



EUROPEAN COMMISSION  
DIRECTORATE-GENERAL INFORMATICS  
**Information Systems Directorate**

# EU SEND WEB

---

## *USER GUIDE*

October 2025

## Contents

1. INTRODUCTION .....	3
2. DEFINITIONS .....	3
3. COMPATIBLE BROWSERS .....	3
4. ACCESS to EU SEND WEB.....	4
4.1 How to request a new Entity.....	4
4.2 How to access EU SEND WEB .....	5
5. INBOX .....	6
5.1 Mark as Read .....	7
5.2 Message Details.....	8
5.3 Download Files .....	9
5.4 Message Reply.....	9
6. NEW MESSAGE .....	9
7. SENT MESSAGES .....	14
7.1 Sent Message Details .....	15
7.2 Sent Message Status .....	15
7.3 Download Sent Files .....	16
8. DRAFT MESSAGES.....	17
8.1 Saving a Draft .....	17
8.2 Draft Details.....	18
9. NOTIFICATIONS .....	18
9.1 New Message Notification .....	18
9.2 Status Notification .....	19
9.3 Retention Warning Notification .....	20
10. INFORMATION BANNER .....	20
11. SIGNATURE .....	21
11.1 Sending with Signature.....	21
11.2 Receiving with Signature .....	24
12. ENCRYPTION .....	25
12.1 Download Encrypted Files .....	25
12.2 Remove Certificates .....	27
13. APPLICATION ICONS .....	27
14. PAGINATION .....	29
15. Access to eTrustEx – ONLY for old eTrustEx users .....	29
16. CONTACT INFORMATION .....	30

## 1. INTRODUCTION

This User Guide explains the main functionalities of EU Send Web for a new user.

Certain fonts, components, alignments and popups might look different from the screen captures, depending on the browser and browser version.

## 2. DEFINITIONS




Key	Description
Entity	An entity represents the part of an organisation or user entitled to use the EU Send Web platform in order to exchange documents
User	An entity can designate one or more users. All users of an entity have access to the same messages received/sent by that entity. A user can have access to more than one entity.
Sender	An entity which is the originator of a message sent through EU Send Web
Receiver	An entity which is the recipient of a message sent through EU Send Web
Channel	A logical communication channel created to enable the communication between two entities.
EU Login credentials	EU Login is the European Commission's user authentication service. In order to access EU Send Web, the user must have valid EU Login credentials

## 3. COMPATIBLE BROWSERS

The application is compatible with Google Chrome, Mozilla Firefox and Microsoft Edge browsers. If the users try to login to the application with a browser that is not compatible, they will not be able to connect and will be redirected to a page that lists the compatible browsers.

**The browser you are using is not supported by the application.**

Please use one of the following browsers with the minimum version specified as in the table below:

	Google Chrome	90.0.4430.85
	Mozilla Firefox	78.10.0esr
	Microsoft Edge	90.0.818.46


## 4. ACCESS to EU SEND WEB

The link to the application is: <https://eusendweb.eusfx.ec.europa.eu/>

Before having access to the application, the user's profile must be configured in an Entity, either by the Administrator of an existing Entity in EU SEND WEB or by requesting the creation of a new Entity (see 4.1).

The "Unique identifier at the Commission" (UID) must be provided to the Administrator.

If the users have already an EU login account, the UID can be found as follows:

- Go to the page <https://webgate.ec.europa.eu/cas/login> and log in.
- Click on the icon  displayed next to your name and choose "My Account".
- Click on "My Account details". The "Unique identifier at the Commission" (or the UID) is displayed on the next page.

If you do not have an EU Login account, you can create one following the instructions in the section "Create an EU Login account" of the EU Login User Guide:


[[https://webgate.ec.europa.eu/cas/manuals/EU\\_Login\\_Tutorial.pdf](https://webgate.ec.europa.eu/cas/manuals/EU_Login_Tutorial.pdf)].

### 4.1 How to request a new Entity

EU SEND assigns to organizations (e.g. a law firm) one or several "Entities"(same as "parties" in eTrustEx, the predecessor of EU SEND), that is to say shared spaces which contain an inbox, a sent and drafts folders. Therefore, in order for an organization to use EU SEND to be able to exchange documents with DG Competition, at least one "Entity" needs to be created in EU SEND. An Entity has at least one Entity Administrator who is able to add and remove as many standard Users as necessary. The Entity Administrator is responsible for the creation of additional users (in the same Entity) and for the management of those (standard) users. The users of an Entity can access all incoming and outgoing transmissions of that Entity. However, each Entity is independent and access to documents received, submitted and drafts is limited to the users registered for that Entity. Organisations can request the creation of multiple Entities.

To request the creation of a new Entity, please fill in DG Competition's [EU SEND registration form](#).

Click on the button "**Request a new entity**".

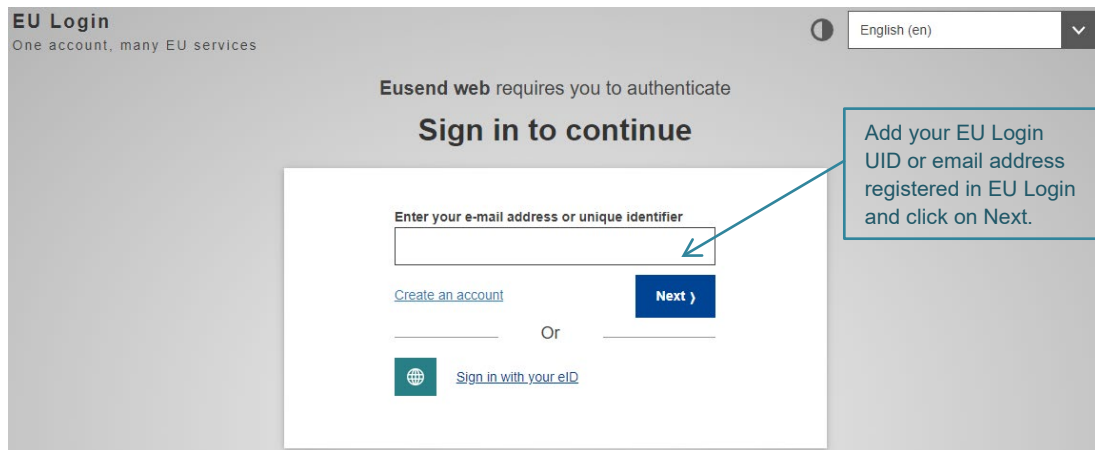
In the registration form the first- and last name, the EU Login ID and the e-mail are pre-filled. Please fill in the rest of the information and click on "Submit". Upon approval of the request the Entity is created and the Entity Administrator is informed via email. The Entity Administrator will then be able to add Users to the Entity. For Entity Administrators a dedicated user guide is available in the help menu, accessible via the  icon. (Ongoing) requests can be follow up via the "**My request(s)**" button.

NOTE: The creation (approval) of a new Entity needs human interaction from DG Competition's side. It happens quite fast (usually within an hour), if requested in normal business hours (8h-17h CET). However, it can take longer if requested outside those hours.

## 4.2 How to access EU SEND WEB

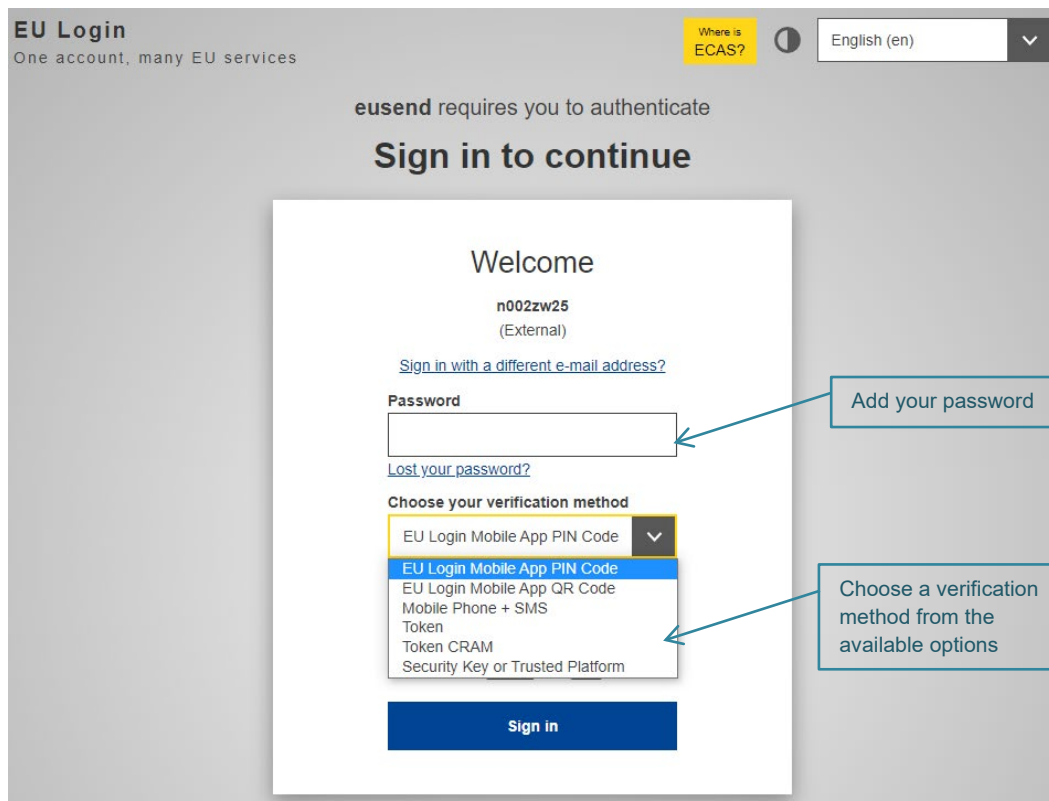
The application uses EU Login for authentication. Two Factor Authentication (2FA) is required. The user needs to have a valid EU Login credential and be registered in EU Send Web with the correct role.

When the user goes to the application or administration URL, he/she is redirected to EU Login page.



The screenshot shows the EU Login 'Sign in to continue' page. The header includes 'EU Login' and 'One account, many EU services'. A language dropdown is set to 'English (en)'. The main heading is 'Eusend web requires you to authenticate' followed by 'Sign in to continue'. A text input field is labeled 'Enter your e-mail address or unique identifier'. Below it are links for 'Create an account' and a 'Next >' button. An 'Or' separator is followed by a globe icon and a link 'Sign in with your eID'. A blue callout box on the right says 'Add your EU Login UID or email address registered in EU Login and click on Next.' with an arrow pointing to the input field.

After going through EU Login authentication, the user will be redirected to the application.



The screenshot shows the EU Login 'Welcome' page after authentication. The header includes 'EU Login' and 'One account, many EU services'. A yellow 'Where is ECAS?' button is present. The language dropdown is 'English (en)'. The heading is 'eusend requires you to authenticate' followed by 'Sign in to continue'. The user is welcomed with 'Welcome' and 'n002zw25 (External)'. There is a link 'Sign in with a different e-mail address?'. A 'Password' field is followed by a 'Lost your password?' link. Under 'Choose your verification method', a dropdown menu is open showing options: 'EU Login Mobile App PIN Code' (highlighted), 'EU Login Mobile App QR Code', 'Mobile Phone + SMS', 'Token', 'Token CRAM', and 'Security Key or Trusted Platform'. A 'Sign in' button is at the bottom. Two blue callout boxes on the right provide instructions: 'Add your password' points to the password field, and 'Choose a verification method from the available options' points to the dropdown menu.

## 5. INBOX

The Inbox is the first page displayed after the user logs in.

NOTE: DG Competition uses EU SEND Web to receive messages from its external parties (entities), DG Competition does not send messages to its external parties (entites) via EU SEND Web therefore the Inbox is always empty for those external COMP entities.

The screenshot shows the EU SEND Web interface for the entity **DemoEntity1**. The user is **Digit userGuideUser**. The inbox contains 5 messages, all from **DemoEntity4**. The first message is unread (white box with light blue line), and the others are read (grey box). The interface includes a sidebar with 'New message', 'Inbox' (3), 'Sent' (10), and 'Draft'. The main area shows the message list with details like 'From: DemoEntity4', '4 files - 69.22 kB', and '09:07:17'. A callout box indicates that the details of a message are displayed when it is selected. Another callout points to the user name 'Digit userGuideUser'.

Entity for which the user is logged in

User name

Unread message: White box with light blue line on the left

The details of a message are displayed when the message is selected

Please choose a message...

Read messages: Grey box

The Read/Unread message visual indication is specific to each user. Even when different users have access to the Inbox of the same entity, they will see which messages they have or have not yet read.

The screenshot shows the EU SEND Web interface for the entity **DemoEntity1**. The user is **Digit etrustexUser**. The inbox contains 30 messages, all from **DemoEntity4**. The first message is unread (white box with light blue line), and the others are read (grey box). The interface includes a sidebar with 'New message', 'Inbox' (30), 'Sent' (30), and 'Draft'. The main area shows the message list with details like 'From: DemoEntity4', '4 files - 69.22 kB', and '09:07:17'. A callout box indicates that the details of a message are displayed when it is selected. Another callout points to the user name 'Digit etrustexUser'.

Same entity

Different user

Unread messages

Please choose a message...

30 unread messages

NOTE: If the entity is only Receiver (not allowed to send messages), then only the Inbox will be present and there will not be links to Draft, Sent and New message sections.

European Commission | EU Send Web

ENTITY DemoEntity2 -

Entity configured only as Receiver

Only the Inbox

Inbox 2

Message\_2023-July-06\_08-48-40-201 08:48:50  
From: DemoEntity1  
4 files - 2.69 MB

Message\_2023-July-06\_08-48-22-742 08:48:30  
From: DemoEntity1  
3 files - 51.91 kB

Message\_2023-July-06\_08-48-03-663 08:48:13  
From: DemoEntity1  
3 files - 2.67 MB

Message\_2023-July-06\_08-47-44-452 08:47:53  
From: DemoEntity1  
3 files - 2.67 MB

Message\_2023-July-06\_08-47-22-202 08:47:35  
From: DemoEntity1  
9 files - 2.91 MB

1 2 3 4 5

View: 5 Items per page 1 - 5 out of 30 items

Please choose a message...

## 5.1 Mark as Read

The user can mark several messages as 'Read' at once by selecting the checkbox beside the messages they want to mark as read and then clicking on the button that will appear on top of the messages.

European Commission | EU Send Web

ENTITY DemoEntity1 -

Mark all selected messages as 'Read'

New message

Inbox 3

Sent 10

Draft

Inbox

Mark as read

Message\_2023-July-06\_09-07-08-855 09:07:17  
From: DemoEntity4  
4 files - 69.22 kB

Message\_2023-July-06\_09-06-51-098 09:07:00  
From: DemoEntity4  
4 files - 651.19 kB


Message\_2023-July-06\_09-06-27-864 09:06:42  
From: DemoEntity4  
12 files - 2.96 MB

Message\_2023-July-06\_09-06-10-252 09:06:19  
From: DemoEntity4

Please choose a message...

## 5.2 Message Details

When the user selects a message, the details of that message are displayed on the right side.



EU Send  
Web

ENTITY  
DemoEntity1

Digit userGuideUser

New message

Inbox3

Sent10

Draft

Unread messages

Inbox

Message\_2023-July-06\_09-07-08-85509:07:17  
From: DemoEntity4  
4 files - 69.22 kB

Message\_2023-July-06\_09-06-51-09809:07:00  
From: DemoEntity4  
4 files - 651.19 kB

Message\_2023-July-06\_09-06-27-86409:06:42  
From: DemoEntity4  
12 files - 2.96 MB

Message\_2023-July-06\_09-06-10-25209:06:19  
From: DemoEntity4  
4 files - 651.19 kB

Message\_2023-July-06\_09-05-53-33509:06:01  
From: DemoEntity4  
3 files - 51.91 kB

09:06:01

Message\_2023-July-06\_09-05-53-335

From: DemoEntity4

Sender

Message

09:06:01

3 files - 51.91 kB

Download

	Name	Size
<input type="checkbox"/>	Excel1.xlsx	17.30 kB
<input type="checkbox"/>	Excel2.xlsx	17.30 kB
<input type="checkbox"/>	Excel3.xlsx	17.31 kB

Link to download a single file

12345

View: 5 items per page

1 - 5 out of 30 items

Date and time the message was sent. For the current date, just the time.

Sender

Message

Select/deselect all files

List of files

Number and size of all files

Select/deselect individual files

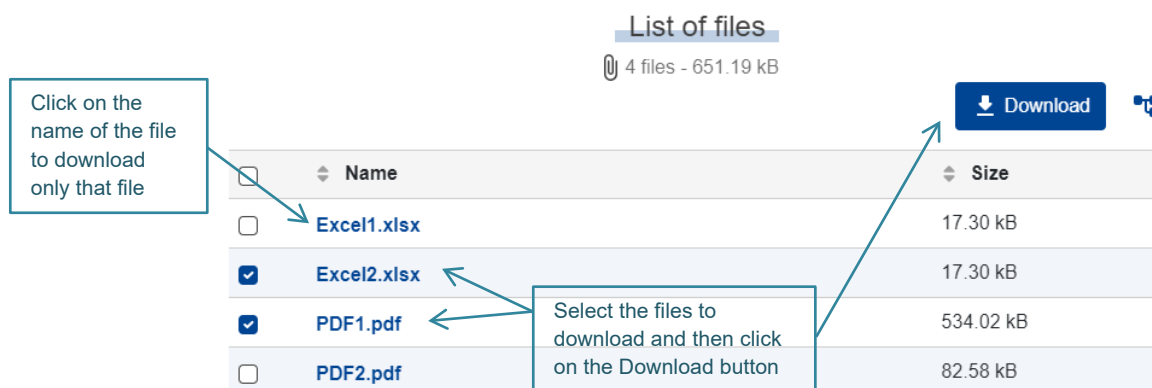
Link to download a single file



## 5.3 Download Files

There are two options to download files:

- By clicking on the name of the file, to download only that file
- By selecting the files and clicking on the download button.



NOTE: If the entity is configured with end-to-end encryption, please refer to Section 11 for more information.

## 5.4 Message Reply

From the top right of the message details, the user can reply to a message.

If the user clicks on the button 'Reply', he/she will be redirected to the new message form with the original sender already selected as recipient of the message and with the subject prefilled with the prefix 'Re:'.

It is only possible to reply to a message if the entity is configured as a sender and if it has the original sender of the message configured as its recipient.

## 6. NEW MESSAGE

Only Entities configured as Sender have access to the "New Message" section.

From the left menu, click on the "New Message" button to be redirected to the new message section.

For two entities to be able to exchange messages, a channel of communication needs to be configured between the Sender and Recipient entities.

If an entity configured as Sender has more than one Recipient, there will be a dropdown list in the recipient field for new messages with the list of all possible entities. The user must select the ones for which the message should be sent.

Click on the recipient field to select from the list

If the entity is configured to exchange with just one other entity, the recipient field will be prefilled with the recipient entity name. All DG COMP external entities are configured like that, DG Competition being the only recipient.

The user needs to fill in the form and add at least one file before sending the message.

**!!! Links should not be included in the message field. Links in the message field will not be opened, documents stored under such links are not considered as part of the submission.**

Link to go back to the Inbox

Links should not be included in the message field. Links in the message field will not be opened, documents stored under such links are not considered as part of the submission.

Specify here a list of email addresses of DG COMP staff to be notified immediately when the message is sent.

Save as draft to continue later

Cancel message

Recipient entity

Area to drop the files/folders to be added

Individual files can be added using the Add files button. A folder and its content can be added using the Add folder button

Limitations per transmission:

- Up to 100 MB per file
- Up to 5 GB total size
- Up to 500 files

This is the reference of the case as known by DG COMP.

Select the corresponding DG COMP instrument

**Email recipients.** the User can specify here a list of email addresses of DG COMP staff to be notified immediately when the message is sent. DG COMP staff indicated in this field will be notified by email and have immediate access to the attachments submitted.


The list of mail addresses must be separated by semi-colon and be valid EU addresses (ending with @ec.europa.eu).

If no specific DG COMP Email recipient is added, the case team will only be notified once the sending is processed by DG COMP Registry.

**Case number:** this is the reference of the case as known by DG COMP. Generally, a state aid reference begins with "SA.", a Horizontal reference with "HT.", a merger reference with "M.", "C." or "T-" and an antitrust reference with "AT." or "T-". If your submission has no yet a case number assigned, please fill "N/A" in this field.



Before adding files, the user has the option to save a Draft to continue editing later. It is only possible to save drafts if there are no files added to the message. If files were already added, they need to be removed before saving the draft.

The user can select to send a message with or without end-to-end encryption using the toggle button below the message field if the feature is enabled for that domain. To be able to send with end-to-end encryption, the recipient entity needs to have a public key configured. The information icon beside the toggle button explains how to identify if an entity is configured to receive messages with end-to-end encryption or not.

 **end-to-end encryption**

To be able to send a message with end-to-end encryption the recipient entity needs to have a public key configured.

Entities can have:

-  end-to-end encryption is mandatory
-  end-to-end encryption is optional
- **no icon** entity does not have a public key configured

If the functionality is greyed out, the action is enforced.

Below the message field there is a toggle button to mark a message with high importance. If the button is enabled, the message will have a visual indication that it was sent with high importance and the notifications will also be flagged with high importance.

The user can add the files by dragging and dropping them to the files section or by clicking on the buttons add file or add folder.

The user can change the name of the files that will be sent before they are uploaded. An edit icon will be displayed on the actions column for each file and clicking on it will open a window to change the file name.

Back to inbox

## Sending files

### Receiver info

To\* DemoEntity2, DemoEntity3

Subject\* Subject of the message

Message Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type

☐ end-to-end encryption *i*

☐ High importance

Drop file/folder

+ Add files + Add folder

Upload Files

Sort the files by Name, size or status

Change the view of the files

Upload files

	Name	Size	Status	Action
<input type="checkbox"/>	1 Eiropieši vienoti savā daudzveid...	15.82 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input type="checkbox"/>	2 europäischer Länder, die sich d...	14.92 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input type="checkbox"/>	3 Den Europæiske Union (EU) er e...	14.54 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>

List of added files with size and status

When the files are added, an upload button is displayed at the top of the list of files and the user needs to click on it to upload them.

If at least one file is selected, an 'Actions' button will be displayed, where the user can perform actions on the selected files like the deletion of several files at once. The actions button is only available in the List view.

Back to inbox

## Sending files

### Receiver info

To\* DemoEntity2, DemoEntity3

Subject\* Subject of the message

Message Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type

☐ end-to-end encryption *i*

☐ High importance

Drop file/folder

+ Add files + Add folder

Actions button

Actions - Upload files

	Name	Size	Status	Action
<input checked="" type="checkbox"/>	1 Eiropieši vienoti savā daudzveid...	15.82 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input checked="" type="checkbox"/>	2 europäischer Länder, die sich d...	14.92 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>
<input checked="" type="checkbox"/>	3 Den Europæiske Union (EU) er e...	14.54 kB	Pending	<input type="button" value="edit"/> <input type="button" value="delete"/>

Select files to perform actions

When a file is uploaded correctly, it will have the status 'Success'. All files need to be in status 'Success' before sending the message. The user can add new files after the upload, but the new files also need to be uploaded.

EU Send Web

ENTITY DemoEntity1

Digit userGuideUser

Back to inbox

Sending files

Receiver info

To\*

DemoEntity2, DemoEntity3

Subject\*

Subject of the message

Message

end-to-end encryption

High importance

Cancel

Send

Drop file/folder

Add files

Add folder

Actions

	Name	Size	Status	Action
1	Eiropieši vienoti savā daudzveid...	15.82 kB	Success	
2	europäischer Länder, die sich d...	14.92 kB	Success	
3	Den Europæiske Union (EU) er e...	14.54 kB	Success	

Mandatory fields (\*)

Send the message

All files with Status Success

NOTE: It is mandatory to have at least one attachment to be able to send a message.

After sending the message, the user will receive a confirmation popup that the message was successfully sent and once the popup is closed, he/she will be redirected to the Inbox section. The user can verify the message just sent in the Sent section.

NOTE: In addition to the above confirmation popup, each message sent to DG Competition will also trigger an email notification to the user.

13

## 7. SENT MESSAGES

Only entities configured as Senders have access to the Sent section. The available functionalities are indicated below.

The screenshot shows the 'EU Send Web' interface for 'ENTITY DemoEntity1'. The sidebar on the left has a 'New message' button and a list of sections: 'Inbox' (3), 'Sent' (7), and 'Draft'. The main content area is titled 'Sent' and displays a list of five messages. Each message entry includes a 'Download' link, a PDF icon, and a status badge. Annotations with arrows point to various elements: 'Links to the sections' points to the sidebar; 'List of sent messages' points to the message list; 'Download PDF with the details of the sent message' points to the 'Download' link; 'Recipient entities' points to the 'To' field; 'Message that was not visualized: White box with light blue line on the left' points to a message with a 'DELIVERED' status; 'Message overall status' points to a 'DELIVERED' badge; 'User that sent the message' points to the 'Sent by' field; 'Please choose a message...' points to a circular selection icon; 'The details of a message are displayed when the message is selected' points to a message preview; 'Message that was visualized: Grey box' points to a message with a 'MULTIPLE' status.

As we can have more than one user with rights to access the same entity, the name of the user who has sent the message is displayed on the message preview. Also, if a different user sent a message, in the sent folder the message will have an indication it was not visualized. This is to ensure that different users that access the same entity can keep track of what is being done on behalf of that entity.

It is possible to see the overall status of the message. If the message was sent to multiple recipients, the status will be displayed once all messages have the same status. If at least one recipient has the message in a different status, the badge will display the status 'multiple'. The user needs to select the message to be able to see the individual status related to each recipient.

We can also extract a PDF file containing the details of the sent message by clicking on the download link beside the PDF icon for each message.

## 7.1 Sent Message Details

When the user selects a message, the details of that message are displayed on the right side.

The screenshot displays the EU Send Web interface. On the left, a sidebar shows 'Inbox' (3), 'Sent' (7), and 'Draft'. A callout points to the 'Sent' count with the text '7 message not visualized yet'. The main area shows a list of sent messages. A callout points to the top of the list with the text 'List of all sent files'. The right panel shows details for a selected message, including the date and time '08:48:13' (annotated with 'Date and time the message was sent. If current day just the time'), the sender 'Digit automationUser1' (annotated with 'Sender User'), and a table of recipients (annotated with 'List of recipients and their respective information'). Below the recipients is a 'Message' section with placeholder text. At the bottom, a 'List of files' table is shown (annotated with 'List of files'), and a 'Switch views' button is present (annotated with 'Switch views').

Annotations:

- 7 message not visualized yet
- List of all sent files
- Date and time the message was sent. If current day just the time
- Sender User
- List of recipients
- List of recipients and their respective information
- Number and size of all files
- Switch views

On the list of recipients it is possible to see the recipients of the message, in which status each message is, the date and time the status was changed and if the message was sent with or without end-to-end encryption.

## 7.2 Sent Message Status

There are three possible statuses for the sent messages: Failed, Delivered and Read.

- The Failed status indicates that there was an issue when the application tried to send the message and it was not successfully sent. The message did not reach the recipient.
- The Delivered status indicates that the message was successfully sent to the recipient.
- The Read status indicates that the message has been read for the first time from the recipient entity's inbox.

**NOTE:** Messages sent to DG Competition are not read in EU SEND web, but are transferred to DG Competition's own case management application. The READ status only indicates that this transfer took place. It does not mean that a person has read or even opened the message.

<b>Message_2023-February-06_16-06-39-412</b> To: DemoEntity2, DemoEntity3, DemoEntity4 Sent by: Digit automationUser1 <a href="#">Download</a> 4 files - 651.19 kB	06/02/2023 16:06:49 <b>DELIVERED</b>	<div>Status</div>
<b>Message_2023-February-06_16-06-15-610</b> To: DemoEntity3, DemoEntity4, DemoEntity2 Sent by: Digit automationUser1 <a href="#">Download</a> 4 files - 2.69 MB	06/02/2023 16:06:25 <b>READ</b>	
<b>Message_2023-February-06_16-05-51-820</b> To: DemoEntity2, DemoEntity3, DemoEntity4 Sent by: Digit automationUser1 8 files - 851.08 kB	06/02/2023 16:06:02 <b>FAILED</b>	
<b>Message_2023-February-06_16-05-29-814</b> To: DemoEntity3, DemoEntity2, DemoEntity4 Sent by: Digit automationUser1 <a href="#">Download</a> 3 files - 2.67 MB	06/02/2023 16:05:39 <b>MULTIPLE</b>	

### 7.3 Download Sent Files

It is possible for the user to download files from a sent message.

There are two options to download files:

- By clicking on the name of the file, to download only that file
- By selecting the files and clicking on the download button.

From the message details:

Click on the name of the file to download only that file

List of files

3 files - 2.67 MB

Download

<input type="checkbox"/>	Name	Size
<input type="checkbox"/>	Excel1.xlsx	17.30 kB
<input checked="" type="checkbox"/>	JPG1.jpg	2.13 MB
<input checked="" type="checkbox"/>	PDF1.pdf	534.02 kB

Select the files to download and then click on the Download button

NOTE: If the message was sent with end-to-end encryption, it is not possible to download the files from the sent section.



## 8. DRAFT MESSAGES

Only entities configured as Senders have access to the Draft section.

When a message is saved as Draft it will be listed in the Draft section.

**EU Send Web** | ENTITY DemoEntity1 - | Digit userGuideUser

**Draft**

- Draft message 4**  
To: DemoEntity3, DemoEntity4  
Saved by: Digit userGuideUser  
08/02/2023 10:54:35
- Draft message 3**  
To: DemoEntity2  
Saved by: Digit userGuideUser  
08/02/2023 10:49:29
- Draft message 2**  
To: DemoEntity3, DemoEntity2  
Saved by: Digit userGuideUser  
08/02/2023 10:48:49
- Draft message 1**  
To: DemoEntity3, DemoEntity4, DemoEntity2  
Saved by: Digit userGuideUser  
08/02/2023 10:48:02

View: 5 items per page | 1 - 4 out of 4 items

### 8.1 Saving a Draft

From the New message section, the user has the option to save as Draft.

**EU Send Web** | ENTITY DemoEntity1 - | Digit userGuideUser

**Sending files**

**Receiver info**

To\*

Subject\*

Message

☐ end-to-end encryption *i*

☐ High importance

**Save the Draft** →

**Drop file/folder**

**Limitations per transmission:**

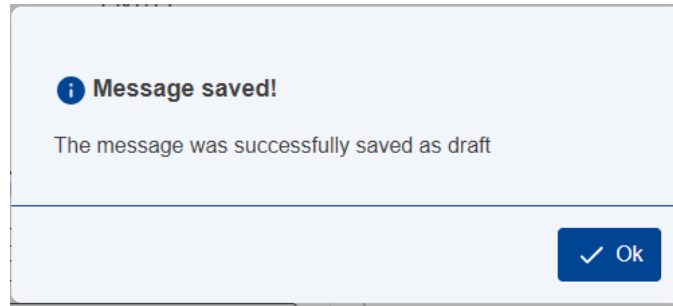
- Up to 1GB per file
- Up to 5GB total size
- Up to 1500 files

These limitations are a guideline and any value above the ones listed will have a direct impact on the performance of the application.

A message cannot be saved as draft if there are any files added or if the message has signature activated.

The user can save the message as draft as many times as needed.

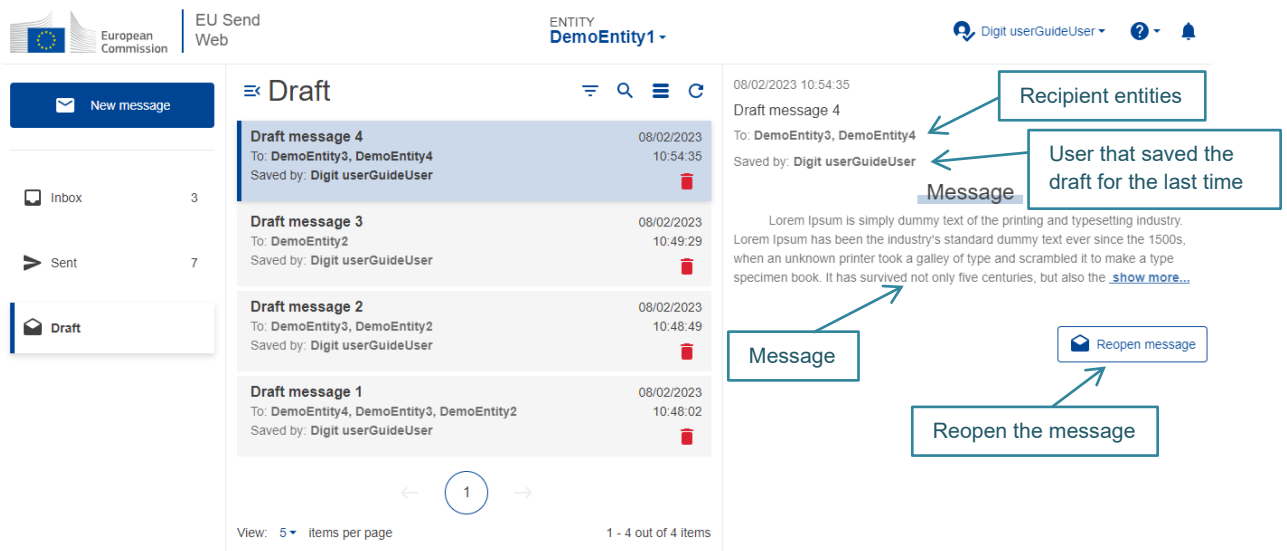
A confirmation message will be displayed when the message is saved and the user can continue to work on the message.



When a user sends a message that was saved as draft, the message will not be available anymore in the draft section.

## 8.2 Draft Details

When the user selects a message, the details of that message are displayed on the right side.



From the details of the message the user can reopen it. The message will be reopened in the New message section where the user can continue to work on it.

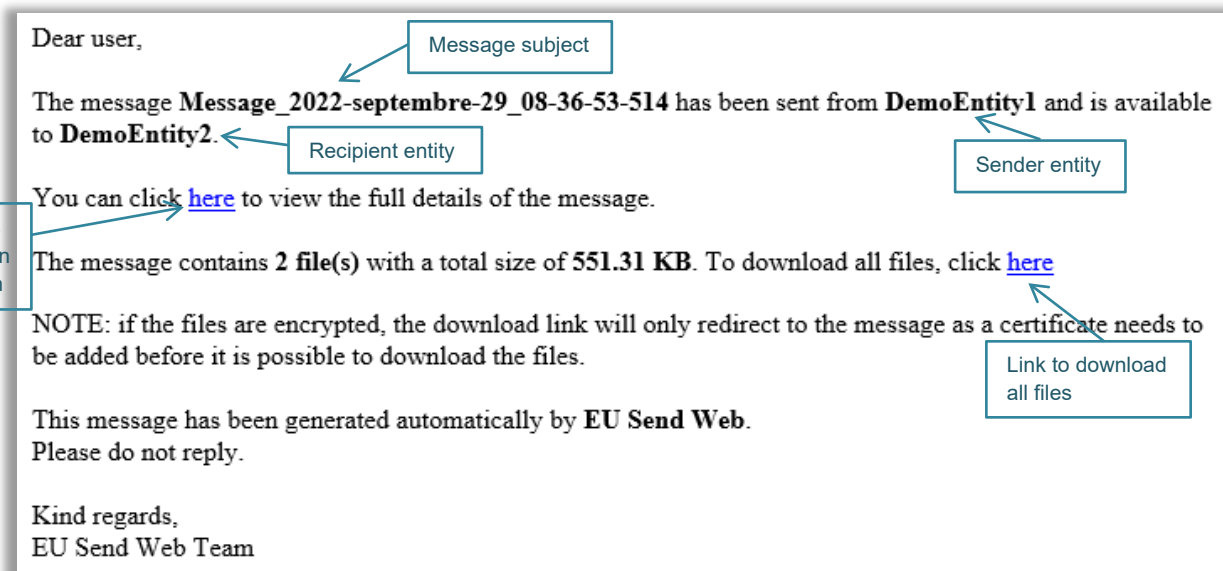
## 9. NOTIFICATIONS

There are three types of notification: New Message, Status and Retention warning.

The user account can be configured to receive only one type of notification or a combination of them.

### 9.1 New Message Notification

When a new message arrives in the Inbox of an entity, a notification is sent to all users that belong to that entity if they are registered to receive notifications for new messages.



There are two links in the notification:

- The first link redirects the user to the application and to the respective message in the Inbox.
- The second link redirects the user to the application and triggers the download of all files automatically.

## 9.2 Status Notification

The status notification is sent to all users configured to receive notifications and belonging to the entity that is sending messages whenever a status of a message changes.

For example, when a message has been **Read** by the Recipient entity, the users of the Sender entity will receive a notification that indicates the message has been Read. **NOTE: Messages sent to DG Competition are not read in EU SEND web, but are transferred to DG Competition's own case management application. The READ status only indicates that this transfer took place. It does not mean that a person has read or even opened the message.**



From the link in the notification, the user is redirected to the application and to the respective message in the Sent section.

## 9.3 Retention Warning Notification

For users that are configured to receive retention policy warning notifications, a few days before a message is deleted due to the retention policy, a notification is sent.

Dear user,

The message listed below is going to be deleted from EU Send Web in 7 days.  
Please be aware that the message will be completely removed and will not be available anymore from 30-01-2023.

You can click [here](#) to view the full details of the message.

**Date of the message:** 2022-11-07 15:31:29.201  
**Recipient entity:** Demo\_Entity\_2  
**Sender entity:** Demo\_Entity\_1  
**Message subject:** test  
**Number of files:** 4  
**Total size of files:** 61.20 KB

To access the platform, click [here](#) - To download all documents, click [here](#)

This message has been generated automatically by EUSEND WEB. Please do not reply.

Kind regards,  
e-TrustEx Team

**Callouts:**

- Link to access the message in the application (points to [here](#))
- Remaining days before deletion (points to "in 7 days")
- Deletion date (points to "30-01-2023")
- Link to download all files (points to [here](#))

The number of days before the deletion of messages to send the notification depends on the business configuration. DG Competition applies a 12 weeks retention period.

## 10. INFORMATION BANNER

When there is an important message to be shared with the users, one or more banners might be displayed on the top of the application.

**Top Bar:** European Commission | EU Send Web | ENTITY DemoEntity1 | Digit userGuideUser | ? | 🔔

**Information Banner:**

**i** Information to all users  
We would like to inform that EU Send Web will be under maintenance on Wednesday 08/06 from 18:00hs to 18:30hs.  
Please avoid using the application during that period.

**Left Sidebar:**

- New message
- Inbox 3
- Sent 7
- Draft

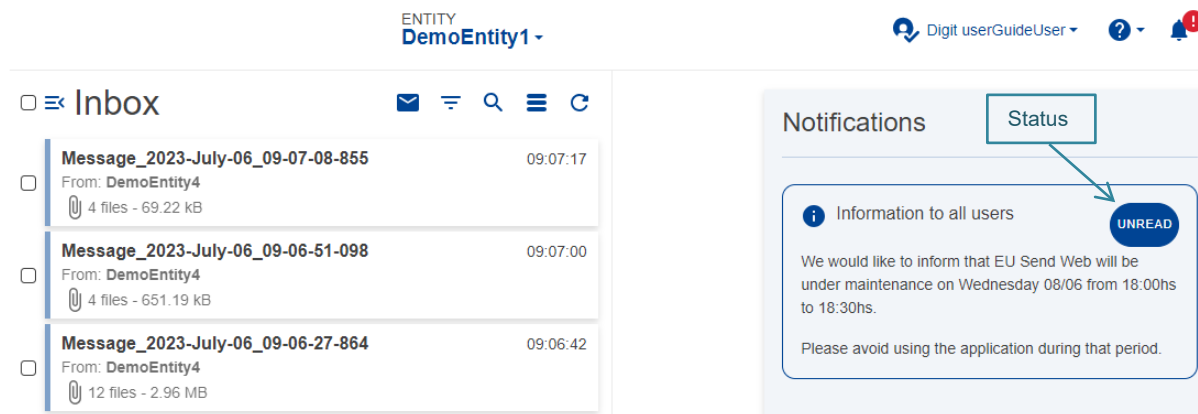
**Inbox:**

- Message\_2023-July-06\_09-07-08-855** 09:07:17  
From: DemoEntity4  
4 files - 69.22 kB
- Message\_2023-July-06\_09-06-51-098** 09:07:00  
From: DemoEntity4  
4 files - 651.19 kB
- Message\_2023-July-06\_09-06-27-864** 09:06:42  
From: DemoEntity4  
12 files - 2.96 MB

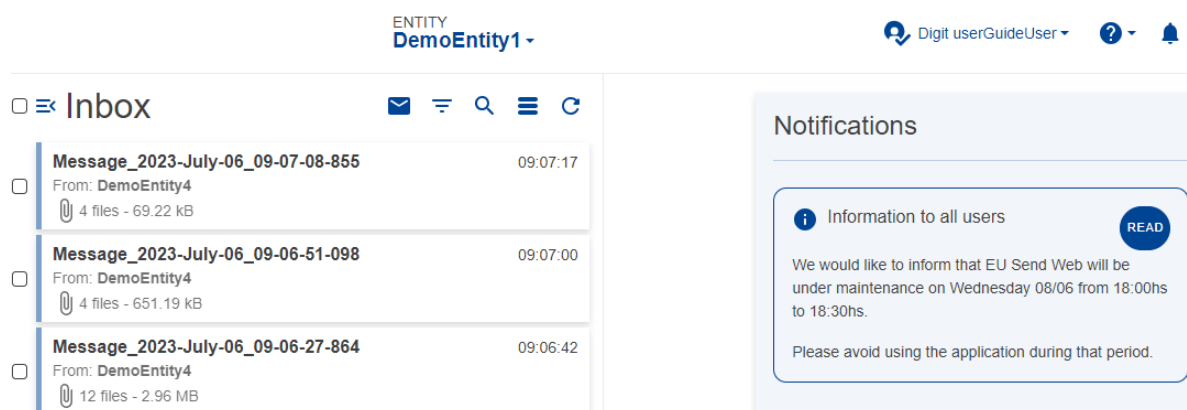
The banner will be displayed on every login while active.

If the user closes the banner, the information will be moved to the bell icon on the top right of the application. The user can consult it at any time by clicking on the icon and a side bar will open displaying the content of the banner.

When the banner is first closed, it will have an unread status and the icon will have a red circle with an exclamation mark to indicate it is not read.



If the user clicks on the 'Unread' badge, the status will change to 'Read' and the red circle will no longer be displayed. The user can still consult the information.



## 11. SIGNATURE

The application supports signature for sending messages. The business domain to which the entity belongs to needs to have this feature enabled to be accessible from the application.

NOTE: This feature is set to disabled for DG Competition's entities.

### 11.1 Sending with Signature

When the signature feature is enabled, a toggle switch will be present in the new message form allowing the user to choose to sign or not to sign a message before sending it.

EU Send Web

ENTITY DemoEntity1

Digit userGuideUser

Back to inbox

### Sending files

**Receiver info**

To\*

Subject\*

Message

☐ end-to-end encryption
 ☐ High importance
 ☐ Sign the message

Save as draft
 Cancel
 Send

Drop file/folder

+ Add files + Add folder

**Limitations per transmission:**

- Up to 1GB per file
- Up to 5GB total size
- Up to 1500 files

These limitations are a guideline and any value above the ones listed will have a direct impact on the performance of the application.

Select to sign a message

If the user selects to sign a message, a new section will be displayed for him/her to add the certificate for the signature.

EU Send Web

ENTITY DemoEntity1

Digit userGuideUser

Back to inbox

### Sending files

**Receiver info**

To\*

Subject\*

Message

☐ end-to-end encryption
 ☐ High importance
 ☒ Sign the message

Save as draft
 Cancel
 Send

Drop file/folder

+ Add files + Add folder

**Limitations per transmission:**

- Up to 1GB per file
- Up to 5GB total size
- Up to 1500 files

These limitations are a guideline and any value above the ones listed will have a direct impact on the performance of the application.

**Certificate**

Certificate\* + Add certificate

No file chosen

Certificate Password\*  Load Identities

Cancel Send

Click to select the certificate for the signature

After selecting the certificate add the password

In case the certificate has more than one identity, the user needs to select one before sending the message.

Certificate

Certificate\* + Add certificate

TestConfidential\_2.p12

Certificate Password\* ..... Load Identities

When the certificate is selected the name will be displayed

Id	Period
<input type="radio"/> gui2_i1c2 <span style="color: green;">✓</span> C: BE; ST: BE; L: BXL; O: B2; OU: digit; CN: gui2_i1c2	valid from 19/10/2016 13:04:59 valid until 19/10/2026 13:04:59
<input checked="" type="radio"/> gui2_2 <span style="color: green;">✓</span> C: BE; ST: BE; L: BRUSSELS; O: EC; OU: DIGIT; CN: gui2_2	valid from 30/09/2019 10:56:59 valid until 30/09/2029 10:56:59

Select the Identity to use for signature

After adding the password, the identities of the certificate are listed

The identity that will be used to sign the message needs to be valid.

After filling in the certificate section, the user can continue to complete the message and send it.

From the sent section we can see the messages that have been sent with signature from the 'Signed' label on the message summary.

EU Send Web

ENTITY DemoEntity1 -

Digit userGuideUser
?
🔔

New message

Inbox 3

Sent 7

Draft

☐ Sent
✉️ 🔍 ☰ ↻

Lorem Ipsum is simply dummy text of the pr... 10:28:32

To: DemoEntity3, DemoEntity4, DemoEntity2

Sent by: Digit userGuideUser

Download 📎 3 files - 30.75 kB Signed

Message\_2023-July-06\_08-48-40-201 06/07/2023

To: DemoEntity3, DemoEntity2, DemoEntity4

Sent by: Digit automationUser1

Download 📎 4 files - 2.69 MB

Message\_2023-July-06\_08-48-22-742 06/07/2023

To: DemoEntity3, DemoEntity2, DemoEntity4

Sent by: Digit automationUser1

Download 📎 3 files - 51.91 kB

Message\_2023-July-06\_08-48-03-663 06/07/2023

To: DemoEntity4, DemoEntity3, DemoEntity2

Sent by: Digit automationUser1

Download 📎 3 files - 2.67 MB

Message\_2023-July-06\_08-47-44-452 06/07/2023

To: DemoEntity3, DemoEntity2, DemoEntity4

Sent by: Digit automationUser1

Download 📎 3 files - 2.67 MB

← 1 2 3 4 5 →
View: 5 items per page 1 - 5 out of 31 items

Message sent with signature

✉️

Please choose a message...

## 11.2 Receiving with Signature

When a received message was signed, the user will see the 'Signed' label on the message summary and on the message details.

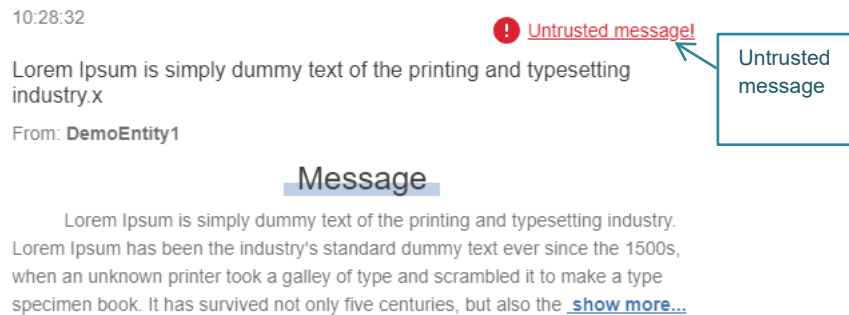
After verification, if the signed content is trustworthy, the signed icon and label in the message details will be displayed in green.

The screenshot shows the EU Send Web interface. On the left, the 'Inbox' list contains several messages from 'DemoEntity1'. The first message, 'Lorem Ipsum is simply dummy text of the printing and typesetting industry.', is highlighted and has a green 'Signed' label next to it. A blue box with an arrow points to this label, with the text 'Message received with signature'. On the right, the message details are shown. At the top, a green 'Signed' label is displayed next to a green checkmark icon. A blue box with an arrow points to this label, with the text 'Signed content verification'. Below the label, the message content is displayed, followed by a 'List of files' section. The list contains three files: 'Text1.txt' (28.33 kB), 'Text2.txt' (16 Bytes), and 'Text3.txt' (2.41 kB). A 'Download' button is visible next to the list.

If the validation fails and the message is considered not to be trusted, as soon as the user opens the message a warning will be displayed and the label on the message details will be 'untrusted message!'

The screenshot shows the EU Send Web interface with a warning dialog box displayed in the center. The dialog box has a red header with a red exclamation mark icon and the text 'Signature validation failed!'. Below the header, the text reads: 'The signature failed validation! The content of this message might have been tampered. It is strongly suggested not to download the attachments of this message as they could have been altered. Proceed at your own risk.' At the bottom right of the dialog box is a red 'Ok' button. In the background, the 'Inbox' list is visible, and the first message is highlighted. The message details on the right show a red 'Untrusted message!' label next to a red exclamation mark icon. The message content and 'List of files' section are also visible.





Even if the message is untrusted, the user will still be able to download the files, but it is highly recommended not to.

A .json file can be downloaded with the details of the content that was signed by clicking on the label 'Signed' or 'Untrusted message!' present on the message details.

## 12. ENCRYPTION

All files sent through EU Send Web are encrypted.

As soon as the user uploads files in the New Message section, the files always get encrypted client side during the upload. They will be sent with encryption and the application will decrypt them server side when the Recipient downloads the files unless the recipient is configured to use end-to-end encryption.

The application supports end-to-end encryption as an extra layer of security for entities. To be able to send a message with end-to-end encryption, the recipient entity needs to have a public key configured. When a message is sent with this type of encryption, the public key is used in the encryption process, the Recipient will need to add the corresponding private key to be able to download the files and the decryption will be done client side. In that way the server does not have the information for decryption and the files will only be readable by the intended recipient.

### 12.1 Download Encrypted Files

If the entity is configured with end-to-end encryption, the users of that entity need the private key to decrypt and download files. In the message details there is a section related to the encryption certificate. The user needs to add the correct private key before downloading the files.

In case the certificate has more than one identity, the correct one should be selected to download the files.

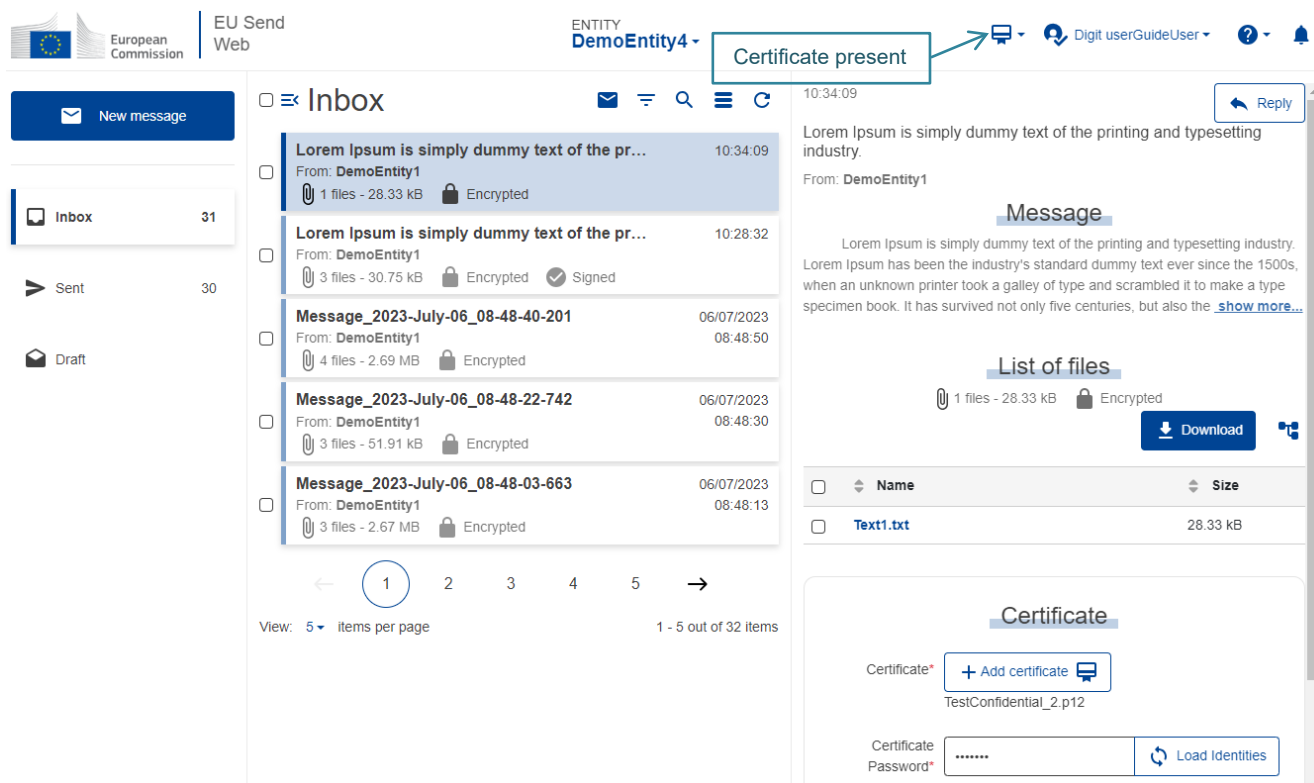
If the identity selected has the correct decryption information, the files will be decrypted and downloaded successfully, otherwise, an error message will be displayed.

26

NOTE: when the user loads a certificate, the certificate remains selected and loaded while still in the same session. The user can select different messages and doesn't need to add the certificate again.

## 12.2 Remove Certificates

When a certificate is loaded in the application, an icon on the top right of the application will indicate that a certificate is present.





















Clicking on the icon, a dropdown with the list of all identities of the certificate will be displayed.



From the list, it is possible to remove the identities. Just click on the delete icon and the identity will be removed from the session.

## 13. APPLICATION ICONS

In the application, several icons are used to represent possible actions and functionalities. See below a list with the most important ones:

ICON		DESCRIPTION
		Search / Close search: Clicking on the search icon will open the search section where the user can search messages by subject or entity and set a date range. In new message section the user can search for a recipient entity.
		Refresh: This button will refresh the list of messages.
		Show unread messages / Show all messages: The user can filter the messages listed by unread.
		Expand subject list / Collapse subject list: If there are messages with a long subject the user can collapse the subject in the summary list. The subjects will be trimmed and displayed in one line making it easier for the user to go through the messages.
		Open filters / Close filters: Clicking on the icon will open the filters section. From that section he user can use the filters available.
		Collapse left menu / Expand left menu: The user can collapse and expand the left menu to gain space to display the messages.
		Help: From the help icon on the top right of the application the user has a link to the support email address and he/she can download the user guides.
		Information banner: The user can check the active banners that were closed at any time. If the bell icon has a red circle with an exclamation mark, it indicates that there are notifications that were not yet marked as read.
		Information: This icon indicates that there are extra information available for that feature. The user just needs to click on it to display the information.
		Tree view / List view: The list of files can be displayed in two different views: tree view and list view. The user can switch between them by clicking on the icon.
		Certificate: If this icon is displayed on the top of the application, it means that a certificate was loaded for the session. The user can use the certificate to download encrypted messages and use it for signature, without the need to upload the certificate for every action. Clicking on the icon will display a dropdown with the list of the certificate identities and they can be removed at any time.

## 14. PAGINATION

In the application, the messages are listed and displayed in pages. The user can select how many items per page he/she wants to display by clicking on the number and selecting from the options.



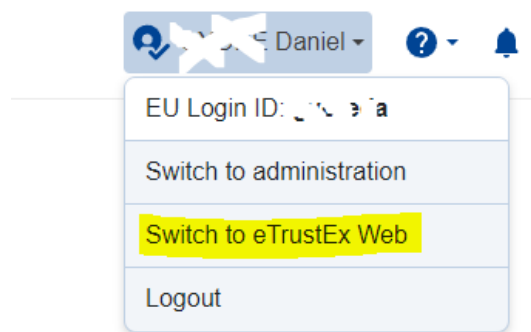
The number of items displayed per page is saved by user and when he/she logs in again, the last value selected will be the one displayed.

To move between pages the user can use the arrows beside the page numbers or simply click on the number of the page he/she wishes to access.

## 15. Access to eTrustEx – ONLY for old eTrustEx users

eTrustEx (the predecessor of EU SEND) will remain accessible in READ ONLY mode and only for accounts/users which were registered before the migration (11/11/2023). This is to enable access to already sent submissions (see the SENT folder) and only until 17/02/2024.

Old eTrustEx users can access eTrustEx from EU SEND via their user details menu (see in the upper-right corner in EU SEND) or via a direct link.



## 16. CONTACT INFORMATION

Technical support for DG Competition's entities/users only:

[COMP-EU-SEND@ec.europa.eu](mailto:COMP-EU-SEND@ec.europa.eu)

**EU Send Service Desk**

**Standard Service:**

- 8:00 - 18:00 CET on normal Commission working days
- Only by email: [DIGIT-EU-SEND@ec.europa.eu](mailto:DIGIT-EU-SEND@ec.europa.eu)

**Standby Service:**

- 18:00 - 8:00 CET on normal Commission working days
- Available 24 hours on weekends, Commission and public holidays
- Only by phone: EC Central Helpdesk: +32 2 95 81 81
- Only for critical and urgent incidents in production environment