User Manual: EU Ecolabel Catalogue (ECAT)
For Applicants and Licence Holders

June 2021
# Table of Contents

Introduction – What is ECAT?................................................................. 2

Chapter 1: Access to ECAT Admin ................................................................. 3
  1.1 Creating an ECAT Admin user account ............................................. 3
  1.2 How to change account details............................................................ 5
  1.3 How to retrieve Log-in credentials ...................................................... 5
    1.1.1. Forgotten email/username.......................................................... 5
    1.1.2. Forgotten password .................................................................... 6

Chapter 2: Apply for a new product or service licence .................................. 7
  2.1 New application for a product licence.................................................. 7
  2.2 New application for a Tourist Accommodation Services licence ............. 7
  2.3 Step by step explanation on registering a new application ..................... 8

Chapter 3: The products and services pages ................................................. 9
  3.1 Add and manage your products ........................................................... 9
  3.2 Add and manage Tourist Accommodation Services .............................. 12

Chapter 4: Managing existing licences – Explanation of the different status options of your licences in ECAT ......................................................... 14
Introduction – What is ECAT?

The **EU Ecolabel Catalogue (ECAT)** is a public database allowing all stakeholders to quickly find EU Ecolabel products and services.

This **User Manual covers ECAT Admin** - the EU Ecolabel Catalogue administration system, an online tool that allows Licence Holders to manage EU Ecolabel licences and products/services.

**Public ECAT**

Available at:


**ECAT Admin**

Available at:

If you have a question on your ECAT_Admin account that cannot be solved with this User Manual, please address your issue to the EU Ecolabel Helpdesk or your Competent Body.

In your email, please include:

- A clear description of the issue;
- Indicate the licence numbers and licence ID;
- Your ECAT_Admin username;
- Country in which the company is located;
- A screenshot of the issue.

Since technical issues may be forwarded to the European Commission IT Department, please account for a 5–7 day waiting period until your issue is resolved. Certain issues may take longer to resolve.

Chapter 1: Access to ECAT Admin

Only one ECAT account per licence holding business/organisation can be attributed to your EU Ecolabel licences. If you need to change the email address attributed to your existing licences, please create a new EU Login account with the new email-address and contact the EU Ecolabel Helpdesk who will transfer the applications from your organisation to your account.

1.1 Creating an ECAT Admin user account

1. To connect to the EU Ecolabel Catalogue administration information system (ECAT_Admin) as an applicant and create a new account, use this link: https://webgate.ec.europa.eu/ecat_admin/, see Figure 1.

   Figure 1: Login home page

2. Click on ‘Register’ to be redirected to the EU Login account creation webpage (Figure 2). The EU Login authentication service (previously ECAS) is a point for user authentication to a wide range of Commission information systems, such as the EU Ecolabel Catalogue (ECAT).
Figure 2: Creation of the EU Login account

Do not forget to check the box to acknowledge the understanding of the privacy statement before clicking on ‘create an account’.

3. Upon clicking ‘create an account’, an automatic email will be sent to your email address (Figure 3).

Figure 3: Automated email

4. The system gives 1½ hours to follow the link indicated in the email to create a password and finalise your EU Login account creation (Figure 4).

Figure 4: Password creation

5. Afterwards please log-in to ECAT (https://webgate.ec.europa.eu/ecat_admin/) - the system will prompt you to add in additional information such as your country of residence, phone number, etc. Please note that it is mandatory to add your VAT number. Click first on ‘save’, then on ‘send for validation’ (Figure 5).
Keep in mind that all fields with * are required in order to create an account.

6. You will receive an automated email once your account has been validated. Please note that the validation process can take up to 24 business hours. After receiving the automated validation notification, your access to the system will be granted.

1.2 How to change account details

You may at any time modify your account information by clicking on your login name on the top banner (Figure 6) and then on “My profile”. You may change the company address, change the logo or any other relevant contact information (phone, webpage).

1.3 How to retrieve Log-in credentials

1.1.1. Forgotten email/username

If you forget which email/username is associated with your EU Login account, send an email to the EU Ecolabel Helpdesk from your company domain email address indicating the following details:

- Company name
- Attributed Competent Body
- Country of production

The Helpdesk will look up your associated account within its back-end system and will indicate which email/username is associated with your EU Login account.
1.1.2. Forgotten password

If you forget the password associated with your EU Login account, click on ‘Lost your password?’ link.  

*Figure 7: Lost your password*

The system prompts you to undertake a security verification test before clicking on the ‘Get a password’ link (*Figure 8*).

*Figure 8: Get a password*

Afterwards, an email is sent to the email registered to your account with instructions on how to change the password and recover access to your EU Login account (*Figure 9*).

*Figure 9: Automated email*

- In the next few minutes, you will receive an e-mail containing a link to this site. If you need assistance, use [this link](#) to go to the contact page.

💡 *The system only allows one password change every 24 hours.*
Chapter 2: Apply for a new product or service licence

If you are applying for a new licence for the first time, please contact your Competent Body before starting your ECAT application.

2.1 New application for a product licence

See the screenshot below on how to apply for a new product licence (including PG Cleaning Services). To add products to your existing licences, please refer to Chapter 3.1.

Figure 10: Register for a new licence (product)

From the ECAT_Admin homepage, click on ‘Products’ which will open a drop-down menu. Click on ‘Register for Licence’ to create a new blank product application.

2.2 New application for a Tourist Accommodation Services licence

See the screenshot below on how to apply for a new Tourist Accommodation licence. To add services to your existing licences, please refer to Chapter 3.2.

Figure 11: Register for a new licence (service)

From the ECAT_Admin homepage, click on ‘Services’ which will open a drop-down menu. Click on ‘Register for Licence’ to create a new blank service application.
2.3 Step by step explanation on registering a new application

**Figure 12: Registering the licence information**

- **Registration ID:**
  - Application Details
    - Company name: CHRISTEYNS France
    - Company country: France
    - Product Group: Absorbent hygiene pro
    - Competent Body: France (Ministry)
    - Licence No: [XX][ZZZZZZ]
    - Expires: 31-Dec-2022

- **Products list (0 Products):**
  - Click here to add a product (refer to Chapter 3)

- **First Signatory**
  - Click here to save your application (if you want to continue to work on the application at a later point.)

- **Application history**
  - Click here to submit the application to your CB for validation!
  - Click here to delete your application.

**Upload the company logo (size: 100px. X 100px.)**

**Overview of the products/services comprised within each licence, its status and display of the images uploaded by you.**

- **Confirm the information for the primary contact who has exclusive access to the licence in ECAT**

**Only white fields are editable by you, the other fields are only editable by your Competent Body. If you want to change account details, such as your company name or company country, click on your login name on the top banner and then on “My profile” (see Chapter 1.2)**
Chapter 3: The products and services pages

3.1 Add and manage your products

This chapter will help you managing and adding new products. The product page is accessible via the home page where your existing licences are listed. Select one licence to edit the information on the licence level (Figure 12). In the Products list, you can see the existing products, add new products and access the products level to amend the details of each registered product (Figure 13).

![Registration ID: 23173](image)

Click on the product id or product name to see/amend details of your products (product description, etc.)

Click here to add a new product

![Products list (1 Products) (2)](image)

Product codes:

It is strongly recommended that you include your product code in ECAT (EAN, GTIN, GSIN or SSCC, etc.) There is an increased interest by e-retailers/e-commerce platforms to promote products awarded with an EU Ecolabel. Product codes (EAN, GTIN, GSIN or SSCC, etc.) are used by e-retailers to verify that a product carries the EU Ecolabel. Please make sure to insert a product code in ECAT (preferably the EAN13 code), so your products can be identified by e-commerce platforms as products awarded with the EU Ecolabel (see blue box in Figure 14).
**Figure 14: Registering your products information**

- **Fill in the required information**
- **Select each country that your product is available in. This is mandatory for your products to appear on the ECAT.**
- **Click here if your product is sold online and available for purchase worldwide**
- **Select the right language and click here to add your description (recommended: English)**
- **Click here to add your product codes (EAN, GTIN, GSIN or SSCC)**
- **Repeat the same process for your products physically sold in-store**

Add your product description here (recommended: in English)
Important: To finalize the application, click on “Send Registration to Competent Body” on the bottom of the licence level page!

If you have multiple products to add (>50), contact your CBs who will be able to facilitate the upload with the help of an import tool and Excel sheet.
3.2 Add and manage Tourist Accommodation Services

For Tourist Accommodation services, it is important to name only the “Company country” in which the service is located. Multiple countries should not be indicated. If you want to modify your account information and the country, click on your login name on the top banner and then on “My profile” (Figure 6).

Figure 15: Registering your services information

Click here to add a new service

Fill in the required information

Fill in your service description (recommended in English) and click here to add it
Important: To finalize the application, click on “Send Registration to Competent Body” on the bottom of the licence level page!
Chapter 4: Managing existing licences – Explanation of the different status options of your licences in ECAT

When registering your products/services on ECAT, your application/licence will go through various statuses, depending on the different actions that you as Licence Holder (LH) or your Competent Body (CB) needs to perform. Depending on the current status your application/licence is in, you will have different modification rights. Only awarded applications will be visible on public ECAT.

![Figure 16: Example of applications/licences with different registration statuses](image)

To filter products and services by status, click on the drop-down menu under the registration status (see purple box, Figure 16).

Please see below an explanation of the different status option and the respective modification rights:

<table>
<thead>
<tr>
<th>Application status</th>
<th>Explanation of the status</th>
<th>Modification rights</th>
<th>Visible on Public ECAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>The applicant has created an application but has not yet sent it to the Competent Body for validation.</td>
<td><strong>Applicant:</strong> you can modify your draft and add new products/modify information. Please finalize the application and click on “Send Registration to Competent Body”. <strong>Competent Body:</strong> you don’t have access to the applicant’s draft.</td>
<td>No</td>
</tr>
<tr>
<td>Status</td>
<td>Description</td>
<td>Applicant:</td>
<td>Competent Body:</td>
</tr>
<tr>
<td>------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>New application request</td>
<td>The application has been sent for validation to the Competent Body.</td>
<td>you can no longer modify your application. You are now pending approval or refusal from your Competent Body.</td>
<td>you can Award (→ Awarded), Update, Send Back (→ Draft), Refuse (→ Draft – refused) the application</td>
</tr>
<tr>
<td>Draft – refused</td>
<td>The application has been refused by the Competent Body.</td>
<td>you can modify your application and send it for validation to your Competent Body.</td>
<td>you don’t have access to the applicant’s refused draft.</td>
</tr>
<tr>
<td>Awarded</td>
<td>The application has been validated by the Competent Body and appears on the Public ECAT.</td>
<td>you may modify the licence and add new products or renew the registration. If you modify it, you need to send it to your Competent Body for validation by clicking on “send registration to Competent Body”.</td>
<td>you can view and update the licence.</td>
</tr>
<tr>
<td>Awarded – Partial</td>
<td>The application has been partially validated: some products have been awarded, others have been refused by the Competent Body. The awarded products appear on the Public ECAT.</td>
<td>you can delete the non-validated products and/or create new products in the licence. Afterwards please send the application back to your Competent Body by clicking on “Send Registration to Competent Body”.</td>
<td>there is no need for any modifications at this point. However, you can also add new products or delete others if applicable.</td>
</tr>
<tr>
<td>Awarded – Modified</td>
<td>The Licence Holder has started to modify an awarded licence.</td>
<td>you have made updates on the products level (change, add new products, etc.). Please send the modified licence to your Competent Body for their final validation, by clicking on “Send Registration to Competent Body”.</td>
<td>you cannot modify the licence until the Licence Holder has sent it to you for validation.</td>
</tr>
<tr>
<td>Awarded – Modification request</td>
<td>The modified licence has been sent to the Competent Body for validation.</td>
<td>you can no longer modify the licence as you have already sent it to your Competent Body.</td>
<td>you can approve, send back or refuse the modification request or you can modify it further as well. Please award the full licence again by clicking on “Award” on the licence level.</td>
</tr>
<tr>
<td><strong>Awarded – CB Modification</strong></td>
<td>The Competent Body made some updates at the product level of an awarded licence.</td>
<td><strong>Licence Holder:</strong> you cannot perform any changes to the licence. Please ask your Competent Body to finalize and approve the modifications.</td>
<td><strong>Compeente Body:</strong> you have made updates on the products level. Please award the full licence by clicking on “Award” on the licence level.</td>
</tr>
<tr>
<td><strong>Awarded – Renewal Request</strong></td>
<td>The Licence Holder has requested the renewal of the licence, i.e. adopting of the latest criterion.</td>
<td><strong>Licence Holder:</strong> you can no longer modify the licence, please wait for your Competent Body to renew the licence.</td>
<td><strong>Competent Body:</strong> you can both refuse or accept the renewal request or modify it.</td>
</tr>
<tr>
<td><strong>Awarded – Renewal with modification</strong></td>
<td>The Licence Holder has requested the renewal of the licence and additionally performed some updates on the products within the licence.</td>
<td><strong>Licence Holder:</strong> you can no longer modify the licence, please wait for your Competent Body to renew the licence.</td>
<td><strong>Competent Body:</strong> you can both refuse or accept the renewal with modification request or modify it.</td>
</tr>
<tr>
<td><strong>Awarded – Renewal refused</strong></td>
<td>The renewal of the licence has been refused by the Competent Body. As long as the Product Group criterion is still valid, the licence has the status “Awarded”.</td>
<td><strong>Licence Holder:</strong> If you wish to renew your licence please contact your CB.</td>
<td><strong>Competent Body:</strong> there is no need for any modifications at this point.</td>
</tr>
<tr>
<td><strong>Cancelled</strong></td>
<td>The Competent Body has cancelled the licence.</td>
<td><strong>Licence Holder:</strong> you can no longer perform modifications.</td>
<td><strong>Competent Body:</strong> you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on “Award registration”.</td>
</tr>
<tr>
<td><strong>Cancelled - Criteria expired</strong></td>
<td>A criterion expired and all related licences are cancelled automatically.</td>
<td><strong>Licence Holder:</strong> you can no longer perform modifications. Please contact your Competent Body.</td>
<td><strong>Competent Body:</strong> you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on “Award registration”.</td>
</tr>
</tbody>
</table>