



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

# EU SEND WEB

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## *USER GUIDE*

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Document Approver(s):

Approver Name	Role
POPGEORGIJEV Kristof	IT Project Officer – EU Send

Document Reviewers:

Reviewer Name	Role
POPGEORGIJEV Kristof	IT Project Officer – EU Send
POSSEMIERS Bruno	EU Send Support
TURCANU Sergiu	EU Send Support

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## 1. INTRODUCTION

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

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

## 2. DEFINITIONS




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

## 3. COMPATIBLE BROWSERS

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

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

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

	Google Chrome	90.0.4430.85
	Mozilla Firefox	78.10.0esr
	Microsoft Edge	90.0.818.46


## 4. ACCESS to EU SEND WEB

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

Before having access to the application, the users' profile must be configured by the Administrator of the entity in EU SEND WEB.

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

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

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

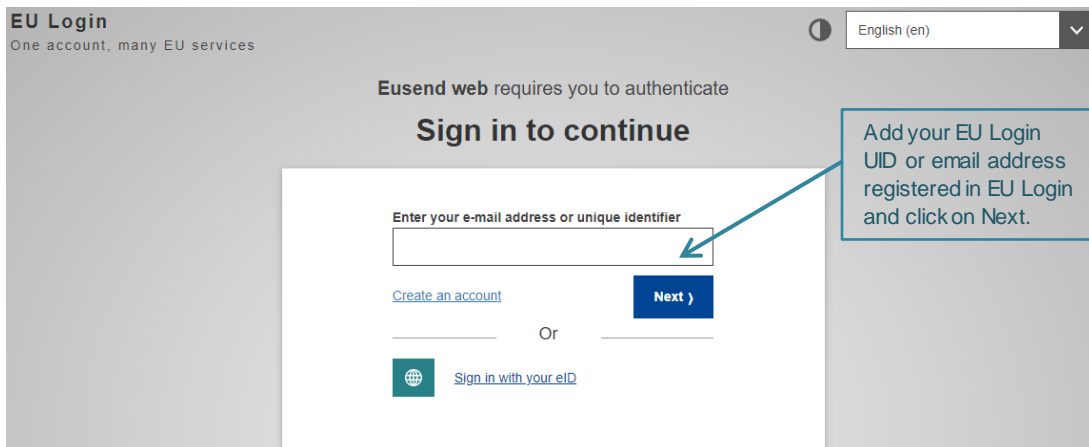
If you don't have an EU Login account, you can create one following the instructions in the section "Create an EU Login account" of the EU Login User Guide:

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

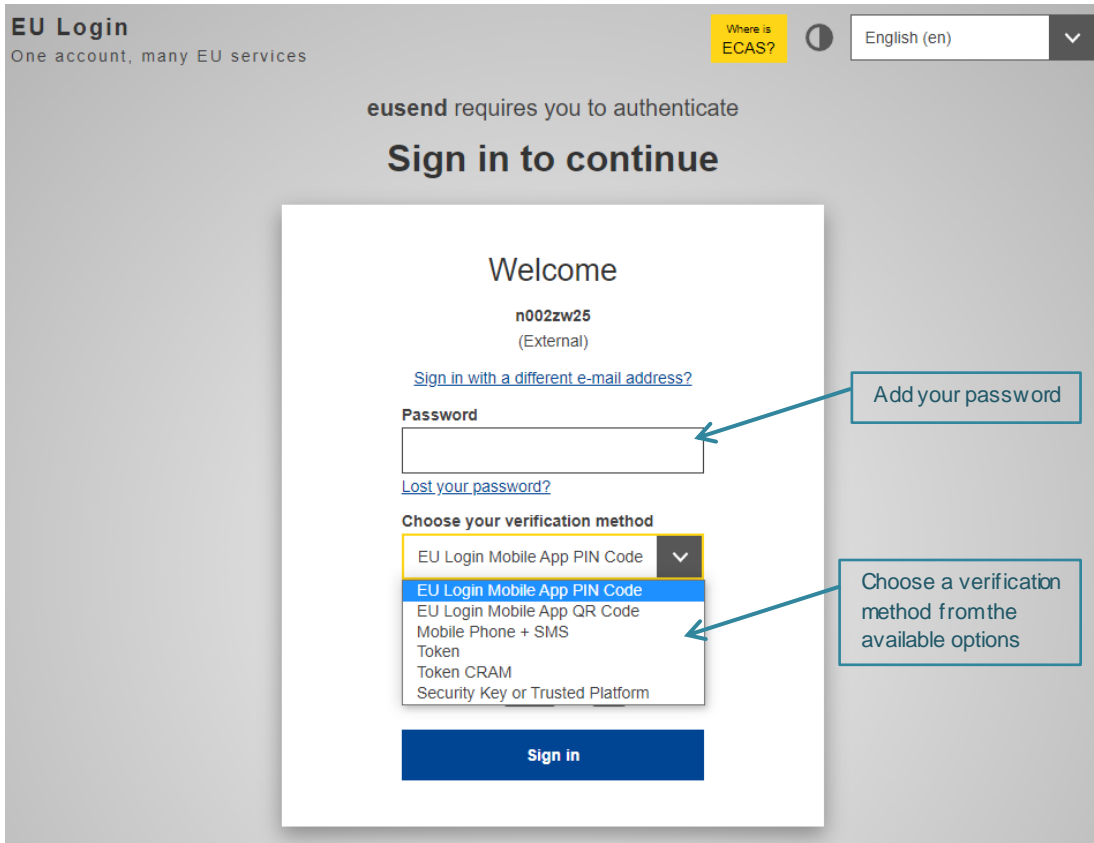
### 4.1 How to access EU SEND WEB

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

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

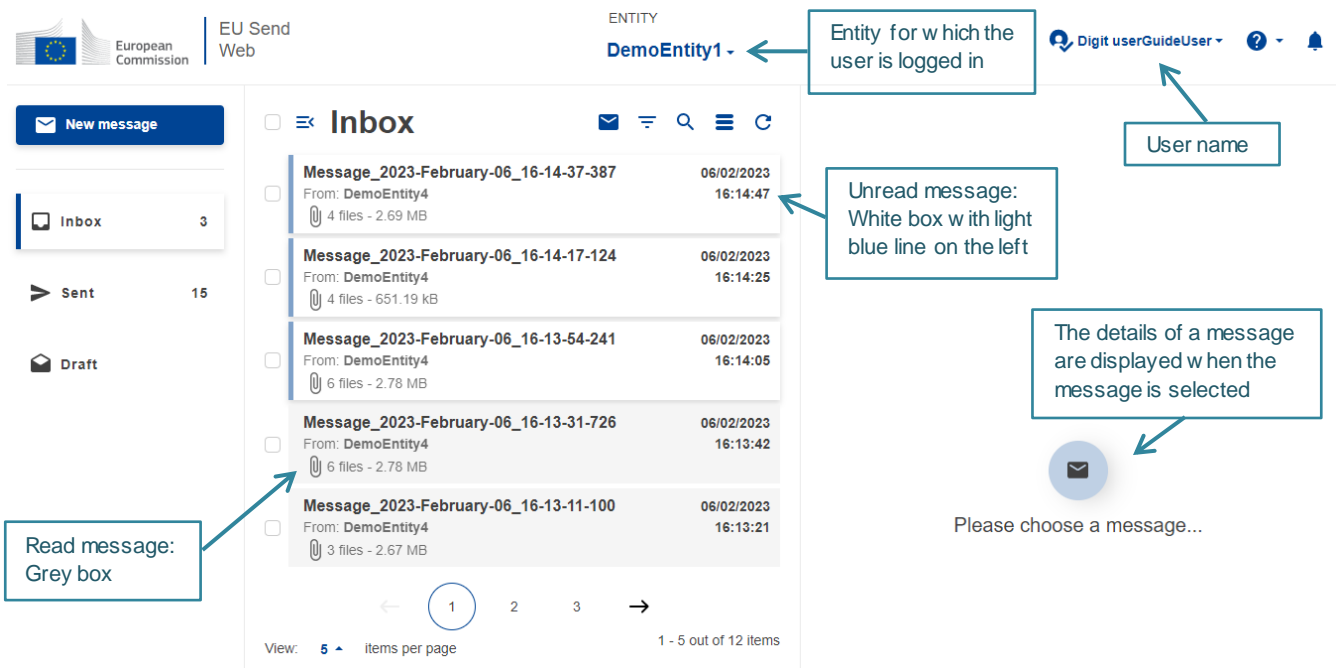


After going through EU Login authentication, the user will be redirected to the application.



## 5. INBOX

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



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

The screenshot shows the EU Send Web interface for 'DemoEntity1'. The left sidebar contains 'New message', 'Inbox' (12), 'Sent' (15), and 'Draft'. The main area displays an 'Inbox' with five messages from 'DemoEntity4'. All messages have an envelope icon, indicating they are unread. Annotations include: 'Same entity' pointing to the entity name, 'Different user' pointing to the user profile 'Digit etrustexUser', and 'Unread messages' pointing to the envelope icons. A 'Please choose a message...' prompt is visible at the bottom right.

Message ID	From	Date	Time	Attachments
Message_2023-February-06_16-14-37-387	DemoEntity4	06/02/2023	16:14:47	4 files - 2.69 MB
Message_2023-February-06_16-14-17-124	DemoEntity4	06/02/2023	16:14:25	4 files - 651.19 kB
Message_2023-February-06_16-13-54-241	DemoEntity4	06/02/2023	16:14:05	6 files - 2.78 MB
Message_2023-February-06_16-13-31-726	DemoEntity4	06/02/2023	16:13:42	6 files - 2.78 MB
Message_2023-February-06_16-13-11-100	DemoEntity4	06/02/2023	16:13:21	3 files - 2.67 MB

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

The screenshot shows the EU Send Web interface for 'DemoEntity2'. The left sidebar only contains 'Inbox' (2). The main area displays an 'Inbox' with five messages from 'DemoEntity1'. All messages have an envelope icon, indicating they are unread. Annotations include: 'Entity configured only as Receiver' pointing to the entity name. A 'Please choose a message...' prompt is visible at the bottom right.

Message ID	From	Date	Time	Attachments
Message_2023-February-06_16-07-51-705	DemoEntity1	06/02/2023	16:08:06	16 files - 3.25 MB
Message_2023-February-06_16-07-26-175	DemoEntity1	06/02/2023	16:07:38	16 files - 3.25 MB
Message_2023-February-06_16-07-02-349	DemoEntity1	06/02/2023	16:07:13	8 files - 2.82 MB
Message_2023-February-06_16-06-39-412	DemoEntity1	06/02/2023	16:06:49	4 files - 651.19 kB
Message_2023-February-06_16-06-15-610	DemoEntity1	06/02/2023	16:06:25	4 files - 2.69 MB

## 5.1 Mark as Read

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

The screenshot shows the 'EU Send Web' interface. The top navigation bar includes the European Commission logo, 'EU Send Web', and the user 'Digit userGuideUser'. The main area displays an 'Inbox' with five messages. The first three messages are selected with checkboxes. A 'Mark as read' button is visible above the messages. A callout box points to this button with the text 'Mark all selected messages as Read'. The left sidebar shows 'New message', 'Inbox' (3), 'Sent' (15), and 'Draft'. The bottom of the inbox shows 'View: 5 items per page' and '1 - 5 out of 12 items'.

## 5.2 Message Details

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

The screenshot shows the 'Message Details' view for a selected message. The left sidebar is the same as in the previous screenshot. The main area displays the details for 'Message\_2023-February-06\_16-13-11-100'. Callout boxes highlight the following elements:

- 'Date and time the message was sent. For the current date, just the time will be displayed' pointing to '06/02/2023 16:13:21'.
- 'Sender' pointing to 'From: DemoEntity4'.
- 'Message' pointing to the message body text.
- 'List of files' pointing to the file list header.
- 'Number and size of all files' pointing to '3 files - 2.67 MB'.
- 'Link to download a single file' pointing to the 'JPG1.jpg' file entry.
- 'Select/deselect all files' pointing to the checkbox in the file list header.
- 'Select/deselect individual files' pointing to the checkboxes for individual files.
- 'Unread messages' pointing to the 'Inbox' count of 3.

The file list table is as follows:

Name	Size
Excel1.xlsx	17.30 kB
JPG1.jpg	2.13 MB
PDF1.pdf	534.02 kB



## 5.3 Download Files

There are two options to download files:

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

The screenshot shows a 'List of files' interface. At the top, it says '6 files - 82.66 kB'. Below this is a table with columns 'Name' and 'Size'. The table contains six rows of files. The first three are Excel files, and the last three are text files. The text files 'Files\_folder1/Text1.txt' and 'Files\_folder1/Text2.txt' are selected with checkboxes. A 'Download' button is located at the bottom right. Two callout boxes provide instructions: one points to the file name 'Files\_folder1/Text1.txt' with the text 'Click on the name of the file to download only that file', and another points to the selected checkboxes and the 'Download' button with the text 'Select the files to download and then click on the Download button'.

Name	Size
<input type="checkbox"/> Files_folder1/Files_folder2/Excel1.xlsx	17.30 kB
<input type="checkbox"/> Files_folder1/Files_folder2/Excel2.xlsx	17.30 kB
<input type="checkbox"/> Files_folder1/Files_folder2/Excel3.xlsx	17.31 kB
<input checked="" type="checkbox"/> Files_folder1/Text1.txt	28.33 kB
<input checked="" type="checkbox"/> Files_folder1/Text2.txt	16.00 Bytes
<input type="checkbox"/> Files_folder1/Text3.txt	2.41 kB

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

## 5.4 Message Reply

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

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

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

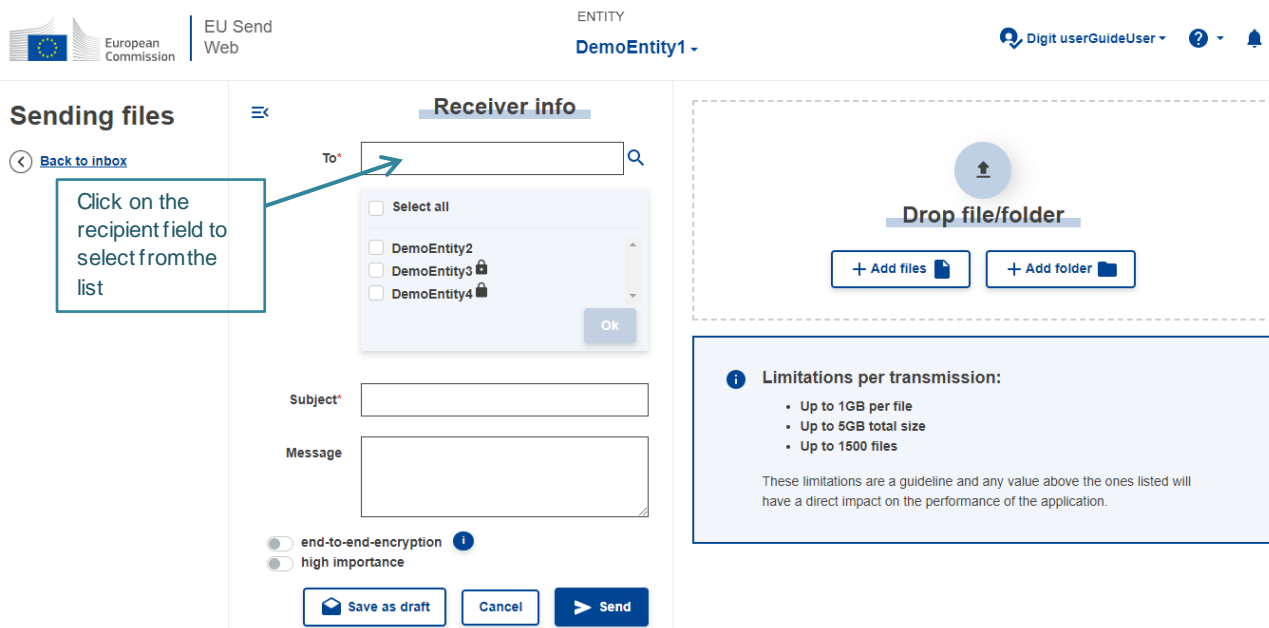
## 6. NEW MESSAGE

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

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

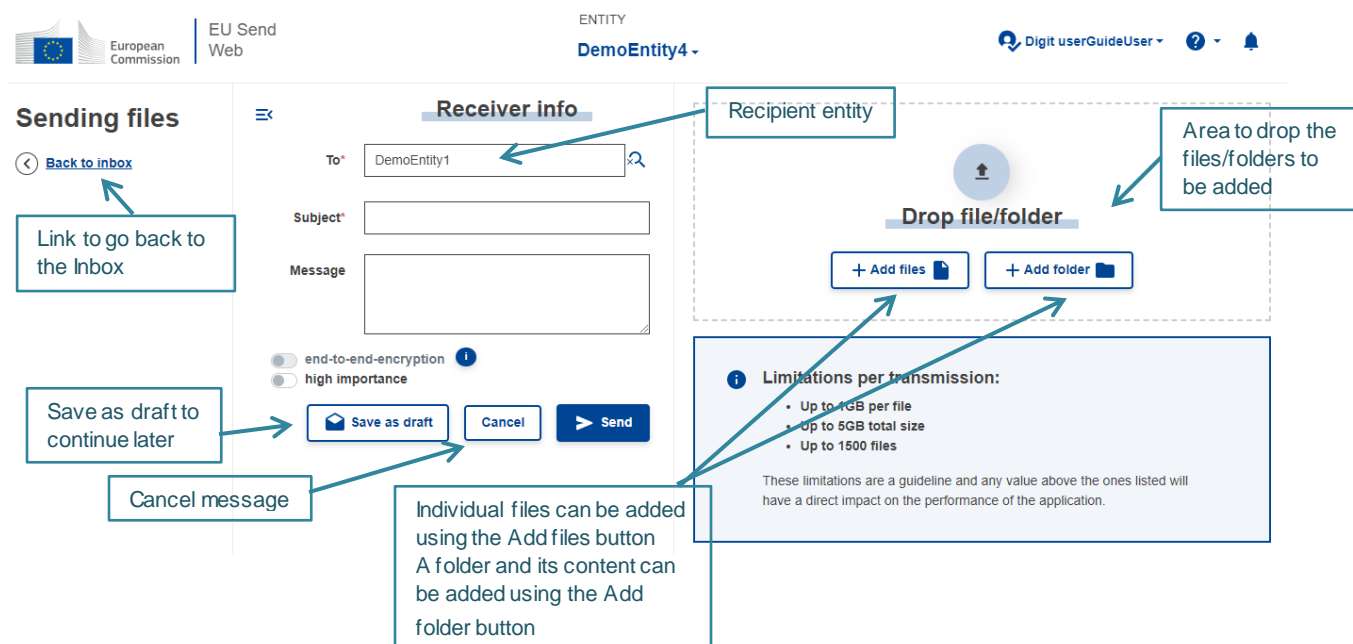
For two entities to be able to exchange messages, a channel of communication needs to be configured between the Sender and Recipient entities.

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




If the entity is configured to exchange with just one other entity, the recipient field will be prefilled with the recipient entity name.

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





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

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

 **End to end Encryption:**

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

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

If the functionality is greyed out, the action is enforced

If the user decides to send a message without end-to-end encryption, but between the recipient entities there is an entity that is configured with mandatory encryption, the message will still be sent, but for that specific entity, the message will be encrypted.

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

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

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

## Sending files

[Back to inbox](#)

## Receiver info

To\* DemoEntity2, DemoEntity3

Subject\* Subject of the message

Message  
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when end-to-end-encryption ⓘ  
 high importance List of added files  
with size and statusSort the files by  
Name, size or status

## Drop file/folder

  Change the  
view of the files

<input type="checkbox"/>	Name	Size	Status	Action
<input type="checkbox"/>	1 Cuimsiønn an tAontas E...	15.99 kB	Pending	
<input type="checkbox"/>	2 demokratických evropsk...	15.38 kB	Pending	
<input type="checkbox"/>	3 A União Europeia (UE) é ...	15.06 kB	Pending	

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

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

## Sending files

[Back to inbox](#)

## Receiver info

To\* DemoEntity2, DemoEntity3

Subject\* Subject of the message

Message  
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when end-to-end-encryption ⓘ  
 high importance Select files to  
performactions

Actions button

<input checked="" type="checkbox"/>	Name	Size	Status	Action
<input checked="" type="checkbox"/>	1 Cuimsiønn an tAontas E...	15.99 kB	Pending	
<input checked="" type="checkbox"/>	2 demokratických evropsk...	15.38 kB	Pending	
<input checked="" type="checkbox"/>	3 A União Europeia (UE) é ...	15.06 kB	Pending	

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

**Sending files**

Back to inbox

**Mandatory fields (\*)**

**Receiver info**

To\* DemoEntity2, DemoEntity3

Subject\* Subject of the message

Message Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when...

end-to-end-encryption

high importance

Cancel Send

**Send the message**

**Drop file/folder**

+ Add files + Add folder

✓	Name	Size	Status	Action
✓ 1	Cuimsionn an tAontas E...	15.99 kB	Success	
✓ 2	demokratických evropsk...	15.38 kB	Success	
✓ 3	A União Europeia (UE) é ...	15.06 kB	Success	

**All files with Status Success**

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

After sending the message, the user will be redirected to the Inbox section. The user can verify the message just sent in the Sent section.

## 7. SENT MESSAGES

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

**New message**

Inbox 3

**Sent** 2

Draft

**Links to the sections**

**List of sent messages**

**Download PDF with the details of the sent message**

**Sent**

Message\_2023-February-06\_16-07-51-705 06/02/2023 16:08:06 DELIVERED

To: DemoEntity4, DemoEntity3, DemoEntity2

Sent by: Digit automationUser

Download 16 files - 3.25 MB

Message\_2023-February-06\_16-07-26-175 06/02/2023 16:07:38 DELIVERED

To: DemoEntity4, DemoEntity2, DemoEntity3

Sent by: Digit automationUser

Download 16 files - 3.25 MB

Message\_2023-February-06\_16-07-02-349 06/02/2023 16:07:13 MULTIPLE

To: DemoEntity3, DemoEntity4, DemoEntity2

Sent by: Digit automationUser

Download 8 files - 2.82 MB

Message\_2023-February-06\_16-06-39-412 06/02/2023 16:06:49 MULTIPLE

To: DemoEntity3, DemoEntity2, DemoEntity4

Sent by: Digit automationUser

Download 4 files - 651.19 kB

Message\_2023-February-06\_16-06-15-610 06/02/2023 16:06:25 MULTIPLE

To: DemoEntity2, DemoEntity4, DemoEntity3

Sent by: Digit automationUser

Download 4 files - 2.69 MB

**Recipient entities**

**Message that was not visualized: White box with light blue line on the left**

**Message overall status**

**User that sent the message**

**Message that was visualized: Grey box**

**Please choose a message...**

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

View: 5 items per page 1 - 5 out of 15 items

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

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

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

## 7.1 Sent Message Details

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

The screenshot displays the 'EU Send Web' interface. The left sidebar shows folders: 'New message', 'Inbox' (3 items), 'Sent' (2 items), and 'Draft'. The main area shows a list of sent messages. The selected message is 'Message\_2023-February-06\_16-06-39-412', sent on 06/02/2023 at 16:06:49, by 'Digit automationUser1'. It is marked as 'MULTIPLE'. The right pane shows the details for this message, including a 'List of recipients' table:

Name	Status	Received on	EZE encryption
DemoEntity2	READ	07/02/2023 15:04:23	
DemoEntity3	DELIVERED	06/02/2023 16:06:49	
DemoEntity4	DELIVERED	06/02/2023 16:06:49	🔒

Below the recipients list is a 'List of files' section showing 4 files with a total size of 651.19 kB:

Name	Size
Excel1.xlsx	17.30 kB
Excel2.xlsx	17.30 kB
PDF1.pdf	534.02 kB

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

## 7.2 Sent Message Status

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

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

In the message summary we can also see the status 'Multiple'. This is to indicate that the message sent to different entities are not all in the same status. Once all messages have the same status, that status will be displayed in the summary.

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

## 7.3 Download Sent Files

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

There are two options to download files:

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

From the message details:

**List of files**  
3 files - 46.45 kB

Name	Size
<input type="checkbox"/> A União Europeia (UE) é uma família de países democráticos europeus.docx	15.06 kB
<input checked="" type="checkbox"/> Cuimsíonn an tAontas Eorpach (AE) grúpa de thíortha Eorpacha daonlathach...	16.00 kB
<input checked="" type="checkbox"/> demokratických evropských států, které se zavázaly spolupracovat v zájmu z...	15.39 kB

**Download**

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

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

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

## 8. DRAFT MESSAGES

Only entities configured as Senders have access to the Draft section.  
When a message is saved as Draft it will be listed in the Draft section.

ENTITY  
DemoEntity1 -

European Commission
EU Send Web
Digit userGuideUser

**New message**

Inbox 3

Sent 2

**Draft**

**Draft**

<b>Draft message 4</b>	10:50:13
To: DemoEntity3, DemoEntity4	
Saved by: Digit userGuideUser	
<b>Draft message 3</b>	10:49:29
To: DemoEntity2	
Saved by: Digit userGuideUser	
<b>Draft message 2</b>	10:48:49
To: DemoEntity3, DemoEntity2	
Saved by: Digit userGuideUser	
<b>Draft message 1</b>	10:48:02
To: DemoEntity3, DemoEntity2, DemoEntity4	
Saved by: Digit userGuideUser	

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

List of draft messages

Recipients

User that saved the draft for the last time

Delete a draft

Date and time the message was last saved. If same day just the time

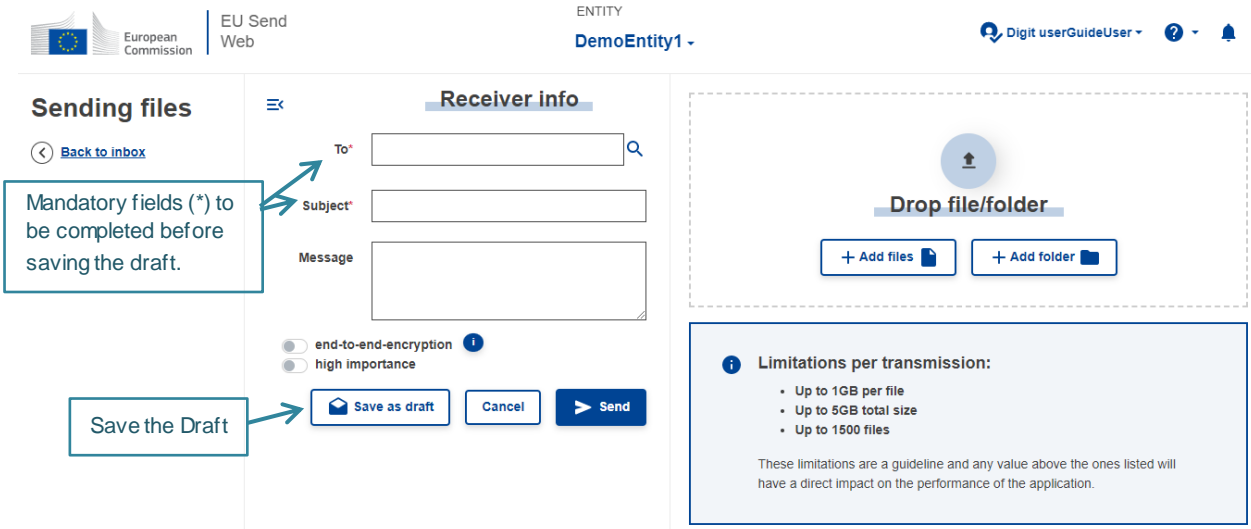
The details of a message are displayed when the message is selected

Please choose a message...

### 8.1 Saving a Draft

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

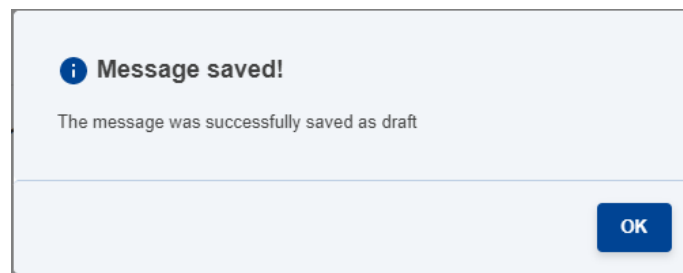




A message cannot be saved as draft if there are any files added or if the message has signature activated.

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

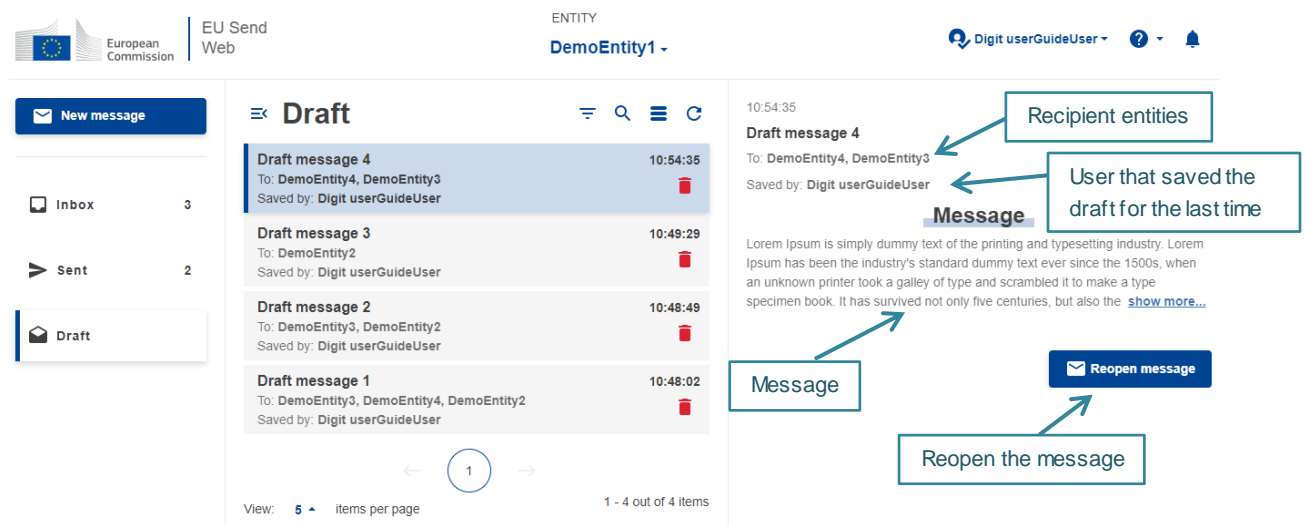
A confirmation message will be displayed when the message is saved and the user can continue to work on the message.



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

## 8.2 Draft Details

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



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

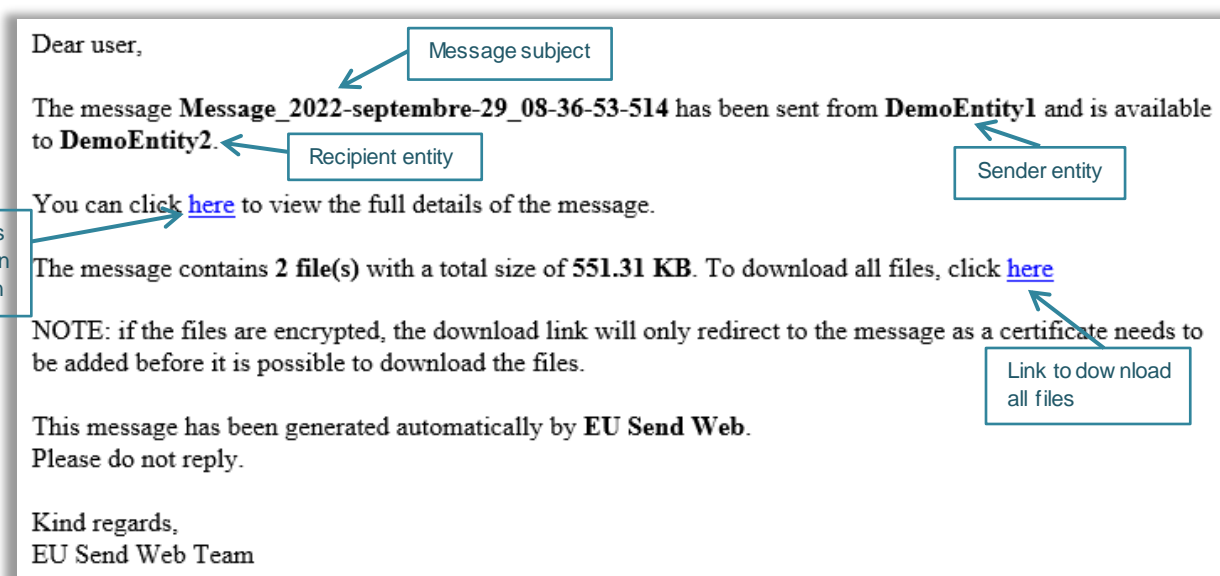
## 9. NOTIFICATIONS

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

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

### 9.1 New Message Notification

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



There are two links in the notification:

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

### 9.2 Status Notification

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

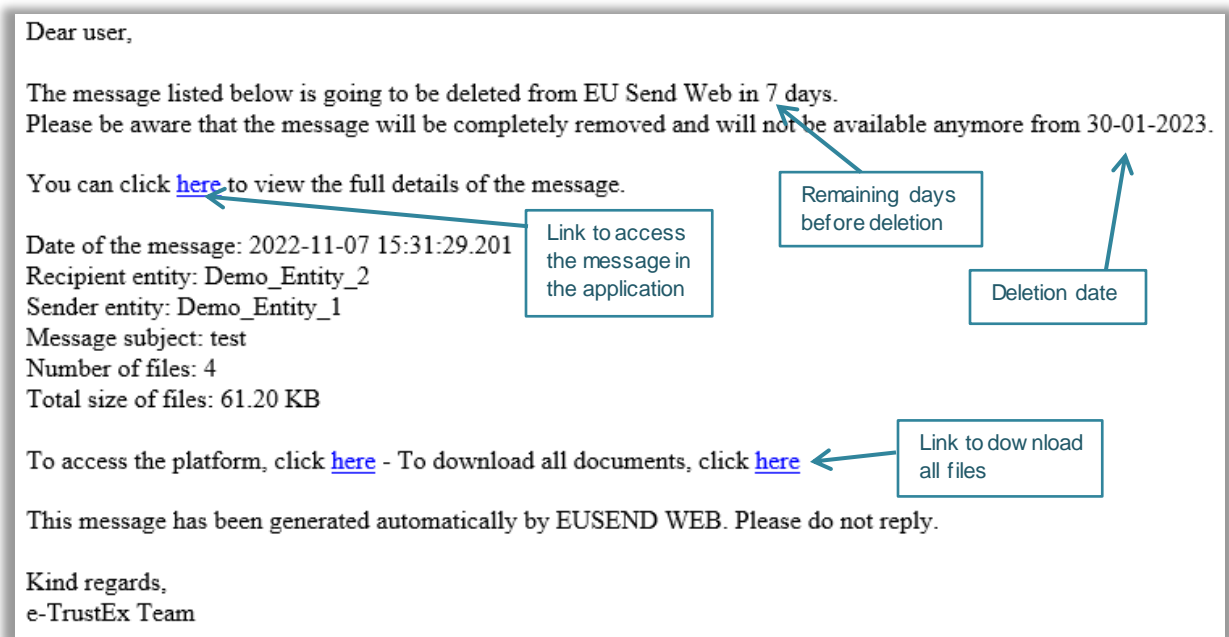
For example, when a message has been **Read** by the Recipient entity, the users of the Sender entity will receive a notification that indicates the message has been Read.



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

### 9.3 Retention Warning Notification

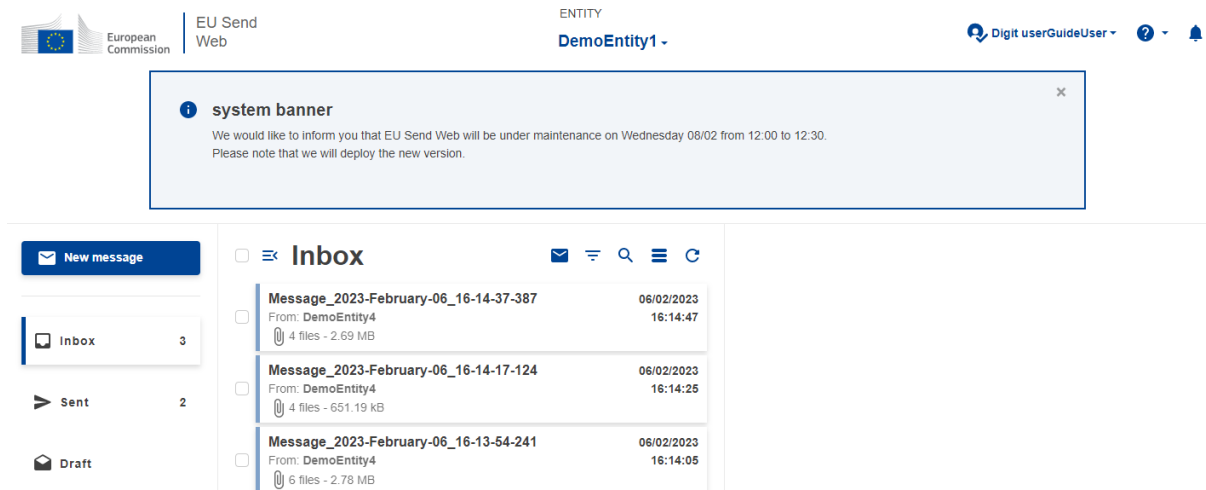
For users that are configured to receive retention policy warning notifications, a few days before a message is deleted due to the retention policy, a notification is sent.



The number of days before the deletion of messages to send the notification depends on the business configuration.

## 10. INFORMATION BANNER

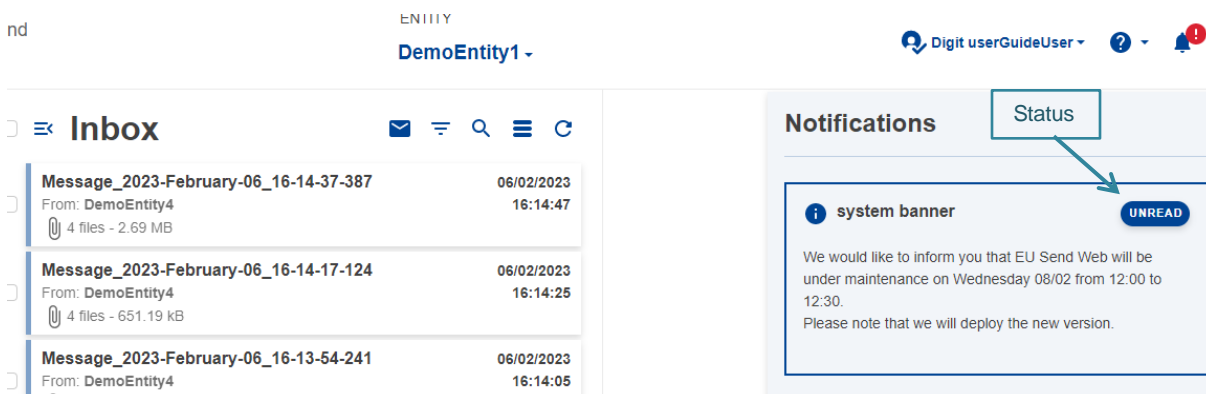
When there is an important message to be shared with the users, one or more banners might be displayed on the top of the application.



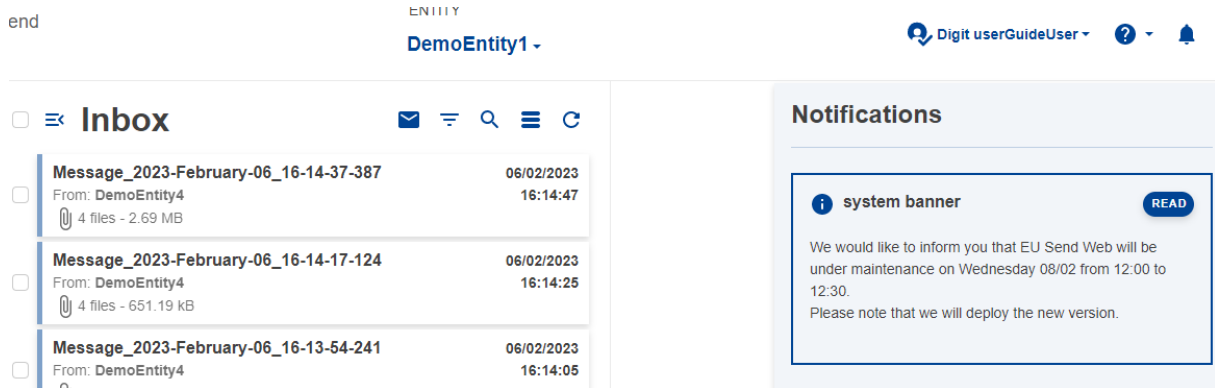
The banner will be displayed on every login while active.

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

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



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

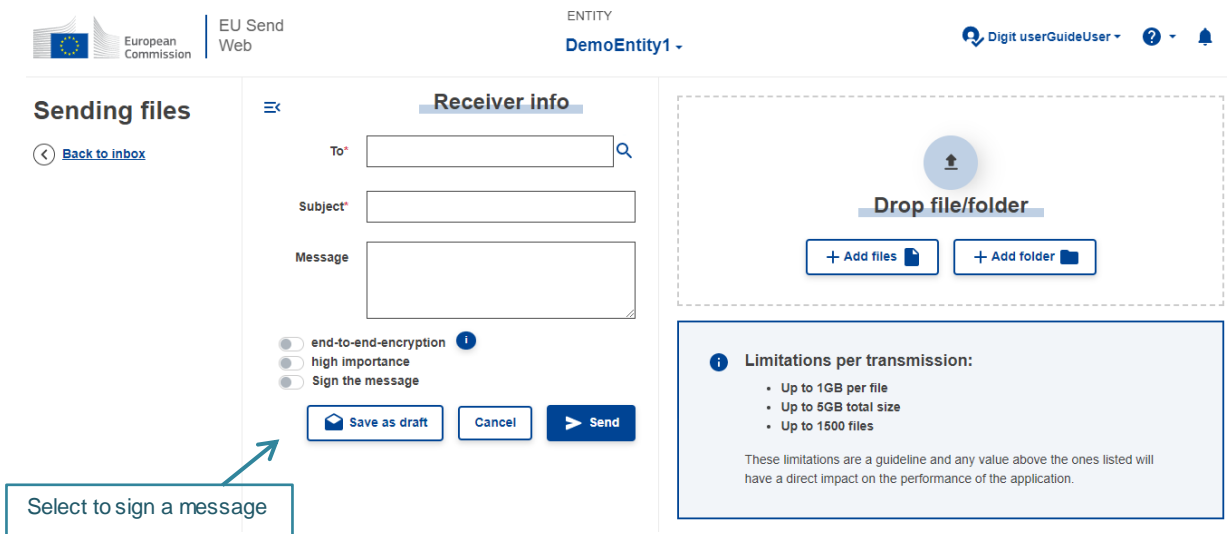


## 11. SIGNATURE

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

### 11.1 Sending with Signature

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



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

### Sending files

[Back to inbox](#)

#### Receiver info

To\*

Subject\*

Message

- end-to-end-encryption i
- high importance
- Sign the message

#### Certificate

Certificate

No file chosen

Certificate

Password\*

Click to select the certificate for the signature

After selecting the certificate add the password

#### Drop file/folder

#### Limitations per transmission:

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

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

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

#### Certificate

Certificate\*

TestConfidential\_2.p12

When the certificate is selected the name will be displayed

Certificate Password\*

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

Select the Identity to use for signature

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

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

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

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

EU Send Web | ENTITY DemoEntity1 -

New message

Inbox 3

Sent 2

Draft

**Sent**

11:15:11  
To: DemoEntity3, DemoEntity2, DemoEntity4  
Sent by: Digit automationUser  
3 files - 30.75 kB Signed

06/02/2023 16:08:06  
To: DemoEntity2, DemoEntity4, DemoEntity3  
Sent by: Digit automationUser1  
16 files - 3.25 MB

06/02/2023 16:07:38  
To: DemoEntity3, DemoEntity4, DemoEntity2  
Sent by: Digit automationUser1  
16 files - 3.25 MB

06/02/2023 16:07:13  
To: DemoEntity2, DemoEntity3, DemoEntity4  
Sent by: Digit automationUser1  
8 files - 2.82 MB

06/02/2023 16:06:49  
To: DemoEntity3, DemoEntity4, DemoEntity2  
Sent by: Digit automationUser1  
4 files - 651.19 kB

View: 5 items per page 1 - 5 out of 16 items

Message sent with signature

Please choose a message...

## 11.2 Receiving with Signature

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

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

EU Send Web | ENTITY DemoEntity2 -

Inbox 2

**Inbox**

11:15:11  
From: DemoEntity1  
3 files - 30.75 kB Signed

06/02/2023 16:08:06  
From: DemoEntity1  
16 files - 3.25 MB

06/02/2023 16:07:38  
From: DemoEntity1  
16 files - 3.25 MB

06/02/2023 16:07:13  
From: DemoEntity1  
8 files - 2.82 MB

06/02/2023 16:06:49  
From: DemoEntity1  
4 files - 651.19 kB

View: 5 items per page 1 - 5 out of 16 items

Message received with signature

Signed content verification

11:15:11 Signed

11:15:11  
Lorem Ipsum is simply dummy text of the printing and typesetting industry.  
From: DemoEntity1

**Message**

11:15:11  
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the [show more...](#)

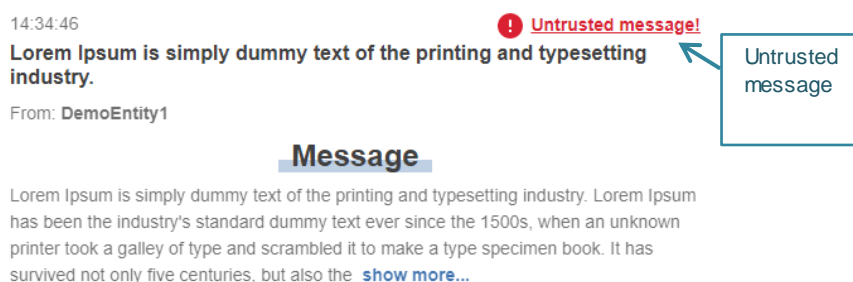
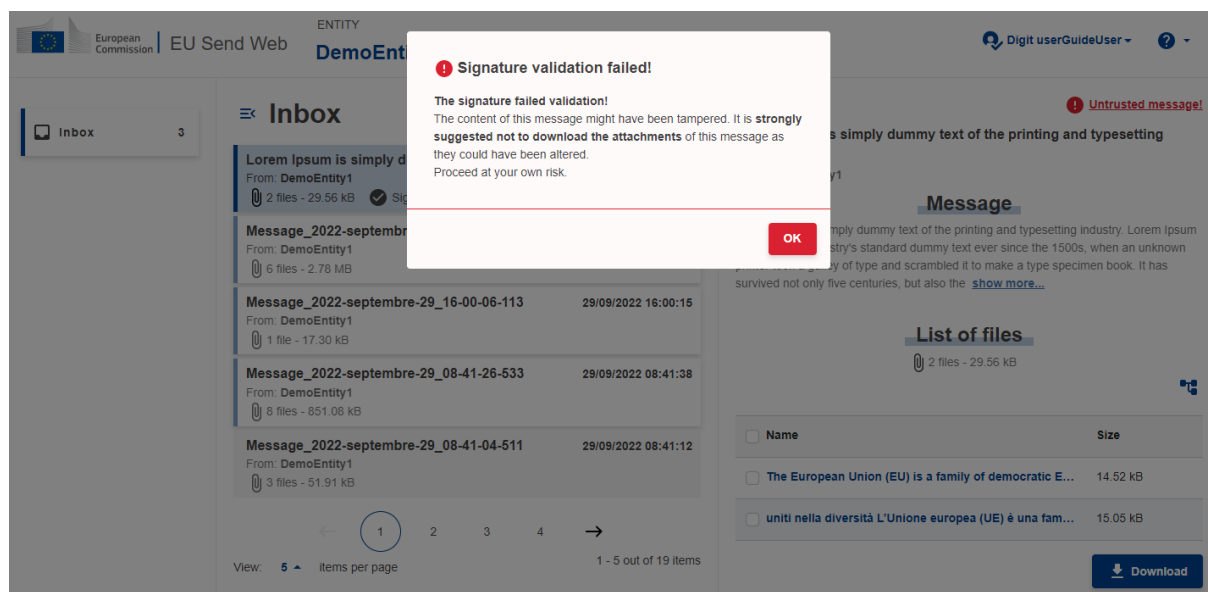
**List of files**

3 files - 30.75 kB

Name	Size
Text1.txt	28.33 kB
Text2.txt	16 Bytes
Text3.txt	2.41 kB

Download

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



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

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

## 12. ENCRYPTION

All files sent through EU Send Web are encrypted.

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

The application supports end-to-end encryption as an extra layer of security for entities. To be able to send a message with end-to-end encryption, the recipient entity needs to have a public key configured. When a message is sent with this type of encryption, the public key is used in the



encryption process, the Recipient will need to add the corresponding private key to be able to download the files and the decryption will be done client side. In that way the server does not have the information for decryption and the files will only be readable by the intended recipient.

## 12.1 Download Encrypted Files

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

The screenshot shows the EU Send Web interface. On the left is a navigation menu with 'Inbox' (15), 'Sent' (12), and 'Draft'. The main area displays an 'Inbox' with several encrypted messages. The selected message details show a 'Message' section with a 'List of files' section containing one file: 'Text1.txt' (28.33 kB). Below this is the 'Certificate' section, which includes a 'Certificate\*' field with a 'Select a certificate' button (labeled 'No file chosen') and a 'Certificate Password\*' field. A 'Load Identities' button is also present. A 'Download' button is at the bottom right. Callouts provide instructions: 'Click to select the private key of the entity' points to the 'Select a certificate' button, and 'After selecting the certificate, add the password' points to the 'Certificate Password\*' field.

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

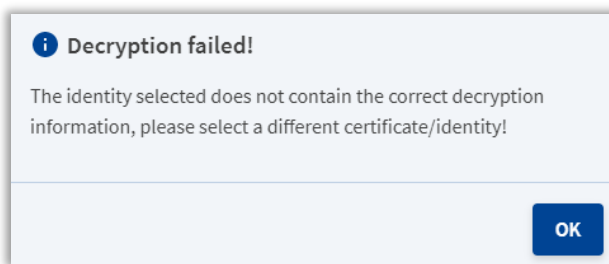
This detailed view of the 'Certificate' section shows the following elements:

- Certificate\*:** A dropdown menu showing 'TestConfidential\_2.p12'. A callout states: "When the certificate is selected the name will be displayed".
- Certificate Password\*:** A text input field containing masked characters (.....). A callout states: "After adding the password, the identities of the certificate are listed".
- Load Identities:** A button to refresh the identity list.
- Identity List Table:**

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

A callout 'Select the Identity to use for decryption' points to the selected identity 'gui2\_i1c2'.

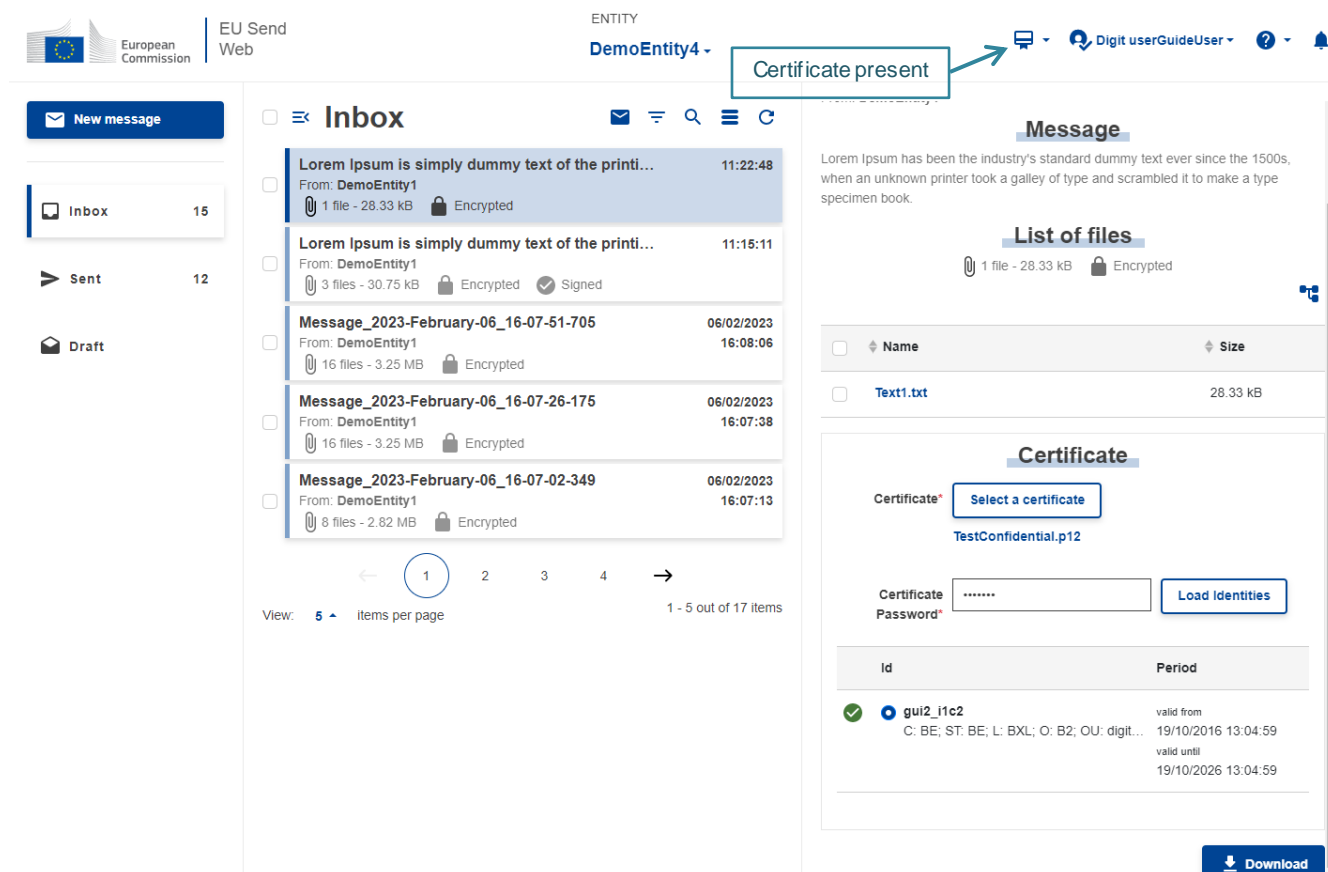
If the identity selected has the correct decryption information, the files will be decrypted and downloaded successfully, otherwise, an error message will be displayed.



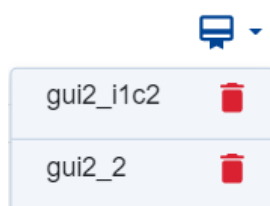
NOTE: when the user loads a certificate, the certificate remains selected and loaded while still in the same session. The user can select different messages and doesn't need to add the certificate again.

## 12.2 Remove Certificates

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




















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




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

### 13. APPLICATION ICONS

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

ICON		DESCRIPTION
		Search / Close search: Clicking on the search icon will open the search section where the user can search messages by subject or entity and set a date range. In new message section the user can search for a recipient entity.
		Refresh: This button will refresh the list of messages.
		Show unread messages / Show all messages: The user can filter the messages listed by unread.
		Expand subject list / Collapse subject list: If there are messages with a long subject the user can collapse the subject in the summary list. The subjects will be trimmed and displayed in one line making it easier for the user to go through the messages.
		Open filters / Close filters: Clicking on the icon will open the filters section. From that section he user can use the filters available.
		Collapse left menu / Expand left menu: The user can collapse and expand the left menu to gain space to display the messages.
		Help: From the help icon on the top right of the application the user has a link to the support email address and he/she can download the user guides.
		Information banner: The user can check the active banners that were closed at any time. If the bell icon has a red circle with an exclamation mark, it indicates that there are notifications that were not yet marked as read.
		Information: This icon indicates that there are extra information available for that feature. The user just needs to click on it to display the information.
		Tree view / List view: The list of files can be displayed in two different views: tree view and list view. The user can switch between them by clicking on the icon.

	<p><b>Certificate:</b></p> <p>If this icon is displayed on the top of the application, it means that a certificate was loaded for the session. The user can use the certificate to download encrypted messages and use it for signature, without the need to upload the certificate for every action. Clicking on the icon will display a dropdown with the list of the certificate identities and they can be removed at any time.</p>
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## 14. PAGINATION

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



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

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

## 15. CONTACT INFORMATION

### EU Send Service Desk

#### Standard Service:

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

#### Standby Service:

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