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User Guide for VA Applicants

One Stop Shop [ERA-DRO-010]

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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 \(VA\)](#).

The OSS is accessible on this url: <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.

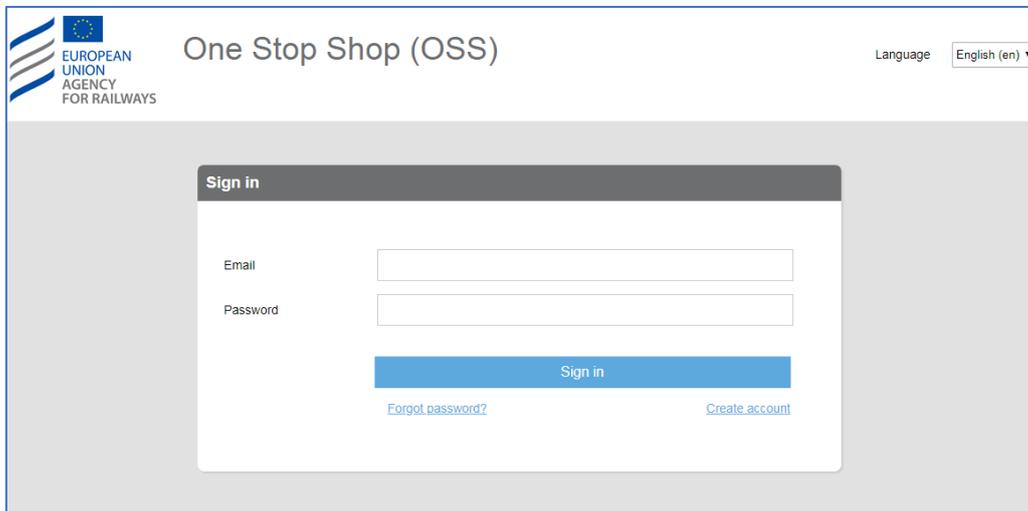
For this version of the document (v0.52) the following functions are available to the users:

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

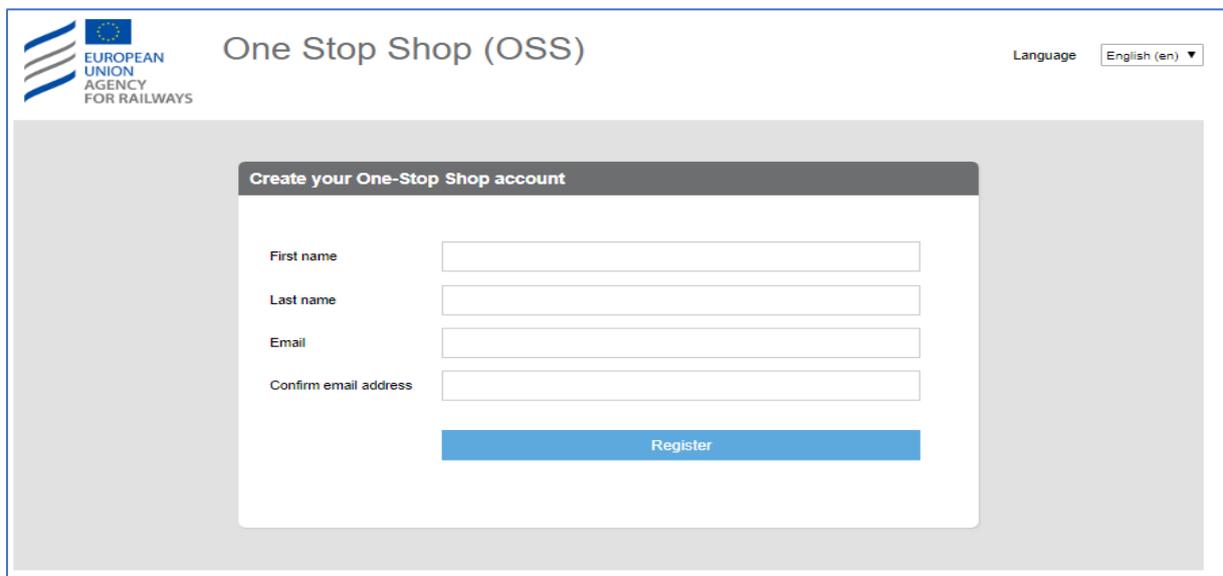
Any applicant must self-register in the system in order to become a user. In the Sign In page shown in Figure 1, select the option “Create account”.



The screenshot shows the 'Sign in' page of the One Stop Shop (OSS) system. The page header includes the European Union Agency for Railways logo and the text 'One Stop Shop (OSS)'. A language dropdown menu is set to 'English (en)'. The main content area features a 'Sign in' form with two input fields: 'Email' and 'Password'. Below the fields is a blue 'Sign in' button. At the bottom of the form, there are two links: 'Forgot password?' and 'Create account'.

Figure 1: Sign in

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



The screenshot shows the 'Create your One-Stop Shop account' page of the One Stop Shop (OSS) system. The page header includes the European Union Agency for Railways logo and the text 'One Stop Shop (OSS)'. A language dropdown menu is set to 'English (en)'. The main content area features a 'Create your One-Stop Shop account' form with four input fields: 'First name', 'Last name', 'Email', and 'Confirm email address'. Below the fields is a blue 'Register' button.

Figure 2: Create account

The user must provide “First name”, “Last name”, “Email”, “Confirm email address” and click on the “Register” button.

IMPORTANT! *The user is invited to read the Terms and Conditions before proceeding with the next steps. The user shall not proceed with the next steps if he/she does not agree with the Terms and Conditions and he/she shall contact the Agency. The Terms and Conditions details the contractual relationship between the Agency and the user of the system.*

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.

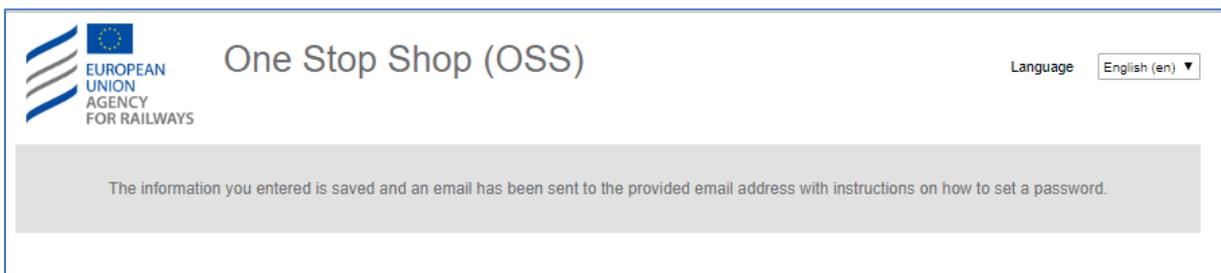


Figure 3: Message after successful registration

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.

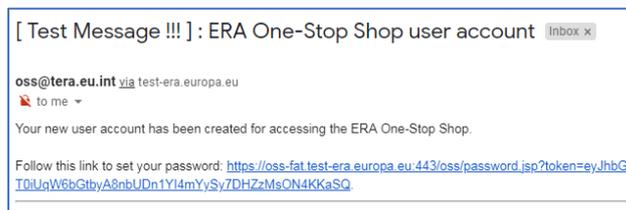


Figure 4: Registration email

Register to OSS - Set Password

▸ Password rules

Email

Password

Confirm password

[Store Password](#)

"By clicking Register, you agree to our" [Terms and Conditions](#)
Already registered? [Sign in](#)

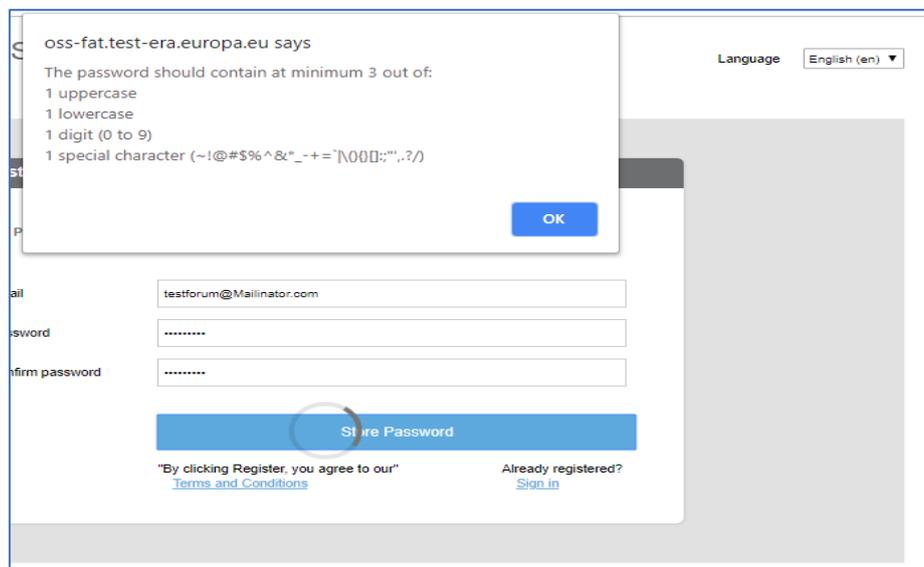
Figure 5: Setting a password

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

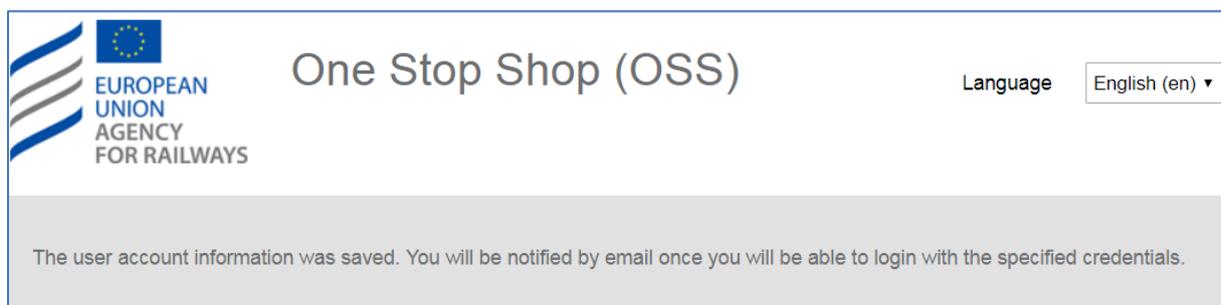
In order to set a correct password the user must follow the password rules:

- 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 much 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.

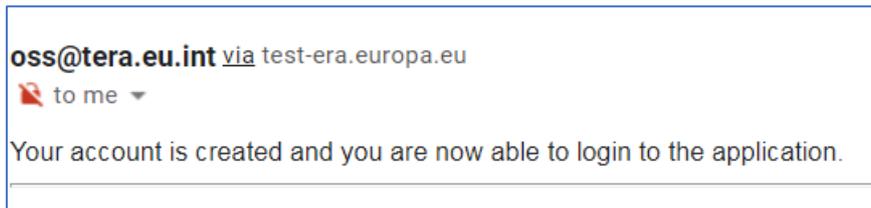


Figure 8: Acknowledgment of user creation

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.

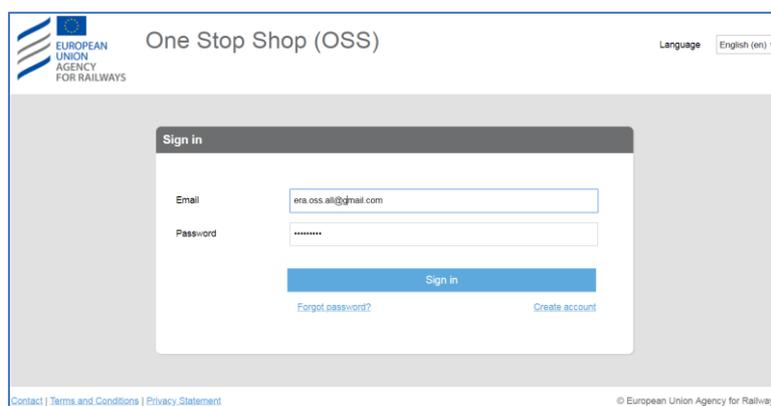


Figure 9: Sign in

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.

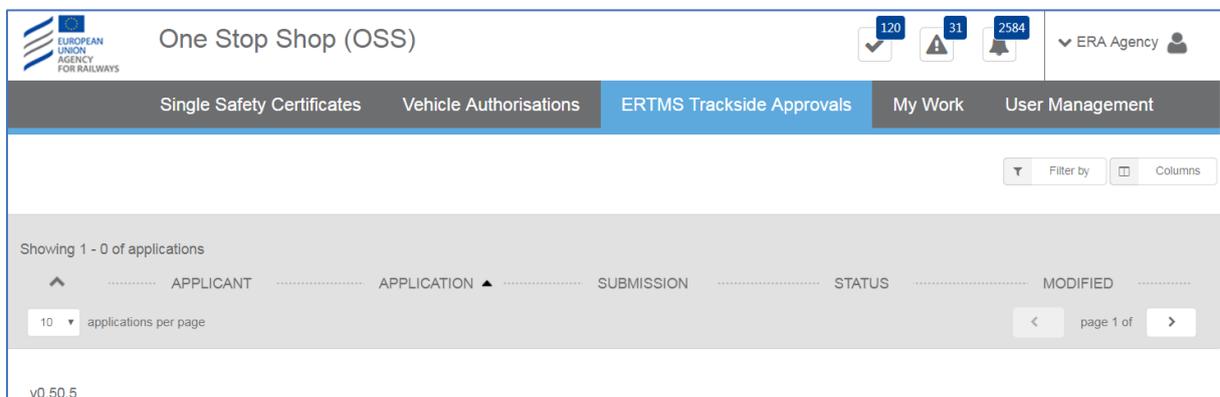


Figure 10: Main page – List of applications

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

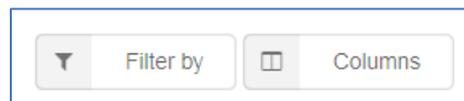


Figure 12: Filtering and Column selection

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

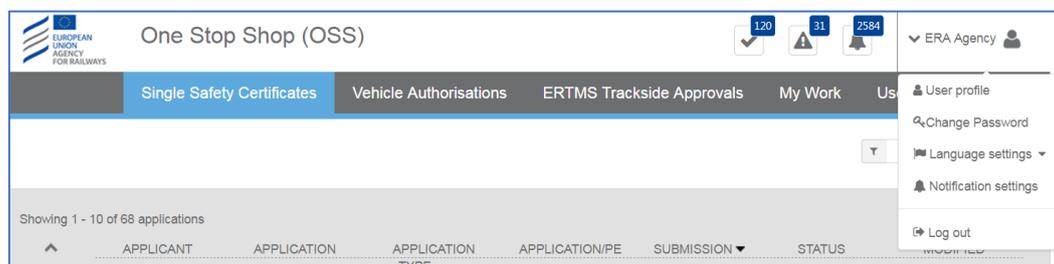


Figure 13: Menus and user actions

- 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

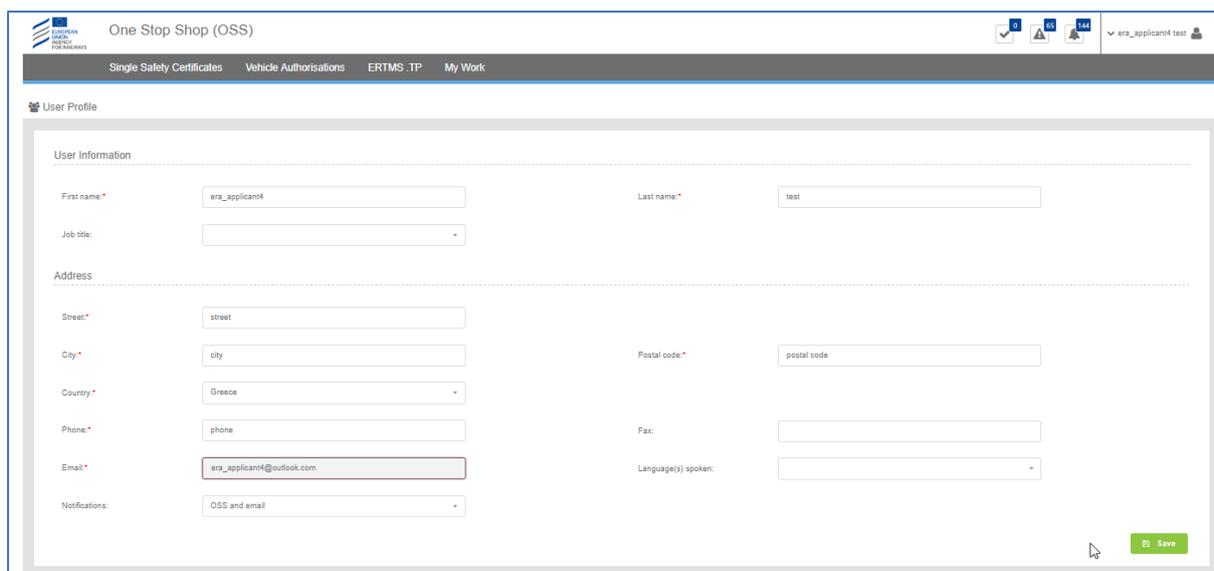
Notifications as shown in Figure 15, allow the user to view all the notifications across applications.



Figure 15: Notifications button

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 screenshot shows the 'User Profile' page in the One Stop Shop (OSS) application. The page is divided into sections for 'User Information' and 'Address'. The 'User Information' section includes fields for 'First name' (era_applicant4), 'Last name' (test), 'Job title', 'Phone', 'Email' (era_applicant4@outlook.com), and 'Notifications' (OSS and email). The 'Address' section includes fields for 'Street' (street), 'City' (city), 'Postal code' (postal code), 'Country' (Greece), and 'Language(s) spoken'. A 'Save' button is located at the bottom right of the form.

Figure 16: Update Profile

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”.

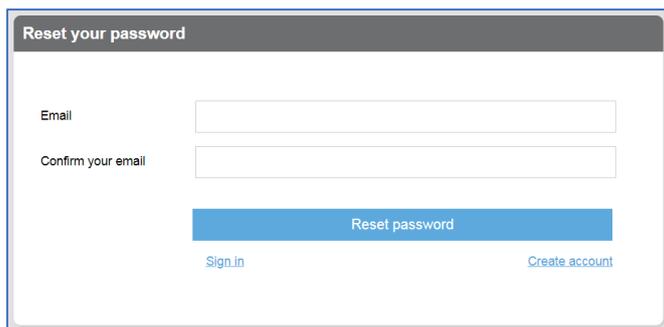


Figure 17: Reset your password

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.

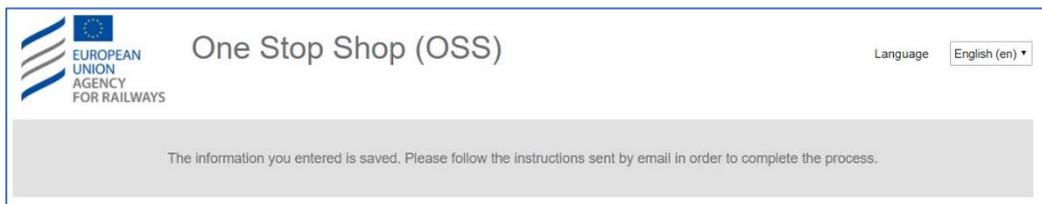


Figure 18: Password change notification

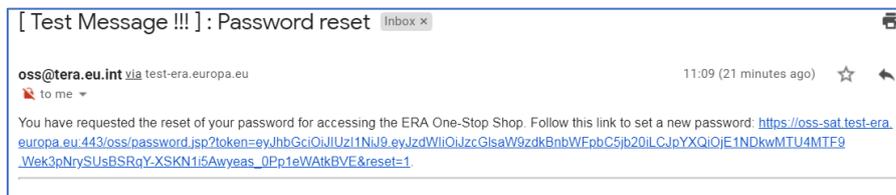


Figure 19: Password change email

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.

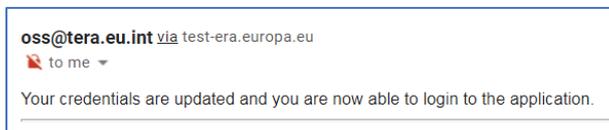
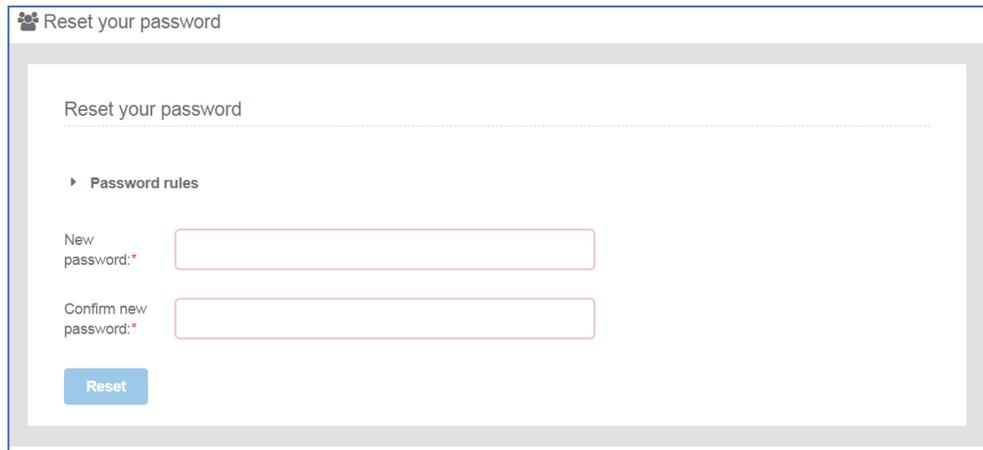


Figure 20: Password change confirmation

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.



The screenshot shows a web form titled "Reset your password". At the top left, there is a small icon of a person and the text "Reset your password". Below this, the main heading "Reset your password" is followed by a horizontal dotted line. Underneath, there is a section titled "Password rules" with a right-pointing arrow. Below this section, there are two input fields: "New password:" and "Confirm new password:", each with a red asterisk indicating a required field. A blue "Reset" button is located at the bottom left of the form area.

Figure 21: Change Password

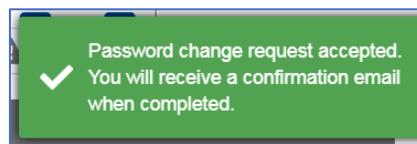


Figure 22: Change Password notification

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 file.

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.

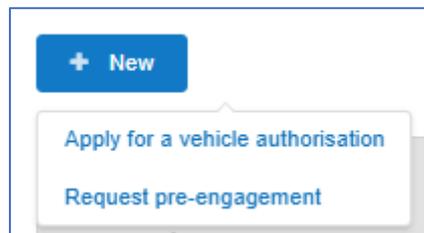


Figure 23: Create Vehicle Authorisation application

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.

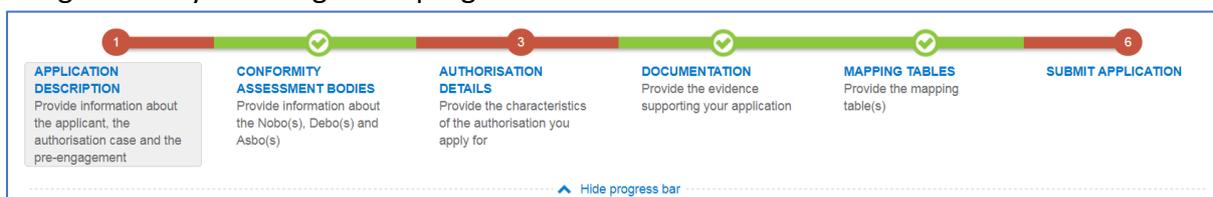


Figure 24: Progress bar of a Vehicle Authorisation

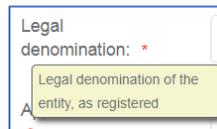
The colour of the progress bar per step indicates if the application is incomplete or there are mandatory fields missing (red colour) or if it is completed and verified by the system (green colour).

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.

A form field with the label 'Legal denomination: *' and an empty input box.

Figure 25: Mandatory fields

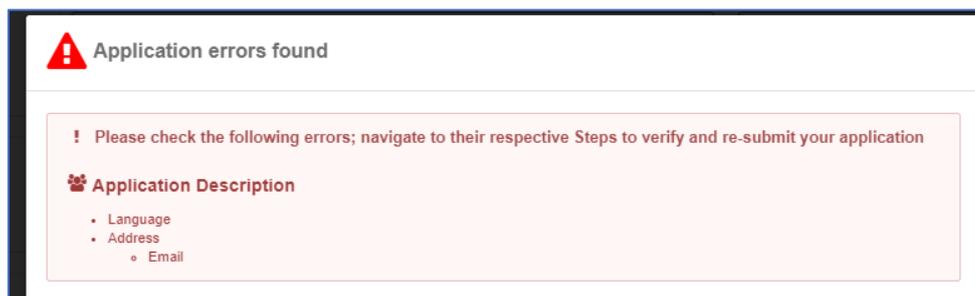
In addition for every field a tooltip is displayed, with relevant information on the meaning the value expected for the field as shown in Figure 26.

*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.

APPLICANT	APPLICATION	APPLICATION TYPE	APPLICATION/PE	SUBMISSION	STATUS	MODIFIED
test va for um		new	Application		Draft	22/01/2019

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.

The screenshot shows a web form titled 'Application Description'. It is organized into three main sections separated by dashed lines:

- Applicant's information:** Contains fields for Legal denomination, Applicant's name, National registration number, Street, City, Country (dropdown), Phone, Email, Acronym, VET number, Postal Code, Fax, Website, and Other relevant information (text area).
- Contact person's information:** Contains fields for First name (filled with 'Spilios'), Last name (filled with 'Gmail'), Job title, Company, Language(s) spoken (dropdown with 'Greek' and 'English' selected), Street (filled with 'Some Street'), City (filled with 'Nice City'), Country (dropdown with 'United Kingdom'), Phone (filled with 'sdsdf'), Email (filled with 'spilios@gmail.com'), and Postal Code (filled with '12345').
- Authorisation case:** Contains a dropdown for 'Authorisation case applied for' (filled with 'New authorisation') and a 'Pre-engagement' section with radio buttons for 'Yes' and 'No'.

At the bottom of the form, there is a 'Language' dropdown and navigation buttons: 'Exit', 'Save', and 'Save & next step'.

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.

Figure 31: Authorisation Case

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.

Figure 32: Pre- engagement id

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

Figure 33: Language

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.



Figure 34: Save and next step

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

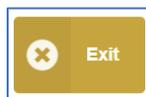


Figure 35: Discard Application-Exit button

To save the application, the applicant clicks on the "Save" button.



Figure 36: "Save" button

If there is unsaved information a warning message is displayed to the user about loss of unsaved information.

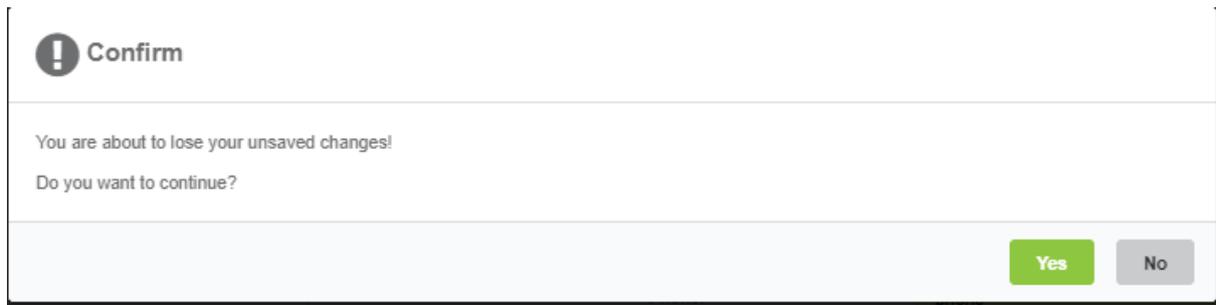


Figure 37: Warning message about unsaved information loss

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.

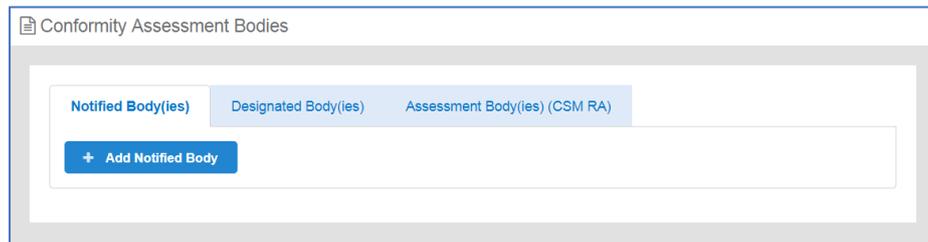


Figure 38: Conformity Assessment Bodies

When the applicant introduces any of the above bodies, then the system requires that the detailed information as shown in Figure 39 is provided.

The screenshot shows a web form for adding a notified body. At the top, there are three tabs: 'Notified Body(ies)', 'Designated Body(ies)', and 'Assessment Body(ies) (CSM RA)'. The 'Notified Body(ies)' tab is active. Below the tabs, the form is titled 'Notified Body 1'. It contains the following fields:

- Legal denomination: *
- Body ID number: *
- VAT number: *
- Street: *
- City: *
- Country: *
- Phone: *
- Email: *
- Other relevant Information: (text area)
- Body name: *
- Acronym:
- Postal Code: *
- Fax:
- Website:

At the bottom left of the form, there is a blue button with a plus sign and the text '+ Add Notified Body'.

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.

Figure 42: Authorisation Details step overview

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.

Figure 43: Authorisation Details for Type/Variant(s) in case of NEW authorisation

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.

Figure 44: Member State(s) selection

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.

Figure 45: Authorisation Details – Member State details

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.

Figure 46: Authorisation Details - Information about the vehicle

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.

+ Add type for first authorisation
+ Add variant for first authorisation
+ Add authorisation in conformity to type
+ Add authorisation in conformity to type variant ▲

At least one first authorisation of a type and at least one authorisation in conformity to type must be added!

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).

Type (conformity)
-

▼ Details

Description of vehicle type

Type ID: ▲ *

Type name: ▲ * Alternative type name (when applicable)

Area of use*

- Belgium
- France

+ Add/remove Member State

Information about the vehicle(s) to authorise * -

Identifier: ▲ *

Conditions for use of the vehicle and other restrictions

Coded restrictions: +

Non-coded restrictions:

Registration entity recipients: +

+ Add information about vehicle(s)

Figure 48: Authorisation Details - Authorisation in conformity to type

Information about the vehicle(s) to authorise *
-

Range Identifier: ▲ * From: ▲ *

To: ▲ *

Conditions for use of the vehicle and other restrictions

Coded restrictions: +

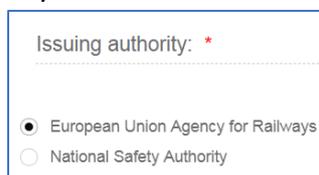
Non-coded restrictions:

Registration entity recipients: +

+ Add information about vehicle(s)

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.



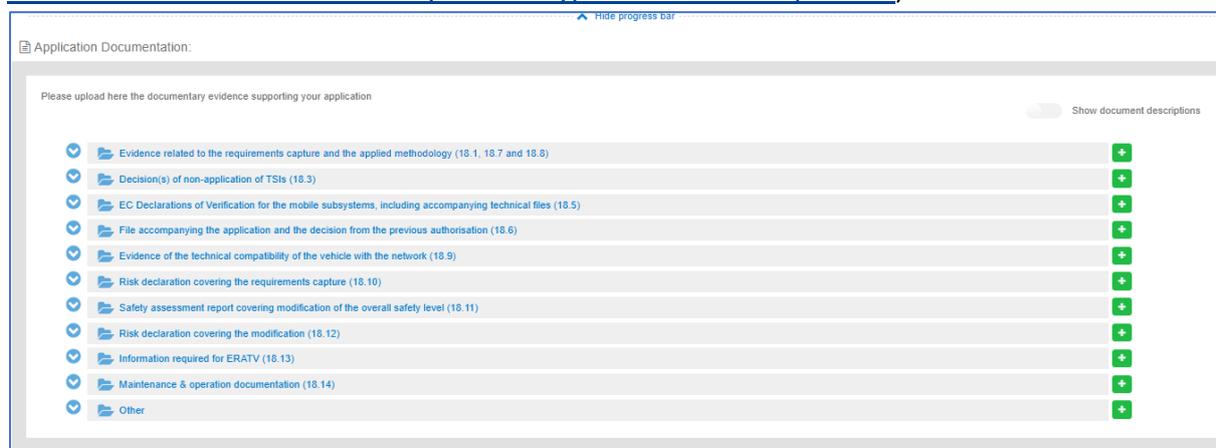
The screenshot shows a form titled "Issuing authority: *". Below the title, there are two radio button options: "European Union Agency for Railways" (which is selected) and "National Safety Authority".

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](#)).



The screenshot shows the "Application Documentation" screen. It features a list of folders for uploading documents, each with a blue checkmark icon on the left and a green plus icon on the right. The folders are:

- Evidence related to the requirements capture and the applied methodology (18.1, 18.7 and 18.8)
- Decision(s) of non-application of TSIs (18.3)
- EC Declarations of Verification for the mobile subsystems, including accompanying technical files (18.5)
- File accompanying the application and the decision from the previous authorisation (18.6)
- Evidence of the technical compatibility of the vehicle with the network (18.9)
- Risk declaration covering the requirements capture (18.10)
- Safety assessment report covering modification of the overall safety level (18.11)
- Risk declaration covering the modification (18.12)
- Information required for ERATV (18.13)
- Maintenance & operation documentation (18.14)
- Other

At the top right of the list, there is a toggle switch labeled "Show document descriptions" which is currently turned off.

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.

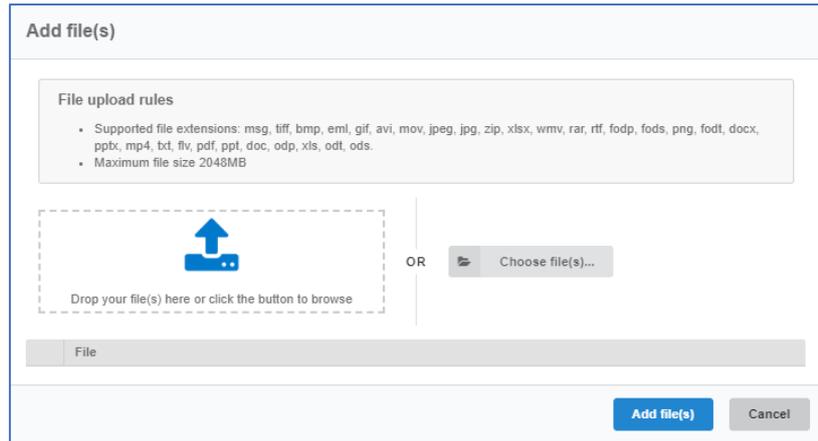


Figure 52: Add file(s)

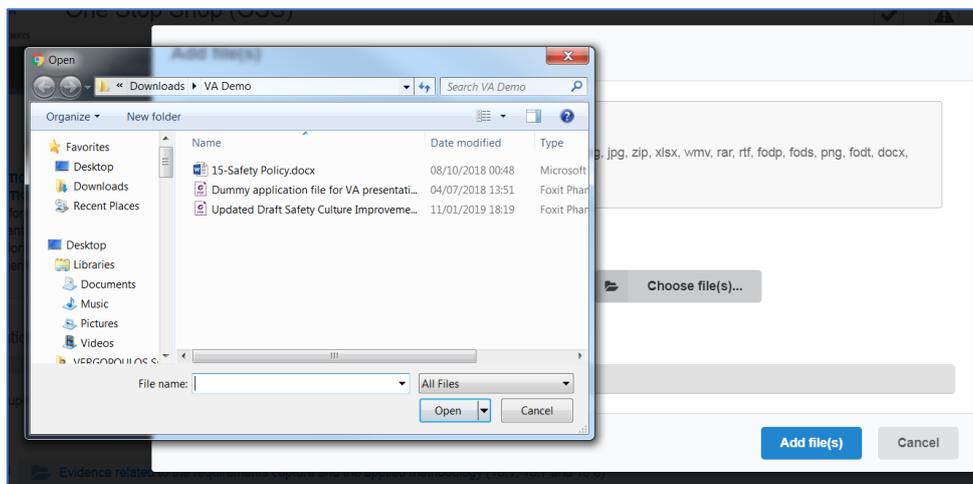


Figure 53: Choose file(s)



Figure 54: Successful upload

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.

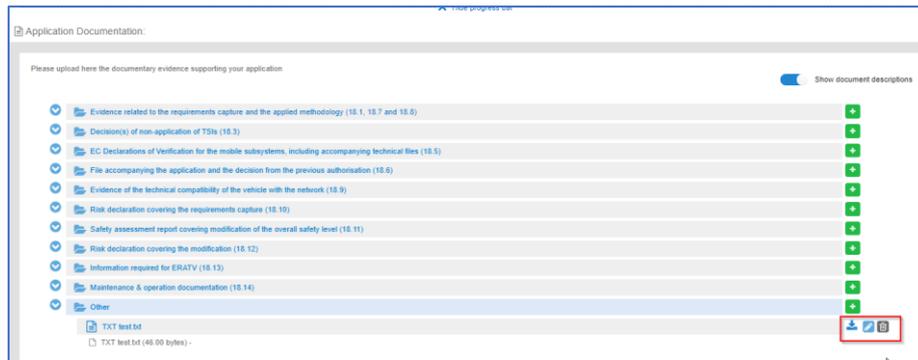


Figure 55: Uploaded file

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](#)).

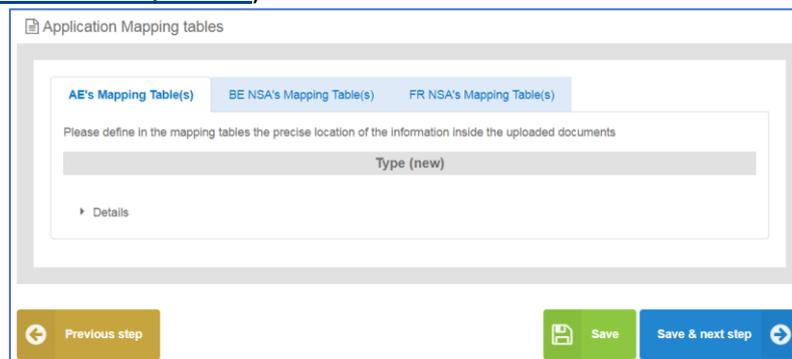


Figure 56: Mapping Tables wizard step

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.

Assessment aspect according to Annex II of Regulation (EU)	Documentary evidence (Title of the document (name/version/date) or link to the uploaded document)	Reference and description (Reference inside the document and description)	Comments (Other information about the evidence and/or the reference)	
1 II.1. Consistency of the application with the pre-engagement baseline	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	
2 II.2. Adequacy of the selected authorisation case	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Figure 57: Mapping Tables wizard 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.

Figure 58: Review application

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.

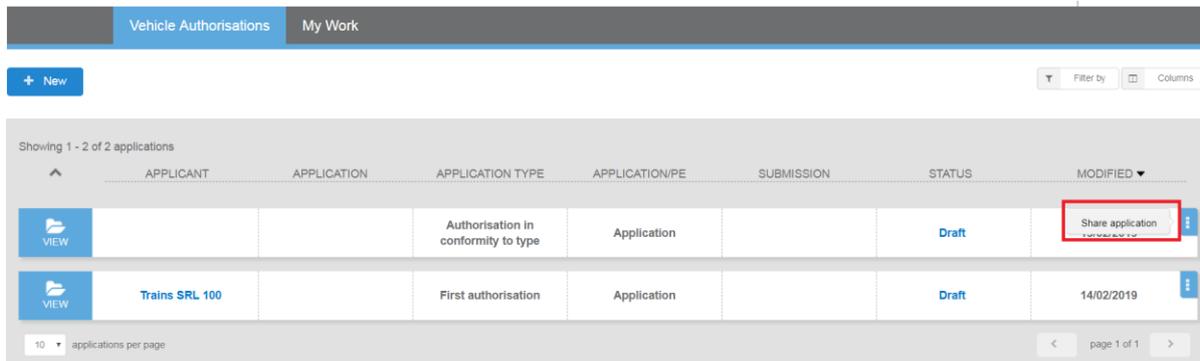


Figure 59: Share application

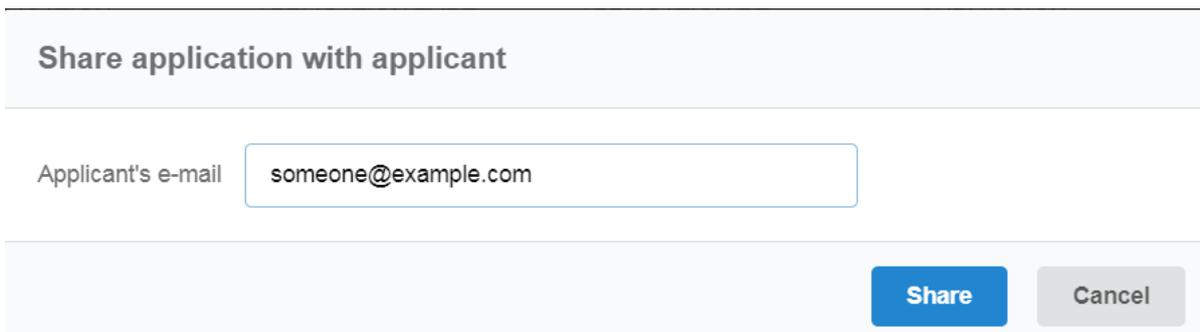


Figure 60: Share application - popup