# 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?

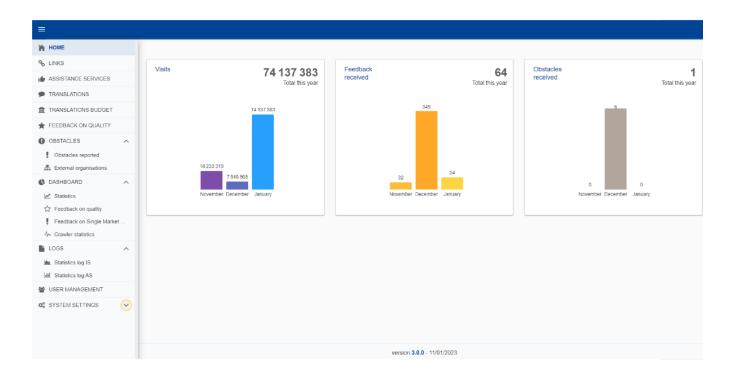
The internal market is one of the Union's most tangible achievements. By allowing people, goods, services and capital to move freely, it offers new opportunities for citizens and businesses. The Single Digital Gateway Regulation (Regulation (EU) 2018/1724) aims to make it easier for citizens to travel, 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
<ul> <li>EC officials responsible for the operational management of the single digital gateway system.</li> </ul>	<ul> <li>EC officials who manage EU wide information, procedures or assistance and problem solving services (e.g. Your Europe, Europe Direct).</li> </ul>	• EC Officials who have policy responsibilities but no operational role within the SDG.	<ul> <li>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.</li> </ul>	<ul> <li>National officials who are responsible for information, procedures or assistance and problem solving services (e.g. national ministries, agencies, Points of Single Contact, EURES).</li> </ul>	<ul> <li>National officials who have policy responsibilities but no operational role within the SDG.</li> </ul>

## 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)



## 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
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



Thank you for registering, you will receive an e-mail allowing you to complete the registration process.

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

### Your password into x Acceptance Authentication Service automated-notification ghomail.ec.europa.euro to me Acceptance Authentication Service automated-notification ghomail.ec.europa.euro to me Para User SDG, Your anail address is usersafg\$gemail.com. Your anail address is usersafg\$gemail.com. To create your password, follow the link below: Area anaximum 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 the same link: you will then need to reenter your username and confirm your request. He above link does not work, you can on opy the following address (make sure the complete address is to gold) and paste it into your browser's address bar: his/incas acceptance secure/application. He above link does not work, you can on opy the following address (make sure the complete address is copied) and paste it into your browser's address bar: his/incas acceptance secure/application. He above link does not work, you can on opy the following address (make sure the complete address is copied) and paste it into your browser's address bar: his/incas acceptance acceptance does. He above link does not work, you can on opy the following address (make sure the complete address is copied) and paste it into your browser's address bar: his/incas acceptance acceptance acceptance address is copied) and paste it into your browser's address bar: Sacceptance acceptance acceptance address is copied) and paste it into your browser's address bar: Sacceptance acceptance address is copied) and paste it into your browser's address bar: Sacceptance acceptance address is copied and paste it into your browser's address bar: basted of replying to this message, if you hav

....., .....,

Sent to you by ACCEPTANCE EU Login

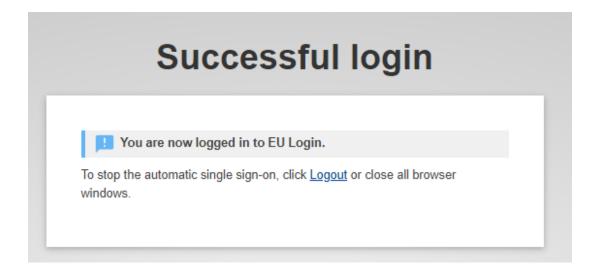
Keply Forward

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

	New password
! Plea	se choose your new password.
	n006j78l (External)
New passw	ord
I	
	Submit
	Submit
characters o	Submit cannot include your username and must contain at least 10 chosen from at least three of the following four character groups a permitted):
characters o (white space • Upper • Lower • Nume	cannot include your username and must contain at least 10 shosen from at least three of the following four character groups
characters o (white space • Upper • Lower • Nume • Speci	cannot include your username and must contain at least 10 chosen from at least three of the following four character groups e permitted): r Case: A to Z r Case: a to z sric: 0 to 9

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		CCAS? D English (en)
	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 State	ement Contact Hep	Powered by 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 re	equires you to	authenticate	
Sign	in to c	ontinue	9
Enter your	EU Login username	or e-mail address	
usersgd	5@gmail.com		
<u>Create an a</u>	<u>ccount</u>	Next y	
	Or		
t ⊕ s	ign in with your electi	ronic 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	SDG	
Phone number		
LOCATION		
Country	II France	
COMPETENT AUTHORITY		
Name *		
ROLES & PERMISSIONS		
Role	National Coordinator	
		K 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.



#### Congratulations, you now have access to SDG system!



#### 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 <a href="https://www.sdgacceptance.eu/">https://www.sdgacceptance.eu/</a>.

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 your e-mail address
Next
Create an account Or
Or use the eID of your country 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:		
Organization request created(cannot unsubscribe)	<ul> <li>Instantly</li> <li>Daily digest</li> </ul>	

## 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, the SDG Dashboard, API etc.): GROW SINGLE DIGITAL GATEWAY <GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu>

Your Europe 1st level support (bugs, clarifications and user guidance queries on Your Europe, notified national links etc.) : YOUR EUROPE SUPPORT your-europe@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

- Introduction
- <sup>O</sup> 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?

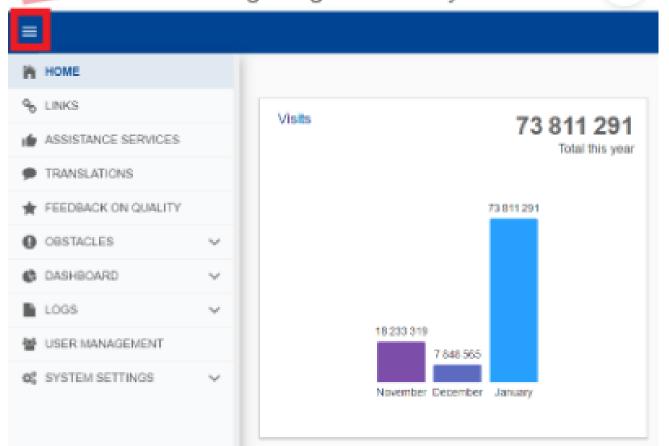
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



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

Commission Single Digital Gateway

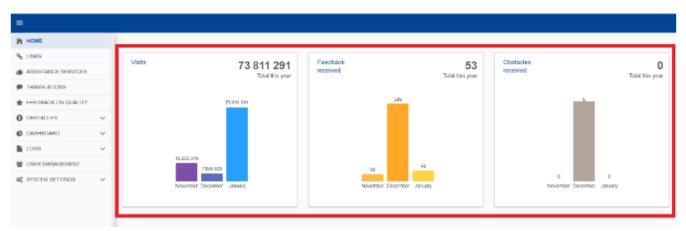
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iii		
90	Visits	72 044 204
1 der		73 811 291 Total this year
•		
*		73 8 11 291
0		
¢		
		18 233 319

22 C	
- CE	7 848 565
Q <sub>0</sub> °	
-	November December January

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.



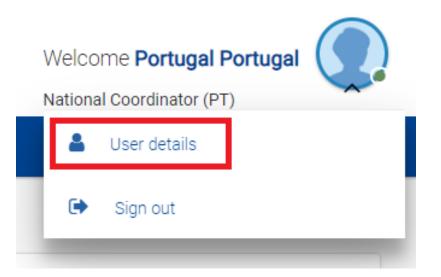
In the top right corner you can also click on the user picture and that will expand an additional menu.

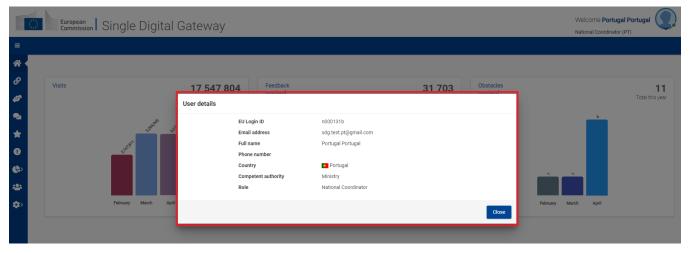


#### Here you can check your User details and Sign out.

	European Commission Single Digital Gateway	Welcome Portugal Portugal
=		🛎 User details
*		🗭 Sign out
G	Visits 17 EA7 ONA Feedback 21 702 Obstacles	11

Clicking on User details will show you your user details.





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).

Welcome <b>Portugal Portugal</b>	
National Coordinator (PT)	~
💄 User details	
🕞 Sign out	

EU Login One account, many Euserviso	Where is ECAS? English (en)
Logout	
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 m	is European Commission

# **User Management**

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

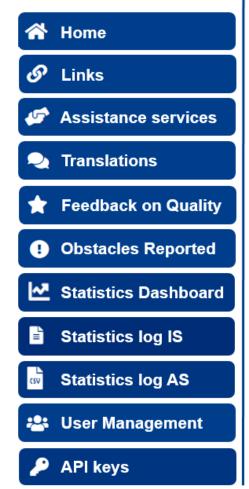
## **Roles & Rights**





National coordinator

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

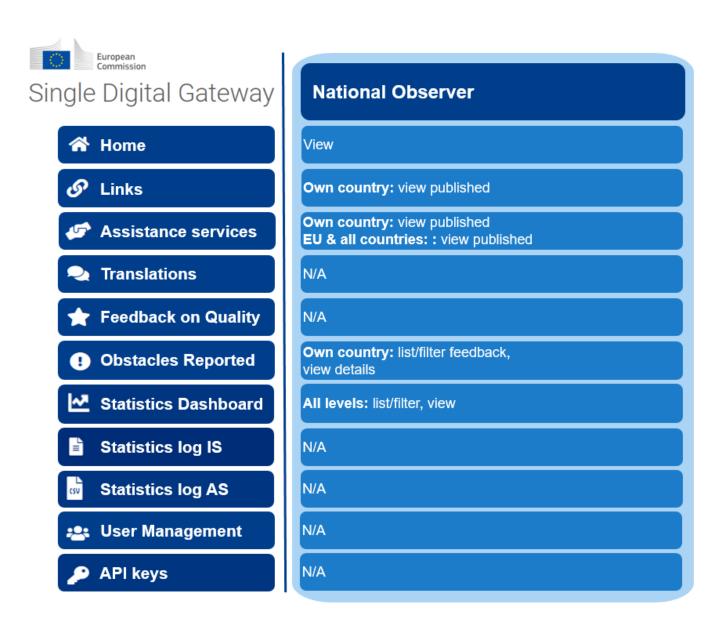
All levels: list/filter, view

**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 :

CACCE Exhaption Si	ingle Digital Gateway					Application Manager
Home	User management					+ Invite user
ASSISTANCE SERVICES	Registered users					
TRANSLATIONS						
TRANSLATIONS BUDGET	Member state Filter by member states	Filter by nat	10	Email Filter by email	Role 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 competent authority	Clear filters	
🚯 STATISTICS 🗸 🗸	Hide fillers					
USER MANAGEMENT						
0° SYSTEM SETTINGS V	169 items found					Ł 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 💽 🥖
	n000144c 📲 Malta	Coordinator National	asidogb2+nc01@protonmail.ch	National Coordinator	2022-10-07 10:48:10	Active 💽 🥖
	n00017x0 🚟 Greece	Christos Yiakoumettis	ch.yiakoumettis@mindigital.gr	National Service Provider	2022-10-05 14:20:26	Active 💽 🥖
	rodriti EU	Tiago Miguel RODRIGUE	VIEIRA Tiago-Miguel.RODRIGUES-VIEIRA@ex	t.ec.europa.eu Application Manager	2022-10-04 10:10:10	Active 🔹 🖋
	n0005e29 France	stéphane COLLE	stephane colle@dila.gouv.fr	National Service Provider	2022-10-03 14:19:15	Active 🔹 🧨
	dambeol EU	Olimpia-Maria DAMBEAN	Olimpia-Maria.DAMBEAN@ext.ec.europ	pa.eu Application Manager	2022-09-15 10:38:22	Active 🔍 🧨
	n000137e 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 🖸 🤌
	n0001371	National Service Provider	projopsdg+nsp01@proton.me	National Service Provider	2022-09-01 17:27:08	Active 🖸 🤌
			N ( 1 2 3	4 5 <b>F</b> M 10 V		

#### 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).

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			
Filter by status	Filter by EU Login ID	Filter by competent	authority	Clear filters	
de filters					
59 items found					▲ Export to
Login ID ¢ Member state ¢	Name o	Email 0	Role ¢	Last update 🖕	Status 🕈 ACT
9 Items found Login ID 0 Member state 0 04leh EU	Name s s xt*+obje	and the second	Role 5 EU Senice Provider	Last update	Status 🕈 ACT
Login ID ¢ Member state ¢					Status  ACT Active O
Augin ID ¢ Member state ¢ Alleh EU D144c ¢ Malta	and the day	eg veldet aufgeben f anderstaan (anderstaan de seine staat) anderstaan (anderstaan de seine staat)	EU Service Provider	2022-10-13 12:54:31	Status e ACT Active C
Login ID ¢ Member state ¢ 04leh EU 014ec 4 Maita	a na tradica Harden autoritana Chalanan Haranata	an a	EU Service Provider National Coordinator	2022-10-13 12:54:31 2022-10-07 10:48:10	Active O

#### Filters

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

User management				+ Invite user
Registered users				
Name Filter by name	Email	Role Filter by role	Status Filter by status	
EU Login ID Filter by EU Login ID	Competent authority name Filter 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 files	

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

User management	t				+ Invite use
Registered users	Linvited users				
Email Filter by email Hide filters		Role Filter by role	Status Filter by status	Clear filters	

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 us
Registered users			
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	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 use
Registered users			
Name Filter by name	Email Filter by email	Role Filter by role	Status Filter by status
EU Login ID Filter by EU Login ID Hide filters	Competent authority name Filter by competent authority	Clear 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.

4	Europea Commiss	sion Singl	e Digital	Gateway			Welcome <b>Us</b> National Coordi	
= H	lome > User mar	nagement						
<b>*</b> 8		nagement						+ invite user
47 10 10	Search		Invited users	Q Search				
	2 items found							
•	EU Login ID 🕴	Member state 9	Name •	Email •	Role #	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	
				н к	1 F H 5 V			

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

Jser information Ro	les and permissions				
EGISTRATION DATA					
	Sta	tus Act	ive		
	EU Logir	ID <b>n00</b>	0014a2		
	En	nail use	ersdg5@gmail.co	om	
	First na	me Use	۶r		
	Last na	me SDO	3		
	Phone num	ber			
LOCATION					
	Cour	itry	France		
COMPETENT AUTHORITY					
	Na	me My	company		
View user					
User information	Roles and permiss	ions			
			Role	National C	oordinator

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

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 Filter by member states	Name Filter by name		Email Filter by email	Role Filter by role	
Status Filter by status Hide filters	EU Login ID Filter by EU Login ID		Competent authority name Filter by competent authority	Clear 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 permis	sions
REGISTRATION DATA		
	EU Login ID	n00014a2
	Email	usersdg5@gmail.com
	First name	User
	Last name	SDG
	Phone number	
LOCATION		
	Country *	France 🕲 🗢
COMPETENT AUTHORITY		
	Name *	My company
		< Cancel < Save

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 * National 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 Status	Filter by name EU Login ID		Filter by email Competent authority name	Filter by role	
Filter by status	Filter by EU Login ID		Filter by competent authority	Clear filters	
Hide filters					
169 items found					LEXPORT to CSV
EU Login ID 🗢 Member state 🗢	Name 🗢	Email 🗢	Role 🗢	Last update 👻	Status 🗢 ACTIONS
n0005d96 Nomania	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	o 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
		▶ ¥ 5 ∨	
			5 items selected Show selected
			✓ Cancel ✓ 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 want to save this user?		
c	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 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 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	France	User SDG	usersdg5@gmail.com	National Coordinator	2021-03-10 14:31:24	Inactive O 🛍
--	----------	--------	----------	--------------------	----------------------	------------------------	--------------

### 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
Registered users	5				
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	
lide filters					
9 items found					🛓 Export to CS
Login ID 🗢 Member state 🗢	Name 🖨	Email 🗢	Role 🖨	Last update 🚽	Status 🗢 ACTI
005d96 Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active O

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	\$	
	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.

You can click on <b>Delegate</b> to save the delegation and <b>Cancel</b> to cancel the action.	

Delegate Coordinator Role	
USER INFORMATION	
Name	Ro Ro
Email	stig lestloc. rep@gmail.com
Role	National Service Provider
DELEGATION	
Start date *	14/06/2022
End date *	14/07/2022
	< Cancel Delegate

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

View user										
User information	Roles and permissions									
	Role	e National Service Provider								
	Delegatio	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 > H 10 ~										
				< Back						

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 ¢	ŧ
	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						
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	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 Nomania	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

Insert Draw				Dete	Devices	Marrie											4.01	nare 📿	0
n New Database Duery	Refresh All	Connection Properties	s	1	pograph	y	Ž↓ ZA AZ Sort	Filter 🔓 A	lear sapply dvanced	Text to Fi Columns F	ash Remov	e Data es Validation	Consolidate	What-If Analysis	Group	v 🙋 🛛 v Ungroup	Subtotal -	Show Deta	all I
Jpda keep u	-to-date with	security up	dates, fixe	is, and imp	provemente	choose Ch	leck for Upp	ates.										Check f	or Update
* ^ * *		D	E	F	G	н	1	J.	К	L	м	N	0	Ρ	Q	R	s	т	U
								~ ~											
								ত্র (	£ 2	<u> </u>									
		pda keep up-to-date with																	

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.

●●● AutoSave ● 💷 合 つ ヾ び 🖬 🛃 =				۵ ۵
Home Insert Draw Page Layout Formulas Data	Review View		23	Share 🛛 💭 Comment
From New Database Refresh & Edit Units	Text Import Wizard - Step 1 of 3	What-If Group	v 🙋 v 🟥 Ungroup Subtotal	·극 Show Detail
Office Update To keep up-to-date with security updates, fixes, and i	The Text Wizard has determined that your data is Delimited.	Anarysis		Check for Update
1 $(1 \times \sqrt{f_x})$	If this is correct, choose Next, or choose the Data Type that best describes your data.			Check for Opdat
	O Delimited - Characters such as commas or tabs separate each field.			
A B C D E F	Fixed width - Fields are aligned in columns with spaces between each field.	P Q	R S	T U
	Start import at row: 1 C File origin: Unicode (UTF-8)			
	-			
	Preview of selected data:			
	Preview of file /Users/aaronhu/Des/all_people_All_Peopleexport_Mar-24-2020.csv.			
	1 Person Id,Full Name,First Name,Last Name,Email Addresses,Primary Email,Last Email,Location,Industry,Sourc			
	Cancel < Back Next > Finish			
b Sheet1 +				
P UNIVE T				

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

🖲 🖲 🗧 AutoSave මහා 🏫 🕤 🗸 ඒ 🖬 🛃 🖅 🖛		
Home Insert Draw Page Layout Formulas Data	Review View	순 Share 🖓 Comments
From New Database HTML Text Query	Text Import Wizard - Step 2 of 3	What-Iff         Oroup         Ungroup         Show Detail           What-Iff         Oroup         Ungroup         Subtotal
Office Update To keep up-to-date with security updates, fixes, and	This screen lets you set the delimiters your data contains.	Check for Updates
	Delimiters	Crieck to optiales
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $	Tab         Test consecutive delimiters as one           Serricolon         Test qualifier:           Sector         Sector           Other:	P Q R S T U
	Preview of selected data:	
9		
11 22 33 44 56	Prom. 12 Juli Bane Prof. Ram Last Bane Doci Addresses. Prime	
8	Cancel < Back Next > Finish	
s Sheet1 +	⊖ ⊕ Σ3 ঢ়	
Ready		III III

6. Finally, click Finish.

7. Remember to Save your document!

# Links

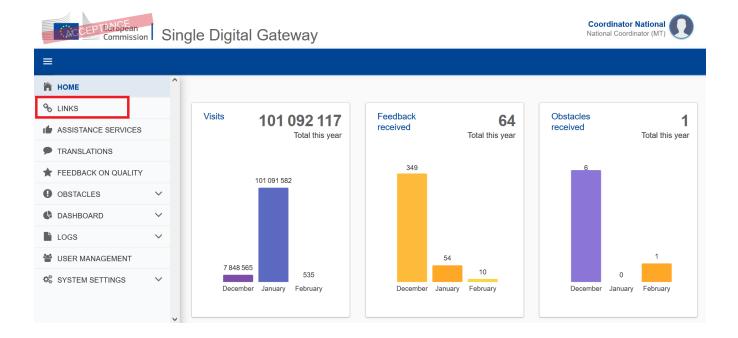
- Links
  - O Introduction
  - How to access the Links module?
  - <sup>O</sup> How to navigate on Links module?
    - Filters
  - O How to Manage Links?
    - What can I do in the list view?
      - Draft (you can see all links for your country in this status)
      - Review (you can see all links that 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?
    - What options do I have available when adding a Web folder?
    - What options do I have available when adding a Web page?
    - URL type, Web folder or 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?
  - <sup>O</sup> Links and Links Metadata History
  - <sup>O</sup> 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 facility 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	Sin	gle Digital Gateway					Coordinator National
🐂 номе	^	Manage your Links					+ Add Link 🛓 Export Links 🛓 Import Links
% LINKS							
ASSISTANCE SERVICES		% Registered links					
TRANSLATIONS		Search		Q Search			
FEEDBACK ON QUALITY		Show advanced filters					
O OBSTACLES V		L					
🕼 DASHBOARD 🗸 🗸		225 items found					
LOGS 🗸		URL ¢	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
USER MANAGEMENT		https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	ବ୍ 🥒 ⊃ 🔒
Ø <sup>®</sup> SYSTEM SETTINGS ∨		https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	Q / D 😫
		https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	Q 🖉 🗑
		https://co.21.org	MELINTE Sorin		Published	2023-02-24 12:52:42	o 🖍 🏷 🕫
		https://test.mt.nsp	National Service Provider	Information	Draft	2023-02-23 17:25:47	1 Q 🖋 🔒
				H 4 1	2 3 <b>) )</b> 5 <b>v</b>		

## 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).

Manage your Links				+ Add Link 🕹 Export Links 🛃 Import Links
S Registered links				
Search	Q Search			
Show advanced filters				
1 items found				
URL \$	Туре	Status 🗢	Last update 🜩	ACTIONS
https://en.wikipedia.org/wiki/Portugal costdia	Information	Published	2021-03-30 12:40 12	Q 🖋 🗅 💼
	н	4 1 ▷ ▷ 20 ∨		

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

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

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

Manage your Links			+ Add Link Import Links
Registered links			
Search	Q Search		
Owner	Url 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 🗢	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
	https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 08:07:09	± @ / 🖻
lf the	link is in <b>Draft</b> statu	ıs, you can:				
1	Publish					
Q	View details					
<b>A</b>	Edit					
Ŵ	Delete					
URL		on see all links that	are in this status for your c			ACTIONS
	s://www.tourism.mt	Service Provider National	Information	Status -	Last update \$ 2023-03-01 08:13:27	± x Q ≠ ≘
×	link is in <b>Review</b> sta <b>Reject</b>	atus, you can do all th	ne above and:			
	Published (you	ı can see all links th	nat are in this status for you	ır country)		
	RL 🗢	Owner 🗢	Туре	Status 🗢	Last update \$	ACTIONS
ht	tps://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	Q 🖌 🗅 🔋
c	link is in <i>Published</i> s Send back to correc		the above except <b>Publish</b> and	d <b>Review</b> , but y	rou will be able to:	
Wha	t exactly each A	ction 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:

Mana	age your Links					+ Add Link 🛓 Export Links 🛓 Import Links					
% Re	% Registered links										
Sear	Search Q Search										
Showa	Show advanced filters										
225 item	225 Items found										
	URL 🗢	Owner 🗢	Туре		Last update 🗢	ACTIONS					
	https://www.education.mt/university	National Service Provider	Publish link	×	2023-03-01 08:30:24	土 × Q 🖌 🖻					
	https://www.tourism.mt	Service Provider National	Are you sure you want to submit the link : https://www.education.r	mt/university for Publication ?	2023-03-01 08:17:12	B C N D					
	https://www.visitmaita.mt	National Service Provider		Cancel OK	2023-02-28 14:11:45	8 C N Ø					
	https://testnsp.mt	National Service Provider			2023-02-27 22:12:58	Q / D 🔋					
	https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	e 🖌 D 🔋					
	N 4 1 2 3 N 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.



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

URL:*	https://www.transport.gov.mt/aviation/aircraft-flight-standards/commerciak-air-transport-cat-2282	
Title : *	Aircraft & Flight Standards	
Description :	Commercial Air Transport (CAT) information and guidance on Air operator Certificates	1,
Туре:*	Information O Procedure O Choose a type	
National Locations :	Choose a location	
Url Type : *	Web page e	
Web page language : *	English	
Parent link :	Choose a link	
Should SDG Dashboard title/description be displayed on search results page? :		
Status :	Published	
Owner :*	INACTIVE n0037dxs	
Last update :	Wed Aug 09 2022 09:48:15 GMT+0200 (Central European Summer Time)	
	Select mandatory categories Is expanded 🕖	
Mandatory Classifications : *	Annex 1 of SDG Regulation     Annex 2 of SDG Regulation	
	x Cancel 🗸 Sa	ve

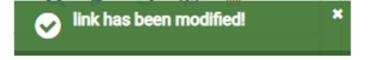
You can edit links in any status (**Draft, Review,** and **Published**). And a National Coordinator you are able to update the **Owner** of the Link even if the link was not created by you.

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

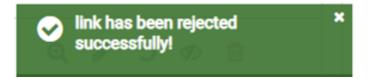
The reject option is only available when the link is in the status *Review*, and allows you to reject the link proposed by another user.

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.

Regi	stered links				_						
arch				<b>Q</b> Searc	h						
w adv	anced filters	-	Reject Link				×				
ems f	found		,								
ι	URL \$	Ow	Are you sure you want to Reject the	ink : https:/	www.education.mt/university?					ACT	IONS
r	https://www.education.mt/university	Nati		Reason *	Missing information		) 24	± 💽	e (	<u>م</u>	e 🔒
ł	https://www.tourism.mt	Ser					X Cancel X Save	Q,	•	D I	1
r	nttps://www.visitmalta.mt	Nati		_	_		J5	Q ,		D I	Ì
r	nttps://testnsp.mt	Natio	nal Service Provider	Informat	on	Published	2023-02-27 22:12:58	Q ,		D I	Ì
ŀ	https://en.wikipedia.org/wiki/Malta#Tourism	Natio	nal Service Provider	Informat	on	Published	2023-02-24 14:27:33	Q,	, ,	5 1	า

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.

# **Send back to correction**

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.

Man	age your Links		+ Add Link & Export Links & Import Links							
% R	egistered links									
Sea	rch	Q Search								
Show	advanced filters	Send back for correction ×								
225 iter	ns found	Send back for correction X								
	URL \$	Own Are you sure you want to send back the link : https://www.tourism.mt for correction ?	ACTIONS							
	https://www.education.mt/university	Natic Reason* Missing information 24	1. × Q 🖋 🔒							
	https://www.tourism.mt	Serv 12	Q 🖌 🖸							
	https://www.visitmalta.mt	National Astronomy Astrono	Q 🖋 🗅 🖻							
	https://testnsp.mt	National Service Provider Information Published 2023-02-27 22:12:58	Q 🖋 🗅 🖻							
	https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider Information Published 2023-02-24 14 27:33	Q / D 💼							
	K ( 1 2 3 ) N 5 V									

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.

Ink has been sent back for correction!	×
---	---

# 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.

Mana	age your Links					+ Add Link 🕹 Export Links 🛓 Import Links
<b>%</b> R€	gistered links					
Sear			Q Search			
Show a	dvanced filters					
225 item	s found		Delete link	×		
	URL \$	Owner 🗢			Last update 🗢	ACTIONS
	https://www.education.mt/university	National Service Provider	Are you sure you want to Delete link : https://www.tourism.mt ?		2023-03-01 08:30:24	1 × Q 🖋 🗎
	https://www.tourism.mt	Service Provider National		Cancel OK	2023-03-01 08:17:12	B C 💊 Ø
	https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	Q / D B
	https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	Q / D 🛍
	https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	0 / D 🖻
			K 4 1 2 3 🕨 M	5 🗸		

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.

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.

Manage your l	inks			📥 Export Metadata Links
Link Information	Link Metadata	Link History		
				1 / 8
			Title :	Travel
			URL :	https://visitmaila.mt
			Description :	NA
			Type :	Information
			Url Type :	Web page
			National locations :	NA
				documents required of Union citizens, their family members who are not Union citizens, minors traveiling alone and non-Union citizens when traveiling across borders within the Union (ID cart, visa, passport); cart, visa, passport);
			Status :	Draft
			Owner :	National Coordinator
			Last update :	Wed Mar 01 2023 08:58:47 GMT+0100 (Central European Standard Time)
				< 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**:

Manage your l	_inks			📥 Export Metadata Links
Link Information	Link Metadata	Link History		
				8 C 💊
			Title :	Travel
			URL :	https://www.tourism.mt
			Description :	Tourism MT
			Type :	Information
			Url Type :	Web page
			National locations :	NA
			Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport); rights and obligations of traveliers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements;
			Status :	Published
			Owner :	Service Provider National
			Last update :	Wed Mar 01 2023 08:17:12 GMT+0100 (Central European Standard Time)
				< Back

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

Manage your l	inks				📥 Export M	etadata Links
Link Information	Link Metadata	Link History				
					± ×	/ 0
			Title :	Education		
			URL :	https://www.education.mt/university		
			Description :	Universities and education		
			Туре :	Information		
			Url Type :	Web page		
			National locations :	N/A		
			Categories :	seeking employment in another Member State ; volunteering in another Member State ; traineeships in another Member State ;		
			Status :	Review		
			Owner :	National Service Provider		
			Last update :	Wed Mar 01 2023 08:30:24 GMT+0100 (Central European Standard Time)		
				< 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 details:	
Manage your Metadata Links	
Metadata Link Information	
Title :	Travel
URL :	https://visitmaita.mt
Description :	NA
Type :	Information
National locations :	NA
Notification Type :	MANUAL
Owner :	National Coordinator
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
Web page language :	en
L	< Back
	_
You also have the possibility to <b>Edit</b> the what metadata is.	e metadata or <b>Delete</b> , 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.

Metadata Link Information					
Title :	Travel				
URL :	https://visitmaita.mt				
Description :					
Туре :	Information Select content type				
National Locations :	Choose a location				
Notification Type : MANUAL					
Owner :	National Coordinator	×			
Web page language :	English	×			
	Select mandatory categories	s expanded			
Mandatory Classifications	Annex 1 of SDG Regulation     Annex 2 of SDG Regulation				
	د	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 select all button or select only a few items for which the actions available will be shown.

Mana	age your Links					+ Add Link 🛓 Export Links 🛓 Import Lin	
% R	egistered links						
Sear	ch		Q Search				
Show	advanced filters						
25 iten	as found						
	URL \$	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS	
	https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 12:21:29	1 Q 🖋 🖻	
	https://www.education.mt/university	National Service Provider	Information	Review	2023-03-01 08:30:24	土 🗙 Q 🖋 🗎	
•	https://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	Q 🖋 D 💼	
	https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	Q 🖋 D 🔒	
~	https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	ର୍ 🌶 ว 💼	
			K ( 1	2 3 <b>H</b> 5 <b>V</b>			
😰 Select all 🏦 Publish selected items (0) 🗶 Send back for correction selected items (2) 🗅 Reject selected items (0) 🗑 Delete selected items (2) 🗶 Clear selection							

Notice that in the provided example you can only **Delete selected items, Send them back for correction** or **Clear selection** because all links selected are already **Published**.

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

Select all	2 Publish selected items (1)	Send back for correction selected items (2)	D Reject selected items (1)	Delete selected items (3)	× Clear selection

# How to export Links?

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

Mana	age your Links					+ Add Link 🛓 Export Links 🛓	Import Lin
% R	egistered links						
Sear	ch		Q Search				
Show	advanced filters						
25 iten	ns found						
	URL 🗢	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS	
	https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 12:21:29	ᆂ Q 🖋 💼	
	https://www.education.mt/university	National Service Provider	Information	Review	2023-03-01 08:30:24	土 🗙 🍳 🌶 🔒	
	https://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	Q 🖋 🖱 🗃	
	https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	ବ୍ 🎤 🖱 🔒	
	https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	Q / D 💼	
				2 3 • • • 5 •			

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

Url	title	description	country	categori	location	user	type	URL type	status	last update date
https://cfr.gov.mt/en/eServices/Pages/MOSS.aspx	Services		Malta	A1	MT01103	National Coord	Information	Web page	Draft	2021-09-03 11:30:46.225
https://www.tourism.mt	Travel	Tourism MT	Malta	A1;A2		Service Provid	Information	Web page	Published	2023-03-01 08:17:12.929
https://www.eac.com.cy/EL/RegulatedActivities/Distribution/Electri	Regulated activities	Activities	Malta	A4	MT01214	Coordinator N	Procedure	Web page	Draft	2022-01-14 09:26:27.398
https://NH.NeH.com	Education		Malta	E2	MT01214	Coordinator N	Information	Web Folde	Draft	2022-02-23 12:43:36.706
https://identitymalta.com/birth/	Residence procedure	Description	Malta	D1;D2;D4	MT	Coordinator N	Information;	Web page	Published	2022-03-08 17:57:04.867

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

Mana	ge your Links						Ł 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>		
	H 4 1 > H 20 V								
			< Bac	k					

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

	Α	В	С	D	E	F	G	Н	I.	J	К
1	Url	title	description	country	location	user	type	category	language	notificatio	last update date
2	https://www.tourism.mt	Travel	Tourism MT	Malta		Service Provider National	Information	A1;A2	en	MANUAL	2023-03-01 08:13:27.594

# 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 🛓 Export Links	1 Import Links
% Registered links			
Search	Q. Starch		
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	🛓 Export Links	1 Import Links
% Registered links				
Search	Q Search			
Show advanced filters				
Manage your Links				
Add new link				
URL:*				
Title : *				
Description :				
Should SDG Dashboard title/description be displayed on search results page? :				le
Uri Type : *				٠
		ж	Cancel 🗸 Save	Submit for review

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;

**Should SDG Dashboard title/description be displayed on search results page? :** Whether to use the title and description information provided in the form or opt for the HTML information retrieved through the crawler functionality.

**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;

### 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:

#### Manage your Links

Add new link	
Title : *	
URL:*	
Description :	
National Locations :	Choose a location
Uri Type : *	Web folder
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler) :	
Excluded paths :	
Ignore parameters :	
	🗴 Cancel 🖌 Save ᆂ Publish

**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.

The next two fields are displayed only if one of the above options are checked:

**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:

Manage your Links	
Add new link	
Title : *	
URL:*	
Description :	
Type : *	Choose a type
National Locations :	Choose a location
Uri Type : *	Web page
Web page language : *	Choose a language
Parent link :	Choose a link
+ All Classifications	
	Select mandatory classifications Is expanded
Mandatory Classifications :*	Annex 1 of SDG Regulation     Annex 2 of SDG Regulation
	🗴 Cancel 🗸 Save 🕹 Publish

**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 );

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.

**Mandatory Classifications:** Select the desired thematic category or categories appropriate for the link. You can select **only the lowest level of categories**, like the codes containing the letter of the category and the number of the area. 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.

Is important to mention that in the case of creating/updating a Web Folder, the 'Type', 'Mandatory Classifications' and 'National locations' fields are not required due to the fact that this information it is retrieved from the child metadata links and displayed only in view mode.



You can click on the 👽 sign to expand single items:

	Select mandatory classifications	Is expanded
Mandatory Classifications : *	<ul> <li>Annex 1 of SDG Regulation</li> <li>Citizens</li> <li>Businesses</li> <li>Annex 2 of SDG Regulation</li> </ul>	

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

Select mandatory classifications	Is expanded
Annex 1 of SDG Regulation	
- O Citizens	
A - Travel within the Union	
A1 - documents required of Union citizens, their family members who are not Union citizens, minors trav	elling 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 Uni	on
A5 - voice calling and sending and receiving electronic messages and electronic data within the Union	
<ul> <li>B - Work and retirement within the Union</li> </ul>	
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.

### 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:

import-xml.xml	import-xlsm.xlsm	import-xlsx.xlsx	import_csv.csv

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 🛓 Export Links 🛓 Import Links
% Registered 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:

Choose      A Hydroid      Y Cancel      Just drag and drop files here	Import your Links	
	+ Choose & Upload × Cancel	

You can either drag and drop the file:

Single Digital Gateway × +			- 0 ×		
← → C ☆ 🌢 webgate.acceptance.ec.europa.eu/youreurope/sdg/#/screen/links/import	Image: Provide the second				
Apps	← → • ↑ 🖡 «	Downl > links v U P Se	arch links		
European Single Digital Gateway	> 📌 Quick access	Name	Date modified		
		sv-import.csv	29/03/2021 12:16		
Home → Links	> 🤰 This PC	excel-import (1).xlsm	29/03/2021 12:16		
A Import your Links	> 🔮 Network	🖹 xml-import.xml	29/03/2021 12:16		
* Choose (A lighted) * Cannel       *       *       *       *       *       *       *	3 items   1 item select	c ted 1.19 KB	> 		

Or choose a file from the directory:

Single Digital Gateway × +					
$\leftarrow$ $\rightarrow$ C $\triangle$ $(a)$ webgate.acceptance.ec.europa.eu	ı/youreurope/sdg	/#/screen/links/import			
	🧿 Open			>	<
	$\leftarrow \rightarrow \cdot \uparrow$	📜 « Downloads > links	<ul><li>v</li></ul>	O Search links	
European Commission Single Digital Gatev	Organize 🔹	New folder		iii • 🔟 🕐	
Home > Links	📌 Quick acces	Name		Date modified	
Import your Links		csv-import.csv		29/03/2021 12:16	
Ø	🧢 This PC	excel-import (1).xlsm		29/03/2021 12:16	
+ Choose ▲ Upload × Cancel	🗳 Network	🖹 xml-import.xml		29/03/2021 12:16	
csv-import.csv 1.22 KB	1				
ê					
0					
23					
<b>a</b> >		<		_	
•	-	(		-	>
		File name: csv-import.csv	~ Ci	ustom Files (*.csv;*.xml;*.xlsx;* ~	
				Open Cancel	

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

mport 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.

# + Choose 🔹 Upload 🗙 Cancel

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*):

Mana	age your Links						+ Add Link 🛓	Export Lin	ks 🛃 Import Links
% R	egistered links								
Sear	rch			Q Search					
Owne	er ordinator National	×	Uri type Select uri type		Content type Select content type				
Categ									
	lect category								
	dvanced filters								
33 item	s found								
	URL 🗢	Owner 🗢		Туре	Status 🔦	Last update 🗢		ACT	IONS
	https://csv4.co.gov.mt/csv4	Coordinator Nat	ional	Information	Published	2022-10-07 12:07:37	Q 🌶	5 1	8
	https://csv4.co.gov.mt/csv3	Coordinator Nat	ional	Information	Published	2022-10-07 12:07:37	Q 🌶	5 (	D
	https://csv4.co.gov.mt	Coordinator Nat	ional	Information Procedure	Published	2022-10-07 12:07:37	Q 🌶	5 t	Û
	https://xlsx35.co.gov.mt	Coordinator Nat	ional	Information Procedure	Published	2022-09-26 17:51:52	Q 🌶	່ວ	8

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 l	₋inks					I	LEXPORT Metadata Links
Link Information	Link Metadata	Link History					
1 items found							
URL 🗢		Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://csv4	co.gov.mt/csv4	de	B1	Information	UPLOAD	Q 🌶	
H ∢ 1 → H 5 ✓							
< Back							

And compare with the .xls file that all information is matching:

A	B	C	D	E	F	G	н		J	ĸ	L
1 title	url	description	type	categories	language	url type	national code	parent url	excluded paths	ignore params	delete
2 CSV	https://csv4.co.gov.mt/csv4	CSV web page	Information	B1;B2	DE	Web page					n
Manage your l										📥 Export Met	adata Links
Link Information											
Link information	Link Metadata Link History										
										1	5
		Title :	CSV								
		URL :	https://csv4.c	o.gov.mt/csv3							
		Description :	CSV web pa	ge							
		Type :	Information	)							
		Url Type :	Web page								
		National locations :	MALTA ( MT Gozo and Co	) ; mino/Għawde	x u Kemmuna	a (MT002);					
		Categories :		loyment in and ployment in ar							
		Status :	Published								
		Owner :	Coordinator	r National							
		Last update :	Wed Mar 01	2023 15:42:4	5 GMT+010	) (Central Europea	an Standard Time)				
						< 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:

Manage your Links						🛓 Export Metadata Links
Link Information Link Metadata Link History						
Search		Q Search				
Show advanced filters Clear filters						
2 items found			Туре		ACTIONS	
URL ¢	Web Page Language 🗢 en	Categories ◆ B1	information Procedure	Notification Type 🗢 MANUAL	Q 🖋 🔒	
https://www.visitmalta.mt/xlsx	de	B2	Information	MANUAL	Q 🖋 🛢	
		н 4 1	▶ M 5 ¥			
		< (	Back			

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. Needed only for **web page** URL types.

**categories**- The areas in Annex I or II that are covered by the content of the notified web page. Only **lowest level categories** are accepted. 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. Needed only for **web page** URL types.

**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. Needed only for **web page** URL types.

**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 **web 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 and is needed only for **Web folder** URL types

**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 and is needed only for **Web folder** URL types.

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	📥 Export Metadata Links
Link Information Link Metadata .Ink History	
	8 C 🔹
Title :	Malta history
URL :	https://history.link.mt/01
Description :	Malta history
Type :	Information
Url Type :	Web page
National locations :	Birgu (MT01103); II-Furjana (MT01118);
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
Status :	Published
Owner :	Coordinator National
Last update :	Wed Mar 01 2023 16:32:56 GMT+0100 (Central European Standard Time)
	< Back

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):

Manage your Metadata Links	
Metadata Link Information Link Metadata History	
	· · · · · · · · · · · · · · · · · · ·
Title :	Malta history
URL :	https://history.link.mt/01
Description :	Malta history
Туре :	Information
National locations :	Birgu (MT01103); II-Furjana (MT01118);
Notification Type :	MANUAL
Owner :	Coordinator National
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
Web page language :	da
	< 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:

Manage your Links	🔺 Export Meladata Links
Link Information Link Metadata Link History	
	/ D 8
Title :	Vist Malta
URL :	https://www.visitmaita.mt
Description :	Visit Malta
Type :	Information Procedure
Url Type :	Web folder
National locations :	MALTA (MT); Malta (MT001);
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler):	
Categories :	seeking employment in another Member State ; taking up employment in another Member State ;
Status :	Published
Owner:	Coordinator National
Last update :	Wed Mar 01 2023 17:04:14 GMT+0100 (Central European Standard Time)
L	4 Back

Manage your Links						🛓 Export Metadata Links
Link Information Link Metadata Link History						
Search		Q Search				
Show advanced filters						
Clear filters						
2 items found						
URL ¢	Web Page Language 🗘	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://www.visitmalta.mt/work	en	B1	Information Procedure	MANUAL	Q 🖌 🖻	
https://www.visitmalta.mt/xlsx	de	B2	Information	MANUAL	Q / 🔒	
		н н 1 🕨	M 5 V			
	$\mathbf{i}$	< Back				
Manage your Metadata Links						
Metadata Link Information Link Metadata History						
	Title :	Work in Malta				/ 🗎
	URL:	https://www.visitmalta.mt/work				
	Description :	N/A				
	Type :	Information Procedure				
	National locations :	MALTA ( MT ) ; Malta ( MT001 ) ;				
	Notification Type :	MANUAL				
	Owner :	Coordinator National				
	Categories :	seeking employment in another Member State;				
	Web page language :	en				
		< Back	1			

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.

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.

# 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:

anage your Links					🛓 Export Metadata Lin
Link Information Link Metadata	Link History				
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	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;
  - $^{\circ}$  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	Links					📥 Export Metadata Lin
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.

Ietadata Link Information Link Metadata History								
URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Las 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	roo

# **Assistance Services**

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

- <sup>O</sup> How to edit a Published Service?
- <sup>O</sup> How to Remove the Assistance Service?
- <sup>O</sup> How to Deactivate the Assistance service?
- <sup>O</sup> Reference list for ECC net Updated
- 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.

N HOME		Assistance services					+ Add service
€ LINKS							
ASSISTANCE SERVICES		Status	Level of provision		Type of service	Audience	
TRANSLATIONS		Filter by status	Filter by level	۰	Filler by types	Filter by audience	٠
# FEEDRACK ON QUALITY		Service ID	Competent authority name				
O OBSTACLES	~	Filler by service ID	Filer by competent authority		Clear filters		
CASHROARD	~	Hide fillers					
LOSS	×	92 items found					▲ Export to CSV
· USER MANAGEMENT		Type of service 👙	Member state 🗘	Last	ipdate "	Status 😂	ACTIONS
0° SYSTEM SETTINGS	~	Office for the equal treatment of EU workers	Gentany	2023-	02-16 17 11 17	( Published )	
		Office for the equal treatment of EU workers	Belgium	2023-	02-06 16 09 56	(Published )	
		European Consumer Centres	Denmark		02-06 15 47 03	(Published )	
		Caraptan Ostanna Ostinia	Contractor.	eues	250 10 41 W	(	
		Office for the equal treatment of EU workers	Spain Spain	2023-	02-06 15:24.44	Published	
		European Consumer Centros	Romania	2023-	02-06 15:24:44	Published	
		European Network Of Employment Services	EU	2023-	02-06 15:24:44	Published	
		Points Of Single Contact	Belgium	2023-	02-06 14:55:56	Published	
		European Consumer Centres	Belgium	2022-	12-05 15:38:00	Published	
		European Consumer Centres	Romania	2022-	12-05 13:38:57	Published	
		Points Of Single Contact	Romania	2022-	12-05 13:31:30	Published	

### 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].

≡ Home > Assista	ance ser	vices			
HOME		Assistance services			+ Add service
€ LINKS					
		Status	Level of provision	Type of service	Audience
TRANSLATIONS		Filter by status	Filter by level	Filler by types	Filter by audience
# FEEDBACK ON QUALITY		Service ID	Competent authority name		
O OBSTACLES	~	Filter by service ID	Filter by competent authority	Clear filters	
CASHBOARD	~	Hide filers			
LOBS	~	92 items found			🛓 Expert to CSV
OSER MANAGEMENT		Type of service ‡	Member state \$	Last update	Status : ACTIONS
Ø <sub>6</sub> SYSTEM SETTINGS	ř	Office for the equal treatment of EU workers Office for the equal treatment of EU workers	Gerrony	2023-02-16 17 11 17	
		Furopean Consumer Centres	Denmark	2023-02-06 15 47 03	Published
		Office for the equal treatment of EU workers	T Spain	2023-02-06 15 24 44	Published
		European Consumer Contros	Romania	2023-02-06 15 24 44	Published
		European Network Of Employment Services	EU	2023-02-06 15:24:44	Published
		Points Of Single Contact	Belgium	2023-02-06 14:55:56	Published
		European Consumer Centres	Belgium	2022-12-05 15:36:00	Published
		European Consumer Centres	Romania	2022-12-05 13:38:57	Published
		Points Of Single Contact	Romania	2022-12-05 13:31:39	Published

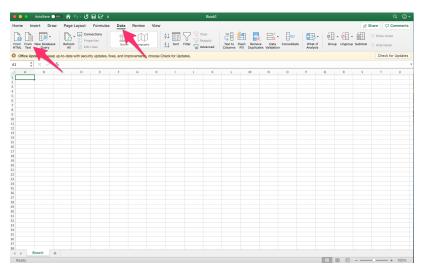
### How to open a CSV in an Excel?

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.

ie Insi		Page La			Data	Review View										are 🗘 C	
From N	lew Database		Connec		Stocks	AM .	AI 7TA Te	Clear At Import Wizard -	El Gran				Group	v v	Subtotal	E Show Detail	
L Text	Query	All All						ed that your data				Analysis				Check fo	
	X V J							or choose the Data			data.						
A	8	с	D	£	F			ned in columns with				P	Q	R	s	T	U
						Start import at	row: 1 0	File origin:	nicode (UTF-8)		<b>©</b>						
						Preview of sele	cted data:										
								/Des/all_people_									
							me,First Name,Lost	Name,Empil Addresses,P	rimory Email,Lost Em	ail,Location,Indu	itry, Sourc						
						7) 											
								Cancel	< Back	lext >	inish						

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

●●● AutoSave ● 015 合 ∽ び 日 ピ =	Book1	
Home Insert Draw Page Layout Formulas Data	Review View	🖻 Share 💭 Comments
From From New Database From From New Database Final Text Query A		What-If         V         V         Image: Show Detail           What-If         Oreup         Utegroup         Subtotal         Image: Hele Detail           Check for Updates         Check for Updates         Check for Updates         Check for Updates
At $f \neq f \in [$ A B C D E F 2 3 4 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Delimiters  Delimiters  Delimiters  Treat consecutive delimiters as one  Semicolon  Text qualifier:  Space  Other:  Conter:  Conter:	P Q R S T U
7 8 9 9 10 10 11 12 13 13 14 14 15 15 15 16 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	Preview of selected data:	
26 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4		E

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), Type of service, Audience, Service ID, Competent authority name and check if an assistance service is already published.

Assistance services			I	+ Add service
Status Filter by status	Level of provision Filter by level	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				

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

Assistance services	
Search <u>Show filters</u> ▼ Filters applied	Q Search

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:



Status

### 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		
A	Add service		
	LOCATION		
	Level of provision	1	
	ASSISTANCE SERVICE		
	Type of service *	•	
	Additional information		
	CONTACT DETAILS		+ Add another contact
	Competent authority name *		
	Additional information *		
	LIFE.		
	Website language	Click to select languages	
	Deal		
	Phone		
			Cancel 🗭 Save as draft 🗸 Save and publish

< Cancel	🕼 Save as draft	<ul> <li>Save and publish</li> </ul>

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		
Status	Published	
Status	Published	
ID	65333f7d-c6b2-47b9-912a-6fe7627c131c	
LOCATION		
Level of provision *	ĘU ¢	
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 * Additional information *	Contact 2 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	Me	ember state	Type of service	
1	National	¢ F	Filter by member states	Filter by types	
Published (3)		[]	Romania 😵		
Audience	Service ID	Co	ompetent authority name		
Filter by audience \$	Filter by service ID	F	filter by competent authority	Clear filters	
Hide filters					
12 items found					Ł Export to CSV
Type of service \$	Member state 🗢	Last updat	te 🗸	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	0 /
European Network Of Employment Services	Romania	2022-10-19	15:28:28	Published	•

Home > Assistance services > Edit		
Edit service		
	Published bbaf77dc-63f1-4504-b362-8601605bdef4	
Level of provision * Member state *	National    Austria	
Member state code	AT Carinthia +	
Region code		
Type of service *	Points Of Single Contact e	
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 Additional information	Business	
Subject matter related to Business	Authorisations and permits for services	
CONTACT DETAILS		+ Add another contact

# How to Remove the Assistance Service?

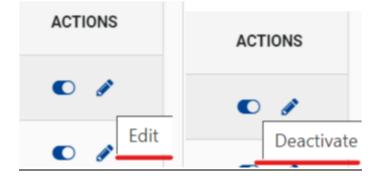
The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. You can only remove the Assistance service of your own Member state.

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	•
SOLVIT	Romania	2022-06-07 15:04:44	Draft	0 / 6
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	• /
	н ( 1	2 3 4 🕨 H 5 🗸		

# How to Deactivate the Assistance service?

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

Status	Level of provision	Member state	Type of service	
1	National	Filter by member states	Filter by types	
Published 😵		📙 Romania 📀		
Audience Filter by audience +	Service ID Filter by service ID	Competent authority name Filter by competent authority	Clear filters	
Hide filters	Pitter by service ib	Filter by competent authomy	Clear linters	
2 items found				Ł Export to CSV
pe of service 🗢	Member state 🗢	Last update 🧅	Status 🗢	ACTIONS
uropean Consumer Centres	Romania	2022-10-19 15:28:28	Published	
ropean Consumer Centres	Romania	2022-10-19 15:28:28	Published	
ints Of Single Contact	Romania	2022-10-19 15:28:28	Published	0 /
DLVIT	Romania	2022-10-19 15:28:28	Published	•
line Dispute Resolution	Romania	2022-10-19 15:28:28	Published	•
tellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	•
oduct Contact Points	Romania	2022-10-19 15:28:28	Published	•
tional Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	0 /
uropean Network Of Employment Services	Romania	2022-10-19 15:28:28		



# **Reference list for ECC net Updated**

### New service description :-

"The ECC Centre will explain what are your rights as a consumer, will help you settle a dispute with a seller based in another EU country (or Iceland or Norway), or will tell you whom you can contact if the centre will not be able to help you. The Centre is part of the ECC Net which is a network of independently-managed offices co-funded by the European Commission."

New subject matter: "My rights as consumer including questions or complaints about traders and companies based in other countries

In the SDG menu, go to ASSISTANCE SERVICES and select European Consumer Center on the Type of service field, Audience you can choose Citizens

<b>≡ Home &gt;</b> Assista	nce ser	vices				
HOME		Assistance services				+ Add service
S LINKS	_					
		Status	Level of provision	Type of service	Audience	
TRANSLATIONS		Filter by status	Filter by level	♦ Filter by types	Citizens	\$
m TRANSLATIONS BUDGET				European Consumer Ce 😵		
FEEDBACK ON QUALITY		Subject related to citizens	Service ID Filter by service ID	Competent authority name Filter by competent authority	Clear filters	
OBSTACLES	$\sim$		Filter by service ID	Filter by competent authority	Clear niters	
C DASHBOARD	$\sim$	My rights as consume				
LOGS	$\sim$					
SUSER MANAGEMENT		18 items found				Ł Export to CSV
Ø <sup>₿</sup> SYSTEM SETTINGS	~	Type of service 💠	Member state 🗢	Last update 🗸	Status 🗢	ACTIONS
		European Consumer Centres	Denmark	2023-02-06 15:47:03	Published	•
		European Consumer Centres	Romania	2023-02-06 15:24:44	Published	•
		European Consumer Centres	Belgium	2022-12-05 15:36:00	Published	•
			Romania	2022-12-05 13:38:57	Published	•
		European Consumer Centres	Romania	2022-12-03 13:30:37		- v
		European Consumer Centres	EU	2022-12-03 13:55:57	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. 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
  - <sup>O</sup> How to access the Translations module?
  - <sup>O</sup> How to navigate on Translations module?
    - Filters
  - How **•** Request Translation?
    - Fill in all the required details
  - <sup>O</sup> Translation Request Process Flow
  - O Translation Status Flow
    - Translation Status
  - <sup>O</sup> How to approve/reject a translation request?
  - Contact Details
  - O Translations Budget
  - <sup>O</sup> Definitions
    - Allocated budget
    - Consumed budget
    - Remaining budget
  - <sup>O</sup> How the cost for translation is calculated?
  - <sup>O</sup> Budget Allocation Process Flow

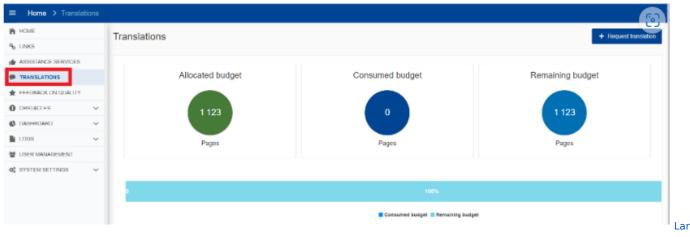
# Introduction

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:



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	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, ID, CDT ID, Title, Start Date and End Date and check the status of the translation request.

 Status	ID Filter by ID	CdT ID Filter by CdT ID	Title Filter by title	Start date	End date
Filer by status	Filter by ID	Piller by Cut ID	Filter by title	dd/mm/yyyy 🛗	dd/mm/yyyy
Clear filters					
 ide inters					

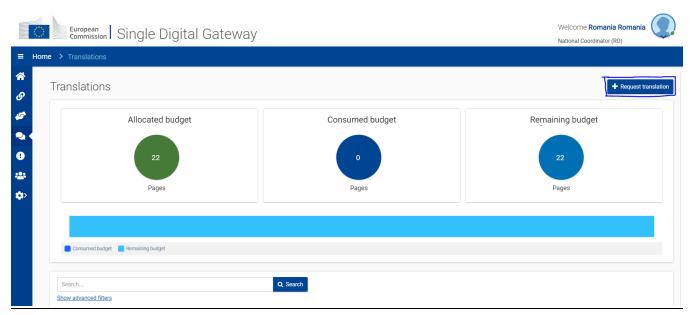
	Status		S
31	Filter by status	\$	
	Draft		ľ
	Waiting Approval - AM		L
	Waiting Approval - NC	-	ŀ
	Rejected - AM		
	Rejected - NC		Ľ
	Waiting Translation		L
1	Translated	-	

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



# How to Request Translation?

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



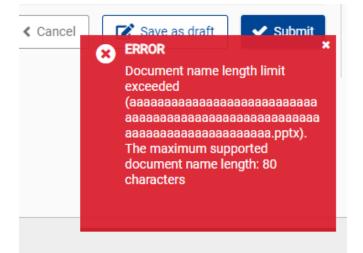
The file types which are accepted for translations are as follows:-

- 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

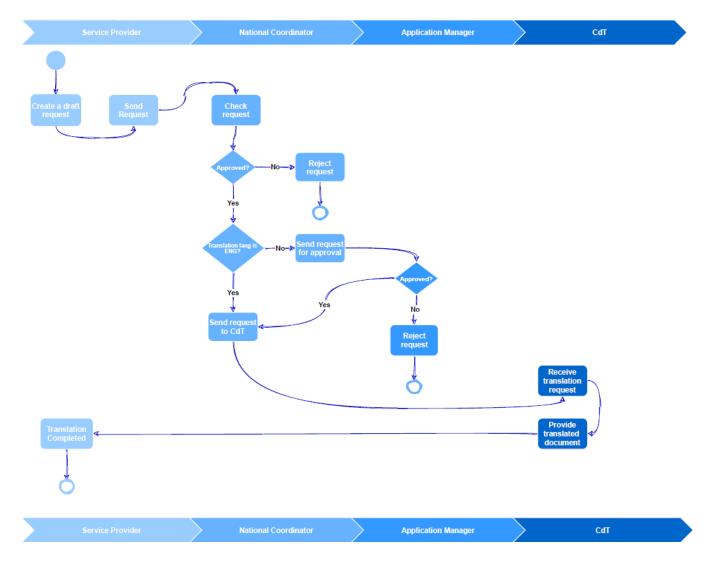
- Title The translation title
- Upload Document The document which needs to be translated should be uploaded, please mind that the output format will be the same as the input (CdT system as it does not support file names which are longer than 80 characters, so the file name can only contain up to 80 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 Ga	ateway	Welcome Romania Romania
≡	Home > Translations > Edit		
<b>ন</b> ও	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 <b>2.0.0</b> -04/02/2021	

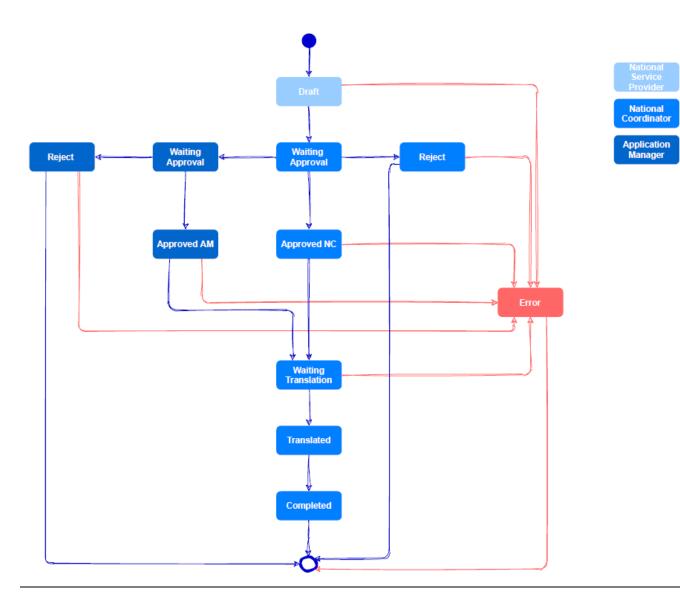
# Translations requests for English are directly submitted to CDT if sufficient budget is available.

22 items foun	22 Items found									
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	<b>9</b> > 💼			
100063	test	Romania	1		2021-03-31 12:08:49	Waiting Translation				
100062	Allmant-om-hotade-djur-och-produkter-av- hotade-djur	Nomania	29		2021-03-31 12:05:11	Waiting Translation				
100056	testing again	Nomania	5		2021-03-16 14:04:34	Approved	ଜ			
100055	Test 1234	Romania	4		2021-03-16 14:03:37	Draft	e			
			1 2	3 4 5 ► M 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.

ि	European Commission Single Digital Gateway	Welcome Romania Romania National Coordinator (RO)	
≡ Hom	e > Translations > View		
<b>ሐ</b> ያ	View translation		
\$ •		Walting Approval 100018	
0		Test-trans-EN	
æ ¢>	Upload document Document language	🖥 Translation Yest door 🛓	
	Translation language		
	Number of pages	4	
	Creation Date	2000-12-03 17:17:04	
	First name		
	Last name Email	E2800Aow Wardgodt.eropa.eu	
	Phone number		
		K Cancel X Report V Avgent	

- from the list of requests (grid)
  - <sup>O</sup> 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

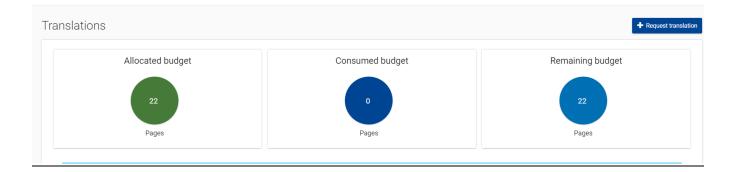
#### Consumed budget

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.

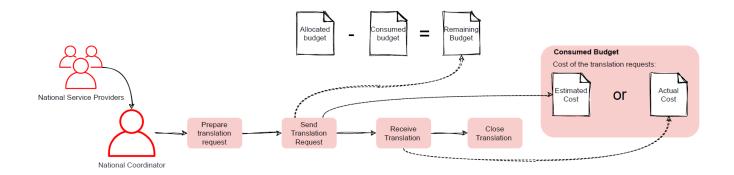
# No calculations are done by using of number of pages inside the document uploaded or characters and there is also a different cost for different file formats, for instance a page in pdf will cost more than a page is word.

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
  - Introduction
  - <sup>O</sup> How to access the feedback on quality?
  - <sup>O</sup> How to navigate on Feedback on quality module?
    - Filters
  - <sup>O</sup> Report of Unmatched URLs on FOQ should be generated for NC
    - 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:

Commission Single Digital Gateway									
	uality								
HOME	Feedback on quality								
S LINKS									
ASSISTANCE SERVICES	Type of service	Average rating							
	Filter by types	Filter by rating	Clear filters						
★ FEEDBACK ON QUALITY	<u>Hide filters</u>								
OBSTACLES REPORTED	1 items found			Let Export to CSV					
<pre>\$\$ STATISTICS</pre>				Export to CSV					
SUSER MANAGEMENT	Name 🜩	URL 🗢	Type(s) of service ♦	Avg rating <b>\$</b> No feedback <b>\$</b>					
©\$ SYSTEM SETTINGS ✓	Points Of Single Contact		Assistance (cases)	**** 1					
		K 4 1							

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.

CACCEPTENSEen Commission	Single Digital Gateway					
	on 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					*	Export to CSV
SUSER MANAGEMENT	Name 🗢	URL 🗢		Type(s) of service 🗢	Avg rating 🖨	No feedback 🖨
SYSTEM SETTINGS	Points Of Single Contact			Assistance (cases)	****	1
		к				

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).

CACCEPTENSEAN Commission S	ingle Digital Gateway				
	quality				
A HOME	Feedback on quality				
S LINKS					
	Type of service	Average rating			
TRANSLATIONS	Filter by types	Filter by rating		Clear filters	
FEEDBACK ON QUALITY	Hide filters				
OBSTACLES REPORTED					
<pre>\$ STATISTICS \$\$\$\$</pre>	1 items found				🛓 Export to CSV
SUSER MANAGEMENT	Name 🗢	URL 🗢			Type(s) of service
Ø\$ SYSTEM SETTINGS ✓	Points Of Single Contact				Assistance (cases)
		М	← 1 →	▶ 10 ∨	

# 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** 

Commission Single Digital Gateway								
	uality							
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				<b>—</b>	5 11 0011		
<pre>\$\$ STATISTICS \$\$\$\$</pre>	Thems found				2	Export to CSV		
USER MANAGEMENT	Name 🗢	URL 🗢		Type(s) of service 🖨	Avg rating 🖨	No feedback 🗢		
¢₿ SYSTEM SETTINGS ✓	Points Of Single Contact			Assistance (cases)	****	1		
		нч	1 10 ~					

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

Commission Single Digital Gateway								
	on quality							
HOME	Feedback on quality							
	Type of service	Average rating						
	Filter by types	Filter by rating	Clear filters					
FEEDBACK ON QUALITY	<u>Hide filters</u>							
OBSTACLES REPORTED	1 items found				🛓 Export to CSV			
STATISTICS	Name 🖨	URL 🗢		Type(s) of service ♦	Avg rating <b>≑</b> No feedback <b>≑</b>			
	Points Of Single Contact	UKL V		Assistance (cases)				
		K 4	1 10 ~					

Show filters									
1 items found									Ł Export to CSV
Name 🜩	URL 🖨						Type(s) of service 🖨	Avg rating 🖨	No feedback 🜲
Points Of Single Contact							Assistance (cases)	*****	1
		M	•	1	Þ	M 10 V			

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

Type of service         Betrice name         URL         Average rating           Filter by types         Filter by ut         Filter by ut         Filter by ut	
Assistance (info) 💿	
Clear filters 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 sarvice Filter by types Assistance (cases)	Service name Point	Average rating Filter by rating	Clear filters
1 items found			Ł Export to CSV
Name 🗢	URL ¢		Type(s) of service
Points Of Single Contact			Assistance (cases)
	K 4 1	▶ ¥ 10 ✓	

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



# Report of Unmatched URLs on FOQ should be generated for NC

AS a National Coordinator you will be able to analyse the unmatched URLs and make corrections.

NC only sees the reports for hers/his own country.

You will have the option to Download the Unmatched URLs.

≡	Home > Feedback on quality		
ñ	Feedback on quality		
8			
ste -	Type of service Average rating		
	Filter by types Filter by rating.	Clear filters	
*	Hide filters		
0			
¢	1 items found		La Download Unmatched URLs
li.	Name ¢	URL \$	Type(s) of service
0	rwewer	http://test.com	Information
Q <sub>0</sub> <sup>0</sup>	IMAMAL	htp://esc.com	Procedure 21
		H 4 1 > H 10 Y	

The format of the report will include:

- referral url
- type (this is the a Category that we receive in a feedback JSON file)
- issu with URL

A1		÷	:	×	~	f <sub>x</sub>	Refer	ral URL,Typ	oe,Issue wit	h URL
			А				в	с	D	E
1	Referral	URL,T	Гуре,	lssue	with l	JRL				
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
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14										
15										
16										
17										
18										
19										
20										
21										
•	►	202	3-06	-22T2	21_18	24.2	68Z-AT-	16d 🤆	Ð	

## **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]





	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
<pre>\$ STATISTICS</pre>	
USER MANAGEMENT	Name \$     URL \$     Type(s) of service \$     Avg rating \$     No feedback \$
¢₿ SYSTEM SETTINGS ✓	Points Of Single Contact Assistance (cases)

#### 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.

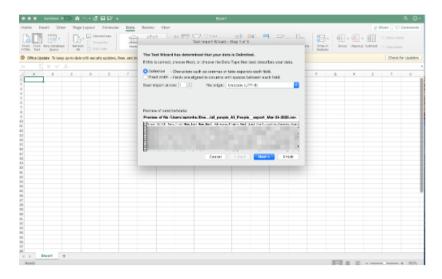
To open CSV in Excel properly pls follow this procedure:

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

a h	eart Dra	v Paga	Lapost	Formulas	Data	Review	Vider										2.54		laramen
From	New Detailes	hi tut	Carr	estises setime data	1	ΩŪ.			2 8 . 2 8 . 2 8 .	isa Isaliy harced	GT 4	ath Barnov	Constitute	what it	0.00	ungenup	Salation of the	Show Detail	
ffice Up		up-to-date																Check R	
			0	1			н	1	1	8	-	N	0	7	q	8	3	7	U
	Sheets .																		

- 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.



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

• • • • Antere 0.00 음 일 년 문 후		
Home Insert Draw PageLayout Formulas Data	Review Yiew	2 Share 🗘 Comments
Crom From Sard Denterson All Denterson All Denterson All Denterson	That Ingent Alizani - Step 2 et 3	Wand Group Ungroup Subtract
O Office Update To take up-to-date with security sphilder, from and m	This screen lots you get the delimiters year data contains.	Check for Landates
$n \rightarrow \times \sqrt{\beta}$	Delinites	Control of March
	Bdi         Test consults deleters to one           Remeiler         Image:	P Q 8 5 T U
	Provinew of policytod data:	
	Transformer and the second sec	
	Cancel + Deck Hest+ Finish	
a		
8 20 20 20 20 20 20 20 20 20 20 20 20 20		
2 24		
24 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		
27		
3		
A		
8 9 8 9 9 9 9 9 9 9 9 9 9 9 9 9		
11		
A		
8		
8		
d b Sheett 4		

6. Finally, click Finish.

7. Remember to Save your document!

# **Obstacles reported**

### • Obstacles reported

- <sup>O</sup> How to access the obstacles reported module?
- <sup>O</sup> How to navigate on obstacles reported module?
  - Filters
  - Export to CSV
  - How to open a CSV in an Excel?
- <sup>O</sup> How to manage the Status of an Obstacle?
- How to translate the free text of an Obstacle?
- <sup>O</sup> Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file
- Update filter for Citizens tab
- Add filters for new businesses tab in Obstacles

#### 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:

	ted						
Status		Country of origin	Audience		Category		
Filter by status		Filter by origin countries	Filter by audience	20.5	Filter by categories		
Problem areas Filler by problem areas	i	Start date End date dd/mm/yyyy 🖄 dd/mm/yyyy	11 Clear fillers				
-lide filters							
items found						🛓 Expo	rt to CS
Origin country \$	Obstacle in \$	Category ©	Sub-category ¢	Problem areas 🌩	Creation date \$	Status ¢	ACTIC
Eeigium	Austria	Travel	Identity card, visa, passport	No information on the applicable rules	2022-01-12 15:52:54	Open	=
Poland	Austria	Work and retirement	Seeking employment		2021-06-11 11:31:17	In Progress	=
Belgium	Austria	Work and retirement	Taxation		2021-05-28 14:21:24	In Progress	=
Doğum			Value-edded tax		2021-04-22 14:55:19	Open	=

# 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, Country of Origin, Audience, Category, Problem Areas, Star date and End date.

ome	<ul> <li>Obstacles reported</li> </ul>							
Dbs	stacles reported							
Pr	tatus Filter by status roblem areas Filter by problem areas		Country of origin Filter by origin countries Start date dd/mm/yyyy	Audience Filter by audience 10 Clear Silters	95	Category Filter by categories		
	ems found						<b>±</b> Epp	ort to CSV
	Origin country \$	Obstacle in \$	Category @	Sub-category \$	Problem areas \$	Creation date \$	Status ¢	ACTION
>	Eelgium	Austria	Travel	Identity card, visa, passport	No information on the applicable rules	2022-01-12 15:52:54	Open	=
>	Poland	Austria	Work and retirement	Seeking employment		2021-06-11 11:31:17	In Progress	≡
>	Belgium	Austria	Work and retirement	Taxalion		2021-05-28 14:21:24	In Progress	≡
>	Belgium	Austria	Taxes	Value-added tax		2021-04-22 14:55:19	Open	=
				H 4 1 > H 10 Y				

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 Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date End d/	date
Clear filters Hide filters						
12 items found						🛓 Export to CSV
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🖨	Status 🗢 ACTION
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.

bstacles reported						
Status Filter by status		ategory Filter by categories		em areas r by problem areas	Start date	End date dd/mm/yyyy
Clear filters						
2 items found						🛓 Export to CSV
Origin country 🗢	Obstacle in 🗢	Category 🗢	Sub-category 🗢	Problem areas 💠	Creation date 🖨	Status 🗢 ACTIO
Belgium teste final en	Romania	Health and safety at work	Health and safety of	Obstacle within a proce	dure 2022-02-28 10:34:43	Open =
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting	g rules 2022-02-28 10:32:49	Open =
Belgium	<b>II</b> Romania	Travel	Assistance in case of	of reduced mobility Obstacle within a proce	dure 2022-02-28 10:32:13	In Progress
Belgium	Romania	Goods	Product rules and re	equirements Incorrect application of I	EU rules 2022-02-28 10:31:31	Open =
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of I	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.

C.	itus		Country of origin	Audiance		Category		_
	ittor by status		Filter by origin countries	Filter by audience	15	Filter by categories		
	oblem areas iller by problem areas		Start date End date dd/mm/yyyy   dd/mm/yyyy	11 Clear fillers				
Hid	o filtors							
i ite	ms found						<b>±</b> Eqo	rt to CSV
	Origin country \$	Obstacle in @	Category ¢	Sub-category \$	Problem areas \$	Creation date \$	Status ¢	ACTIO
•	Beigium	Austria	Travel	Identity card, visa, passport	No information on the applicable rules	2022-01-12 15:52:54	Open	=
	Poland	Austria	Work and retirement	Seeking employment		2021-06-11 11:31:17	In Progress	=
	Beigium	Austria	Work and retirement	Taxation		2021-05-28 14:21:24	In Progress	=
•	Dogiani	_						

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

Clear filters

You can press **Hide filters** for them to not show up.

Status Filter by status		Category Filter by categories	Filter by problem areas		Start date dd/mm/yyyy 🟥	End date dd/mm/yyyy	
Clear filters Hide filters							
12 items found						🛓 Expo	ort to CSV
Origin country 🗢	Obstacle in 🖨	Category ¢	Sub-category \$	Problem areas 🖨	Creation date \$	Status 🗢	ACTION
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 🗢 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 =
		И	1 2 3 ▶ H 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 Filter by status		Category Filter by categories	Problem areas Filter by problem areas		Start date End d	date mm/yyyy 💼
Clear 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 =
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) =

#### 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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	Neart Draw						24 🕎		liver touristy chanced	GE C	t baro	e bes	Corece idade	What di What di Multiple	0 0 0 0 0	v 🧃 v Uniterio		2 dhen Desi	
	and see the set	-to-darie with eac	urity apdirties,	foes, and imp	DICOMPACT IN	choses Ch	work frem Lipse	trine.										Check	ter Update
			1	4	6	н	1	1	κ	Ł	N	n	0	P	4	Ł	5	7	U
	+																		
2	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.

• • • Arates (***) 숨 '> · 년 뒤 12' +	Book?						۹ Ø
iome Insert Draw Page-Lapout Formulas Data						um C	
Terror Fore Start Startes		None-H Analysis	0 Bear	- Q -	Subreta -		-
Office Lipchite. To keep up-to-date with security splitters, frees, and a 	The Test Wizard has determined that your data is Delimited. If this is carried, choose Heat, or choose the Data Type that best describes your data.					Clear	for Upstate
	Definitive     Otherseters such as commented takes reparate each field.     Three width - Fields are aligned in columns with spaces between each field.	,	a.	R	\$	7	U
	Start Import at rovo (1 C) The origin: Unicode (J/T7-8)						
	Provine of selected cute						
	Preview of the Alexandramonian Des_All_people_All_People_export_Mar-34-0000.com [Preve 30:71: Nex-Avet Nex-Let Nex-Let', Alexandr-Avery SetU.Let' And DesLiteries.Staticy.SetU.						
	Davai clast Hees Finds						

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

• • Austree 0000 合 15 - 년 뒤 12 -	Boot			۹ ۵
na Insert Draw Page-Lapout Formulas Data				g Share 🗌 🖓 Comme
Reference And Sectors	rtvi lai 🗁 🖓 🖓 🛶 👘 🖷 🖃 . Ban Tot lagen Mast - Ster 2 et 1	na Magint G	ne ingrae Saliet	<ul> <li>Stree Cartal</li> <li>Fills Detail</li> </ul>
Office Updame To take up-to-darks with security speciates, from and a	This serves have not the did when one of the contains	· Anapas		Check for Updat
1 × v A	Deinkes			Crew to their
	Da         Treat constants estimates to one           Securition         Text qualifier:           Operation         Text qualifier:           Operation         Operation	* a	R 5	T U
	Process of asserbid state.			
	Groat + Book Hooks First			
5 Sheett &				

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 open
> Belgium	s Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Close
			H 4 1 + H 10	~		

The following statuses are available for each obstacle:

- 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.

V 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 🗢	Sul	b-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 aut	omatically identifie	ed. If you think it's incorrect, please select another langua	ge from the list	
	From	English	¢	То	Select to 🦻		
Belgium					Select to		2022-01-1
Belgium					Bulgarian Croatian	Translate	2021-06-1
				_	Czech Danish		
Belgium		Travel	lde	ntity card, visa, pa	Dutch		2021-05-0
Belgium		Travel	Ass	sistance in case of	English f Estonian		2021-04-0
					Finnish		
		н		<b>1</b> ▶ 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 💠		С
	Translate						20
	"From".	language to translate to. The original language was				e from the list	
	From	English	¢ To	Portuguese	\$	- 1	20
					< Cancel	Translate	20
		Travel	Identity card, visa, pa	assport			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:						

In case there are any errors from eTranslation when trying to translate content in SDG, you will get the following message:

#### 'The translation could not be done at this moment. Please try again later.'

If after 30 seconds you still do not get the translation, you will see this message: 'The translation could not be done at this moment. Please try again later.'

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.

## Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file

As a National coordinator you can export feedback on SMO for all the services in his country in a CSV/excel file

■ Home > Obstacles	report	ted									
A HOME		Obstacles reported									
% LINKS											
ASSISTANCE SERVICES		Citizen Business Old Business									
P TRANSLATIONS		Country of origin	Type of Business	Activities	Company Size						
★ FEEDBACK ON QUALITY		1	Fiber by types of business	Fiber by activities.	Fiber by company size.						
÷	^	Romania O	Services O								
Obstactes reported		Company Age	Case Topic	Problem Type	Legal Instrument						
CASHEGARD	×	Filter by company age.	Filter by case topic	Filter by problem type	Filter by legal instrument						
LODS .	~	Status									
ADMINISTRATION	~	Filter by status	Clear thes								
OC SYSTEM SETTINGS	~	Hide Sters									

The title of the exported file will have this format: Feedback on Single Market Obstacles-[today date].

# **Update filter for Citizens tab**

Audience filter removed from 'Citizens tab'

HOME		Obstacles reported						
€ LINKS		obstacles reported						
ASSISTANCE SERVICES		Citizen Business Old Busi	1055					
TRANSLATIONS								
★ FEEDBACK ON QUALITY		Status Filter by status		af arigin ry arigin countries	Category Filter by categories	L	Problem areas Filter by problem areas	
O OBSTACLES	^	Start date End date						
Obstacles reported		ddinmiyyyy 🗮 ddinmiyyy	y 🗂 Clear Riters					
DASHEGARD	~	Hide filters						
LOGS	~							
ADMINISTRATION	~	10 items found						LExport to CSV
OC SYSTEM SETTINGS	~	re menns round						Expertie Cov
		Origin country @	Obstacle in @	Category @	Sub-category @	Problem areas a	Creation date @	Status © ACTIONS
		> Belgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17:10:27	Open 🖉
		> Belgium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	(Open) =

# Add filters for new businesses tab in Obstacles

As a NC you will be able to filter the feedback from businesses

	repor	ted									
HOME .		Obstacles reported									
€ LINKS											
ASSISTANCE SERVICES		Citizen Business Old Business									
TRANSLATIONS											
★ FEEDBACK ON QUALITY		Country of origin Fiber by origin countries	Type of B	types of business		Company Size			mpany Aga		
O OBSTACLES	^	Case Topic	Problem 1			Filter by company size.			Filter by company aga		
Obstacles reported		Fiber by case topic		Filter by problem type		Fiber by legal instrument			iber by status		
Ø DASHEGARD	×										
LOOS	~	Clear filters									
O ADMINISTRATION	~	Hide filters									
<b>Q</b> <sup>C</sup> SYSTEM SETTINGS	×										
		0 Items found									
		Origin country a Obst	acle in o	Problem type ©	Category #		Sub-category &	Creat	tion date ¢	Status ø	ACTIONS
					8 K 🖬	н 10 м					

You will find this filter options:

- Country of Origin
- Type of business
- Company size
- Company age
- Case topic
- Problem Type
- Legal Instrument
- Status

Home > Obstacles									
R HOME		Obstacles reported							
♣ LINKS									
ASSISTANCE SERVICES			d Dusiness						
TRANSLATIONS									
* PEEDBACK ON QUALITY		Country of origin Filter by origin countries		Type of Business	Corpany S		Company Age		
O CESTACLES	^	Case Topic		Problem Type	Legel Instru		Status		
Clostacles reported		Filter by caree topic.		r an of press of a .		set.	Pitter by status		
Ø DASHEGARD	~								
LOOS	×	CearSters							
⊖ ADMINISTRATION	~	Hide Reco							
45 SYSTEM SETTINGS	~								
		0 items found							
		Origin country a	Obstacle in g	Problem type @	Category @	Sub-category #	Creation date a	Status ø	ACTIONS
					× < 1 > × 1	· ·			

# **Statistics Dashboard**

- Statistics Dashboard
  - <sup>O</sup> Introduction
  - <sup>O</sup> How to access the Statistics Dashboard Module?
  - <sup>O</sup> How to navigate on Statistics Dashboard Module?
  - Statistics Webpages

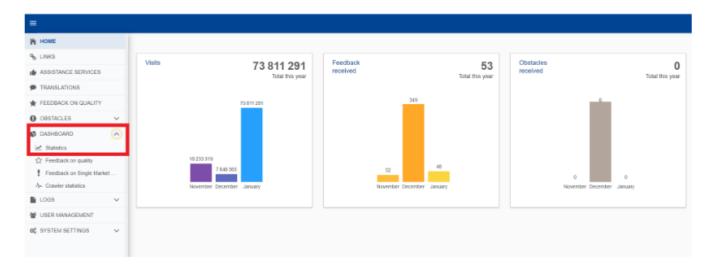
- How to use the Filters
- Cascading filters
- What can we consult in Statistics Webpages tab?
- Statistics Assistance Services Cases
  - How to use the Filters
  - Cascading filters
  - What can we consult in Statistics Assistance services cases tab?
- FOQ Webpages
  - How to use the Filters
    - First 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
- <sup>O</sup> 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
- FOSMO
  - How to use the Filters
  - Cascading filters
  - What can we consult in Feedback on Single Market Obstacles?
- Show FoSMO details in a separate page
- Filter improvements in FoSMO QS dashboard
- Default Start Date for Quiksite

# Introduction

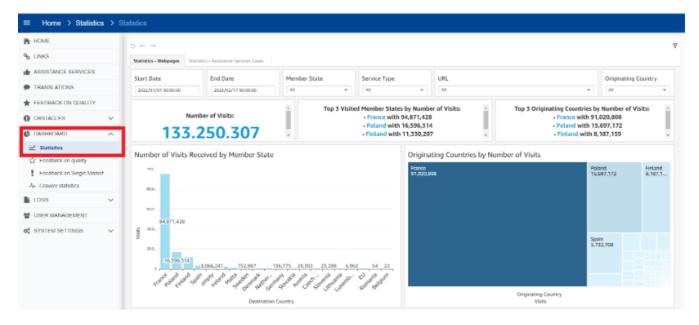
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

# How to access the Statistics Dashboard Module?

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



#### That action will expand more options,



### 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.

$\equiv$ Home > Statistics > $\otimes$	latistics		6
h HOME	D in a		7
ASSISTANCE SERVICES	Statistics - Webpage Statistics - Assistance Services Cases Start Date End Date Member State Service Type	URL	Originating Country
TRANSLATIONS     FEEDBACK ON QUALITY	2022/01/01 00:00:00 2023/02/17 00:00:00 A8 + A8	* AI *	Al *
O OBSTACLES V	Number of Visits: - Top 3 Visited Member State - France with - Prance with	94,871,428 • France with 9 16,596,314 • Poland with 1	91,020,808
C DASHROARD A	133.250.307 Finland with Number of Visits Received by Member State	11,330,207 • Finland with Originating Countries by Number of Visits	8,187,159 +
<ul> <li>☆ Foodback on quality</li> <li>Foodback on Single Market</li> <li>A<sub>P</sub> Crawler statistics</li> </ul>		France	Poland Finland 15,697,172 8,187,1
LOGS V			
$\Theta^0_{\mu}  \text{system settings}  \lor $	94371,428 40. 20. 10.595,534 10.595,534 10.595,534 10.595,534 10.595,534 10.595,241 10.595,24	Criginating Country Vinin	ipain (752,708

# **Statistics - Webpages**

### How to use the Filters

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

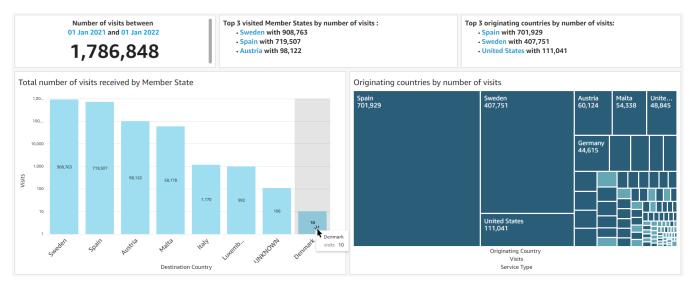
	Statistics									
HOME	5									- CJ
€ LINKS	Statistics - Webpages Statis	itics - Assistance Services Cases								
ASSISTANCE SERVICES	Start Date	End Date	Member State		Service Type		URL		Originatio	ng Country
TRANSLATIONS	2022/01/01 00:00:00	2023/02/17 00:00:00	All	*	AL NE	*	All		All	*
★ FEEDBACK ON QUALITY				Top 3 Visite	d Member State	s by Numbe	r of Visits:	Top 3 Originating Countries	y Number o	f Visits: _
O OBSTACLES V		ber of Visits:			<ul> <li>France with:</li> <li>Poland with</li> </ul>			France with 9     Poland with 1		
🚯 DASHROARD 🧄 🥎	133.2	250.307			Finland with			Finland with		
🛃 Statistics	Number of Mails Re-	alard by Marshar Fish				<b>D</b> -lains	ting Countries by Nur	when of Miche		
A Hootback on quality	Number of Visits Rec	ceived by Member State	1				ting countries by Nul			
Footback on Single Market						France 91,020,80		1	sland 2,697,172	Finland 8,187,1
J <sub>P</sub> Crawler statistics	41.4.									
LOGS 🗸 🗸										
USER MANAGEMENT	94.871.428									
Q <sup>0</sup> SYSTEM SETTINGS ✓	21 444.									
	20.0.	3.066.241 752.987	156,775 28,302 2	3,228 <u>6,96</u>	2 54 22			5	xain 732,708	
		Destinatio		~ ~	τ.Υ			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.

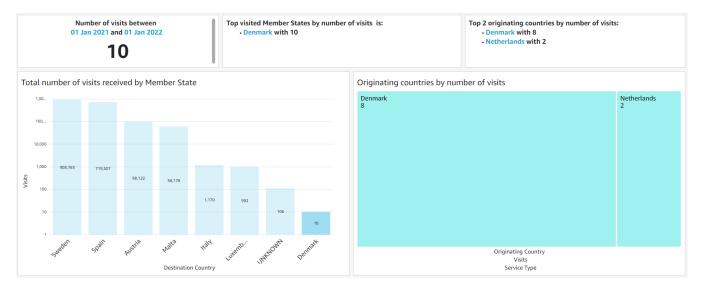
Start Date	End Date	Member State		Service Type		URL		Originating Country	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	All	~	All	~	All	~
2	Number of Visits: 45,769,109		Το	Spain w	ates by Number of \ with 42,796,671 ith 2,119,082 < with 264,249	Visits:	Top 3 Originating Countries by - Finland with 14,3 - Matla with 44,5 - Sweden with 4,8	340,325 21,177	

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	8								
$\nabla$	Statistics - Webpages Statistics - A	Assistance Services Cases FOQ - Webpa	iges   FOQ - Online Procedures	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 🗸	All	~	All 🗸	/
		umber of Visits: 958,596	Т	op 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 • 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:

	End Date 2022/01/01 00:00:00 ber of Visits:	Member State All Fearch volue Select all Austria	<b>۲</b>	Service Type All Fearch value			~	Originating C	ountry	
Nur	ber of Visits:	Fearch value ✓ Select all					~	All		
		Select all		Fearch value						$\sim$
			bp		eq pea		٩			
45.7				3 Select all Assistance Info	Visit	Sea		Number of Visi 340,325	ts:	
45,7	69,109	<ul> <li>Cyprus</li> <li>Denmark</li> <li>Estonia</li> <li>Finland</li> <li>Germany</li> </ul>		Information Procedure			• Malta with 4,5 • Sweden with 4,			
mber of Visits Received by Mem	ber State	Greece			Originating Countri	ies by Number of Visits				
50,000,000		Show selected values			Finland 14,340,325		Sweden 4,824,856	Germany 1,830,606	Austria 1,636,650	Denmark 1,394,413
40,000,000 -										
	8,000,000		assesso C Laenbourg C Laenbourg Show selected values	noncon	ADMAGN	ADDROOM - Control Cont	ADDROW CLASS	ADDROM	ADDROGO	Austria Statistical Austria Statistical Austria Statistical Austria Austri Austria Austria Aus

#### After:

50	3										
∑ Tilter	Statistics - Webpages Statistics - Assistance Servi	ices Cases   FOQ - Webpages   FOQ - Online Pr	ocedures FOQ - Assistance Services Cases								
Filter	Start Date	End Date	Member State	St	ervice Type			URL	Originatin	ig Country	
	2021/01/01 00:00:00	2022/01/01 00:00:00	All		Information	~	2	$https://lifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/a-general-introduction-t \ \lor$	All		
			Search value Q	L	Search value	Q		Search volue Q			
	Num	ber of Visits:		oVi			sitte	-	Number of	/isits:	
			Denmark Show selected values		Assistance Info Information			https://ifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/rules-on-double-taxat	1,714 h 180		
	2	,230			Procedure			https://ifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/tax-situation-for-inhe https://ifeindenmark.borger.dk/economy-and-tax/the-danish-tax-system/taxation-on-purchase	h 134		
								nttps://ureindenmanc.oorger.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-w https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/if-you-wish-to-ge			
	Number of Visits Received by Mem	iber State				Originatin	ng Co	https://lifeindenmark.borger.dk/family-and-children/couples/getting-married/if-you-wish-to-ge			
	4,000					Denmark 1,714		Index / Michaels and Constant and Marsha and Additions for all of the second and the second and the second additions	many 1	Netherlands 118	Portuga 109
								Show selected values			
					_						
	3,000										
								Sweden L	atvia 0	Greece Lith	ua 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.

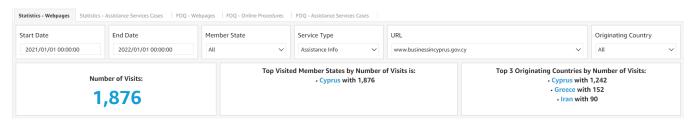
On the first block you have some cards with high level KPI's, namely, Number of Visits between Start Date and End Date, Top 3 visited Member States by number of visits, Top 3 originating countries by number of visits.

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

#### Without filters applied:

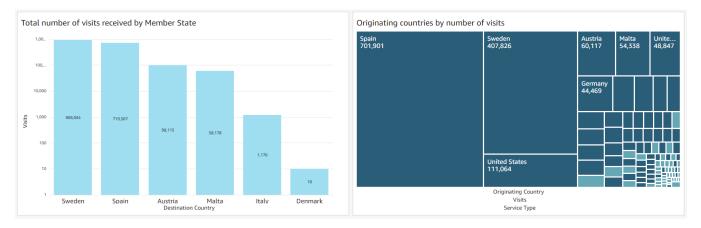
Statistics - Webpages Statistics - Assistance Services Cases	FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance Services Cases			
Start Date         End Date           2021/01/01 00:00:00         2022/01/01 00:00:00	Member State	Service Type	URL	~	Originating Country
Number of Visits: <b>45,769,109</b>	Top 3 V	isited Member States by Numbe • Unknown with 42,796,67 • Spain with 2,119,082 • Denmark with 264,249		Top 3 Originating Countries by - Finland with 14 - Malta with 4,5 - Sweden with 4,	l,340,325 921,177

#### With filters applied:

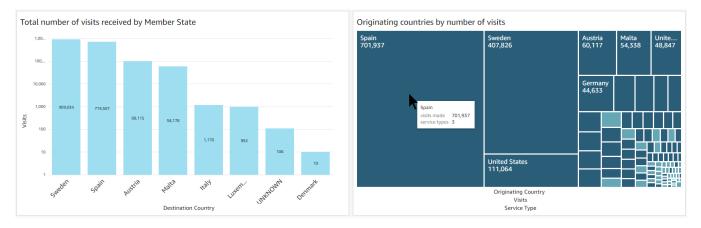


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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

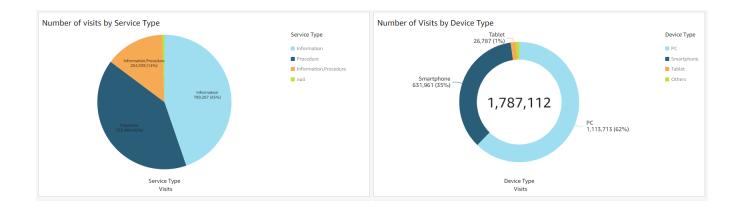


#### You can hover your cursor on top of the charts to get more details.

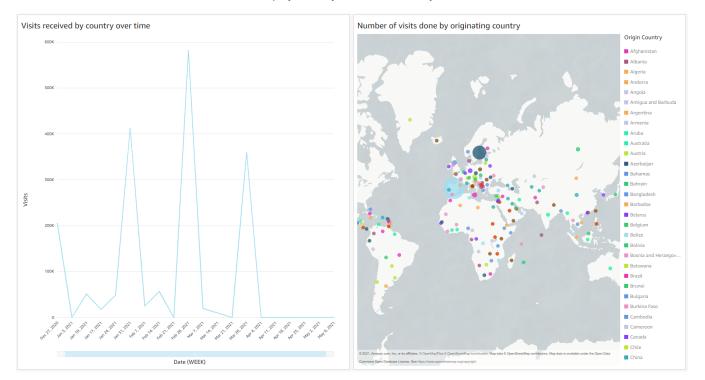


Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

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.

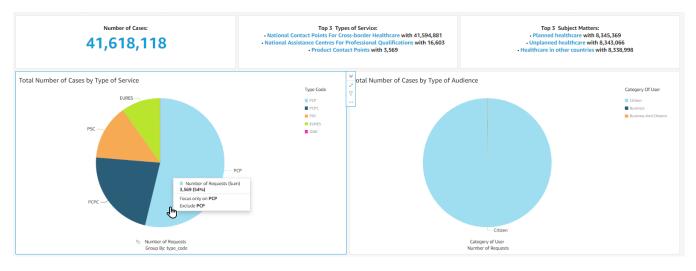
# **Statistics - Assistance Services Cases**

#### 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 - Online Procedures FOQ - Assistance Services Cases													
Date End Date	Member State	Service Type	Subject Matter	Sub-subject Matter	Specific Service								
21/01/01 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:

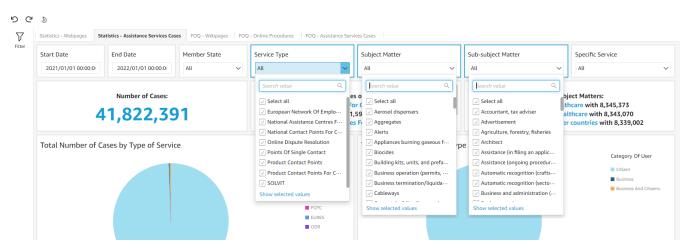
You can reset all filters you have added by clicking on the top left corner.



#### **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:

Statistics - Webpages St	atistics - Assistance Services Ca	FOQ - Webpage	s   FOC	- Online Procedures FOQ - Assistance Serv	vices	Cases				
Start Date	End Date	Member State		Service Type	1	Subject Matter		Sub-subject Matter	Specific Service	
2021/01/01 00:00:0	2022/01/01 00:00:0	All	$\sim$	Points Of Single Contact 🗸 🗸		All		All ~	All	
				Search value Q		Fearch value		Search value Q		
	Number of Cases: <b>67,851</b>			Coloct all	es of le C	Coloct all		Select all	Jject Matters: its, authorisations, notifications ith 53,594 ar with 6,390	
Total Number of C	ases by Type of Servie	ce		Points Of Single Contact Product Contact Points Product Contact Points For C		<ul> <li>Fire stopping, fire sealing an</li> <li>Medical devices</li> <li>Other</li> </ul>	γpe	Continuous professional deve Corporate forms, incompatibi Culture	Category Of User	
				Show selected values		Requirements to access and/     Simple pressure vessels and     Social security, relations emp     Show selected values		<ul> <li>Customs services</li> <li>Engineering and architecture</li> <li>Hotel, restaurant, cafes</li> <li>Show selected values</li> </ul>	Business     Citizen     Business And Citizen:	

#### 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:

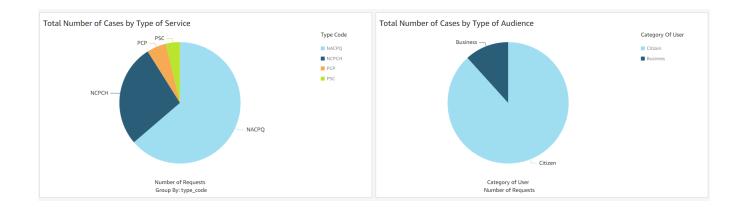
୬ ୯	\$						
$\nabla$	Statistics - Webpages Statistics - Assistance Service	Cases FOQ - Webpages	FOQ	- Online Procedures   FOQ - Assistance Serv	ces Cases		
Filter	Start Date End Date	Member State		Service Type	Subject Matter	9	Sub-subject Matter Specific Service
	2021/01/01 00:00:0 2022/01/01 00:00:0	All	~	All	All	] [	All ~
	Number of Cases			• Points Of Single • National Contact Points Fo	s of Service: Contact with 67,851 r Cross-border Healthcare with 1,934		Top 3 Subject Matters: • Business operation (permits, authorisations, notifications) with 53,594 • Other with 7,688

#### With Filters Applied:

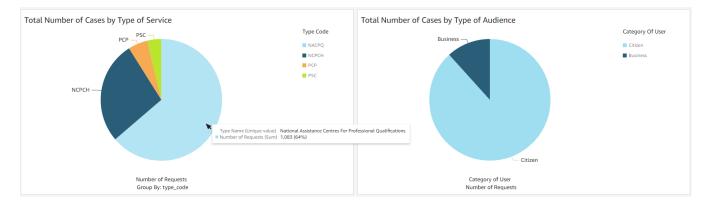
ש פ ק		atistics - Assistance Services Cas	FOQ - Webpages	FOQ	- Online Procedures FOQ - Ass	istance Serv	ices Cases				
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:04	Member State Germany	~	Service Type	~	Subject Matter Healthcare in other countries	Sub All	b-subject Matter	Specific Service	~
		Number of Cases:					s of Service: or Cross-border Healthcare with 1,201			ect Matters: leer 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.

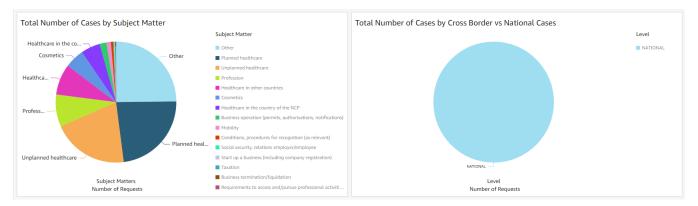


You can hover your cursor on top of the charts to get more details.



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_ $~~\checkmark$

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

Number of 1st Level Feedback Collected: 22,229	Found Information Useful: • No with 48% • Yes with 37% • Partly with 15% • Call of the second se
Number of 1st Level Feedback by Member State	Iumber of 1st Level Feedback Collected over Time       11,382
10,000	3,471
6,013 6,000	2,477 1,925 1,848 2,025 1,848 1,736
4,000 service (Count) 6,013 Focus only on Estonia	1,530 1,257
2,000 Exclude Estonia 1,685	303
and the set of the set	and and a set of the s

# 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 Usef • No with 48% • Yes with 37% • Partly with 15%			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 St Estonia	tate	Service https://www.eesti.ee/en/citizenship-and-documents/personal-identity-docu v			
Number of 1st Level Feedbac	k Collected:		Information Useful: • Partly with 33% • No with 33% • Yes with 33%	Search volue Q Search volue Select all https://www.eesti.ee/en/citizenship-and-documents/citizenship/stonian https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right () https://www.eesti.ee/en/citizenship-and-documents/citizenship/dos			
Number of 1st Level Feedback by Memb	9		Number of 1st Level Feedbac	k C         https://www.eesti.ee/en/citizenship-and-documents/right-of-residence-a           https://www.eesti.ee/en/citizenship-and-documents/rules-regarding-cros           https://www.eesti.ee/en/coing-business/accounting-and-reporting/report           https://www.eesti.ee/en/coing-business/accounting-and-reporting/report           https://www.eesti.ee/en/coing-business/accounting-and-reporting/report			
8			4	https://www.eesti.ee/en/doing-ousiness/aissolwing-a-company/aissolutio     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			
δ			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		
Number Of 2nd Level Feedback Collected: 2,439					

#### After:

Second Leve	el			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	~	Service
		Number Of 2nd Level Feedback Collected: 2		Search value     Q       Select all
Feedback Collected				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:

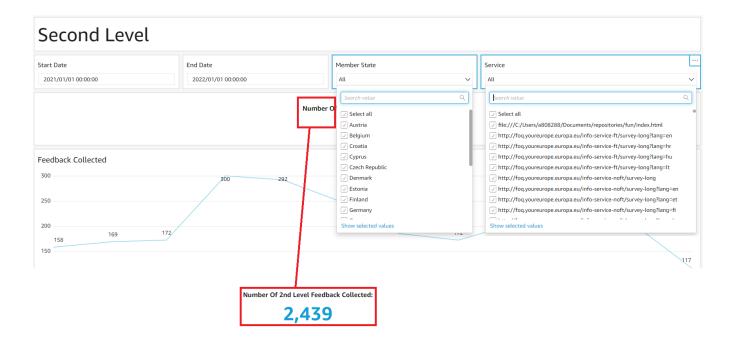
Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases							
First Level							
Start Date	End Date	Member State	Service				
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	~			
Number of 1st Level Feedbar		<ul> <li>↓ Croatia</li> <li>↓ Croatia</li> </ul>	Q Search values	۵) ه			
Number of 1st Level Feedback by Member State		Cyprus Czech Republic Denmark	ck Collected over Time				
8,000		Schular     Finland     Germany     Show selected values	2079				

#### 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			
	evel Feedback Collected: 303	Search value	٩	Search value Q Select all https://sede.dgb.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric https://sede.gobcan.es			
Number of 1st Level Feedback by Member State		Netherlands Poland Stovakia Stovenia Sovenia Sopain Sweden	ck	C https://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB02.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB02.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DD02.sh			
300	303	Jweeen     Unknown     Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh Show selected values			

### Second Level

Before:



After:

tart 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	٩	Search value
		Number O	Select all		Select all
			✓ Austria		https://vorarlberg.at/
		<u> </u>	Belgium		✓ https://www.bmdw.gv.at/
			Croatia		International states with the second state of the second states and the second states an
eedback Collected			Cyprus		https://www.bmdw.gv.at/Themen/Unternehmen/Produktinfostelle.html
eedback collected			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/Berufshaft
0.8			Germany		https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrer
		/	Show selected values		Show selected values
0.6			Show Selected values		Show Selected values

### 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.

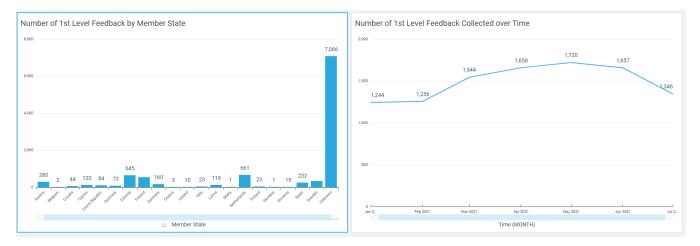
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	s 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 Feedback Collected:     Found Information Useful:     Average Rating:       22,229     . Yes with 37%     3					

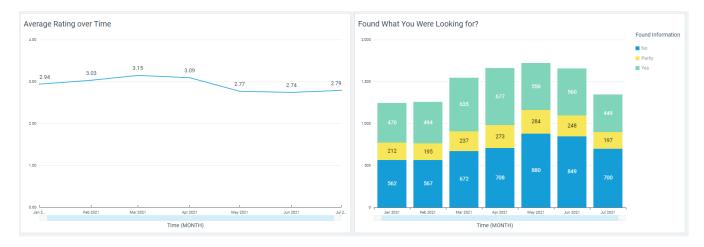
#### With Filters applied:

Statistics - Webpages Statistics - Assistance Services Ca	FOQ - Webpages FOQ - Online Procedure	FOQ - Assistance Services Cases	
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00		vice tps://business.gov.nl/regulation/accommodation-foreign-workers/, https:/ V
Number of 1st Level Feedba	ck 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.

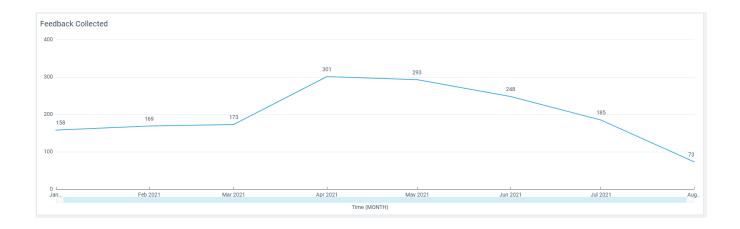
#### Without Filter:

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/.informace/pravni-postaveni-dlouhod
		Number Of 2nd Level Feedback Collecte	ed:	

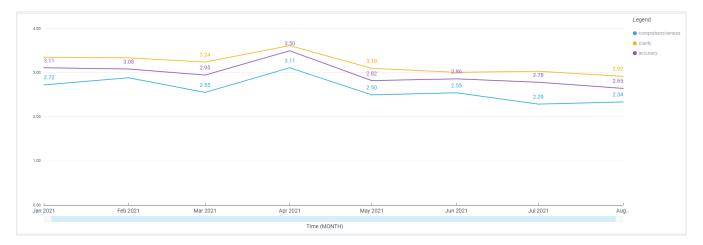
On the next block we have a line chart with the Feedback Collected over time.



#### 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

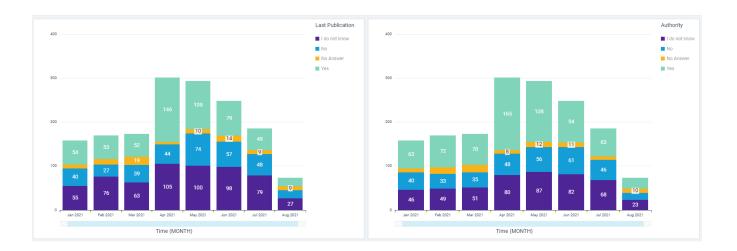
#### On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



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:
- 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.

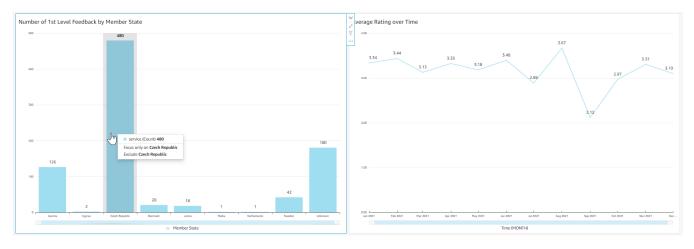
## **FOQ - Online Procedures**

### 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: 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	End Date 2022/01/01 00:00:00	Member State	https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 1st Leve	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
Number of 2nd Level Feedback Collected: <b>79</b>		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     - Lervice       All     Member State
Nun	nber of 2nd Level Feedback Collected: 5	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:

Statistis - 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 Q	Bearch value Q
Number of 1st Level	Feedback Collected: 70	Solect all     Autria     Cyprus     Crech Republic     Denmark     Litvia     Malta	Select all     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://mex.mcit.go.cv/mdi/mexbency.msf/AlU/0197/DBAAA88EBCSC22585F8002D014BPOpe     Mttp://www.mcit.go.cv/mdi/mac/wency.msf/AlU/E16F478BAS364419C22585F8002D062CD06CPOpe     Mttp://www.mcit.go.cv/MECI/mac/wency.msf/AlU/C400390505856D14C22585F80022D1867Op
Number of 1st Level Feedback by Member State		Netherlands     Sweden     Unknown	http://www.meci.gov.cy/MECI/insolvency.nsf/page27_gr/page27_gr/OpenDocument https://borger.dk/
480		Show selected values 3.34 3.33	Chates/cht.gount/           Show selected values           3.40         3.31           3.10         2.97

After:

Statistics - Webpages   Statistics - Assistance Services Cases   FOQ - Webp	ages 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. [Fearch value Q.]
Number	of 1st Level Feedback Collected:	Select all Cutris Cyprus Casch Republic Demark Jutris Mata	Steer all https://arvija.kv/ Show selected values
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	
	18	Show selected values	3,33
			1

### 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
		kearch value Q	ן ן	Fearch volue
Number of 2nd Leve	Freedback Collected: 79	Select all     Autria     Dennark     Catria     Swedon     Unknown     Stow selected values	3 M	Constant     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://foxyoutmorpe.europa.eu/online-proc-roof/juurvey-long     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmok.borger.dk
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er Tir	The type//fileindemmak.borger.dv/ https://fileindemmak.borger.dv/ https://fileindemmak.borger

#### After:

Second Level				
Start Date	End Date	Member State		
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	~	All
		Search value Q		[Bearch value Q]
Number of 2nd Leve	Freedback Collected: 5	Select all Dermark Latvia Swoden Unknown Store selected values	м	Effert         Sets: all           Integr.//www.rigrationserket.se/         Integr.//www.rigrationserket.se/Figlish/Phinte-individuals/EU-citizens-and-long-term-vesident           Integr.//www.sideteventes.se/         Integr.//www.sideteventes.se/           Integr.//www.sideteventes.se/         Show selected values
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er T	Time
۰ ۰	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.

Statistica - Webpages Statistica - Austrance Services Cares 100 - Withoutes T400 - Austrance Services Cares					
First Level					
Start Date 2021/01/01 000000	End Date 2022/01/01 0000:00	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.

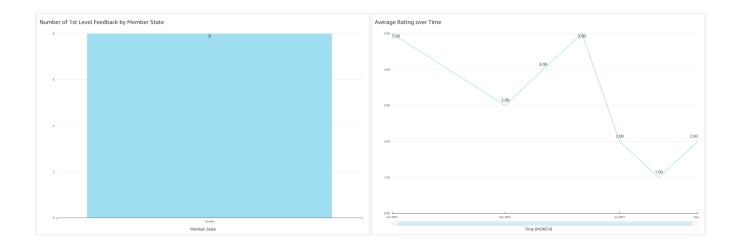
#### Without filters applied:

Statistics - Webpages Statistics - Ausistance Services Cases POQ - Online Procedures POQ - Ausistance Services Cases				
First Level				
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service	
Number of 1st Level	Feedback Collected: 70		Average Rating: 3	

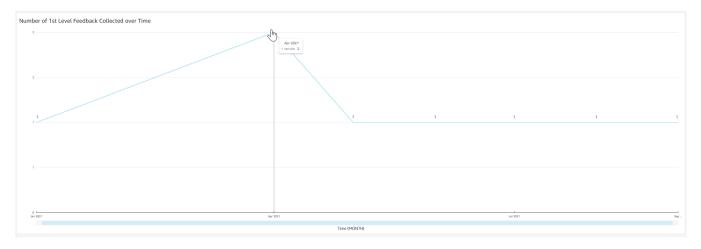
#### With Filters applied:

Statistics - Witepages Statistics - Anistence Services Centers (FOQ - Unitary Procedures) FOQ - Anisitence Services Centers					
First Level			¥  ₹ 		
Start Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	Service https://cgoudenk.gual/, https://www.oesterreich.guat		
Number of 1st Leve	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.

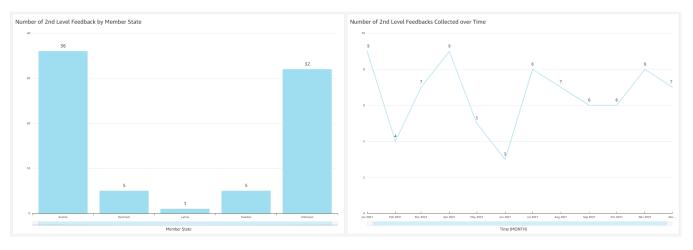
Without Filter:

Second Level			
5tart Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	Service All
	I Feedback Collected: 79	Тор 3	Member States by Number of Feedback: - Austria with 36 - Unknown with 52 - Denmark with 5

#### With Filter applied:

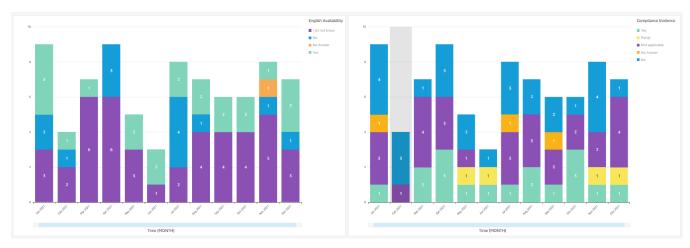
Second Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	https://www.migrationsverket.se/
Number of 2nd Leve	l Feedback Collected: 2	Select all Sweden Show selected values	Member States by Number of Feedback is: • Sweden with 2

# 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 .





### 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.



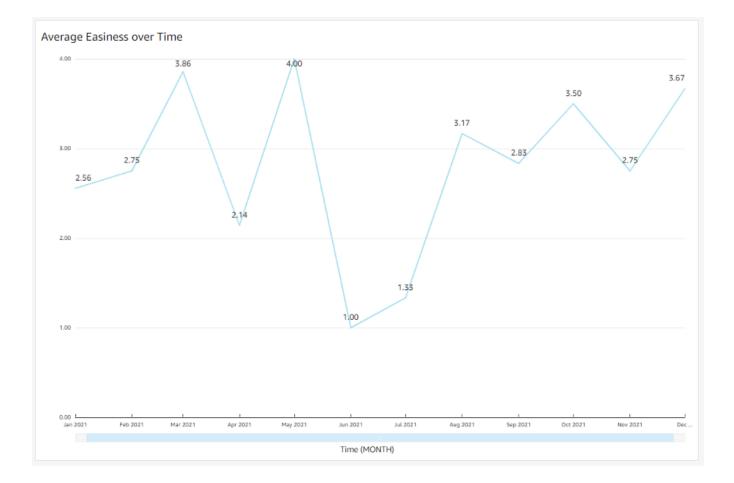
#### In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



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 - As	Statistics - Webpages Statistics - Assistance Services Cases FOQ - Online Procedures FOQ - Assistance Services Cases				
First Level	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:

Setesora - wrotpegia T Setesora - Asasterice services Lana T. Folg - intropegia T OU - Unitine Processina Services Lana						
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 Serv	vices Cases   FOQ - Webpages   FOQ - Online Procedu	FOQ - Assistance Services Cases				
First Level						
Start Date	End Date	Member State	Service Ty	pe l	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary	✓ PCP	~	All Beach value	<b>ॅ</b>
	Number of 1st Level Feedback (	Collected:			Select all TR021de4-5895-4a40-b205-cx428xcfde7f 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:		Top 3 Member States by Number of Feedback: - Germany with 96 - taby with 15 - Finland with 15		

#### After:

Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type PSC	~	Service ID
	Number of 2nd Level Feedback Co 13	ollected:			1 Show addeted 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	٩	Search value	٩	Bearch value 0
	Number of 1st Level Feedback Collected:	Select all		Select all EURES		Select all Blank space
	1,209	Croatia Cyprus Czech Republic		☑ NACPQ ☑ NCPCH ☑ PCP		36473acc-a3b9-4841-8c96/-9cb7734a208a           a33car3a-a3b6-4226-b283-4a64086c89c9           aaddAcccc-446-4231-a8b4-c375d1eb557c
		Denmark     Finland				
Number of 1st Level Feedbac	k by Member State	Germany Greece		SOLVIT	l or	☑ 03eec88b-8778-49ca-88ee-6dec36d2f211           ☑ 0bf467a5-97f7-42be-9273-b47c8b2ccc86
800	759	Hungary Hungary Show selected values		Show selected values	_	Show safety datases
			_	123		123

#### After:

3							
Statistics - Webpages   Statistics - Assistance Services Cases   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	Bulgaria 🗸		~			
		Search value Q	Fearch value	٩			
	Number of 1st Level Feedback Collected:	Select all Usuaria Coroatia Coprus Cach Republic	Select all     S				
		Denmark Finland Germany					
Number of 1st Level Feedback by Mem	ber State	Greece	Number of 1st Level Feedback Collected over Time				
		Show selected values					
	17						

## Second Level

Before:

Second Leve	el			
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	Bearch value Q	Bearch value Q
		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	NCPCH	b50519e0-d7ba-430c-a509-0ff37ba43cda
		Czech Republic	PCP	022af480-5647-4f34-ba3e-d8346bc9fc51
	172	Denmark	PCPC	O3eec88b-8778-49ca-88ee-6dec36d2f211
		Finland	PSC .	Obf467a5-97f7-42be-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 Feedba	ck by Member State	Show selected values	Number of 2nd Level Feedback Collected	
100 96			40	

#### After:

Second 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	All
		Search value	Q,	Bearch value Q	Bearch value Q.
		Select all		✓ Select all ✓ EURES	✓ Select all ✓ 9f262c2c-a1a9-4f9d-aaf0-d09aaa9a8eb7
	Number of 2nd Level Feedback Collected:	Croatia Cyprus Creck Republic Demmark Finland Germany Greece		Show selected values	Show selected values Bulgaria with 9
Number of 2nd Level Feedback by Member State			Number of 2nd Level Feedback Collected	d 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.

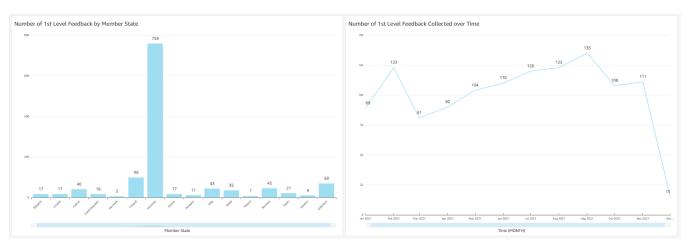
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	es   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 All	Service Type	Service ID	~
	Number of 1st Level Feedback Collect 1,209	ed:		Average Rating: 4	

With filters applied:

Statistics - Webpages Statistics - Assistan	nce Services Cases   FOQ - Webpages   FOQ - Online Procedures   FOQ	2 - 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	Denmark 🗸	All	All	~		
	Number of 1st Level Feedback Collected:			Average Rating:			
5		4					

# 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.

Number of Feedback by Service Type	Service Type	Average Rating Over Time
NCCO 46 (H1) 52 (25) 50 (50) 50 (50) 5	E CARS E CARS E Margen Narg	442 4.62 4.51 4.47 4.53 4.61 4.53 4.27 4.20 4.11 4.53 4.55 4.55 4.55 4.55 4.55 4.55 4.55
Service Type		Time (MONTH)

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	Second Level						
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All	Type Service	]	~	
Number of 2nd Level Feedback Collected:				Top 3 Member	r States by Number of Feedback: • Belgium with 59 • Unknown with 13 • Cyprus with 11		

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:			Тор	Member States by Number of Feedback is: • Belgium with 11		

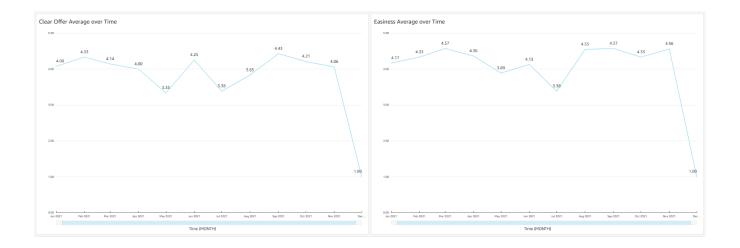
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



#### 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:

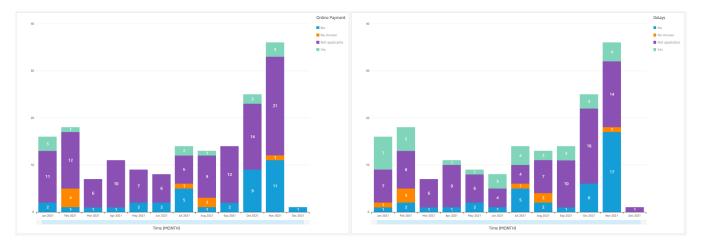
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



#### 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%) - Ves (7%) - No Answer (5%)	- Not applicable (53%) - No (23%) - Yec (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.

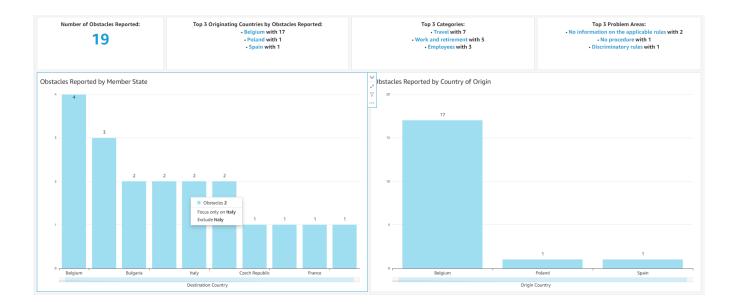
#### How to use the Filters

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 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:

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	<ul> <li>All </li> </ul>
Number of Obstacles Repor	ted: Top 3 Originating	Countries by Obstacles Reported:	Search value	٩	Search value Q	Top 3 Problem Areas:
19		Belgium with 17     Poland with 1     Spain with 1	Select all Gitizens' and family righ Gitizens' and family righ Gitizens' and family righ Gitizens' Education or traineeshi Gitizenses	5	<ul> <li>✓ Select all</li> <li>✓ Access to EU finance</li> <li>✓ Assistance in case of reduced …</li> <li>✓ Business-related services</li> </ul>	Anation on the applicable rules wit 2 • No procedure with 1 Discriminatory rules with 1
Obstacles Reported by Mer	nber State		Pruding a business     Goods     Health and safety at we     Healthcare     Protection of personal     Public contracts     Show selected values	data	Device and colling a materia	

After:

statistics - webpages   statistics -	Assistance services cases	FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance serv	ices Cases FOSMO	·	
Start Date	End Date	Member State		Category	Sub-category	Problem Areas
2021/01/01 00:00:00	2022/01/01 0	All	$\sim$	Protection of personal data V	All 🗸	All
Number of Obstacles Re	ported: Top (	riginating Countries by Obstacles R • Belgium with 1	eported is:	Search value Q Select all Gitizens' and family rights Eucation or traineeship Employees		Top Problem Areas is:
Obstacles Reported by N	1ember State				ry of Origin	
0.8		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.

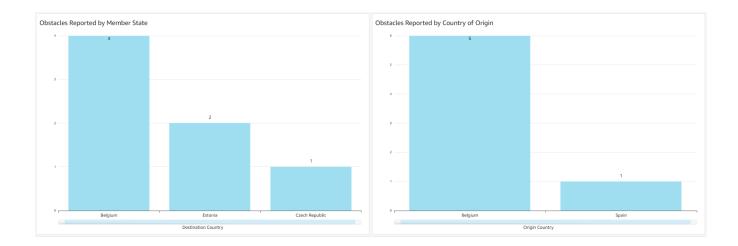
#### Without filters applied:

		FOQ - Assistance Services Cases FOSMO				*** roblem Areas
2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Category All	Sub-	-category	All
2021/01/01/00/00/00	2022/01/01/00:00:00	-		· · · · · · · · · · · · · · · · · · ·		P44
Number of Obstacles Reported: 19	• Belgi • Pola	es by Obstacles Reported: um with 17 ind with 1 in with 1	Work a	3 Categories: Travel with 7 nd retirement with 5 nployees with 3	No infor	Top 3 Problem Areas: mation on the applicable rules with 2 • No procedure with 1 Discriminatory rules with 1

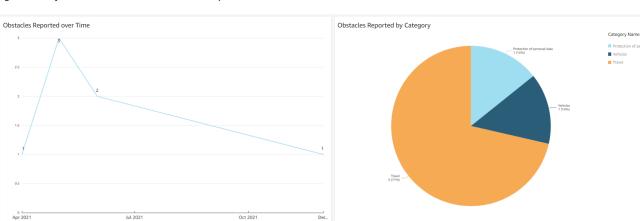
#### With filters applied:

Statistics - Webpages Statistics - Assistance Service Start Date 2021/01/01 00:00:00	es Cases   FOQ - Webpages   FOQ - Online Pri End Date 2022/01/01 00:00:00	Kore         Fog- Assistance Services Cases         FOSMO           Member State         Belgium, Czech Republic, Finland, Estonia,         Belgium, Czech Republic, Finland, Estonia,	Category Education or traineeship, Goods, Travel, P V	ub-category	~	Problem Areas All	~
Number of Obstacles Reported:	Top 2 Originating	Countries by Obstacles Reported: • Belgium with 6 • Spain with 1	Top 3 Categories: . Travel with 5 . Protection of personal data . 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.



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

Time (MONTH)

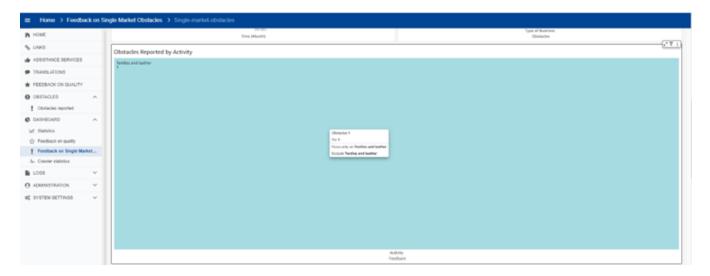
In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Category Feedback

Obstacles Reported by Sub-category			
Ordine purchases, travel arrangements and rights of travellers (plane, train, ship, bus)	tdentify card, via, passport 1	Buying and selling a motor vehicle	Assistance in case of reduced mobility
	Duta protection		
	Sub-category Feedback		

## Show FoSMO details in a separate page

You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



The details of the feedback you will see them on a separate page after clicking on the small window that you will show up (image on top)

## Filter improvements in FoSMO QS dashboard

You can search for Country of origin (any country in the World) in QS, this will help you find statistics easily

HOME	200							
b LINKS	Colorn Business - old data Business							Filters ,d
ASSISTANCE SERVICES	Start Date	End Date	Country of Or	igin 📋	Member State	Type of Business	Activ	éty.
TRANSLATIONS	2525/12/01 00:00:00	2025/06/22 00:00:00			AL	* AL	* 4	Piease select a visual to
FEEDBACK ON QUALITY			Search value	٩				create filter
OBSTACLES ^	Case Topic	Case Category	Select all	ste	ory	Legal Instrument	Prob	
Costacles reported	Al	v Al		¥1114		w Al	¥ AL	11 h 📈
DASHEOARD								<u> </u>
2 Statistics	Total aggregation	Top 0 Member States by	Obstacles Reported	Top Activities by Obstacles	Reported is: Top 0 T	opics by Obstacles reported is:	Top Probler	m Types
Feedback on quality	Number of Obstacles Reported:	is:						
Feedback on Single Market	0							
Jp. Crawler statistics								
LOGS V	Obstacles Reported by Member Stat				Obstacles Reported by Country	of Origin		
ADMINISTRATION ~	outdates reported by Premoer star				control reported by country	or origin		
SYSTEM SETTINGS V								

## **Default Start Date for Quiksite**

You will be able to see the default start date as 1st Dec 2020 in QS filters, thisfilter will not change with the changing year

	Sin	gle Market Obstacles > Single-marke	t-obsi	lacles										
IN HOME		5 m ~												v
€ LINKS		Chines Business - old firts Business											Filters	$s \times t_R$
ASSISTANCE SERVICES	l	Start Date	End D	late	Country of O	rigin	:	Member State		Type of Business		Activity		î.
TRANSLATIONS		2020/12/01 00:00:00	2025	05/22 00 00 00			w	Al	Ŧ	A	Ŧ	Ali	Please select a visual to create filter	- 11
★ FEEDBACK ON QUALITY														- 11
O OBSTACLES		Case Topic		Case Category			Case Sub-cat	egory		Legal Instrument		Problem Type	ч⇔	- 11
Obstades reported		All	*	M		*	All		*		¥	All	$\Pi \sim \Lambda$	
Ø DASHBOARD ^														
∠ Statistics		Total appropriation Number of Obstacles Reported:		Top 0 Member States by Obstacle is:	is Reported	Top Activitie	rs by Obstacle	s Reported is:	Top 0 Topic	s by Obstacles reported is:	Тор	Problem Types		
슈 Feedback on quality														
Feedback on Single Market		0												
J <sub>P</sub> Crawler statistics														
LOGS Y		Obstacles Reported by Member State	e					Obstacles Reported b	y Country of C	Drigin				
$\Theta$ administration $~~\sim~~$										-				
O <sup>®</sup> SYSTEM SETTINOS ∨														

## **Statistics Log IS**

#### • Statistics Log IS

- Introduction
- <sup>O</sup> How to access the Statistics Log Module?
- <sup>O</sup> 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 LOGS button in the left-side menu.



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

≡									
HOME									
€ LINKS		Visits	70.044.004	Feedback		50	Obstacles		
ASSISTANCE SERVICES			73 811 291 Total this year	received		53 Total this year	received		O Total this year
TRANSLATIONS									
FFFDRACK ON QUALITY			73 611 201		349				
O OBSIACLES V									
DASHBOARD 🗸									
LOGS	٦.								
im Statistics log IS		10 233 519			32 45				
ial. Statistics log AS								0 0	
USER MANAGEMENT		November December	January		November December January		Nov	imber December January	
Q <sup>©</sup> SYSTEM SETTINGS ✓									

### 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**.

Home > Statistics log IS	8		
HOME	Statistics log		
S 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		
OBSTACLES REPORTED	Statistics on information services		
STATISTICS	2 items found		
Pashboards			L Download Unmatched URLs
🕍 Statistics log IS			
Int. Statistics log AS	Unique ID	Status 🜩 Transfer date 🚽	ACTIONS Download error report
Jµ₄ Crawler statistics	Unique ID		ACTIONS error report
SUSER MANAGEMENT	10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed 2021-07-14 12:00:00	* * *
Ø <sup>®</sup> SYSTEM SETTINGS ∨	4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed 2021-02-25 09:48:00	* 🕯 🕹
		H 4 1 > H 10 V	

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			
			L Download Unmatched URLs
Unique ID	Status ≎	Transfer date 🗸	ACTIONS Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	<b>≵ ⊜ ≵</b>
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	± ⊜ ±
	K 4 1	▶ N 10 V	

## 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

oralistics on information services				
2 items found				
			🛓 Download 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	<b>*</b>	Ł
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	🛓 🔒	Ł
	K 🔨 🕇 🕨 🔿	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 irreversible, and it will only be reflected on the Statistics Dashboard on the next 24 hours.

Statistics on information services			
2 items found			
			Leven Download Unmatched URLs
Unique ID	Status 🗢	Transfer date 🗸	Download ACTIONS 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	* 🗎 🕹
	R < 1 →	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.

Statistics log			
Unique ID Filter by unique ID Hide filters	Status     Transfer start date     Transfer end date       Filter by status     dd/mm/yyyy     dd/mm/yyyy     Clear filters		
Statistics on information service	25		
2 items found	Delete Statistics	🛓 Download Unm	natched URLs
Unique ID	Are you sure you want to delete the statistics? 10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474.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 Processed) 2021-02-25 09:48:00	🛓 🗎	Ł

## **API keys**

- API keys
  - <sup>O</sup> Introduction
  - <sup>O</sup> 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.

HOME	API keys	
€ LINKS		
ASSISTANCE SERVICES	1 items found	
TRANSLATIONS	Key number 💠	Purpose ¢
FEEDBACK ON QUALITY	ATTQJN63B6IESnOxITJFUTzA	
O OBSTACLES		
C DASHBOARD		
LOGS V	·	
별 USER MANAGEMENT		
Q\$ SYSTEM SETTINGS		
API keys		

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
  - <sup>O</sup> What can I see in the Homepage?
  - <sup>O</sup> How to change roles when National Coordinator delegation is active?

## Introduction

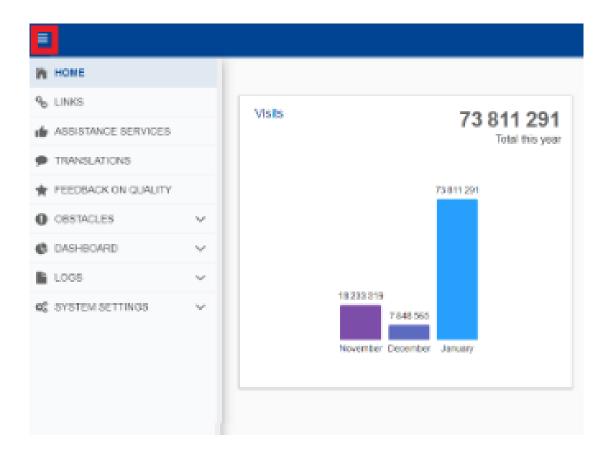
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

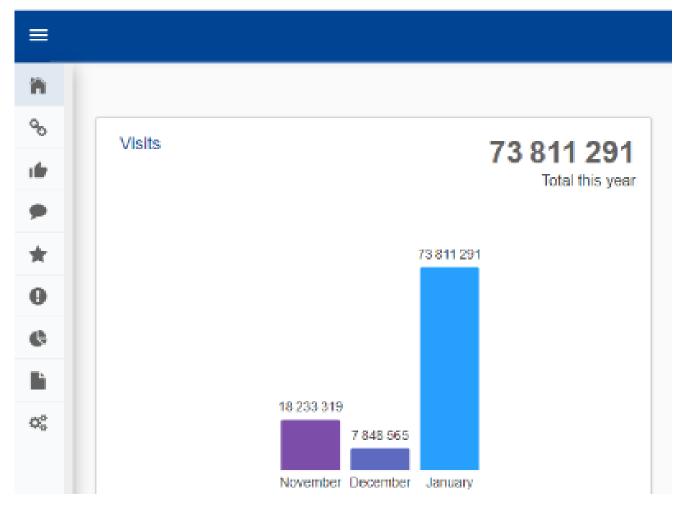
## What can I see in the Homepage?

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.



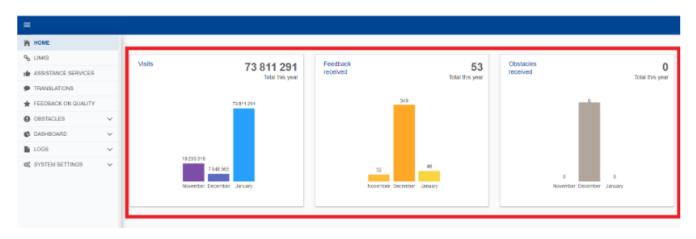
You can click on the top left corner of this menu to expand or minimize the menu.







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.



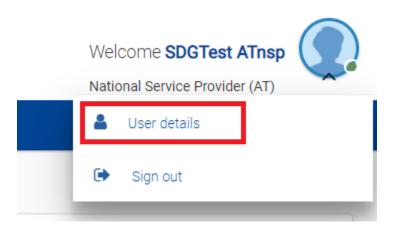
In the top right corner you can also click on the user picture and that will expand an additional menu.

European Commission Single Digital Gateway	Welcome SDGTest ATnsp
≡	
A Home	

#### Here you can check your User details and Sign out.

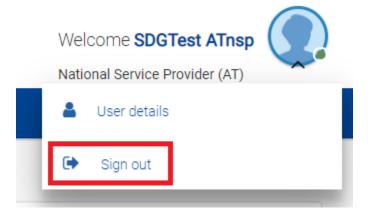
European Commission Single	Digital Gateway		Welcome SDGTest ATnsp
=			🚔 User details
*			🗭 Sign out
Ø Vieite	Feedback	Obstanlas	

Clicking on User details will show you your user details.



	Commission   Single Digital Ga	teway			Welcome SDGTest ATnsp
=					
*					
G	Visits			- Obstaslas	
<b>\$</b>		r details	21.70		<b>11</b> Total this year
•		EU Login ID	n00014xd		
*	Start S	Email address	sdg.test.at.nsp@gmail.com		
0	TORN	Full name Phone number	SDGTest ATnsp		
		Country	Austria		
<b>(</b> >		Region Competent authority	* National coverage / competence (AT) Test		
<b>\$</b> >		Role	National Service Provider		
	February March Apri			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 One account, many EU services	ECAS? English (en)
Logout	
You are about to be logged out of EU Login.	
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 G	Bateway			
	Select Role			
	Role	Select role	Cancel	

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.

		D	NSP DE	
		1	User details	
		C	Switch role	
		G	Sign out	
133	Obstacles		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.

		222	
Switch Role			
	Role National Service Provider		
			Cancel Switch

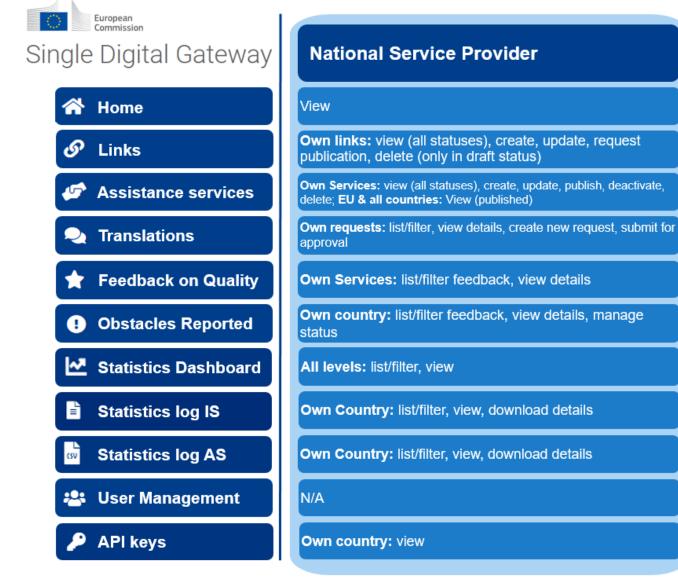
#### Important Note

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

- Links
  - <sup>O</sup> Introduction
  - <sup>O</sup> How to access the Links module?
  - O How to navigate on Links module?
    - Filters
  - 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)

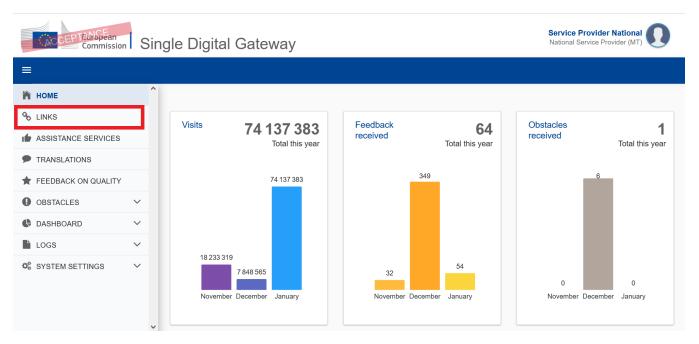
- Published (you can see all links that are in this status for your country)
- What exactly each Action does?
- What actions can I do in the Link Metadata tab?
- How to do an action to multiple Links at the same time?
- How to export Links?
- O How to Add Links?
  - How to add a single link?
  - What options do I have available when adding a Web folder?
  - What options do I have available when adding a Web page?
  - URL type, Web folder or 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?
- <sup>O</sup> Links and Links Metadata History
- <sup>O</sup> How to access Link History?
  - Links History
  - Links Metadata History
- O Links and Links Metadata History
- <sup>O</sup> 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	ingle I	Digital Gateway					Service Provider National National Service Provider
home '	Man	nage your Links					+ Add Link 🕹 Export Links 🛓 import Links
ASSISTANCE SERVICES	% F	Registered links					
TRANSLATIONS	Sea	arch		Q Search			
FEEDBACK ON QUALITY	Show	advanced filters					
OBSTACLES V							
🕼 DASHBOARD 🛛 🗸		ems found					
LOGS 🗸		URL 🗢	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
📽 SYSTEM SETTINGS 🛛 🗸		https://xml2K.co.gov.mt/xml4	Coordinator National	Procedure	Published	2022-08-04 16:37:36	۵
		https://xml2K.co.gov.mt/xml3	Coordinator National	Procedure	Published	2022-08-04 16:37:36	ଭ୍
		https://xml2K.co.gov.mt	Coordinator National	Information Procedure	Published	2022-08-04 16:37:36	ଷ୍
		https://xlsx35.co.gov.mt	Coordinator National	Information Procedure	Published	2022-09-26 17:51:52	ଭ
		https://xism2L.co.gov.mt/xism4	Coordinator National	Information Procedure	Published	2022-08-04 16:37:34	Q
				H 4 1 2 3	▶ H 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).

Home > Links						
Manage y	our Links					+ Add Link 🛓 Export Links 🛓
% Registere	d links					
Search			Q Search			
Show advanced	filters					
205 items found	I					
URL 4	;	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
https://	/xml2K.co.gov.mt/xml4	Coordinator National	Procedure	Published	2022-08-04 16:37:36	Q
https://	/xml2K.co.gov.mt/xml3	Coordinator National	Procedure	Published	2022-08-04 16:37:36	Q
https://	/xml2K.co.gov.mt	Coordinator National	Information Procedure	Published	2022-08-04 16:37:36	Q
https://	/xlsx35.co.gov.mt	Coordinator National	Information Procedure	Published	2022-09-26 17:51:52	Q
https://	/xism2L.co.gov.mt/xism4	Coordinator National	Information Procedure	Published	2022-08-04 16:37:34	Q

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

Manage your Links		+ Add Link	LEXPORT LINKS	1 Import Links
% Registered 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	+ Add Link ▲ Export Links ▲ Import Links
% Registered links	
Search	Q Search
Show advanced filters	

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

Manage your Links			+ Add Link + Export Links 1 Import Links
Ø Registered links			
Search	Q Search		
Owner	Url 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)



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



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

URL \$	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
https://history.link.mt	National Service Provider	Information	Review	2023-02-23 14:52:07	Q
		K ∢ 1 → N 5 ¥			

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 \$	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
https://testnsp.mt	National Service Provider	Information	Published	2023-01-31 13:54:43	Q 🌶
		K ( 1 )	5 🗸		

If the link is in Published status, and you are not the owner, 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.

% Registered links					
Search		Q Search			
Owner	Url type		Content type	Status	
Select owner	Select url ty	Review link	×	Draft	×
Category Select category		Are you sure you want to submit the link : h	ttps://history.link.mt for Review ?		
Clear filters Hide advanced filters			Cancel		
1 items found					
URL \$	Owner 🗢	Туре	Status 🔺	Last update 🗢	ACTIONS
https://history.link.mt	National Service Provider	Information	Draft	2023-02-23 14:50:54	🖬 Q 🌶 🔒
		H 4	1		

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 I	inks	🛓 Export Metadata Links
Link Information	Link Metadata Link History	
		G / 8
	Title :	History
	URL :	https://history.link.mt
	Description :	Malta history
	Type :	Information
	Url Type :	Web page
	National locations :	WA
	Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
	Status :	Draft
	Owner :	National Service Provider
	Rejection reason :	Missing information
	Last update :	Thu Feb 23 2023 16:27:06 GM T+0100 (Central European Standard Time)
		< Back

# 🧪 Edit

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	
тие:*	History
URL:*	https://history.link.mt
Description :	Malta history
unitati potori -	
Type:*	Information  Choose a type
National Locations :	Choose # location
Url Type : *	Web page a
Web page language : *	English
Parent link :	Chose a link
Status :	Draft
Owner: *	National Service Provider
Rejection reason :	Missing information
	Thu Feb 23 2023 16:27:06 GMT+0100 (Central European Standard Time)
+ All Classifications	
	Select mandatory categories Is expanded
Mandetory Classifications : *	Annex 1 of S00 Regulation     Annex 2 of S00 Regulation
	· · · · · · · · · · · · · · · · · · ·
	x Concel V Save 1 Publish

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 use r 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.



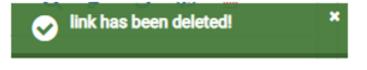
Delete allows you to delete any link in **Draft** status.

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

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

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 or URL type 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**.

Manage your L	inks			🛦 Export Metadata Links
Link Information	Link Metadata	Link History		
				G 🖌 🗎
			Title :	History
			URL :	https://history.link.mt
			Description :	Malta history
			Type :	Information
			Url Type :	Web page
			National locations :	NA
			Categories :	documents required of Union citizens; their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
			Status :	Draft
			Owner :	National Service Provider
			Rejection reason :	Missing information
			Last update :	Thu Feb 23 2023 16:27:06 GM T+0100 (Central European Standard Time)
				< 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 l	₋inks			🛓 Export Metadata Links
Link Information	Link Metadata	Link History		
			Title :	History
			URL :	https://history.link.mt
			Description :	Malta history
			Type :	Information
			Url Type :	Web page
			National locations :	NA
			Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
			Status :	Published
			Owner :	National Service Provider
			Last update :	Thu Feb 23 2023 17:12:06 GMT+0100 (Central European Standard Time)
				< 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.

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://history.link.mt	en	A1	Information	MANUAL	Q /	
		R 4 1 >	5 ~			
		< 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 details:

Manage your Metadata Links	
Metadata Link Information Link Metadata History	
	,
Title :	History
URL :	https://history.link.mt
Description :	Malta history
Type :	Information
National locations :	WA
Notification Type :	MANUAL
Ovner :	National Service Provider
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport);
Web page language :	en
	K Back
You also have the possibility to <b>Edit</b> 💣 the	e metadata or <b>Delete</b> (only if in <b>Draft</b> status). Further explanation will be done furthe

in this guide about what metadata is.

er (only s). (p

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 and the Notification Type).

Metadata Link Information			
	Title : *	History	
	URL :	https://history.link.mt	
	Description :	Malta history	
	Type : *	Information Select content type	
	National Locations :	Choose a location	
	Notification Type :	MANUAL	
	Öwner : *	National Service Provider	×
	Web page language : *	English	×
		Select mandatory categories	Is expanded
	Mandatory Classifications *	Annex 1 of SDG Regulation     Annex 2 of SDG Regulation	
			X Cancel Save
In all those scree	ns, you will have the	* button that will send you back to the previous screen.	
	<b>Edit</b> mode, you will have the ges, however if any changes	<b>Cancel</b> button to cancel any actions you might have done, and a were done you will send the link to <b>Review</b> status.	Save button

# 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 select all button or select only a few items for which the actions available will be shown.

Man	age your Links					+ Add Link 🛓 Export Links 🕹 Import Links		
% Registered links								
Search Q Search								
Show	advance d filters							
207 ite	ms found							
	URL 🗘	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS		
	https://test.mt.nsp	National Service Provider	Information	Draft	2023-02-23 17:25:47	🖬 🍳 🍬 🗃		
	https://history.link.mt	National Service Provider	Information	Published	2023-02-23 17:12:06	Q /		
	http://ad.gob.mt	PETROIANU Marian-Florin		Published	2023-02-23 11:42:58	Q		
	https://testnsp.mt	National Service Provider	Information	Published	2023-01-31 13:54:43	Q /		
	https://history.link.mt/01	Coordinator National	Information Database	Published	2023-01-20 16:15:50	ଷ୍		
K ◀ 1 2 3 ▶ K 5 ✓								
_								

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).



## How to export Links?

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

Mana	age your Links					+ Add Link	📥 Export Links	🛓 Import Links
% R	gistered links							
Sear	ch		Q Search					
Show	advance d filters							
207 iten	is found							
	URL 🗢	Owner 🗢	Туре	Status 🗢	Last update 🗢		ACTIONS	
	https://test.mt.nsp	National Service Provider	Information	Draft	2023-02-23 17:25:47	🖬 @ a	• 🔒	
	https://history.link.mt	National Service Provider	Information	Published	2023-02-23 17:12:06	Q 🌶		
	http://ad.gob.mt	PETROIANU Marian-Florin		Published	2023-02-23 11:42:58	Q		
	https://testnsp.mt	National Service Provider	Information	Published	2023-01-31 13:54:43	Q 🌶		
	https://history.link.mt/01	Coordinator National	Information Database	Published	2023-01-20 16:15:50	Q		
			K 4 1 2 3 F H 5	~				

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

Url	title	description	country	categories	location	user	type	URL type	status	last update date
https://pulizija.gov.mt/e	Emergency Service Numb	Information on services pro	Malta	F5		INACTIVE	Information	Web folder	Published	2020-12-04 10:41:15.16
https://pulizija.gov.mt/r	Emergency Service Numb	Information about services	Malta	F5		INACTIVE	Information	Web folder	Published	2020-12-04 10:41:19.234
https://businessenhance	Business Enhance ERDF	Grant Scheme	Malta	01		INACTIVE	Information;Pr	Web folder	Published	2020-11-17 12:19:28.48
https://businessenhance	Business Enhance ERDF	Grant Schemes - Calls	Malta	01		INACTIVE	Information	Web folder	Published	2020-11-17 11:52:34.759
https://businessenhance	Business Enhance RD&I	R&D&I is a critical element	Malta	01		INACTIVE	Information;Pr	Web folder	Published	2020-11-17 12:20:21.729
https://businessenhance	Business Enhance ERDF	This Grant Scheme is aimed	Malta	01		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:20:00.663
https://businessenhance	Business Enhance ERDF	This Grant Scheme is aimed	Malta	01		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:18:53.762

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

Manage your Links						🛓 Export Metadata Links	
Link Information Link Metadata Link Histo	лу						
1 items found							
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS		
https://testnsp.mt	en	B1	Information	MANUAL	Q /		
н ∢ ∎ → н б∨							
< Back							

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

	А	В	С	D	E	F	G	Н	I	J	К
1	Url	title	descriptio	country	location	user	type	category	language	notificati	clast update date
2	https://te	Test uploa	d	Malta		National Service Provider	Information	B1	en	MANUAL	2023-03-06 15:55:20.279

# 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	AdSLink     ▲ Export Links     ▲ Import Links
% Registered links	
Search	Q Search
Show advance d 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	◆ AdsLink ▲ ExportLinks ▲ ImportLinks
% Registered links	<b>^</b>
Search Q Search	
Show advanced filters	

Manage you	r Links	
Add new link		
	URL : *	
	Title : *	
	Description :	
	Should SDG Dashboard title/description be displayed on search results page? :	
	Uri Type : *	:
		x Cancel 🗸 Save 🕻 Submit for review

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;

**Should SDG Dashboard title/description be displayed on search results page? :** Whether to use the title and description information provided in the form or opt for the HTML information retrieved through the crawler functionality.

**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;

#### 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:

Manage your Links	
Add new link	
Title : *	
URL:*	
Description :	
National Locations :	Choose a location
Uri Type : *	Web folder +
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler) :	
Excluded paths :	
Ignore parameters :	
	x Cancel 🗸 Save 🖾 Submit for review

**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.

The next two fields are displayed only if one of the above options are checked:

**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 **articled** 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:

Manage your Links	
Add new link	
Title:*	
URL:*	
Description :	
Туре:*	Choose a type
National Locations :	Choose a location
Uri Type : *	Web page •
Web page language : *	Choose a language
Parent link:	Choose a link
+ All Classifications	
	Select mandatory classifications Is expanded
Mandstory Classifications : *	Annex 1 of SDG Regulation     Annex 2 of SDG Regulation
	x Cancel 🗸 Save 🖬 Submit for review

**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);

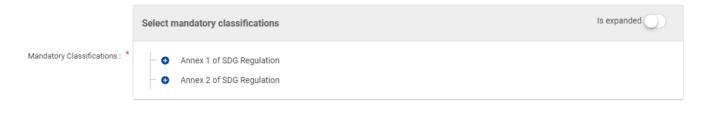
National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country;

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.

**Mandatory Classifications:** Select the desired thematic category or categories appropriate for the link. You can select **only the lowest level of categories**, like the codes containing the letter of the category and the number of the area. 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.

Is important to mention that in the case of creating/updating a Web Folder, the 'Type', 'Mandatory Classifications' and 'National locations' fields are not required due to the fact that this information it is retrieved from the child metadata links and displayed only in view mode.



You can click on the

sign to expand single items:

	Select mandatory classifications	Is expanded
Mandatory Classifications : *	<ul> <li>Annex 1 of SDG Regulation</li> <li>Citizens</li> <li>Businesses</li> <li>Annex 2 of SDG Regulation</li> </ul>	

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

Select mandatory classifications Is expanded
<ul> <li>Annex 1 of SDG Regulation</li> </ul>
- 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 Union
<ul> <li>B - Work and retirement within the Union</li> </ul>
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 for review, 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.

## 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:



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 🛦 Export Links
% Registered 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:

Import your Links		
+ Choose    Upload    Can		
	Just drag and drop files here	

You can either drag and drop the file:

Single Digital Gateway × +			- 0 ×
← → C ☆ 🌢 webgate.acceptance.ec.europa.eu/youreurope/sdg/#/screen/links/import	I IIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIII	are View	×
Apps	← → • ↑ 🖡 «	Downl > links v U P Se	arch links
European Single Digital Gateway	> 📌 Quick access	Name	Date modified
		sv-import.csv	29/03/2021 12:16
Home → Links	> 🤰 This PC	excel-import (1).xlsm	29/03/2021 12:16
A Import your Links	> 🔮 Network	🖹 xml-import.xml	29/03/2021 12:16
* Choose (A lighted) * Cannel       *       *       *       *       *       *       *	3 items   1 item select	c ted 1.19 KB	> 

Or choose a file from the directory:

Single Digital Gateway × +						
$\leftarrow$ $\rightarrow$ C $\triangle$ $(a)$ webgate.acceptance.ec.europa.eu	ı/youreurope/sdg	/#/screen/links/import				
	🧿 Open			>	<	
	$\leftarrow \rightarrow \cdot \uparrow$	📜 « Downloads > links	<ul><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li><li></li></ul>	∽ Search links		
European Commission Single Digital Gatev	Organize 🔹	New folder		iii • 🔟 🕐		
Home > Links	📌 Quick acces	Name		Date modified		
Import your Links		csv-import.csv		29/03/2021 12:16		
Ø	S This PC	excel-import (1).xlsm		29/03/2021 12:16		
+ Choose ▲ Upload × Cancel	🗳 Network	🖹 xml-import.xml		29/03/2021 12:16		
csv-import.csv 1.22 KB	1					
ê						
0						
23						
<b>a</b> >		<		_		
•	-	(		-	>	
		File name: csv-import.csv	~ Ci	ustom Files (*.csv;*.xml;*.xlsx;* ~		
				Open Cancel		

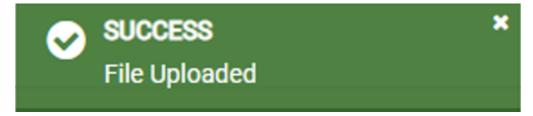
If the file is uploaded successfully, you will see it here:

mport 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.

# + Choose 🔹 Upload 🗙 Cancel

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**):

% Registered links					
Search		Q Search			
Owner	Url type		Content type	Status	
National Service Provider	× Select uri type		Select content type	Select statu:	5
Category					
Select category					
Delect category					
General category					
Clear filters					
Clear filters					
Clear filters	Owner ©	Туре	Status ¢	Last update 🕈	ACTIONS
Clear filters -lide advanced filters tems found	Owner <b>¢</b> National Service Provider	Type	Status ¢ Patanka	Last update 🕈 2023-02-24 14.27 33	
Citear filters -iide advanced filters terms found URL ¢ https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider			2023-02-24 14:27:33	Actions Q
Clear filters Ide advanced filters tems found URL ©					
Clear filters lide advanced filters terns found URL ¢ https://en.wikipedia.org/wikiMalta#Tourism https://est.mt.nsp	National Service Provider	Information	Published	2023-02-24 14:27:33	Q / 6 Q / 8
Clear filters -lide advanced filters tems found URL ¢ https://en.wikipedia.org/wiki/Matta#Tourism https://est.mt.nsp	National Service Provider National Service Provider	Information	Published	2023-02-24 14:27:33 2023-02-23 17:25:47	ଷ୍ 🆋

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 Link History						
1 items found						
URL 🗢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://en.wikipedia.org/wiki/Malta#Tourism	en	A1;A2;A3	Information	UPLOAD	Q 🌶	
	H 4 3 ≻ H S V					
< Back						

#### And compare with the .xls file that all information is matching:

	А	В	с	D	E	F	G	н	I.	J	к	L
	title	url	description	type	categories	language	url type	national code	parent url	excluded paths	ignore params	delete
1 2	Malta Tourism	https://en.wikipedia.org/wiki/Malta#Tou	Malta Tourism	Informatio	A1:A2:A3	EN	Web page					n
2 3												
Μ	anage your Link	S									📥 Ехро	rt Metadata Links
Ŀ	Link Information Lin	k Metadata Link History										
			Title : Malta Tourism									
			URL: https://en.wikiped	lia.org/wiki/Malta#Touri	ism							
		Desc	iption : Malta Tourism									
			Type : Information									
		Ur	Type : Web page									
		National loc	ations : N/A									
		Cate	ories : rights and obligation	red of Union citizens, the ions of travellers by plate of reduced mobility w	ane, train, ship, bus in	and from the Union,	zens, minors travel and of those who b	lling alone and non-Union citiz buy travel packages or linked	zens when travelling ac travel arrangements ;	cross borders within the Union	(ID card, visa, passport) ;	
		:	Status : Published									
		C	wner: National Service	Provider								
		Last u	pdate : Fri Feb 24 2023	14:27:33 GMT+0100 (	Central European Sta	andard Time)						
					< 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:

	A	В	С	D	E	F	G	н	I.	J	к	L
	title	url	description	type	categories	language	url type	national code	parent url	excluded paths	ignore params	delete
1												
2	My main site	https://www.youroficialsite.org/	My site description			EN	Web folder					n
	Page 1 of mair		My sub page									
3	site	https://www.youroficialsite.org/whoarewe	description	Information	B1;C2	EN	Web page		https://www.youroficialsite.org/			n
Λ												

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. Needed only for **web page** URL types.

**categories**- The areas in Annex I or II that are covered by the content of the notified web page. Only **lowest level categories** are accepted. 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. Needed only for **web page** URL types.

**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. Needed only for **web page** URL types.

**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 **web 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 and is needed only for **Web folder** URL types.

**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 is needed only for **Web folder** URL types

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.

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	📥 Erport Meladata Links
Link Information Link Metadata Link History	
Title :	Test upload
URL :	https://teshsp.mt
Description :	NA
Type :	Information
Url Type :	Web page
National locations :	NA
Categories :	Businesses ;
Status :	Published
Owner :	National Service Provider
Last update :	Mon Feb 27 2023 22:12:58 GMT=0100 (Central European Standard Time)
	< Back

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):

Manage your Metadata Links	
Metadata Link Information	
Title	: Test upload
URL	https://testinsp.mt
Description	NA
Туре	information
National locations :	NA .
Notification Type :	MANUAL
Owner	National Service Provider
Categories :	
Web page language :	bg
	< Back
Categories	bg

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:

Manage your Links		🛓 Export Metadata Links
Link Information Link Metadata	Link History	
		· · · · · · · · · · · · · · · · · · ·
	Title :	Visit Malta
	URL :	https://www.visitmalta.mt
	Description :	Travel to Malta
	Type :	Information
	Url Type :	Web folder
	National locations :	NA
	Should this URL be crawled? :	
	Should this URL be crawled?(JavaScript Crawler) :	
	Categories :	documents required of Union clitzens, their family members who are not Union clitzens, minors travelling alone and non-Union clitzens when travelling across borders within the Union (ID card, visa, passport); taking up enginguent in another Member State; volunteering in another Member State;
	Status :	Published
	Owner :	National Service Provider
	Last update :	Tue Feb 28 2023 14:11:45 GMT+0100 (Central European Standard Time)
		< Back
Manage your Links		🛓 Export Metadata Links
Link Information Link Metadata	Link History	
Search		Q. Search
Show advanced filters		
Clear filters		
2 itomo found		

Туре

Information

Inform

К ∢ 1 → Н 5 м

< Back

Categories 🖨

A1;B2

A1;E2

URL 🖨

https://www.visitmalta.mt/work

Web Page Language 🖨

en

en

ACTIONS

ຍຸ 🍬 🝵

Q 🖌 🗃

Notification Type

MANUAL

MANUAL

Manage your Metao	lata Links		
Metadata Link Information	Link Metadata History		
			× 8
		Title :	Work
		URL :	https://www.visitmaita.ml/work
		Description :	Work in Malta
		Type :	Information
		National locations :	NA
		Notification Type :	MANUAL
		Owner:	National Service Provider
		Categories :	documents required of Union offizens, their family members who are not Union offizens, minors travelling alone and non-Union offizens when travelling across borders within the Union (ID card, visa, passport); taking up employment in another Member State;
		Web page language :	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.

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.

# 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 Link
Link Information Link M	etadata Link History				
l 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 /
		R ← (1 → -)	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.
	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;
  - $^{\circ}$  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.** 

N	/lanage 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/dli		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma
L						
			< 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 →
  - $^{\circ}$  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 Updat 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

# 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
https://www.eccnet.eu/sdg/m en CITIZENS;H;H5 Information MANUAL alta					
1 items found					
URL ¢	Web Page Language 🖨	Categories 🖨	Туре	Notification Type 🖨	ACTIONS
	en	CITIZENS;H;H5	Information	MANUAL	Q /
		K ∢ 1 →	▶ 20 V		
		< 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.
	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.** 

Manage your Links	3					🛓 Export Metadata Links
Link Information Link	Metadata	ink History				
URL	]		Title	Url Type	Last Update Date	Last Update User
https://www.mlsi.gov	v.cy/mlsi/dli	Су	prus - 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 →
  - $^{\odot}~$  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.

letadata Link Information	Link Metadata History								
	URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Las Upda Use
https://verwaltung.bund.de/leist	tungsverzeichnis/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
  - <sup>O</sup> Introduction
  - <sup>O</sup> How to access Assistance services module?
  - <sup>O</sup> How to navigate on Assistance services module?
    - How to open a CSV in an Excel?
    - Filters
  - <sup>O</sup> How to add an Assistance service?
  - <sup>O</sup> How to edit a Published Service?
  - <sup>O</sup> How to Remove the Assistance Service?
  - <sup>O</sup> How to Deactivate the Assistance service?
  - O Reference list for ECC net Updated
  - 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 servi
b LINKS	_				
ASSISTANCE SERVICES	1	Status	Level of provision	Type of service	Audience
TRANSLATIONS		Filter by status	Filter by level	<ul> <li>Filler by types</li> </ul>	Filter by audience e
FEEDBACK ON QUALITY		Service ID	Competent authority name		
O ORSTACLES	~	Filter by service ID	Filer by competent authority	Clear filters	
C DASHROARD	~	Hide filers			
LINKS ASSISTANCE SERVICES TRANSLATIONS FEEDBACK ON QUALITY ORSTACLES QUALITY ORSTACLES THE by service ID File by service ID. Hide Biers			🛓 Expert to CSV		
SYSTEM SET DIGS	~	Type of service \$	Member state 😄	Last update 🖕	Status \$ ACTIONS
		Office for the equal treatment of EU workers	💻 Germany	2023-02-18 17 11 17	(Published)
		Office for the equal treatment of EU workers	Belgium	2023-02-05 16 09 56	Published
		European Consumer Centres	E Donmark	2023-02-08 15:47:03	Published
		Office for the equal treatment of EU workers	💶 Spain	2023-02-08 15:24.44	Published
		European Consumer Centres	Romania	2023-02-08 15:24:44	Published
		European Network Of Employment Services	EU	2023-02-08 15:24.44	Published
		Points Of Single Contact	Belgium	2023-02-06 14 55 56	Published
		Points of angle contact	Degon	2020 02 00 11:00:00	

# How to navigate on Assistance services module?

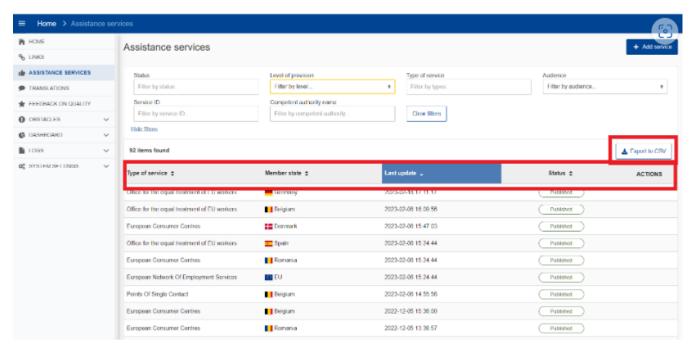
As National Service Provider you are able to view the entire list of all the assistance services available at your country level in both DRA FT and PUBLISHED status, and all PUBLISHED by other members.

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]



## 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

	Aut	toSave 🔵 on	) <b>^</b> 5	্ এ	ਜ ਦ  •						Book1										۵ ۵
lome	Insert	t Draw	Page La	iyout	Formulas	Data	Review	View											🖄 S	hare 💭	Comment
rom	From New Text	v Database Query	Refresh All	Conn	erties Links	I Stock	(L) rograp	] ty	Ž↓ ZA Z↓ Sort	Filter 🔓	Clear Reapply Advanced	Text to Fi	ash Remov	ve Data tes Validatio	Consolidate	What-II Analysis	Grou	v 🗐 v p Ungroup	Subtotal	G Show De	tail all
Offi	ce Upda	keep up fx 8	-to-date wi	th securit	ty updates, f	txes, and im	provement	choose Cł	neck for Up	tates.											for Update
	- ‡ >	⊂ √ fx																			
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	-																				
b.	Shee	+ 11																			

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.

●●● AutoSave ● 💷 🏫 🕤 🗸 🕑 层 🛃 🖅 🖛	Book1					<u>م</u> و
Home Insert Draw Page Layout Formulas Data Re	eview View			e s	ihare 🖓	Comment
From From New Database From From Ouery MIL Text Query	Text Import Wizard - Step 1 of 3	What-If	Group Ungr	v 🗐	· Show Det	all il
Office Update To keep up-to-date with security updates, fixes, and im	The Text Wizard has determined that your data is Delimited.	Analysis				lor Update
1 C X X K	f this is correct, choose Next, or choose the Data Type that best describes your data.				CIECKI	or opuate
	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
s	Start import at row: 1 0 File origin: Unicode (UTF-8)					
	Preview of selected data:					
	Preview of file /Users/aaronhu/Des/all_people_All_People_export_Mar-24-2020.csv.					
2						
2						
	Cancel < Back Next > Finish					

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

●●● AutoSave ●□□ 合 〜 び 日 ピ =	Book1	م ©•
	Review View	🖻 Share 📮 Comments
From New Database Refresh & Edit Links		ate What-If Group Ungroup Subsotal
Office Update To keep up-to-date with security updates, fixes, and im	This screen lets you set the delimiters your data contains.	Check for Updates
	Delinitars Tab Tab Treat consecutive delimiters as one Semicolon Text qualifier: Comma Space Other	P Q R S T U
7 8	Preview of selected data:	
20	Trive II full tame for the following of the second se	
20		
21 22 23		
23 24 25		
26		
28		
30 31 32		
32 33 34		
35		
37 38		
A b Sheet1 + Ready		······································

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), Type of service, Audience, Service ID, Competent authority name and check if an assistance service is already published.

= Home > Assistance	e serv	vices					
N HOME		Assistance services					+ Add service
€ LINKS							
ASSISTANCE SERVICES		Status	Level of provision		Type of service	Audience	
TRANSLATIONS		Filter by status	Filter by level	۰	Filter by types	Filter by audien	ce •
# FEEDBACK ON QUALITY		Service ID	Competent authority name	_			
O ORSTACLES	~	Filter by service ID	Filer by comprient authority.		Clear filters		
C DASHROARD	~	Hide files					
1.06S	~	92 items found					± Expect to CSV
$\sigma_{\rm s}^{\rm e}  {\rm system  set  mas}$	~	Type of service \$	Member state \$	Laste	pdate 🖕	Status 🖨	ACTIONS
		Office for the equal treatment of EU workers	Germany	2023-0	12-18 17 11 17	(Published )	
		Office for the equal treatment of EU workers	Belgium	2023-0	12-05 16 09 56	Published	
		European Consumer Centres	Denmark	2023-	12-08 15 47.03	Published	
		Office for the equal treatment of EU workers	🚾 Spain	2023-0	12-08 15 24 44	Published	
		European Consumer Contres	Romania	2023-0	12-08 15:24:44	Published	
		European Network Of Employment Services	EU	2023-0	12-08 15 24 44	Published	
		Points Of Single Contact	Beigium	2023-0	12-08 14:55:56	Published	
		European Consumer Centres	Beigium	2022-	2-05 15:36:00	Published	
		European Consumer Centres	Romania	2022-	2-05 13:38:57	Published	

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

ssistance services	
Search	Q Search

Status	
1	
Dra	ft
Pub	lished
hiue illi	510

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?

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

Assistance services					+ Add service
Status	Level of provision		EU service	Type of service	
Filter by status	EU	٠	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
Type of service 🗢	Member state \$	Last	update 🖕	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	0 /
Your Europe Advice	O EU	2022-	04-25 10:49:16	Published	•
Product Contact Points For Construction	CO EU	2021-	11-08 09:26:26	Draft	O 🧨 💼
National Contact Points For Cross-border Healthcare	O EU	2021-	11-08 09:26:26	Published	•
SOLVIT	EU	2021-	11-08 09:26:26	Published	•
Your Europe Advice	O EU	2021-	05-17 15:19:39	Draft	O 💉 📋
Europe Direct	O EU	2021-	05-07 14:24:09	Draft	0 🖋 🛍
Europe Direct	O EU	2020-	09-23 14:37:07	Draft	O) 🥜 💼

Fill in all the details

Assistance services > Add		National Service Provider
Add service		
LOCATION		
Level of provisi		
	Romania	
Member state co	RO	
Type of servi	•	
Additional informati		
CONTACT DETAILS		+ Add another contact
Competent authority nan	•	
Additional informati	•	
u		
Website langua	Click to select languages 0	
Em		
Pho		
		Cancel     Cancel     Cancel     Save as draft     ✓ Save and pa     Save as draft
< 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		
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.

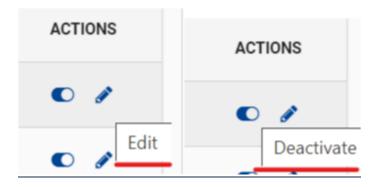
CONTACT DETAILS		+ Add another contact
Competent authority name *	Contact 1	
Additional information *	Contact 1	
URL	https://www.contact2.eu	
Website language *	English  Click to select languages	
Email	Unick to select languages	
Phone		×
Competent authority name *	Contact 2	
Additional information *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

Assistance services			I	+ Add service
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			ž	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	O EU	2022-04-25 10:49:16	Published	0 0
Product Contact Points For Construction	O 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	0 / 🗊
Europe Direct	O EV	2021-05-07 14:24:09	Draft	0 🇨 💼
Europe Direct	O EU	2020-09-23 14:37:07	Draft	0 🖋 💼



# How to Remove the Assistance Service?

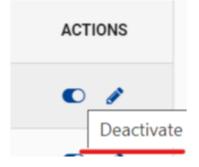
The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. The National Service provider can only remove the Assistance service which are saved in draft by them.

Status	Level of provision		EU service	Type of service	
Filter by status	EU	٠	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	0 /
our Europe Advice	EU	2022-	04-25 10:49:16	Published	0 /
roduct Contact Points For Construction	O EU	2021-	11-08 09:26:26	Draft	0 🖋 🛍
ational Contact Points For Cross-border Healthcare	EU	2021-	11-08 09:26:26	Published	0 /
OLVIT	EU	2021-	11-08 09:26:26	Published	• /
our Europe Advice	O EU	2021-	05-17 15:19:39	Draft	0 🖋 🛍
urope Direct	O EU	2021-	05-07 14:24:09	Draft	0 🥒 🗎

# How to Deactivate the Assistance service?

The National Service provider can only deactivate the Assistance services of their own Member state.

ssistance services					+ Add servic
Status	Level of provision National	¢ F	mber state iilter by member states	Type of service Filter by types	
Published 🗞 Audience Filter by audience 💠	Service ID Filter by service ID	Co	Romania S mpetent authority name iilter by competent authority	Clear filters	
lide filters 2 Items found					Ł Export to CSV
rpe of service 🗢	Member state 🗢	Last updat	e 🗸	Status 🗢	ACTIONS
uropean Consumer Centres	Romania	2022-10-19	15:28:28	Published	
ropean Consumer Centres	Romania	2022-10-19	15:28:28	Published	
ints Of Single Contact	Romania	2022-10-19	15:28:28	Published	•
DLVIT	Romania	2022-10-19	15:28:28	Published	•
line Dispute Resolution	Romania	2022-10-19	15:28:28	Published	•
ellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19	15:28:28	Published	0
oduct Contact Points	Romania	2022-10-19	15:28:28	Published	0 /
tional Assistance Centres For Professional Qualifications	Romania	2022-10-19	15:28:28	Published	0 /
ropean Network Of Employment Services	Romania	2022-10-19		Published	•



# **Reference list for ECC net Updated**

## New service description :-

"The ECC Centre will explain what are your rights as a consumer, will help you settle a dispute with a seller based in another EU country (or Iceland or Norway), or will tell you whom you can contact if the centre will not be able to help you. The Centre is part of the ECC Net which is a network of independently-managed offices co-funded by the European Commission."

New subject matter: "My rights as consumer including questions or complaints about traders and companies based in other countries

In the SDG menu, go to ASSISTANCE SERVICES and select European Consumer Center on the Type of service field, Audience you can choose Citizens

<b>≡ Home &gt;</b> Assista							
HOME		Assistance services					+ Add service
LINKS							
ASSISTANCE SERVICES		Status	Level of provision	T	Type of service	Audience	
TRANSLATIONS		Filter by status	Filter by level	¢	Filter by types	Citizens	÷
TRANSLATIONS BUDGET	r				European Consumer Ce 😢		
FEEDBACK ON QUALITY		Subject related to citizens	Service ID	C	Competent authority name		
) OBSTACLES	~	Filter by citizen subjects	Filter by service ID		Filter by competent authority	Clear filters	
DASHBOARD	~	My rights as consume 😒					
LOGS	~	Hide filters					
LOGS	~	Hide filters					Ł Export to CSV
USER MANAGEMENT	~		Member state 💠	Last upda	ate 🖌	Status 🗢	Export to CSV
USER MANAGEMENT		18 items found	Member state ≎ ∎ Denmark		ate 🗸	Status ¢	
-		18 items found Type of service \$		2023-02-0			ACTIONS
USER MANAGEMENT		18 items found Type of service \$ European Consumer Centres	- Denmark	2023-02-0	06 15:47:03	Published	ACTIONS
USER MANAGEMENT		18 items found Type of service \$ European Consumer Centres European Consumer Centres	E Denmark	2023-02-0 2023-02-0 2022-12-0	06 15:47:03 06 15:24:44	Published Published	ACTIONS
USER MANAGEMENT		18 items found Type of service \$ European Consumer Centres European Consumer Centres European Consumer Centres	E Denmark	2023-02-0 2022-12-0 2022-12-0	06 15:47:03 06 15:24:44 05 15:36:00	Published Published Published	ACTIONS

# **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.
  - <sup>O</sup> The National Service provider are notified if the deletion of an assistance service is done for their assigned services
  - <sup>o</sup> The National Service provider are notified if the deactivation of an assistance service is done for their assigned services

# Translations

- Translations
  - <sup>O</sup> Introduction
  - <sup>O</sup> How to access the Translations module?
  - <sup>O</sup> How to navigate on Translations module?
    - Filters
  - How to request Translation?
    - Fill in all the required details
  - <sup>O</sup> 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		Translations						+ Request translation
€ LINKS								
ASSISTANCE SERVICES		Status		D	CdTID	Title	Start date	End dete
TRANSLATIONS		Filter by status		Filter by ID	Filter by CdT ID	Filter by title	dd'mm/yyyy 🖄	dd/mm/yyyy 🗮
★ FEEDBACK ON QUALITY		(1000)						
OBSTACLES	$\sim$	Clear hiters						
CASHBOARD	$\sim$	Hide fillers						
LOOS	~	2 items found						
α¢ SYSTEM SETTINGS	~	ID ¢ CdTID ¢	Title 🗢	Country 🖨	Pages ¢ Deadline ¢	Last update 🖕	Stat	ACTIONS
		100149	translation	Belgum	2	2022-06-09 13:5	8:48 Wating	Approval
		100148	Contrôle des machines	Belgium	6	2022-06-09 11:4	2:24 Waterg	Approval
					н н 1 н 1	0 ~		

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; SDT 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).

HOME		Translations						+ Request transfe
ASSISTANCE SERVICES		Status Filter by status		D Filter by ID	CdT ID Fifter by CdT ID	Title Filter by title		i date simmiyyyy 🗮
CEEDBACK ON QUALITY	v	Clear hiters						
LOOS	~	2 items found						
1005					Pages      Deedline		- Statue +	ACTIONS
-	~	ID ✿ CdTID ✿	Title 🗢	Country ¢	Pages ‡ Deedline :	Last update	- Status -	ACTIONS
-	~	ID \$ CdTID \$	Title ¢	Country e	Pagea ¢ Deadline t	2022-06-09 1		
COOS at system settings	×						3.56:48 (Viating Approve	D

## **Filters**

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

Home > Transla	ations									
HOME		Translati	ons							+ Request trans
€ LINKS		_								
ASSISTANCE SERVICES		Status			D	CITID		Title	Start date	End date
TRANSLATIONS		Filler by s	status		Filter by ID	Filter by CdT I	D	Filter by title	ddimm/yyyy 🗮	dd/mm/yyyy 🛱
FEEDBACK ON QUALITY		(1) m 11								
OBSTACLES	~	Clear th	ers							
CASHBOARD	~	Hide fillers								
LOOS	$\sim$	2 items tound								
a: SYSTEM SETTINGS	~	ID ¢ Cd	atiD ≑	Title 🕈	Country 🖨	Pagea ¢	Deedline 💠	Lest updete 🚽	Statu	# ¢ ACTION
		100149		translation	Belgium	2		2022-06-09 13:58	(48 Wating)	(gproval
		100148		Contrôle des machines	Belgum	5		2022-06-09 11:42	24 Wating	\aproval
						8 4 1	► H 10			
Status					S					
Filter by st	otuo				\$					
Filler by st	atus				-					
Draft										
Waiting A	pprov	al - AM								
3 i										
Waiting A	phion	ai - NC								

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

# Clear filters

Rejected - AM Rejected - NC

Translated

Waiting Translation

# How to request Translation?

Send request for Translation - The National service provider can raise a request for translation.

est translation
=
ACTIONS

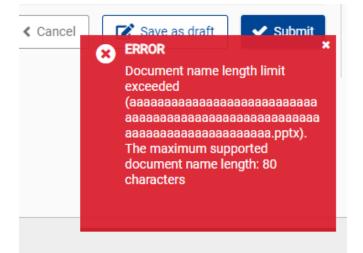
The file types which are accepted for translations are as follows:-

- 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.



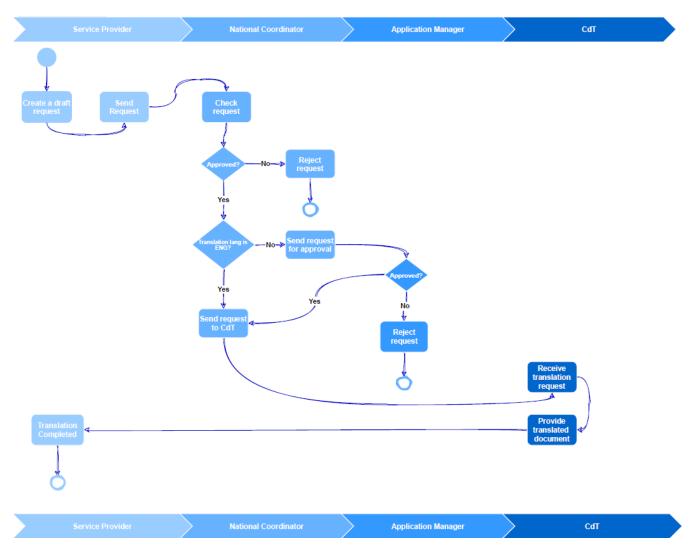
## Fill in all the required details

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

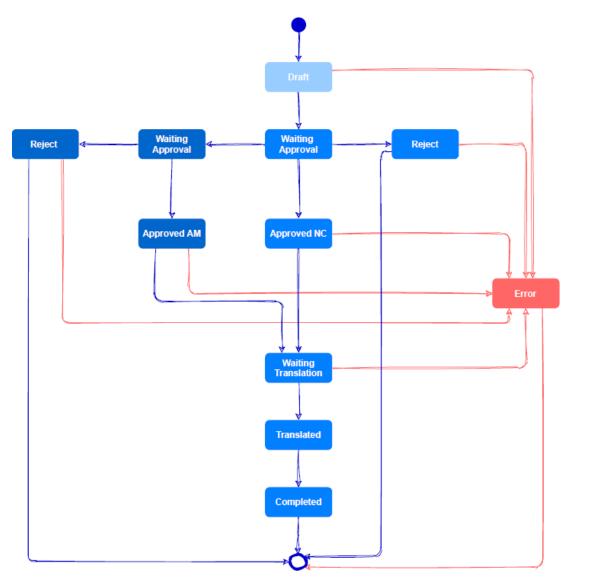
- Title The translation title
- Upload Document The document which needs to be translated should be uploaded, please mind that the output format will be the same as the input (CdT system as it does not support file names which are longer than 80 characters, so the file name can only contain up to 80 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)								
≡									
<b>ጽ</b>	Request translation								
ø	Title *								
		is field is required  Upload document							
•	Document language *	French ¢							
	Translation language *	English ¢							
	Number of pages *								
	URL	\$							
			Cancel						
		version 2.0.0- 04/02/2021	Ţ						

# **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.

# **Feedback on quality**

- Feedback on quality
  - O Introduction
  - <sup>O</sup> How to access the feedback on quality?
  - <sup>O</sup> How to navigate on Feedback on quality module?
    - Filters
    - Actions
    - Export to CSV
    - How to open a CSV in an Excel?
  - <sup>O</sup> 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.

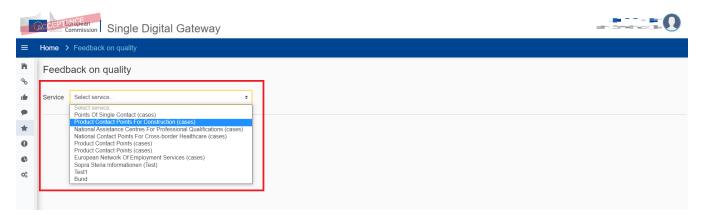
On this module you will be able to consult that same feedback collected showed in a form of list and manage their status.

# 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 Digit	al Gateway				0
≡	Home > Feedback on quality					
<b>n</b> %	Feedback on quality					
ifr P	Service Points Of Single Contact (cases)	٥			Germany, * National coverage / com	setence (DE)
* 0 ©	Average rating *4.5/5	Status Filter by status Clear filters Hide filters	Rating Filter by rating	Info found Filter by info found	Start date         End date           08/08/2021         Image: Constraint of the start of the	
	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	≡
			н 4 1	▶ H 10 ✓		

And you will have the **Average rating** displayed for the correspondent service and location.

Feedb	back on quality					
Service	Points Of Single Contact (cases)	0			ermany, '	* National coverage / competence (DE)
	Average rating ★4.5/5	Status Filter by status Clear filters Hide filters	Rating Filter by rating	Info found Filter by Info found	Start date 06/08/2021	End date 08/08/2022

R	CEP RAYSEAN Single Digit	al Gateway					0
=	Home > Feedback on quality						
<b>n</b> %	Feedback on quality						
ifr 9	Service Points Of Single Contact (cases)	\$				Germany, * National coverage	/ competence (DE)
* 0 0	Average rating *4.5/5	Status Filter by status Clear filters Hide.filters	Rating Filter by rating	Info found Filter by info f	Start date		8
	2 items found						
	Rating \$	Info found 🗢		Creation date 🖌	S	Status 🗢	ACTIONS
	****			2021-10-05 12:47:04		n Progress	=
	****			2021-10-05 12:47:04		Closed	=
			нч	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).

Feedback on quality					
Points Of Single Contact (cases)	)			Germany,	* National coverage / competence (DE
Average rating *4,5/5	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
items found Rating ≎	Info found	Creat	ion date 🖌	Status 🗢	ACTIONS
****		2021-	10-05 12:47:04	In Progress	=
****		2021-	10-05 12:47:04	Closed	≡
		R ← <b>1</b> →	H 10 🗸		

You can also click on the individual items to check their details.

1 items	Rating \$	Info found 🗢	Creation date 💂	Status ≑	ACTIONS
<b>&gt;</b> <[m]	****	······································	2022-04-15 14:29:52	Open	
		K ∢ 1			
	★★★★☆		2022-04-15 14:29:52	Open	
	EN Dummy testing for Acceptance				Franslate

# 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 dat	э
Average rating	Filter by status	Filter by rating	Filter by info found	17/08/2021 🗰 17/08/	2022 🗰
<b>*</b> 4.5/5	Clear filters				
	Hide filters				
	<u>Fide niters</u>				

#### You can hide the filters by pressing the button "Hide filters":

Average rating	ilters r Filters applied	
A F IS		
*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":

CI	ear	fil	ter	rs
-				

#### **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 Filter by status Clear filters Hide filters	Rating Filter by rating	Info found Filter by info found		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	≡

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 items found				O Reopen
Rating 🗢	Info found 🗢	Creation date 🗢	Status 🗸	► In progress IS
****		2021-02-01 12:00:00	Open	X Not relevant
****		2021-02-01 12:00:00	Closed	≡₩

# 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]

CACCEPTANSEan Commission Si	CACCEPTENSEAN Single 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	Hide filters					
OBSTACLES REPORTED	1 items found					Export to CSV
<pre>\$ STATISTICS \$</pre>	T items found				Ľ	Export to CSV
쓸 USER MANAGEMENT	Name ¢	URL ¢		Type(s) of service 🖨	Avg rating 🖨	No feedback 💠
Ø <sup>®</sup> SYSTEM SETTINGS ✓	Points Of Single Contact			Assistance (cases)	****	1
		н	< 1 → N 10 ✓			

#### 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

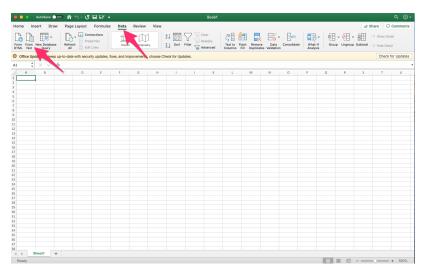
## How to open a CSV in an Excel?

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

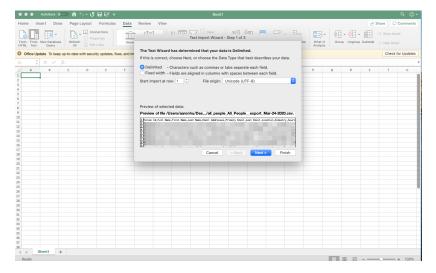
To open CSV in Excel properly pls follow this procedure:

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.



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

me Insert Draw Page Layout Formulas Data	Review View 🕑 Share 🗘 Comments
m From New Database New Yout Coursy All Sectors	All         Text Import Wizard - Step 2 of 3         Eva         Email         Email <th< th=""></th<>
ML Text Query All Redit Units Units Office Update To keep up-to-date with security updates, fixes, and im	This screen lets you set the delimiters your data contains. Check for Undate
	Delimiters         Circle of optimizer           Tab         Treat consecutive delimiters as one         P         R         S         T         U           Simicolon         Text qualifier: *         Image: Circle of optimizer         Image: Circle of optimizer         Image: Circle of optimizer           Comma         Soster         Image: Circle of optimizer         Image: Circle of optimizer
	Preview of selected data:
b Sheet1 +	

6. Finally, click Finish.

7. Remember to Save your document!

# 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
<b>&gt;</b> _h	<mark>★★★</mark> ☆		2022-04-15 14:29:52	Open	=
		K 4 1	▶ ₩ 10 V		
	✓ ★★★★☆		2022-04-15 14:29:52	Open	=
	EN Dummy testing for Acceptance			Тг	ranslate

You can now click on the **Translate** button.

	<u>★</u> ☆	2022-04-15 14:29:52	Open	=
EN	Dummy testing for Acceptance		[	Translate

Which will open a pop-window.

		Truct	ang			io iouna	
by te	Translate						
/2 /a		cial EU language to tra language from the list English		nal language To	was automatically id Select to	dentified. If you think it	s incorrect,
Į				2022.0	4.45.44-00-50	< Cancel	Translate

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		
	Translate	÷			Danish Dutch English Estonian Finnish French German Greek Hungarian Icelandic Irish		
Search		ial EU language to tran language from the list "		nal language	Italian Latvian Lithuanian Maltese Norwegian		's incorrect,
Filter by and date 06/05/2 de advan		English	÷	То	Select to	¢	Translate

Finally click on Translate.

Translate					
	cial EU language to tran language from the list "	anguage v	vas automatically id	dentified. If you think it	t's incorrect,
From	English	\$ То	German	÷	
3 2 3 <del>11000 111010</del>		 _		< 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 items	found						
	Rating 🖨		Info found 🗢		Creation date 🖕	Status 🗢	ACTIONS
~	<mark>★★★</mark> ☆	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
  - <sup>O</sup> How to access the obstacles reported module?
  - <sup>O</sup> How to navigate on obstacles reported module?
    - Filters
  - <sup>O</sup> How to translate the free text of an Obstacle?
  - O Export to CSV
    - How to open a CSV in an Excel?
  - <sup>O</sup> Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file
- Update filter for Citizens tab
- Add filters for new businesses tab in Obstacles

# 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		ountry of origin	Audience		Callegory	
Filter by status		Filter by origin countries	Filler by audiences		Filter by categories	
Problem areas Filter by problem areas	§	tart date End date dd/mm/yyyy 🛍	Ciear filters			
Hide filters						
9 items found						🛓 Export to
Origin country \$	Obstacle in ¢	Category \$	Sub-category ¢	Problem areas \$	Creation date \$	Stat
> Beigium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	s 2022-10-17 16:23:53	
> Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	e 2022-03-21 17:57:39	
> 📕 Belgium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	
> El Belgium	Belgium	Work and retirement	Other	Other	2022-01-13 10:00:45	
> 🚾 Spain	Belgium	Travel	Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus)		2021-06-18 12:43:21	
> 📕 Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not
> Belgium	Bolgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	(In Pi

## 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, Country of Origin, Audience, Category, Problem Areas, Star date and End date.

Obstacles reported						
Status Filter by status Problem areas Filter by problem areas Hide filters	Fi	ety of argin lar by origin countries t date End cale Immolypy M dd/immlypyy M	Audience Filer by audiences		Calegory Filter by categories	
9 items found						Leport to
Origin country \$	Obstacle in \$	Category ©	Sub-category \$	Problem areas \$	Creation date \$	Stat
> Beigium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	s 2022-10-17 16:23:53	
> Beigium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	e 2022-03-21 17:57:39	
> Eligium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	-
> Beigium	Belgium	Work and retirement	Other	Other	2022-01-13 10:00:45	_
> 🗾 Spain	Belgium	Travel	Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus)		2021-06-18 12:43:21	
> Elgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Note
	Bolgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Pr
> Belgium						

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.

Obstacles reported						
Status Filter by status Problem areas Filter by problem areas Hide filters	s	antity of origin Filter by origin countries art date End date ddmm/yyyy 11 ddmm/yyyy 11	Audience Filter by audiences Clear filters		Category Filter by categories	
9 items found Origin country \$	Obstacle in ¢	Cetegory ¢	Sub-category \$	Problem areas 🌩	Creation date \$	A Export to
> Beigium	Belgium	Vehiclas	Renting a motor vehicle	Incorrect application of EU rules	s 2022-10-17 16:23:53	
> Beigium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	e 2022-03-21 17:57:39	
	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	
> El Belgium						
Beigium     Beigium	Bolgium	Work and retirement	Other	Other	2022-01-13 10:00:45	
-	Belgium	Work and refirement Travel	Other Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus)	Other	2022.01.13 10:00:45 2021-06-18 12:43:21	0
> Beigum			Online purchases, travel arrangements and rights of	Other		
> Beigium	Belgium	Travel	Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus)	Diher	2021-06-18 12:43:21	0

#### 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 🗢 🛛 AC
😔 🔲 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 and rights of travellers (plane, train, ship, bus)	1	2021-06-18 12:43:21	Closed
	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
> Belgium						

### **Filters**

You can find the information filtering by Status, Country of Origin, Audience, Category, Problem area(s), Start Date and End Date.

Status Filter by status Problem areas		ountry of origin Filter by origin countries art date End date	Audience Filter by audiences		alegory Filter by categories	
Filter by problem areas Hide filters		ddimmlyyyy 🛍 ddimmlyyyy 🕅	Giear filters			
9 items found						🛦 Export to
Origin country \$	Obstacle in ¢	Category ©	Sub-category ©	Problem areas \$	Creation date \$	Stat
> Beigium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	
> Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	
> El Beigium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	
> Beigium	Belgium	Work and retirement	Other	Other	2022-01-13 10:00:45	
> 📃 Spain	Belgium	Travel	Online purchases, travel arrangements and rights of traveliers (plane, train, ship, bus)		2021-06-18 12:43:21	
> Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Note

You can press "Hide filters" so you can hide the showed filters above:

me > Obstacles reported						
Obstacles reported						
Showfillers						
9 items found						Export to CSV
Origin country 🖨	Obstacle in ‡	Category \$	Sub-category \$	Problem areas \$	Creation date \$	Status ‡
> Bolgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
> El Belgium	Belgium	Traval	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open
> 🚺 Belgium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	Open
> 🚺 Belgium	Belgium	Work and retirement	Other	Other	2022-01-13 10:00:45	Open
> 🧮 Spain	Belgium	Travel	Online purchases, travel arrangements and rights of traveilers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
> El Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevan
> 🚺 Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
> Bolgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
> El Belgium	Belgium	Work and retirement	Taxalion		2020-12-21 14:54:11	In Progress
		н 4	1 > H 10 Y			

If you want to have back the filters, you can press "Show filters"

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

# Clear filters

# 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.

V 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 origin	al language is not	identified or wrong	gly identified you can also s	elect the original la	nguage.	
To translate the f	ree text you need	to expand the obs	tacle so the text is visible a	nd then click on <b>Tra</b>	nslate.	
V 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

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	b-category 🖨	Problem areas 💠		Creation of
Belgium	Translate						2022-03-2
	Please select any official EU "From".	language to translate to. The original language wi	as aut	tomatically identifie	d. If you think it's incorrect, please select another langua	age from the list	
Belgium	From	English	÷	То	Select to		2022-01-1
Belgium					Bulgarian Croatian Czech	Translate	2021-06-1
Belgium	_	Travel	Ide	entity card, visa, pa	Dutch		2021-05-0
Belgium		Travel	As	sistance in case of	English Estonian Finnish		2021-04-0
		И	•	1 ж. н	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 🗢		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, pi Portuguese	lease select another languag	e from the list	
							2
					< Cancel	Translate	2
		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	a5	Start date End date	уууу 🟥
Clear filters						
2 items found						🛓 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

		Page Layout			Index	if and			Book1								 un Di	90
							21 seu 21 seu		linar Iosotoly Iosotoly	GE 2	tan baro-	a Des	Conservidges	What d Weakless	ane	degroup		
		g-to-date with eac	unity updates, t	bes, and imp	TO CHINE TO	choses Ch	eck fer Libó	trise.									Check I	or Update
	× ×		t															
2	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.

●●● Aretere 0000 合う→ 5 日日2 =	Each1	۹ ۵
Home Insert Draw Page Lapout Formulas Dat		2 Share Commerte
Rom Facts for declares Rom Facts for declare	Tel mager Water-Skep 1 of 5	View Constant     View Co
Office Lipping To keep up-to-date with security applices, from and	The Text Witzard has determined that your data is Delimited.	Check for Updates
	Eithis is carrect, shocae Heat, or chease the Data Type that best describes your data.	
A B C D E F	Rand width - Fields are aligned in columns with spaces between each field.	P Q R S T U
	Start Import at row 1 C The origin: Unicode (UTT-8	
	-	
	Preview of selected cate: Preview of the /Useralascontes/Des_/at_people_At_People_export_Mar-24-2020.cov.	
	Desire 14741, See 2 with the Lori New Jord, Harris Cont. Lett. Nat. 1, 1979, 1989 (1997)	
	B	
	Centel a tack Hout Fields	
a Beett +		
Really		+ 0 0 + 1075

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

●●● Antes 000 前小小切目21	Book1	۵. ۵۰
Home Insert Draw PageLayout Formulas Data	Review Yiew	2 Share Comments
Eren Frem Kraffenbesse Herk Frei Southers All Die Statutes		United Gener United Street Const
O Office Lipdate To teep up-to-date with security spokets, frees, and an	This screen lots you get the delimiters your data contains.	Check for tasketes
	Devinies Tab	* 9. 8 5 T U
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	Covel + Book Monte Frief	
14 15 18 18 28 29 20 20 20 20		
20 00 00 00 00 00 00 00 00 00 00 00 00 0		
U		
52 52		
4 b Bleatt 4		

6. Finally, click Finish.

7. Remember to Save your document!

# Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file

As a NSP you can export feedback on SMO for all the services in his country in a CSV/excel file

■ Home > Obstacles	report	led										
h HOME		Obstacles reported										
% LINKS												
ASSISTANCE SERVICES		Citizen Business Old Business										
TRANSLATIONS		Country of origin	Type of Business	Activities	Company Size							
★ FEEDBACK ON QUALITY		1	Filter by types of business	Filter by activities.	Filter by company size.							
•	^	Romania O	Services O									
Obstacles reported		Company Age	Case Topic	Problem Type	Legal Instrument							
CASHEOARD	~	Filter by company age.	Filter by case topic	Filter by problem type	Filter by legal instrument							
Loos	~	Status										
O ADMINISTRATION	~	Filter by status	Clear thes									
OC SYSTEM SETTINGS	~	Hide Story										

The title of the exported file will have this format: Feedback on Single Market Obstacles-[today date].

# **Update filter for Citizens tab**

Audience filter removed from 'Citizens tab'

	orted						
HOME	Obstacles reported						
96 LINKS							
ASSISTANCE SERVICES	Citizen Business Old Busin	055					
TRANSLATIONS							
★ FEEDBACK ON QUALITY	Status Filter by status		y <b>of origin</b> by origin countries	Category Filter by categories		Problem areas Filter by problem areas	
O OBSTACLES	Start data End data						
Obstacles reported	ddimmiyyyy 🖀 ddimmiyyyy	Clear Rhers					
Ø DASHBOARD V	Hide fiters						
LOGS ~							
⊖ ADMINISTRATION ~	10 items found						LEport to CSV
O\$ SYSTEM SETTINGS ~							
	Origin country &	Obstacle in @	Category &	Sub-category &	Problem areas @	Creation date a	Status & ACTIONS
	> EBelgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17:10:27	Open 🔳
	> Belgium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	Open =

# Add filters for new businesses tab in Obstacles

As a NSP you will be able to filter the feedback from businesses

HOME	Obstacles reported			
€ LINKS				
ASSISTANCE SERVICES	Citizen Business Old Business			
TRANSLATIONS				
* FEEDBACK ON QUALITY	Country of origin Filter by origin countries	Type of Business Filter by types of business	Company Size Filter by company size.	Company Age Filter by company age
O CESTACLES ^		Problem Type	Legal Instrument	Status
Obstacles reported	Fiber by case topic	Filter by problem type	Filter by legal instrument	Filter by status
Ø DASHEGARD V				
🖿 LOOS 🗸 🗸	Clear filters			
$\Theta$ ADMINISTRATION $\lor$	Hide filtera			
<b>0</b> <sup>®</sup> SYSTEM SETTINGS ✓				
	0 items found			
	Origin country & Obstacle in ¢	Problem type @ Category @	Sub-category @	Creation date
		8 K 1	▶ H 10 ¥	

You will find this filter options:

- Country of Origin
- Type of business
- Company size
- Company age
- Case topic
- Problem Type
- Legal Instrument
- Status

Home > Obstacles repo	led
N HOME	Obstacles reported
⊕ LINCI	
ASSISTANCE SERVICES	Citizen Business Old Business
TRANSLATIONS	
* PEEDBACK ON QUALITY	Company Size Company Size Company Age
O CESTACLES ^	Case Tiple Legal Instrument Status
Clastacles reported	Table by case light. If an interval is a second sec
Ø DASHBOARD V	
∎ 1005 V	Cartten
€ ADMINISTRATION ~	15k Bas
45 SYSTEM SETTINGS V	
	0 items found
	Origin country # Obstacle in # Problem type # Category # Sub-category # Creation date # Status # ACTIONS
	x < <b>1</b> > x <b>1</b> ×

# **Statistics Dashboard**

- Statistics Dashboard
  - Introduction
  - <sup>O</sup> How to access the Statistics Dashboard Module?
  - <sup>O</sup> How to navigate on Statistics Dashboard Module?
  - Statistics Webpages
    - How to use the Filters
    - Cascading filters
    - What can we consult in Statistics Webpages tab?
  - <sup>O</sup> 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
  - 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
  - <sup>O</sup> 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?
- Show FoSMO details in a separate page
- Filter improvements in FoSMO QS dashboard
- Default Start Date for Quiksite

## 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 DASHBOARD button in the left-side menu.



That action will expand more options, click on Dashboards.

$\equiv$ Home $>$ Statistics	> s	tatistics									
HONE .		0.5.7									
€ LINKS		Statistics - Webpages Statis	tics - Assistance Services Cases								
ASSISTANCE SERVICES		Start Date	End Date	Mamb	ver State	Service Type	URL			Originatio	ng Country
TRANSLATIONS		2022/01/01 05:00:00	2023/02/17 00:00:00	AL	T State	All	- All			All	*
★ FEEDBACK ON QUALITY					Top 3 Visite	d Member State	by Number of Visits:		Top 3 Originating Countries	by Number of	FVisits: 🗠
<ul> <li>OBSTACLES</li> <li>DASHBOARD</li> </ul>	~		ber of Visits: 250.307			France with     Poland with     Finland with	16,596,314		France with 9     Poland with     Finland with	15,697,172	
Statistics  Feedback on quality  Feedback on Single Market		Number of Visits Rec	eived by Member Stati				Originating Coun	tries by Nun		Poland 15.697,172	Fieland 8,187,1
J <sub>4</sub> Crawler statistics		10.5									
LOGS	~										
<b>Q</b> <sup>®</sup> <sub>6</sub> SYSTEM SETTINGS	~	94,871,428								ipain	
			<u>3.66.265752.967</u> ] d <sup>42</sup> d <sup>43</sup> d <sup>45</sup>		8.302 23,206 6.64				Originating Country	,732,708	
			Destinatio	n Country					Originating Country Visits		

# How to navigate on Statistics Dashboard Module?

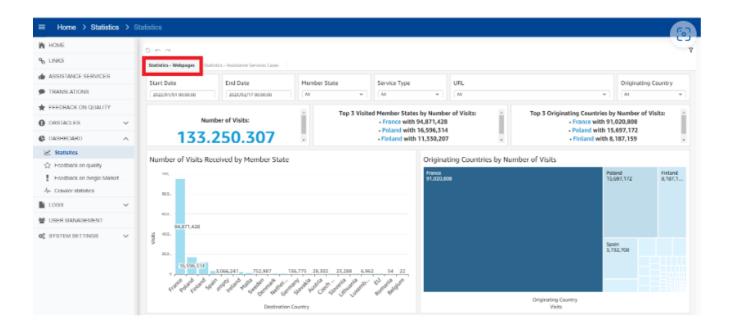
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.

$\equiv$ Home $>$ Statistics $>$	Statistics	<b>_</b>
N HOME S LINKS	Di en ini Sazistis - Webpages Statistics - Asistanos Services Caus	7
ASSISTANCE SERVICES     TRANSLATIONS	Start Date         End Date         Member State         Service Type         URL           2022/01/01 0000000         2023/01/01 0000000         NR         NR         NR         NR	Originating Country
FEEDBACK ON QUALITY      O OBSTACLES     V      DASHEDARD     ^	Number of Visits:         Top 3 Visited Member States by Number of Visits:         Top 3 Originating Countries b           133.250.307         - France with 91,330,207         - Finland with 11,330,207         - Finland with 11,330,207	1,020,808 5,697,172
Left         Statistics           ☆         Footback on quality           I         Footback on Single Market           Jµ         Crawler statistics	Number of Visits Received by Member State Originating Countries by Number of Visits           Number of Visits Received by Member State         Provide State         ProvideState	oland Finland 5,697,172 8,187,1
LOGS ~	94.71.428	
Ø <sup>©</sup> SYSTEM SETTINGS →	90         40.           20.         10.595.511         0.066.241         752.387         136.775         28.302         23.288         6.962         54         22.           4         4         4         4         4         4         4         4         4         4         6         6         6         6         7         6         7	osin 752,709
	Destination 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.

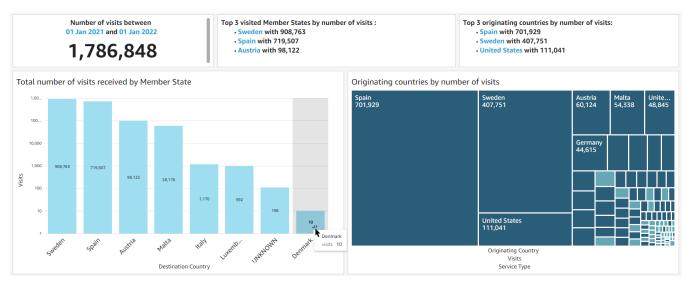


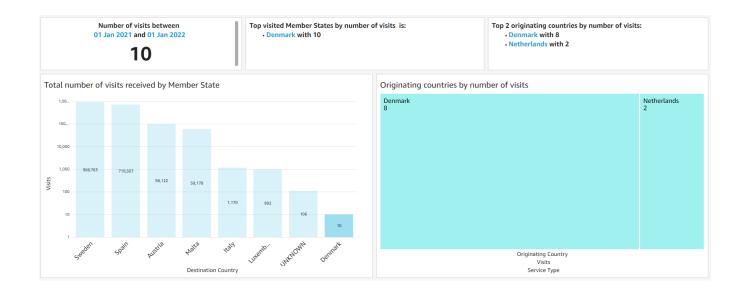
After that action you will be able to filter the data Start Date; End Date; Member State; Service Type; URL and Originating Country.

art Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Type	URL ~ All	~	Originating Country All	,
4	Number of Visits: 15,769,109		- Unkn Spa	er States by Number of Visits: own with 42,796,671 in with 2,119,082 mark with 264,249	Top 3 Originating Countries by Finland with 14, Malta with 4,92 Sweden with 4,8	540,325 1,177	

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.

ים פי ק	_	Assistance Services Cases FOQ - Webpag	jes   FOQ - Online Procedures   FOQ - A	ssistance 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: <b>958,596</b>	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 - Finland with 13 - Austria with 7, - Spain with 3,2	,211,091 568,025

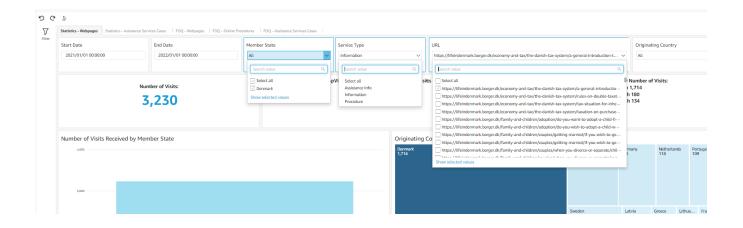
## **Cascading filters**

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 (	Country	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	~	All	~	All		~	All		
		Search value	۹	Bearch value	٩	Search values		٩			
	Number of Visits:	Select all	р	3 Select all Assistance Info	vi	isit	Search		Number of Vis ,340,325	its:	
4	5,769,109	Cyprus Denmark Estonia Finland Germany		Information Procedure				• Malta with 4,9 • Sweden with 4,			
Number of Visits Received I	oy Member State	Greece Italy	1		Originating O	Countries by Number of Visit	s				
50,000,000		Show selected values			Finland 14,340,325		Sweden 4,824,856		Germany 1,830,606	Austria 1,636,650	Denr 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:

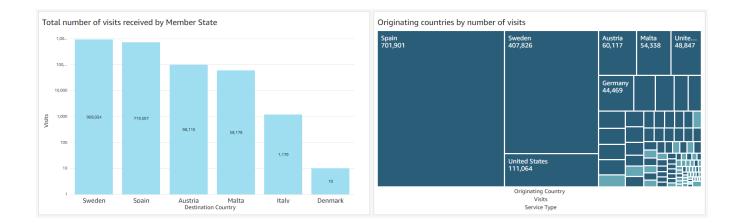
Statistics - Webpages Statistics - As	ssistance Services Cases FOQ	- Webpages   FOQ - Online Pr	Procedures FOQ - Assistance Serv	vices Cases				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	<ul><li>✓</li><li>✓</li><li>✓</li><li>All</li></ul>	~	URL All	v	Originating Country	~
	er of Visits: <b>69,109</b>					Top 3 Originating Countries b - Finland with 14 - Malta with 4, - Sweden with 4	4,340,325 921,177	

#### With filters applied:

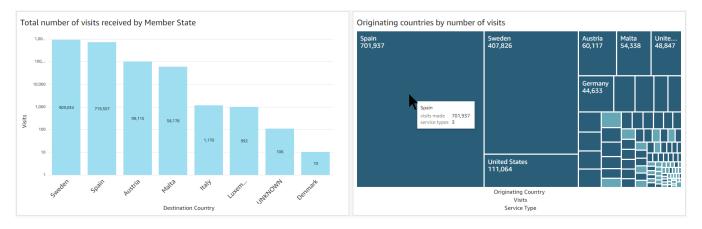
Statistics - Webpages Statistics - Assistance Services Cases FOQ - V	/ebpages FOQ - Online Procedures	FOQ - Assistance Services Cases				
Start Date         End Date           2021/01/01 00:00:00         2022/01/01 00:00:00	Member State	Service Type	URL www.businessincyprus.gov.cy	~	Originating Country	~
Number of Visits:	Top Visit	ed Member States by Number of • 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.

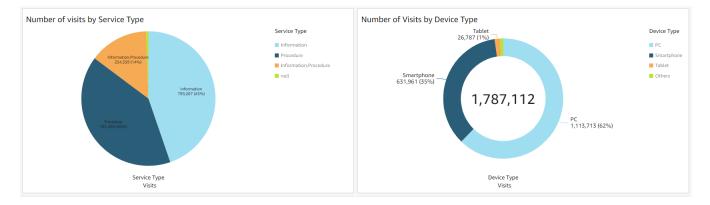


You can hover your cursor on top of the charts to get more details.



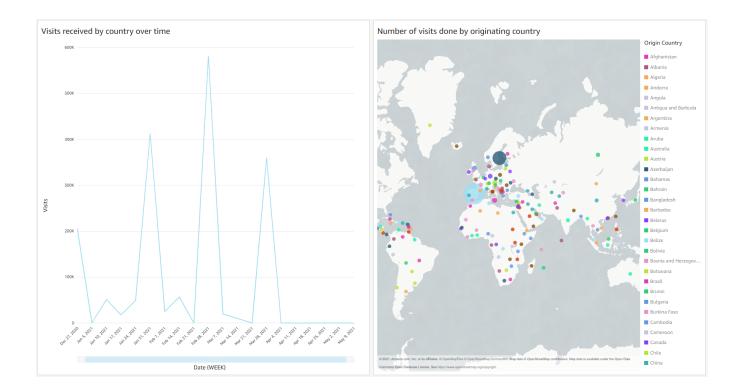
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

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.



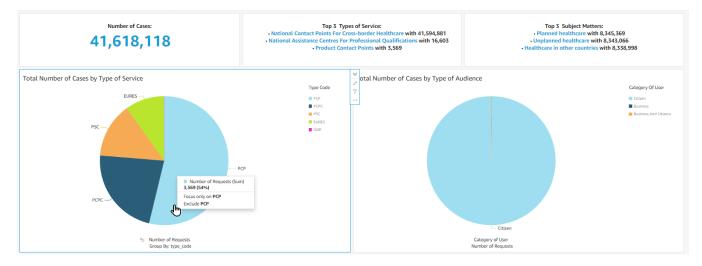
# **Statistics - Assistance Services Cases**

#### 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.

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	$\sim$	All	All	All 🗸	All



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

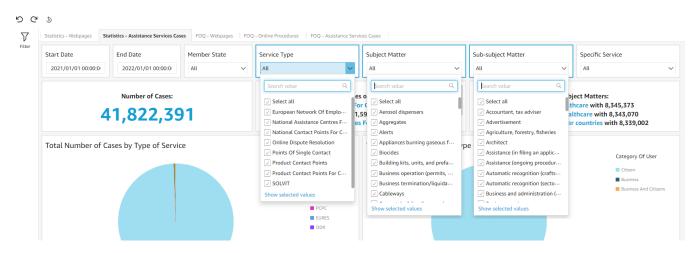
You can reset all filters you have added by clicking on the top left corner.



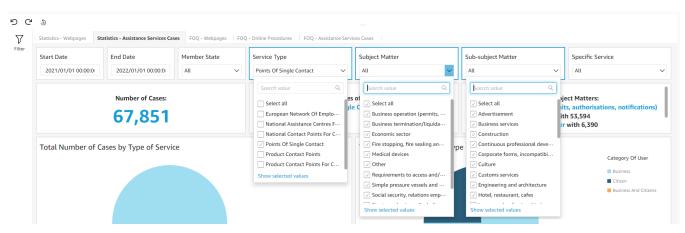
#### **Cascading filters**

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:

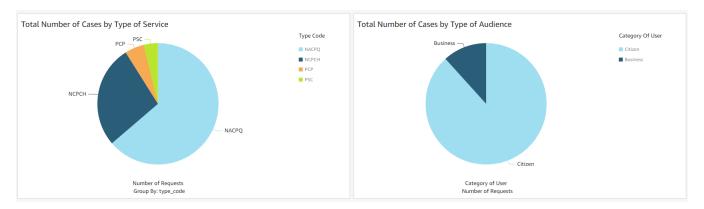
5 C	\$												
$\nabla$	Statistics - Webpages	Statistics - Assistance Services Case	FOQ - Webpages	FOQ	Online Procedures   FOQ -	Assistance Servi	ces Cases						
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:04	Member State	~	Service Type All	~	Subject Matter	]	115	Sub-subject Matter All	~	Specific Service	~
		Number of Cases: <b>89,976</b>				act Points Fo	Contact with 67			Business operation	permit witl	ect Matters: rs, authorisations, notifie h 53,594 with 7,688	cations)

#### With Filters Applied:

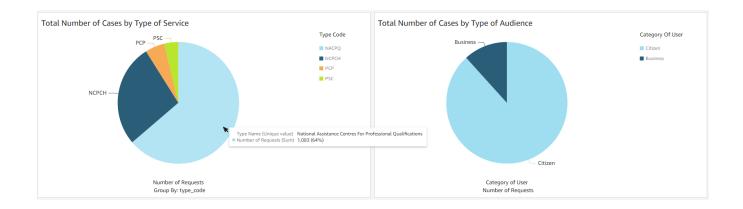
න අ අ		atistics - Assistance Services Cas	FOQ - Webpages	FOQ	- Online Procedures FOQ - Assistance Serv	ices Cases		
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:04	Member State Germany	~	Service Type	Subject Matter Healthcare in other countries	Sub-subject Matter	Specific Service
		Number of Cases:				of Service: or Cross-border Healthcare with 1,201		ct Matters: er 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.

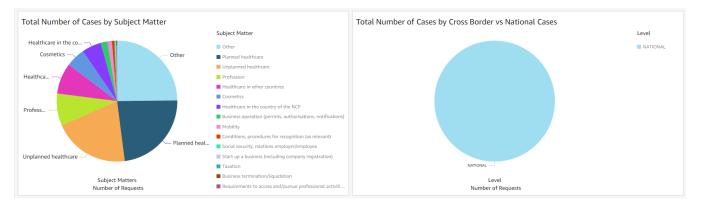


You can hover your cursor on top of the charts to get more details.



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.

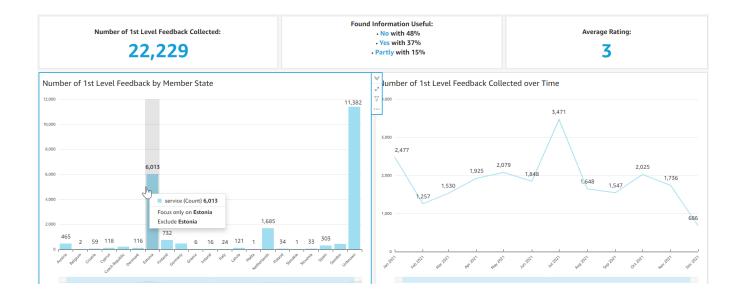
# **FOQ** - Webpages

#### 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	~	Service All		~
Number of 1st Level Feedbac		Found Information Us • No with 48% • Yes with 37% • Partly with 15	6		Average Rating:	

#### After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases First Level Start Date End Date Member State ervice nal-identity-do 2021/01/01 00:00:00 2022/01/01 00:00:00 Estonia https://www.eesti.ee/en/citizenship-and-docume Found Information Useful: Number of 1st Level Feedback Collected: Partly with 33% Select all • No with 33% 9 https://www.eesti.ee/en/citizenship-and-documents/citizenship/eston • Yes with 33% https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right... https://www.eesti.ee/en/citizenship-and-documents/personal-identity-dohttps://www.eesti.ee/en/citizenship-and-documents/right-of-residence-a---Number of 1st Level Feedback ( Number of 1st Level Feedback by Member State https://www.eesti.ee/en/citizenship-and-documents/rules-regarding-cros.. https://www.eesti.ee/en/doing-business/accounting-and-reporting/report. 9 https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolutio-https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolvinghttps://www.eesti.ee/en/doing-business/enterprise-in-the-european-unio-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 All
	Number	Of 2nd Level Feedback Collected:	

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
Feedback Collected			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

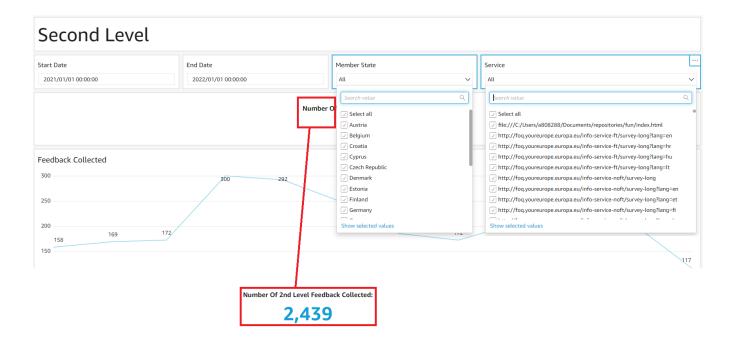
First Level				
Start Date	End Date	Member State	Service	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	(hr All	~
Number of 1st Level Feedbac 22,225 Number of 1st Level Feedback by Mem	)	Select all     Select all     Austria     Selegium     Croatia     Cyprus     Crech Republic	Ck Collected over Time	
12,000		Cector Reports     Q     Denmark     Setonia     Finland     Germany     Show selected values	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 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/
Number of 1st Level Feedback by Member State		Netherlands     Poland     Slovakia	ck	Thtps://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393     Thtps://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh
300	303	Slovenia Spain Sweden Unknown Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/D802.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/D102.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/D102.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh     Show selected values

# Second Level

Before:



After:

tart 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	٩	Search value
		Number O	Select all		Select all
			✓ Austria		https://vorarlberg.at/
		<u> </u>	Belgium		✓ https://www.bmdw.gv.at/
			Croatia		International states with the second state of the second states and the second states an
eedback Collected			Cyprus		https://www.bmdw.gv.at/Themen/Unternehmen/Produktinfostelle.html
eedback collected			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/Berufshaft
0.8			Germany		https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrer
		/	Show selected values		Show selected values
0.6			Show selected values		Show Selected values

## 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.

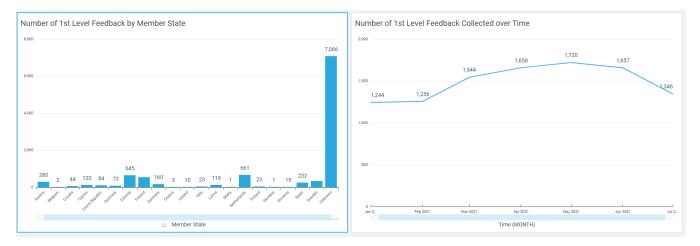
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	s 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 Useful: • No with 48% • Yes with 37% • Partly with 15%	Average Rating: 3

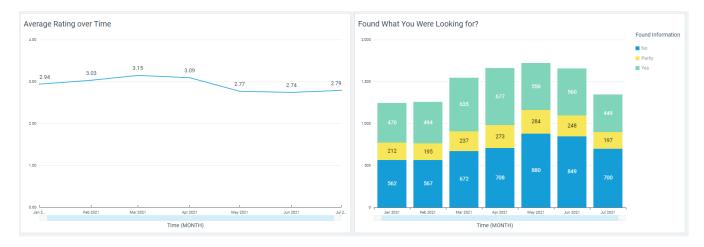
#### With Filters applied:

Statistics - Webpages Statistics - Assistance Services Ca	FOQ - Webpages FOQ - Online Procedure	FOQ - Assistance Services Cases	
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00		vice ps://business.gov.nl/regulation/accommodation-foreign-workers/, https:/ V
Number of 1st Level Feedba	ck 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.

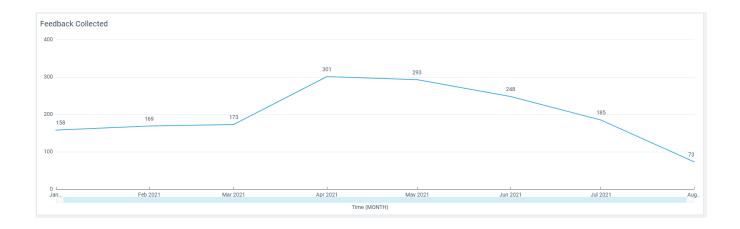
#### Without Filter:

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/.informace/pravni-postaveni-dlouhod	
Number Of 2nd Level Feedback Collected:					

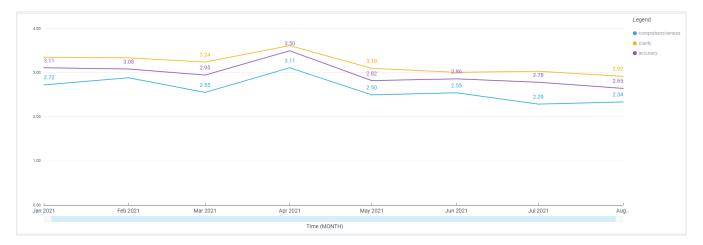
On the next block we have a line chart with the Feedback Collected over time.



#### 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

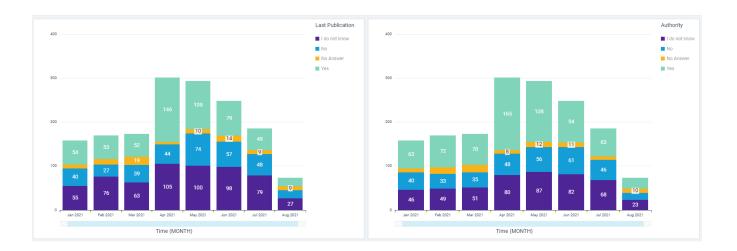
#### On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



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%) • No (22%)	Name of Authority Responsible:         · Yes (43%)           · I do not know (30%)         · 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:
- 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.

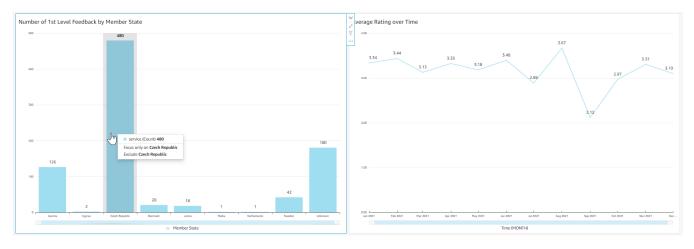
## **FOQ - Online Procedures**

## 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         End Date         Member State         Service           2021/01/01 00:00:00         2022/01/01 00:00:00         All         All				
Number of 1st Level Feedback Collected:			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 Leve	Feedback Collected:	Search value Q Select all Austria Show selected values	Average Rating:

## 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         V				
Number of 2nd Level Feedback Collected: <b>79</b>		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     - Lervice       All     Member State		
Nun	nber of 2nd Level Feedback Collected: 5	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 - 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 Q	Bearch value Q	
Number of 1st Level Feedback Collected: <b>870</b>		Austria r http: Cyprus r http: Ccech Republic r http: Denmark r http: Lativia r http:	Select all     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://mex.mcit.go.cv/mdi/mexbency.msf/AlU/0197/DBAAA88EBCSC22585F8002D014BPOpe     Mttp://www.mcit.go.cv/mdi/mac/wency.msf/AlU/E16F478BAS364419C22585F8002D062CD06CPOpe     Mttp://www.mcit.go.cv/MECI/mac/wency.msf/AlU/C400390505856D14C22585F80022D1867Op	
Number of 1st Level Feedback by Member State		Netherlands     Sweden     Unknown	http://www.meci.gov.cy/MECI/insolvency.nsf/page27_gr/page27_gr/OpenDocument https://borger.dk/	
480		Show selected values 3.34 3.33	Chates/cht.gount/           Show selected values           3.40         3.31           3.10         2.97	

After:

Statistica - Welpages Statistica - Austistance Services Celes FOQ - Online Procedures FOQ - Statistance Services Celes					
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. [Fearch value Q.]		
Number of 1st Level Feedback Collected: 18		Select all Cutris Cyprus Casch Republic Demark / Lativis Muta	Steer all https://arvija.kv/ Show selected values		
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown			
	18	Show selected values	3,33		
			1		

## 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	
		kearch value Q	ן ן	Fearch volue	
Number of 2nd Level Feedback Collected: <b>79</b>		Select all     Autria     Dennark     Catria     Swedon     Unknown     Stow selected values	3 M	Constant     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://foxyoutmorpe.europa.eu/online-proc-roof/juurvey-long     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmok.borger.dk	
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er Tir	The type//fileindemmak.borger.dv/ https://fileindemmak.borger.dv/ https://fileindemmak.borger	

### After:

Second Level				
Start Date	End Date	Member State		
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	~	All
		Search value Q		[Bearch value Q]
Number of 2nd Level Feedback Collected: 5		Select all Dermark Latvia Swoden Unknown Store selected values	м	Effert         Sets: all           Integr./www.nigrationserket.sv/         Integr./www.nigrationserket.sv/           Integr./www.nigrationserket.sv/         Integr./www.nigrationserket.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/           Integr./www.sideteventes.sv/         Integr./www.sideteventes.sv/
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er T	Time
ss		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.

Satilition - Webpages Statilica - Aubitarias Services Canas 1000 - Webpages 1000 - Natilitarias Services Canas				
First Level				
Start Date 2021/01/01 000000	End Date	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.

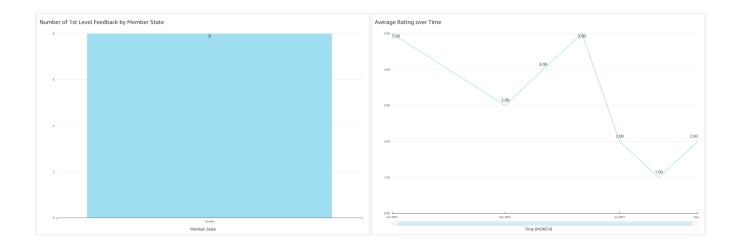
#### Without filters applied:

Statistics - Webpages   Statistics - Assistance Services Cases   FOQ - Webpages   FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service
Number of 1st Level Feedback Collected: 870			Average Rating: 3

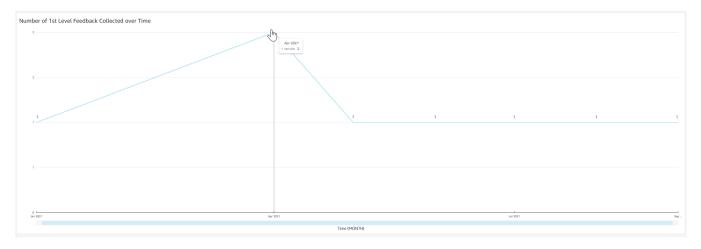
#### With Filters applied:

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	Service https://cgoudenk.guail/.https://www.oesterreich.guait		
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.

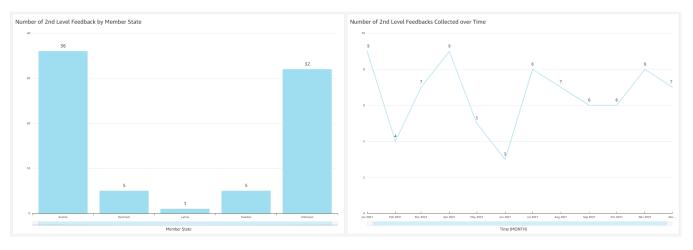
Without Filter:

Second Level			
5tart Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	Service All
	I Feedback Collected: 79	Тор 3	Member States by Number of Feedback: - Austria with 36 - Unknown with 52 - Denmark with 5

#### With Filter applied:

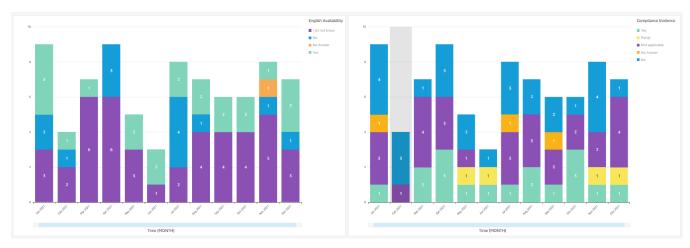
Second Level					
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	https://www.migrationsverket.se/		
Number of 2nd Level Feedback Collected: 2		Select all Sweden Show selected values	Member States by Number of Feedback is: • Sweden with 2		

# 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 .





## 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.



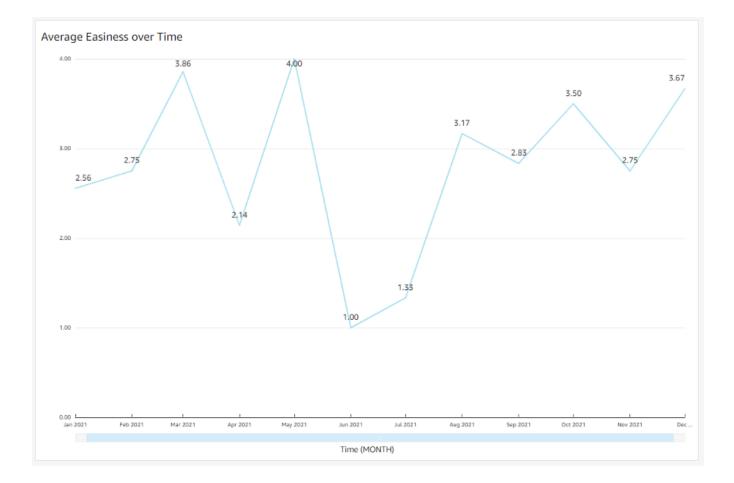
#### In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



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 - Assistance Services Cases 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	All	~ All	∼ All	~	

## First Level

Before:

katoos - weppiges   zatooto - sustance zervices Leses   rou- metpiges   rou- unine Procedures   rou- Aussociate zervices Leses								
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: 4					

#### After:

Statistics - Webpages Statistics - Assistance Serv	vices Cases   FOQ - Webpages   FOQ - Online Procedu	FOQ - Assistance Services Cases				
First Level						
Start Date	End Date	Member State	Service Ty	pe l	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary	✓ PCP	~	All Beach value	<b>ॅ</b>
Number of 1st Level Feedback Collected: 6					Select all TR021de4-5895-4a40-b205-co428acfde7f 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 Znd Level Feedback Collected:				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	Service Type PSC	~	Service ID
Number of 2nd Level Feedback Collected: 13					1 Show addeted 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	٩	Search value	٩	Bearch value 0
	Number of 1st Level Feedback Collected:	Select all		Select all EURES		Select all Blank space
	1,209	Croatia Cyprus Czech Republic		☑ NACPQ ☑ NCPCH ☑ PCP		36473acc-a3b9-4841-8c96/-9cb/734a268a           a33ca/3a-a3b6-4226-b283-4a64086c89c9           a34dAccce-446-4231-a8b4-e375d1eb557c
		Denmark     Finland				
Number of 1st Level Feedbac	k by Member State	Germany Greece		SOLVIT	l or	☑ 03eec88b-8778-49ca-88ee-6dec36d2f211           ☑ 0bf467a5-97f7-42be-9273-b47c8b2ccc86
800	759	Hungary Hungary Show selected values		Show selected values	_	Show safety datases
			_	123		123

#### After:

3							
Statistics - Webpages Statistics - Ankiteures Services Cents   FOQ - Undergenes   FOQ - Online Procedures Services Cenes							
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 🗸		~			
		Search value Q	Fearch value	٩			
	Number of 1st Level Feedback Collected:	Select all Usuaria Coroatia Coprus Cach Republic	Select all     S				
		Denmark Finland Germany					
Number of 1st Level Feedback by Member State Greece		Number of 1st Level Feedback Collected over Time					
		Show selected values					
	17						

## Second Level

Before:

Second Leve	el			
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	Bearch value Q	Bearch value Q
		Select all	Select all	Select all
		🔄 🔽 Bulgaria	EURES	✓ 3e4f3acc-a3b9-4841-8e9d-9ebf734a2d8a
		Croatia	V NACPQ	. J a33cac3a-e3b6-4226-b283-4a64086e89c9
	Number of 2nd Level Feedback Collected:	Cyprus Cyprus	NCPCH	b50519e0-d7ba-430c-a509-0ff37ba43cda
		Czech Republic	PCP	022af480-5647-4f34-ba3e-d8346bc9fc51
	172	Denmark	PCPC	O3eec88b-8778-49ca-88ee-6dec36d2f211
		Finland	PSC .	Obf467a5-97f7-42be-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 Feedba	ck by Member State	Show selected values	Number of 2nd Level Feedback Collected	
100 96			40	

#### After:

Second 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	All
		Search value	Q,	Bearch value Q	Bearch value Q.
		Select all		✓ Select all ✓ EURES	✓ Select all ✓ 9f262c2c-a1a9-4f9d-aaf0-d09aaa9a8eb7
	Number of 2nd Level Feedback Collected:	Croatia Cyprus Creck Republic Demmark Finland Germany Greece		Show selected values	Show selected values Bulgaria with 9
Number of 2nd Level Feedback by Member State			Number of 2nd Level Feedback Collected	d 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.

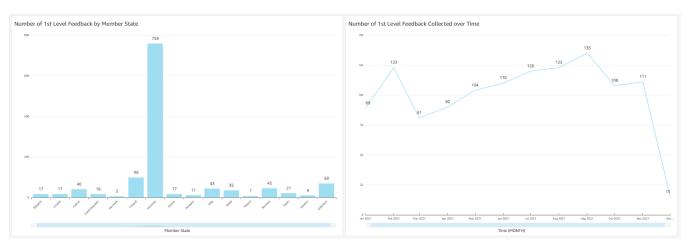
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	es   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 All	Service Type	Service ID	~
	Number of 1st Level Feedback Collect 1,209	ed:		Average Rating: 4	

With filters applied:

Statistics - Webpages Statistics - Assistan	nce Services Cases   FOQ - Webpages   FOQ - Online Procedures   FOQ	2 - 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	Denmark 🗸	All	All	~
	Number of 1st Level Feedback Collected:			Average Rating:	
Number of 1st Level Feedback Collected:			4		

# 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.

Number of Feedback by Service Type	Service Type	Average Rating Over Time
NCCO 46 (H1) 52 (25) 50 (50) 50 (50) 5	E CARS E CARS E Margen Narg	442 4.62 4.51 4.47 4.53 4.61 4.53 4.27 4.20 4.11 4.53 4.55 4.55 4.55 4.55 4.55 4.55 4.55
Service Type		Time (MONTH)

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 All	Type Service	]	~
	Number of 2nd Level Feedback	Collected:		Top 3 Member	r States by Number of Feedback: • Belgium with 59 • Unknown with 13 • Cyprus with 11	

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		
Number of 2nd Level Feedback Collected:			Top Member States by Number of Feedback is: • Belgium with 11			

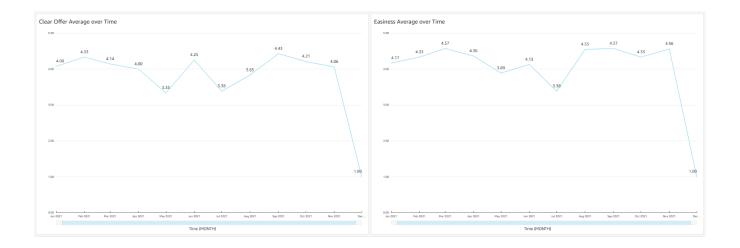
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



#### 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:

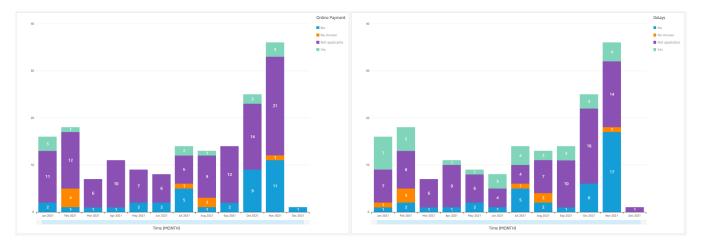
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



#### 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%) - Ves (7%) - No Answer (5%)	- Not applicable (53%) - No (23%) - Yec (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.

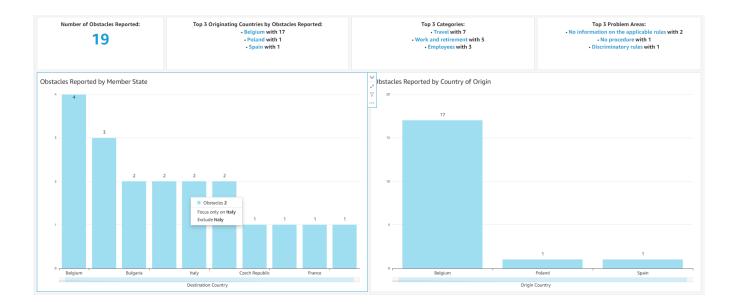
#### How to use the Filters

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 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:

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	<ul> <li>All </li> </ul>	
Number of Obstacles Repor	ted: Top 3 Originating	Countries by Obstacles Reported:	Search value	٩	Search value Q	Top 3 Problem Areas:	
19 Belgium with 17 Poland with 1 Spain with 1		Poland with 1	Select all Gitizens' and family righ Gitizens' and family righ Gitizens' and family righ Gitizens' Education or traineeshi Gitizenses	5	<ul> <li>✓ Select all</li> <li>✓ Access to EU finance</li> <li>✓ Assistance in case of reduced …</li> <li>✓ Business-related services</li> </ul>	nation on the applicable rules w 2 • No procedure with 1 Discriminatory rules with 1	
Obstacles Reported by Mer	nber State		Pruding a business     Goods     Health and safety at we     Healthcare     Protection of personal     Public contracts     Show selected values	data	Device and colling a materia		

After:

statistics - webpages   statistics -	Assistance services cases	FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance serv	ices Cases FOSMO	·	
Start Date	End Date	Member State		Category	Sub-category	Problem Areas
2021/01/01 00:00:00	2022/01/01 0	All	$\sim$	Protection of personal data V	All 🗸	All
Number of Obstacles Re	ported: Top (	riginating Countries by Obstacles R • Belgium with 1	eported is:	Search value Q Select all Gitizens' and family rights Eucation or traineeship Employees		Top Problem Areas is:
Obstacles Reported by N	1ember State				ry of Origin	
0.8		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.

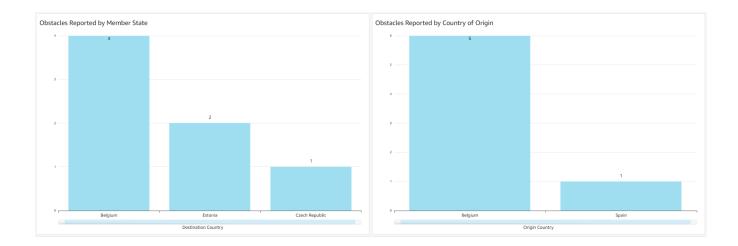
#### Without filters applied:

		FOQ - Assistance Services Cases FOSMO				*** roblem Areas
2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Category All	Sub-	-category	All
2021/01/01/00/00/00	2022/01/01/00:00:00	-		· · · · · · · · · · · · · · · · · · ·		P44
Number of Obstacles Reported: 19	• Belgi • Pola	es by Obstacles Reported: um with 17 ind with 1 in with 1	Work a	3 Categories: Travel with 7 nd retirement with 5 nployees with 3	No infor	Top 3 Problem Areas: mation on the applicable rules with 2 • No procedure with 1 Discriminatory rules with 1

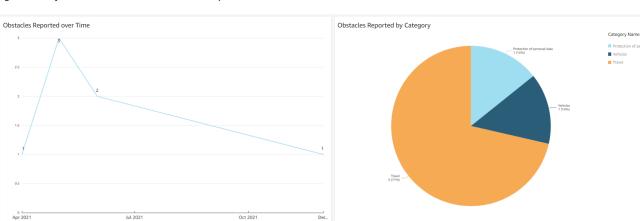
#### With filters applied:

Statistics - Webpages Statistics - Assistance Service Start Date 2021/01/01 00:00:00	es Cases   FOQ - Webpages   FOQ - Online Pri End Date 2022/01/01 00:00:00	Kore         Fog- Assistance Services Cases         FOSMO           Member State         Belgium, Czech Republic, Finland, Estonia,         Belgium, Czech Republic, Finland, Estonia,	Category Education or traineeship, Goods, Travel, P V	ub-category	~	Problem Areas All	~
Number of Obstacles Reported:	Top 2 Originating	Countries by Obstacles Reported: • Belgium with 6 • Spain with 1	Top 3 Categories: . Travel with 5 . Protection of personal data . 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.



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

Time (MONTH)

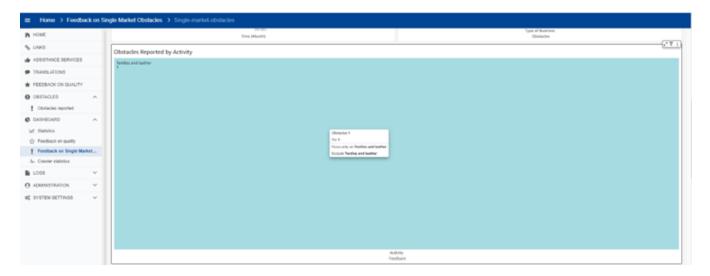
In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Category Feedback

Obstacles Reported by Sub-category			
Ordine purchases, travel arrangements and rights of travellers (plane, train, ship, bus)	tdentify card, via, passport 1	Buying and selling a motor vehicle	Assistance in case of reduced mobility
	Duta protection		
	Sub-category Feedback		

## Show FoSMO details in a separate page

You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



The details of the feedback you will see them on a separate page after clicking on the small window that you will show up (image on top)

## Filter improvements in FoSMO QS dashboard

You can search for Country of origin (any country in the World) in QS, this will help you find statistics easily

HOME	200							
b LINKS	Colorn Business - old data Business							Filters ,d
ASSISTANCE SERVICES	Start Date	End Date	Country of Or	igin 📋	Member State	Type of Business	Activ	éty.
TRANSLATIONS	2525/12/01 00:00:00	2025/06/22 00:00:00			AL	* AL	* 4	Piease select a visual to
FEEDBACK ON QUALITY			Search value	٩				create filter
OBSTACLES ^	Case Topic	Case Category	Select all	ste	ory	Legal Instrument	Prob	
Costacles reported	Al	v Al		¥1114		w Al	¥ AL	11 h A
DASHEOARD								<u> </u>
2 Statistics	Total aggregation	Top 0 Member States by	Obstacles Reported	Top Activities by Obstacles	Reported is: Top 0 T	opics by Obstacles reported is:	Top Probler	m Types
Feedback on quality	Number of Obstacles Reported:	is:						
Feedback on Single Market	0							
Jp. Crawler statistics								
LOGS V	Obstacles Reported by Member Stat				Obstacles Reported by Country	of Origin		
ADMINISTRATION ~	outdates reported by Premoer star				control reported by country	or origin		
SYSTEM SETTINGS								

## **Default Start Date for Quiksite**

You will be able to see the default start date as 1st Dec 2020 in QS filters, thisfilter will not change with the changing year

≡ Home > Feedback on S	Sin	gle Market Obstacles 🗲 Single-marke	t-obs	lacles										
IN HOME	1	D n ~												7
€ LINKS		Chines Rusiness - old firts Rusiness											Filters	$s \times t_{\rm R}$
ASSISTANCE SERVICES	1	Start Date	End D	late	Country of O	rigin	:	Member State		Type of Business		Activity		
TRANSLATIONS		2020/12/01 00:00:00		05/22 00 00 00			*	Al	¥	AL	*	All	Please select a visual to create filter	- 11
★ FEEDBACK ON QUALITY			_											
O OBSTACLES ^		Case Topic		Case Category			Case Sub-cat	egory		Legal Instrument		Problem Type	ч⇔	
Obstacles reported		NI	*	NI		Ψ.	All		÷	AL	¥	All	ШrA	
Ø DASHBOARD ^				-				-			1.			
2 Statistics		Total aggregation Number of Obstacles Reported:		Top 0 Member States by Obstacle is:	is Reported	Top Activitie	es by Obstacle	s Reported is:	Top 0 Topic	s by Obstacles reported is:	Тор	Problem Types		
Feedback on quality		Number of Obstacles Reported:												
Feedback on Single Market		0												
J <sub>P</sub> Crawler statistics														
LOGS Y		Obstacles Reported by Member State	5					Obstacles Reported	by Country of C	Drigin				
$\Theta$ administration $~\sim~$										-				
O <sup>®</sup> SYSTEM SETTINOS ∨														

## **Statistics Log IS**

- Statistics Log IS
  - Introduction
  - <sup>O</sup> How to access the Statistics Log Module?
  - <sup>O</sup> How to navigate on Statistics Log Module?
    - Filters
    - Status
    - Actions
  - <sup>O</sup> Validation of Dates Statistics on Information services cases

## 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 LOGS button in the left-side menu.



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

HOME		Statistics log					
LINKS							
ASSISTANCE SERVICE	5	Unique ID	Status	Transfer start date	Transfer end date		
TRANSLATIONS		Filter by unique ID	Filter by status	ddinim/yyyy 🛱	ddimmlyyyy 🛱 Clear filters		
FEEDBACK ON QUALIT	ΓY	Hide filters					
OBSTACLES	~	Statistics on information services					
DASHBOARD	~	@ 1000 items found					
LOGS	^					A Download Un	matched URL
in Statistics log IS							
all. Statistics log A5		Unique ID		Status ¢	Transfor date 🖕	ACTIONS	Downlos error rep
USER MANAGEMENT		Unique ID 363c5171-0e48-44cd-8a18-e4bdabead40o-167331082	1746	Status \$	Transfor date _	ACTIONS	
M Statistics log AS USER MANAGEMENT SYSTEM SETTINGS	Ý						error rep
USER MANAGEMENT	Ŷ	383c5171-0e48-44cd-9a18-e4bdabead40b-167331082	786	Not Processed	2023-01-10 00:00:00	± 8	error rep
USER MANAGEMENT	Ý	383c5171-0e48-44cd-8a18-e4bdatead40b-167331082 65f6130Fe34e-4c3-e066-71bc1e131380-16705533523	809	Not Processed	2023-01-10 00:00:00 2022-12-10 00:00:00	± 8 ± 8	error rep ±
USER MANAGEMENT	Ý	363c5171-0e48-44c1-9a18-etbdatead40b-167331012 65f6130f-034e-4c3-006b-71bc1e131383-16705533523 aac38cb3-a053-4e0e-a737-21151a107030-1663847200	786 809 867	Not Processed Not Processed Not Processed	2023-01-10 00:00 00 2022-12-10 00:00 00 2022-08-22 00:00 00	± 0 ± 0 ± 0	error rep ± ±

## 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**.

HOME	Statistics log							
S LINKS	5							
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							
O OBSTACLES REPORTED	Statistics on information services							
STATISTICS	2 items found							
🛃 Dashboards					ſ	± Downlo	ad Unm	atched URLs
M Statistics log IS								
Lift Statistics log AS	Unique ID		Status 🗢	Transfer date 💂		ACTIO	NS	Download error report
SUSER MANAGEMENT	10ad4b86-7a03-43ea-b40c-450a6006114c-1649062	252474	Not Processed	2021-07-14 12:00:00		*	ê	*
Q <sup>®</sup> SYSTEM SETTINGS V	4ba9eaf3-f723-441f-b26a-adb0e6fa7443-161470617	4651	Not Processed	2021-02-25 09:48:00		*	ê	÷
			н к 1 н 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.

#### 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.

nique ID	Status	Transfer start date	-	Transfer end date	3	
Filter by unique ID	Filter by status	dd/mm/yyyy	(11)	dd/mm/yyyy	(11)	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

			Le Download Unmatched URLs		
Jnique 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	± 🔒	*	

### 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			
			La Download Unmatched URLs
Jnique ID	Status 🗢	Transfer date 🖕	Download ACTIONS error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	± ≅ ±
ba9eaf3-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 Unn	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	1	*
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	🛓 💼	±
	R ( 1 )	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 stat	istics?			🛓 Download Unm	atched URLs
	ne jeu cure jeu num te delete are eta.					Download
Unique ID	10ad4b86-7a03-43ea-b40c-450a60061	14c-1649062252474.json	er date 🚽		ACTIONS	error report
Unique ID 10ad4b86-7a03-43ea-b40c-450a6006114c-1	10ad4b86-7a03-43ea-b40c-450a60061	14c-1649062252474.json Yes	er date 🖕 No 7-14 12:00:00	(	ACTIONS	error report

## Validation of Dates - Statistics on Information services cases

You should follow this instructions so the Validation of Dates can be done properly,

- Start-date must be the first day of the month.
- End-date must be the last day of the same month of start-date.

Eg:- Start Date: "2022-05-06T18:00:00.000Z"

## **API keys**

- API keys
  - <sup>O</sup> Introduction
  - <sup>O</sup> 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.

= Home > API keys				6
N HOME		API keys		0
96 LINKS				
ASSISTANCE SERVICES		1 items found		
TRANSLATIONS		Key number 🗢	Purpose ¢ ACTIO	NS
★ FEEDBACK ON QUALITY		ATTQJN0380iESnOxiTJFUTzA	0	
O OBSTACLES	$\sim$			_
DASHBOARD	$\sim$			
LOGS	$\sim$			
USER MANAGEMENT				
OC SYSTEM SETTINGS	^			
API keys				

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

## Introduction

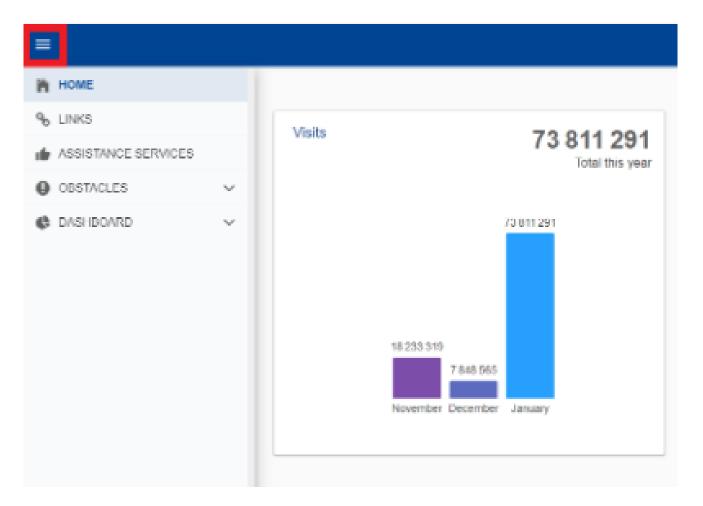
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

## What can I see in the Homepage?

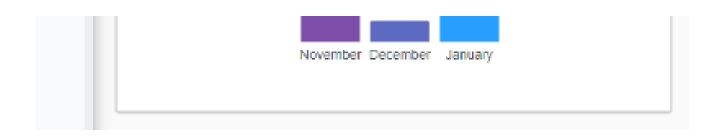
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



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



≡	
省	
90	Visits 72.044.204
1	Visits 73 811 291 Total this year
0	
¢	73 811 291
	18 233 319
	7 848 565



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.

HOME									
% LINKS							-		
ASSISTANCE SERVICE	LS .	Visits	73 811 291 Totel this year	rec	edback selved	53 Total this year	Obstacles received		C Total this yea
0 OBSTACLES	~		Polar and your			root one your			Total one you
DASHBOARD	~		18 220 310 T 645 565 November December January		543 52 November December	65 r January		0 November December Jan	

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

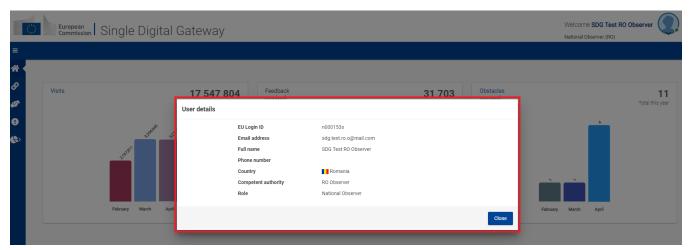


#### Here you can check your User details and Sign out.

	Icome SDG Test RO Observer
≡	👗 User details
	🗭 Sign out

Clicking on User details will show you your user details.





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 Login.	n!
About EU Login Cookies Privacy Statement Contact Help	Powered by
European Union EU institutions 8.3.4,b-d	n2a   4 ms

## 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 c	rop down the role and click	<b>OK</b> to login to SDG.

Commission Single Digital C	Gateway			
	Select Role			
	Role	Select role +		
		Select role National Observer		
		Delegated National Coordinator	Cancel OK	

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.

De	elegated Nationa	John Snow	
1	User details		
5	Switch role	N	
Θ	Sign out	43	
			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 Of	oserver	
			Cancel Switch

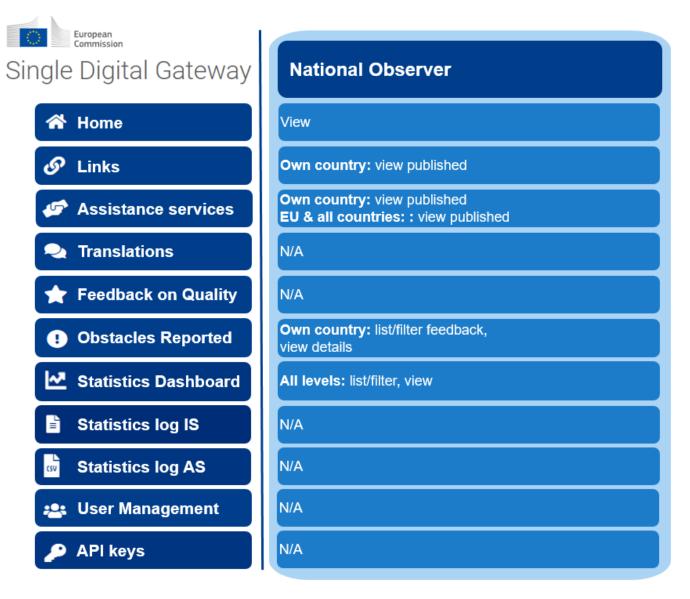
#### Important Note

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
  - How to access the Links module?
  - <sup>O</sup> How to navigate on Links module?
    - Filters
  - 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?
  - <sup>O</sup> Links and Links Metadata History

- <sup>O</sup> How to access Link History?
  - Links History
  - Links Metadata History

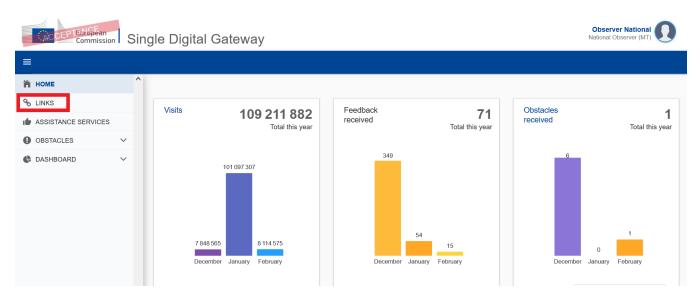
## Links

## 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:

European Commission Sin	ngle Digital Gateway					Observer National National Observer
≡ Home > Links						
🐐 НОМЕ	Manage your Links					▲ Export Links
% LINKS	inanage jear Linne					
ASSISTANCE SERVICES	% Registered links					
O OBSTACLES V	Search		Q Search			
C DASHBOARD V						
	Owner		Uri type	Content type		
	Select owner		Select url type	Select content type		
	Category					
	Select category					
	Clear filters					
	Hide advanced filters					
	212 items found					
	URL ¢	Owner 🖨	Туре	Status 🗢	Last update 🗢	ACTIONS
	https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	Q
	https://history.link.ml/01	Coordinator National	Information	Published	2023-03-01 16:32:56	Q
	https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2023-03-01 15:42:45	Q
	https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2023-03-01 15:32:52	۵
	https://sss.ss.ss	ł	Information	Published	2023-03-01 14:10:45	ଷ୍
			K ( 1 2	3 <b>F</b> H 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).

European Commission Sin	igle Digital Gateway					Observer National Observer
й номе	Manage your Links					± Export Links
<b>%</b> LINKS						
ASSISTANCE SERVICES	% Registered links					
OBSTACLES V	Search		Q Search			
CASHBOARD V						
	Owner		Uri type	Content type		
	Select owner		Select url type	Select content type		
	Category					
	Select category					
	Clear filters					
	Hide advanced filters					
	212 items found					
	URL ¢	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
	https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	Q
	https://history.link.ml/01	Coordinator National	Information	Published	2023-03-01 16:32:56	Q
	https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2023-03-01 15:42:45	۵
	https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2023-03-01 15:32:52	Q
	https://sss.ss.ss		Information	Published	2023-03-01 14:10:45	۹
			н ( 1	2 3 <b>M</b> 5 <b>V</b>		

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 Link	s
𝔗 Registered 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		
		Content type	
Select owner   Category	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  $\ensuremath{\textbf{View}}$  button on the link you want to consult.

European Single Digital Gateway						Observer National  National Observer
й номе	Manage your Links					
% LINKS						
ASSISTANCE SERVICES	% Registered links					
O OBSTACLES V	SearchQ_Search					
🚯 DASHBOARD 🗸 🗸	Show advanced filters					
	212 Items found					
	URL \$	Owner 🗢	Туре	Status 🗢	Last update 🗢	ACTIONS
	https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	Q
	https://history.link.mt/01	Coordinator National	Information	Published	2023-03-01 16:32:56	Q
	https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2023-03-01 15:42:45	Q
	https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2023-03-01 15:32:52	Q
	https://sss.ss	PETROIANU Marian-Florin	Information	Published	2023-03-01 14:10:45	Q
	K ( 1 2 3 → N 5 ∨					

That action will show you all the details of a given link.

European Single Digital Gateway	Observer National Alaborational Alaborational Control (VIT)
Home > Links > View Link	
Manage your Links	🛦 Export Meladala Links
Link Information Link Metadata Link History	
URL :	https://io.nm.org/tex/
Title :	https://io.nm.org/text/
Description :	NA
Type :	Information
Uri Type :	Web folder
National locations :	Birgu (MT01103.); Bornia (MT01105.); Birinirara (MT01214.);
Should SDG Dashboard title/description be displayed on search results page? :	
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler) :	
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors traveiling alone and non-Union citizens when traveiling across borders within the Union (ID card, visa, passport);
Status :	Published
Owner :	Service Provider National
Last update :	Fri Aug 04 2023 12:18:55 GMT+0200 (Central European Summer Time)
	< 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 SDG Dashboard title/description be displayed on search results page?** - Whether to use the title and description information provided in the form or opt for the HTML information retrieved through the crawler functionality.

**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.

**should this URL be crawled?(JavaScript Crawler)** - This solution will trigger a crawler service for Java Script/ dynamic pages. If this option is checked, the crawler will search for child links and their metadata information and store them in the database as metadata links to the notified URL.

Only If one of the above crawler options is checked, those two extra fields will be displayed:

**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. It can be **only the lowest level categories** (2-3 character code categories). 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.

owner - The user who has notified this link.

last update - Shows the the last date that the link has been updated.

Is important to mention that in the case of creating/updating a Web Folder, the 'Type', 'Mandatory Classifications' and 'National locations' fields are not required due to the fact that this information it is retrieved from the child metadata links and displayed only in view mode.

#### How to see the Metadata?

You have tab to view the metadata details.

Manage your Links	🛦 Export Metadata Links
Link Information Link Metadata Link History	
Title :	Visit Malta
URL :	https://www.visitmaita.mt
Description :	Travel to Malta
Туре:	Information
Uri Type :	Web folder
National locations :	NA
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler) :	
Categories :	documents required of Union clitters, their family members who are not Union clittens, minors travelling alone and non-Union clitzens when travelling across borders within the Union (ID card, visa, passport); taking up employment in another Member State ; volumetering in another Member State ;
Status :	Published
Owner:	National Service Provider
Last update :	Tue Feb 28 2023 14:11:45 GMT-0100 (Central European Standard Time)
	< 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 Link Hist	tory					
Search		Q Search				
Show advanced filters Clear filters						
2 items found						
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://www.visitmaita.mt/work	en	A1;82	Information	MANUAL	Q	
https://www.visitmalta.mt/education	en	A1;E2	Information	MANUAL	Q	
н < ц → н 5 ∨						
			_			
		<ul> <li></li> </ul>	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 Met	lata Link History						
Search			Q Search				
Show advanced filters Clear filters							
2 items found						ACTIONS	
URL +		Web Page Language 🗢 en	Categories \$	Type	Notification Type 🗢 MANUAL	Q	
https://www.visitmalta.mt/educ	ion	en	A1;E2	Information	MANUAL	Q	
N 4 1 N H 4							
			<	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 Metao	data Links	
Metadata Link Information	Link Metadata History	
	Title :	Work
	URL :	https://www.visitmaita.mt/work
	Description :	Work in Malta
	Type :	Information
	National locations :	NA
	Notification Type :	MANUAL
	Owner :	National Service Provider
	Categories :	documents required of Union offizens, their family members who are not Union offizens, minors travelling alone and non-Union offizens when travelling across borders within the Union (ID card, visa, passport); taking up employment in another Member State;
	Web page language :	en
		< Back

### How to export Links?

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

Manage your Links							📥 Export Links
% Registered links							
Search		Q Search					
Owner		Url type	Conten	t type			
Select owner		Web folder	× Selec	t content type			
Category							
Select category							
Clear filters							
Hide advanced filters							
97 items found							
URL ¢	Owner 🖨	Туре		Status 🗢	Last update 🗢		ACTIONS
https://www.visitmalta.mt	Coordinator National	Information Procedure		Published	2023-03-01 17:04:14	Q	
https://www.visitmalta.mt	National Service Provider	Information		Published	2023-02-28 14:11:45	Q	
https://co.21.org	MELINTE Sorin			Published	2023-02-24 12:52:42	Q	
http://ad.gob.mt	PETROIANU Marian-Florin			Published	2023-02-23 11:42:58	Q	
https://io.nm.org/text/	Service Provider National	Information		Published	2022-12-20 12:28:58	ଷ୍	
			H 4 1 2 3 🕨	ы 5 м			

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

	В	C	D	E	F	G	Н	l l	J	К
1	title	description	country	categorie	location	user	type	URL type	status	last update date
2	Emergency Service Numbers	Information on services	Malta	F5		National Coordinator	Information	Web folder	Published	2020-12-04 10:41:15.16
3	Emergency Service Numbers	Information about servi	Malta	F5		Service Provider National	Information	Web folder	Published	2020-12-04 10:41:19.234
4	Business Enhance ERDF Grant Scheme		Malta	01		Service Provider National	Information;Procedure	Web folder	Published	2020-11-17 12:19:28.48

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

Manage your Links						🛓 Export Metadata Links
Link Information Link Metadata Link History						
Search		Q Search				
Show advanced filters Clear filters						
2 items found						
URL ¢	Web Page Language 🗢	Categories 🗢	Туре	Notification Type 🗢	ACTIONS	
https://www.visitmalta.mt/work	en	B1	Information Procedure	MANUAL	Q	
https://www.visitmalta.mt/xlsx	de	B2	Information	MANUAL	Q	
и ∢ т → и 5 ∨						
		< E	lack			

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

	А	В	С	D	E	F	G	Н	1	J	К
1	Url	title	description	country	location	user	type	category	language	notificati	last update date
2	https://www.visitmalta.mt/xlsx	Test upload		Malta	MT;MT001	<b>Coordinator National</b>	Information	B2	de	MANUAL	2023-03-01 17:04:14.089
3	https://www.visitmalta.mt/work	Work in Malta		Malta	MT;MT001	<b>Coordinator National</b>	Information;Procedure	B1	en	MANUAL	2023-03-01 17:05:17.072

#### 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	🛓 Eiport Meladata Links
Link Information Link Metadata Link History	
Title :	Travel
URL:	https://www.tourism.mt
Description :	Tourism MT
Туре :	Information
Url Type :	Web page
National locations :	NA
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport); rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements;
Status :	Published
Owner:	Service Provider National
Last update :	Wed Mar 01 2023 08:17:12 GMT+0100 (Central European Standard Time)
	< Back

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):

Manage your Metad	lata Links		
Metadata Link Information	Link Metadata History		
		Title :	Travel
		URL :	https://www.tourism.mt
		Description :	Tourism MT
		Type : National locations : Notification Type :	
		Owner :	Service Provider National
		Categories :	documents required of Union offizens, their family members who are not Union offizens, minors travelling alone and non-Union offizens when travelling across borders within the Union (ID card, visa, passport); rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages or linked travel arrangements;
		Web page language :	CS .
			< 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:

Manage your Links	🛦 Erport Meladata Linits
Link Information Link Metadata Link History	
Title :	Visit Malta
URL :	https://www.visitmaita.mt
Description :	Travel to Malta
Type :	Information
Url Type :	Web folder
National locations :	NA
Should this URL be crawled? :	
Should this URL be crawled?(JavaScript Crawler):	
Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport); taking up employment in another Hember State ; volumetering in another Hember State ;
Status :	Published
Owner :	National Service Provider
Last update :	Tue Feb 28 2023 14:11:45 GMT+0100 (Central European Standard Time)
	< Badr

Manage your Links						📥 Export Metadata Links
Link Information Link Metadata Link History						
Search		Q Search				
Show advanced filters Clear filters						
2 items found	Web Page Language 🗢	Categories 🖨	Туре	Notification Type 🗢	ACTIONS	
https://www.visitmalta.mt/work	en	A1;B2	Information	MANUAL	Q	
https://www.visitmalta.mt/education	en	A1;E2	Information	MANUAL	۹	
		H 4 1	▶ H 5 ¥			
		< B	ack			

Manage your Metad	ata Links		
Metadata Link Information	Link Metadata History		
		Title :	Work
		URL :	https://www.visitmaita.mt/work
		Description :	Work in Malta
		Type :	Information
		National locations :	NA
		Notification Type :	Mahual
		Owner:	National Service Provider
		Categories :	documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-Union citizens when travelling across borders within the Union (ID card, visa, passport); taking up employment in another Member State;
		Web page language :	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.

## 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 V		
		< 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.
	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;
  - $^{\circ}$  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.** 

N	/lanage 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/dli		Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma
L						
			< 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 →
  - $^{\circ}$  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.

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
    - <sup>O</sup> How to access Assistance services module?
    - <sup>O</sup> How to navigate on Assistance services module?
      - How to open a CSV in an Excel?
      - Filters
    - <sup>O</sup> Reference list for ECC net Updated

## 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								
6 LINKS	_									
ASSISTANCE SERVICES		Level of provision	Member state	Type of service	Audience					
OBSTACLES	~	National +	Filter by member states	Filter by types	Filter by audience					
DASHBOARD	~	Service ID	Competent authority name							
		Filter by service ID	Filter by competent authority	Clear filters						
		Hide filters								
		87 items found	🛓 Export to CSV							
		Type of service \$	Member state \$	Last update 🖕	Status ¢					
		Office for the equal treatment of EU workers	Germany	2023-02-16 17:11:17	Published					
		Office for the equal treatment of EU workers	Belgium	2023-02-06 16:09:56	Published					
		European Consumer Centres	Denmark	2023-02-06 15:47:03	Published					
		Office for the equal treatment of EU workers	Spain	2023-02-06 15:24:44	Publisted					
		European Consumer Centres	Romania	2023-02-06 15:24:44	Published					
		Points Of Single Contact	Bolgium	2023-02-06 14:55:56	Published					
		European Consumer Centres	Belgium	2022-12-05 15:36:00	Published					
		European Consumer Centres	Romania	2022-12-05 13:38:57	Published					
		Points Of Single Contact	Romania	2022-12-05 13:31:39	Published					
		Points Of Single Contact	Romania	2022-11-30 09:47:11	Published					

### 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]

HOME		Assistance services			
€ LINKS					
ASSISTANCE SERVICE	ES	Level of provision	Member state	Type of service	Audience
OBSTACLES	~	National 0	Filter by member states	Filter by types	Filter by audience 0
DASHBOARD	~	Service ID	Competent authority name		
		Filter by service ID	Filter by competent authority	Clear filters	
		Hide fillers			
		87 items found			LExport to CS
		Type of service o	Member state \$	Last update 🖕	Status ¢
			Germany	2023-02-16 17:11:17	(
		Office for the equal treatment of EU workers	Gernany	2023-02-10 17:11:17	Published
		Office for the equal treatment of EU workers	Bolgium	2023-02-06 16:09:56	Published
		Office for the equal treatment of EU workers	Bolgium	2023-02-06 16:09:56	Published
		Office for the equal treatment of EU workers European Consumer Centres	Bolgium	2023-02-06 16 09 56 2023-02-06 15 47:03	Published Published
		Office for the equal treatment of EU workers European Consumer Centres Office for the equal treatment of EU workers	Bolgium Donmark Spain	2023-02.06 16 09 56 2023-02.06 15 47 03 2023-02.06 15 24 44	Published Published Published
		Office for the equal treatment of EU workers European Consumer Centres Office for the equal treatment of EU workers European Consumer Centres	Belgium Denmark: Spain Romania	2023-02-06 16 09 56 2023-02-06 15 47 03 2023-02-06 15 24 44 2023-02-06 15 24 44	Published Publis
		Office for the equal treatment of EU workers European Consumer Centres Office for the equal treatment of EU workers European Consumer Centres Points Of Single Contact	Bolgium Conmark: Spain Romania Bolgium	2023-02-06 16 09 56 2023-02-06 15 47 03 2023-02-06 15 24 44 2023-02-06 15 24 44 2023-02-06 15 24 44	Published Publis
		Office for the equal treatment of EU workers European Consumer Centres Office for the equal treatment of EU workers European Consumer Centres Points Of Single Contact European Consumer Centres	Bolgum Conmark Spain Romania Bolgum Bolgium	2023-02.06 16 09 56 2023-02.06 15 47 03 2023-02.06 15 24 44 2023-02.06 15 24 44 2023-02.06 15 24 44 2023-02.06 15 55 6 2022-12.05 15 36 00	Published Publis

## 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

		All Con	Formulas mections perties Links				ž↓ <mark>Z Z</mark> č↓ Sort	Filter G A	lear eapply dvanced	Text to Fi	ash Remov	e Data	Consolidate	What-If Analysis	Group	v 🖉 🛛 v Ungroup		Show Detail	
ce Upda		date with secur	ity updates, fi	ixes, and im	provement	choose Ch	eck for Upd	ates.										Check fo	ir Updal
	8 C	D	E	F	G	н	1	J.	К	L	м	N	0	Р	Q	R	s	т	U
 Sheet'	+																		

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.

●●● AutoSave ●=== 合 ∽ ヾ び 品 ピ 辛					
Home Insert Draw Page Layout Formulas Data	Review View			🔄 🖄 Share	Comments
From New Distabase HTML Text Open	Text Import Wizard - Step 1 of 3	What-If Analysis	Group Ungroup	Subtotal - Hide Deta	all il
Office Update To keep up-to-date with security updates, fixes, and im	The Text Wizard has determined that your data is Delimited.			Check	for Updates
	If this is correct, choose Next, or choose the Data Type that best describes your data.				
A 8 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
3	Start import at row: 1 C File origin: Unicode (UTF-8)				
4 5					
6 7 7 8	Preview of selected data:				
9	Preview of file /Users/aaronhu/Des/all_people_All_People_export_Mar-24-2020.csv.				
10	Liberson Id,Full Name,First Name,Lost Name,Enoil Addresses,Primory Enoil,Lost Enoil,Location,Industry,Sourc				
12					
14 15					
16 17 18	Cancel < Back Next > Finish				
19 20					
21 22					
23 24					
25 26					
27 28					
29 30					
31 32					
33 34					
35					
37 38					
300 ← ▶ Sheet1 +					

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

AutoSave 🔍 かっぴ 🖬 🗹 =	Book1	۵ ۵
	Data Review View	🖻 Share 💭 Comment
Connections	Text Import Wizard - Step 2 of 3	📰 v 🔃 v 🗐 v 👘 🖘 Show Detail
rom New Database Refresh Rest Query All Edit Unks	Stocks 21	te What-If Group Ungroup Subtotal -= Hide Detail
e Update To keep up-to-date with security updates, fixes, a	This screen lets you set the delimiters your data contains.	Check for Update
\$ × ✓ fx	Delimiters	
	Tab Treat consecutive delimiters as one	P Q R S T U
	Semicolon Text qualifier:	
	Comma	
	Space	
	Other:	
	Preview of selected data:	
	Preview of selected data:	
	Person Id Full Name First Name Lost Name Envil Addresses Prima	
	Provide part and the part and set	
	Cancel < Back Next> Finish	

6. Finally, click Finish.

7. Remember to Save your document!

#### **Filters**

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

HOME	Assistance services					
LINKS						
ASSISTANCE SERVICES	Level of provision	Member state	Type of service	Audience		
OBSTACLES	<ul> <li>National</li> </ul>	<ul> <li>Filler by member states</li> </ul>	Filler by types	Filter by audience		
DASHBOARD	Service ID	Competent authority name				
	Filter by service ID	Filler by competent authority	Clear filters			
	Hide filters					
	87 items found			LExport to C		
	Type of service \$	Member state 💠	Last update 🖕	Status 😄		
	Office for the equal treatment of EU workers	Germany	2023-02-16 17:11:17	Published		
	Office for the equal treatment of EU workers	Belgium	2023-02-06 16:09:56	Published		
	European Consumer Centres	Denmark	2023-02-06 15:47:03	Published		
	Office for the equal treatment of EU workers	Spain	2023-02-06 15:24:44	Published		
	European Consumer Centres	Romania	2023-02-06 15:24:44	Published		
	Points Of Single Contact	Belgium	2023-02-06 14:55:56	Published		
	European Consumer Centres	Belgium	2022-12-05 15:36:00	Published		
	European Consumer Centres	Romania	2022-12-05 13:38:57	Published		
	Points Of Single Contact	Romania	2022-12-05 13:31:39	Published		

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

Search Q Search	ssistance services	
Show filters Tilters applied	Search	Q Search
	Show filters <b>T</b> Filters applied	

	Status		
	I		
	Draft		
	Published		
h			

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:



## **Reference list for ECC net Updated**

#### New service description :-

"The ECC Centre will explain what are your rights as a consumer, will help you settle a dispute with a seller based in another EU country (or Iceland or Norway), or will tell you whom you can contact if the centre will not be able to help you. The Centre is part of the ECC Net which is a network of independently-managed offices co-funded by the European Commission."

New subject matter: "My rights as consumer including questions or complaints about traders and companies based in other countries

In the SDG menu, go to ASSISTANCE SERVICES and select European Consumer Center on the Type of service field, Audience you can choose Citizens

	nce ser	vices				
home		Assistance services				+ Add service
CINKS	_					
		Status	Level of provision	Type of service	Audience	
TRANSLATIONS		Filter by status	Filter by level	♦ Filter by types	Citizens	÷
TRANSLATIONS BUDGET				European Consumer Ce 😒		
FEEDBACK ON QUALITY		Subject related to citizens	Service ID	Competent authority name		
OBSTACLES	~	Filter by citizen subjects	Filter by service ID	Filter by competent authority	Clear filters	
C DASHBOARD	~	My rights as consume				
LOGS	$\sim$					
USER MANAGEMENT		18 items found				Ł Export to CSV
Ø <sup>₽</sup> SYSTEM SETTINGS	~	Type of service 🗢	Member state 🗢	Last update 💂	Status ≑	ACTIONS
		European Consumer Centres	Denmark	2023-02-06 15:47:03	Published	•
		European Consumer Centres	Romania	2023-02-06 15:24:44	Published	•
		European Consumer Centres	Belgium	2022-12-05 15:36:00	Published	•
		European Consumer Centres	Romania	2022-12-05 13:38:57	Published	•
		European Consumer Centres	O EU	2022-10-07 10:56:55	Published	•
		European Consumer Centres	Estonia	2022-10-05 17:24:47	Published	•

# **Obstacles reported**

- Obstacles reported
  - <sup>O</sup> Introduction
  - <sup>O</sup> How to access the obstacles reported module?
  - <sup>O</sup> How to navigate on obstacles reported module?
    - Filters
  - <sup>O</sup> How to translate the free text of an Obstacle?
    - Export to CSV
    - How to open a CSV in an Excel?
  - <sup>O</sup> Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file
- Update filter for Citizens tab
- Add filters for new businesses tab in Obstacles

## 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:

Home > Obstacles re							
HOME	Obstacles reported						
% LINKS	o botta o reported						
ASSISTANCE SERVICES	Status	Country of	forigin	Audience		Category	
O OBSTACLES	Filter by status	Filler by	origin countries	Filler by audiences		Filter by categories	
Obstacles reported	Problem areas	Start data	End date				
C DASHBOARD V		dd/mm/y	yyy 🛅 ddimmiyyyy	111 Clear filters			
	Hido filters						
	14 items found						Export to CSV
	Origin country ¢	Obstacle in ‡	Category ¢	Sub-category \$	Problem areas \$	Creation date \$	Status \$
	> Belgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17:10:27	Open
	> El Beigium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	Open
	> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
	> EBeigium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	s 2022-02-28 10:32:49	Open
	> EBeigium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progres
	> 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
	> Beigium	Romania	Starting, running and closing a business	Intellectual property rights	Unclear or contradicting rules	s 2022-02-25 16:13:02	Open
	> El Belgium	Romania	Education or traineeship	Traineeships	Incorrect application of EU	2022-02-25 16:11:31	Open

### 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, Country of origin, Audience, Category, Problem Areas, Star date and End date.

HOME		Obstacles reported						
6 LINKS		· · ·						
ASSISTANCE SERVICES		Status		intry of origin	Audience		Category	
OBSTACLES	^	Filter by status	FI	Ner by origin countries	Filter by audiences		Filter by categories	
Obstacles reported		Problem areas		rt date End date	m Clear filters			
DASHBOARD	~	Filter by problem areas	d	ddimmiyyyy 🛗 ddimmiyyyy	Clear filters			
		Hide filters						
		14 items found						Export to CSV
		Origin country ¢	Obstacle in \$	Category ©	Sub-category ¢	Problem areas ¢	Creation date ¢	Status ¢
		> Bolgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17:10:27	Open
		> Beigium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	Open
		> EBeigium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
		> El Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open
		> Beigium	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
		> Beigium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open
				Charling proving and desire a				
		> Beigium	Romania Romania	Starting, running and closing a business	Intellectual property rights	Unclear or contradicting rules	5 2022-02-25 10:13:02	(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.

HOME		Obstacles reported						
6 LINKS								
ASSISTANCE SERVICES		Status		Country of origin	Audience	Audience Ce		
OBSTACLES	^	Filter by status		Filter by origin countries	Filler by audiences		Filter by categories	
Obstacles reported		Problem areas Filter by problem areas		Start date End date	11 Clear filters			
DASHBOARD	ř	Hide filters						Export to CS
		Origin country \$	Obstacle in @	Category \$	Sub-category ¢	Problem areas \$	Creation date @	Status
						incontract appropriation of E.o.	2022 42 44 47 40 27	0.000
		-			Other	rules	2022-12-14 17:10:27	Open
		> Beigium	Romania	Work and retirement	Other Taking up a job		2022-12-14 17:10:27 2022-10-17 17:13:27	Open Open
		-				rules		
		> Beigium	Romania	Work and retirement	Taking up a job	rules Discriminatory rules	2022-10-17 17:13:27 2022-02-28 10:34:43	Open
		Belgium     Belgium	Romania	Work and retirement Health and safety at work	Taking up a job Health and safety obligations	rules Discriminatory rules Obstacle within a procedure	2022-10-17 17:13:27 2022-02-28 10:34:43 5 2022-02-28 10:32:49	Open Open
		Beigum     Beigum     Beigum     Beigum	Romania Romania Romania	Work and retirement Health and safety at work Consumer rights	Taking up a job Health and safety obligations Product safety Assistance in case of reduced	rules Discriminatory rules Obstacle within a procedure Unclear or contradicting rules	2022-10-17 17:13:27 2022-02-28 10:34:43 5 2022-02-28 10:32:49	Open Open
		Beigium     Beigium     Beigium     Beigium     Beigium     Beigium	Romania Romania Romania	Work and retirement Health and safety at work Consumer rights Travel	Taking up a job Health and safety obligations Product safety Assistance in case of reduced mobility Product rules and	rules Discriminatory rules Obstacle within a procedure Unclear or contradicting rules Obstacle within a procedure Incorrect application of EU	2022-10-17 17 13 27 2022-02-28 10 34 43 5 2022-02-28 10 32 49 2022-02-28 10 32 13	Open Open Open In Progree
		Image: Beigium       Image: Beigium       Image: Beigium       Image: Beigium       Image: Beigium	Romania Romania Romania Romania	Work and retirement Health and safety at work Consumer rights Travel Goods	Taking up a job Health and safety obligations Product safety Assistance in case of reduced mobility Product rules and requirements	rules Discriminatory rules Obstacle within a procedure Unclear or contradicting rules Obstacle within a procedure Incorrect application of EU Incorrect application of EU	2022-00-28 10 32 49 2022-02-28 10 32 49 2022-02-28 10 32 49 2022-02-28 10 32 13 2022-02-28 10 31 31 2022-02-28 10 31 31	Copen Copen Copen In Progree

### 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.

HOME	Filter by problem areas	ddri	nm/yyyy 🗰 dd/mm/yyyy	tt Clear filters			
LINKS	Hide filters						
ASSISTANCE SERVICES							
OBSTACLES ^	14 Items found						A Export to CSV
Obstacles reported	Origin country \$	Obstacle in ¢	Category \$	Sub-category \$	Problem areas 🖨	Creation date \$	Status ¢
Diseesond V	> El Belgium	I Romania	Iravei	Other	Incorrect application of EU rules	2022 12 14 17:10:27	Open
	- Delgium	Romania	Work and relivement	Taking up a job	Discriminatory rules	2022-10-17 17 13 27	Copen
	This is a lost	picase do not take il in conside	ration				Translato
	> EBelgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
	> E Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10 32 49	Open
	> Belgium	Romania	Travei	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progres
	> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Coen

# Filters

By default you can filter by Status, Country of origin, Audience, Category Problem Areas, Star date and End date.

HOME		Obstacles reported						
LINKS								
ASSISTANCE SERVICES		Status		Country of origin	Audience		Category	
OBSTACLES	~	Filter by status		Filter by origin countries	Filter by audiences		Filter by categories	
Obstacles reported		Problem areas		Start date End date				
& DASHBOARD	ř	Filer by problem areas Hide filers 14 items found		ddinmiyyyy 🛍 ddinmiyyyy	Clear filters			
		te nems round						Export to CSV
		Origin country \$	Obstacle in 🌣	Category ©	Sub-category ¢	Problem areas 🌣	Creation date @	Status 🌩
		> Bolgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17:10:27	Open
		> 📘 Beigium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	Open
		> El Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open
		> EBeigium	Romania	Consumer rights	Product safety	Unclear or contradicting rule	s 2022-02-28 10:32:49	Open
		> EBolgium	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
		> 🔢 Beigium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open
		> Beigium	Romania	Starting, running and closing a business	Intellectual property rights	Unclear or contradicting rule	s 2022-02-25 16:13:02	Open
		> El Belgium	Romania	Education or traineeship	Traineeships	Incorrect application of EU rules	2022-02-25 16:11:31	Open

Also you can press the button "Hide filters" to hide the described filters above.

HOME	C	Obstacles reported														
LINKS																
ASSISTANCE SERVICES		Show filers														
OBSTACLES /																
Obstacles reported		14 items found						LEXPORT to CSV								
DASHDOARD	1	Origin country \$	Obstacle in 💠	Category ©	Sub-category \$	Problem areas 👙	Creation date 💠	Status 🛊								
		> 🚺 Belgium	Romania	Travel	Other	Incorrect application of EU rules	2022-12-14 17 10 27	Copen								
		> 🚺 Belgium	Komania	Work and rebrement	laking up a job	Discriminatory rules	2022 10 17 17:13:27	Copen								
		> El Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022/02/28 10:34:43	Open								
									>	> El Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022 02 28 10:32:49	Cipen
						> 🚺 Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022 02 28 10:32:13	In Progres				
		> 📑 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								
		> 📕 Belgium	Romania	Starting, running and closing a business	Intellectual property rights	Unclear or contradicting rules	2022-02-25 16:13.02	Open								
		> 📘 Belgium	Romania	Education or traineeship	Traineeships	Incorrect application of EU rules	2022-02-25 16:11:31	Open								
		> El Belgium	Romania	Work and retirement	Taking up a job	Unclear or contradicting rules	2022-02-25 16:07:52	Open								

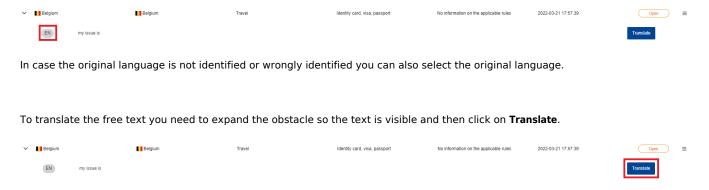
You clear all previously added filters using the button **Clear filters**:

# Clear filters

## 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.



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 \$	Sub-category 🖨	Problem areas 💠	Creation of
Belgium	Translate				2022-03-2
	Please select any official EU "From".	language to translate to. The original language wa	as automatically identifi	ed. If you think it's incorrect, please select another langua	ge from the list
Belgium	From	English	¢ To	Select to	2022-01-1
Belgium				Bulgarian Croatian Czech	Translate 2021-06-1
Belgium		Travel	Identity card, visa, p	Dutch	2021-05-0
Belgium		Travel	Assistance in case o	English f Estonian Finnish	2021-04-0!
		н	<	French German Greek	
				Hungarian Icelandic Irish Italian	
				Lafvian Liftuanian Maltese Norwegian	

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

;		Category \$	Sub-category 🖨		Problem areas 🗢		Ci
	Translate						20
	Please select any official EU "From".	language to translate to. The original language was	automatically identifie	d. If you think it's incorrect, p	lease select another languag	e from the list	
	From	English	¢ To	Portuguese	\$		20
					< Cancel	Translate	20
		Travel	Identity card, visa, pa	issport			20

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

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

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.

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			End date dd/mm/yyyy	
Filter by status		Filter by categories	Filter by problem areas		dd/mm/yyyy 🛗	dd/mm/yyyy	
Clear filters							
Hide filters							
2 items found						± ₽	xport to CS\
Origin country 🗢	Obstacle in 🖨	Category 🗢	Sub-category 🗢	Problem areas 🗢	Creation date 🖨	Status 🜩	ACTIO
Belgium	<b>III</b> Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	) =
Belgium	<b>II</b> Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	) ≡
Belgium	<b>Romania</b>	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	) =
Belgium	<b>I</b> 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	) =

#### 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.

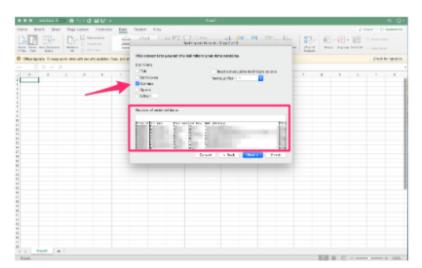
- 1. Open a new Excel sheet.
- 2. Click the Data tab, then From Text

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à 🗅 💀	Page Layout	-		T Star m. Start	41 AL	en Data Control	- 23-	10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	· · · · · · · · ·	C deeners
	Anders Mehrin (2) (10-10) (10-									

- 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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Home least Draw Pagelogent Formulas East-	Bolen Vite	2 New Clammonts
and the second sec		
O the last is too of a strain way when the sec		
	Table 18 - Finis an elgandric starts with passadariana and data	2 8 8 3 5 8
	Protect of the Association in Terr. All propies All Propiet, report, the All Stations	
3 3 4 2 5 4 3 3 3 3 5 5 5 5	Cance ( rise ( man)	
heath		THE S

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!

# Export obstacles (FoSMO) in 'Business' tab in a CSV/Excel file

As a NO you can export feedback on SMO for all the services in his country in a CSV/excel file

Home > Obstacles rep	orte	d			
h HOME		Obstacles reported			
% LINKS		_			
ASSISTANCE SERVICES		Citizen Business Old Business			
TRANSLATIONS	h	Country of origin	Type of Business	Activities	Communication of the
★ FEEDBACK ON QUALITY	н	1	Fiber by types of business	Filter by activities.	Company Size Filter by company size
O CESTACLES ^	н	II Romania O	Services O		
Obstactive reported	Ľ	Company Age	Case topic	Problem Type	Legal Instrument
✿ DASHEGARD		Filter by company age.	Filter by case topic	Filter by problem type	Filter by legal instrument
🗎 LODS 🗸 🗸		Status			
⊕ ADMINISTRATION ∨		Filter by status	Clear thes		
OČ SVSTEN SETTINOS V		ttide Rhera			

The title of the exported file will have this format: Feedback on Single Market Obstacles-[today date].

# **Update filter for Citizens tab**

Audience filter removed from 'Citizens tab'

	is repo	rted						
HOME		Obstacles reported						
♣ LINCS								
ASSISTANCE SERVICES		Citizen Business Old Busin	ess					
TRANSLATIONS								
* FEEDBACK ON QUALITY		Status Filter by status		try of origin r by origin countries	Category Filter by categories.		Filter by problem areas	
O OBSTACLES	^	Start date End date						
Obstacles reported		ddinmlyyyy 🟥 ddinmlyyyy	Clear Blers					
DASHBOARD	~	Hide fitters						
LOGS	$\sim$							
ADMINISTRATION	×	10 items found						LEport to CSV
<b>Q</b> <sup>C</sup> SYSTEM SETTINGS	$\sim$							
		Origin country @	Obstacle in .	Category @	Sub-category @	Problem areas @	Creation date @	Status
		> El Belgium	Romania	Travel	Other	incorrect application of EU rules	2022-12-14 17:10:27	Open
		> Belgium	Romania	Work and retirement	Taking up a job	Discriminatory rules	2022-10-17 17:13:27	Open =

# Add filters for new businesses tab in Obstacles

As a NO you will be able to filter the feedback from businesses

	repor	rted								
HOME .		Obstacles reported								
⊕ LINKS										
ASSISTANCE SERVICES		Citizen Business Old	Business							
TRANSLATIONS										
★ FEEDBACK ON QUALITY		Country of origin Fiber by origin countries		Type of Business Filter by types of business		Company Size Fiber by company size.		Company Age Filter by company age		
O OBSTACLES	^	Case Topic		Problem Type		Legal Instrument		Status		
Obstacles reported		Fiber by case topic.		Filter by problem type		Filter by legal instrument		Filter by status		
Ø DASHEGARD	×									
LOGS	~	Clear filters								
O ADMINISTRATION	~	Hide filters								
OC SYSTEM SETTINGS	×									
		0 Items found								
		Origin country \$	Obstacle in a	Problem type ©	Category @	Sub-categ	pory ¢ (	Creation date ¢	Status ¢	ACTIONS
					8. 4. 1	H 10 ∨				

You will find this filter options:

- Country of Origin
- Type of business
- Company size
- Company age
- Case topic
- Problem Type
- Legal Instrument
- Status

Home > Obstacles re	port	ed							
R HOME		Obstacles reported							
♣ LINKS									
▲ ASSISTINCE SERVICES		Citizen Business Old	Dusiness						
TRANSLATIONS									
* PEEDBACK ON QUALITY		Country of origin Filter by origin Countries		Type of Business	Company S		Company Age		
O CESTACLES ^		Case Topic		Problem Type	Legal Instr		Status		
Obstacles reported		Filter by cases topic		T the of process of a		sert.	7 diet by statute		
Ø DASHEGARD ~									
🖿 1005 🗸 🗸		Clear filters							
⊖ ADMINISTRATION ~ ~		Hide Stera							
d\$ systemsettings ~ ~									
		0 items found							
		Origin country 8	Obstacle in g	Problem type 8	Category 8	Sub-category @	Creation date @	Status @	ACTIONS
					x + <b>1</b> > x 1	• <b>v</b>			

# **Statistics Dashboard**

- Statistics Dashboard
  - Introduction
  - <sup>O</sup> How to access the Statistics Dashboard Module?
  - <sup>O</sup> How to navigate on Statistics Dashboard Module?
  - Statistics Webpages
    - How to use the Filters
    - Cascading filters
    - What can we consult in Statistics Webpages tab?
  - <sup>O</sup> 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
- <sup>O</sup> 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
- FOSMO
  - How to use the Filters
  - Cascading filters
  - What can we consult in Feedback on Single Market Obstacles?
- Show FoSMO details in a separate page
- Filter improvements in FoSMO QS dashboard
- Default Start Date for Quiksite

## Introduction

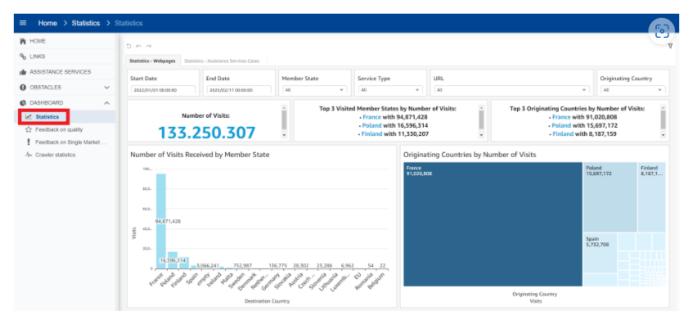
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

## How to access the Statistics Dashboard Module?

To access the Statistics Dashboard module, click on DASHBOARD 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.

	latistics		
HOME	Dim m Statistics - Websauer Statistics - Auktoret Service Cares		V
ASSISTANCE SERVICES     OBSTACLES	Start Date         End Date         Member State         Service Type           2222/01/01 00:02:00         2222/02/17 00:02:00         441         +		Originating Country     All     V
DASHBOARD     A     Statistics     Precback on quality     Freedback on Single Market	Number of Visits: Top 3 Visited Member State - France with - Poland with - Finland with	94,871,428 • France with 16,596,314 • Poland with	91,020,808
<ol> <li>Proceeding on large matrix</li></ol>	Number of Visits Received by Member State	91,030,608	Poland Fieland 15,697,172 8,187,1
	28.0. 15.595.314 -5.056.241 -575.987 136.775 28.302 21.788 -5.952 54 22 -54 22 -54 22 -54 -54 -54 -54 -54 -54 -54 -54	Originating Country Visits	Span 5,752,768

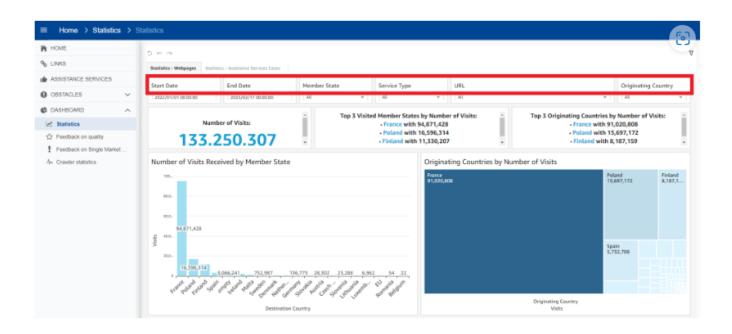
# **Statistics - Webpages**

# How to use the Filters

$\equiv$ Home $>$ Statistics $>$ S	tatistics			<b>A</b>
номе	0 ~ ~			~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
€ LINKS	Statistics - Webpages Autibility - Assistance Services Cases			
ASSISTANCE SERVICES	Start Date End Date Member State	Service Type URL		Originating Country
O OBSTACLES V	2822/01/01 00:00:00 2823/02/17 00:00:00 All **	AL V AL	( ب	AL V
© DASHBOARD     ∧     Statistics	Number of Visits: Top 3 Vis 133.250.307	ited Member States by Number of Visit • France with 94,871,428 • Poland with 16,596,314 • Finland with 11,330,207	its: Top 3 Originating Countries by France with 91, Poland with 15, Foland with 8,	,020,808
Preedback on Single Market A <sub>P</sub> Crawler statistics	Number of Visits Received by Member State	France 91,025,408	Size	697,172 6,167,1

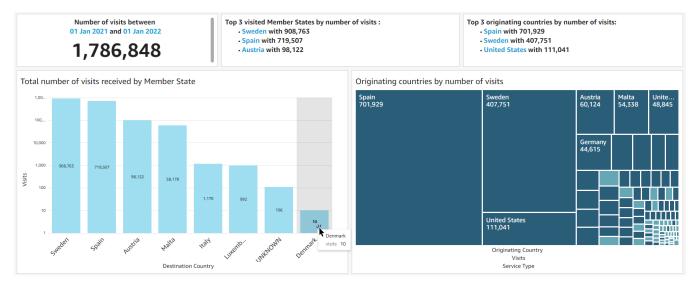
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

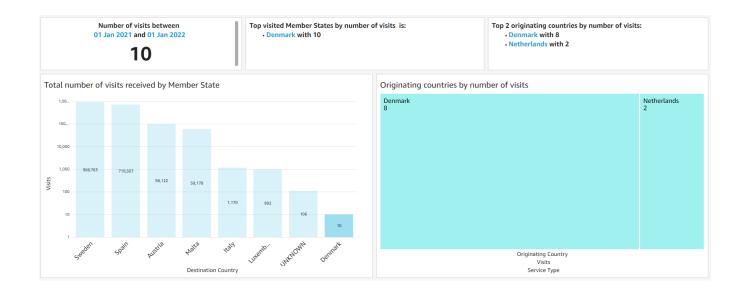


You can also drill down by just clicking on any chart for a desired value.

Before:



After:



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

ים פי ק	_	Assistance Services Cases FOQ - Webpag	jes   FOQ - Online Procedures   FOQ - A	ssistance 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: <b>958,596</b>	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 - Finland with 13 - Austria with 7, - Spain with 3,2	,211,091 568,025

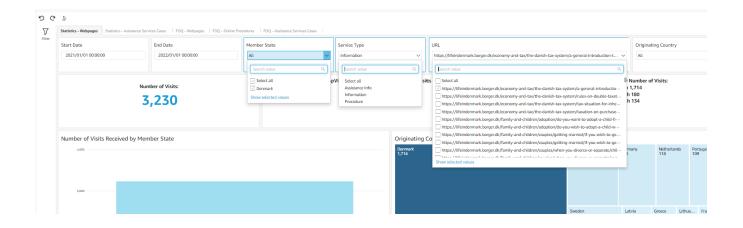
### **Cascading filters**

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 Mer		Member State	Member State Service Type		URL			Originating Country			
2021/01/01 00:00:00	2022/01/01 00:00:00	All		All	~ All		~		✓ All		~
		Search value	۹	Bearch value	٩	Search values		٩			
	Number of Visits:	Select all	р	3 Select all Assistance Info	vi	isit	Search		Number of Vis ,340,325	its:	
Number of Visits: 45,769,109		Cyprus Denmark Estonia Finland Germany		Information Procedure				• Malta with 4,9 • Sweden with 4,			
Number of Visits Received I	oy Member State	Greece Italy	1		Originating O	Countries by Number of Visit	s				
50,000,000		Show selected values			Finland 14,340,325		Sweden 4,824,856		Germany 1,830,606	Austria 1,636,650	Denr 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:

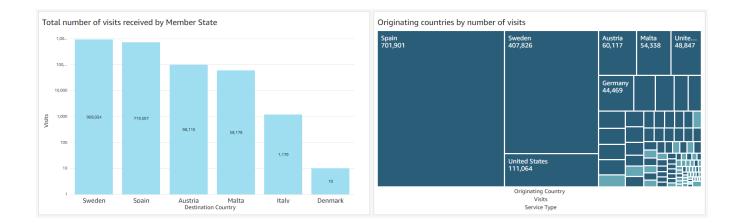
Statistics - Webpages Statistics - Assis	stance Services Cases FOQ	- Webpages   FOQ - Online F	Procedures FOQ - Assista	nce Services Cases				
Start Date         E           2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service Ty	oe ∽	URL All	~	Originating Country	/ ~
	of Visits: <b>9,109</b>		• Spai	r States by Numbe wn with 42,796,67 n with 2,119,082 hark with 264,249		Top 3 Originating Countries b - Finland with 14 - Malta with 4, - Sweden with 4	4,340,325 921,177	

#### With filters applied:

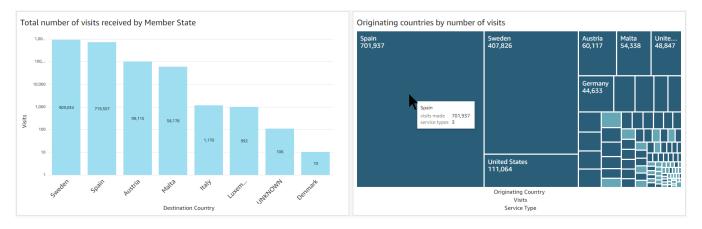
Statistics - Webpages Statistics - Assistance Services Cases FOQ - V	/ebpages FOQ - Online Procedures	FOQ - Assistance Services Cases				
Start Date         End Date           2021/01/01 00:00:00         2022/01/01 00:00:00	Member State	Service Type	URL www.businessincyprus.gov.cy	~	Originating Country	~
Number of Visits:	Top Visit	ed Member States by Number of • 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.

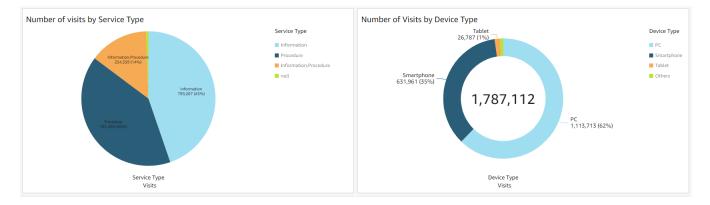


You can hover your cursor on top of the charts to get more details.



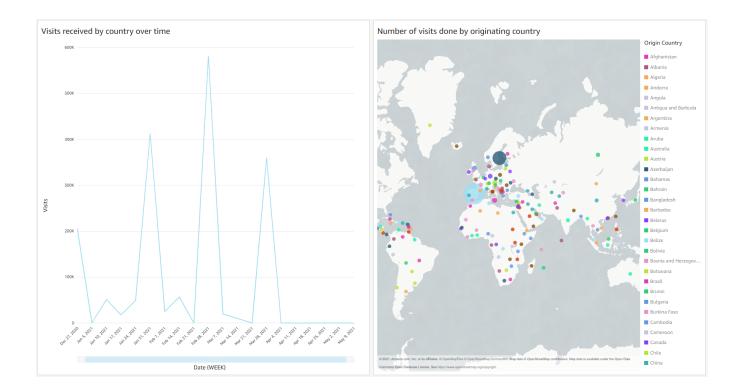
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

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.



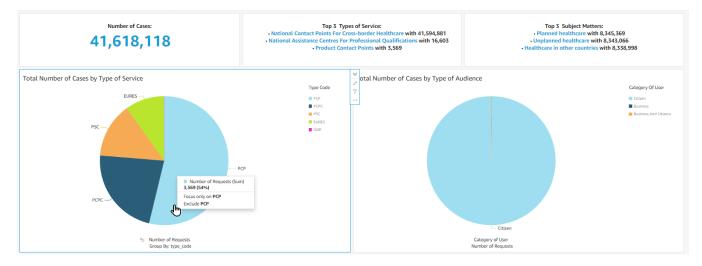
## **Statistics - Assistance Services Cases**

#### 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.

		- Webpages FOQ - Online Procedures FOQ - Assistance Services Cases								
Start Date End	nd Date	Member State	Service Type	Subject Matter	Sub-subject Matter	Specific Service				
2021/01/01 00:00:00 2	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:

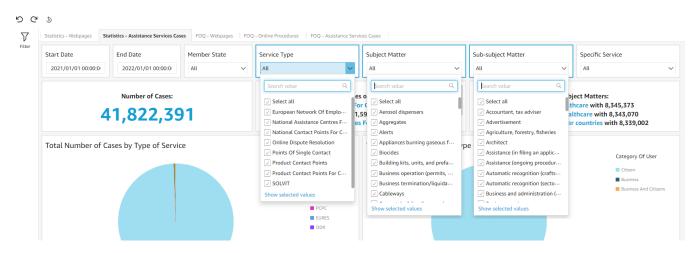
You can reset all filters you have added by clicking on the top left corner.



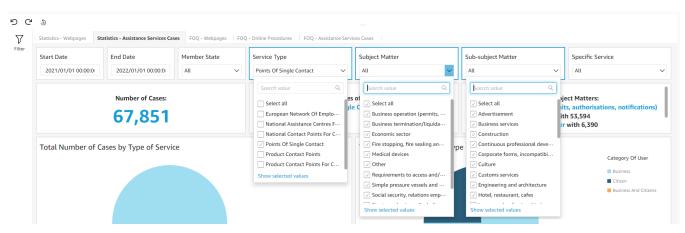
#### **Cascading filters**

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:

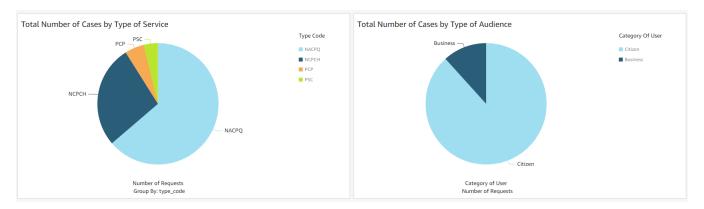
5 C	\$											
$\nabla$	Statistics - Webpages	Statistics - Assistance Services Case	FOQ - Webpages	FOQ	Online Procedures FOQ	- Assistance Servi	ces Cases					
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:04	Member State	~	Service Type All	~	Subject Matter	· ~	ub-subject Matter All	~	Specific Service	~
		Number of Cases: <b>89,976</b>				tact Points Fo	of Service: Contact with 67 r Cross-border H 1,934			n <mark>(permi</mark> wit	ect Matters: ts, authorisations, notifi :h 53,594 r with 7,688	ications)

#### With Filters Applied:

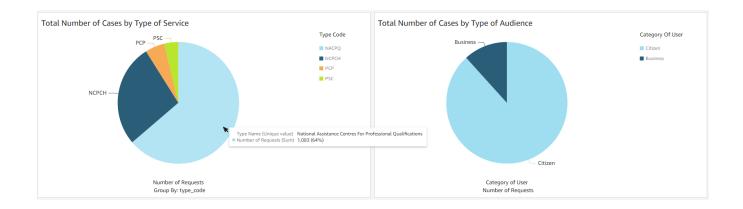
න අ අ		atistics - Assistance Services Cas	FOQ - Webpages	FOQ	- Online Procedures FOQ - Assistance Serv	ices Cases		
Filter	Start Date 2021/01/01 00:00:0	End Date 2022/01/01 00:00:04	Member State Germany	~	Service Type	Subject Matter Healthcare in other countries	Sub-subject Matter	Specific Service
		Number of Cases:				of Service: or Cross-border Healthcare with 1,201		ct Matters: er 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.

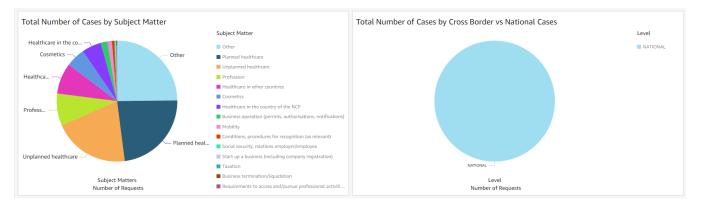


You can hover your cursor on top of the charts to get more details.



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.

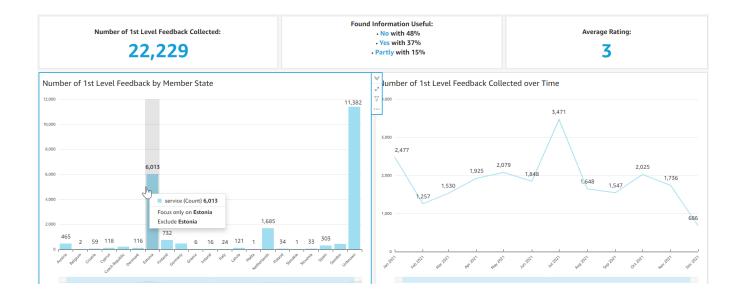
## **FOQ** - Webpages

#### 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 All	~	Service All		~
Number of 1st Level Feedbac		Found Information U No with 489 Yes with 379 Partly with 19	%		Average Rating:	

#### After:

Statistics - Webpages Statistics - Assistance Services Cases FOQ - Webpages FOQ - Online Procedures FOQ - Assistance Services Cases First Level Start Date End Date Member State ervice nal-identity-do 2021/01/01 00:00:00 2022/01/01 00:00:00 Estonia https://www.eesti.ee/en/citizenship-and-docume Found Information Useful: Number of 1st Level Feedback Collected: Partly with 33% Select all • No with 33% 9 https://www.eesti.ee/en/citizenship-and-documents/citizenship/eston • Yes with 33% https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right... https://www.eesti.ee/en/citizenship-and-documents/personal-identity-dohttps://www.eesti.ee/en/citizenship-and-documents/right-of-residence-a---Number of 1st Level Feedback ( Number of 1st Level Feedback by Member State https://www.eesti.ee/en/citizenship-and-documents/rules-regarding-cros.. https://www.eesti.ee/en/doing-business/accounting-and-reporting/report. 9 https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolutio-https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolvinghttps://www.eesti.ee/en/doing-business/enterprise-in-the-european-unio-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 All V
	Number	Of 2nd Level Feedback Collected:	

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: 2	Search value Q Search value Q Select all https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste fttps://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do https://mup.gov.hr/prebivaliste-boraviste-329/329
Feedback Collected			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

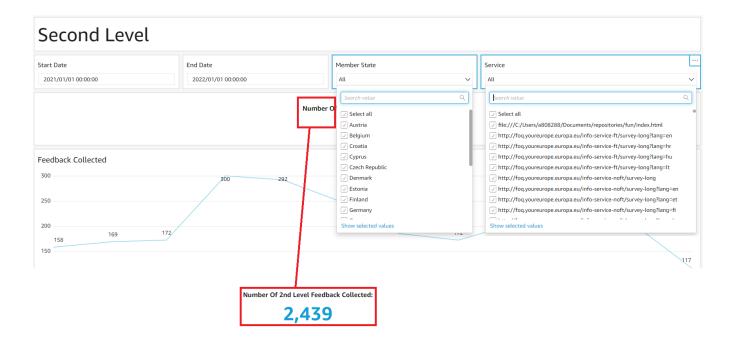
First Level					
Start Date	End Date	Member State	Service		
2021/01/01 00:00:00	2022/01/01 00:00:00	All	(hr All	~	
Number of 1st Level Feedback Collected: 22,229 Number of 1st Level Feedback by Member State		Select all     Select all     Austria     Selegium     Croatia     Cyprus     Crech Republic	Ck Collected over Time		
12,000		Cector Reports     Q     Denmark     Setonia     Finland     Germany     Show selected values	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	~	https://sede.gobcan.es			
Number of 1st Level Feedbac	k Collected:	Search value	Q	Search value Q Select all https://sede.ggt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric https://sede.gobcan.es			
Number of 1st Level Feedback by Memb	er State	Netherlands     Poland     Slovakia	ck	https://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh			
300	303	Slovenia Spain Sweden Unknown Show selected values		https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/D802.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DK01.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DL02.sh     https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh     Show selected values			

# Second Level

Before:



After:

tart 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	٩	Search value
		Number O	Select all		Select all
			✓ Austria		https://vorarlberg.at/
		<u> </u>	Belgium		✓ https://www.bmdw.gv.at/
			Croatia		International states with the second state of the second states and the second states an
eedback Collected			Cyprus		https://www.bmdw.gv.at/Themen/Unternehmen/Produktinfostelle.html
eedback collected			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/Berufshaft
0.8			Germany		https://www.oesterreich.gv.at/en/themen/dokumente_und_recht/fuehrer
		/	Show selected values		Show selected values
0.6			Show selected values		Show Selected values

## 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.

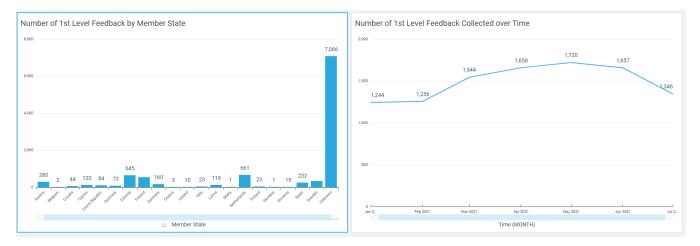
Without filters applied:

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           00:00:00         2022/01/01 00:00:00         All         All			
Number of 1st Level Feedback Collected: 22,229		Found Information Useful: • No with 48% • Yes with 37% • Partly with 15%	Average Rating: 3	

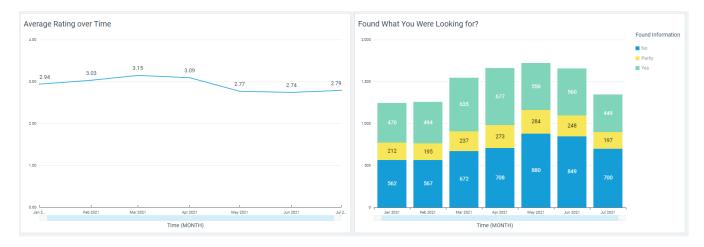
#### With Filters applied:

Statistics - Webpages Statistics - Assistance Services Ca	FOQ - Webpages FOQ - Online Procedure	FOQ - Assistance Services Cases	
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00		vice ps://business.gov.nl/regulation/accommodation-foreign-workers/, https:/ V
Number of 1st Level Feedba	ck 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.

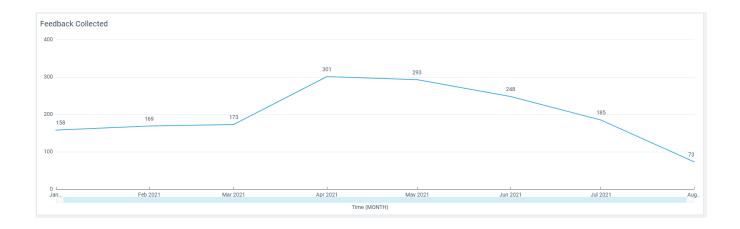
#### Without Filter:

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 Collec	:ted:	

## 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 Collecte	ed:	

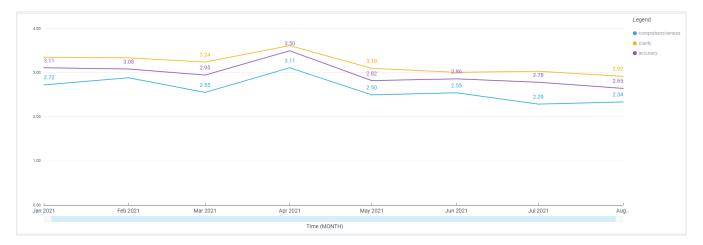
On the next block we have a line chart with the Feedback Collected over time.



#### 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

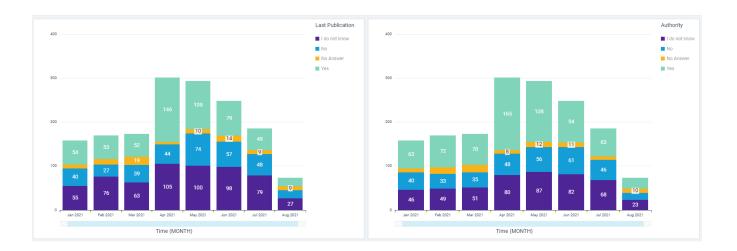
#### On the next block we have the trendline for the Comprehensiveness, Clarity, Accuracy over time with the legend on the top right corner.



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:
- 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.

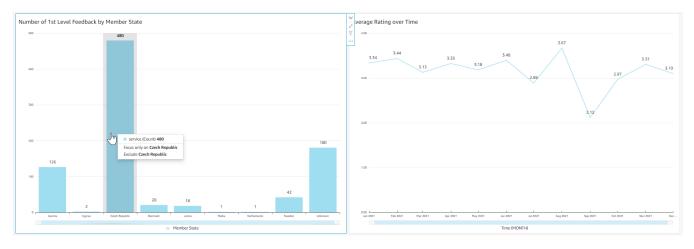
## **FOQ - Online Procedures**

## 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 $\checkmark$

## 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 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 Leve	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	
Number of 2nd	evel Feedback Collected: <b>79</b>	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     - Lervice       All     Member State
Nun	nber of 2nd Level Feedback Collected: 5	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 - Ausistance Services Cases								
First Level	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 Q	Bearch value Q					
Number of 1st Level	Feedback Collected: 70	Solect all     Autria     Cyprus     Crech Republic     Denmark     Litvia     Malta	Select all     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://collect.youreurope.europa.eu/v1/feedback/quality     Mttp://mex.mcit.go.cv/mdl/mexbency.msf/AlU/0197/DBAAA88EBCSC22585F8002D014BPOpe     Mttp://www.mcit.go.cv/mdl/mac/wency.msf/AlU/E16F478BAS364419C22585F8002D062CD06CPOpe     Mttp://www.mcit.go.cv/MECI/mox/wency.msf/AlU/C400390505856D14C22585F80022D1867Op					
Number of 1st Level Feedback by Member State		Netherlands     Sweden     Unknown	http://www.meci.gov.cy/MECI/insolvency.nsf/page27_gr/page27_gr/OpenDocument https://borger.dk/					
480		Show selected values 3.34 3.33	Chates/cht.gount/           Show selected values           3.40         3.31           3.10         2.97					

After:

Statistics - Webpages   Statistics - Assistance Services Cases   FOQ - Webp	ages 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. [Fearch value Q.]
Number	of 1st Level Feedback Collected:	Select all Cutris Cyprus Casch Republic Demark / Latvis Mata	Steer all https://arvija.kv/ Show selected values
Number of 1st Level Feedback by Member State		Netherlands Sweden Unknown	
	18	Show selected values	3,33
			1

## 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		
		kearch value Q	ן ן	Fearch volue		
Number of 2nd Leve	Freedback Collected: 79	Select all     Autria     Dennark     Catria     Swedon     Unknown     Stow selected values	3 M	Constant     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://doi-web.anet/mojo-euperva.html     Tetrap://foxyoutmorpe.europa.eu/online-proc-roof/juurvey-long     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmope.europa.eu/online-yroo-pageTang-on     Tetrap://foxyoutmok.borger.dk		
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er Tir	The type//fileindemmak.borger.dv/ https://fileindemmak.borger.dv/ https://fileindemmak.borger		

## After:

Second Level				
Start Date	End Date	Member State		
2021/01/01 00:00:00	2022/01/01 00:00:00	Sweden	~	All
		Search value Q		[Bearch value Q]
Number of 2nd Level Feedback Collected: 5		Select all Dermark Latvia Swoden Unknown Store selected values	м	Effert         Sets: all           Integr.//www.rigrationserket.se/         Integr.//www.rigrationserket.se/Figlish/Phinte-individuals/EU-citizens-and-long-term-vesident           Integr.//www.sideteventes.se/         Integr.//www.sideteventes.se/           Integr.//www.sideteventes.se/         Integr.//www.sideteventes.se/           Integr.//www.sideteventes.se/         Integr./www.sideteventes.se/           Integr./www.sideteventes.se/         Integr./www.sideteventes.se/           Show selected values         Integr./www.sideteventes.selected values
Number of 2nd Level Feedback by Member State		Number of 2nd Level Feedbacks Collected ov	er T	Time
۰ ۰	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 2021/01/01 000000	End Date	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.

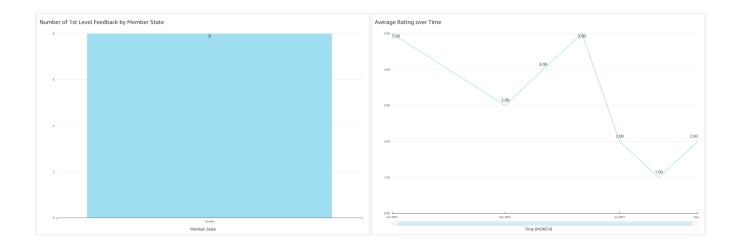
## Without filters applied:

Statistics - Webpages   Statistics - Assistance Services Cases   FOQ - Webpages   FOQ -	Online Procedures FOQ - Assistance Services Cases		
First Level			
Start Date 2021/07/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Service
Number of 1st Level	Feedback Collected: 70		Average Rating: 3

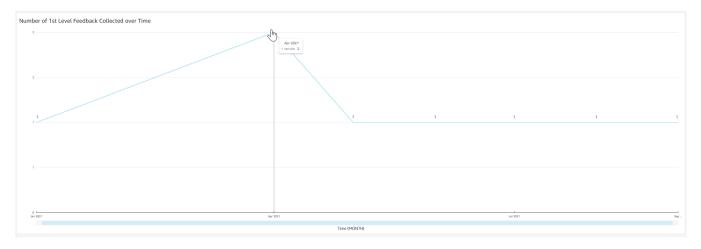
## With Filters applied:

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	Service https://cgoudenk.gual/, https://www.oesterreich.guat	
Number of 1st Leve	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.

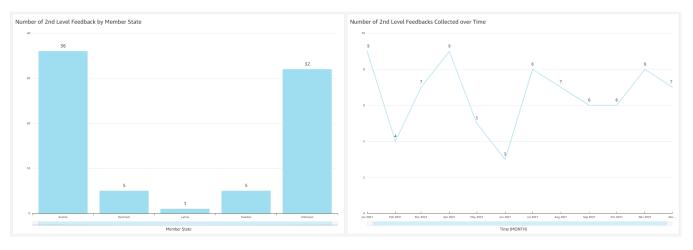
Without Filter:

Second Level			
5tart Date 2021/01/01 000000	End Date 2022/01/01 000000	Member State	Service All
	I Feedback Collected: 79	Тор 3	Member States by Number of Feedback: - Austria with 36 - Unknown with 52 - Denmark with 5

#### With Filter applied:

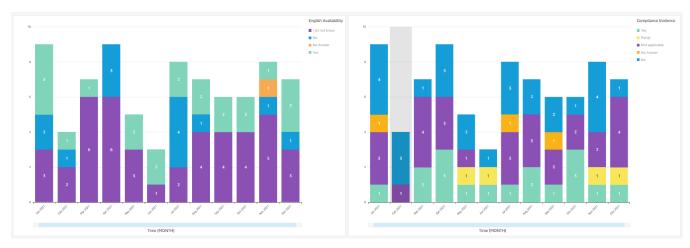
Second Level			
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	https://www.migrationsverket.se/
Number of 2nd Leve	l Feedback Collected: 2	Select all Sweden Show selected values	Member States by Number of Feedback is: • Sweden with 2

# 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 .





## 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.



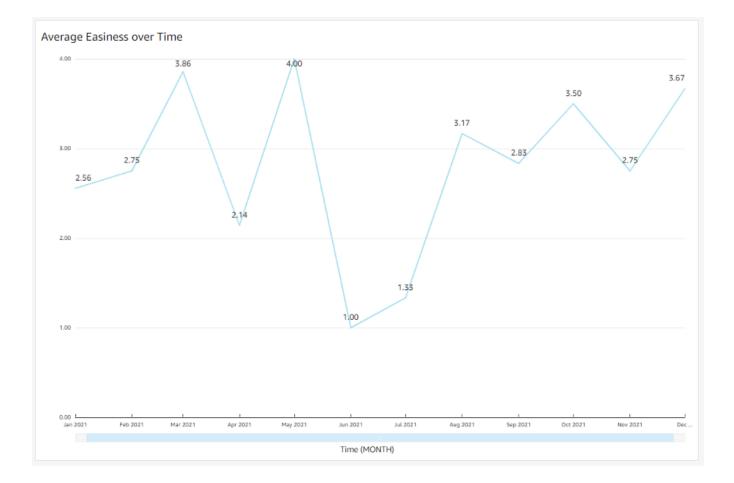
#### In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



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 - As	sistance Services Cases   FOQ - Webpages   FO	Q - Online Procedures FOQ - Assist	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:

24/dodd-wedpigits   statobid-Assistance services Laws   r/ulintegriges   r/ul						
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 Serv	vices Cases   FOQ - Webpages   FOQ - Online Procedu	FOQ - Assistance Services Cases				
First Level						
Start Date	End Date	Member State	Service Ty	pe l	Service ID	
2021/01/01 00:00:00	2022/01/01 00:00:00	Hungary	✓ PCP	~	All Beach value	<b>ॅ</b>
Number of 1st Level Feedback Collected:					Select all TR021de4-5895-4a40-b205-co428acfde7f 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 - 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	Service Type PSC	~	Service ID
Number of 2nd Level Feedback Collected: 13					1 Show addeted 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	٩	Search value	٩	Bearch value 0
	Number of 1st Level Feedback Collected:	Select all		Select all EURES		Select all Blank space
	1,209	Croatia Cyprus Czech Republic		☑ NACPQ ☑ NCPCH ☑ PCP		36473acc-a3b9-4841-8c96/-9cb7734a208a           a33car3a-a3b6-4226-b283-4a64086c89c9           aaddAcccc-446-4231-a8b4-c375d1eb557c
		Denmark     Finland				
Number of 1st Level Feedback by Member State		Germany Greece		SOLVIT	l or	☑ 03eec88b-8778-49ca-88ee-6dec36d2f211           ☑ 0bf467a5-97f7-42be-9273-b47c8b2ccc86
800	759	Hungary Hungary Show selected values		Show selected values	_	Show safety datases
			_	123		123

#### After:

3								
Statistics - Webpages Statistics - Assistance Services Cases FOQ - Unline 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	Bulgaria 🗸		~				
		Search value Q	Fearch value	٩				
	Number of 1st Level Feedback Collected:	Select all Usuaria Coroatia Coprus Cach Republic	Select all     S					
		Denmark Finland Germany						
Number of 1st Level Feedback by Member State Greece			Number of 1st Level Feedback Collected over Time					
		Show selected values						
	17							

## Second Level

Before:

Second Leve	el			
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	Bearch value Q	Bearch value Q
		Select all	Select all	Select all
		🔄 🔽 Bulgaria	EURES	✓ 3e4f3acc-a3b9-4841-8e9d-9ebf734a2d8a
		Croatia	V NACPQ	. J a33cac3a-e3b6-4226-b283-4a64086e89c9
	Number of 2nd Level Feedback Collected:	Cyprus Cyprus	NCPCH	b50519e0-d7ba-430c-a509-0ff37ba43cda
		Czech Republic	PCP	022af480-5647-4f34-ba3e-d8346bc9fc51
	172	Denmark	PCPC	O3eec88b-8778-49ca-88ee-6dec36d2f211
		Finland	PSC .	Obf467a5-97f7-42be-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 Feedba	ck by Member State	Show selected values	Number of 2nd Level Feedback Collected	
100 96			40	

#### After:

Second 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	All
		Search value	Q,	Bearch value Q	Bearch value Q.
		Select all		✓ Select all ✓ EURES	✓ Select all ✓ 9f262c2c-a1a9-4f9d-aaf0-d09aaa9a8eb7
	Number of 2nd Level Feedback Collected:	Croatia Cyprus Creck Republic Demmark Finland Germany Greece		Show selected values	Show selected values Bulgaria with 9
Number of 2nd Level Feedback by Member State		Haly     Letter     Show selected values		Number of 2nd Level Feedback Collected	d 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.

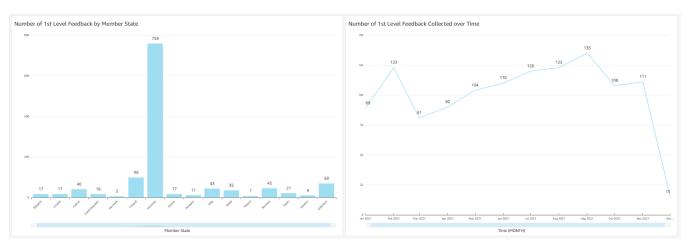
Without filters applied:

Statistics - Webpages Statistics - Assistance Services Case	es   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 All	Service Type	Service ID	~
Number of 1st Level Feedback Collected: 1,209				Average Rating: 4	

With filters applied:

Statistics - Webpages Statistics - Assistan	nce Services Cases   FOQ - Webpages   FOQ - Online Procedures   FOQ	2 - 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	Denmark 🗸	All	All	~		
	Number of 1st Level Feedback Collected:			Average Rating:			
Number of 1st Level receback Collected:			4				

## 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.

Number of Feedback by Service Type	Service Type	Average Rating Over Time
NCCO 46 (H1) 52 (25) 50 (H1) 50 (H1) 5	E CARS E CARS E Margen Nargen Nargen Nargen C CR C CR	442 4.62 4.51 4.47 4.53 4.61 4.53 4.27 4.20 4.11 4.53 4.55 4.55 4.55 4.55 4.55 4.55 4.55
Service Type		Time (MONTH)

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 Level							
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All	Type Service	]	~	
Number of 2nd Level Feedback Collected:				Top 3 Member	r States by Number of Feedback: • Belgium with 59 • Unknown with 13 • Cyprus with 11		

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:			Top Member States by Number of Feedback is: • Belgium with 11			

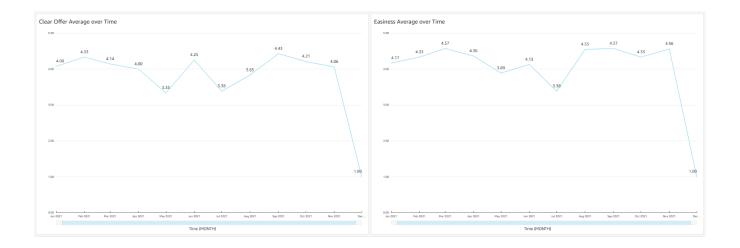
On the next block we have a bar chart for Number of 2nd Level Feedback by Member State and a line chart with Number of 2nd Level Feedbacks collected over time.



#### 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:

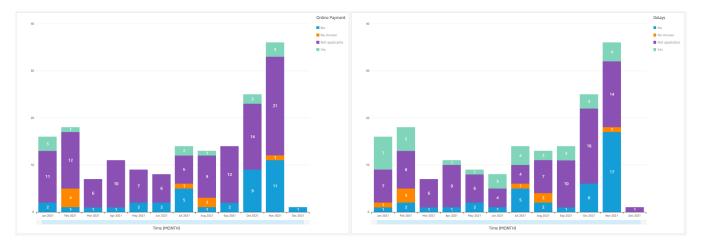
In the next block we have two line charts for Clear offer Average over Time and Easiness Average over Time.



## 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%) - Ves (7%) - No Answer (5%)	- Not applicable (53%) - No (23%) - Yec (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.

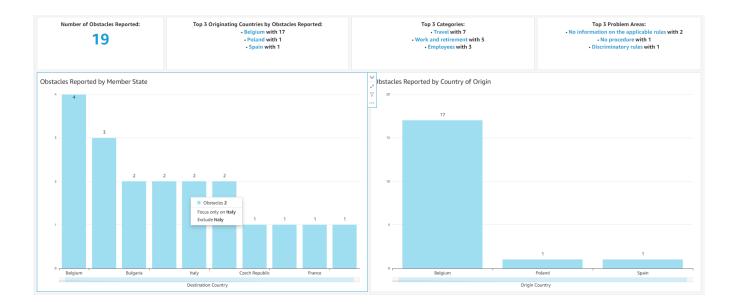
## How to use the Filters

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 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:

Start Date	End Date	Member State	Member State Category		Sub-category	Problem Areas	
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	~	All	<ul> <li>All </li> </ul>	
Number of Obstacles Repor	ted: Top 3 Originating	Countries by Obstacles Reported:	Search value	٩	Search value Q	Top 3 Problem Areas:	
19		Belgium with 17     Poland with 1     Spain with 1	Select all Gitizens' and family righ Gitizens' and family righ Gitizens' and family righ Gitizens' Education or traineeshi Gitizenses	5	<ul> <li>✓ Select all</li> <li>✓ Access to EU finance</li> <li>✓ Assistance in case of reduced …</li> <li>✓ Business-related services</li> </ul>	Anation on the applicable rules with 2 • No procedure with 1 Discriminatory rules with 1	
Obstacles Reported by Mer	nber State		Pruding a business     Goods     Health and safety at we     Healthcare     Protection of personal     Public contracts     Show selected values	data	Device and colling a materia		

After:

statistics - webpages   statistics -	Assistance services cases	FOQ - Webpages FOQ - Online Procedures	FOQ - Assistance serv	ices Cases FOSMO	·		
Start Date	End Date	ate Member State		Category	Sub-category	Problem Areas	
2021/01/01 00:00:00	2022/01/01 0	All	All ~		All 🗸	All	
Number of Obstacles Re	riginating Countries by Obstacles R • Belgium with 1	eported is:	Search value Q Select all Gitizens' and family rights Eucation or traineeship Employees		Top Problem Areas is:		
Obstacles Reported by N	1ember State				ry of Origin		
0.8		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.

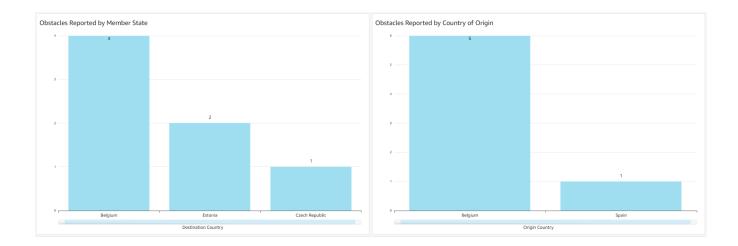
#### Without filters applied:

		FOQ - Assistance Services Cases FOSMO				*** roblem Areas	
2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State	Category All	Sub-	-category	All	
2021/01/01/00/00/00	2022/01/01/00:00:00	-		· · · · · · · · · · · · · · · · · · ·		P44	
19 · Belgi		es by Obstacles Reported: um with 17 ind with 1 in with 1	Work a	3 Categories: Travel with 7 nd retirement with 5 nployees with 3	No infor	Top 3 Problem Areas: mation on the applicable rules with 2 • No procedure with 1 Discriminatory rules with 1	

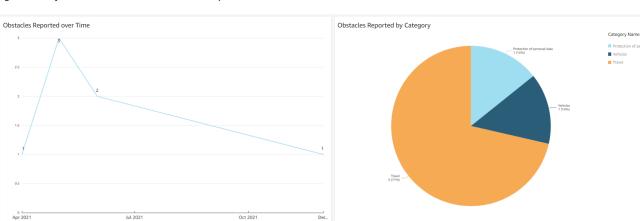
#### With filters applied:

Statistics - Webpages Statistics - Assistance Service Start Date 2021/01/01 00:00:00	es Cases   FOQ - Webpages   FOQ - Online Pri End Date 2022/01/01 00:00:00	Kore         Fog- Assistance Services Cases         FOSMO           Member State         Belgium, Czech Republic, Finland, Estonia,         Belgium, Czech Republic, Finland, Estonia,	Category Education or traineeship, Goods, Travel, P V	ub-category	~	Problem Areas All	~
Number of Obstacles Reported:	Top 2 Originating	Countries by Obstacles Reported: • Belgium with 6 • Spain with 1	Top 3 Categories: . Travel with 5 . Protection of personal data . 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.



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

Time (MONTH)

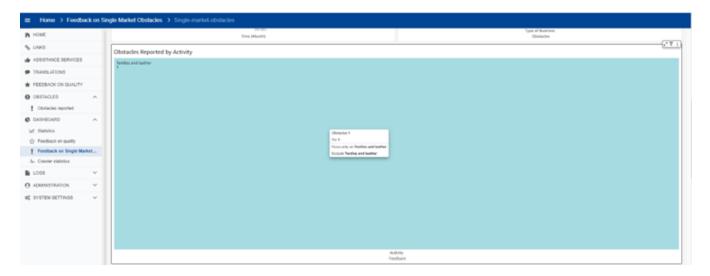
In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different subcategories. Again here all the filters can be used to drill down the data.

Category Feedback

Obstacles Reported by Sub-category			
Ordine purchases, travel arrangements and rights of travellers (plane, train, ship, bus)	tdentify card, via, passport 1	Buying and selling a motor vehicle	Assistance in case of reduced mobility
	Duta protection		
	Sub-category Feedback		

## Show FoSMO details in a separate page

You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



The details of the feedback you will see them on a separate page after clicking on the small window that you will show up (image on top)

## Filter improvements in FoSMO QS dashboard

You can search for Country of origin (any country in the World) in QS, this will help you find statistics easily

HOME	200							
b LINKS	Colorn Business - old data Business							Filters ,d
ASSISTANCE SERVICES	Start Date	End Date	Country of Or	igin 📋	Member State	Type of Business	Activ	éty.
TRANSLATIONS	2525/12/01 00:00:00	2025/06/22 00:00:00			AL	* AL	* 4	Piease select a visual to
FEEDBACK ON QUALITY			Search value	٩				create filter
OBSTACLES ^	Case Topic	Case Category	Select all	ste	ory	Legal Instrument	Prob	
Costacles reported	Al	v Al		w I I I Al		w Al	¥ AL	11 h 📈
DASHEGARD A								<u> <u> </u></u>
2 Statistics	Total aggregation	Top 0 Member States by	Obstacles Reported	Top Activities by Obstacles	Reported is: Top 0 T	opics by Obstacles reported is:	Top Problem	m Types
Feedback on quality	Number of Obstacles Reported:	is:						
Feedback on Single Market	0							
Jp. Crawler statistics								
LOGS V	Obstacles Reported by Member Stat				Obstacles Reported by Country	of Origin		
ADMINISTRATION ~	outdates reported by Premoer star				control reported by country	or origin		
SYSTEM SETTINGS V								

## **Default Start Date for Quiksite**

You will be able to see the default start date as 1st Dec 2020 in QS filters, thisfilter will not change with the changing year

	Sin	gle Market Obstacles 🗲 Single-marke	t-obs	tacles										
IN HOME	1	D n a												7
€ LINKS		Chizen Rusiness - old data Rusiness											Filters	$s \times t_R$
ASSISTANCE SERVICES		Start Date	End D	bate	Country of O	rigin	:	Member State		Type of Business		Activity		î.
TRANSLATIONS		2020/12/01 00:00:00	2025	/06/22-09:09:09			Ŧ	Al	Ŧ	A	Ŧ	All	Please select a viscal to create filter	- II
★ FEEDBACK ON QUALITY														
O OBSTACLES		Case Topic		Case Category		Case Sub-category			Legal instrument		Problem Type	п⊖	- 1	
Obstacles reported		AI	*	N		¥	Al		¥	AL	÷	All	Шул	
Ø DASHBOARD ^		And second s		Top 0 Member States by Obstacle	r Reported	Top Activiti	es by Obstacle	Reported in	Teo O Teolo	s by Obstacles reported is:	Tee	Problem Types		
Statistics		Total aggregation Number of Obstacles Reported:		is:		es by obstacte			spice by descentes reported in.		Producent Types			
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Feedback on Single Market		U												
LOGS ~														
ADMINISTRATION		Obstacles Reported by Member State	5					Obstacles Reported by	y Country of (	Drigin				
ot system settings ↓														

# Glossary & Acronyms

Acronym	Meaning				
ACC	Acceptance environment				
АМ	Application Manager				
AS	Assistance Service				
API	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				
РСРС	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 citizens 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 r Centers (ECC- Net)	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).
Europea n Network of Employm ent Services (EURES)	EURES (European Employment Services) is a cooperation network formed by public employment services. Trade unions 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 market 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, obligations 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 medium- sized enterprises (SMEs) on IP management, protection and enforcement. Consisting of five dedicated regional Helpdesk services covering China, Europe, Latin America, India and Southeast Asia, the IP Helpdesk caters to the individual needs of businesses operating in those markets. In addition, the regional Helpdesk for Europe specifically assists EU SMEs and 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 page content and HTML tags for two reasons: To help readers scan the page to decide if they want to read it and to help search engines find the page.

National	National assistance centers for professional qualifications, established by Directive 2005/36/EC of the European
Assistanc e Centers	Parliament and of the Council provide assistance to professionals moving cross-border.
for professio nal qualificat ions	
National Contact Points for cross- border healthcare	The national contact points should have appropriate facilities to provide information on the main aspects of cross-border healthcare, as established by Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the 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 regulation.
National Observer	National officials who have policy responsibilities but no operational role within SDG.
National Service Provider	National officials who are responsible for information, procedures or assistance services and problem solving services (e. g. national ministries, agencies, Points of single Contact).
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.