



# European Professional Card User guide for professionals

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## How to get your European Professional Card

This document will guide you through the procedure to obtain the European Professional Card (EPC) using the EPC platform (<https://ec.europa.eu/epc/>):

- Creating your profile
- Creating and submitting an EPC application
- Tracking your EPC application
- Getting the EPC Certificate
- Requesting extensions

**For the moment, you can use the EPC procedure only if you are:**

- a nurse responsible for general care
- a pharmacist
- a physiotherapist
- a mountain guide
- a real estate agent

For general information on the fields of application, document requirements and possible fees of the European Professional Card, refer to the dedicated section on the 'Your Europe' website (<http://europa.eu/youreurope/>).

### 1 Creating your EPC profile

1. Go to the EPC platform: (<https://ec.europa.eu/epc/>):
2. Enter you **EU Login e-mail address**.



If you do not have an EU Login account, you will have to create it now by clicking on "**Create an account**".

- You are strongly advised to choose your individual professional **email address** (or alternatively, your personal email address), which will be easy to remember next time you try to login on the EPC platform.
- Set your **password**. Once you fill in the personal details requested, an email will automatically be sent to you with a link to set your password. You have 90 minutes to click on the link (it will then expire). If you do not receive this automatic email, please consult the EU Login help page.
- After clicking on the link in the email, your EU Login account will be active: **go back to the EPC platform** (<https://ec.europa.eu/epc/>) and follow the next steps.

3. Enter you **EU Login password**.
4. Read and accept the EPC Privacy statement, then click on "**Complete profile...**".
5. Fill in your **Personal details**.



- The personal details will appear on the EPC Certificate. Once the first application is submitted, **you can no longer update them yourself**, but you will have to request an update to the authority handling your file by clicking on "**Request an update...**"
- The **Proof of identity** is the document that will be used to check the validity of your EPC Certificate online. Be sure to use a valid document.

6. Fill in your **Contact details**.



- You can update your Contact details (e-mail address, telephone number) at any time.
- The **Spoken languages** include all the languages you speak, while the **Preferred language** is the language you choose to use when communicating with the home and the host country.

7. Click on "**Save**". Your Profile is now complete.

The EPC platform now appears as follows:

The screenshot displays the EPC platform interface. At the top, there is a navigation bar with the European Professional Card logo, a user profile icon labeled 'NameSurname', and a language dropdown menu set to 'English (en)'. Below the navigation bar, there are three main sections: 'My Profile', 'My Applications', and 'My Documents'. Each section has a collapse icon on the right. A 'Home' button is located below the navigation bar. A 'Go to profile page' button is in the 'My Profile' section. A 'Create new application...' button is in the 'My Applications' section. A 'No documents' message is in the 'My Documents' section. At the bottom, there is a section titled 'Useful information about the EPC procedure' with sub-sections for 'Application submitted' and 'The EPC'. Annotations with arrows point to specific elements: 'Click here anytime to go back to this screen' points to the Home button; 'Click here to collapse the section' points to the collapse icons on the right of the 'My Profile', 'My Applications', and 'My Documents' sections; and 'Useful information about the EPC procedure' points to the bottom section.

You can delete your EPC account at any time. Be aware that when you delete your account:

- **Any issued EPC certificates will be cancelled.**
- Any applications that you may have submitted will be cancelled and the authorities concerned will be informed.
- Applications that have not been submitted will be removed along with related personal data.



To delete your EPC account:

1. Click on the EPC account management area.
2. Click on "**My account**".
3. Click on "**Delete your EPC account, EPC certificates and all related information**".
4. Read carefully the disclaimer and check the confirmation box.
5. Click on "**Confirm Deletion**".

## 2 Creating and submitting an EPC application

Click on "Create new application..." to start.

 <p><b>PROFILE</b></p>	<ol style="list-style-type: none"> <li>1. Review your personal details. If you need to modify them, click on "<b>Go to profile page</b>".</li> <li>2. Click on "<b>Next</b>".</li> </ol>
 <p><b>APPLICATION</b></p>	<ol style="list-style-type: none"> <li>1. Enter the required information, paying particular attention to the following: <ul style="list-style-type: none"> <li>• <b>Country of establishment:</b> EU home country where you are legally established.</li> <li>• <b>Host Country:</b> EU country where you intend to establish or provide services on temporary or occasional basis and where, for such purpose, your professional qualifications need to be recognised.</li> <li>• <b>Profession:</b> if one of the professions covered by the EPC procedure does not appear on the list, it may mean that is not regulated in the host country: check with your local authorities if this is the case.</li> <li>• <b>Does your diploma qualify for automatic recognition?:</b> click on "i" to display the list of the diplomas qualifying for automatic recognition.</li> <li>• <b>Do you benefit from acquired rights?:</b> If your diploma is not included in the list of automatically recognised diplomas, you may still meet the conditions for automatic recognition if you can provide a certificate of acquired rights - a certificate attesting that you have practiced your profession for at least 3 consecutive years during the last 5 years prior to the date of the certificate</li> </ul> </li> <li>2. Click on "<b>Next</b>". <ul style="list-style-type: none"> <li>• You can now click on "<b>Save</b>" at anytime to exit the procedure and save the current progress as a draft application.</li> </ul> </li> </ol>
 <p><b>DOCUMENTS</b></p>	<ol style="list-style-type: none"> <li>1. Take note of the list of required documents and fees. Note that if no fees appear, it may mean that the countries concerned have not yet provided the relevant information. The authorities will inform you of the document requirements and fees after the submission of the application.</li> <li>2. To provide the required documents, click on "<b>Add new document</b>".</li> <li>3. Click on "<b>Browse</b>" and select the document file on your pc (<i>pdf</i> or <i>doc</i> extensions).</li> <li>4. Enter the required information about the document, paying particular attention to the following: <ul style="list-style-type: none"> <li>• <b>Document title:</b> name that will be displayed on the documents overview of the EPC platform.</li> <li>• <b>Type:</b> this field helps the host country authority to understand the content of documents written in other languages.</li> <li>• <b>Additional information:</b> any detail useful to the authorities to understand the content and purpose of the document.</li> </ul> </li> <li>5. Click on "<b>Save</b>".</li> <li>6. Repeat steps 2 to 5 for each new document you want to submit.</li> <li>7. If you already submitted useful documents in previous EPC applications, click on "<b>Reuse a document</b>" and select them. <b>Make sure that temporary documents have not expired in the meantime.</b></li> <li>8. Click on "<b>Next</b>".</li> </ol>
 <p><b>SUBMISSION</b></p>	<ol style="list-style-type: none"> <li>1. Review all the provided information.</li> <li>2. Check the confirmation box and click on "<b>Submit</b>".</li> </ol>
 <p><b>CONFIRMATION</b></p>	<p>Your application has been submitted.</p> <ol style="list-style-type: none"> <li>1. Click on "<b>Print PDF</b>" to generate a summary of the EPC application. <b>This summary is not the EPC Certificate.</b></li> <li>2. Click on "<b>Return to homepage</b>".</li> </ol>

### 3 Tracking your EPC application

The submitted EPC application is now displayed on the "My Application" list of the EPC platform homepage. Click on the application to display the following information:

The screenshot shows the EPC application tracking interface for application number 01-3216-8XF1, which is in a 'Submitted' status. The interface includes several key sections:

- Top Navigation:** Buttons for 'Withdraw this application (e.g. in case of mistakes in the provided information)', 'Print the summary of this application', 'Create a new application using the data of this application', and 'Go back to homepage'.
- Application Summary:** A section titled 'Summary of your application' containing details such as 'Profession and purpose' (Nurse responsible for general care), 'Home Country' (Are you established in an EU country? Yes), 'Host Country' (Country: Malta), and 'Purpose' (Permanent Establishment).
- Exchange Messages:** A section titled 'Exchange messages with the authorities managing your application' with tabs for 'Messages', 'Documents', and 'History log'. The 'Messages' tab shows 'No messages' and a 'New message' button.
- Documents and History:** A section titled 'Review the documents you provided with the application and submit new ones' and another titled 'See actions performed on the application by you or by the authorities managing it'.

#### Check your emails!

**Automatic emails sent by the EPC platform help you keep track of the ongoing approval process: it is very important to read them to be updated on the actions you must take.**

Access the EPC platform through the link in the email and make sure to check if there are **messages** from the authority managing your request.



New messages from an authority are notified on your homepage by the  symbol next to the involved application: click on the symbol to open the message.

The authority can contact you to:

- Request missing documents
- Request certified copies of your documents if they can't verify the validity of your documents
- Request the payment of fees
- Request additional information about your application
- Impose a sanction, which you can see on your EPC Profile

### 3.1 How to exchange messages with the authorities

1. On the homepage, click on the application relevant to your message.
2. Click on "**New message**".
3. Select the Message type.
4. Select the language you will use to write the message.
5. Type the message.
6. Click on "**Send message**". The message has been sent to the authority.

### 3.2 How to exchange documents with the authorities

1. On the homepage, click on the application relevant to your document.
2. Click on "**Documents**".
3. Click on "**Add new documents**".
4. Enter the required information about the document as you did during the submission of the application (see "Documents" in chapter 2 for more information).
5. Click on "**Save**". The document has been sent to the authority and will remain available for your future applications.

## 4 Getting the EPC Certificate

When your EPC application will be approved, you will be notified by email and the status of the application on the EPC platform homepage will change to "**EPC Approved**".

1. Click on the approved application.
2. Click on "**Download EPC Certificate**".

## 5 Requesting extensions

EPC applications for Temporary mobility have a **validity limited to 18 months**. At the end of this period, their status in the EPC platform changes automatically to **EPC expired** and they are no longer valid.

**Before, and only before, the expiry date**, you can request the authority that approved your original EPC application to extend the validity of your EPC for additional 18 months.

1. Click on the approved Temporary application.
2. Click on "**Request Validity Extension**" on the top of the page.
3. Select the language you will use to write the extension request.
4. Type the justification of the request.
5. Click on "**Confirm Extension Request**".

The status of your application will change to "**EPC Extension Requested**".

The authority will manage your request as any other application and you will be notified by mail about the outcome.

## 6 Troubleshooting

Are you stuck? Refer to the following table to know what to do according to the current status of your application:

The status of my application is	Why	What should I do next
<b>Accepted by Home Country</b>	The home country accepted your application.	Wait for the next step by the home authority.
<b>Accepted by Host Country</b>	The host country accepted your application.	Wait for the next step by the host authority.
<b>All Documents Provided</b>	The home country, at a first exam, confirmed that all the required documents have been provided.	Wait for the next step by the home authority. Be aware that the authority could still ask you additional documents at a later time.
<b>Compensation Measures Requested</b>	The host country requires that you undertake compensation measures in the form of an adaptation period or aptitude test.	Go to <b>Messages</b> and check what are the compensation measures requested by the host country. Undertake the requested measures and send proof to the host authority.
<b>Draft</b>	Your application has to be completed before being submitted.	Click on the application, then on <b>"Edit"</b> on the top of the page to complete and submit the application.
<b>EPC Approved</b>	Your EPC was approved.	Click on the approved application and on <b>"Download EPC Certificate"</b> .
<b>EPC Expired</b>	Your temporary EPC expired.	You can create a new application from the homepage.
<b>EPC Extension Requested</b>	You requested an extension of your temporary EPC.	Wait for the next step by the authority that approved your application in the first place.
<b>EPC Revoked</b>	The revoke can be due to a variety of reasons.	Go to <b>Messages</b> and check the justification of the revoke.
<b>EPC Suspended</b>	The suspension can be due to a variety of reasons.	Go to <b>Messages</b> and check the justification of the suspension.
<b>Pending Completeness Check</b>	The documentation you provided is not complete: the home Country needs more documents from you.	Go to <b>Messages</b> and check what are the documents requested by the home country. Provide the requested documents.
<b>Refused by Home Country</b>	The refusal can be due to a variety of reasons.	Go to <b>Messages</b> and check the justification of the refusal.
<b>Refused by Host Country</b>	The refusal can be due to a variety of reasons.	Go to <b>Messages</b> and check the justification of the refusal.
<b>Rejected by Home Country</b>	You selected the wrong home country in the application.	You can create a new application from the homepage.
<b>Request for Compensation Measures Closed</b>	You provided proof of the compensation measures you undertook.	Wait for the next step by the host authority.
<b>Submitted</b>	Your application has been successfully submitted to the home country.	Wait for the home authority to accept your application.
<b>Transferred to Host Country</b>	The home country transferred your application to the host country.	Wait for the next step by the host authority.
<b>Withdrawn</b>	You withdrew this application.	-