EUROPEAN COMMISSION
Directorate General Internal Market and Services

SERVICES
Administrative cooperation and Member State networks

The Internal Market Information System

Frequently Asked Questions

(March 2011)

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1. REGISTRATION IN IMI

➢ I would like to register in IMI. What do I need to do?

You can only register your authority in IMI upon an invitation sent by an IMI coordinator. If you think you need to use IMI, you should contact the national IMI coordinator (NIMIC) in your country. The list of national coordinators is available on the IMI website: http://ec.europa.eu/imi-net/. The NIMIC will then tell you who is the IMI coordinator for your region or legislative area. The relevant coordinator will decide whether to register your authority himself or to send you an invitation to self-register.

➢ My authority has competences in different legislative areas. How do I mirror this in IMI?

IMI has been designed to support different areas of internal market legislation. Should your authority have competences in more than one legislative areas covered by IMI, you only need to register your authority in IMI once. Then, for each area you will be able to define your authority's competence by selecting appropriate entries from the structured lists of keywords, service activities or professions. You will also have the possibility to register different users for each legislative area and give them user rights depending on their role in your organisation.

➢ Can the same competent authority have different roles in IMI for different legislative areas?

Each authority can have different roles in different legislative areas. For instance, the Ministry of Public Administration can be the national IMI coordinator, thus having the task of ensuring smooth running of IMI in its country. The same ministry can have the role of 'Authority (requests)' in the requests workflow for Professional Qualifications, and the role of 'Incoming alert postbox' in the alerts workflow for the Services Directive. Similarly, a National Chamber of Commerce and Industry can be a delegated IMI coordinator for the Services Directive, playing the role of 'Request coordinator' in the information exchange workflow, and the role of 'Alert authority' in the alerts workflow.

For details on the authority roles in IMI please refer to our Glossary of IMI terms.

➢ How do I register a Government Ministry where different departments are responsible for different professions covered by the Directive on recognition of professional qualifications?

If different departments in an authority are responsible for different professions (for example, the Ministry of Health might have one department responsible for doctors and another separate department responsible for pharmacists), there are two technical solutions on how to register this authority. You can either:

⇒ Register **two separate competent authorities in IMI**, including the name of the department in the authority name to avoid confusion. This route is recommended when the two departments are separate entities, each having their own dedicated personnel.

⇒ Register **one single competent authority** with responsibility for both professions within IMI. In this case, you may consider using allocation to assign new requests to the appropriate department.

- **How should I register a competent authority with responsibility for three professions where I am only the coordinator for two out of the three professions?**

There may be cases where one competent authority is responsible for three professions, for example doctors, pharmacists and physiotherapists. However two different IMI coordinators are responsible for these 3 professions: the Ministry of Health supervises doctors and pharmacists, the Ministry of Education is responsible for physiotherapists. This can be handled as follows:

The Ministry of Health registers the competent authority. During registration it selects the three professions when defining the areas of competence of the authority.

The Ministry of Health will automatically appear as a ‘linked coordinator’ for the authority. Since the competent authority is also responsible for physiotherapists, the Ministry of Education should also be selected as a linked coordinator. This could be done during registration (in this example by the Ministry of Health) or after registration by the competent authority itself.

Having two linked coordinators means that every time this authority sends or receives a request, its request handler(s) will have to choose the appropriate coordinator. If the request deals with doctors, for instance, the request handler will choose the Ministry of Health as coordinator for that request. If the request concerns a physiotherapist, the authority would choose the Ministry of Education.

- **My authority has received an invitation to register in IMI, but the system does not allow me to self-register because the registration code is invalid. What should I do?**

Each invitation email includes a unique registration code which you have to enter in order to start the registration. The registration code is, however, only valid for 30 days. The system will send you a reminder 5 days before the expiry date of your registration code. After that date, you will have to contact the coordinator who invited you and ask him to re-submit your invitation.

It may also happen that another person in your authority has already used the registration code. In this case, you should also contact the coordinator who invited you.

- **I have submitted several invitations to register in IMI and one or more invitations have been rejected. Did I do anything wrong? (Coordinators only)**

An invitation to register in IMI may be rejected for three reasons:

- ⇒ *Duplicated email*: the email address in your invitation is already registered in IMI or an invitation to register has already been created using email address.
- ⇒ *Invalid email*: the format of the email is not recognised as valid.
- ⇒ *No legislative area and workflow selected*.

When you submit the invitations to register, the system will inform you immediately how many invitations have been submitted and how many have been rejected. For each rejected invitation you will be given the reason for rejection and you will have the possibility to edit the invitation accordingly (e.g. correct the email address, enter another one or select the legislative area and workflows). Once you have made the necessary updates, you can re-submit the invitations that have been initially rejected.

➢ How many authorities can I invite to self-register in IMI? (Coordinators only)

You can send as many invitations as you like. You need to be aware that if you send over 100 invitations within one day, the system will automatically block them. This is for security reasons, to prevent unauthorized persons from using IMI. The European Commission IMI Administrators will contact you and ask you to confirm that you have intentionally submitted all invitations to register. Upon your confirmation, the Commission will unblock the invitations.

➢ An authority does not react to my invitation to register in IMI. What should I do? (Coordinators only)

Each invitation includes a unique registration code which is only valid for 30 days. If the invited competent authority does not register before the expiry date of the registration code, the invitation is assigned the status ‘Invitation expired’. If this happens, you should contact the authority again and then re-submit the invitation if appropriate.

➢ How does the first user in an authority that I validated receive his username and temporary password? (Coordinators only)

With self-registration, there is no need for you to tell first users their username outside the system as you should do if you register an authority yourself. When an authority self-registers in IMI, the system will ask the person who completed this process to save or print a summary which contains all data he entered as well as a system generated username for the first user. Once you have validated the authority, the first user will receive a temporary password in an email.

2. ACCESS TO IMI

- **I have received an email with a temporary password to IMI. However, I do not have a username. How can I access IMI?**

When you are registered as a new user in IMI, the system automatically generates a username and a temporary password for you. The temporary password will be sent to you in an automatic email. The username should be communicated to you by the person who registered you. For security reasons, this happens outside the IMI system, for instance in person or by telephone. If you are the first user in your authority and you do not receive your username, please contact the IMI coordinator who registered your authority. If you are a subsequent user, please contact the person responsible for IMI in your authority.

If you register your authority following an invitation to register, you will see the username of the first user of your authority at the end of the self-registration process. You will be able to print the registration confirmation which includes the username.

- **I forgot my login details. What should I do?**

If you forgot your username, password or 12-digit security code, contact a 'local data administrator' (LDA) in your own authority. In case you are the only LDA in your authority, contact the coordinator who registered you or who validated your self-registration ('validating coordinator'). If you have forgotten your username, the LDA or the validating coordinator will be able to tell you your username. In case you have forgotten either your password or your 12-digit security code, the LDA or the coordinator will need to reset your password. You will then receive an email with a new temporary password.

- **The system did not recognise my password/ security code and now my access is blocked. Whom do I have to contact?**

If your access is blocked, contact a local data administrator (LDA) of your own authority. If you are the only LDA in your authority, contact the IMI coordinator that registered or validated your authority in IMI ('validating coordinator'). Your local data administrator or the 'data administrator' of your coordinator will re-set your password. You will then receive an email with a new temporary password.

- **How do I receive my username and password?**

When a new user is registered in IMI, the system automatically generates a username and a temporary password. You will be informed of your temporary password in an automatic email. The username, however, needs to be communicated to you by the person who registered you in IMI. For security reasons, this needs to be done outside the IMI system (e.g. in person, by phone, fax or post). If you register your authority following an invitation to register, you will see the username of the first user of your authority at the end of the self-registration process. You will be able to print the registration confirmation which includes the username.

➢ I did not receive the email with the password. What should I do?

If you are registered in IMI but do not receive automatic emails sent by the system, such as the one containing your temporary password, we suggest that you do the following:

⇒ Check your 'spam' folder and make sure your inbox has enough free space to receive new emails.

⇒ Ask your local data administrator to check that your email address is correctly recorded in IMI. If you are the only local data administrator in your authority, ask the data administrator of your validating coordinator to do this check for you.

⇒ Contact your local IT helpdesk and ask them to make sure that your organization's IT security settings allow emails sent from the '*ec.europa.eu*' domain.

⇒ In case the problem persists even after checking all the above, please ask your IMI coordinator to contact the Commission IMI helpdesk.

➢ I am the local data administrator in my authority. How can I help a colleague who forgot his username?

As the local data administrator (LDA) you can manage your authority's users in IMI. Through the menu option 'Administration – Manage my Authority – Manage my authority's users' you will be directed to a list of all users within your authority. On this screen you can reset a user's password and you can also see the username of each person registered in IMI for your authority.

➢ I am the local data administrator in my authority. Where can I find out a security code of a colleague who has forgotten it?

As the local data administrator (LDA) you are responsible for helping your authority's users if they have problems accessing the system. If users have forgotten their security code, the only way to help them is to reset their password. The user will receive an automatic email from the system with a new temporary password. With this new temporary password and their username they will be able to access IMI again. On the first login, they will be asked to create a new password and security code, which will be used for any subsequent login. For security reasons, you will never be able to see either the password or the security code of your authority's users.

➢ I cannot access IMI – are there any requirements concerning the Internet browser and the security settings?

IMI has been designed to avoid platform-specific features and it is expected to work on most recent web browsers. You can find more details on IMI compatibility with Internet browsers and supported platforms here: http://ec.europa.eu/internal_market/imi-net/docs/imi_release_notes_en.pdf.

Please note that restrictive security settings of browser options can limit the functionality of IMI. If, for instance, JavaScript support is turned off, some IMI functionalities will not be available. This is also the case if IMI is added to the list of 'restricted sites' in Internet Explorer.

If you are experiencing difficulty in accessing IMI, please consult the person responsible for your organisation's IT network.

3. AUTHORITY DATA MANAGEMENT IN IMI

➢ What is the "informal title" and why do we need it?

In addition to the official name of the authority, the competent authorities' database also holds a so-called 'informal title' for each authority. Whilst the official name is kept in its original language, the 'informal title' is translated into all official EU languages. Users in another Member State will rely on this title to check if they have found the right authority. Therefore, the informal title should convey the role of the authority in a clear and unambiguous manner. For example, the Irish competent authority 'The Honorable Society of Kings Inns' is responsible for admission to the profession of barrister. This however is not obvious to a reader who is not familiar with the Irish national administrative structure. A possible 'informal title' would be 'Professional Body for Admission of Barristers' which would clearly convey the role of the competent authority.

➢ The system asks for an email address of our authority. Which address should we indicate?

The authority email is copied to all important notifications sent by the IMI system to users in your authority, thus ensuring backup in case of holidays or sick leave. The same email address is also displayed as part of your authority general contact details which are available to any IMI user. To the extent possible, the email address registered in IMI for your authority should be different from the personal email address of the users within the authority. It is recommended that you use a functional inbox (e.g. imi@organization.co.uk) to which more than one user in your authority has access. Automatic emails do not include any details contained in IMI requests, they only provide a link for logging in to the relevant part of the application.

➢ The official name of our authority has changed. How can I reflect this change in IMI?

Each authority registered in IMI is responsible for updating its data in the system. It is however only the 'validating coordinator' (the coordinator who registered or validated your authority in IMI) who can update the official name of coordinated authorities. If your authority is registered as a national IMI coordinator, only the Commission can update the official name of your organisation in IMI.

➢ What should I do if I cannot find the right keyword to describe my authority's competence in a legislative area?

If you do not find a perfect match in the list of predefined keywords for a legislative area, choose the nearest possible keyword or a combination of keywords. If you find that an important keyword is missing, please contact your national IMI coordinator so that the list can be updated if appropriate.

- **My authority data includes a section on 'Areas of competence'. Why do I have to enter this information?**

In order to assist other IMI users in finding the right authority to contact in another Member State, each authority is asked to provide detailed information about its areas of competence. Three fields are provided: a list of predefined keywords, areas of economic activity and policy areas.

The list of keywords was set up to assist you in giving as precise a picture of your authority as possible. The areas of economic activity and the policy areas are pre-defined EU-level lists. You may not find a perfect fit for your authority's area(s) of competence in those lists. It is recommended that you take a pragmatic approach and choose the best possible combination of economic activities and policy areas to characterise your authority and help users in other Member States find you.

The areas of competence can be updated by user(s) with local data administrator rights in your authority or by users with data administrator rights in your 'validating coordinator' (the coordinator who registered or validated your authority in IMI).

- **I want to link a Coordinator to my authority. Can I do it myself?**

Only local data administrators can link a coordinator to your authority. Please keep in mind that if your authority is active in more than one legislative area or workflow, this has to be done separately for each of them.

- **Is it possible to change the role of an authority in the system? If yes, what do I have to do/ whom should I contact?**

Competent authorities registered in IMI can have different administrative or content-related roles in the system. IMI coordinators decide on these roles upon registration or validation of authorities and can change them if necessary. If you think your role in IMI for one of the legislative areas or related workflows should be different, please contact your IMI coordinator.

- **How can I find the contact details on my IMI coordinator?**

The name of the IMI coordinator who registered or validated your authority in IMI can be found in the section presenting the general information about your authority (see the tab "Basic information" under 'Administration – Manage my Authority – Manage my Authority's data'). To see their contact details please run a search using the coordinator's name in the general search module in IMI.

Should your legislative area coordinator(s) be different from the coordinator who registered or validated your authority in IMI, you can see its name on the “General information” tab of the section describing the settings for each legislative area. These settings are also presented under ‘Administration – Manage my Authority – Manage my Authority’s data’.

In case your user profile does not give you access to the administration menu option in IMI, you can contact a local data administrator of your authority or you may refer to the national helpdesk contacts available under the menu option ‘Help – IMI Helpdesks’.

- **One of the authorities that I coordinate in IMI has asked me to register a new user for their authority. How can I do that?**

When an IMI coordinator registers a new authority in IMI, he is asked to also register the authority’s first user. This first user – who by default receives all user rights, including those of a local data administrator – is then responsible for registering additional users for its own authority. In general, user management in IMI is the responsibility of each authority's local data administrator(s).

To support coordinated authorities in exceptional cases (e.g. when the authority's local data administrator is on leave or has left the organisation), data administrators in the 'validating coordinator' may also register a new user for a coordinated authority. To do this, choose the menu option ‘Administration – Manage other authorities – Manage other authorities’ data’, identify the relevant competent authority and then go the “Users” tab. Once you register the new user, remember to communicate his username outside IMI (e.g; by phone or in person). Please also inform the new user that he will receive an automatic email with a temporary password and that he can access the IMI system with the username and the temporary password.

- **A competent authority that I coordinate cannot access IMI because the only registered user has left the organisation. How can I help?**

As validating coordinator you can replace the original first user with a new user. To do so, you will have to be a data administrator. Choose the menu option ‘Administration – Manage other authorities – Manage other authorities’ data’ and identify the relevant competent authority. Under the “Users” tab, you can edit the details of the authority’s first user. More precisely, you have to overwrite the old user details with the new user details (including a new username and a new email address), and then press the button ‘Save user details’.

Once you see a message confirming that the user details have been updated, you will have to reset the password of the user (see button ‘Reset password’ on the right side of the user details). Make sure you remember to inform the new user of his username. This has to be done outside the IMI system (e.g. by phone, fax, post). Please also inform the new user that he will receive an automatic email with a temporary password and that he can access the IMI system with the username and the temporary password.

Alternatively, you may decide to register a new user for the authority and provide him with his username. It is important that you give this user 'local data administrator' rights.

Once the new user is registered, either you or the new user will be able to delete the former colleague from IMI.

4. USER MANAGEMENT IN IMI

➢ **I have been told that I am the "first user" of my competent authority. What does this mean?**

Each registered authority in IMI has to nominate at least one person as a user of IMI. When the IMI coordinator registers your authority in IMI, the first user is registered at the same time.

This "first user" will automatically be given all user rights, including those of local data administrator. He will receive an automatic email from the IMI system, asking him to update the information about his authority when first logging into the system. Most importantly, it is the first user who is responsible for registering additional users for the authority. Later on, any user with local data administrator rights will be able to register new users for the authority.

If you experience any problems with logging on to the system, you should contact the coordinator that registered your authority in IMI. If you are uncertain whom to contact, you may approach your national IMI coordinator whose details are available in the "Contact IMI" section of the IMI website (http://ec.europa.eu/imi-net).

➢ **Our local data administrator is changing job and someone else needs to take this role in IMI. How can we do this?**

Before leaving, your current local data administrator (LDA) should make sure that they register the new colleague in IMI and give him LDA rights. The new LDA can then delete the user who is leaving IMI. To ensure backup, it is recommended to have at least two users with LDA profile.

If you need more details on registration of additional users in IMI, please consult the online training material available on the IMI website: http://ec.europa.eu/imi-net.

If your only local data administrator has already left the authority, please contact your validating coordinator (the coordinator who registered or validated your authority in IMI) and ask for their assistance. A data administrator of your validating coordinator will be able to register a new user for your authority or to replace the data of the previous user with the details of your new colleague.

➢ **Our authority is registered in IMI with a first user. This user has left the authority without registering additional users. How can we access IMI?**

It is recommended that each authority has at least two registered users with local data administrator rights. If an authority only has one registered user and this user leaves the authority without registering an additional user, the authority can no longer access IMI. In this case, the authority will have to contact its IMI coordinator. A data administrator of your validating coordinator will be able register a new user for your authority or to replace the data of the previous user with the details of your new colleague.

- **How many users should be registered for my authority?**

The decision on how many users to register is at the discretion of each authority in IMI. When registered, each authority by default has to have a minimum of one user, who will automatically have all user rights. This 'first user' can register additional users. To decide how many users to register, you should consider the size of your authority as well as the expected number of information exchanges with authorities in other Member States. One approach might be to register only a few users but to grant them extensive user rights. Alternatively, you may wish to make a clear distinction between users involved in information requests ('request handlers') and those that are responsible for data and user management ('local data administrator'). In general, it is recommended to register at least two users for each user profile, to ensure backup in case of holidays or sick leave.

- **I have been registered as a new user in IMI. How will I know my user rights?**

One way to know your user rights in IMI is to look at the menu options available to you. For instance, if you have access to the 'Create request' menu option, this means that you have 'request handler' rights. Similarly, if you see the 'Create alert' menu option, it is because you have 'alert handler' rights. If you have access to the 'Administration' module, this means that you have 'local data administrator' rights. If your authority is an IMI coordinator and you see the menu option 'Manage other authorities', this means that you have 'data administrator' rights.

In case of doubt, you can consult a local data administrator in your authority who can see and, if necessary, change your user rights. If the local data administrator in your authority is not available, you may also contact your validating coordinator (who registered your authority or validated your authority's self-registration in IMI).

5. INFORMATION REQUESTS

5.1. Sending information requests

- **What should I do if I do not find the right authority to contact in another Member State?**

IMI holds a database of competent authorities across the European Economic Area who are involved in the application of internal market legislation on their territory. All users of IMI have the possibility to search for competent authorities through several search criteria.

If you cannot identify the appropriate competent authority in another Member State, you are advised to contact an IMI coordinator in that Member State. You could:

- Create and send the request to an IMI coordinator in the Member State you wish to contact. In this case you may consider adding a comment informing the coordinator that you could not identify the appropriate competent authority and that you would like him to forward the request to the correct authority.

- Send an email to an IMI coordinator in the Member State you wish to contact. You can use the general search facility to identify the most appropriate IMI coordinator. You could for instance search by geographic area or by profession. The search results will give you the contact details of the coordinator, including their email address. This will allow you to ask the IMI coordinator for support in identifying the correct authority. You can then create an information request in IMI and send it directly to the correct authority in the Member State you wish to contact. If you contact the IMI coordinator by email, please check in its contact details which languages are understood by it.

➢ **When creating a new request for Professional Qualifications, the system asks me to provide the address of the subject. Which address should I enter?**

Providing the address of the migrating professional can assist the authority receiving the request in identifying the professional and providing the answers required.

The system allows you to enter the address of the professional without specifying which address this is. Depending on the information available, you will have to decide in each case which is the most appropriate or useful address to enter. This could be:

⇒ permanent address of the professional in the home Member State

⇒ temporary address in the requesting Member State

⇒ professional address

⇒ personal address.

➢ **Can I attach more than one document to my request?**

Yes, you can attach more than one document to a request that you are creating. Please note that you can only upload one document at a time and press the button “Attach document” for each of them. For each document you also need to indicate the language of the document and give it a name (e.g. “Certificate”).

➢ **My authority is linked to more than one coordinator for a legislative area. Which one do I have to choose when I create or reply to a request?**

If you are linked to only one coordinator, it will automatically be linked to all your requests. If you are linked to more than one coordinator, every time you create a request you will be asked to select a Request Coordinator for that specific request. To select the right coordinator for a request, you need to make sure that the coordinator’s competencies cover the content of the request. The coordinator could then be involved in approval of your request or in giving its opinion in case you are not satisfied with a response provided by the Responding Authority.

- **How can I allow my request coordinator to view the details of my authority's requests?**

By default, IMI coordinators only have a monitoring view of your authority's requests. However, if Coordinators need to take action in a particular information exchange (approval or referral process), they may have to see the details of the exchange to be able to form an opinion on it. To allow your coordinator to see details of a request in which he has to intervene, a local data administrator in your authority needs to edit the settings for the relevant legislative area and workflow. These are available on the "Information request" section under 'Administration – Manage my authority – Manage my authority's data'. Here the setting related to the coordinator's view of requests has to be set to "yes".

To protect the data of the request subject, the Coordinator will not see any personal data of subject even if it has been granted a full view of the request.

- **Why can I not see the full details of my authority's requests?**

You need to have 'request handler' rights in order to see the full details of a request. As a 'basic user' or a 'local data administrator' you are only entitled to see a high-level overview ('monitoring view') of your competent authority's requests. User privileges are set by the 'local data administrator' of your authority. If necessary, he can adapt your user privileges.

- **I have sent a request for information through IMI a long time ago but the responding authority has not yet replied to it. What can I do?**

As a first step, you can send an email to the responding authority reminding them that you are waiting for an answer to your request. The email address of the authority is included in its general contact details available in IMI. You can see these details within the respective request for information in the "Request management" section. If this does not help, you should involve your IMI coordinator and ask them to contact their counterpart coordinator in the responding Member State. The contact details of the coordinator responsible for that particular request are also provided on the "Request management" screen.

If you are unsure who your IMI coordinator is, please consult the "IMI Helpdesks" page available in the system or contact directly your National IMI Coordinator. The list of national coordinators is available on the "Contact IMI" section of the IMI website (http://ec.europa.eu//imi-net/).

5.2. Responding to requests

- **How do I know that a new request has been sent to my authority?**

When your authority receives a request, it will be informed by automatic email from the IMI system. The email notifying a new incoming request will be sent to all users with request handler rights and to the contact email address registered for your authority. In addition, request handlers will also see new requests on their action lists in IMI.

➢ Why can I not respond to requests on behalf of my authority?

In order to be able respond to requests, you need user rights as a 'request handler'. If you do not have these rights, please contact your authority's 'local data administrator'. As a ‘request handler’, you are able to respond to any request received by your authority unless your authority is working with “allocation” and the request has not been allocated to you. In this case, only ‘request handlers’ to whom the request has been allocated by the ‘allocator’ can take an action on the request. Non-attributed ‘request handlers’ will still be able to view full details of the request but not to take any action on it.

➢ What do I do if my competent authority is not the right one to reply to a request?

If you are not the right authority, you are not obliged to accept an incoming request. Instead, you may forward the request to another competent authority or IMI coordinator in your Member State. Once you forward a request, you no longer have any responsibility in relation to the request and the request will disappear from your request list.

➢ Is it possible for more than one user within my authority to edit a request and write replies?

If more than one user in your authority have ‘request handler’ rights for a legislative area, all these users will have full access to requests sent or received by your authority in this area. Each request handler will be able to edit the request and enter replies or free-text comments. Answers and comments which are saved as a draft can still be edited at a later stage by another user. However partial replies or a full reply sent by one user can no longer be modified.

Please note that if your authority uses the allocation procedure to assign requests, only attributed request handlers will be able to edit a request that was allocated to them.

If two users are trying to edit the same request at the same time, the system will inform one of them that someone else is working on the request and therefore the data entered by the second user cannot be saved.

➢ Can I attach documents to my reply?

Yes, you can attach one or several documents to your reply. Please note that you can only upload one document at a time and press the button “Attach document” for each of them. For each document you also need to indicate the language of the document and give it a name (e.g. “Certificate”).

➢ Who can see the full details of the responses I provide?

The full details of responses (including personal details of the request subject) can only be seen by those directly involved in the request, that is:

- ‘Request handler’ users of the Requesting Authority
- ‘Request handler’ users of your authority

Users with ‘allocator’ rights in both authorities can also see the full details of requests without any personal data.

➢ I have accepted a request and now I have realised that I am not competent to provide a reply. What should I do?

You will have to explain to the requesting authority that you cannot in fact respond to their request and ask them to withdraw the request. If you know which authority in your Member State could answer that request, it would be useful to indicate that to the requesting authority. You can write your explanation within the request, in the “General comment” box. Once you save your comment, the other authority will be notified that you have added new information to the request. You can also simply contact the respective authority by email and explain the situation. Their email address is available in IMI together with the general contact details.

Future versions of IMI foresee the possibility to forward a request even after acceptance.

➢ What if I do not know all the answers to the questions contained in a request?

If you know which other department or authority would be able to reply to the questions that you cannot answer, it is usually easier for you than for the Requesting Authority to ask for the missing information. This will enable you to send a complete reply to the Requesting Authority. If you do not know who could have the information, you could involve an IMI coordinator, or you could inform the Requesting Authority by adding a comment next to the specific question.

Future versions of IMI foresee the possibility to accept only a selection of questions included in an incoming request and to forward the remaining questions to another competent authority in your Member State.

➢ What if I cannot answer a particular question contained in a request?

You might not be able to reply to particular questions even after trying to get the information from other authorities. In this case, you are advised to explain that you cannot provide the requested information. You will be able to explain this either through the dropdown list of choices offered as possible answers or by adding a free-text comment next to the specific question.

- **The Requesting Authority is asking me to provide additional information. How exactly can I provide the additional answers?**

After sending a full reply to a request, the Responding Authority may still be asked to provide additional information (request in status *'Request open – additional information required'*). If it accepts to provide further details, the Responding Authority can update its previous answers and/or add free-text comments in the corresponding 'Comments' box after each question. Additionally, it can add further explanations (or the entire "additional information" if appropriate) in the general 'Comment' box at the bottom of the list of questions.

- **I would like to ask my coordinator for technical assistance in answering a request. Can the coordinator look into all the details of the request before I send my reply?**

Request coordinators only have a high-level overview of requests sent or received by their coordinated authorities. If you would like to consult your coordinator in relation to a particular request, you could for instance send him a report of the request. You can generate a request report at any stage by pressing the button "Print report". By choosing the "personalised" type of report, you can also decide which elements to include in your report (e.g. the questions and your draft answers). We recommend that you do not include personal data.

Please note that coordinators may sometimes be required to intervene in a request (approval or referral). To allow them to have a detailed view of those cases, you need to look at your authority settings for the request workflow in that legislative area. More precisely, under the menu option "Manage my authority data", go to the "Information request" tab for the relevant legislative area. Here you need to set the answer "yes" to the question "*Does this Authority allow the Coordinator to view the detail of its requests if intervention by the Coordinator is required?*".

- **I am writing a free-text answer but the text box is too short for my answer. What can I do?**

Each pre-defined answer in IMI is followed by a free-text comment box. In general, if you and your counterpart do not have a language in common, you should try to keep the use of free-text to a minimum, as even with machine translation there is a risk of misunderstandings. However, if your free-text answer is too long, you can also use the "General comment" box to add further remarks. Please note that questions and answers are numbered, so you can easily make reference to them in the general comment field.

- **How will my coordinator know that I have answered a request and that the status of the request has changed?**

Competent authorities are responsible for ensuring timely response to information requests received from other Member States. Normally IMI coordinators do not receive notifications about each request, unless their intervention is required. To supervise the smooth running of IMI in their region or legislative area, IMI coordinators can use the lists of requests available in the system. For example, the list "Requests for which I am the coordinator" will display all requests sent or received by coordinated authorities. For each request, coordinators can see a high-level overview, including the request status. In the "Urgency list" coordinators can see cases with delays, e.g. where the response is overdue or the request has not been accepted for a long time. Several search criteria allow coordinators to look for specific cases in the lists of requests.

5.3. Accepting a reply to requests in IMI

- **What should do I do if I consider that the reply to my request is not satisfactory?**

If you feel the reply is not satisfactory, you may decide to request additional information from the Responding Authority. Please use the free-text comments field to indicate for which specific question(s) you need additional information. All questions are numbered, so you can easily make reference to them in the comment field. You also need to give a justification why you need additional information.

- **What if the response in only a partial response?**

When replying to a request, the Responding Authority may have some information available but may still need to gather missing information. For example, it may be in a position to verify the authenticity of a certificate immediately, but may need more time to gather replies to other questions contained in the request.

A partial reply can contain answers to one or more questions from the request. If you receive a partial response, you will not be asked to accept the reply. You also cannot yet ask for additional information. This can be done once a full reply has been given.