Manual - Full content to Download

European Commission Single Digital Gateway

Welcome to SDG Dashboard User Manual

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Common core (all users)

0.1 Introduction

What is the Single digital gateway?

The internal market is one of the Union's most tangible achievements. By allowing people, goods, services and capital to move freely, it offers new opportunities for citizens and businesses. The Single Digital Gateway Regulation (Regulation (EU) 2018/1724) aims to make it easier for citizens to travel, work, study or live within another Member State of the Union and for companies to trade, establish themselves, and expand their businesses across borders.

The Regulation on the Single digital gateway (SDG) entered into force in December 2018. The SDG uses the existing Your Europe portal as its public user interface. Its users are European citizens and businesses. The SDG aims at helping them to navigate the complexities of the single market and assist the users in finding and understanding rights and rules at the EU and national level, in completing online procedures and in getting assistance where needed. The gateway will also invite its users to give feedback about the quality of the public services and about any barriers they encounter in the single market.

The SDG's implementation is an ambitious program of public service digitalization and of full cross-border accessibility of information, procedures and assistance services. The Regulation foresees three important deadlines: In December 2020, the SDG was launched with information on rights, rules and procedures, a number of related assistance services, usage data collection and user feedback tools. By December 2022, the municipal authorities will have to do the same. By December 2023, 21 of the most important procedures for Europeans will be fully online in all Member States and accessible cross-border, supported by an EU wide "once-only" technical system, which will allow users to request authorities to re-use their data through an automated cross-border exchange system, sparing users the effort of providing the same information several times.

The management of the SDG is a joint task of the Commission and the Member States, working together in a coordination group based on an implementation work program.





Profiles and user roles

Profiles description

Application manager	EU service providers	EU Observer	National coordinator	National service provider	National observer
• EC officials responsible for the operational management of the single digital gateway system.	• EC officials who manage EU wide information, procedures or assistance and problem solving services (e.g. Your Europe, Europe Direct).	• EC Officials who have policy responsibilities but no operational role within the SDG.	 National official with an overall operational responsibility of the single digital gateway in the Member State in question as set out in the SDG regulation. 	 National officials who are responsible for information, procedures or assistance and problem solving services (e.g. national ministries, agencies, Points of Single Contact, EURES). 	 National officials who have policy responsibilities but no operational role within the SDG.

0.2 How to access SDG

Registration via email invitation

To be able to access SDG, you should first receive an invitation via email.

If you have not received your invitation yet, please contact your local correspondent :

- National Coordinator (at your country level) : if you have the role of National Service Provider or National Observer
- Application Manager (DG GROW) : if you have the role National Coordinator, European Service Provider or European Observer

Once you have received the invitation, you need to **click on the link** within the body of the eamil to register.

(To avoid possible issues with your profile, we advise you to copy/paste the link from the invitation in a new incognito window)

European Commission Single Digital Gateway

Invitation to register in Single Digital Gateway System

Dear user,

You have been invited by Karine DEREIMS to register as user of the single digital gateway IT management system.

To activate your access you need to have an EU login account (European Commission's user authentication service). If you do not have an EU login account, you can create one by following the link '<u>Create an account</u>' on the EU Login authentication page.

Click the following link to proceed with your registration to the single digital gateway IT management system:

https://www.sdgacceptance.eu/registration/a5bbc8712f6d64cbb6dccef5bed4aafe

Please, keep in mind that the link above can be used only one time. If you have any questions, you can contact <u>GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu</u>

Best regards, Single digital gateway team

CNS (Corporate Notification System)

You can change your notification preferences here.

If you already have an active EU login account, you can skip the next step and go directly to **Register in SDG.**

Create a EU login account

If you do not have yet a EU login account, you will be asked to create one.

Enter your EU Login username or e-mail address
Create an account Next)
Or
Generation Sign in with your electronic ID Card

It is really important that the EU login you create uses the **same email address** as the one used to receive the invitation to register.

Create an account

Help for external users

First name

Last name

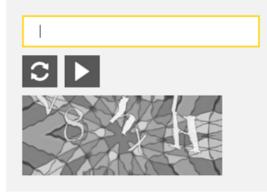
E-mail

Confirm e-mail

E-mail language

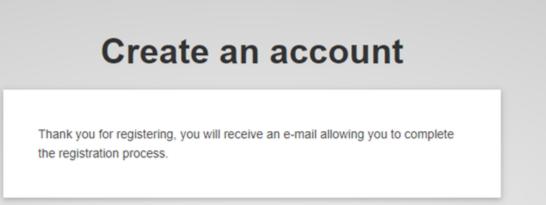
English (en)

Enter the code



□ By checking this box, you acknowledge that you have read and understood the <u>privacy statement</u>

Create an account



Then, go back to your mail box and click on the link "This link" to set your password.

Your password Index x			ē	Ľ
ACCEPTANCE Authentication Service <automated-notifications@nomail.ec.europa.eu> 9/35 A to me 👻</automated-notifications@nomail.ec.europa.eu>	AM (35 minutes ago)	☆	*	:
Dear User SDG,				
You have been registered in ACCEPTANCE EU Login.				
Your email address is <u>usersdg5@gmail.com</u> .				
To create your password, follow the link below:				
this link				
You have a maximum of 24 hr, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following enter your username and confirm your request.	ng the same link: you wi	ll then r	ieed to	re-
If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar: https://ecas.acceptance.ec.europa.eu/cas/init/m143-cekDmzdvFqvOVs3s1v5dPzhzNbmLrVa5gdf6h11tTJMgqGSI8HJAKWAhzvVRJJ02-8.3.2.b-dn3a/cas/init/initialisePasswordLogin.cgi?wayf.domain=external&wayf.rememl Select&uid=n00014a2&resetCode=UbbDjh.JImMBet0v6CwNpi9gvJaRzq3xMQEU3yQLMHd4&service=https%3A%2F%2Fauth.sdgacceptance.eu%2Faaml2%2Fidpresponse	mber=checked&wayf.sul	bmit=		
Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.				
Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.				

Sent to you by ACCEPTANCE EU Login

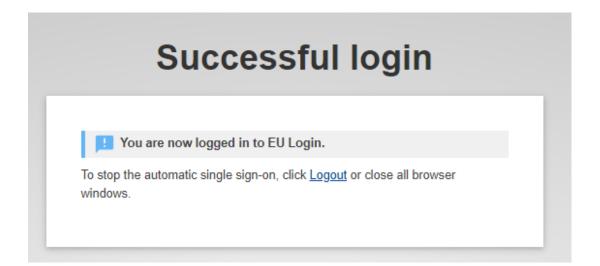
Keply Forward

Type your password following the rules explained below and click on Submit

	New p	oasswo	rd	
Plea	se choose your new	password.		
		n006j78l (External)		
New passv	ord			
	w password			
		Submit		
characters	cannot include your us			
characters (white space • Uppe • Lowe • Num	cannot include your us	ername and must con ree of the following fou	ur character gro	
characters (white space • Uppe • Lowe • Num • Spece	cannot include your us chosen from at least th e permitted): r Case: A to Z r Case: a to z eric: 0 to 9	ername and must con ree of the following fou ()*+,/:;<=>?@[\]^_`{[]	ur character gro	

Once your password is defined you can click on $\ensuremath{\textbf{Proceed}}$

	New p		
! Your EU	Login password w	as successfully c	hanged.
Proceed			



For issues with the EU login account, we recommend you read the documentation you can find on the help section of the EU Login:

EU Login One account, many EU services		Where is ECAS?	English (en)
			uniter es Q
	Successful login		
	You are now logged in to EU Login.		
	To stop the automatic single sign-on, click <u>Logout</u> or close all browser windows.		
About EU Login Cookies Privacy Stateme	nt Contact Help		Powered by
European Union EU institutions	8.3.4.b-dn3p 4 ms		European Commission

Register in SDG

Now that you have a EU login configured, click on the link from the invitation (or copy/paste it in a new incognito window).

Enter your email address (the same as your EU login account, identical to the one used to receive the invitation) and click Next

SDG	requires you to	o authenticate	
Sig	n in to c	ontinue	•
Enter y	our EU Login usernam	e or e-mail address	
user	sgd5@gmail.com		
<u>Create</u> :	an account	Next)	
	Or		
(Sign in with your elec	tronic ID Card	

To avoid inconsistencies, we **highly recommend you to use the registering method via email and password**, instead of the alterative methods, like the **ID card** as shown in the above print-screen. If you register using that different method you will always need to us the same method to login in SDG.

Enter your information on the SDG Sign up page. Notice that the name of your Competent Authority is mandatory.

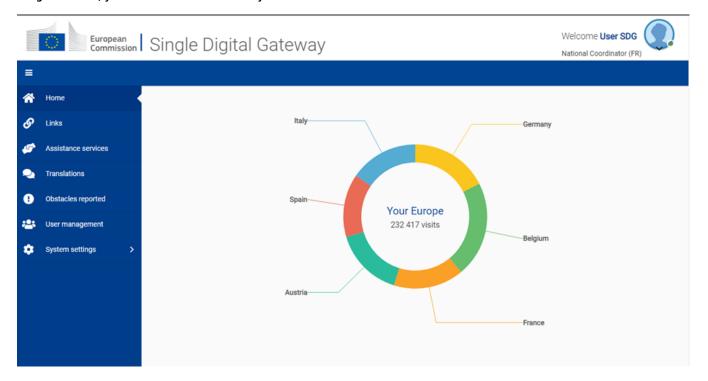
Then click on Submit

Sign up to SDG		
REGISTRATION DATA		
EU Login ID	n00014a2	
Email	usersdg5@gmail.com	
First name	User	
Last name	\$D6	
Phone number		
LOCATION		
Country	11 France	
COMPETENT AUTHORITY		
Name *		
ROLES & PERMISSIONS		
Role	National Coordinator	
		< Cancel Submit

Click on **Go to SDG** to access SDG Homepage when finished.

Successfully registered!

Dear User, Thank you for accepting our invitation to join SDG. You have successfully registered in SDG. You can now start using SDG. SDG team. < Go to SDG</p>



Most common issues

To avoid any issue related to the access to the SDG, we strongly advise you to use a new incognito window and follow carefully the steps described in **Access to SDG** part of the user guide.

I cannot access SDG on my Browser

We recommend the use of the latest version of Google Chrome or FireFox. You will not be able to access it via Microsoft Edge, and since Internet Explorer is no longer supported by Microsoft we do not recommend the use of this browser.

I have not received my invitation

Check first if the email is not in your Spam box. Otherwise, ask to your local contact if they sent the invitation to you.

I have an error message (no access right)

Usually, this means either that you tried to access the SDG directly without having clicked first on the link from the invitation and registering to SDG.

Or, maybe you tried to access the SDG through the direct link without having received the invitation first. If this is the case, please contact your local correspondent.

I have an error message (EU login different from email invitation)

The email address for the EU login you have used to register in the SDG **must be identical** to the email address used to receive the invitation.

I lost my ECAS password

To reset your ECAS password or if you encounter any other issue with ECAS, please read first the documentation page :

https://ecas.ec.europa.eu/cas/contact.html

https://webgate.ec.europa.eu/cas/eim/external/help.cgi

0.3 Alerts and Notification

Configure the notifications in the Corporate Notification System

You can access the CNS tool from your registration email. Only the Email notifications are managed by the CNS.

At the bottom of the mail, click on the link You can change your notification preferences here



Registration

Dear User,

The registration was completed. You can now access Single Digital Gateway system <u>https://www.sdgacceptance.eu/</u>.

Best regards, Single Digital Gateway Team

CNS (Corporate Notification System)

You can change your notification preferences here.

Enter your EU login email address to log in :

	Sign in to continue	
Use	e your e-mail address]
	Next	
	Create an account Or	_
Or	Select your country	

Then type your EU login password and click $\ensuremath{\textbf{Next}}$

Select if you want instant notifications or a daily digest, then click on ${\bf Save \ changes}$ to apply changes :

Single Digital Gateway					
Save changes Cancel					
Check the notifications that you want to receive:	Check the notifications that you want to receive:				
Organization request created(cannot unsubscribe)	InstantlyDaily digest				

0.4 Useful links and Contacts

Access to SDG

Production : https://admin.youreurope.europa.eu/

NB : These link should only be used if you are already registered in the SDG. If you are not, ask for an invitation to your local point of contact and register via the link from the invitation.

Access to Your Europe

Production : https://europa.eu/youreurope/index.htm#en

Documentation links

DG GROW wiki and general information

https://ec.europa.eu/growth/single-market/single-digital-gateway_en

https://webgate.ec.europa.eu/fpfis/wikis/display/SDGCOORDGROUP/SDG+Coordination+Group+Home

Functional, technical documentation on single digital gateway (guide lines on common tools, API specifications, etc)

Single Digital Gateway requirements EN

Support Contacts

SDG 1st level support (bugs, clarifications and user guidance queries on SDG): GROW SINGLE DIGITAL GATEWAY <GROW-SINGLE-DIGIT AL-GATEWAY@ec.europa.eu>

Your Europe 1st level support (bugs, clarifications and user guidance queries on Your Europe) : YOUR EUROPE SUPPORT youreurope@ec.europa.eu

EC Service desks (To report issues with EU login or EC tools/network excluding any SDG or Your Europe queries) :

• External users: the EU Login External Support (EC working hours: 8 a.m.- 7 p.m. CET):

E-mail: EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu

• European Commission users: the EC IT Helpdesk (EC working hours: 8 a.m.- 6 p.m. CET):

E-mail: EC-HELPDESK-IT@ec.europa.eu

For issues with EU login (external users), please read the following documentation : https://webgate.ec.europa.eu/cas/eim/external/help. cgi

National Coordinator

Homepage

- Homepage
 - ^O Introduction
 - ^O What can I see in the Homepage?

Introduction

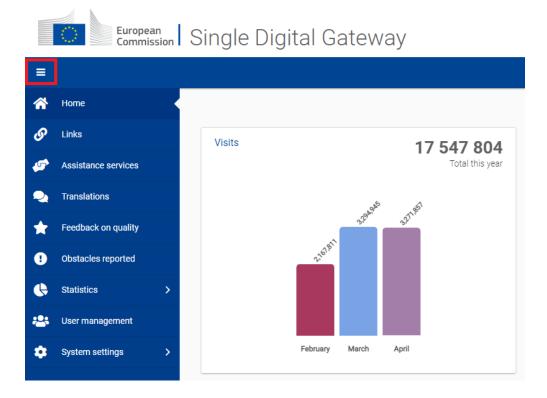
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

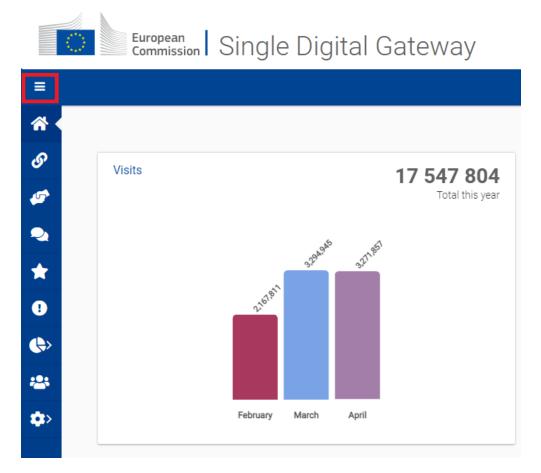
What can I see in the Homepage?

When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.

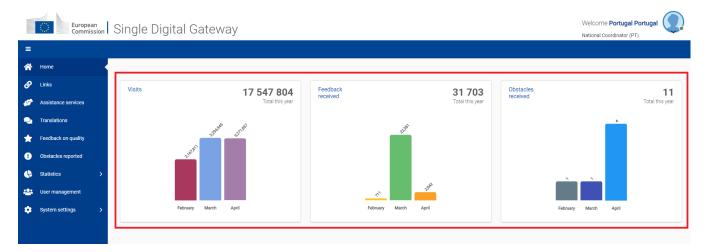


You can click on the top left corner of this menu to expand or minimize the menu.





In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V** isits on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob** stacles reported on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



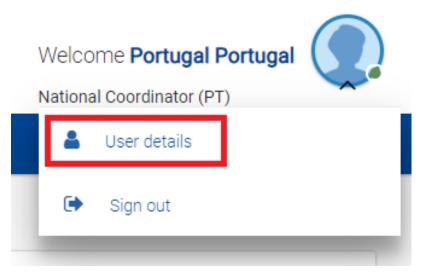
In the top right corner you can also click on the user picture and that will expand an additional menu.



Here you can check your User details and Sign out.

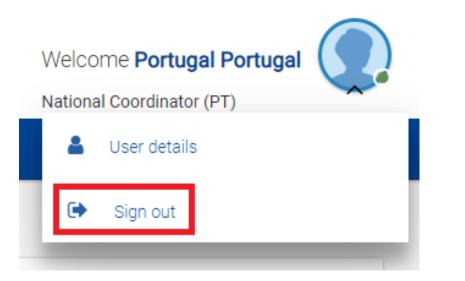
(European Commission Sing	gle Digital Gateway		Welcome Portugal Portugal
=				User details
*				🕒 Sign out
G	Visits	17 EAT ONA Feedback	Obstacles	11

Clicking on **User details** will show you your user details.



	European Commission Single	e Digital (Gateway			Welcome Portugal Portugal National Coordinator (PT)
≡						
*						
ଡ଼	Visits		17 547 804 Feedback		31 703 Obstacles	. 11
ø			User details		31/03	Total this year
			EU Login ID	n000131b		_
*		3.794.945 3.27	Email address	sdg.test.pt@gmail.com		
0	25981		Full name Phone number	Portugal Portugal		
(>			Country	 Portugal 		
:2:			Competent authority Role	Ministry National Coordinator		
\$ >	February	March April			_	February March April
					Close	

And Sign out will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).



EU Login	Where is ECAS? English (en)
Logout	
You are about to be logged out of EU Lo	gin.
Log me out No, stay lo	ogged in!
About EU Login Cookies Privacy Statement Contact Help	Powered by
European Union EU institutions 8	34.b-dn2a 4 ms

User Management

- User Management
 - O Introduction
 - O Roles & Rights
- O How to access the User Management Module?
 - O How to navigate on User Management Module?
 - Filters
 - O How to Invite a user?
 - ^O How to check the user profile?
 - ^O How to edit a user profile (information, roles and permissions)?
 - ^O How to add a Service to a National Service Provider?
 - ^O How to activate/ deactivate a user account?
 - ^O How to Delegate the National Coordinator role?

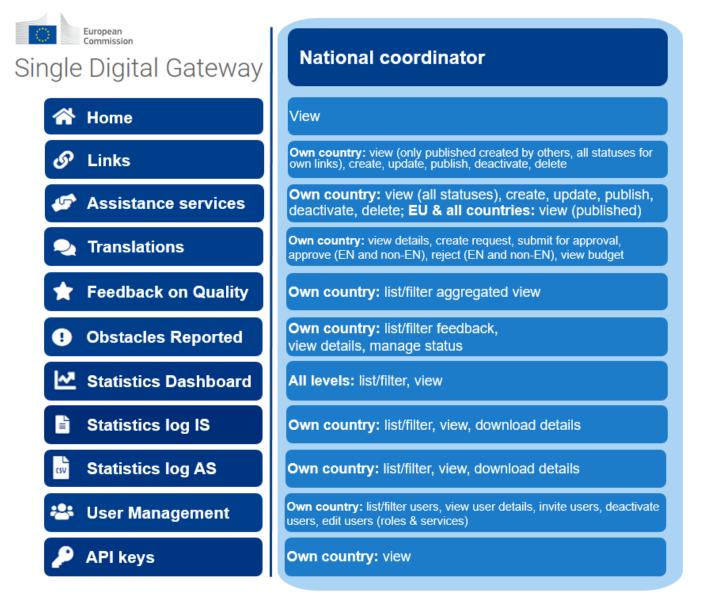
O How to export User List

How to open a CSV in an Excel?

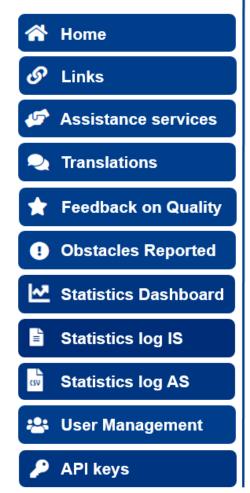
Introduction

The purpose of this module is to allow National Coordinators inviting users to SDG and managing their profiles and access rights.

Roles & Rights



Single Digital Gateway



National Service Provider

View

Own links: view (all statuses), create, update, request publication, delete (only in draft status)

Own Services: view (all statuses), create, update, publish, deactivate, delete; **EU & all countries:** View (published)

Own requests: list/filter, view details, create new request, submit for approval

Own Services: list/filter feedback, view details

Own country: list/filter feedback, view details, manage status

All levels: list/filter, view

Own Country: list/filter, view, download details

Own Country: list/filter, view, download details

N/A

Own country: view



How to access the User Management Module?

To access the User management module, click on **User Management** in the left menu :

Cito CEP ELISEan S	ingle Digital Gateway					Application Manager
	ment					
й номе	User management					+ Invite user
9₀ LINKS	oser management					
ASSISTANCE SERVICES	Registered users	iers				
TRANSLATIONS	Member state	Name	Email		Role	
TRANSLATIONS BUDGET	Filter by member states	Filter by name	Filter by e	email	Filter by role	
FEEDBACK ON QUALITY	Status	EU Login ID	Competent	authority name		
OBSTACLES REPORTED	Filter by status	Filter by EU Login ID	Filter by c	competent authority	Clear filters	
STATISTICS	Hide filters					
USER MANAGEMENT						
O [®] SYSTEM SETTINGS V	169 items found					L Export to CSV
	EU Login ID ¢ Member state ¢	Name ¢	Email ¢	Role ¢	Last update 🧅	Status © ACTIONS
	n0004leh 📕 EU	Iva Plasilova	i.plasilova@vva.it	EU Service Provider	2022-10-13 12:54:31	Active O 🖋
	n000144c + Maita	Coordinator National	asidogb2+nc01@protonmail.ch	National Coordinator	2022-10-07 10:48:10	Active 🔍 🖉
	n00017x0 🔚 Greece	Christos Yiakournettis	ch.yiakoumettis@mindigital.gr	National Service Provider	2022-10-05 14:20:26	Active 🔍 🖉
	rodriti 🗾 EU	Tiago Miguel RODRIGUES VIEIRA	Tiago-Miguel.RODRIGUES-VIEIRA@ext.ec.europa.eu	u Application Manager	2022-10-04 10:10:10	Activa 💽 🖋
	n0005e29 E France	stéphane COLLE	stephane.colle@dila.gouv.fr	National Service Provider	2022-10-03 14:19:15	Activa 💽 🥖
	dambeol 📕 EU	Olimpia-Maria DAMBEAN	Olimpia-Maria.DAMBEAN@ext.ec.europa.eu	Application Manager	2022-09-15 10:38:22	Activa 🕥 🖋
	n000137e E Romania	Romania Romania	sdg.test.ro@gmail.com	National Coordinator	2022-09-14 16:36:03	Active 🔹 🖉
	n0005d96 Nomania	Patrick Me	patrickme2262@gmail.com	National Coordinator	2022-09-14 16:19:34	Active 🔹 🖉
	n000153s 🚺 Romania	SDG Test RO Observer	sdg.test.ro.o@mail.com	National Observer	2022-09-08 15:42:22	Active 💿 🥖
	n000137I 🔮 Maita	National Service Provider	projopsdg+nsp01@proton.me	National Service Provider	2022-09-01 17:27:08	Active 🔹 🖉
			K ∢ 1 2 3 4 5 ▶	M 10 ~		

How to navigate on User Management Module?

As National Coordinator you are able to view the entire list of all the user available at your country level in all statuses (Active and Inactive).

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the User management list view and you have the ability to sort the list using any of these fields, namely, **U** ser id; Member state; Name; Email; Role; Last update (by default all items are sorted by this field); Status; Actions (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

📇 Registe	ered users 💄 Invited users					
Member state		Name	Email		Role	
Filter by men	mber states	Filter by name	Filter by	mail	Filter by role	
Status		EU Login ID		authority name		
Filter by state	tus	Filter by EU Login ID	Filter by	competent authority	Clear filters	
items found	sel					+ Event to
items found	nd Member state ♀	Name ©	Email \$	Role ©	Last update 🖕	Status + AC
ogin ID 🛊		Name s 4 s t ⁱ ndh v	Grand Land	Role : EU Service Provider	Last update _ 2022-10-13 12-54-31	Status ¢ AC
ogin ID ᅌ	Member state ¢		and the first state of the stat	EU Service Provider National Coordinator		Status ¢ A(
egin ID ¢ leh 44c	Member state \$	ka bindan Kanto asal dan sa Kangar Kanada	igundinggene f wattabler, fifter fan tenter fitter fan tenter	EU Service Provider National Coordinator	2022-10-13 12:54:31	Status C Adve
_	Member state C EU Mata	i a tradica Subjectus Anna a	cyclingfilm f 	EU Service Provider National Coordinator	2022-10-13 12:54:31 2022-10-07 10:48:10	Status © AC

Filters

You can either search a user in the tab **Registered users** or **Invited Users**, by typing a keyword in the by **Member state**, **Name**, **Email**, **Role**, **Status**, **EU Login ID**, **Competent authority name**.

User management				+ Invite user
Registered users				
Member state Filter by member states	Name Filter by name	Email Filter by email	Role Filter by role	
Status Filter by status	EU Login ID Filter by EU Login ID	Competent authority name Filler by competent authority	Clear filters	
Hide filters				

You can also click on "Hide filters" and it will show up like so:

Jser management	+ Invite user
🎎 Registered users 🌲 Invited users	
Show filters	

If you are in the Invited users tab you can filter by Member State, Email, Role and Status (Send or Expired).

User management			+ Invite user
Linvited users			
Member state Filter by member states	Email Filter by email	Role Filter by role	Status Filter by status
Clear fillers Hide fillers			

You can also clear all previously added filters using the button Clear filters:

How to Invite a user?

Before inviting a user we encourage you to check if this user is already registered or invited, by choosing the respective tab, typing the key words in the search box on the list view of this module, or even use the filters available as explained on the last chapter.

User management				+ Invite user
2 Invited users				
Member state	Name	Email	Role	
Filter by member states	Filter by name	Filter by email	Filter by role	
Status	EU Login ID	Competent authority name		
Filter by status	Fifter by EU Login ID	Filter by competent authority	Clear filters	
Hide filters				

Once you have checked if the user is not already invited or registered, click on the Invite user button on the top-right side.

User management			+ Invite user
Registered users			
Member state	Name	Email	Role
Filter by member states	Filter by name	Filter by email	Filter by role
Status	EU Login ID	Competent authority name	
Filter by status	Filter by EU Login ID	Filter by competent authority	Clear filters
Hide filters			

Enter the email address of the user and select his Role in the drop-down list, then click on Submit

Invite user		
Email *	usersdg6@gmail.com	
Country	France	
Role *	National Service Provider 0	
		Cancel Submit

How to check the user profile?

From the User management homepage, search for a user (see previous steps).

In the results list, click on the line containing the user information you are interested in.

	ଁ	Europea Commis	n sion Singl	le Digital	Gateway			Welcome Us National Coord	
=	Hom	e 🔸 User ma	nagement						
* * *		User mar		Invited users	Q Search				+ Invite user
•		2 items found							
		EU Login ID 🕫	Member state o	Name •	Email •	Role 9	Last update 🖕	Status •	ACTIONS
		n0001482	France	User SDG	usersdg5@gmail.com	National Coordinator	2021-03-09 15:50:56	Active	
		n000136h	France	France France	sdg.test.fr@gmail.com	National Coordinator	2020-11-12 12:53:39	Active	
					и ч	1 → H 5 ¥			

A new screen is displayed containing the user's information in two different tabs : User information and Roles and permissions

ser information	Roles and permissions					
GISTRATION DATA						
		Status	Active			
		EU Login ID	n00014a	a2		
		Email	usersdg	5@gmail.co	m	
		First name	User			
		Last name	SDG			
	P	hone number				
CATION						
		Country	Fra	ince		
OMPETENT AUTHORITY						
		Name	My com	pany		
/iew user						
	n Roles and p	ermission	s			
/iew user User informatio	on Roles and p	ermission	s			
	on Roles and po	ermission	s	Role	National C	coordinator
	on Roles and p	ermission	s	Role	National C	coordinato
/iew user	on Roles and p	ermission	S	Role	National C	Coordinator
	on Roles and p	ermission	s	Role	National C	coordinato

From the users list, click on a user row to open the details and then on the **Edit** button, or directly on the icon at the end of the line, to edit the user profile.

User management					+ Invite user
Registered users					
Member state	Name		Email	Role	
Filter by member states	Filter by name		Filter by email	Filter by role	
Status	EU Login ID		Competent authority name		
Filter by status	Filter by EU Login ID		Filter by competent authority	Clear filters	
Hide filters					
169 items found					Ł Export to CSV
EU Login ID 🗢 Member state 🗢	Name 🗢	Email 🗢	Role 🗢	Last update 🗸	Status 🗢 ACTIONS
n0005d96 🚺 Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active 🔍 🖋

A new screen is displayed containing the user's information in two different tabs : User information and Roles and permissions

In the **User information** tab, you are able to edit the User profile information (Phone number, Country and Name of the Competent Authority), then click on **Save** to keep the changes.

Edit user	
User information Roles and	permissions
REGISTRATION DATA	
EU L	gin ID n00014a2
	Email usersdg5@gmail.com
Firs	name User
Las	name SDG
Phone	Imber
LOCATION	
	ountry * France ⊗ ♦
COMPETENT AUTHORITY	
	Name * My company
	< Cancel

In the **Roles and Permissions tab**, you will be able to change the user roles and related permissions from the drop-down list. Click on **Sav** to apply the changes.

Edit user			
User information	Roles and permissions		
	Role * Nationa	Coordinator ¢	
			✓ Cancel ✓ Save

How to add a Service to a National Service Provider?

Select the user you want to add the service and click on **Edit** button:

User management					+ Invite user
Registered users					
Member state	Name		Email	Role	
Filter by member states	Filter by name		Filter by email	Filter by role	
Status	EU Login ID		Competent authority name		
Filter by status	Filter by EU Login ID		Filter by competent authority	Clear filters	
Hide filters					
169 items found					Ł Export to CSV
EU Login ID 🗢 Member state 🗢	Name 🗢	Email 🗢	Role 🗢	Last update 🖕	Status 🗢 ACTIONS
n0005d96 Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active 🜑 🖋

You will be redirected to the tab Roles and Permissions, and, if no service is yet assigned, you should click on Assign services.

Edit user					
User information	Roles and permissions				
SERVICES		Role *	National Service Provider	\$	
No services assigned to	user				+ Assign services
					✓ Cancel ✓ Save

Now as you can see bellow you can filter by **Region** (when applicable) **Type of service** (Assistance, Information, Procedure) and **Status** (Draft, Published and Review) and it will help limit the list results:

Edit user								
User information	Roles and permissions							
		Role *	National Service Provider		\$			
			Delegate coordinator role					
SERVICES								
Region Type country region Hide filters	on		Type of service Filter by types	Status Filter by status		Clear filters		
21 items found								
Region 🖨			Service 🗢		Type(s) of service 🖨		Status 🖨	Selected \$
			SOLVIT		Assistance		Draft	
			European Consumer Centres		Assistance		Published	
			Product Contact Points For Construction		Assistance		Draft	
			Points Of Single Contact		Assistance		Draft	
			SOLVIT		Assistance		Draft	
			European Consumer Centres		Assistance		Published	

This will help find the specific service you want to assign to the user from the list of available services, you can assign Assistance Services, Information Services and/or Procedure to a Service Provider.

Please note that for Information Services and/or Procedure Services if they were added in the less then 24h to **Links Module** they will not be on this list, you have to 24h for them to sync.

To assign a service to a user you have to check the box on each service you want to assign and click Save in the end:

SERVICES					
Search	Q Search				
Type of service	Status				
Filter by types	\$ Filter by status	Clear filters			
	Published 🔕				
Hide advanced filters					
9 items found					
Region \$	Service \$		Type(s) of service +	Status 🕈	Selected \$
	Points Of Single Contact		Assistance	Published	
	Online Dispute Resolution		Assistance	Published	
	Intellectual Property Rights (IPR) Helpdesk		Assistance	Published	
	Product Contact Points		Assistance	Published	
	National Assistance Centres For Professional Qualifications		Assistance	Published	
		► M 5	v		
				5 items selected	Show selected
				< Ca	ancel 🗸 Save

A pop-up window will appear for you confirm your action, you can either confirm or cancel it and go back to the previous screen:

Save User		Published 😒		
Are you sure you wan	t to save this user?			
с			No	Yes

How to activate/ deactivate a user account?

Look first for the user account you want to activate or deactivate (see the Check if a user is registered / Check if a user is invited sections)

Then you can click on the icon at the end of the user's row.

User management					+ Invite user
Registered users					
Member state	Name		Email	Role	
Filter by member states	Filter by name		Filter by email	Filter by role	
Status	EU Login ID		Competent authority name		
Filter by status	Filter by EU Login ID		Filter by competent authority	Clear filters	
Hide filters					
169 items found					Ł Export to CSV
EU Login ID 🗢 Member state 🗢	Name 🖨	Email 🗢	Role 🗢	Last update 👻	Status \$ ACTIONS
n0005d96 Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active 🔍 🖉

If the user was active, he will become inactive. If it was inactive, it will become active.

You will have to confirm your action (here for example to deactivate the user) by clicking on Yes

Deactivate User		
Are you sure you want to deactivate this user?		
	No	Yes

As you can see in this example, the user profile status is now indicated as Inactive.

n00014a2 User SDG usersdg5@gmail.com National Coordinator 2021-03-10 Inactive O inactive Inactive	n0	n00014a2	User SDG	usersdg5@gmail.com	National Coordinator		Inactive	0 🖻	
---	----	----------	----------	--------------------	----------------------	--	----------	-----	--

How to Delegate the National Coordinator role?

As **National Coordinators** you are able to delegate the **National Coordinator** role temporally (up to 12 months) to another National user with a different role (**National Service Provider** or **National Observer**).

This will allow you to have a back-up role in case of need and for the delegated user to keep their current role in SDG.

To delegate a user you will need to go to the **User Management** menu a **edit** the user you want to delegate the **National Coordinator** rol e.

ser management					+ Invite u
Registered users					
Member state	Name	Em	ail	Role	
Filter by member states	Filter by name	Fi	Iter by email	Filter by role	
Status	EU Login ID	Cor	npetent authority name		
Filter by status	Filter by EU Login ID.	Fi	Iter by competent authority	Clear filters	
lide filters					
9 items found					Ł Export to CS
Login ID 🗢 Member state 🗢	Name 🗢	Email 🗢	Role 🗢	Last update 🖌	Status 🗢 ACTIO
05d96 Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	(Active)

Once you are editing the user you need to access the tab Roles and permissions and click on Delegate coordinator role.

Edit user			
User information Roles and permissions			
Role	* National Service Provider	4	>
	Delegate coordinator role		
SERVICES			
Region	Type of service	Status	
Type country region	Filter by types	Filter by status	Clear filters
Hide filters			,

This action will open a pop-up where you can select a **Start Date** and **End Date** of this delegation, this means that when the End date is reached the delegation will automatically disappear.

Su can chec on Delegate to save the delegat	
Delegate Coordinator Role	
Name	Ro Ro
Email	ssių kesiline. rap@gmail.com
Role	National Service Provider
DELEGATION	
Start date *	14/06/2022
End date *	14/07/2022
	Cancel D

You can click on **Delegate** to save the delegation and **Cancel** to cancel the action.

Once the delegation is saved you will be able to see it when consulting the user.

View user					
User information	Roles and permissions				
	Role	National Service Provider			
	Delegation	National Coordinator From: 2022-06-14 To: 2022-07-14			
SERVICES					
2 items found					
Region ≑		Service 🗢	Type(s) of service 🗢	Status 🗢	Selected \$
		SOLVIT	Assistance	Published	
		Info test	Information Procedure		
		H 4 1 F H 10 V			
				[< Back Sack

elegate

If you Edit the user you will be able to edit the dates or delete the delegation, by clicking on the correspondent buttons

User information	Roles and permissions		
	Role *	National Service Provider +	
	Delegation	National Coordinator From: 2022-06-14. To: 2022-07-14	

How to export User List

You will see bellow a button that is saying "Export to CSV" and this will download the list of user that you have in a CSV file.

User management						+ Invite user		
🏖 Registered users 💄 Invited users								
Member state	Name		Email		Role			
Filter by member states	Filter by name		Filter by email	Filter by role				
Status	EU Login ID	Competent authority name		name				
Filter by status	Filter by EU Login ID		Filter by competent	t authority	Clear filters			
Hide filters								
169 items found						Ł Export to CSV		
EU Login ID 🗢 Member state 🗢	Name 🗢	Email 🖨		Role 🗢	Last update 🚽	Status ACTIONS		
n0005d96 Romania	Patrick Me	patrickme2262@gmail.com		National Service Provider	2022-10-19 15:27:09	Active 🔍 🖋		
rodriti EU	Tiago Miguel RODRIGUES VIEIRA	Tiago-Miguel.RODRIGUES-VIEIR	A@ext.ec.europa.eu	Application Manager	2022-10-19 15:26:23	Active 🔹 🖋		

File Structure:

Field	Value
EU login ID	Show EUlogin ID
Member State	Show the member state
Name	The full name of the user
Email ID	The email of the User
Role	Show the role of the User
Last Update	When was the last update done on the user account
Status	The status of the user if he is ACTIVE/INACTIV
Competent authority	From which competent authority is the user from

How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

1. Open a new Excel sheet.

2. Click the Data tab, then From Text

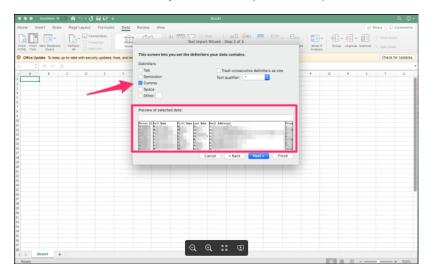
	AutoGave 🛄 💷								Book1										Q (2
tome	Insert Draw	Page Layout	onnections	Data	Review	View	21 <u>7</u> 5	$\nabla \mathbb{R}^{2}$	lear	7日 8	h 🗖		80	1 3.	- #B	- 68 -		Show Des	
	am New Database								oupply dvanced	Text to R Columns 1	lash Remov	e Data teo Validatio	Consolidate	What-If Analysis	Grou	p Ungroup	Subtotal	Hide Detail	
Office	Upda kwep up	to-date with sec	ounity updates, t	base, and im	provernerit	choose C?	weck for Upr	lates.										Check 1	or Updati
A	\$ × √ €	t 0	i	ş.	6	н	1	1	к	L	м	N	0	P	9	R	5	т	U
							-		-										
								Q (হ ঃ	1 👳									
- P	Sheet1 +																	_	

3. Select the CSV file that has the data clustered into one column.

4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

මමම AuxSave මාතා 👘 ති - ඒ බ 🗹 =	Bosk1		Q @+
Home Insert Draw Page Layout Formulas Data	Review View		2 Share Comments
From Fram New Cottabuses HTML, Tata Query	Text Import Wizard - Step 1 of 3	Hind-H Group Ungroup S	Abistal - Hide Detail
Office Update To keep up-to-date with security updates, fixes, and im	The Test Wixed has determined that your date is Definited	Analysis	Check for Updates
At the X X for	If this is correct, choose Next, or choose the Data Type that best describes your data.		Crieta for Optimes
A B C D E F	Delimited - Characters such as commas or tabs separate each field. Fixed width - Fields are aligned in columns with spaces between each field.	P Q R	s T U
2	Start import at ross: 1 1 File origin: Unicode (UTF-8)		
4			
8 7	Preview of selected data:		
9	Preview of file /Users/aaronhu/Des/all_people_All_People_export_Mar-24-2020.cav.		
20	Person M.J. Mann, First Mann, Last Mann, Indexing / Young Indi, Last Insil, Location, Enhoury, Source		
72			
23			
25	2		
26			
18 22	Cancel < Back Next > Finish		
20			
23			
22			
24			
25			
26			
28			
23			
30			
32			
13			
34			
35			
37			
A Sheett +			
d b annu d		1000 and 100	+ 320%
Ready			+ 320%

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Links

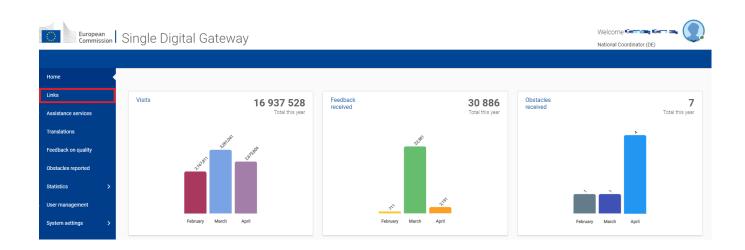
- Links
 - ^O Introduction
 - How to access the Links module?
 - ^O How to navigate on Links module?
 - Filters
 - O How to Manage Links?
 - What can I do in the list view?
 - Draft (you can see all links for your country in this status)
 - Review (you can see all links that are in this status for your country)
 - Published (you can see all links that are in this status for your country)
 - What exactly each Action does?
 - What actions can I do in the Link Metadata tab?
 - How to do an action to multiple Links at the same time?
 - How to export Links?
 - O How to Add Links?
 - How to add a single link?
 - URL type, Web folder or Web page?
 - What options do I have available when adding a Web page?
 - How to add multiple links?
 - What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?
 - What is Metadata and how important that is?
 - ^O Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History

Introduction

Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the Links in the menu.



You will have access to the list of all links stored in the repository for your country:

	European Commission Single Digital Gateway												
≡	Home > Links												
^	Home												
G	Links		Manage your Links 🔸 Add Link 🛃 Import Links										
ø	Assistance services		 Registered links 										
2	Translations		Search		Q Search								
*	Feedback on quality		Show advanced filters										
	Obstacles reported		1 items found										
**	User management		URL +	Created by \$	Туре	Status ÷	Last update •	ACTIONS					
•	System settings	>			Information	Published	2021 04 19 09:20 03	Q 🖋 🖱 🀠 🗎					
					H 4	1 ▶ ⊮ 5 ∨							

How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Owner**; **Ty pe** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Status 🗧 Last updat	te 🕈	ACTIONS
Published 2021-03-30	0 12:40 12 🔍 🖉	ື 🖞
~	<pre>v</pre>	

You can search for links by typing keywords on the **Search box**.

Manage your Links		+ Add Link
Search	Q Search	
Show advanced filters		

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on Show advanced filters.

Manage your Links	+ Add Link
S Registered links	
Search	
show advanced filters	

Here you filter by Owner; URL type; Content type and Category.

Manage your Links			+ Add Link
S Registered links			
Search	Q Search		
Owner 4	Ut type Select url type \$	Content type Select content type \$	
Category Select category	•		
Clear filters Hide advanced filters			

You can also clear all previously added filters using the button "Clear filters":



How to Manage Links?

What can I do in the list view?

On each displayed item is possible, depending on the status of the link, to perform the following:

Draft (you can see all links for your country in this status)

URL ¢	Created by ¢	Туре	Status 🕈	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C 3%81reas_urbanas	n000131b	Information	Draft	2021-05-10 11:47 18	土 🔍 🖋 💼

If the link is in **Draft** status, you can:



Q View details	
edit Edit	
Delete	

Review (you can see all links that are in this status for your country)

URL + https://pt.wikipedia.org/wiki/Portugal#%C 3%81gua_e_saneamento	Created by • n000150m	Type Information	Status ¢	Last update ÷ 2021-05-10 12:19 21	ACTIONS			
If the link is in Review status, you can do all the above and:								
X Reject								

Published (you can see all links that are in this status for your country)

URL ¢	Owner 🗢	Туре	Status 🕈	Last update 🗢		ACTIONS
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	Q 🖋 D	Û

If the link is in *Published* status, you can do all the above except **Publish** and **Review**, but you will be able to:



What exactly each Action does?



If you have saved a link in **Draft**, you can directly published it from the view list, for that just click on the correspondent button and you will see a pop up asking you to confirm your action:

Manage your Links					+ Add Link 1 Import Links
Registered links					
Search		Q. Coursh		_	
Show advanced filters		Publish link	:	×	
58 items found				-	
URL ¢	Created by +	Are you sure you want to submit the link : https://epo de-mudanca-de-sexo-e-de-nome-proprio for Public	ortugal.gov.pt/en/servicos/pedir-o-registo- cation ?:	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C3 %81gua_e_saneamento	n000150m		Cancel	2021-05-10 12:19 21	1. × Q 🖋 📾
https://eportugal.gov.pt/en/servicos/pedir- o-registo-de-mudanca-de-sexo-e-de-nome- proprio	n005gdy4			2020-12-30 16:49 52	1 × Q 🖋 🖻
https://eportugal.gov.pt/pt/servicos/pedir- o-registo-de-mudanca-de-sexo-e-de-nome- proprio	n005gdy4	Information	Review	2020-12-30 16:49 03	土 × Q / 📾
https://eportugal.gov.pt/pt/servicos/pedir- uma-certidao-de-casamento	n005gdy4	Information	Review	2020-12-30 16:46 51	1 × Q 🖋 🛍
https://eportugal.gov.pt/en/servicos/pedir- uma-certidao-de-casamento	n005gdy4	Information	Review	2020-12-30 16:45 39	1 × Q 🖋 💼
		H (1 2	3)) 5 v		

Since you are an National Coordinator this link will be directly published without going through the status Review.

This action is only available if the status is **Draft** or **Review** status.

🧪 Edit

This action allows you to edit most of the fields, except the **Status** and **Last update**:

Edit your Links

Link description			
Portugal			
	Title : *	PT wikipedia page	
	URL : *	https://en.wikipedia.org/wiki/Portugal	
	Description :	PT wikipedia page	
	Type : *	Information v	
	National Locations :	Choose V	
	Url Type : *	Web folder ¢	
	Should this URL be crawled?		
	Should this URL be crawled?(JavaScript Crawler)		
	Excluded paths :	l.	
	Ignore parameters :		
	Status :	Published	
	Owner : *	COUTA DIASE eta (coetala) 🗘	
	Last update :	30/03/2021	
+ All Classifications			
		Select mandatory categories Is expanded	
	Mandatory Classifications : *	Annex 1 of SDG Regulation	
		 Annex 2 of SDG Regulation 	
			X Cancel V Save

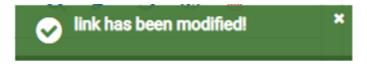
You can edit links in any status (**Draft, Review,** and **Published**). And a National Coordinator you are able to update the **Owner** of the Link.

After doing a change you can use



buttons to save or cancel your changes respectively.

After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



× Reject

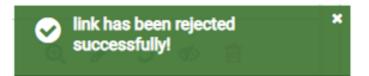
The reject option is only available when the link is in the status *Review*, and allows you to reject the link proposed by another user.

Upon rejecting the link, you will have a pop-up so you can describe why the link is going to be rejected and this is a mandatory step to be able to reject a link.

Reject Link		×
Are you sure you want to Reject the link : https://ww	w.home.com/ ?	
Reason *	Missing information	
	X Cancel	Save

You can **cancel** your action or **save** it.

If you save, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



The creator of the link will receive a notification warning him the link was rejected, so he is able to make the necessary changes and sent it back to review.



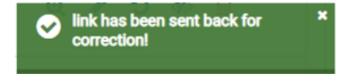
If a link is in status **Published**, you are able to **Send it back for correction** so the creator can correct any issues with the link.

If you click on that action, you will be asked to add a reason for it, which is mandatory.

Send back for correction		×
Are you sure you want to send back the link : https:		play/SDGL2/User+Manual for correction ?
Reason *	Missing information	
		X Cancel

You can **cancel** your action or **save** it.

If you save, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

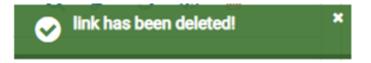
Delete allows you to delete any link on any status (Draft, Review, and Published).

After clicking on the delete button, you will have a pop-up double-checking if you really want to delete the link.

Country :	II R	Delete link	×
Title : URL :	test https	Are you sure you want to Delete link : https://www.google.com ?	
Description :	test		Сапсеі ОК
Type :	Inform	ation	

You either **cancel** the action or continue by clicking **OK**.

If you click OK, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



The **delete action** is a physical one, the link will be permanently removed from the repository of links.



This option will allow you to view all the details of the link. The information displayed here can vary depending on the status of your link. You will also have the same actions available that we have mentioned above.

In **Draft** status, you will be able to see all the actions available in the list screen (**Publish, Edit** and **Delete**), plus all the details related to the link you are consulting and the related **Metadata** tab.

Link Information	Link Metadata		
		± / 1	ŵ
	Title :	militares e policiais	
	URL :	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policials	
	Description :	militares e policiais	
	Type :	Information	
	Url Type :	Web page	
	National locations :	NA	
	Categories :	moving temporarily or permanently to another Member State; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens;	
	Status :	Draft	
	Owner :	r IOC' EOr	
	Last update :	13/10/2021	
		< Back	

As explained above the information displayed when you are viewing details will slightly change depending on the status. If the link is in a *Published* status, so in this status you will be able to **Edit**, **Send back to Correction** and **Delete**:

Link Information	Link Metadata	
		🖻 C 🍾
	Title	: Agua e sancamento
	URI	: https://pt.wikipedia.org/wiki/Portugal#%C3%61gua_e_saneamento
	Description	
	Туре	: information
	Url Type	: Web page
	National locations	: N/A
	Categories	: Citizens ;
	Status	: Published
	Owner	
	Last update	: 10/05/2021
·		
		< Back

In *Review* status you will have the additional options to **Reject** or **Publish**, as well as **Edit** and **Delete**.

Manage your Links

Link Information	Link Metadata		
		1 × 2 1	•
	Title :	militares e policiais	
	URL :	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	
	Description :	militares e policiais	
	Type :	Information	
	Url Type :	Web page	
	National locations :	N/A	
	Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;	
	Status :	Review	
	Owner :	NUL SET	
	Last update :	14/10/2021	
		< Back	

What actions can I do in the Link Metadata tab?

If you select the Link Metadata tab, you will have some additional actions available related to the link's metadata.

Here you can click on to view de	etails:
Manage your Metadata Links	
Metadata Link Information	
	/ 🗎
Title :	Sistema judicial
URL :	https://pt.wikipedia.org/wiki/Portugal#Sistema_judicial
Description :	Sistema judicial
Туре :	Information
National locations :	
Notification Type :	MANUAL
Categories :	
Web page language :	pt
	< Back
You also have the possibility to Edit what metadata is.	the metadata or Delete , further explanation will be done further in this guide about

If you click on Edit you will be able to update most of the fields (except the URL which you can only edit if the status is in Draft).

Metadata Link Information		
Title :	Agua e saneamento	
URL :	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	
Description :		
Туре :	* Information v	
National Locations :	Choose Y	
Notification Type :	MANUAL	
Owner :	* (Holos) 000 (
Web page language :	* Portuguese ~	
	Select mandatory categories Is expanded	
Mandatory Classifications	Annex 1 of SDG Regulation Annex 2 of SDG Regulation	
		X Cancel Save

In all those screens, you will have the button that will send you back to the previous screen.

And if you are in Edit mode, you will have the button to cancel any actions you might have done, and a button to save any changes.

How to do an action to multiple Links at the same time?

You have the possibility do an action to multiple links at the same time using the multiple selection available on the list screen. You will have the same actions available as described before, meaning, the actions available will change having into account your permissions and the status of link.

You can use the filter to help you narrow down the list and then you can click on the **Select all button**, which will show you the actions available.

√an	age your Links					+ Add Link	L Expor	t Links	±	Import Link
S	Registered links									
Sear	ch		Q Search							
Show a	advanced filters									
tems f	ound									
~	URL \$	Member state 🗢	Created by +	Туре	Status 🚽	Last update 🗢		A	CTIONS	i i
~	https://pt.wikipedia.org/wiki/Portu gal	Portugal	n000131b	Information	Published	2021-05-10 12:39 24	Q	<i>•</i>	၁ 🕫	Û
~	https://en.wikipedia.org/wiki/Portu gal	Portugal	costdia	Information	Published	2021-03-30 12:40 12	Q	<i>•</i>	ວ 🕫	Û
×	Deselect all	items (0) 🗎 Delete selected ite	ms (2)							

Notice that in the provided example you can only **Delete selected items** or **Clear selection** because all links selected are already **Publish** ed.

But if you add to the selected items one in Review status you will see that will have the option to Publish selected items.

How to export Links?

You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.

Man	age your Links						+ Add Link	📩 Exp	ort Links	1 Import Links
G	Registered links									
Searc	ch		Q Search							
Show a	advanced filters									
3 items f	ound									
	URL ¢	Owner 🗢	Туре		Status 🗢	Last update 🗢			ACTIO	NS
	https://pt.wikipedia.org/wiki/Portugal#Fo r%C3%A7as_militares_e_policiais	n000150m	Information		Draft	2021-06-30 17:16 19	2	e Q	e 🗎	
	https://pt.wikipedia.org/wiki/Portugal#Se tores	n000150m	Information		Draft	2021-05-10 16:29 47	1	Ð	N 🖻	
	https://pt.wikipedia.org/wiki/Portugal#% C3%81gua_e_saneamento	n000150m	Information		Published	2021-05-10 16:29 36	G	2 /	່ວ 🖻	
				H 1 → H 20	~					

This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

A	В	с	D	E	F	G	н	1	J
1 Uri	title	description	country	location	user	type	URL type	status	last update date
2 https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	Web page	Draft	2021-06-30 17:16:19.888
3 https://pt.wikipedia.org/wiki/Portugal#Setores	Setores	Setores	Portugal		n000150m	Information	Web page	Draft	2021-05-10 16:29:47.672
4 https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal		n000150m	Information	Web page	Published	2021-05-10 16:29:36.249

You can also export the Link Metadata in the same manner:

/lana	ge your Links						🛓 Export Metadata Link
Link In	formation Link Metadata						
l items f	found						
	URL \$	Web Page Language 🗢	Categories 🗢	Туре	Notification Type +	ACTIONS	
	https://pt.wikipedia.org/wiki/Portugal#F or%C3%A7as_militares_e_policiais	pt	D1;D2;D4	nformation	UPLOAD	ତ୍ 🌶	D
			K 1 ► K	20 🗸			
			< Back				

This action will export all Link Metadata for the web page or web folder you are consulting.

A	В					G	н			
1 Url	title	description	country	location	user	type	category	language	notification	last update date
2 https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	D1;D2;D4	pt	UPLOAD	2021-10-13 12:55:11.181

How to Add Links?

In SDG user interface, we have two options to add new links:

- Add link button to add a single link;
- Import links button to add multiple links in one go;

Manage your Links		+ Add Link
Registered links		
Search	Q, Search	
Show advanced filters		

How to add a single link?

First click on Add link, that will redirect you to a new page so you can start to add all information needed to add your link.

Manage your Links		+ Add Link
 Registered links 		U
Search	Q Search	
Show advanced filters		

Manage your Links

Add new link				
Portugal				
Title: *				
URL: *				
Description :				
Туре: *	Choose 🗸			
National Locations :	Choose 🗸			
Url Type : *	\$			
+ All Classifications				
	Select mandatory classifications Is expanded			
Mandatory Classifications : *	Annex 1 of SDG Regulation Annex 2 of SDG Regulation			
		X Cancel	Save	1. Publish

Complete the Add new link page as follows:

Title: The title of the web page or resource that the link is referring to;

URL: The actual URL (i.e. web address) of the page or resource that the link is referring to;

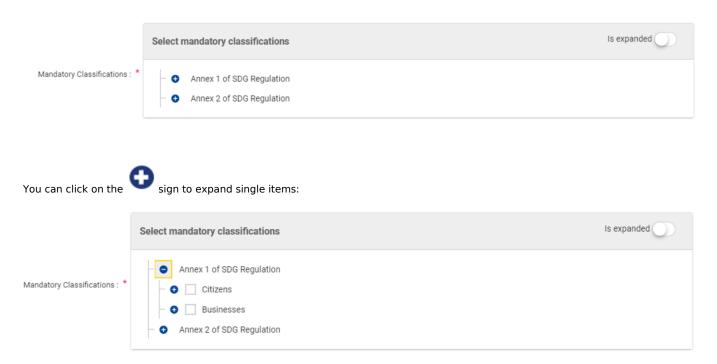
Description: A short description of the content of the web page or resource associated with the link;

Type: Select the appropriate option to indicate whether the suggested link provides general **information** on a given subject, or whether it describes an administrative **procedure** or refers to an online **database** (only for EU);

National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country using (NUTS and LAU codes);

Url Type: Select the appropriate option to indicate whether the suggested link is **Web folder** or a **Web page**, depending on what you select new options will be available. We will explain this in further detail on another section of this guide;

Mandatory Classifications: Select the desired thematic category or categories appropriate for the link. All the information needed about these classifications can be found here: Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 .



Or you can click on the **Is expanded** switch button to expand everything:

Select mandatory classifications	Is expanded
Annex 1 of SDG Regulation	
- Citizens	
A - Travel within the Union	
A1 - documents required of Union citizens, their family members who are not Union citizens, minors	travelling alone and non
A2 - rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those	who buy travel packages
A3 - assistance in case of reduced mobility when travelling in and from the Union	
A4 - transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the	Union
A5 - voice calling and sending and receiving electronic messages and electronic data within the Uni	on
- • B - Work and retirement within the Union	
B1 - seeking employment in another Member State	

After filling all the information needed you can either:



Cancel and all the changes will be lost;

Save, and it will stay in Draft status so you can publish later or add any missing information before publish;

Publish, and it will be directly published since you are an National Coordinator it will not go through Review status.

URL type, Web folder or Web page?

As mentioned before you have two options on the URL type field. Upon choosing one or another, you will have different options available when adding your link. First let see the difference between them.

Web folder (parent):

https://www.yourofficialsite.org/

Web pages (children):

https://www.yourofficialsite.org/news

https://www.yourofficialsite.org/whoarewe

https://www.yourofficialsite.org/find_help

https://www.yourofficialsite.org/faq

So as we can see the **Web folder** is your main site and the **Web page** is all different pages that you will have inside a given site, it might be that only one page from a site is relevant to add on SDG.

What options do I have available when adding a Web folder?

If you choose this option this is what you will have on your screen:

Url Type : *	Web folder 4	•
Should this URL be crawled?		
Should this URL be crawled?(JavaScript Crawler)		
Excluded paths :		

Should this URL be crawled? You can check this option to allow the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this article to better understand this topic and correctly use this option.

This crawler reads website that fully load from the initial request from the server (all the content is already built).

If this option is not checked, you will need to manually add all Web Pages relevant to SDG inside your Web folder. You will have an option when adding a Web page to relate that Web page to his Web folder (parent). This is a very important step, relating children pages to parents, which is what makes all searches into Your Europe work and give the relevant results.

Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply as described before.

Excluded paths: Here you can add for web folders that you want excluded from the search results for your notified URLs. So for example if you have notified https://www.yourofficialsite.org/ and you do not want pages from the folder news to appear in the search results you can add here. This field is optional and for the time being this is only relevant if you choose to use the **crawler**, in the future we will also use "Excluded paths" for the search engine.

Ignore parameters: In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example, if your new page contains a parameter **articleId** you can add it here and every time a URL contains this parameter it will be ignored by the crawler. This field is optional.

What options do I have available when adding a Web page?

If you choose this option this is what you have on your screen:

Url Type : *	Web page	\$
Web page language : *	English 🗸	
Parent link :	Choose a link	\$

Web page language: This field will present the language of the web page for the link metadata.

Parent link: In this field you should specify the URL (web folder) where a notified web page and its metadata are located in case that URL (Web Folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre notified web folder no value needs to be provided.

How to add multiple links?

In the SDG user interface, you have the option to **Import Links** and this will allow you to add multiple links in one go using a pre build file that will contain all in the fields that we already mentioned above.

That file must be in one of the formats:

.csv

.xlsx

.xlsm

.xml

You should use one of the following templates:

csv-import.csv	excel-import.xlsm	xml-import.xml

You **should never** edit any of the column's names, delete any of the columns or add new columns; **you should only** fill the required <u>information</u>. Please keep mind that those example files have information on the rows so you can better understand each of the field, you erase that and add your own link information receptively.

We highly encourage you to read this article to add more information on the procedure that we will describe bellow.

Manage your Links	+ Add Link 1 Import Links
Search	Q Search
Show advanced filters	

Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:

mport your Links
+ Choose & Upland. × Cancel
Just drag and drop files here

You can either **drag and drop** the file:

Single Digital Gateway × +			- a ×
	I Inks	No.	×
Apps		are View DownI > links マ む ん	Search links
European Single Digital Gateway	> 📌 Quick access	Name	Date modified
Home > Links	> 💄 This PC	sv-import.csv	29/03/2021 12:16
	> Network	 excel-import (1).xlsm xml-import.xml 	29/03/2021 12:16 29/03/2021 12:16
Choose & Uplant + Current	3 items 1 item select	< ted 1.19 KB	>
	les here		

Or choose a file from the directory:

Single Digital Gateway × +				
\leftrightarrow \rightarrow \mathcal{C} \bigtriangleup (a) webgate.acceptance.ec.europa.eu	ı/youreurope/sdg/	/#/screen/links/import		
	Open 📀			×
	$\leftarrow \rightarrow \cdot \cdot \uparrow$	📜 « Downloads » links	∨ ບ ,> Sea	arch links
European Commission Single Digital Gatev	Organize 🝷	New folder		III • 🔲 🕐
Home > Links	📌 Quick access	Name		Date modified
Market Import your Links		sv-import.csv		29/03/2021 12:16
Ø	🧢 This PC	excel-import (1).xlsm		29/03/2021 12:16
+ Choose ± Upload × Cancel	I Network	🖹 xml-import.xml		29/03/2021 12:16
csv-import.csv 1.22 KB	1			
e				
θ				
22				
\$		<		>
	-			
		File name: csv-import.csv	✓ Custom I	iles (*.csv;*.xml;*.xlsx;*
			Оре	n Cancel

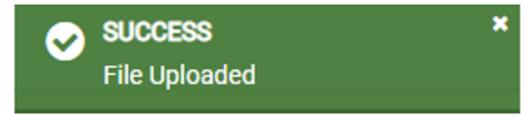
If the file is uploaded successfully, you will see it here:

Import your Links	
+ Choose 🛓 Upload 🗶 Cancel	
csv-import.csv 1.22 KB	
	Just drag and drop files here

You can upload more than one file in one go, and when you are finished, you should click on **Upload** to add the link or **Cancel**, to discard any changes.



If the file is uploaded successfully, you will see a success message in bottom right corner:



If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

After the records in the uploaded file/s have been successfully processed, you will receive a notification informing you about the success of the import or about any errors that might have occurred during the process.

All the link notified using this process will go directly to the **Publish** status and you can confirm that with a simple search (is this case we used the *filter per Owner*):

Manage your Links						+ Add Link 1 Import Links
Pregistered links						
Search		Q s	Search			
Owner costdia		Url type Select url type	Conter \$	nt type ect content type	\$	
Country	Ť	Category	• 366	content type	•	
Select country	¢	Select category	\$			
Clear filters						
Hide advanced filters						
3 items found URL \$	Member state 🌣	Created by ©	Туре	Status *	Last update 🕈	ACTIONS
https://en.wikipedia.org/wiki/Europ ean_Union	European Union	costdia	Information	Published	2021-03-29 14:48 28	Q & D Ø 🔒
https://citnet.tech.ec.europa.eu/CIT net/confluence/display/SDGL2/Use r+Manual	European Union	costdia	Information	Published	2021-03-29 14:44 29	Q 🖋 🕽 🕫 🖹
https://en.wikipedia.org/wiki/Portug al	Portugal	costdia	Information	Draft	2021-03-25 14:23 00	1 Q 🖋 🗃

All the related metadata will be added too, and you will be to see that a given link was added through the upload when consulting the link metadata details:

Link Information Link Metadata					
1 items found					
URL ¢	Web Page Language 🗧	Categories 🗢	Туре	Notification Type 🗢	ACTIONS
https://en.wikipedia.org/wiki/European_U nion	en	D1;D2;D4	Information	UPLOAD	ବ୍ 🥒 📋
		H 4 1	► H 50 ∨		
		< E	Back		

file that all information is matching:

	А	В	С	D	E	F	G	н	1	J	к	L
1	title	url	description	type	categories	language	url type	national code	parent url	excluded paths	ignore params	delete
2	Test upload	https://en.wikipedia.org/wiki/European_Union	EU wiki page	Information	D1;D2;D4	en	web page					n
3												

Link Information	Link Metadata					
				5	Þ	ŧ
		Country :	European Union			
		Title :	Test upload			
		URL :	https://en.wikipedia.org/wiki/European_Union			
		Description :	EU wiki page			
		Type :	information			
		Url Type :	Web page			
		Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of immoveble property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;			
		Status :	Published			
		URL Status :	Active			
		Created By :	COSTA DIAS Diana			
		Last update :	29/03/2021			
			< Back			

What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?

The files contain the following columns that will need to be completed so the links are added on SDG correctly:

1	A	В	С	D	E	F	G	н	1	J	к	L
1	title	url	description	type	categories	language	url type	national	parent url	excluded paths	ignore params	delete
2	My main site	https://www.yourofficialsite.org/		Procedure;I nformation	J1;J11;B1	EN	Web folder					n
3	Page 1 of main site	https://www.yourofficialsite.org/ whoarewe		Procedure	J1	EN	Web page		https://www.your officialsite.org/	https://www.y ourofficialsite. org/news		n

Please note that the same rules apply for all the files, including the .xml.

title - The title you want to give to your website or web page you want to notify. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page you want to notify.

description - A short description you want to give to your website or web page you want to notify.

type - The type of information present in the content which can be (Information, Procedure or database). On the .xlsm file there is a dropdown to help you filling this field.

categories- The areas in Annex I or II that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above. If you download the .xlsm file it will also have a drop down that will allow you multiple selection from a list.

language - In case you are notifying a web page and its metadata this column will present the language of the web page. The .xlsm files contains a drop down list to help you fill this field, that is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL.

url type - This column will specify if the notified URL is a web folder or an individual web page. There is a dropdown in the .xlsm file with both options.

national code - Here you can specify NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL. You can find the lists bellow:



parent url - In this column you should specify the URL (web folder) where a notified web page and its metadata is located in case that URL (web folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre-notified web folder no value needs to be provided.

excluded paths - Here you can add for web folders that you want excluded from the search results for your notified urls. For example if you have notified *https://gov.eu* and you do not want pages from the folder *news* to appear in the search results you can add here *https://gov.eu/news/*. This field is optional.

ignore params - In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter *articleld* you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

delete - In this column you can mark the items that you want to be deleted from the links repository. n for No and y for Yes.

What is Metadata and how important that is?

In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

Manage your Links				
Link Information Link Metadata				
		໊	Þ	â
Country :	European Union			
Title :	Test upload			
URL :	https://en.wikipedia.org/wiki/European_Union			
Description :	EU wiki page			
Type :	Information			
Url Type :	Web page			
Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary relatione ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;			
Status :	Published			
URL Status :	Active			
Created By :	COSTA DIAS Diana			
Last update :	29/03/2021			

As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):

Metadata Link Information			
		· · · · · · · · · · · · · · · · · · ·	ŧ
	Title :	Court_of_Justice_of_the_European_Union	
	URL :	https://en.wikipedia.org/wiki/European_Union#Court_of_Justice_of_the_European_Union	
	Description :	Court_of_Justice_of_the_European_Union	
Г	Type :	Information	
	National locations :		
	Notification Type :	MANUAL	
Г	Categories :	Citizens〙 and family rights;	
w	/eb page language :	en	
		< Back	

However if you add a web folder, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information Link Metadata	
	8 Ø C 🖌
Country :	Portugal
Title :	PT wikipedia page
URL :	https://en.wikipedia.org/wiki/Portugal
Description :	PT wikipedia page
Type :	Information
Url Type :	Web folder
National locations :	N/A
Should this URL be crawled?	
Excluded paths :	N/A
Ignore parameters :	N/A
Categories :	Citizens ; Travel within the Union ;
Status :	Published
URL Status :	Active
Created By :	COSTA DIAS Diana
Last update :	30/03/2021
Last update :	30/03/2021 < Back

Link Information Link Metadata							
Search Show advanced filters	Q Search						
2 items found							
	Language Categories		Туре	Notification Type +	ACTIONS		
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	en D	Information		MANUAL	ବ୍ 🌶	Ē	
https://en.wikipedia.org/wiki/Portugal#En ergy	en H3	Information		MANUAL	ର୍ 🌶	a	
	И	4 1 ▷ ▷ 50 ∨					
		< Back					
		_					
Metadata Link Information							
						1	ŧ
	Title : Presidency_of_the_Republic						
	URL: https://en.wikipedia.org/wiki/Portugal#Presid	ency_of_the_Republic					
Descr	Iption : Presidency_of_the_Republic						
	Type : Information						
National loc	ations :						
Notification	Type: MANUAL						
Cate	gories : Residence in another Member State;						
Web page lan	guage: en						
		< Back					

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The Links History tab is available next to Link Metadata tab:

Manage your Links					🛓 Export Metadata Links			
Link Information Link Metadata	Link History							
1 items found								
URL ¢	Web Page Language 💠	Categories 🗢	Туре	Notification Type 🖨	ACTIONS			
https://www.eccnet.eu/sdg/m alta	en	CITIZENS;H;H5	Information	MANUAL	Q /			
		R ← 1 →	20 🗸					
	< Back							

While the Link Metadata History is right next to Metadata Link Information tab:

Manage your Metad	data Links	
Metadata Link Information	Link Metadata History	
		/
	Title :	European Consumer Centre Malta
	URL :	https://www.eccnet.eu/sdg/malta
	Description :	ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.
	Type :	Information
	National locations :	Valletta (MT01101) ;
	Notification Type :	MANUAL
	Owner :	nscicjos

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- **Delete link**→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User.**

anage your L	inks					🛓 Export Metadata Lin
Link Information	Link Metadata	Link History				
	URL		Title	Uri Type	Last Update Date	Last Update User
https://www.m	nlsi.gov.cy/mlsi/dli		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- Delete link→ triggers an update of the record with the same URL;
- **Crawling process** \rightarrow where the link is regularly checked for updates.

Multiple details are visible for each historical link record: URL; Title; Language Code; Content Type (possible options: procedure, information); Classification Information (SDGR Annex I and II); National Locations; Country; Last Update Date (by default the most recent record is displayed first); Last Update User.

Metadata Link Information Link Metadata History								
URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Upda User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11- 15 11:09:46	root

Assistance Services

- Assistance Services
 - ^O Introduction
 - ^O How to access Assistance services module?
 - ^O How to navigate on Assistance services module?
 - How to open a CSV in an Excel?
 - Filters
 - ^O How to add an Assistance service?

- O How to edit a Published Service?
- ^O How to Remove the Assistance Service?
- ^O How to Deactivate the Assistance service?
- O Alerts & Notifications

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. The National Coordinators can view the entire list of all the assistance services available in all member states.

HOME	Δ	ssistance services					+ Add servic
LINKS							
		Status	Level of provision		EU service	Type of service	
TRANSLATIONS	_	Filter by status	EU	٠	Filter by EU services	Filter by types	
TRANSLATIONS BUDGET		Audience	Service ID		Competent authority name		
FEEDBACK ON QUALITY		Filter by audience \$	Filter by service ID		Filter by competent authority	Clear filters	
OBSTACLES REPORTED		Hide filters					
STATISTICS	~	9 items found					Ł Export to CSV
USER MANAGEMENT		Type of service 🗢	Member state 🗢	Lasti	ipdate 💂	Status 🖨	ACTIONS
SYSTEM SETTINGS	~ .		member state y	Last	ipuare 🕈	Status 🗸	ACTIONS
	E	European Consumer Centres	O EU	2022-	10-07 10:56:55	Published	•
	E	European Network Of Employment Services	O EU	2022-	06-03 11:41:36	Published	• /
	٢	four Europe Advice	O EU	2022-	04-25 10:49:16	Published	• /
	F	Product Contact Points For Construction	Ç EU	2021-	11-08 09:26:26	Draft	0 🖋 📋
	Ν	National Contact Points For Cross-border Healthcare	C EU	2021-	11-08 09:26:26	Published	• /
	5	SOLVIT	Ç EU	2021-	11-08 09:26:26	Published	• /
	Y	Your Europe Advice	Ç EU	2021-	05-17 15:19:39	Draft	O /
	E	Europe Direct	O EU	2021-	05-07 14:24:09	Draft	0 /
	E	Europe Direct	O EU	2020-	09-23 14:37:07	(Draft)	0 / (

How to navigate on Assistance services module?

National Coordinators can view the entire list of all the assistance services available in their country in both **DRAFT** and **PUBLISHED** statu s, and all **PUBLISHED** in other countries (or EU).

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **T ype of service**; **Member state**; **Last update**; **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[tod ay date].

Assistance services				+ Add s
Status Filter by status	Level of provision	EU service Filter by EU services	Type of service Filter by types	
Audience Filter by audience	Service ID Filter by service ID	Competent authority name Filter by competent authority	Clear filters	
Hide filters 9 items found				Ł Export to C
Type of service ♀	Member state 🗢	Last update _	Status \$	
European Network Of Employment Services		2022-06-03 11:41:36	Published	0 /
Your Europe Advice	C EU	2022-04-25 10:49:16	Published	•
Product Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	0 🧳
National Contact Points For Cross-border Healthcare	C EU	2021-11-08 09:26:26	Published	•
SOLVIT	C EU	2021-11-08 09:26:26	Published	•
Your Europe Advice	C EU	2021-05-17 15:19:39	Draft	0 🥜
Europe Direct	O EU	2021-05-07 14:24:09	Draft	0 🧳
Europe Direct	O EU	2020-09-23 14:37:07	Draft	0 🖋

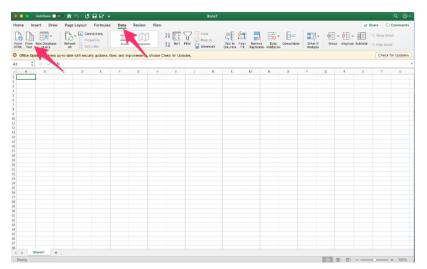
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.

4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

iome In	sert Dra	w Page L	ayout 1	Formulas	Data	Review View					년 Sh	are 🗘 🗘	Domments
	New Databas	ue Refresh	Conne	clices.) Decki	Text Import Wizard - Step 1 of 3	829	What-H	(1) (1)	v 🗐 v	Subtoral -	Show Detai	
Office Up		p up-to-date v			-	The Text Wizard has determined that your data is Delimited. If this is correct, choose Next, or choose the Data Type that best describes your data.		Aralysis					or Update
		C		E	P	O Mindu - Charden and a comare a bio segment each field. Find utile - Finds and print concurs with boose Statement each field. Start import at real [1] Review of exected deals: Preview of the Assentiation biology. All People_ separt, Mar 94-2020.com Viro 21/1: Viro 21/1: Back the Aster at water of a field and the Assentiation biology. Cancel Inter at real [2] Proble			Q	R	5	T	U
	Sheet1												

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

●●● AutoSave 0 === 合 つ び 日 ピ =	Book1	م ©•
Home Insert Draw Page Layout Formulas Data		년 Share 🗘 Comments
Prom. From. New Databases Prom. From. New Databases Prom. Text. Databases Prom. Databases Prom. Databases Prom. Databases Prom. Data	Text Import Wizard - Step 2 of 3	White Group Unstrue Substitution
Office Update To keep up-to-date with security updates, fixes, and in	m	Check for Updates
	Definities Tat Tat Trat corrective definiters as one Semicolan Text qualifier Comma Game Other	• • Q. K. S. T. U.
7	Preview of selected data:	
8 9		
10 11 12 13 14 15 15 16 17	Trans 27 bit tem Providence par tem providence parts de manyo	
18	Cancel < Back Next> Finish	
20	and the second s	
21 22		
23		
25		
27 28		
29		
30		
32		
24 25		
36		
37		
< > Sheet1 +		
Ready		III III + 100%

6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Assistance services				+ Add service
Status Filter by status Audience Filter by audience +	Level of provision EU Service ID	EU service Filter by EU services Competent authority name	Type of service Filter by types	
Filter by audience +	Filter by service ID	Filter by competent authority	Clear filters	
9 items found				Ł Export to CSV
Type of service \$	Member state 💲	Last update 👻	Status ≑	ACTIONS
European Consumer Centres	O EU	2022-10-07 10:56:55	Published	•
European Network Of Employment Services	O EU	2022-06-03 11:41:36	Published	•
Your Europe Advice	EU	2022-04-25 10:49:16	Published	• /
Product Contact Points For Construction	C EU	2021-11-08 09:26:26	Draft	0 🖋 💼
National Contact Points For Cross-border Healthcare	O EU	2021-11-08 09:26:26	Published	•
SOLVIT	O EU	2021-11-08 09:26:26	Published	•
Your Europe Advice	O EU	2021-05-17 15:19:39	Draft	O) 🥒 🛍
Europe Direct	C EU	2021-05-07 14:24:09	Draft	0 🖋 🛍
Europe Direct	O EU	2020-09-23 14:37:07	Draft	0 🖋 💼

You can also hide the filters by pressing "Hide filters"

Status	
1	
Draft	
Published	

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

You can also clear all previously added filters using the button Clear filters:



How to add an Assistance service?

You are required to fill the necessary details about the assistance services like Location, Type of service and contact details. The services can be either saved in Draft mode or can be Published. You can publish the Assistance services only for your own Member state.

Home	> Assistance services > Add		
	Add service		
	LOCATION		
	Level of provision	8	
	ASSISTANCE SERVICE		
	Type of service *	*	
	Additional information		
	CONTACT DETAILS		+ Add another contact
	Competent authority name		
	Additional information *		
	URL		
	Website language	Click to select languages	
	Erral		
	Phone		
-			
	Cancel	Save as draft Save and publish	1

You can add as many contacts for the same service as needed.

If a service, for same region, has multiples contacts they should be added under the same entry, instead of creating multiple entries for the same service.

To do so, you should click on + Add another contact, this button will be available when you are adding a new service or editing an existing one.

Edit service

Edit oci vioc		
Status	Published	
ID	65333f7d-c6b2-47b9-912a-6fe7627c131c	
LOCATION		
Level of provision *	EU ¢	
EU service *	Employment, Social Affairs and Inclusion \$	
ASSISTANCE SERVICE		
Type of service *	Product Contact Points For Construction ¢	
Service description	The Construction Product Contact Point provides information on rules and regulations applying to construction products produced and marketed in a given country.	
Additional information		
Audience	Business	
Subject matter related to Business	Rules for construction products	
CONTACT DETAILS		+ Add another contact
		✓ Cancel ✓ Save and publish

Then you just need to add the mandatory details.

CONTACT DETAILS		+ Add another contact
Competent authority name *	Contact 1	
Additional information *	Contact 1	
URL	https://www.contact2.eu	
Website language *	English O Click to select languages +	
Email		
Phone		×
Competent authority name *	Contact 2	
Additional information *	Contact 2	
URL	https://www.contact2.eu	
Website language *	Click to select languages +	
Email		
Phone		×
		✓ Cancel ✓ Save and publish

And Save and Publish.

How to edit a Published Service?

You can edit the published Assistance service by clicking on the Edit button from Actions. You can only edit the published Assistance services for your own Member state.

Assistance services				+ Add service
Status	Level of provision	Member state	Type of service	
1,	National	Filter by member states	. Filter by types	
Published 🔕		📙 Romania 😣		
Audience	Service ID	Competent authority name		
Filter by audience +	Filter by service ID	Filter by competent author	Clear filters	
Hide filters				
12 items found				Ł Export to CSV
Type of service \$	Member state 💲	Last update 💂	Status 🖨	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	•
SOLVIT	Romania	2022-10-19 15:28:28	Published	•
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	•
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	•
Product Contact Points	Romania	2022-10-19 15:28:28	Published	•
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	•
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	0

Home > Assistance services > Edit

dit service		
Status	Published	
ID	bbaf77dc-63f1-4504-b362-8601605bdef4	
LOCATION		
Level of provision *	National ¢	
Member state *	Lastria 💿	
Member state code	AT	
Region *	Carinthia \$	
Region code	AT21	
ASSISTANCE SERVICE		
Type of service *	Points Of Single Contact ÷	
Service description	Point of Single Contact provides information about rules and requirements concerning the access and exercise of service activities. For example the PSC can help to explore business opportunities, expand your services to another EU country, set up a new business abroad and complete the administrative procedures online.	
Additional information		
Audience	Business	
Subject matter related to Business	Authorisations and permits for services	
CONTACT DETAILS		+ Add another co

How to Remove the Assistance Service?

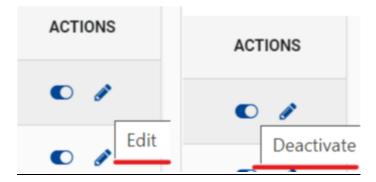
The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. You can only remove the Assistance service of your own Member state.

Assistance services				+ Add service
Status	Level of provision	Member state	Type of service	
Filter by status	National	Filter by member states	Filter by types	
Audience	Service ID	Competent authority name		
Filter by audience \$	Filter by service ID	Filter by competent authority	Clear filters	
Hide filters				
19 items found				
Type of service \$	Member state 🗢	Last update 🖌	Status 🗢	ACTIONS
European Consumer Centres	Romania	2022-07-26 15:49:02	Published	• •
European Consumer Centres	Romania	2022-07-08 14:21:18	Published	0 /
SOLVIT	Romania	2022-06-07 15:04:44	Draft	0 / 8
Product Contact Points For Construction	Romania	2022-06-07 15:04:44	Draft	0 / 🔒
Points Of Single Contact	Romania	2021-11-30 15:05:27	Published	0 /
	н с 1	2 3 4 F H 5 🗸		

How to Deactivate the Assistance service?

You can only deactivate the Assistance services of your own Member state.

Assistance services				+ Add service
Status	Level of provision	Member state	Type of service	
L	National	Filter by member states	Filter by types	
Published 📀		📙 Romania 💿		
Audience	Service ID	Competent authority name		
Filter by audience ¢	Filter by service ID	Filter by competent authority	Clear filters	
Hide filters				
12 items found				Ł Export to CSV
Type of service 🗢	Member state 🗢	Last update 🖕	Status 🗢	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	•
SOLVIT	Romania	2022-10-19 15:28:28	Published	• /
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	• /
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	• 1
Product Contact Points	Romania	2022-10-19 15:28:28	Published	0 /
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	0 /
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	0 /



Alerts & Notifications

• As soon as the assistance service is successfully created, a notification is sent and assistance service is added for the country of the user. You do not receive an email notification if you add the assistance service.

- You are notified when another user make changes in the Published Assistance services.
- You are notified if the deletion of an assistance service is done by another user.
- You are notified if the deactivation of an assistance service is done by another user

Translations

- Translations
 - ^O Introduction
 - ^O How to access the Translations module?
 - ^O How to navigate on Translations module?
 - Filters
 - O How to Request Translation?
 - Fill in all the required details
 - O Translation Request Process Flow
 - O Translation Status Flow
 - Translation Status
 - ^O How to approve/reject a translation request?
 - Contact Details
 - O Translations Budget
 - O Definitions
 - Allocated budget
 - Consumed budget
 - Remaining budget
 - ^O How the cost for translation is calculated?
 - O Budget Allocation Process Flow

Introduction

In the Translation requests module in the SDG depending on the user role and rights users will be able to upload translation requests related to web text as foreseen in the SDG Regulation and visualize the list of those requests, and through an approval flow, they either can approve the request and send it to the Translation Centre or reject it.

As National Coordinator you can also visualize an estimation of all the budgets in pages, Allocated budget, Consumed budget and Remaining budget.

How to access the Translations module?

To access the Translation module, click on **Translations** in the left-side menu:

HOME		atus Filter by status		ID Filter by ID	CdT ID	by CdT ID	Title Filter by title	Start date	-
ASSISTANCE SERVICES TRANSLATIONS FEEDBACK ON QUALITY	Er	id date id/mm/yyyy fill	Clear filters	The by term		y our ion		ourneyyy	
OBSTACLES REPORTED	81 iter	ns found							
C STATISTICS		CdTID 💠	Title 🗢	Country 🖨	Pages 🖨	Deadline 💠	Last update 💂	Status 🗢	ACTIONS
SYSTEM SETTINGS	1001	55 2022/0006	translation to test conta permissions 2	ct 📕 Romania	1	2022-07-15 16:00:00	2022-07-12 10:13:40	Translated	ه ه∢
Mg 5151EW 5ETTING5	1001	54	translation to test conta permissions 2	ct 📕 Romania	1		2022-07-12 10:12:22	Approved	ଜ
	1001	53 2022/0006	test CDT user or contact with all permissions	t 📕 Romania	1	2022-07-14 16:00:00	2022-07-11 14:34:09	Waiting Translation	
	1001	50	translation 123	Romania	1		2022-07-06 15:15:55	Approved	¢
	1001	37 2022/0000	test SDGL2-2086 b	Romania	1	2022-01-18 16:00:00	2022-01-13 09:06:40	Completed	<u>ل</u>

ge

How to navigate on Translations module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, ID; CDT ID, Title; Country; Pages (total number of pages count); Deadline (deadline for the translation of a request from CDT); Last update (by default all items are sorted by this field); Status; Actions (this refers to all actions your user has permissions to do on each items, you can not sort by this field).

ID ¢	CdTID 💠	Title 🗢	Country 🖨	Pages ¢	Cost 🖨	Deadline ¢	Last update 🗸	Status ≑	ACTIONS
100893	2022/004306	2022/004046 missing text	Lithuania	5	545 EUR	2022-08-16 16:00:00	2022-08-05 12:58:54	Waiting Translation	
100887	2022/004046	Vedybų sutarčių registro objektų registravimas	Lithuania	4	391,50 EUR	2022-08-01 16:00:00	2022-08-04 15:18:38	Completed	
100888	2022/004124	Užsienio kvalifikacijų, susijusių su aukštuoju mokslu, akademinis pripažinimas	Eithuania	3	304,50 EUR	2022-08-02 16:00:00	2022-08-02 16:42:27	Completed	
100892	2022/004256	698901-N1	Greece	7	759 EUR	2022-08-10 16:00:00	2022-08-02 12:38:31	Waiting Translation	
		<u> </u>		-				·····	

Filters

You can use **filters** to filter by **Status**, **Country**, **ID**, **CDT ID**, **Title**, **Start Date** and **End Date** and check the status of the translation request.

Status	Country	ID	CdT ID	Title
Filter by status	Filter by member states	Filter by ID	Filter by CdT ID	Filter by title
Start date End date dd/mm/yyyy dd/mm/yyyy dd/mm/yyyy	Clear filters			
Hide filters				

	Status	
	Filter by status 🗢	
	Draft	T
	Waiting Approval - AM	It.
3 i	Waiting Approval - NC	H
1	Rejected - AM	L
	Rejected - NC	ŋ.
1	Waiting Translation	L
1	Translated	

You can also clear all previously added filters using the button "Clear filters":

Clear filters

How to Request Translation?

Send request for Translation - You can raise a request for translation by clicking on the Request Translation button.

	European Commission Single Digital Gateway	Welcome Romania Romania	
≡ Ho	me > Translations		
ন্ন ও	Translations		+ Request translation
1	Allocated budget	Consumed budget	Remaining budget
•≥ • 0 23	22	0	22
\$ >	Pages	Pages	Pages
	Consumed budget Remaining budget		
	Search Show advanced filters	Q Search	

The file types which are accepted for translations are as follows:-

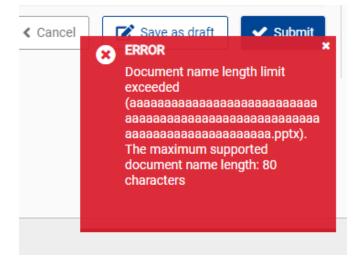
- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML

- XML
- Unformatted text (.properties, .txt)

Please mind that the **file format** of the translation will be the same as the file you have attached to the request, so if you send a request in **HTML** you will receive a translated file in **HTML**, if you send a **docx** file you will receive a translated file in **docx**, and so on.

CdT system as it does not support file names which are longer than 80 characters, so the file name can only contain up to 80 characters (including the file extension e.g. .docx).

If you try to upload a file that has a bigger title then 80 characters you will receive an error.



Fill in all the required details

When you click on the Request Translation button, you need to fill the following details

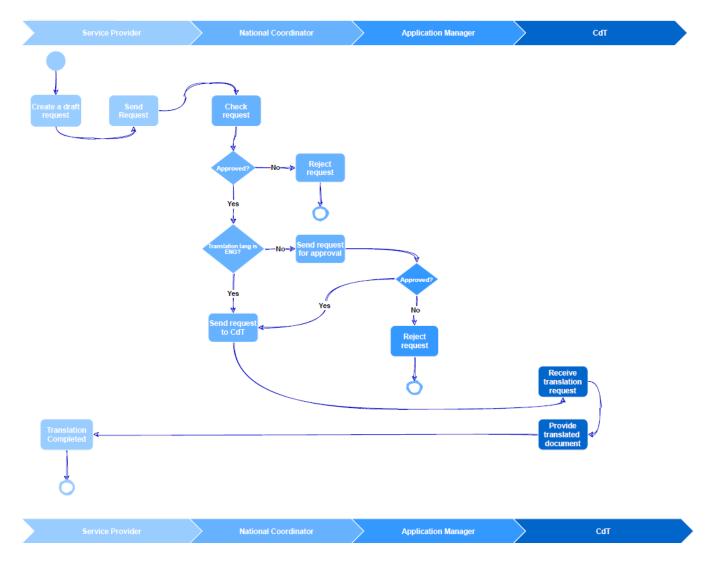
- Title The translation title
- Upload Document The document which needs to be translated should be uploaded, please mind that the output format will be the same as the input (CdT system as it does not support file names which are longer than 80 characters, so the file name can only contain up to 80 characters)
- Document Language The language of the document which needs to be translated
- Translation Language The language of the document in which translation is required
- Number of pages Total no. of pages in the uploaded document
- URL The URL of the document

	European Commission Single Digital G	Welcome Romania Romania	
≡	Home > Translations > Edit		
ጽ	Edit translation		
ø	Title *	Test	
2	Upload document 🛛 *	🖥 MS testing accounts (1).(1).docx 🛃 💼	
0	Document language *	French ¢	
***	Translation language *	English ¢	
	Number of pages *	10	
	URL	\$	
			✓ Cancel Save as draft ✓ Submit
		version 2.0.0 -04/02/2021	

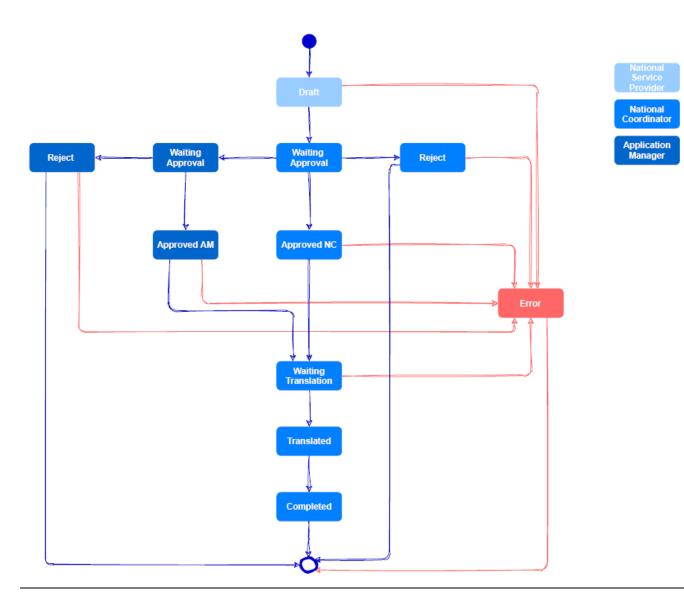
Translations requests for English are directly submitted to CDT if sufficient budget is available.

22 items foun	d				_		
ID ¢	Title 🗢	Country ¢	Pages 🗢	Deadline 🗸	Last update 🗢	Status 🗢	ACTIONS
100046	TEST-TRANS-1	Romania	1	2021-03-11 16:00:00	2021-03-08 15:32:07	Translated	9 > 💼
100063	test	Romania	1		2021-03-31 12:08:49	Waiting Translation	
100062	Allmant-om-hotade-djur-och-produkter-av- hotade-djur	Romania	29		2021-03-31 12:05:11	Waiting Translation	
100056	testing again	Romania	5		2021-03-16 14:04:34	Approved	ଜ
100055	Test 1234	Romania	4		2021-03-16 14:03:37	Draft	e 🖉
			₩ 4 1 2	3 4 5 ▶ ₩ 5 ♥			

Translation Request Process Flow



Translation Status Flow



Translation Status

The status of the request can be seen on the dashboard. The various status details can be understood below:-

- Draft (Draft) When the request is saved with or without all the fields filled. The status is shown as Draft.
- Waiting_Approval_AM (Waiting Approval)- When the request is approved for translation and is waiting for approval from Application Manager. The requests which are required to be translated in language other than English will go for approval to Application Manager.
- Reject_AM (Reject)- When the request is rejected by the Application Manager.
- Sent_Processing (Waiting Translation) When the request is sent for translation to CDT and is waiting to be processed.
- Translated When the translated document is received and the translation is completed by CDT
- **Approved_AM** (Approved) When the request is approved by the Application Manager.
- Invalid/Error (Error) When their is an error in the translation.
- **Closed** (Completed) The service provider national coordinator can close the translation request which are processed.

How to approve/reject a translation request?

You can approve or reject requests that are in status **Waiting_Approval**. Incase a request is rejected an appropriate reason should be filled.

ि	Welcome Romania (National Coordinator (R0)		
≡ Hom			
ጽ ଡ	View translation		
67 9		Waling Approval 100018	
0	Title	Test-trans-EN	
æ ¢>	Upload document Document language	🖥 Tanulation text door 🛓	
	Translation language	English	
	Number of pages	4	
	URL		
	Creation Date	2000-12-03 17:17:04	
	First name		
		8280GRow user2@cth.evopa.eu	
	Phone number	man Pilibaruna Abora	
		K Concel 🗙 Repect 🗸 Av	prove

- from the list of requests (grid)
 - ^O you are redirected to the translation request details

Contact Details

A check is done to get the contact person details from SDG database for the country of the request

- in case there is no **phone number** for the contact person \rightarrow user must provide the phone number in SDG
- in case there are **multiple contact persons** for the country, the system selects one which is available in SDG
- in case there are no contact persons for the country, a message is displayed in the translation request details page that the contact person is missing and the application manager should be contacted & the option to translate the request is disabled
- if there is a contact person for the country (& the phone number is set) a translation request is sent to CDT

Translations Budget

Definitions

You can check the Budget consumption as given below for your own country

Allocated budget

The no. of pages allocated for translation

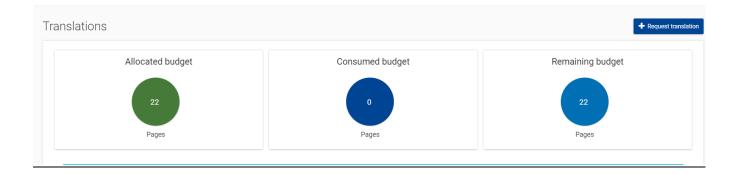
• Consumed budget

Total no. of pages consumed in translation

• Remaining budget

Total no. of pages remaining in budget to request for translation

The budget information is available in **number of pages** and the number of pages available for the budget allocated is calculated based on the **average cost per page**. The average cost per page is set manually in SDG based on the info from CdT.



Please note that

- only 95% of the actual remaining budget can be consumed for translation requests (the remaining 5% is considered as a buffer in case the final price is higher than the estimated one).
- the **buffer** should be a parameter that can be easily updated, if necessary
 the buffer should be set now at 5% of the budget that can still be consumed (Allocated budget Consumed budget)

How the cost for translation is calculated?

The cost for translation is calculated based on the translations is done before and after the completion of the Translation by CdT.

- Actual Cost for completed translations (*total price* received when the translation is completed)
 O The status for completed translations will be shown as processed or closed.
- Estimated Cost of translations sent to CdT (*total price* received from CdT as estimation)
 O The translations which are sent for process will be shown as Waiting Translation (Sent_processing)

The only calculation done in SDG is the average number of pages that you can translate based on the budget allocation and consumption, which is visible in Pages.

The amount is approximated to the number of pages, using an average price per page.

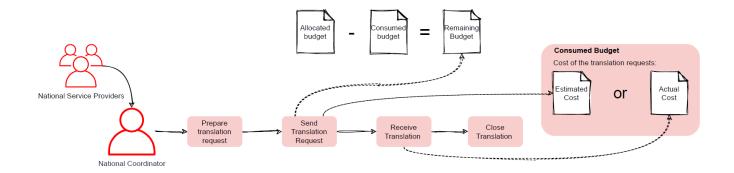
No calculations are done by using of number of pages inside the document uploaded or characters and there is also a different cost for different file formats, for instance a page in pdf will cost more than a page is word.

SDG sends to CdT the number of pages that was notified by the user sending the request. After that request is sent to CdT, **CdT will re**calculate the number of pages in the document based on their own formula. In the end, SDG will receive the final price and with that value SDG system updates the **Consumed Budget**.

If you only have in account the number of pages added in the request to calculate the consumed budget, it might not match the real number of pages consumed from the budget, since CdT will do they own calculations.

It can happen that a National Service Provider added a document of 10 pages and only set the number of pages to 5 in the request, or the font was really small, and then CdT, after checking the document, can consider that the content has more pages that the user entered in SDG. However you will only be able to see the number of pages that CdT considered the request to be when SDG updates the value on the **Consumed Budget** after receiving the final price (so when the translation is delivered).

Budget Allocation Process Flow



Feedback on quality

- Feedback on quality
 - ^O Introduction
 - ^O How to access the feedback on quality?
 - ^O How to navigate on Feedback on quality module?
 - Filters
 - Export to CSV
 - How to open a CSV in an Excel?

Introduction

The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.

The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office. On this module, you will be able to consult that same feedback collected displayed in a form of a list.

How to access the feedback on quality?

Access SGD and click on Feedback on Quality:

CACCEPTANGEan Commission Si	ngle Digital Gatewa	У				
	quality					
🏠 НОМЕ	Feedback on quality					
🗞 LINKS						
ASSISTANCE SERVICES	Type of service	Average rating				
TRANSLATIONS	Filter by types	Filter by rating	Clear filters			
FEEDBACK ON QUALITY	Hide filters					
OBSTACLES REPORTED	1 items found				—	
I STATISTICS	1 items round				2	Export to CSV
SUSER MANAGEMENT	Name 🗢	URL 🗢		Type(s) of service 🖨	Avg rating 🖨	No feedback 🖨
¢\$ SYSTEM SETTINGS ✓	Points Of Single Contact			Assistance (cases)	****	1
		И 4	1 10 🗸			

As an National Coordinator you will be able to see an aggregated view of the feedback on quality collected for your country, as you can see on the previous image.

How to navigate on Feedback on quality module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

CACCEPTENSE	Single Digita	l Gateway						0
	on quality							
🏠 НОМЕ	Feedback	on quality						
S LINKS								
ASSISTANCE SERVICES	Type of service	ce	Average rating					
TRANSLATIONS	Filter by typ	es	Filter by rating		Clear filters			
	Hide filters							
OBSTACLES REPORTED	1 items found							
STATISTICS	1 items found							Export to CSV
SUSER MANAGEMENT	Name 🖨		URL 🖨			Type(s) of service 🖨	Avg rating 🖨	No feedback 🜲
SYSTEM SETTINGS	Points Of Single	Contact				Assistance (cases)	****	1
				н (1	▶ N 10 V			
						.		

On this aggregated view there are a number of details visible per row, **Name** (Title for link or type of assistance service for assistance services); **URL** (If applicable, it will only be displayed for information & procedure service); **Type(s) of service** (information, procedure, assistance service case or assistance service info); **Avg rating** (average rating for the service); **No feedback** (count on the feedback entries for the specific service).

CACCEPTENSEE Commission Sil	ngle Digital Gateway			
	juality			
A HOME	Feedback on quality			
S LINKS				
ASSISTANCE SERVICES	Type of service	Average rating		
TRANSLATIONS	Filter by types	Filter by rating	Clear filters	
FEEDBACK ON QUALITY	Hide filters			
OBSTACLES REPORTED	1 items found			
<pre>\$ STATISTICS</pre>				🛓 Export to CSV
USER MANAGEMENT	Name 🗢	URL ¢		Type(s) of service
Ø\$ SYSTEM SETTINGS ✓	Points Of Single Contact		-	Assistance (cases)
		K ∢ 1		

Filters

In Feedback on quality you have the filters **Type of service** and **Average rating**, You can also clear all previously added filters using the button **Clear filters**

CAC GEPTEWSFean Commission	Single Digital Gateway	
	on quality	
A HOME	Feedback on quality	
© LINKS		
ASSISTANCE SERVICES	Type of service Average rating	
TRANSLATIONS	Filter by types Filter by rating Clear filters	
FEEDBACK ON QUALITY	Hide filters	
OBSTACLES REPORTED	1 items found	
STATISTICS	Titems tound	🛓 Export to CSV
USER MANAGEMENT	Name \Rightarrow URL \Rightarrow Type(s) of service	ce
SYSTEM SETTINGS	Points Of Single Contact Assistance (case	s) ***** 1

You can press Hide filters so you can hide the filters that you have.

CAC GEPTEN OFEn Commission Sil	ngle Digital Gateway				
	quality				
HOME	Feedback on quality				
S LINKS					
ASSISTANCE SERVICES	Type of service	Average rating			
TRANSLATIONS	Filter by types	Filter by rating	Clear filters		
FEEDBACK ON QUALITY	<u>Hide filters</u>				
OBSTACLES REPORTED	1 items found				
<pre>\$ STATISTICS \$\$\$\$</pre>	1 items round				Let Export to CSV
USER MANAGEMENT	Name 🖨	URL 🗢		Type(s) of service 🖨	Avg rating \$ No feedback \$
Ø [®] SYSTEM SETTINGS ✓	Points Of Single Contact			Assistance (cases)	**** 1
		К			

Show filters									
1 items found									Letter to CSV
Name 🗢	URL 🖨						Type(s) of service 🖨	Avg rating 🖨	No feedback 🜲
Points Of Single Contact							Assistance (cases)	*****	1
		K	•	1	•	▶ 10 ∨			

When you click on **Type of service** a drop down it will show up with the options **Assistance (cases)**, **Assistance (info)**, **Information and Procedure**.

Feedback on quality		
Type of service	Average rating Filter by rating Clear filters	
Assistance (cases)		
Assistance (info)		
1 Information		Ł Export to CSV
Na Procedure	URL \$	Type(s) of service
Points Of Single Contact		Assistance (cases)
	H 4 1 > H 10 🗸	

When you select for example Assistance (info), new filters Service name and URL will appear

Fe	eedback on quality			
	Type of service Filter by types	Service name	URL Filter by url	Average rating Filter by rating
	Assistance (info)		· and all action	The strange
	Clear filters			
1	Hide filters			

When you input the keyword, for example 'Point' in the **Service Name** filter, it will filter all the services with the keyword 'Point' in the Service name.

Feedback on quality			
Type of service Filter by types Assistance (cases) S Hide filters	Service name Point	Average rating Filter by rating	Clear filters
1 items found			Ł Export to CSV
Name 🗢	URL 🗢		Type(s) of service ♀ Avg rating ♀ No feedback ♀
Points Of Single Contact			Assistance (cases)
	н ∢ 1	▶ H 10 ✓	

You can also clear all previously added filters using the button "Clear filters":



Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[tod ay date]

Commission Commission	Single Digital Gateway				Ω
	n quality				
A HOME	Feedback on quality				
S LINKS					
ASSISTANCE SERVICES	Type of service	Average rating			
TRANSLATIONS	Filter by types	Filter by rating	Clear filters		
FEEDBACK ON QUALITY	Hide filters				
OBSTACLES REPORTED	1 items found				
STATISTICS					Let Export to CSV
USER MANAGEMENT	Name 🗢	URL 🗢		Type(s) of service 🖨	Avg rating \$ No feedback \$
Ø\$ SYSTEM SETTINGS ∨	Points Of Single Contact			Assistance (cases)	**** 1
		н			

File Structure:

Field	Value
Country	Full name of the country for which the Feedback is provided
Name of service	Full name of the service
URL	The URL of the service
Type of Service	The service type - Assistance service cases, Information services, Procedure services
Rating	The avg rating of all the feedbacks for a given service
No. of Feedbacks	Number of Feedbacks received for a given service

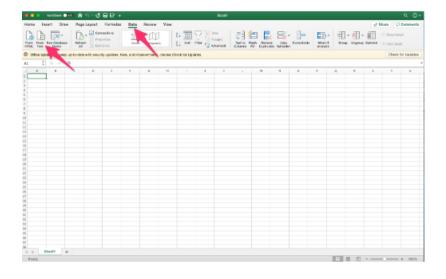
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

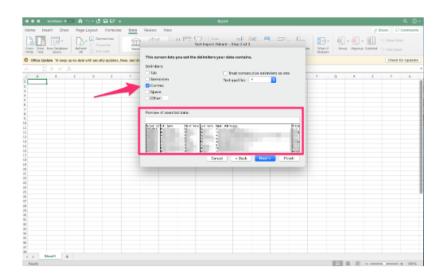
- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text



- 3. Select the CSV file that has the data clustered into one column.
- 4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

••			182.			
ne in	eert Draw	Page Layout	Formula		Roview View	2 Share Common
i in	New Ostabasa			白雪	A1 Image: Class Image: Class	Subrotal House Detail
Office Up		-to-date with seco		from and in	The Text Witself has determined that your data is Delimited. If this is carred, choose Heat, or choose the Data Type that best describes your data.	Check for Upsiate
		6 Þ	ŧ		Collinities Otherseters such as comman or take separate each field, P Q R Mind vields - Fields are aligned in columns with spaces between each field.	\$ T U
					Start Import at row (1 3 The origin: Unicode (UTT-8)	
					Provine of salested data	
					Preview of File (Users)aaronha/Dee/al_people_Al_People_cosport_Man-34-3030.com Elivery 30:01: here 2-mi fee, Let fee, Let 6, Alexandriane Seid Let 6 and Laurier Desire Series	
					Cancel a lack News Frink	

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



- 6. Finally, click Finish.
- 7. Remember to Save your document!

Obstacles reported

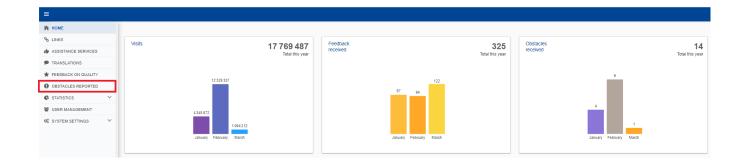
- Obstacles reported
 - ^O How to access the obstacles reported module?
 - ^O How to navigate on obstacles reported module?
 - Filters
 - Export to CSV
 - How to open a CSV in an Excel?
 - ^O How to manage the Status of an Obstacle?
 - ^O How to translate the free text of an Obstacle?

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Status		Category	Problem a	reas	Start date		
Filter by status		Filter by categories	Filter by	problem areas	dd/mm/yyyy		
End date dd/mm/yyyy tide filters 2 items found	Clear filters					🛓 Expo	ort to CSV
Origin country 🖨	Obstacle in 🖨	Category 🗢	Sub-category 🖨	Problem areas 🜲	Creation date \$	Status 🖨	ACTIO
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	=
Belgium	II Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	≡
			Assistance in case of	Obstacle within a	2022-02-28 10:32:13	In Progress	≡

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

In addition you have the ability to search by Status, Category, Problem Arias, Star date and End date.

St.	atus		Category		Problem areas		Start date	End date		
	Filter by status		Filter by categories		Filter by problem areas		dd/mm/yyyy 🖆	dd/mm/yyyy 🛗		
Ļ										
L	Clear filters									
lide	e filters									
2 it	tems found							± €	xport to	o CSV
	Origin country 🗢	Obstacle in 🖨	Category 🖨	Sub-categ	jory 🗢	Problem areas 🗢	Creation date 🗢	Status 🗢	Α	стю
•	Belgium	Romania	Health and safety at work	Health and	I safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open		≡
	Belgium	Romania	Consumer rights	Product sa	fety	Unclear or contradicting rules	2022-02-28 10:32:49	Open		≡
	Belgium	Romania	Travel	Assistance	in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	\supset	≡
	Belgium	Romania	Goods	Product ru	les and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open		≡
	Belgium	Romania	Citizens' and family rights	Gender re	cognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open		≡
		_								

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation date, Status and Actions.

Statu	us		Category	Problem areas			End date
Filt	ter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🛗	dd/mm/yyyy
CI Hide f	lear filters						
2 iter	ms found						Ł Export to CS
(Origin country 🖨	Obstacle in ≎	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🗢	Status 🗢 ACTI
	Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
	Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open
	Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
	Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open
	Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

Status		Category	Problem areas		Start date End date	
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🟥 dd/mm	/уууу 🗰
Clear filters						
Hide filters						
12 items found						🛓 Export to CSV
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category \$	Problem areas 🖨	Creation date 🖨	Status 🗢 ACTIO
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
teste final em	n portugues, teste numero 4					Translate
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open =
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	(Open)

Filters

By default you can filter by Status, Category, Problem area(s), Start Date and End Date.

Obs	stacles reported								
	Status Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date End date dd/mm/yyyy 🖄	y 🗰		
L	Clear filters								
12 i	items found							🛓 Ехро	ert to CSV
	Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-catego	ory \$	Problem areas 🗢	Creation date 🖨	Status 🖨	ACTIONS
>	Belgium	Romania	Health and safety at work	Health and	safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	≡
>	Belgium	Romania	Consumer rights	Product saf	ety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	≡
>	Belgium	Romania	Travel	Assistance	in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	≡
>	Belgium	Romania	Goods	Product rule	es and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	≡
>	Belgium	Romania	Citizens' and family rights	Gender rec	ognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	=
			k	1 2	3) N 5 v				

You clear all previously added filters using the button Clear filters:

Clear filters

You can press $\mbox{\bf Hide filters}~\mbox{for them to not show up}.$

Status Filter by status		Category Filter by categories	Problem areas Filter by problem areas			date //mm/yyyy 🗰
Clear filters Hide filters						
2 items found						Ł Export to CSV
Origin country 🖨	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🗢	Status 🗢 ACTIO
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open =
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open 📃

Obstacles reported						
Show filters						
12 items found						Ł Export to CSV
Origin country 🗢	Obstacle in 🖨	Category ¢	Sub-category \$	Problem areas 🗢	Creation date 🗢	Status CTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open =
> 📕 Belgium	II Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress =
> 📕 Belgium	II Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open =
		К	 ▲ 1 2 3 ▶ Ħ 5 ♥ 			

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

Status		Category	Problem areas			date /mm/yyyy 🏥
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🛗 dd	//mm/yyyy 🟥
Clear filters						
Hide filters						
12 items found						Ł Export to CS
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🖨	Status 🗢 ACTI
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open
Belgium	II Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	(Open) =

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text

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		Page Layout																ura 💭	
là lè	- B		wrections	1	11	1	N 👬	7 3:	lear .	- GE 2	1 5	8	· 📴 -	- E7-	1	- 🗐 -	1日。	C Show Dets	4
iten from	New Docatione Query	All Die	R UNK	diam'r.		1	1 9841	Re 🕌	diamond.	Territo A Courtes	ant barrow	o Cara Des habitatio	Conser idate	What if Malysis	0.04	United in the second	butrond -	- Hile Dela	
		-to-date with eac																	tr Updates
	×																		
		< 0		4	6	14	1		ĸ	Ł	N	n	0	1	4	8	5	1	U
	+																		
3	Sheet1 +																		

- 3. Select the CSV file that has the data clustered into one column.
- 4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

●●● Antes 0.00 合心、⑤ 등 다		
Home Insert Draw Page-Lapout Formulas Data		d Share C Commente
From Fort Services Services	Tatinget Waari-Stap 1of 3	Non-H Manghi Manghi
Office Update To keep up-to-date with security updates, from and	The Text Witzerd has determined that your data is Delimited. If this is carrect, procee Hest, or choose the Data Type that best describes your data.	Check for Updates
	Dedivitial - Oteracters such as commas or table separate each field. Tred Width - Fields are aligned in calumor with spaces between each field.	P Q R 5 T U
	Start import at rows 1 5 The origin: Unicode (UT7-8)	
	Provine of smoothed during	
	Preview of the Albertal secondar, Dec., All, people, All, People, _export, Mar-34-2020, ore, 	
8	E Canadi - Linck Have a Finale	
	and the second s	
Boatt +		+ 0 - + 107.

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains. Iddate To loop un-to-data with security update, loss, and the defaultance year data contains.		& Share Comment
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Cores C		Crede for Genere
	Q R	5 T U
there is a second se		

6. Finally, click Finish.

7. Remember to Save your document!

How to manage the Status of an Obstacle?

You can change the status of an obstacles using the **Actions** available to your user.

2 items found						
Country of origin 🗢	Obstacle in 🗧	Category ¢	Sub-category ¢	Problem area(s) ¢	Creation date ¢	Status ACTIONS
✓ ■ Belgium user free text is added here	🚾 Spain	Employees	Other		2021-04-21 17:03:26	Open = the first of the first o
> Belgium	T Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Close

The following statuses are available for each obstacle:

- O Open
- $^{\circ}$ In progress
- Closed
- Not relevant

By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status Close, you can re-open and it will go update to Open status again.

How to translate the free text of an Obstacle?

You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.

✓ Belgium		Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open
EN	my issue is						Translate

In case the original language is not identified or wrongly identified you can also select the original language.

To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.

_							
stacle in 🖨		Category \$	Su	ıb-category 🖨	Problem areas 🗢	Creatio	on c
Belgium	Translate					2022-03	3-2
	Please select any official EU "From".	language to translate to. The original languag	ge was au	tomatically identifie	ed. If you think it's incorrect, please select another language	je from the list	
Belgium	From	English	•	то	Select to	2022-01	1-1!
Belgium					Bulgarian Croatian Czech	Translate 2021-06	8-1
Belgium	_	Travel	Ide	entity card, visa, pa	Dutch	2021-05	5-0
Belgium		Travel	As	sistance in case o	English f Estonian Finnish	2021-04	4-0
			н	1 → H	French German Greek		
					Hungarian Icelandic Irish		
					Italian Latvian Lithuanian Maltese Norwegian		

After selecting the language you should click on **Translate**, and the text will be translated.

;		Category 🗢	Sub-category 🖨		Problem areas 🗢		C
	Translate						20
	"From".	language to translate to. The original language was		-	lease select another languag	e from the list	
	From	English	¢ To	Portuguese	\$		20
					< Cancel	Translate	20
	_	Travel	Identity card, visa, pa	ssport			20

Once the translation is processed you will be able to see the original text and the translated text.

~	Belgium		Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open
	EN	my issue is						Translate
	PT	o meu problema é:						

If you go to other page inside SDG and come back to the obstacles the translated text will remain there, but if you log out or refresh the page you will need to translate it again.

Statistics Dashboard

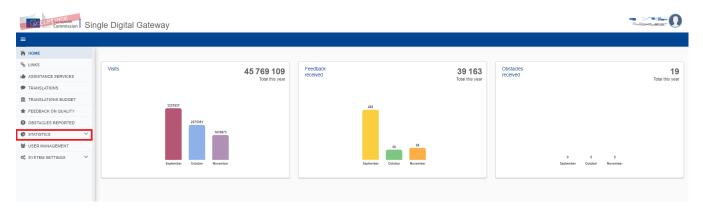
- Statistics Dashboard
 - ^O Introduction
 - ^O How to access the Statistics Dashboard Module?
 - ^O How to navigate on Statistics Dashboard Module?
 - O Statistics Webpages
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Webpages tab?
 - ^O Statistics Assistance Services Cases
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Assistance services cases tab?
 - O FOQ Webpages
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Webpages tab?
 - First Level
 - Second Level
 - ^O FOQ Online Procedures
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Online Procedures tab?
 - First Level
 - Second Level
 - ^O FOQ Assistance Services Cases
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Assistance Services Cases tab?
 - First Level
 - Second Level
 - O FOSMO
 - How to use the Filters
 - Cascading filters
 - What can we consult in Feedback on Single Market Obstacles?

Introduction

The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the Statistics Dashboard module, click on Statistics button in the left-side menu.

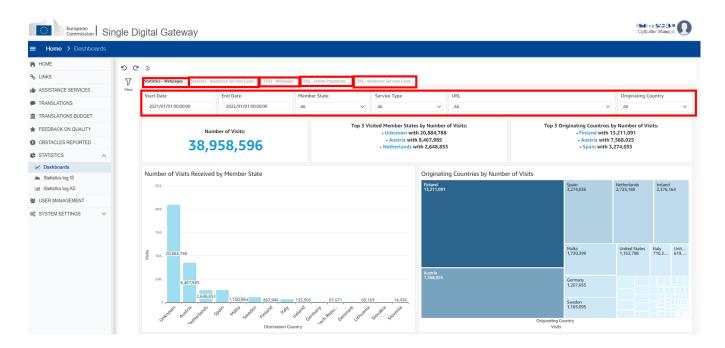


That action will expand more options, click on **Dashboards**.

European Commission S	ingle Di	igital Gateway							a SALENA Rof Manager 🕡	
HOME	50	5								
% LINKS	7		Assistance Services Cases FOQ - Webpa	ages FOQ - Online Procedures FOQ - A	ssistance Services Cases					
ASSISTANCE SERVICES	Filter	Start Date	End Date	Member State	Service Type	URL		Originating Co	auntor	
TRANSLATIONS		2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	✓ All	~	All	~	
TRANSLATIONS BUDGET										
FEEDBACK ON QUALITY		N	umber of Visits:	Top 3 V	isited Member State • Unknown wit	s by Number of Visits: h 20,884,788	: Top 3 Originating Countries by • Finland with 13		its:	
OBSTACLES REPORTED		38	958,596		Austria with Netherlands w	8,467,985	Austria with 7, Spain with 3,	7,568,025		
STATISTICS			550,550							
🗠 Dashboards		Number of Visits Receive	ad by Mombor State			Originating Cour	ntries by Number of Visits			
Let Statistics log IS		25.0	ed by Member State			Finland 13,211,091		Netherlands	Ireland	
Leel Statistics log AS						13,211,091	Spain 3,274,035	2,723,188	2,376,164	
USER MANAGEMENT		20,0								
¢° SYSTEM SETTINGS ∨		15,0								
		20,884,788					Maita 1,730,399	United States 1,153,798	Italy Unit 710,3 619,	
		5.00. 8,467,985 2,648,6	1,150,994 867,946			Austria 7,568,025	Germany 1,207,655 Sweden 1,165,095			
		Untront Austructure	Sp ^{ahr} s ^{alta} s ^{getter} rivier ^d sel	He Gen wether Den little	Gove Gove		Originating Country Visits			

How to navigate on Statistics Dashboard Module?

When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

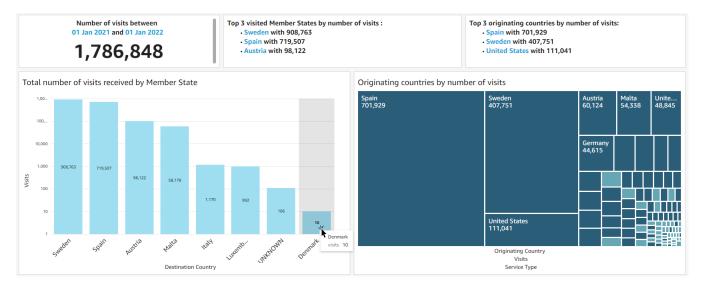
■ Home > Dashboards												
HOME	50	• 5										
6 LINKS	7		ics - Assistance Services Cases FOQ - We	bpages FOQ - Onli	ine Procedures FOQ - As	ssistance Services Cases						
ASSISTANCE SERVICES	Filter	Start Date	End Date	Member St	ate	Service Type	U	PI		Originating	Country	
TRANSLATIONS		2021/01/01 00:00:00	2022/01/01 00:00:00	All	v v	All		All	~		country	~
TRANSLATIONS BUDGET												
FEEDBACK ON QUALITY			Number of Visits:		Top 3 Vi		tes by Number of V ith 20.884.788	/isits:	Top 3 Originating Countries I • Finland with 1		/isits:	
OBSTACLES REPORTED		3.9	8,958,596				th 8,467,985 with 2,648,853		Austria with Spain with 3			
STATISTICS			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							274,000		
2 Dashboards		Number of Vicits Docs	ived by Member State				Origination	Countries by Number of	f Vicito			
Statistics log IS		25.0_	aved by Member State				Finland	Countries by Number of	Spain 3.274.035	Netherlands	Ireland	
Left Statistics log AS							13,211,091		3,274,035	2,723,188	2,376,164	
USER MANAGEMENT		20,0										
SYSTEM SETTINGS V												
		15,0										
									Malta	United States	Italy U	Unit
		\$1 10,0 20,884,788							1,730,399	1,153,798	Italy U 710,3 6	s19,
							Austria 7,568,025					
		5,00 8,467,985					7,568,025		Germany 1,207,655			
		2,6	48,853 1,150,994 867,946	135,903	87,671 69,1	69 14,436						
		Unitrown postis	105 State Matter Sweden Finland		eth Reput Dennast Lithuania				Sweden 1,165.095			

After that action you will be able to filter the data Start Date; End Date; Member State; Service Type; URL and Originating Country.

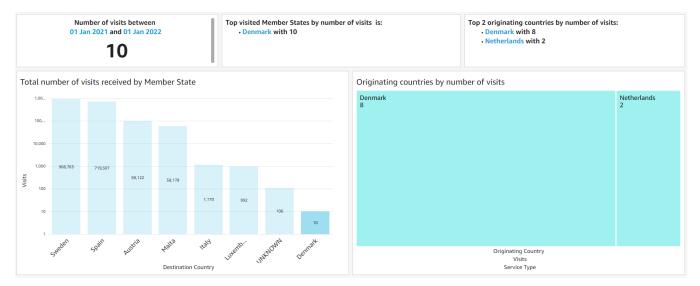
Statistics - Webpages Statistics - Assi	istance Services Cases FOQ - Webpages FOQ	- Online Procedures FOQ - Assistance !	Services Cases			
Start Date	End Date	Member State	Service Type	URL	Originating Country	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	✓ All	All		~
			Top 3 Visited Member State		Top 3 Originating Countries by Number of Visits:	
4	Number of Visits: 5,769,109		- Unknown wit - Spain with - Denmark w	2,119,082	 Finland with 14,340,325 Malta with 4,921,177 Sweden with 4,824,856 	

You can also drill down by just clicking on any chart for a desired value.

Before:



After:



You can reset all filters you have added by clicking on the top left corner.

50	8									
∇	Statistics - Webpages Statistic	s - Assistance Services Cases FOQ - Wel	opages FOQ - Online Proce	dures FOQ - A	ssistance Services Cases					
Filter	Start Date	End Date	Member State		Service Type		URL		Originating Country	
	2021/01/01 00:00:00	2022/01/01 00:00:00	All	\sim	All	\sim	All	~	All	~
		Number of Visits: ,958,596		Top 3 V	• Austria w	tes by Number vith 20,884,788 ith 8,467,985 with 2,648,853		Top 3 Originating Countries b - Finland with 13 - Austria with 7, - Spain with 3,	568,025	

Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:

Start Date	End Date	Member State		Se	ervice Type			URL		Originating Country			
2021/01/01 00:00:00	2022/01/01 00:00:00	All	\sim	A	NI	~		All		∼ All			
		Fearch value	٩	JL(Search value	Q		Search values		2			
	Number of Visits:	Select all	10		Select all Assistance Info		Vis	sit	Search	Number of	/isits:		
4.	5,769,109	Cyprus Denmark Extonia Finland Germany Gerecc tay tay			Procedure	Originatin	g Co	ountries by Number of Visits	- Sweden w	th 4,824,856			
50,000,000		Luxembourg				Finland 14,340,325			Sweden 4,824,856	Germany 1,830,606	Austria 1,636,650	De 1,3	

After:

9 C 7	Statistics - Webpages Statistics - Assistance Serv.	vices Cases FOQ - Webpages FOQ - (nline Procedures FOQ - Assistance Services Cases								
Filter	Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State		Service Type Information	~		URL https://iifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/a-general-introduction-t		ng Country	
			Search value Q)] oVi	Bearch value	٩	sitts	liearch value Q.]	Number of	Visits:	
		nber of Visits:	Denmark Show selected values		Assistance Info Information Procedure			thtps://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/a-general-introductio	ı 1,714 h 180 h 134		
								https://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/taxation-on-purchase https://lifeindenmark.borger.dk/family-and-children/adoption/do-you-want-to-adopt-a-child-fr https://lifeindenmark.borger.dk/family-and-children/adoption/do-you-wish-to-adopt-a-child-s			
	Number of Visits Received by Men	nber State				Originating	Co	Inttps://lifeindenmark.borger.dk/family-and-children/couples/getting-married/if-you-wish-to-ge			
	4,000					Denmark 1,714		https://ilfeindenmark.borger.dk/Tamily-and-children/couples/when-you-diverce-or-separate/chil- Show selected values	many I	Netherlands 118	Portuga 109
	1,000										
								Sweden	Latvia	Greece Liti	hua Fra

What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Visits between Start Date and End Date, Top 3 visited Member States by number of visits, Top 3 originating countries by number of visits.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

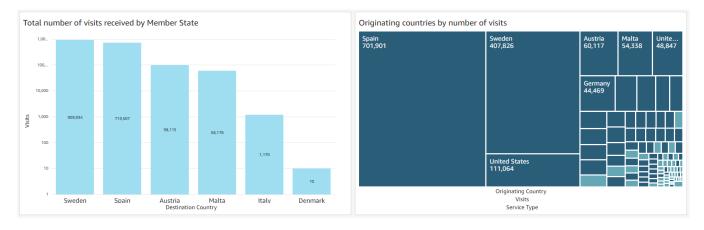
	ber of Visits: 69,109	Top 3 V	isited Member States by N • Unknown with 42,7 • Spain with 2,119 • Denmark with 26	796,671 9,082	Top 3 Originating Countries by - Finland with 14 - Malta with 4, - Sweden with 4,	1,340,325 921,177
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type	URL All	~	Originating Country
Statistics - Webpages Statistics -	Assistance Services Cases FOQ	- Webpages FOQ - Online Procedures	FOQ - Assistance Services Case	es		

With filters applied:

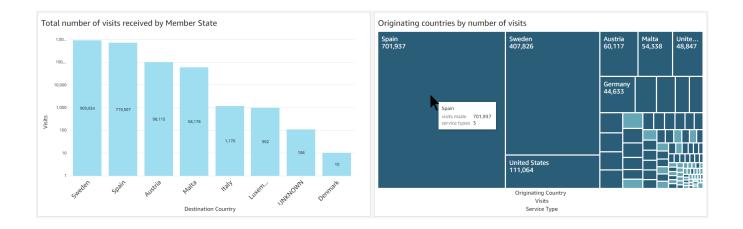
Statistics - Webpages Statistics - A	Assistance Services Cases FOQ -	Webpages FOQ - Online Procedures	FOQ - Assistance Services Cases				
Start Date	End Date	Member State	Service Type	URL		Originating Country	
2021/01/01 00:00:00	2022/01/01 00:00:00	All V Top Visit	ed Member States by Number of	of Visits is: To	op 3 Originating Countries b	,	~
	876		Cyprus with 1,876		Cyprus with Greece with Iran with	h 152	

On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

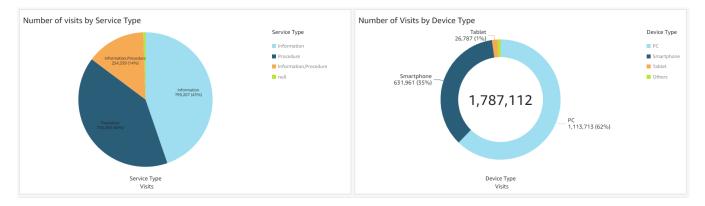


You can hover your cursor on top of the charts to get more details.



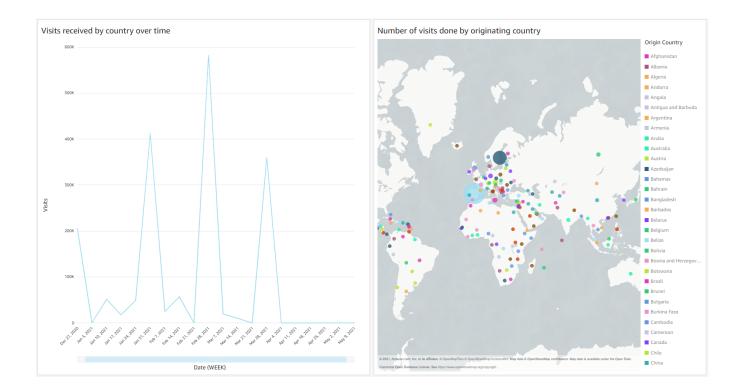
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



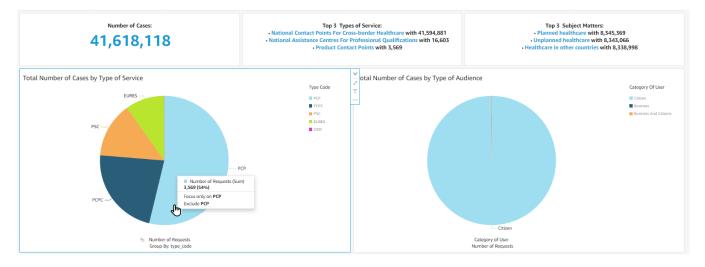
Statistics - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Service Type; Subject Matter, Sub-subject Matter and Specific Service.

Statistics - Webpages Stat	istics - Assistance Services Cases	FOQ - Webpages FOQ - Onlin	e Procedures FOQ - Assistance Services Cases			
Start Date	End Date	Member State	Service Type	Subject Matter	Sub-subject Matter	Specific Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Denmark V	All	All 🗸	All 🗸	All 🗸



You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:

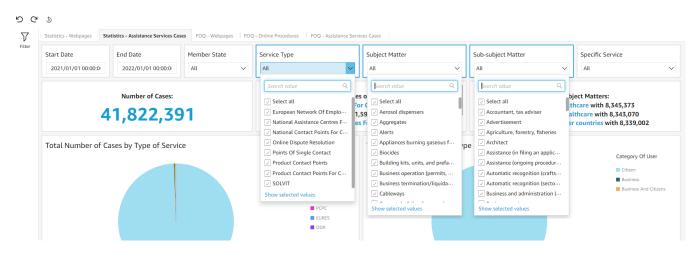
You can reset all filters you have added by clicking on the top left corner.



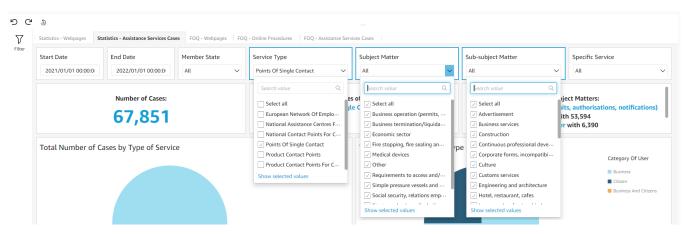
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

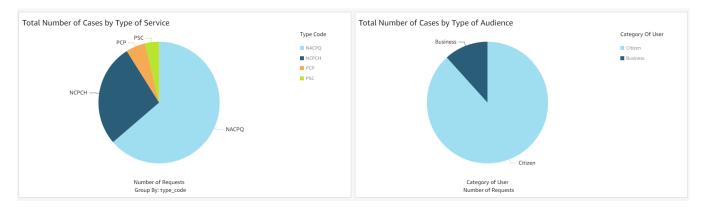
୬୯	٩		
∇	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages	DQ - Online Procedures FOQ - Assistance Services Cases	
Filter	Start Date End Date Member State 2021/01/01 00:00:0 2022/01/01 00:00:0 All	Service Type Subject Matter	Sub-subject Matter Specific Service Alt V
	Number of Cases: 89,976	Top 3 Types of Service: Points Of Single Contact with 67,851 • National Contact Points For Cross-border Healthcare with 11,934	Top 3 Subject Matters: • Business operation (permits, authorisations, notifications) with 53,594 • Other with 7,688

With Filters Applied:

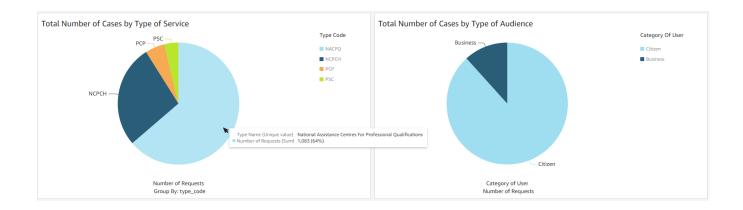
ש פ ע		atistics - Assistance Services Cas	FOQ - Webpages	FOC	- Online Procedures FOQ - Assistance Serv	rices Cases		
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:01	Member State Germany	~	Service Type	Subject Matter Healthcare in other countries ~	Sub-subject Matter	Specific Service
		Number of Cases:				s of Service: or Cross-border Healthcare with 1,201		ect Matters: her countries with 1,201

On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

Again here you can also use filters to drill down the data.

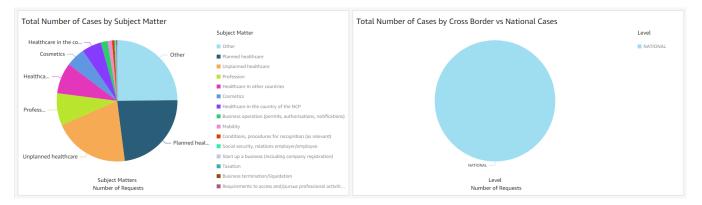


You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**).

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

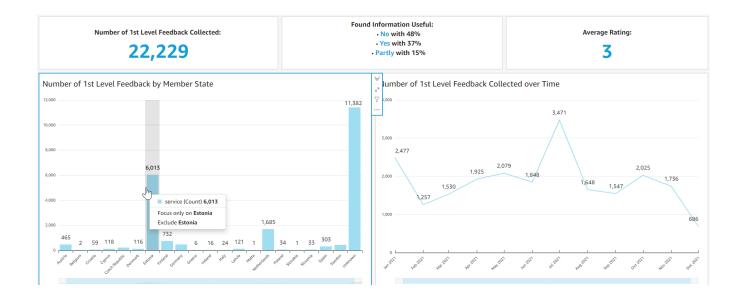
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu_ \sim

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.



First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	~	Serv All	ice	~
Number of 1st Level Feedbac		Found Information I • No with 48 • Yes with 37 • Partly with 1	%		Average Rating: 3	

After:

Statistics - Webpages Statistics - Assistance Services Case	s FOQ - Webpages FOQ - Onli	ne Procedures FOQ - Assistance Servi	ices Cases		
First Level					
Start Date	End Date	Member St	tate		Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Estonia		~	https://www.eesti.ee/en/citizenship-and-documents/personal-identity-docu $$
Number of 1st Level Feedbac	k Collected:		Information Useful: Partly with 33% • No with 33% • Yes with 33%		Search value Select all https://www.eesti.ee/en/citizenship-and-documents/citizenship/estonian https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right (https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right
Number of 1st Level Feedback by Memb	er State		Number of 1st Level Feed	back	C https://www.eesti.ee/en/citizenship-and-documents/right-of-residence-a https://www.eesti.ee/en/citizenship-and-documents/rules-regarding-cros
10	9		5		https://www.eesti.ee/en/doing-business/accounting-and-reporting/report https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolutio
8			4		https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolving https://www.eesti.ee/en/doing-business/enterprise-in-the-european-unio Show selected values
6			3		

Second Level

Before:

Second Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service All ~
	Number	Of 2nd Level Feedback Collected: 2,439	

After:

Second Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia ~	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv v
		Number Of 2nd Level Feedback Collected:	Search value Q Select all https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste
Feedback Collected			https://mup.gov.hr/prebivaliste-boraviste-329/329 Show selected values 1

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

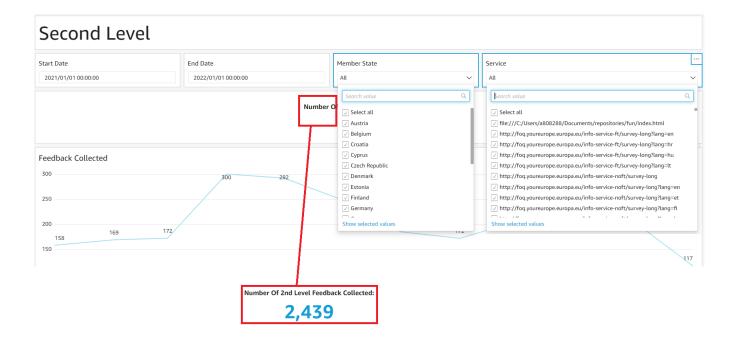
First Level Start Date 2021/01/01 00:00:00 Pumber of 1st Level Feedback Collected: 22,229 Number of 1st Level Feedback by Member State Image: Second Republic Image: Second Republic<	es Statistics - Assistance Services Cases FC	FOQ - Webpages FOQ - Online Procedur	es FOQ - Assistance Services Cases		
2021/01/01 00:00:00 All Number of 1st Level Feedback Collected: Search volue 22,229 Select all Number of 1st Level Feedback by Member State Croatia Izcon Croatia Croatia Croatia Croatia Croatia Croatia Croatia Croatia Croatia Demmark Demmark	Level				
Number of 1st Level Feedback Collected: Search value 22,229 Select all Number of 1st Level Feedback by Member State Croatia 12,000 Creath Republic 12,000 Demmark	End	End Date	Member State	Service	
Number of 1st Level Feedback Collected: Select all 22,229 > Austria Belgium > Orostia Coprus > Coprus 12000 > Cench Republic 12000 > Demark	20:00:00	2022/01/01 00:00:00	All	All	~
Number of 1st Level Feedback by Member State C k Collected over Time IZ2000 Czech Republic IZ2000 Denmark			 ✓ Select all ✓ Austria ✓ Belgium 		
	Ist Level Feedback by Member Sta	per State	 ✓ Cyprus ✓ Czech Republic 	ck Collected over Time	
10,000 Inland 3,471 8,000 Inland Inland Show selected values 2,079			 ✓ Estonia ✓ Finland ✓ Germany ✓ 	3,471	

After:

Statistics - Webpages Statistics - Assistance Services	Cases FOQ - Webpages FOQ - Online Proceed	ures FOQ - Assistance Services Cases		
First Level				
Start Date	End Date	Member State		Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Spain	\sim	https://sede.gobcan.es
Number of 1st Level Feedl		Search value	٩	Search value Q Select all https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric https://sede.gobcan.es
Number of 1st Level Feedback by Mer	mber State	Netherlands Poland Slovakia Slovenia Slovenia Spain Sweden	ck	
300	303	Unknown Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh

Second Level

Before:



After:

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Austria	https://www.bmdw.gv.at/, https://www.bmdw.gv.at/Themen/Lehre-und-Be
		Search value	Q Search value
		Number O Select all	Select all
		Austria	https://vorarlberg.at/
		Belgium	<pre>//www.bmdw.gv.at/</pre>
		Croatia	https://www.bmdw.gv.at/Themen/Lehre-und-Berufsausbildung/Internati
eedback Collected		Cyprus	https://www.bmdw.gv.at/Themen/Unternehmen/Produktinfostelle.html
eedback conceled		Czech Republic	https://www.land-oberoesterreich.gv.at/
1 1		Denmark	https://www.oesterreich.gv.at
		Estonia	https://www.oesterreich.gv.at/
		Finland	https://www.oesterreich.gv.at/en/themen/arbeit_und_pension/Berufshaf
0.8		Germany	https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrer
	/	Show selected values	Show selected values
0.6			

What can we consult in Feedback on Quality - Webpages tab?

You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

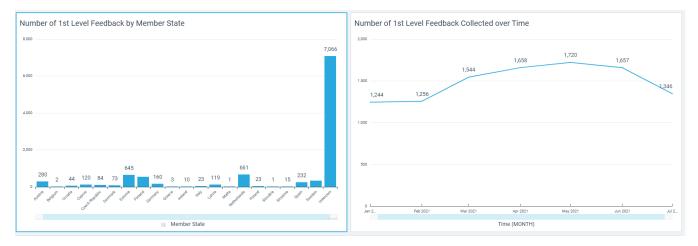
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases					
First Level					
Start Date 2021/01/01 00:00:00	End Date Member State Service 2022/01/01 00:00:00 All V				
Number of 1st Level Feedbac		Found Information Useful: • No with 48% • Yes with 37% • Partly with 15%	Average Rating:		

With Filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases				
First Level				
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Serv Netherlands http://www.servecture.com/documents/action/acti	ice s://business.gov.nl/regulation/accommodation-foreign-workers/, https:/	
Number of 1st Level Feedback Collected:		Found Information Useful: • Yes with 83% • No with 17%	Average Rating:	

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback collected over time



Then we have the chart for **Average Rating over time and** a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected.

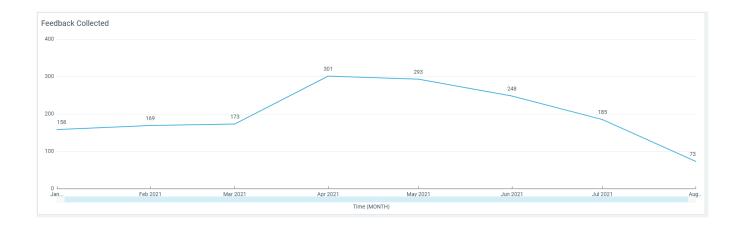
Without Filter:

Second Level				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service	~
		Number Of 2nd Level Feedback Colle	ected:	

With Filters:

Second Lev	el			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Czech Republic	~	Service https://portal.gov.cz/informace/pravni-postaveni-dlouhod
Number Of 2nd Level Feedback Collected:				

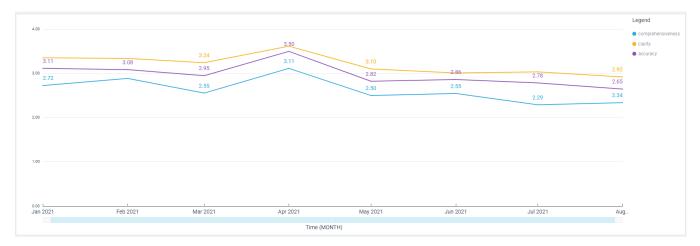
On the next block we have a line chart with the Feedback Collected over time.



Then we have the cards Average Rating for Information Accuracy, Information Clarity and Information comprehensiveness.

Average Rating for Information Accuracy:	Average Rating for Information Clarity:	Average Rating for Information Comprehensiveness:
3	3	3

On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



In the next block you have the card view for the Date of Last Publication and Name of Authority Responsible.

Date of Last Publication:	Name of Authority Responsible:
· I do not know (38%)	· Yes (43%)
· Yes (35%)	· I do not know (30%)
• No (22%)	• No (21%)
• No Answer (6%)	• No Answer (6%)

Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.

Page Included Reference:	Information Availability In English:
	· I do not know (43%) · Ves (30%) · No (19%) · No Answer (7%)

In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English.** You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

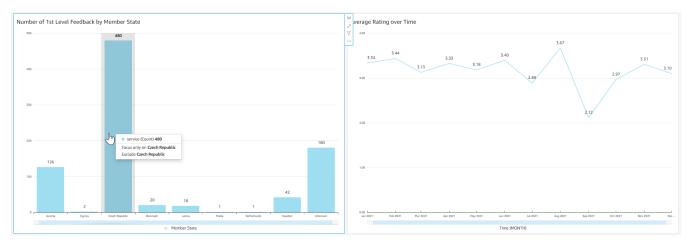
FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu_ \sim

You can also drill down by just clicking on any chart for a desired value.



First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service	
	Feedback Collected: 70		Average Rating: 3	

After:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases |

First Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 1st Level	Feedback Collected:	Search value Q Select all Austria Show selected values	Average Rating: 3

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	~	Service All	~
Num	ber of 2nd Level Feedback Collected: 79	т	op 3 Memb	er States by Number of Fee • Austria with 36 • Unknown with 32 • Denmark with 5	edback:

After:

Second Level		
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Jervice All https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Nun	nber of 2nd Level Feedback Collected:	Search value Select all Austria Show selected values

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Unlane Procedures FOQ - Assistance Services Cases				
First Level				
Start Date	End Date	Member State	Service	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	
		Fearch value	Search value	
Number of 1st Level	Feedback Collected: 70	Select all Austria Austria Cypros Crech Republic Denmark Latvia Mata	Select all Thtp://collect.yoursurgee.europa.eu/yh/fleedback/quality Thtp://collect.yoursurgee.europa.eu/yh/fleedback/quality Thtp://mww.mck.go.cv/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl	
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	Intp://www.meci.gov.cy/MECI/insolvency.nsl/page27_gr/page27_gr?OpenDocument Intps://borger.dk/ Intps://dr.gov.mt/	
		Show selected values 3.44 3.33 3.13	3.40 3.31 2.297 1.10	

After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Latvia ~	All
		Search value Q	Bearch volue Q
	Feedback Collected:	Solect all Autria Gyprus Cacch Republic Denmark Jutria Mata	∑ stor: ali ∑ https://ahviga.hv/ Show solected values
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	
	18	Show selected values	
			3.33

Second Level

Before:

Second Level				
Start Date	End Date	Member State	Service	
2021/01/01 00:00:00	2022/01/01 00:00:00	All ~	All	<mark>الا</mark>
Number of 2nd Le	vel Feedback Collected: 79	Select all Select all Second and Second and Second and Second and Second and Show selected values	<pre>v https://eg v https://fo v https://fo v https://la v https://la</pre>	lder-vebranet/maja-eupervahtmi porutmik-perat/ ayaurumpe curapa-cu/ntime-proc-nott/survey-long ayaurumpe curapa-cu/ntime-you-pageTang-en olipal-V/ enformant-borger.dk
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected over	https://lif	landemmärkkopger.dk/ diademmärkkopger.dk/ landemmärkkopger.dk/ActionPageNetIterriceld+0488+132-7434-4457-8777-e143178c landemmärkkopger.dk/ActionPageNetIterriceld+5577/bja48-8153-4214-b118-62553abc- landemmärkkopger.dk/

After:

Second Level					
Start Date	End Date	Member State		I	
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	~		All 🗸 🗸
		Search value	Q,		Search value Q
Number of 2nd Leve	l Feedback Collected: 5	Select all Austria Denmark Latvia Sweden Unknown Show selected valu		Меп	Store all Store J. S
Number of 2nd Level Feedback by Member State		Number of 2nd	d Level Feedbacks Collected over	Tin	ie
·	5	13			

What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:02:00	Member State All	Service All
Number of 1st Level Feedback Collected: 870			Average Rating: 3

You can use the filters here to drill down the data per Member State, use other date interval, service etc.

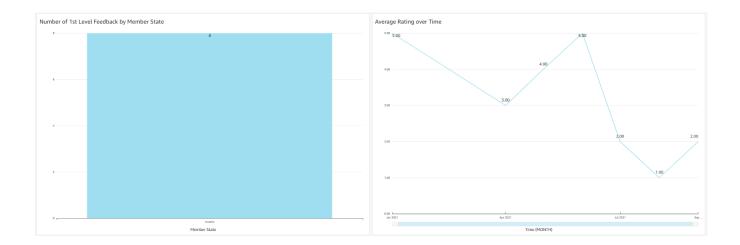
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All
Number of 1st Level			Average Rating:
8	70		3
	Feedback Collected:		Average Rating: 3

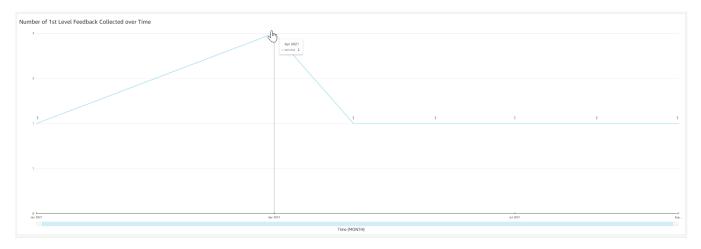
With Filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			v ₹
Start Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 1st Level	Feedback Collected:		Average Rating: 3

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Average Rating over time



Then we have the chart for **Number of 1st Level Feedback Collected over time.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and a card for Top 3 Member States by Number of feedback.

You can apply filters here to drill down the data.

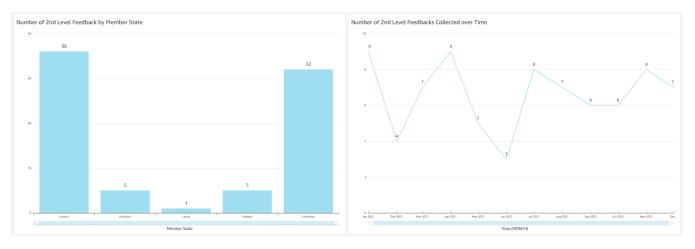
Without Filter:

Second Level			
5tart Date 2021/01/01 000000	End Date 2022/01/01 00:00:00	Member State	Service All
	l Feedback Collected: 79	Тор 3	Member States by Number of Feedback: - Austria with 36 - Unknown with 32 - Denmark with 5

With Filter applied:

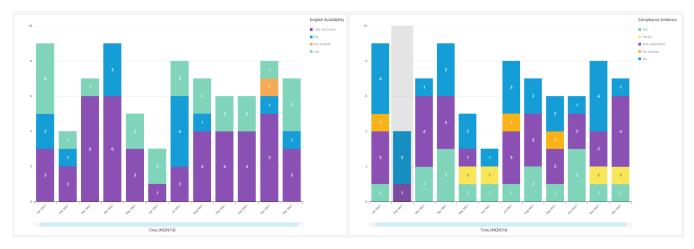
Second Level			
Start Date 2021/01/01 000000	End Date 2022/01/01 00:00:00	Member State All Bearch value	Lervice
Number of 2nd Leve	l Feedback Collected: 2	Setect all Sweden Show selected values	Member States by Number of Feedback is: • Sweden with 2

On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for $\ensuremath{\mathsf{English}}$ Availability and $\ensuremath{\mathsf{Compliance}}$ Evidence .

English Availability:	Compliance Evidence:
- 1 do not know (28%) - Yes (28%) - Yes (18%) - No Answer (1%)	- Not applicable (35%) - No (34%) - Yes (22%) - Party (5%) - No Answer (4%)



In the next block we have a stacked bar chart for English Availability and a stacked bar chart for Compliance Evidence.

In the next block we have two cards Online Payment and National Authentication.



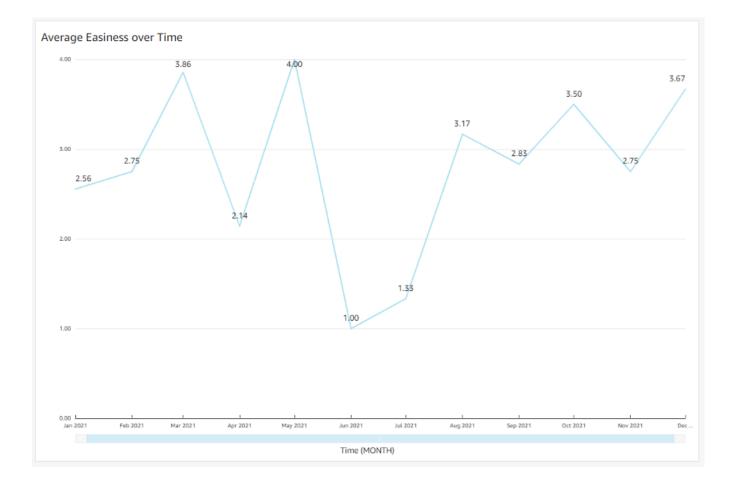
In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



In the next block we have a card for **Average rating for Easiness**.



In the next block we have the line chart for Average Rating on Easiness over Time.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:

Statistics - Webpages Statistics - Ass	sistance Services Cases FOQ - Webpages FO	Q - Online Procedures FOQ - Assista	ance Services Cases		
First Level					
Start Date	End Date	Member State	Service Type	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	✓ All	✓ All	~

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases HUQ - Webpages HUQ - Webpages HUQ - Assistance Services Cases							
First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All	Service ID All	~		
Number of 1st Level Feedback Collected: 1,209			Average Rating:				

After:

Statistics - Webpages Statistics - Assistance Services Cases	FOQ - Webpages FOQ - Online Procedures FOQ - A	sssistance Services Cases					
First Level							
Start Date	End Date	Member State	Service Type	Service ID			
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary ~	PCP V	All			
				Gearch value Q			
Number of 1st Level Feedback Collected:				Show selected values			

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All V	Service ID All	
Number of 2nd Level Feedback Collected: 172				Top 3 Member States by Number of Feedback: - Germany with 96 - Ltaly with 15 - Finland with 13	

After:

Second Leve	el				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 0000:00	Member State	Service Type PSC	~	Service ID All
Number of 2nd Level Feedback Collected: 13					1 Show selected values Finland with 13

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

First Level				
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	All
		Search value Q	Fearch value Q	Bearch volue
	Number of 1st Level Feedback Collected:	 ✓ Select all ✓ Bulgaria 	✓ Select all ✓ EURES	Select all
	1,209	Budgaria Croatia Cyprus Ceech Republic Denmark	V EURES V NACPQ V NCPCH V PCP V PCPC	bitmin space 354/35-0339-4841-6454-9eb/7543208a 354/35-0356-4821-6423-4a640666859 353425-0356-4226-b283-4a640666859 a6440xce-446-433-348b-43754186557c 5505160-576-576 5051560-576-576-576 5505160-576-576
Number of 1st Level Feedbac	k by Member State	Finland Germany Greece	Unknown	✓ 022a1480-5647-4154-ba3e-d8346bc9/t51 ✓ 035ect88b-8778-49ca-88ee-6dec36d2f211 ✓ ✓ 04046735-9777-42be-9273-b47e8b2ccc86
800	759	Hungary Hungary Show selected values	Show selected values	

After:

9				
Statistics - Webpages Statistics - Assistance S	ervices Cases FOQ - Webpages FOQ - Online Procedures FOQ - A	Assistance Services Cases		
First Level				
Start Date	End Date	Member State	Service Type Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	Bulgaria ~	All V All	~
		Search value Q	Bearch value	٩
	Number of 1st Level Feedback Collected:	Select all Bulgaria Croatia Cyprus	Select all Select all ELNES 9126222-a19-4195-a070-008aax9a8eb7 Show selected values Show selected values	
		Czech Republic Denmark Finland		
Number of 1st Level Feedback by Member State		Germany Greece	Number of 1st Level Feedback Collected over Time	
20		Hungary Hungary Show selected values	·	
	17			

Second Level

Before:

Second Leve	l			
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All Control Co	All	All ~ Farch volue Q. [Solid and Solid S
	Number of 2nd Level Feedback Collected:	Creatia Cryprus Create Republic Denmark Finland Germany Geree	NACPQ VACPQ VACPQ VACPQ PCPC PCPC PSC Uninnen Show selected values	Image: Status -
Number of 2nd Level Feedback by Member State			Number of 2nd Level Feedback Collected	Image: Signal

After:

Second Level							
Start Date	End Date	Member State		1	Service Type		Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	Bulgaria	\sim		All	~	All
		Search value	٩		Search value		Gearch value Q.
		Select all			✓ Select all ✓ EURES		☑ Select all ☑ 9f262c2c-a1a9-4f9d-aaf0-d09aaa9a9eb7
	Number of 2nd Level Feedback Collected: 9	Graatia Opprus Crech Republic Denmark Finland Germany Greece			Show selected values		Show salected values - Bulgaria with 9
Number of 2nd Level Feedback by Member State			_		Number of 2nd Level Feedback Colleg	cted o	over Time

What can we consult in Feedback on Quality - Assistance Services Cases tab?

You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

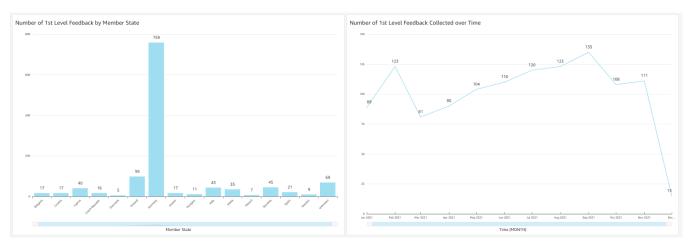
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FO	DQ - Webpages FOQ - Online Procedures F	OQ - Assistance Services Cases				
First Level						
	1 Date 022/01/01 00:00:00	Member State	Service Type All	Service ID		~
Number of 1st Level Feedback Collected: 1,209				Avera	ge Rating: 4	

With filters applied:

Statistica - Melpages Statistica - Aubistance Services Cleses POQ - Webpages POQ - Online Proceedures VOQ - Analistance Services Cleses						
First Level						
Start Date	End Date	Member State	Service Type	Service ID		
2021/01/01 00:00:00	2022/01/01 00:00:00	Denmark	All	All		
Number of 1st Level Feedback Collected: 5			Average Rating:			

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback Collected over time.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time.** You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and Top Member States by Number of Feedback.

Without Filter:

Second Le	evel				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type	Service All	•
Number of 2nd Level Feedback Collected:				Top 3 Member States by Numb • Belgium with • Unknown with • Cyprus with	h 59 h 13

With Filter:

Second Level						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type IPRH, NCPCH, PCPC, NACPQ V	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d V		
Number of 2nd Level Feedback Collected:			То	p Member States by Number of Feedback is: • Belgium with 11		

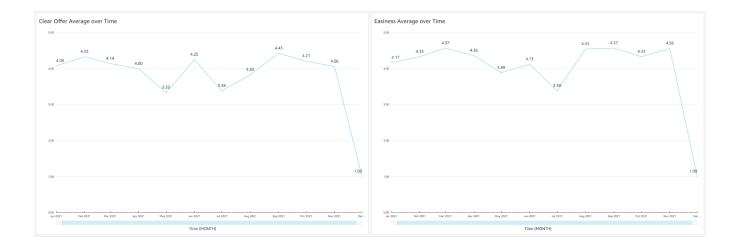
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for Average Rating for Clear offer and Average rating for Easiness.

Average Rating for Clear Offer:	Average Rating for Easiness:
4	4

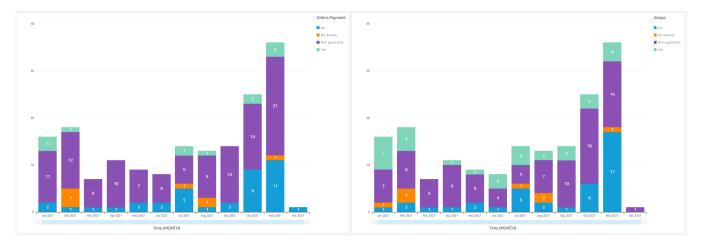
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



On the next block we have two cards one for **Online Payment** and other one for **Delays:**

Online Payment:	Delays:
Not applicable (66%) No (22%) Vec (7%) No Answer (5%)	- Not applicable (53%) - No (23%) - Vis (19%) - No Answer (5%)

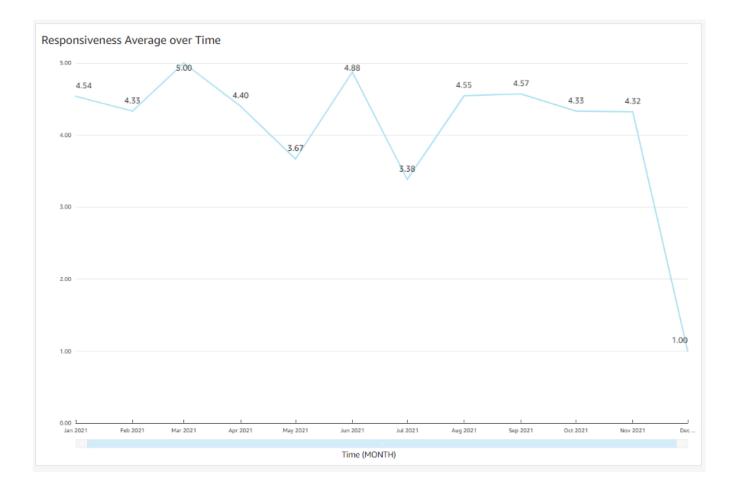
In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.



In the next block for the card Average Rating.



In the last block we have a line chart for the **Responsiveness Average over Time.** You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

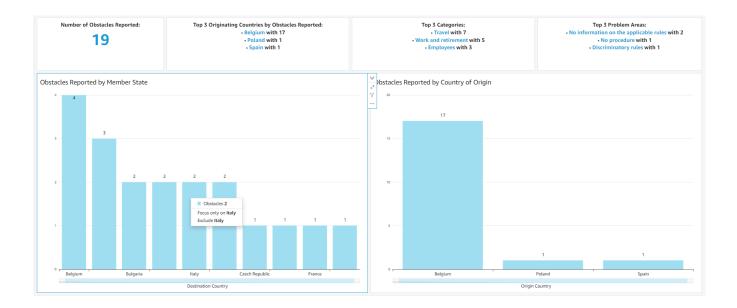
How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Category; Sub Category and Problem Areas.

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases FOSHO							
Start Date	End Date	Member State	Category	Sub-category	Problem Areas		
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	All	All		

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:

V Filter	Statistics - Webpages Statistics - Assistan	ce Services Cases FOQ - Webpages FOQ	2 - Online Procedures FOQ - Assista	nce Servi	es Cases FOSMO		Sub-category	Problem Areas
	2021/01/01 00:00:00	2022/01/01 00:00:00	All	~		ıll	All V	
	Number of Obstacles Reported	Top 3 Originating Countri	ies by Obstacles Reported:		Search value Q	Ч	Fearch value Q	Top 3 Problem Areas:
	19	• Belgi • Pola	um with 17 and with 1 ain with 1		Select all Citizens' and family rights Education or traineeship Employees	with 3		• No procedure with 1 Discriminatory rules with 1
	Obstacles Reported by Memb	er State			The second second	itry		

After:

∇			ices Cases FOSMO						
Filter	Start Date	End Date	Member State		Category	9	Sub-category	Problem Areas	
	2021/01/01 00:00:00	2022/01/01 00	00:00 All	~	Protection of personal data \sim		All ~	All	\sim
	Number of Obstacles Report	ted: Top O	riginating Countries by Obstacles Reported • Belgium with 1	is:	Search value Q Select all Citizens' and family rights Education or traineeship Employees	ata v	bearch value Q Select all V Data protection Show selected values	Top Problem Areas is:	
	Obstacles Reported by Men	nber State				try	of Origin		
	0.8		1		Health and safety at work Healthcare Vrotection of personal data Ublic contracts Show selected values		1		

What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories and Top 3 Problem Areas.

You can use the filters here to drill down the data per Member State, use other date interval, filter per Category or Problem area.

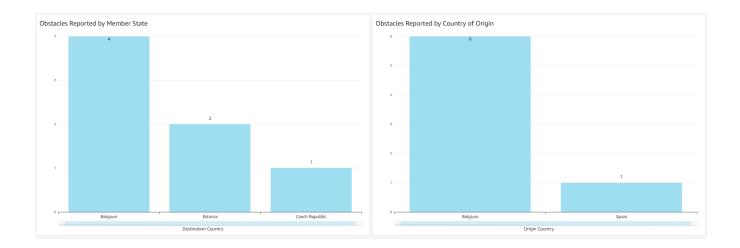
Without filters applied:

Start Date	End Date	Member State	Category		Sub-category		roblem Areas	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~ All	~	All	\sim	All	
Number of Obstacles Reported:	• Belg • Pol	ies by Obstacles Reported: um with 17 and with 1 ain with 1	• Tra • Work and	ategories: avel with 7 retirement with loyees with 3	5		Top 3 Problem Areas: mation on the applicable rules • No procedure with 1 • Discriminatory rules with 1	with 2

With filters applied:

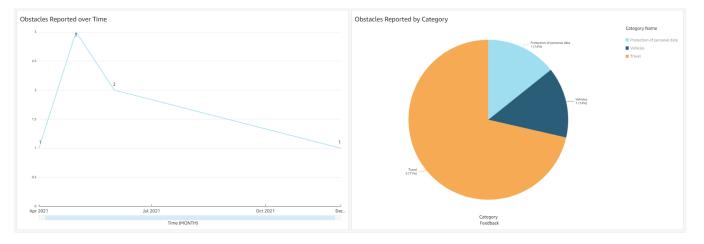
Statistics - Webpages Statistics - Assistance Services	Cases FOQ - Webpages FOQ - Online Procedur	es FOQ - Assistance Services Cases FOSMO					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Belgium, Czech Republic, Finland, Estonia,	Category Education or traineeship, Goods, Travel, P V	Lub-category	~	Problem Areas	~
Number of Obstacles Reported:	• Be	tries by Obstacles Reported: Iglum with 6 pain with 1	Top 3 Categories: . Travel with 5 . Protection of personal data v . Vehicles with 1	with 1		Top Problem Areas is: Discriminatory rules with 1	

On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**



Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.





In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Obstacles Reported by Sub-category			
Griline purchases, travel arrangements and rights of travellers (plane, train, ship, bus) 3	identity card, visa, pasaport	Buying and selling a motor vehicle	Assistance in case of reduced mobility 1
	Data protection		
	Sub-category Feedback		

Statistics Log IS

- Statistics Log IS
 - O Introduction
 - ^O How to access the Statistics Log Module?
 - ^O How to navigate on Statistics Log Module?
 - Filters
 - Status
 - Actions

Introduction

The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

How to access the Statistics Log Module?

National Coordinator (ES) Commission Single Digital Gateway = HOME S LINKS Feedback received Obstacles received Visits 45 819 014 39 163 19 ASSISTANCE SERVICES Total this year Total this year Total this year TRANSLATIONS ★ FEEDBACK ON QUALITY 3357973 OBSTACLES REPORTED STATISTICS \sim USER MANAGEMENT ¢€ SYSTEM SETTINGS \sim 0 October 0 November

To access the **Statistics Log** module, click on **Statistics** button in the left-side menu.

That action will expand more options, click on Statistics Log IS.

	3			
HOME	Statistics log			
𝗞 LINKS				
ASSISTANCE SERVICES	Unique ID Status	Transfer start date	Transfer end date	
TRANSLATIONS	Filter by unique ID Filter by status	dd/mm/yyyy	dd/mm/yyyy 🛗 Clear filters	
★ FEEDBACK ON QUALITY	Hide filters			
O OBSTACLES REPORTED	Statistics on information services			
STATISTICS	2 items found			
🗠 Dashboards				Lownload Unmatched URLs
A Statistics log IS				
Line Statistics log AS J _P Crawler statistics	Unique ID	Status 🗢	Transfer date 🖌	ACTIONS error report
SUSER MANAGEMENT	10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	🕹 🗎 📥
${\mathfrak Q}^0_{0}$ SYSTEM SETTINGS \checkmark	4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	* * *
		н ∢ 1 → н	10 🗸	
		~		

How to navigate on Statistics Log Module?

As an **National Coordinator** you can monitor your Country log for Statistics on information services (webpages) and their respective status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the list view and you have the ability to sort the list using some of these fields, namely, **Unique ID**, **Status**, **Transfer date** (by default all items are sorted by this field), **Actions** (this refers to all actions your user has permissions to do on each of items), and **Download error report**.

	g IS	
HOME	Statistics log	
✤ LINKS		
ASSISTANCE SERVICES	Unique ID Status Transfer start date Transfer end date	
TRANSLATIONS	Filter by unique ID Filter by status dd/mm/yyyy 📸 Clea	ar filters
★ FEEDBACK ON QUALITY	Hide filters	
O OBSTACLES REPORTED	Statistics on information services	
STATISTICS	2 items found	
🗠 Dashboards		L Download Unmatched URLs
Les Statistics log IS		
International In	Unique ID Status 🗢 Transfer date 🗸	ACTIONS Download error report
J _{P*} Crawler statistics		ACTIONS error report
USER MANAGEMENT	10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474 Not Processed 2021-07-14 12:00:00	± ⊜ ±
Ø ⁸ ₆ SYSTEM SETTINGS ✓	4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651 0021-02-25 09:48:00	* 🗎 📩
	н « т » н 10 ~	

The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

You can use filters to narrow your search.

Show filters

Clicking on **Show filters** with expand a menu with all the filters available to you.

You can filter per Unique ID, Status, Transfer start date and Transfer end date.

Unique ID	Status	Transfer start date	Transfer end date	
Filter by unique ID	Filter by status	dd/mm/yyyy 🛗	dd/mm/yyyy 🛗	Clear filters
Hide filters				

You can also clear all previously added filters using the button Clear filters:

Clear filters

Status

In the status filter you have a drop down with options as **Fully Processed**, **Not Processed**, **Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

If a file was not correctly processed you will see it in the **Status** tab, and you can **Download the error report** for each Unique ID or you can use the **Download Unmatched URL's** to download the entries list and you can be able to see the error messages.

Statistics on information services					
2 items found					
			± 0	ownload Uni	matched URLs
Unique ID	Status 🗢	Transfer date 💂		ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00		🛃 🔒	¥
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00		± 🕯	Ŧ
	K (1)	▶ ¥ 10 ¥			

Actions

You have two possible actions: Download statistics and Delete statistics.



To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.

Statistics on information services

Statistics on mornation services				
2 items found				
			🛃 Download Unr	matched URLs
Unique ID	Status 🗢	Transfer date 🖕	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	*	*
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	🕹 🔒	±
	K ← 1 → →	10 🗸		

To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

Please note that this action is <u>irreversible</u>, and it will only be reflected on the Statistics Dashboard on the next 24 hours.

Statistics on information services				
2 items found				
			L Download Unmatched	URLs
Unique ID	Status 🜩	Transfer date 🖕		nload report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	± 🔒	¥
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	🛓 🗎 🔹	Ŧ
	K ← 1 →	Н 10 🗸		

Once you click on **Delete statistics** there will be a window prompt so you can confirm the action, if you click **Yes** the file will be deleted from the data base, if you click **No** you will cancel the action.

Statistics log						
Unique ID Filter by unique ID Hide filters		/mm/yyyy	Transfer end date dd/mm/yyyy	Clear filters		
Statistics on information service	25					
2 items found	Delete Statistics					
	Are you sure you want to delete the statistics?				L Download Unm	atched URLs
Unique ID	10ad4b86-7a03-43ea-b40c-450a6006114c-164906	2252474.json	er date 🖵		ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1		Yes	No 7-14 12:00:00		📩 💼	Ł
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-161	4706174651 (Not Proces	ised	2021-02-25 09:48:00		📩 🖻	¥
	H ···	< 1 → א [10 ~			

API keys

- API keys
 - ^O Introduction
 - O How to access the API keys module?

Introduction

On this module, you will be able to consult and copy the API key to use on the feedback tools dedicated to gathering feedback.

How to access the API keys module?

Access SDG, click on System settings and API keys



Here you be able to see the API key for your country.

Please note that **API displayed** is **only valid** for the **environment you are accessing**, for instance if you are logged on SDG in production environment the API displayed will be for prod environment, but in the other hand if you are accessing SDG in acceptance environment the API displayed is only valid for acceptance environment.

You can always double check the environment you are accessing by looking at url of the page.

÷	→ C ☆ sdga	cceptance.eu/api-keys		익 🛧 👼 Incognito
	European Commission	Single Digital Gateway		Welcome == = = Q
=	Home > API keys			
র্ল ও	Home Links	API keys 1 items found		
ø	Assistance services	Key number ¢	Purpose ¢	ACTIONS
•	Translations	DE42sFetYCIE-dzx0hK5KmNQ		
0	Obstacles reported	DE428F81TGIE*02X0IIK5NIIINQ		
**	User management			
٠	System settings 🛛 🗸			
۶	API keys			
			ACTIONS Copy key to clipboard	

To copy the API key you can use the shortcut under Actions.

For now there is no lifecycle set as many are still in a settlement phase with the different APIs.

There will be a discussion in the future to implement the most suitable frequency for renewing keys.

National Service Provider

Homepage

- Homepage
 - ^O Introduction
 - ^O What can I see in the Homepage?
 - ^O How to change roles when National Coordinator delegation is active?

Introduction

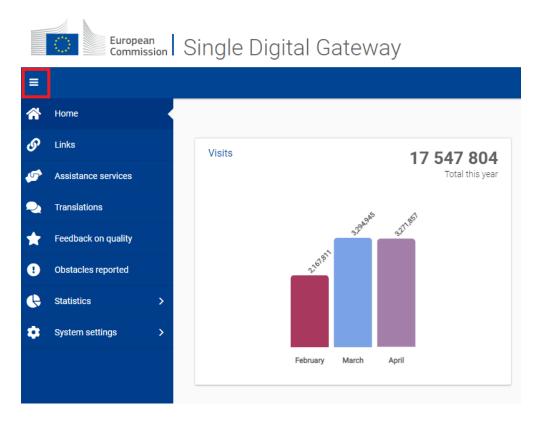
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

What can I see in the Homepage?

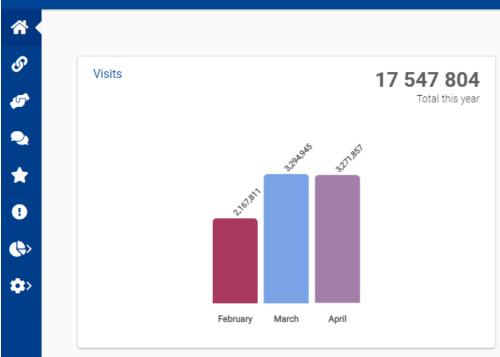
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



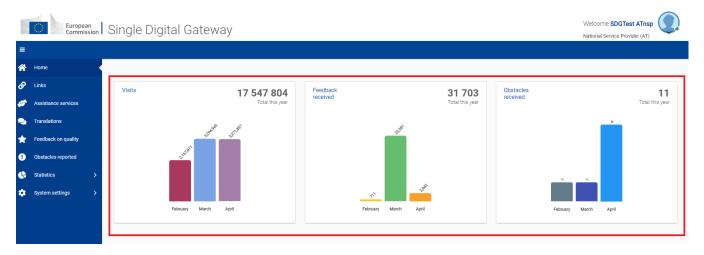
You can click on the top left corner of this menu to expand or minimize the menu.







In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V** isits on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob** stacles reported on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



In the top right corner you can also click on the user picture and that will expand an additional menu.



Here you can check your User details and Sign out.

	European Single Digital Gateway	Welcome SDGTest ATnsp
≡		User details
*		🗭 Sign out
G	Vielte Faarhork Chetarlae	

Clicking on User details will show you your user details.

	come SDGTest / nal Service Provider	
4	User details	
۲	Sign out	

	Commission Single Digital Gatewa	У			Welcome SDGTest ATnsp
≡					
*					
G	Visits			Obstaslas	
\$	User details		21.71		11 Total this year
●a ★ ● ● ◆		EU Login ID Email address Full name Phone number Country Region Competent authority Roje	n00014xd sdg.test.at.nsp@gmail.com SDGTest.ATnsp Austria * National coverage / competence (AT) Test National Service Provider		
	February March Apr	_		Close	March April

And Sign out will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).



EU Login One account, many EU Services	Where is ECAS? English (en)
Logout	
P You are about to be logged out of EU Login.	
Log me out No, stay logged in!	
About EU Login Cookies Privacy Statement Contact Help	Powered by
European Union EU institutions 8.3.4.b-dn2a 4	ms European Commission

How to change roles when National Coordinator delegation is active?

Your National Coordinator can temporally assign the role of Delegated National Coordinator.

This will allow you to do everything a **National Coordinator** can do except delegating the **National Coordinator** role to other user. To learn more about the **National Coordinator** role please read this user guide section.

Once the role is delegated to your user, every time you log to SDG you will have the option to choose which role you want to use.

You can select from the drop down the role and click $\ensuremath{\textbf{OK}}$ to login to SDG.

Commission Single Digital G	Bateway				
	Select Role				
	Role	Select role	÷	_	
		Select role National Service Provider	_		
		Delegated National Coordinator	Cance	ок	

Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

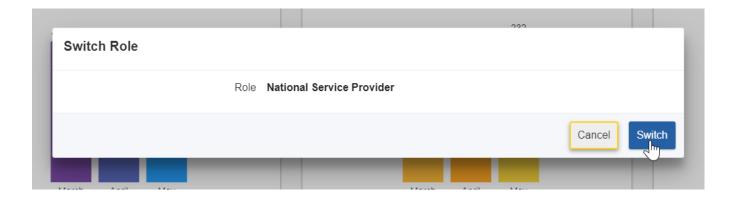
To change the role you are using you need to click on the **user picture** on the top right corner.



This will open a drop down where you should click on **Switch Role**.

		NSP DE Delegated National Coordinator (BE)	
		1 User details	
		Switch role	
		⊖ Sign out	
133	Obstacles	1	15

A pop-up window will appear where you can click **Switch** to go back to the other role assigned to your user, or **Cancel** to abort the action.



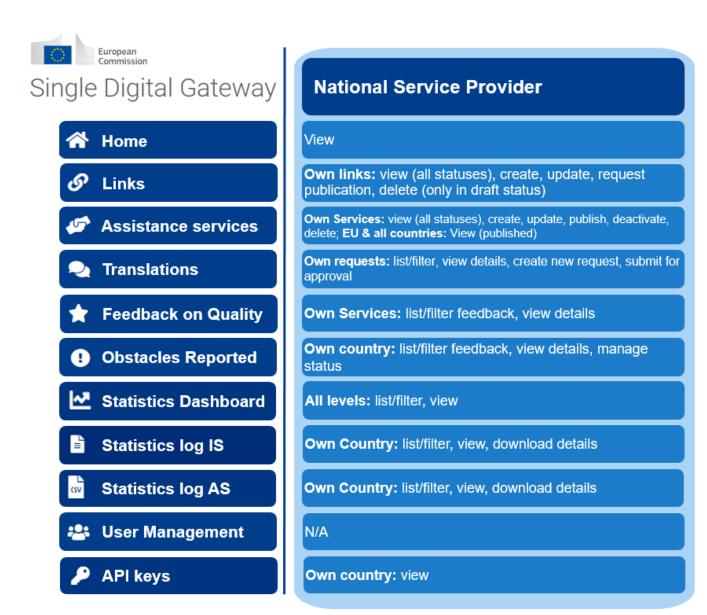
(i) Important Note

You will be able to this change in any menu at any time for the duration of your delegation, except on Links Repository.

On the Links Repository we have different implementation, due to the specificities of this module. Here, while you have the **De** legated National Coordinator role you will always access the Links Repository with the National Coordinator role, even if you change in a previous menu to your original role. You will also not be able to change the role while accessing the Link Repository, you will need to go back to SDG Home screen and change it there, but once you are back to the Link Repository you will have the National Coordinator.

We will align this implementation in future releases, so this is just a temporary work around.

Roles & Rights



Links

- Links
 - O Introduction
 - ^O How to access the Links module?
 - ^O How to navigate on Links module?
 - Filters
 - O How to Manage Links?
 - What can I do in the list view?
 - Draft (you can only see the links you are the owner in this status)
 - Review (you can see all links that are in this status for your country)
 - Published (you can see all links that are in this status for your country)
 - What exactly each Action does?
 - What actions can I do in the Link Metadata tab?

- How to do an action to multiple Links at the same time?
- How to export Links?
- O How to Add Links?
 - How to add a single link?
 - URL type, Web folder or Web page?
 - What options do I have available when adding a Web page?
 - How to add multiple links?
 - What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?
 - What is Metadata and how important that is?
- ^O Links and Links Metadata History
- ^O How to access Link History?
 - Links History
 - Links Metadata History
- O Links and Links Metadata History
- ^O How to access Link History?
 - Links History
 - Links Metadata History

Introduction

Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the Links in the menu.



You will have access to the list of all links stored in the repository for your country:

	European Commission	S	ingl	e Digital Gatewa	У					Welcome segtes I stars
≡	Home > Links									
*	Home								_	
G	Links	4	Mar	nage your Links					+	Add Link 🛓 Export Links 🛓 Import Links
ø	Assistance services		S	Registered links						
2	Translations		Sea	rch		Q Search				
*	Feedback on quality		Show	advanced filters						
•	Obstacles reported		1 items	found URL ¢	Owner ¢	Туре		Status ¢	Last update ¢	ACTIONS
¢	Statistics >			https://en.wikipedia.org/wiki/Portug	costdia	Information		Published	2021-03-30 12:40 12	Q
٠	System settings >			al			_			ч
						М	< 1 → H 2	20 ~		

How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Owner**; **Ty pe** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

	European Commission Single Digital Gateway				Welcome 🔤 🎫 🖬 📭 😡
≡	Home > Links				
ন্ধ ও	Manage your Links				+ Add Link & Export Links 1 Import Links
ø	S Registered links				
•	Search	Q Search			
*	Show advanced filters				
•	1 items found				
٩	URL • Owmer • https://en.wikipedia.org/wiki/Portugal costdia	Type	Status \$	Last update ¢	ACTIONS
٩					ପ୍
		₩ 4	1 ▶ ⊭ 20 ∽		

You can search for links by typing keywords on the **Search box**.

Manage your Links	+ Add Link 🏼 🏦 Import Links
S Registered links	
Search Q Show advanced filters	arch

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on Show advanced filters.

Manage your Links		+ Add Link
𝔗 Registered links		
Search Show advanced filters	Q Search	

Here you filter by Owner; URL type; Content type, Status and Category.

Manage your Links			+ Add Link + Export Links
S Registered links			
Search	Q Search		
Owner	Uri type	Content type	Status
\$	Select url type 🗘	Select content type 🗢	Select status \$
Category			
Select category 🔶			
Clear filters			
Hide advanced filters			

You can also clear all previously added filters using the button "Clear filters":



How to Manage Links?

What can I do in the list view?

On each displayed item is possible, depending on the status of the link, to perform the following:

Draft (you can only see the links you are the owner in this status)

	URL ¢	Owner ¢	Туре	Status 🗢	Last update 🗢		ACTIONS	
	https://pt.wikipedia.org/wiki/Portugal#Fo r%C3%A7as_militares_e_policiais	n000150m	Information	Draft	2021-10-13 12:55 11	@	1	
lf th	If the link is in Draft status, you can:							
6	Submit to Review							
œ	View details							
Ì	Edit							
Ē	Delete							

Review (you can see all links that are in this status for your country)

URL \$	Created by +	Туре	Status 🚽	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C 3%81gua_e_saneamento	n000150m	Information	Review	2021-05-10 12:19 21	Q

If the link is in *Review* status, you can only View details.

Published (you can see all links that are in this status for your country)

URL ¢	Created by +	Туре	Status 🗸	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	Q

If the link is in *Published* status, you can only **View details**.

What exactly each Action does?

C Submit to Review

If you have saved a link in **Draft**, you can submit your URL to be reviewed by your National Coordinator.

Ø Registered links						
Search	Q Search					
Owner	Url type	Content type	Status			
Select owner \$	Select url type \$	Select content type	≎ Draft	\$		
Category						
Select category ¢	Review link	×				
Clear filters Hide advanced filters	Are you sure you want to submit the link : https://pt. Review ?:	vikipedia.org/wiki/Portugal#Setores for				
1 items found		Cancel				
URL Created by		Last up	pdate 🕈	ACTIONS		
https://pt.wikipedia.org/wiki/Portugal#Seto n000150m res	Information	Draft 2021-0	05-10 16:07 48	2 Q 🖋 💼		
	H < 1 > H 50 V					

This action is only available if the status is **Draft** status.

After clicking on the **OK** button, the status will change to **Review**, and it only be published after being approved by **National Coordinator**.

If you click on the **Cancel** button you action will be cancelled and the URL will stay in **Draft** status.

If the URL is rejected by the **National Coordinator**, you will see it again in **Draft** status the **Rejection reason** filled by your **National Coordinator**.

Manage your Links

Link Information	Link Metadata	
		🖬 🖉 🦉
Portugal		
	Title :	Setores
	URL :	https://pl.wikipedia.org/wiki/Portuga#Setores
	Description :	Setores
	Type :	Information
	Url Type :	Web page
	National locations :	N/A
	Categories :	Citizens ;
	Status :	Draft
	URL Status :	Inactive
	Created By :	pt nsp sdg test
	Rejection reason :	Missing information
	Last update :	10/05/2021
		< Back

ne dit

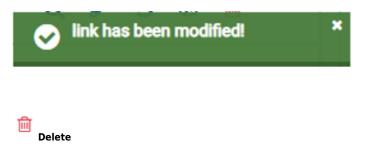
This action allows you to edit most of the fields, except the status, Rejection reason (when applicable) and Last update:

Edit your Links			
Link description			
Portugal Title : *			
	militares e policiais		
URL: *	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policials		
Description :	militares e policiais		
Type: *	Information V		
National Locations :	Choose 💙		
Url Type : *	Web page \$		
Parent link :	Choose a link \$		
Status :	Draft		
Owner: *	sdg test pt nsp (n000150m) \$		
	needs update		
	30/06/2021		
+ All Classifications			
	Select mandatory categories Is expanded		
Mandatory Classifications : *	Annex 1 of SDG Regulation		
	- O Annex 2 of SDG Regulation		
		X Cancel	✓ Save

You can edit links in **Draft** status and **Published** status if you are the owner, however if you change something the link status will be updated to **Review** status. links in **Draft** status.

After doing a change you can useor buttons to save or cancel your changes respectively.

After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



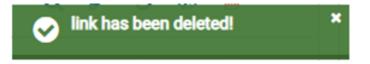
Delete allows you to delete any link in **Draft** status.

After clicking on the delete button, you will have a pop-up double-checking if you really want to delete the link.

Country :	Delete link	×
Title : URL :	test Are you sure you want to Delete link : https://www.google.com ?	
Description :	test	Cancel
Type :	Information	

You either **cancel** the action or continue by clicking **OK**.

If you click OK, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



The **delete action** is a physical one, the link will be permanently removed from the repository of links.

Q		
	View	details

This option will allow you to view all the details of the link. The information displayed here can vary depending on the status of your link. You will also have the same actions available that we have mentioned above if the link appears to you in **Draft** status.

In **Draft** status, you will be able to see all the actions available in the list screen (**Submit to Review, Edit** and **Delete**), plus all the details related to the link you are consulting and the related **Metadata**.

N	lar	าลดู	ge	y	DU	r١	Li	n	κs
---	-----	------	----	---	----	----	----	---	----

Link Information	Link Metadata	
		C / 8
Portugal		
		Setores
		https://pt.wikipedia.org/wiki/Portuga##Setores
	Description :	Setores
	Type :	Information
	Url Type :	Web page
	National locations :	N/A
	Categories :	Citizens;
	Status :	Draft
	URL Status :	Inactive
	Created By :	pt nsp sdg test
	Rejection reason :	Missing information
	Last update :	10/05/2021
		< Back

The information displayed when you are viewing details will slightly change depending on the status and ownership. If the link is in a **Pu blished** status, this is what you will see:

Manage your	Links		
Link Information	Link Metadata		
		Title :	Agua e saneamento basico
		URL :	https://pt.wikipedia.org/wiki/Portuga#%C3%81gua_e_saneamento
		Description :	
		Type :	Information
		Url Type :	Web page
		National locations :	N/A
		Categories :	Citizens ;
		Status :	Published
		Owner :	100501
		Last update :	21/10/2021
			< Back

In this case the **Edit** option is available because the user consulting the link is the **Owner** of the link, additionally you can consult the **Link Metadata** tab for more details on the metadata and to export those same details, as well as some additional actions, again depending on the ownership and status of the given link.

Mana	ige your Links					🛓 Export Metadata Link
Link In	formation Link Metadata					
1 items f	found					
	URL \$	Web Page Language 🗢	Categories 🗢	Туре	Notification Type +	ACTIONS
	https://pt.wikipedia.org/wiki/Portugal#% C3%81gua_e_saneamento	pt	CITIZENS	Information	MANUAL	Q 🖋 💼
			(▶ 20 ✓		
			< Ba	ck		

What actions can I do in the Link Metadata tab?

If you select the Link Metadata tab, you will have some additional actions available related to the link's metadata.

Here you can click on to view de	etails:
Manage your Metadata Links	
Metadata Link Information	
Title :	Sistema judicial
URL :	https://pt.wikipedia.org/wiki/Portugal#Sistema_Judicial
Description :	Sistema judicial
Type :	Information
National locations : Notification Type :	Manual
Categories : Web page language :	pt
	< Back
You also have the possibility to Edit what metadata is.	the metadata or Delete , further explanation will be done further in this guide about

If you click on **Edit** and you are the **Owner** of the link you will be able to update most of the fields (except the URL which you can only edit if the status is in **Draft**).

Metadata Link Information			
	Title :	Agua e saneamento	
	URL :	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	
	Description :		
	Type : *	Information ~	
Na	ational Locations :	Choose 🗸	
	Notification Type :	Manual	
	Owner : *	s (Island) 000 (
We	b page language : *	Portuguese V	
		Select mandatory categories Is expanded	
Mandato	ory Classifications *	Annex 1 of SDG Regulation Annex 2 of SDG Regulation	
			X Cancel
In all those screens, you will l	have the	< Back button that will send you back to the previous screen.	
		¥ Cancel	A Cours

And if you are in **Edit** mode, you will have the button to cancel any actions you might have done, and a button to save any changes, however if any changes were done you will send the link to **Review** status.

How to do an action to multiple Links at the same time?

You have the possibility do an action to multiple links at the same time using the multiple selection available on the list screen. You will have the same actions available as described before, meaning, the actions available will change having into account your permissions, the status of link, and so on.

You can use the filter to help you narrow down the list and then you can click on the select all button, which will show you the actions available.

0					
Registered links					
pt.wikipedia.org		Q Search			
now advanced filters					
ms found					
URL ¢	Owner ¢	Туре	Status 🗢	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Po r%C3%A7as_militares_e_policia		Information	Draft	2021-10-13 12:55 11	e e 🖋 💼
https://pt.wikipedia.org/wiki/Po tores	ortugal#Se n000150m	Information	Draft	2021-05-10 16:29 47	🖬 Q 🖋 🖮
https://pt.wikipedia.org/wiki/Po C3%81gua_e_saneamento	ortugal#% n000150m	Information	Published	2021-05-10 16:29 36	Q I
https://pt.wikipedia.org/wiki/Pe	ortugal n000131b	Information	Published	2021-05-10 12:39 24	Q
		(c - € 1	▶ »i 20 ∨		

Notice that in the provided example you can only Select all or Clear selection because all links selected are already Published.

But if you add to the selected items one in Draft status you will see that will have the options to **Submit for review selected items** and **D** elete selected items (only if you are the Owner of the url).

Select all Submit for review selected items (1)	Delete selected items (1)	X Clear selection
---	---------------------------	-------------------

How to export Links?

You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.

Man	age your Links					+ Add Link
G	Registered links					
pt.wi	kipedia.org		Q Search			
Show a	advanced filters					
items f	ound					
	URL ¢	Owner ¢	Туре	Status ¢	Last update ¢	ACTIONS
	https://pt.wikipedia.org/wiki/Portugal#Fo r%C3%A7as_militares_e_policiais	n000150m	Information	Draft	2021-10-13 12:55 11	🖬 🔍 🖋 🍵
	https://pt.wikipedia.org/wiki/Portugal#Se tores	n000150m	Information	Draft	2021-05-10 16:29 47	🖬 Q 🖋 📋
	https://pt.wikipedia.org/wiki/Portugal#% C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29 36	ଷ୍ 🆋
	https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	ଷ୍
			И 4	1 🕨 🕅 20 🛩		

This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

A									J
1 Uri	title	description	country	location	user	type	URL type	status	last update date
2 https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	Web page	Draft	2021-10-13 12:55:11.181
3 https://pt.wikipedia.org/wiki/Portugal#Setores	Setores	Setores	Portugal		n000150m	Information	Web page	Draft	2021-05-10 16:29:47.672
4 https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal		n000150m	Information	Web page	Published	2021-05-10 16:29:36.249
5 https://pt.wikipedia.org/wiki/Portugal	Portugal wiki pt	Portugal wiki pt	Portugal		n000131b	Information	Web folder	Published	2021-05-10 12:39:24.109

You can also export the Link Metadata in the same manner:

Mana	ge your Links						🛓 Export Metadata Links
Link In	formation Link Metadata						
1 items f	ound						
	URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
	https://pt.wikipedia.org/wiki/Portugal#F or%C3%A7as_militares_e_policiais	pt	D1;D2;D4	Information	UPLOAD	Q 🖋	<u>ش</u>
				₩ 20 ~			
			< Back				

This action will export all Link Metadata for the web page or web folder you are consulting.

A						G				
1 Url	title	description	country	location	user	type	category	language	notification	last update date
2 https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	D1;D2;D4	pt	UPLOAD	2021-10-13 12:55:11.181

How to Add Links?

In SDG user interface, we have two options to add new links:

- Add link button to add a single link;
- Import links button to add multiple links in one go;

Manage your Links		+ Add Link
	earch	
Show advanced filters		

How to add a single link?

First click on Add link, that will redirect you to a new page so you can start to add all information needed to add your link.

Manage your Links	+ /	Add Link
Pregistered links		U
Search	Q Search	
Show advanced filters		

Add new link		
Portugal		
Title : *		
URL: *		
Description :		
Type : *	Choose 🗸	
National Locations :	Choose 🖌	
Url Type : *		
on spe.	\$	
+ All Classifications	-	
	Select mandatory classifications	
+ All Classifications	Select mandatory classifications Is expanded	

Complete the **Add new link** page as follows:

Title: The title of the web page or resource that the link is referring to;

URL: The actual URL (i.e. web address) of the page or resource that the link is referring to;

Description: A short description of the content of the web page or resource associated with the link;

Type: Select the appropriate option to indicate whether the suggested link provides general **information** on a given subject, or whether it describes an administrative **procedure** or refers to an online **database** (only for EU);

National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country;

Url Type: Select the appropriate option to indicate whether the suggested link is **Web folder** or a **Web page**, depending on what you select new options will be available. We will explain this in further detail on another section of this guide;

Mandatory Classifications: Select the desired thematic category or categories appropriate for the link. All the information needed about these classifications can be found here: Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 .

	Select mandatory classifications	Is expanded
Mandatory Classifications :	 Annex 1 of SDG Regulation Annex 2 of SDG Regulation 	
You can click on the	e sign to expand single items:	
	Select mandatory classifications	Is expanded
Mandatory Classifications : *	 Annex 1 of SDG Regulation Citizens Businesses Annex 2 of SDG Regulation 	

Or you can click on the **Is expanded** switch button to expand everything:

Select mandatory classifications	expanded
Annex 1 of SDG Regulation	
- O Citizens	
- O A - Travel within the Union	
A1 - documents required of Union citizens, their family members who are not Union citizens, minors travelling	g alone and non
A2 - rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy	travel packages
A3 - assistance in case of reduced mobility when travelling in and from the Union	
A4 - transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union	
A5 - voice calling and sending and receiving electronic messages and electronic data within the Union	
B - Work and retirement within the Union	
B1 - seeking employment in another Member State	

After filling all the information needed you can either:



Cancel and all the changes will be lost;

Save, and it will stay in Draft status so you can publish later or add any missing information before publish;

Submit, this will send your URL to Review status, so the same is reviewed by your National Coordinator.

URL type, Web folder or Web page?

As mentioned before you have two options on the URL type field. Upon choosing one or another, you will have different options available when adding your link. First let see the difference between them.

Web folder (parent):

https://www.yourofficialsite.org/

Web pages (children):

https://www.yourofficialsite.org/news

https://www.yourofficialsite.org/whoarewe

https://www.yourofficialsite.org/find_help

https://www.yourofficialsite.org/faq

So as we can see the **Web folder** is your main site and the **Web page** is all different pages that you will have inside a given site, it might be that only one page from a site is relevant to add on SDG.

What options do I have available when adding a Web folder?

If you choose this option this is what you will have on your screen:

Url Type : *	Web folder	\$
Should this URL be crawled?		
Should this URL be crawled?(JavaScript Crawler)		
Excluded paths :		

Should this URL be crawled? You can check this option to allow the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this article to better understand this topic and correctly use this option.

This crawler reads website that fully load from the initial request from the server (all the content is already built).

If this option is not checked, you will need to manually add all Web Pages relevant to SDG inside your Web folder. You will have an option when adding a Web page to relate that Web page to his Web folder (parent). This is a very important step, relating children pages to parents, which is what makes all searches into Your Europe work and give the relevant results.

Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply as described before.

Excluded paths: Here you can add for web folders that you want excluded from the search results for your notified URLs. So for example if you have notified https://www.yourofficialsite.org/ and you do not want pages from the folder news to appear in the search results you can add here. This field is optional and for the time being this is only relevant if you choose to use the **crawler**, in the future we will also use "Excluded paths" for the search engine.

Ignore parameters: In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example, if your new page contains a parameter **articleId** you can add it here and every time a URL contains this parameter it will be ignored by the crawler. This field is optional.

What options do I have available when adding a Web page?

If you choose this option this is what you have on your screen:

Url Type : *	Web page	\$
Web page language : *	English 🗸	
Parent link :	Choose a link	\$

Web page language: This field will present the language of the web page for the link metadata.

Parent link: In this field you should specify the URL (web folder) where a notified web page and its metadata are located in case that URL (Web Folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre notified web folder no value needs to be provided.

How to add multiple links?

In the SDG user interface, you have the option to **Import Links** and this will allow you to add multiple links in one go using a pre build file that will contain all in the fields that we already mentioned above.

That file must be in one of the formats:

.csv

.xlsx

.xlsm

.xml

You should use one of the following templates:

csv-import.csv	xml-import.xml	excel-import.xlsm

You **should never** edit any of the column's names, delete any of the columns or add new columns; **you should only** fill the required information. Please keep mind that those example files have information on the rows so you can better understand each of the field, you erase that and add your own link information receptively.

We highly encourage you to read this article to add more information on the procedure that we will describe bellow.

Manage your Links	+ Add Link 1 Import Links
Search	Q Search
Show advanced filters	

Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:

mport your Links
+ Choose & Upland. × Cancel
Just drag and drop files here

You can either **drag and drop** the file:

Single Digital Gateway × +			- a ×
	I Inks	No.	×
Apps		are View DownI > links マ む ん	Search links
European Single Digital Gateway	> 📌 Quick access	Name	Date modified
Home > Links	> 💄 This PC	sv-import.csv	29/03/2021 12:16
	> Network	 excel-import (1).xlsm xml-import.xml 	29/03/2021 12:16 29/03/2021 12:16
Choose & Uplant + Current	3 items 1 item select	< ted 1.19 KB	>
	les here		

Or choose a file from the directory:

Single Digital Gateway × +				
\leftrightarrow \rightarrow \mathcal{C} \bigtriangleup (a) webgate.acceptance.ec.europa.eu	ı/youreurope/sdg/	/#/screen/links/import		
	Open 📀			×
	$\leftarrow \rightarrow \cdot \cdot \uparrow$	📜 « Downloads » links	∨ ບ ,> Sea	arch links
European Commission Single Digital Gatev	Organize 🝷	New folder		III • 🔲 🕐
Home > Links	📌 Quick access	Name		Date modified
Market Import your Links		sv-import.csv		29/03/2021 12:16
Ø	🧢 This PC	excel-import (1).xlsm		29/03/2021 12:16
+ Choose ± Upload × Cancel	I Network	🖹 xml-import.xml		29/03/2021 12:16
csv-import.csv 1.22 KB	1			
e				
θ				
22				
\$		<		>
	-			
		File name: csv-import.csv	✓ Custom I	iles (*.csv;*.xml;*.xlsx;*
			Оре	n Cancel

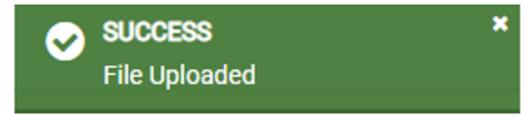
If the file is uploaded successfully, you will see it here:

Import your Links	
+ Choose 🛓 Upload 🗶 Cancel	
csv-import.csv 1.22 KB	
	Just drag and drop files here

You can upload more than one file in one go, and when you are finished, you should click on **Upload** to add the link or **Cancel**, to discard any changes.



If the file is uploaded successfully, you will see a success message in bottom right corner:



If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

After the records in the uploaded file/s have been successfully processed, you will receive a notification informing you about the success of the import or about any errors that might have occurred during the process.

All the links notified using this process will go directly to the **Published** status and you can confirm that the upload was successful with a simple search (is this case we used the **filter per Owner**):

Manage your Links						+ Add Link	+ Export Links	1 Import Links
Segistered links								
Search		Q Search						
Owner	Url type			Content type		Status		
n000150m	Select url t	type	\$	Select content type	÷	Select status		÷
Category								
Select category	\$							
Clear filters Hide advanced filters 3 items found								
URL ¢ Created by ¢		Туре		Status 🗢	Last update 🗢		ACTIONS	
https://pt.wikipedia.org/wiki/Portugal#For n000150m %C3%A7as_militares_e_policiais		information		Published	2021-05-10 17:27 26	6	٩	
https://pt.wikipedia.org/wiki/Portugal#Set n000150m ores		Information		Draft	2021-05-10 16:29 47	. t	2 Q 🖋 💼	
https://pt.wikipedia.org/wiki/Portugal#%C n000150m 3%81gua_e_saneamento		Information		Published	2021-05-10 16:29 36		٩	
			K 4 1					

All the related metadata will be added too, and you will be to see that a given link was added through the upload when consulting the link metadata details:

Manage your Links					+ Export Metadata Links		
Link Information Link Metadata							
1 items found							
URL ¢	Web Page Language 🗢	Categories ¢	Туре	Notification Type 🗢	ACTIONS		
https://pt.wikipedia.org/wiki/Portugal#For %C3%A7as_militares_e_policiais	pt	D1;D2;D4	Information	UPLOAD			
		{ ∢ 1					
	< Back						

And compare with the .xls file that all information is matching:

A			D						J	К	
1 title	url	description	type	categories	language	url type	national c	parent url	excluded	ignore par	delete
2 militares e policiais	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7	militares e policiais	Information	D1;D2;D4	pt	web page					n
3											

Link Information	Link Metadata		
Portugal			
		Title :	militares e policiais
		URL :	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais
		Description :	militares e policiais
		Type :	Information
		Url Type :	Web page
		National locations :	NA
		Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of Immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;
		Status :	Published
		URL Status :	Active
		Created By :	pt nsp sdg test
		Last update :	10/05/2021
			< Back

What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?

The files contain the following columns that will need to be completed so the links are added on SDG correctly:

1	A	В	с	D	E	F	G	н	I.	J	к	L
1	title	url	description	type	categories	language	url type	national	parent url	excluded paths	ignore params	delete
2	My main site	https://www.yourofficialsite.org/	My site description	Procedure;I nformation	J1;J11;B1	EN	Web folder					n
3	Page 1 of main site	https://www.yourofficialsite.org/ whoarewe		Procedure	J1	EN	Web page			https://www.y ourofficialsite. org/news		n

Please note that the same rules apply for all the files, including the .xml.

title - The title you want to give to your website or web page you want to notify. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page you want to notify.

description - A short description you want to give to your website or web page you want to notify.

type - The type of information present in the content which can be (Information, Procedure or database). On the .xlsm file there is a dropdown to help you filling this field.

categories- The areas in Annex I or II that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above. If you download the .xlsm file it will also have a drop down that will allow you multiple selection from a list.

language - In case you are notifying a web page and its metadata this column will present the language of the web page. The .xlsm files contains a drop down list to help you fill this field, that is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL.

url type - This column will specify if the notified URL is a web folder or an individual web page. There is a dropdown in the .xlsm file with both options.

national code - Here you can specify NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL. You can find the lists bellow:



parent url - In this column you should specify the URL (web folder) where a notified web page and its metadata is located in case that URL (web folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre-notified web folder no value needs to be provided.

excluded paths - Here you can add for web folders that you want excluded from the search results for your notified urls. For example if you have notified *https://gov.eu* and you do not want pages from the folder *news* to appear in the search results you can add here *https://gov.eu/news/*. This field is optional.

ignore params - In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter *articleld* you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

delete - In this column you can mark the items that you want to be deleted from the links repository. n for No and y for Yes.

What is Metadata and how important that is?

In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

Manage your Links				
Link Information Link Metadata				
		໊	Þ	â
Country :	European Union			
Title :	Test upload			
URL :	https://en.wikipedia.org/wiki/European_Union			
Description :	EU wiki page			
Type :	Information			
Url Type :	Web page			
Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary relatione ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;			
Status :	Published			
URL Status :	Active			
Created By :	COSTA DIAS Diana			
Last update :	29/03/2021			

As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):

Metadata Link Information			
		· · · · · · · · · · · · · · · · · · ·	ŧ
	Title :	Court_of_Justice_of_the_European_Union	
	URL :	https://en.wikipedia.org/wiki/European_Union#Court_of_Justice_of_the_European_Union	
	Description :	Court_of_Justice_of_the_European_Union	
Г	Type :	Information	
	National locations :		
	Notification Type :	MANUAL	
Г	Categories :	Citizens〙 and family rights;	
w	/eb page language :	en	
		< Back	

However if you add a web folder, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information Link Metadata	
	8 Ø C 🖌
Country :	Portugal
Title :	PT wikipedia page
URL :	https://en.wikipedia.org/wiki/Portugal
Description :	PT wikipedia page
Type :	Information
Url Type :	Web folder
National locations :	N/A
Should this URL be crawled?	
Excluded paths :	N/A
Ignore parameters :	N/A
Categories :	Citizens ; Travel within the Union ;
Status :	Published
URL Status :	Active
Created By :	COSTA DIAS Diana
Last update :	30/03/2021
Last update :	30/03/2021 < Back

Link Information Link Metadata							
Search Show advanced filters	Q Search						
2 items found							
	Language Categories		Туре	Notification Type +	ACTIONS		
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	en D	Information		MANUAL	ବ୍ 🌶	Ē	
https://en.wikipedia.org/wiki/Portugal#En ergy	en H3	Information		MANUAL	ର୍ 🌶	a	
	И	4 1 ▷ ▷ 50 ∨					
		< Back					
		_					
Metadata Link Information							
						1	ŧ
	Title : Presidency_of_the_Republic						
	URL: https://en.wikipedia.org/wiki/Portugal#Presid	ency_of_the_Republic					
Descr	Iption : Presidency_of_the_Republic						
	Type : Information						
National loc	ations :						
Notification	Type: MANUAL						
Cate	gories : Residence in another Member State;						
Web page lan	guage: en						
		< Back					

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The Links History tab is available next to Link Metadata tab:

Manage your Links					🛓 Export Metadata Links
Link Information Link Metadata	Link History				
1 items found					
URL ¢	Web Page Language 💠	Categories 🗢	Туре	Notification Type 🖨	ACTIONS
https://www.eccnet.eu/sdg/m alta	en	CITIZENS;H;H5	Information	MANUAL	Q /
		R ∢ 1 →	20 🗸		
		< Back			

While the Link Metadata History is right next to Metadata Link Information tab:

Manage your Metad	data Links	
Metadata Link Information	Link Metadata History	
		/
	Title :	European Consumer Centre Malta
	URL :	https://www.eccnet.eu/sdg/malta
	Description :	ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.
	Type :	Information
	National locations :	Valletta (MT01101) ;
	Notification Type :	MANUAL
	Owner :	nscicjos

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- **Delete link**→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User.**

anage your L	inks					🛓 Export Metadata Lin
Link Information	Link Metadata	Link History				
	URL		Title	Uri Type	Last Update Date	Last Update User
https://www.m	nlsi.gov.cy/mlsi/dli		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- Delete link→ triggers an update of the record with the same URL;
- **Crawling process** \rightarrow where the link is regularly checked for updates.

Multiple details are visible for each historical link record: URL; Title; Language Code; Content Type (possible options: procedure, information); Classification Information (SDGR Annex I and II); National Locations; Country; Last Update Date (by default the most recent record is displayed first); Last Update User.

Ietadata Link Information Link Metadata History								
URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Lasi Upda Use
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11- 15 11:09:46	root

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The Links History tab is available next to Link Metadata tab:

lanage your Links					🛓 Export Metadata I
Link Information Link Metadata	Link History				
1 items found					
URL ¢	Web Page Language 🖨	Categories 🖨	Туре	Notification Type 🗢	ACTIONS
https://www.eccnet.eu/sdg/m alta	en	CITIZENS;H;H5	Information	MANUAL	Q /
		(1 →)	20 ~		
		< Back			

While the Link Metadata History is right next to Metadata Link Information tab:

Manage your Metad	lata Links	
Metadata Link Information	Link Metadata History	
		· · · · · · · · · · · · · · · · · · ·
	Title :	European Consumer Centre Malta
	URL :	https://www.eccnet.eu/sdg/malta
	Description :	ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.
	Туре :	Information
	National locations :	Valletta (MT01101);
	Notification Type :	MANUAL
	Owner :	nscicjos

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\rm O}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- **Delete link**→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title; URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User.**

anage your l	Links					📥 Export Metadata Lir
ink Information	Link Metadata	Link History				
	URL		Title	Url Type	Last Update Date	Last Update User
https://www.	mlsi.gov.cy/mlsi/dli		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - $^{\circ}$ if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- Delete link→ triggers an update of the record with the same URL;
- **Crawling process** \rightarrow where the link is regularly checked for updates.

Multiple details are visible for each historical link record: URL; Title; Language Code; Content Type (possible options: procedure, information); Classification Information (SDGR Annex I and II); National Locations; Country; Last Update Date (by default the most recent record is displayed first); Last Update User.

Metadata Link Information Link Metadata History								
URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Upda User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/10195931;	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11- 15 11:09:46	root

Assistance Services

- Assistance Services
 - O Introduction
 - ^O How to access Assistance services module?
 - ^O How to navigate on Assistance services module?
 - How to open a CSV in an Excel?
 - Filters
 - ^O How to add an Assistance service?
 - ^O How to edit a Published Service?

- ^O How to Remove the Assistance Service?
- ^O How to Deactivate the Assistance service?
- ^O Alerts & Notifications

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. The National Service Providers can view the entire list of all the assistance services available in all member states.

HOME		Assistance services					+ Add servic
LINKS							
		Status	Level of provision		EU service	Type of service	
TRANSLATIONS		Filter by status	EU	\$	Filter by EU services	Filter by types	
TRANSLATIONS BUDGET		Audience	Service ID		Competent authority name		
FEEDBACK ON QUALITY	FEEDBACK ON QUALITY		Filter by service ID		Filter by competent authority	Clear filters	
OBSTACLES REPORTED		Hide filters					
STATISTICS	~	9 items found					Ł Export to CSV
USER MANAGEMENT		Type of service 🗢	Member state 🗢	Laste	update 💂	Status 🖨	
\$ SYSTEM SETTINGS V	~	iýba ol service 🖕	member state -	Last	ipuare 🕈	Status 🖕	ACTIONS
		European Consumer Centres	EU	2022-	10-07 10:56:55	Published	•
		European Network Of Employment Services	EU	2022-	06-03 11:41:36	Published	• /
		Your Europe Advice	EU	2022-	04-25 10:49:16	Published	• 2
		Product Contact Points For Construction	O EU	2021-11-08 09:26:26 2021-11-08 09:26:26		Draft	0 🧨 📋
		National Contact Points For Cross-border Healthcare	O EU			Published	•
		SOLVIT	O EU	2021-	11-08 09:26:26	Published	•
		Your Europe Advice	EU	2021-	05-17 15:19:39	Draft	0 /
		Europe Direct	O EU	2021-	05-07 14:24:09	Draft	0 /
		Europe Direct	C EU	2020-	09-23 14:37:07	Draft	0 /

How to navigate on Assistance services module?

As National Service Provider you are able to view the entire list of all the assistance services available at your country level in both **DRA FT** and **PUBLISHED** status, and all **PUBLISHED** by other members.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **T ype of service**; **Member state**; **Last update**; **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[tod ay date]

Assistance services				+ Add s
Status Filter by status	Level of provision	EU service Filter by EU services	Type of service Filter by types	
Audience Filter by audience	Service ID Filter by service ID	Competent authority name Filter by competent authority	Clear filters	
Hide filters 9 items found				Ł Export to C
Type of service ♀	Member state 🗢	Last update _	Status \$	
European Network Of Employment Services		2022-06-03 11:41:36	Published	0 /
Your Europe Advice	C EU	2022-04-25 10:49:16	Published	•
Product Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	0 🥒
National Contact Points For Cross-border Healthcare	C EU	2021-11-08 09:26:26	Published	•
SOLVIT	C EU	2021-11-08 09:26:26	Published	•
Your Europe Advice	C EU	2021-05-17 15:19:39	Draft	0 🥜
Europe Direct	O EU	2021-05-07 14:24:09	Draft	0 🧳
Europe Direct	O EU	2020-09-23 14:37:07	Draft	0 🖋

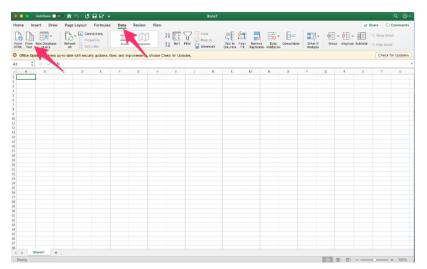
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.

4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

iome In	sert Dra	w Page L	ayout 1	Formulas	Data	Review View					년 Sh	are 🗘 🗘	Domments
	New Databas	ue Refresh	Conne	clices.) Decki	Text Import Wizard - Step 1 of 3	829	What-H	(1) (1)	v 🗐 v	Subtoral -	Show Detai	
Office Up		p up-to-date v			-	The Text Wizard has determined that your data is Delimited. If this is correct, choose Next, or choose the Data Type that best describes your data.		Aralysis					or Update
		C		E	P	O Mindu - Charden and a comare a bio segment each field. Find utile - Finds and print concurs with boose Statement each field. Start import at real [1] Review of exected deals: Preview of the Assentiation biology. All People_ separt, Mar 94-2020.com Viro 21/1: Viro 21/1: Back the Aster at water of a field and the Assentiation biology. Cancel Inter at real [2] Proble			Q	R	5	T	U
	Sheet1												

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

●●● AutoSave 0 === 合 つ び 日 ピ =	Book1	م ©•
Home Insert Draw Page Layout Formulas Data		년 Share 🗘 Comments
Prom. From. New Databases Prom. From. New Databases Prom. Text. Databases Prom. Databases Prom. Databases Prom. Databases Prom. Data	Text Import Wizard - Step 2 of 3	White Group Unstrue Substitution
Office Update To keep up-to-date with security updates, fixes, and in	m	Check for Updates
	Definities Tat Tat Trat corrective definiters as one Semicolan Text qualifier Comma Game Other	• • Q. K. S. T. U.
7	Preview of selected data:	
8 9		
10 11 12 13 14 15 15 16 17	Trans 27 bit tem Providence par tem providence parts de manyo	
18	Cancel < Back Next> Finish	
20	and the second s	
21 22		
23		
25		
27 28		
29		
30		
32		
24 25		
36		
37		
< > Sheet1 +		
Ready		III III + 100%

6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Assistance services				+ Add service
Status Filter by status Audience Filter by audience +	Level of provision EU Service ID Filter by service ID	EU service Filter by EU services Competent authority name	Type of service Filter by types	
Hide filters	Filter by service ib	Filter by competent authority	Clear mers	
9 items found				LEXPORT to CSV
Type of service \$	Member state 🗢	Last update 🖕	Status 💠	ACTIONS
European Consumer Centres	CO EU	2022-10-07 10:56:55	Published	•
European Network Of Employment Services	CO EU	2022-06-03 11:41:36	Published	•
Your Europe Advice	EU	2022-04-25 10:49:16	Published	• •
Product Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	O 🖋 🏛
National Contact Points For Cross-border Healthcare	C EU	2021-11-08 09:26:26	Published	• •
SOLVIT	O EU	2021-11-08 09:26:26	Published	• •
Your Europe Advice	CO EU	2021-05-17 15:19:39	Draft	O 🖋 🛍
Europe Direct	CO EU	2021-05-07 14:24:09	Draft	0 🖋 💼
Europe Direct	O EU	2020-09-23 14:37:07	Draft	O 🥒 🛍

You can also hide the filters by pressing "Hide filters"

Status			
1			
Draft			
Publi	shed		
hiue iiitei	0		

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

You can also clear all previously added filters using the button Clear filters:

Clear filters

How to add an Assistance service?

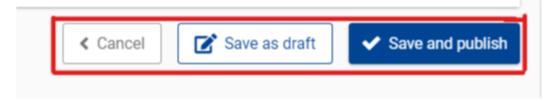
The National Service provider is required to fill the necessary details about the assistance services like Location, Type of service and contact details. The services can be either saved in Draft mode or can be Published.

Click on Add service button

Status	Level of provision		EU service	Type of service	
Filter by status	EU	\$	Filter by EU services	Filter by types	
Audience	Service ID		Competent authority name		
Filter by audience \$	Filter by service ID		Filter by competent authority	Clear filters	
dide filters					
items found					LEXPORT to CS
pe of service 🗢	Member state 🗢	Last	update 🗸	Status 🖨	ACTIONS
ropean Consumer Centres	O EU	2022-	10-07 10:56:55	Published	• /
ropean Network Of Employment Services	EU	2022-	06-03 11:41:36	Published	•
Ir Europe Advice	O EU	2022-	04-25 10:49:16	Published	0 /
duct Contact Points For Construction	O EU	2021-	11-08 09:26:26	Draft	0 /
tional Contact Points For Cross-border Healthcare	O EU	2021-	11-08 09:26:26	Published	0 /
LVIT	O EU	2021-	11-08 09:26:26	Published	0 /
ur Europe Advice	O EU	2021-	05-17 15:19:39	Draft	0 🖉
rope Direct	O EU	2021	05-07 14:24:09	Draft	0

Fill in all the details

0	European Commission Single Digital Gateway		Welcome Ro Ro National Service Provider (RO)
≡ Hom	Assistance services > Add		
ኛ 9	Add service		
s •	LOCATION		
2	Level of provision *	National	
k -	Member state	II Romania	
Ð	Member state code ASSISTANCE SERVICE	RO	
*	Type of service *	\$	
	Additional Information		
	CONTACT DETAILS		+ Add another contact
	Competent authority name *		
	Additional information *		
	URL		
	Website language	Click to select languages \$	
	Email		
	Phone		
			 < Cancel ✓ Save as draft ✓ Save and publish



You can add as many contacts for the same service as needed.

If a service, for same region, has multiples contacts they should be added under the same entry, instead of creating multiple entries for the same service.

To do so, you should click on + Add another contact, this button will be available when you are adding a new service or editing an existing one.

Edit	service

Euit service		
Status	Published	
ID	65333f7d-c6b2-47b9-912a-6fe7627c131c	
LOCATION		
Level of provision *	EU 🔶	
EU service *	Employment, Social Affairs and Inclusion	
ASSISTANCE SERVICE		
Type of service *	Product Contact Points For Construction \$	
Service description	The Construction Product Contact Point provides information on rules and regulations applying to construction products produced and marketed in a given country.	
Additional information		
Audience	Business	
Subject matter related to Business	Rules for construction products	
CONTACT DETAILS		+ Add another contact
		✓ Cancel ✓ Save and publish

Then you just need to add the mandatory details.

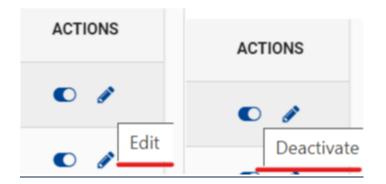
CONTACT DETAILS		+ Add another contact
Competent authority name *	Contact 1	
Additional information *	Contact 1	
URL	https://www.contact2.eu	
Website language *	English O	
Email	Click to select languages	
Phone		
Phone		×
Competent authority name *	Contact 2	
Additional information *	Contact 2	
URL	https://www.contact2.eu	
Website language *	Click to select languages \$	
Email		
Phone		×
		 ✓ Cancel ✓ Save and publish

And Save and Publish.

How to edit a Published Service?

The National Service provider can edit the published Assistance service by clicking on the Edit button from Actions. The National service provider can only edit the Assistance services which are published by them.

Status	Level of provision	EU service	Type of service	
Filter by status	EU	Filter by EU services	Filter by types	
Audience	Service ID	Competent authority name		
Filter by audience \$	Filter by service ID	Filter by competent authority	Clear filters	
Hide filters				
9 items found				Ł Export to CSV
ype of service 🗢	Member state 🗢	Last update 💂	Status ≑	ACTIONS
uropean Consumer Centres	O EU	2022-10-07 10:56:55	Published	• 🖉
uropean Network Of Employment Services	EU	2022-06-03 11:41:36	Published	01
our Europe Advice	O EU	2022-04-25 10:49:16	Published	0 /
oduct Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	0 /
ational Contact Points For Cross-border Healthcare	O EU	2021-11-08 09:26:26	Published	0 /
DLVIT	EU	2021-11-08 09:26:26	Published	0 /
ur Europe Advice	O EU	2021-05-17 15:19:39	Draft	0 /
urope Direct	Q EU	2021-05-07 14:24:09	Draft	0 / 1



How to Remove the Assistance Service?

The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. The National Service provider can only remove the Assistance service which are saved in draft by them.

Assistance services					+ Add service
Status Filter by status	Level of provision EU	٠	EU service Filter by EU services	Type of service Filter by types	
Audience Filter by audience	Service ID Filter by service ID		Competent authority name Filter by competent authority	Clear filters	
Hide filters					
9 items found		_			Ł Export to CSV
Type of service 🗢	Member state 🗢	Lastu	update 🖕	Status ≑	ACTIONS
European Consumer Centres	O EU	2022-	10-07 10:56:55	Published	• •
European Network Of Employment Services	O EU	2022-	06-03 11:41:36	Published	•
Your Europe Advice	O EU	2022-	04-25 10:49:16	Published	• •
Product Contact Points For Construction	O EU	2021-	11-08 09:26:26	Draft	0 🖋 🛍
National Contact Points For Cross-border Healthc	are 🖸 EU	2021-	11-08 09:26:26	Published	•
SOLVIT	O EU	2021-	11-08 09:26:26	Published	0 /
Your Europe Advice	O EU	2021-	05-17 15:19:39	Draft	0 🥒 💼
Europe Direct	O EU	2021-	05-07 14:24:09	Draft	0 🥒 💼
Europe Direct	O EU	2020-	09-23 14:37:07	Draft	0 🖋 💼

How to Deactivate the Assistance service?

The National Service provider can only deactivate the Assistance services of their own Member state.

Assistance services				+ Add service
Status I Published Audience Filter by audience Hide filters	Level of provision National Service ID Filter by service ID	Member state Filter by member states Romania C Competent authority name Filter by competent authority	Type of service Filter by types Clear filters	
12 items found				Ł Export to CSV
Type of service 🗢	Member state 🗢	Last update 🖕	Status 🖨	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	•
SOLVIT	Romania	2022-10-19 15:28:28	Published	•
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	•
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	0 /
Product Contact Points	Romania	2022-10-19 15:28:28	Published	0 /
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	0 /
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	•



Alerts & Notifications

- As soon as the assistance service is successfully created, a notification is sent and assistance service is added for the country of the user. The national coordinator does not receive an email notification if he added himself the assistance service.
 - The national service providers are only notified for the assistance services they are assigned to
 - ^O The National Service provider are notified when another user make changes in their Published Assistance services.
 - ^o The National Service provider are notified if the deletion of an assistance service is done for their assigned services
 - ^O The National Service provider are notified if the deactivation of an assistance service is done for their assigned services

Translations

Translations

0

- O Introduction
- ^O How to access the Translations module?
- O How to navigate on Translations module?
 - Filters
 - How to request Translation?
 - Fill in all the required details
- O Translation Request Process Flow
- O Translation Status Flow
 - Translation Status

Introduction

In the Translation requests module in the SDG depending on the user role and rights users will be able to upload translation requests related to web text as foreseen in the SDG Regulation and visualize the list of those requests, and through an approval flow, they either can approve the request and send it to the Translation Centre or reject it.

How to access the Translations module?

Access SDG and click on the option Translation on the left side menu.

= Home > Translatio	000				(00				
	ons									
G LINKS		Status	r by status	ID	Filter by ID	CdT ID	y CdT ID	Title Filter by title	Start date	<u></u>
ASSISTANCE SERVICES		End da			-inter by iD	Filler D	y our ib	Filler by the	dd/min/yyyyy	
			nm/yyyy 💼	Clear filters						
FEEDBACK ON QUALITY		Hide filt	ers							
OBSTACLES REPORTED		81 items f	ound							
STATISTICS	~	ID ¢	CdTID 🖨	Title 🗢	Country 🖨	Pages 🖨	Deadline 🗢	Last update 🖕	Status 🖨	ACTIONS
SER MANAGEMENT		100155	2022/0006	translation to test contact	Romania	1	2022-07-15 16:00:00	2022-07-12 10:13:40	Translated	1
SYSTEM SETTINGS	\sim	100155	2022/0000	permissions 2	Romania	1	2022-07-15 16:00:00	2022-07-12 10:13:40	Indinsialed	9 2 III
		100154		translation to test contact permissions 2	Romania	1		2022-07-12 10:12:22	Approved	ଜ
		100153	2022/0006	test CDT user or contact with all permissions	Romania	1	2022-07-14 16:00:00	2022-07-11 14:34:09	Waiting Translation	
		100150		translation 123	Romania	1		2022-07-06 15:15:55	Approved	ල්
		100137	2022/0000	test SDGL2-2086 b	Romania	1	2022-01-18 16:00:00	2022-01-13 09:06:40	Completed	Ŵ

As National service provider when accessing the Translation module you will land on a list view where you will be able to see all your own translations requests and make new requests.

How to navigate on Translations module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, ID; CDT ID, Title; Country; Pages (total number of pages count); Deadline (deadline for the translation of a request from CDT); Last update (by default all items are sorted by this field); Status; Actions (this refers to all actions your user has permissions to do on each items, you can not sort by this field).

ID ¢	CdTID ≑	Title 🗢	Country 🖨	Pages ≎	Cost 🖨	Deadline ≑	Last update 🚽	Status ≎	ACTIONS
100893	2022/004306	2022/004046 missing text	Lithuania	5	545 EUR	2022-08-16 16:00:00	2022-08-05 12:58:54	Waiting Translation	
100887	2022/004046	Vedybų sutarčių registro objektų registravimas	Lithuania	4	391,50 EUR	2022-08-01 16:00:00	2022-08-04 15:18:38	Completed	
100888	2022/004124	Užsienio kvalifikacijų, susijusių su aukštuoju mokslu, akademinis pripažinimas	Lithuania	3	304,50 EUR	2022-08-02 16:00:00	2022-08-02 16:42:27	Completed	
100892	2022/004256	698901-N1	Greece	7	759 EUR	2022-08-10 16:00:00	2022-08-02 12:38:31	Waiting Translation	
				-					

Filters

You can use **filters** to filter by **Status**, **Country**, **ID**, **CDT ID**, **Title**, **Start Date** and **End Date** and check the status of the translation request.

Status	Country	ID	CdT ID	Title
Filter by status	Filter by member states	Filter by ID	Filter by CdT ID	Filter by title
Start date End date dd/mm/yyyy itild	Clear filters			
Hide filters				

-	Status	
	Filter by status	r
	Waiting Approval - AM	┢
3 i	Waiting Approval - NC	
1	Rejected - AM	
1	Rejected - NC	
	Waiting Translation	ŀ
1	Translated	

You can also clear all previously added filters using the button "Clear filters":



How to request Translation?

Send request for Translation - The National service provider can raise a request for translation.

	commission on gree Digital Gateway			\sim
=	Home > Translations			
'n			+ Request trans	alation
8				_
ı fir				
•	Allocated budget	Consumed budget	Remaining budget	
*				
0	56	5	50	
¢				
205 200	Pages	Pages	Pages	
¢ŝ				
	9%	91%		
		Consumed budget TRemaining budget		
		<u> </u>		

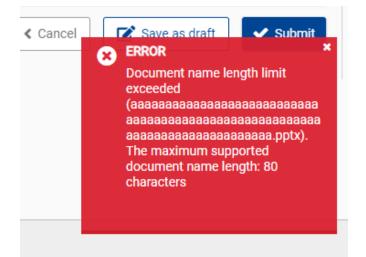
The file types which are accepted for translations are as follows:-

- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML
- XML
- Unformatted text (.properties, .txt)

Please mind that the **file format** of the translation will be the same as the file you have attached to the request, so if you send a request in **HTML** you will receive a translated file in **HTML**, if you send a **docx** file you will receive a translated file in **docx**, and so on.

CdT system does not support file names which are longer than 80 characters, so the file name can only contain up to 80 characters (including the file extension e.g. .docx).

If you try to upload a file that has a bigger title then 80 characters you will receive an error.



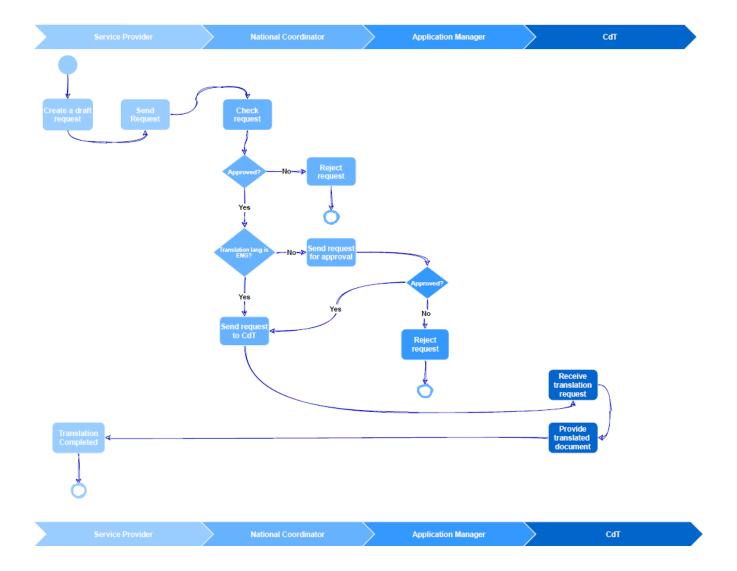
Fill in all the required details

When you click on the Request Translation button, you need to fill the following details

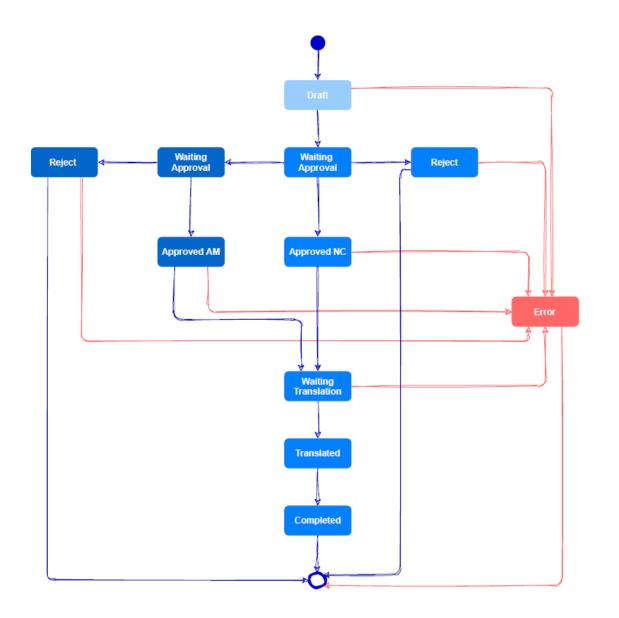
- Title The translation title
- Upload Document The document which needs to be translated should be uploaded, please mind that the output format will be the same as the input (CdT system as it does not support file names which are longer than 80 characters, so the file name can only contain up to 80 characters)
- Document Language The language of the document which needs to be translated
- Translation Language The language of the document in which translation is required
- Number of pages Total no. of pages in the uploaded document
- URL The URL of the document

	European Commission Single Digital Gateway Welcome Ro Ro National Service Provider (Ro) Velcome Ro Ro					
=	Home > Translations > Add					
ጽ ତ	Request translation					
<i>₽</i>	Title *	his field is required				
*	Upload document 😗 *	2 Upload document				
•	Document language *	French ¢				
¢>	Translation language *	English ¢				
	Number of pages *					
	URL	٥				
			Cancel Save as draft Submit			
		version 2.0.0 - 04/02/2021				

Translation Request Process Flow



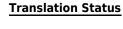
Translation Status Flow



National Coordinato

Application

Manager



The status of the request can be seen on the dashboard. The various status details can be understood below:-

- Draft (Draft) When the request is saved with or without all the fields filled. The status is shown as Draft.
- Waiting_Approval_AM (Waiting Approval)- When the request is approved for translation and is waiting for approval from Application Manager. The requests which are required to be translated in language other than English will go for approval to Application Manager.
- **Reject_AM** (Reject)- When the request is rejected by the Application Manager.
- Sent_Processing (Waiting Translation) When the request is sent for translation to CDT and is waiting to be processed.
- Translated When the translated document is received and the translation is completed by CDT
- **Approved_AM** (Approved) When the request is approved by the Application Manager.
- Invalid/Error (Error) When their is an error in the translation.
- Closed (Completed) The service provider national coordinator can close the translation request which are processed.

Feedback on quality

- Feedback on quality
 - O Introduction
 - ^O How to access the feedback on quality?
 - ^O How to navigate on Feedback on quality module?
 - Filters
 - Actions
 - ^O How to translate the text comments?

Introduction

The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.

The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office.

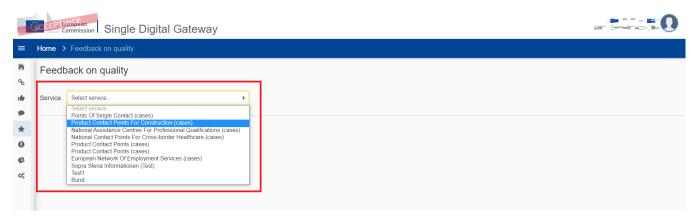
On this module you will be able to consult that same feedback collected showed in a form of list and manage their status.

How to access the feedback on quality?

Access SGD and click on Feedback on Quality.



When accessing the feedback follow-up module, the landing page shows an option to select the service you want to see feedback.



You will be able to select between the services assigned to your user as National Service Provider.

After selecting a service, a list of all collected feedback for the selected service will be displayed.

In the case of Assistance Services you will also be able to differentiate between feedback given to cases or webpages (info), in the case of Information Services or Procedures the name of the url will be displayed.

How to navigate on Feedback on quality module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

	COMMISSION Single Digita	al Gateway				0
≡	Home > Feedback on quality					
11 % 11 9	Feedback on quality Service Points Of Single Contact (cases)	¢			Germany, * N	ational coverage / competence (DE)
* 0 ©	Average rating ★ 4.575	Status Filter by status Clear filters Hide filters	Rating Filter by rating	Info found Filter by info found	Start date 08/06/2021 🖀	End date 08/08/2022
	2 items found					
	Rating \$	Info found 🗢		Creation date 🚽	Status 🗢	ACTIONS
	****			2021-10-05 12:47:04	In Progress	=
	****			2021-10-05 12:47:04	Closed	≡
			H 4 1	▶ H 10 ✓		

And you will have the **Average rating** displayed for the correspondent service and location.

Feed	Feedback on quality							
Service	srvice Points Of Single Contact (cases) •							
	Average rating * 4,575	Status Filter by status Clear filters Hide filters	Rating Filter by rating	Info found Filter by info found	Start date 08/08/2021	End date 08/08/2022 mm		

K	CCEPTENSEE	tal Gateway				가 가 가 가 가 가 가 가 가 가 가 가 가 가 가 가 가 가 가	0
=	Home > Feedback on quality						
n %	Feedback on quality						
ılır P	Service Points Of Single Contact (cases)	•				Germany, * National covera	ge / competence (DE)
* 0 0	Average rating *4.5/5	Status Filter by status Clear filters Hide filters	Rating Filter by rating		Info found	Start date End date 08/08/2021 08/08/2022	
	2 items found						
	Rating \$	Info found 🗢		Creation date 🚽		Status 🗢	ACTIONS
	****			2021-10-05 12:47:04		In Progress	=
	****			2021-10-05 12:47:04		Closed	≡
			K (1 10 ~			

On this list view there are a number of details visible per feedback, **Location**: Member State / EU (and Region when applicable); **Rating** (you can also sort the results by Rating); **URL** (when applicable) **Info** found (you can also sort the results by Info found); **Creation date** (by default feedback is sorted by this field, newest on top, you can change this sorting if needed); **Status** (you can sort the results by Status) and an **Actions** (where you can update the status of each feedback item).

eedback on quality	•				
Wice Toma of ongle contact (cases)	•			Germany, * National	coverage / competence
Average rating *4.575	Status Filter by status Clear filters Hido filters	Rating Filter by rating	Info found Filter by Info found	Start date End da 08/08/2021 m 08/08	te V2022 🟥
ems found					_
Rating 🗢	Info found	Crea	ation date 🚽	Status 🗢	ACTIO
****		2021	1-10-05 12:47:04	In Progress	≡
****		2021	1-10-05 12:47:04	Closed	=
		R (4 1 →	M 10 V		

You can also click on the individual items to check their details.

tems f	lound				
	Rating 🗢	Info found 🗢	Creation date 🗸	Status 🗢	ACTIONS
H	****		2022-04-15 14:29:52	Open	=
		K 4 1	▶ N 10 V		
	Y ★★★★☆		2022-04-15 14:29:52	Open	
	EN Dummy testing for Acceptance				Translate

Filters

You can search Feedback on quality entries by using the filters: Status, Rating, Info found, Start date, Start date, End date and URL

	Status	Rating	Info found	Start date	End date
Average rating	Filter by status	Filter by rating	Filter by info found	17/08/2021	17/08/2022
*4.5/5	Clear filters				
	Hide filters				
	ride liters				

You can hide the filters by pressing the button "Hide filters":

Average rating	Show filters	r Filters applied
4 5 15		
*4.5/5		

If you want to see again the filters again you press "Show filters"

You can also clear all previously added filters using the button "Clear filters":

C	ear	fil	te	re
	cui		i.c.	5

Actions

As a National Service Provider you are able to manage the status of each feedback received as you need.

By default any new feedback will appear as **Open**.

Average rating • 4.5/5	Status Fitter by status Clear fitters Hide fitters	Rating Filter by rating	Info found Filter by info found	Start date 17/08/2021	End date 17/08/2022
items found Rating 🗢	Info found 🗢	Creation date 👻		Status 🗢	ACTION
****		2021-10-05 12:47:04		In Progress	≡
****		2021-10-05 12:47:04		Closed	≡
		H 4 1 > H 10 ~			

In the column **Actions**, you can change the Status from **Open** to **In Progress**, **Close** and **Not relevant**, and from each of this status you can **Reopen** to change the status to **Open** again or to any other status.

2 item	s found				0	Reopen	1
	Rating 🗢	Info found 🗢	Creation date 🗢	Status 🗸		In progress	ıs
	****		2021-02-01 12:00:00	Open	×	Not relevant	
	****		2021-02-01 12:00:00	Closed		=	Ξ.
		K ∢	1 🕨 🕅 10 🛩				

How to translate the text comments?

You can translate any comment added to the individual feedback.

For that you first need to expand the feedback.

1 items	found				
	Rating 🗢	Info found 🜩	Creation date 🚽	Status 🜩	ACTIONS
>	<mark>★★★★</mark> ☆		2022-04-15 14:29:52	Open	=
	Υ *** *ά		2022-04-15 14:29:52	Open	1
	EN Dummy testing for Acceptance				Translate

You can now click on the **Translate** button.

~	<mark>★★★</mark> ★☆		2022-04-15 14:29:52	Open	=
	EN	Dummy testing for Acceptance		I	Translate

Which will open a pop-window.

			anny				
by te	Translate						
/2 /a	Please select any offic please select another			nal language	was automatically	y identified. If you think i	t's incorrect,
	From	English	\$	То	Select to	÷	
						< Cancel	Translate
				0000.0	4.5.44.00.50		

Normally you will see the original language already identified, however if the system is not able to correctly identify it you can add /correct that information.

You can now select the language to which you want to translate to by selecting from the drop-down list.

al Ga	ateway			Select to Bulgarian Croatian		
		\$		Czech Danish Dutch English Estonian Finnish French German Greek		
Search.	Translate			Hungarian Icelandic Irish Italian		
status Filter by	please select another	language from the list "Fi		Norwegian		's incorrect,
	From	English	÷ 1	To Select to	÷	
ind date 06/05/2 <u>de advan</u>	<u>ueu miters</u>				< Cancel	Translate

Finally click on Translate.

ſ	Translate						
	Please select any offic please select another			nal language	was automatically	identified. If you think i	t's incorrect,
	From	English	÷	То	German	÷	
2 a	COU HIROIS			_	_	< Cancel	Translate

It might take a few seconds to translate, but once is done you should be able to view both the original text and the translated to your selected language.

1 item	is found						
	Rating 🖨		Info found 🗢		Creation date 🖕	Status 🗢	ACTIONS
~	****	7			2022-04-15 14:29:52	Open	≡
	EN	Dummy testing for Acceptance				Translate	
	DE	Dummy-Tests für Akzeptanz					
				K (1			

Obstacles reported

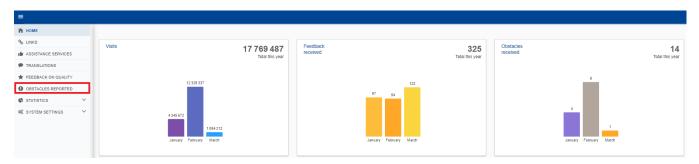
- Obstacles reported
 - ^O Introduction
 - ^O How to access the obstacles reported module?
 - ^O How to navigate on obstacles reported module?
 - Filters
 - ^O How to manage the Status of an Obstacle?
 - ^O How to translate the free text of an Obstacle?
 - O Export to CSV
 - How to open a CSV in an Excel?

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Obstacles reported						
Status Filter by status Clear filters Hide filters		Category Filter by categories	Problem area	ss bblem areas		d date dimmiyyyy
2 items found						Ł Export to CSV
Origin country \$	Obstacle in 🖨	Category 🖨	Sub-category \$	Problem areas 🗢	Creation date 🖨	Status 🗢 ACTIONS
> 📕 Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open =
> Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open =
		к	< 1 ► H 10	\checkmark		

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page. You can also select the number of items displayed on each page, up to 50 items.

Obstacles reported						
Status Filter by status	Categ	porv er by categories	Problem areas Filter by problem areas		Start date End date dd/mm/yyyy mm/yyyy	**
Clear filters Hide filters						
2 items found						Ł Export to CSV
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🗢	Status \$ ACTIONS
> Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open
> Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open
		к	< 1 ► H 10 ∽			

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation date, Status and Actions.

Status Filter by status		ategory Filter by categories	Problem areas Filter by problem are	as	Start date dd/mm/yyyy	End date dd/mm/yyyy
Clear filters Hide filters						
items found						Ł Export to CSV
Origin country 🖨	Obstacle in 🗢	Category 🖨	Sub-category \$	Problem areas 🗢	Creation date 🗢	Status 🗢 ACTIO
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open =

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

Search		Q Search				
Show advanced filters						
5 items found						
Origin country \$	Obstacle in 🗢	Category \$	Sub-category \$	Problem areas 💠	Creation date \$	Status 🗢 ACT
🕗 💶 Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open
EN my issue is]					Translate
> Belgium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	Open
> 🔤 Spain	Belgium	Travel	Online purchases, travel arrangements ar rights of travellers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
> Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
> Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed

Filters

You can find the information filtering by Category, Status, Problem area(s), Start Date and End Date.

Obstacles reported						
Status Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date End date dd/mm/yyyy dd/mm/yyyy	**
Clear filters Hide filters						
2 items found						Ł Export to CSV
Origin country 🗢	Obstacle in 🗢	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🗢	Status \$ ACTIONS
> Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open =
> Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open
		К	< 1 ► H 10 ¥			

You can press "Hide filters" so you can hide the showed filters above:

Obstacles reported						
Show filters						
2 items found						Ł Export to CSV
Origin country 🖨	Obstacle in 🗢	Category 🖨	Sub-category \$	Problem areas 💠	Creation date 🗢	6 1.1.1
origin country 🗸		Category 🖕	Sub-category 🖕	Froben areas 🗸	Creation date =	Status CACTIONS
> Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open =

If you want to have back the filters, you can press "Show filters"

You clear all previously added filters using the button Clear filters:



How to manage the Status of an Obstacle?

You can change the status of an obstacles using the Actions available to your user.

Country of origin 🗢	Obstacle in 🗢	Category ¢	Sub-category ¢	Problem area(s) \$	Creation date 🗢	Status ¢ ACTIONS
Belgium	S pain	Employees	Other		2021-04-21 17:03:26	Open = the second seco
> Belgium	S pain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Close

The following statuses are available for each obstacle:

OpenIn progress

- Closed
- Not relevant

By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status Close, you can re-open and it will go update to Open status again.

How to translate the free text of an Obstacle?

You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.



In case the original language is not identified or wrongly identified you can also select the original language.

To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.

V Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open =
EN my is	ssue is					Translate

Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.

stacle in 🖨		Category \$	Sul	o-category 🖨	Problem areas 🗢		Creation o
Belgium	Translate						2022-03-2
	Please select any official EU "From".	language to translate to. The original language wa	as auto	omatically identifie	d. If you think it's incorrect, please select another langu	age from the list	
Belgium	From	English	¢	То	Select to	5	2022-01-1
Belgium					Bulgarian Croatian Czech	Translate	2021-06-1
Belgium	_	Travel	Ide	ntity card, visa, pa	Danish Dutch		2021-05-0
Belgium		Travel	Ass	istance in case of	English Estonian Finnish		2021-04-0
		н	•	1 → H	French German Greek		
					Hungarian Icelandic Irish Italian		
					italian Latvian Lithuanian Maltese Norwegian		

After selecting the language you should click on **Translate**, and the text will be translated.

;		Category 🗢	Sub-category 🖨		Problem areas 🗢		С
	Translate						2
	Please select any official EU "From". From	language to translate to. The original language was	automatically identifie	d. If you think it's incorrect, pl	lease select another languag	e from the list	
	110m	Ligion	•	1 onuguese	•		2
					< Cancel	Translate	20
		Travel	Identity card, visa, pa	ssport			2

Once the translation is processed you will be able to see the original text and the translated text.

~	Belgium		Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open =
	EN	my issue is						Translate
	PT	o meu problema é:						

If you go to other page inside SDG and come back to the obstacles the traslated text will remain there, but if you log out or refresh the page you will need to translate it again.

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

Obstacles reported						
Status Filter by status		Category Filter by categories	Problem areas Filter by problem are	eas	Start date End date dd/mm/yyyy 🗰	
Clear filters Hide filters						
2 items found						Ł Export to CSV
Origin country 🗢	Obstacle in 🗢	Category 🗢	Sub-category 🗢	Problem areas 💠	Creation date 🗢	Status 🗢 ACTIONS
> Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open 📃
> Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open =
		К	< 1 → H 10 ¥			

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text

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- 3. Select the CSV file that has the data clustered into one column.
- 4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

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Office Update To keep up-to-date with security updates, from, and in	The Text Witzerf has determined that your data is Delimited. If this is carred, shoces Heat, or chease the Data Type that best describes your data.	Check for Updates
	Definitiel - Characters such as comman or take separate each field. Third videb - Fields are aligned in calumns with spaces between each field. Start import at rove C The origin: Unicode (J/TF-8)	P 0, R S F U
	Eter angen ar neuron (* 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
C > Bheatt + Roady		F 2 2 + 107.

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

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Home Insert Draw PageLayout Formulas Data	Review View	2 Share Comments
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13 14 14 15 16 16 16 16 16 16 16 16 16 16	Saved • Book House Fired-	
20 27 28 28 28 28 28 28 28 28 28 28 28 28 28		
20 3 4 5 8harti 4		
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6. Finally, click Finish.

7. Remember to Save your document!

Statistics Dashboard

- Statistics Dashboard
 - ^O Introduction
 - ^O How to access the Statistics Dashboard Module?
 - ^O How to navigate on Statistics Dashboard Module?
 - O Statistics Webpages
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Webpages tab?
 - ^O Statistics Assistance Services Cases
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Assistance services cases tab?
 - FOQ Webpages
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Webpages tab?
 - First Level
 - Second Level
 - ^O FOQ Online Procedures
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Online Procedures tab?

- First Level
- Second Level
- ^O FOQ Assistance Services Cases
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Assistance Services Cases tab?
 - First Level
 - Second Level
- O FOSMO

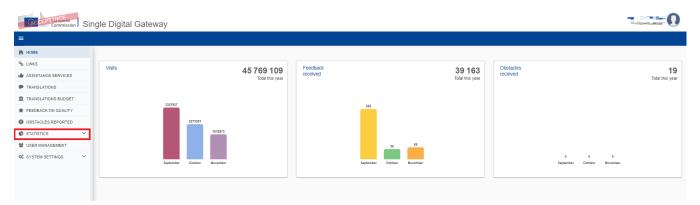
- How to use the Filters
- Cascading filters
- What can we consult in Feedback on Single Market Obstacles?

Introduction

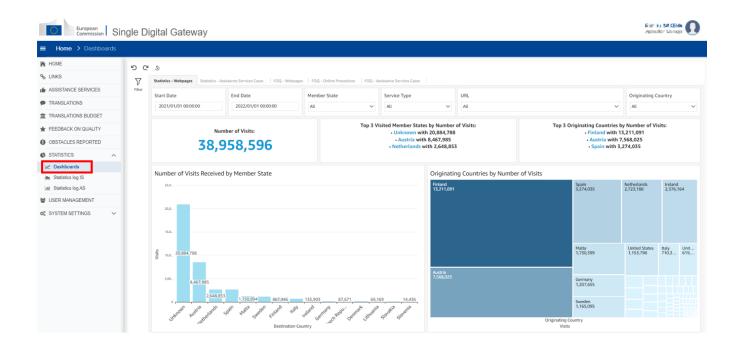
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the **Statistics Dashboard** module, click on **Statistics** button in the left-side menu.



That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.

European Commission	Single D	ligital Gateway				Rishi - Aqtica	a SCI EN 🚺
	5						
HOME	90	5 S					
𝒫 LINKS	V	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOC	- Online Procedures FOQ - Assistance Services Cases				
ASSISTANCE SERVICES	Filter	Start Date End Date Mem	ber State Service Type	URL		Originating C	ountry
TRANSLATIONS		2021/01/01 00:00:00 2022/01/01 00:00:00 All	✓ All	All	~	All	~
1 TRANSLATIONS BUDGET							
★ FEEDBACK ON QUALITY		Number of Visits:	Top 3 Visited Member State • Unknown wit		Top 3 Originating Countries b • Finland with 13		sits:
OBSTACLES REPORTED		38,958,596	Austria wit Netherlands		Austria with 7 Spain with 3,		
STATISTICS		50,550,550			- span title s		
🛃 Dashboards		Number of Visits Received by Member State		Originating Countries by Number	-f Mielte		
🔺 Statistics log IS		Number of visits received by Member State		Originating Countries by Number		Netherlands	Ireland
Lat Statistics log AS		849M-		Finland 13,211,091	Spain 3,274,035	Netherlands 2,723,188	2,376,164
USER MANAGEMENT		20,0					
¢¢° SYSTEM SETTINGS ∨	,	11.9_					
		2 3 10,0. 20,884.788			Malta 1,730,399	United States 1,153,798	Italy Unit 710,3 619,
		1.02. 2.644.053 1,150.094 967.946 155.90 5,550 1,150.094 167.946 155.90	5 87,671 69,169 14,456	Austria 7,568,025	Germany 1,207,655 Sweden 1,165,095		
		Under Provide Control	e retur de tur de de		Originating Country Visits		

Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

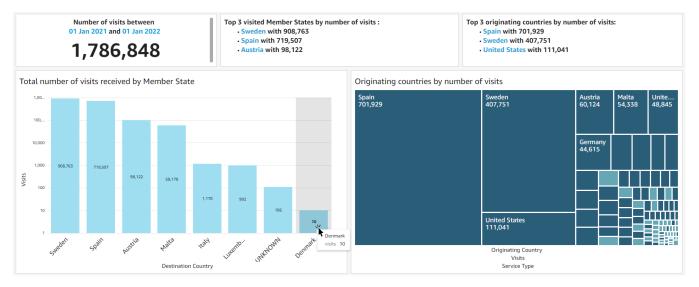
European Commission	Single	Digit	al Gateway								Rishi Apple	er SAXE) Son Karraj	0
	s												
HOME	9	C')											
𝒫 LINKS	7			sistance Services Cases FOQ - Web	pages FOQ - Online I	Procedures FOQ - As	sistance Services Cases						
ASSISTANCE SERVICES	Filte	r	art Date	End Date	Member State		Service Type		URL		Originating 0	ountro.	
TRANSLATIONS			2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	All	~	All	~	All	ountry	~
TRANSLATIONS BUDGET													
FEEDBACK ON QUALITY			Nun	nber of Visits:		Top 3 Vi	sited Member State • Unknown wit		of Visits:	Top 3 Originating Countries b • Finland with 13		sits:	
OBSTACLES REPORTED			38 0	958,596			Austria with Netherlands w	8,467,985		Austria with 7 Spain with 3,	568,025		
STATISTICS	~		50,5	50,550			• Netherlands w	101 2,040,053	·	• span with s,	274,033		
🗠 Dashboards													
📥 Statistics log IS		NL	Number of Visits Received by Member State Originating Countries by Number of Visits						_				
Leal. Statistics log AS			25,0					Finland 13,211,091		Spain 3,274,035	Netherlands 2,723,188	Ireland 2,376,1	1 164
USER MANAGEMENT			_										
Ø₿ SYSTEM SETTINGS	~		20,0										
		Visits	10,0 20,884,788							Malta 1,730,399	United States 1,153,798	Italy 710,3	Unit 619,
			s.00 8,467,985 2,648,85	3				Austria 7,568,025		Germany 1,207,655			
			0	1,150,994 867,946	1 1	Required permant lithuania				Sweden 1,165,095 Originating Country			
				Destinatio	on Country					Visits			

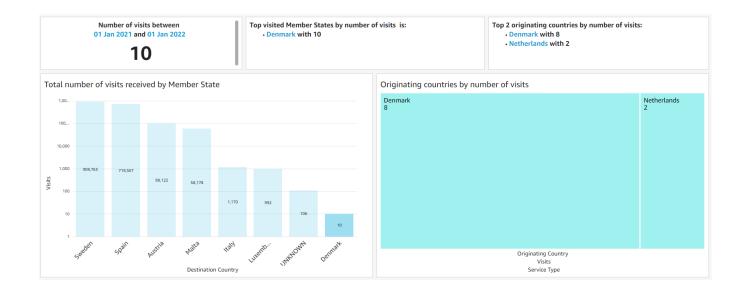
After that action you will be able to filter the data Start Date; End Date; Member State; Service Type; URL and Originating Country.

t Date	End Date	Member State	Service Type	URL		Originating Country	
021/01/01 00:00:00	2022/01/01 00:00:00	All	All		~	All	
4	Number of Visits: 5,769,109		Unkn Spa	er States by Number of Visits: own with 42,796,671 ain with 2,119,082 mark with 264,249	Top 3 Originating Countries by - Finland with 14, - Malta with 4,92 - Sweden with 4,82	340,325 21,177	

You can also drill down by just clicking on any chart for a desired value.

Before:





You can reset all filters you have added by clicking on the top left corner.

ы С	_	Assistance Services Cases FOQ - Webpage	s FOQ - Online Procedures FOQ - A	Assistance Services Cases				
Filter	Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type	URL All	♥	Originating Country All	~
		umber of Visits: 958,596	Тор 3 V	risited Member States by Number • Unknown with 20,884,788 • Austria with 8,467,985 • Netherlands with 2,648,853		Top 3 Originating Countries by - Finland with 13 - Austria with 7, - Spain with 3,2	,211,091 568,025	

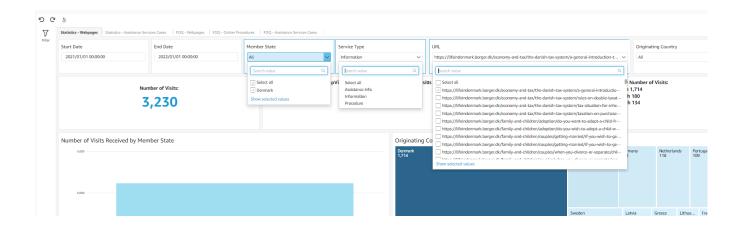
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:

Start Date	End Date	Member State		Service Type		URL			Originating C	ountry	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	All	~	All		~	All		
		Fearch value	٩	Search value	۹	Bearch values		٩			
	Number of Visits:	Select all	чр	3 Select all Assistance Info	Vi	lisit	Search		lumber of Visi 40,325	ts:	
4	5,769,109	Cyprus Qenmark Estonia Finland Germany		Information Procedure				Malta with 4,921 Sweden with 4,82			
Number of Visits Received	by Member State	✓ Greece ✓ Italy			Originating (Countries by Number of Vis	its				
50,000,000		Luxembourg Show selected values			Finland 14,340,325		Sweden 4,824,856		Germany 1,830,606	Austria 1,636,650	Den: 1,39
40,000,000											

After:



What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Visits between Start Date and End Date, Top 3 visited Member States by number of visits, Top 3 originating countries by number of visits.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

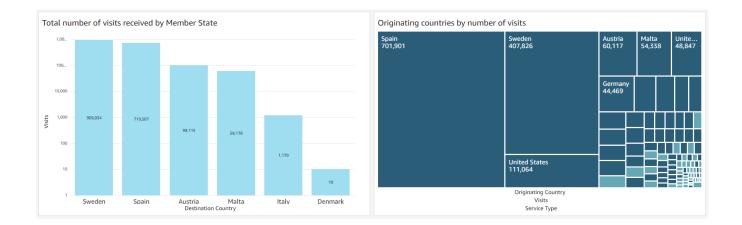
Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webp	ages FOQ - Online Procedures	FOQ - Assistance Services Cases			
Start Date End Date 2021/01/01 00:00:00 2022/01/01 00:00:00	Member State	Service Type	URL	~	Originating Country
Number of Visits: 45,769,109	Top 3 Vis	ited Member States by Numbe • Unknown with 42,796,67 • Spain with 2,119,082 • Denmark with 264,249		Top 3 Originating Countries b - Finland with 14 - Malta with 4, - Sweden with 4	,340,325 921,177

With filters applied:

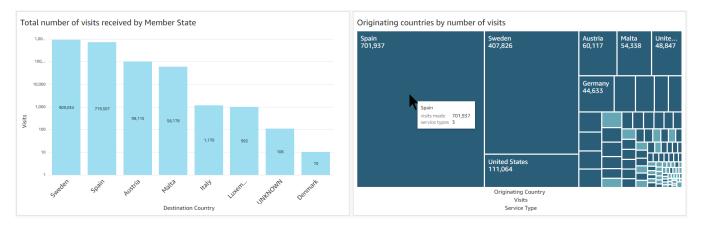
Statistics - Webpages Statistics - As	ssistance Services Cases FOQ - We	bpages FOQ - Online Procedures	FOQ - Assistance Services Case	s		
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type Assistance Info	URL www.businessincyprus.	gov.cy 🗸	Originating Country All ~
	er of Visits: 876	Top Visite	ed Member States by Nun • Cyprus with 1,8		Top 3 Originating Countries b • Cyprus with • Greece witi • Iran with	1,242 h 152

On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

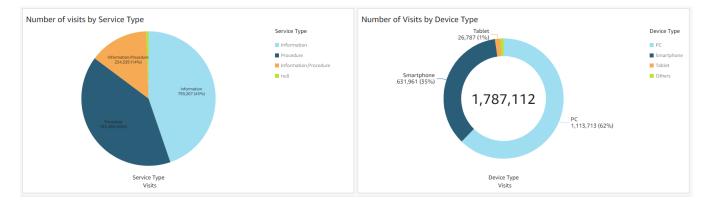


You can hover your cursor on top of the charts to get more details.



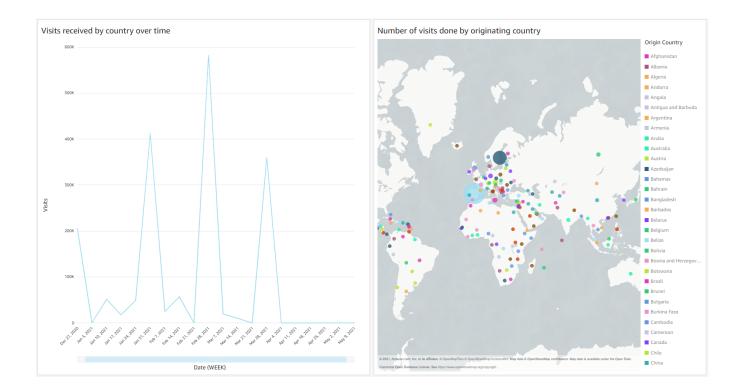
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



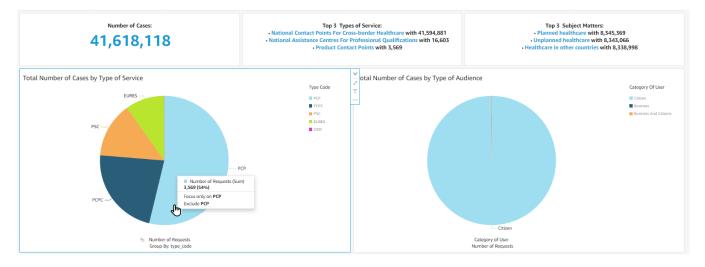
Statistics - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Service Type; Subject Matter, Sub-subject Matter and Specific Service.

Statistics - Webpages Stat	istics - Assistance Services Cases	FOQ - Webpages FOQ - Onlin	e Procedures FOQ - Assistance Services Cases			
Start Date	End Date	Member State	Service Type	Subject Matter	Sub-subject Matter	Specific Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Denmark V	All	All 🗸	All 🗸	All 🗸



You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:

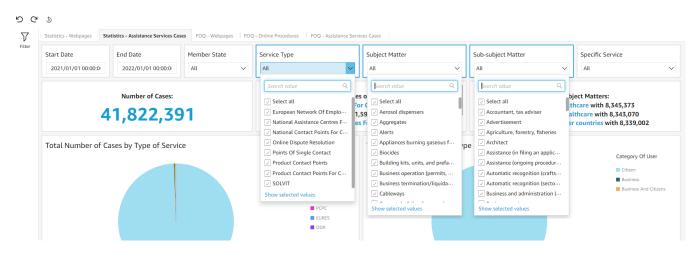
You can reset all filters you have added by clicking on the top left corner.



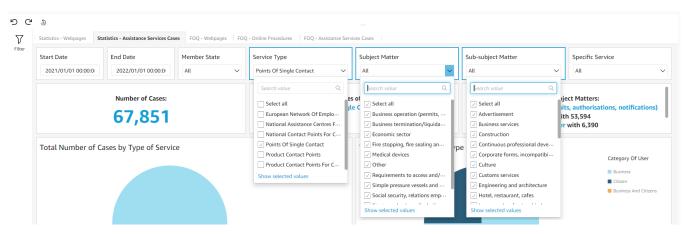
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

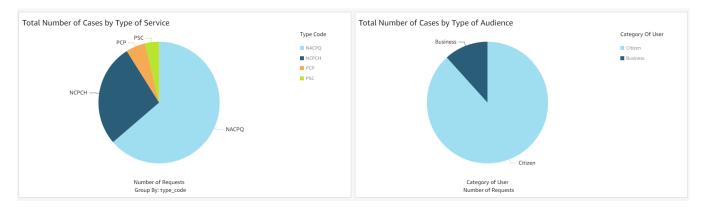
୬୯	٩		
∇	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages	DQ - Online Procedures FOQ - Assistance Services Cases	
Filter	Start Date End Date Member State 2021/01/01 00:00:0 2022/01/01 00:00:0 All	Service Type Subject Matter	Sub-subject Matter Specific Service Alt V
	Number of Cases: 89,976	Top 3 Types of Service: Points Of Single Contact with 67,851 • National Contact Points For Cross-border Healthcare with 11,934	Top 3 Subject Matters: • Business operation (permits, authorisations, notifications) with 53,594 • Other with 7,688

With Filters Applied:

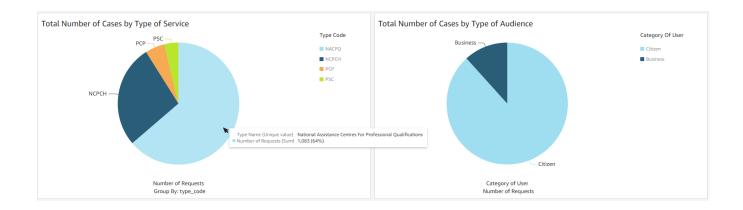
ש פ ע		atistics - Assistance Services Cas	FOQ - Webpages	FOC	- Online Procedures FOQ - Assistance Serv	rices Cases		
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:01	Member State Germany	~	Service Type	Subject Matter Healthcare in other countries ~	Sub-subject Matter	Specific Service
	Number of Cases: 1,201			Top Types of Service: • National Contact Points For Cross-border Healthcare with 1,201		Top Subject Matters: - Healthcare in other countries with 1,201		

On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

Again here you can also use filters to drill down the data.

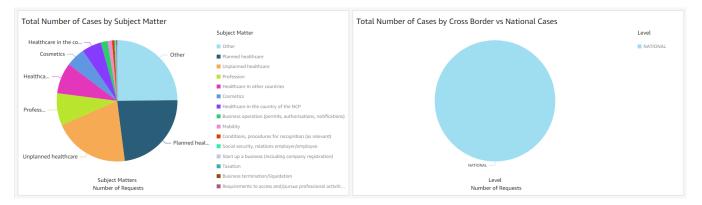


You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**).

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

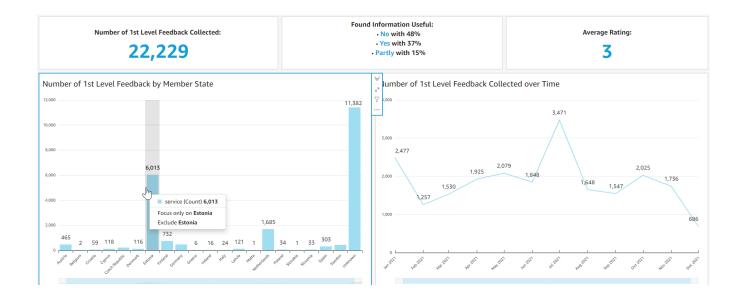
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu_ \sim

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.



First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00		Member State	~	Serv All	ice	~
Number of 1st Level Feedbac			Found Information I • No with 48 • Yes with 37 • Partly with 1	%		Average Rating: 3	

After:

Statistics - Webpages Statistics - Assistance Services Case	s FOQ - Webpages FOQ - Onli	ne Procedures FOQ - Assistance Servi	ices Cases		
First Level					
Start Date	End Date	Member St	tate		Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Estonia		~	https://www.eesti.ee/en/citizenship-and-documents/personal-identity-docu $$
Number of 1st Level Feedback Collected:			Information Useful: Partly with 33% • No with 33% • Yes with 33%	y with 33% Select all third / unaw corting / with 33%	
Number of 1st Level Feedback by Memb	er State		Number of 1st Level Feed	back	C https://www.eesti.ee/en/citizenship-and-documents/right-of-residence-a https://www.eesti.ee/en/citizenship-and-documents/rules-regarding-cros
10	9		5		https://www.eesti.ee/en/doing-business/accounting-and-reporting/report https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolutio
8			4		https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolving https://www.eesti.ee/en/doing-business/enterprise-in-the-european-unio Show selected values
6			3		

Second Level

Before:

Second Level								
Start Date 2021/01/01 00:00:00								
Number Of 2nd Level Feedback Collected: 2,439								

After:

Second Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia ~	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv v				
		Number Of 2nd Level Feedback Collected:	Search value Q Select all https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste				
Feedback Collected			https://mup.gov.hr/prebivaliste-boraviste-329/329 Show selected values 1				

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

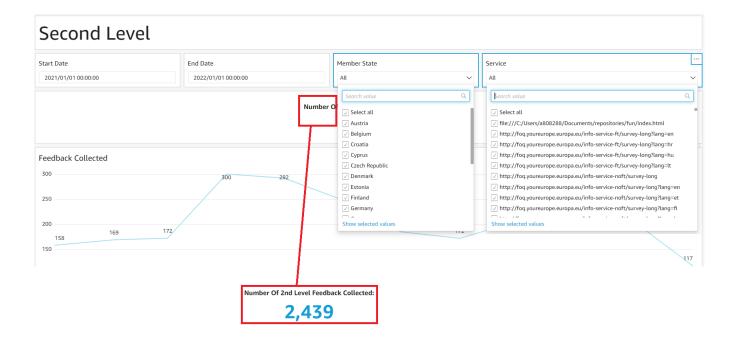
First Level Start Date 2021/01/01 00:00:00 Pumber of 1st Level Feedback Collected: 22,229 Number of 1st Level Feedback by Member State Image: Second Republic Image: Second Republic<	es Statistics - Assistance Services Cases FC	FOQ - Webpages FOQ - Online Procedur	es FOQ - Assistance Services Cases		
2021/01/01 00:00:00 All Number of 1st Level Feedback Collected: Search volue 22,229 Select all Number of 1st Level Feedback by Member State Croatia Izcon Croatia Croatia Croatia Croatia Croatia Croatia Croatia Croatia Croatia Demmark Demmark	Level				
Number of 1st Level Feedback Collected: Search value 22,229 Select all Number of 1st Level Feedback by Member State Croatia 12,000 Creath Republic 12,000 Demmark	End	End Date	Member State	Service	
Number of 1st Level Feedback Collected: Select all 22,229 > Austria Belgium > Orostia Coprus > Coprus 12000 > Cench Republic 12000 > Demark	20:00:00	2022/01/01 00:00:00	All	All	~
Number of 1st Level Feedback by Member State C k Collected over Time IZ2000 Czech Republic IZ2000 Denmark			 ✓ Select all ✓ Austria ✓ Belgium 		
	Ist Level Feedback by Member Sta	per State	 ✓ Cyprus ✓ Czech Republic 	ck Collected over Time	
10,000 Inland 3,471 8,000 Inland Inland Show selected values 2,079			 ✓ Estonia ✓ Finland ✓ Germany ✓ 	3,471	

After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases								
First Level								
Start Date	End Date	Member State		Service				
2021/01/01 00:00:00	2022/01/01 00:00:00	Spain	\sim	https://sede.gobcan.es				
Number of 1st Level Feedback Collected:		Search value	٩	Search value Q Select all https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric https://sede.gobcan.es				
Number of 1st Level Feedback by Mer	mber State	Netherlands Poland Slovakia Slovenia Spain Sweden	ck					
300	303	Unknown Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh				

Second Level

Before:



After:

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Austria	https://www.bmdw.gv.at/, https://www.bmdw.gv.at/Themen/Lehre-und-Be
		Search value	Q Search value
		Number O Select all	Select all
		Austria	https://vorarlberg.at/
		Belgium	<pre>//www.bmdw.gv.at/</pre>
		Croatia	https://www.bmdw.gv.at/Themen/Lehre-und-Berufsausbildung/Internati
eedback Collected		Cyprus	https://www.bmdw.gv.at/Themen/Unternehmen/Produktinfostelle.html
eedback conceled		Czech Republic	https://www.land-oberoesterreich.gv.at/
1 1		Denmark	https://www.oesterreich.gv.at
		Estonia	https://www.oesterreich.gv.at/
		Finland	https://www.oesterreich.gv.at/en/themen/arbeit_und_pension/Berufshaf
0.8		Germany	https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrer
	/	Show selected values	Show selected values
0.6			

What can we consult in Feedback on Quality - Webpages tab?

You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

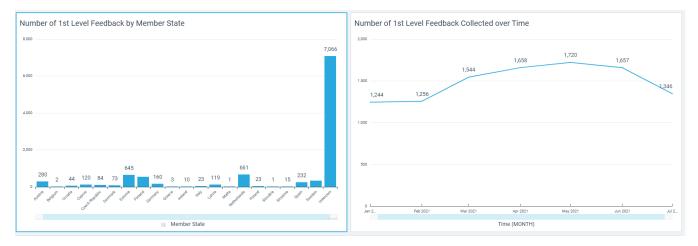
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	FOQ - Webpages FOQ - Online Procedures FOQ	- Assistance Services Cases					
First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service				
Number of 1st Level Feedbac		Found Information Useful: • No with 48% • Yes with 37% • Partly with 15%	Average Rating: 3				

With Filters applied:

Statistics - Webpages Statistics - Assistance Services Case	FOQ - Webpages FOQ - Online Procedur	FOQ - Assistance Services Cases	
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Serv Netherlands http://www.servecture.com/documents/action/acti	ice s://business.gov.nl/regulation/accommodation-foreign-workers/, https:/
Number of 1st Level Feedbac	k Collected:	Found Information Useful: • Yes with 83% • No with 17%	Average Rating:

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback collected over time



Then we have the chart for **Average Rating over time and** a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected.

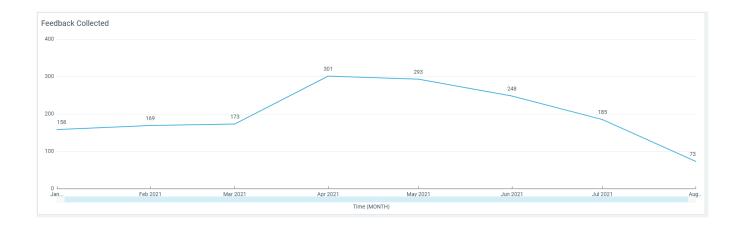
Without Filter:

Second Level						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service	~		
Number Of 2nd Level Feedback Collected: 1,600						

With Filters:

Second Leve	el			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Czech Republic	~	Service https://portal.gov.cz/, https://portal.gov.cz/informace/pravni-postaveni-dlouhod
Number Of 2nd Level Feedback Collected:				

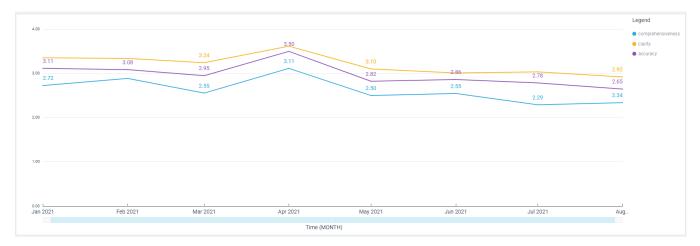
On the next block we have a line chart with the Feedback Collected over time.



Then we have the cards Average Rating for Information Accuracy, Information Clarity and Information comprehensiveness.

Average Rating for Information Accuracy:	Average Rating for Information Clarity:	Average Rating for Information Comprehensiveness:
3	3	3

On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



In the next block you have the card view for the Date of Last Publication and Name of Authority Responsible.

Date of Last Publication:	Name of Authority Responsible:
· I do not know (38%)	· Yes (43%)
· Yes (35%)	· I do not know (30%)
• No (22%)	• No (21%)
• No Answer (6%)	• No Answer (6%)

Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.

Page Included Reference:	Information Availability In English:
	· I do not know (43%) · Ves (30%) · No (19%) · No Answer (7%)

In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English.** You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

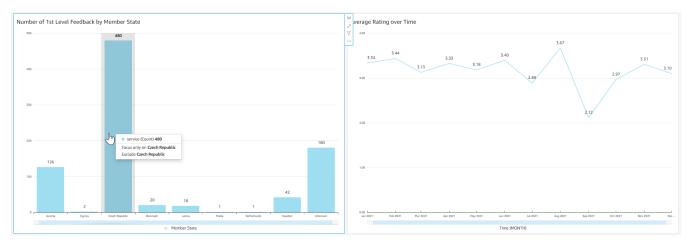
FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu $ \lor$

You can also drill down by just clicking on any chart for a desired value.



First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service	
Number of 1st Level Feedback Collected: 870			Average Rating: 3	

After:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases |

First Level			
Start Date 2021/01/01 00:00:00	tervice		
Number of 1st Level Feedback Collected:		Search value Q Select all Austria Show selected values	Average Rating:

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	~	Service All	~
Number of 2nd Level Feedback Collected: 79		т	op 3 Memb	er States by Number of Fee • Austria with 36 • Unknown with 32 • Denmark with 5	edback:

After:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Jervice All https://egov.stmk.gv.at/, https://www.oesterreich.gv.at			
Nun	nber of 2nd Level Feedback Collected:	Search value Select all Austria Show selected values			

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Assistance Services Cases						
First Level						
Start Date	End Date	Member State	Service			
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All			
		Fearch value	Search value			
Number of 1st Level Feedback Collected:		Select all Austria Austria Cypros Crech Republic Denmark Latvia Mata	Select all Thtp://collect.yoursurgee.europa.eu/yh/fleedback/quality Thtp://collect.yoursurgee.europa.eu/yh/fleedback/quality Thtp://mww.mck.go.cv/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl/mcl			
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	http://www.meci.gov.cy/WEC/insolvency.nsl/page27_gr/page27_gr?OpenDocument https://borger.dk/ https://dr.gov.mt/			
		Show selected values 3.44 3.33 3.13	3.40 3.31 2.297 1.10			

After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Latvia ~	All
		Search value Q	Bearch volue Q
Number of 1st Level Feedback Collected: 18		Solect all Autria Gyprus Cacch Republic Denmark Jutria Mata	∑ stor: ali ∑ https://ahviga.hv/ Show solected values
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	
	18	Show selected values	
			3.33

Second Level

Before:

Second Level					
Start Date	End Date	Member State	Service		
2021/01/01 00:00:00	2022/01/01 00:00:00	All ~	All	<mark>الا</mark>	
Number of 2nd Level Feedback Collected: 79		Select all Select all Second and Second and Second and Second and Second and Show selected values	<pre>v https://eg v https://fo v https://fo v https://la v https://la</pre>	lder-vebranet/maja-eupervahtmi porutmik-perat/ ayaurumpe curapa-cu/ntime-proc-nott/survey-long ayaurumpe curapa-cu/ntime-you-pageTang-en olipal-V/ enformant-borger.dk	
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected over	https://lif	landemmärkkopger.dk/ diademmärkkopger.dk/ landemmärkkopger.dk/ActionPageNetIterriceld+0488+132-7434-4457-8777-e143178c landemmärkkopger.dk/ActionPageNetIterriceld+5577/bja48-8153-4214-b118-62553abc- landemmärkkopger.dk/	

After:

Second Level				
Start Date	End Date	Member State		. Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	~	All
		Search value Q	1	Bearch value
Number of 2nd Leve	I Feedback Collected: 5	Select all Austria Domark Latvia Secon Viceon Viceon Secon S	м	Endect all Thisp://www.migrationsenket.sa/ Thisp://www.migrationsenket.sa/ Thisp://www.migrationsenket.sa/ Thisp://www.migrationsenket.sa/ Thisp://www.migrationsenket.sa/ Thisp://www.skatteenket.sa/ Thisp://www.skatteenket.sa/ Thisp://www.skatteenket.sa/ Thisp://www.skatteenket.sa/ Thisp://www.skatteenket.sa/senket.s
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected over	er T	Fime
·	5	u		

What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date	End Date	Member State All	Service
2021/01/01 00:00:00	2022/01/01 00:02:00		All
Number of 1st Level Feedback Collected:		Average Rating:	
870		3	

You can use the filters here to drill down the data per Member State, use other date interval, service etc.

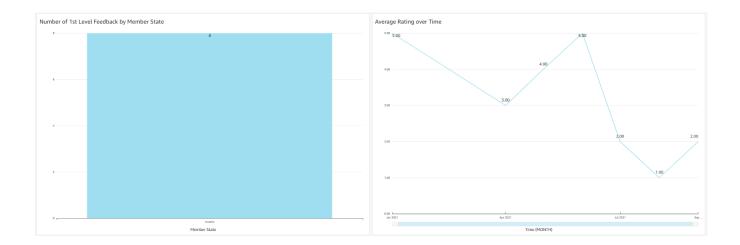
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All
Number of 1st Level			Average Rating:
8	70		3
	Feedback Collected:		Average Rating: 3

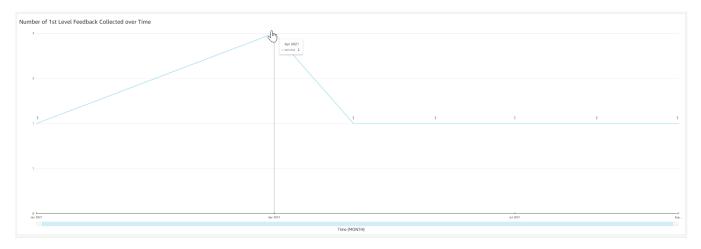
With Filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			▼ ₹
Start Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State All	Service https://egov.stmk.gv.al/, https://www.oestervich.gv.at
Number of 1st Level	l Feedback Collected:		Average Rating: 3

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Average Rating over time



Then we have the chart for **Number of 1st Level Feedback Collected over time.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and a card for Top 3 Member States by Number of feedback.

You can apply filters here to drill down the data.

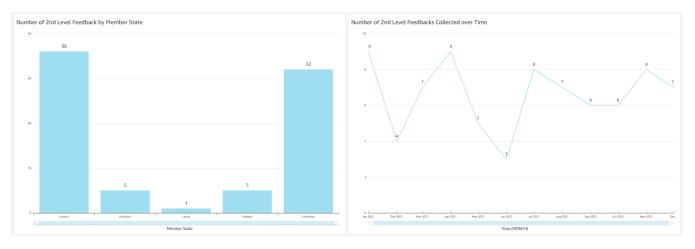
Without Filter:

Second Level			
5tart Date 2021/01/01 000000	End Date 2022/01/01 00:00:00	Member State	Service All
	l Feedback Collected: 79	Тор 3	Member States by Number of Feedback: - Austria with 36 - Unknown with 32 - Denmark with 5

With Filter applied:

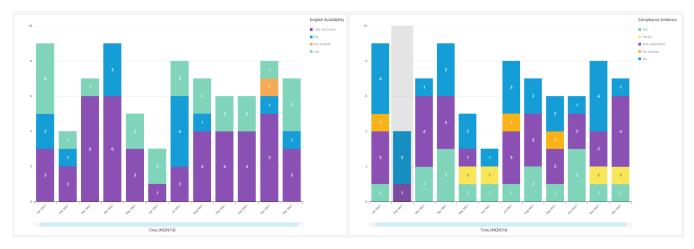
Second Level			
Start Date 2021/01/01 000000	End Date 2022/01/01 00:00:00	Member State All Bearch value	Lervice
Number of 2nd Leve	l Feedback Collected: 2	Setect all Sweden Show selected values	Member States by Number of Feedback is: • Sweden with 2

On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for $\ensuremath{\mathsf{English}}$ Availability and $\ensuremath{\mathsf{Compliance}}$ Evidence .

English Availability:	Compliance Evidence:
- 1 do not know (28%) - Yes (28%) - tho (16%) - No Answer (1%)	- Not applicable (35%) - No (34%) - Yes (22%) - Parity (5%) - No Answer (4%)



In the next block we have a stacked bar chart for English Availability and a stacked bar chart for Compliance Evidence.

In the next block we have two cards Online Payment and National Authentication.



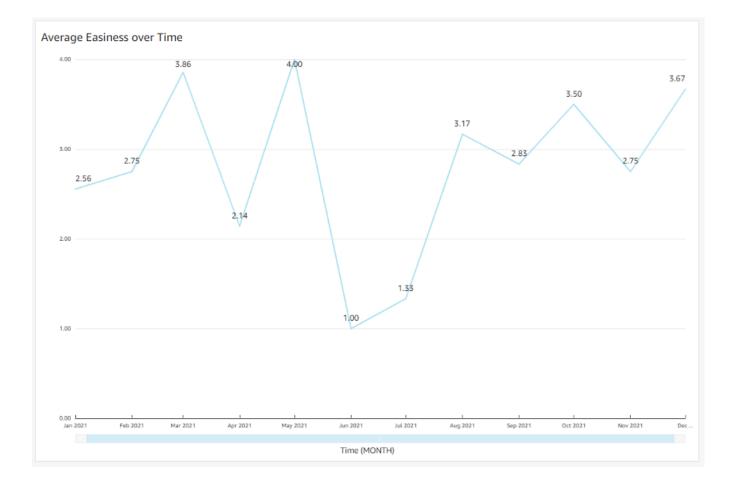
In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



In the next block we have a card for **Average rating for Easiness**.



In the next block we have the line chart for Average Rating on Easiness over Time.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:

Statistics - Webpages Statistics - Ass	sistance Services Cases FOQ - Webpages FO	Q - Online Procedures FOQ - Assista	ance Services Cases		
First Level					
Start Date	End Date	Member State	Service Type	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	✓ All	✓ All	~

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases HUQ - Webpages HUQ - Webpages HUQ - Assistance Services Cases							
First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All	Service ID All	~		
Number of 1st Level Feedback Collected: 1,209			Average Rating:				

After:

Statistics - Webpages Statistics - Assistance Services Cases	FOQ - Webpages FOQ - Online Procedures FOQ - A	sssistance Services Cases					
First Level							
Start Date	End Date	Member State	Service Type	Service ID			
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary ~	PCP V	All			
				Gearch value Q			
Number of 1st Level Feedback Collected:				Show selected values			

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All V	Service ID All	
Number of 2nd Level Feedback Collected: 172				Top 3 Member States by Number of Feedback: - Germany with 96 - Ltaly with 15 - Finland with 13	

After:

Second Leve	el				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 0000:00	Member State	Service Type PSC	~	Service ID All
Number of 2nd Level Feedback Collected: 13					1 Show selected values Finland with 13

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

First Level				
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	All
		Search value Q	Fearch value Q	Bearch volue
	Number of 1st Level Feedback Collected:	 ✓ Select all ✓ Bulgaria 	✓ Select all ✓ EURES	Select all
	1,209	Budgaria Croatia Cyprus Ceech Republic Denmark	V EURES V NACPQ V NCPCH V PCP V PCPC	bitmin spoce 354/35-0339-4841-6454-9eb/7543208a 354/35-0356-4821-6423-4a640666859 353425-0356-4226-b283-4a640666859 a6440xce-446-433-348b-43754186557c 5505160-576-576 5051560-576-576-576 5505160-576-576
Number of 1st Level Feedbac	k by Member State	Finland Germany Greece	Unknown	✓ 022a1480-5647-4154-ba3e-d8346bc9/t51 ✓ 035ect88b-8778-49ca-88ee-6dec36d2f211 ✓ ✓ 04046735-9777-42be-9273-b47e8b2ccc86
800	759	Hungary Hungary Show selected values	Show selected values	

After:

9				
Statistics - Webpages Statistics - Assistance S	ervices Cases FOQ - Webpages FOQ - Online Procedures FOQ - A	Assistance Services Cases		
First Level				
Start Date	End Date	Member State	Service Type Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	Bulgaria ~	All V All	~
		Search value Q	Bearch value	۹
	Number of 1st Level Feedback Collected:	Select all Bulgaria Croatia Cyprus	Select all Select all ELNES 9126222-a19-4195-a070-008aax9a8eb7 Show selected values Show selected values	
		Czech Republic Denmark Finland		
Number of 1st Level Feedback by Member State		Germany Greece	Number of 1st Level Feedback Collected over Time	
20		Hungary Hungary Show selected values	·	
	17			

Second Level

Before:

Second Leve	l			
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All Control Co	All [Fearch value Q Q Select all Q EURES	All ~ Farch volue Q. [Solid and Solid S
	Number of 2nd Level Feedback Collected:	Creatia Cryprus Create Republic Denmark Finland Germany Geree	NACPQ VACPQ VACPQ VACPQ PCPC PCPC PSC Uninnen Show selected values	Image: Status -
Number of 2nd Level Feedback by Member State			Number of 2nd Level Feedback Collected	Image: Signal

After:

Second Level							
Start Date	End Date	Member State		1	Service Type		Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	Bulgaria	\sim		All	~	All
		Search value	٩		Search value		Gearch value Q.
		Select all			✓ Select all ✓ EURES		☑ Select all ☑ 9f262c2c-a1a9-4f9d-aaf0-d09aaa9a9eb7
	Number of 2nd Level Feedback Collected: 9	Graatia Opprus Crech Republic Denmark Finland Germany Greece			Show selected values		Show salected values - Bulgaria with 9
Number of 2nd Level Feedback by Member State			_		Number of 2nd Level Feedback Collect	cted o	over Time

What can we consult in Feedback on Quality - Assistance Services Cases tab?

You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

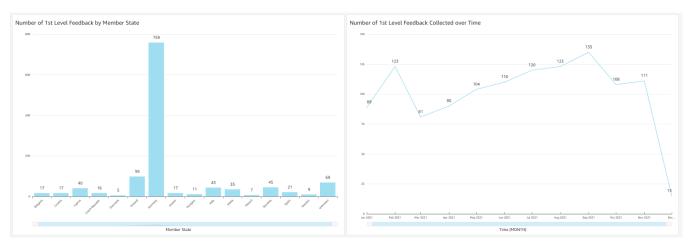
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FO	DQ - Webpages FOQ - Online Procedures F	OQ - Assistance Services Cases				
First Level						
	1 Date 022/01/01 00:00:00	Member State	Service Type All	Service ID		~
Number of 1st Level Feedback Collected: 1,209				Avera	ge Rating: 4	

With filters applied:

Statistica - Melpages Statistica - Aubistance Services Cleses POQ - Webpages POQ - Online Proceedures VOQ - Analistance Services Cleses						
First Level						
Start Date	End Date	Member State	Service Type	Service ID		
2021/01/01 00:00:00	2022/01/01 00:00:00	Denmark	All	All		
Number of 1st Level Feedback Collected: 5			Average Rating:			

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback Collected over time.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time.** You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and Top Member States by Number of Feedback.

Without Filter:

Second Le	evel				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type	Service All	•
	Number of 2nd Level Feedback (Collected:		Top 3 Member States by Numb • Belgium with • Unknown with • Cyprus with	h 59 h 13

With Filter:

Second Leve	I			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type IPRH, NCPCH, PCPC, NACPQ V	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d V
N	lumber of 2nd Level Feedback Collecte	ed:	То	p Member States by Number of Feedback is: • Belgium with 11

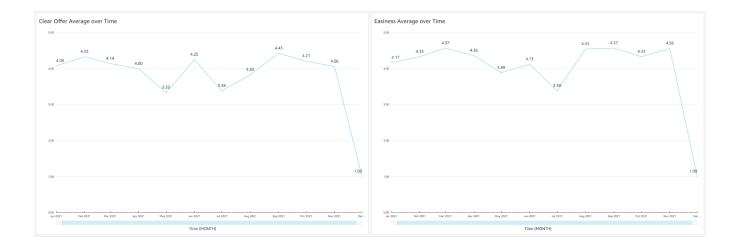
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for Average Rating for Clear offer and Average rating for Easiness.

Average Rating for Clear Offer:	Average Rating for Easiness:
4	4

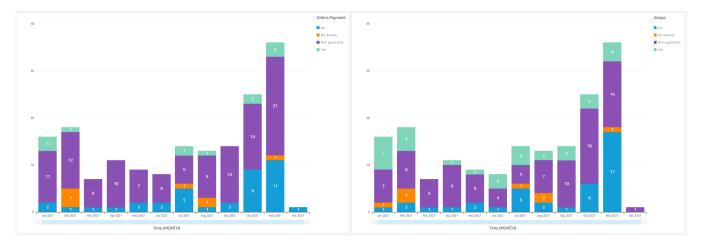
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



On the next block we have two cards one for **Online Payment** and other one for **Delays:**

Online Payment:	Delays:
Not applicable (66%) No (22%) Vec (7%) No Answer (5%)	- Not applicable (53%) - No (23%) - Vis (19%) - No Answer (5%)

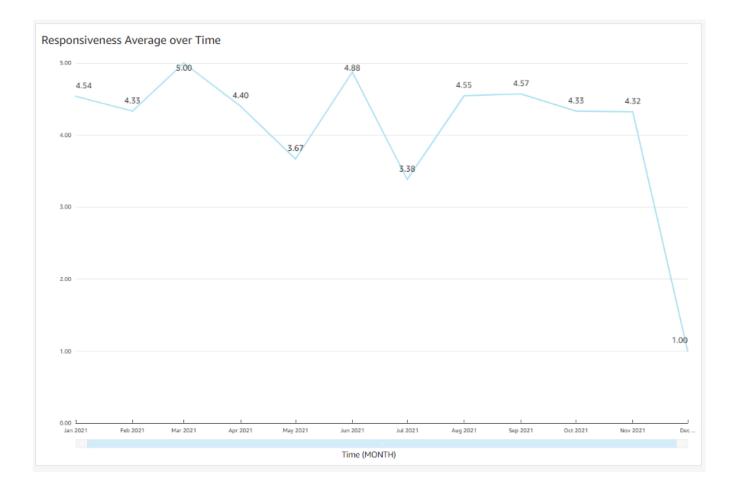
In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.



In the next block for the card Average Rating.



In the last block we have a line chart for the **Responsiveness Average over Time.** You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

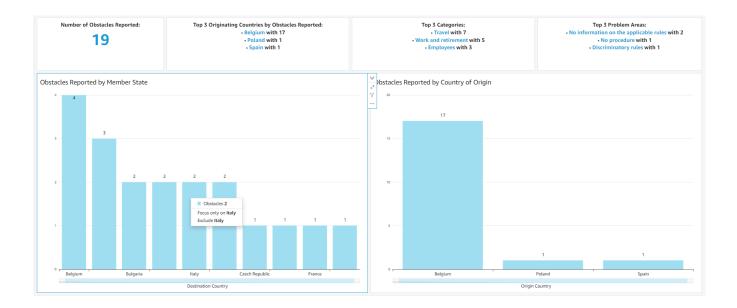
How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Category; Sub Category and Problem Areas.

Statistics - Webpages Statistics - Assistance Services	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases FOSMO						
Start Date	End Date	Member State	Category	Sub-category	Problem Areas		
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	All	All		

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:

V Filter	Statistics - Webpages Statistics - Assistan	ce Services Cases FOQ - Webpages FOQ	2 - Online Procedures FOQ - Assista	nce Servi	es Cases FOSMO		Sub-category	Problem Areas
	2021/01/01 00:00:00	2022/01/01 00:00:00	All	~		ıll	All	
	Number of Obstacles Reported	Top 3 Originating Countri	ies by Obstacles Peported		Fearch value Q	Ч	Fearch value Q	Top 3 Problem Areas:
	19	Obstacles Reported: Top 3 Originating Countries by Obstacles Reported: • Belgium with 17 19 • Poland with 1 • Spain with 1			Select all Gitizens' and family rights Education or traineeship Employees		Select all Career Content of the second se	• No procedure with 1 Discriminatory rules with 1
	Obstacles Reported by Memb	er State			The second second	itry		

After:

∇	Statistics - Webpages Statistics - Assis	tance Services Cases	FOQ - Webpages FOQ - Online Procedures FOQ -	Assistance Serv	ices Cases FOSMO				
Filter	Start Date	End Date	Member State		Category	9	Sub-category	Problem Areas	
	2021/01/01 00:00:00	2022/01/01 00	00:00 All	~	Protection of personal data \sim		All ~	All	\sim
	Number of Obstacles Report	ted: Top O	riginating Countries by Obstacles Reported • Belgium with 1	is:	Search value Q Select all Citizens' and family rights Education or traineeship Employees	ata v	bearch value Q Select all V Data protection Show selected values	Top Problem Areas is:	
	Obstacles Reported by Men	nber State				try	of Origin		
	0.8		1		Health and safety at work Healthcare Vrotection of personal data Ublic contracts Show selected values		1		

What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories and Top 3 Problem Areas.

You can use the filters here to drill down the data per Member State, use other date interval, filter per Category or Problem area.

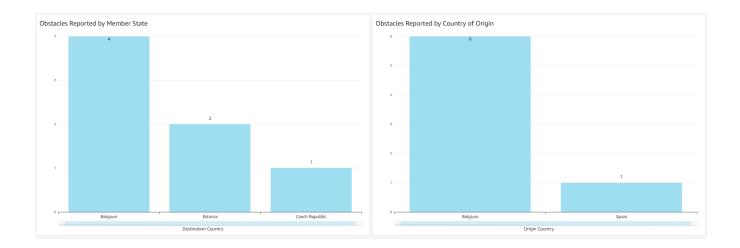
Without filters applied:

Start Date	End Date	Member State	Category		Sub-category		roblem Areas	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~ All	~	All	\sim	All	
Number of Obstacles Reported:	• Belg • Pol	ies by Obstacles Reported: um with 17 and with 1 ain with 1	• Tra • Work and	ategories: avel with 7 retirement with loyees with 3	5		Top 3 Problem Areas: mation on the applicable rules • No procedure with 1 • Discriminatory rules with 1	with 2

With filters applied:

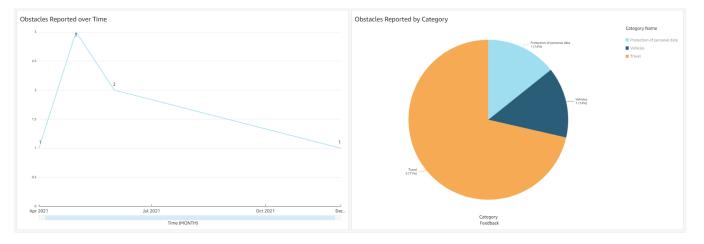
Statistics - Webpages Statistics - Assistance Services	Cases FOQ - Webpages FOQ - Online Procedur	es FOQ - Assistance Services Cases FOSMO					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Belgium, Czech Republic, Finland, Estonia,	Category Education or traineeship, Goods, Travel, P V	Lub-category	~	Problem Areas	~
Number of Obstacles Reported:	• Be	tries by Obstacles Reported: Iglum with 6 pain with 1	Top 3 Categories: . Travel with 5 . Protection of personal data v . Vehicles with 1	with 1		Top Problem Areas is: Discriminatory rules with 1	

On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**



Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.





In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Obstacles Reported by Sub-category			
Griline purchases, travel arrangements and rights of travellers (plane, train, ship, bus) 3	identity card, visa, pasaport	Buying and selling a motor vehicle	Assistance in case of reduced mobility 1
	Data protection		
	Sub-category Feedback		

Statistics Log IS

- Statistics Log IS
 - ^O Introduction
 - ^O How to access the Statistics Log Module?
 - ^O How to navigate on Statistics Log Module?
 - Filters
 - Status
 - Actions

Introduction

The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

How to access the Statistics Log Module?

To access the **Statistics Log** module, click on **Statistics** button in the left-side menu.



That action will expand more options, click on Statistics Log IS.

HOME	Statistics log						
LINKS	Ŭ						
ASSISTANCE SERVICES	Unique ID	Status	Transfer start date	Transfer end date			
TRANSLATIONS	Filter by unique ID	Filter by status	dd/mm/yyyy 🗰	dd/mm/yyyy 🛍 Clear f	ilters		
FEEDBACK ON QUALITY	Hide filters						
OBSTACLES REPORTED	Statistics on information se	rvices					
STATISTICS	2 items found						
A Dashboards						♣ Download Unit	matched URLs
Dashboards Statistics log IS						🛓 Download Uni	matched URLs
	Unique ID		Status 💠	Transfer date 🚽		ACTIONS	Download error report
Statistics log IS	Unique ID 10ad4b86-7a03-43ea-b40c-450a60061	14c-1649062252474	Status \$	Transfer date 🗸			Download
Statistics log IS	10ad4b86-7a03-43ea-b40c-450a60061					ACTIONS	Download error repor

How to navigate on Statistics Log Module?

As an **National Service Provider** you can monitor your Country log for Statistics on information services (webpages) and their respective status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the list view and you have the ability to sort the list using some of these fields, namely, **Unique ID**, **Status** (Fully Processed, Not Processed, Partially Processed), **Transfer date** (by default all items are sorted by this field), **Actions** (this refers to all actions your user has permissions to do on each of items) and **Download error report**.

	S							
HOME	Statistics log							
S LINKS	U U							
ASSISTANCE SERVICES	Unique ID	Status	Transfer start date	Transfer end date				
TRANSLATIONS	Filter by unique ID	Filter by status	dd/mm/yyyy 🛗	dd/mm/yyyy	Clear filters			
FEEDBACK ON QUALITY	Hide filters							
O OBSTACLES REPORTED	Statistics on information services							
	2 items found							
Mashboards						🛓 Downloa	d Unmat	ched URLs
M Statistics log IS								
Line Statistics log AS J _P Crawler statistics	Unique ID		Status 🗢	Transfer date 💂		ACTIO	٧S	Download error report
SUSER MANAGEMENT	10ad4b86-7a03-43ea-b40c-450a6006114c-164906225	2474	Not Processed	2021-07-14 12:00:00		*	1	*
Ø\$ SYSTEM SETTINGS ∨	4ba9eaf3-f723-441f-b26a-adb0e6fa7443-16147061746	51	Not Processed	2021-02-25 09:48:00		*)	Ł
			H 4 1 H H	10 ~				

The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

You can use filters to narrow your search.

Show filters

Clicking on Show filters with expand a menu with all the filters available to you.

You can filter per Unique ID, Status, Transfer start date and Transfer end date.

Jnique ID	Status	Transfer start date	3	Transfer end dat	e	
Filter by unique ID	Filter by status	dd/mm/yyyy	(11)	dd/mm/yyyy		Clear filters

You can also clear all previously added filters using the button Clear filters:

|--|--|--|--|

Status

In the status filter you have a drop down with options as **Fully Processed**, **Not Processed**, **Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

If a file was not correctly processed you will see it in the **Status** tab, and you can **Download the error report** for each Unique ID or you can use the **Download Unmatched URL's** to download the entries list and you can be able to see the error messages.

Statistics on information services				
2 items found				
			🛓 Download Unr	natched URLs
Unique ID	Status 🗢	Transfer date 🗸	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	2 🕯	Ł
4ba9eaf3-I723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	2 8	*
	H 4 1 >	H 10 ~		

Actions

You have two possible actions: Download statistics and Delete statistics.



To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.

items found			
			Lownload Unmatched URLs
Jnique ID	Status 🜩	Transfer date 🗸	Download ACTIONS error repor
0ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	± ≅ ±
Iba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	* * *

To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

Please note that this action is irreversible, and it will only be reflected on the Statistics Dashboard on the next 24 hours.

Statistics on information services				
2 items found				
			🛓 Download Unm	atched URLs
Unique ID	Status 🜩	Transfer date 🔶	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	2 🔒	*
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	2 🗎	±
	н н н	H 10 V		

Once you click on **Delete statistics** there will be a window prompt so you can confirm the action, if you click **Yes** the file will be deleted from the data base, if you click **No** you will cancel the action.

Unique ID	Status	Transfer start date	Transfer end date			
Filter by unique ID	Filter by status	dd/mm/yyyy 🗰	dd/mm/yyyy 🛗	Clear filters		
Hide filters						
Statistics on information service	S					
2 items found	Delete Statistics					
	Are you sure you want to delete the statis	stics?			🛓 Download Unn	natched URLs
Unique ID	10ad4b86-7a03-43ea-b40c-450a600611		er date 🖕		ACTIONS	Download error report
		Yes	No 7-14 12:00:0	00	* 💼	Ł
10ad4b86-7a03-43ea-b40c-450a6006114c-1						

API keys

- API keys
 - O Introduction
 - ^O How to access the API keys module?

Introduction

On this module, you will be able to consult and copy the API key to use on the feedback tools dedicated to gathering feedback.

How to access the API keys module?

Access SDG, click on System settings and API keys



Here you be able to see the API key for your country.

Please note that API displayed is only valid for the environment you are accessing, for instance if you are logged on SDG in production environment the API displayed will be for prod environment, but in the other hand if you are accessing SDG in acceptance environment the API displayed is only valid for acceptance environment.

You can always double check the environment you are accessing by looking at url of the page.

← →	C 🛆 💼 sdgacceptance.eu/api-keys		ର 🕁 🈁 Incognito
1	European commission Single Digital Gateway		Welcome d and d an National Service Provider (DE)
≡ H	me > API keys		
র্ন ও	API keys 1 items found		
ø	Key number 🔹	Purpose 🕈	ACTIONS
≈ ★	DE42sFetYCIE-dzx0hK5KmNQ		
0 \$~ \$~			
		ACTIC	NS
		Copy key to clipboard	j

To copy the API key you can use the shortcut under Actions.

For now there is no lifecycle set as many are still in a settlement phase with the different APIs.

There will be a discussion in the future to implement the most suitable frequency for renewing keys.

National Observer

Homepage

• Homepage O Introduction

- ^O What can I see in the Homepage?
- ^O How to change roles when National Coordinator delegation is active?

Introduction

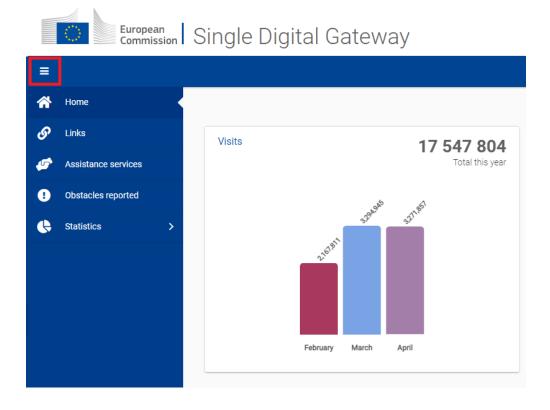
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

What can I see in the Homepage?

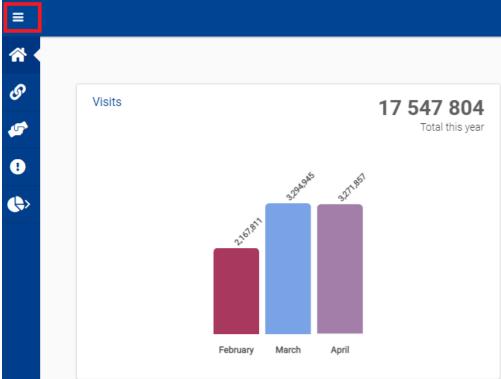
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



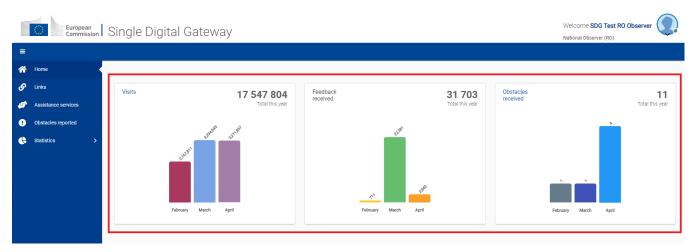
You can click on the top left corner of this menu to expand or minimize the menu.







In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V** isits on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob** stacles reported on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



In the top right corner you can also click on the user picture and that will expand an additional menu.



Here you can check your User details and Sign out.

Sindle Didital GateWay	Icome SDG Test RO Observer
≡	👗 User details
	Sign out

Clicking on **User details** will show you your user details.

	DG Test RO	Observer	
2	User details		
۲	Sign out		

11
Total this year

And Sign out will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).



EU Login One account, many EL Services	Where is ECAS? English (en)
Logout	
P You are about to be logged out of EU Login.	
Log me out No, stay logged in!]
About EU Login Cookies Privacy Statement Contact Help	Powered by
European Union EU institutions 8.3.4.b-dn2a 4	ms European Commission

How to change roles when National Coordinator delegation is active?

Your National Coordinator can temporally assign the role of Delegated National Coordinator.

This will allow you to do everything a **National Coordinator** can do except delegating the **National Coordinator** role to other user. To learn more about the **National Coordinator** role please read this user guide section.

Once the role is delegated to your user, every time you log to SDG you will have the option to choose which role you want to use.

You can select from the drop down the role and click **OK** to login to SDG.

Commission Single Digital Gateway	
Select Role	
Ro	
	Select role National Observer Delegated National Coordinator
	·vy

Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

To change the role you are using you need to click on the **user picture** on the top right corner.

CACCEPTED Single Digital Gateway	John Snow Delegated National Coordinator (DK)
≡	
None	

This will open a drop down where you should click on **Switch Role**.

De	elegated Nationa	John Snow	
1	User details		
5	Switch role	Ν	
Θ	Sign out	μ ζ	
		15	

A pop-up window will appear where you can click **Switch** to go back to the other role assigned to your user, or **Cancel** to abort the action.

Switch Role				
	Role National C	Observer		
				Cancel Switch
			_	

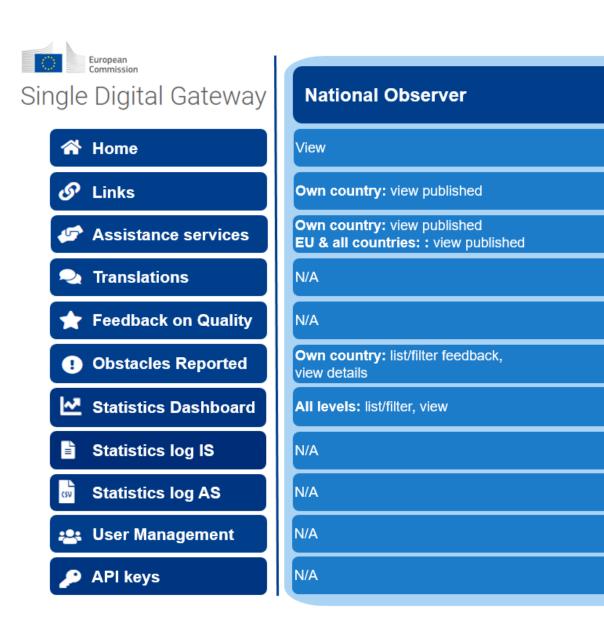
(i) Important Note

You will be able to this change in any menu at any time for the duration of your delegation, except on Links Repository.

On the Links Repository we have different implementation, due to the specificities of this module. Here, while you have the **De** legated National Coordinator role <u>you will always access the Links Repository with the National Coordinator role</u>, even if you change in a previous menu to your original role. You will also not be able to change the role while accessing the Link Repository, you will need to go back to SDG Home screen and change it there, but once you are back to the Link Repository you will have the National Coordinator.

We will align this implementation in future releases, so this is just a temporary work around.

Roles & Rights



• Links

^O Introduction

- ^O How to access the Links module?
- How to navigate on Links module?
 - Filters
- ^O What can I do on the Links list screen?
 - How can I view the links details?
 - How to see the Metadata?
 - How to export Links?
 - What is Metadata and how important that is?
- ^O Links and Links Metadata History
- O How to access Link History?
 - Links History
 - Links Metadata History

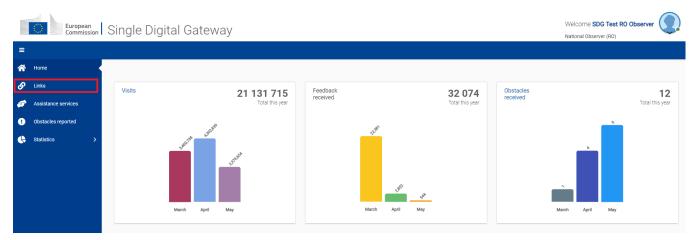
Links

Introduction

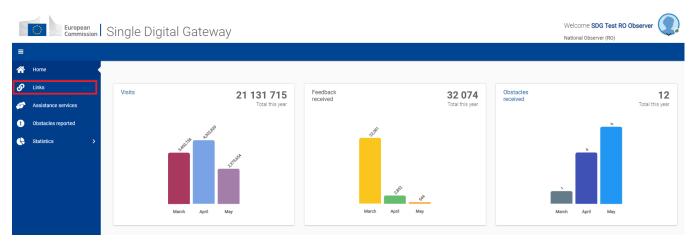
Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the Links in the menu.



You will have access to the list of all published links stored in the repository for your country:



How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Created by**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

	European Commission Single [Digital Gateway				Welcome SDG Test PT 0
≡ Hom	ne > Links					
4 8	Manage your Links					🛓 Export Links
1	 Registered links 					
•	Search		Q Search			
	Show advanced filters					
	2 items found					
	URL ÷	Created by ÷	Туре	Status ÷	Last update 🗢	ACTIONS
	https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	Q
	https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	ଷ୍

You can search for links by typing keywords on the **Search box**.

Manage your Links	📥 Export Links
Search Q Search	
Show advanced filters	

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on Show advanced filters.

Manage your Links		🛓 Export Links
Segistered links		
Search Show advanced filters	Q Search	

Here you filter by Owner; URL type; Content type and Category.

Manage your Links			📩 Export Links
S Registered links			
Search	Q Search		
Owner	Url type	Content type	
Select owner ÷	Web folder 🗢	Select content type 🗢	
Select category \$			
Clear filters Hide advanced filters			

You can also clear all previously added filters using the button "Clear filters":



What can I do on the Links list screen?

How can I view the links details?

You can view the details for all published links for your country, including the Metadata.

For that you should on **View** button on the link you want to consult.

Manage your Links					🛓 Export Link
 Registered links 					
Search		Q Search			
Show advanced filters					
8 items found					
URL ¢	Created by \$	Туре	Status 🕈	Last update 🗢	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#For %C3%A7as_militares_e_policiais	n000150m	Information	Published	2021-05-10 17:27 26	Q
https://pt.wikipedia.org/wiki/Portugal#%C 3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29 36	ଭ
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	ଭ
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	Q
https://eportugal.gov.pt/en/servicos/pedir- o-registo-de-mudanca-de-sexo-e-de-nome- proprio	n005gdy4	Information	Review	2020-12-30 16:49 52	Q
		K 4 1	2 3 ▶ ¥ 5 ✓		

That action will show you all the details of a given link.

Link Information	Link Metadata		
Portugal			
		Title :	PT wikipedia page
		URL :	https://en.wikipedia.org/wiki/Portugal
		Description :	PT wikipedia page
		Type :	Information
		Url Type :	Web folder
		National locations :	N/A
		Should this URL be crawled?	
		Excluded paths :	NA
		Ignore parameters :	NA
		Categories :	Citizens ; Travel within the Union ;
		Status :	Published
		URL Status :	Active
		Created By :	COSTA DIAS Diana
		Last update :	30/03/2021
			< Back

Here you have a short explanation of the meaning of each field:

title - The title given to website or web page you that was notified. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page that was notified

description - A short description given to website or web page that was notified.

type - The type of information present in the content which can be (Information, Procedure or database).

url type - This column will specify if the notified URL is a web folder or an individual web page.

national locations - The NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL.

should this url be crawled? - This option to allows the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this article to better understand this topic.

excluded paths - This is web folders that are excluded from the search results for the notified urls. For example if a user has notified *http s://gov.eu* and does not want pages from the folder *news* to appear in the search results a url will be added here like *https://gov.eu/news/*. This field is optional so it can be empty.

ignore parameters - In order to help the crawler, the user could have added here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter **articleId** you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

categories- The areas in Annex I or II that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above.

status - The link status, which always be Active, because as an Observer you can only see published links.

created by - The user who has notified this link.

last update - Shows the the last date that the link has been updated.

How to see the Metadata?

You have tab to view the metadata details.

Link Information Link Metadata	
Portugal Title :	PT wikipedia page
URL :	https://en.wikipedia.org/wiki/Portugal
Description :	PT wikipedia page
Type :	Information
Url Type :	Web folder
National locations :	
Should this URL be crawled? Excluded paths :	
Ignore parameters :	
	Citizens ; Travel within the Union ;
	Published
URL Status :	Active
Created By :	COSTA DIAS Diana
Last update :	30/03/2021
	< Back

After clicking on that tab you will see a screen with the metadata details.

Manage your Links						🛓 Export Metadata Links	
Link Information Link Metadata							
Search Show advanced filters		Q Search					
2 items found							
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS		
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	en	D	Information	MANUAL	Q		
https://en.wikipedia.org/wiki/Portugal#En ergy	en	H3	Information	MANUAL	Q		
н « Т » н 5 ч							
		<	Back				

You can see here, in a list view, some details, namely, the **URL**, **Web Page Language** (in case of a notified a web page and its metadata this field will present the language of the web page. This field is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL), **Categories, Type**, **Notification Type** (a link can be added manually, via upload, webservice or crawler) and **Actions** (in the observer case you can only **View**).

You can also see some more details of the metadata by clicking the Action View.

Manage your Links					🛓 Export Metadata Links		
Link Information Link Metadata							
Search Show advanced filters		Q Search					
2 items found		Autority -		Notification Trans.	ACTIONS		
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	Web Page Language 🗢 en	Categories ¢ D	Type	Notification Type ♦ MANUAL			
https://en.wikipedia.org/wiki/Portugal#En ergy	en	H3	Information	MANUAL	ଷ୍		
H 4 1 > H 5 V							
		<	Back				

This will show you additional details, such as the **Title**, **Description**, **National locations** and **Categories** (here instead of the code you will see the name).

Manage your Metadata Links	
----------------------------	--

Metadata Link Information	
Title :	Presidency_of_the_Republic
URL :	https://en.wikipedia.org//wiki/Portugal#Presidency_of_the_Republic
Description :	Presidency_of_the_Republic
Type :	Information
National locations :	
Notification Type :	Manual
Categories :	Residence in another Member State;
Web page language :	en

How to export Links?

You can export a .xlsx file with the links notified to SDG by clicking on **Export Links** button.

Registered links					
Search		Q Search			
show advanced filters					
items found					
JRL ¢	Created by \$	Туре	Status 🕈	Last update 🗢	ACTIONS
ttps://pt.wikipedia.org/wiki/Portugal#For c3%A7as_militares_e_policiais	n000150m	Information	Published	2021-05-10 17:27 26	Q
nttps://pt.wikipedia.org/wiki/Portugal#%C 3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29 36	Q
ttps://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	Q
ttps://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	Q
https://eportugal.gov.pt/en/servicos/pedir- pregisto-de-mudanca-de-sexo-e-de-nome- proprio	n005gdy4	Information	Review	2020-12-30 16:49 52	Q

This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

A								
1 Url	title	description	country	user	type	URL type	status	last update date
2 https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal	n000150m	Information	Web page	Published	2021-05-10 17:27:26.244
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal	costdia	Information	Web page	Published	2021-05-10 16:29:36.249
4								

You can also export the Link Metadata in the same manner:

Manage your Links						+ Export Metadata Links
Link Information Link Metadata						
Search Show advanced filters		Q Search				
2 items found						
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	en	D	Information	MANUAL	Q 🖋	@
https://en.wikipedia.org/wiki/Portugal#En ergy	en	H3	Information	MANUAL	Q 🖋	@
		н 4 1	▶ ▶ 5 ∨			
		4	Back			

This action will export all Link Metadata for the web page or web folder you are consulting.

A	В	С	D	E	F	G	н	1	L
1 Url	title	description	country	user	type	category	language	e notificati	clast update date
2 https://en.wikipedia.org/wiki/Portugal#En	ergy Portugal#Energy	Portugal#Energy	Portugal	costdia	Information	H3	en	MANUAL	2021-03-30 12:46:43.596
3 https://en.wikipedia.org/wiki/Portugal#Pr	esidenc Presidency_of_the_Repu	blic Presidency_of_the_Republic	Portugal	costdia	Information	D	en	MANUAL	2021-03-30 12:41:49.612
4									

What is Metadata and how important that is?

In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

Manage your Links		
Link Information Link Metadata		
	1 D 10	ê
Country :	European Union	
Title :	Test upload	
URL :	https://en.wikipedia.org/wiki/European_Union	
Description :	EU wiki page	
Type :	Information	
Url Type :	Web page	
Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of Immoveble property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;	
Status :	Published	
URL Status :	Active	
Created By :	COSTA DIAS Diana	
Last update :	29/03/2021	

As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):

Metadata Link Information	
	/ 8
Title	Court_of_Justice_of_the_European_Union
URL	: https://en.wikipedia.org/wiki/European_Union#Court_of_Justice_of_the_European_Union
Description	: Court_of_Justice_of_the_European_Union
Тура	: Information
National locations	
Notification Type	: MANUAL
Categories	: Citizens〙 and family rights;
Web page language	: en
	< Back

However if web folder is added, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information	Link Metadata	
		/ D 40 🖻
	Country :	Portugal
	Title :	PT wikipedia page
	URL :	https://en.wikipedia.org/wiki/Portugal
	Description :	PT wikipedia page
	Type :	Information
	Url Type :	Web folder
	National locations :	N/A
	Should this URL be crawled?	
	Excluded paths :	NA
	Ignore parameters :	N/A
	Categories :	Citizens : Travel within the Union ;
	Status :	Published
	URL Status :	Active
	Created By :	COSTA DIAS Diana
	Last update :	30/03/2021
		< Back

Link Information Link Metadata					
Search	Q Search				
Show advanced filters					
2 items found					
URL Web Page Li	nguage \$ Categories \$	Туре	Notification Type +	ACTIONS	
https://en.wikipedia.org/wiki/Portugal#Pr esidency_of_the_Republic	D	Information	MANUAL	Q 🖋 💼	
https://en.wikipedia.org/wiki/Portugal#En ergy	H3	Information	MANUAL	Q 🖋 💼	
	н	1 ▷ ▷ 50 ✓			
		< Back			
Metadata Link Information					
					/ 😑
	itie : Presidency_of_the_Republic				
	JRL: https://en.wikipedia.org/wiki/Portugal#Presidency_of_	the_Republic			
Descrip	ion : Presidency_of_the_Republic				
	ype : Information				
National locat	ons :				
Notification	ype : MANUAL				
Catego	ries : Residence in another Member State;				
Web page lang	age : en				

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The Links History tab is available next to Link Metadata tab:

Manage your Links					🛓 Export Metadata Links
Link Information Link M	etadata Link History				
1 items found					
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS
https://www.eccnet.eu alta	/sdg/m en	CITIZENS;H;H5	Information	MANUAL	Q 🌶
		K 🔸 🚹 🕨)	20 🗸		
		< Back			

While the Link Metadata History is right next to Metadata Link Information tab:

Manage your Metad	ata Links	
Metadata Link Information	Link Metadata History	
	Title :	European Consumer Centre Malta
	URL :	https://www.eccnet.eu/sdg/malta
	Description :	ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.
	Type :	Information
	National locations :	Valletta (MT01101);
	Notification Type :	MANUAL
	Owner :	nscicjos

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - ^O if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- Delete link→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title; URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User.**

Manage your Links					🛓 Export Metadata Links			
Link Information Link Metadata	Link History							
URL		Title	Uri Type	Last Update Date	Last Update User			
https://www.mlsi.gov.cy/mlsi/d		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma			
< Back								

Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- Add link→ inserts a new record with the newly created link URL;
- Edit link →
 - ^O if the URL has not changed \rightarrow triggers an update of the record with the same URL;
 - $^{\circ}$ if the URL has changed \rightarrow inserts a new record with the new link URL;
- Delete link→ triggers an update of the record with the same URL;
- **Crawling process** \rightarrow where the link is regularly checked for updates.

Multiple details are visible for each historical link record: URL; Title; Language Code; Content Type (possible options: procedure, information); Classification Information (SDGR Annex I and II); National Locations; Country; Last Update Date (by default the most recent record is displayed first); Last Update User.

Ν	Manage your Metadata Links								
	Metadata Link Information Link Metadata History								
	URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Update User
	https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11- 15 11:09:46	root
			< Back						

Assistance Services

- Assistance Services
 - ^O Introduction
 - ^O How to access Assistance services module?
 - ^O How to navigate on Assistance services module?
 - How to open a CSV in an Excel?
 - Filters

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. You can view the entire list of all the assistance services available in all member states.

HOME	Assistance services					+ Add service
€ LINKS						
ASSISTANCE SERVICES Status		Level of provision		EU service	Type of service	
TRANSLATIONS	Filter by status	EU	٠	Filter by EU services	Filter by types	
m TRANSLATIONS BUDGET	Audience	Service ID Competent authority na		Competent authority name		
FEEDBACK ON QUALITY	Filter by audience ¢	Filter by service ID	Filter by competent authority		Clear filters	
OBSTACLES REPORTED	Hide filters					
STATISTICS	9 items found					LEXPORT to CSV
· Ser MANAGEMENT		Member state ≑	Last update 🤿		Status 🗢	ACTIONS
Ø6 SYSTEM SETTINGS ✓						
	European Consumer Centres	O EU	2022-10-07 10:56:55		Published	• •
	European Network Of Employment Services	O EU	2022-06	-03 11:41:36	Published	• •
	Your Europe Advice	C EU 2022-04		-25 10:49:16	Published	•
	Product Contact Points For Construction	O EU	2021-11-08 09:26:26		Draft	0 🖋 💼
	National Contact Points For Cross-border Healthcare	Healthcare O EU		-08 09:26:26	Published	•
	SOLVIT	C EU	2021-11-	-08 09:26:26	Published	•
	Your Europe Advice	© EU	2021-05	-17 15:19:39	Draft	0 🖋 📋
	Europe Direct	O EU	2021-05	-07 14:24:09	Draft	0 🖋 🔒
	Europe Direct	O EU	2020-09	-23 14:37:07	Draft	0 🖋 📋

How to navigate on Assistance services module?

National Observers can view the the list of all the assistance services available in all Member states and EU in PUBLISHED status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **T** ype of service ; Member state; Status and Last update (by default all items are sorted by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[tod ay date]

Assistance services				+ Add serv
Status	Level of provision	EU service	Type of service	
Filter by status	EU	Filter by EU services	Filter by types	
Audience	Service ID	Competent authority name		
Filter by audience	Filter by service ID	Filter by competent authority	Clear filters	
Hide filters				
9 items found				Ł Export to CS
Type of service 🗢	Member state 🗢	Last update 🧅	Status ≑	ACTIONS
European Consumer Centres	C EU	2022-10-07 10:56:55	Published	0 /
European Network Of Employment Services	O EU	2022-06-03 11:41:36	Published	•
Your Europe Advice	O EU	2022-04-25 10:49:16	Published	0
Product Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	D 🤌 1
National Contact Points For Cross-border Healthcare	O EU	2021-11-08 09:26:26	Published	•
SOLVIT	O EU	2021-11-08 09:26:26	Published	0
Your Europe Advice	O EU	2021-05-17 15:19:39	Draft	D 🥜
Europe Direct	CEU	2021-05-07 14:24:09	Draft	0 🧳
Europe Direct	O EU	2020-09-23 14:37:07	Draft	0 🥒

How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text

			e Layout																are 🖵	
P		D	Com	options		-rî î		24 <u>E e</u> '	$\nabla \mathbb{R}^{\circ}$	iser	EE 🙎	Ŧ 🖪	. =×-	B ≈	133	- 68	v 6 ∃ v	曲	Shew Des	ai i
From	New Databa Query	ise Refre	sh Com	erties Links	Stacks	in the state	v	AL 801	nu 🖁 🕯	dvanced	Tecto Pi Columna P	Ish Berrow	e Data tes Validation	Consolidan	What- Analysi	f 0reu	p Ungroup	Subnosal -	Hide Dota	
tice Up	ida ko	ep up-to-dat	le with securit	ty updates, f	loes, and im	DIOVERNMENT	choose Ch	eck for Upd	stee.										Check f	or Updi
÷	× ×	1	D	E.	1	G	н	1	1	ĸ	L	M	N	0	2	q	Ł	5	т	U
	1																			
	Sheet1																			

3. Select the CSV file that has the data clustered into one column.

4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

		🗩 🕆 🕤 📼												
Home	Insert Draw	Page Layout	Formulas	Data F	Review View							년 Sh	hare 🖓 (Comments
From Fro	m New Database	Rafreah Al	perties) Discki	AM 14 174	Text Import Wizard -	Step 1 of 3	□ ⊐⁄ B	What-If Acatesia		v 🗐 v	Subtotal -	Show Detail	
O Office	Update To keep	up-to-date with secur			The Text Wizard has dete If this is correct, choose N			bes your data.					Check ft	r Updates
	* × ✓ j 8		E	8	O Delimited - Characte Fixed width - Fields are Start import at row:	is such as commas or aligned in columns wi	abs separate each fiel h spaces between eac	d	•	Q.	R	\$	T	U
4 5 5 7 8 9					Preview of selected data:									
10					Preview of file /Users/aan									
12 13 14 15 16														
17 18 19 20						Cancel	Kent :	Finish						
21 22 23 24														
25 26 27 28														-
29 30 31 32														
33 34 35 36														
37 38 4 1	Sheet1 ÷													
Ready											00		· · · ·	100%

5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

Insert Draw Page Layout I	tore Text Import Witand - Step 2 of 3	2 Share Comments □ □ • ● • ● Share Comments □ □ • ● </th
From New Database Refresh Database All Database All Database for London to All Database All Data	updates, fixes, and im	In What-H Group Ungroup Subtool - Hide Datall
↓ × ∮ ▲ 0 C 0	Delimites r Gama frat consecutive delimiters a Serviciona Gama Gama Gama Gama	85 GR9 P G R S T U
	Process of sectod data:	Prod

6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Status	Level of provision	EU service	Type of service	
Filter by status	EU	Filter by EU services	Filter by types	
Audience	Service ID	Competent authority name		
Filter by audience +	Filter by service ID	Filter by competent authority	Clear filters	
Hide filters				
9 items found				Ł Export to CSV
ype of service 🗢	Member state 💲	Last update 🖕	Status 🖨	ACTIONS
uropean Consumer Centres	O EU	2022-10-07 10:56:55	Published	•
uropean Network Of Employment Services	O EU	2022-06-03 11:41:36	Published	0 /
bur Europe Advice	O EU	2022-04-25 10:49:16	Published	0 /
oduct Contact Points For Construction	O EU	2021-11-08 09:26:26	Draft	O 🤌 🚺
ational Contact Points For Cross-border Healthcare	O EU	2021-11-08 09:26:26	Published	0 /
OLVIT	O EU	2021-11-08 09:26:26	Published	0 /
bur Europe Advice	O EU	2021-05-17 15:19:39	Draft	0 🥒 🗯
urope Direct	O EU	2021-05-07 14:24:09	Draft	0 🖋 🛍

You can also hide the filters by pressing "Hide filters"

A	ssistance services		
	Search		Q Search
	Show filters T Filters applied		
	Status		
		J	
	Draft		

hiue iiiteis

Published

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.\

You can also clear all previously added filters using the button Clear filters:



Obstacles reported

- Obstacles reported
 - O Introduction
 - ^O How to access the obstacles reported module?
 - How to navigate on obstacles reported module?
 - Filters
 - ^O How to manage the Status of an Obstacle?
 - ^O How to translate the free text of an Obstacle?
 - Export to CSV
 - How to open a CSV in an Excel?

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Obstacles reported						
Status Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date	End date dd/mm/yyyy
Clear filters Hide filters						
12 items found						Legent to CSV
Origin country 🖨	Obstacle in 🗢	Category \$	Sub-category \$	Problem areas 🗢	Creation date \$	Status 🗢 ACTIO
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open =
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open =
		н	 ▲ 1 2 3 ▶ ₩ 5 ♥ 			

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

In addition you have the ability to search by Status, Category, Problem Arias, Star date and End date.

Obstacles reported							
Status Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date End d	fate mmvyyyy 🗰	
Clear filters Hide filters							
12 items found						🛓 Expor	t to CSV
Origin country 🖨	Obstacle in 🖨	Category 🗢	Sub-category \$	Problem areas 🖨	Creation date \$	Status 🖨	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	=
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	≡
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	≡
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	=
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	=
		к	4 1 2 3 ▶ H 5 ♥				

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation n date, Status and Actions.

Status	c	ategory	Problem areas		Start date End date	
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🗰 dd/mm/y	уууу 🗰
Clear filters Hide filters						
2 items found						Ł Export to CSV
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🖨	Status 🖨 ACTIO
Belgium	II Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open =
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open =

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

itatus	Ci	ategory	Problem areas		Start date End date	
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 💼 dd/mm/yy	ууу 🛗
Clear filters						
de filters						
items found						🛓 Export to CS
Origin country 🖨	Obstacle in 🖨	Category 🖨	Sub-category 🖨	Problem areas 🖨	Creation date 🖨	Status 🗢 ACTI
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
PT teste final em	portugues, teste numero 4					Translate
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open =

Filters

By default you can filter by Status, Category, Problem Arias, Star date and End date.

Obstacles reported				
Status	Category Filter by Categories	Problem areas	Start date dd/mm/yyyy	End date dd/mm/yyyy
Clear filters Hide filters				

Also you can press the button "Hide filters" to hide the described filters above.

					Ł Export to CSV
Obstacle in 🗢	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date \$	Status CACTIONS
Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open =
Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open
Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress =
I Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open =
Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open =
	Romania Romania Romania Romania	Romania Health and safety at work. Romania Consumer rights Romania Travel Romania Goods	I Romania Health and safety at work Health and safety obligations I Romania Consumer rights Product safety I Romania Travel Assistance in case of reduced mobility I Romania Goods Product rules and requirements	IR Romania Health and safely at work Health and safely obligations Obstacle within a procedure IR Romania Consumer rights Product safely Unclear or contradicting rules IR Romania Travel Assistance in case of reduced mobility Obstacle within a procedure IR Romania Goods Product rules and requirements Incorrect application of EU rules	I Romania Health and safety at work Health and safety obligations Obstacle within a procedure 2022-02-28 10.34.43 I Romania Consumer rights Product safety Unclear or contradicting rules 2022-02-28 10.32.49 I Romania Travel Assistance in case of reduced mobility Obstacle within a procedure 2022-02-28 10.32.13 I Romania Goods Product rules and requirements Incorrect application of EU rules 2022-02-28 10.31.11

You clear all previously added filters using the button Clear filters:



How to manage the Status of an Obstacle?

You can change the status of an obstacles using the **Actions** available to your user.

2 items found						
Country of origin 🗢	Obstacle in 🗢	Category +	Sub-category \$	Problem area(s) ¢	Creation date \$	Status ACTIONS
✓ ■ Belgium user free text is added here	🚾 Spain	Employees	Other		2021-04-21 17:03:26	Open ≡ Th
> Belgium	C Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Close Close Not relevant

The following statuses are available for each obstacle:

- Open
- $^{\rm O}$ $\,$ In progress
- Closed
- Not relevant

By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status Close, you can re-open and it will go update to Open status again.

How to translate the free text of an Obstacle?

You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.



In case the original language is not identified or wrongly identified you can also select the original language.

To translate the free text you need to expand the obstacle so the text is visible and then click on Translate.



Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.

stacle in 🜲		Category 🖨	\$ub-	-category 🖨		Problem areas 🜲		Creation o
Belgium	Translate							2022-03-2
	Please select any official EU "From".	language to translate to. The original language w	as autor	matically ider	ntified. If you think it's incorrect, pl	lease select another language fr	om the list	
Belgium	From	English	\$		To Select to Select to	-		2022-01-1
Belgium					Bulgarian Croatian Czech	1	Translate	2021-06-1
Belgium		Travel	Ident	tity card, visa	Dutch		_	2021-05-0
Belgium		Travel	Assi	stance in cas	Finnish			2021-04-0
		н	•	1	French German Greek			
					Hungarian Icelandic Irish			
					Italian Latvian Lithuanian			
					Maltese Norwegian			

After selecting the language you should click on **Translate**, and the text will be translated.

;		Category 🗢	Sub-category 🖨		Problem areas 💠	C
	Translate					2
	Please select any official EU "From".	language to translate to. The original language was	automatically identif	ied. If you think it's incorrect, p	lease select another language	e from the list
	From	English	◆ To	Portuguese	\$	2
					< Cancel	Translate 2
		Travel	Identity card, visa, p	assport		2

Once the translation is processed you will be able to see the original text and the translated text.

~	Belgium		Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open	=
	EN	my issue is						Translate	
	PT	o meu problema é:							

If you go to other page inside SDG and come back to the obstacles the traslated text will remain there, but if you log out or refresh the page you will need to translate it again.

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

		Category	Problem areas		Start date	End date	
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🟥	dd/mm/yyyy	
Clear filters Hide filters							
2 items found						🛓 Exp	port to CSV
Origin country 🗢	Obstacle in 🗢	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🖨	Status 🗢	ACTIO
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open) =
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open) =
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress) ≡
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open) =
Belgium							

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text

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their terriports

- 3. Select the CSV file that has the data clustered into one column.
- 4. Select Delimited, then make sure the File Origin is Unicode UTF-8.

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O the association is two as to care with equity waters, free, and or	The next wight has described they your does a pointient. If the incorrect, choose Next, or choose the bits Type that seek does they your date.	(10-17-2088)
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	Benden di statutetti date Penden di Britandane in Ben, Mijampi JA, Pende, angoli Jan Mi 2012 an Roman VII terri di sedar Becket di sera l'architetti terri di antir i terri di	
	(ase)	
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5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.

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6. Finally, click Finish.

7. Remember to Save your document!

Statistics Dashboard

Statistics Dashboard

- O Introduction
- ^O How to access the Statistics Dashboard Module?
- ^O How to navigate on Statistics Dashboard Module?
- O Statistics Webpages
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Webpages tab?
- ^O Statistics Assistance Services Cases
 - How to use the Filters
 - Cascading filters
 - What can we consult in Statistics Assistance services cases tab?
- O FOQ Webpages
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Webpages tab?
 - First Level
 - Second Level
- FOQ Online Procedures
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Online Procedures tab?
 - First Level
 - Second Level
- ^O FOQ Assistance Services Cases
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality Assistance Services Cases tab?
 - First Level
 - Second Level
- O FOSMO
 - How to use the Filters
 - Cascading filters
 - What can we consult in Feedback on Single Market Obstacles?

Introduction

The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the Statistics Dashboard module, click on Statistics button in the left-side menu.



That action will expand more options, click on **Dashboards**.

European Commission S	ingle D	igital Gateway									ka SALCENA diar Managar 🚺
HOME	50	* 5									
⁰ LINKS	V	Statistics - Webpages Statistics -	Assistance Services Cases FOQ - Webpay	ges FOQ - Online Procedures FOQ - Ar	ssistance Services Cases						
ASSISTANCE SERVICES	Filter	Start Date	End Date	Member State	Service Type		URL			Originating 0	Country
TRANSLATIONS		2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	~	All		~		~
TRANSLATIONS BUDGET											
★ FEEDBACK ON QUALITY		N	umber of Visits:	Top 3 Vi	sited Member State • Unknown wit			Top 3 Origina	ating Countries b • Finland with 1		isits:
OBSTACLES REPORTED		38	958,596		Austria with Netherlands w				Austria with 7 Spain with 3		
STATISTICS		50,	550,550			-,,				,,	
🗠 Dashboards		Number of Visits Receive	ad by Mombor State			Originatio	ng Countries by Numbe	r of Vicito			
📥 Statistics log IS		25.0_	ed by Member State			Finland	ig countries by Numbe		ain	Netherlands	Ireland
Leel Statistics log AS		23,0-				13,211,091		3,27	ain 74,035	2,723,188	2,376,164
USER MANAGEMENT		20,0									
Ø [®] SYSTEM SETTINGS →		15,0									
		20,884,788						Mat 1,73	lta 30,399	United States 1,153,798	Italy Unit 710,3 619,
		5,00	1,150,994 867,946	135,903 87,671 69,1		Austria 7,568,025		1,20 Swe	rmany 07,655 eden		
		UNE CONT HISTORY AND	Sp ^{ays} to ^{alth} su ^{ther} strand to ^{alth}	He Gen ether Den little	Storatio Soveria			1,16 Originating Country Visits	65,095 y		

How to navigate on Statistics Dashboard Module?

When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.

European Commission Si	ingle D	ligital Gateway					ita SKO BAN	
■ Home > Dashboards								
HOME	50	ы 5)						
b LINKS	Ϋ́	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages	FOQ - Online Procedures FOQ - Assistance Services Cases	1				
ASSISTANCE SERVICES	Filter		Member State Service Type	URL		Originating (Country	
TRANSLATIONS		2021/01/01 00:00:00 2022/01/01 00:00:00	All V All		~	All	country	
TRANSLATIONS BUDGET								
FEEDBACK ON QUALITY		Number of Visits:	Top 3 Visited Member Stat		Top 3 Originating Countries b		isits:	
OBSTACLES REPORTED		38,958,596	Austria wi		 Finland with 13,211,091 Austria with 7,568,025 Spain with 3,274,035 			
STATISTICS ^		56,556,550	• Netherlands	With 2,648,855	• spain with 3,	(74,055		
Dashboards					4			
 Statistics log IS 		Number of Visits Received by Member State		Originating Countries by Number of		Netherlands	Ireland	
III Statistics log AS		25,0		Finland 13,211,091	Spain 3,274,035	2,723,188	2,376,164	
USER MANAGEMENT		_						
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		27 3 10.0. 20,884.788		Austria	Malta 1,730,399	United States 1,153,798	Italy Unit 710,3 619,	
		5.00 8,467,985 2,648,853		Austria 7,568,025	Germany 1,207,655			
		1,150,994 867,946 1	35.903 87.671 69.169 14.436 and certanti perform performent thrushing generating generating		Sweden 1,165,095			
		UN S Destination Count	ా _జ ర్ రా చా ాా కో try		Originating Country Visits			

Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

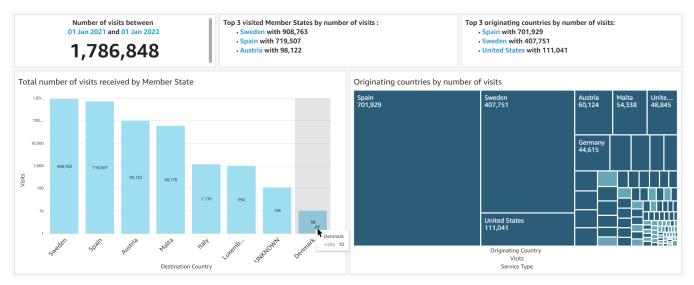
European Commission S	ingle D	igital Gateway							Rish Apple	ka SACEKA alomfariqa	0
HOME	90	5									
% LINKS	V	Statistics - Webpages Statistics - A	ssistance Services Cases FOQ - Webp	pages FOQ - Online Procedures FOQ - A	ssistance Services Cases						
ASSISTANCE SERVICES	Filter	Start Date	End Date	Member State	Service Type		URL		Originating (ountry	
TRANSLATIONS		2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	~	All	~	All		~
TRANSLATIONS BUDGET											
★ FEEDBACK ON QUALITY		Nu	mber of Visits:	Top 3 V	isited Member State Unknown wit		of Visits:	Top 3 Originating Countries b Finland with 13		isits:	
OBSTACLES REPORTED		38 0	958,596		Austria with Netherlands w	8,467,985		Austria with 7, Spain with 3,	568,025		
STATISTICS		50,5	550,550		• Nethertanus w	101 2,040,055		• Spain with 5,	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
🗠 Dashboards											
🖮 Statistics log IS		Number of Visits Received	d by Member State			Finland	ng Countries by Number of Vi		Netherlands	Ireland	_
Lat Statistics log AS		25,0				13,211,091		Spain 3,274,035	2,723,188	2,376,16	4
USER MANAGEMENT		_									
¢¢° SYSTEM SETTINGS ∽		15,0									
		10,0_ 20,884,788				Austria 7,568,025		Malta 1,730,399	United States 1,153,798	Italy 710,3	Unit 619,
		5,00	1,150,994 867,946	135,903 87,671 69,1		7,568,025		Germany 1,207,655 Sweden			
		Untroom Assis	Spain water sweeten spilard wi	In Gen ether Den little	Storadia Storenia			1,165,095 Originating Country Visits			

After that action you will be able to filter the data Start Date; End Date; Member State; Service Type; URL and Originating Country.

t Date	End Date	Member State	Service Type	URL		Originating Country
321/01/01 00:00:00	2022/01/01 00:00:00	All	~ All	All	~	All
4	Number of Visits: 5,769,109		Unknown Spain v	tates by Number of Visits: 1 with 42,796,671 with 2,119,082 rk with 264,249	Top 3 Originating Countries by I - Finland with 14,3 - Malta with 4,9 - Sweden with 4,8	40,325 1,177

You can also drill down by just clicking on any chart for a desired value.

Before:



After:



You can reset all filters you have added by clicking on the top left corner.

50	3										
∇	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Unline Procedures FOQ - Assistance Services Cases										
Filter	Start Date	End Date	1ember State	Service Type	URL		Originating Country				
	2021/01/01 00:00:00	2022/01/01 00:00:00	All V	All 🗸	All	~	All 🗸				
		nber of Visits: 958,596	Top 3 V	isited Member States by Number • Unknown with 20,884,788 • Austria with 8,467,985 • Netherlands with 2,648,853		Top 3 Originating Countries by Number of Visits: - Finland with 13,211,091 - Austria with 7,568,025 - Spain with 3,274,035					

Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:

Janatica - Heopages	and service cases - 1 rod - webpages - 1 rod	- Online Procedures FDQ - Assistance Services Cases							-								
Start Date	End Date	Member State		Service Type		URL			Originating (Country							
2021/01/01 00:00:00	2022/01/01 00:00:00	All	\sim	All	~	All		~	All								
		Fearch value	۹	Search value	٩	Search values		Q									
Number of Visits: 45,769,109		Select all			Visit		Search		Number of Visits:								
		✓ Austria ✓ Cyprus	- 1	Assistance Info Information			• M:	alta with 4,	,340,325 921.177								
		Cypros Denmark	- 1	Procedure				eden with 4									
		🗹 Estonia	- 1														
		Finland	- 1														
Number of Visits Received b	umber of Visits Received by Member State		Germany Greece		Greece		Greece				Originating Countries by Number of Visits						
50,000,000		Italy Luxembourg			Finland		Sweden		Germany 1,830,606	Austria	Denmar						
		TT A MARKA			14,340,325		4,824,856		1,830,606	1,636,650	1,394,41						
		Show selected values	_														
40,000,000																	

After:

Start Date	End Date	Member State		Service Type		U	URL	Originat	ing Country
2021/01/01 00:00:00	2022/01/01 00:00:00	All	\sim	Information	~		https://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/a-general-introduction-t N	All	
		Search value	٩	Gearch value	٩	JL	jearch value Q] [[
Number of Visits: 3,230 Number of Visits Received by Member State		Select all Z Denmark Show selected values	pV	Select all Assistance Info Information Procedure	s		Select all Intro-//lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/a-general-introductio Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat Intro://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat	Vumber of 1 1,714 h 180 h 134	Visits:
					Originating) Co	thtps://lifeindenmark.borger.dk/family-and-children/adoption/do-you-wish-to-adopt-a-child-w https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/Hyou-wish-to-ge	many	Netherlands
4,000					Denmark 1,714		The set of		118

What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Visits between Start Date and End Date, Top 3 visited Member States by number of visits, Top 3 originating countries by number of visits.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

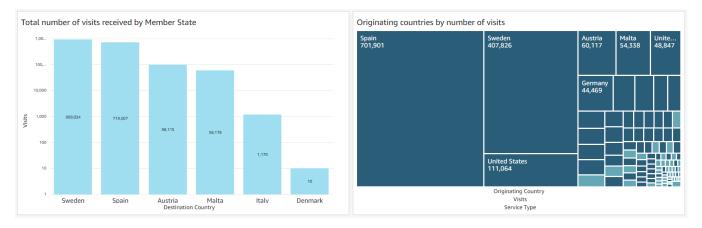
Statistics - Webpages Statistics - A	Assistance Services Cases FOQ -	Webpages FOQ - Online Pro	cedures FOQ - Assistance Serv	vices Cases				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type	VRL		~	Originating Coun	try ~
	ner of Visits: 69,109	т	Spain with	es by Number of Visits: ith 42,796,671 h 2,119,082 vith 264,249	Тор	o 3 Originating Countries by • Finland with 14 • Malta with 4,5 • Sweden with 4,5	,340,325 921,177	:

With filters applied:

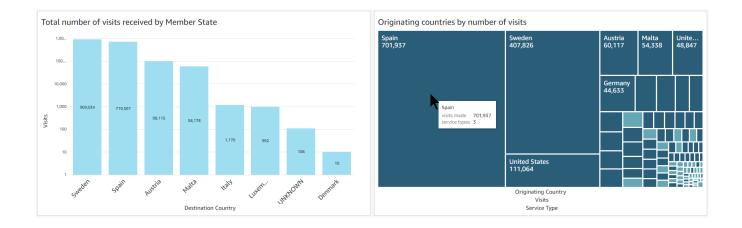
Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpage	es FOQ - Online Procedures	FOQ - Assistance Services Cases				
Start Date End Date N	lember State	Service Type	URL		Originating Country	
2021/01/01 00:00:00 2022/01/01 00:00:00	All 🗸	Assistance Info 🗸 🗸	www.businessincyprus.gov.cy	\sim	All	~
Number of Visits:	Top Visit	ed Member States by Number • Cyprus with 1,876	of Visits is: Top	3 Originating Countries by • Cyprus with • Greece with • Iran with	1,242 h 152	

On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

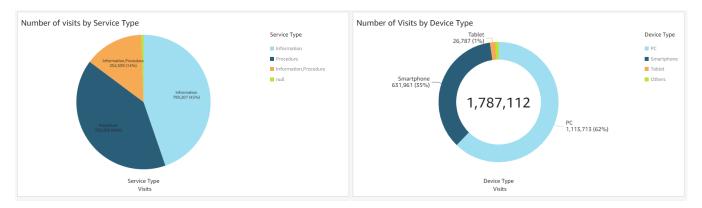


You can hover your cursor on top of the charts to get more details.



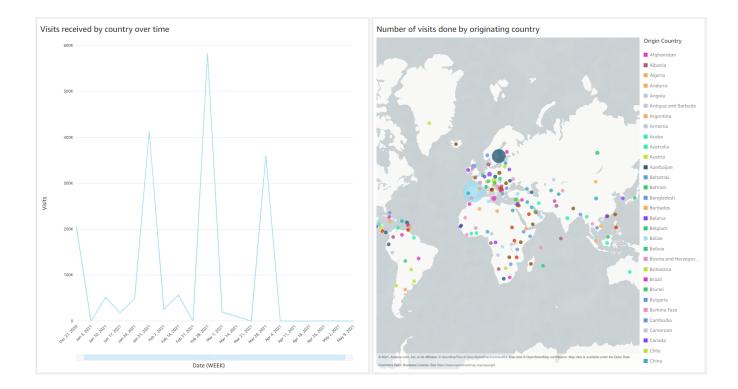
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



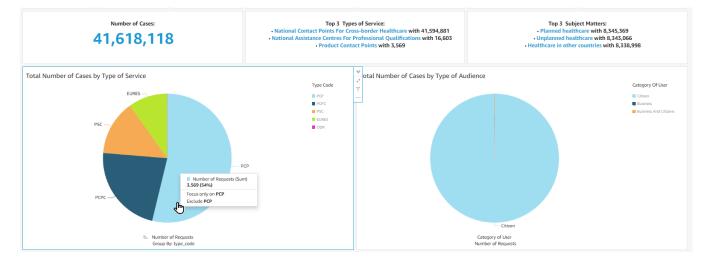
Statistics - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Service Type; Subject Matter, Sub-subject Matter and Specific Service.

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases							
	Start Date	End Date	Member State	Service Type	Subject Matter	Sub-subject Matter	Specific Service
	2021/01/01 00:00:00	2022/01/01 00:00:00	Denmark V	All 🗸	All 🗸	All	All



You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:

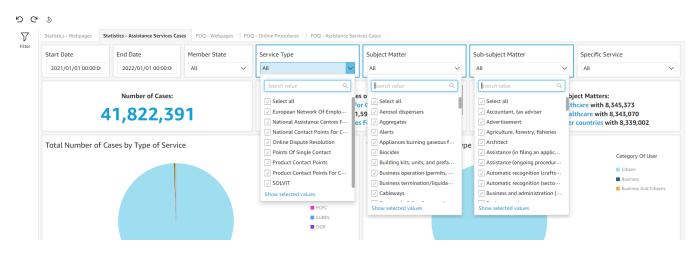
You can reset all filters you have added by clicking on the top left corner.



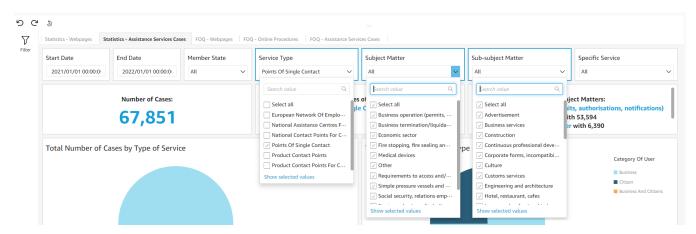
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

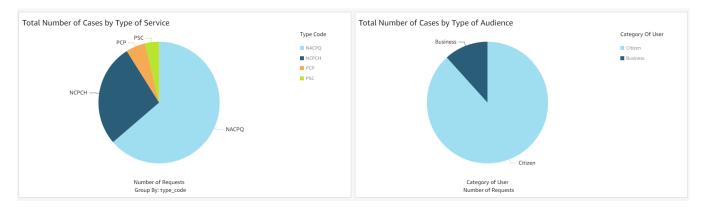
୬୯	٩		
∇	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages	DQ - Online Procedures FOQ - Assistance Services Cases	
Filter	Start Date End Date Member State 2021/01/01 00:00:0 2022/01/01 00:00:0 All	Service Type Subject Matter	Sub-subject Matter Specific Service Alt V
	Number of Cases: 89,976	Top 3 Types of Service: Points Of Single Contact with 67,851 • National Contact Points For Cross-border Healthcare with 11,934	Top 3 Subject Matters: • Business operation (permits, authorisations, notifications) with 53,594 • Other with 7,688

With Filters Applied:

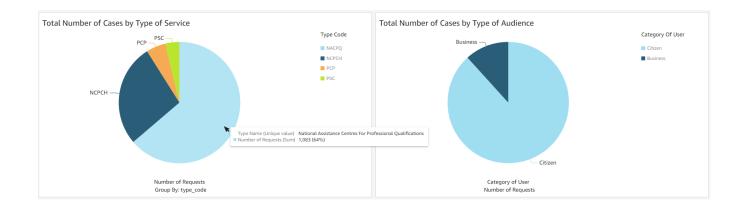
ש פ ע		atistics - Assistance Services Cas	FOQ - Webpages	FOC	- Online Procedures FOQ - Assistance Serv	rices Cases			
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:01	Member State Germany	~	Service Type	Subject Matter Healthcare in other countries ~	Sub-subject Matter	Specific Service	
		Number of Cases:				s of Service: or Cross-border Healthcare with 1,201	Top Subject Matters: • Healthcare in other countries with 1,201		

On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

Again here you can also use filters to drill down the data.

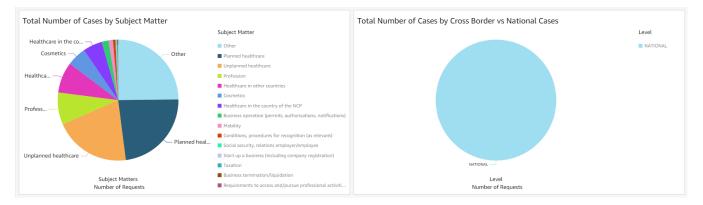


You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**).

Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

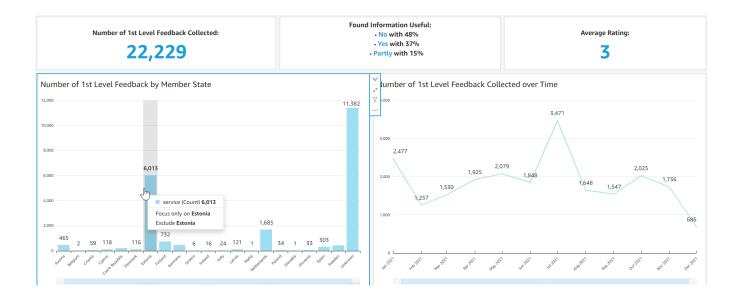
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu $ \lor $

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.



First Level

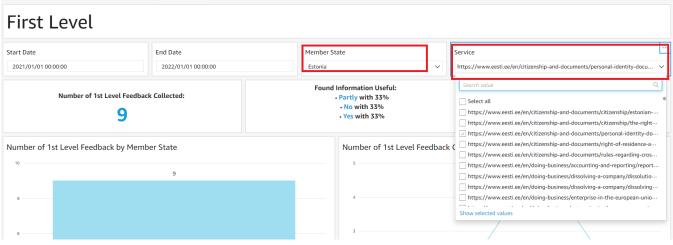
Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	~	Service All		
Number of 1st Level Feedbac		Found Information I • No with 48 • Yes with 33 • Partly with 1	9% 7%		Average Rating:	

After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases



Second Level

Before:

Second Level										
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service							
	Number Of 2nd Level Feedback Collected: 2,439									

After:

Second Level								
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia ~	Service					
	Number	Search volue Q Select all Select						
Feedback Collected			Inters / indugovin providense outerse 323/323 Show selected values					

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level							
Start Date	End Date	Member State	Service				
2021/01/01 00:00:00	2021/01/01 00:00:00 2022/01/01 00:00:00		(hr) All	~			
		Search value	Q Search values	٩			
Number of 1st Level Feedbac		Select all	Search				
22,229		✓ Austria					
~~,~~~		J Belgium					
		Croatia					
Number of 1st Level Feedback by Memb	er State	Cyprus	ck Collected over Time				
Number of 1st Level reedback by Hemb		Czech Republic	-ck collected over time				
12,000		J Denmark					
10,000		Stonia	3,471				
		✓ Finland	Λ				
		✓ Germany					
8,000		Show selected values					
			2 079				

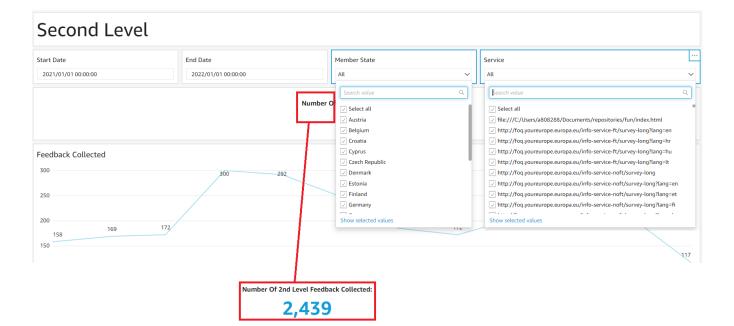
After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

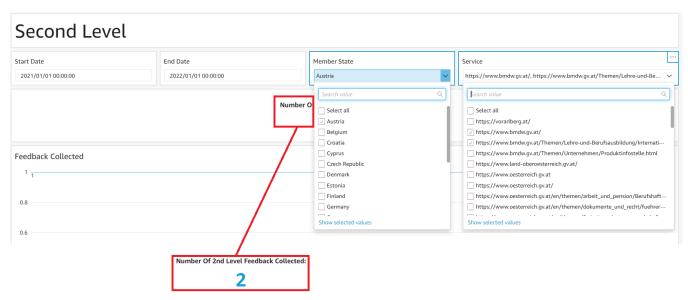
First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Spain	~	Service thtps://sede.gobcan.es			
Number of 1st Level Feedbac	:k Collected:	Search value	Q	Search value Q Select all https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric https://sede.gobcan.es https://sede.gobcan.es/			
Number of 1st Level Feedback by Memb	per State	Netherlands Poland Slovakia Slovania Spain Sweden	ck	Thtps://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393 Thtps://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh Thtps://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB02.sh Thtps://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DK01.sh Thtps://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DK01.sh			
300	303	Unknown Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh			

Second Level

Before:



After:



What can we consult in Feedback on Quality - Webpages tab?

You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

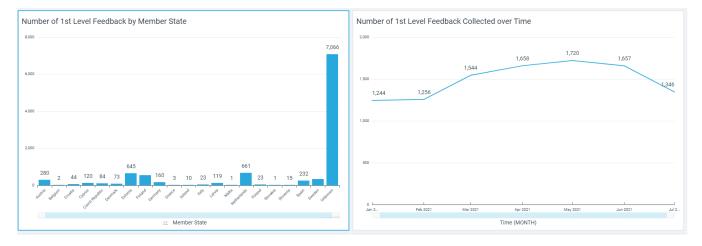
Without filters applied:

Statistics - Mebpages Statistics - Assistance Services Cases FOQ - Mebpages FOQ - Online Procedures FOQ - Assistance Services Cases									
First Level									
Start Date 2021/01/01 00:00:00						~			
Nun	nber of 1st Level Feedback C	collected:			Found Information U • No with 48 • Yes with 37 • Partly with 1	% %		Average Rating:	

With Filters applied:

Statistics - Webpages Statistics - Assistance Services Case	FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance Services Cases				
First Level						
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Netherlands	Service			
Number of 1st Level Feedbac	k Collected:	Found Information Useful: • Yes with 83% • No with 17%	Average Rating:			

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback collected over time



Then we have the chart for **Average Rating over time and** a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected.

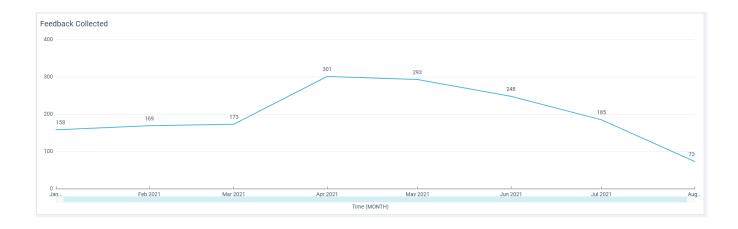
Without Filter:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All	~	
Number Of 2nd Level Feedback Collected: 1,600					

With Filters:

Second Lev	el				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Czech Republic	~	Service https://portal.gov.cz/, https://portal.gov.cz/informace/pravni-postaveni-dlouhod	
Number Of 2nd Level Feedback Collected:					

On the next block we have a line chart with the **Feedback Collected** over time.



Then we have the cards Average Rating for Information Accuracy, Information Clarity and Information comprehensiveness.

Average Rating for Information Accuracy:	Average Rating for Information Clarity:	Average Rating for Information Comprehensiveness:
3	3	3

On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



In the next block you have the card view for the Date of Last Publication and Name of Authority Responsible.

Date of Last Publication: • I do not know (38%) • Yes (35%) Not (2020)	Name of Authority Responsible: · Yes (43%) · I do not know (30%)
· № (22%)	• No (21%)
· № Answer (6%)	• No Answer (6%)

Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.

Page Included Reference:	Information Availability In English:
- Yes (34%)	• I do not know (43%)
• Not relevant (30%)	• Yes (30%)
• No (29%)	• No (19%)
• No Answer (7%)	• No Answer (7%)

In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English.** You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

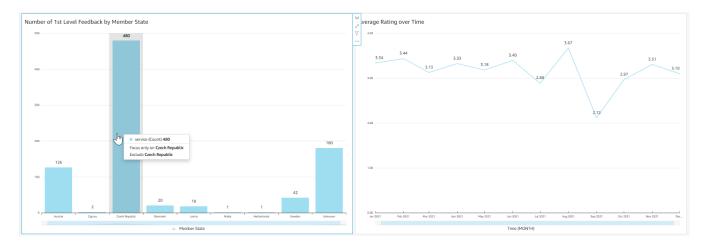
FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu_ \sim

You can also drill down by just clicking on any chart for a desired value.



First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases

First Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service				
Number of 1st Level	Feedback Collected: 70		Average Rating: 3				

After:

Statistics - Webpages Statistics - Assistance Services Cases F	OQ - Webpages FOQ - Online Procedures FOQ - Assistance Ser	ices Cases	
First Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	/egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 1st Level	Feedback Collected:	Search value Q Select all Aver Aver Show selected values	age Rating: 3

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00					
Number of 2nd Level Feedback Collected: 79		Top 3 Men	nber States by Number of Feedback: Austria with 36 Unknown with 32 Denmark with 5		

After:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	https://egov.stmk.gv.at/, https://www.oesterreich.gv.at		
Number of 2nd Leve	Feedback Collected: 5	Search value Q. Select all Austria Show selected values	ber States by Number of Feedback is: • Austria with 5		

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases					
First Level					
Start Date	End Date	Member State	Service		
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All		
		Bearch value	Bearch value		
Number of 1st Level Feedback Collected: 870		Select all Astria Cyprus Cech Republic enemark tria dyta Mata	Select all Thut //kolicity.vurrunge.europa.eu/v1/fleetbick/quality Mtg./floeg.vurrunge.europa.eu/v1/fleetbick/quality Mtg./floeg.vurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.eu/v1/fleetbick/gurrunge.europa.europa.eu/v1/fleetbick/gurrunge.europa.europ		
Number of 1st Level Feedback by Member State		Vetherlands	http://www.meci.gov.cy/MECl/insolvency.nsf/page27_gr/page27_gr/OpenDocument https://borger.dk/		
450		Uthonom Show selected values 3.34 3.34 3.33 3.13	3.40 3.31 3.18 2.97		

After:

First Level					
Start Date	End Date	Member State	Service		
2021/01/01 00:00:00	2022/01/01 00:00:00	Latvia Search volue	۲ الله الله الله الله الله الله الله الل		
Number of 1st Level Feedback Collected:		Select all Austria Cyprus Cech Republic Dormark Latvia	Storr select all Storr selected values		
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown			
	18	Show selected values	3,33		

Second Level

Before:

Second Level					
Start Date	End Date	Member State	Ţ	Service	
2021/01/01 00:00:00	2022/01/01 00:00:00	All		All	
		Fearch value Q	JL	Bearch value Q	
_	I Feedback Collected: 79	Select all Select all Custria Denmark Lativia Seden Seden Unknown Show selected values	3 M	Select all Integr/Acdew-web.ra.net/moja-euprava.html https://toayourunope.europa.eu/online-proc-inol/Jaurey-long https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayialu/i https://toayialu/i https://toayialu/i https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayialu/i https://toayialu/i https://toayialu/i https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayialu/i https://toayourunope.europa.eu/bank-you-pagetlang-en https://toayourunope.europa.eu/bank-you-pagetlang-	
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected over	r Tir	Ither//illinidenmak.borger.dk/ Integr/illinidenmak.borger.dk/actionPagehelfserviceid=0688c132-7644-4457-8777-e143[79c Ither/illinidenmak.borger.dk/actionPagehelfserviceid=537d94454-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d94454-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d9445-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d9445-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d9445-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d945-8633-4214-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d945-8633-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d945-8633-b118-6c553bbc There/illinidenmak.borger.dk/actionPagehelfserviceid=537d945-8633-b118-6c553bbc	

After:

Second Level					
Start Date	End Date	Member State			Service
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	\sim		All
		Search value	۹		[Kearch value Q]
Number of 2nd Level Feedback Collected: 5		Select all Actatia Demandr Latvia Seedon Unknown Stow selected values			Sector all https://www.nigrationseniet.se/ https://www.nigrationseniet.se/English/Phivate-individuals/EU-sitzens-and-long-term-resident https://www.sattereviet.se/ https://www.sattereviet.se/envicedanitar/otherLanguages/inergibit/businessesandemployen/re Show selected values
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected	over	Tim	ne
	5	u			

What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

Startistica - Webpages Startistica - Asistance Services Ceses FOQ - Online Procedures FOQ - Asistance Services Ceses					
First Level					
Start Date	End Date	Member State All	Service		
2021/01/01 00:00:00	2022/01/01 00:02:00		All		
Number of 1st Level Feedback Collected:		Average Rating:			
870		3			

You can use the filters here to drill down the data per Member State, use other date interval, service etc.

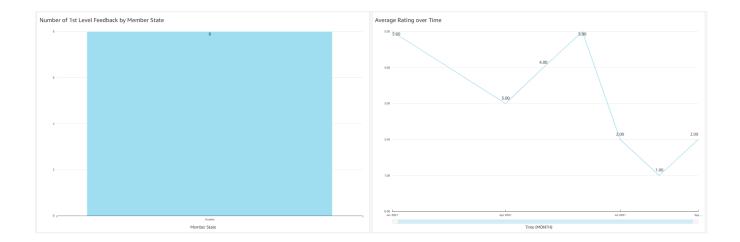
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Online Procedures FOQ - Assistance Services Cases				
First Level				
Start Date	End Date	Member State	Service	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	
Number of 1st Level			Average Rating:	
870 3				
			Average Rating: 3	

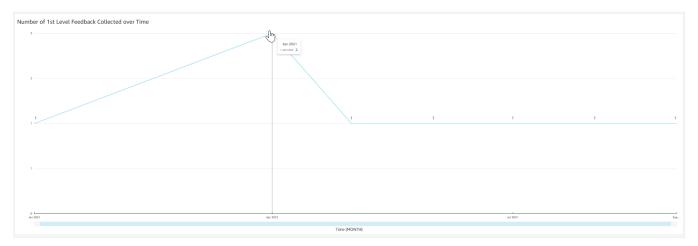
With Filters applied:

Statistica - Webpuges Statistica - Assistance Services Ceese FOQ - Vebbagen FOQ - Assistance Services Ceese					
First Level					
Start Date 2021/01/01 000000	End Date 2022/01/01 00:00:00	Member State	Service https://egos.stmk.gr.at/, https://www.oesterreich.gr.at		
Number of 1st Level Feedback Collected:			Average Rating: 3		

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Average Rating over time



Then we have the chart for **Number of 1st Level Feedback Collected over time.** You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and a card for Top 3 Member States by Number of feedback.

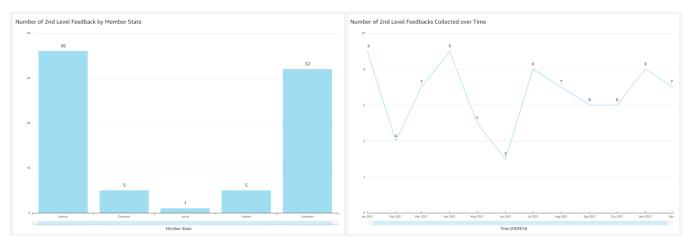
You can apply filters here to drill down the data.

Without Filter:

Second Level			
Start Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	Service All
	il Feedback Collected: 79	Тор :	3 Member States by Number of Feedback: Austria with 36 Unknown with 32 Denmark with 5

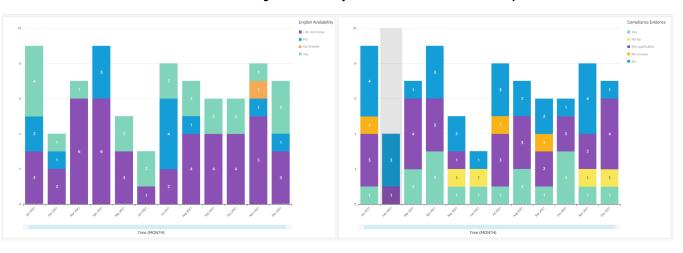
Second Level				
Start Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	http://www.migrationsverket.se/	
Number of 2nd Leve	l Feedback Collected: 2	Select all Seedon Show selected values	Member States by Number of Feedback is: - Sweden with 2	

On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for English Availability and Compliance Evidence .





In the next block we have a stacked bar chart for English Availability and a stacked bar chart for Compliance Evidence.

In the next block we have two cards Online Payment and National Authentication.



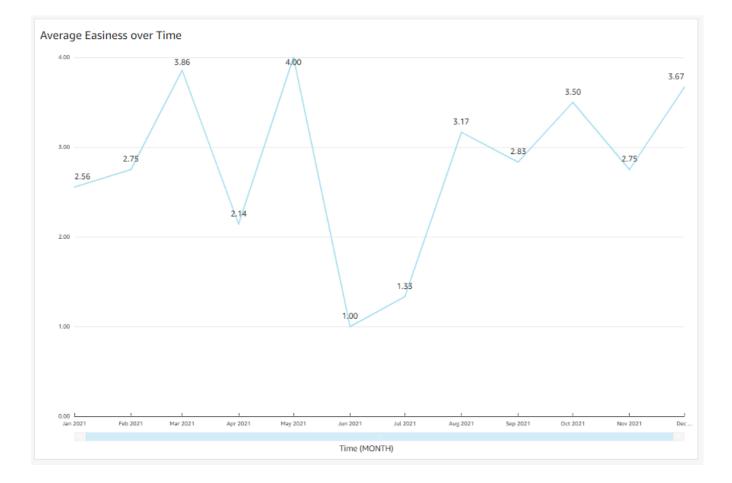


In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.

In the next block we have a card for Average rating for Easiness.



In the next block we have the line chart for Average Rating on Easiness over Time.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:



First Level

Before:

Statistics - Webpages Statistics - Assistance Services C	ases FOQ - Webpages FOQ - Online Procedures FOQ -	Assistance Services Cases		
First Level				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All	Service ID All
	Number of 1st Level Feedback Collected: 1,209			Average Rating:

After:

Statistics - Webpages Statistics - Assistance Services Cas	ses FOQ - Webpages FOQ - Online Procedures FOQ -	Assistance Services Cases		
First Level				
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary		
				learch value Q ✓ Select all
	Number of 1st Level Feedback Collected:			Source Lan S
	6			Show selected values

Second Level

Before:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type All	Service ID All	~
Number of 2nd Level Feedback Collected: 172				Top 3 Member States by Number of Feedback: • Germany with 96 • Italy with 15 • Finland with 13	

After:

Second Leve	el			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland V	Service Type PSC	Service ID
Number of 2nd Level Feedback Collected: 13			show selected values Finland with 13	

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages Statistics - Assistan	tice Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - A	asistance Services Cases		
First Level				
Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All Search value	All V	All ~
	Number of 1st Level Feedback Collected: 1,209	Select all Dudgaria Coratia Coratia Copina Cecch Republic Demmark Tinland	 Select all FURES MACPQ MCPGH PCP PCPC PCPC PSC 	Select all Blonk space 3 March 3104-4841-8ebd-9ebd7734a248a 3130cc354a248ba 3130cc354a264-3854-484086e8099 acd40xcc44f6-4231-8804-4375d16b557c acd40xcc44f6-4231-8804-4375d16b557c b0501900-077a-480-43950 (HT)7a-43cda V02244095-5904-0744-845-688049561 5557c
Number of 1st Level Feedbac	k by Member State 759	Greece Hungary Show selected values	SOLVIT	OV 0.05ccc88b-8778-48c-86c-66c3621211 OV 0.04dr27a5-9774-22be-9273-647-88b2cc686 Ov 68534564-79c-4229-81774-63345457356 Ov 68534564-79c-4229-81774-63345457356 Show selected values
			123	123

After:

٢ ices Cases | FOQ - Webpages | FOQ - Online Pro dures FOQ - Assistance Services Cases First Level Service ID Member State Service Type Start Date End Date 2021/01/01 00:00:00 2022/01/01 0 Bulgaria \sim All All Beard Select all
Bulgaria
Croatia
Cyprus
Czech Repul
Denmark
Finland
Germany
Greece
Hungary
Next ✓ Select all
✓ EURES ✓ Select all
✓ 9f262c2c-a1a9-4f9d-aaf0-d09a Number of 1st Level Feedback Collected: 17 Show selected Number of 1st Level Feedback by Member State Number of 1st Level Feedback Collected over Time 20 17

Second Level

Before:

Second Level

Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All	✓ All ✓	All
		Bearch value Q	Search value Q	Fearch value 0
		Select all	Select all	Select all
		🔄 🖂 Bulgaria	EURES	☑ 3e4f3acc-a3b9-4841-8e9d-9ebf734a2d8a
		Croatia	V NACPQ	. ☑ a33cac3a-e3b6-4226-b283-4a64086e89c9
	Number of 2nd Level Feedback Collected:	Cyprus Cyprus	V NCPCH	☑ b50519e0-d7ba-430c-a509-0ff37ba43cda
		Czech Republic	PCP	22af480-5647-4f34-ba3e-d8346bc9fc51
	172	Denmark	PCPC	03eec88b-8778-49ca-88ee-6dec36d2f211
		Finland	✓ PSC	✓ 0bf467a5-97f7-42be-9273-b47e8b2ccc86
		Germany	Unknown	✓ 1330c986-4d60-4678-b60d-c912345a049d
		Greece	Show selected values	2357a94b-1894-4902-ab80-dc4e1865c3ae
		🖂 Italy		235cf786-e9b7-4153-a2a5-c596c39110ff
Number of 2nd Level Feedbac	k by Member State	Show selected values	Number of 2nd Level Feedback Collected o	N Show selected values

After:

Second Leve	l					
Start Date	End Date 2022/01/01 00:00:00	Member State	×	Service Type	~	Service ID
2021/01/01 000000	Number of 2nd Level Feedback Collected:	Belgaria Select all Select all Contained Conta	٩	All Fourth value Stores all Show solected values	٩	All Control water and a set of the set of th
Number of 2nd Level Feedbac	k by Member State	traty traty Show selected values		Number of 2nd Level Feedback	k Collected	over Time

What can we consult in Feedback on Quality - Assistance Services Cases tab?

You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, Number of 1st Level Feedback Collected and Average Rating.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

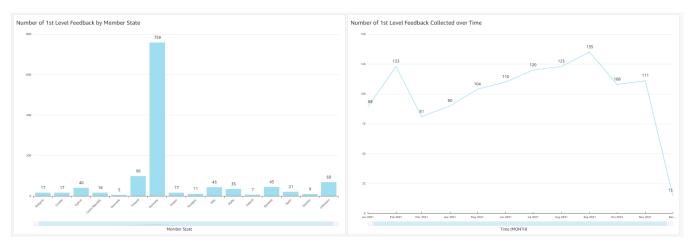
Without filters applied:

	ervices Cases FOQ - Webpages FOQ - Online Procedur	FOQ - Assistance Services Cases			
First Level					
Start Date	End Date	Member State	Service Type	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	~ All	~
	Number of 1st Level Feedback C	ollected:		Average Rating:	
	1,209			4	

With filters applied:

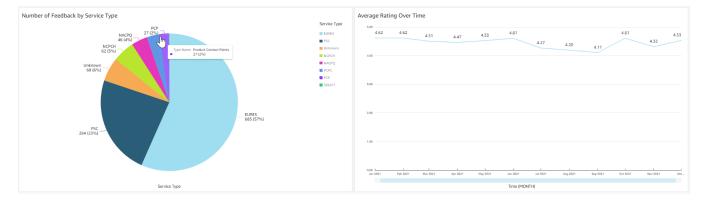
Statistics - Webpages Statistics - Assistan	nce Services Cases FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance Services Cases			
First Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type	Service ID	~
Number of 1st Level Feedback Collected: 5			Average Rating:		

On the next block we have a bar chart with Number of 1st Level Feedback by Member State and a line chart with Number of 1st Level Feedback Collected over time.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time.** You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



Second Level

On the Second level you first have a card view for the Number of 2nd Level Feedback Collected and Top Member States by Number of Feedback.

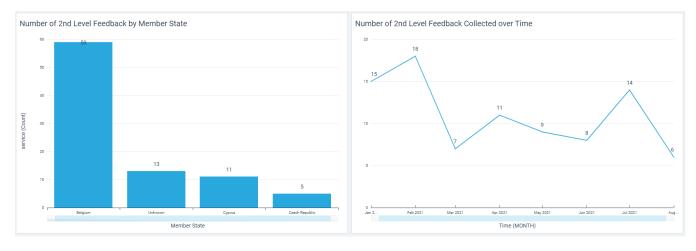
Without Filter:

Second Le	evel						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Ser ~ Al	rvice Type II	k	Service	~
	Number of 2nd Level Feedback C	ollected:			Тор З М	Member States by Number of F • Belgium with 59 • Unknown with 13 • Cyprus with 11	eedback:

With Filter:

Second Leve	1			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type IPRH, NCPCH, PCPC, NACPQ 🗸 🗸	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971dV
Number of 2nd Level Feedback Collected:			То	p Member States by Number of Feedback is: • Belgium with 11

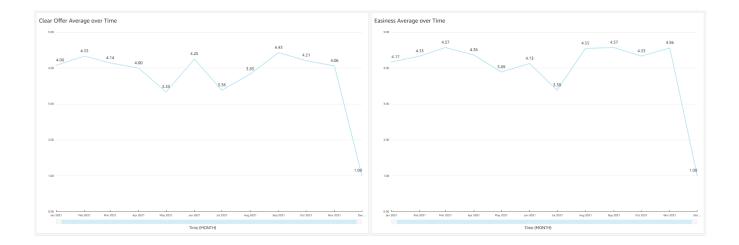
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



Then we have the cards for Average Rating for Clear offer and Average rating for Easiness.

Average Rating for Clear Offer:	Average Rating for Easiness:
---------------------------------	------------------------------

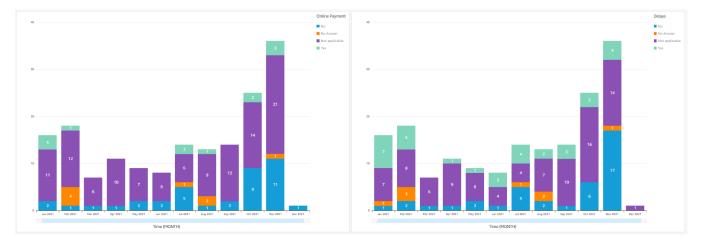
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



On the next block we have two cards one for **Online Payment** and other one for **Delays**:

Online Payment:	Delays:
- Not applicable (66%) - No (22%) - Yes (7%) - No Answer (5%)	- Not applicable (53%) - No (23%) - Yes (19%) - No Answer (5%)

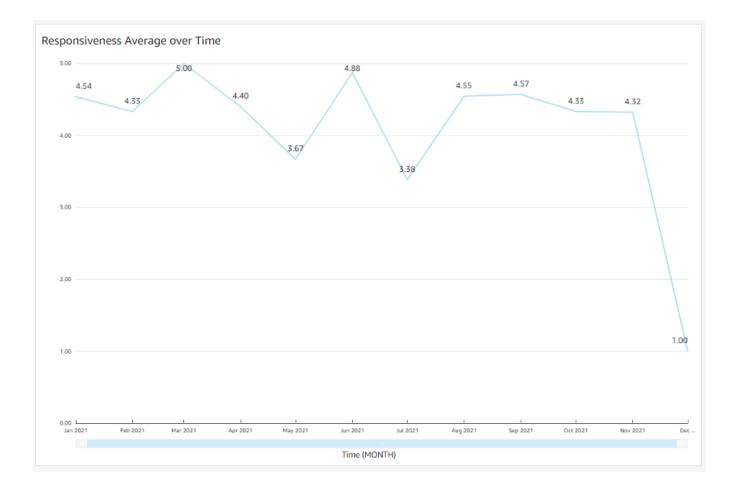
In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.



In the next block for the card Average Rating.

Average Rating for Responsiveness:
4

In the last block we have a line chart for the **Responsiveness Average over Time.** You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

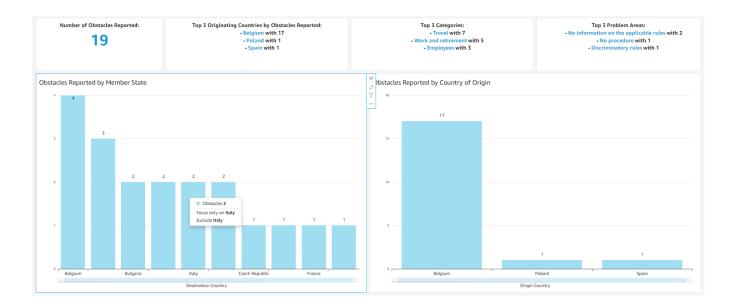
How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data Start Date; End Date; Member State; Category; Sub Category and Problem Areas.

Statistics - Webpages Statistics - Assistance Services	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases FOSMO							
Start Date	End Date	Member State	Category	Sub-category	Problem Areas			
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All 🗸	All	All			

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



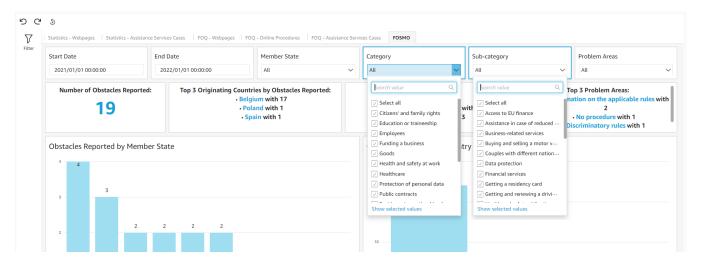
You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:

७ ए ए	Statistics - Webpages Statistics - Assistance	ce Services Cases FOQ - Webpages	FOQ - Online Procedures FOQ - Assista	ince Servi	ces Cases FOSMO			
Filter	Start Date	End Date	Member State		Category	Sub-category	Problem Areas	
	2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	Protection of personal data \sim	All ~	All	~
	Number of Obstacles Reported		tries by Obstacles Reported is: Belgium with 1		Search value Q Select all Citizens' and family rights Education or traineeship Employees		Top Problem Areas is:	
	Obstacles Reported by Membe	er State				y of Origin		
	0.8 0.6	1			Health and safety at work Healthcare Protection of personal data Public contracts Show selected values	1		

What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

On the first block you have some cards with high level KPI's, namely, Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories and Top 3 Problem Areas.

You can use the filters here to drill down the data per Member State, use other date interval, filter per Category or Problem area.

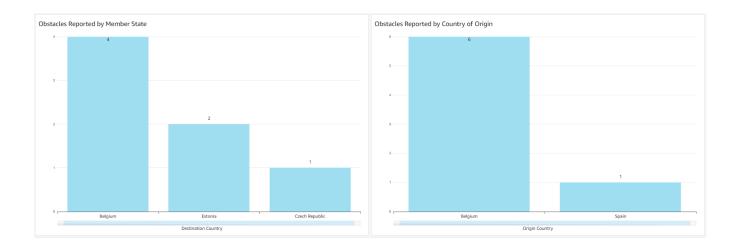
Without filters applied:

Statistics - Webpages Statistics - Assistance Service	tes Cases FOQ - Webpages FOQ - Online Pr	redures FOQ - Assistance Services Cases FOSM	10						
Start Date	End Date	Member State		Category		Sub-category		···· roblem Areas	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	All	~	All	~	All	
Number of Obstacles Reported:		Countries by Obstacles Reported: • Belgium with 17 • Poland with 1 • Spain with 1		• Work	• 3 Categories: • Travel with 7 and retirement with Employees with 3	5		Top 3 Problem Area rmation on the applic • No procedure wi • Discriminatory rule:	cable rules with 2 ith 1

With filters applied:

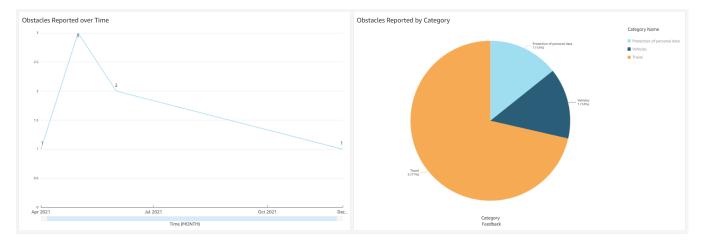
Start Date	End Date	Member State	Category	ub-category		Problem Areas	
2021/01/01 00:00:00	2022/01/01 00:00:00	Belgium, Czech Republic, Finland, Estonia	Education or traineeship, Goods, Travel, P 🗸	All	~	All	
Number of Obstacles Repor	rted: Top 2 Orig	nating Countries by Obstacles Reported: • Belgium with 6 • Spain with 1	Top 3 Categories: • Travel with 5 • Protection of personal dat • Vehicles with 1	a with 1		Top Problem Areas is: Discriminatory rules with 1	

On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**



Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Obstacles Reported by Sub-category			
Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus) 3	Identity card, visa, passport 1	Buying and selling a motor vehicle 1	Assistance in case of reduced mobility 1
	Data protection 1		
	Cub enterers		
	Sub-category Feedback		

Glossary & Acronyms

Acronym	Meaning
ACC	Acceptance environment
АМ	Application Manager
AS	Assistance Service
ΑΡΙ	Application Programming Interface
во	Back Office
CDT	Centre de Traduction (Translation Center)
CNS	Corporate Notification System
DASH	Dashboard
DB	Data Base
DEV	Developer
DG	Directorate-General
DG DIGIT	Directorate-General for Informatics
DG GROW	Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs
EC	European Commission
ECAS	European Commission's Authentication Service
ECC-Net	European Consumer Centres
EEA	European Economic Area
EU	European Union
EUO	EU Observer
EURES	European Employment Services
EUSP	EU Service Provider
FMB	Functional Mail Box
FO	Front Office
FOQ	Feedback On Quality
IPR	Intellectual Property Rights
IS	Information Service
LR	Links Repository

MS	Member State
NC	National Coordinator
NO	National Observer
NSP	National Service Provider
ODR	Online Dispute Resolution
РСР	Product Contact Points
PCPC	Product Contact Points for Construction
PROD	Production environment
PSC	Points of Single Contact
SDG	Single Digital Gateway
URL	Uniform Resource Locator
YE	Your Europe

Name	Definition
API	API stands for application programming interface. It allows two applications to communicate with one another to access data.
Applicati on Manager	EC officials responsible for the operational management of SDG.
Assistanc e Service	An Assistance and/or Problem-Solving Services are services offered by the European Commission or by the Member States, comprised by a number categories, described on the Annex III of Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018
Crawler	A web crawler is a type of bot that's typically operated by search engine. Their purpose is to index the content of websites all across so that those websites can appear in search engine results.
Enterpris e Europe Network	The Enterprise Europe Network helps businesses innovate and grow on an international scale. It is the world's largest support network for small and medium-sized enterprises (SMEs) with international ambitions. The Network is active in more than 60 countries worldwide. It brings together 3,000 experts from more than 600 member organizations – all renowned for their excellence in business support.
EU Observer	EC officials who have policy responsibilities but no operational role within SDG.
EU Service Provider	EC officials who manage EU wide information, procedures or assistance services and problem solving services (e.g Your Europe).
Europe Direct	Europe Direct is a European information network designated by the European Commission. The target group is all citizen of the European Union. The main aim of Europe Direct is to provide European citizens with general information on the European Union. Other aims include the answering of questions on political activities of the European Union and promoting European integration. Advice and practical tips on rights entitled to Union citizens are provided.
Europea n Consume	ECC Net is a network of independently-managed offices co-funded by the European Commission that helps and advice for consumers in Europe (explain consumer rights, help consumer settle a dispute with a seller based in another EU country (or Iceland or Norway), advises on who to contact if needed).
r Centers	

(ECC- Net)	
Europea n Network of Employm ent Services (EURES)	EURES (European Employment Services) is a cooperation network formed by public employment services. Trade unior and employers' organizations also participate as partners. The objective of the EURES network is to facilitate the free movement of workers within the European Economic Area (EEA) (the 28 members of the European Union, plus Norway Liechtenstein and Iceland) and Switzerland.
Feedbac k On Obstacle s	Feedback on Obstacles allows users to provide feedback on any obstacles they face while exercising their single mark rights. The aim is of tool is to be accessible from all the EU and Member state official websites to provide such feedback
Feedbac k On Quality	Feedback on quality tool allows End users to provide feedback about the quality of the services requested through the SDG, both at MS and EU levels. The feedback is on the availability and reliability of the information on rights, obligatio and rules, which are derived from national and EU law; the information about the procedures, which are established at national and EU levels; and information about the assistance and problem solving services, which are established at national and EU levels. The feedback provided can be used by the Commission and the National Service Providers for further improvement of the provided services.
Intellectu al Property Rights (IPR) Helpdesk	The Intellectual Property Rights (IPR) Helpdesk provides free-of-charge, first-line support to European small and mediu sized enterprises (SMEs) on IP management, protection and enforcement. Consisting of five dedicated regional Helpder services covering China, Europe, Latin America, India and Southeast Asia, the IP Helpdesk caters to the individual need of businesses operating in those markets. In addition, the regional Helpdesk for Europe specifically assists EU SMEs an researchers in dealing with IP issues in the context of EU-funded research and innovation projects.
Metadata	In Web pages, Metadata is the key words and phrases that describe the contents of the page. Metadata is used in pag content and HTML tags for two reasons: To help readers scan the page to decide if they want to read it and to help sea engines find the page.
National Assistanc e Centers for professio nal qualificat ions	National assistance centers for professional qualifications, established by Directive 2005/36/EC of the European Parliament and of the Council provide assistance to professionals moving cross-border.
National Contact Points for cross- border healthcare	The national contact points should have appropriate facilities to provide information on the main aspects of cross-bord healthcare, as established by Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on application of patients' rights in cross-border healthcare (OJ L 88, 4.4.2011, p. 45)
National Coordina tor	National Official with an overall operational responsibility on SDG in a Member State in question as set on SDG regulat
National Observer	National officials who have policy responsibilities but no operational role within SDG.
National Service	National officials who are responsible for information, procedures or assistance services and problem solving services g. national ministries, agencies, Points of single Contact).

Provider	
Points of single contact	In the context of Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market (OJ L 376, 27.12.2006, p. 36) that requires all EU Member States to establish web portals so that anyone who provides a service will have a "point of single contact" where they can find out what legal requirements they need to meet to operate in the country in question. Service providers can also use the web portals to apply for any license or permit they need.
Product Contact Points	In the context of the Regulation (EC) No 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State and repealing Decision No 3052/95/EC (OJ L 218, 13.8.2008, p. 21) Product Contact Points should provide, free of charge, information concerning their national technical rules and the application of the principle of mutual recognition as regards products in order to facilitate the free movement of goods.
Product Contact Points for Construc tion	Product Contact Points for Construction provide access to product-specific technical rules, established by Directive 2005 /36/EC of the European Parliament and of the Council.
Search Engine	A search engine is a website through which users can search internet content. To do this, users enter the desired search term into the search field. The search engine then looks through its index for relevant websites and displays them in the form of a list.
Service Desk	The ITIL definition of the service desk (service operation) is the single point of contact between the service provider and the users. A typical service desk manages incidents and service requests and handles communication with the users.
SOLVIT	SOLVIT is a service provided by the national administration in each EU country and in Iceland, Liechtenstein and Norway. SOLVIT is free of charge, that aims to solve problems with EU rights.
URL	URL stands for Uniform Resource Locator. A URL is nothing more than the address of a given unique resource on the Web.
User	A person who uses one or several IT services on a day-to-day basis.
Web folder	A Web folder is the main site home (i.e. https://www.yoursite.org)
Web pages	A Web page is all different pages inside a given site Web Folder (i.e. https://www.yoursite.org/news, https://www.yoursite. org/faqs)
Web Service	A Web service is a collection of open protocols and standards which are widely used for exchanging data between systems or applications.
Your Europe Advice	Your Europe Advice is part of a set of information and advice tools for citizens and businesses about their EU rights. The starting point is the Your Europe website designed to give you information about your rights across Europe. It offers practical advice and useful tips on issues such as living, studying, working, shopping , travelling – or, as a company, doing business – within the EU. It is the main source of information on these subjects.