User Guide

eTrustExchange

Date: 25/02/2021
Doc. Version: 2.2
# TABLE OF CONTENTS

## 1 INTRODUCTION ............................................................................................................................. 3

## 2 CREATING A PARTY, ACCESSING THE APPLICATION AND BROWSER COMPATIBILITY .................. 3

- 2.1 Creating a EU Login account ........................................................................................................ 3
- 2.2 Requesting DG COMP to setup an eTrustEx party ........................................................................ 3
- 2.3 Accessing eTrustEx and browser compatibility ............................................................................. 5

## 3 ETRUSTEX MENU ............................................................................................................................ 7

## 4 SENDING A NEW MESSAGE ......................................................................................................... 8

- 4.1 Selecting files to upload .................................................................................................................. 8
- 4.2 Uploading the files .......................................................................................................................... 12
- 4.3 Filling the message metadata and who will be notified of your submission .................................. 13
- 4.4 Sending the message ..................................................................................................................... 13
- 4.5 Confirmation of the sending .......................................................................................................... 14

## 5 ADMINISTERING ETRUSTEX USERS .......................................................................................... 15

- 5.1 Party Administration screen ......................................................................................................... 15
- 5.2 Add a new User to a Party ............................................................................................................. 16
- 5.3 Modify the details of an existing User ............................................................................................. 17
- 5.4 Delete User ...................................................................................................................................... 18

## 6 TROUBLESHOOTING ..................................................................................................................... 18
1 INTRODUCTION

This guide explains how to set up eTrustExchange ("eTrustEx") to be able to exchange documents securely with the Commission, DG Competition. This guide covers features and functions that are available to eTrustEx Users and Party Administrators.

The screen captures included in this guide are taken using Google Chrome version 64. Certain fonts, components, alignments and popups might look different when using another browser or a different version of Google Chrome.

2 CREATING A PARTY, ACCESSING THE APPLICATION AND BROWSER COMPATIBILITY

2.1 Creating a EU Login account

In order to use eTrustEx, all users (Party Administrators and standard Users) need to have an EU Login account. As a first step all Party Administrators and standard Users can create an EU Login account here: https://webgate.ec.europa.eu/cas.

2.2 Requesting DG COMP to setup an eTrustEx party

eTrustEX assigns to organisations (e.g. a law firm) one or several "Parties", that is to say shared spaces which contain an inbox, a sent and drafts folders. Therefore, in order for an organisation to use eTrustEx to be able to exchange documents with DG Competition, at least one “Party” must be created in eTrustEx.

A Party has at least one Party administrator who is able to add and remove as many standard Users as necessary. The Party Administrator is responsible for the creation of additional users (in the same party) and for the management of those (standard) users. The Party Administrator and standard Users of a Party can access all incoming and outgoing transmissions of that Party. However, each Party is independent and access to documents received, submitted and drafts is limited to the Users registered for that party. Organisations can request the creation of multiple Parties (for different subsidiaries, or in case of Chinese walls, etc.).
To request the creation of a Party, the party administrator needs to log in this application: https://ec.europa.eu/competition/elojade/etrustex/index.cfm.

Then he needs to click on "I do not have an account. I would like to register". He will be redirected to a registration form where the first and last name, EU Login (previously ECAS) login and e-mail are pre-filled. He needs to fill the rest of the information and click on "Continue", then review everything and finally click on "Submit".

After the creation of a Party, DG Competition will notify the Party Administrator via email. The Party Administrator will then be able to add Users to the Party (see section 5 below).
2.3 Accessing eTrustEx and browser compatibility

eTrustEx can be accessed at https://webgate.ec.europa.eu/e-trustex once a party has been created. Party Administrators and standard Users need to authenticate using EU Login.

After each successful login the user will be prompted with a disclaimer text, presenting the intended use of the platform. Press “OK” to continue.
Browser compatibility: There are currently two versions of eTrustEx available. The new version is more user-friendly and compatible with the latest version of most browsers: Google Chrome 64, Mozilla Firefox 59 and Microsoft Edge 17.

**Users are advised to switch to and use the new eTrustEx version.**

If your organisation can only use older versions of the browsers (or Internet Explorer), you could still use the old eTrustEx version until 22/10/2019 (a User’s Manual for the old eTrustEx version is available upon request).

**As of 23/10/2019 the use of Internet Explorer web-browser will not be supported by eTrustEx anymore. The old version of eTrustEx which was compatible with Internet Explorer will disappear. Please use Chrome, Edge or Firefox as described below.**

Once the User clicks on the link "Take me to the new version (beta)”, if the browser used is not compatible with the beta version of the application, he/she will be redirected to a page showing the compatible versions.
3 eTrustExchange Menu

When accessing eTrustEx GUI, the User can see three main areas: Inbox (not in use currently), Sent (to access sent messages) and Draft (to access draft message).

The main screen also contains a drop down menu in the top right corner, where the User can choose the desired language and another drop down menu to choose the Party inbox (if the User has been assigned to more than one Parties).

In addition, the User can search the received messages by Subject and sort them by Unread/All messages.
4 SENDING A NEW MESSAGE

In order to send a new message, the User has to click on "New" in the top left of any of the views (Inbox, Sent or Draft).

Once clicking on the "New" button, the below screen is shown and the User has to fill in the subject, add a message body and upload the files. The User does not have to use the signature.

The uploading of files is done in two steps, first the selection of the files to upload and second the actual upload of the files. Both steps are described below.

4.1 Selecting files to upload

The features available within the list of file section are explained below:
The User can add files to the list of files in three different ways:

1. Drag and drop the files or the folders containing the files to the file area (all the files in the folder and all its subfolders are added to the list recursively):

2. Via **Add files** button, the User can add one or more individual files:

3. Via **Add folder** button, the User can add all the files from the selected folder (it will also add the files from any subfolder):
Clicking on the **Upload** button in this popup will add the files to the list. The files will be then displayed in the list of files with no status associated (see picture below).

The User can remove any of the files by using the X button or all the files at once by using the button **Remove all files**.
The User can mark a file as confidential by clicking on the lock icon. It is possible to give a short comment to a file via the blue comment icon.
4.2 Uploading the files

In order to upload the files in the list, the User needs to click the "Start upload" button.

A popup showing the progress of the upload appears (all the files that are not in status SUCCESS will be considered for uploading).

![Progress bar](image)

If the User chooses to cancel the upload, the following progress bar will be shown while the cancelling is being executed (only the files that have not yet been uploaded will be cancelled – they will appear in the list with no status).

![Cancellation progress bar](image)

The files that were successfully uploaded will appear in the list with status SUCCESS:

The files for which there was a problem during the upload will be displayed with status FAILED.

Positioning the cursor over the status will display a tooltip indicating the reason of the error.

![Status column](image)

If there is no file to upload (or all files in the list have status SUCCESS) when clicking the "Start Upload" button, the User will see the error message in a popup window.
4.3 Filling the message metadata and who will be notified of your submission

The last step before sending a message is to fill the message metadata, including the message recipients.

The fields "Contact person", "Email", "Case number" and "DG Comp instrument" are mandatory.

<table>
<thead>
<tr>
<th>Sender info</th>
<th>On behalf of</th>
<th>DG COMP Email recipients</th>
<th>Message information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation name</td>
<td>Company name</td>
<td></td>
<td>Case number</td>
</tr>
<tr>
<td>Contact person</td>
<td>Contact person</td>
<td></td>
<td>DG COMP instrument</td>
</tr>
<tr>
<td>Position</td>
<td>Position</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>Email</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zip</td>
<td>Zip</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>City</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>Country</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Email**: is the sender's main email address for DG Competition to use to contact the user if needed (this is the "Reply to" address).

**DG COMP 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 after 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.

**DG Comp instrument**: if this field is filled in, it should be in accordance with the corresponding DG COMP instrument.

4.4 Sending the message

After uploading the files and filling the message metadata, the User can send the message, by clicking on the "Send" button.
4.5 Confirmation of the sending

If his/her account is configured accordingly (message notification option activated), the User will receive an email after the message is sent (acknowledgement of receipt) confirming that the transmission has reached the European Commission servers, describing the details of the content submitted.

![Email Confirmation Example]

Also, the User can check the status of sent messages by clicking on the button "Sent" on the left sidebar Menu.

![Sent Messages Menu]

After clicking on "Sent" the list of sent messages is displayed.

![Sent Messages List]

When clicking on the PDF icon of each sending, a **sending confirmation is available for download** as PDF for the law firm. This can be used for long term preservation of the transmission details and confirmation of processing. The confirmation will contain sender and recipient parties, metadata filled in by the user, the list of attachments with the attachment name and file size, the sending structure, etc.

While the submission details and the PDF confirmation will remain in the system permanently, **the files submitted will be deleted from the eTrustEx platform after 12 weeks**.
5 ADMINISTERING eTrustEx USERS

In your organisation you need a local Party Administrator to administer Users.

The first local Party Administrator of your organisation is set-up by DG COMP eTrustEx team during the creation of the Party.

Once this user has been granted access, your organisation can administer Users independently.

When adding Users, you will have to assign them a "Role". The role will define what user rights they will have in the application. There are two types of roles available:

- **Operator (standard user)**: this role allows you to view/send/receive the messages of your Party (or Parties) in the eTrustEx application.

- **Administrator**: this role allows you to grant Operator and Party Administrator roles to other Users for your Party (or Parties) in the eTrustEx application and also to view/send/receive the messages of your Party (or Parties).

5.1 Party Administration screen

In order to access the Party Administration screen, you have to log into eTrustEx using your EU Login username and password and click on the Administration tab:

Once clicking on the Administration tab, you will be able to see the below screen
5.2 Add a new User to a Party

In order to add a new Party Administrator or Operator to a Party (in our example, the Party name is "GENERIC AP I1C2 PARTY"), you need to:

Select the Party name from the drop down list, in case you have access to more Parties (please see above). Otherwise, you will only see your single Party already displayed

Click on "Add user". The below popup window will appear:
Enter the full name of the User and the "ECAS Unique ID" (EU Login) as provided by the User. Important – the User must provide the EU Login (previously ECAS) ID and not their login username

Optionally you can enter an email address – only if the User wishes to receive an email every time a new message arrives for their Party. If yes, check the "Message notification" checkbox to activate the email feature and enter the corresponding email address.

Optionally, you can also enter an email address if you want to be notified about the status of the message sent (eg: "Message delivered"). If yes, check the "Status notification" checkbox to activate the email feature and enter the corresponding email address.

Enter a role for the new user:

- **Operator** – this role will allow you to view / send / receive messages for the selected Party
- **Administrator** – this role will allow you to view / send / receive messages for the selected Party and administer the Users of the selected Party

After submission, the screen will be refreshed and the new User is added to the list of Users. Note: any changes to the roles will be activated at the next login for that User.

5.3 **Modify the details of an existing User**

In order to modify the details of an existing User, click on the name of the User.

A popup will open and from here you can modify the values of the selected User.
5.4  Delete User

In order to delete an existing User, click on the \( \times \) icon shown next to the User details.

A pop-up window appears in order to confirm the removal of a User.

Click on the "Remove" button in order to confirm the deletion.

After deletion, the User is removed from the Administration screen.

6 Troubleshooting

If the application is unexpectedly unavailable when you need to send your submission within a given deadline, please send your submission by email and inform the case team. If this is not possible (e.g. due to the size of the file) take a printscreen – make sure time and date are clearly indicated – and send it to COMP-ETRUSTEX@ec.europa.eu and cc. the case team. In the subject of the email, please mention the case number for which you intended to make a submission, and add “eTrustEx not available”. Please also add your contact details in the email, so that we can inform you as soon as the application is operational again.