Note for the users

This user guide has been updated on 26 June 2024 to take into account the latest system enhancements:

• The layout and look & feel of the Connect.EFSA portal has been aligned with the other EFSA portals and websites, such as OpenEFSA and the EFSA website. Users find new colours and menus, redesigned sections and improved access to useful resources, frequently asked questions and to the ask a question service.

• From the button “Login/Register” not registered users can access the registration form.

• When selecting the areas of interests for targeted communications, users are now presented with a “Select/Deselect All” as a checkbox.

Some editorial changes have been introduced to further clarify the existing content.
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Introduction
This portal gives you the possibility to engage with EFSA on a variety of topics. You can perform pre-submission activities, take part in public consultations, request information or public access to documents, and browse frequently asked questions.
1.1 Users

Individuals that registers on their personal capacity

This type of user can access basic services (i.e. AskEFSA, Public Consultations, Public Access to Documents) in their personal capacity.

After registration, these users receive an email with a username and a link to set their password.

Users that register on behalf of their organisations and do not need to carry out pre-submission activities

This type of user can access basic services (i.e. Ask a Question, Public Consultations, Public Access to Documents) on behalf of their organisation.

After registration, these users receive an email with a username and a link to set their password.

Users that register on behalf of their organisations and need to carry out pre-submission activities

This type of user can access pre-submission activities (i.e. Notification of Studies, General pre-submission advice, List of Intended studies and renewal pre-submission advice) on behalf of their organisation.

After registration, these users are validated by EFSA and receive an EFSA Federated account.

Based on the type of users the registration process follows three distinct paths.
Individuals that register on their personal capacity
2.1 Self-registration

User goes to Connect.EFSA

In the new opened page, the user clicks on "Log in/Register".

The user clicks on "Log in/Register".

In the new opened page, the user clicks on "Not registered?".
2.1 Self-registration

The user fills in all required (*) fields.

Basic services the user will access.

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-submission requests.

Select “In my personal capacity”.

Register below
Already registered? Login here

* First name
Andrew

* Last name
McCollum

* Email
amccollum@gmail.com

* Affiliation
Citizen

* In what capacity are you registering?
In my personal capacity

Next
2.2 Data privacy consent

To complete the registration process the user is required to check this box.

By checking this box the user can subscribe to targeted communications in its area of interest.

The user clicks on “Submit” to complete the registration.
2.3 Successful registration

This screen shows that the registration has been successful. The user receives an email with its **username** and a link to set the **password** in order to perform the first access.
After having set its credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.
2.5 Change or reset the password

1. The user clicks on “Forgot your password?”.

2. Indicates the username used to login into Connect EFSA, e.g. name.surname@domain.com

3. The email sent by the system contains a link to a page where the user can change the password.
Users that register on behalf of their organisations and do not need to carry out pre-submission activities
3.1 Self-registration

User goes to Connect EFSA

In the new opened page, the user clicks on "Not registered?".

The user clicks on "Log in/Register".
3.1 Self-registration

The user fills in all required (*) fields.

Basic services the user will access.

Select "On behalf of my organization".

Register below
Already registered? Login [here](#)
3.2 Organisation selection/creation

When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation is already registered the user can choose it and click "Select" to continue.

If the user's organisation is not showed in the list, the user can proceed registering a new organisation account by selecting "Not found?".

Click "Select" to continue.
3.3 Organisation creation

The user fills the registration form with the information of its organisation/company.

To register your organisation, please fill in the fields below.

* Organisation name
  ABC Corp

* Organisation name (in English)
  ABC Corporation

* Street
  Rue de la vie

* Postal code
  12345

* City
  Paris

* Country
  France

* Corporate email
  abc@corp.com

Corporate phone (e.g. for Italy +39 1234 567890)
+391234567890

Corporate website
www.abccorp.com

There are some mandatory fields marked by the (*) that must be completed before clicking on “Next”.

Back  Next
3.4 Categories selection

The user selects the categories its organization/company belongs to.

If the user organisation/company falls under "Industry & Producers" it is possible to indicate whether it is a **small or medium size enterprise**.

The user clicks "Next" to continue.
3.5 Pre-submission activities selection

The user can indicate if the purpose of its registration is to carry out pre-submission activities in line with provisions of EFSA Practical Arrangements on pre-submission phase and public consultations.

By selecting "No" the system will grant access only to basic services:
- Ask a question
- Comment on consultations
- Submit requests for public access to documents.

The user can at any time request to carry out pre-submission activities services by contacting servicedesk@efsa.europa.eu. EFSA will contact the user to process the request. This will take a few days.

The user clicks “Next” to continue.
3.6 Successful registration

This screen shows that the registration has been successful. The user receives an email with a username and a link to set the password in order to perform the first access.
3.7 Login

After having set the credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.

After having set the credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.

![Login Form](image)

- **username**: amccollum@gmail.com
- **password**: ********

Log in

Forgot your password?  Not registered?

EFSA employee or partner
3.8 Change or reset the password

The user clicks on “Forgot your password?”.

Indicates the username used to login into Connect.EFSA, e.g. name.surname@abccompany.com

The email sent by the system contains a link to a page where the user can change the password.

The user seeks in the inbox the email with the link to reset the password.
Users that register on behalf of their organisations and need to carry out pre-submission activities
4.1 Self-registration

The user clicks on "Log in/Register".

User goes to Connect EFSA.

The user clicks on "Log in/Register".

In the new opened page click on "Not registered?".
4.1 Self-registration

The user fills in all required (*) fields.

**Basic services** the user will access.

Additionally, the user will access these services.

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-submission advice requests.

Select "On behalf of my organisation"
4.2 Organisation selection/creation

When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation is already registered the user can choose it and click "Select" to continue.

If the user's organisation is not showed in the list, the user can proceed registering a new organisation account by selecting "Not found?".

Click "Select" to continue.
4.3 Organisation creation

The user fills out the registration form with the information of the organisation/company.

To register your organisation, please fill in the fields below.

- **Organisation name**: ABC Corp
- **Organisation name (in English)**: ABC Corporation
- **Acronym**: ABC Corp
- **Corporate email**: abc@corp.com
- **Corporate phone**: +391234567890
- **Street**: Rue de la vie
- **Postal code**: 12345
- **City**: Paris
- **Country**: France
- **Corporate website**: www.abccorp.com

There are some **mandatory fields** marked by the (*) that must be completed before clicking on "Next".
### 4.4 Categories selection

Select the categories the organization belongs to.

**To which of the following group(s) does your organisation belong?**

<table>
<thead>
<tr>
<th>Associations &amp; Organisations</th>
<th>Institutions</th>
<th>Other groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Association of Business and Food/Feed Industry</td>
<td>Agency of the European Union</td>
<td>Academia</td>
</tr>
<tr>
<td>Association of Distributors and HORECA</td>
<td>Institution of the European Union</td>
<td>Laboratory / Testing Facility</td>
</tr>
<tr>
<td>Association of Practitioners</td>
<td>International Organisation</td>
<td>Media &amp; Journalists</td>
</tr>
<tr>
<td>Consumer Organisations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGO/Advocacy Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Industry & Producers**
  - Business and Food/Feed Industry
  - Consultant Organisation
  - Distributors and HORECA
  - Farmers and Primary Producers

- **Other groups**
  - Academia
  - Laboratory / Testing Facility
  - Media & Journalists

If the user organisation/company falls under "Industry & Producers" categories it is possible to indicate whether it is a small or medium size enterprise.

The user clicks "Next" to continue.
4.5 Pre-submission activities selection

Do you want to carry out pre-submission activities?

Pre-submission activities are notification of studies, general pre-submission advice, list of intended studies and renewal pre-submission advice.

By selecting “Yes” the user expresses the intention to carry out pre-submission activities in line with provisions of the EFSA Practical Arrangements on pre-submission phase and public consultations.

The user specifies if its organisation/company is acting as Business Operator (Applicant) Laboratory or Third party/consultant. More details on these profiles are given in Section 1 of the EFSA's user guide on notification of studies.

The user clicks “Next” to continue.
4.6 Successful registration

This screen shows that the registration has been successful. The user will be contacted shortly by EFSA to validate the registration and grant access to Connect.EFSA. The user will receive a **federated EFSA Account** that will be used to login as “**EFSA employee or partner**” in the login page.

Thank you for registering to Connect.EFSA!

Your registration is confirmed.

We sent you an email to set up your password. Please check your spam folder. If you did not receive any email, please contact EFSA’s IT support at **servicedesk@efsaeuropa.eu**.
After having received its federated account, the user clicks on “EFSA employee or partner” to login. The user will be redirected to this page where the system asks to insert its **username** and **password**.

![Login Page](image)
4.8 Change or recover the password

The user clicks on “EFSA employee or partner”.

The user follows the instructions and clicks Next. An email message is sent by the system to confirm the change.

In the following window the user clicks on “Forgotten my password”.

The user is taken to this page where has to indicate its own username, e.g. fdpteam@net.efsa.europa.eu, then clicks on Next.
User information
5. User information

Logged-in users, from each page of the Connect.EFSA portal can access the “user information” menu.

- The user clicks on “My profile” to review and edit personal information. If the user is registered on behalf on an organisation also this information can be reviewed and edited.
- The user clicks on “My requests” to review open and closed requests or to raise a new one.
- The user clicks on “Newsletter & email alerts” to review its subscriptions.
- The user clicks on “Terms of use” to read the general privacy statement of the Connect.EFSA portal.
5.1 My profile and my organisation information

The user clicks “Edit” to add or edit the its personal information.

This section of the page shows the information about the user organisation.
5.2 My requests

By clicking on the **Ask a Question** button the user can also raise a new request.

By browsing these two tabs the user can review its open and closed requests submitted via the Ask a Question tool.
5.3 Newsletters & alerts

From this page the user can review and edit its subscription to EFSA’s newsletters, alerts and email notifications. The user unticks the corresponding checkbox to unsubscribe from a specific communication product.
<table>
<thead>
<tr>
<th>Recommended documents and links</th>
</tr>
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</table>