User Guide

Connect.EFSA Registration Form

Last update 5 December 2024

#Connect.EFSA

EUROPEAN FOOD SAFETY AUTHORITY

Note for the users

This user guide has been updated on 5 December 2024 to take into account the latest system enhancements:

- Users registering to carry out pre-submission activities on behalf of their organisation need to indicate an organisation email address. To make clearer that this email address is the one receiving all communications regarding pre-submission activities, it will be listed under the organisation information section as default “Email for Pre-submission activities”. It can be modified at any time.

Some editorial changes have been introduced to further clarify the existing content.

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Introduction

efsa CONNECT

"Bringing together EFSA and its stakeholders"

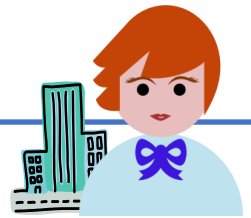
This portal gives you the possibility to engage with EFSA on a variety of topics. You can perform pre-submission activities, take part in public consultations, request information or public access to documents, and browse frequently asked questions.

1.1 Users

Individuals that registers on their personal capacity

This type of user can access EFSA.Connect **basic services** (*i.e. AskEFSA, Public Consultations, Public Access to Documents*) in their personal capacity.

After registration, these users receive an email with a username and a link to set their password.



Users that register on behalf of their organisations and do not need to carry out pre-submission activities

This type of user can access to **basic services** (*i.e. Ask a Question, Public Consultations, Public Access to Documents*) on behalf of their organisation.

After registration, these users receive an email with a username and a link to set their password.

Users that register on behalf of their organisations and need to carry out pre-submission activities

This type of user can access **pre-submission activities** (*i.e. Notification of Studies, General pre-submission advice, List of Intended studies and renewal pre-submission advice*) on behalf of their organisation.

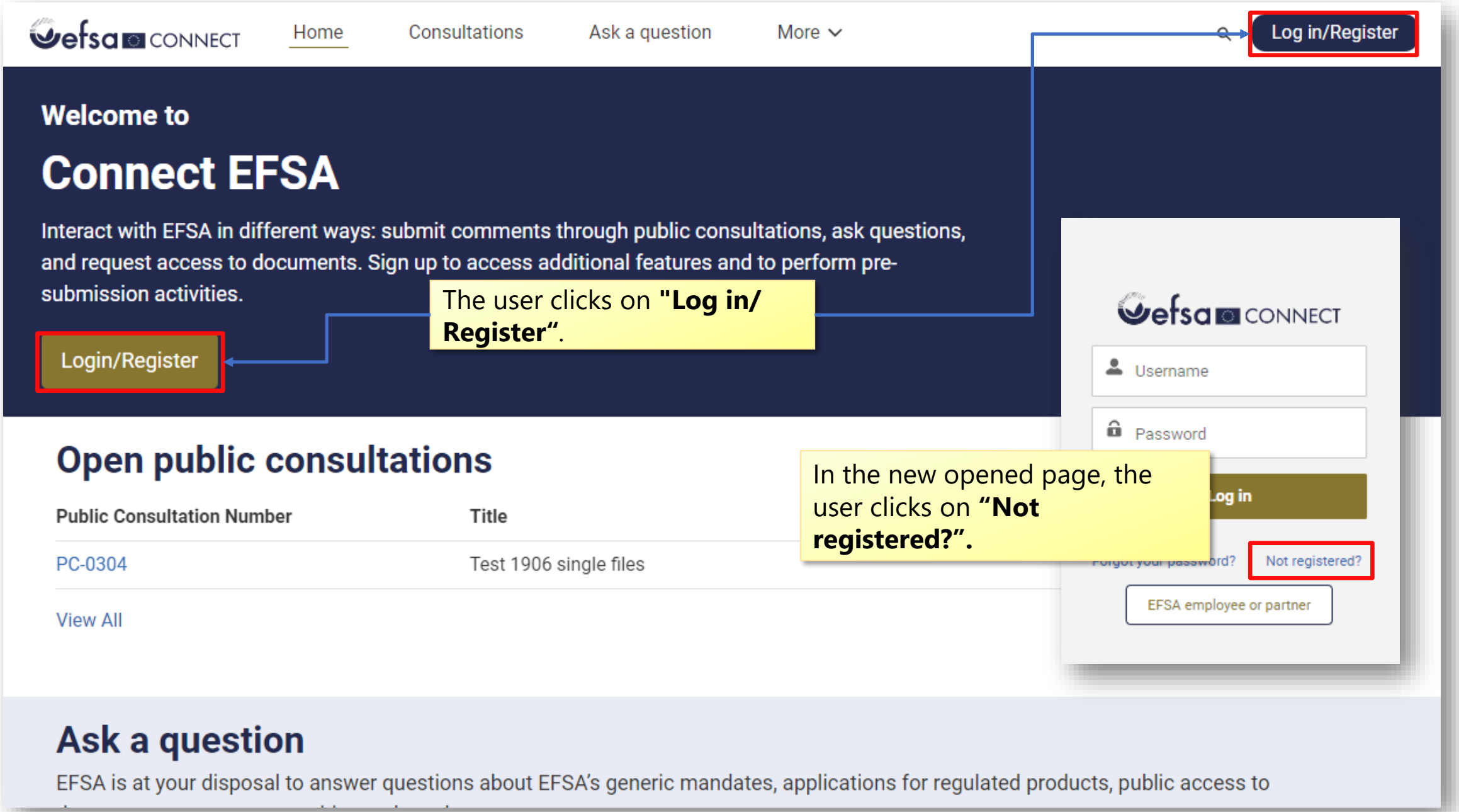
After registration, these users are validated by EFSA and receive an **EFSA Federated account.**

Based on the type of users the registration process follows three distinct paths.

Individuals that register on their personal capacity

2.1 Self-registration

User goes to Connect.EFSA



2.1 Self-registration

The user fills in all **required (*)** fields.

Basic services the user will access.

efsa CONNECT

By registering to Connect.EFSA you can:

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-submission requests.

Select "*In my personal capacity*".

Register below

Already registered? Login here

* First name: Andrew

* Last name: McCollum

* Email: amccollum@gmail.com

* Affiliation: Citizen

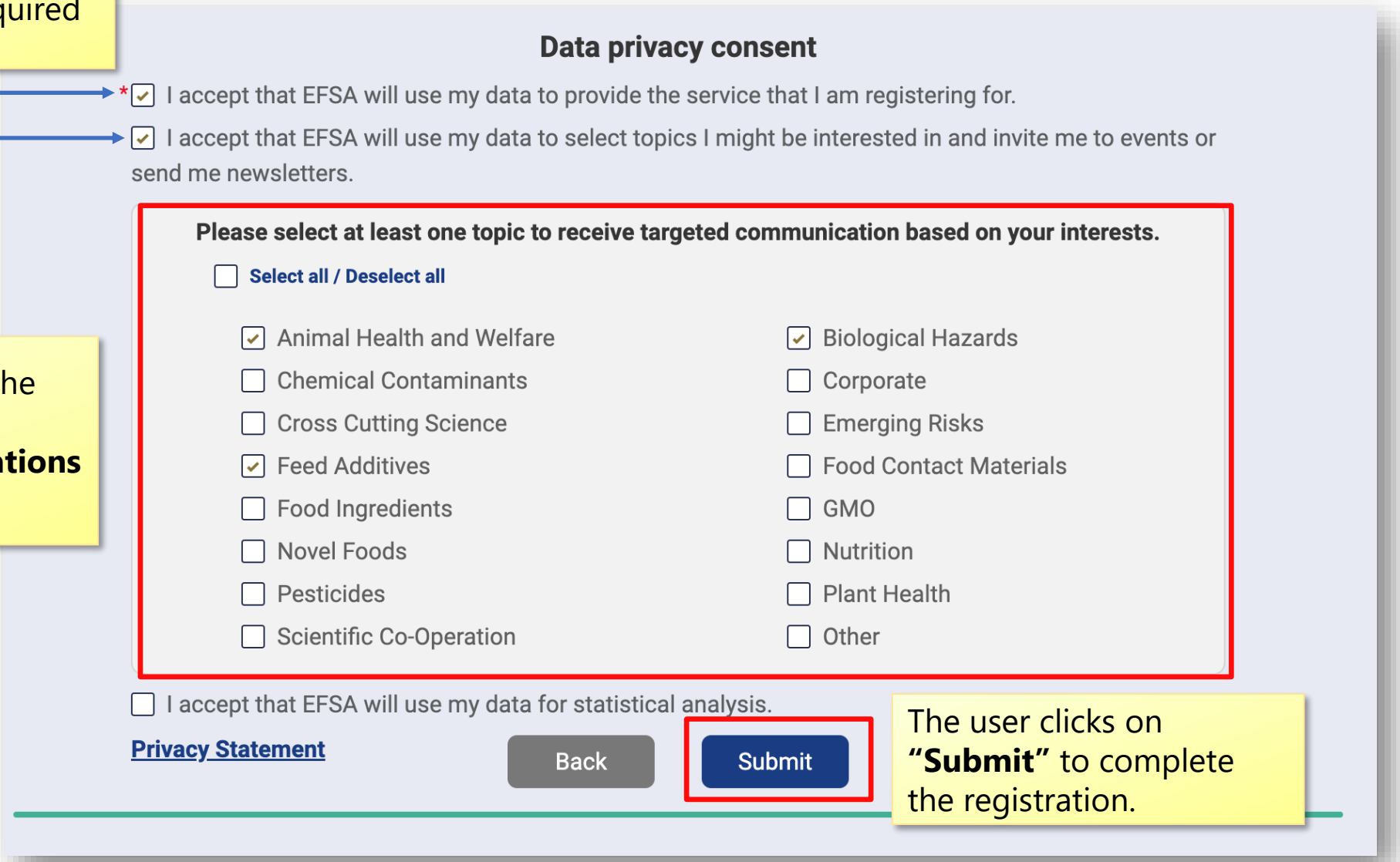
* In what capacity are you registering?: In my personal capacity

Next

2.2 Data privacy consent

To complete the registration process the user is required to check this box.

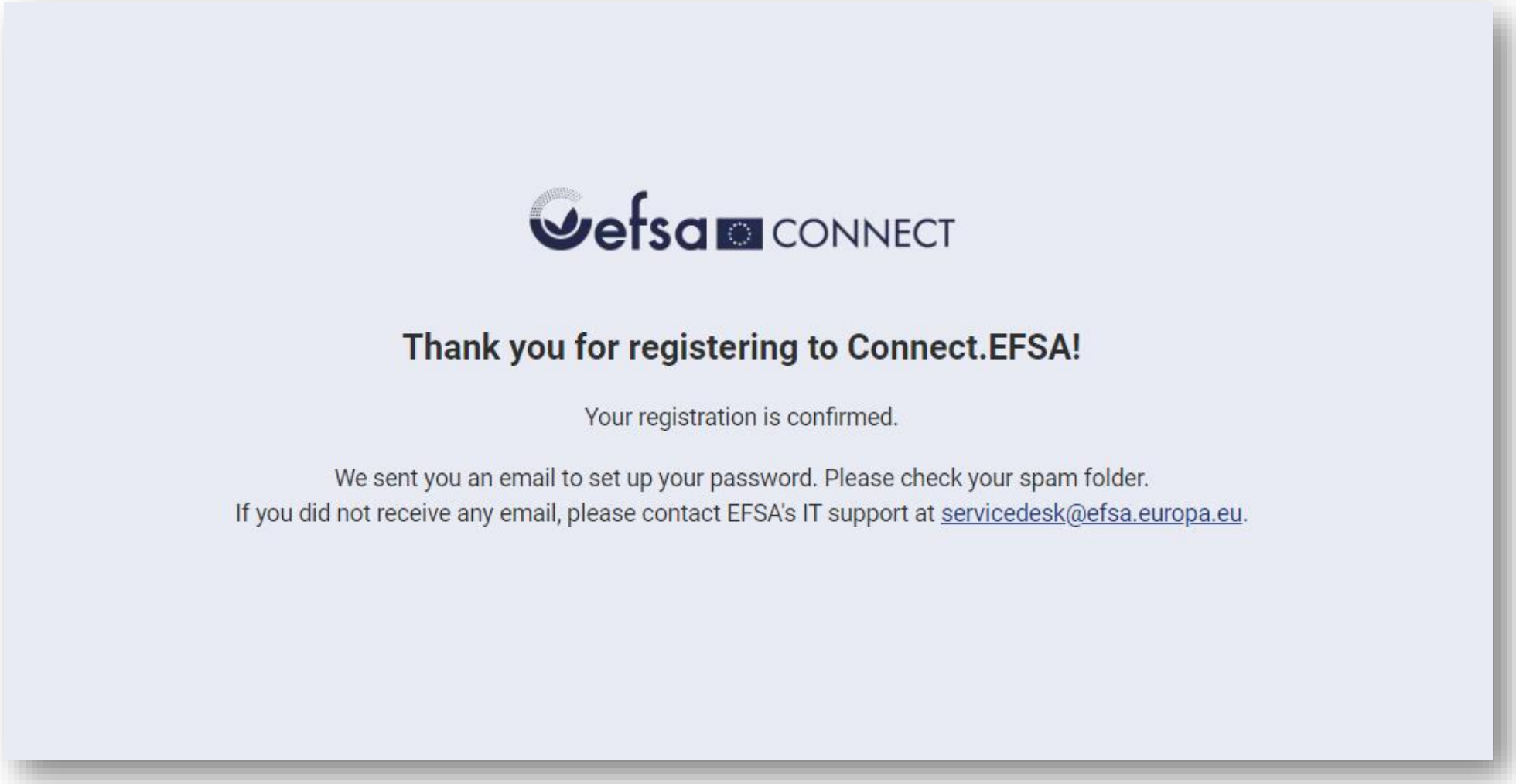
By checking this box the user can subscribe to **targeted communications** in its area of interest.



The user clicks on **"Submit"** to complete the registration.

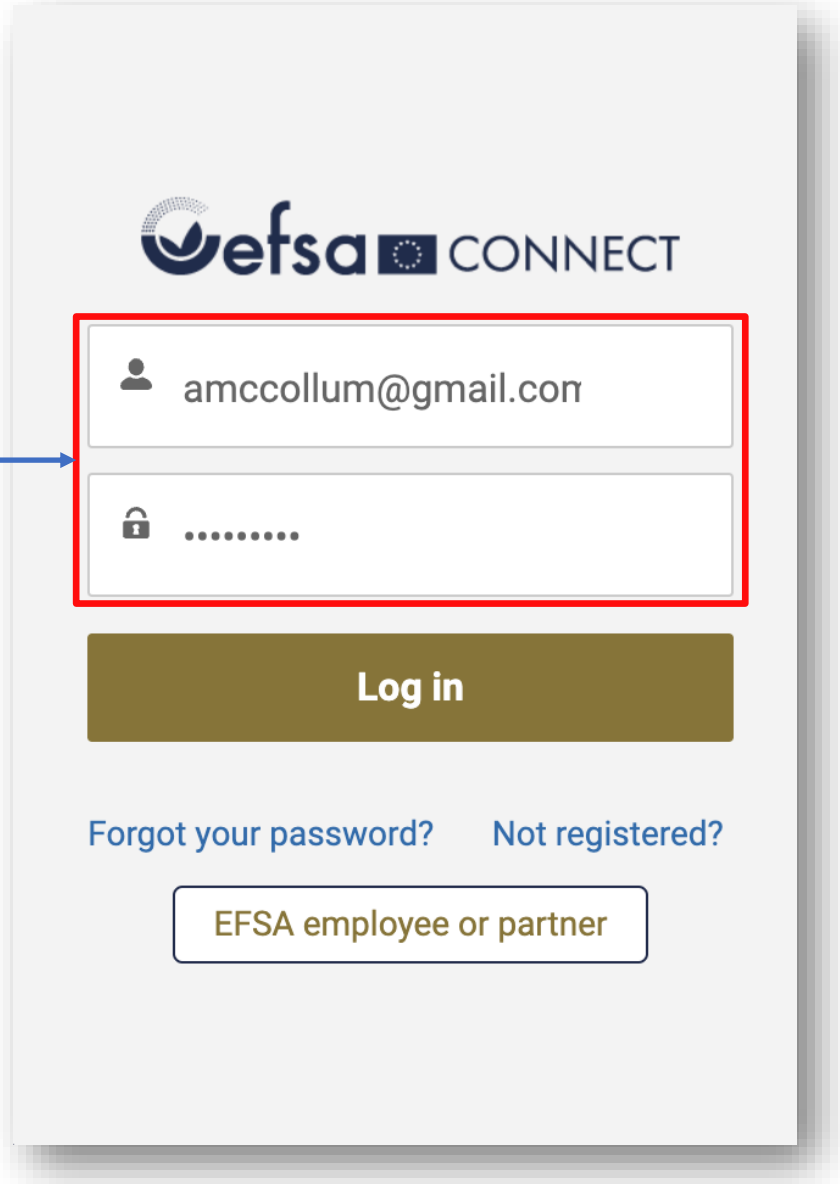
2.3 Successful registration

This screen shows that the registration has been successful. The user receives an email with its **username** and a link to set the **password** in order to perform the first access.

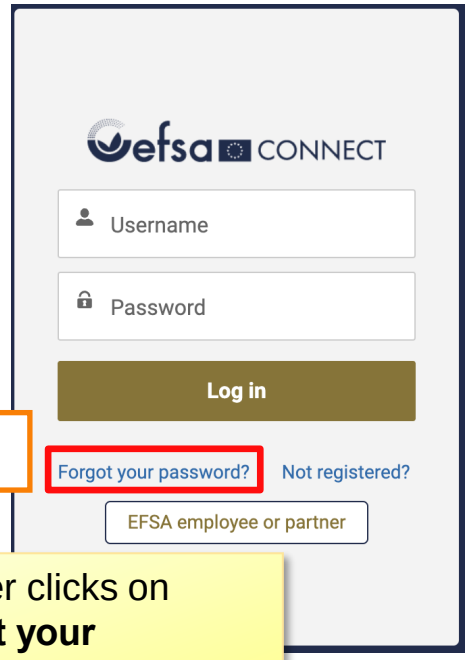


2.4 Login

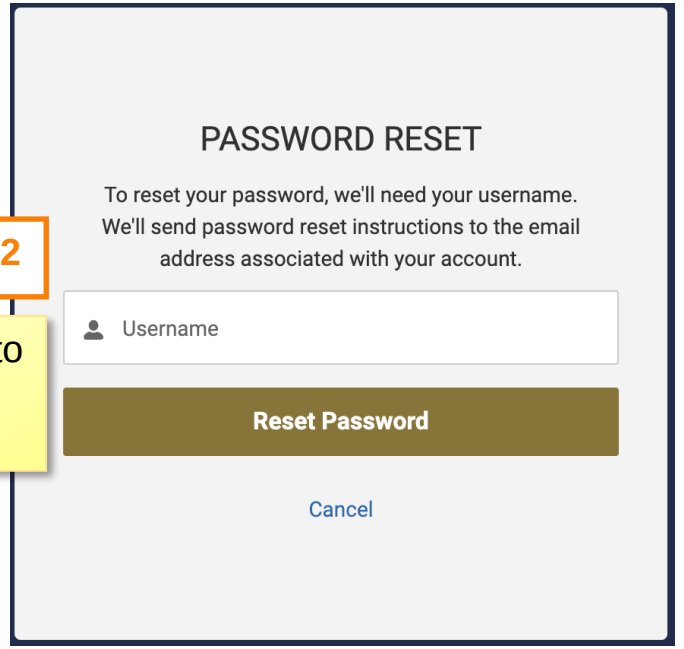
After having set its credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.



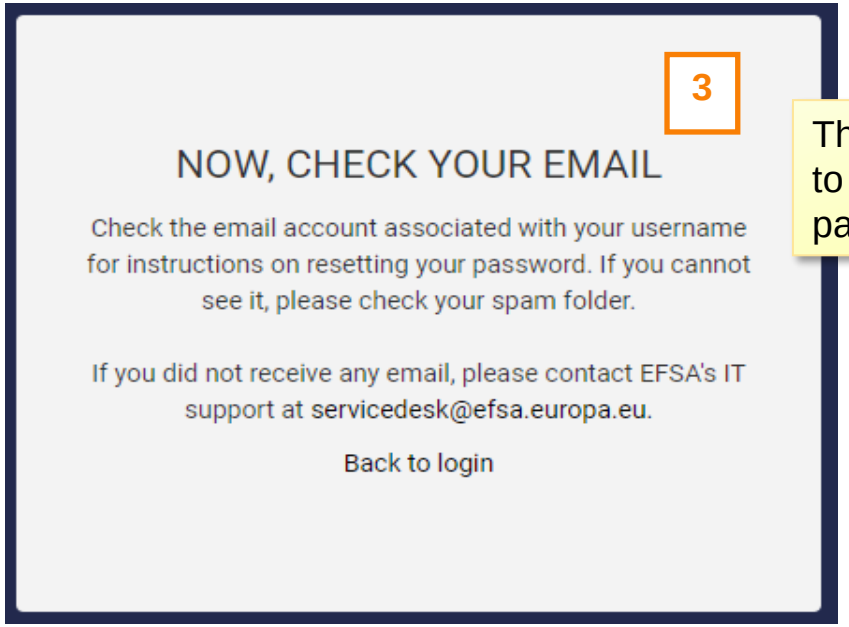
2.5 Change or reset the password



The user clicks on **“Forgot your password?”.**



Indicates the username used to login into Connect EFSA, e.g. *name.surname@domain.com*

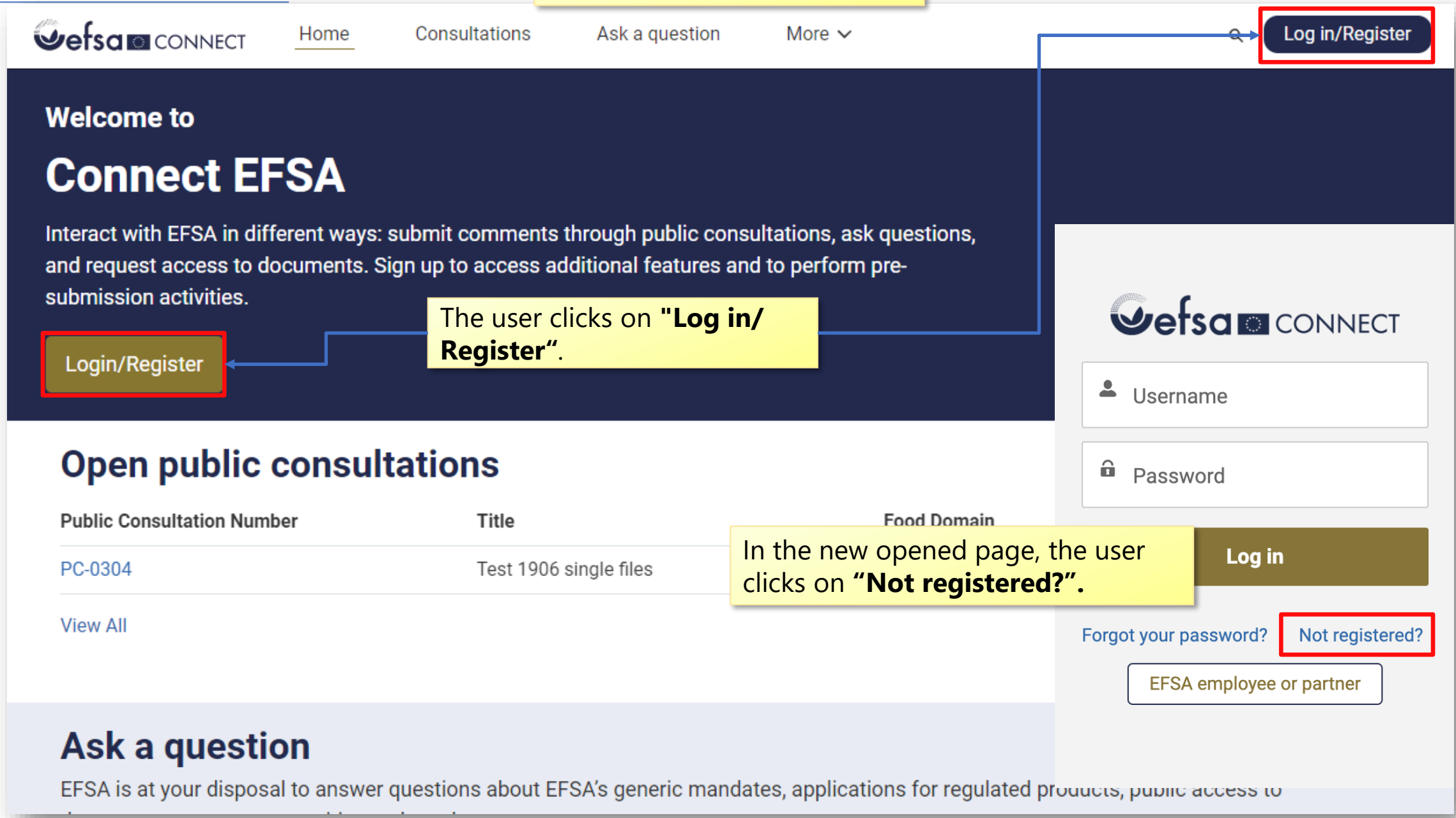


The email sent by the system contains a link to a page where the user can change the password.

Users that register on behalf of their organisations and do not need to carry out pre-submission activities

3.1 Self-registration

User goes to Connect EFSA



3.1 Self-registration

The user fills in all **required (*)** fields.

Basic services the user will access.

efsa CONNECT

By registering to Connect.EFSA you can:

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-subm requests.

Select "*On behalf of my organization*".

Register below

Already registered? Login here

* First name: Jack

* Last name: Green

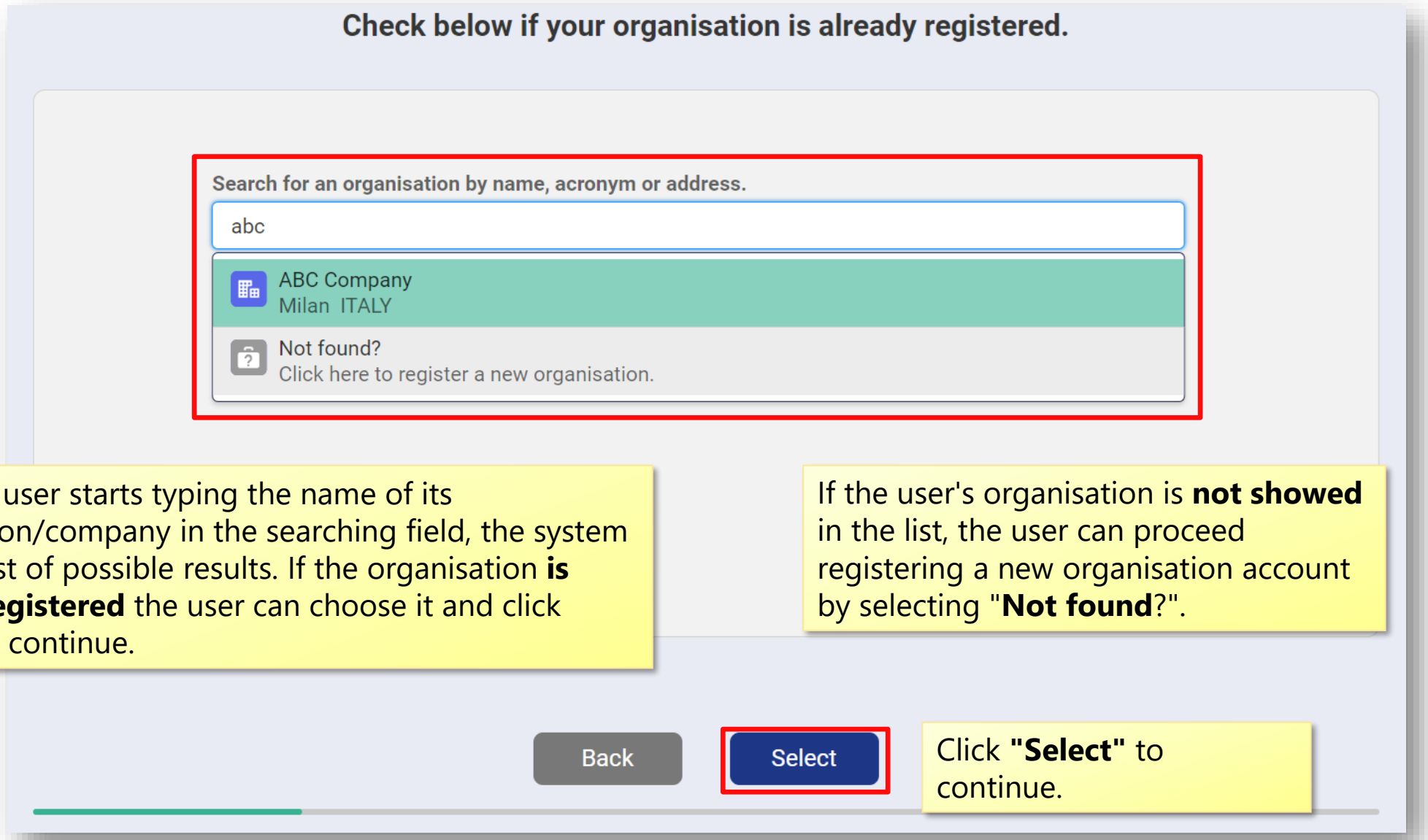
* Email: abcd@green.com

* Affiliation: Industry – Multinational

* In what capacity are you registering?: On behalf of my organisation

Next

3.2 Organisation selection/ creation



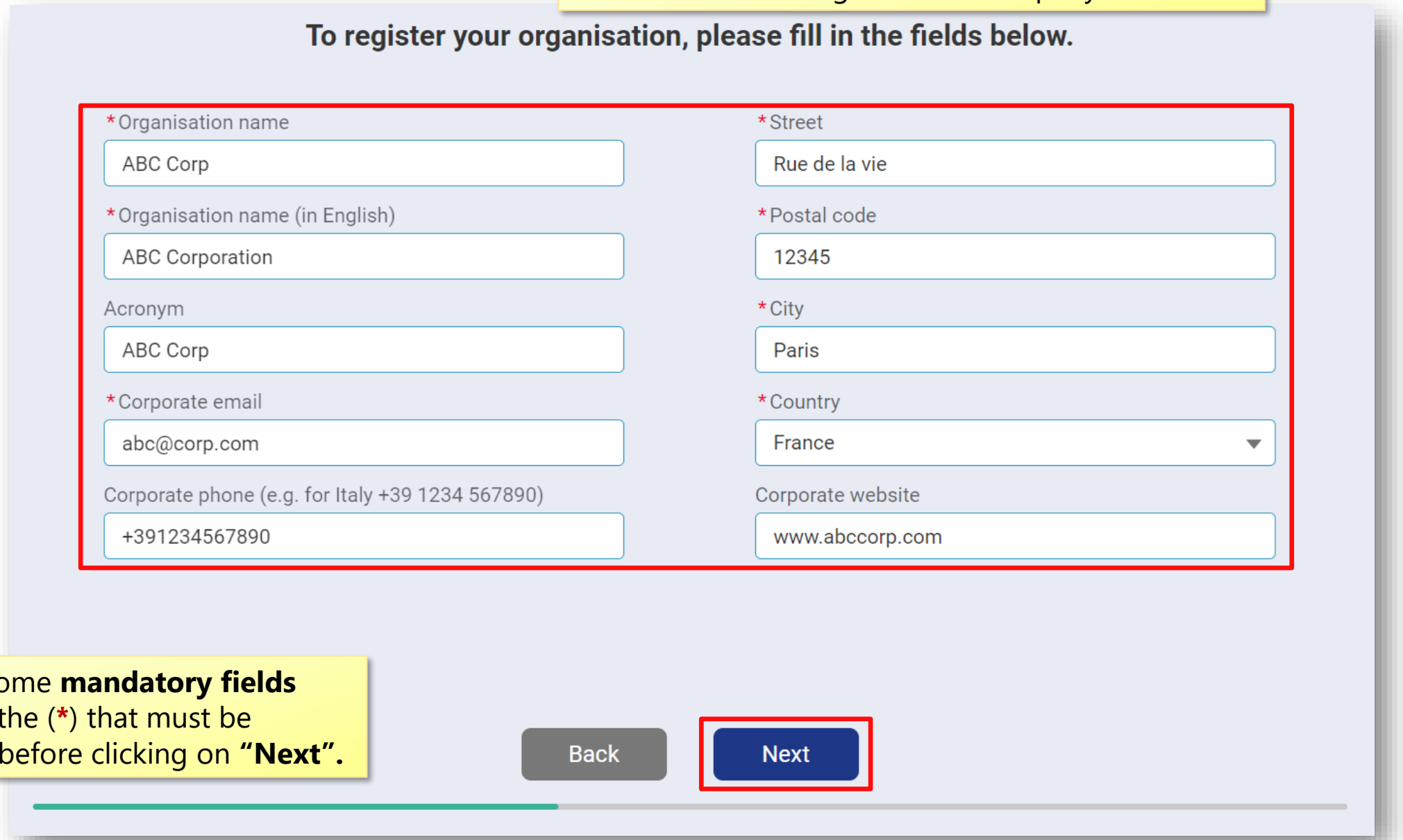
When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation **is already registered** the user can choose it and click "*Select*" to continue.

If the user's organisation is **not showed** in the list, the user can proceed registering a new organisation account by selecting "**Not found**?".

Click **"Select"** to continue.

3.3 Organisation creation

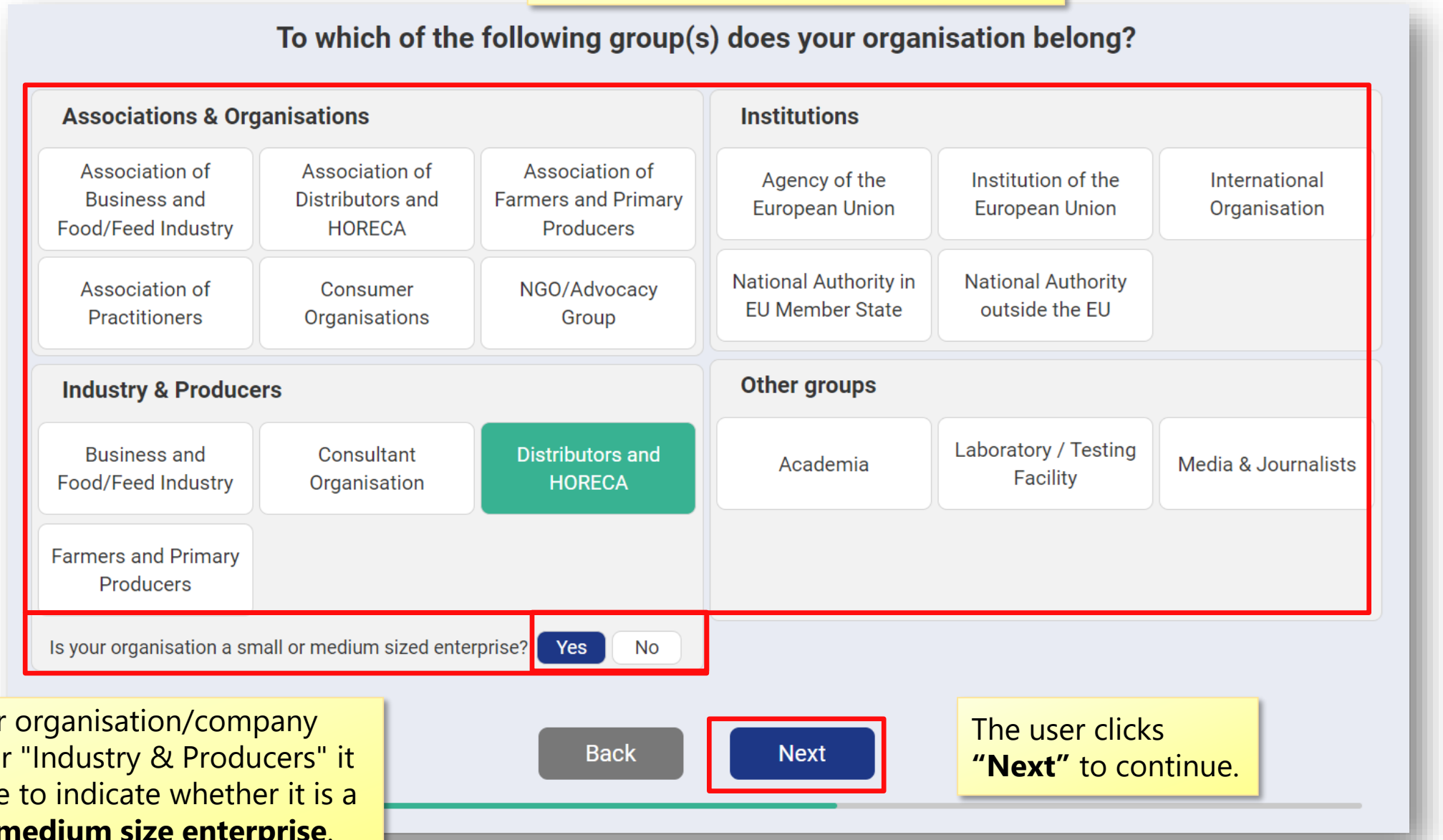
The user fills the registration form with the information of its organisation/company.



There are some **mandatory fields** marked by the (*) that must be completed before clicking on **"Next"**.

3.4 Categories selection

The user selects the categories its organization/company belongs to.



If the user organisation/company falls under "Industry & Producers" it is possible to indicate whether it is a **small or medium size enterprise**.

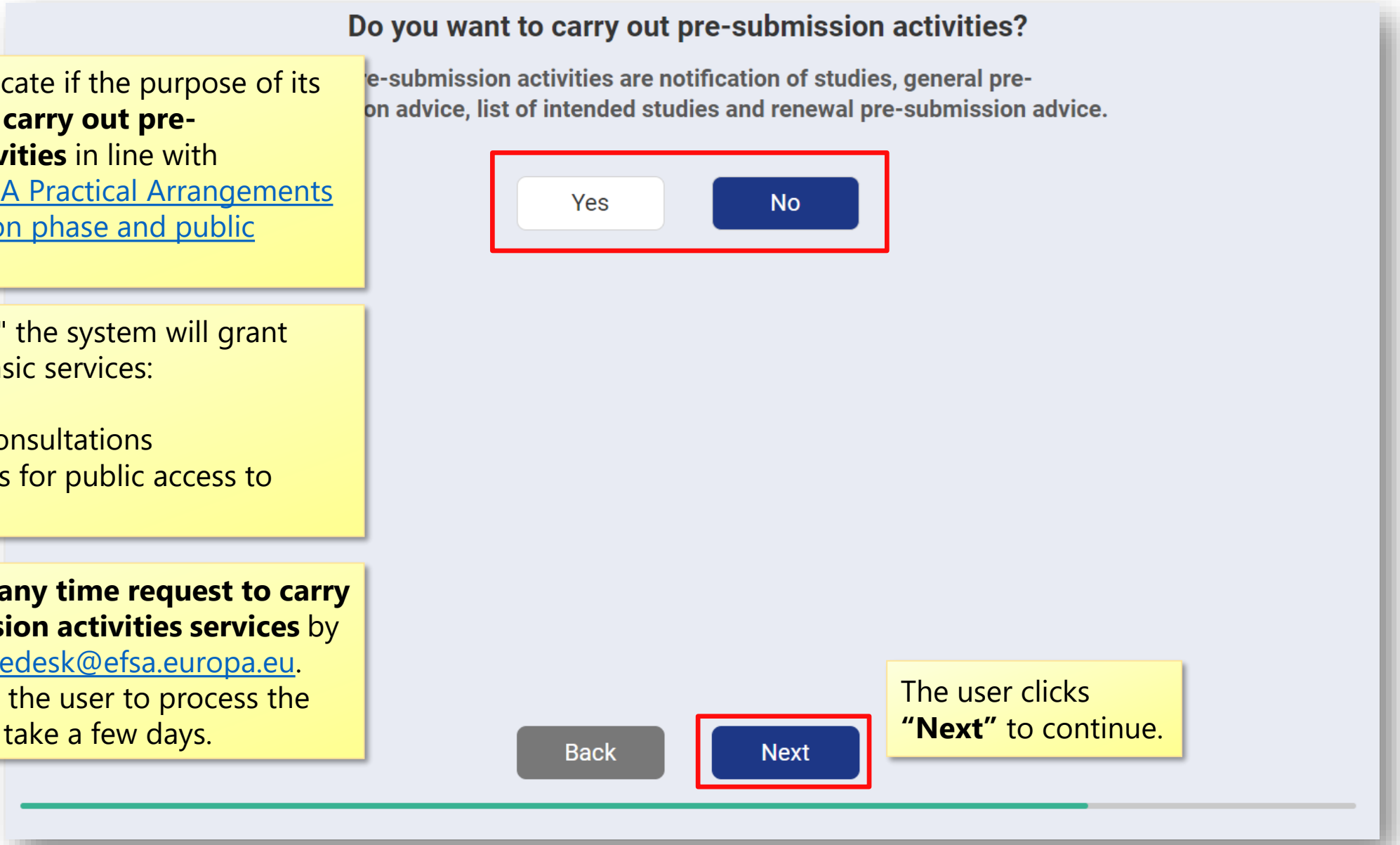
The user clicks **"Next"** to continue.

3.5 Pre-submission activities selection

The user can indicate if the purpose of its registration is **to carry out pre-submission activities** in line with provisions of [EFSA Practical Arrangements on pre-submission phase and public consultations.]

By selecting "**No**" the system will grant access only to basic services:
- Ask a question
- Comment on consultations
- Submit requests for public access to documents.

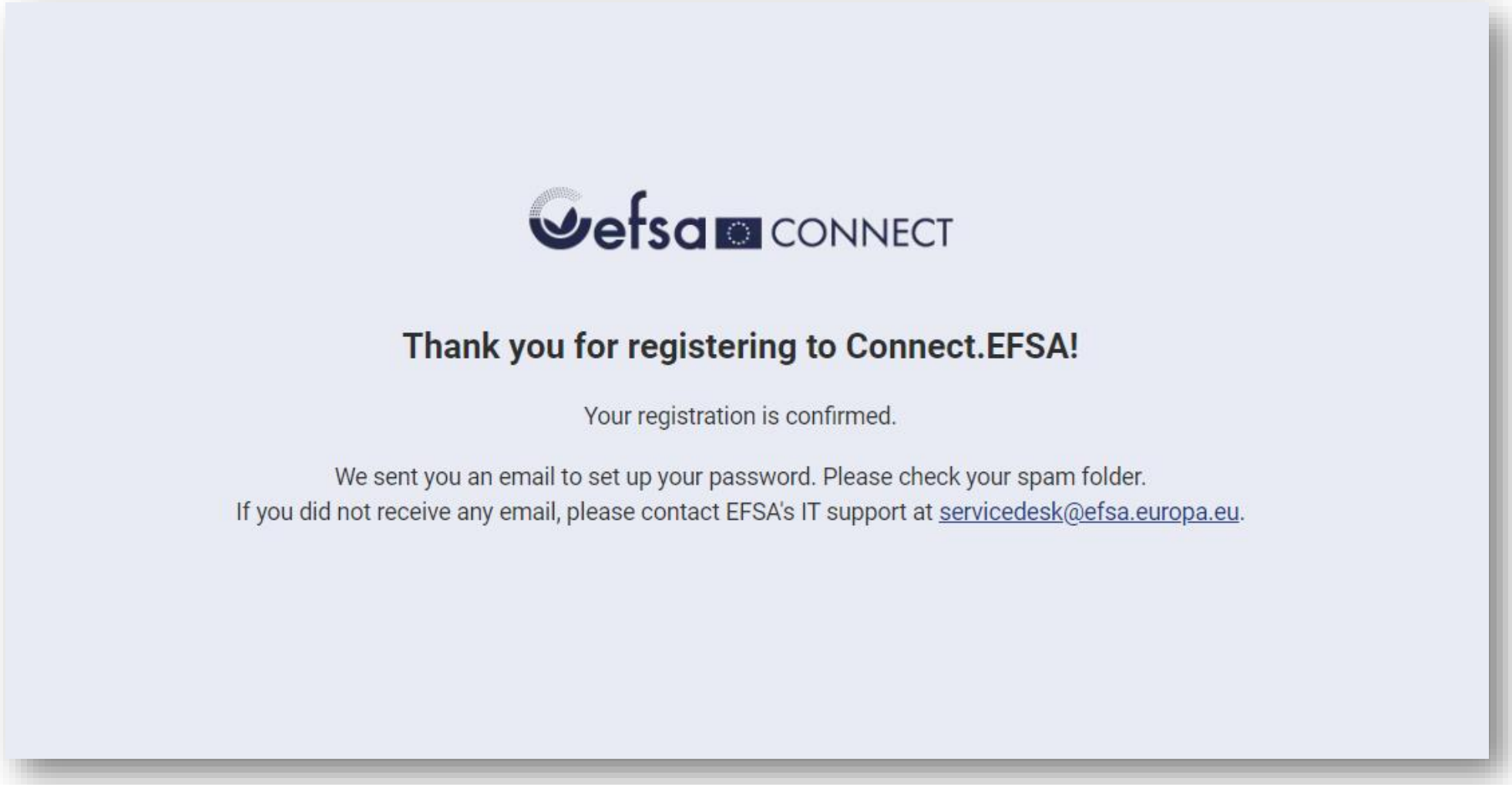
The user can at any time request to carry out pre-submission activities services by contacting servicedesk@efsa.europa.eu. EFSA will contact the user to process the request. This will take a few days.



The user clicks **"Next"** to continue.

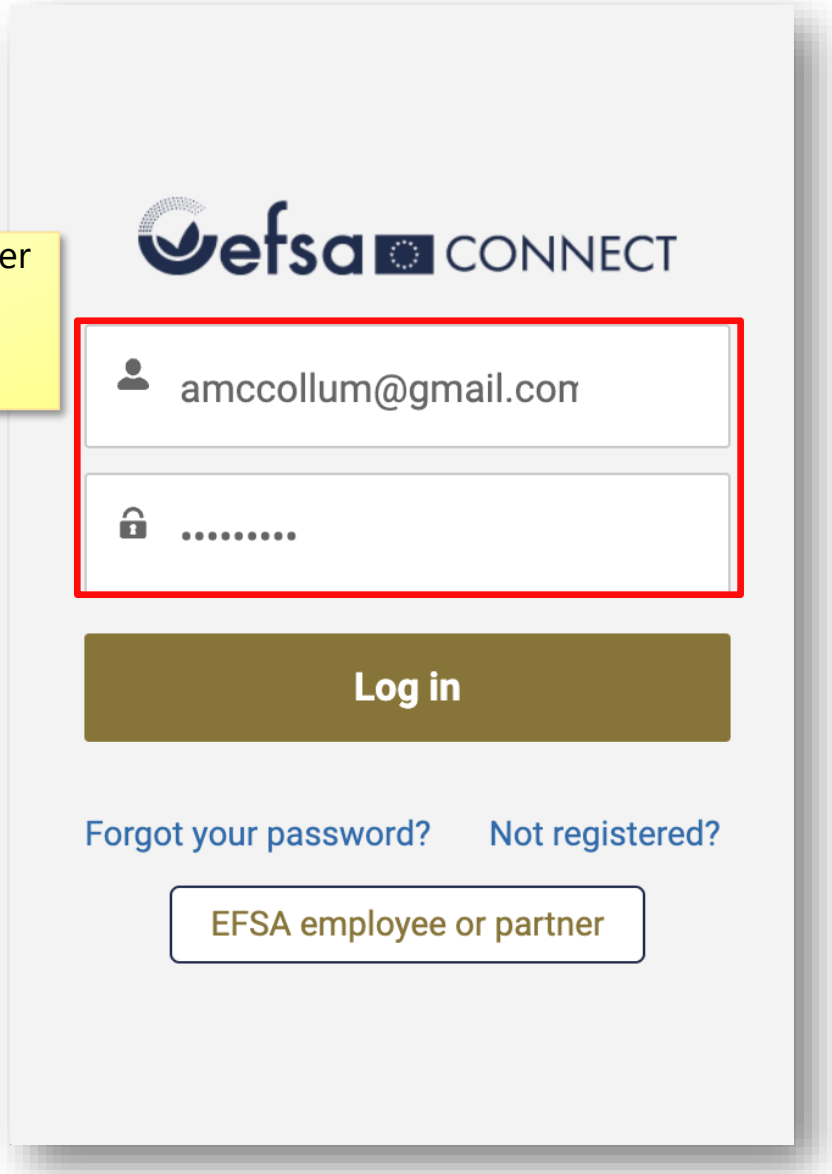
3.6 Successful registration

This screen shows that the registration has been successful. The user receives an email with a **username** and a link to set the **password** in order to perform the first access.

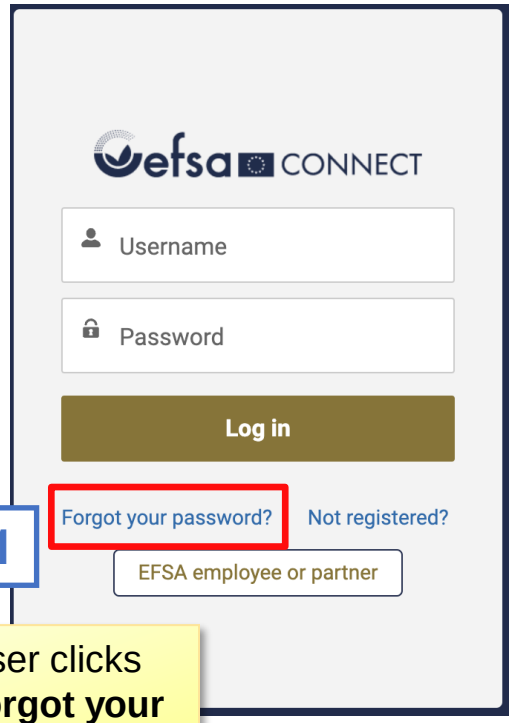


3.7 Login

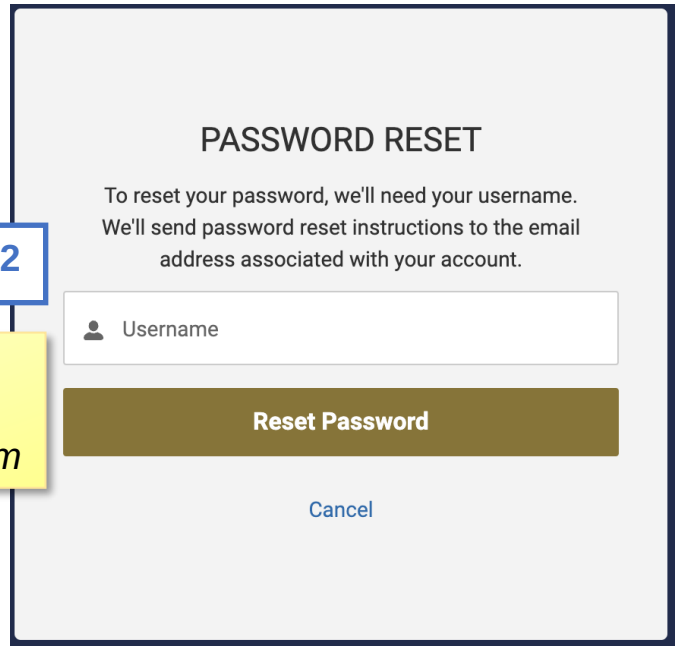
After having set the credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.



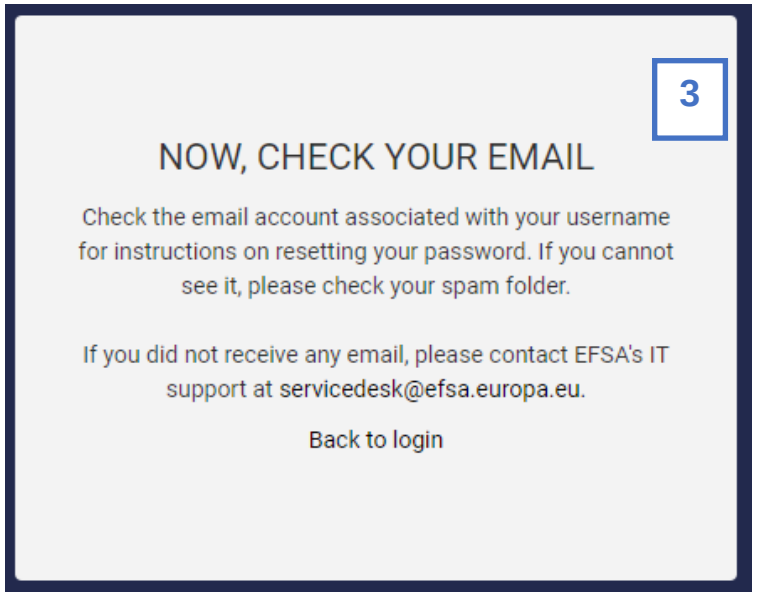
3.8 Change or reset the password



The user clicks on "**Forgot your password?**".



Indicates the username used to login into Connect.EFSA, e.g. *name.surname@abccompany.com*

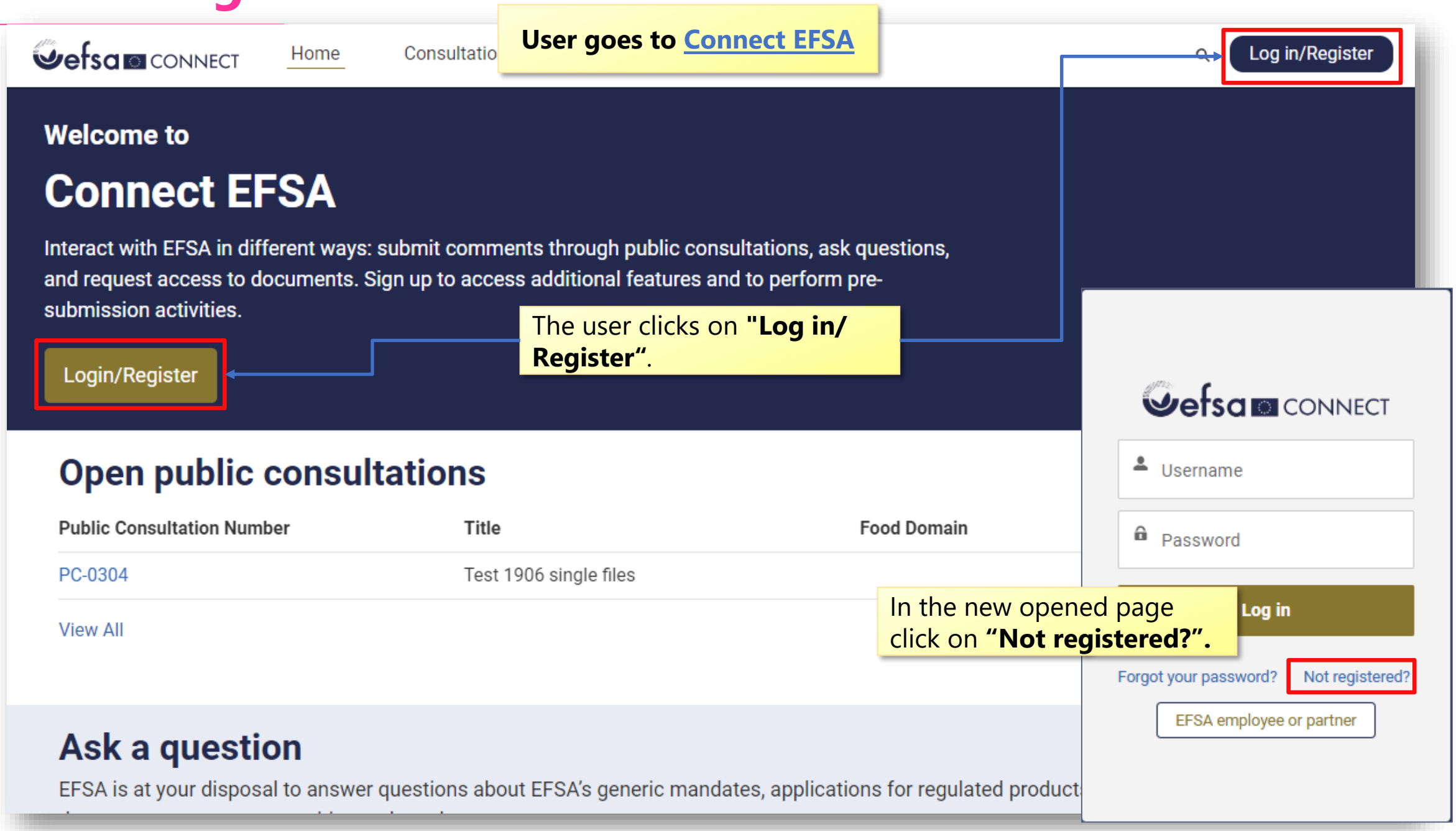


The email sent by the system contains a link to a page where the user can change the password.

The user seeks in the inbox the email with the link to reset the password.

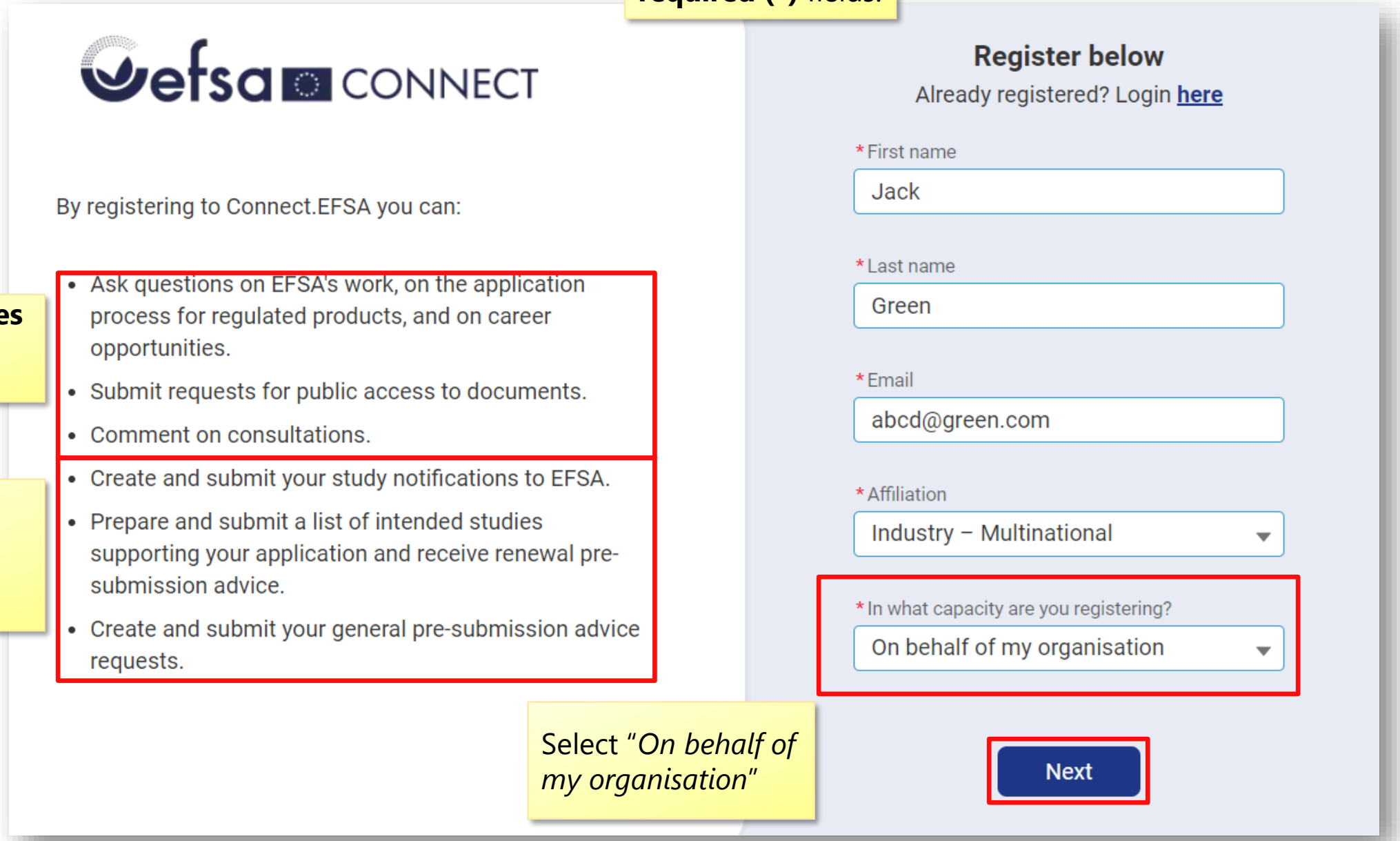
Users that register on behalf of their organisations and need to carry out pre-submission activities

4.1 Self-registration



4.1 Self-registration

The user fills in all **required (*)** fields.

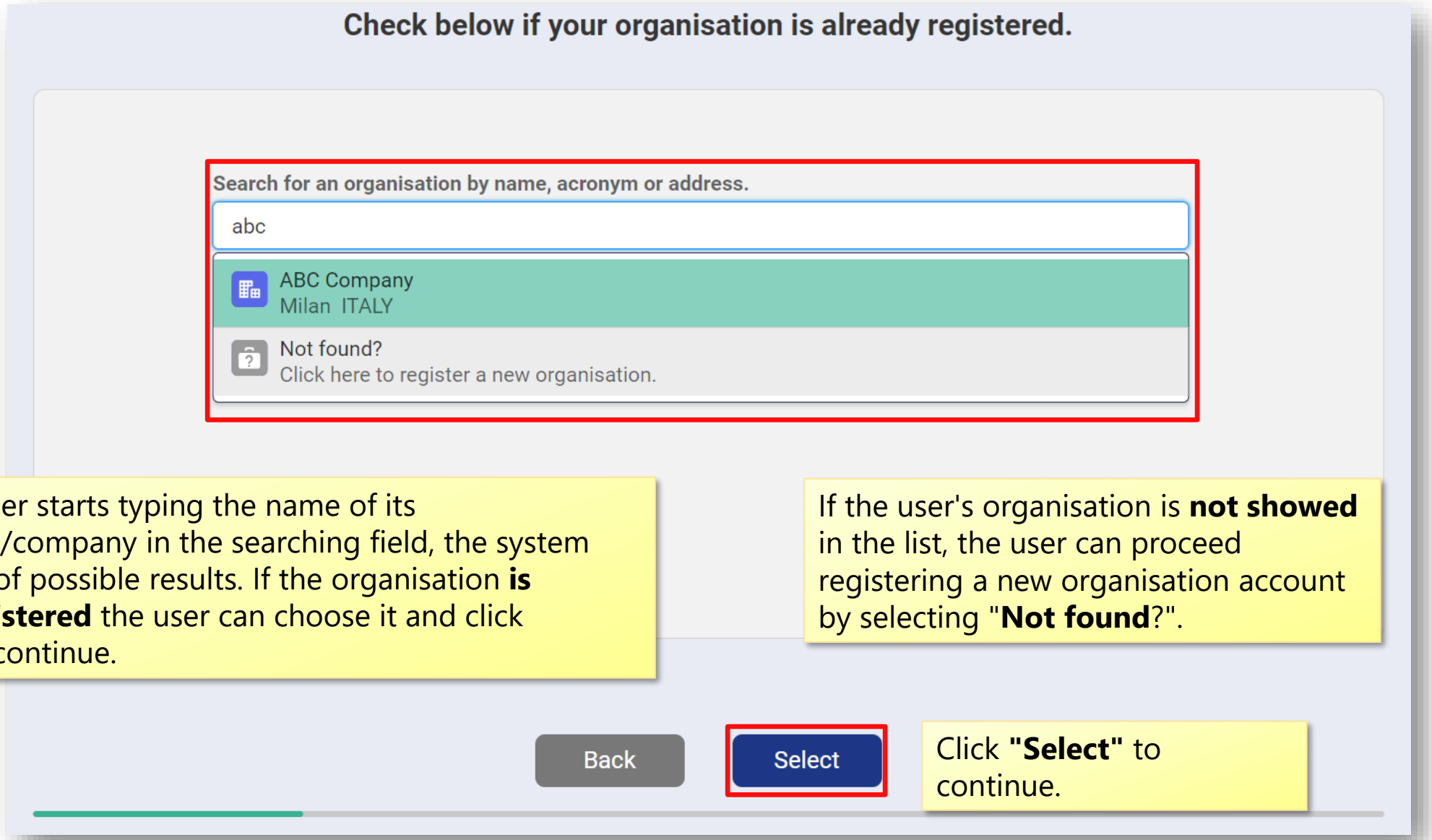


Basic services the user will access.

Additionally, the user will access these services.

Select "*On behalf of my organisation*"

4.2 Organisation selection/ creation



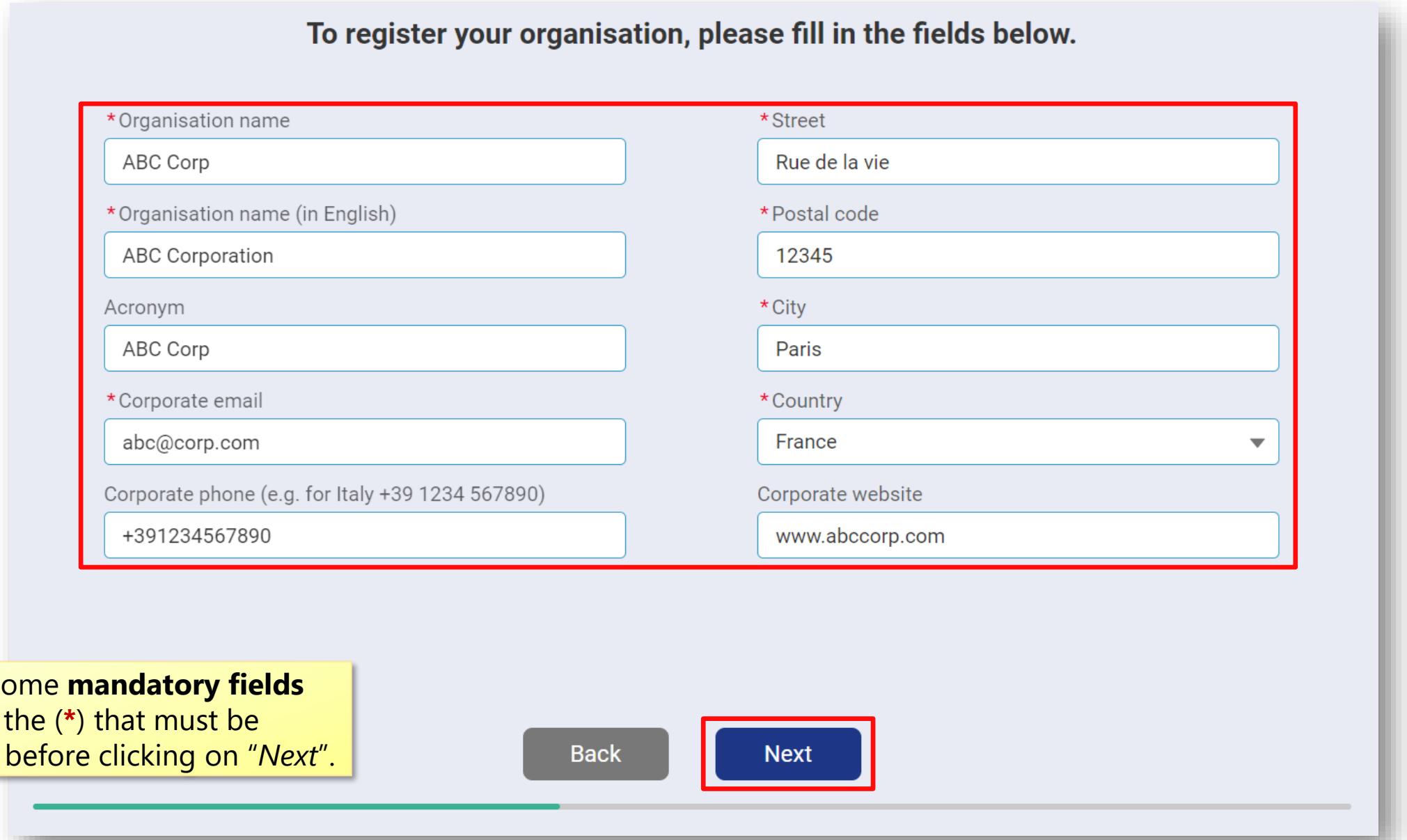
When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation **is already registered** the user can choose it and click **"Select"** to continue.

If the user's organisation is **not showed** in the list, the user can proceed registering a new organisation account by selecting "**Not found**?".

Click **"Select"** to continue.

4.3 Organisation creation

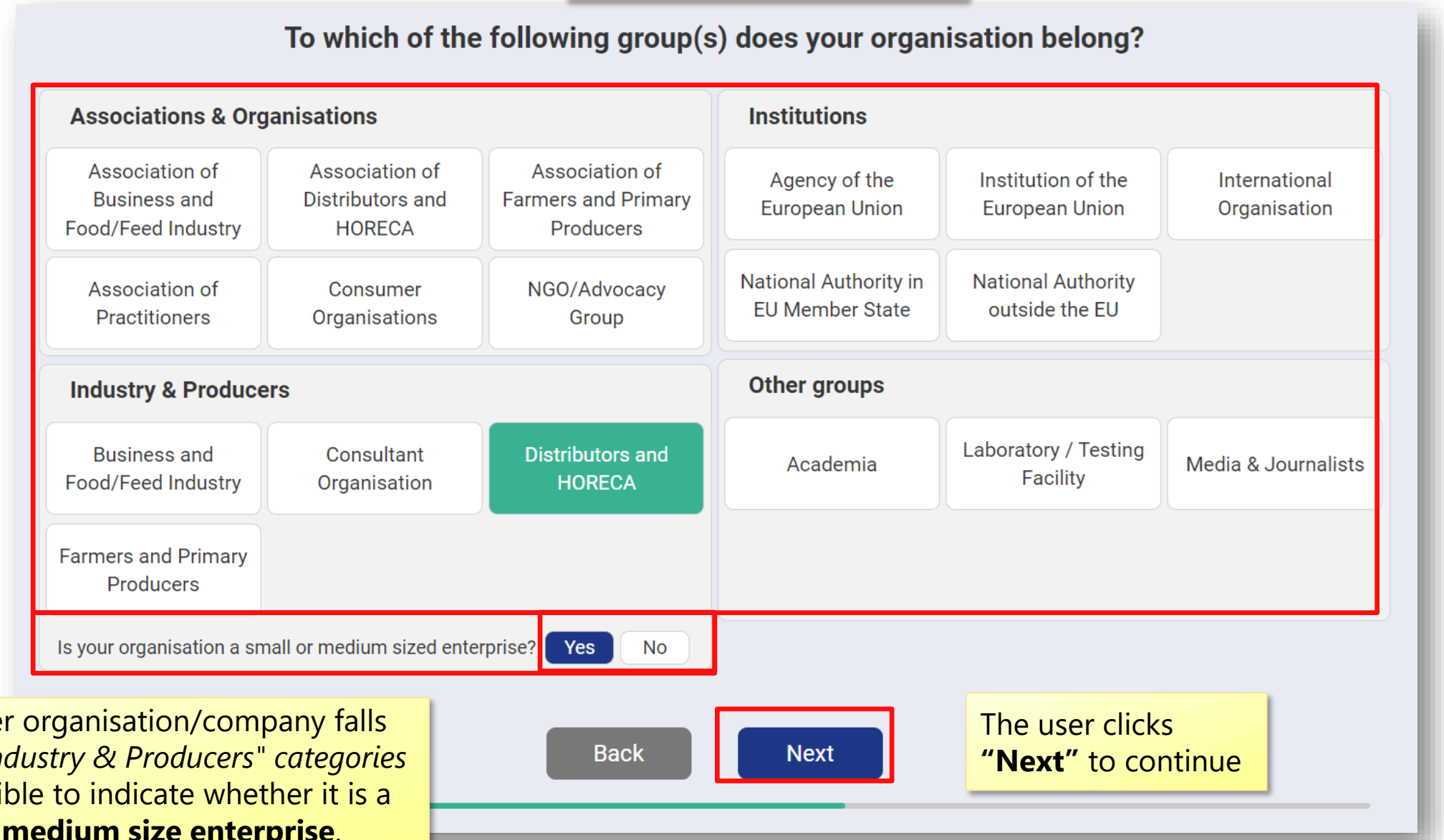
The user fills out the registration form with the information of the organisation/company.



There are some **mandatory fields** marked by the (*) that must be completed before clicking on "*Next*".

4.4 Categories selection

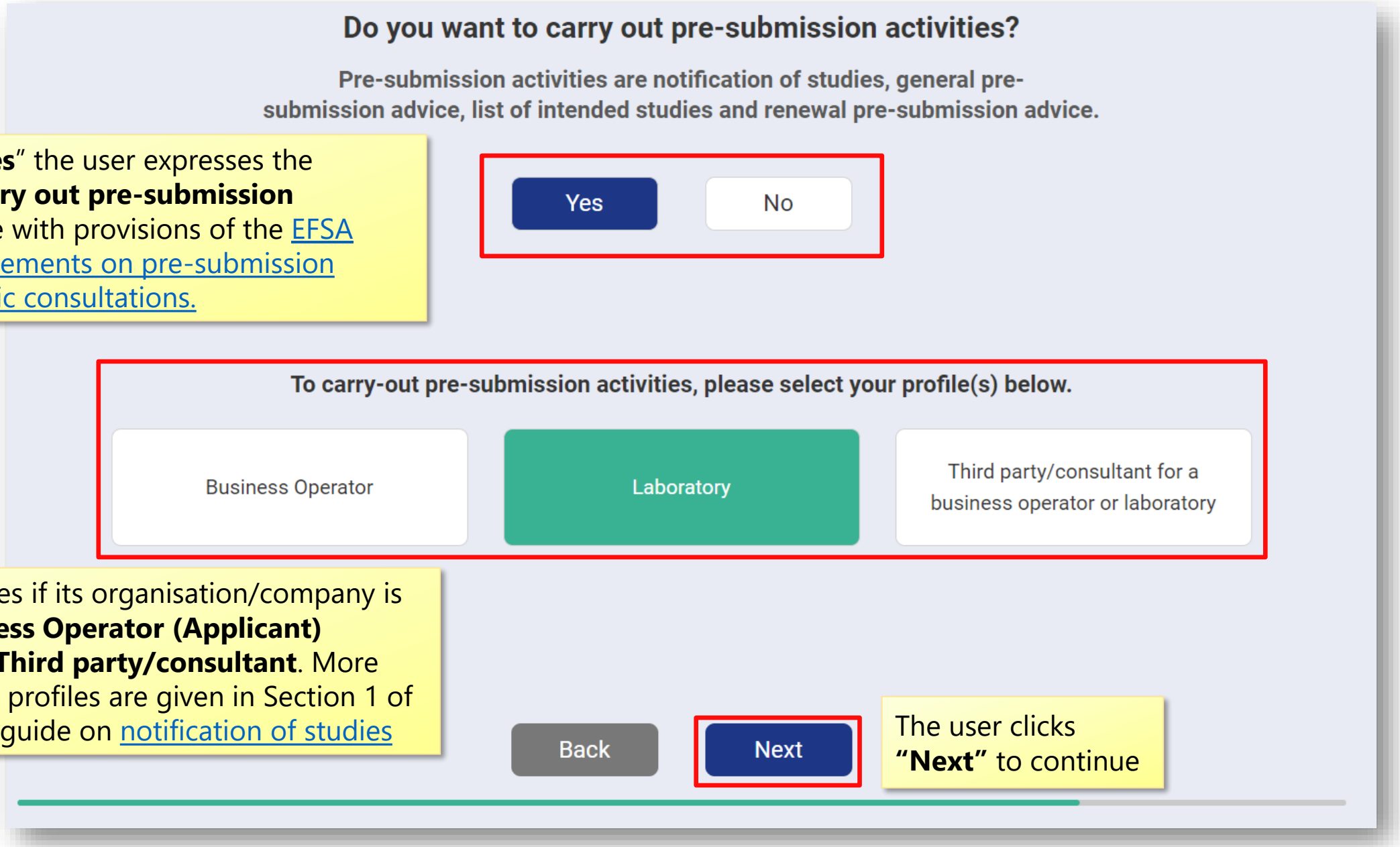
Select the **categories** the organization belongs to



If the user organisation/company falls under "*Industry & Producers*" *categories* it is possible to indicate whether it is a **small or medium size enterprise**.

The user clicks **"Next"** to continue

4.5 Pre-submission activities selection



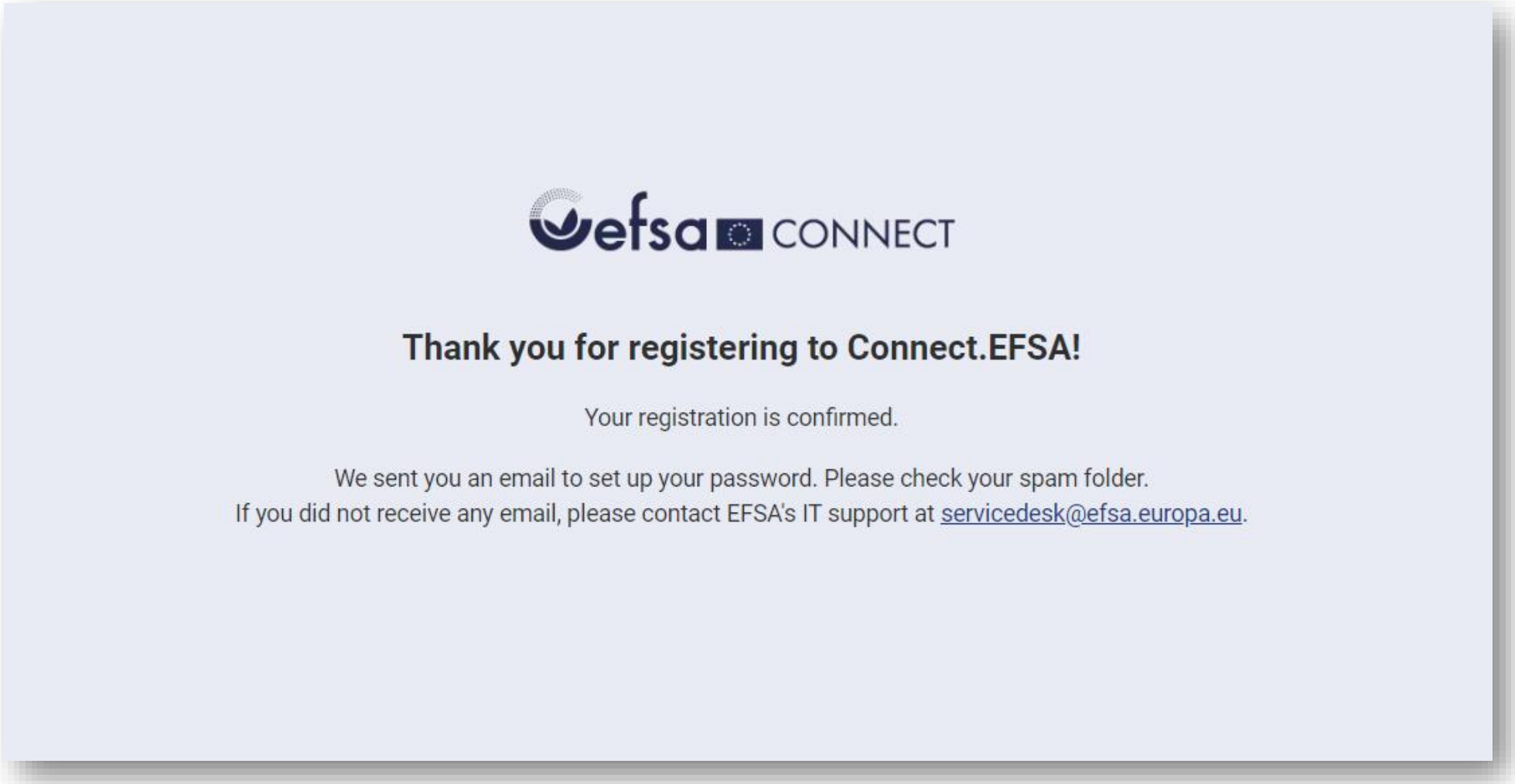
By selecting "**Yes**" the user expresses the intention **to carry out pre-submission activities** in line with provisions of the EFSA Practical Arrangements on pre-submission phase and public consultations.

The user specifies if its organisation/company is acting as **Business Operator (Applicant) Laboratory or Third party/consultant**. More details on these profiles are given in Section 1 of the EFSA's user guide on notification of studies

The user clicks **"Next"** to continue

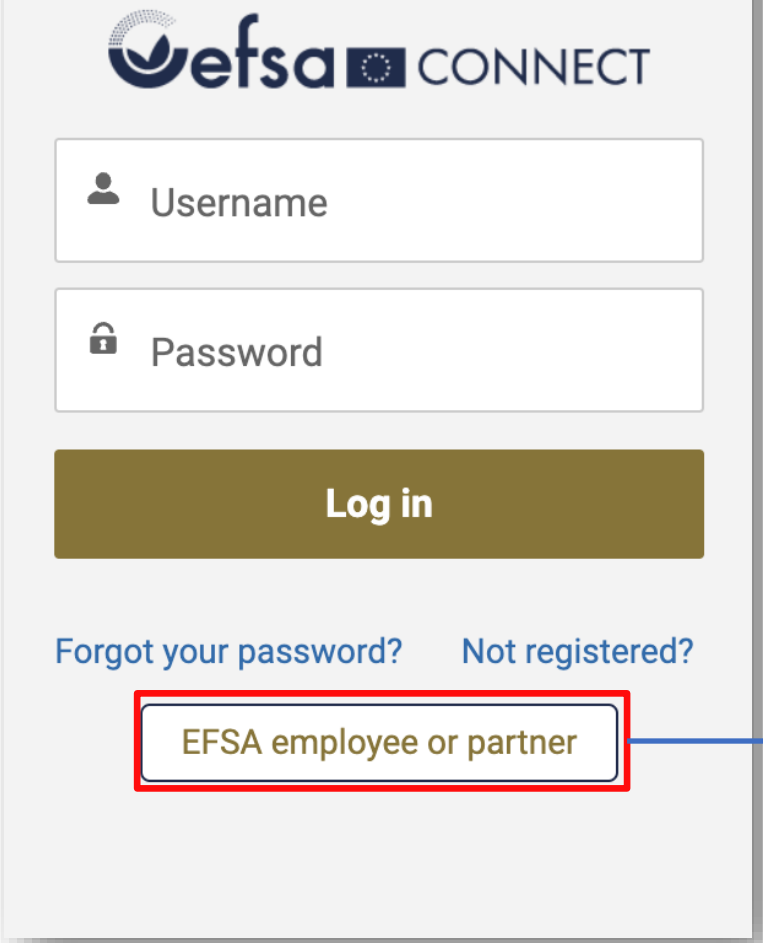
4.6 Successful registration

This screen shows that the registration has been successful. The user will be contacted shortly by EFSA to validate the registration and grant access to Connect.EFSA. The user will receive a ***federated EFSA Account*** that will be used to login as "**EFSA employee or partner"** in the login page.

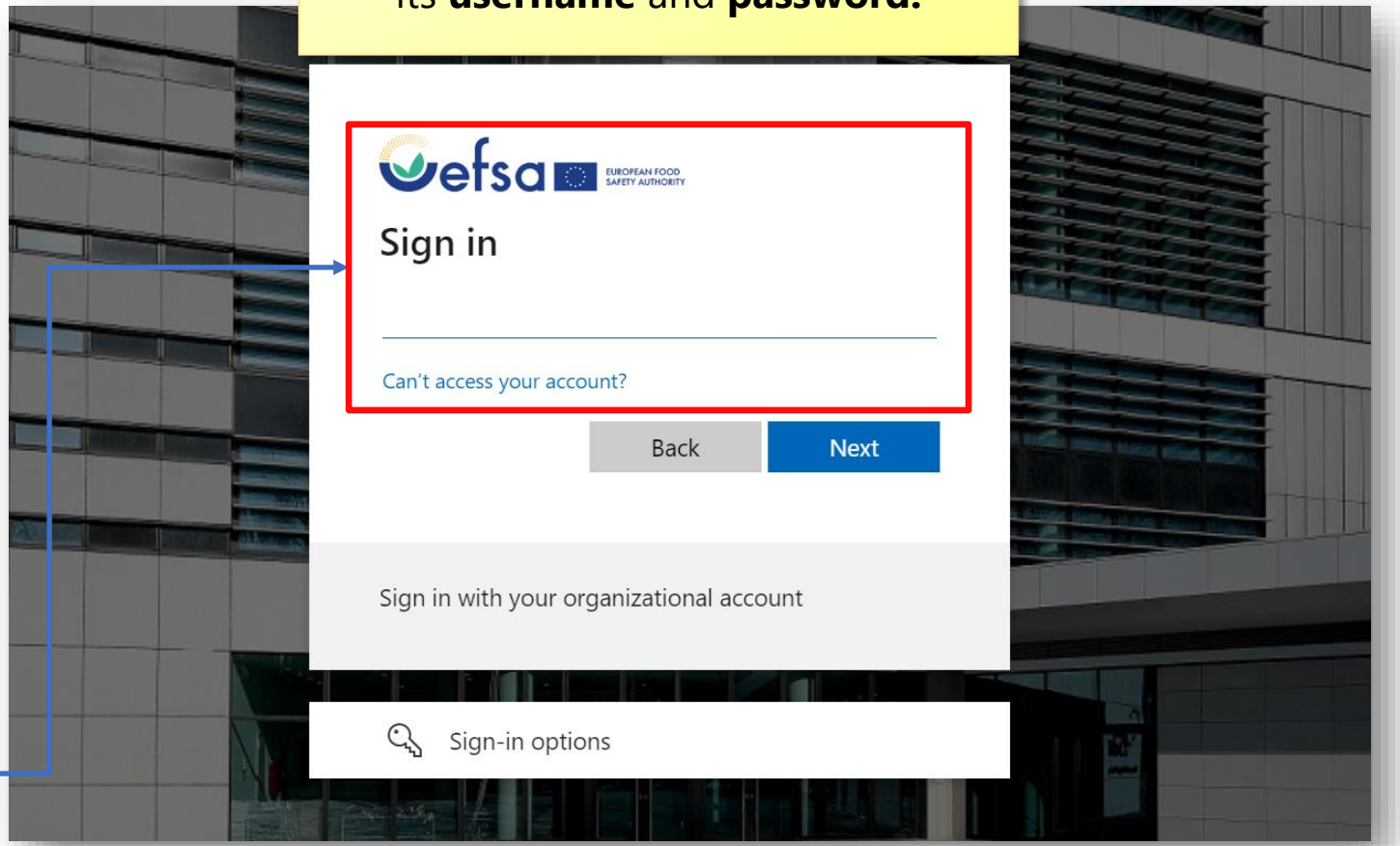


4.7 Login

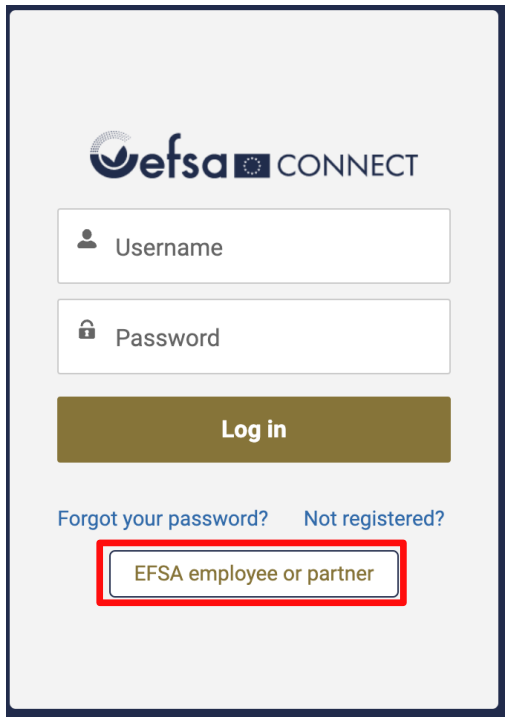
After having received its federated account, the user clicks on "**EFSA employee or partner**" to login.



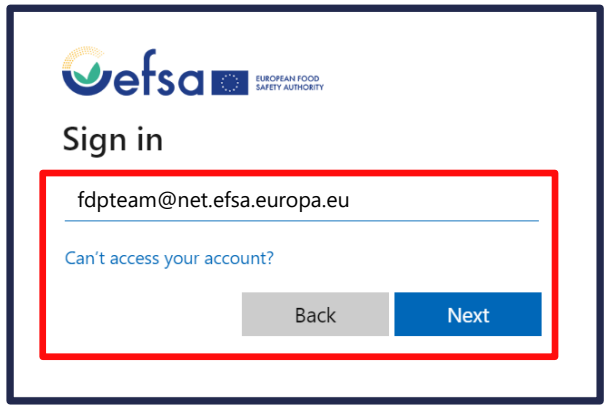
The user will be redirected to this page where the system asks to insert its **username** and **password.**



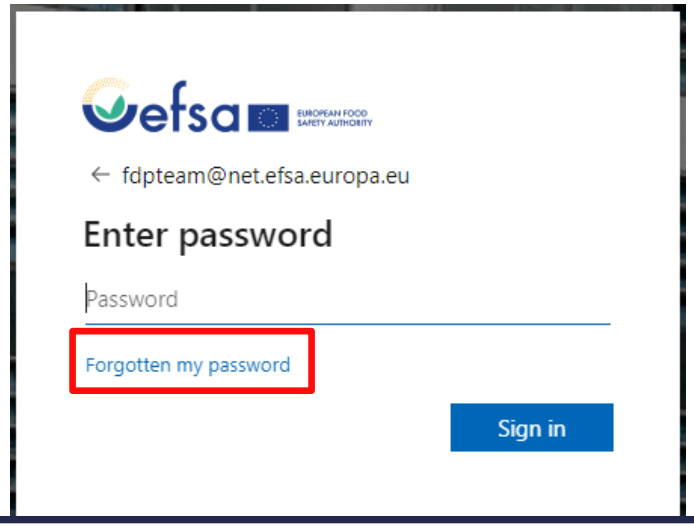
4.8 Change or recover the password



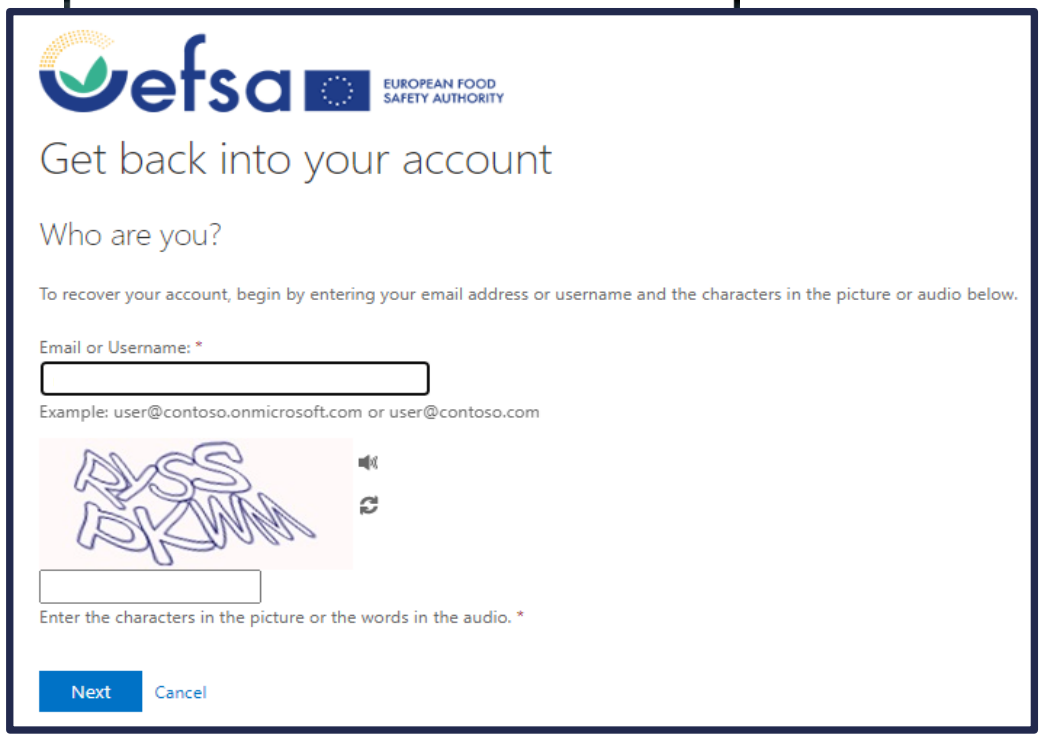
1 The user clicks on "**EFSA employee or partner**".



2 The user is taken to this page where has to indicate its own username, *e.g.* *fdpteam**@net.efsa.europa.eu***, then clicks on **Next**.



3 In the following window the user clicks on **"Forgotten my password"**.

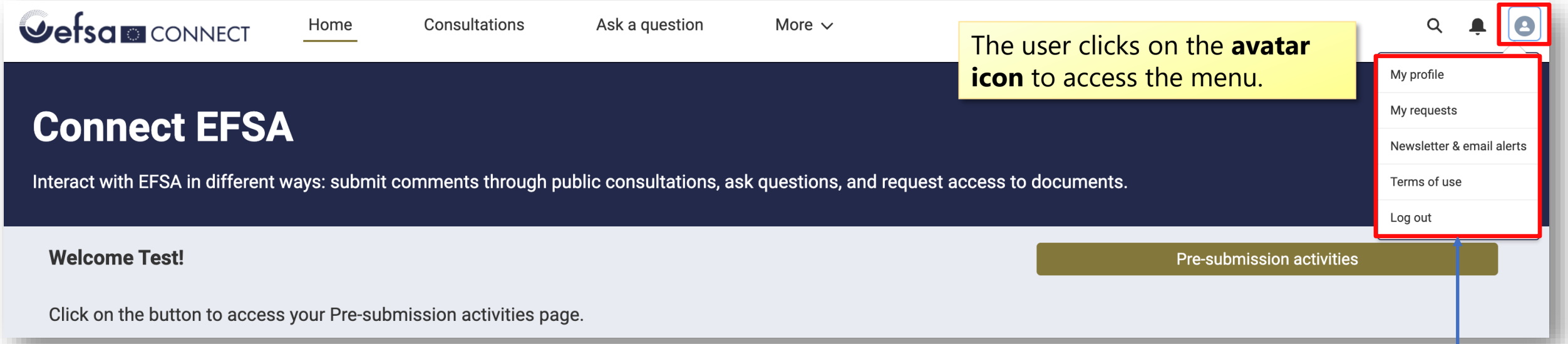


4 The user follows the instructions and clicks **Next**.
An email message is sent by the system to confirm the change.

User information

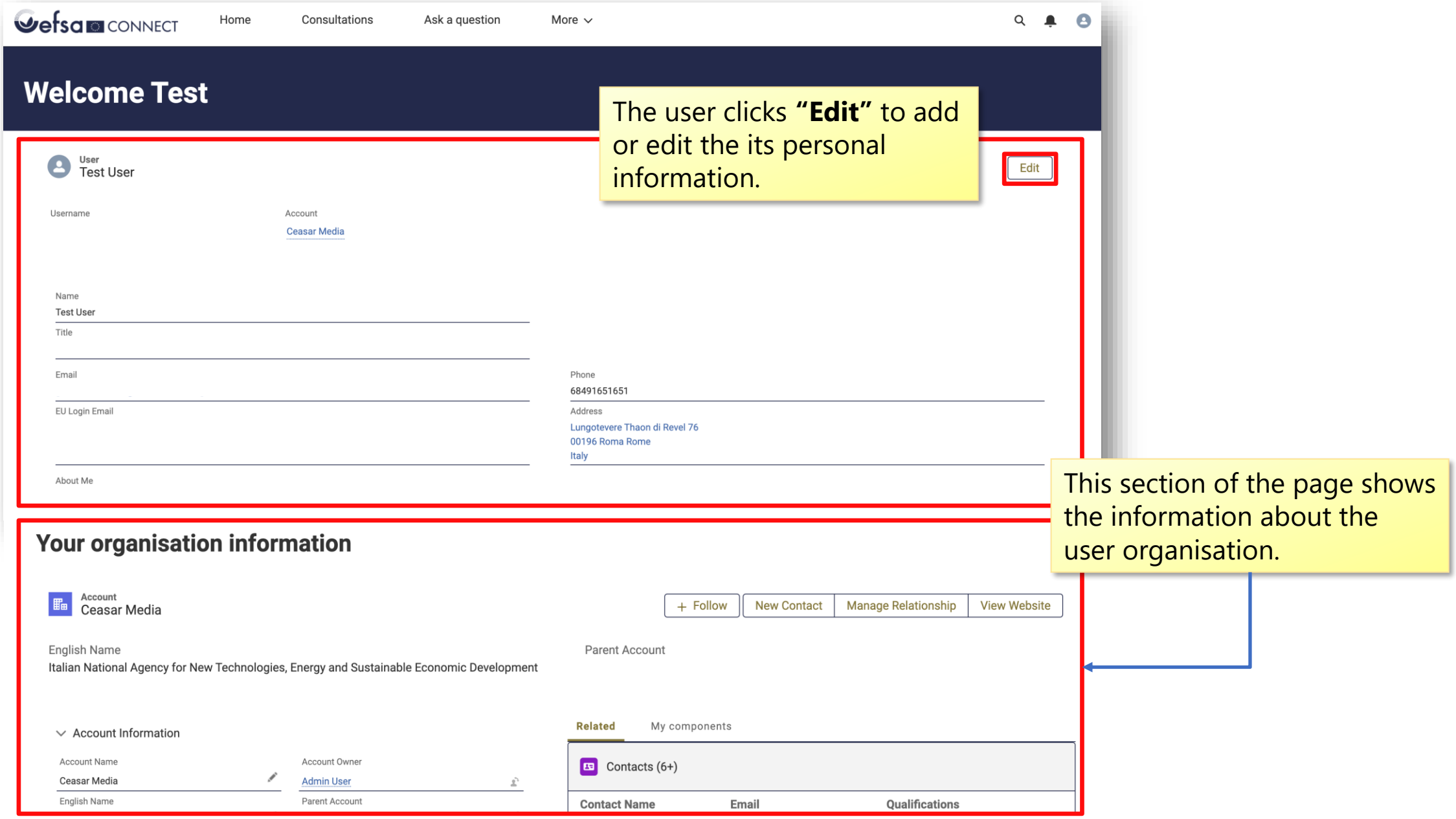
5. User information

Logged-in users, from each page of the Connect.EFSA portal can access the “user information” menu



- The user clicks on **“My profile”** to review and edit personal information. If the user is registered on behalf on an organisation also this information can be reviewed and edited.
- The user clicks on **“My requests”** to review open and closed requests or to raise a new one.
- The user clicks on **“Newsletter & email alerts”** to review its subscriptions.
- The user clicks on “**Terms of use**” to read the general privacy statement of the Connect.EFSA portal.

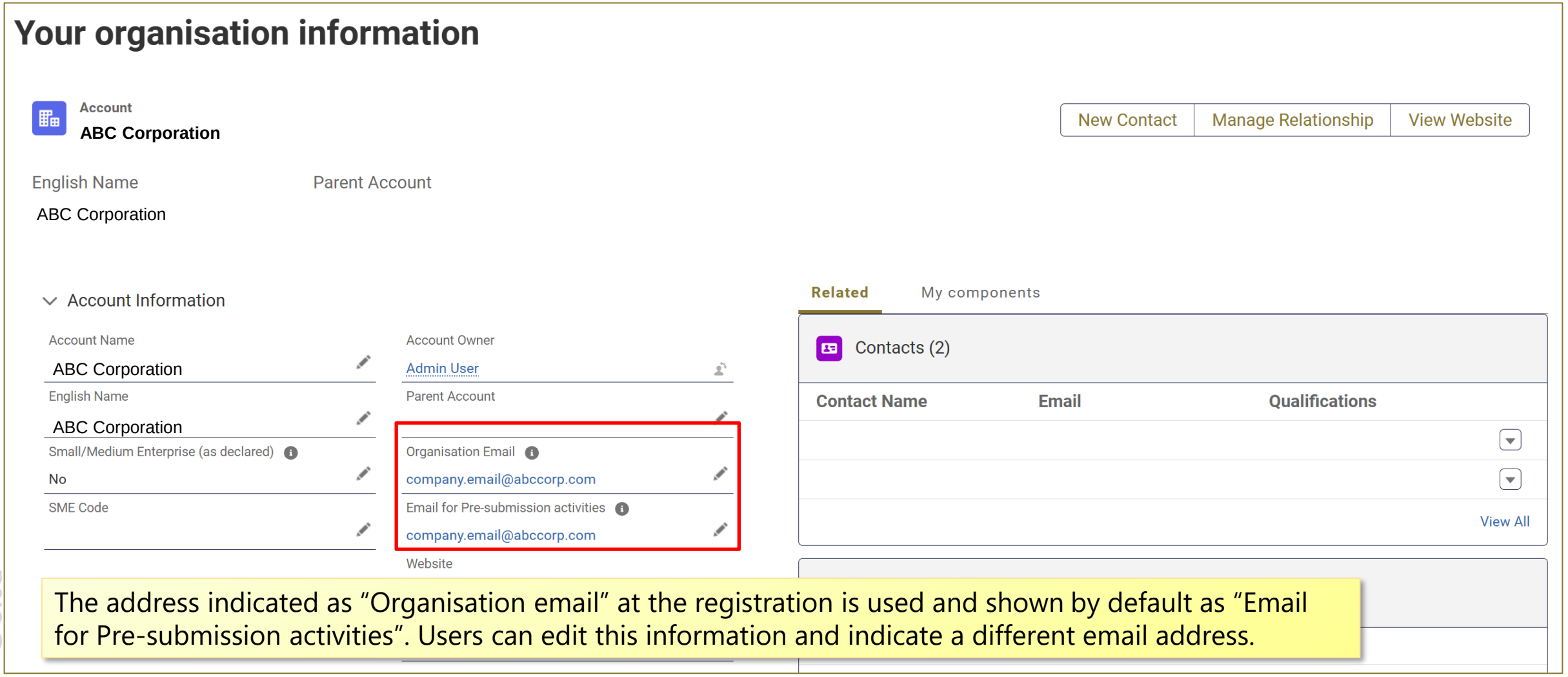
5.1 My profile and my organisation information



5.2 The Email for pre-submission activities

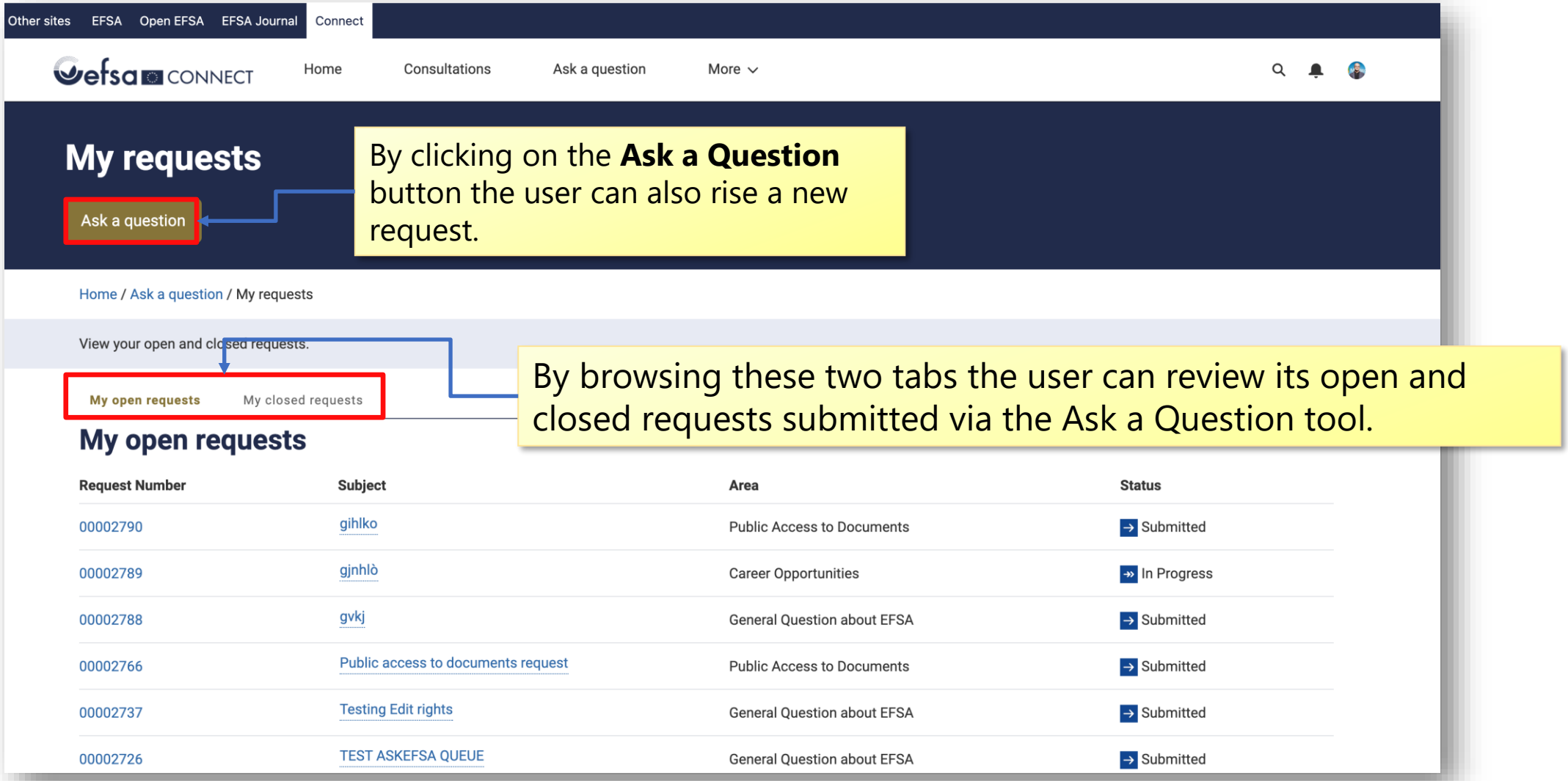
New!

The “Email for Pre-submission activities” is the default address used by the system to send communications in case of requests for pre-submission advice or notification of studies. It should correspond to the corporate email of the person, in the company, acting as contact for pre-submission activities.



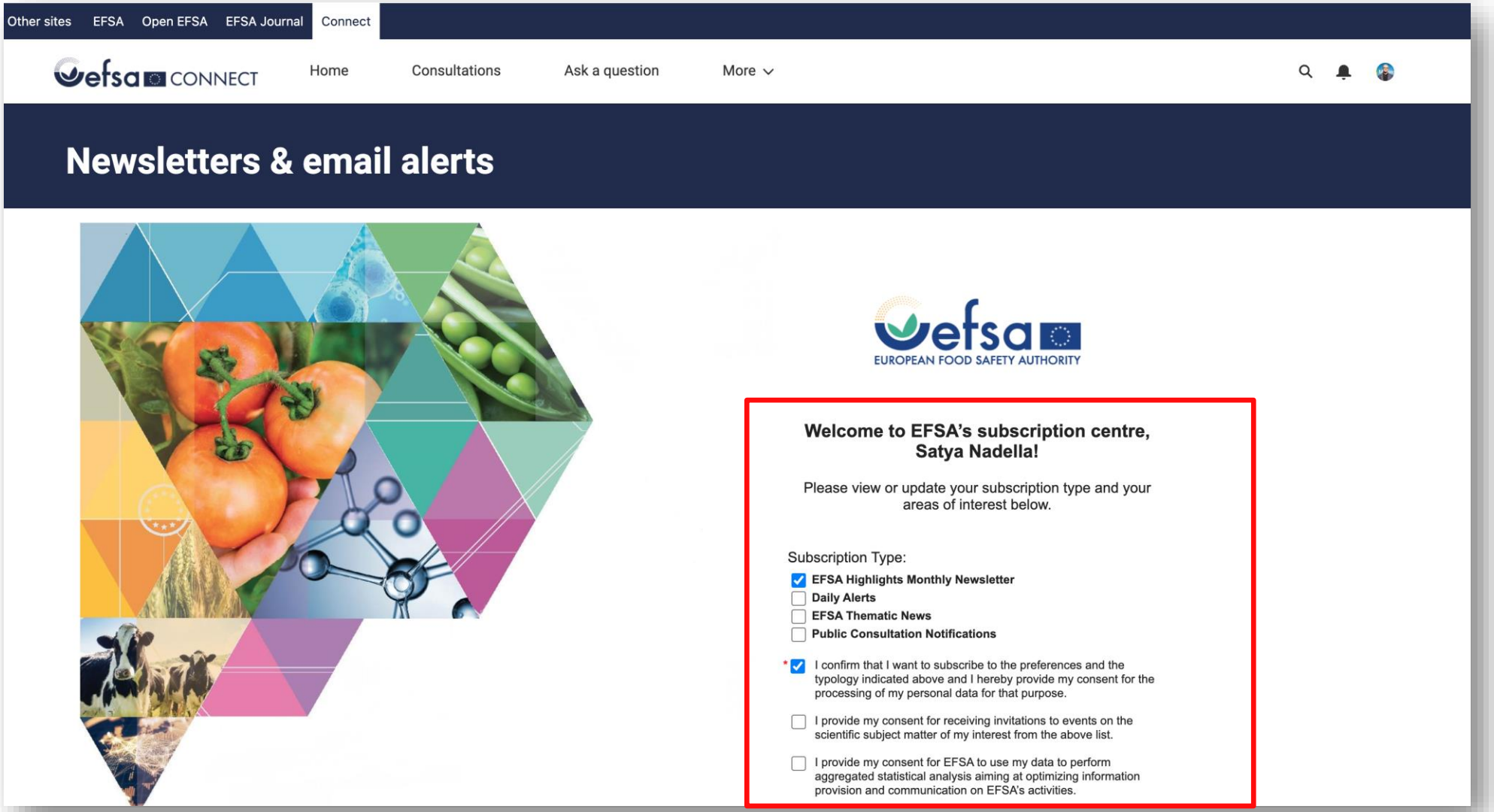
The address indicated as “Organisation email” at the registration is used and shown by default as “Email for Pre-submission activities”. Users can edit this information and indicate a different email address.

5.3 My requests



5.4 Newsletters & alerts

From this page the user can review and edit its subscription to EFSA's newsletters, alerts and email notifications. The user unticks the corresponding checkbox to unsubscribe from a specific communication product.



Recommended documents and links

Toolkit page	https://www.efsa.europa.eu/en/applications/toolkit
Transparency Regulation	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32019R1381
Practical Arrangements	https://www.efsa.europa.eu/en/corporate-pubs/transparency-regulation-practical-arrangements
Q&A on Practical arrangements	https://www.efsa.europa.eu/en/corporate-pubs/questions-and-answers-efsa-practical-arrangements