

# ECAT\_Admin User Manual

## For applicants



February 2021



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## 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 December 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/](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 EU Login account set up

- To create your EU Login account (previously ECAS), 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 EU Login 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 EU Login account creation webpage ([Figure 2](#)).

Figure 2: Creation of the EU Login account

privacy statement'. A red box highlights the 'Create an account' button."/>

**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 EU Login 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 EU Login – the European Union information system. If you do not have an EU Login 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](#)).

Figure 5: Account Details

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

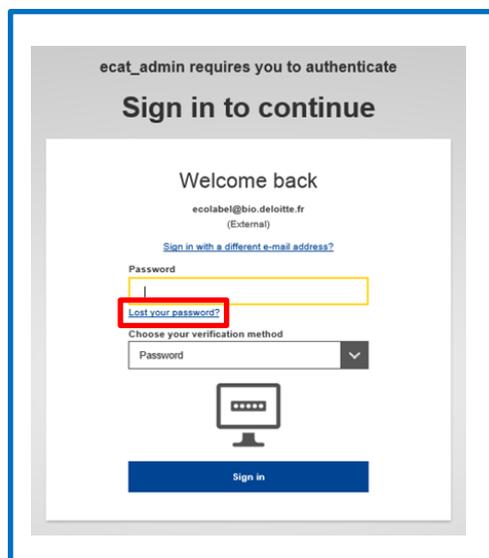
### 1.2.1. Forgotten email/username

- If you forget which email/username is associated with your EU Login 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 EU Login account.
- 

### 1.2.2. Forgotten password

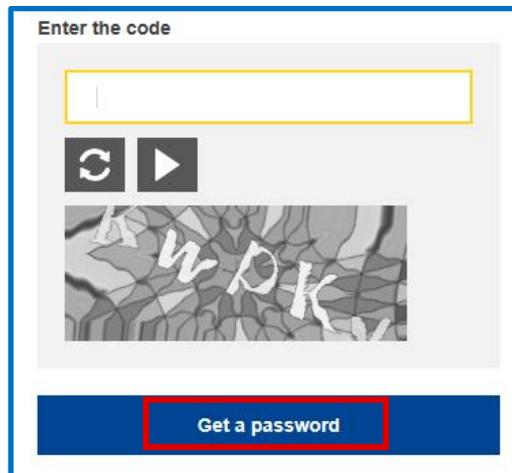
If you forget the password associated with your EU Login account, click on 'Lost your password?' link ([Figure 7](#))

*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



The screenshot shows a web form titled "Enter the code". At the top is a text input field with a yellow border. Below it are two buttons: a refresh button (circular arrow) and a play button (right-pointing triangle). Underneath these is a CAPTCHA image showing a grey background with white letters 'K', 'W', 'D', 'K' scattered across it. At the bottom of the form is a blue button with the text "Get a password" in white, which is highlighted with a red rectangular border.

- 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: 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:

Application status	Meaning and next step associated
<b>Draft</b> (red box in <a href="#">Figure 11</a> )	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”. (For guidance on how to submit draft applications, refer to <a href="#">Chapter 3</a> ).
<b>New application request</b> (orange box in <a href="#">Figure 11</a> )	Your application has been sent for validation to your Competent Body. You are now pending their approval or refusal.
<b>Draft – refused</b> (blue box in <a href="#">Figure 11</a> )	Your application has been refused by your Competent Body. You should create a new one and go through the process again (please refer to <a href="#">Chapter 3</a> ).
<b>Awarded</b> (green box in <a href="#">Figure 11</a> )	Your application has been validated by your Competent Body and should appear on the public ECAT.
<b>Awarded – partial</b>	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.
<b>Awarded – modified</b>	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.
<b>Awarded – modification request</b>	Your modified application has been sent to your Competent Body for validation.
<b>Awarded – renewal Request</b>	You have requested the renewal of your licence, i.e. adopting of the latest criterion
<b>Awarded – renewal with modification</b>	You have requested a modification of the renewal of your licence
<b>Awarded – renewal refused</b>	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.



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

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	Commission decision number
Absorbent hygiene products	23125	N/A	1	DRAFT		2014/763/OO
Bed mattresses	23120	FR/002/FOR_CB_A	2	AWARDED modified	09/6/2020	2015/345/EU
Absorbent hygiene products	23126	N/A	1	NEW APPLICATION REQUEST	03/8/2020	2014/763/OO
Converted paper products	23124	TESTING	3	AWARDED modification request	29/6/2020	2014/256/EU
Bed mattresses	23121	FR/002/FOR_LH_B	4	AWARDED	09/6/2020	2015/345/EU
Bed mattresses	23122	FR/002/FOR_CB_B	5	AWARDED	09/6/2020	2015/345/EU
Bed mattresses	23119	FR/002/FOR_LH_A	3	CANCELLED criteria expired	09/6/2020	2009/564/EC (expired)
Absorbent hygiene products	23126	N/A	1	DRAFT refused application request	03/8/2020	2014/763/OO

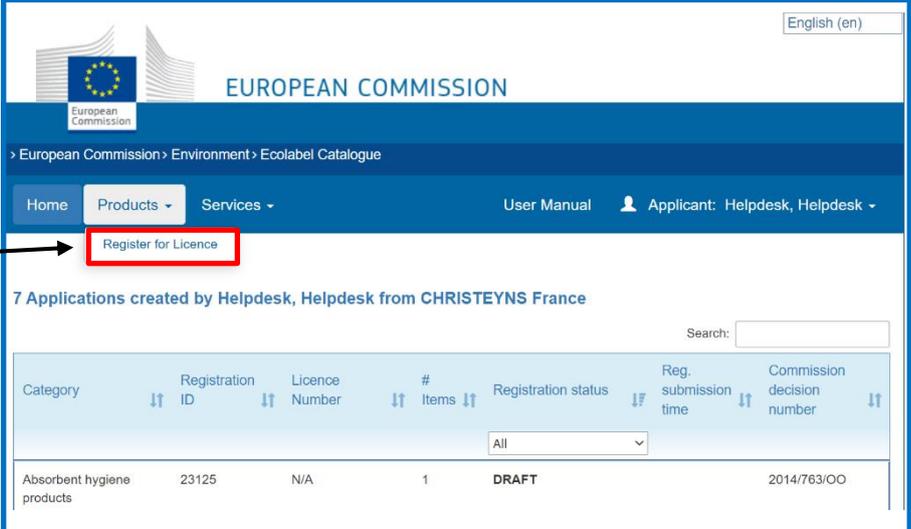
## Chapter 3: Apply for a new product or service licence

### 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 screenshot shows the European Commission website interface. At the top, there is the European Commission logo and the text 'EUROPEAN COMMISSION'. Below this, a navigation bar contains 'Home', 'Products', and 'Services'. The 'Products' menu is open, and 'Register for Licence' is highlighted with a red box. An arrow points from the text on the left to this button. Below the navigation bar, there is a search bar and a table of applications. The table has columns for Category, Registration ID, Licence Number, # Items, Registration status, Reg. submission time, and Commission decision number. The first row shows 'Absorbent hygiene products' with Registration ID 23125, Licence Number N/A, 1 item, and status DRAFT.

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	Commission decision number
Absorbent hygiene products	23125	N/A	1	DRAFT		2014/763/OO

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

The screenshot shows the 'Registration ID' page for a 'DRAFT' application. The page is titled 'EUROPEAN COMMISSION' and includes a navigation bar with 'Home', 'Products List', and 'Services List'. The main content area is divided into several sections:

- Application Details:** Contains form fields for 'Company name' (CHRISTEYNS France), 'Company country' (France), 'Product Group' (Absorbent hygiene pro...), 'Competent Body' (France (Ministry)), 'Licence No', 'Submitting date', and 'Expires' (31-Dec-2022). A 'Company logo' field is present with a 'Browse...' button and an 'Upload' button. A red warning message says 'Please upload the logo'.
- Products list (0 Products):** A table with columns for '#', 'id', 'Product name', 'status', 'Images', and 'All products'. It currently shows 'No data available in table' and has an 'Add Product' button.
- First Signatory:** A form with fields for 'Title', 'First name' (Test Eprop), 'Last name' (ACCOUNT), and 'Position'.
- Application history:** A table with columns for 'First name', 'Last name', 'Email', 'Action', and 'Date', showing 'No data available in table'.
- Buttons:** At the bottom, there are buttons for 'Save Registration', 'Send Registration to Competent Body', 'Renew Registration', and 'Delete current Registration', along with a 'Back to Registration List' link.

Fill in the required information

Click here to change the product group, competent body and language

Confirm the information for the primary contact

Click here to save your application

Click here to submit the application to your CB for validation.

Click here to delete your application

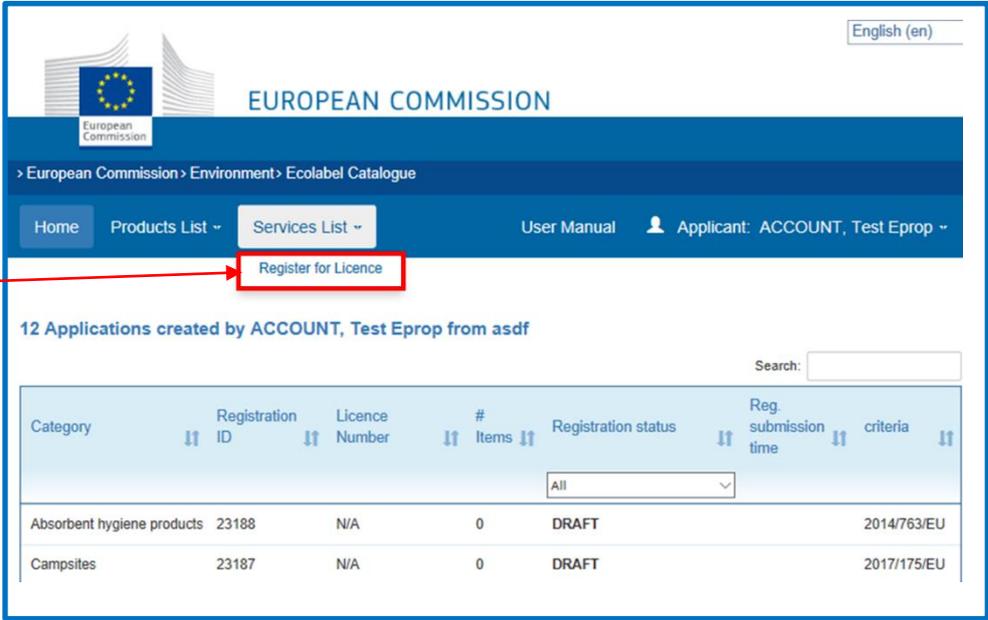
Upload the company logo here

Overview of the number of products/services comprised within each licence, its status and displays the images uploaded by you or your CB

Click here to add a product (refer to [Chapter 4](#))

## 3.2 New service application

Figure 14: Register for a new licence (service)



Click here to apply for a new service application

12 Applications created by ACCOUNT, Test Eprop from asdf

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	criteria
Absorbent hygiene products	23188	N/A	0	DRAFT		2014/763/EU
Campsites	23187	N/A	0	DRAFT		2017/175/EU

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

The screenshot shows the 'Product ID' registration page. At the top, there is a navigation bar with 'Home', 'Products', and 'Services' menus, and a user profile section. The main heading is 'Product ID:' with a status indicator 'NEW NOT SAVED'. A 'BACK TO APPLICATION' button is located below the heading.

The form is divided into several sections:

- Product details:** Contains a 'Product Name \*' text input field and a 'Product production country \*' dropdown menu currently set to 'Afghanistan'.
- Product descriptions:** Features a large text area for 'Description in ENGLISH (recommended language)\*'. Below it is an 'Other Descriptions' text area and an 'Other Description Language' dropdown menu set to 'Dansk', with an 'Add description' button.
- Product codes:** A table with columns for '#', 'id', 'type', and 'value'. It currently shows 'No data available in table' and an 'Add code' button.
- Product Availability:** This section is split into two parts:
  - Available online:** Includes a 'Selected countries' list (AUSTRIA, BELGIUM, BULGARIA, CROATIA) with an 'Add selected' button and 'Add all EU Countries' / 'Add all Non EU Countries' buttons. A 'Products will be retailed in.' dropdown is also present.
  - Available in-store:** Similar to the online section, with a 'Selected countries' list and 'Add selected' button.

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

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

Add your retailers' details here

Add your product image here

### Company name privacy controls

Confidentiality of licence holder

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

- Companies name
- companys website
- companys phone number
- companys address

Only products / services details remain visible, for example licence number, product/service name, etc

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### Product retailers

Retailer name

### Product Images

Click here to save your product as a draft

Click here to see your draft in the product list of your license application page

## Registration ID: 23173

status: DRAFT

### Application Details

Company name  Company logo   Recommended Size: 100px X 100 px

Company country

Product Group \*  Competent Body \*

Licence No [XXXX/YYYYZZZZ]  Submitting date  Expires

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### Products list (1 Products) \*

#	id	Product name	status	Images	All products
1	928669	gd	DRAFT	no images	<input type="checkbox"/>

Your selection:

Your action:

## 4.2 Add and manage your services

Figure 16: Registering your services information

English (en)

EUROPEAN COMMISSION

> European Commission > Environment > Ecolabel Catalogue

Home Products List Services List User Manual Applicant: ACCOUNT, Test Eprop

**Registration ID:** status: DRAFT

**Application Details**

Company name: CHRISTEYNS France Company logo: **Please upload the logo** Browse... Upload

Company country: France Recommended Size: 100px. X 100 px.

Service Group \*: Tourist Accommodatio Competent Body \*: France (Ministry)

Licence No [XXXX/YY/ZZZZ] Submitting date Expires: 24-Jan-2022

**Service \***

#	id	Service name	status	Images	Actions
No data available in table					

Add service

Click here to add a new service

status: NEW NOT SAVED

Service ID:

BACK TO APPLICATION

**Service details**

Service name \*

Accommodation Type \*: Airport Hotel Rating: 1 Star

Facilities:

**Service descriptions**

Description in ENGLISH (recommended language) \*

Other Descriptions Language: Dansk

Add description

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.

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

Company name privacy controls

Confidentiality of licence holder

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

- Company's name
- company's website
- company's phone number
- company's address

Only products / services details remain visible, for example licence number, product/service name, etc

Service online booking agencies

Name  Website

Service Images

Add the names and websites of your booking agencies

Add your service's image here

Click here to save your service as draft

Click here to go back to your application, so that you can then submit it to your Competent Body (refer to [2.2.1 for the licence statuses](#))

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