, excluding individual acting in a business capacity	-	0,00	Euro	DORApp
485100YQJY3QBLNBOI07	U-centrix, svetovanje in razvoj programskih sistemov, d.o.o.x	LEI	SLOVENIA	Legal person, excluding individual acting in a business capacity	-	0,00	Euro	DORApp

Following actions can be performed on a report;

1. Click on the **Refresh** button ↻ to refresh the report.
2. Click the **Edit** button to customize the report.
    a. Documentation on how to edit a report can be found here: https://help.zoho.com/portal/en/kb/crm/analytics-and-dashboards/reports/create-edit-reports .
3. Click the **Export** menu item to export the report in XLSX, CSV or PDF format.

4. Click the **Send Email** menu item to send the report via email.
5. Click **Clone** to create a copy of the report.

Analytics (Dashboards)

DORApp provides the Zoho CRM Analytics module. Click on the **Analytics tab** to access Dashboards and to create new and customize existing Dashboards.

Documentation on how to create new Dashboards or Dashboard components and how to customize existing ones can be found here;

- https://help.zoho.com/portal/en/kb/crm/analytics-and-dashboards/analytics-or-dashboards/overview/articles/create-dashboard.

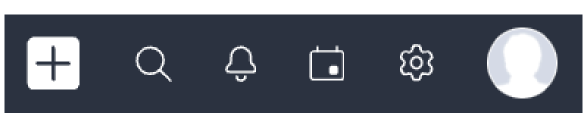
Predefined Dashboards

Following predefined Dashboards can be found in DORApp:

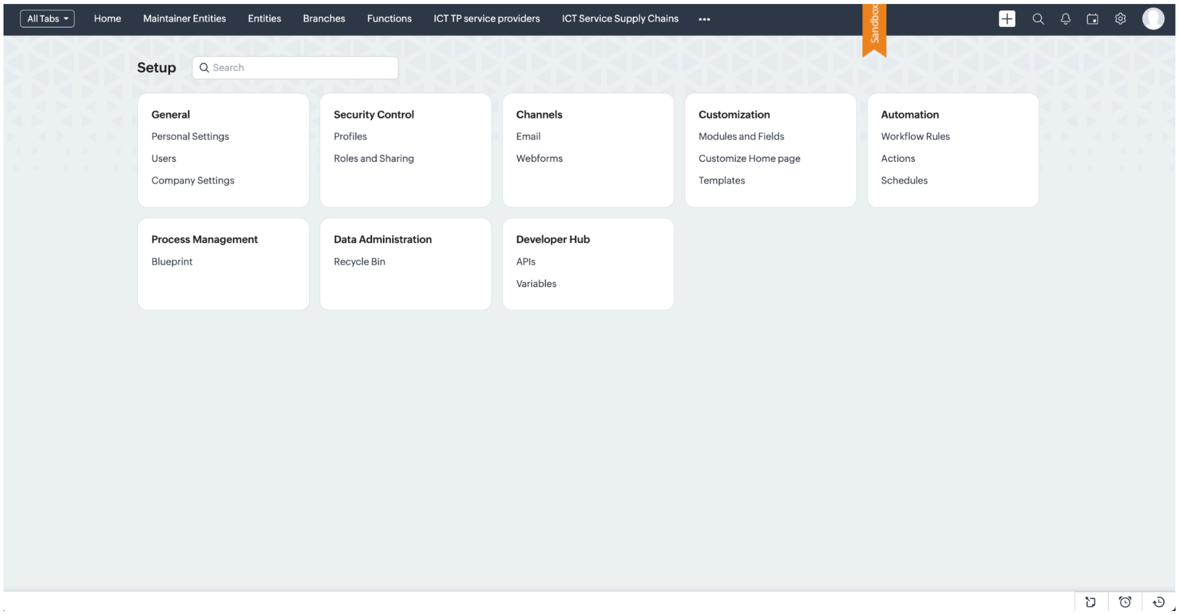
- Overview of Third-Party Services
  - Overview of how ICT services are distributed among financial entities, service providers, countries, location, type of services etc.
- Critical or Important Functions Analysis
  - Analysis of critical and important functions and which service providers support them.
- Third-Party Service Providers Dependencies
  - Analysis of dependency and concentration risks connected to ICT third-party service providers

Setup (Application Settings)

To access the app settings click on the gear icon on the left side of the page menu header. After clicking on the gear icon the settings tab of the DORApp website will appear with all its general sections.



User actions section in the page header.

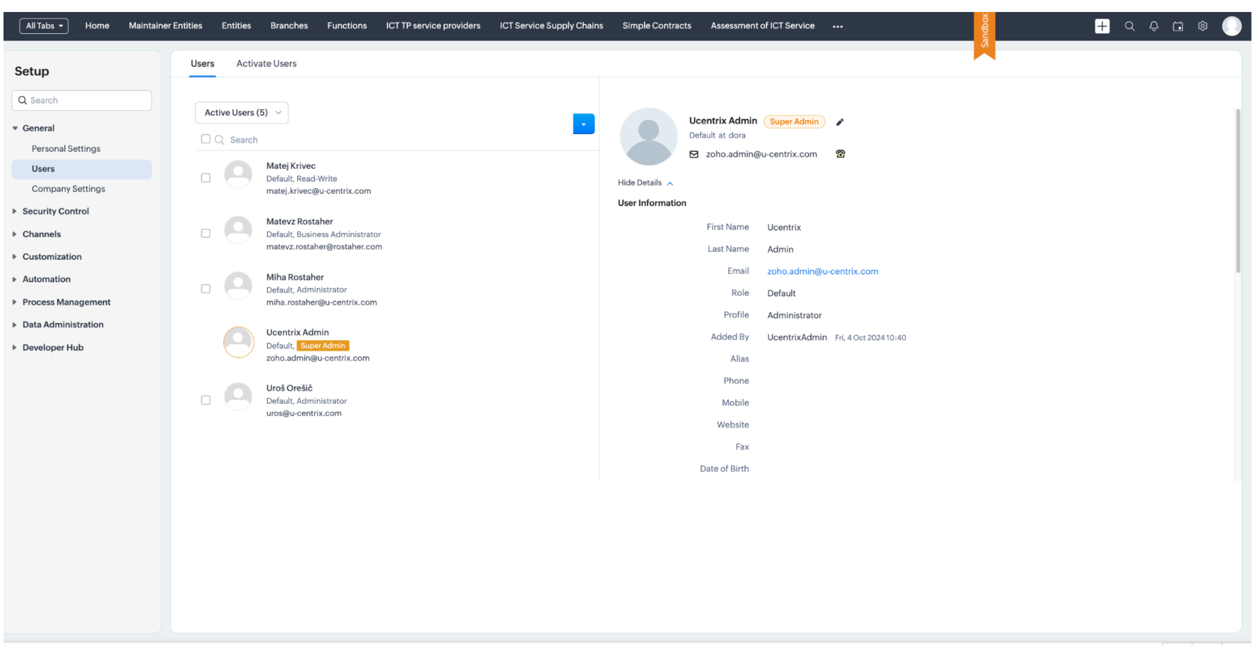


Setup page.

User management

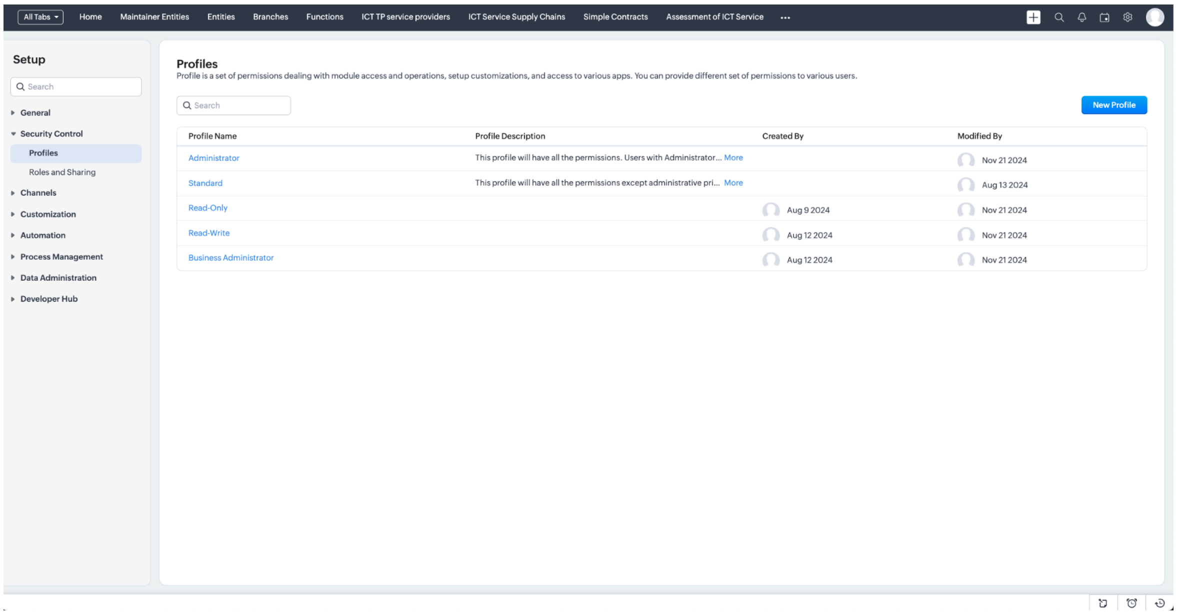
Note: Only users with the following profile can update records: Administrator.

If you click on the Users link under the General section the users control panel page will appear and there you can add, update, remove users and assign users their specific profile.



User management page

Under the “Security Control” section you can create new Profiles and change Permissions of existing ones.



Security Control page / Profiles

DORApp provides a flexible profile-based permission model to manage user access and actions within the system. Administrators can create, modify, and delete user accounts while assigning profiles that define access levels and permissions.

List of predefined Profiles and its permissions:

Profile name	Permissions
Read-Only User	• Can view the modules of the ROI including DORA Reports,
Read-Write User	• Can view, create and update the ROI modules, • Can create DORA reports,

	• Can export the Register for the regulatory authority in the specified format.
Business Administrator	• Can view, create, update and delete the ROI modules, • Can create DORA reports, • Can export the Register for the regulatory authority in the specified format.
Administrator	• Has all permissions of the profile “Business Administrator”, • Has access to the Setup (System settings)

Developer Access

Support access is a secure method of granting a developer or tech support agent temporary access to your DORApp account so that they can diagnose and troubleshoot issues. Support team members with certain roles can thereby access your production environment and address problems directly.

Providing access

To provide account access to the DORApp support team, go to **Setup > Security Control > Developer Access.**

Inside the support access page, click the button Grant Access to activate access. The support team has access to your account starting at the time you activate it.

The support team will be able to access the account with admin permissions after you authorize their access, subject to some limitations. A tech support agent will be added to your accounts as a temporary user named “Developer” for troubleshooting purposes, which will not affect your account's user license count.

Revoking access

If you feel the issue has been resolved by the support team, if you have resolved it yourself, or even if it remains unresolved, you can revoke the support team's access at any time.

To revoke access, go to **Setup > Security Control > Developer Access and click on the revoke access button.** An alert box will appear asking you to confirm the action.

Control and visibility

You should be aware that by providing developer access the DORApp support team will allow them to temporarily access your data stored in DORApp.

Once a support agent gets access to your account, they will have admin-level access. However, support agents cannot do the following:

- Developer Access page - The page where you can enable/disable developer access will be restricted for Support User.
- Support User cannot change the user details of other users in your organization
- Sending emails
- Modify email permissions (mass emails, autoresponders, Schedule mass email, workflow emails)
- Export Permission
- Data Backup
- Export reports
- Export audit logs
- Access any options available in Setup > Company Details
- Change admin-level permissions
- Set up integrations
- Copy customizations
- Access the Channels tab
- Access sheet and print views

Apart from the operations mentioned above, the support users will be able to create, edit, and update records. For any records the support user adds, the record owner will be set as the support user “Developer”.

Note: All actions/operations performed by support users are recorded in audit logs.

Audit logs

As a customer, you might wish to see all the changes a support user has made. To view the modifications/actions the support user has performed, go to **Setup > Security Control > Audit Log**. All the actions performed in the account are displayed in the audit log. You can use filters to view the changes made by the support user specifically.

Note: Only one support user can access your account at any given time.

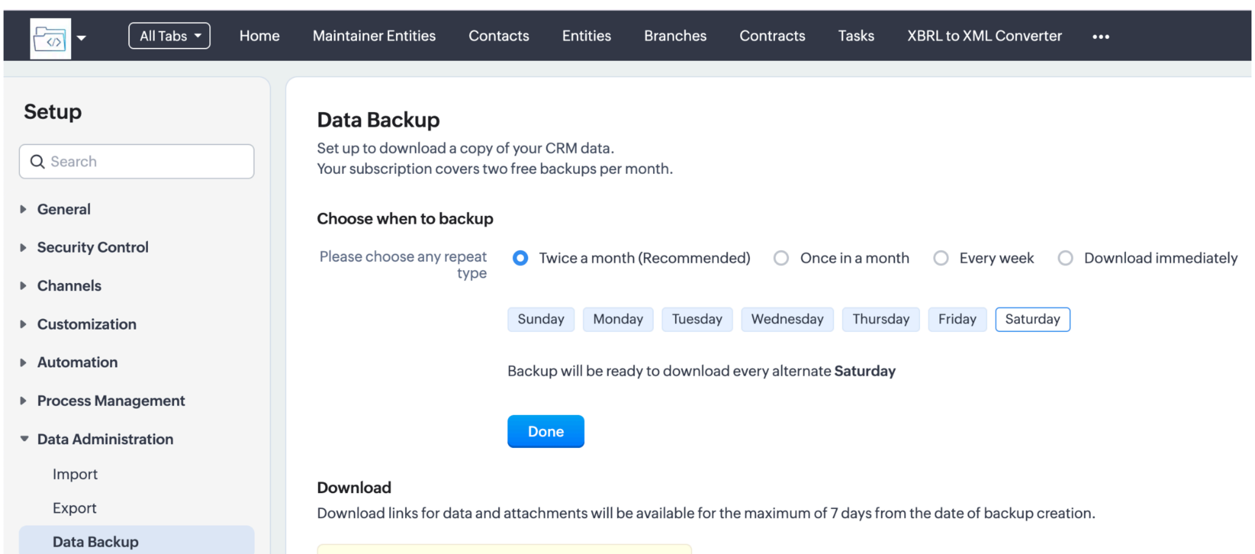
Backup and Restore

Data Backup allows you to maintain a copy of your data that may be mandatory to comply with internal policies and regulations. It also helps to have a copy of previous data for reference.

Note: Users with profile Administrator or Business Administrator can request for data backup and download the backed-up data .

Backup setup

To set-up data backup, go to Setup > Data Administration > Backup. Choose when to backup and click the Done button.



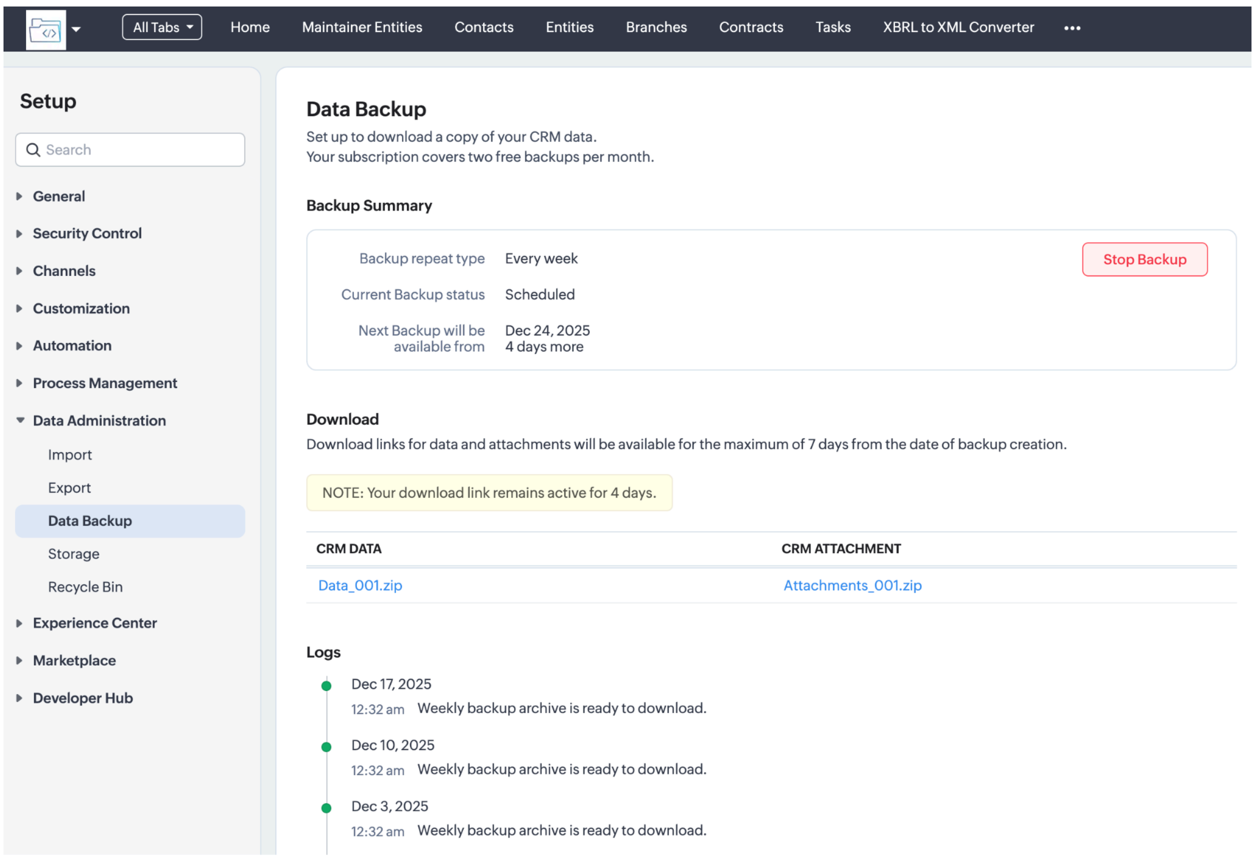
The backup will run automatically as defined in the schedule or immediately if you chose the “Download immediately” option.

Download Backup Archive

Go to Setup > Data Administration > Backup. After a successful backup the database records (see CRM DATA on the screenshot below) and the file attachments (see CRM ATTACHMENT on the screenshot below) are available for download by the administrator in ZIP format.

The Backup Archive (data and attachments) are available for download for 7 days (retention period). After the retention period the Backup Archive is automatically deleted.

There is also a log of all backup activities at the end of the Data Backup page (see “Logs” on screenshot below).



Stop Scheduled Backups

Go to Setup > Data Administration > Backup and click on the red button “Stop Backup”. The current backup schedule will be cancelled.

You can set-up a new schedule or perform an immediate backup. (see chapter Backup setup).

Database Restore

A backup download will save a copy of your data and attachment in your local system. This is a collection of files like record information from respective modules along with attachments in .csv format.

Note: Each record in the backup csv file has a defined structure. Do not make any changes to any of the files for it might impede the restoration.

This method restores the application data into the existing DORApp instance by importing the exported CSV's and re-adding attachments from the attachments ZIP.

Before you start, make sure you have:

- Administrator profile access to your DORApp environment.
- The backup files on your computer:
  - Data_9999.zip
  - Attachments_999.zip
- Enough storage space in the target DORApp environment
- A clear decision whether you are restoring into:
  - A clean/empty environment (recommended), or
  - An existing environment (needs extra care to avoid duplicates)

  Recommended approach: restore into an empty environment.

Follow the steps above:

1. **Go to Setup > Data Administration > Import** to start restoring . Choose DORApp CRM as the source format for import.
2. Upload both files Data_999.zip and Attachments_999.zip and click the Next button.
3. Check the field mappings for each of the modules by clicking the Next button for each of the module. Normally the mapping of the columns in the backup CSV file of a module maps to the DORApp fields of the module automatically.
4. Start the import by clicking the button “Start Migration”.
5. Check the migration logs for any possible errors.

Note: Data restoration using the “Data Migration” tool in DORApp is a technical undertaking of importing a whole database that needs meticulous focus. For this reason, we recommend you to contact our support team to help you recover your data. Our technical support experts will evaluate your account and assist you in the recovery process.

Preventive measures to make a data restoration easier:

- Schedule routine data backup
- Export Audit log at regular intervals
- Validate permissions provision for users and in particular limit deletion to users with administrator profile.

Audit Log

The Audit Log is a chronological sequence of entries, each resulting from the actions performed by users in DORApp. Audit logs are helpful to determine what has happened before and after an event, and also to identify records associated with certain events.

View Audit Log

Audit log displays the activities performed by users in your organization. Users in the Administrator or Business Administrator profile can access all Audit logs. However, other users can only view their own and their sub-ordinates' Audit logs.

To view Audit Logs:

1. Go to Setup > Security Control > Audit Log.
2. The Audit Log page displays all the actions performed by all users.

Export Audit Log

You can export the audit log entries in CSV format. To export audit log entries:

1. Go to Setup > Security Control > Audit Log.
2. In the Audit Log page, click Export Audit Log.

The entries will be exported in a .csv format.

Recycle Bin

All the records and files that are deleted from DORApp will be stored in the recycle bin. You can restore the records from the recycle bin within 60 days, after which they will be permanently deleted from your database. You can also manually delete the records from the recycle bin before the default deletion period.

Note: The records in the recycle bin will be available based on your organization's Role hierarchy and your permission to view the records.

Restore Records

As and when required you can restore the deleted records from the recycle bin.

To restore records from recycle bin:

1. Go to Setup > Data Administration > Recycle Bin.
2. In the Recycle Bin, select the check boxes of the records that you want to restore.
3. Click Restore.

Delete Records from Recycle Bin

If required, you can manually delete the records from the recycle bin.

To delete records from the recycle bin:

1. Go to Setup > Data Administration > Recycle Bin.
2. In the Recycle Bin, select the check boxes of the records that you want to permanently delete.
3. Click Delete.

Restore/delete based on criteria

When you have more items to be restored or deleted from the recycle bin, you can choose to filter the records based on certain attributes using criteria.

To filter:

1. On the Recycle Bin page, click on the funnel icon present in the list view header.
2. Below the header of each column, the funnel will open filter criteria. Determine the record attributes you'd like to filter and click Search.
3. From the list of records, select the desired records using the checkbox and either restore/ delete the line items.

Email Setup

Connect user’s mailbox

DORApp supports email integration from any email service through IMAP and POP3 protocols, allowing for seamless synchronization and management of email communication within DORApp. This integration facilitates better email management directly within DORApp, enabling businesses to track efficiently and engage with their partners through their preferred email platforms.

Please read following article for detailed instructions on the website of our PaaS provider Zoho:

https://help.zoho.com/portal/en/kb/crm/connect-with-customers/email/user-functions/articles/email-configuration-for-imap-and-pop3

Setup user's email compose settings

In DORApp, the Email Compose Settings empower users to tailor emails sent to partners. By default, emails adopt a system-defined style, including font and color, which lacks customization options. However, with the Compose Settings, users can customize these aspects to align with their business identity. This includes setting preferred fonts, colors, and even the default 'from' address, ensuring that each email not only meets unique business needs, but also maintains consistency and professionalism across all communications.

Please read following article for detailed instructions on the website of our PaaS provider Zoho:

https://help.zoho.com/portal/en/kb/crm/connect-with-customers/email/user-functions/articles/configuring-email-compose-setting

Email Deliverability

Please authenticate your Internet domain with DORApp and set up SPF, DKIM and DMARC support to achieve reliable deliverability of emails sent from our mail servers using your Internet domain in the from field.

Please read following article for detailed instructions on the website of our PaaS provider Zoho:

https://help.zoho.com/portal/en/kb/crm/connect-with-customers/email/admin-functions/articles/email-authentication#Email_Authentication

NOTE: Setup is not required if you don't send emails from DORApp.

Whitelisting Domains for DORApp Cloud Usage

To ensure that DORApp functions correctly within your organization's network, it is necessary to allow (whitelist) specific domains used by the underlying Zoho platform on which DORApp is built and hosted.

If your firewall or other security controls block access to these domains, certain features of DORApp may not work as expected or may fail entirely.

Please forward the following list to your IT or network security team. They will be able to configure your firewall or security services accordingly and ensure uninterrupted access to

DORApp. Ensuring proper domain whitelisting is essential for a smooth and reliable DORApp experience.

Required Domains

Please ensure that the following domains are not blocked by your firewall or security systems:

- EU Data Center Domains
  - *.zohoplatform.eu
  - *.zoho.eu
  - *.catalystserverless.eu
  - *.zohocdn.eu
  - *.onslate.eu
  - *.zohostatic.eu
- Global Supporting Domains
  - *.zoho.com
  - *.zohocdn.com
  - *.zohortcplatform.com
  - *.zohostatic.com
  - *.zohoassist.com

Connectivity Test Links

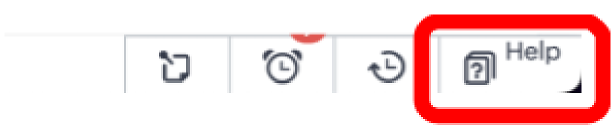
You can use the following URLs to verify that your network allows access to required services:

- https://dora.zohoplatform.eu/
- https://dora.forms.zohoplatform.eu/
- https://dorapp-xbrl-converter-20108250416.development.catalystserverless.eu/

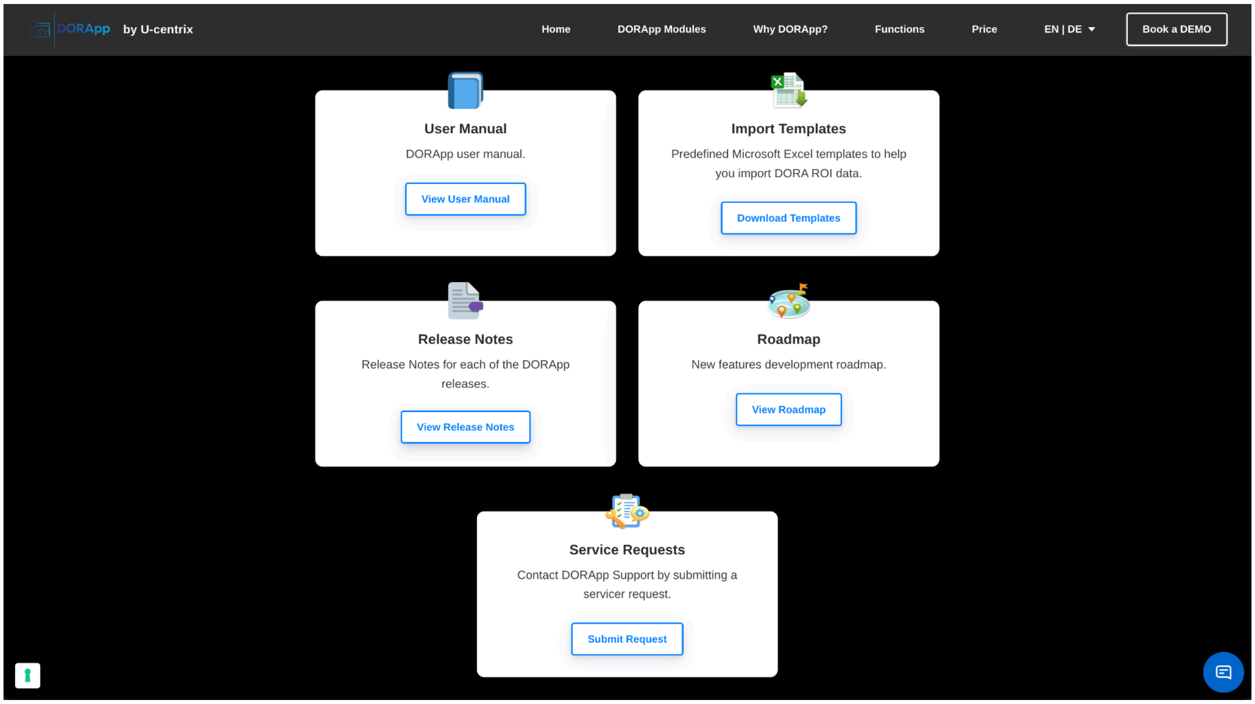
If any of these links are inaccessible from within your network, it is likely that additional firewall configuration is required.

Help Center

The DORApp online help center can be accessed using the following link at the right bottom of the application window:



The help center is a collection of useful resources including the user manual, release notes, the development roadmap, MS Excel import templates, service request submission form etc.



Known limitations

1. There is a minor bug in the Microsoft Excel Import for the module Functions. In the drop-down list of fields to determine which field should be used for skipping two fields: “Function Name” and “Function name” are displayed. Please use the field “Function name” with a lower case in the word “name”,
2. If you import data using the DORApp import function and reference records in the Microsoft Excel file that will be only just created using the same import, the references won’t be imported. The solution is to simply repeat the import procedure once again. The second time the references will be imported successfully.