Table of Contents
Introduction ........................................................................................................... 2
Chapter 1: Basic Steps.......................................................................................... 2
  1.1. Account setup................................................................................................ 2
  1.1.2 ECAS account set up ................................................................................. 2
  1.1.2 ECAT account set up ................................................................................. 4
  1.2. Account access ............................................................................................ 5
    1.2.1. Forgotten email/username ..................................................................... 5
    1.2.2. Forgotten password ............................................................................... 5
Chapter 2: Managing existing licences .............................................................. 6
  2.1 ECAT home page .......................................................................................... 6
    2.1.1 Your licences status .................................................................................. 6
Chapter 3: Apply for a new product or service licence ...................................... 8
  3.1 New product licence application ................................................................. 8
  3.2 New service application ................................................................................. 10
Chapter 4: The products and services pages .................................................... 10
  4.1 Add and manage your products ................................................................... 10
  4.2 Add and manage your services .................................................................... 13
Introduction

This user manual covers the use of the latest version of the EU Ecolabel Catalogue administration information system (ECAT_Admin), an online open tool put in place to manage EU Ecolabel licences and products/services., which was deployed in July 2020.

If you encounter a problem with your ECAT_Admin account, 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 application numbers involved in the issue;
- 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: Basic Steps

- To connect to the EU Ecolabel Catalogue administration information system (ECAT_Admin) as an applicant, use this link: https://webgate.ec.europa.eu/ecat_admin/

  Do not bookmark the ECAT_Admin on your browser, copy/paste the link into their URL address bar for each login.

  Before registering on the ECAT_Admin, create a user account (EU Login) on the platform — the European Union information system.

  1.1. Account setup

  1.1.1 ECAS account set up

- To create your ECAS account, follow the link to the ECAT_Admin. The system redirects you to the webpage presented in Figure 1.
It is very important that only one ECAS account is created per licence holding business/organisation not to confuse the system.

*Figure 1: Login home page*

- Click on ‘Register’ to be redirected to the ECAS account creation webpage (*Figure 2*).

*Figure 2: Creation of the ECAS account*

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

- Upon clicking ‘create an account’, an email is sent to your email address (*Figure 3*).

*Figure 3: Automated email*

Thank you for registering, you will receive an e-mail allowing you to complete the registration process.
- The system gives 1½ hours to follow the link indicated in the email to create a password and finalise your ECAS account creation (*Figure 4*).

*Figure 4: Password creation*

- Keep your username and password in a safe place, as it may be difficult to retrieve if lost.

**1.1.2 ECAT account set up**

- *In order to register products and services on the ECAT_Admin, create a user account on ECAS—the European Union information system. If you do not have an ECAS account, refer to chapter 1.1.*

- When logging in for the first time on ECAT, the system will prompt you to add in additional information such as your country of residence, phone number, etc.
- **It is mandatory to add your VAT number (green square on figure 5)**
- Click ‘save’, then ‘send for validation’ (*Figure 5*).
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.

💡 Keep in mind that all fields with * are required in order to create an account.
- After receiving the automated validation notification, your access to the system will be granted and if necessary, you may modify your account information by clicking on your login name on the top banner (Figure 6).

Figure 6: LH account

If you need to change the email address associated with your ECAT account, please contact the Helpdesk.

1.2. Account access

1.2.1. Forgotten email/username

- If you forget which email/username is associated with your ECAS account, send an email to the Helpdesk indicating any or all of the following details:
  - Country of production
  - Company name
- The Helpdesk will look up your associated account within its back-end system and will indicate which email/username is associated with your ECAS account.

1.2.2. Forgotten password

If you forget the password associated with your ECAS account, click on ‘Lost your password?’ link (Figure 7)

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](image)

An email is sent to the email registered to your account with instructions on how to change the password and recover access to your ECAS account (Figure 9).

![Figure 9: Automated email](image)

*The system only allows one password change every 24 hours.*

Chapter 2: Managing existing licences

2.1 ECAT home page

From the ECAT_Admin home page, you can access the applications that you have made and check the statuses of these applications.

2.1.1 Your licences status

*If you are applying for a new licence for the first time, please contact your Competent Body before starting your ECAT application.*
You can find below a table listing the different statuses that your licences can have:

<table>
<thead>
<tr>
<th>Application status</th>
<th>Meaning and next step associated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft (red box in Figure 11)</td>
<td>Your application has not yet been sent to your Competent Body for validation. You should add your products and click on “send registration for Competent Body”. <em>(For guidance on how to submit draft applications, refer to Chapter 3).</em></td>
</tr>
<tr>
<td>New application request (orange box in Figure 11)</td>
<td>Your application has been sent for validation to your Competent Body. You are now pending their approval or refusal.</td>
</tr>
<tr>
<td>Draft – refused (blue box in Figure 11)</td>
<td>Your application has been refused by your Competent Body. You should create a new one and go through the process again <em>(please refer to Chapter 3)</em>.</td>
</tr>
<tr>
<td>Awarded (green box in Figure 11)</td>
<td>Your application has been validated by your Competent Body and should appear on the public ECAT.</td>
</tr>
<tr>
<td>Awarded – partial</td>
<td>Your application has been partially validated: some products have been refused by your Competent Body. If applicable, you should add the missing product(s) into your application and send it back to your Competent Body.</td>
</tr>
<tr>
<td>Awarded – modified</td>
<td>You have modified an application which has already been validated by your Competent Body. This modified application should be sent to your Competent Body for their final validation, so that your updates appear on the Public ECAT.</td>
</tr>
<tr>
<td>Awarded – modification request</td>
<td>Your modified application has been sent to your Competent Body for validation.</td>
</tr>
<tr>
<td>Awarded – renewal Request</td>
<td>You have requested the renewal of your licence, i.e. adopting of the latest criterion.</td>
</tr>
<tr>
<td>Awarded – renewal with modification</td>
<td>You have requested a modification of the renewal of your licence.</td>
</tr>
<tr>
<td>Awarded – renewal refused</td>
<td>The renewal of the application has been refused by the Competent Body. If you wish to renew your application, you should go through the process again.</td>
</tr>
</tbody>
</table>

To filter products and services by status, click on the drop-down menu under the application status *(see purple box, Figure 11)*.

*Figure 11: Example of applications with different statuses*
Chapter 3: Apply for a new product or service licence

3.1 New product licence application

On this page you will be able to apply for a new product licence. To add products to your existing licences, please refer to Chapter 4.

Figure 12: 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.

The registration page is divided into 4 boxes and lets you submit and consult information concerning your new application.

🔍 Only white fields are modifiable, the other fields are only editable by your Competent Body.
Figure 13: Register for a new application – step by step explanation

1. Fill in the required information
2. Confirm the information for the primary contact
3. Click here to change the product group, competent body and language
4. Upload the company logo here
5. Overview of the number of products/services comprised within each licence, its status and displays the images uploaded by you or your CB
6. Click here to add a product (refer to Chapter 4)
7. Click here to save your application
8. Click here to submit the application to your CB for validation.
9. Click here to delete your application
3.2 New service application

Refer to Chapter 3.1 to fill in the required information in the boxes on the registration page. The registration process is similar to product applications. However, please refer to Chapter 4 to add a new service.

For Tourist Accommodation services, it is important to include only the country in which the service is located. Multiple countries should not be indicated.

Chapter 4: The products and services pages

4.1 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, and on the licence registration.

From the home page, click on one of your licences, and on “Add Product” (yellow box, figure 13 in Chapter 3.1)

To return to the main application page at any point during your session, click on the save button, then on “Back to registration list” (see black box at the bottom of figure 15)

It is recommended to write your description in English.
Figure 15: Registering your products information

Fill in the required information

Add your product description here

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

Click here to add your product codes (EAN, GTIN, GSIN or SSCC)

Repeat the same process for your products physically sold in-store
Click here to see your draft in the product list of your license application page.

Add your retailers’ details here.

Add your product image here.

Check this box if you want to hide some company details in the public ECAT.

Click here to save your product as a draft.
4.2 Add and manage your services

Figure 16: Registering your services information

Click here to add a new service

Fill in the required information

Fill in your service description and click here to add it
It is recommended to write your description in English.

If you have multiple products to add, contact your CBs who will be able to provide you with the Excel Sheet with your products.