User Guide for VA Applicants

One Stop Shop [ERA-DRO-010]

<table>
<thead>
<tr>
<th>Drafted by</th>
<th>Validated by</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intrasoft International S.A.</td>
<td>Spilos Vergopoulos</td>
<td>Nikolaos Pappas</td>
</tr>
<tr>
<td>Position</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contractor</td>
<td>Business Analyst</td>
<td>Project Manager</td>
</tr>
<tr>
<td>Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Document History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.52</td>
<td>15/02/2019</td>
<td>Initial version</td>
</tr>
</tbody>
</table>
## Table of Contents

1. **Introduction** ................................................................. 3  
   1.1 The One-Stop Shop (OSS) ............................................... 3  
   1.2 Purpose and scope of this document ................................ 3  

2. **General functionality** .................................................. 4  
   2.1 Register as applicant .................................................... 4  
   2.2 Sign in and main applications page .................................. 7  
   2.3 Update user profile information ....................................... 9  
   2.4 Forgot/Change password ................................................ 9  

3. **Prepare a VA application** .............................................. 12  
   3.1 Create a new application ............................................... 12  
   3.2 Application description ................................................ 14  
   3.3 Conformity assessment bodies ........................................ 16  
   3.4 Authorisation details .................................................... 17  
   3.5 Documentation ........................................................... 21  
   3.6 Mapping tables ........................................................... 23  
   3.7 Sign & submit (validate) application ................................ 24  
   3.8 Share application ......................................................... 25
1 Introduction

1.1 The One-Stop Shop (OSS)

The One-Stop Shop (OSS) is an information and communication system that supports the Applicants, the European Union Agency for Railways (ERA) and the National Safety Authorities (NSAs) in performing their tasks related to Single Safety Certifications (SSC), Vehicle Authorisations (VA) and ERTMS trackside approvals (ERTMS.TA), as defined in the 4th Railway Package (4RP) set of legislative texts.

Detailed information in regards to the VA processes can be found on the ERA website: [Vehicle Authorisations (VA)](https://oss.era.europa.eu).

The OSS is accessible on this url: [https://oss.era.europa.eu](https://oss.era.europa.eu)

It is recommended to use an updated Google Chrome or Mozilla Firefox browser, as using others might result in poor performance or errors.

1.2 Purpose and scope of this document

This User Guide for VA applicants contains all essential information for the user to make use of the system functionality, as it includes a description of the detailed features and capabilities, and step-by-step procedures.

For this version of the document (v0.52) the following functions are available to the users:

1. User (applicant) registration;
2. Creation and preparation of VA applications;
3. Sharing of applications with other users;
4. Management of the user profile.
2 General functionality

2.1 Register as applicant

Any applicant must self-register in the system in order to become a user. In the Sign In page shown in Figure 1, select the option “Create account”.

![Figure 1: Sign in](image1)

The system then displays the page “Create Account”, as in Figure 2.

![Figure 2: Create account](image2)

The user must provide “First name”, “Last name”, “Email”, “Confirm email address” and click on the “Register” button.
A message informs the user that the information entered is saved and an email is sent to the provided email address with instructions on how to set a password for the account, as shown in Figure 3. The user can then close the page.

![Figure 3: Message after successful registration](image)

When the user receives the email, as illustrated in Figure 4, the user has to follow the provided link to set the password, shown in Figure 5.

![Figure 4: Registration email](image)
Figure 5: Setting a password

The user must provide “Email”, “Password”, “Confirm password” and click on the “Store password” button.

In order to set a correct password the user must follow the password rules:

- Passwords should not contain either your First name or your Last name;
- The password must be at least 8 characters long;
- The password should contain at minimum 3 out of:
  - 1 uppercase
  - 1 lowercase
  - 1 digit (0 to 9)
  - 1 special character (~!@#$%^&*_-+={}[]:;"',.?/)  

If the user did not follow the above rules or if passwords do not match then the system displays the appropriate error message as shown in Figure 6.

Figure 6: Error message for the password rules

After successful completion of the above the user is informed by the system, as displayed in Figure 7. The user can close the page.

Figure 7: Successful setting of a password
The user will receive an acknowledgement of the account creation by email, within a maximum period of 15 minutes, in order to be able to sign in as shown in Figure 8.

![Figure 8: Acknowledgment of user creation](image)

2.2 Sign in and main applications page

Only registered users are able to sign into the system (refer to section 2.1). In the landing page of the OSS shown in Figure 9, insert “Email” and “Password” and click on the “Sign in” button.

![Figure 9: Sign in](image)

The user, in addition, may select an alternative language for the User Interface (UI) than the English (default), by choosing one of the available languages as are found in the “Language” drop down list.

On successful sign in, the system will display the applications list for the VA domain, as shown in Figure 10.

![Figure 10: Main page – List of applications](image)
The system displays applications in the form of a list, for which there are features for paging (go to next or previous page, display x items per list), selection of columns to display and filtering/sorting, as shown in Figure 11 and Figure 12.

![Figure 11: Paging](image)

Additional navigation and functions are offered through the menu at the top right corner as shown in Figure 13.

![Figure 13: Menus and user actions](image)

- User profile option allows for navigation to the user profile page (see section 2.3).
- Change password option allows for the password to be reset (see section 2.4).
- Language settings allow for the selection of your preferred language.
- Log out allows disconnection from the system. Upon successful logout the system displays the “Sign in” page, as shown in Figure 9.

The items below are also accessible when the user selects the menu option “My Work”.

Issues as shown in Figure 14, allow the user to see the list of issues across the applications.

![Figure 14: Issues button](image)

Notifications as shown in Figure 15, allow the user to view all the notifications across applications.
2.3 Update user profile information

Update user profile functionality, allows a user to update or insert new information to their user account, as shown in Figure 16.

The user may insert and/or update any information in the form and click on the “Save” button. All fields marked with a red asterisk are mandatory and have to be filled by the user in order for the information to be saved.

It is recommended that users, after their first sign in, view and update their user profile, in order to ensure the correct information is depicted and in addition make selection for languages spoken and selecting the way notifications are sent.

2.4 Forgot/Change password

All users can request password reset in case that the password has been forgotten or for any other security reason. From the “Sign in” page select “Forgot password?”. The system displays Figure 17 “Reset your password” and allows the user to enter the registered email in the fields “Email” and “Confirm your email”.

Figure 15: Notifications button

Figure 16: Update Profile
Figure 17: Reset your password

By selecting “Reset password”, the system displays the message shown in Figure 18 “Password change notification” and at the same time send an email to the user, with instructions on how to reset the password, as shown in Figure 19. The user can then close the page.

Figure 18: Password change notification

The rest of the steps are similar to those followed for the initial registration of the user. Following the link in the email, the user will set the password and the system will send the password updated notification as shown in Figure 20, concluding the “forgot password” process.

Figure 20: Password change confirmation

In a similar manner the user may change the password, whilst signed in by selecting “Change password” in the user actions menu as shown in Figure 13. The system then displays Figure 21, asking the user to provide a new password and confirm it. By selecting “Reset” a confirmation message is displayed informing of the change of password as shown in Figure 22, and a notification is sent to the email account of the user, similar to what is shown in Figure 20.
**Figure 21: Change Password**

Password change request accepted. You will receive a confirmation email when completed.

**Figure 22: Change Password notification**
3 Prepare a VA application

3.1 Create a new application

This section explains how an applicant user of the system can create and prepare a VA application.

The available vehicle authorisations cases are:

- First Authorisation
- New Authorisation
- Extended area of use authorisation
- Renewed vehicle type authorisation
- Authorisation in conformity to type
- First Authorisation and Authorisation in conformity to type
- New Authorisation and Extended area of use authorisation

For detailed description on the above cases, it is recommended that the reader refers to the relevant Regulation and Directives of the EU and the Practical Arrangements as describe in the agency’s website: Vehicle Authorisations (VA).

Only applicant users can create applications. In the “Main page - Applications list”, select “New” and then “Apply for a vehicle authorisation” as shown in Figure 23.

![Figure 23: Create Vehicle Authorisation application](image)

The system displays a wizard, splitting in steps the creation of an application file in a form of a status bar, showing the steps that must be completed to submit the application as shown in Figure 24. By selecting “Hide progress bar” the wizard is hidden.

![Figure 24: Progress bar of a Vehicle Authorisation](image)

The colour of the progress bar per step indicates if the application is incomplete or there are mandatory fields missing (red colour) or if it is completed and verified by the system (green colour).

There are a number of fields in each step that are flagged as mandatory, having a red asterisk (*) in their label as shown in Figure 25.
**Figure 25: Mandatory fields**

In addition for every field a tooltip is displayed, with relevant information on the meaning the value expected for the field as shown in Figure 26.

**Figure 26: Tooltip information**

For all the mandatory fields the system expects the user to enter a value, and in case that any of them are not correctly filled by the user, the system identifies the field in error highlights it in red and displays the red alert icon as shown in Figure 27.

**Figure 27: Alerts and fields in error**

When a user will select to “Validate” the application in the last step of the wizard, if there are forms that are not correctly filled or there are required fields missing, the system displays the message shown in Figure 28, and the relevant wizard step has red colour. The user must return to the relevant step and correct all errors.

**Figure 28: Error message validating the submission of an application**

The user might select to navigate away from the wizard and continue the application preparation later. In this case the system allows the user to modify the draft application as found in the Application List, shown in Figure 29, by clicking the “View” button.

**Figure 29: Applications list with a draft application**

The Applicant follows the below steps to create an application:

- Application Description
- Conformity Assessment Bodies
- Authorisation Details
- Documentation
- Mapping Tables
- and finally, Submit Application
The information contained in all the above forms stems from the Annexes of the Practical Arrangements found in the (Commission Implementing Regulation (EU) 2018/545 of 4 April 2018 establishing practical arrangements for the railway vehicle authorisation and railway vehicle type authorisation process).

3.2 Application description

In this first step of the wizard as shown in Figure 30, the Applicant must fill in information in regards to Applicant’s information, Contact person’s information and details on the Authorisation case.

![Application Description](image)

**Figure 30: Application Description**

The Applicant must provide the Applicant's information and address details. Contact person information is already filled in with information that exists as part of the user profile and allows for editing by the user. All mandatory fields are clearly marked by red asterisk (*). In the Authorisation case part the user is asked to select the “Authorisation case applied for” as shown in Figure 31 and according to the available authorisation cases.
The system also displays the option to link this application to a pre-engagement. If the user selects "Yes" then the system requires the pre-engagement id as shown in Figure 32.

The Applicant must also select the Language, in which all Formal Communication and Decisions/Authorisations will be delivered, shown in Figure 33.

To save and move to the next step of the application file wizard, the applicant may select "Save and next step" button, shown in Figure 34.

To stop editing the application and go to the main menu “Exit” button is selected, shown in Figure 35.

To save the application, the applicant clicks on the “Save” button.
If there is unsaved information a warning message is displayed to the user about loss of unsaved information.

![Warning message about unsaved information loss](image)

**Figure 37: Warning message about unsaved information loss**

### 3.3 Conformity assessment bodies

In this second step of the wizard as shown in Figure 38, the Applicant must fill in information in regards to Notified Body(ies), Designated Body(ies) and Assessment Body(ies) (CSM RA). None of these bodies are mandatory and for each one of them the applicant may add more than one.

![Conformity Assessment Bodies](image)

**Figure 38: Conformity Assessment Bodies**

When the applicant introduces any of the above bodies, then the system requires that the detailed information as shown in Figure 39 is provided.
Figure 39: Conformity Assessment Bodies-Details

The applicant can remove any of the inserted bodies, by selecting the remove button as shown in Figure 40.

Figure 40: Conformity Assessment Bodies-Remove Body

The mandatory fields are clearly marked with red asterisk (*). To move to the next step "Save & next step" is selected as shown in Figure 34, the form is saved as shown in Figure 36. In addition the system allows the user to visit the previous step of the wizard by selecting “Previous step” button, shown in Figure 41.

Figure 41: Previous step

3.4 Authorisation details

In this step of the wizard the Applicant is asked to introduce information on a Type and/or Variants depending on the Authorisation case selected in the Application Description step as shown in Figure 42.
The information required by the applicant to be introduced for all allowed Type and Variant(s) is based on the authorisation case requested, the full extent of which is shown in Figure 43. All mandatory information is marked with (*) and is required.

The applicant selects to fill-in the fields for Description of vehicle type/variant and select at least one country by using the “Add/Remove Member state” button. The Member states are selected by radio buttons that can be activated and deactivated as shown in Figure 46. Select “Whole EU” when there is no national rule applicable to the vehicle and only the Agency needs to perform the assessment.
After saving the selection, detailed information that need to be filled in (Network(s) and stations with similar network characteristics in neighbouring Member State(s)) about each member state is displayed as shown in Figure 45.

The applicant may also introduce “Information about the vehicle”. For Vehicle identification the user may select an “Identifier” and introduce the value corresponding to the selected identifier. In addition a number of “Registration entity recipients” may be introduced, as shown in Figure 48. The registration entity recipients will be notified of the decision when it will be delivered to the Applicant.

For the combined authorisation cases offered by the system, “First Authorisation and Authorisation in conformity to type” and “New Authorisation and Extended area of use authorisation” the user must introduce the required information for both authorisations requested, as shown in Figure 47.
Figure 47: Authorisation Details – Combined Authorisation case for FIRST+CONF

Another authorisation case that deviates from the general path of filling the Authorisation details information is the “Authorisation in conformity to type” as shown in Figure 48. In such an authorisation there is no introduction of Members State details, but only the selection of related Member State(s). In addition the applicant may introduce a number of “Information about the vehicle(s) to authorise” section, in a similar manner as in the “Information about the vehicle” for all other authorisation cases, also relate this information to a single vehicle or a range, as shown in Figure 49 and add any Coded or Non-coded restrictions applied to the selected vehicle(s).

Figure 48: Authorisation Details - Authorisation in conformity to type

Figure 49: Authorisation Description- Range of vehicle(s) to authorise
The last step in this Authorisation details step is the selection of the “Issuing Authority”. If the Applicant has introduced a number of Member States, within the Type/Variant(s), then the system sets this value automatically to “European Union Agency for Railways”, as shown in Figure 50. The applicant may choose to use the “National Safety Authority”, only if all introduced Type/Variant(s) address one and the same Member State, in which case the Member State is the issuing authority.

Figure 50: Issuing Authority

To move to the next step "Save & next step" is selected as shown in Figure 34, the form is saved as shown in Figure 36. In addition the system allows the user to visit the previous step of the wizard by selecting “Previous step” button, shown in Figure 41.

3.5 Documentation

In this step of the wizard as shown in Figure 51, the Applicant must provide the documentation relevant to the Authorisation case selected in the first step. The list of folders as appear in this step stem from Annex I of the implementing act (Commission Implementing Regulation (EU) 2018/545 of 4 April 2018 establishing practical arrangements for the railway vehicle authorisation and railway vehicle type authorisation process).

Figure 51: Application documentation

The Applicant can upload any documents needed for the application by selecting the "+" button relevant to each folder. Such action displays the Add file(s) page, shown in Figure 52 and allow the user to either select one or more files to upload from a specific folder on the user’s system as shown in Figure 55 or by drag and drop the file(s) in the “Drop your file(s) here” section. Please note that the system accepts as valid uploads the ones described in the File upload rules.
When selecting "Add file(s)" the file(s) selected by the user are uploaded and if successful the message displayed in Figure 54 is shown and the relevant file(s) appears in the relevant folder of documentation, as shown in Figure 55.
The user can download and delete the document by using the relevant buttons on the right and also edit the title and the description of the uploaded file.

To move to the next step "Save & next step" is selected as shown in Figure 34, the form is saved as shown in Figure 36. In addition the system allows the user to visit the previous step of the wizard by selecting “Previous step” button, shown in Figure 41.

### 3.6 Mapping tables

In the Mapping Tables step of the wizard, the applicant is asked to reference the provided documentation in the previous step, to the assessment aspect set for each Authorising entity and NSA involved in the application, as shown in Figure 56. The assessment aspects are described in Annex II for the Authorising Entity and Annex III for each NSA, of the practical arrangements document ([Commission Implementing Regulation (EU) 2018/545 of 4 April 2018 establishing practical arrangements for the railway vehicle authorisation and railway vehicle type authorisation process](https://www.era.europa.eu)).

For every assessment aspect found in the mapping tables, the user is required to provide the reference from the documentary evidence, the reference with the selected document and a comment if applicable as shown in Figure 57. The user may reference more than one file for each assessment aspect, by using the “+”. It can be removed by using the “-”. The documentary evidence is a drop down list that includes all the folders and added files in the previous Documentation step.
When the user is satisfied, may use any of the “Save”, “Save and Next” or “Previous” buttons. To move to the next step "Save & next step" is selected as shown in Figure 34, the form is saved as shown in Figure 36. In addition the system allows the user to visit the previous step of the wizard by selecting “Previous step” button, shown in Figure 41.

### 3.7 Sign & submit (validate) application

In this last step of the wizard the user can review the application form prior to submitting it, as shown in Figure 58.

The application form is presented in read-only mode, any changes can only be made in the relevant sections of the application form. To go back to the previous step, select “Previous
step”. To validate the application "Validate". The application submission is not active before 16 June 2019.

3.8 Share application

In the “Main page – Application list”, select the option to share an application with another applicant user. Select option “Share application”, as shown in Figure 59, fill in the requested information in the popup window that is displayed, as shown in Figure 60, and finally select “Share”. A notification will be sent to the new application user.

![Figure 59: Share application](image)

**Figure 59: Share application**

**Figure 60: Share application - popup**