



UID Issuing Solution

User Guide for Economic Operators

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2019.03.21	1.1	Minor changes
2019.04.30	1.2	Login : from 3.1 to 3.3 Orders : from 5.2 to 5.6 Users : 11.1 and 11.2 EO registration : 7.1.1 and 7.1.2
2020.10.09	1.3	Registration 3.2 EO registration 7.1 , 7.2 and add 7.2.1 Facility creation 8.3

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1 Tobacco Product Directive

On 3 April 2014, the European Parliament and the Council adopted the Tobacco Products Directive (TPD) 2014/40/EU. The overall objective of this directive is to approximate the laws, regulations and administrative provisions of the Member States concerning rules governing the manufacture, presentation and sale of tobacco and related products.

Articles 15 and 16 of the TPD aim to address illicit trade in tobacco products by introducing systems of traceability and security features for these products. The system will contribute to reducing the circulation of tobacco products which are not compliant with the TPD and other tobacco control legislation.

Traceability is only possible if tobacco products are marked with unique identifier (UI) codes (containing predefined information – such as origin and date of manufacture, destination etc.). This enables their identification, tracking and tracing throughout the supply chain, and the transmission of related information to a data storage facility.

Therefore ID Issuing system developed based on Tobacco Products Directive 2014/40/EU and EU Commission Implementing Regulation 2018/574 will play an important role in protecting state budgets, legal economic operators and public health.

Based on: https://ec.europa.eu/health/tobacco/tracking_tracing_system_en

2 UID Issuing Solution

2.1 UID Issuing Solution overview

The UID Issuing Solution is fully compliant with the Tobacco Products Directive.

The UID Issuing Solution can be accessed in two ways: by means of

- A Website, for the users who prefer a graphic interface in a browser
- API, for the Economic Operators which want to set up machine to machine communication between the UID Issuing solution, and integrate into their own system

Each user of the Solution has its own account with personal credentials. For security and other reasons these credentials should not be shared. . Each user can be linked to one or many economic operators, facilities, entities. For a detailed description on the types of roles, we refer to section 3.2.1

2.2 Responsibilities of the Economic Operators in the System

The economic operators are responsible for:

- Requesting a registration into the system
 - o Manage their facilities
 - o Manage their machines
 - o Manage their users
- Ordering and downloading UIDs, if applicable

Although Wholesalers/Distributors do not bear responsibility for registering their customers (Retail Outlets), they have a common interest to assist with the onboarding activities in due time.

2.2.1 Economic Operators Roles in the system

The economic operators account has one of the following roles in the system:

- Administrator
- 'Regular' User
- Technical User

An Administrator is allowed to manage the facilities, machines and users. He can also order and download UIDs, just like a regular User.

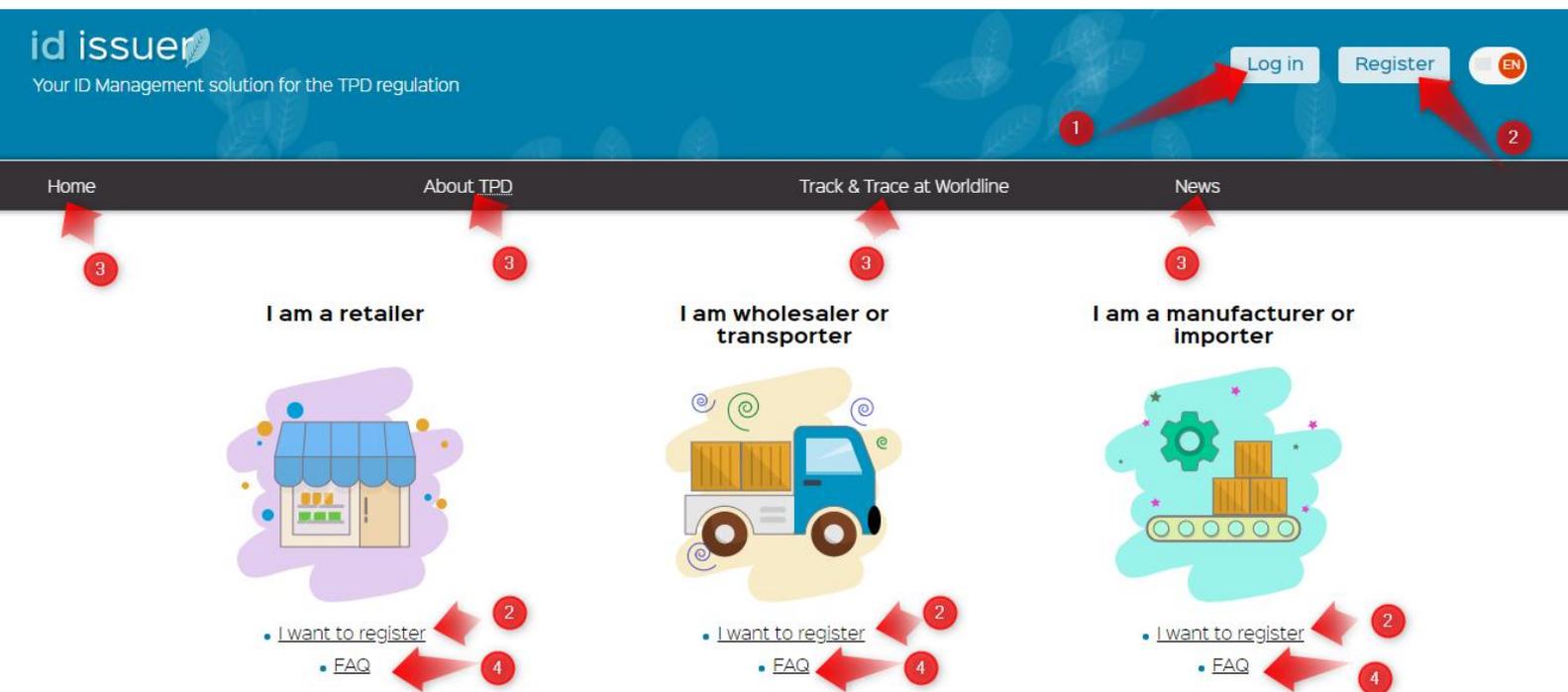
Technical users have an Administrator role, and are allowed to manage facilities, machines and users.

Technical users manage the Machine to Machine Connection between the economic operator system and the UID Issuing solutions by means of API.

3 Login

3.1 The Home page

The website offers a home page with different information about Tobacco Products Directive and a FAQ for help the Economic Operators

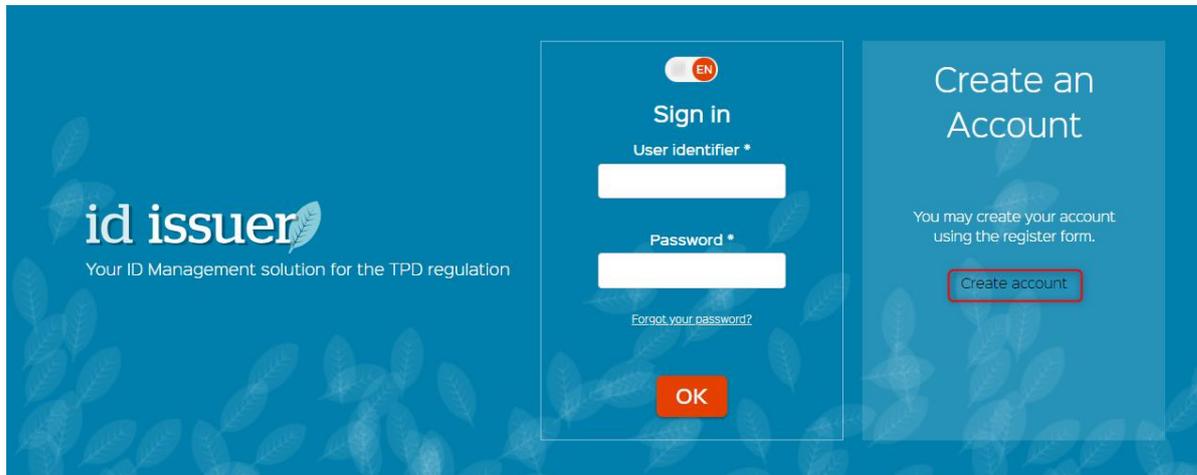


1. Login : to go in the login page (If you are already registered)
2. Register / I want to register : Link to the self-registration form
3. Link to navigate the home page, TPD and Worldline information
4. FAQ : Link for the FAQ

3.2 Request for registration

If your company has not yet been registered before as an Economic Operator to the UID Issuing System, please perform the following steps:

1. Go to the main **Sign in** screen of the system. (Please pick the desired language out of the listed options).
2. Click **Create account** hyperlink.



3. **Create an account** screen opens.

Create an account

Company name *	Alternative / abridged name
<input type="text"/>	<input type="text"/>

Economic operator detail

Address Name

Address Street One *

Address Street Two

Address City *

Address PostalCode

Country *
Denmark

Global Location Number (GSN)

Type *
 VAT registered [?](#)Tax number *
 Excise number issued [?](#) Register on behalf of a retail outlet [?](#)

Economic Operator IDs

 EO ID not required as already registered in another ID issuer system [?](#)

Billing information

 As an economic operator, I may request UIDs [?](#)

Account information

User Email *
User First name *
User Last name *
User Telephone (must start by + phone code) *
 [?](#)

Preferred language

DA EN Accept Terms and Conditions [?](#) Accept Data Protection Policy (GDPR) [?](#)

CREATE

CANCEL

The **Create an account** form consists of 3 main parts:

1. **Economic operator details** – This part includes information related to economic operator's Address, Country, Type and taxes related information. Fill in all applicable fields (at least mandatory marked with *).

Create an account

Company name *	Alternative / abridged name
<input type="text"/>	<input type="text"/>

Economic operator detail

Address Name

Address Street One *

Address Street Two

Address City *

Address PostalCode

Country *
Denmark

Global Location Number (GS1)

Type *
▼

VAT registered ?

VAT number *

Excise number issued ?

Excise number *

Register on behalf of a retail outlet ?

Acting economic operator identifier *

Economic Operator IDs

EO ID not required as already registered in another ID Issuer system ?

Please enter the EO ID registered in another UID Issuer system *

If an Economic Operator is already registered to the TPD system via a UID Issuing system of another Member State, the **EO_ID of the of that system** **MUST** be completed in the form(External EOID* field).

2. **Billing information** – is required for invoicing in case the Economic Operators request to may order UIDs. The billing information can be details of the person or company responsible for covering the bills.

Billing information

As an economic operator, I may request UIDs 

Billing Company Name *

Billing VAT registered 

Billing Tax number *

Billing Address *

Country *

Billing Email *

Billing contact First name *

Billing contact Last name *

Billing Contact Telephone *

3. **Account information** – covers contact details of the representative of the Economic operator. This contact person listed in this section will get the "Administrator" role, and will be able to create other accounts.

Account information

User Email *

User First name *

User Last name *

User Telephone *



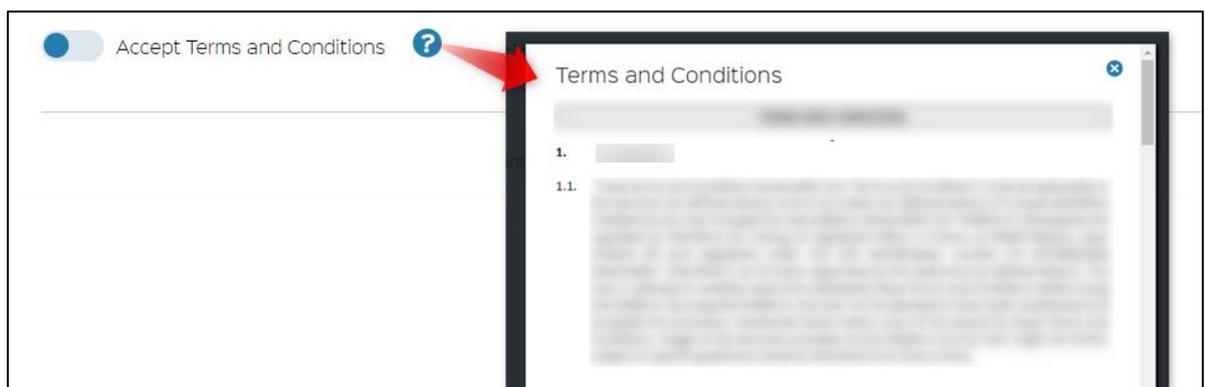
4. Before being able to validate his form, he is mandatory to read **the Terms and Conditions** and accept them. The terms and conditions are necessary to frame the commitments of both parties for the use of the UID Issuing solution.

The validation of the **Data protection Policy** (GDPR) is also mandatory at the time of your first connection.

Accept Terms and Conditions

Accept Data Protection Policy (GDPR)

To access the Terms and Conditions or Data Protection Policy, click on the Help button (?). A pop-up appears.



- Once the form has been completed with the required information, click **CREATE** button.

Accept Terms and Conditions 

Accept Data Protection Policy (GDPR) 



- A new window "**Confirm new Economic Operator creation**" appears on the screen, indicating that account creation will be provided by e-mail to the address which was submitted in the "**Create an account**" form.

Confirm new Economic Operator creation

Your application is now close to be finished. After clicking on the button "create", your request will be examined by us. You will receive in few minutes an email (on the user email filled previously) to confirm your application. Please check your spam! You will receive a new email when your application will be approved or rejected. In case of approval, this email will contain all the information needed to log in the UID Issuing website as well as your EO identifier and code. Please wait for this email before using the website.

- Click **CREATE** button on the window. The user is then redirected to the main **Sign in** screen of the website.

Your registration will be validated within **two working days**. As soon as your registration is validated, you will receive an email containing the economic operator identifier code, the confirmation code, and a link to define your password and to log in.

3.3 Login on the website

To login on the website as a user (Administrator or 'Regular' User) follow these steps in **Sign in** section of the screen:

1. Enter your email into **User identifier*** field.
2. Enter your password into **Password*** field.
3. Click **OK** button.

After performing these steps, the User will be logged in successfully.

3.4 Password management

3.4.1 Password policy

Password policy is defined by the ID Issuer system Administrator. The parameters to be set are:

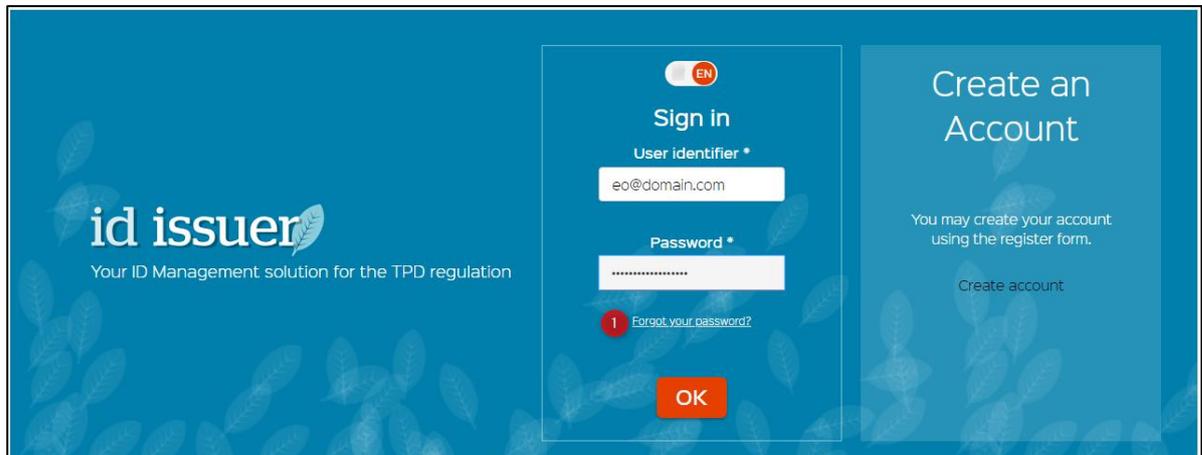
- The minimum number of characters in the password is 15 characters
- Password must contain at least one capital letter, number and a special symbol. .

Users should contact their Administrator to clarify password requirements and/or issues.

3.4.2 Changing password using **Forgot your password?**

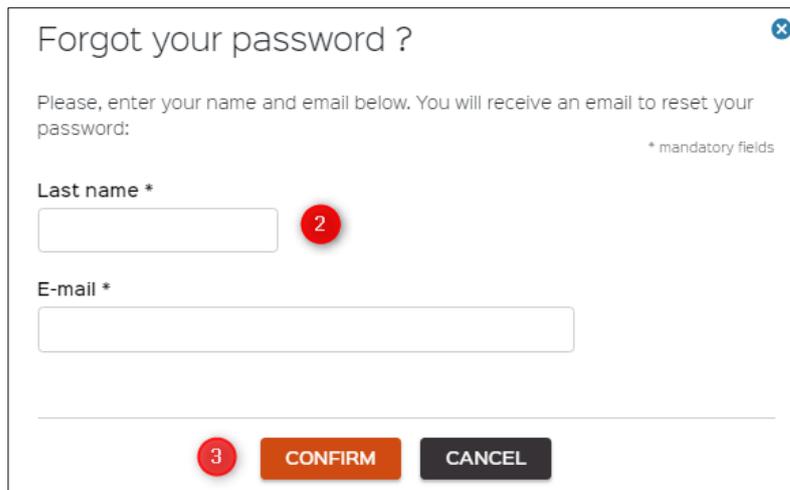
If you forgot your password and would like to recover it, you must perform the following steps:

1. Click on the **Forgot your password?** Hyperlink.



The screenshot shows the 'id issuer' login and account creation interface. On the left, the 'id issuer' logo is displayed with the tagline 'Your ID Management solution for the TPD regulation'. In the center, there is a 'Sign in' section with a language toggle set to 'EN', a 'User identifier' field containing 'eo@domain.com', a 'Password' field with masked characters, and a 'Forgot your password?' link. An 'OK' button is located below the password field. On the right, there is a 'Create an Account' section with the text 'You may create your account using the register form.' and a 'Create account' button.

2. Enter your **Last name*** (the last name used when you registered) and **E-mail*** into fields of the **Forgot your password?** Window. Your last name must be filled in the same way as in your EO account
3. Click **CONFIRM** button.



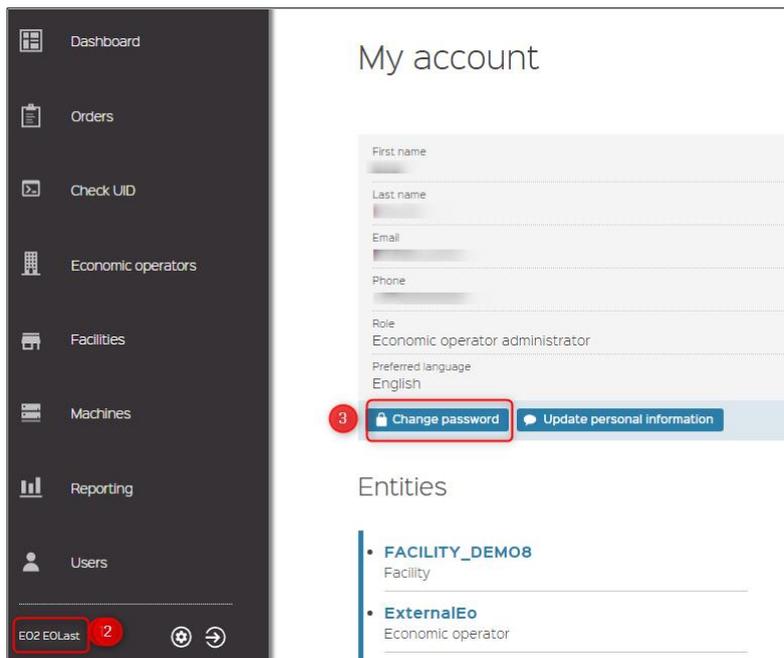
The screenshot shows the 'Forgot your password?' window. The title bar reads 'Forgot your password ?'. Below the title, there is a close button (X) and a message: 'Please, enter your name and email below. You will receive an email to reset your password:'. A note '* mandatory fields' is visible. The form contains two input fields: 'Last name *' and 'E-mail *'. A red circle with the number '2' is positioned next to the 'Last name *' field. At the bottom of the window, there are three buttons: a red circle with the number '3', an orange 'CONFIRM' button, and a dark grey 'CANCEL' button.

You will be redirected to the main page. Confirmation message '**You will receive e-mail with your credentials. Please check your spam.**' will appear in the upper right corner of the screen.

4. Follow the instructions in your e-mail to change the password. If your account has not been yet registered, or if there is an error in the input, you won't receive any email to reset your password.

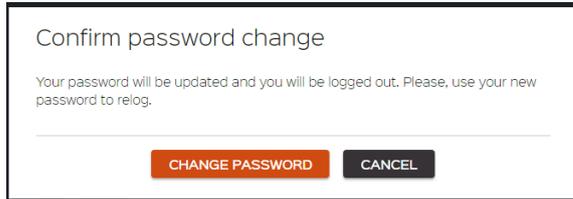
3.4.3 Intentionally changing password in *My account* settings.

1. Login to the system by entering information into **User identifier*** and **Password*** fields.
2. Click on your **User name** at the bottom of the navigation bar.
3. **My account** screen opens, listing all personal information and related entities. Click on the **Change password button**.



4. In the **Change password** window, fill in **Old password***, then **New password*** and **Confirm New password*** fields, and click **CHANGE PASSWORD** button.

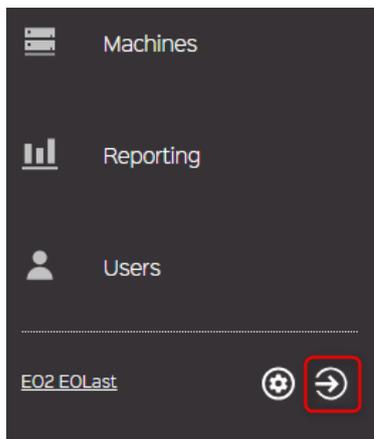
5. **Confirm password change** window will appear. Confirm your action by clicking on **CHANGE PASSWORD** button, or click **CANCEL** to leave the previous page.



6. User is redirected to the main **Sign in** page, and will be able to login using the new password.

3.5 Log out

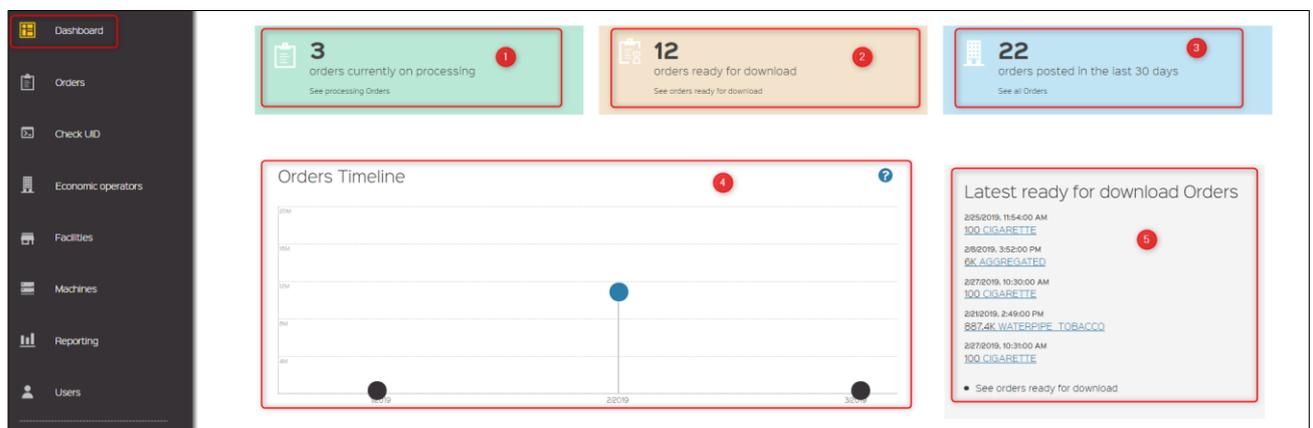
To log-out from the system, click **Log out** button at the bottom of the navigation bar.



4 Dashboard

Select Dashboard from navigation bar to review the following user related information:

1. Review number and list of current orders in process.
2. Review orders that are ready for download.
3. Review list of orders that were requested in the last 30 days.
4. Review timing of requested UID orders in Process, Exported or Downloaded during the past 6 months.



5 Orders

5.1 List of my UID orders and search engine

Select **Orders** from the Navigation bar. List of **Orders** per user will be displayed.

A total of 10 orders can be displayed on the screen. To see more orders click on **Load more** button, which is available at the bottom of the screen.

Orders list can be sorted using **Class by** option.

- Order ID
- Machine ID
- Name Z → A
- Date oldest → newest
- Date newest - → oldest
- Status

For example: select Date newest → oldest from **Class by** drop-down list. Orders will be listed from newest to oldest.

The screenshot shows the 'Orders' page with a search bar and a 'Class by' dropdown menu. The dropdown menu is highlighted in red and shows the option 'Date newest -> oldest'. Below the search bar, there is a list of orders. Each order card displays the quantity and product name, a 'Created on' timestamp, and a status (approved or manufacturing). The '1K Cigarette' and '1K Cigarillo' orders are highlighted with a red border.

Particular order(-s) can be found by using keywords in the **Filter option**. The keywords which will be recognized are exact values of:

- Order Status
- Order Creation Date
- Facility Name
- Machine Name
- Machine ID

For example: enter status **cancelled** into **Filter** field. Only orders with status **cancelled** will be displayed in the list.

5.2 Order UID

5.2.1 Unit level UID electronic delivery

Perform the following steps to order unit level UIDs electronically:

1. Select **Orders** from the navigation bar as described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.
Note: the facility and machine concerned by the UID order must have been created.
3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed below, listing all the fields which are required for placing an order.

Order type

Unit order
 Aggregate order

Select an economic operator *

Select a facility *

Production involves machinery [?](#)

Product type *

Combine Nomenclature (CN) code

Brand of product *

Optional Product Id [?](#)

Average gross weight (gr) *

Intended country of retail sale *

Move across country borders [?](#)

Import into EU [?](#)

Requested quantity *

Purchase Order reference

Physical delivery [?](#)

Deliver order instantly [?](#)

Accept Terms and Conditions [?](#)

SUBMIT ORDER **CANCEL**

4. Complete at least all mandatory fields marked with (*).
- Order type* :
 - o Unit order
 - o Aggregate order
 - Select an economic operator* : listing of your EOs
 - Select a facility* : listing of your Facilities
 - Production involves machinery : yes or no
 - o If yes : select the machine in the listing
 - Product type * : choose the product in the listing
 - Combine Nomenclature (CN) code:
 - Brand of product * : mandatory text field
 - Optional Product Id: optional text filed; If you wish to specify your

- Product ID
- Average gross weight (gr) * : numerical field
 - Intended country of retail sale *: listing of country available
 - Move across country borders: yes or no
 - o If yes : select the country in the listing
 - Import into EU: yes or no
 - Requested quantity *: numerical field
 - Purchase Order reference : Optional field, your Purchase Order reference
- **Physical delivery:** yes or no
Possibility to choose physical delivery (for some Member States only – [detail in 5.2.2](#))
- o If yes : The Facilities address appears
 Choose the user contact for this order
 - Current user : your user
 - Other user contacts : select another user in the listing
 - New contacts : create a new contact

Physical delivery ?

Delivery address

Contact information

Current user contacts Other user contacts New contacts

- **Deliver order instantly:** yes or no
 In case you would like to order and generate UID codes ready for immediate download , you should select the option '**Deliver order instantly**' which is an available field in new order form. When selecting this field, you will not be able to cancel your order, and will be invoiced accordingly Your UID codes will be generated and should be ready for download instantly (in approx. 5 minutes). ([Detail chap. 5.5](#))

Purchase Order reference

Physical delivery ?

Deliver order instantly ?

Accept Terms and Conditions ?

- **Accept Terms and Conditions:** mandatory to submit order

Move across country borders ?
 Import into EU ?
 Requested quantity *

 Purchase Order reference

 Physical delivery ?
 Deliver order instantly ?
 Accept Terms and Conditions ?



5. Review provided information in the form, and confirm your order by clicking **SUBMIT ORDER** button.

Physical delivery ?
 Deliver order instantly ?
 Accept Terms and Conditions ?



6. The user will be returned to the Orders list. '**New order has been submitted**' confirmation message will appear at the upper right corner of the screen. New order will have '**pending**' status, and will be processed automatically and changed to '**approved**' in up to 2 working days. You will have the right to cancel your order within 24 hours, as foreseen by TPD regulation.

3.3K Waterpipe tobacco ⌵

📅 🕒 CREATED ON 3/5/2019, 1:35:53 PM

8DEMOS FACILITY

pending

5.2.2 Unit level UID physical delivery (Only for Member State where the delivery of Physical UIDs is available)

Physical delivery option allows EOs to order UID codes that will be generated, printed and delivered physically, i.e. on a banderole. Perform the following steps to order physical delivery of unit level UIDs:

1. Select **Orders** from the navigation bar as described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.
3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed listing all the fields which are required for placing an order.
4. In the **Order type** section, click radio button which is on the left side of **Unit order** icon.
5. Complete at least all mandatory fields marked with (*).
 - Requested quantity : min 5 000 and 5 000 per 5 000
6. Click Physical delivery button.

The screenshot shows a form with two toggle switches. The first toggle, labeled 'Physical delivery', is turned on (blue). The second toggle, labeled 'Deliver order instantly', is turned off (grey). Below the toggles are two buttons: 'SUBMIT ORDER' (orange) and 'CANCEL' (black).

- The Facilities address appears
- Choose the user contact for this order
 - Current user : your user
 - Other user contacts : select another user in the listing
 - New contacts : create a new contact

The screenshot shows the 'Physical delivery' toggle switch turned on. Below it, the 'Delivery address' field is highlighted with a red arrow. Underneath, the 'Contact information' section has three radio buttons: 'Current user contacts' (selected), 'Other user contacts', and 'New contacts'. A red arrow points to the 'Other user contacts' radio button.

7. Review provided information in the form, and confirm your order by clicking **SUBMIT ORDER** button.
8. The user will be returned to the Orders list. '**New order has been submitted**' confirmation message will appear at the upper right corner of the screen. New order will have **pending** status which will be processed automatically and changed to **approved**, in up to 10 working days.

5.2.3 Aggregated level UID electronic delivery

Perform the following steps to order aggregate level UID electronically:

1. Select **Orders** from the navigation bar as it is described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.
3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed.
4. Click radio button on the left side of **Aggregate order** icon. Aggregate order related fields will be displayed below.

The screenshot shows the 'New Order' form with the following elements:

- Order type:** Two radio buttons are present. 'Unit order' is unselected, and 'Aggregate order' is selected, indicated by a red circle with the number '4' next to it.
- Select an economic operator *:** A dropdown menu.
- Select a facility *:** A dropdown menu.
- Requested quantity *:** A text input field.
- Purchase Order reference:** A text input field.
- Deliver order instantly ?**: A toggle switch that is currently turned off.
- Accept Terms and Conditions ?**: A toggle switch that is currently turned off.
- Buttons:** 'SUBMIT ORDER' (orange) and 'CANCEL' (grey) buttons are located at the bottom right.

5. Complete at least all mandatory fields marked with (*).
 - Select an economic operator* : listing of your EOs
 - Select a facility* : listing of your Facilities
 - Requested quantity * : numerical field
 - Purchase Order reference : Optional field, your Purchase Order reference
 - Deliver order instantly

In case you would like to order and generate UID codes ready for immediate download , you should select the option '**Deliver order instantly**' which is an available field in new order form. When selecting this field, you will not be able to cancel your order, and will be invoiced

accordingly Your UID codes will be generated and should be ready for download instantly (in approx. 5 minutes). [\(Detail chap. 5.5\)](#)

- Accept Terms and Conditions: mandatory to submit order
6. Review provided information in the form and confirms your order by clicking **SUBMIT ORDER** button.
 7. If the fast delivery as selected, order confirmation window is displayed asking to CONFIRM or CANCEL order.

Confirm order request

WARNING, Please verify the volume because once accepted this order will be executed without any possible refund. This order contains 5000 codes and they will be invoiced.

SUBMIT ORDER CANCEL

8. If user confirms the order he will be returned to the Orders list. '**New order has been submitted**' confirmation message will appear at the upper right corner of the screen. New order will have **requested** status which will be processed automatically and changed to **acquitted** in up to 2 working days.

5.3 Orders life cycle

There are 2 ways of receiving UIDs:

1. Electronic UID delivery
2. Physical UID delivery (only for countries that benefit from this delivery option)

1. The life cycle stages of electronic UID delivery correspond to the following order status, which can be found in **Orders** list:

Order **created** - Order **processed** - Order **exported** to the router- Order **downloaded**.

Order details can be reviewed in the expanded **Open change logs** section of every **Order sheet**. Warning, Change log option is available only for the Administrator and not for the "regular user".

Order sheet

Cancel order

Order

Aggregate order
Created on 2019-01-28 12:36
Downloaded

ECONOMIC OPERATOR
FACILITY
QUANTITY

close change logs

LOGS HISTORY				
Date	Action	Taken by	Entity id	Entity name
2019-02-04 12:26	Order downloaded			
2019-02-03 08:23	Order exported	System		
2019-01-28 12:37	Order metadata created	System		
2019-01-28 12:36	Order created			

2. The life cycle stages of physical UID delivery order correspond to the following order status observed in **Orders** list:

Order **created** – Order **processed** - Order **exported** to the Router - Order **manufacturing (set for printing)**

Order

Unit order
Created on 2019-01-31 09:50
Manufacturing/Manufacturing

ECONOMIC OPERATOR
FACILITY
Production process does not involve machinery
QUANTITY

Product detail

PRODUCT TYPE
BRAND
PRODUCT WEIGHT
TP ID
TP PN
INTENDED COUNTRY OF RETAIL SALE
Goods will not cross borders

Delivery information

DELIVERY ADDRESS
CONTACT FIRST NAME
CONTACT LAST NAME
CONTACT EMAIL
CONTACT PHONE

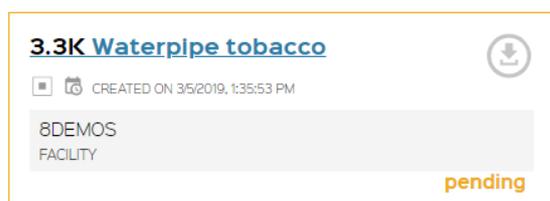
close change logs

LOGS HISTORY				
Date	Action	Taken by	Entity id	Entity name
2019-03-01 15:04	Order is set for printing	System	12	12
2019-02-05 09:51	Order metadata created	System	12	12
2019-02-05 09:51	Order exported	System	12	12
2019-01-31 09:50	Order created	EO2 EOLast	12	12

5.4 Order cancellation

Order cancellation option is available only within 1 working day, provided the ***Deliver order instantly*** option WAS NOT checked. Perform the following steps to cancel an order:

1. Select **Orders** from the navigation bar.
2. Select order that was created within 1 working day. The order status should be **pending**.



3. Open order by clicking on its name. **Order sheet** will open listing order related information.
4. Click Cancel order button.



5. Confirmation message 'Order has been canceled' will appear at the upper right corner of the window. Order status will be changed to **Cancelled**. *Cancel order* button will be inactivated.



5.5 Deliver order instantly option

Note: if you check ***Deliver order instantly*** option while filling the ***New Order*** form, canceling the order will not be available, because order will be processed

automatically, codes will be generated and will be available for download in a few minutes.

1. Select **Orders** from the navigation bar. **Orders** list will be displayed.
2. Click **New order** button. **New order** screen will be displayed.

The screenshot shows the 'New Order' form with the following fields and options:

- Order type:** Unit order (selected), Aggregate order
- Select an economic operator ***: [Dropdown]
- Select a facility ***: [Dropdown]
- Production involves machinery**: [Toggle]
- Product type ***: [Dropdown]
- Combine Nomenclature (CN) code**: [Text input]
- Brand of product ***: [Text input]
- Average gross weight ***: [Text input]
- Intended country of retail sale ***: [Dropdown]
- Move across country borders**: [Toggle]
- Import into EU**: [Toggle]
- Requested quantity ***: [Text input]
- Purchaser reference number**: [Text input]
- Physical delivery**: [Toggle]
- Deliver order instantly**: [Toggle, highlighted with a red box]
- Accept Terms and Conditions**: [Toggle]

Buttons at the bottom right: **SUBMIT ORDER** (orange), **CANCEL** (grey).

3. Fill the form with required information, select **Deliver order instantly** option, and click **SUBMIT ORDER** button.
4. Confirm order request window will be displayed, (click **SUBMIT ORDER** button to proceed). There will be a message clearly indicating that 'Once submitted, the new order with (certain amount of) codes will be invoiced without any possibility to revoke or claim a refund.

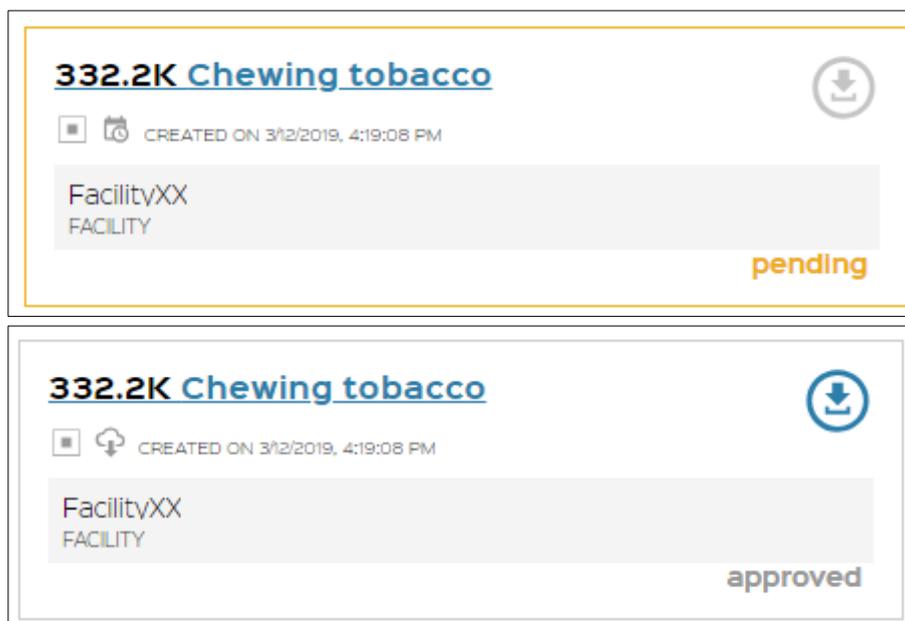
The screenshot shows the 'Confirm order request' dialog box with the following content:

Confirm order request

Once submitted, a new order with 332211 codes will be invoiced without any possible refund.

Buttons at the bottom: **SUBMIT ORDER** (orange), **CANCEL** (grey).

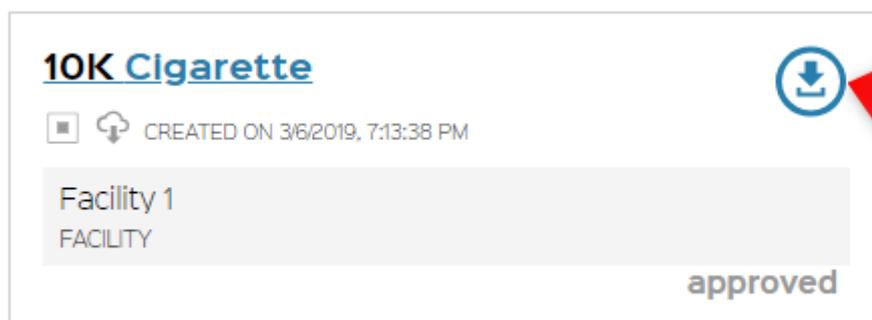
- The user is redirected to the **Orders** list, where the newly submitted order will show with **pending** status, but which will be automatically changed to **approved** and ready for download instantly.



5.6 Order download

Perform the following steps to download generated order UIDs:

- Select an order from the **Orders** list which UIDs you want to download. The order status has to be **approved** and **download** icon has to be active (blue colored).
- Click on the **download** icon. The CSV file will automatically download to your computer.
- Open the CSV file and select target directory for the UID codes file.
- Once UID's are downloaded, order status will be changed from **approved** to **downloaded**.



5. The same process is applicable for both unit and aggregate level UIDs.

6 Check UID

Perform the following steps to check UID:

1. Select **Check UID** from the navigation bar. **Check UID** screen opens.
2. Select **Order type** (Unit order or Aggregate order) by clicking radio button.
3. Enter UID code you want to check.
4. Click **VALIDATE UID** button.

The screenshot shows the 'Check UID' interface. On the left is a dark navigation sidebar with icons and labels: Dashboard, Orders, Check UID (highlighted with a red box and a red circle '1'), Economic operators, and Facilities. The main content area is titled 'Check UID'. It features an 'Order type' section with two radio buttons: 'Unit order' (selected, with a red circle '2') and 'Aggregate order'. Below this is a 'UID code *' input field (with a red circle '3') and a red 'VALIDATE UID' button (with a red circle '4').

5. **Code information** will be provided below. The second part "facility information" is only displayed to the users which are allowed to see this information.

The screenshot shows the 'Check UID' interface after a successful validation. The 'Check UID' section is now empty. Below it, the 'Code information' section displays a green checkmark and the text 'Valid', followed by 'ID issuer code' and 'Serial number' with blurred values. The 'Facility information' section is also visible, showing 'Production process does not involve machinery', 'PRODUCT TYPE', 'BRAND', 'PRODUCT WEIGHT', 'INTENDED COUNTRY OF RETAIL SALE', and 'Goods will not cross borders'. The navigation sidebar on the left now has 'Check UID' highlighted with a yellow box.

6. If entered code is incorrect, **Code information** will not be provided.

Dashboard

Orders

Check UID

Economic operators

Facilities

Machines

Reporting

Users

EO2.EOLast

Check UID

Order type

Unit order Aggregate order

UID code *

SysndjEbKIT7PgQ **VALIDATE UID**

Code information

✖ Unknown

7 Economic Operators

7.1 EO Registration

7.1.1 Self-registration

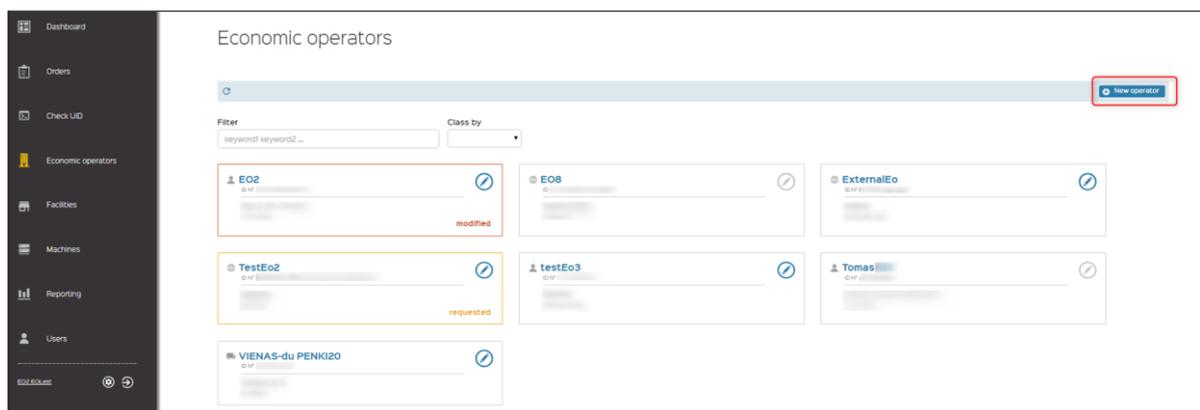
If new users would like to register to the system, he should proceed as described in [Chapter 3.2](#)

7.1.2 Registration managed by another EO

The Economic Operator Administrator has similar powers to the ID Issuer Administrator, and is allowed to register new Economic Operators by filling in the form. . The key difference is that EO Admin will not be able to assign other Economic operators and other entities which are not associated to him. Instead, he can link new economic operators to himself or to a new User, by filling User information into Economic operator form.

To register a new economic operator, perform following steps:

1. Select **Economic operators** from the navigation bar **Economic operators**. List should be displayed.
2. Click **New operator** button.



3. **New Economic Operator** screen should be displayed.

4. Fill the form with requested information and click **CREATE** button. Please refer to section ""**Request for registration**"" for more detail on the form.

New Economic Operator

Company Name *	Alternative / abridged name
<input type="text"/>	<input type="text"/>

Contact information

Address Name

Address Street One *

Address Street Two

Address City *

Address PostCode

Country *

Global Location Number (GS1)

Type *

 VAT registered ?

Tax number *

 Excise number issued ? Register on behalf of a retail outlet ?

Economic Operator IDs

 EO ID not required as already registered in another ID Issuer system ?

Billing information

 As an economic operator, I may request UIDs ?

Account information

User Email *

First name *

Last name *

Telephone *

 Accept Terms and Conditions ?

CREATE

CANCEL

5. The user is redirected to the **Economic operators** list, confirmation message '**New economic operator has been successfully created.**' The newly created economic operator will be listed on the ID Issuer Admin list with status **requested**. ID Issuer Admin requires to review submission and **Approve** or **Reject**. The timelines for decision will be defined by local ID Issuer Admin policy.

7.2 EO modification

To edit Economic operator information, perform the following steps:

1. Select **Economic operators** from navigation bar. **Economic Operators** list will be displayed.
2. Select Economic operator you want to modify by clicking directly on its name. **Economic operator sheet** will be displayed.
3. Click **Edit** button.
4. Alternatively you can click **Edit** icon near EO name and select directly from the list.
5. **Update Economic Operator** screen will be displayed:
 - Editable information on the screen: Name, Address, Country, Type, Tax number, Excise Number, Billing information.
 - Non-editable information on the screen: EO_ID and Status
6. Update information in editable fields and click **MODIFY** button.

Dashboard

Orders

Check UID

Economic operators

Facilities

Machines

Product codes

Reporting

Advanced reporting

Change logs

Users

Marion Doulet

Update Economic Operator

Company Name *	Alternative / abridged name
<input type="text"/>	<input type="text"/>

Contact information

Address Name

Address Street One *

Address Street Two

Address City *

Address Postal Code

Country *

Economic operator identifier *

Status *

non-editable information

Type *

VAT registered ?

Tax number *

Excise number issued ?

Register on behalf of a retail outlet ?

Economic Operator IDs

EO with non-EU Facilities: Indicate EOID registered in other ID Issuer systems ?

Billing information

As an economic operation, I may request UIDs ?

Billing system ID *

Billing Company Name *

Billing VAT registered ?

Billing Tax number *

Billing Address (Street name + House number, Zip code + City) *

Country *

Billing Email *

Billing contact First name *

Billing contact Last name *

Billing Contact Telephone *

7. User is redirected to the **EO** list; confirmation message '**Economic Operator has been successfully updated**' appears in the upper right

corner of the screen. Modifications are submit to validation by the ISSUER ID.

7.2.1 Focus on the Tax number / VAT number (CVR)

An Economic operator can update his VAT number.
By editing his profile the EO changes his VAT number and click on modify.
To update your account follow [the procedure presented above](#).
The Issuer Id will then check the information to validate it or not.

For Economic Operators registered by third parties it is necessary to log in to your profile or ask the third party who registered you to make the change.

If you have forgotten your password, see the login procedure: [Changing password using Forgot your password?](#)

7.3 EO Deactivation

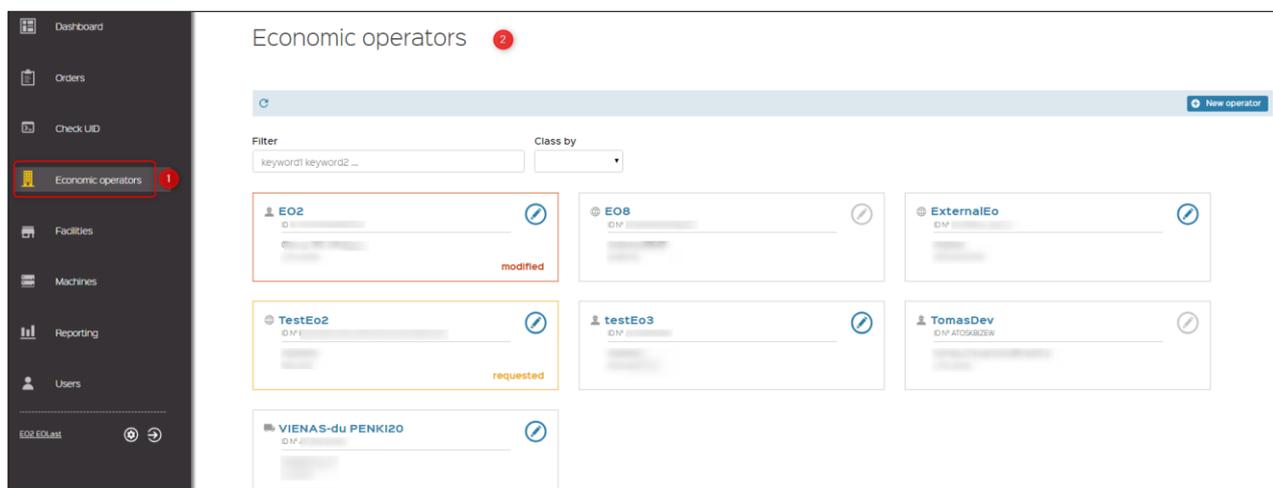
Economic Operator Administrators and Economic operators **are not authorized** to deactivate related economic administrators. This can be done only by ID Issuer Admin.

If you want to deactivate economic operator you should contact your ID Issuer Admin (via the Help desk) and provide requested information and reason for that.

7.4 EO List and search

Perform the following steps to list and search for economic operators. The list only includes the Economic Operators to which you are attached:

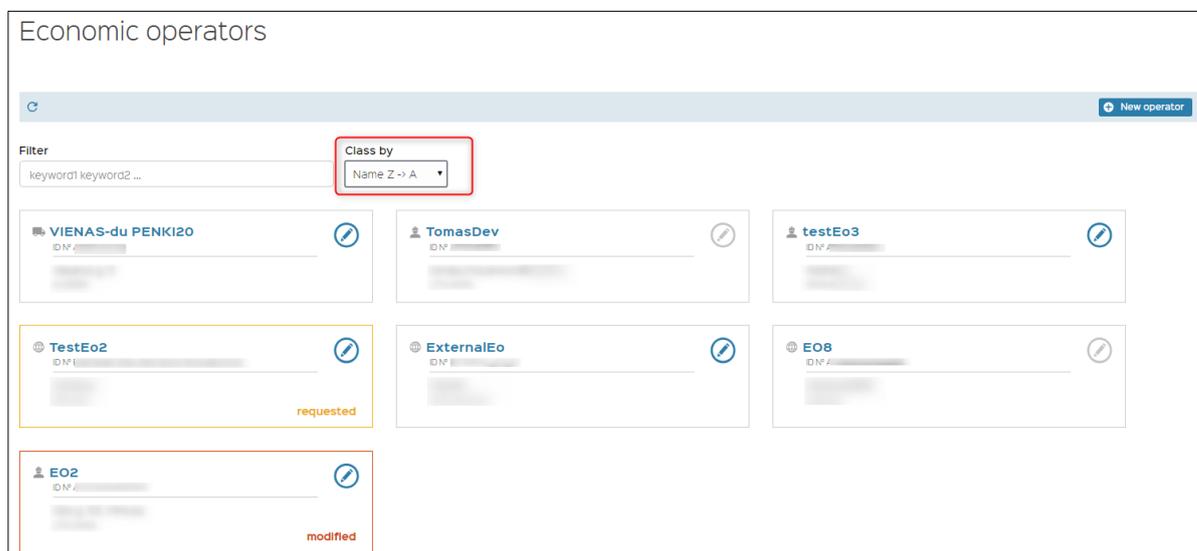
1. Select Economic operators from the navigation bar.
2. Economic operators screen should be displayed and a list of user related operators should be provided bellow.



User related economic operators can be listed using **Class by** option.

- ID
- Name A → Z
- Name Z → A
- Country A → Z
- Country Z → A
- Status

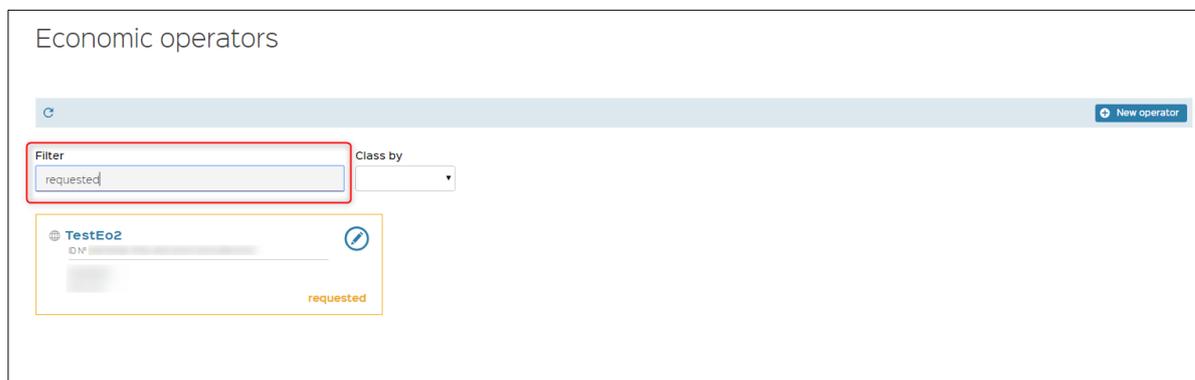
For example: select Name Z → A from **Class by** drop-down list. Economic Operators will be automatically listed by Name Z → A.



Specific economic operator(-s) can be found by using keywords in the **Filter option**. The keywords are exact values of:

- Economic operator Name
- Economic operator Abridged name
- Economic operator Address
- Economic operator Country
- Economic operator Identifier
- Economic operator Status

For example: enter status value **requested** into **Filter** field. Only Economic Operators with the status **requested** will be displayed on the screen.

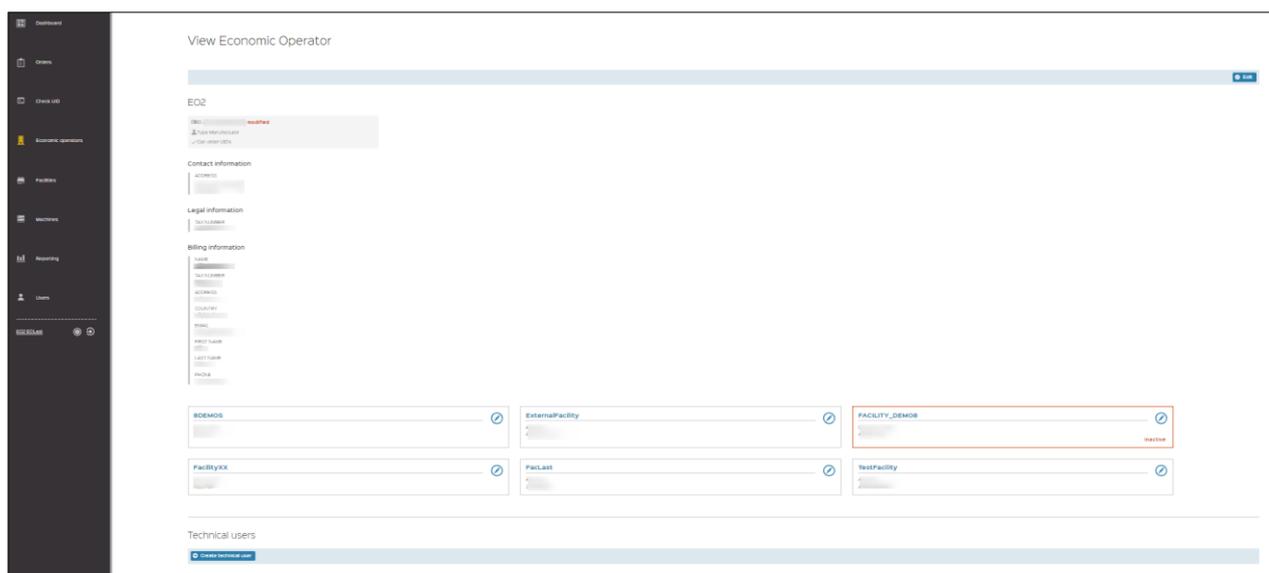


7.5 Technical user creation and modification

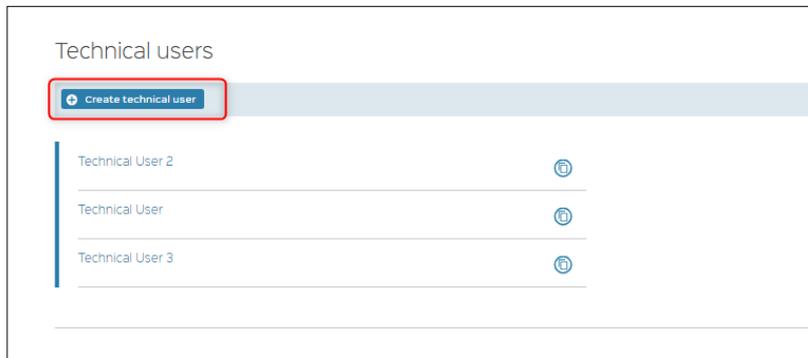
Please also refer to Section [2.2.1 Economic Operators Roles in the system](#) for more detail on Technical user. The Technical user can be created and modified only by Economic Operator Admin.

To create a Technical user, the EO Administrator performs the following steps:

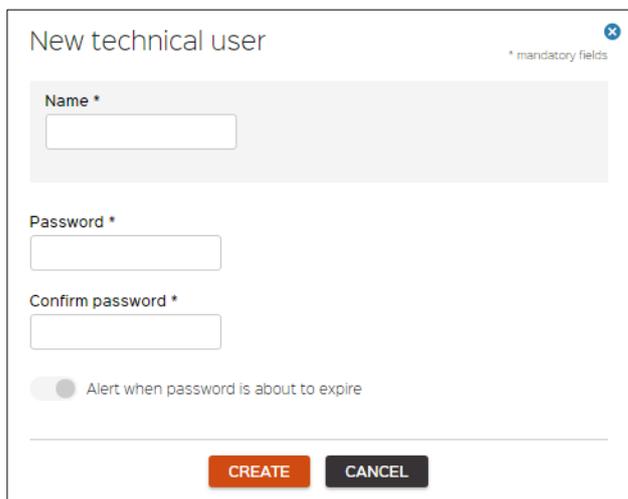
1. Select **Economic operators** from the navigation bar. **Economic operators** list should be displayed.
2. Select an economic operator by clicking on its name. **View Economic Operator** screen will be displayed.



3. Click on **Create technical user** button which is in the **Technical users** section of the screen.



4. **New technical user** window is displayed. Enter requested information to the fields and click **CREATE** button.

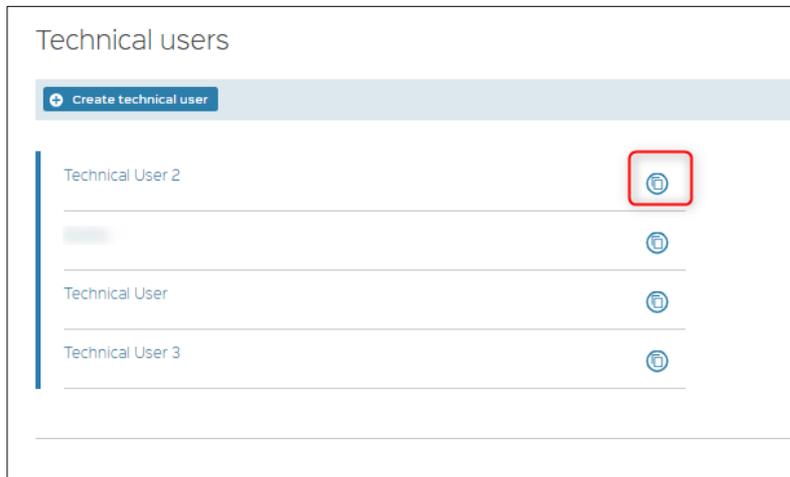


5. The user is redirected to **View Economic Operator** screen, where new Technical user will be listed in **Technical users** list.

The password of a technical user must have 20 characters and 2 of each type of characters (uppercase, lowercase, number, special). Its validity is one year.

To modify Technical user perform the following steps:

1. Select **Economic operators** from the navigation bar. **Economic operators** list will be displayed.
2. Select an economic operator by clicking on its name. **View Economic Operator** screen will be displayed.
3. Click **Edit** icon near Technical user name you want to modify.



4. **Edit technical user** window opens. Window allows to edit user's name, password or both. Click **UPDATE** to submit changes.

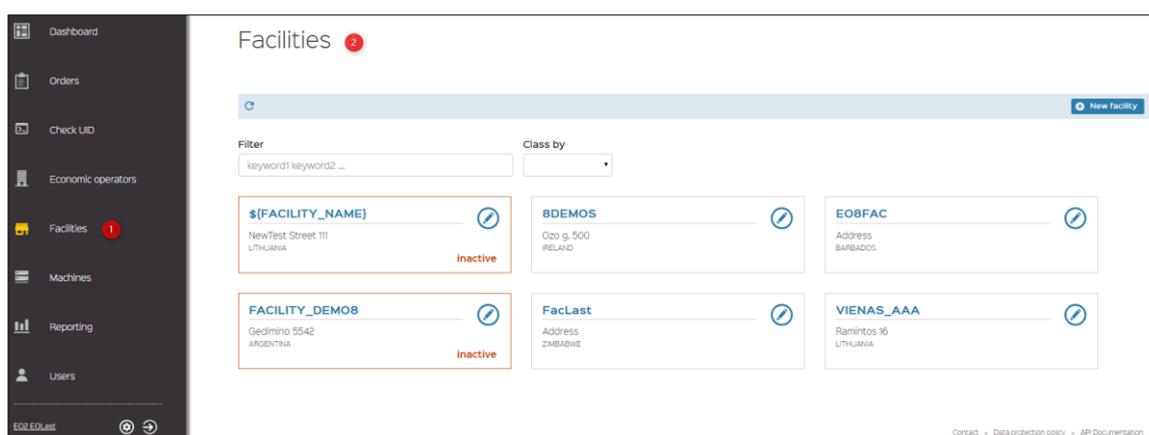
5. The user will be redirected to the **View Economic Operator** screen, where updated Technical user will be listed in **Technical users** list. Changes made on user's name will be visible immediately.

8 Facilities

8.1 Facilities list and search

Perform the following steps to list and search facilities:

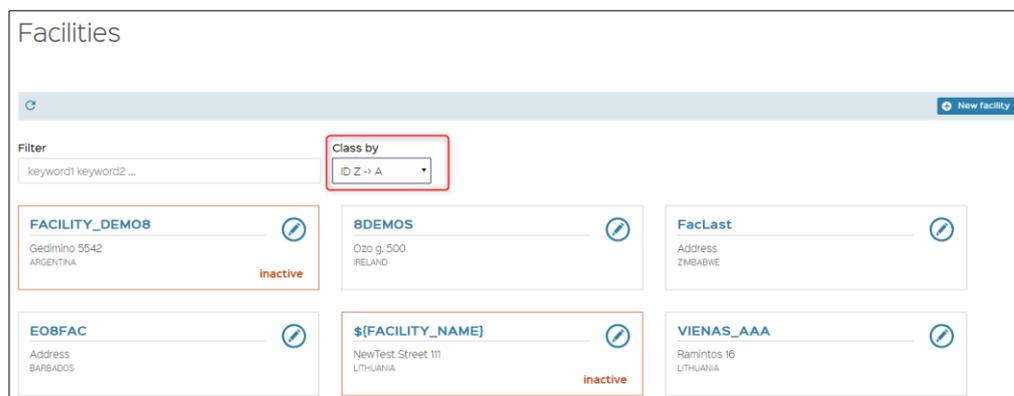
1. Select **Facilities** from the navigation bar.
2. Facilities screen will be displayed and a list of user related facilities will be provided below.



User related facilities can be listed using **Class by** option.

- Name A → Z
- Name Z → A
- ID A → Z
- ID Z → A
- Country A → Z
- Country Z → A
- Status

For example: select ID Z → A from **Class by** drop-down list. Facilities will be automatically listed by ID Z → A.



Particular facility(-ies) can be found by keywords using **Filter option**. The keywords are exact values of

- Facility Name,
- Facility ID,
- Facility Address,
- Facility Country,
- Facility Status,
- Facility Type.

For example: enter Status **inactive** as a keyword into **Filter** field. Only inactive facilities will be displayed.

The screenshot shows a web interface titled 'Facilities'. At the top right, there is a '+ New facility' button. Below the title, there is a search bar with a magnifying glass icon. A 'Filter' field contains the text 'inactive' and is highlighted with a red box. To its right is a 'Class by' dropdown menu. Below these fields, there are two facility cards. The first card is titled '\$(FACILITY_NAME)' and shows 'NewTest Street 111 LITHUANIA' with an 'inactive' status indicator. The second card is titled 'FACILITY_DEMO8' and shows 'Gedimino 5542 ARGENTINA' with an 'inactive' status indicator. Both cards have a pencil icon for editing.

8.2 Facility detail

To review facility details,

1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Click on the facility name of interest by clicking directly on its name.
3. Facility sheet will open, listing available facility related information. The following information will be available in the sheet:
 - Facility Name,
 - Facility Identifier,
 - Facility Address, street one and street two
 - Facility City
 - Facility Address Postal Code
 - Facility Country,
 - Facility Type,
 - Excise Number,
 - Economic Operator identifier,
 - Status,
 - Economic Operator Name,
 - The list of the Machines' names and status linked to this facility (the name is clickable to view the machine).

8.3 Facility creation

To create New Facility, perform the following steps:

1. Select Facilities from the navigation bar. Facilities list will be displayed.
2. Click New Facility button.

3. New Facility form will be opened.
4. Fill the fields with new facility related information and click **CREATE** button.

New Facility

Facility Name * ?

Related economic operator

Facility details

Address Name

Address Street One *

Address Street Two

Address City *

Address Postal Code

Country *

Type *

Global Location Number (GSI)

Status ?

Excise number ?

Facility IDs

Facility ID not required as already registered in another ID Issuer system ?

3

4

5. The user is redirected to the list of **Facilities**, confirmation message '**New facility was successfully created**' appears in the upper right corner of the screen. New facility will be displayed in the list.

The creation of facilities doesn't require any validation. The facility is immediately created and the Facility Identifier is immediately generated.

8.4 Facility modification

To edit facility information, perform the following steps:

6. Select **Facilities** from navigation bar. **Facilities** list will be displayed.
7. Select facility you want to modify by clicking directly on its name. **Facility sheet** will be displayed.
8. Click **Edit** button.
9. Alternatively you can click **Edit** icon near facility name and select directly from the list.
10. **Update facility** screen will be displayed:
 - Editable information on the screen: Name, Address, Country, Type and Excise Number.
 - Non-editable information on the screen: Facility_ID, Status, Economic Operator Name, Reg_EOID, The list of the Machines names.
11. Update information in editable fields and click **MODIFY** button.

Update facility

Facility Name *

Related economic operator

Facility details

ID *

Address Name

Address Street One *

Address Street Two

Address City *

Address Postal Code

Country *

Type *

Retails Outlet

Tax (excise) warehouse status ?

Excise number ?

Facility IDs

EOID identifier ?

MODIFY CANCEL

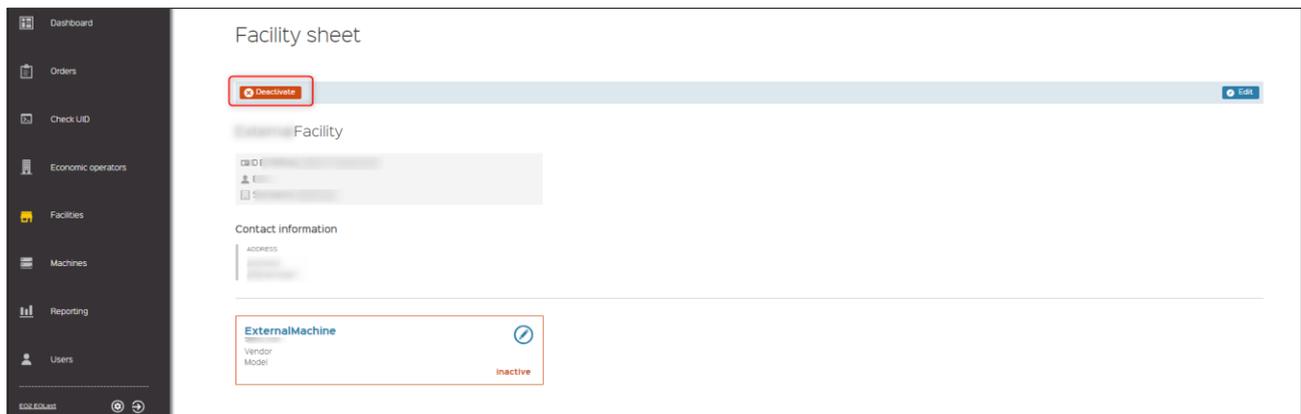
12. User is redirected to the **Facilities** list; confirmation message '**Facility has been successfully updated**' appears in the upper right corner of the screen.

8.5 Facility deactivation and reactivation

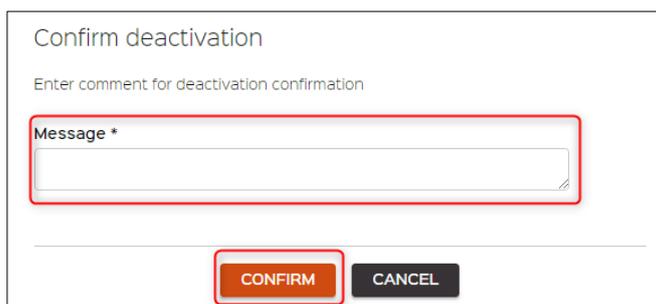
To deactivate facility perform the following steps:

1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Click on the facility name you want to deactivate. Facility sheet will be

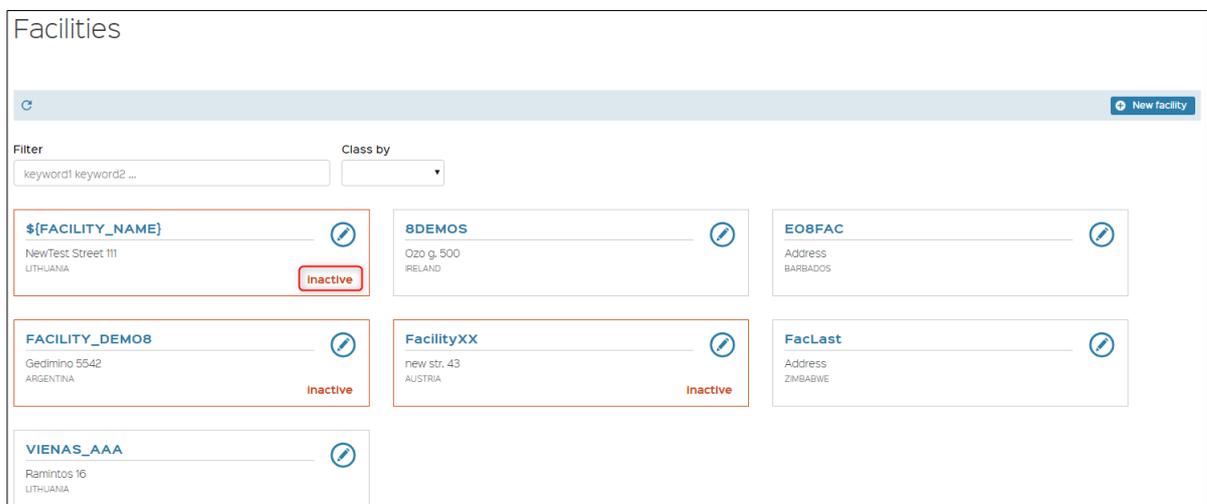
- displayed.
- Click on **Deactivate** button.



- Confirm deactivation** window is displayed.
- Enter comment into **Message*** field and click **CONFIRM** button.



- The user is redirected to the **Facilities** list, confirmation message '**Facility status has been successfully updated**' appears in the upper right corner of the window. Facility status in the list is highlighted as **inactive**.



The deactivation of a facility deactivates every machines of the facility.

To reactivate Facility, perform the following steps:

1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Select a facility that you want to reactivate. Facility status in the list will be highlighted as **inactive**.



3. Open selected facility by clicking on its name. **Facility sheet** will be displayed.



4. Click on **Activate** button.
5. **Confirm activation** windows opens. Enter comment into **Message*** field and click **CONFIRM** button.

 A screenshot of a 'Confirm activation' dialog box. The title is 'Confirm activation'. Below the title, there is a prompt: 'Enter comment for activation confirmation'. There is a text input field labeled 'Message *'. At the bottom of the dialog, there are two buttons: 'CONFIRM' (in orange) and 'CANCEL' (in dark grey).

6. The user is redirected to **Facility** list, confirmation message '**Facility status has been successfully updated**' appears at the upper right corner of the screen. Activated facility is not highlighted in the list. Reactivation of facility does not automatically activate the machines. Each machine must be reactivated one by one.

FacilityXX

AUSTRIA

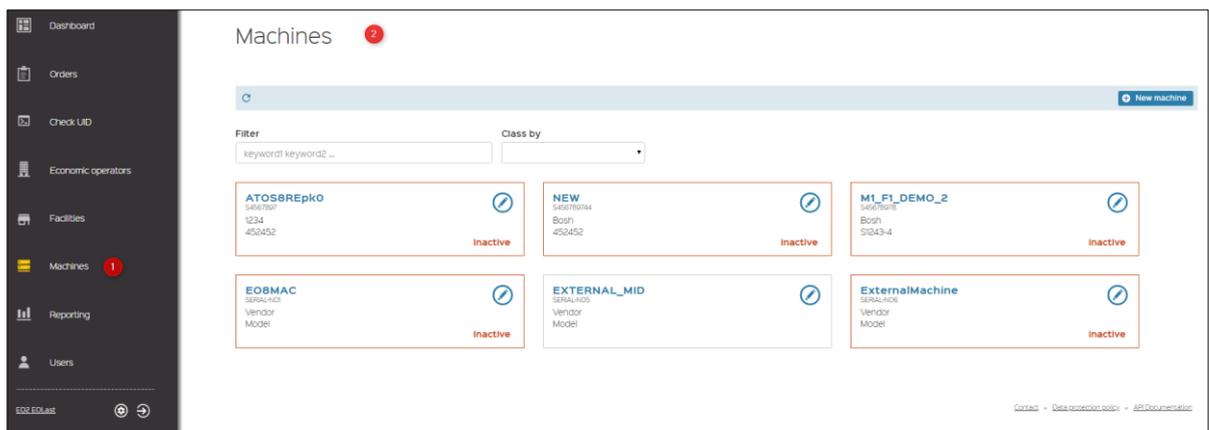


9 Machines

9.1 Machines list and search

Perform the following steps to list and search facilities:

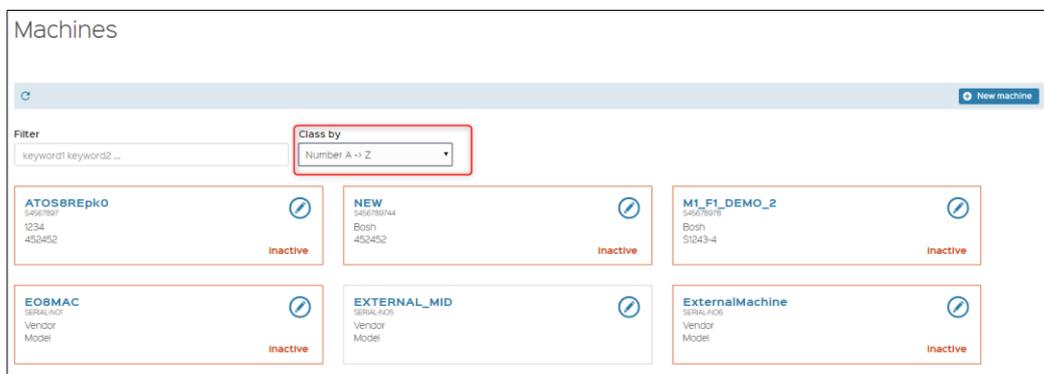
1. Select **Machines** from the navigation bar.
2. **Machines** screen should be displayed and a list of user related machines will be provided below.



User related machines can be listed using **Class by** option.

- Economic Operator Identifier
- Vendor A → Z
- Vendor Z → A
- Model A → Z
- Model Z → A
- Number A → Z
- Number Z → A
- Status

For example: select Number A → Z from **Class by** drop-down list. Machines will be automatically listed by Number A → Z.



Particular machine(s) can be found by keywords using **Filter option**. The

keywords are exact values of

- Economic Operator Identifier,
- Facility ID,
- Machine Producer,
- Machine Model,
- Machine Number,
- Machine Status.

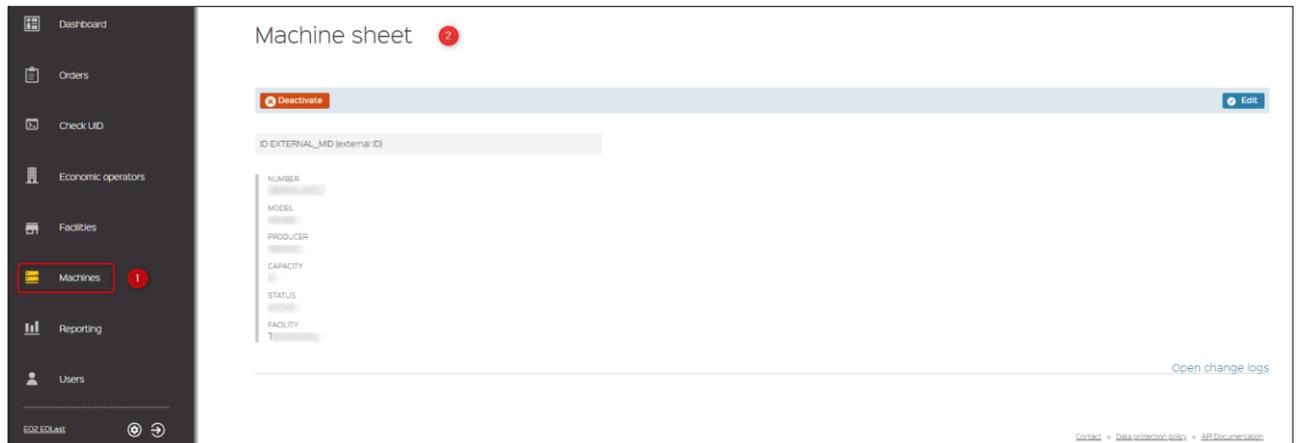
For example: enter **Machine Producer** as a keyword into **Filter** field. Only machines produced by this producer will be displayed.

The screenshot shows a web interface titled "Machines". At the top right, there is a "New machine" button. Below the title, there is a search bar with a "Filter" field containing the text "Bosh" and a "Class by" dropdown menu. Below the search bar, there are two machine cards. The first card is labeled "NEW" and "M1_F1_DEMO_2". It shows the machine ID "3456789144", the producer "Bosh", and the model "452452". The status is "Inactive". The second card is labeled "M1_F1_DEMO_2" and shows the machine ID "345678918", the producer "Bosh", and the model "S1243-4". The status is "Inactive".

9.2 Machine detail

To review machine information:

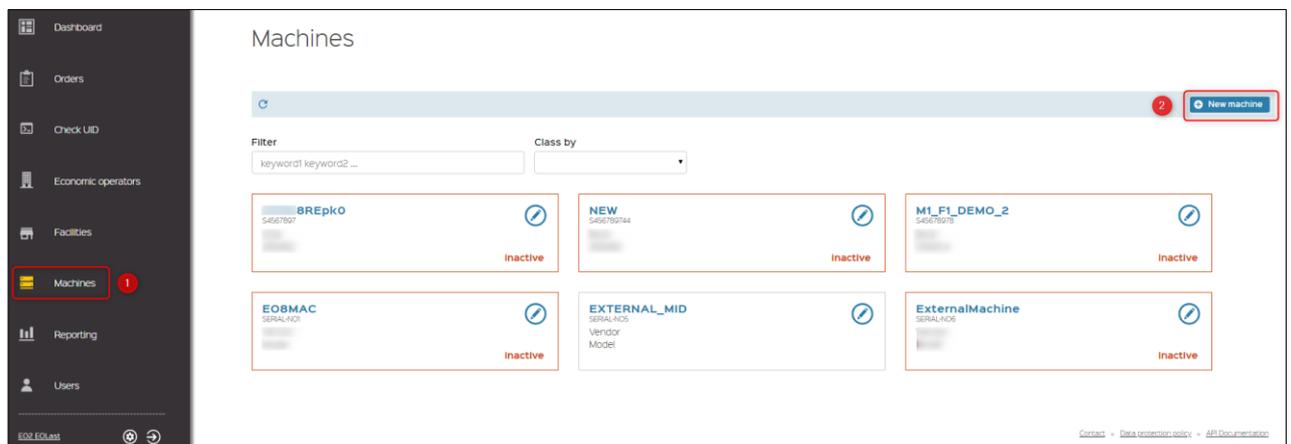
1. Select **Machines** from the navigation bar. **Machines** list should be displayed.
2. Select machine of interest by clicking directly on its name.
3. **Machine sheet** will be displayed listing available machine related information. The following information will be available in the sheet:
 - Machine name;
 - Machine ID
 - Producer
 - Model
 - Serial number
 - Capacity
 - Status
 - Facility name



9.3 Machine creation

To create a machine perform the following steps:

1. Select **Machines** from the navigation bar. **Machines** list will be displayed.
2. Click **New machine** button.



3. **New machine** screen will be displayed. Fill the form with required information and click **CREATE** button.

The screenshot shows a web interface for creating a new machine. On the left is a dark sidebar with navigation icons and labels: Dashboard, Orders, Check UID, Economic operators, Facilities, Machines, Reporting, and Users. Below the sidebar, there are two circular icons and the text 'EO2_EQLast'. The main content area is titled 'New machine' and contains the following form fields:

- Machine name: A text input field with a help icon.
- Select an economic operator *: A dropdown menu.
- Select a facility *: A dropdown menu.
- Vendor *: A text input field.
- Model *: A text input field.
- Serial number *: A text input field.
- Capacity *: A text input field.
- GIAI (Global Individual Asset Identifier): A text input field.
- Machine ID is issued in another UID system: A toggle switch that is currently off.

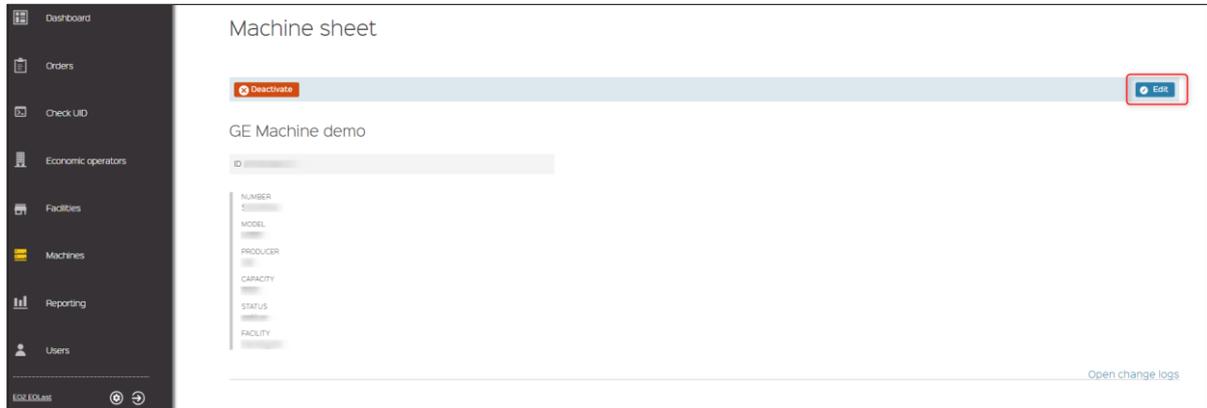
At the bottom right of the form are two buttons: 'CREATE' (orange) and 'CANCEL' (grey).

4. The user is redirected back to **Machines** list, newly created machine will be visible on the list, confirmation message '**New machine has been successfully created.**' appears at the right upper part of the screen.

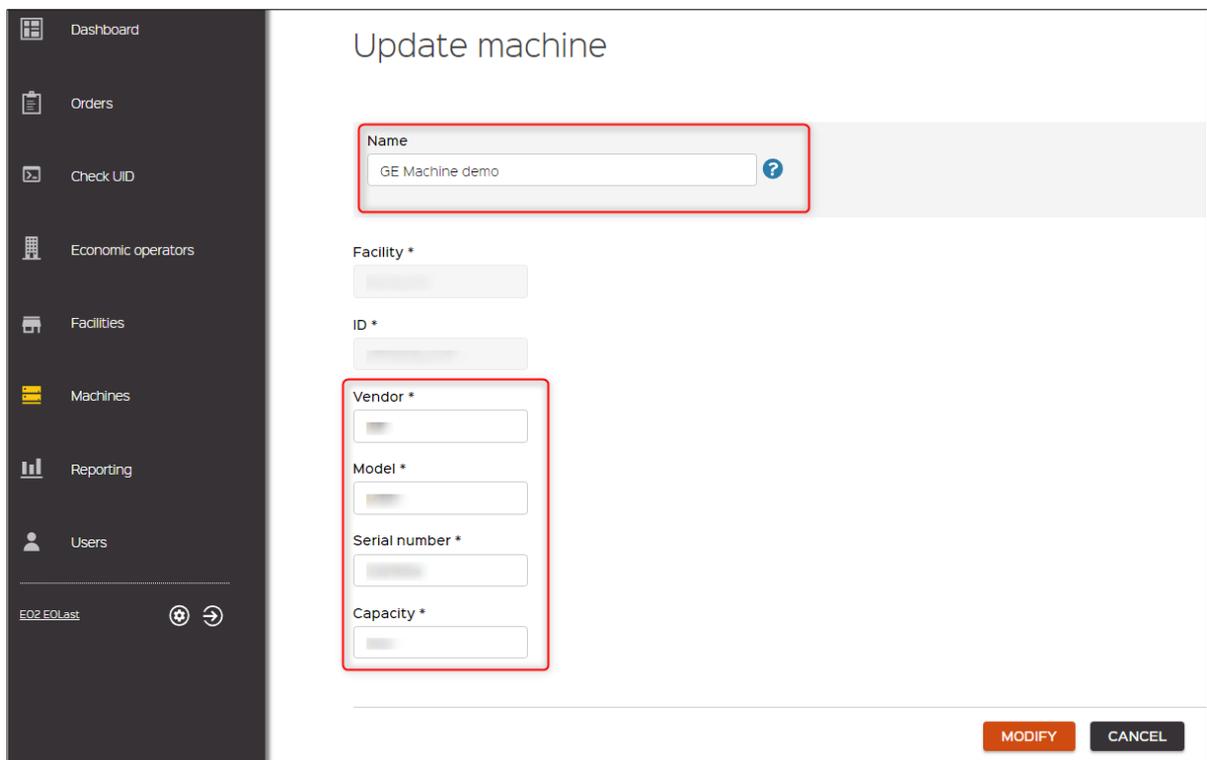
9.4 Machine modification

To modify a machine perform the following steps:

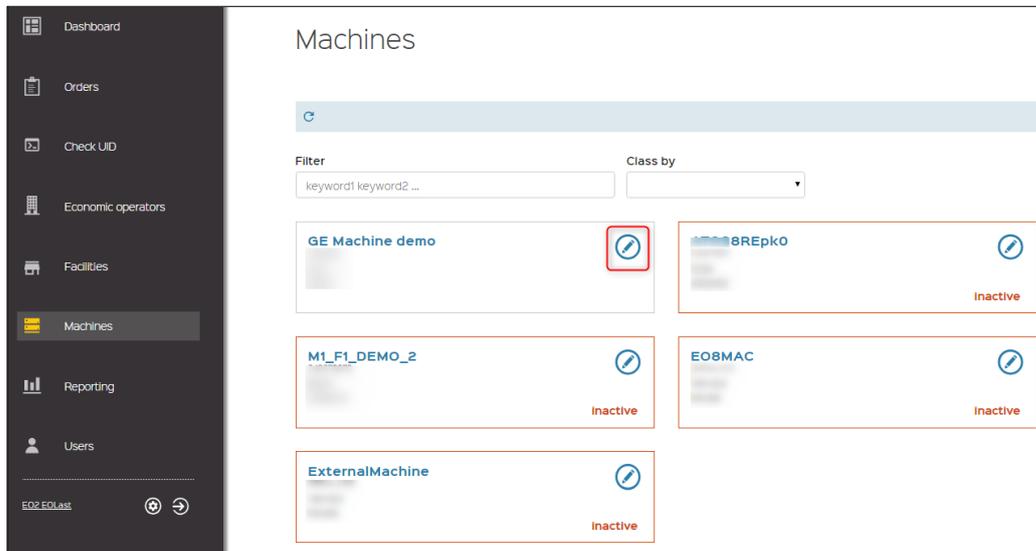
1. Select **Machines** from the navigation bar. **Machines** list should be displayed.
2. Select machine you want to modify by clicking directly on its name. **Machine sheet** will be displayed.



3. Click **Edit** button. **Update machine** screen will be displayed.



4. Alternatively **Update machine** screen can be accessed by clicking **Edit** icon which is near machine name in the **Machines** list.



5. Update information in editable fields as needed and click **MODIFY** button.
6. The user is redirected back to **Machines** list, updated machine will be visible on the list, confirmation message '**Machine has been successfully updated.**' appears at the right upper part of the screen

9.5 Machine deactivation / reactivation

To deactivate a machine perform the following steps:

1. Select **Machines** from the navigation bar. **Machines** list will be displayed.
2. Select machine you want to deactivate by clicking on it's name. **Machine sheet** will be displayed.



3. Click **Deactivate** button.
4. **Confirm deactivation** windows open. Provide reason into **Message*** field and click **CONFIRM** button.

Confirm deactivation

Enter comment for deactivation confirmation

Message *

CONFIRM
CANCEL

- The user is redirected to **Machines** list, deactivated machine's status in the list is highlighted as **inactive** and confirmation message '**Machine status has been successfully updated**' appears in the upper right corner of the screen.

To reactivate machine perform the following steps:

- Select **Machines** from the navigation bar. **Machines** list will be displayed.
- Select machine you want to reactivate by clicking on it's name. **Machine sheet** will be displayed.
- Click **Activate** button.

- Confirm activation** windows opens. Provide reason into **Message*** field and click **CONFIRM** button.

Confirm activation

Enter comment for activation confirmation

Message *

CONFIRM **CANCEL**

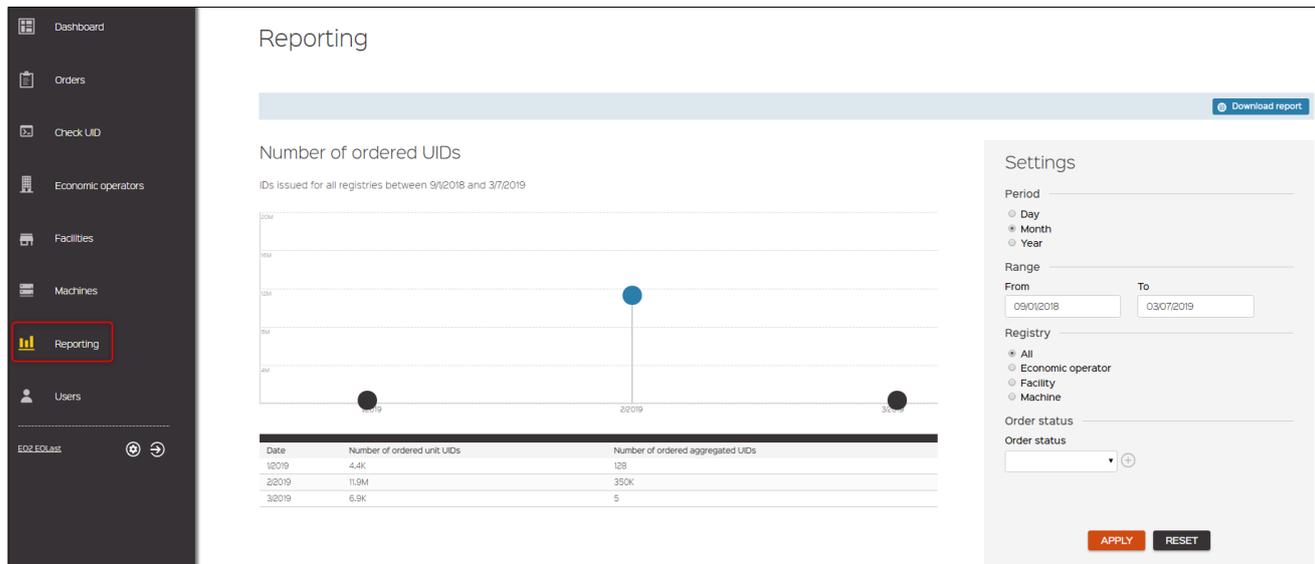
- The user is redirected to **Machines** list, activated machine's status in the list is not highlighted and confirmation message '**Machine status has been successfully updated**' appears in the upper right corner of the screen.

The screenshot displays the 'Machines' management interface. On the left is a dark sidebar with navigation options: Dashboard, Orders, Check UID, Economic operators, Facilities, Machines (highlighted), Reporting, and Users. The main area shows a list of machines. At the top right of the main area is a '+ New machine' button. Below it are search filters: 'Filter' with input fields for 'keyword1' and 'keyword2', and 'Class by' with a dropdown menu. The machine list contains the following entries:

Machine Name	Status
GE Machine demo	Active (Blue checkmark)
8REpk0	Inactive (Red 'inactive' label)
NEW	Inactive (Red 'inactive' label)
M1_F1_DEMO_2	Inactive (Red 'inactive' label)
EOBMAC SERIALNO1	Inactive (Red 'inactive' label)
EXTERNAL_MID SERIALNO5	Inactive (Red 'inactive' label)
ExternalMachine SERIALNO5	Inactive (Red 'inactive' label)

10 Reporting

Select **Reporting** from the navigation bar. **Reporting** screen is displayed.

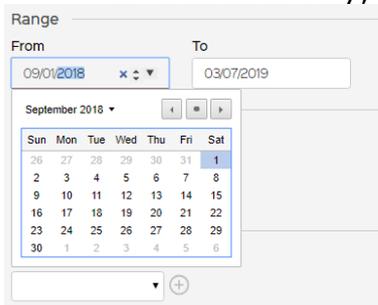


Reporting Screen consists of 3 parts:

1. Graph area which graphically represents report results generated after selecting options in **Settings** section;
2. **Settings** section – where you can choose required parameters to generate report,
3. **Download report** button – allows to download generated report to preferred directory on your computer.

The following parameters can be set in **Settings** section:

- Period - subsection allows to choose from: Day (radio button), Month (radio button), Year (radio button).
- Range – subsection allows to set **From** and **To** – date fields. Date can be entered manually, set using up/down arrows or selected from calendar.



- Registry – subsection allows to choose from: *All*, *Economic Operator*, *Facility* and *Machine*. For all options except *All* you will be asked to provide EO ID, facility ID or machine ID respectively in the field which appears below.

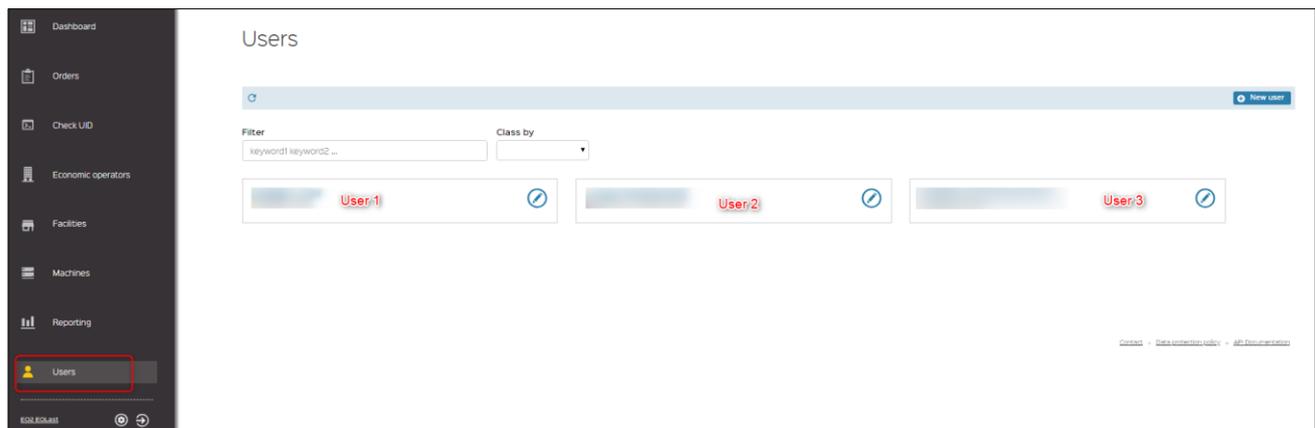
- Order status – subsection allows to choose the following options from drop-down list: Pending, Waiting for Approval, Approved, Downloaded and Cancelled.

When all options in the **Settings** section are selected correctly, the **Download report** button is activated and report is ready to be downloaded to your computer.

11 Users

11.1 User list

Select **Users** from the navigation bar. **Users** list will be displayed on the screen.



Users can be listed using **Class by** option.

- First Name A → Z
- First Name Z → A
- Last Name A → Z
- Last Name Z → A
- Status

Particular User can be found entering the following values to the Filter field:

- First Name
- Last Name
- E-mail

11.2 New user creation

To create new user, perform the following steps:

1. Select **Users** from the navigation bar. **Users** list will be displayed.
2. Click on the **New user** button.



3. **New user** form will open.
4. Fill in the information to the fields and click **CREATE** button.

Complete the mandatory fields:

- First name* : the first name of the user
- Last name * : the last name of the user
- Email * : the email of the user
- Phone number* : the phone number of the user
- Roles *:**
- Type: the desired role
 - Economic Operator administrator
 - Economic Operator user
- Entity type : Economic Operator / Facility or machine
- Entity: The entity or entities that the user must be able to manage.

The fields allows to refine as much as possible the role and rights of the user.

If you choose an EO (or more) then the user will have the rights on the selected EO, the attached facility(s), and the attached machine(s).

If you choose a Facility, the user will have the rights on this facility and its machine(s).

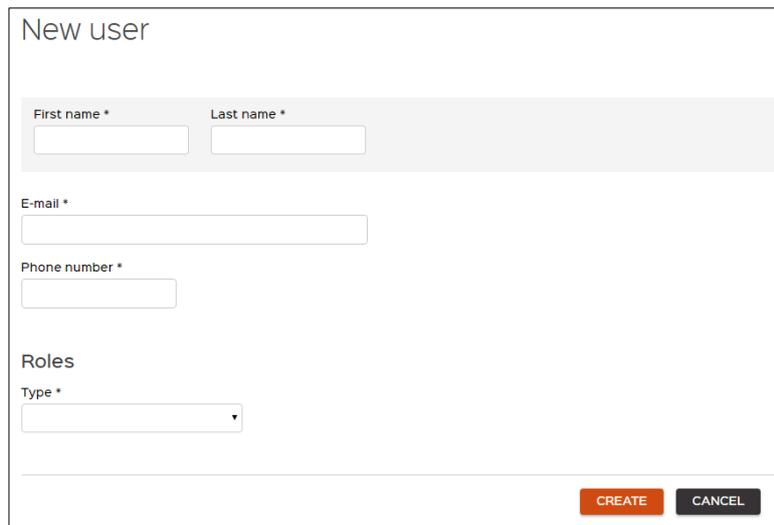
If you choose one or more machines, the user has the rights only on the selected machine(s).

New user

The screenshot shows a 'New user' form with the following fields and callouts:

- First name ***: Input field containing 'My first name'.
- Last name ***: Empty input field.
- Email ***: Empty input field.
- Telephone ***: Empty input field with a help icon.
- Roles** section:
 - Type ***: Dropdown menu with options: 'Economic operator user' (selected), 'Economic operator administrator', and 'Economic operator user'.
 - Entity type**: Dropdown menu with options: 'Economic operator', 'Facility' (selected), and 'Machine'.
 - Entity ***: Input field with a '+' icon, containing 'FACILITY3' and 'test facility'.

Red arrows point from the 'Type *' dropdown to the 'Economic operator user' option, from the 'Entity type' dropdown to the 'Facility' option, and from the 'Entity +' icon to the 'Entity *' input field.



5. The user is redirected to the main list, confirmation message '**New user has been created**' appears at the upper part of the screen. New user will be visible in the list.

Roles details :

Role type :

- Economic Operator administrator : Can create EO's, create users, request UIDs... in relation to the entity to which it is attached
- Economic Operator user: Can order UIDs for the entity to which it is attached

Entity:

- Entity type : 3 kinds of entity
 - Economic Operator
 - Facility
 - machine

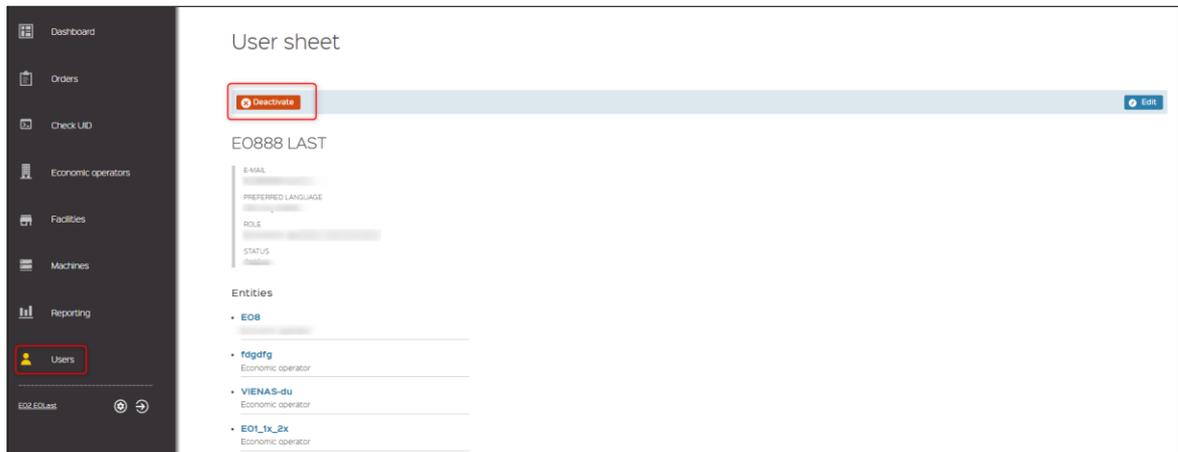
Entity: The entity or entities that the user must be able to manage.

Example: EO entities (with all their facilities and machine), or just facility/ies or just for 1 machine or different machines...

11.3 User Deactivation

Perform the following steps to deactivate user:

1. Select **Users** from the navigation bar. **Users** list will be displayed.
2. Select user by clicking directly on its name. **User sheet** will be displayed.



3. Click **Deactivate** button.
4. **Confirm deactivation** window opens. Enter comment into **Message*** field and click **CONFIRM** button.

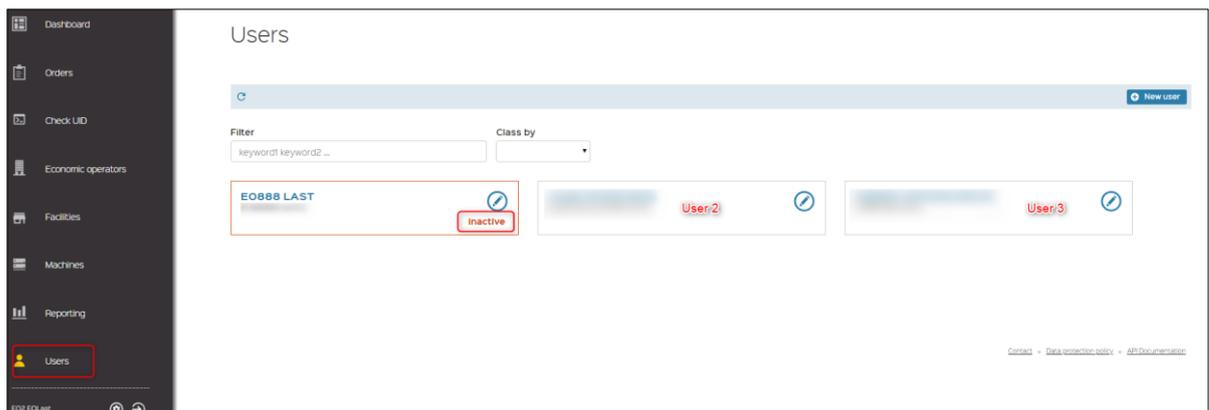
Confirm deactivation

Enter comment for deactivation confirmation

Message *

CONFIRM
CANCEL

5. The user is redirected to the **Users** list, confirmation message '**User status has been successfully updated**' appears at the upper corner of the screen, the user status in the list is highlighted as **inactive**.

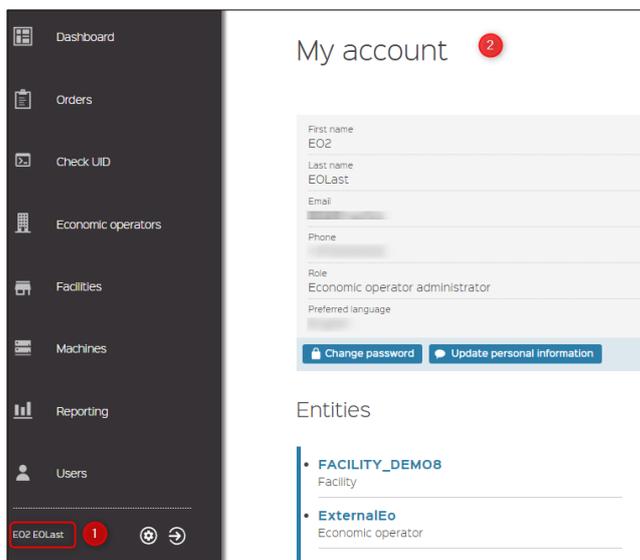


12 Account & Setting

12.1 My Account

To access your own account:

1. Click on your user name which will be displayed at the bottom of the navigation bar.
2. **My account** screen will be displayed:

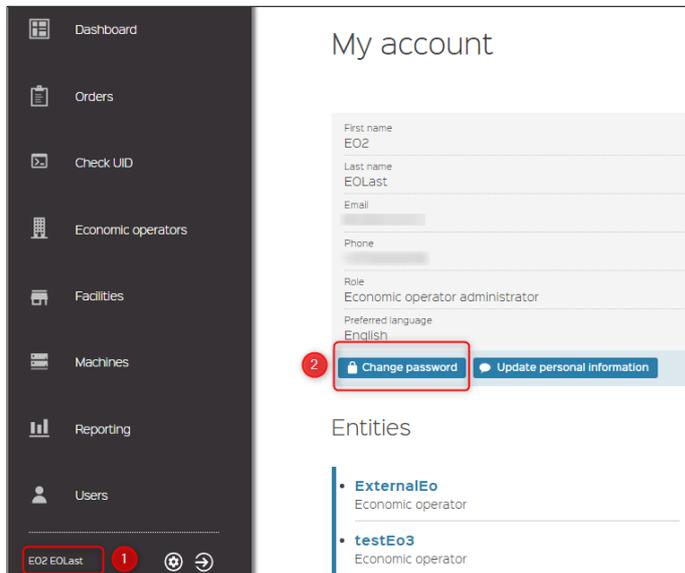


My account screen holds the following information:

- Personal information of economic operator,
- Economic operator related entities (other economic operators, facilities, machines)
- Change password option
- Update personal information option

Perform the following steps to Change password.

1. Click on your name at the bottom of the navigation bar. **My account** screen will be displayed.
2. Click Change password button.

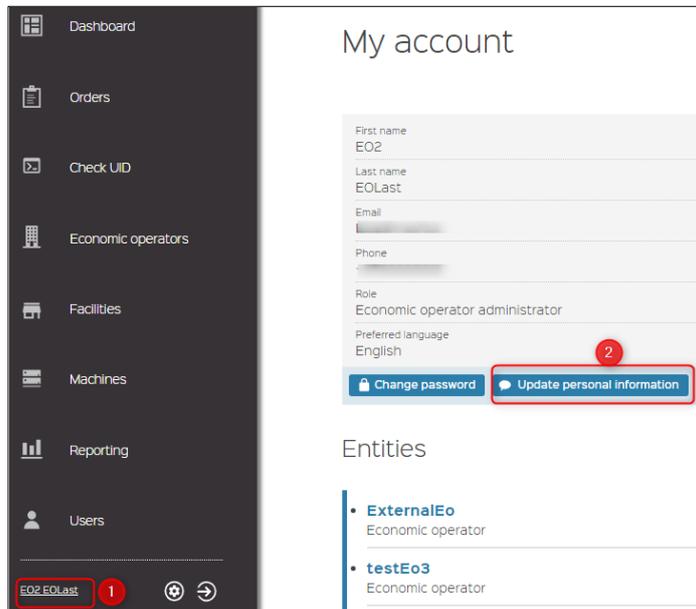


3. **Change password** window will open.
4. Enter old password and new password into corresponding fields and click **CHANGE PASSWORD** button.

5. The user will be redirected to the initial system login screen and will be able to login using his new password.

To Update personal information perform the following steps:

1. Click on your name at the bottom of the navigation bar. **My account** screen will be displayed.
2. Click on Update personal information button.



3. **Update personal information** window opens displaying current information in the fields.
4. Update information as needed and click **UPDATE** button

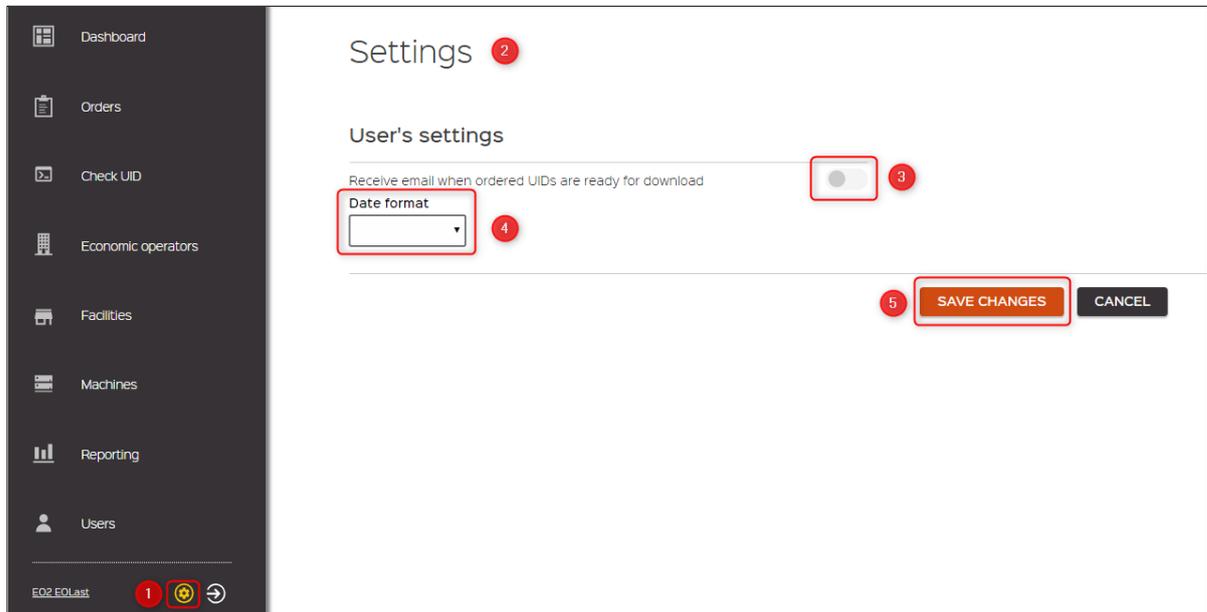
5. The user is redirected to **My account** screen where updated information will be seen, and confirmation message '**Your account has been updated**' appears at the upper part of the screen.

12.2 Settings

To access your settings, perform the following steps:

1. Click on Settings icon which is near your username at the bottom of the

- navigation bar.
- Settings screen will be displayed.

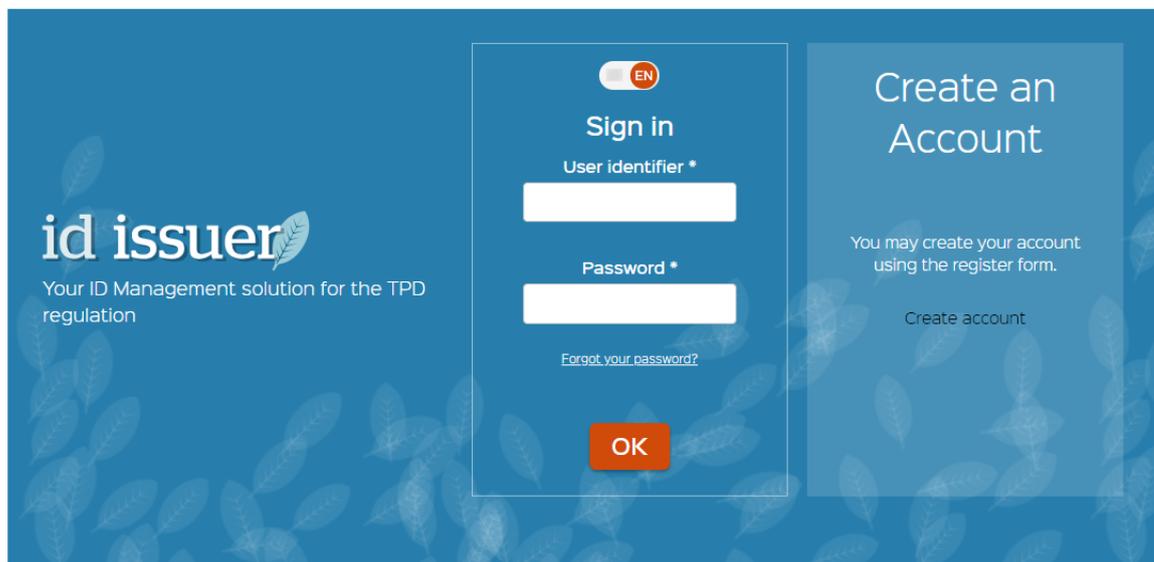


- Select an option to '**Receive email when UIDs are ready for download**' by clicking on the button.
- Set the preferred **Date format** which will be displayed across options of his account. The following date formats are available from the drop down list:
 - YYYY-MM-DD
 - DD-MM-YYYY
 - MM-DD-YYYY
 - YYYY/MM/DD
 - DD/MM/YYYY
 - MM/DD/YYYY
- Click **SAVE CHANGES** button to save your preferences.

14 Helpdesk

14.1 Operation and contact

If you encounter issues that you are not able to resolve, please contact the Helpdesk by phone or e-mail. You will find these details via **Contact** hyperlink at the bottom on every screen of the system.



[Contact](#) • [Data protection policy](#) • [API Documentation](#)

When you click on **Contact** hyperlink, **Contact** screen will be displayed. Available options to contact helpdesk are:

- By phone;
- By e-mail;
- Submitting your contact details and your message in the designated window.

Phone number and e-mail address are country specific. You should open your ID Issuer application **Contact** screen to receive valid contact details.

Contact

ID Issuer

Contact us * mandatory fields

Your name *

Your email *

Company name

Title of your question *

Your question *