

Manual - Full content to Download



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](#).



Your Europe

Help and advice for EU nationals and their family

Life and travel >

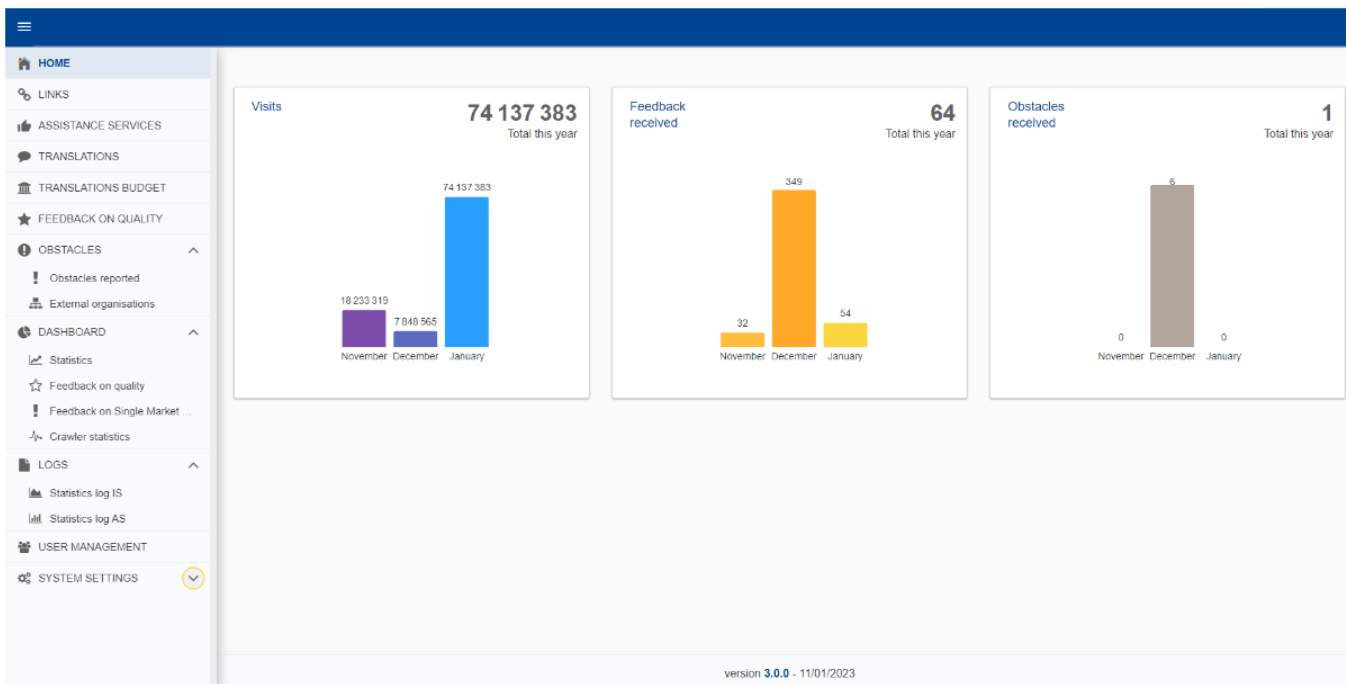
Practical guide to doing business in Europe

Doing business >

Find information and personalised support across EU and national websites

Search >





Profiles and user roles

Profiles description

Application manager	EU service providers	EU Observer	National coordinator	National service provider	National observer
<ul style="list-style-type: none"> EC officials responsible for the operational management of the single digital gateway system. 	<ul style="list-style-type: none"> EC officials who manage EU wide information, procedures or assistance and problem solving services (e.g. Your Europe, Europe Direct). 	<ul style="list-style-type: none"> EC Officials who have policy responsibilities but no operational role within the SDG. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> National officials who are responsible for information, procedures or assistance and problem solving services (e.g. national ministries, agencies, Points of Single Contact, EURES). 	<ul style="list-style-type: none"> National officials who have policy responsibilities but no operational role within the SDG.

0.2 How to access SDG

Registration via email invitation

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

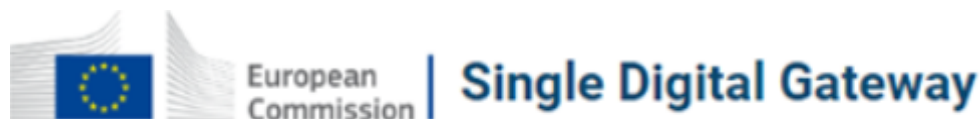
If you have not received your invitation yet, please contact your local correspondent :

- **National Coordinator** (at your country level) : if you have the role of National Service Provider or National Observer

- **Application Manager** (DG GROW) : if you have the role National Coordinator, European Service Provider or European Observer

Once you have received the invitation, you need to **click on the link** within the body of the email 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 '[Create an account](#)' 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 GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu

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.

SDG requires you to authenticate

Sign in to continue

Enter your EU Login username or e-mail address

[Create an account](#)

Next >

Or



Sign in with your electronic ID Card

Easy, fast and secure: download the **EU Login app**



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


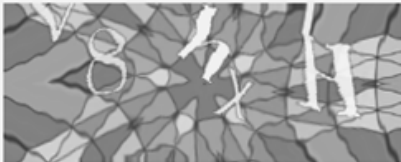
E-mail

Confirm e-mail

E-mail language

Enter the code

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

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 Inbox x



ACCEPTANCE Authentication Service <automated-notifications@nomail.ec.europa.eu>
to me

9:35 AM (35 minutes ago) ☆ ↶ ⋮

Dear User SDG,

You have been registered in ACCEPTANCE EU Login.

Your email address is usersdg5@gmail.com

To create your password, follow the link below:

[this link](#)

You have a maximum of 24 hr, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:

<https://ecas.acceptance.ec.europa.eu/cas/init/m/43-cekDmzdVfwwOVs3s1v5dPzhzNbmLrVa5gd6Nt1tJMgaGSI8HJAKWAbzxVRJJ02-3.3.2-b-dn3a/cas/init/initialisePasswordLogin.cgi?wayf.domain=external&wayf.remember=checked&wayf.submit=Select&uid=n00014a2&resetCode=UbbDjhJlmMBet0v6CwNp9qvJaRzo3vMOEU3yQLMHd4&service=https%3A%2F%2Fauth.sdgacceptance.eu%2Fsaml2%2Fidpresponse>

Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

Sent to you by ACCEPTANCE EU Login

↶ Reply

➦ Forward

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

New password

! Please choose your new password.

n006j78l
(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#\$\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

Examples: HnzyXLDz1 gzCuvFTyY3 uzbTIABer8

[\[Generate other sample passwords\]](#)


Once your password is defined you can click on **Proceed**

New password

! Your EU Login password was successfully changed.

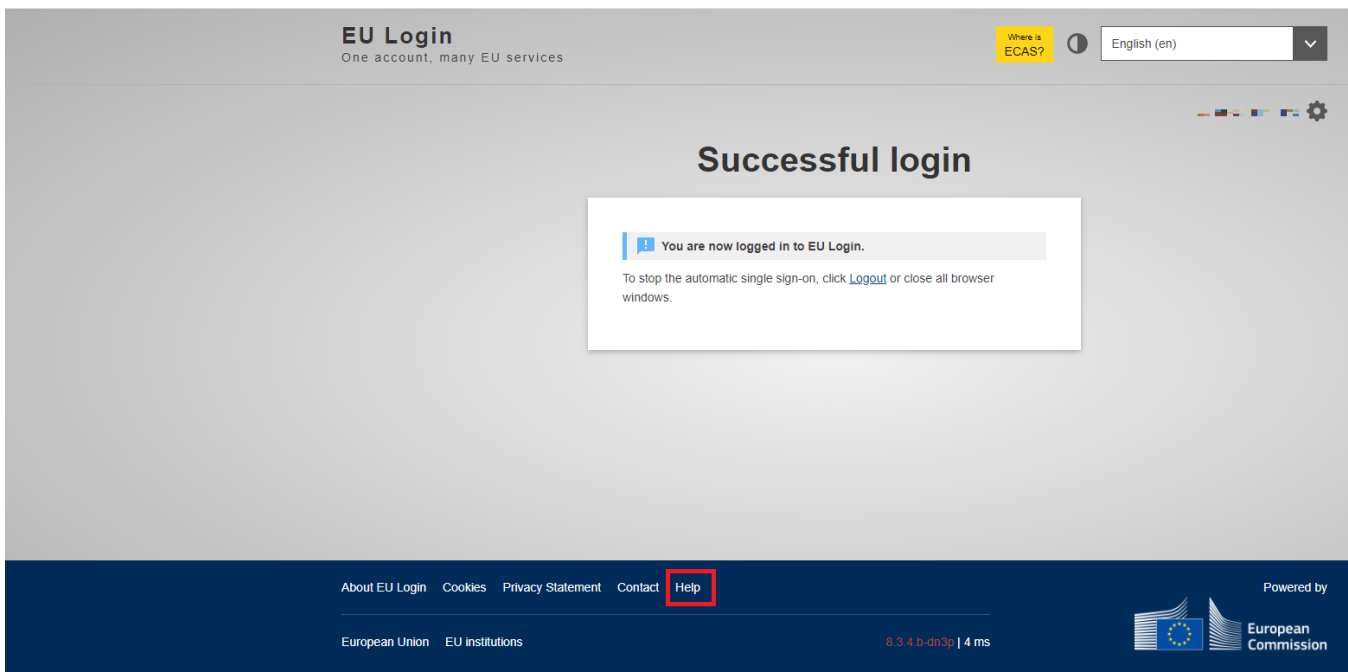
Proceed

Successful login

 You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.


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



EU Login
One account, many EU services



Where is ECAS? English (en)

Successful login

 You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

[About EU Login](#) [Cookies](#) [Privacy Statement](#) [Contact](#) [Help](#)

Powered by
  European Commission

8.3.4.b-dn3p | 4 ms

Register in SDG

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

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

SDG requires you to authenticate

Sign in to continue

Enter your EU Login username or e-mail address

usersgd5@gmail.com

[Create an account](#)

Next >

Or



Sign in with your electronic ID Card

To avoid inconsistencies, we **highly recommend you to use the registering method via email and password**, instead of the alternative methods, like the **ID card** as shown in the above print-screen. If you register using that different method you will always need to use 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	usersgd5@gmail.com
First name	User
Last name	SDG
Phone number	<input type="text"/>
LOCATION	
Country	<input type="button" value="France"/>
COMPETENT AUTHORITY	
Name *	<input type="text"/>
ROLES & PERMISSIONS	
Role	National Coordinator

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

✔ Successfully registered!

Dear User,

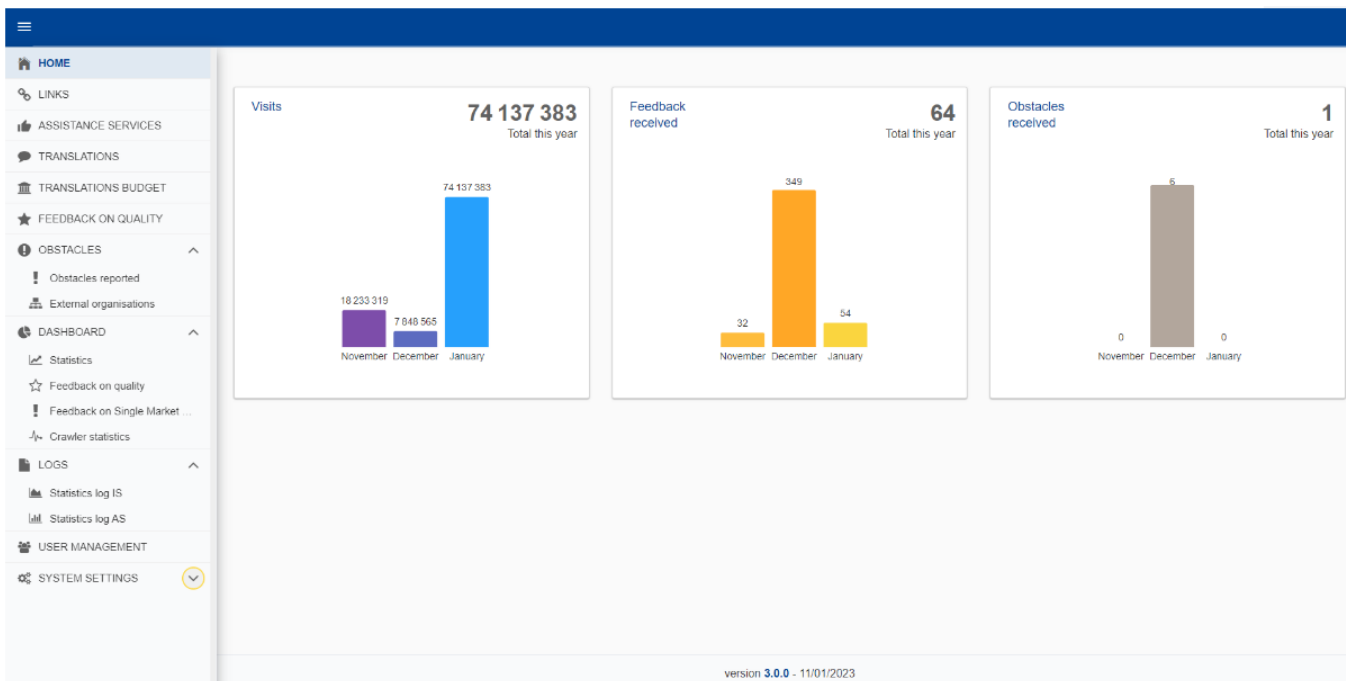
Thank you for accepting our invitation to join SDG.

You have successfully registered in SDG. You can now start using SDG.

SDG team.

< Go to SDG

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>

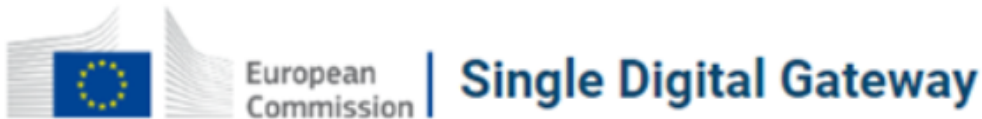
<https://webgate.ec.europa.eu/cas/eim/external/help.cgi>

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
<https://www.sdgacceptance.eu/>.

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 :

cns requires you to authenticate

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 **Next**

Select if you want instant notifications or a daily digest, then click on **Save changes** to apply changes :

Single Digital Gateway

Save changes

Cancel

Check the notifications that you want to receive:

Organization request created(cannot unsubscribe)

Instantly

Daily digest

0.4 Useful links and Contacts

Access to SDG

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

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

Access to Your Europe

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

Documentation links

DG GROW wiki and general information

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

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

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

[Single Digital Gateway requirements EN](#)

Support Contacts

SDG 1st level support (bugs, clarifications and user guidance queries on SDG, 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](#)
- [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?

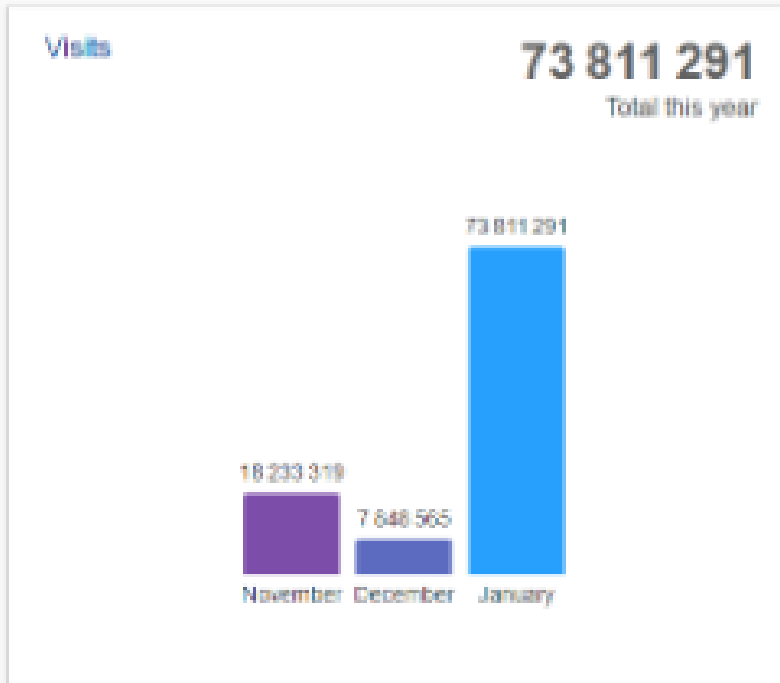
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



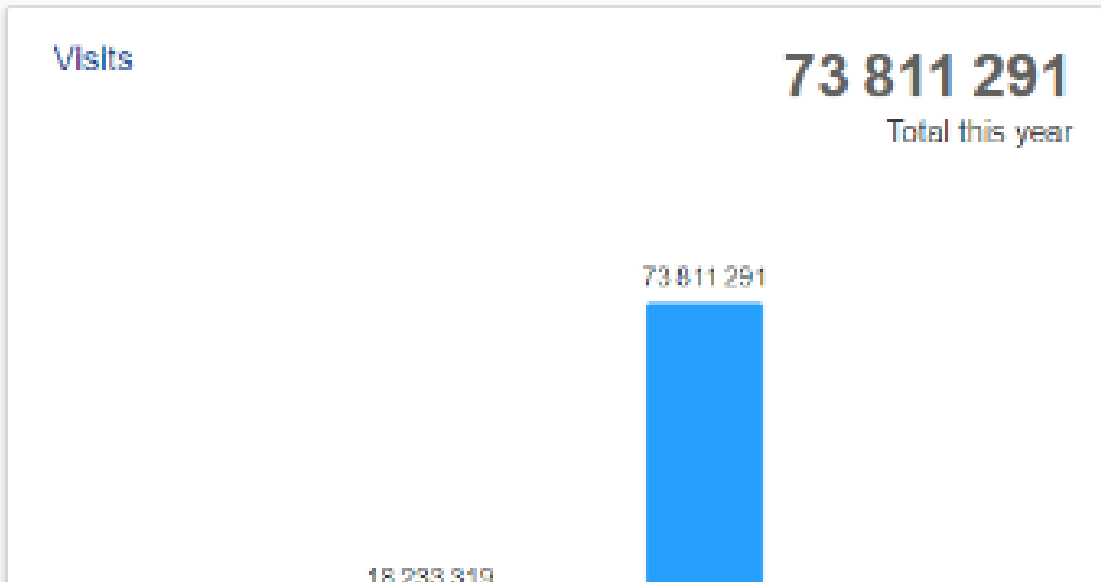
You can click on the top left corner of this menu to expand or minimize the menu.

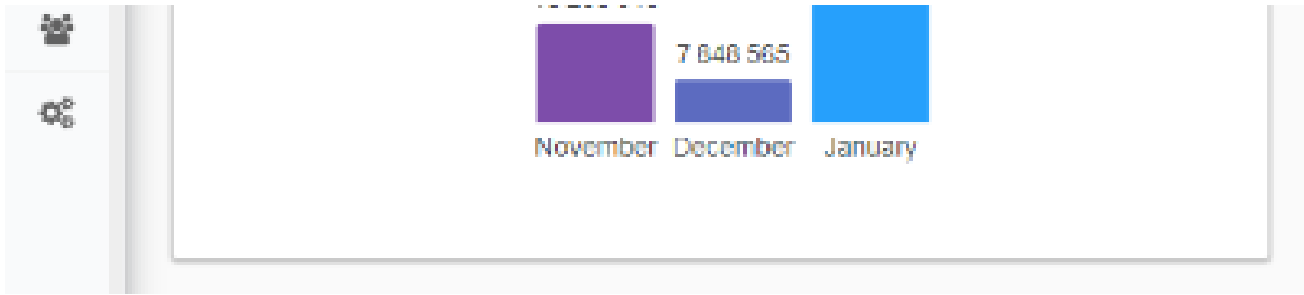


- HOME
- LINKS
- ASSISTANCE SERVICES
- TRANSLATIONS
- FEEDBACK ON QUALITY
- OBSTACLES
- DASHBOARD
- LOGS
- USER MANAGEMENT
- SYSTEM SETTINGS



- HOME
- LINKS
- ASSISTANCE SERVICES
- TRANSLATIONS
- FEEDBACK ON QUALITY
- OBSTACLES
- DASHBOARD
- LOGS
- USER MANAGEMENT
- SYSTEM SETTINGS





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**.



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

Welcome Portugal Portugal



National Coordinator (PT)



User details



Sign out

European Commission | Single Digital Gateway

Welcome Portugal Portugal
National Coordinator (PT)

Visits: 17 547 804 | Feedback: 31 703 | Obstacles: 11 (Total this year)

Month	Visits	Feedback	Obstacles
February	2,167,811		
March	3,204,048		
April	2,175,941		

User details

EU Login ID	n000131b
Email address	sdg.test.pt@gmail.com
Full name	Portugal Portugal
Phone number	
Country	Portugal
Competent authority	Ministry
Role	National Coordinator

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).

Welcome Portugal Portugal



National Coordinator (PT)



User details



Sign out

EU Login
One account, many EU services

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

European Union EU institutions

8.3.4.b-dn2a | 4 ms

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User Management












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

Introduction

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

Roles & Rights

Single Digital Gateway

-  Home
-  Links
-  Assistance services
-  Translations
-  Feedback on Quality
-  Obstacles Reported
-  Statistics Dashboard
-  Statistics log IS
-  Statistics log AS
-  User Management
-  API keys

National coordinator

View

Own country: view (only published created by others, all statuses for own links), create, update, publish, deactivate, delete

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

Own country: view details, create request, submit for approval, approve (EN and non-EN), reject (EN and non-EN), view budget

Own country: list/filter aggregated view

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

Own country: list/filter users, view user details, invite users, deactivate users, edit users (roles & services)

Own country: view

Single Digital Gateway

-  Home
-  Links
-  Assistance services
-  Translations
-  Feedback on Quality
-  Obstacles Reported
-  Statistics Dashboard
-  Statistics log IS
-  Statistics log AS
-  User Management
-  API keys

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

Single Digital Gateway

- Home
- Links
- Assistance services
- Translations
- Feedback on Quality
- Obstacles Reported
- Statistics Dashboard
- Statistics log IS
- Statistics log AS
- User Management
- API keys

National Observer

View

Own country: view published

Own country: view published
EU & all countries: : view published

N/A

N/A

Own country: list/filter feedback,
view details

All levels: list/filter, view

N/A

N/A

N/A

N/A

How to access the User Management Module?

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

The screenshot shows the 'User management' interface. At the top, there are navigation links for 'HOME', 'LINKS', 'ASSISTANCE SERVICES', 'TRANSLATIONS', 'TRANSLATIONS BUDGET', 'FEEDBACK ON QUALITY', 'OBSTACLES REPORTED', 'STATISTICS', 'USER MANAGEMENT' (highlighted with a red box), and 'SYSTEM SETTINGS'. The main content area is titled 'User management' and includes a '+ Invite user' button. Below this, there are tabs for 'Registered users' and 'Invited users'. A filter section allows users to search by Member state, Name, Email, Role, Status, EU Login ID, and Competent authority name. A 'Clear filters' button is also present. Below the filters, it indicates '169 items found' and provides an 'Export to CSV' option. The main part of the interface is a table with the following columns: EU Login ID, Member state, Name, Email, Role, Last update, Status, and ACTIONS. The table lists several users with their respective details, including names, email addresses, roles, and last update dates. A pagination bar at the bottom of the table shows page numbers 1 through 10, with '1' selected.

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.

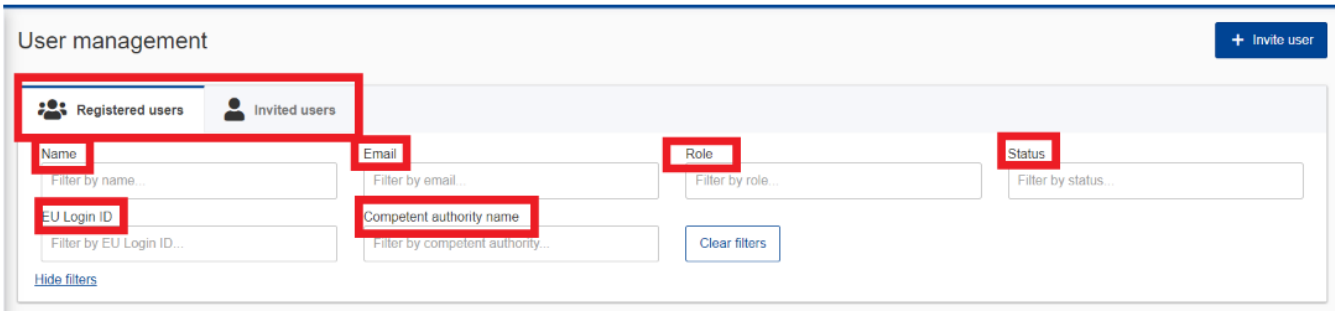
You can also select the number of items displayed on each page, up to 50 items.

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, **User 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).

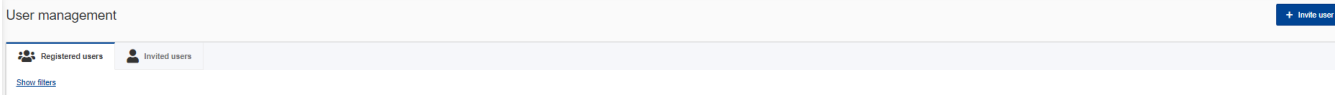
This screenshot is similar to the first one but with red boxes highlighting specific elements. The 'User management' header and filter section are the same. In the table, the following columns are highlighted with red boxes: 'EU Login ID', 'Member state', 'Name', 'Email', 'Role', 'Last update', 'Status', and 'ACTIONS'. The 'ACTIONS' column contains buttons for 'Active', 'Inactive', and 'Edit'. At the bottom of the table, the pagination bar is highlighted with a red box, showing page numbers 1 through 5, with '1' selected.

Filters

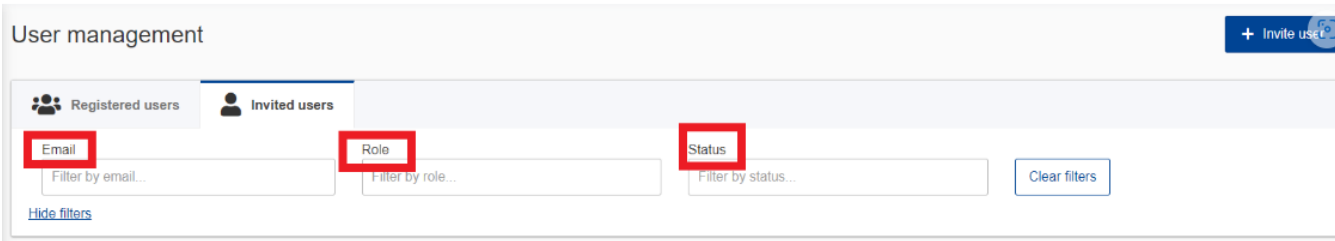
You can either search a user in the tab **Registered users** or **Invited Users**, by typing a keyword in the by **Name**, **Email**, **Role**, **Status**, **EU Login ID**, **Competent authority name**.



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



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

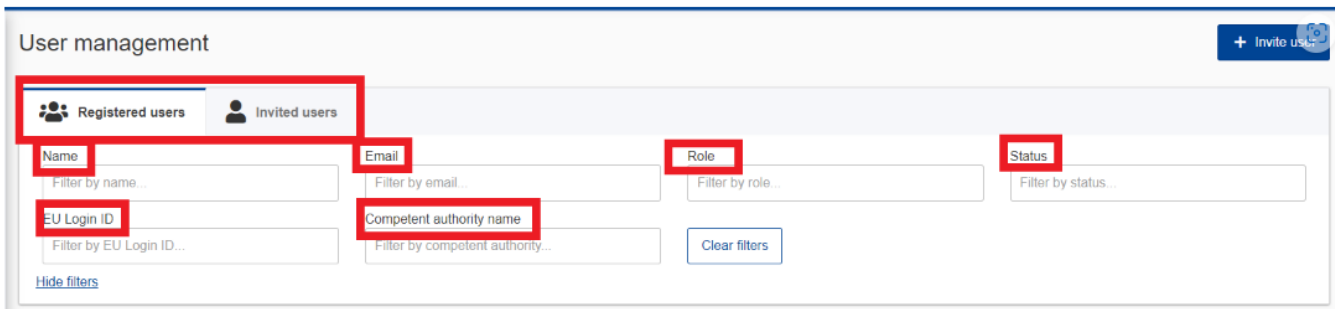


You can also clear all previously added filters using the button **Clear filters**:



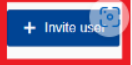
How to Invite a user?

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.



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



Registered users

Invited users

Name

Email

Role

Status

EU Login ID

Competent authority name

Clear filters

[Hide filters](#)

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

Invite user

Email *

Country France


Role * National Service Provider

[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.



European Commission | Single Digital Gateway

Welcome **User SDG** 

National Coordinator (FR)

Home > User management

[+ Invite user](#)

User management

Registered users

Invited users

Search...

[Show advanced filters](#)

2 items found

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n00014a2	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	

« < 1 > » 5

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


View user

User information	Roles and permissions
-------------------------	------------------------------

REGISTRATION DATA

Status	Active
EU Login ID	n00014a2
Email	usersdg5@gmail.com
First name	User
Last name	SDG
Phone number	

LOCATION

Country	 France
---------	--

COMPETENT AUTHORITY

Name	My company
------	------------


View user

User information	Roles and permissions
-------------------------	------------------------------

Role	National Coordinator
------	-----------------------------

How to edit a user profile (information, roles and permissions)?

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 Invited 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 Export to CSV

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n0005496	Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active	

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

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

Edit user

User information Roles and permissions

REGISTRATION DATA

EU Login ID: n00014a2

Email: usersdg5@gmail.com

First name: User

Last name: SDG

Phone number:

LOCATION

Country * 🇫🇷 France

COMPETENT AUTHORITY

Name *

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 **Save** 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 | Invited 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

169 items found Export to CSV

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n0005496	Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active	🔍

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

Edit user

User information | **Roles and permissions**

Role * National Service Provider

Delegated coordinator role

SERVICES

No services assigned to user + Assign services

< Cancel Save

Now as you can see below 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

Delegated coordinator role

SERVICES

Region: Type country region... **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	<input checked="" type="checkbox"/>
	European Consumer Centres	Assistance	Published	<input checked="" type="checkbox"/>
	Product Contact Points For Construction	Assistance	Draft	<input checked="" type="checkbox"/>
	Points Of Single Contact	Assistance	Draft	<input checked="" type="checkbox"/>
	SOLVIT	Assistance	Draft	<input checked="" type="checkbox"/>
	European Consumer Centres	Assistance	Published	<input checked="" type="checkbox"/>

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 than 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...

Search

Type of service: Filter by types... Status: 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	<input checked="" type="checkbox"/>
	Online Dispute Resolution	Assistance	Published	<input checked="" type="checkbox"/>
	Intellectual Property Rights (IPR) Helpdesk	Assistance	Published	<input type="checkbox"/>
	Product Contact Points	Assistance	Published	<input type="checkbox"/>
	National Assistance Centres For Professional Qualifications	Assistance	Published	<input type="checkbox"/>

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:

Published

Save User

Are you sure you want to save this user?

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 Invited 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

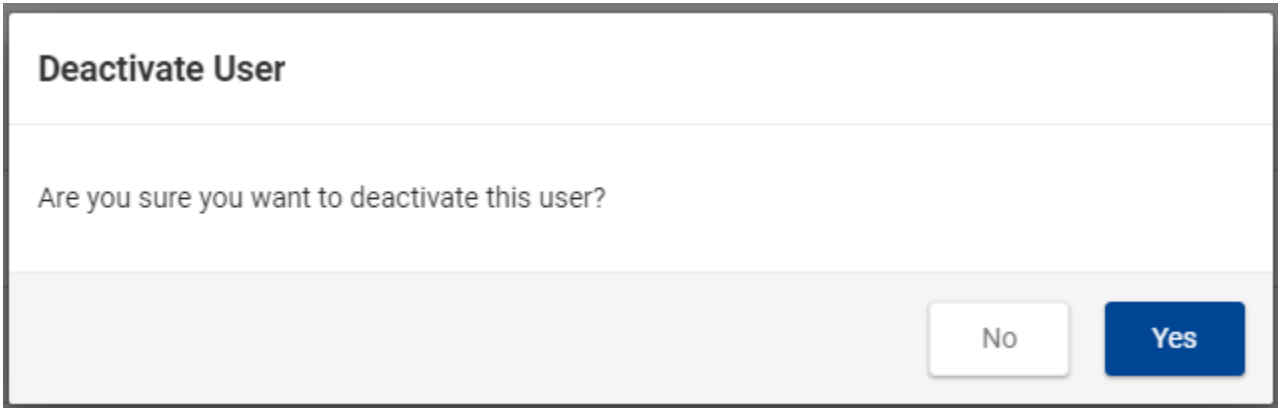
Hide filters

169 items found 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**



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		
----------	--------	----------	--------------------	----------------------	------------------------	----------	--	--

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** role.

The screenshot shows the "User management" interface. At the top right is a "+ Invite user" button. Below are tabs for "Registered users" and "Invited users". A filter section contains several input fields: "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...), and "Competent authority name" (Filter by competent authority...). A "Clear filters" button is also present. Below the filters, it says "169 items found" and "Export to CSV". A table lists users with columns: "EU Login ID", "Member state", "Name", "Email", "Role", "Last update", "Status", and "ACTIONS". The first row shows a user with EU Login ID n0005496, Member state Romania, Name Patrick Me, Email patrickme2262@gmail.com, Role National Service Provider, Last update 2022-10-19 15:27:09, Status Active, and an edit icon in the ACTIONS column highlighted with a red box.

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

[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 **Delegate** to save the delegation and **Cancel** to cancel the action.

Delegate Coordinator Role

USER INFORMATION

Name Ro Ro

Email ro.ro@gmail.com

Role National Service Provider

DELEGATION

Start date *

End date *

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

View user

User information **Roles and permissions**

Role National Service Provider

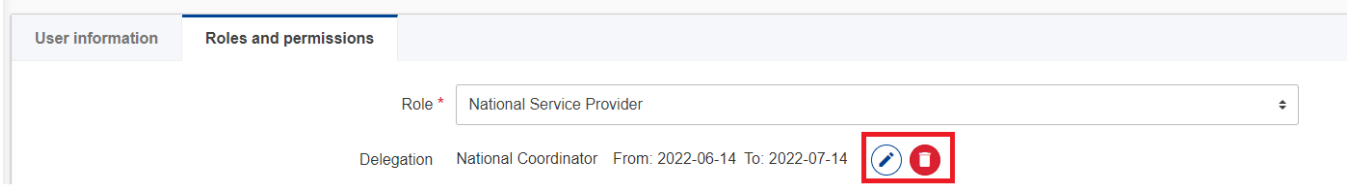
Delegation National Coordinator From: 2022-06-14 To: 2022-07-14

SERVICES

2 items found

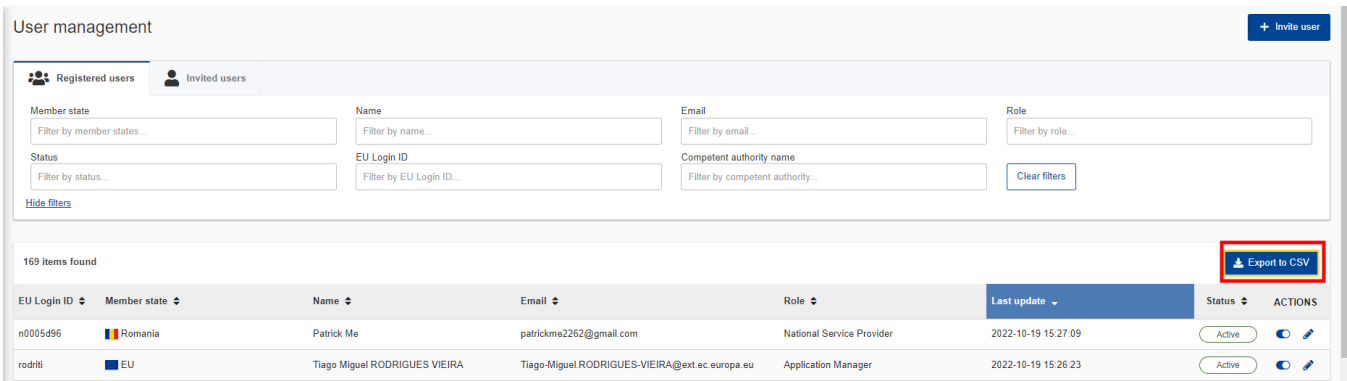
Region	Service	Type(s) of service	Status	Selected
	SOLVIT	Assistance	Published	<input checked="" type="checkbox"/>
	Info test	Information Procedure		<input checked="" type="checkbox"/>

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



How to export User List

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



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?

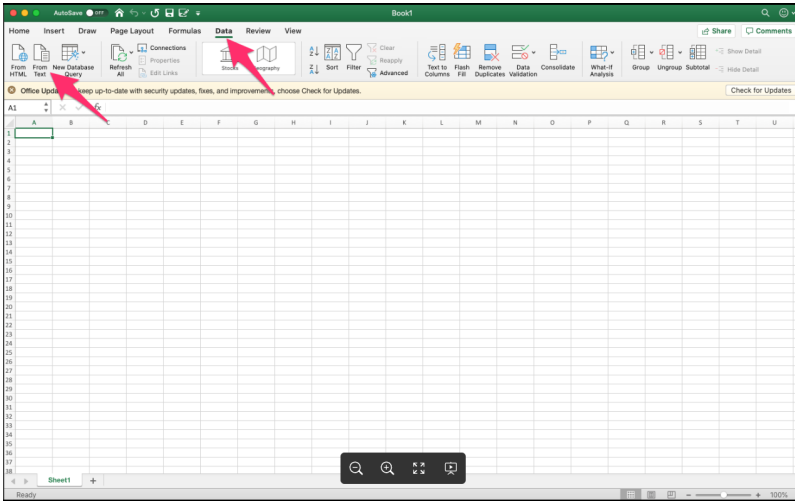
Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

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.

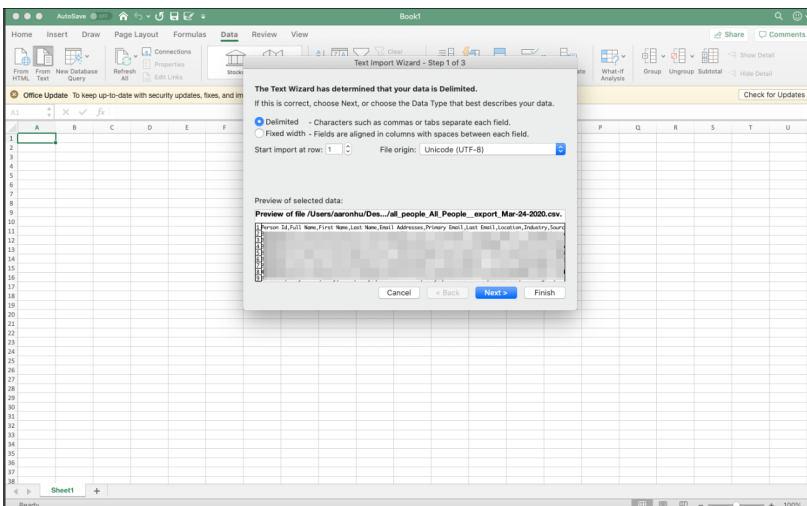
1. Open a new Excel sheet.

2. Click the Data tab, then From Text

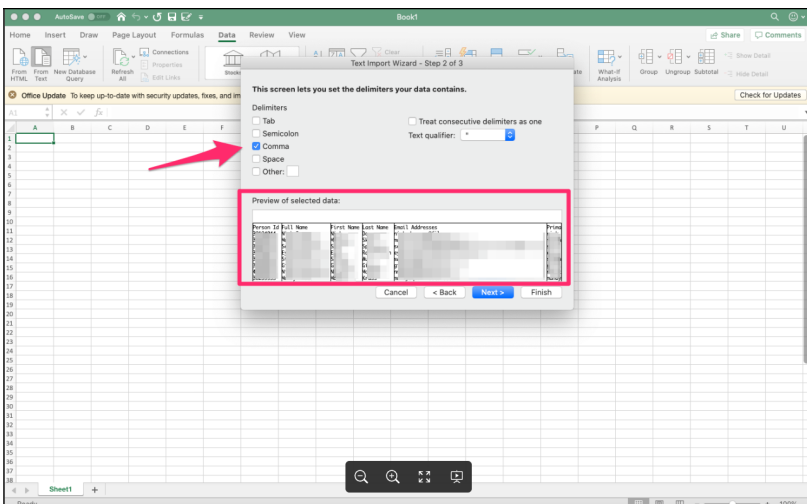


3. Select the CSV file that has the data clustered into one column.

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.



6. Finally, click Finish.

7. Remember to Save your document!

Links

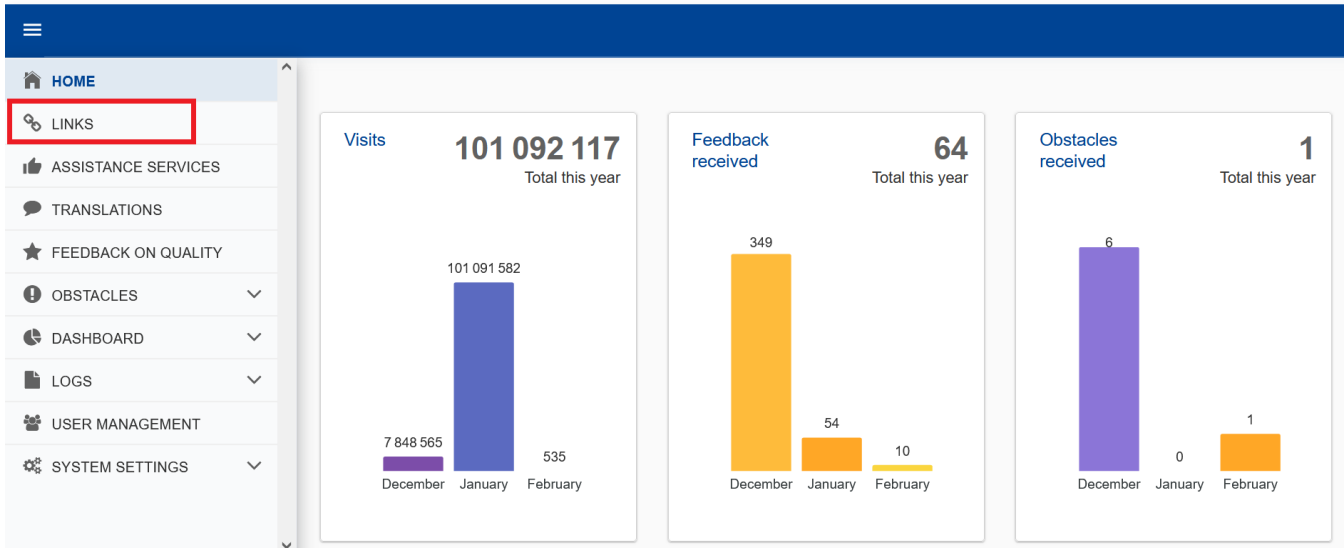
- Links
 - Introduction
 - How to access the Links module?
 - How to navigate on Links module?
 - Filters
 - How to Manage Links?
 - What can I do in the list view?
 - Draft (you can see all links for your country in this status)
 - Review (you can see all links that are in this status for your country)
 - 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?
 - 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?
 - Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History

Introduction

Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search 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:

Manage your Links

Registered links

Search...

Show advanced filters

225 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	🔍 ✎ 🗑️
<input type="checkbox"/> https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	🔍 ✎ 🗑️
<input type="checkbox"/> https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	🔍 ✎ 🗑️
<input type="checkbox"/> https://co.21.org	MELINTE Sorin	Information	Published	2023-02-24 12:52:42	🔍 ✎ 🗑️
<input type="checkbox"/> https://test.mt.nsp	National Service Provider	Information	Draft	2023-02-23 17:25:47	🔍 ✎ 🗑️

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**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Manage your Links + Add Link | Export Links | Import Links

Registered links

Search... Search

[Show advanced filters](#)

1 items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40:12	Search Edit Refresh Delete

1 / 20

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

Manage your Links + Add Link | Import Links

Registered links

Search... 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 | Import Links

Registered links

Search... 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... Search

Owner:

Url type:

Content type:

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	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 08:07:09	

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



Publish



View details



Edit



Delete

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

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://www.tourism.mt	Service Provider National	Information	Review	2023-03-01 08:13:27	

If the link is in **Review** status, you can do all the above and:



Reject

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

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	

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



Send back to correction

What exactly each Action does?



Publish

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

Manage your Links + Add Link Export Links Import Links

Registered links

Search... Search

Show advanced filters

225 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://www.education.mt/university	National Service Provider			2023-03-01 08:30:24	
<input type="checkbox"/> https://www.tourism.mt	Service Provider National			2023-03-01 08:17:12	
<input type="checkbox"/> https://www.visitmalta.mt	National Service Provider			2023-02-28 14:11:45	
<input type="checkbox"/> https://testnsp.mt	National Service Provider			2023-02-27 22:12:58	
<input type="checkbox"/> https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	

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

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



Edit

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

URL:

Title:

Description:

Type: Choose a type

National Locations:

Url Type:

Web page language:

Parent link:

Should SDG Dashboard title/description be displayed on search results page?

Status: **Published**

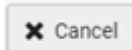
Owner:

Last update: **Wed Aug 09 2023 09:48:15 GMT+0200 (Central European Summer Time)**

Mandatory Classifications: Annex 1 of SDG Regulation Annex 2 of SDG Regulation

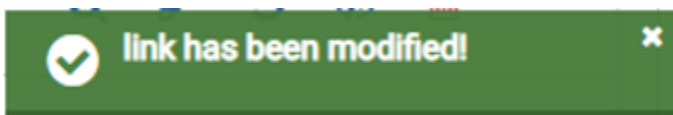
+ All Classifications Cancel Save

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



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

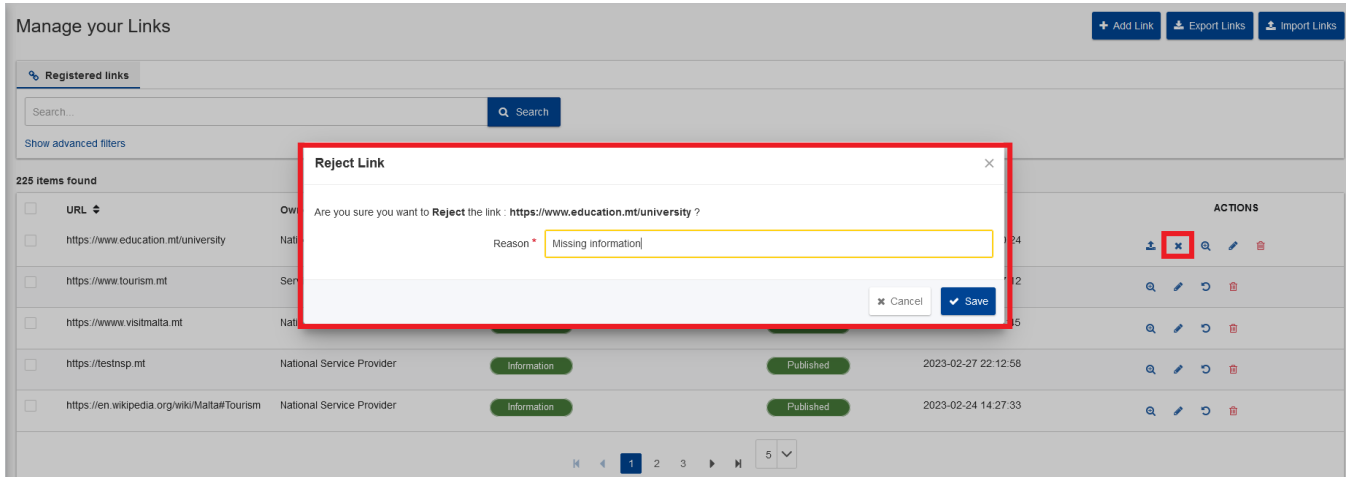
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



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.

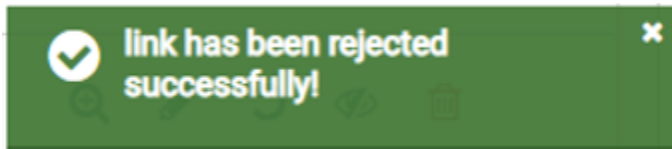
Upon rejecting the link, you will have a pop-up so you can describe why the link is going to be rejected and this is a mandatory step to be able to reject a link.



The screenshot shows the 'Manage your Links' interface. A modal dialog titled 'Reject Link' is open, asking for confirmation to reject the link 'https://www.education.mt/university'. The 'Reason' field is filled with 'Missing information'. The modal has 'Cancel' and 'Save' buttons. In the background, a table of links is visible, with the 'Reject' action icon highlighted in red in the 'ACTIONS' column.

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.

Manage your Links

Registered links

Search...

Show advanced filters

225 items found

URL

Owner

Information

Published

2023-02-27 22:12:58

2023-02-24 14:27:33

ACTIONS

Send back for correction

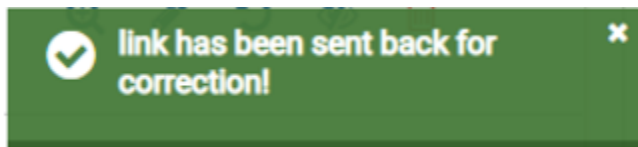
Are you sure you want to send back the link : <https://www.tourism.mt> for correction ?

Reason *

Cancel Save

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

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



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.

Manage your Links

Registered links

Search...

Show advanced filters

225 items found

URL

Owner

Information

Published

2023-03-01 08:30:24

2023-03-01 08:17:12

2023-02-28 14:11:45

2023-02-27 22:12:58

2023-02-24 14:27:33

ACTIONS

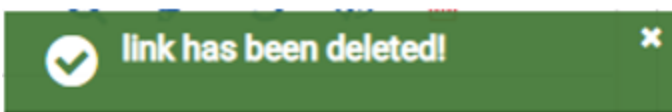
Delete link

Are you sure you want to Delete link : <https://www.tourism.mt> ?

Cancel OK

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.



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.

The screenshot shows the 'Manage your Links' interface with the 'Link Information' tab selected. The link details are as follows:

- Title: **Travel**
- URL: <https://visitmalta.mt>
- Description: **N/A**
- Type: **Information** (highlighted in green)
- Uri Type: **Web page**
- National locations: **N/A**
- 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); Citizens ;
- Status: **Draft**
- Owner: **National Coordinator**
- Last update: **Wed Mar 01 2023 08:58:47 GMT+0100 (Central European Standard Time)**

At the top right, there is an 'Export Metadata Links' button. At the bottom, there is a '< Back' button. In the top right corner of the details area, there are icons for edit, refresh, and delete.

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**:

The screenshot shows the 'Manage your Links' interface with the 'Link Information' tab selected. The link details are as follows:

- Title: **Travel**
- URL: <https://www.tourism.mt>
- Description: **Tourism MT**
- Type: **Information** (highlighted in green)
- Uri Type: **Web page**
- National locations: **N/A**
- 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)**

At the top right, there is an 'Export Metadata Links' button. At the bottom, there is a '< Back' button. In the top right corner of the details area, there are icons for edit, refresh, and delete.

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

Manage your Links

Export Metadata Links

Link Information | Link Metadata | Link History

Title : **Education**

URL : <https://www.education.mt/university>

Description : **Universities and education**

Type : **Information**

Uri 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 | Link Metadata History

Title : **Travel**

URL : <https://visitmalta.mt>

Description : **N/A**

Type : **Information**

National locations : N/A

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**

[← Back](#)

You also have the possibility to **Edit**  the metadata or **Delete** , further explanation will be done further in this guide about what metadata is.

If you click on **Edit** you will be able to update most of the fields, except the URL.

Metadata Link Information

Title: *

URL:

Description:

Type: * Select content type

National Locations:

Notification Type: **MANUAL**

Owner: *

Web page language: *

Mandatory Classifications * Annex 1 of SDG Regulation Annex 2 of SDG Regulation

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.

Manage your Links

Show advanced filters

225 items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 12:21:29	<input type="button" value="Add"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	https://www.education.mt/university	National Service Provider	Information	Review	2023-03-01 08:30:24	<input type="button" value="Add"/> <input type="button" value="X"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	https://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>

1 2 3 5

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

Publish selected items (1)

Send back for correction selected items (2)

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.

Manage your Links + Add Link **Export Links** + Import Links

Registered links

Search...

Show advanced filters

225 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://visitmalta.mt	National Coordinator	Information	Draft	2023-03-01 12:21:29	<input type="button" value="Add"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/> https://www.education.mt/university	National Service Provider	Information	Review	2023-03-01 08:30:24	<input type="button" value="Add"/> <input type="button" value="X"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/> https://www.tourism.mt	Service Provider National	Information	Published	2023-03-01 08:17:12	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>
<input type="checkbox"/> https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>
<input type="checkbox"/> https://testnsp.mt	National Service Provider	Information	Published	2023-02-27 22:12:58	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>

1 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:

Uri	title	description	country	category	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		Malta	A1;A2		Service Provider	Information	Web page	Published	2023-03-01 08:17:12.929
https://www.eac.com.cy/EL/RegulatedActivities/Distribution/Electric	Regulated 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:

Manage your Links **Export Metadata Links**

Link Information **Link Metadata**

1 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	pt	D1;D2;D4	Information	UPLOAD	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

1 20

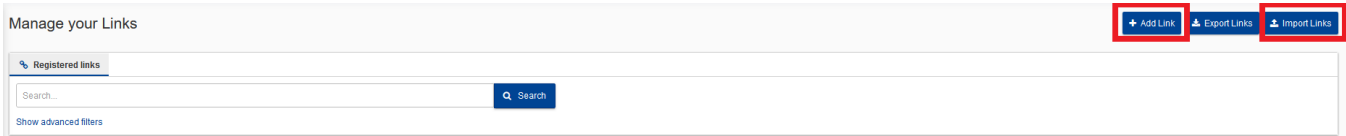
This action will export all Link Metadata for the web page or web folder you are consulting.

	A	B	C	D	E	F	G	H	I	J	K
1	Uri	title	description	country	location	user	type	category	language	notification	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?

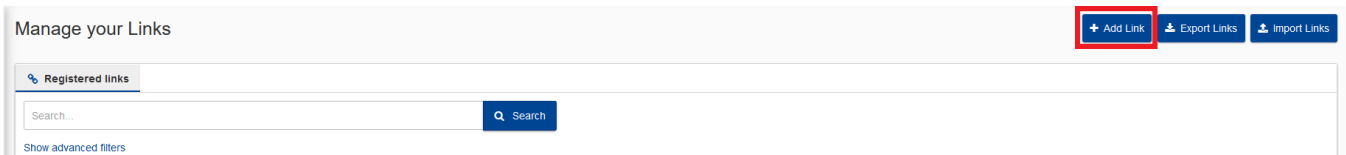
In SDG user interface, we have two options to add new links:

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



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.

A screenshot of the 'Add new link' form. The form has the following fields:

- URL : *
- Title : *
- Description :
- Should SDG Dashboard title/description be displayed on search results page? :
- Uri Type : *

At the bottom right, there are three buttons: 'Cancel', 'Save', and '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.

Uri 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

Url Type : * Web folder

Should this URL be crawled? :

Should this URL be crawled?(JavaScript Crawler) :

Excluded paths :

Ignore parameters :

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.youofficialsite.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

Mandatory Classifications : *

Select mandatory classifications Is expanded

- 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](#) .

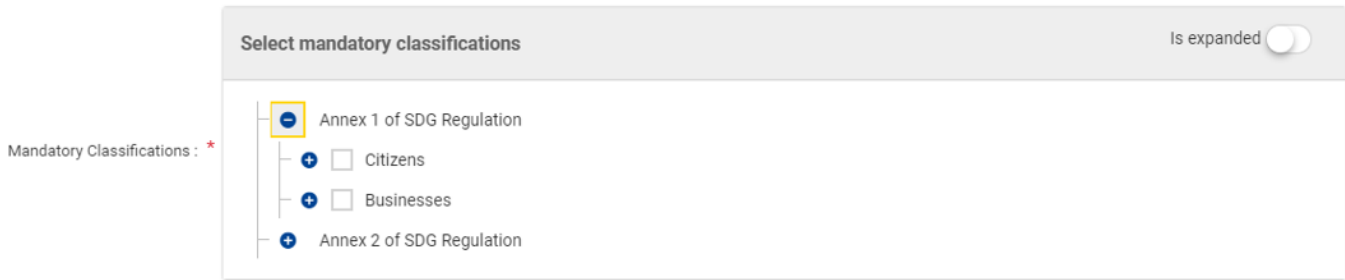
💡 Is important to mention that **in the case of creating/updating a Web Folder** , the '**Type**', '**Mandatory Classifications**' and '**National locations**' fields are not required due to the fact that this information it is **retrieved from the child metadata links** and displayed only in view mode.

Mandatory Classifications : *

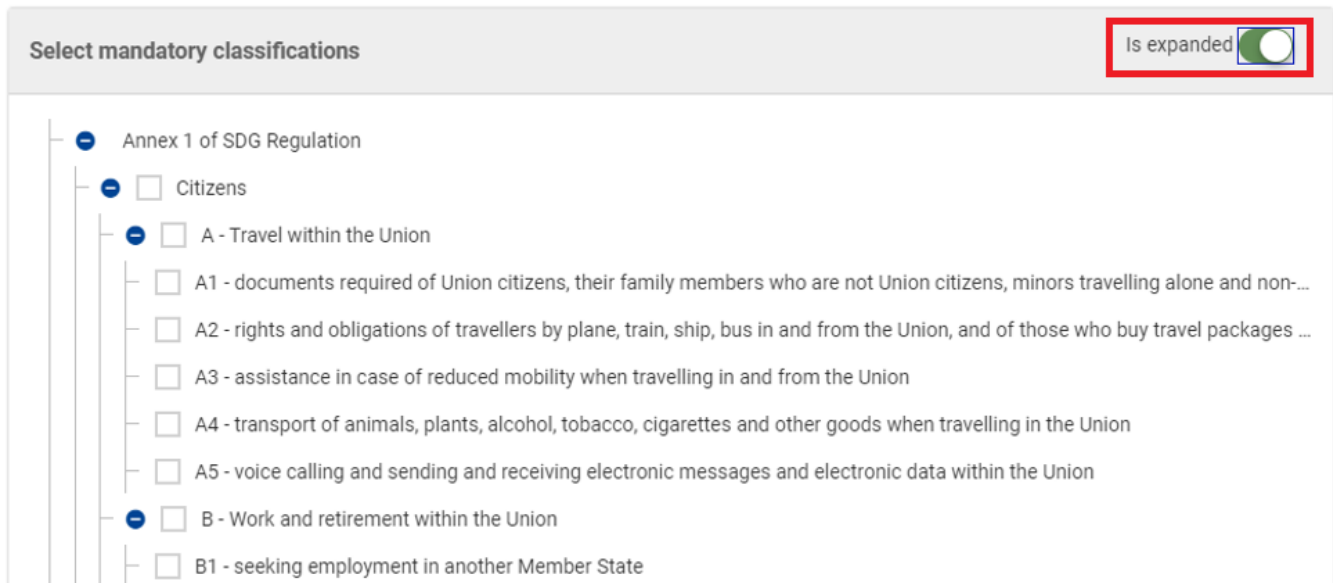
Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

You can click on the  sign to expand single items:



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



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

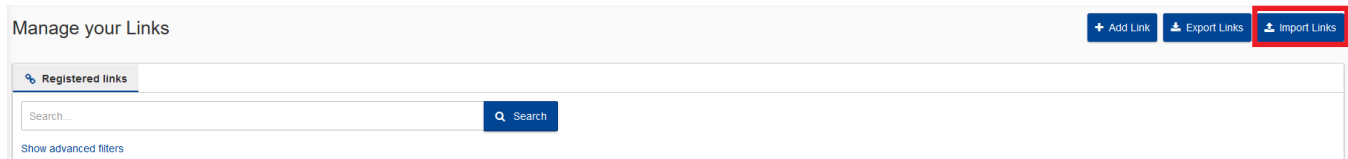
.xml

You should use one of the following templates:

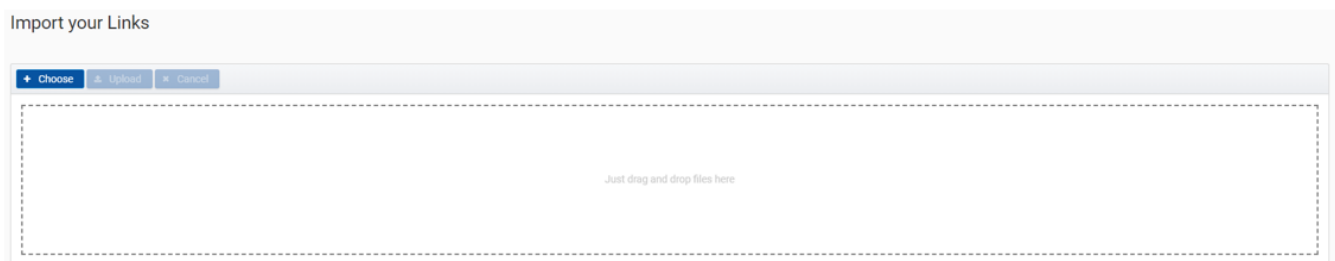


You **should never** edit any of the column's names, delete any of the columns or add new columns; **you should only** fill the required information. Please keep mind that those example files have information on the rows so you can better understand each of the field, you erase that and add your own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

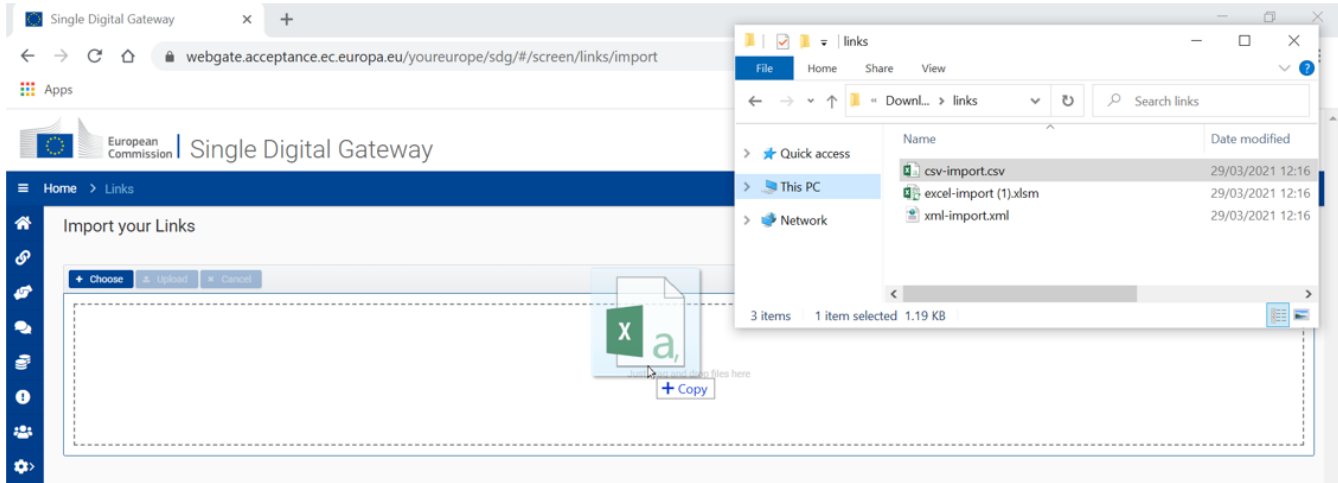
We highly encourage you to read this [article](#) to add more information on the procedure that we will describe bellow.



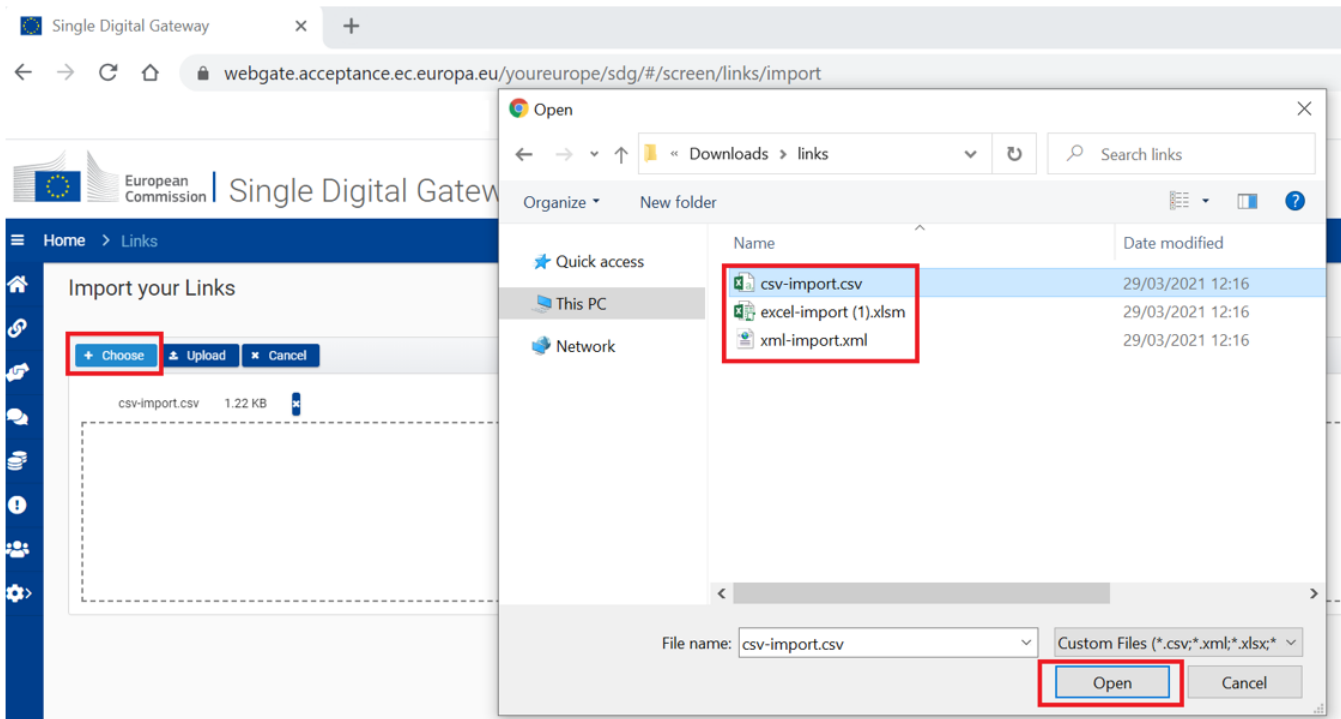
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



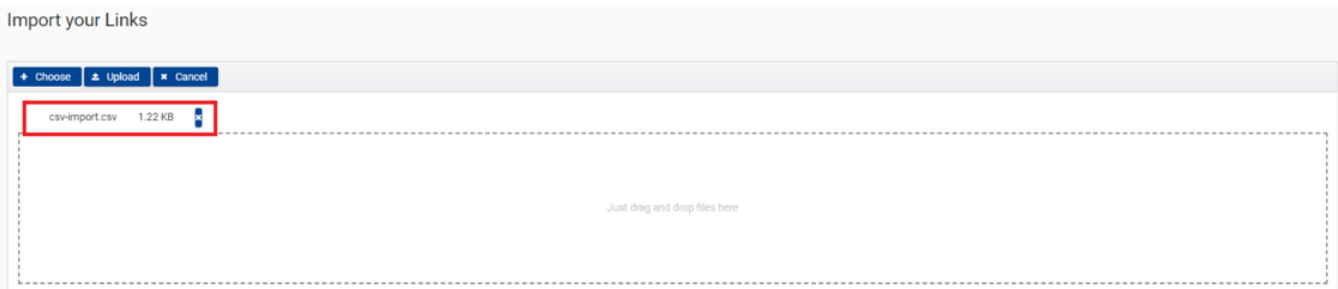
You can either **drag and drop** the file:



Or choose a file from the directory:



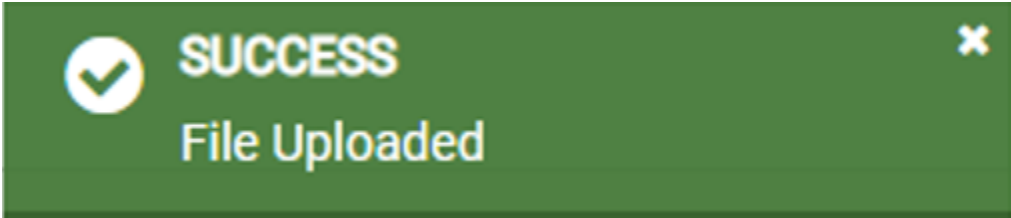
If the file is uploaded successfully, you will see it here:



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



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



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

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

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

Manage your Links + Add Link Export Links Import Links

Registered links

Search...

Owner: Coordinator National Uri type: Select uri type Content type: Select content type

Category: Select category

Clear filters

Hide advanced filters

33 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2022-10-07 12:07:37	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2022-10-07 12:07:37	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://csv4.co.gov.mt	Coordinator National	Information Procedure	Published	2022-10-07 12:07:37	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://x35.co.gov.mt	Coordinator National	Information Procedure	Published	2022-09-26 17:51:52	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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	Type	Notification Type	ACTIONS
https://csv4.co.gov.mt/csv4	de	B1	Information	UPLOAD	🔍 ✎

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

	A	B	C	D	E	F	G	H	I	J	K	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 Links Export Metadata Links

Link Information **Link Metadata** Link History

Title : **CSV**

URL : <https://csv4.co.gov.mt/csv3>

Description : **CSV web page**

Type : **information**

Uri Type : **Web page**

National locations : MALTA (MT) ; Gozo and Comino/Ghawdex u Kemmuna (MT002) ;

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 15:42:45 GMT+0100 (Central European Standard Time)**

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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...

Show advanced filters

Clear filters

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	B1	Information Procedure	MANUAL	🔍 ✎ 🗑
https://www.visitmalta.mt/idx	de	B2	Information	MANUAL	🔍 ✎ 🗑

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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 below:



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 **articleId** 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** Link History

Title : **Malta history**
URL : <https://history.link.mt/01>
Description : **Malta history**
Type : **Information**
Uri Type : **Web page**
National locations : Birgu (MT01103) ;
Il-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)**

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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**
Type : **Information**
National locations : Birgu (MT01103) ;
Il-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**

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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 : **Visit Malta**
Type : **Information Procedure**
Uri 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)**

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Manage your Links Export Metadata Links

Link Information **Link Metadata** Link History

Search... Search

Show advanced filters Clear filters

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	B1	Information Procedure	MANUAL	Search Edit Delete
https://www.visitmalta.mt/idx	de	B2	Information	MANUAL	Search Edit Delete

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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 (MTD01);

Notification Type: **MANUAL**

Owner: **Coordinator National**

Categories: seeking employment in another Member State;

Web page language: **en**

[Edit](#) [Delete](#)

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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:

Manage your Links

Export Metadata Links

Link Information	Link Metadata	Link History			
1 Items found					
URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.eccnet.eu/sdg/malta	en	CITIZENS;H;H5	Information	MANUAL	
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While the **Link Metadata History** is right next to Metadata Link Information tab:

Metadata Link Information	Link Metadata History
<p>Title: European Consumer Centre Malta</p> <p>URL: https://www.eccnet.eu/sdg/malta</p> <p>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.</p> <p>Type: Information</p> <p>National locations: Valletta (MT01101);</p> <p>Notification Type: MANUAL</p> <p>Owner: nscicjos</p>	

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** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL.

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

Manage your Links Export Metadata Links

Link Information | Link Metadata | **Link History**

URL	Title	Uri Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

[< Back](#)

Links Metadata History

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

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → 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**.

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

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Assistance Services

- [Assistance Services](#)
 - [Introduction](#)
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 - [How to open a CSV in an Excel?](#)
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- [How to edit a Published Service?](#)
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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 your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well as creating and maintaining those same services.

How to access Assistance services module?

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

Type of service	Member state	Last update	Status	ACTIONS
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	
European Network Of Employment Services	EU	2023-02-06 15:24:44	Published	
Points Of Single Contact	Belgium	2023-02-06 15:55:56	Published	
European Consumer Centres	Belgium	2022-12-05 15:30:00	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 navigate on Assistance services module?

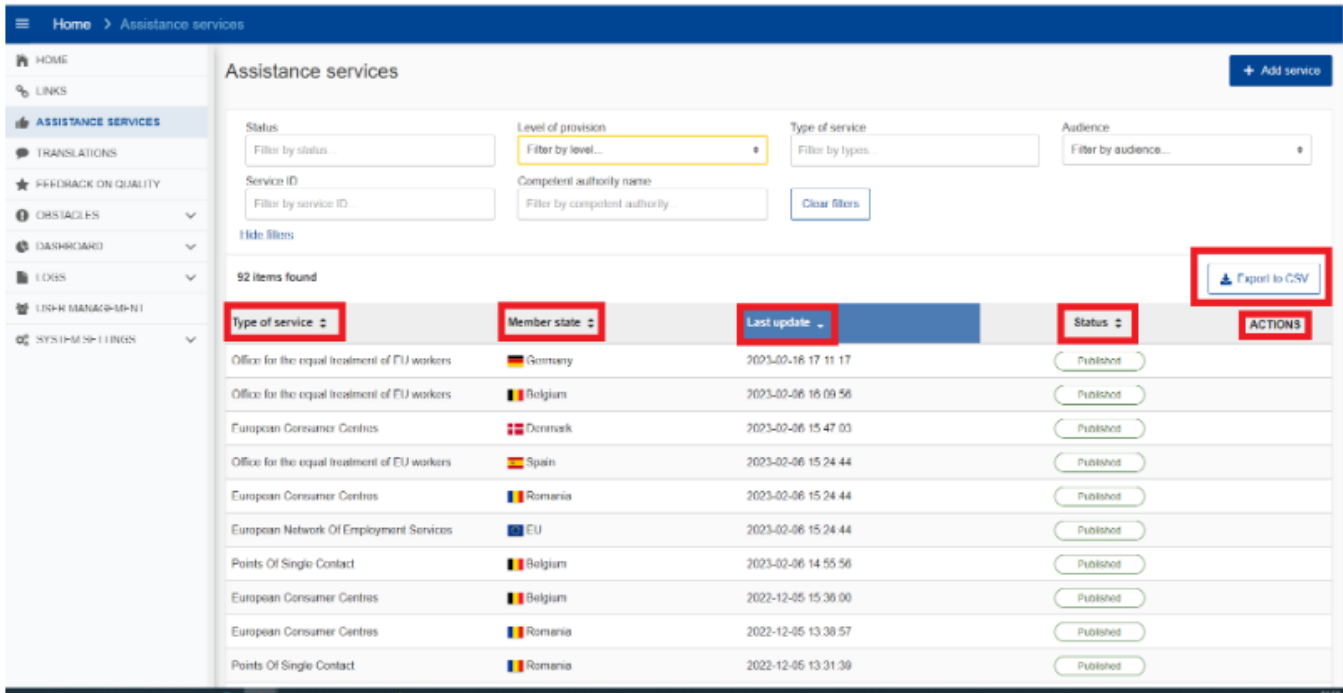
National Coordinators can view the entire list of all the assistance services available in their country in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** in other countries (or EU).

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 of 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, **Type 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-[today date].



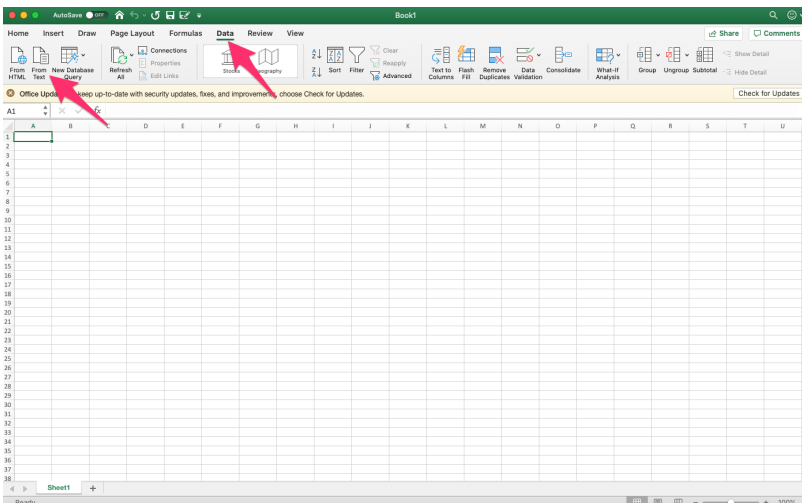
How to open a CSV in an Excel?

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

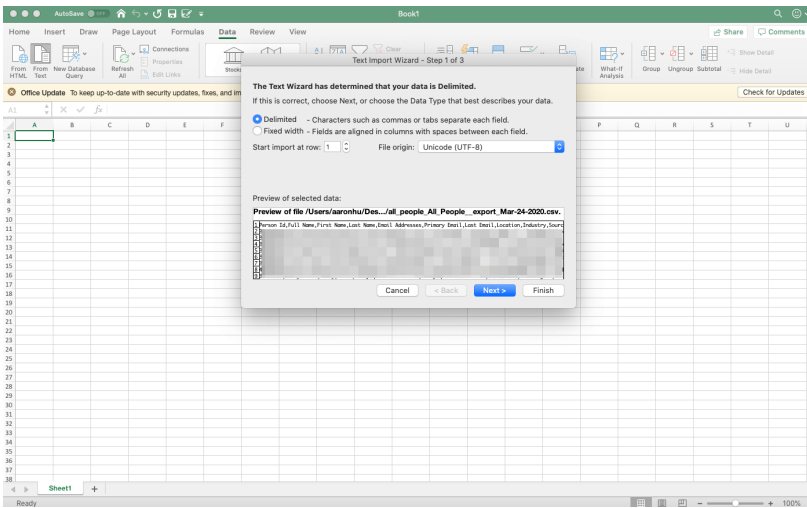
To open CSV in Excel properly pls follow this procedure:

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.

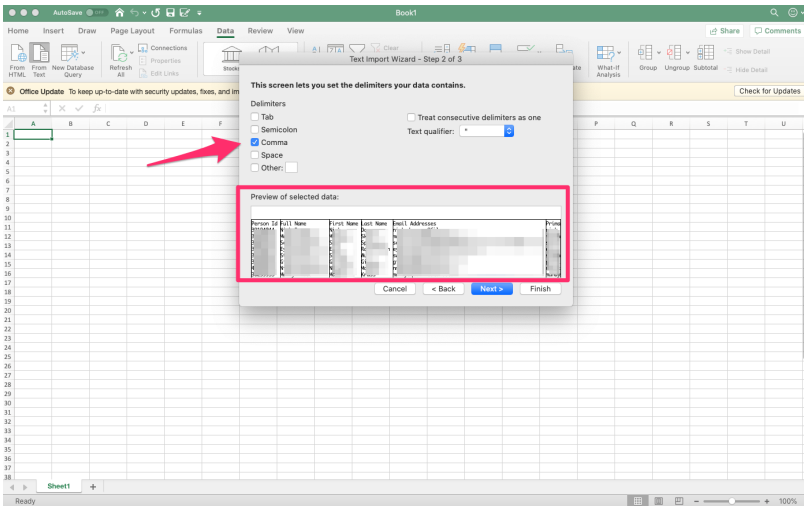
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.

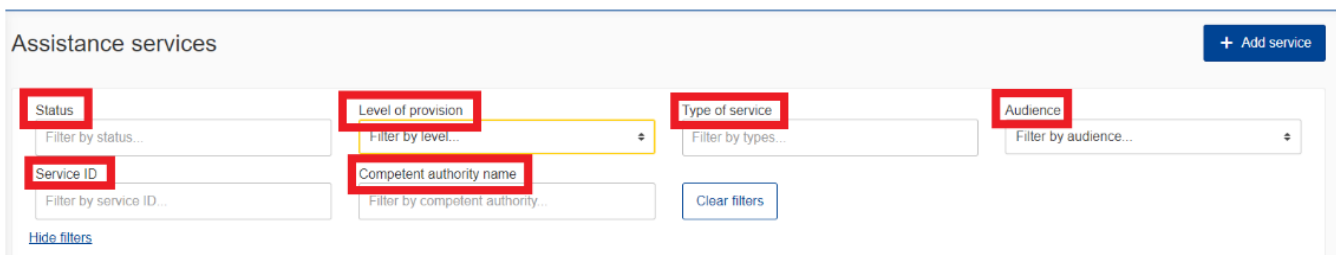


6. Finally, click Finish.

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.



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

Assistance services

[Show filters](#) ▾ Filters applied

Status

Draft

Published

[Hide filters](#)

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

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

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

How to add an Assistance service?

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

Home > Assistance services > Add

Add service

LOCATION

Level of provision *

ASSISTANCE SERVICE

Type of service *

Additional information

[+ Add another contact](#)

CONTACT DETAILS

Competent authority name *

Additional information *

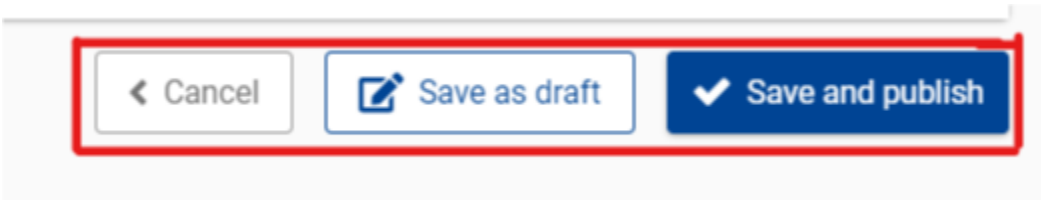
URL

Website language

Email

Phone

< Cancel Save as draft Save and publish



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

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

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

Edit service

Status **Published**

ID 65333f7d-c6b2-47b9-912a-6fe7627c131c

LOCATION

Level of provision *

EU service *

ASSISTANCE SERVICE

Type of service *

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**

[+ Add another contact](#)

< Cancel Save and publish

Then you just need to add the mandatory details.

CONTACT DETAILS + Add another contact

Competent authority name *	<input type="text" value="Contact 1"/>
Additional information *	<input type="text" value="Contact 1"/>
URL	<input type="text" value="https://www.contact2.eu"/>
Website language *	<input type="text" value="English"/> Click to select languages...
Email	<input type="text"/>
Phone	<input type="text"/>

✖

Competent authority name *	<input type="text" value="Contact 2"/>
Additional information *	<input type="text" value="Contact 2"/>
URL	<input type="text" value="https://www.contact2.eu"/>
Website language *	<input type="text" value="Click to select languages..."/>
Email	<input type="text"/>
Phone	<input type="text"/>

✖

< Cancel ✓ Save and publish

And **Save and Publish**.

How to edit a Published Service?

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

Assistance services + Add service

Status: Level of provision: Member state: Type of service:

Audience: Service ID: Competent authority name: Clear filters

[Hide filters](#)

12 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	🔍 ✎
SOLVIT	Romania	2022-10-19 15:28:28	Published	🔍 ✎
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	🔍 ✎
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	🔍 ✎
Product Contact Points	Romania	2022-10-19 15:28:28	Published	🔍 ✎
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	🔍 ✎
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	🔍 ✎

Home > Assistance services > Edit

Edit service

Status **Published**

ID **bbaf77dc-63f1-4504-b362-8601605bdef4**

LOCATION

Level of provision **National**

Member state **Austria**

Member state code **AT**

Region **Carinthia**

Region code **AT21**

ASSISTANCE SERVICE

Type of service **Points Of Single Contact**

Service description **Point of Single Contact provides information about rules and requirements concerning the access and exercise of service activities. For example the PSC can help to explore business opportunities, expand your services to another EU country, set up a new business abroad and complete the administrative procedures online.**

Additional information

Audience **Business**

Subject matter related to Business **Authorisations and permits for services**

CONTACT DETAILS + Add another 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: Filter by status...
 Level of provision: National
 Member state: Filter by member states...
 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](#)

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	🔍 ✎ 🗑️
Product Contact Points For Construction	Romania	2022-06-07 15:04:44	Draft	🔍 ✎ 🗑️
Points Of Single Contact	Romania	2021-11-30 15:05:27	Published	🔍 ✎

Page 1 of 5

How to Deactivate the Assistance service?

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

Assistance services

+ Add service

Status Published	Level of provision National	Member state Filter by member states... Romania	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

12 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	<input checked="" type="checkbox"/>
SOLVIT	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Product Contact Points	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>



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**

Home > Assistance services

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
TRANSLATIONS BUDGET
FEEDBACK ON QUALITY
OBSTACLES
DASHBOARD
LOGS
USER MANAGEMENT
SYSTEM SETTINGS

Assistance services

+ Add service

Status: Filter by status...
Level of provision: Filter by level...
Type of service: Filter by types...
Audience: Citizens

Subject related to citizens: Filter by citizen subjects...
Service ID: Filter by service ID...
Competent authority name: Filter by competent authority...
European Consumer Ce...
My rights as consume...
Clear filters

18 items found Export to CSV

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	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Consumer Centres	Estonia	2022-10-05 17:24:47	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](#)
 - [Introduction](#)
 - [How to access the Translations module?](#)
 - [How to navigate on Translations module?](#)
 - [Filters](#)
 - [How to Request Translation?](#)
 - [Fill in all the required details](#)
 - [Translation Request Process Flow](#)
 - [Translation Status Flow](#)
 - [Translation Status](#)
 - [How to approve/reject a translation request?](#)
 - [Contact Details](#)
 - [Translations Budget](#)
 - [Definitions](#)
 - [Allocated budget](#)
 - [Consumed budget](#)
 - [Remaining budget](#)
 - [How the cost for translation is calculated?](#)
 - [Budget Allocation Process Flow](#)

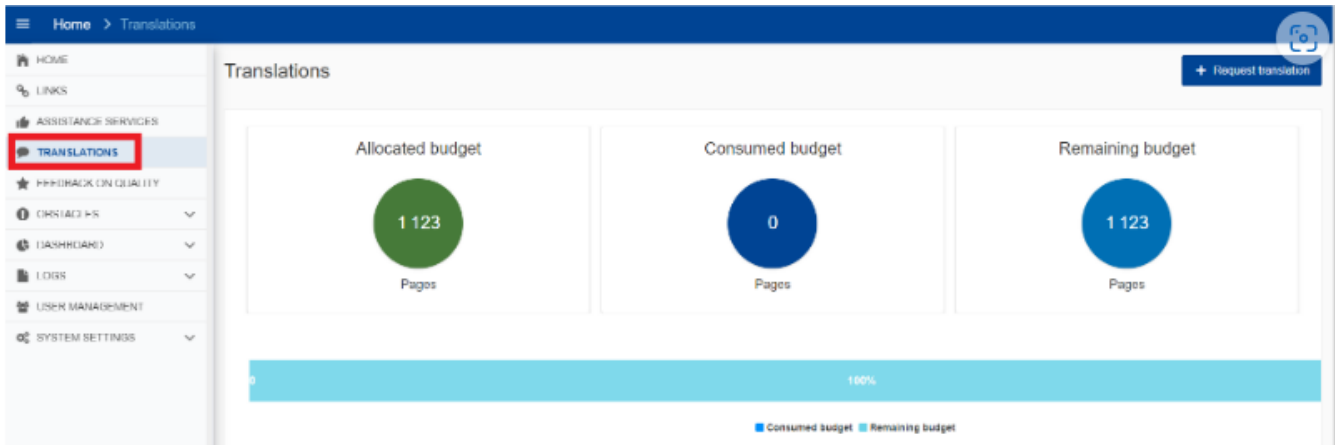
Introduction

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	CdT ID	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 aukštojo mokslo, 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.

[Hide filters](#)

Status S

- Draft
- Waiting Approval - AM
- Waiting Approval - NC
- Rejected - AM
- Rejected - NC
- Waiting Translation
- 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.

Home > Translations

Translations

+ Request translation

Allocated budget

22

Pages

Consumed budget

0

Pages

Remaining budget

22

Pages

■ Consumed budget
■ Remaining budget

[Show advanced filters](#)



Edit translation

Title *

Upload document *

Document language *

Translation language *

Number of pages *

URL

[Cancel](#) [Save as draft](#) [Submit](#)

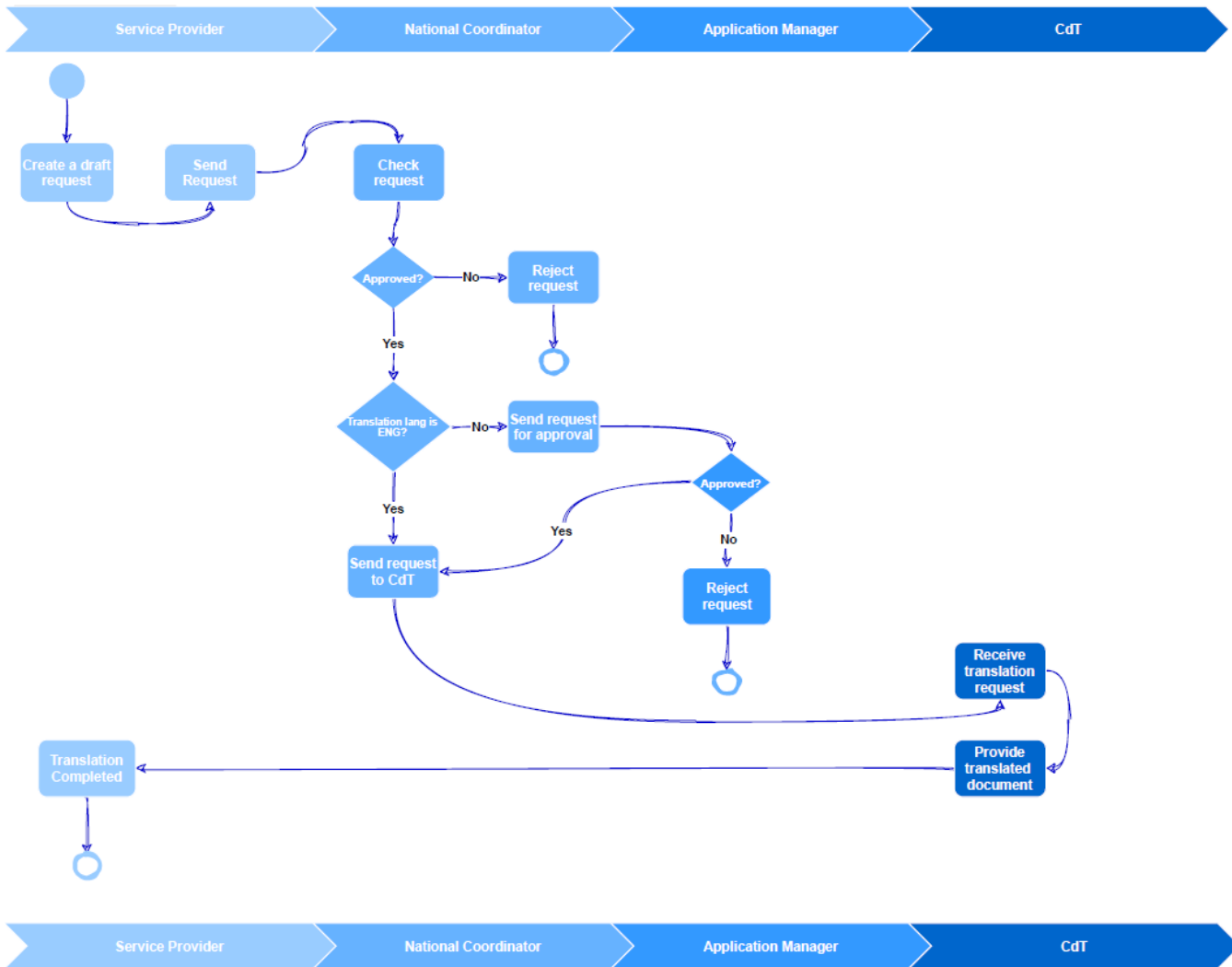
Translations requests for **English** are **directly** submitted to **CDT** if sufficient budget is available.

22 Items found

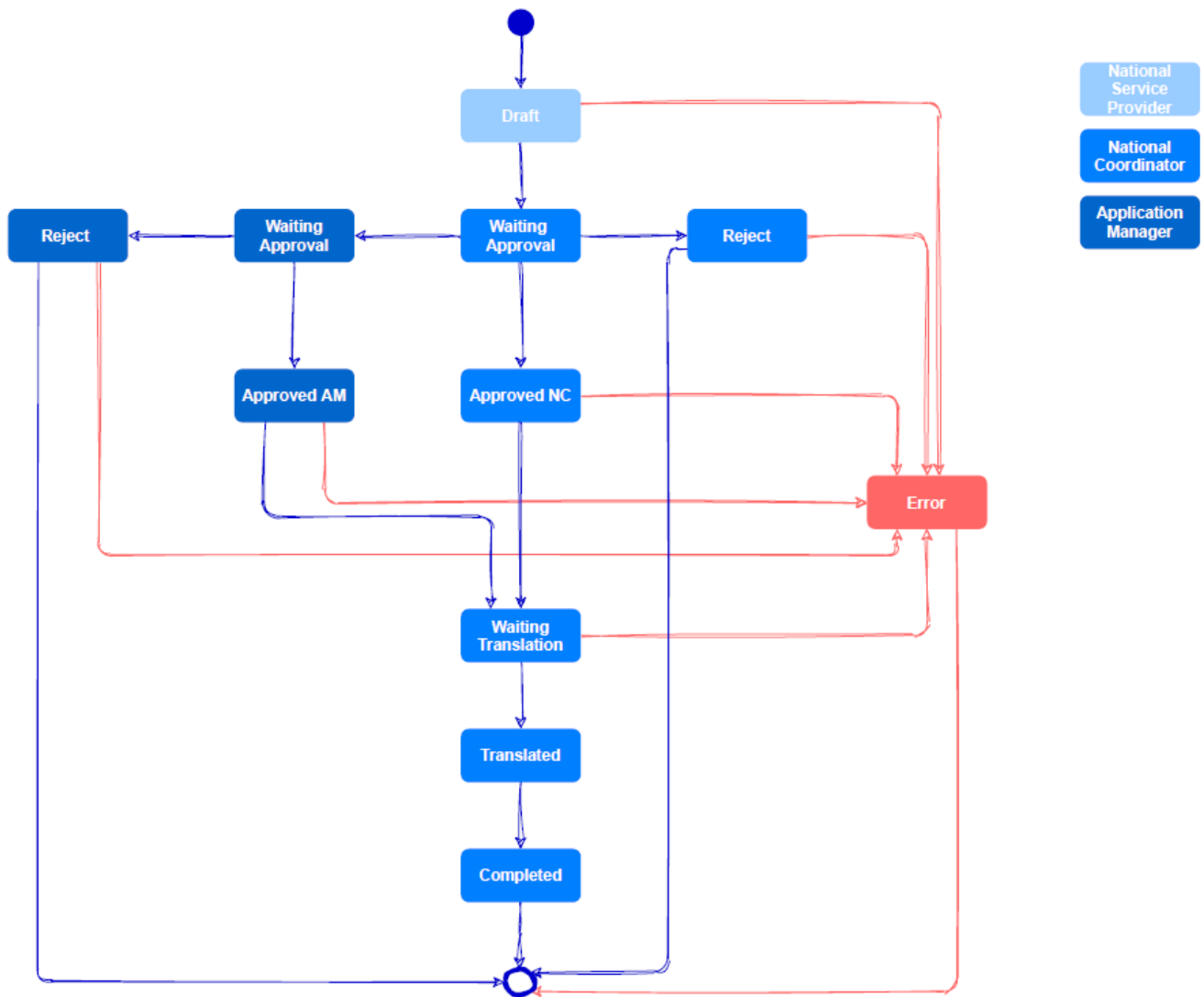
ID	Title	Country	Pages	Deadline	Last update	Status	ACTIONS
100046	TEST-TRANS-1	Romania	1	2021-03-11 16:00:00	2021-03-08 15:32:07	Translated	
100063	test	Romania	1		2021-03-31 12:08:49	Waiting Translation	
100062	Allman-om-hotade-djur-och-produkter-av-hotade-djur	Romania	29		2021-03-31 12:05:11	Waiting Translation	
100056	testing again	Romania	5		2021-03-16 14:04:34	Approved	
100055	Test 1234	Romania	4		2021-03-16 14:03:37	Draft	

1 2 3 4 5 5

Translation Request Process Flow



Translation Status Flow



Translation Status

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

- **Draft** (Draft) - When the request is saved with or without all the fields filled. The status is shown as Draft.
- **Waiting_Approval_AM** (Waiting Approval)- When the request is approved for translation and is waiting for approval from Application Manager. The requests which are required to be translated in language other than English will go for approval to Application Manager.
- **Reject_AM** (Reject)- When the request is rejected by the Application Manager.
- **Sent_Processing** (Waiting Translation) - When the request is sent for translation to CDT and is waiting to be processed.
- **Translated** - When the translated document is received and the translation is completed by CDT
- **Approved_AM** (Approved) - When the request is approved by the Application Manager.
- **Invalid/Error** (Error) - When there 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**. In case a request is rejected an appropriate reason should be filled.

View translation

Status: Waiting Approval
 ID: 100018
 Title: Test-trans-EN
 Upload document: [Translation-test.docx](#)
 Document language: Romanian
 Translation language: English
 Number of pages: 4
 URL:
 Creation Date: 2020-12-03 17:17:04

CONTACT

First name: B2B00Grow
 Last name: B2B00Grow
 Email: user2@cdt.europa.eu
 Phone number:

Cancel Reject Approve

- from the list of requests (grid)
 - 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 → 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

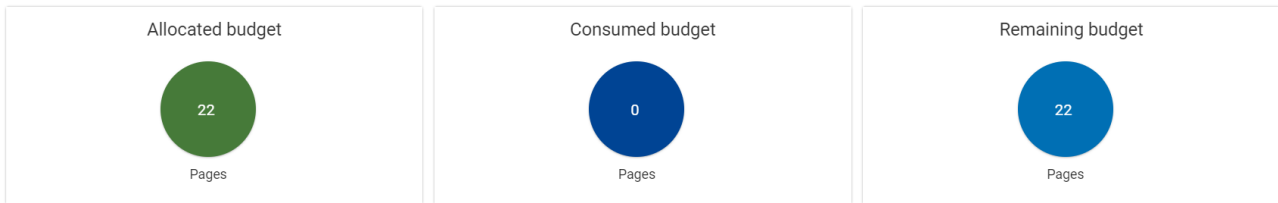
- **Consumed budget**

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)
 - 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)
 - 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.

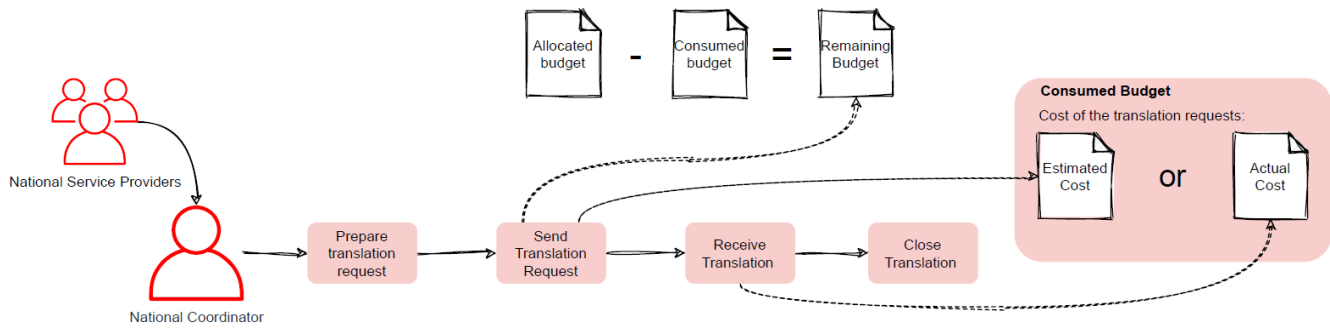
No calculations are done by using of number of pages inside the document uploaded or characters and there is also a different cost for different file formats, for instance a page in pdf will cost more than a page is word.

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](#)
 - [How to access the feedback on quality?](#)
 - [How to navigate on Feedback on quality module?](#)
 - [Filters](#)
 - [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:

The screenshot shows the 'Feedback on quality' interface in the Single Digital Gateway. The left sidebar contains a menu with 'FEEDBACK ON QUALITY' highlighted in red. The main content area displays 'Feedback on quality' with filter options for 'Type of service' and 'Average rating'. Below the filters, it shows '1 items found' and an 'Export to CSV' button. A table lists the feedback item:

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	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.

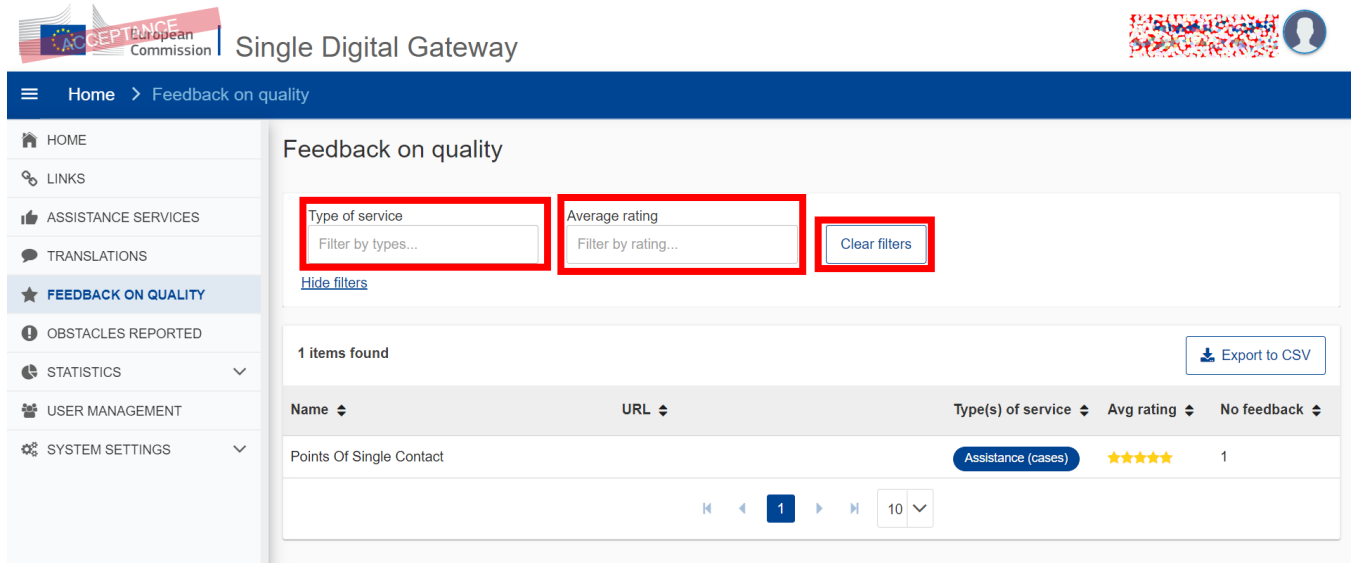
The screenshot shows the 'Feedback on quality' interface. At the top, there is a navigation bar with 'Home > Feedback on quality'. A sidebar on the left contains a menu with items like 'HOME', 'LINKS', 'ASSISTANCE SERVICES', 'TRANSLATIONS', 'FEEDBACK ON QUALITY' (highlighted), 'OBSTACLES REPORTED', 'STATISTICS', 'USER MANAGEMENT', and 'SYSTEM SETTINGS'. The main content area is titled 'Feedback on quality' and includes filter boxes for 'Type of service' and 'Average rating', along with a 'Clear filters' button and a 'Hide filters' link. Below the filters, it says '1 items found' and has an 'Export to CSV' button. A table with the following columns is displayed: 'Name', 'URL', 'Type(s) of service', 'Avg rating', and 'No feedback'. The table contains one row: 'Points Of Single Contact', 'Assistance (cases)', '★★★★★', and '1'. At the bottom of the table, there is a pagination control with a red box around it, showing '1' and '10'.

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).

This screenshot is identical to the one above, but with red boxes highlighting the headers of the table: 'Name', 'URL', 'Type(s) of service', 'Avg rating', and 'No feedback'.

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**

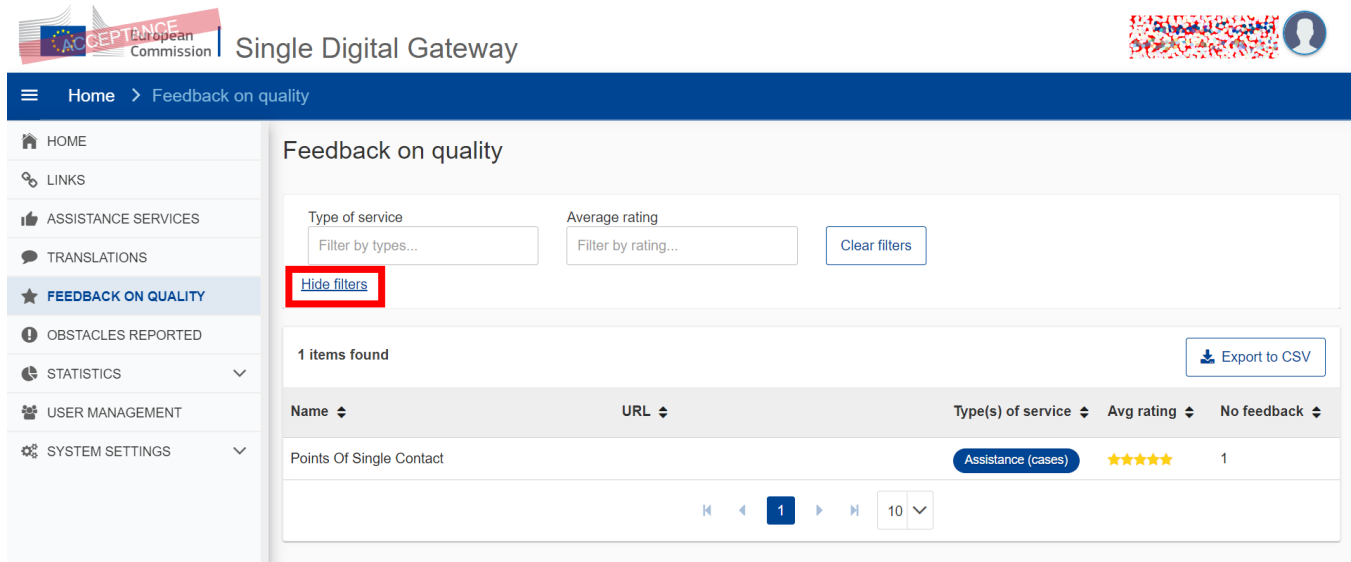


The screenshot shows the 'Feedback on quality' page. The left sidebar contains navigation options: HOME, LINKS, ASSISTANCE SERVICES, TRANSLATIONS, FEEDBACK ON QUALITY (selected), OBSTACLES REPORTED, STATISTICS, USER MANAGEMENT, and SYSTEM SETTINGS. The main content area is titled 'Feedback on quality' and features three filter boxes: 'Type of service' (with 'Filter by types...' text), 'Average rating' (with 'Filter by rating...' text), and a 'Clear filters' button. A 'Hide filters' link is located below the filters. Below the filters, it states '1 items found' and includes an 'Export to CSV' button. A table displays the following data:

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

At the bottom of the table, there are navigation controls showing page 1 of 10 items.

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



This screenshot is identical to the previous one, but the 'Hide filters' link is highlighted with a red box. The filter boxes and 'Clear filters' button are no longer visible, as they have been hidden.

[Show filters](#)

1 items found [Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

⏪ ⏩ 1 10 ⏴ ⏵

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

Feedback on quality

Type of service: Average rating: [Clear filters](#)

- Assistance (cases)
- Assistance (info)
- Information
- Procedure

[Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

⏪ ⏩ 1 10 ⏴ ⏵

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

Feedback on quality

Type of service: **Service name** **URL** Average rating:

[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 service Filter by types... Service name Point Average rating Filter by rating...

1 items found

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

Navigation: 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

Feedback on quality

Type of service Filter by types... Average rating Filter by rating...

1 items found

Name	URL	Type(s) of service	Avg rating	No feedback
rwever	http://test.com	Information Procedure	★★★★☆	27

Navigation: 1/10

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

Referral URL,Type,Issue with URL					
	A	B	C	D	E
1	Referral URL,Type,Issue with URL				
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

2023-06-22T21_18_24.268Z-AT-16d

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-[today date]

Home > Feedback on quality

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
★ FEEDBACK ON QUALITY
! OBSTACLES REPORTED
STATISTICS
USER MANAGEMENT
SYSTEM SETTINGS

Feedback on quality

Type of service: Filter by types... Average rating: Filter by rating... Clear filters

[Hide filters](#)

1 items found [Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

1 / 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

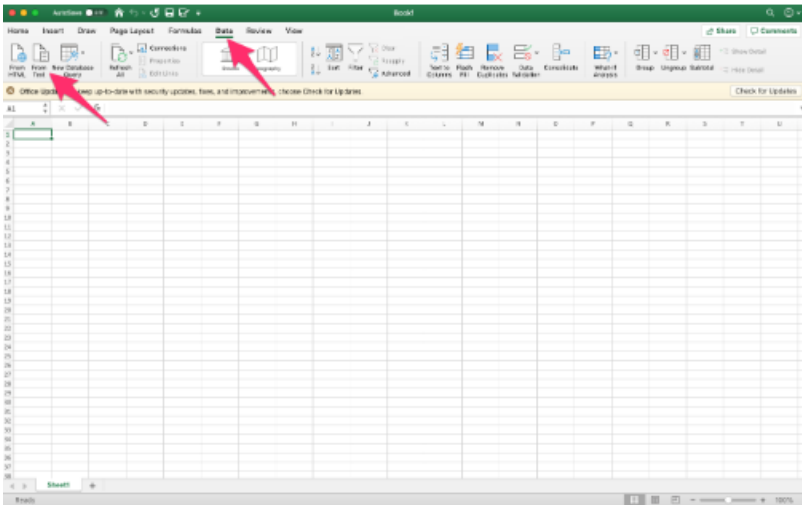
How to open a CSV in an Excel?

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

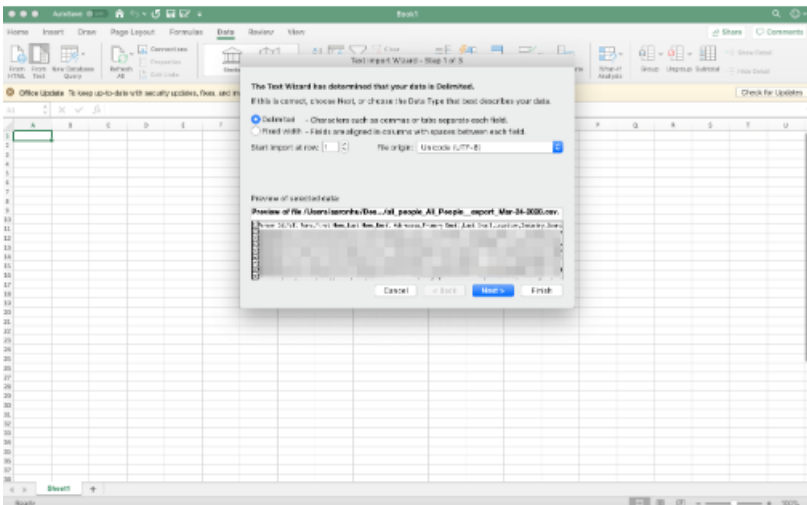
To open CSV in Excel properly pls follow this procedure:

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.

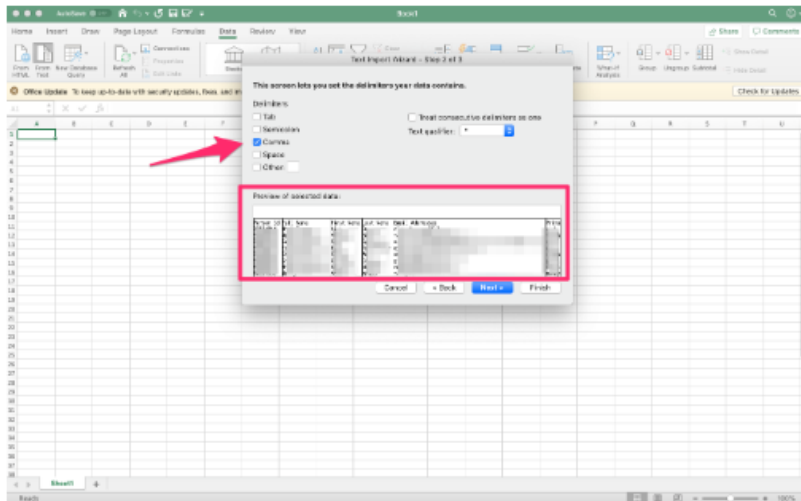
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.



6. Finally, click Finish.

7. Remember to Save your document!

Obstacles reported

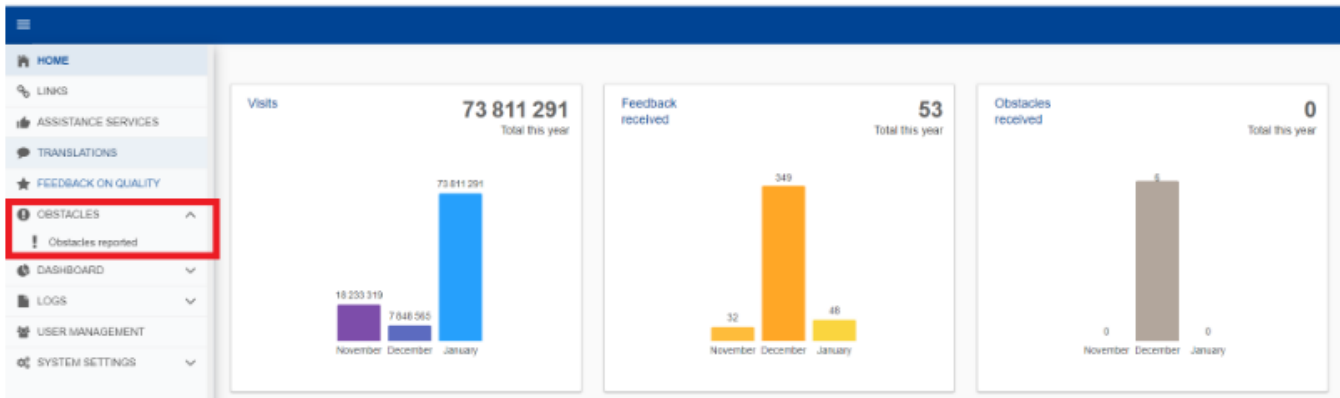
- Obstacles reported
 - How to access the obstacles reported module?
 - How to navigate on obstacles reported module?
 - Filters
 - Export to CSV
 - How to open a CSV in an Excel?
 - How to manage the Status of an Obstacle?
 - How to translate the free text of an Obstacle?
 - Export obstacles (FoSMO)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

Obstacles reported

[Hide filters](#)

4 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	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	⋮
Belgium	Austria	Taxes	Value-added tax		2021-04-22 14:55:19	Open	⋮

⏪ 1 ⏩ 10

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, Start date and End date.**

Home > Obstacles reported

Obstacles reported

Status: Filter by status... Country of origin: Filter by origin countries... Audience: Filter by audiences... Category: Filter by categories...

Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy Clear filters

[Hide filters](#)

4 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	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	⋮
Belgium	Austria	Taxes	Value-added tax		2021-04-22 14:55:19	Open	⋮

⏪ < 1 > ⏩ 10 ▾

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

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

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

[Clear filters](#) [Hide filters](#)

12 items found [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	⋮

⏪ < 1 2 3 > ⏩ 5 ▾

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.

Obstacles reported

Status Category Problem areas Start date End date

[Clear filters](#)

[Hide filters](#)

12 items found [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	Translate
teste final em portugues, teste numero 4							
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	

Filters

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

Home > Obstacles reported

Obstacles reported

Status Country of origin Audience Category

Problem areas Start date End date [Clear filters](#)

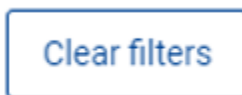
[Hide filters](#)

4 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	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	
Belgium	Austria	Taxes	Value-added tax		2021-04-22 14:55:19	Open	

1/10

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



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

Obstacles reported

Status Category Problem areas Start date End date

[Clear filters](#)
[Hide filters](#)

12 items found [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	⋮

⏪ < 1 2 3 > ⏩ 5 ▾

Obstacles reported

[Show filters](#)

12 items found [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	⋮

⏪ < 1 2 3 > ⏩ 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]

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

12 items found [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	⋮

1 2 3 5

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

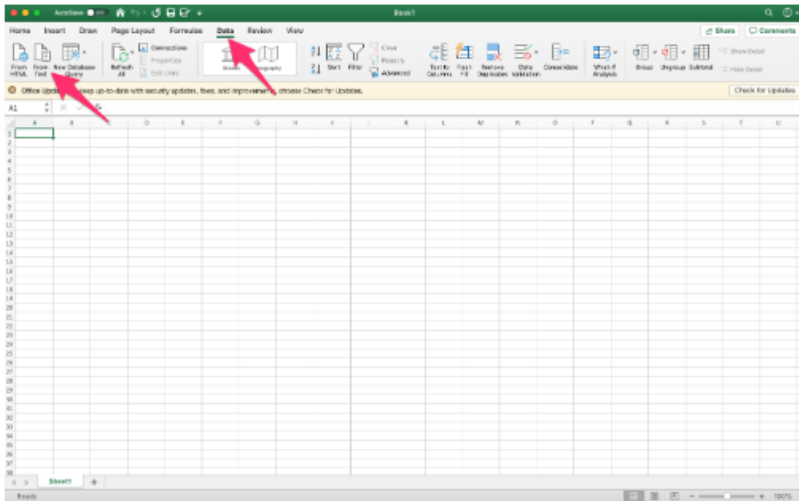
How to open a CSV in an Excel?

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

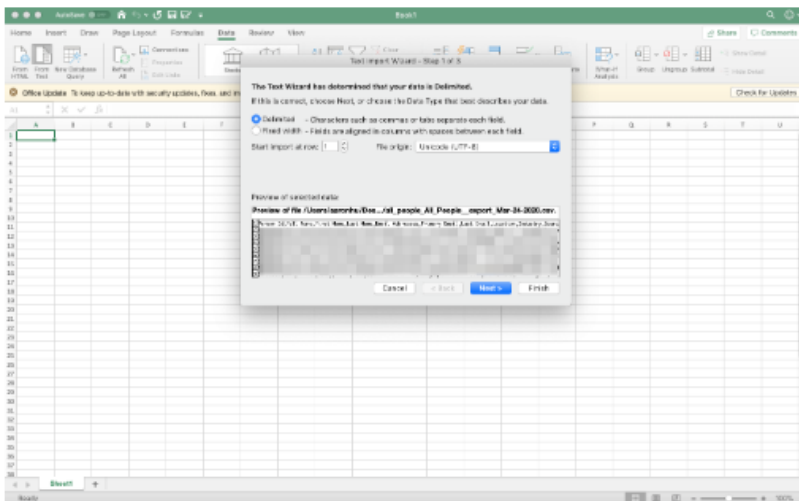
To open CSV in Excel properly pls follow this procedure:

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.

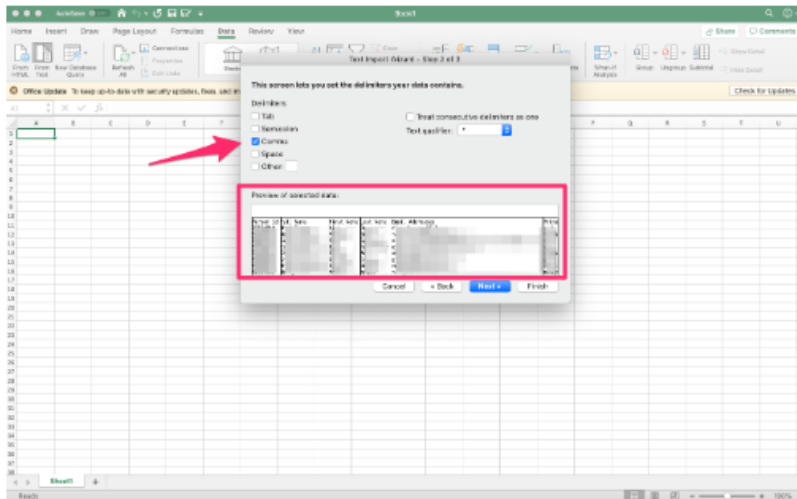
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.



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	Spain	Employees	Other		2021-04-21 17:03:26	Open	<ul style="list-style-type: none"> In progress Close Not relevant
Belgium	Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Open	

The following statuses are available for each obstacle:

- Open**
- In progress**
- Closed**
- Not relevant**

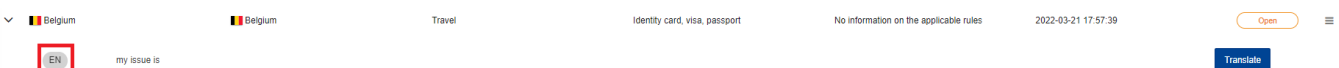
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

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

How to translate the free text of an Obstacle?

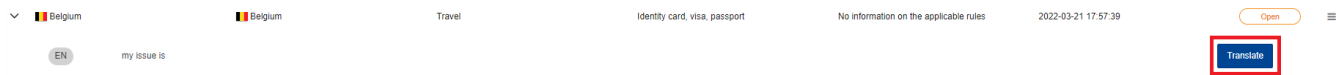
You can translate any free text in a given obstacle to a language of your preference.

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

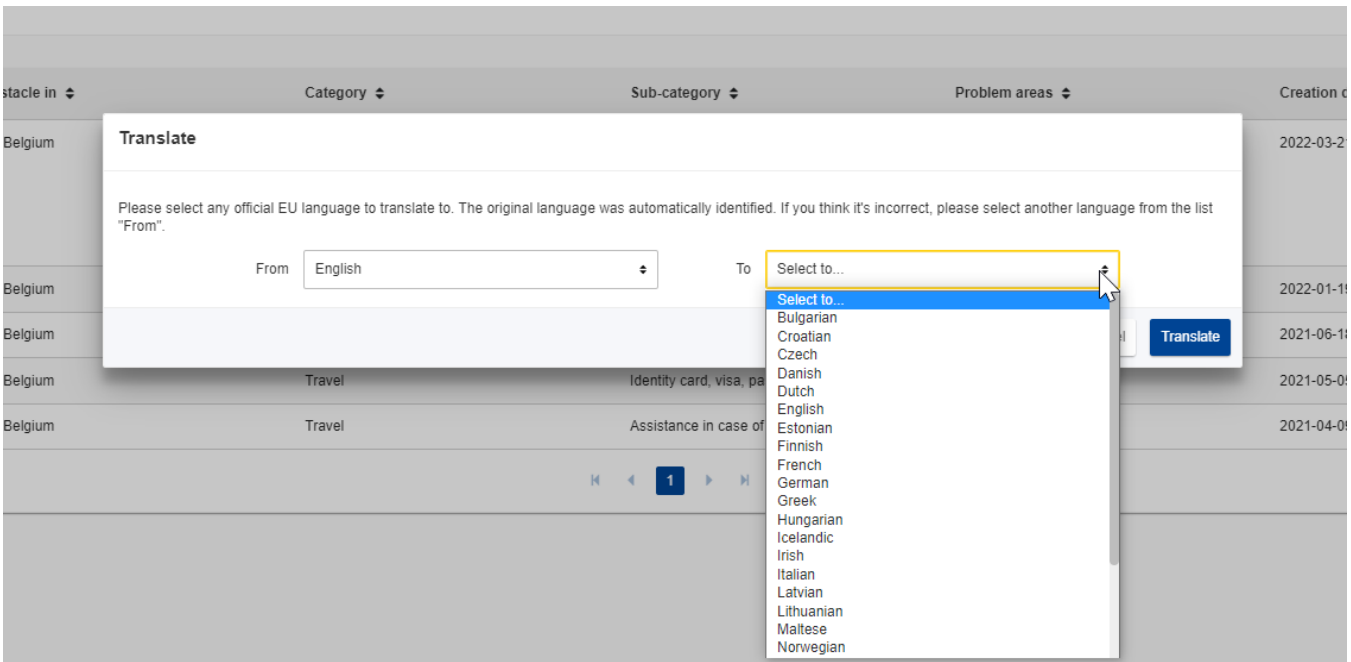


In case the original language is not identified or wrongly identified you can also select the original language.

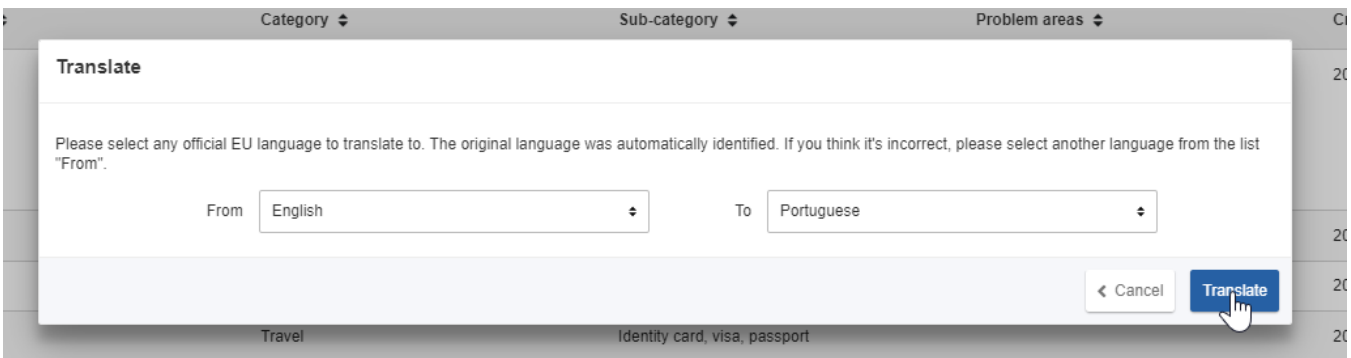
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



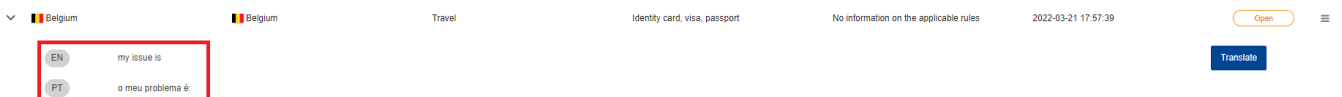
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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



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



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

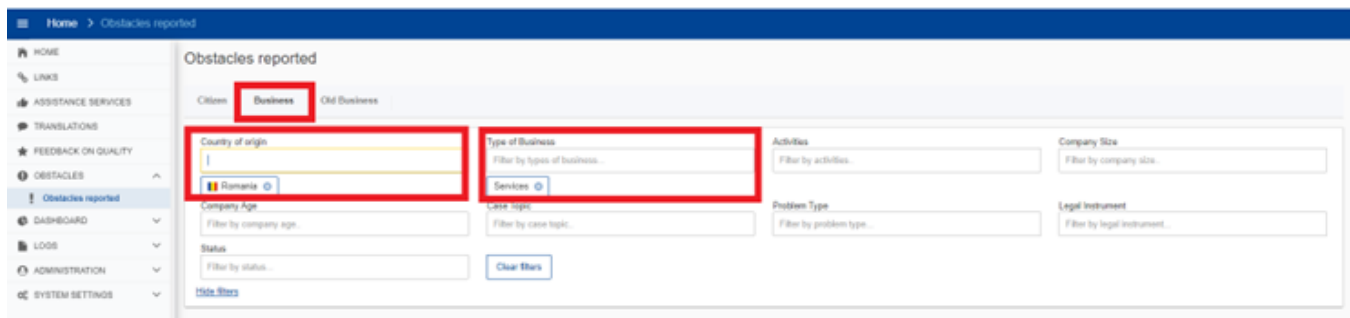
'The translation could not be done at this moment. Please try again later.'

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

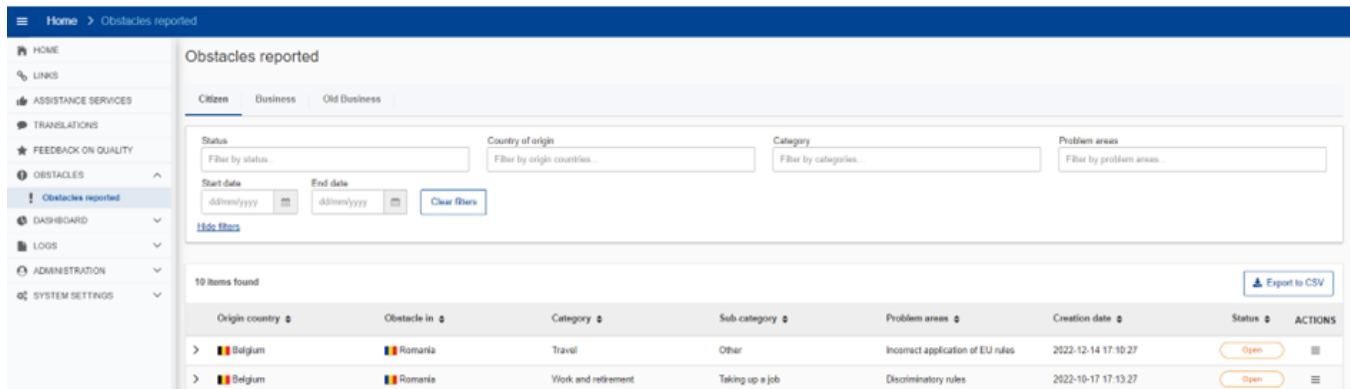
As a National coordinator you can export feedback on SMO for all the services in his country in a CSV/excel file



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

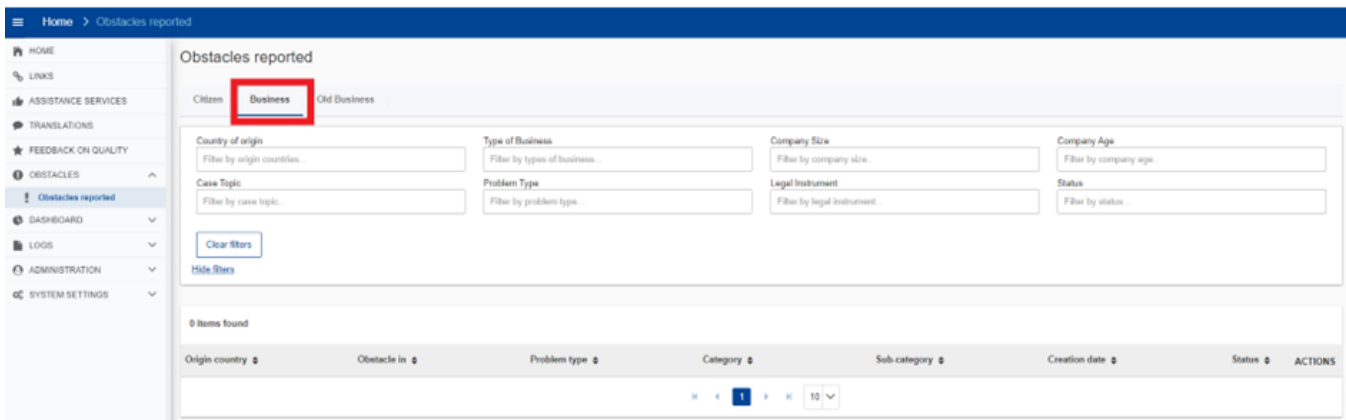
Update filter for Citizens tab

Audience filter removed from 'Citizens tab'



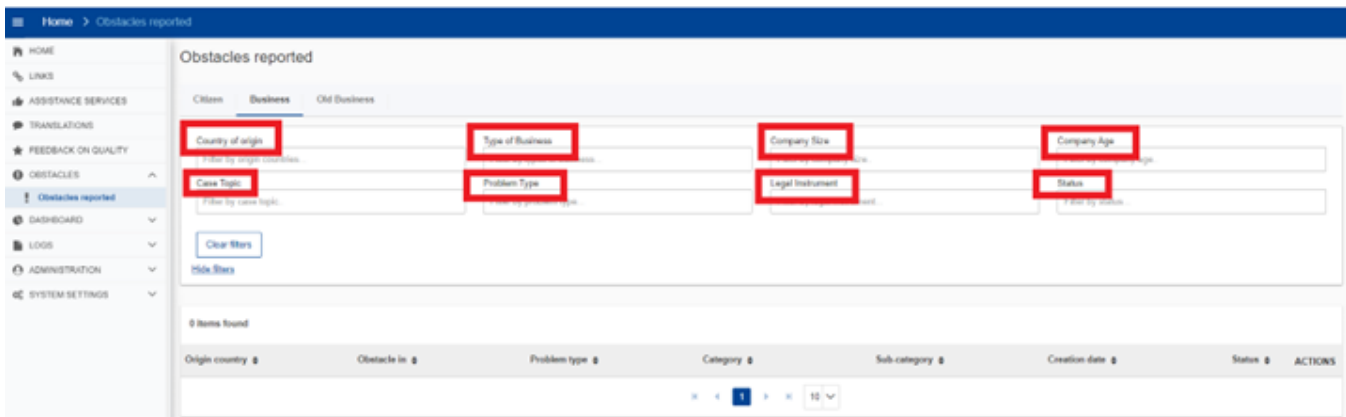
Add filters for new businesses tab in Obstacles

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



You will find this filter options:

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



Statistics Dashboard

- Statistics Dashboard
 - Introduction
 - How to access the Statistics Dashboard Module?
 - 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
 - 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
 - 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

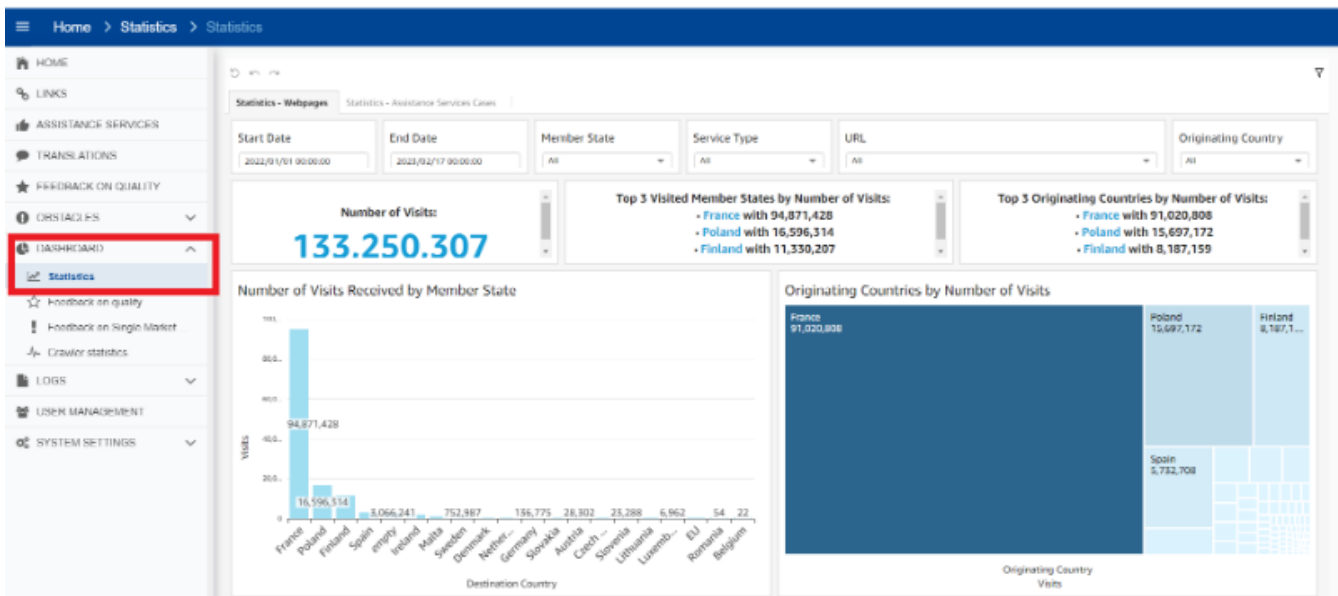
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

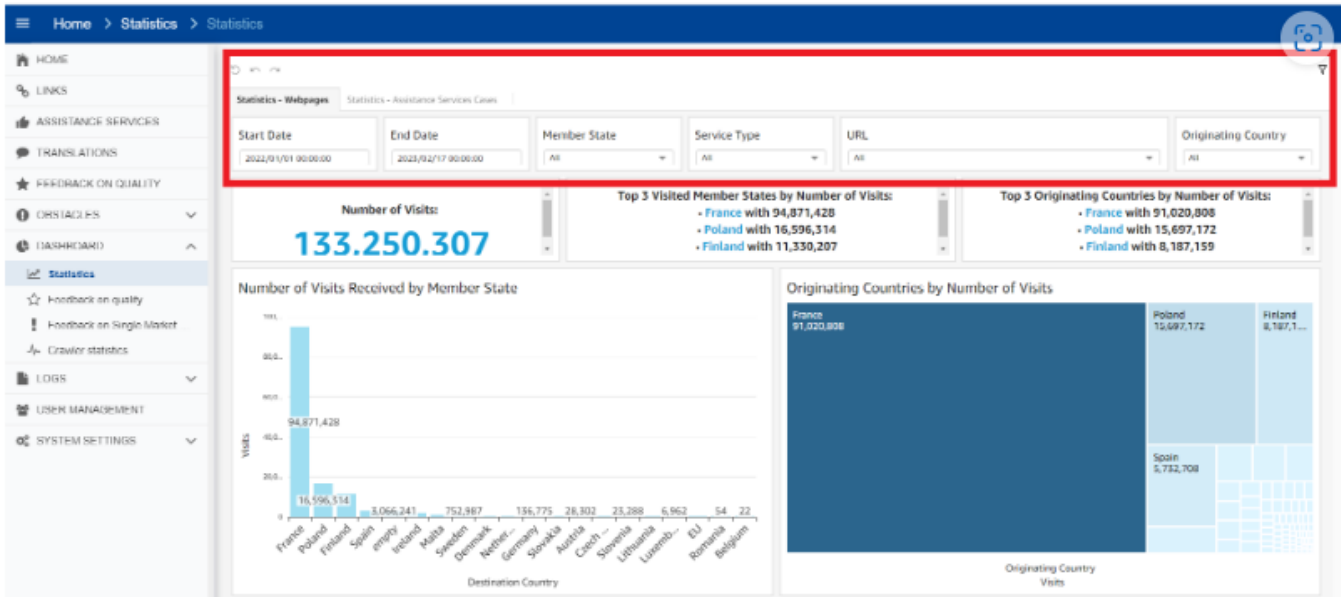


That action will expand more options,



How to navigate on Statistics Dashboard Module?

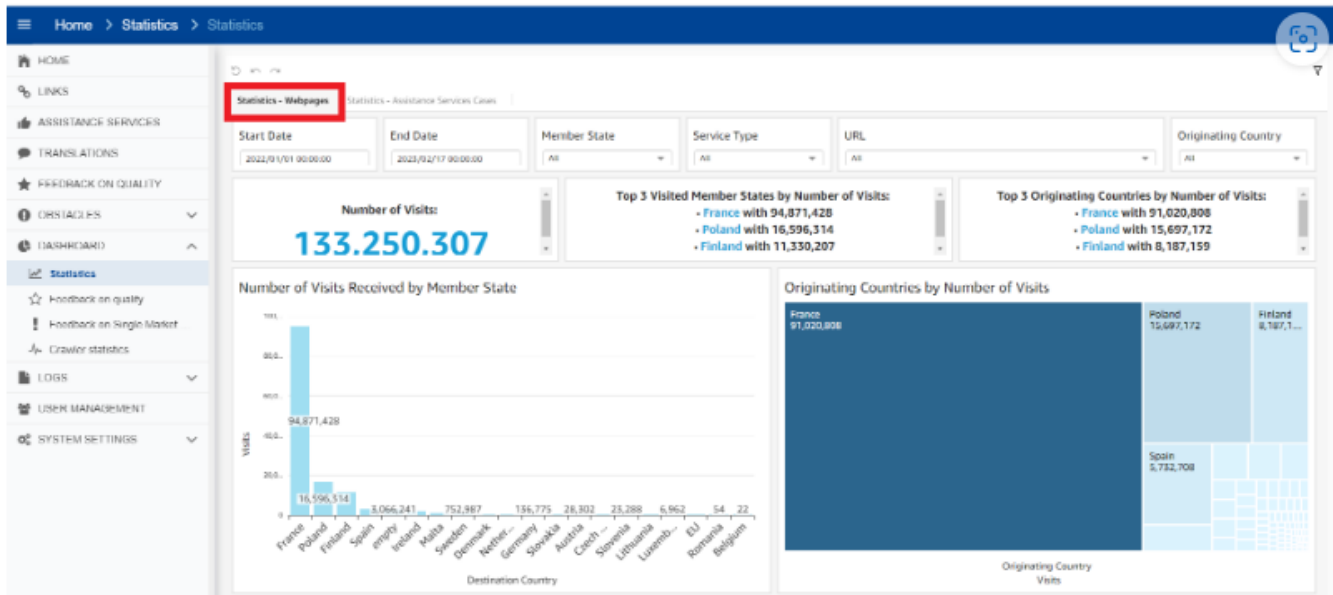
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



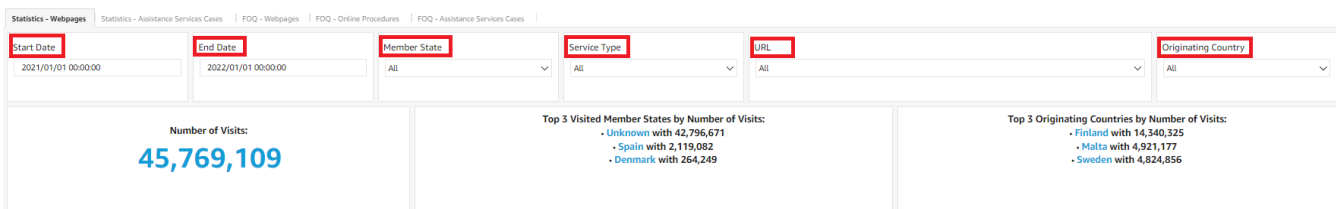
Statistics - Webpages

How to use the Filters

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

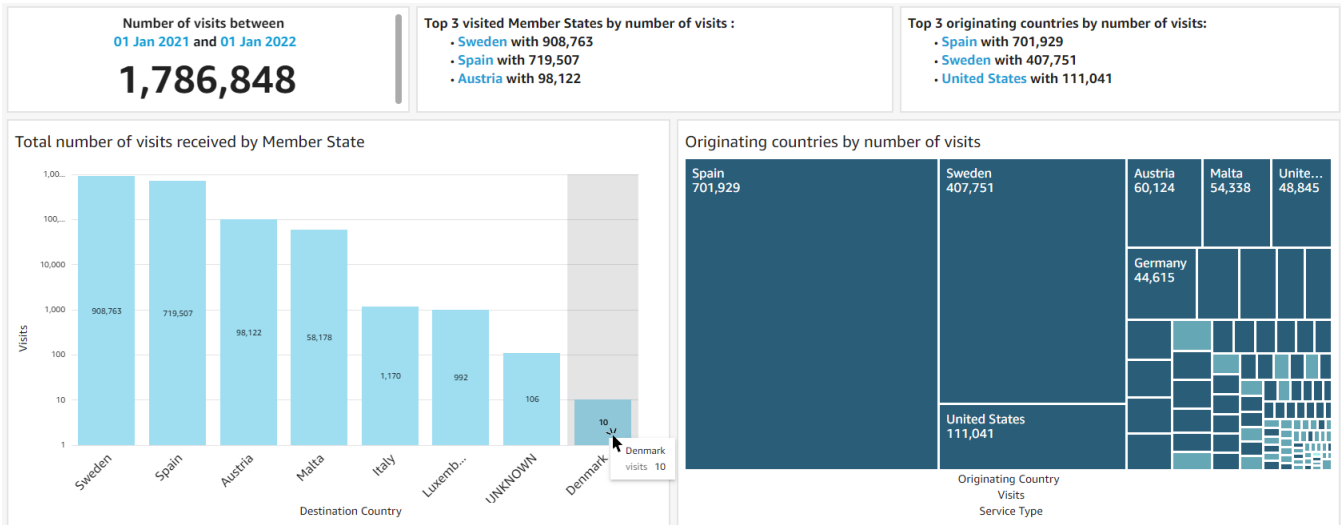


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.

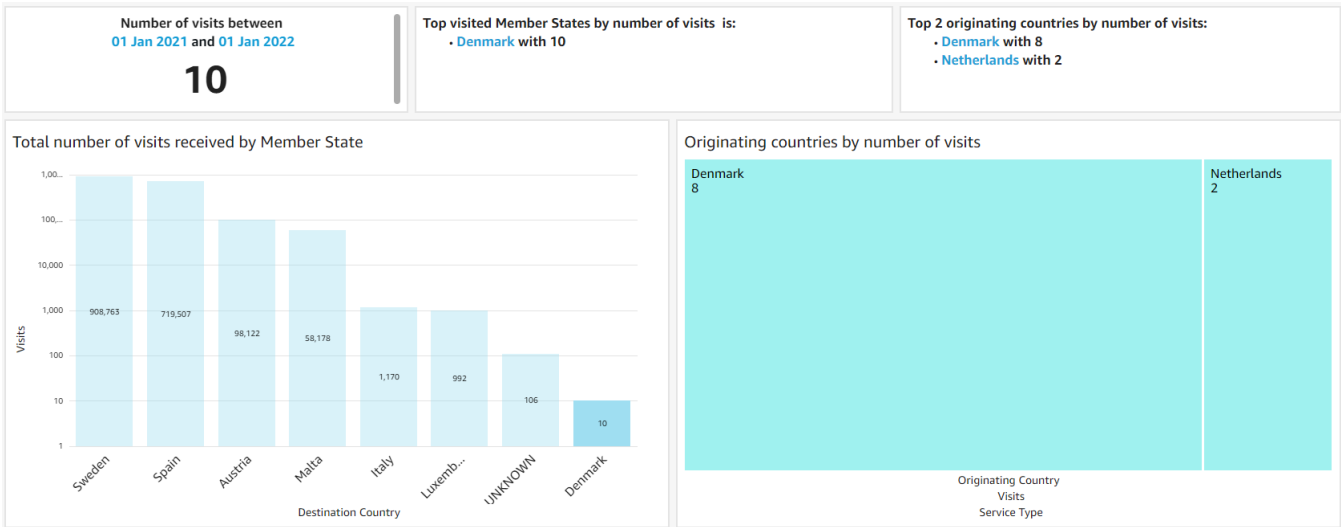


You can also drill down by just clicking on any chart for a desired value.

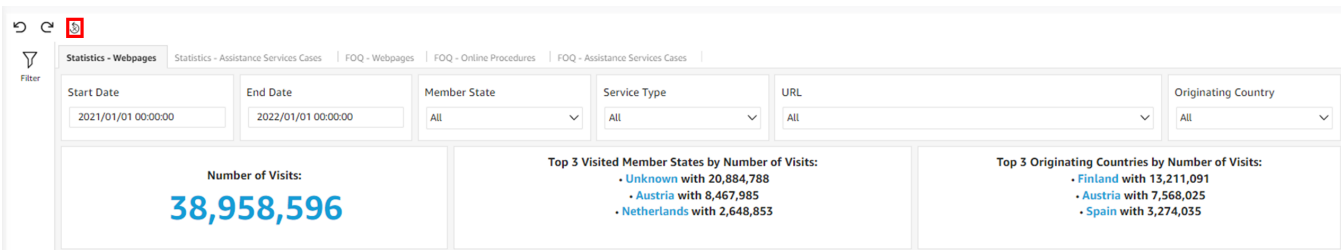
Before:



After:



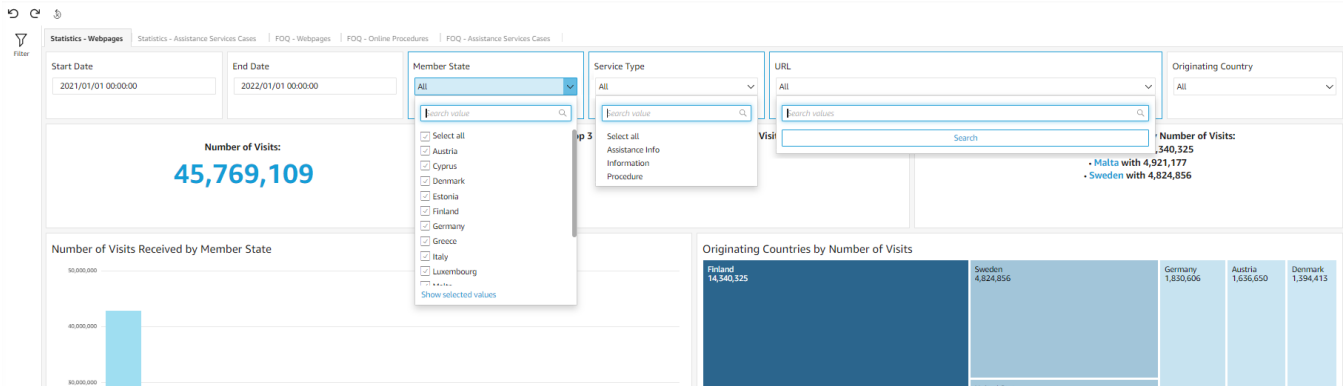
You can reset all filters you have added by clicking on the top left corner.



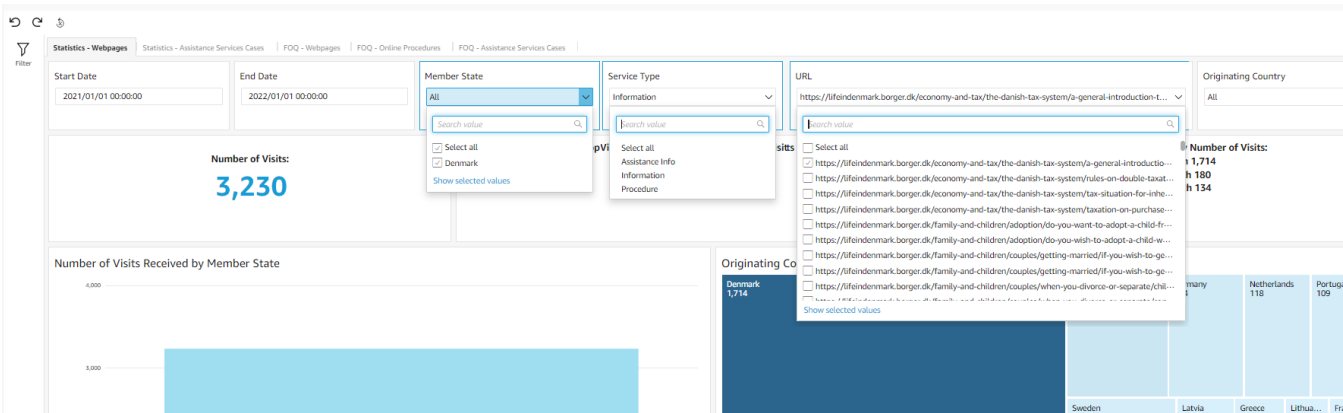
Cascading filters

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:



After:



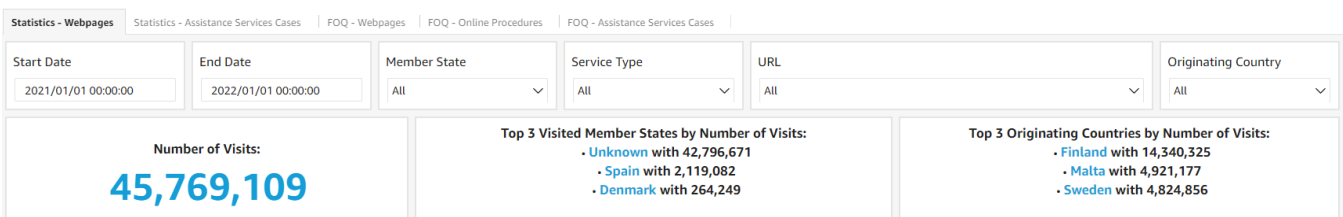
What can we consult in Statistics - Webpages tab?

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.

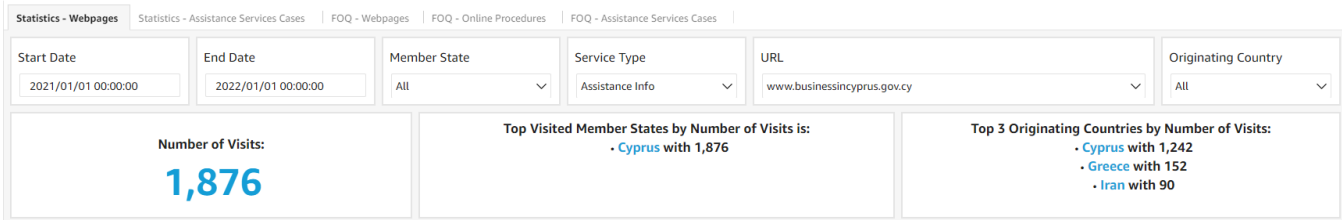
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

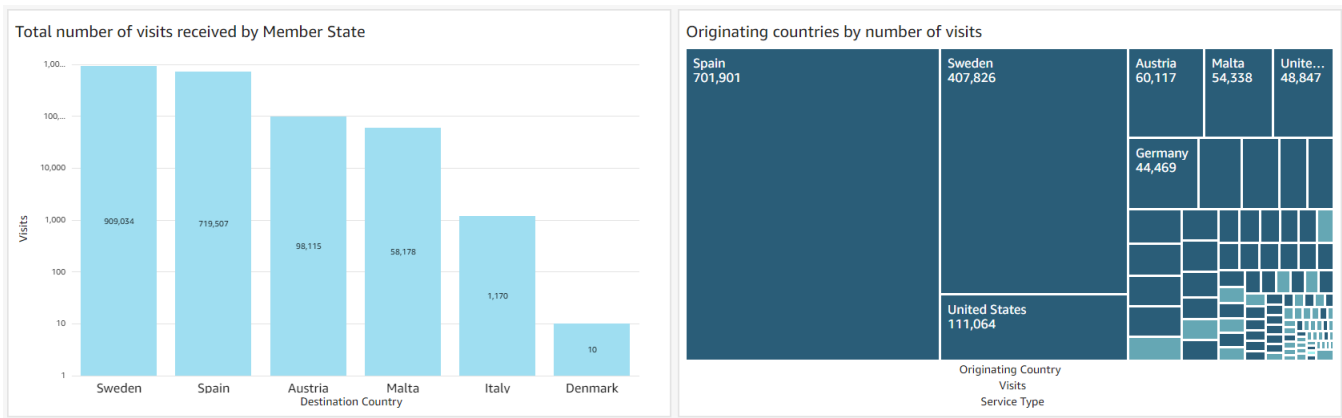


With filters applied:

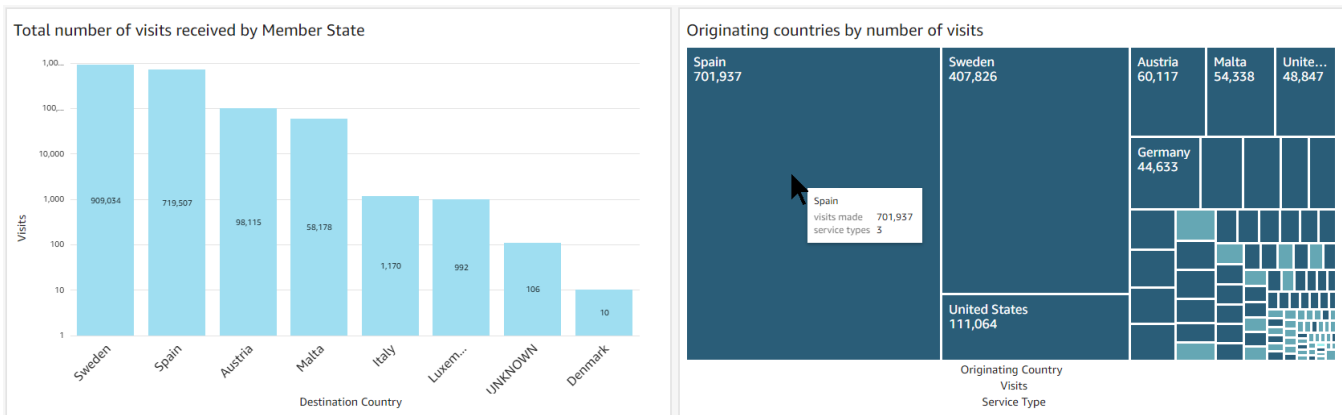


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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

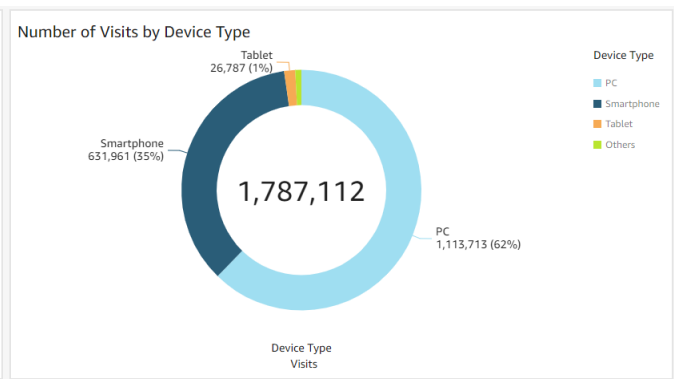
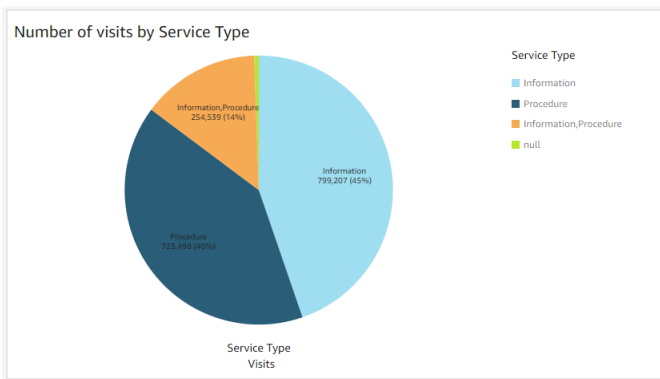


You can hover your cursor on top of the charts to get more details.



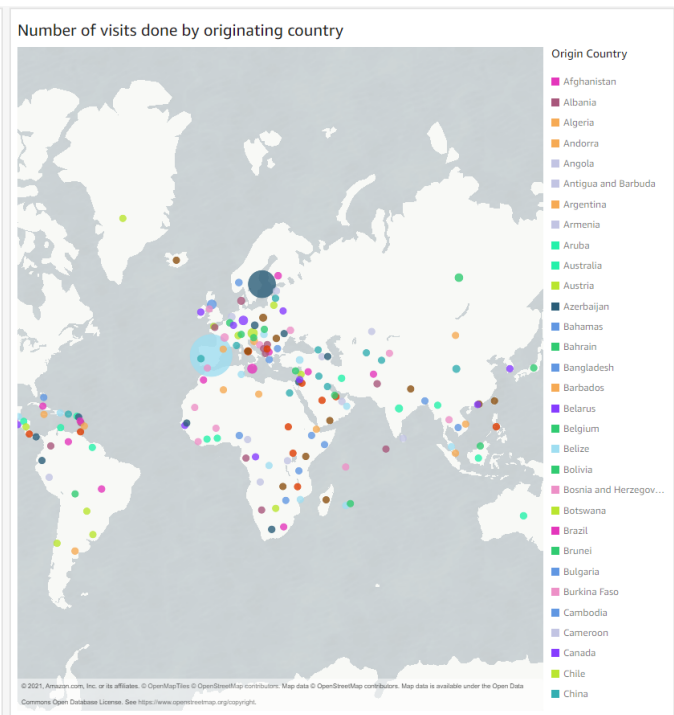
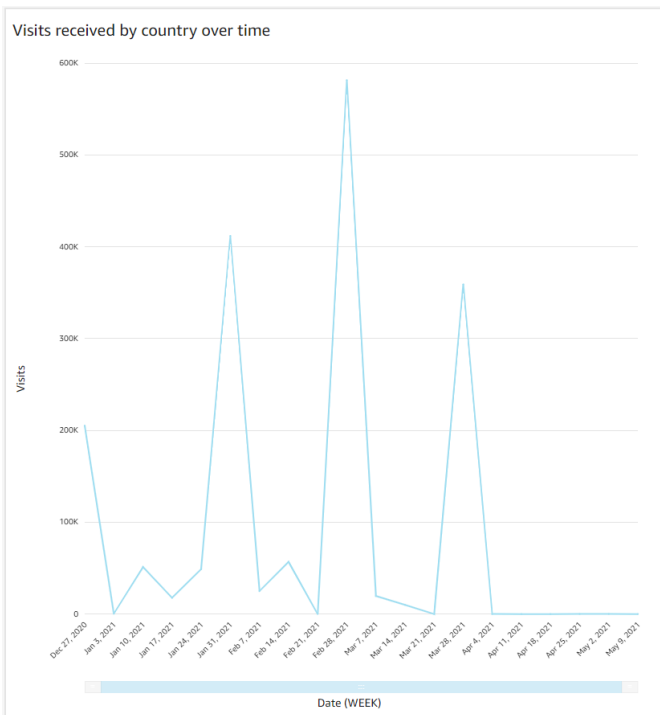
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

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



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

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



Statistics - Assistance Services Cases

How to use the Filters

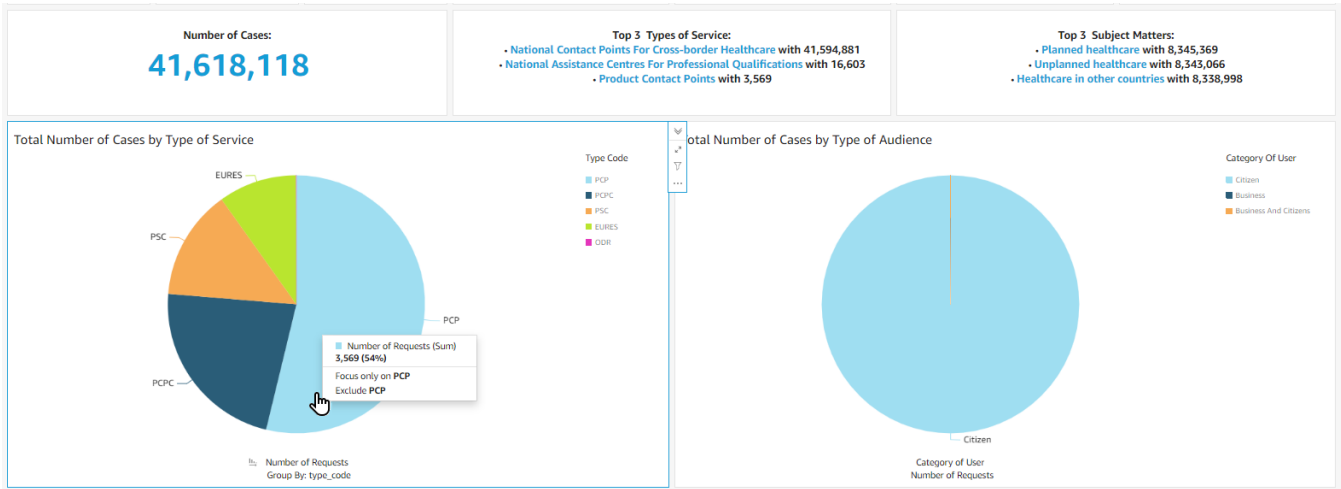
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

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

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Subject Matter All	Sub-subject Matter All	Specific Service All
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You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



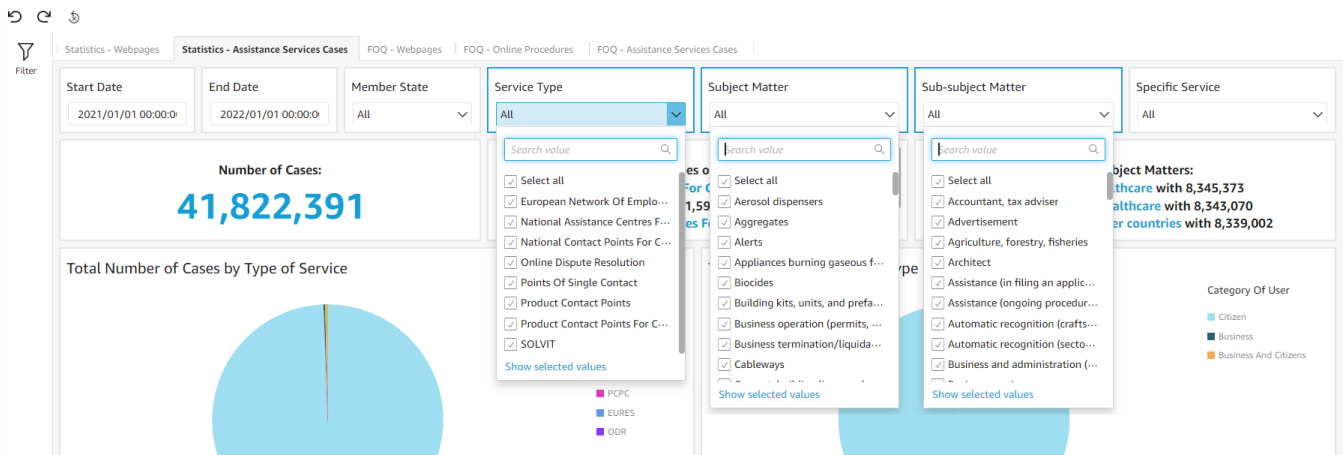
You can reset all filters you have added by clicking on the top left corner.



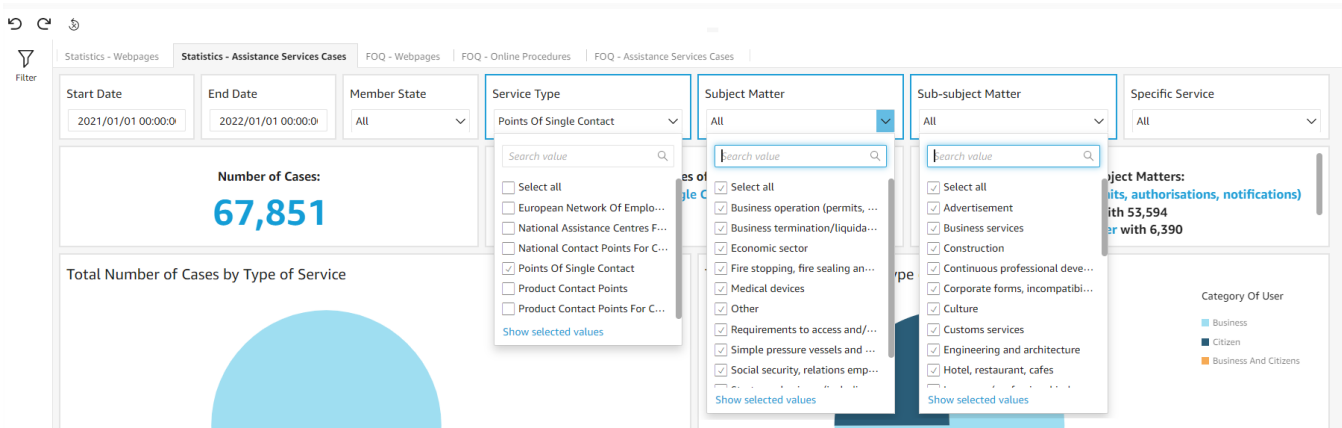
Cascading filters

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:



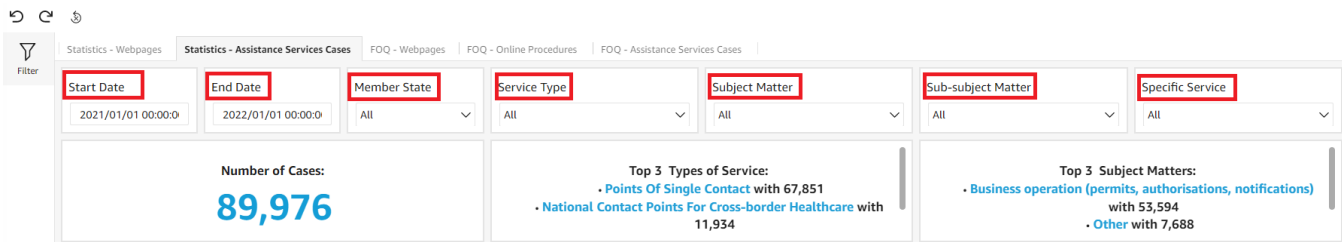
What can we consult in Statistics - Assistance services cases tab?

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.

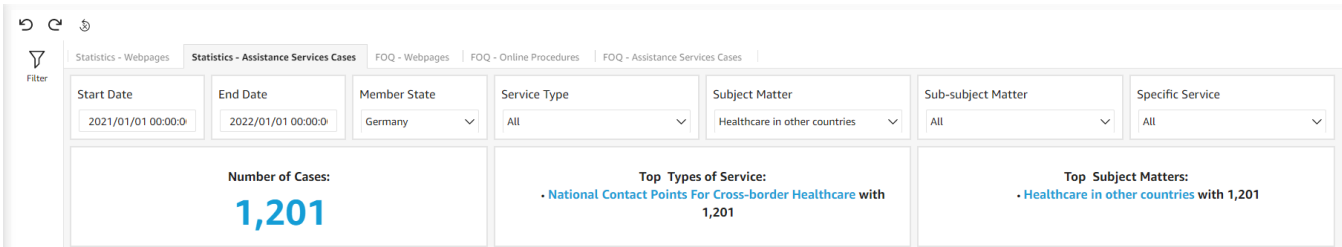
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

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:

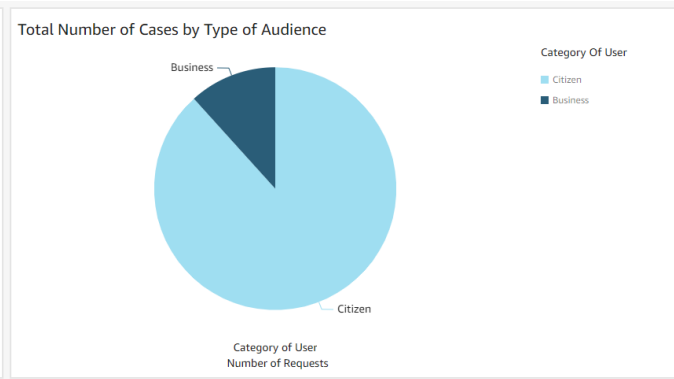
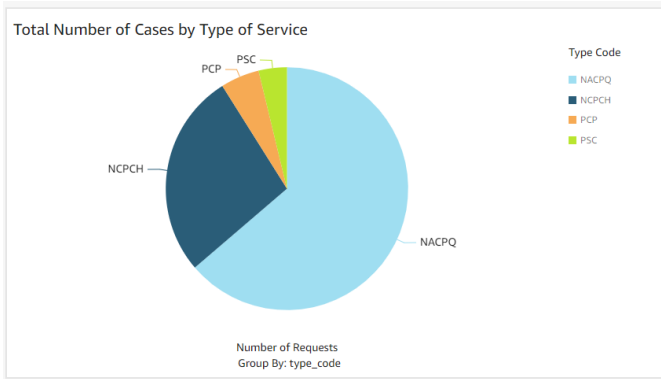


With Filters Applied:

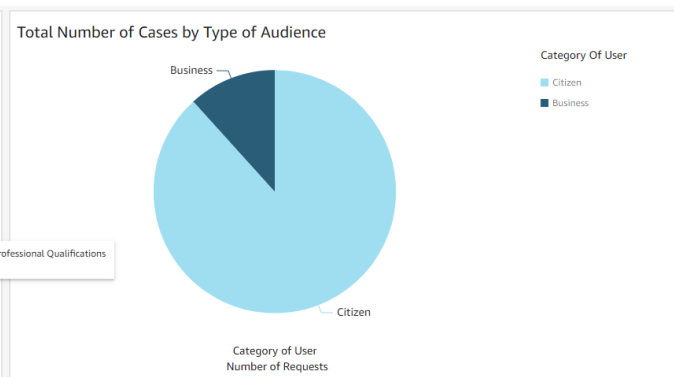
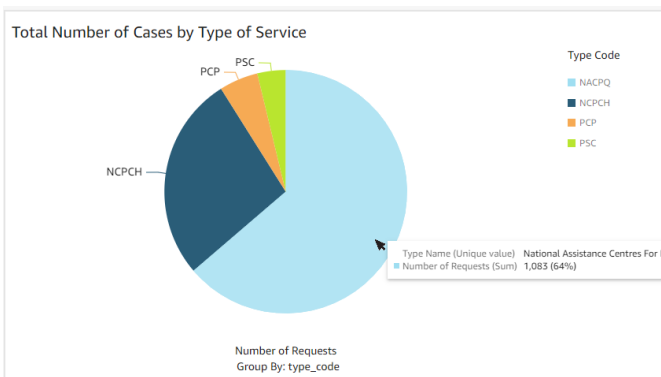


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

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

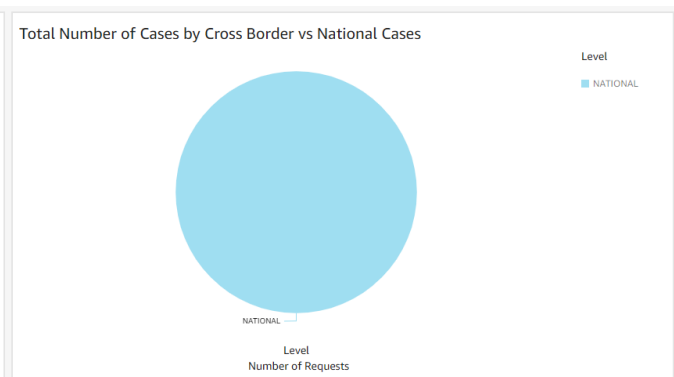
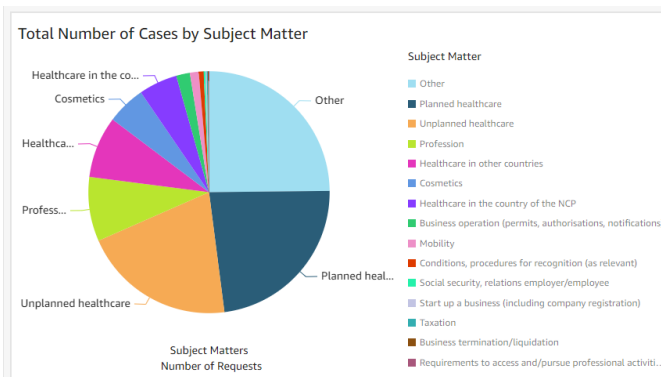


You can hover your cursor on top of the charts to get more details.



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 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.

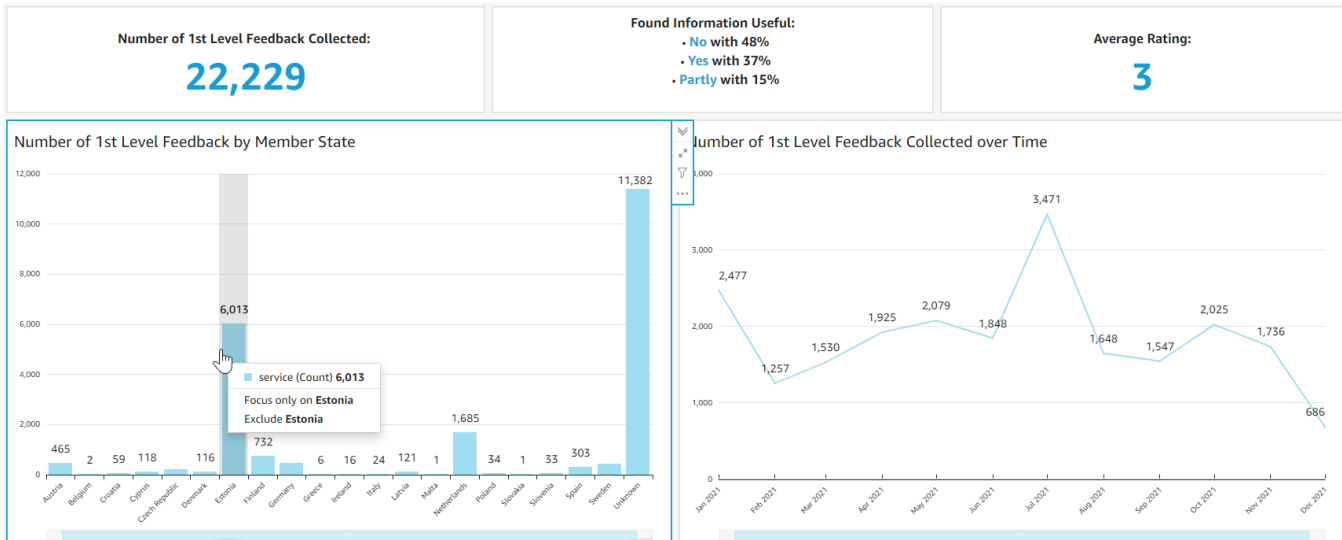
FOQ - Webpages

How to use the Filters

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

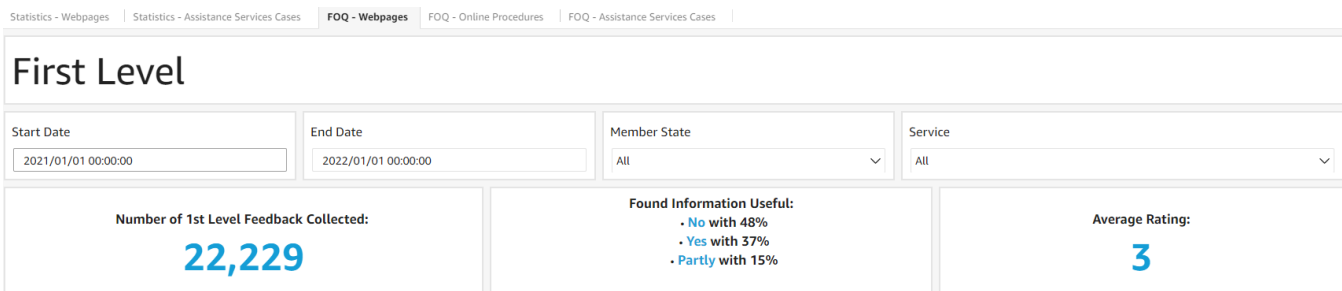
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

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:



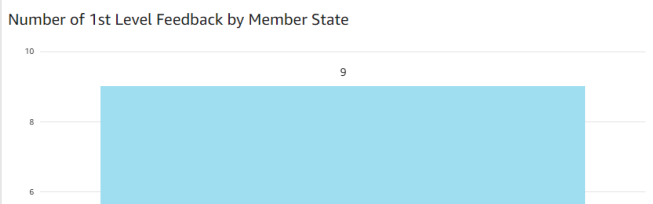
After:

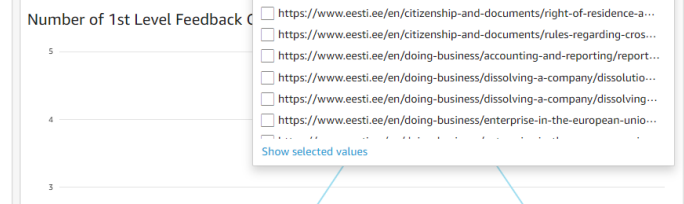
First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: Estonia | Service: https://www.eesti.ee/en/citizenship-and-documents/personal-identity-docu...

Number of 1st Level Feedback Collected: **9**

Found Information Useful:
• Partly with 33%
• No with 33%
• Yes with 33%

Number of 1st Level Feedback by Member State: 

Number of 1st Level Feedback C: 

Search value: [Search bar]
 Select all
 https://www.eesti.ee/en/citizenship-and-documents/citizenship/estonian-...
 https://www.eesti.ee/en/citizenship-and-documents/citizenship/the-right-...
 https://www.eesti.ee/en/citizenship-and-documents/personal-identity-do-...
 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/doing-business/accounting-and-reporting/report-...
 https://www.eesti.ee/en/doing-business/dissolving-a-company/dissolutio-...
 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](#)

Second Level

Before:

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: **2,439**

After:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: Croatia | Service: https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...

Number Of 2nd Level Feedback Collected: **2**

Feedback Collected: 

Search value: [Search bar]
 Select all
 https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste-...
 https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do-...
 https://mup.gov.hr/prebivaliste-boraviste-329/329
[Show selected values](#)

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

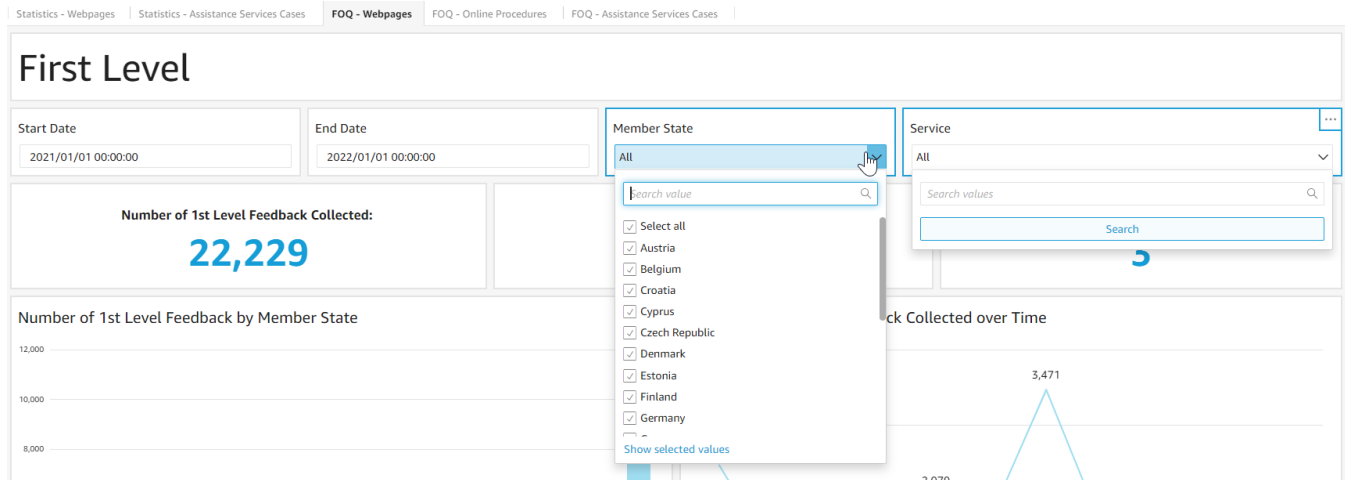


Cascading filters

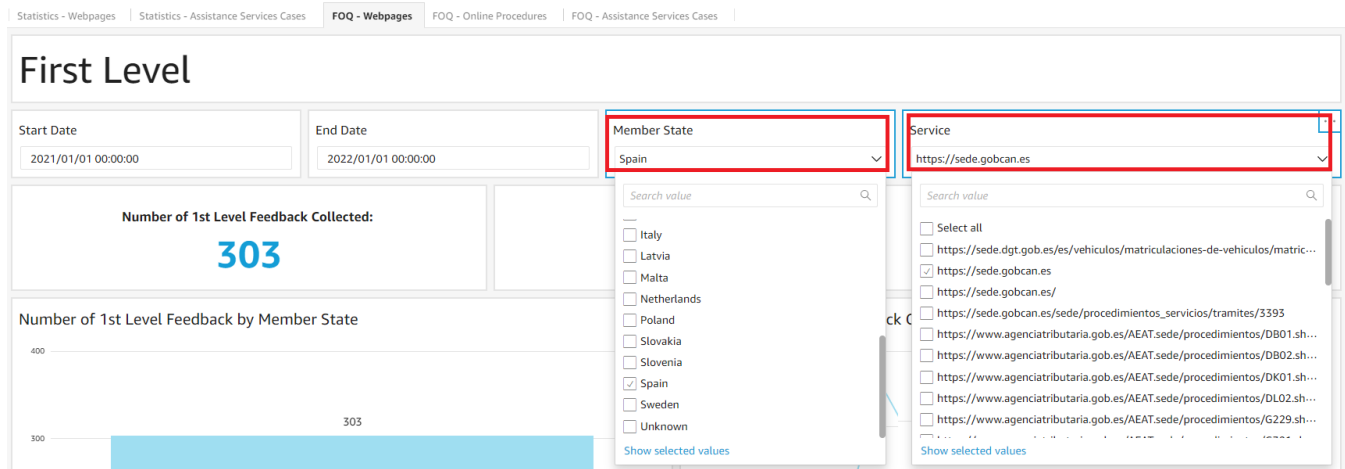
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



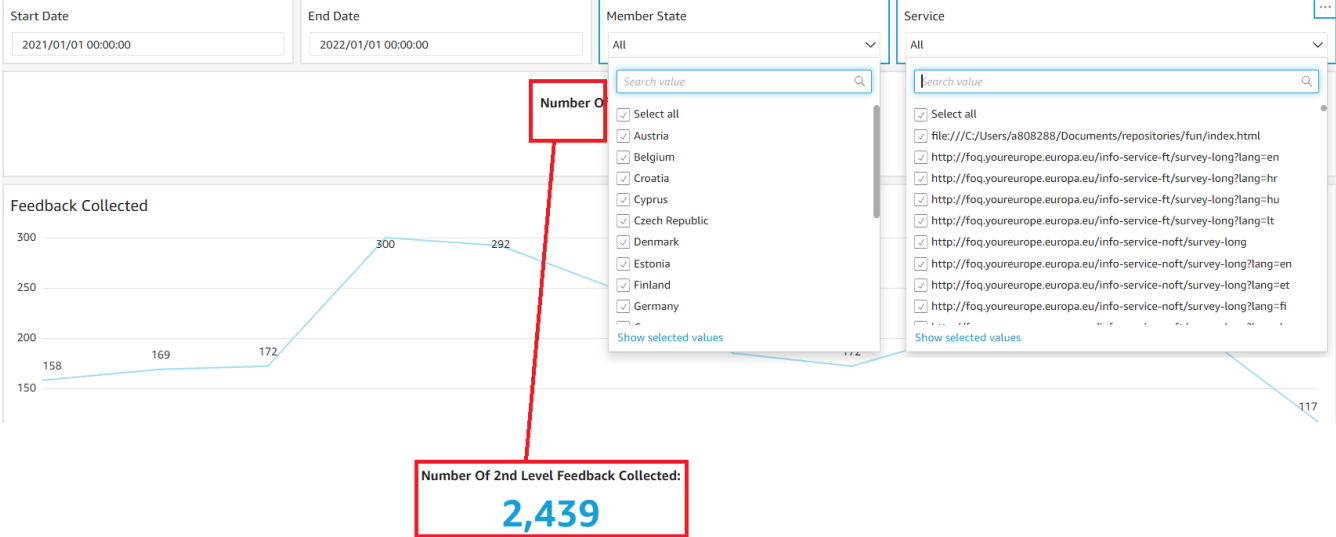
After:



Second Level

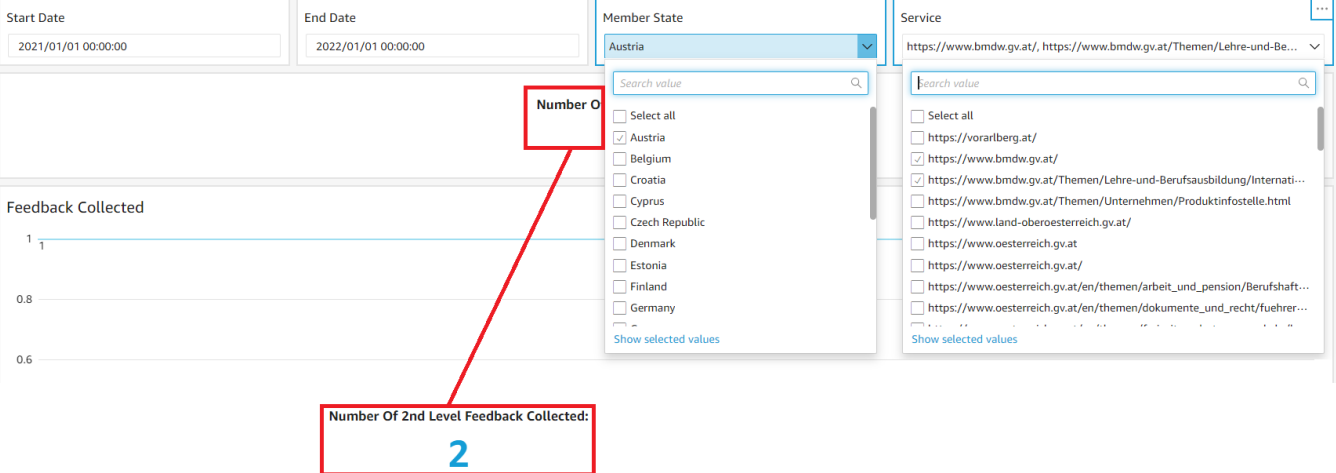
Before:

Second Level



After:

Second Level



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

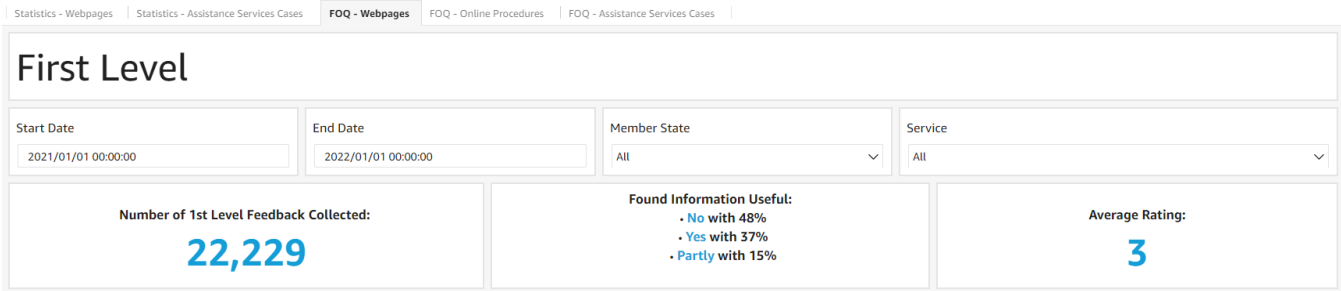
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

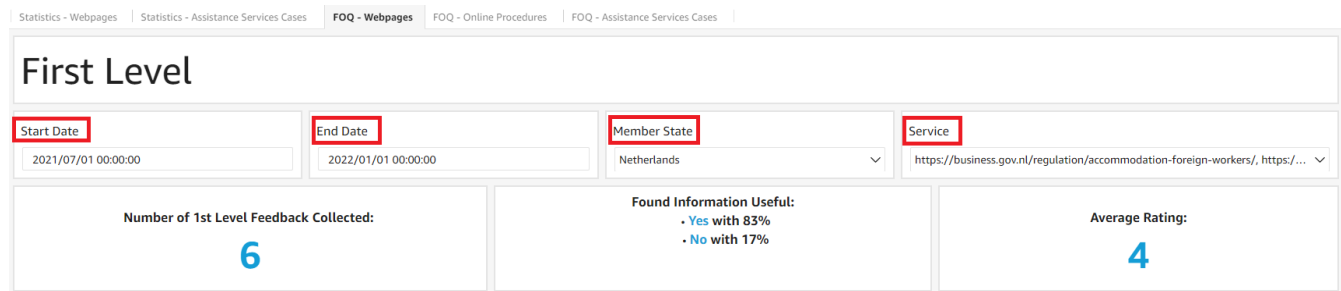
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

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

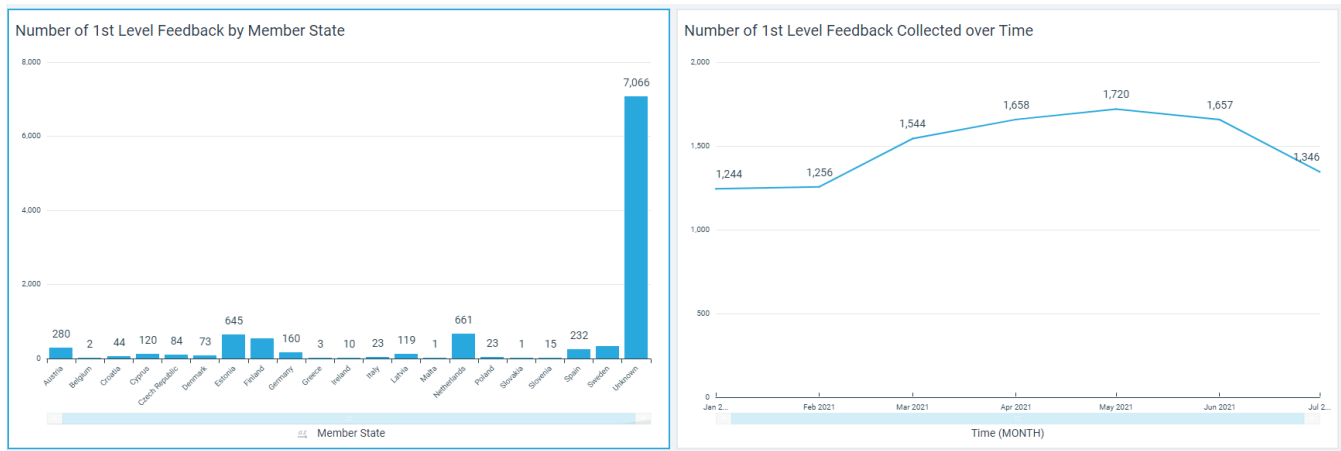
Without filters applied:



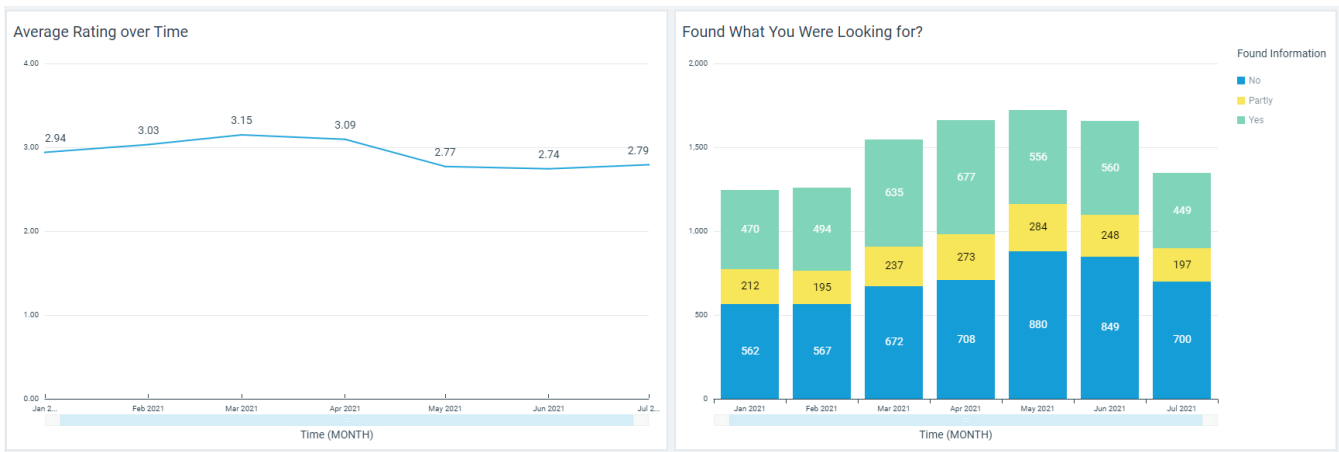
With Filters applied:



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.

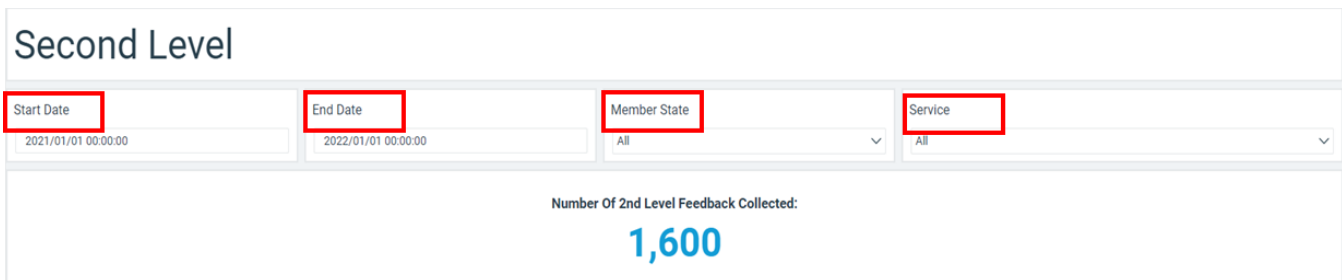


Again here you can also use filters to drill down the data.

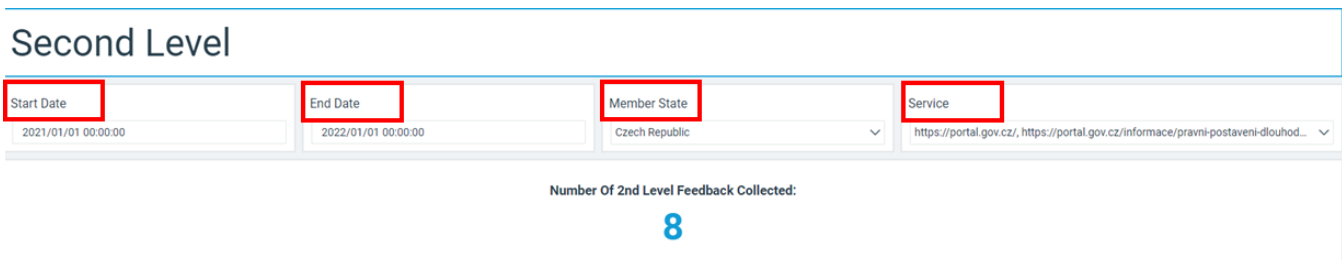
Second Level

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

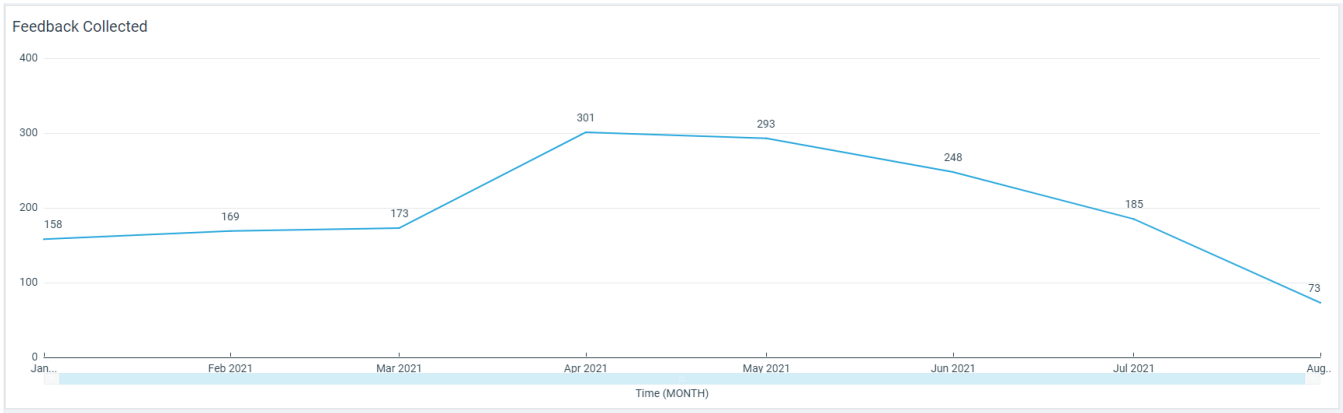
Without Filter:



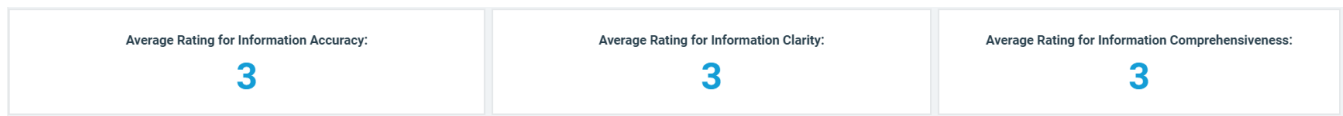
With Filters:



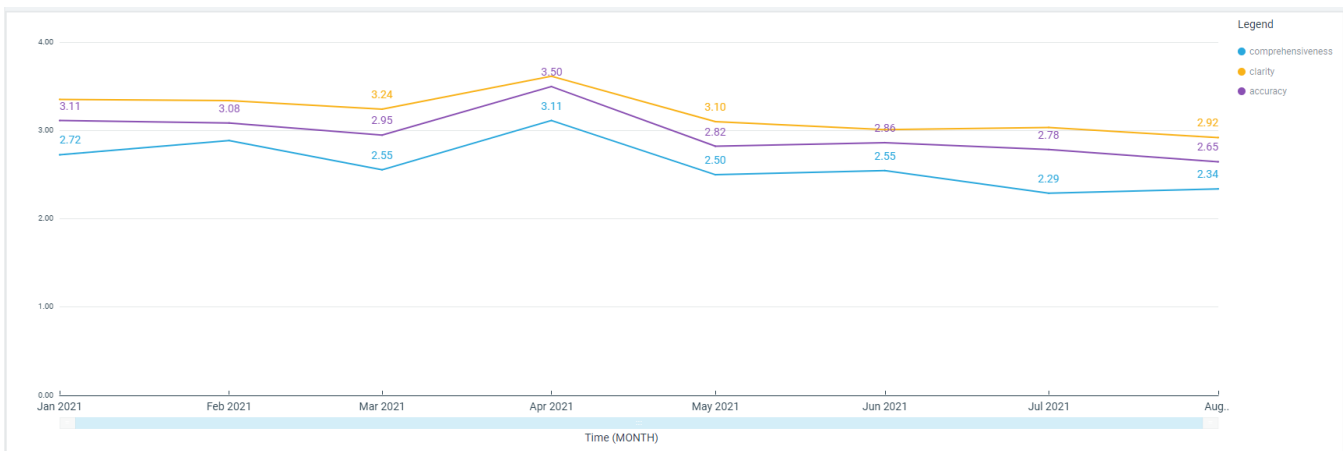
On the next block we have a line chart with the **Feedback Collected** over time.



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



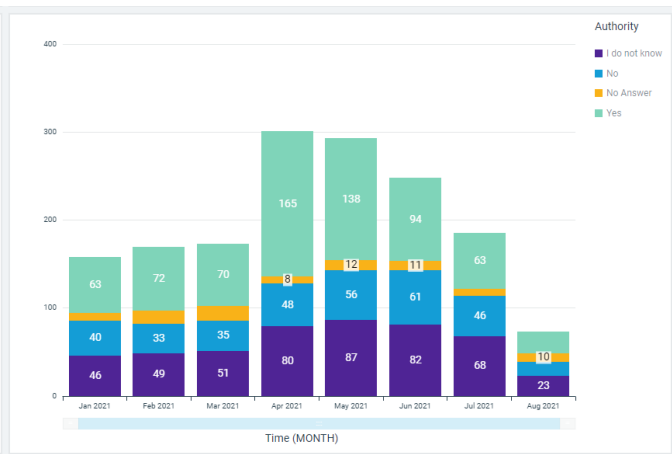
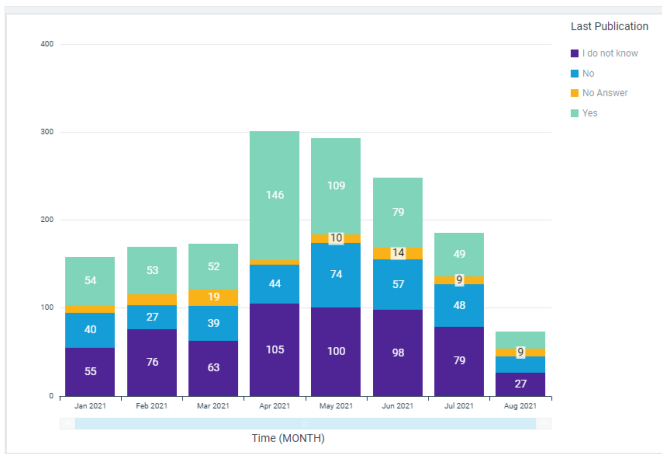
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



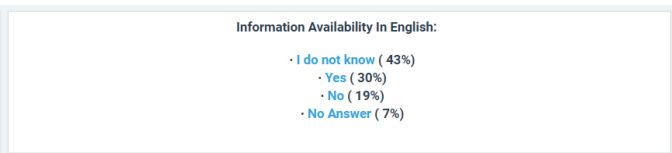
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



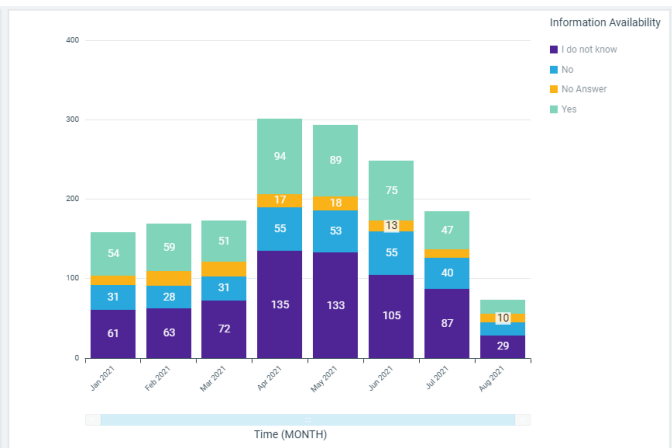
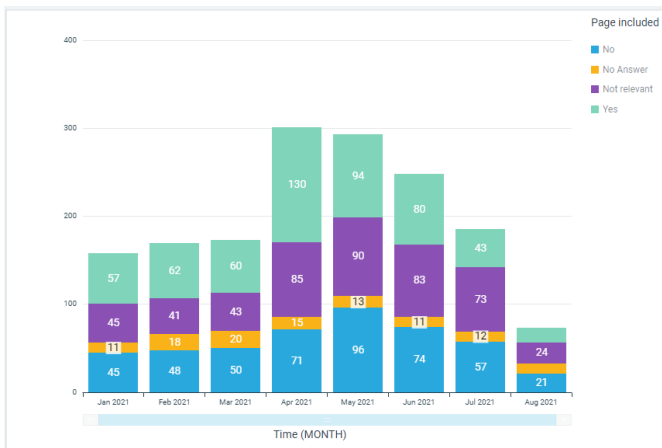
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option **'No Answer'** for the questions which are not answered by the users.



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.



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.

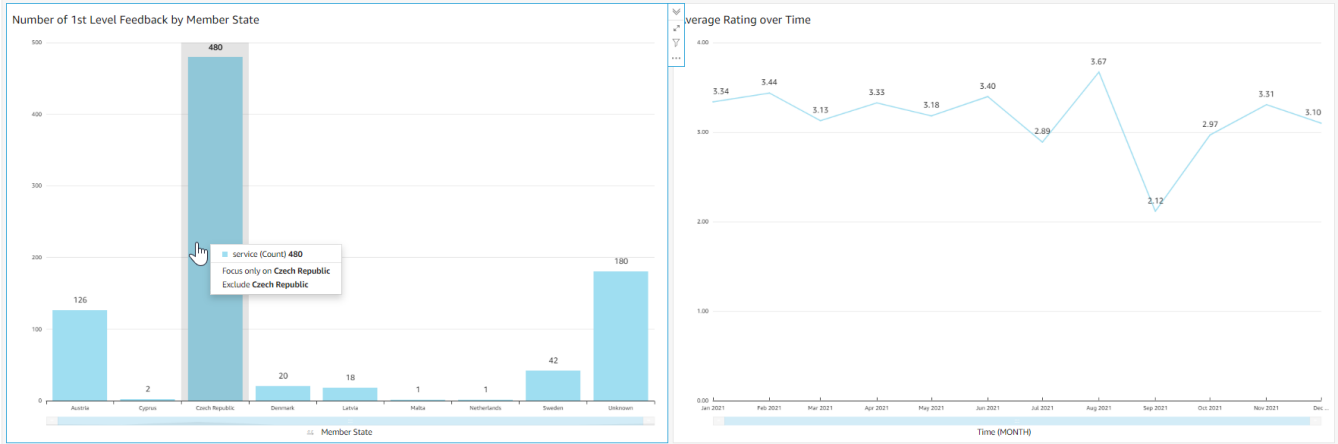
Start Date

End Date

Member State

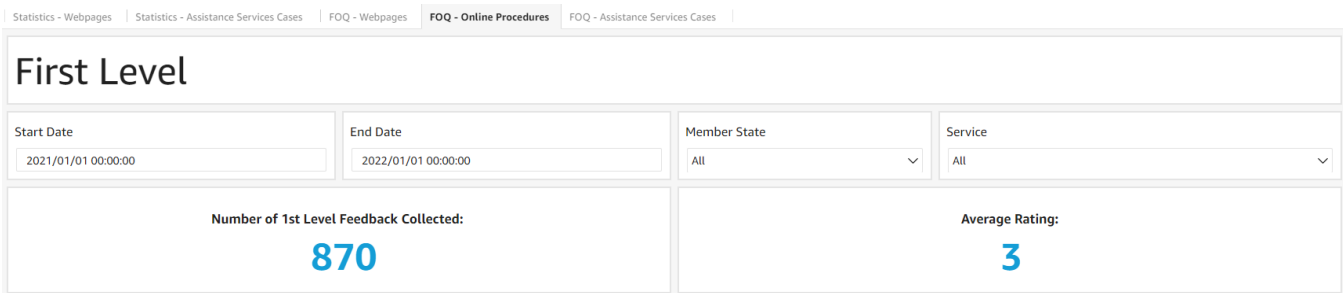
Service

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

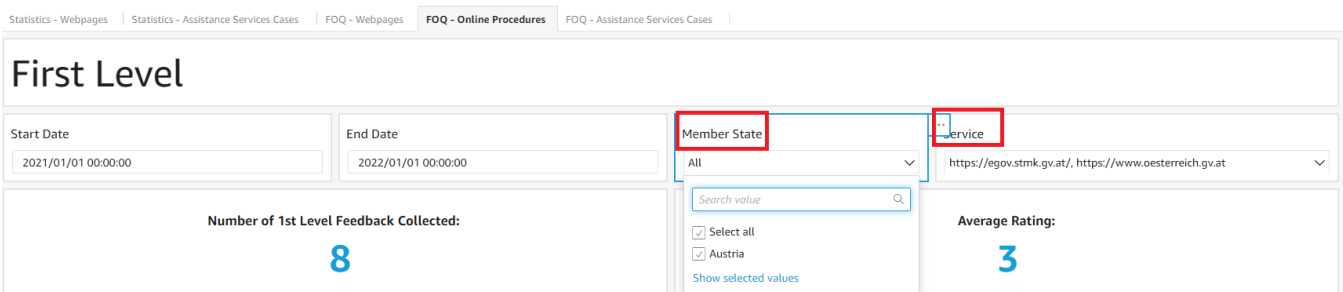


First Level

Before:



After:



Second Level

Before:

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: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

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



Cascading filters

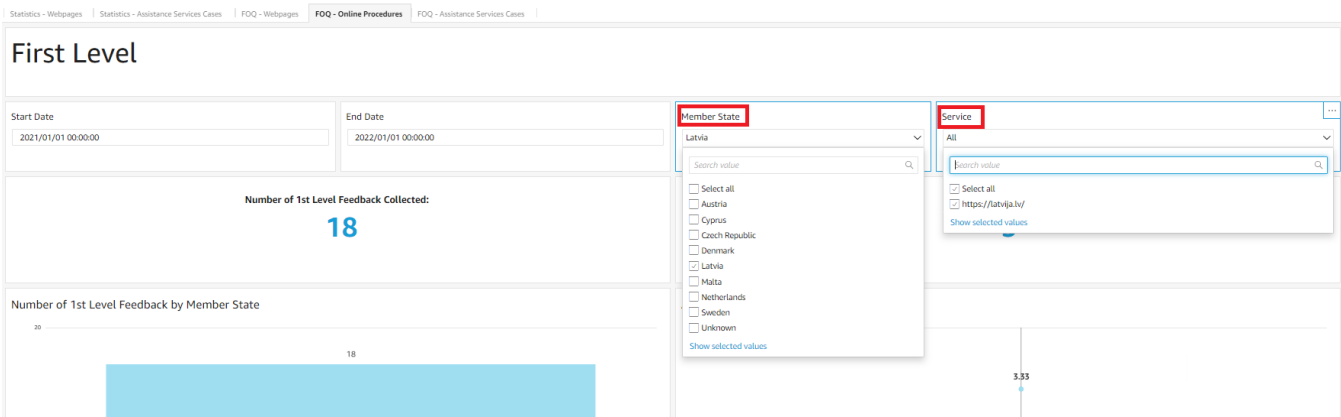
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

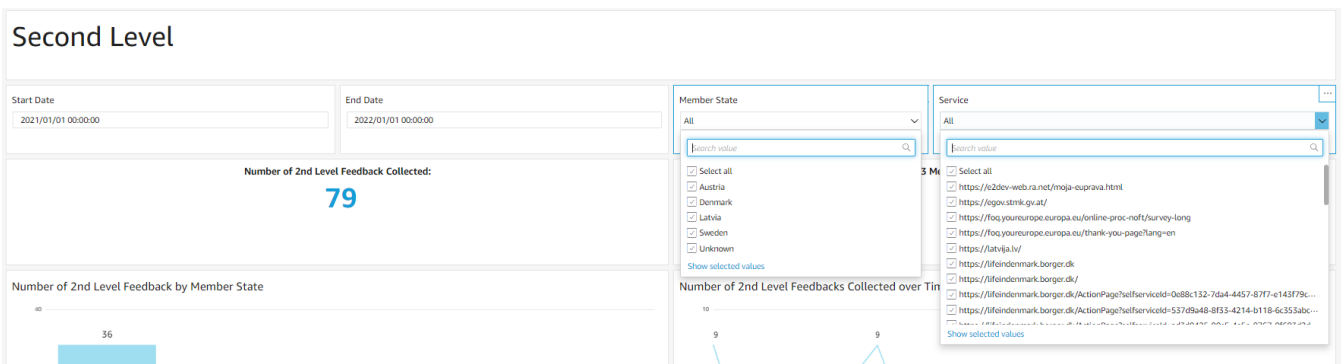
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 1st Level Feedback Collected: 870		Number of 1st Level Feedback by Member State	
Number of 1st Level Feedback by Member State		Number of 1st Level Feedback by Service	

After:

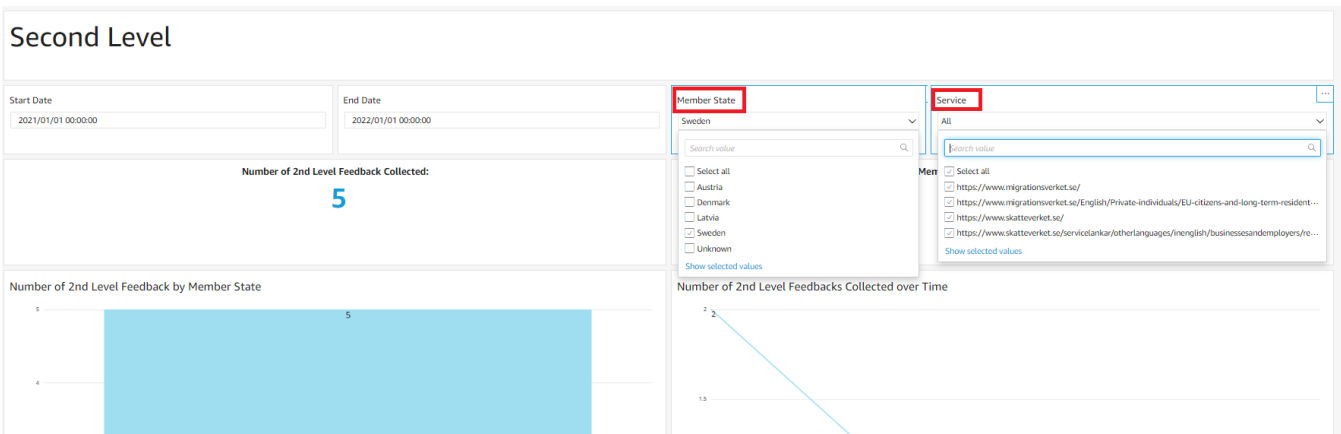


Second Level

Before:



After:

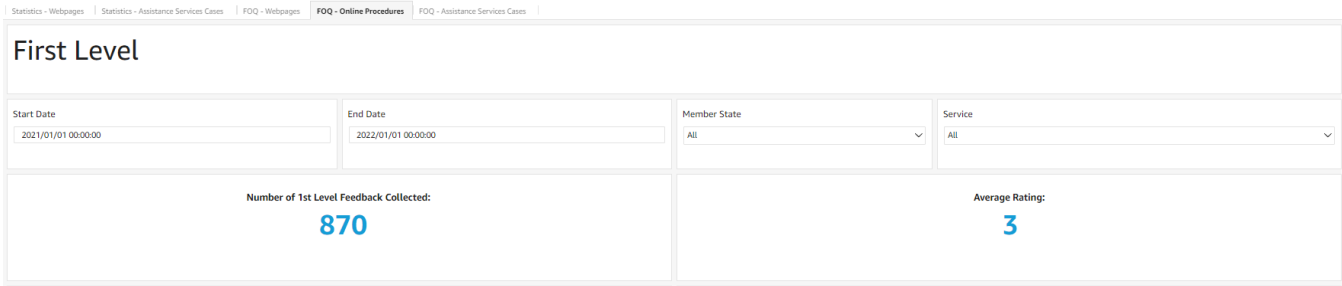


What can we consult in Feedback on Quality - Online Procedures tab?

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.

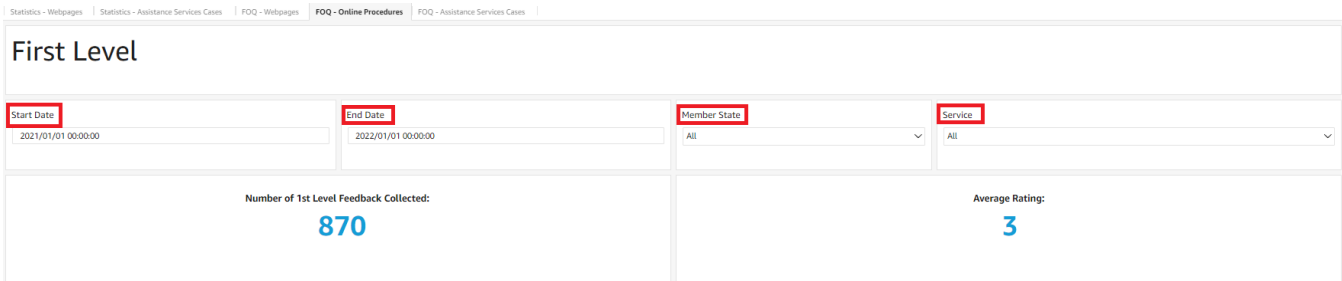
First Level

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

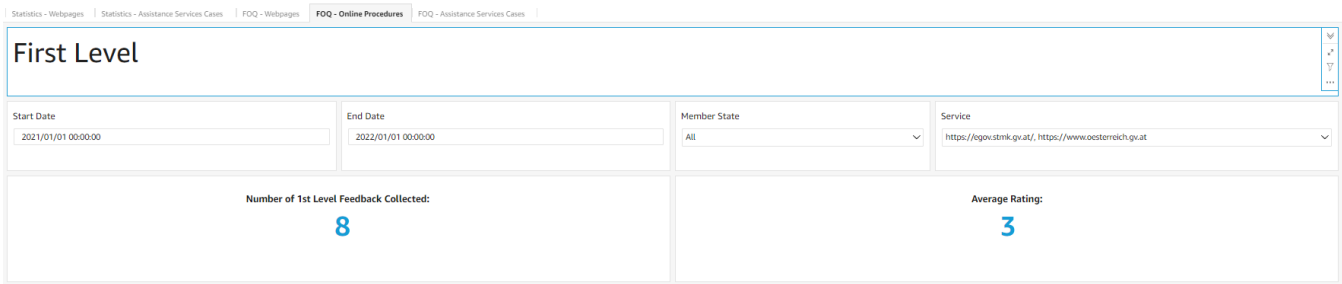


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

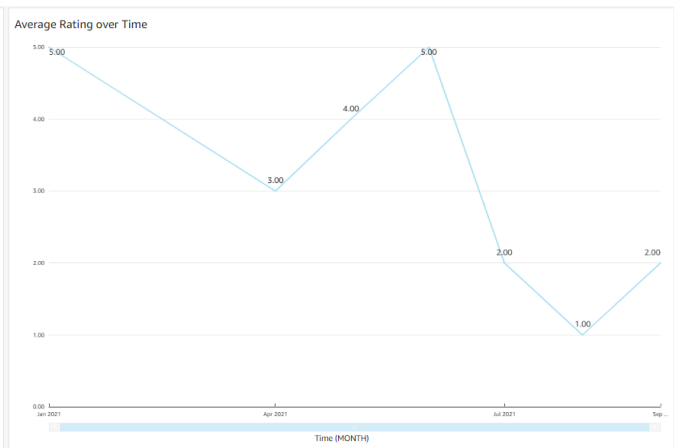
Without filters applied:



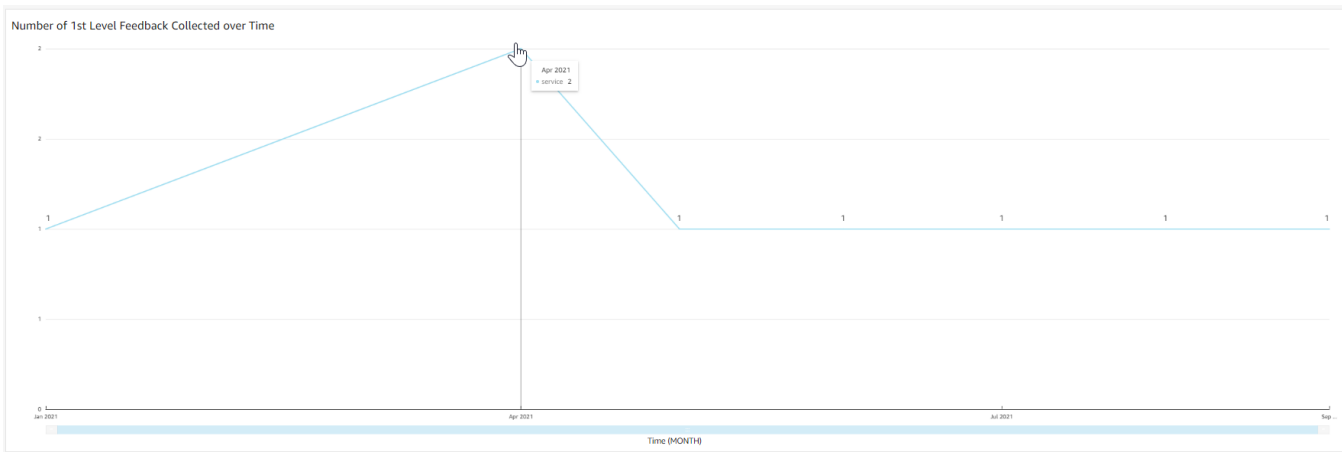
With Filters applied:



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



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



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

Second Level

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

You can apply filters here to drill down the data.

Without Filter:

Second Level

Start Date
2021/01/01 00:00:00

End Date
2022/01/01 00:00:00

Member State
All

Service
All

Number of 2nd Level Feedback Collected:

79

Top 3 Member States by Number of Feedback:

- Austria with 36
- Unknown with 32
- Denmark with 5

With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

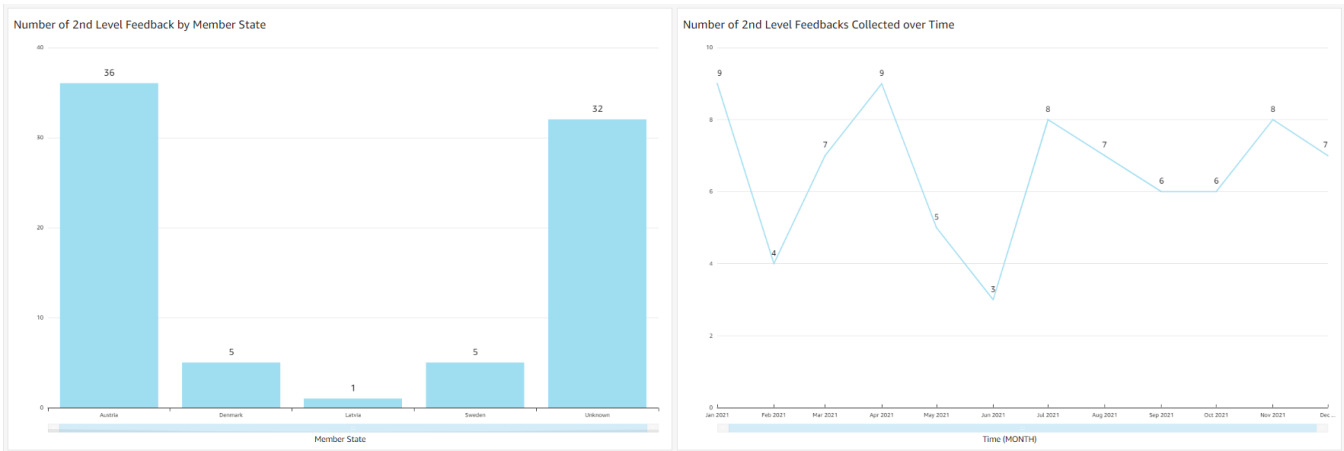
Member State: All | Service: <https://www.migrationsverket.se/>

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Member State Filter: Select all, Sweden, Show selected values

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



Then we have the cards for **English Availability** and **Compliance Evidence**.

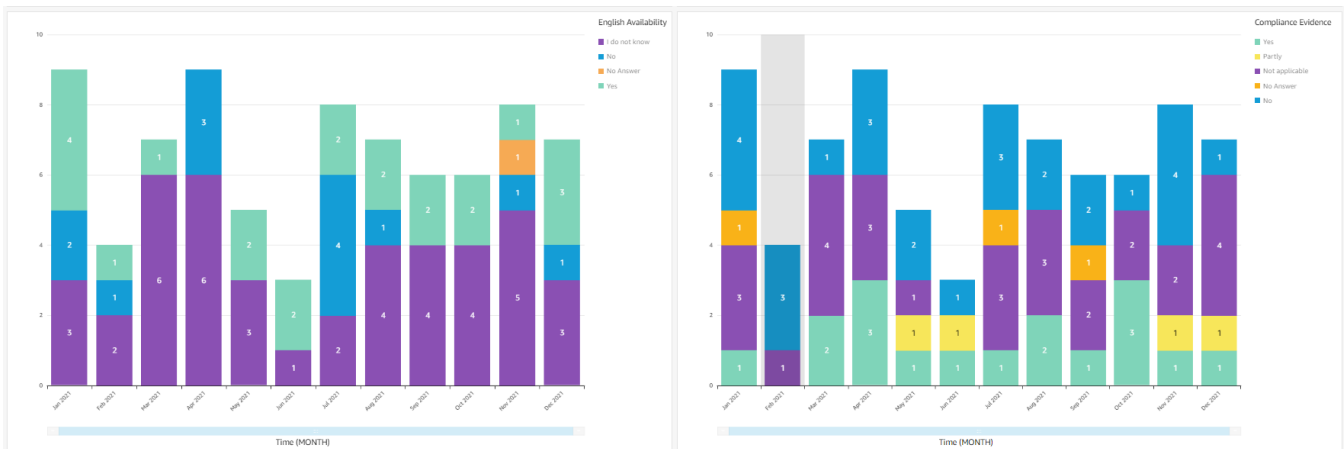
English Availability:

- I do not know (54%)
- Yes (28%)
- No (16%)
- No Answer (1%)

Compliance Evidence:

- Not applicable (35%)
- No (34%)
- Yes (22%)
- Partly (5%)
- No Answer (4%)

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



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

<p>Online Payment:</p> <ul style="list-style-type: none"> • Not applicable (47%) • No (25%) • Yes (24%) • No Answer (4%) 	<p>National Authentication:</p> <ul style="list-style-type: none"> • Yes (34%) • No (33%) • Not applicable (32%) • No Answer (1%)
---	--

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

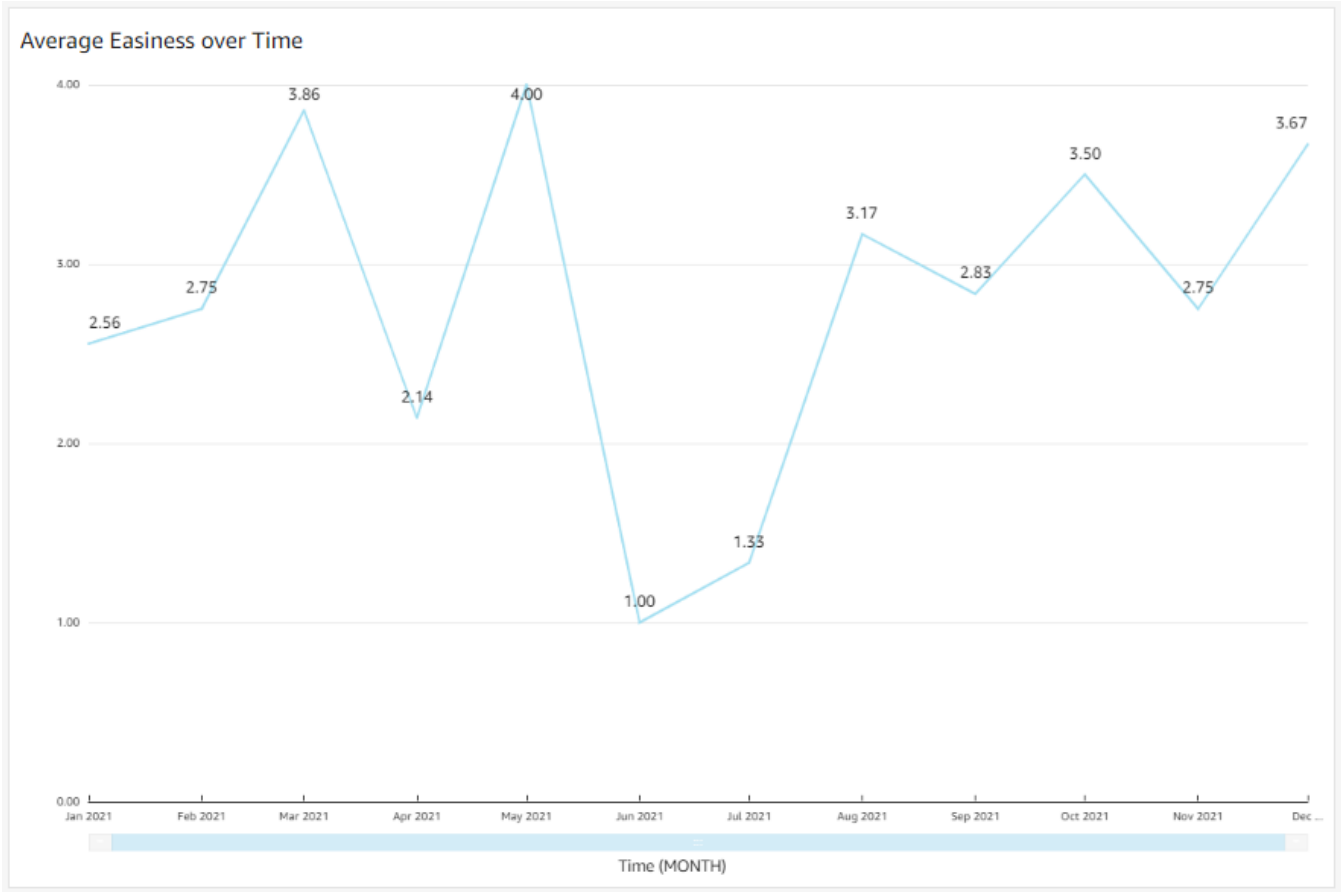


In the next block we have a card for **Average rating for Easiness**.

Average Rating for Easiness:

3

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 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
--	--	----------------------------	----------------------------	--------------------------

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209			Average Rating: 4	

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> f6921d04-3895-434b-b205-cc428acd67f <input type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values	

Second Level

Before:

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

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values • Finland with 13	

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

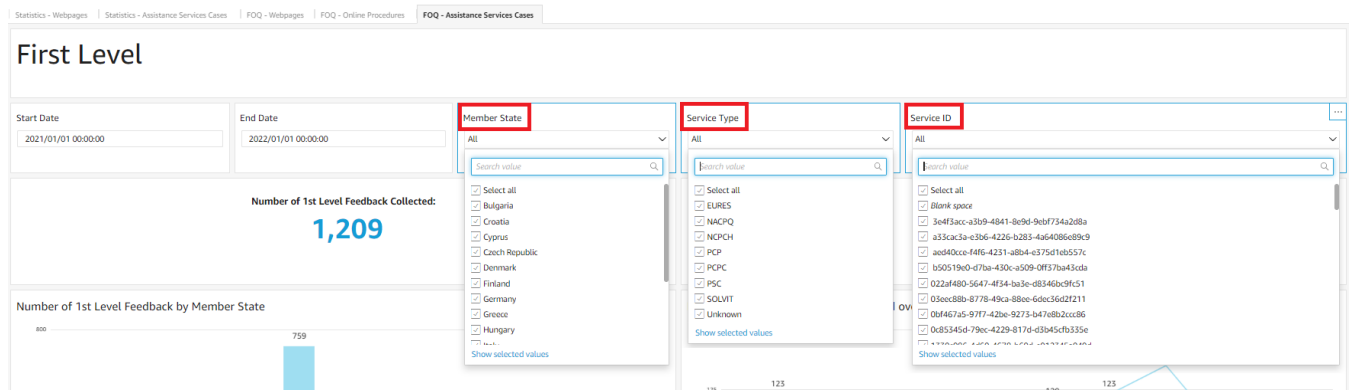


Cascading filters

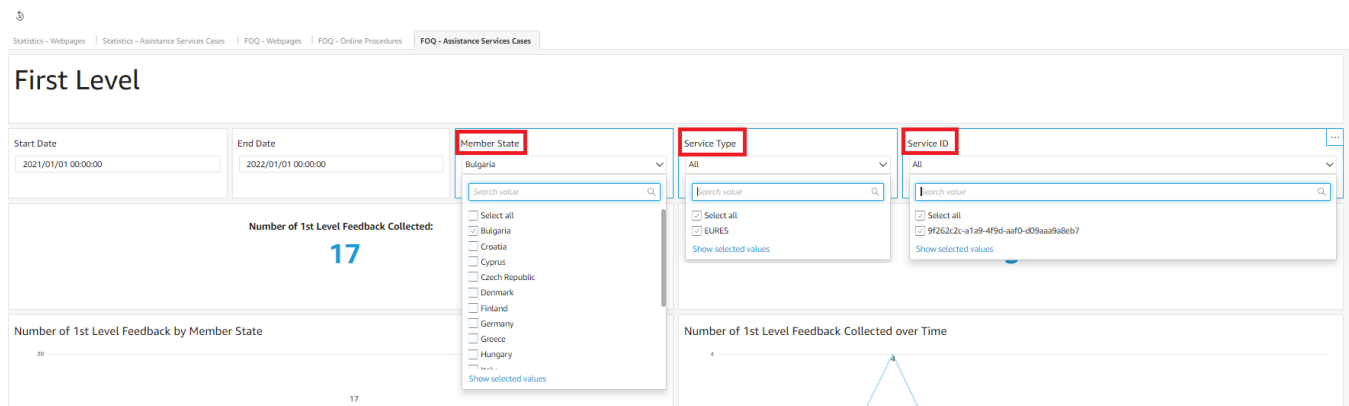
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



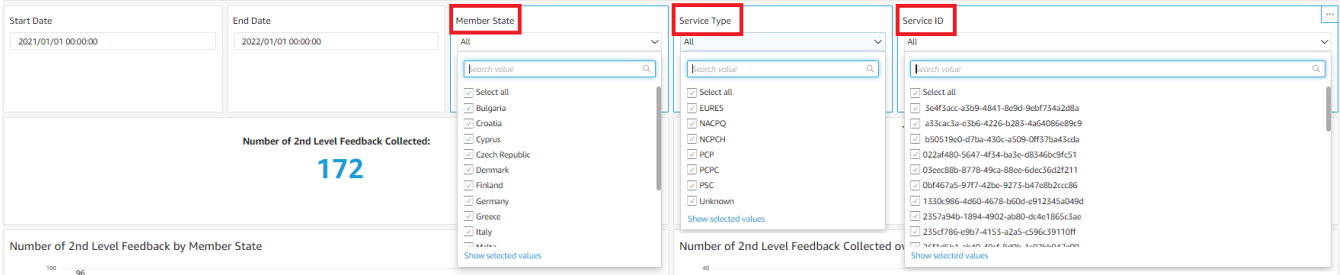
After:



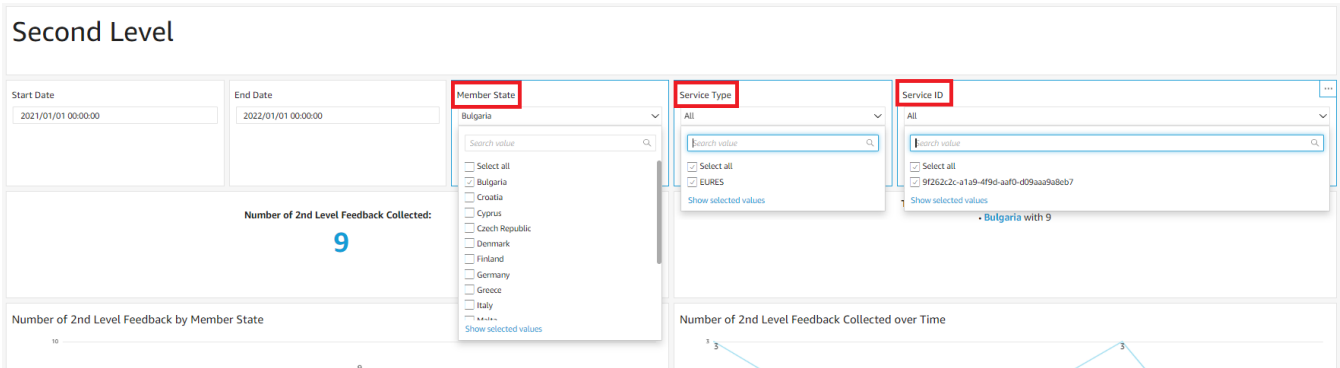
Second Level

Before:

Second Level



After:



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

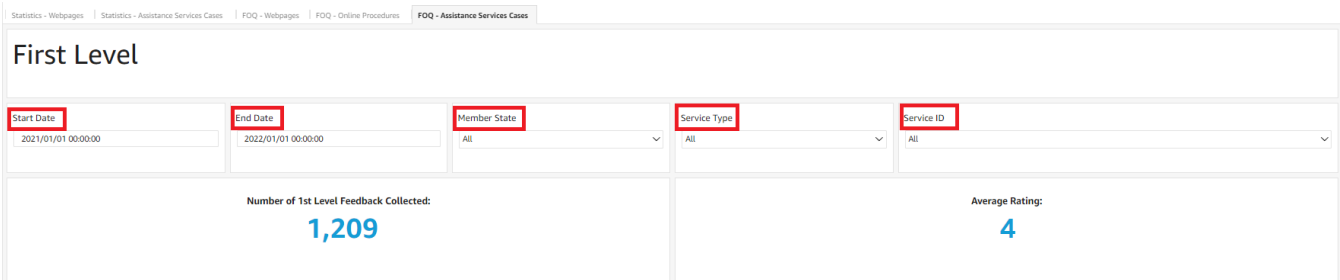
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

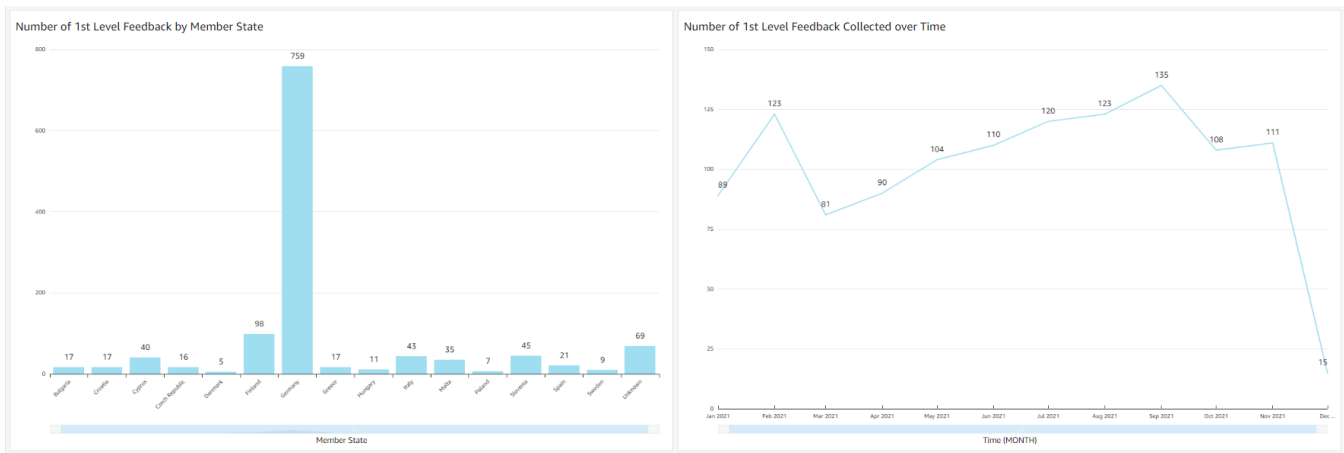


With filters applied:

First Level

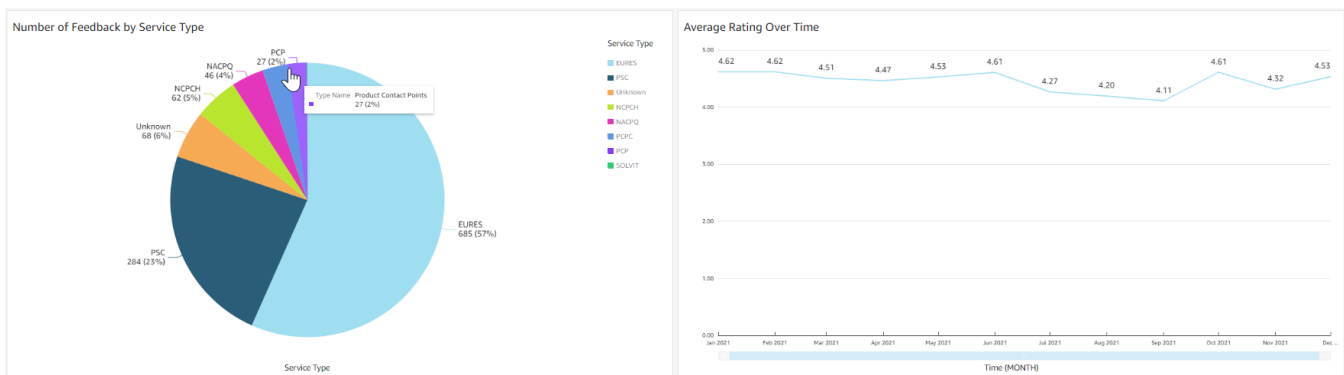
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

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.

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:

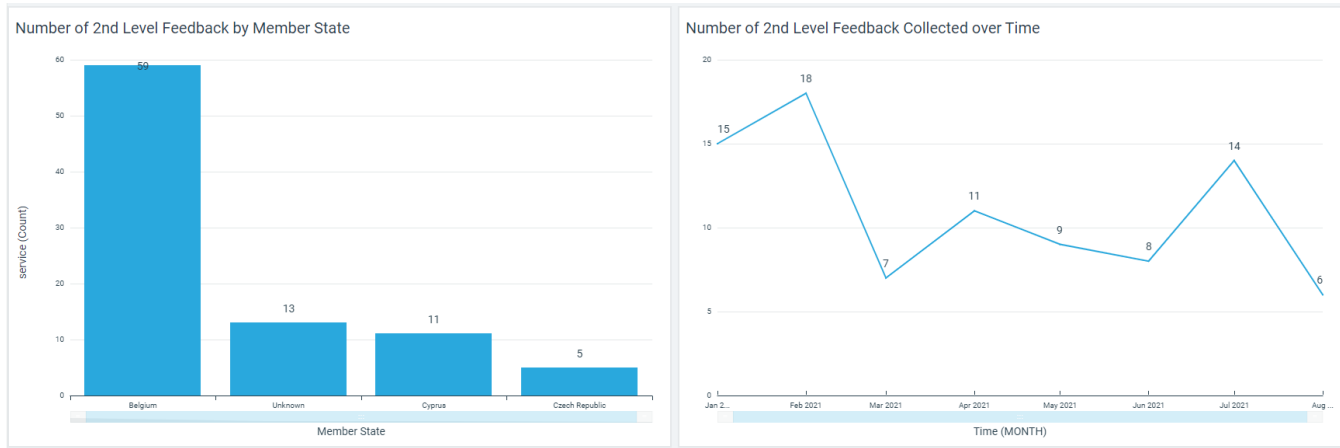
Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service All
Number of 2nd Level Feedback Collected: 88		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Belgium with 59• Unknown with 13• Cyprus with 11		

With Filter:

<h2>Second Level</h2>				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type IPRH, NCPCH, PCPC, NACPQ	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d-...
Number of 2nd Level Feedback Collected: 11		Top Member States by Number of Feedback is: <ul style="list-style-type: none">• Belgium with 11		

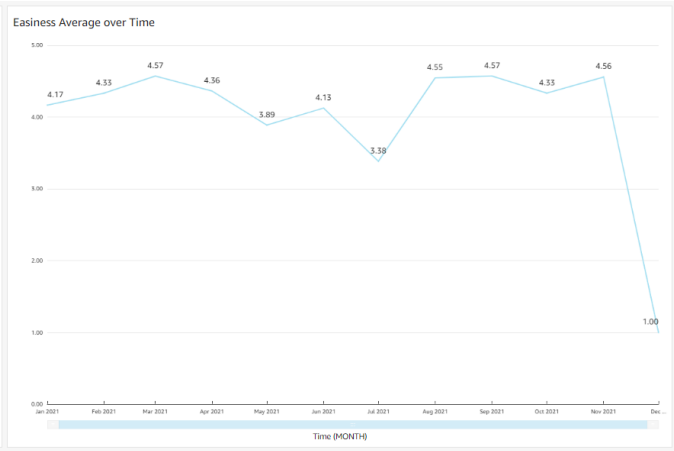
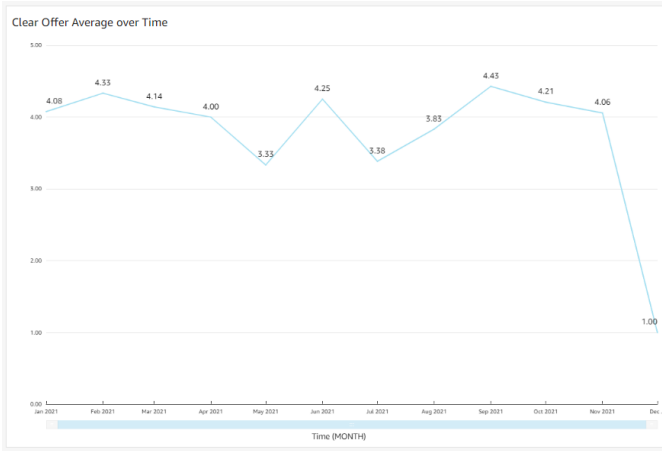
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



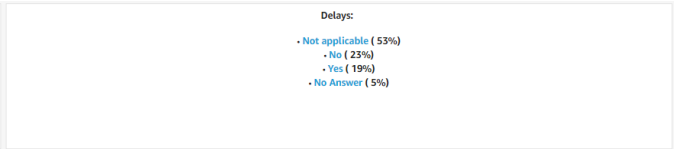
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

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

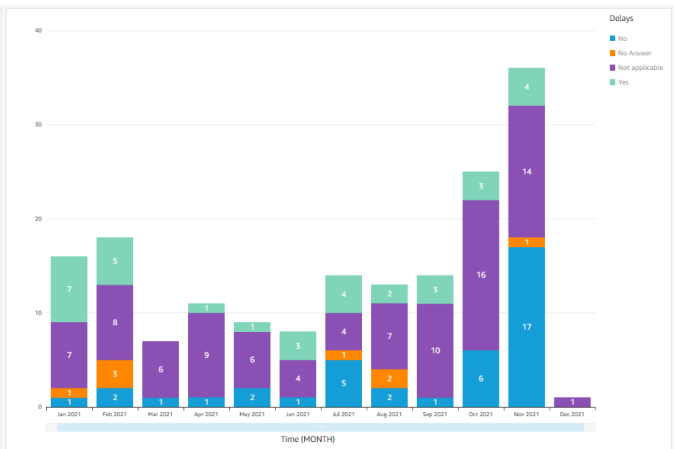
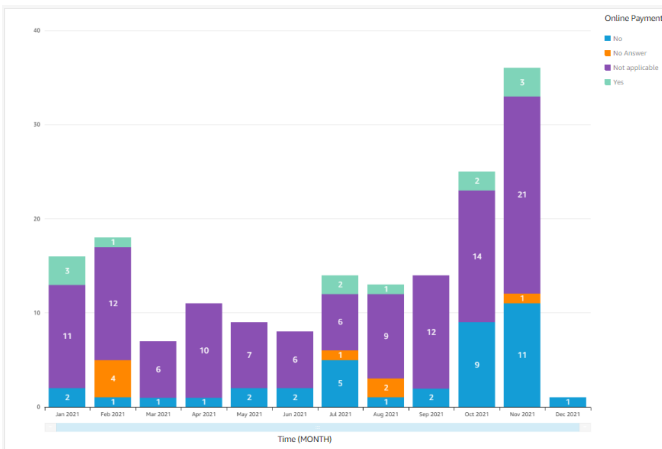
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



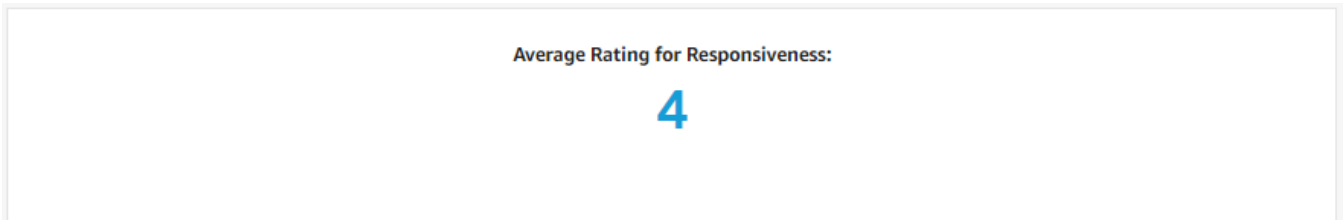
On the next block we have two cards one for **Online Payment** and other one for **Delays**:



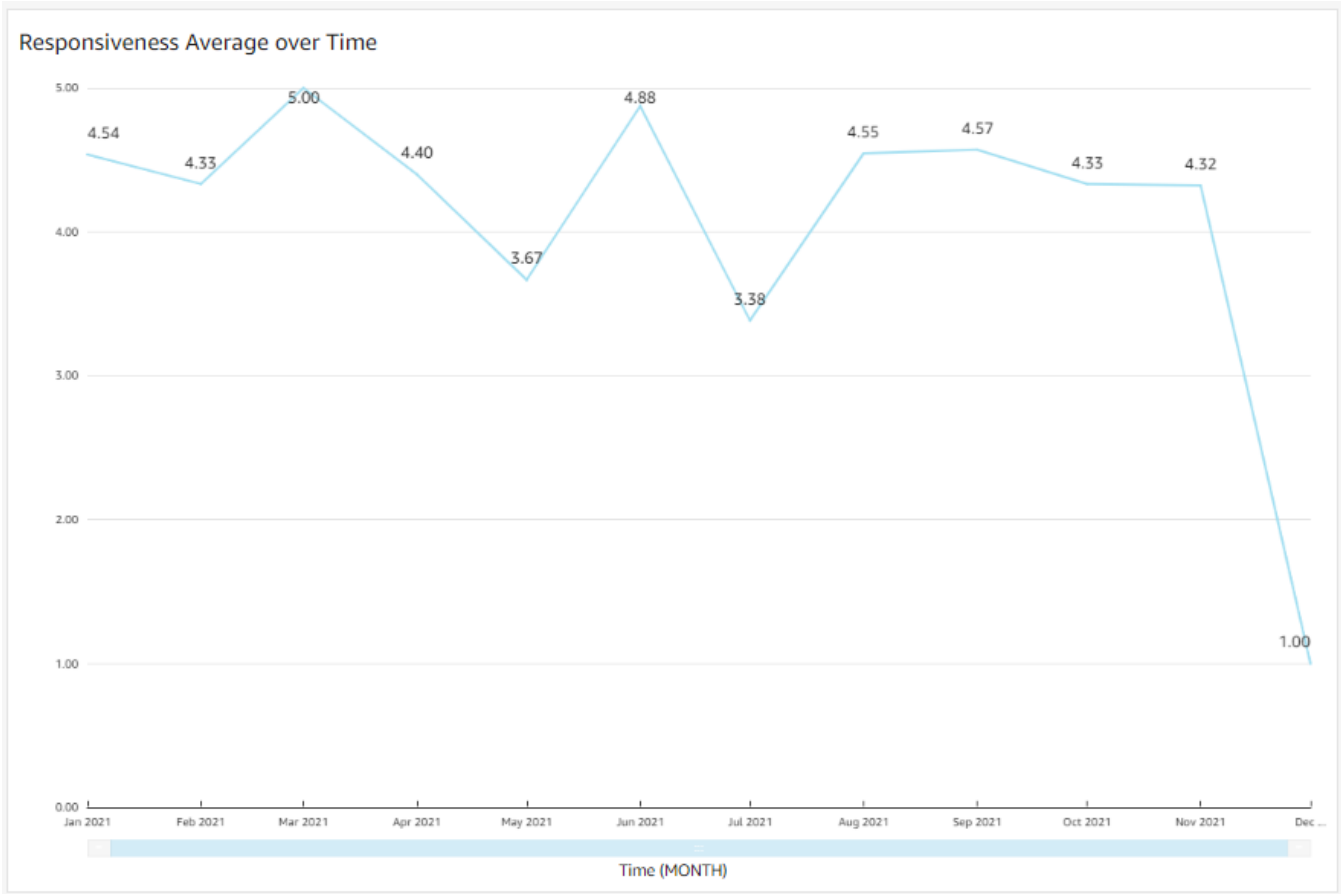
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



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

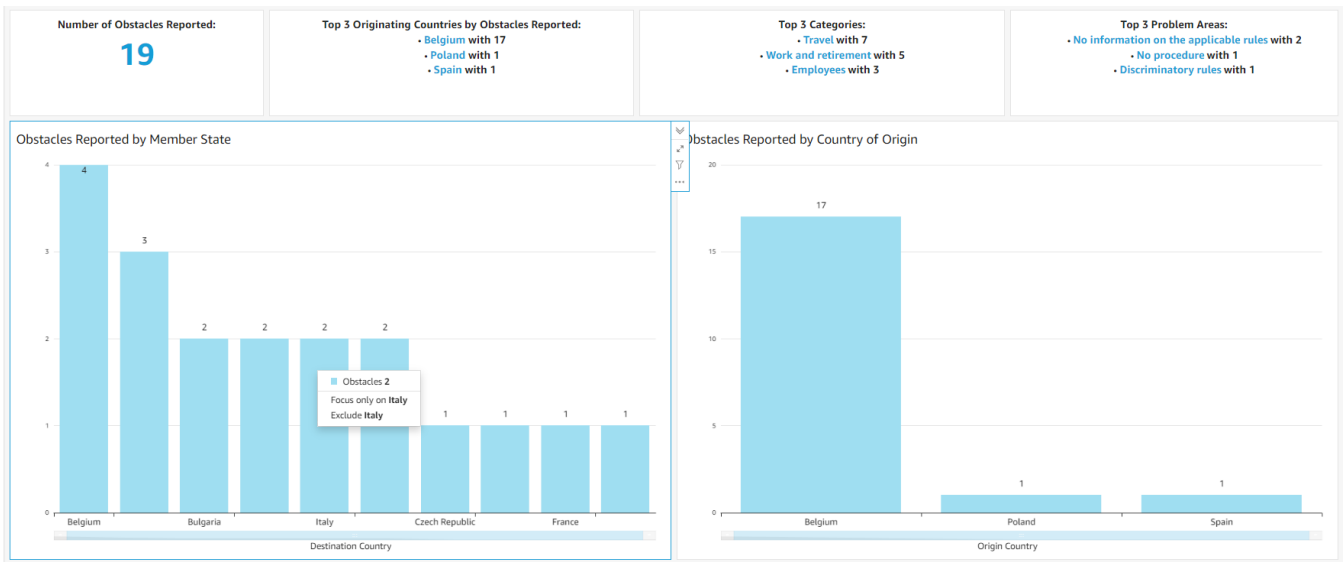
You have multiple filters you can use that will focus the information displayed on the dashboard.

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 <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
---	---	---	---	---	--

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



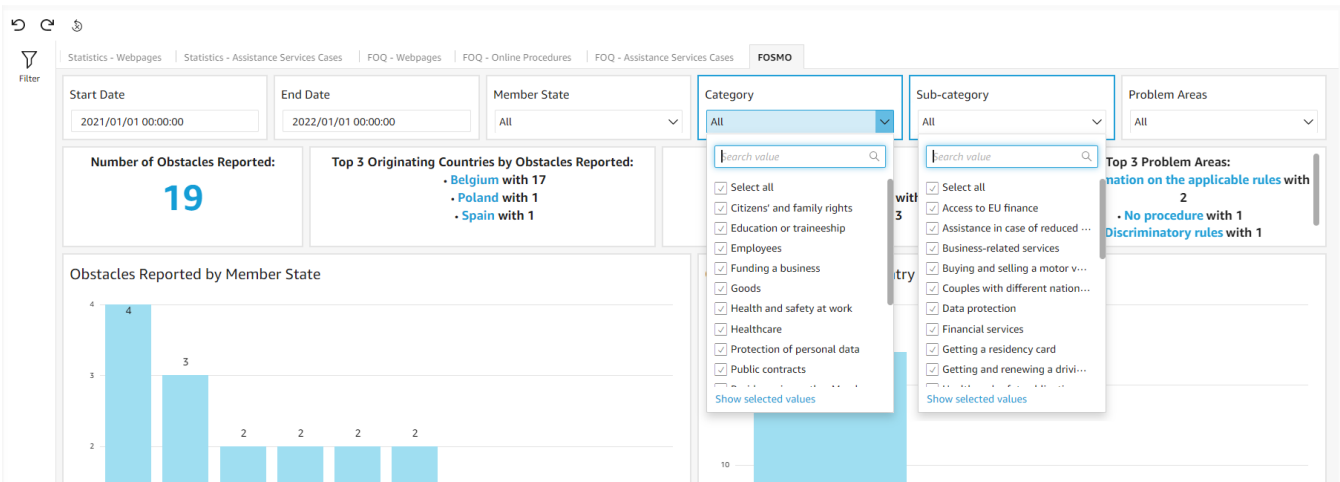
You can reset all filters you have added by clicking on the top left corner.



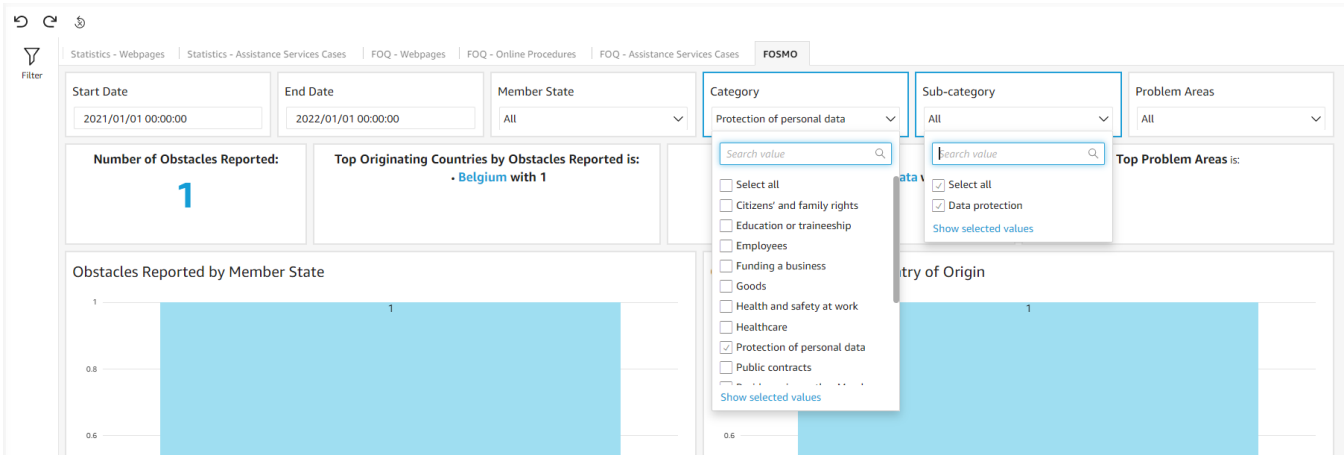
Cascading filters

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:



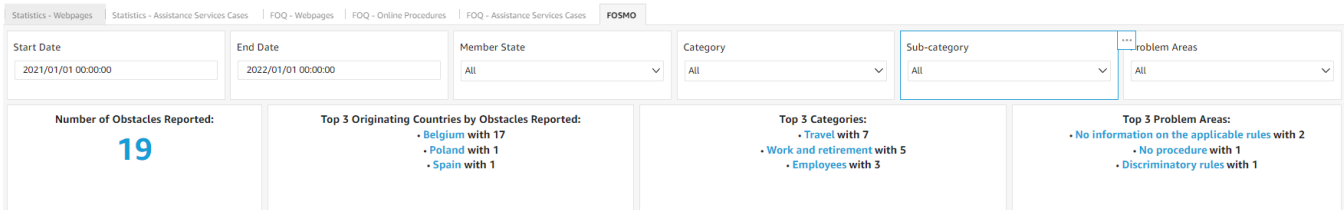
What can we consult in Feedback on Single Market Obstacles?

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.

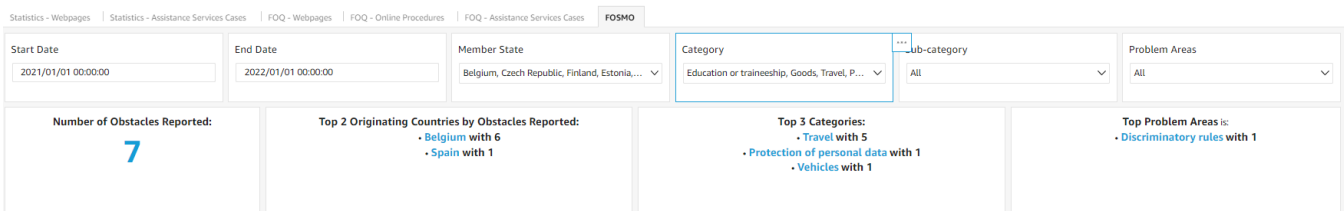
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported**, **Top Originating Countries by Obstacles Reported**, **Top 3 Categories** and **Top 3 Problem Areas**.

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

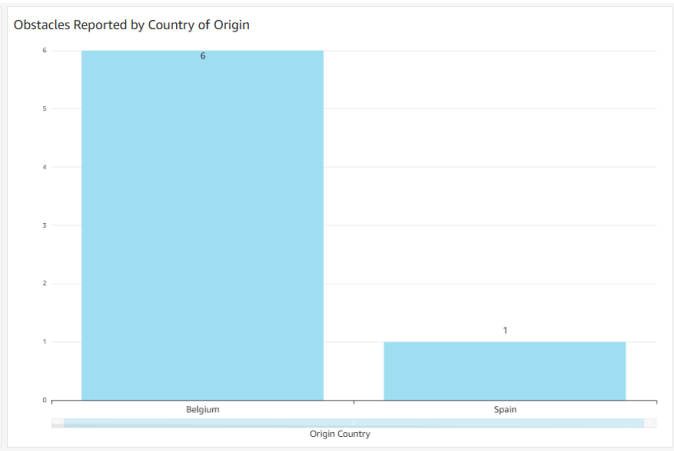
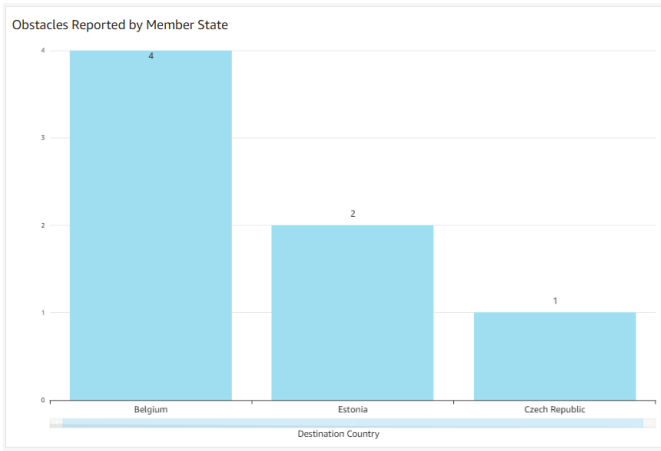
Without filters applied:



With filters applied:

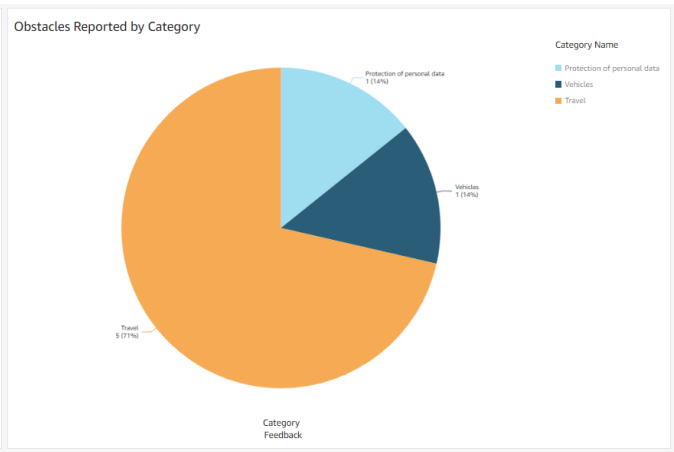
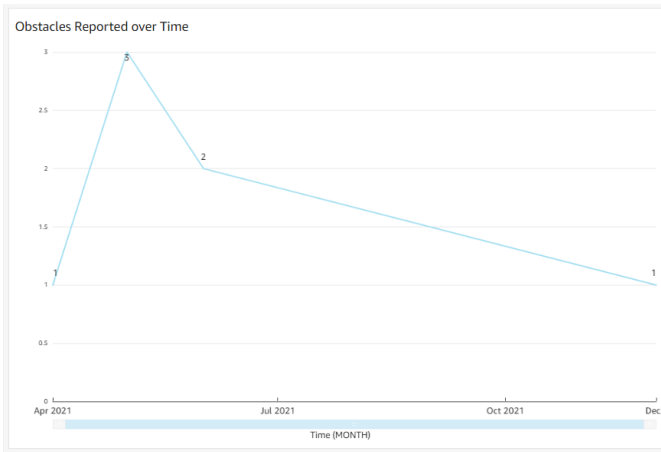


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin**.



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

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

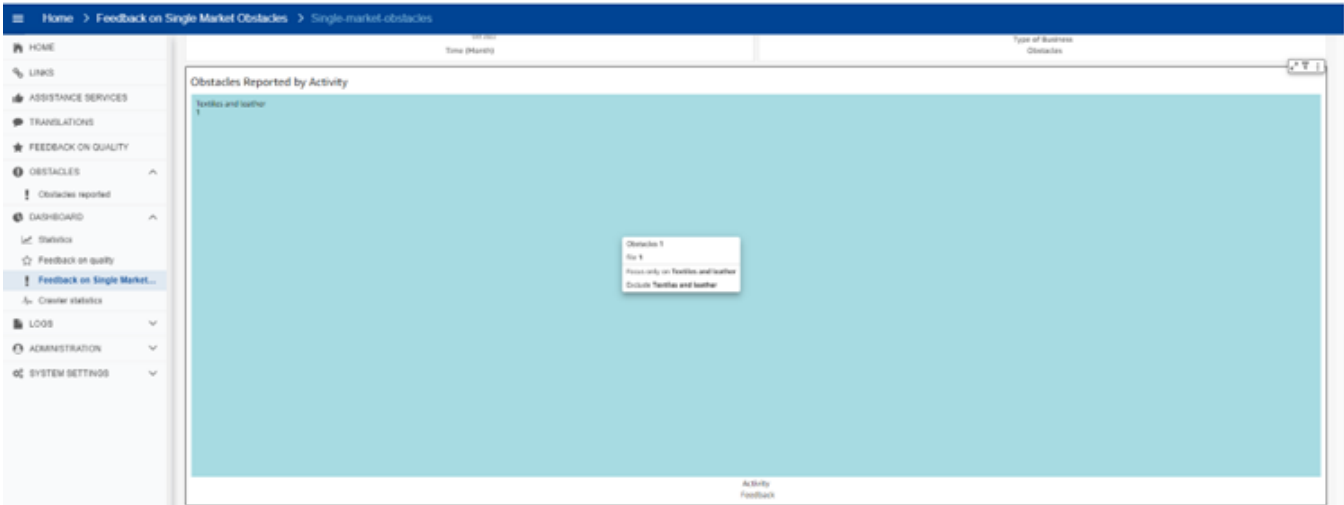


In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Show FoSMO details in a separate page

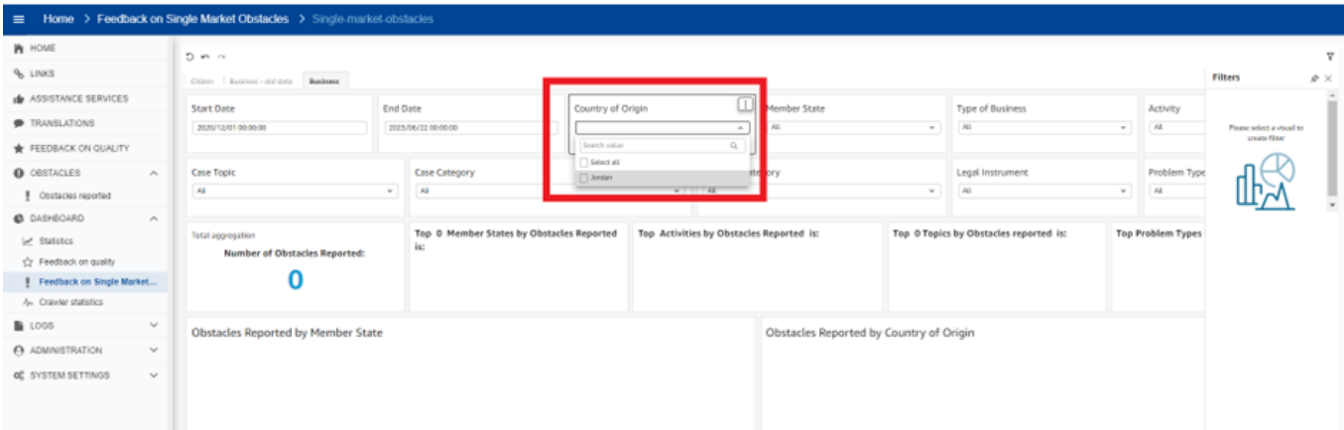
You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



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)

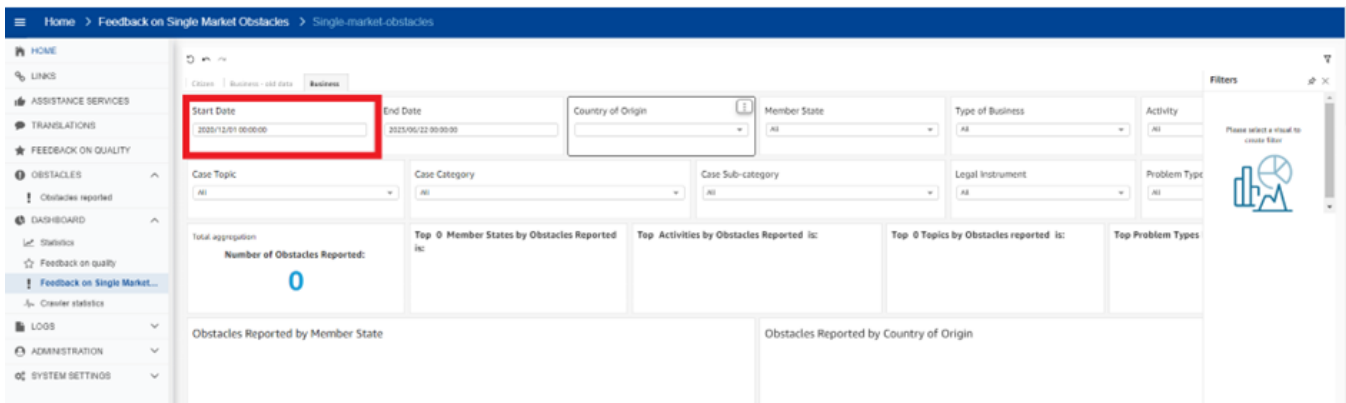
Filter improvements in FoSMO QS dashboard

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



Default Start Date for Quiksite

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



Statistics Log IS

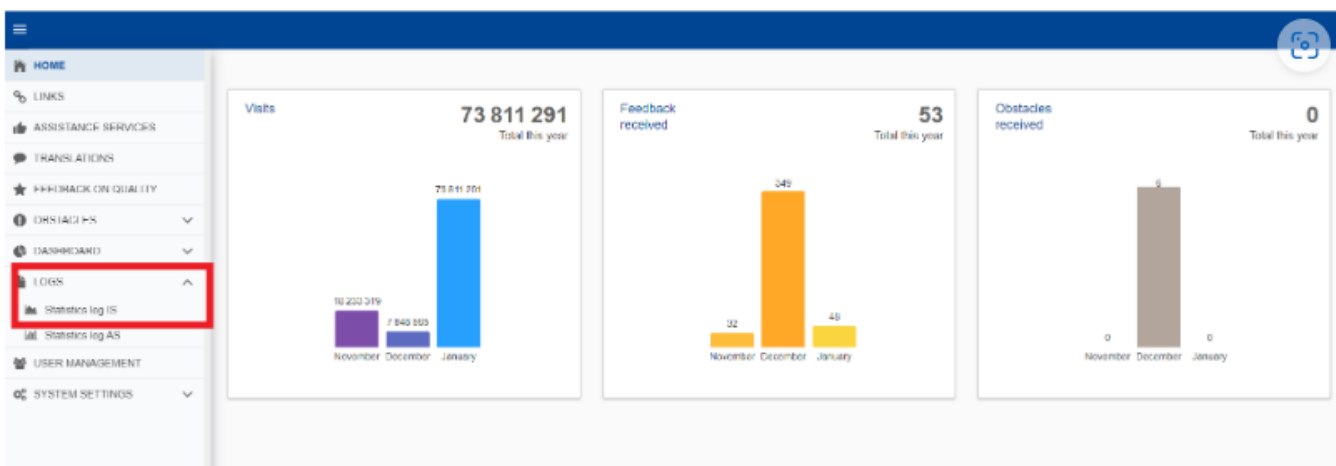
- [Statistics Log IS](#)
 - [Introduction](#)
 - [How to access the Statistics Log Module?](#)
 - [How to navigate on Statistics Log Module?](#)
 - [Filters](#)
 - [Status](#)
 - [Actions](#)

Introduction

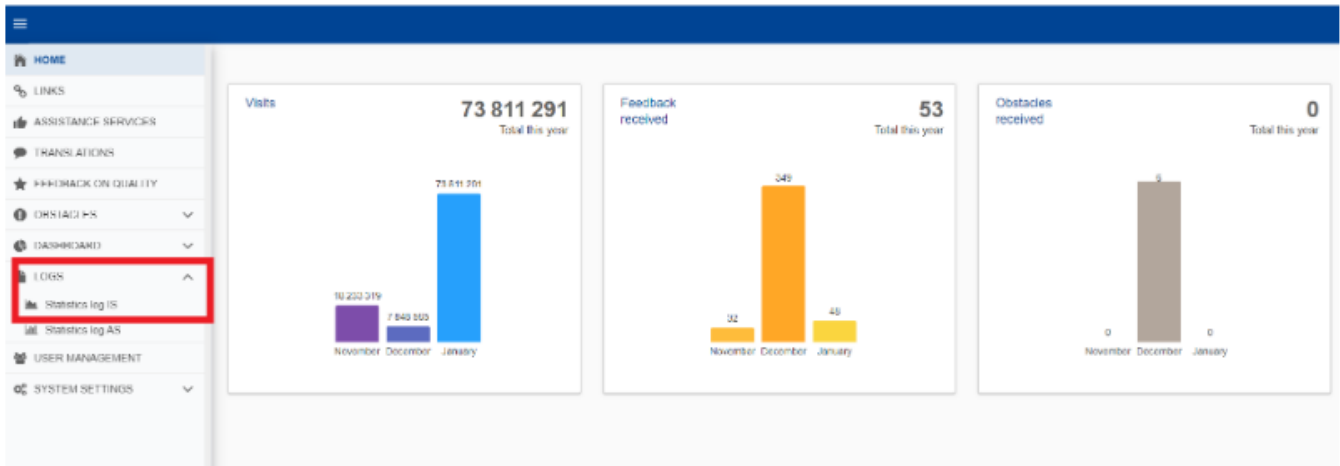
The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

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**.



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

Statistics log

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

Hide filters

Statistics on information services

2 Items found

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	[Download] [Delete] [Refresh]	[Download]
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	[Download] [Delete] [Refresh]	[Download]

Navigation: 1/10

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** will expand a menu with all the filters available to you.

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

The screenshot shows a filter menu with four input fields: 'Filter by unique ID...', 'Filter by status...', 'dd/mm/yyyy' (with a calendar icon), and 'dd/mm/yyyy' (with a calendar icon). A 'Clear filters' button is on the right. A 'Hide filters' link is at the bottom left.

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



Status

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

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

Statistics on information services

2 items found

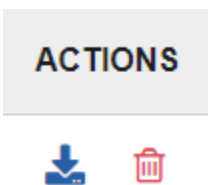
[Download Unmatched URLs](#)

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00		
4ba9eaf3-f723-4411-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00		

Navigation: 1 / 10

Actions









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



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

Statistics on information services

2 items found









Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

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

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

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: Status: Transfer start date: Transfer end date:

[Hide filters](#)

Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Delete Statistics

Are you sure you want to delete the statistics?

10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474.json

API keys

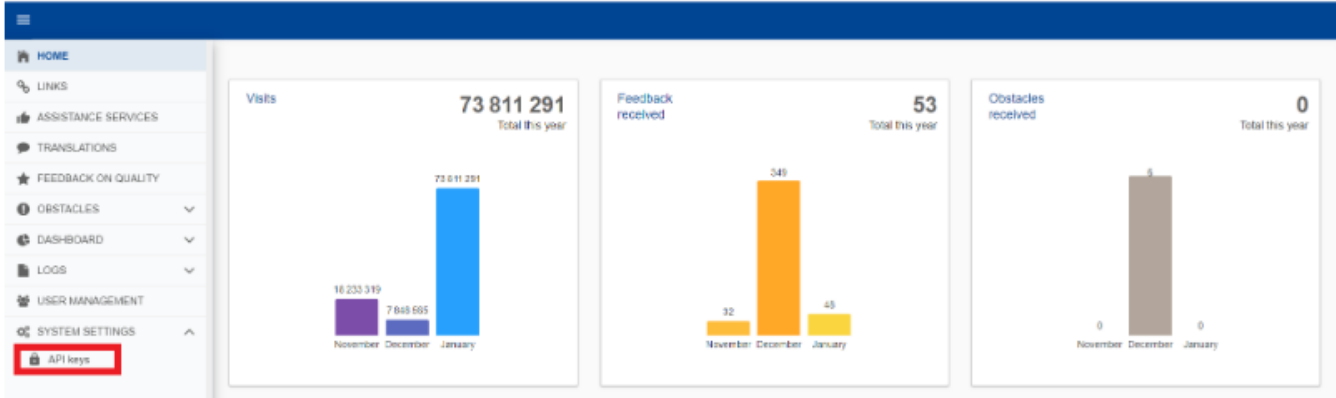
- [API keys](#)
 - [Introduction](#)
 - [How to access the API keys module?](#)

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.

The 'API keys' page shows 1 item found:

Key number	Purpose	ACTIONS
ATTQJN0380EShOxITJFUTzA		

The 'API keys' link in the sidebar is highlighted with a blue background.

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](#)
 - [Introduction](#)
 - [What can I see in the Homepage?](#)
 - [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?

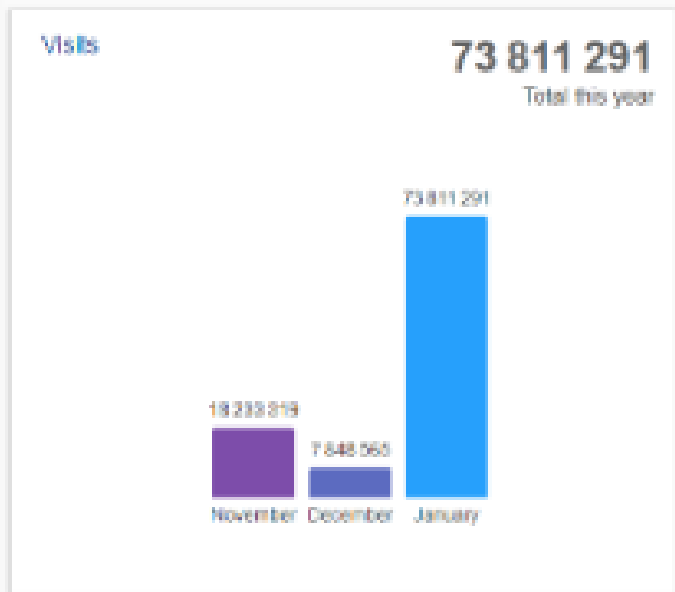
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



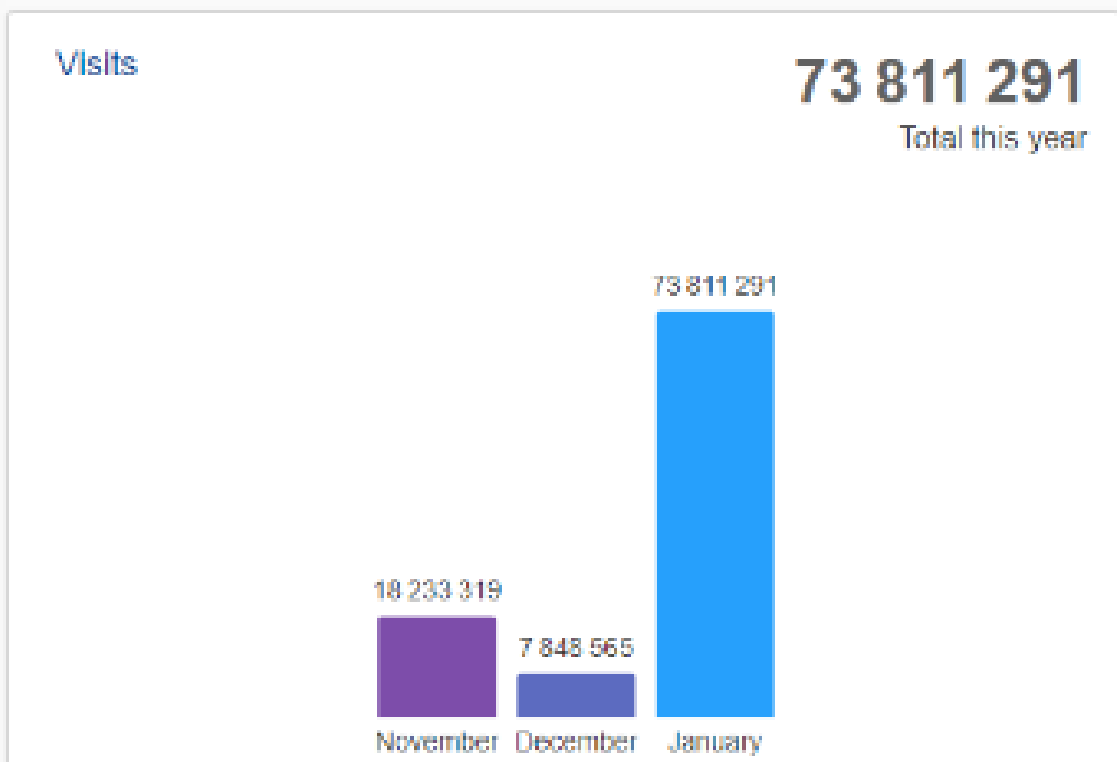
You can click on the top left corner of this menu to expand or minimize the menu.



- HOME
- LINKS
- ASSISTANCE SERVICES
- TRANSLATIONS
- FEEDBACK ON QUALITY
- OBSTACLES
- DASHBOARD
- LOGS
- SYSTEM SETTINGS

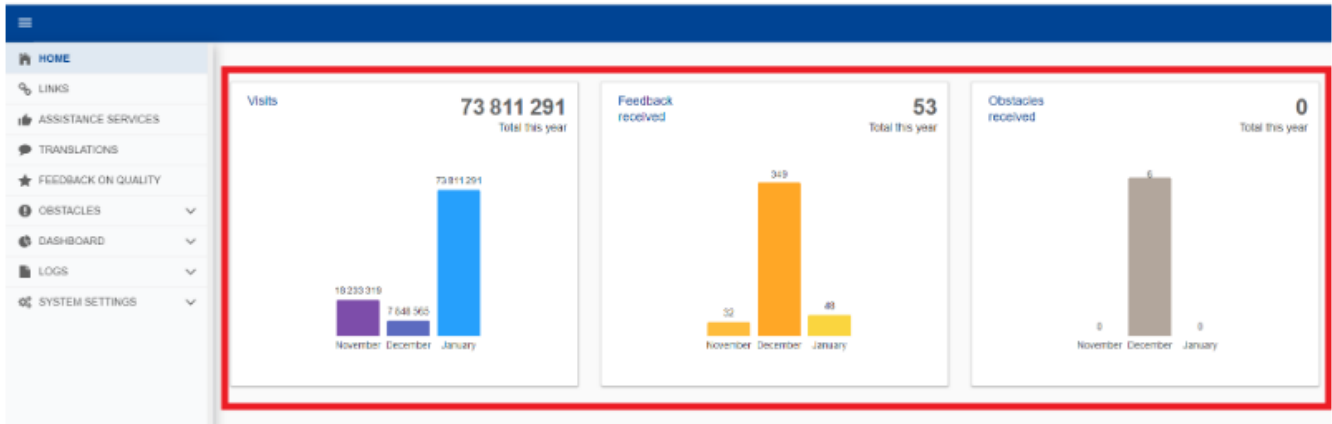


- HOME
- LINKS
- ASSISTANCE SERVICES
- TRANSLATIONS
- FEEDBACK ON QUALITY
- OBSTACLES
- DASHBOARD
- LOGS
- SYSTEM SETTINGS





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**.



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

Welcome **SDGTest ATnsp**



National Service Provider (AT)



User details



Sign out

European Commission | Single Digital Gateway

Welcome **SDGTest ATnsp**
National Service Provider (AT)

Visits

Month	Visits
February	2,102,811
March	3,200,048
April	5,700,000

11
Total this year

User details

EU Login ID	n00014xd
Email address	sdg.test.at.nsp@gmail.com
Full name	SDGTest ATnsp
Phone number	
Country	Austria
Region	* National coverage / competence (AT)
Competent authority	Test
Role	National Service Provider

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).

Welcome **SDGTest ATnsp**



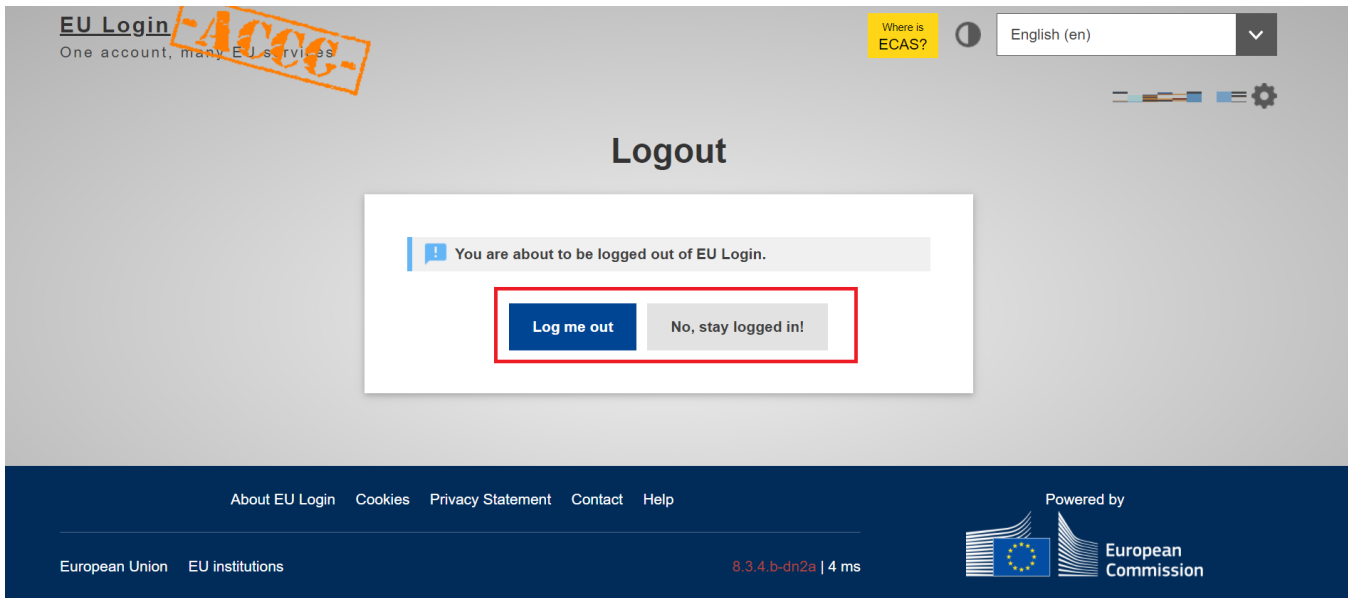
National Service Provider (AT)



User details



Sign out



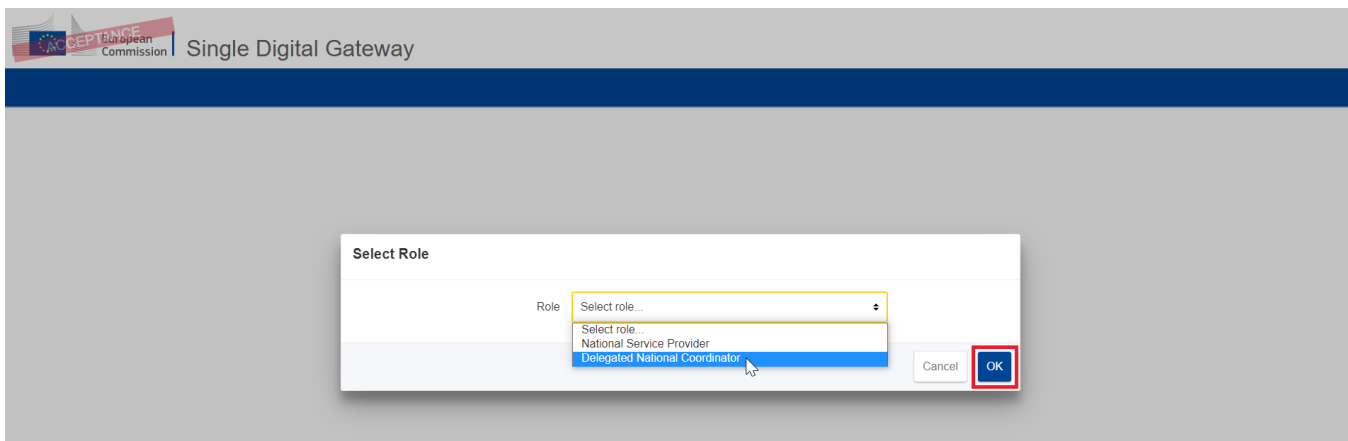
How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **temporarily** 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.

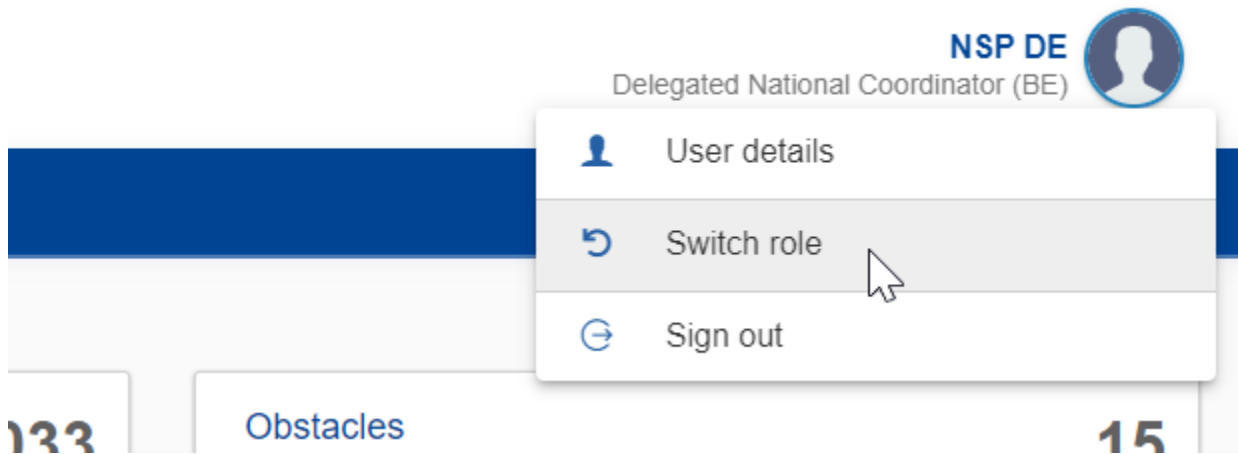
You can select from the drop down the role and click **OK** to login to SDG.



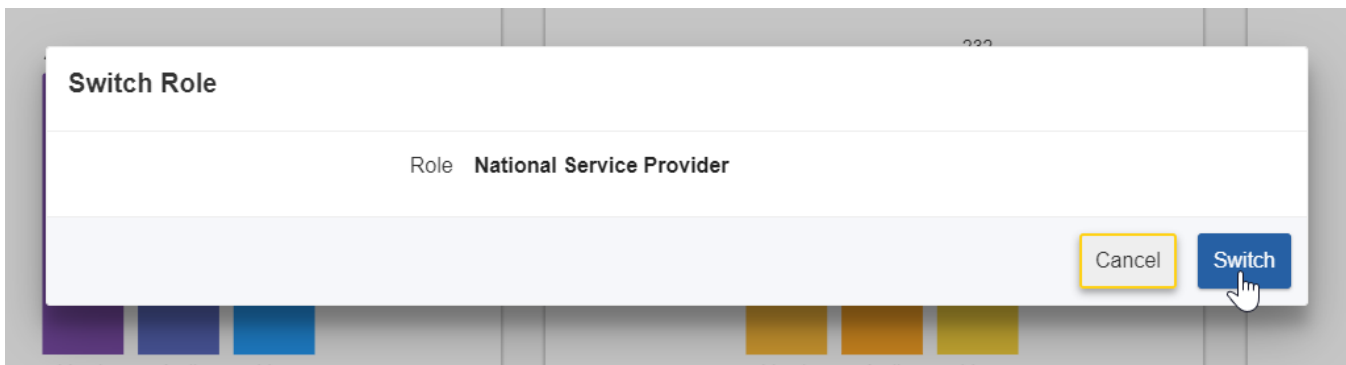
Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

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**.



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.



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 **Delegated National Coordinator** role you will always access the **Links Repository** with the **National Coordinator** role, even if you change in a previous menu to your original role. You will also not be able to change the role while accessing the **Link Repository**, you will need to go back to **SDG Home screen** and change it there, but once you are back to the **Link Repository** you will have the **National Coordinator**.

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

Roles & Rights



Single Digital Gateway

- Home
- Links
- Assistance services
- Translations
- Feedback on Quality
- Obstacles Reported
- Statistics Dashboard
- Statistics log IS
- Statistics log AS
- User Management
- API keys

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

Links

- Links
 - Introduction
 - How to access the Links module?
 - 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)

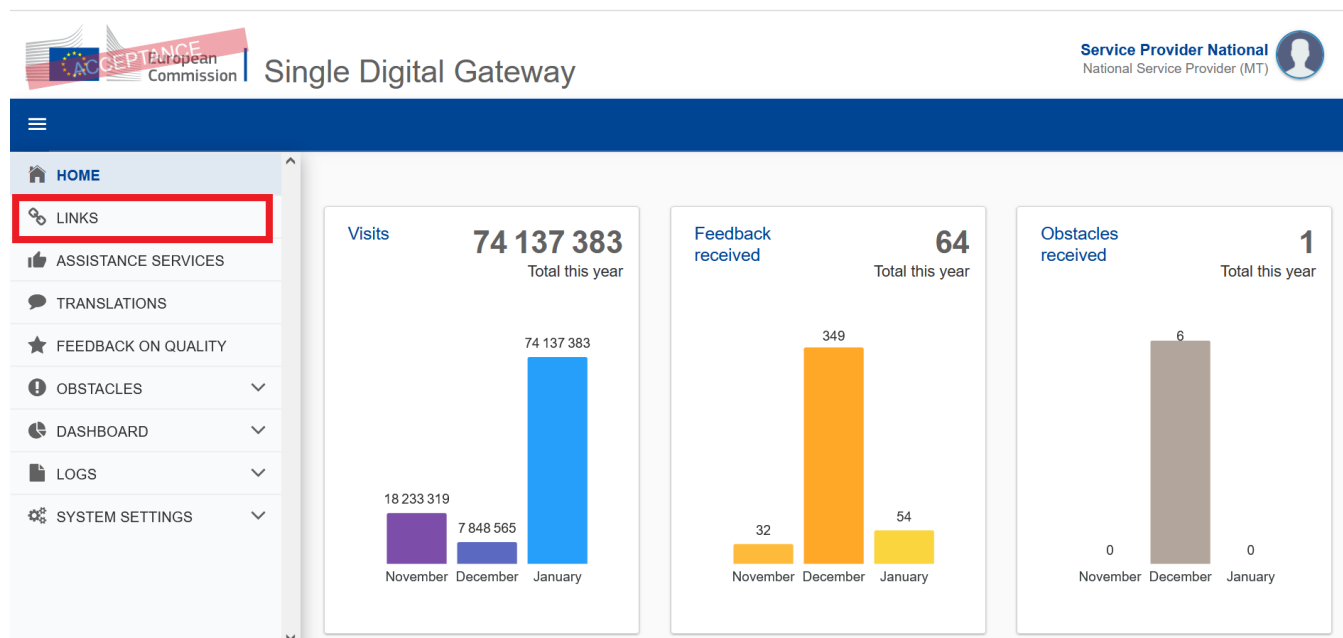
- Published (you can see all links that are in this status for your country)
 - What exactly each Action does?
 - What actions can I do in the Link Metadata tab?
 - How to do an action to multiple Links at the same time?
 - How to export Links?
 - How to Add Links?
 - How to add a single link?
 - What 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?
 - Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History
 - Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History

Introduction

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

How to access the Links module?

Access SGD and click on the **Links** in the menu.



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

Home > Links

Manage your Links

Registered links

Search...

Show advanced filters

205 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://xmi2K.co.gov.mt/xmi4	Coordinator National	Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xmi2K.co.gov.mt/xmi3	Coordinator National	Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xmi2K.co.gov.mt	Coordinator National	Information Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xisx35.co.gov.mt	Coordinator National	Information Procedure	Published	2022-09-26 17:51:52	🔍
<input type="checkbox"/> https://xism2L.co.gov.mt/xism4	Coordinator National	Information Procedure	Published	2022-08-04 16:37:34	🔍

Navigation: 1 2 3 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**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Home > Links

Manage your Links

Registered links

Search...

Show advanced filters

205 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://xmi2K.co.gov.mt/xmi4	Coordinator National	Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xmi2K.co.gov.mt/xmi3	Coordinator National	Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xmi2K.co.gov.mt	Coordinator National	Information Procedure	Published	2022-08-04 16:37:36	🔍
<input type="checkbox"/> https://xisx35.co.gov.mt	Coordinator National	Information Procedure	Published	2022-09-26 17:51:52	🔍
<input type="checkbox"/> https://xism2L.co.gov.mt/xism4	Coordinator National	Information Procedure	Published	2022-08-04 16:37:34	🔍

Navigation: 1 2 3 5

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

Manage your Links

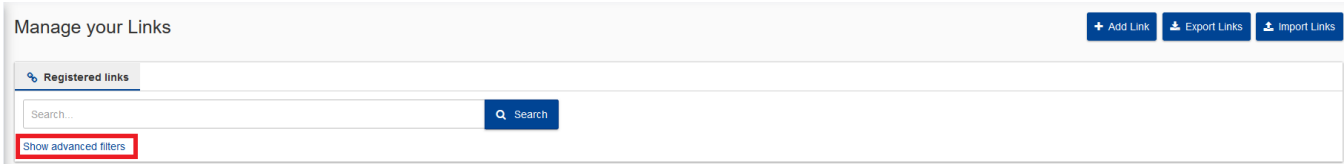
Registered links

Search...

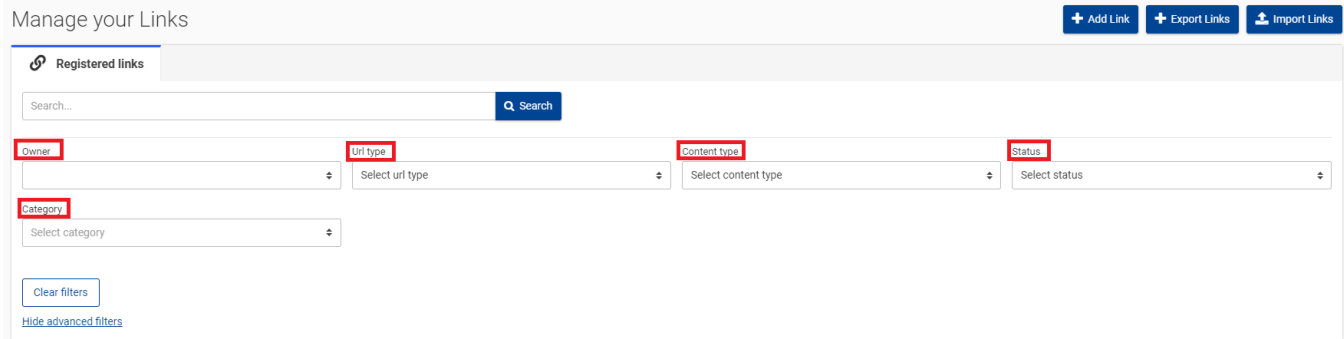
Show advanced filters

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**.



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



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)

<input type="checkbox"/>	URL ↕	Owner ↕	Type	Status ↑	Last update ↕	ACTIONS
<input type="checkbox"/>	https://history.link.mt	National Service Provider	Information	Draft	2023-02-23 14:50:54	   

⏪ < 1 > ⏩ 5 ▾

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

 **Submit to Review**

 **View details**

 **Edit**

 **Delete**

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

<input type="checkbox"/>	URL ↕	Owner ↕	Type	Status ↕	Last update ↕	ACTIONS
<input type="checkbox"/>	https://history.link.mt	National Service Provider	Information	Review	2023-02-23 14:52:07	

⏪ < 1 > ⏩ 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)

<input type="checkbox"/>	URL ↕	Owner ↕	Type	Status ↕	Last update ↕	ACTIONS
<input type="checkbox"/>	https://testnsp.mt	National Service Provider	Information	Published	2023-01-31 13:54:43	

⏪ < 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?



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...

Owner: Select owner

Url type: Select url type

Content type: Select content type

Status: Draft

Category: Select category

Clear filters

Hide advanced filters

1 items found

<input type="checkbox"/>	URL ↕	Owner ↕	Type	Status ↕	Last update ↕	ACTIONS
<input type="checkbox"/>	https://history.link.mt	National Service Provider	Information	Draft	2023-02-23 14:50:54	

⏪ < 1 > ⏩ 5 ▾

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

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

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

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

Manage your Links Export Metadata Links

Link Information | Link Metadata | Link History

Title : **History**
 URL : <https://history.link.mt>
 Description : **Malta history**
 Type : **Information**
 Uri 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 GMT+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

Title : History
 URL : <https://history.link.mt>
 Description : Malta history
 Type : **Information** Choose a type
 National Locations : Choose a location
 Uri Type : **Web page**
 Web page language : **English**
 Parent link : Choose a link
 Status : **Draft**
 Owner : **National Service Provider**
 Rejection reason : **Missing information**
 Last update : **Thu Feb 23 2023 16:27:06 GMT+0100 (Central European Standard Time)**

[+ All Classifications](#)

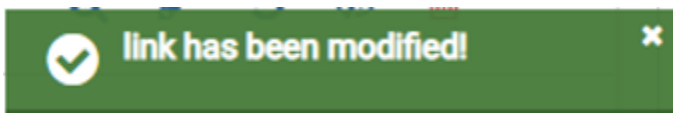
Mandatory Classifications :
 Select mandatory categories Is expanded
 Annex 1 of SDO Regulation
 Annex 2 of SDO Regulation

[Cancel](#) [Save](#) [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 [Save](#) buttons to save or cancel your changes respectively.

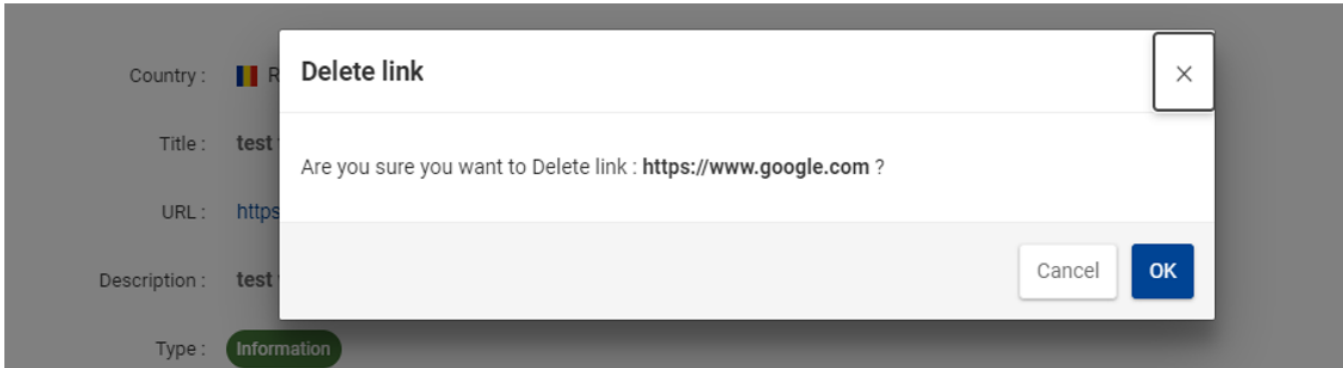
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

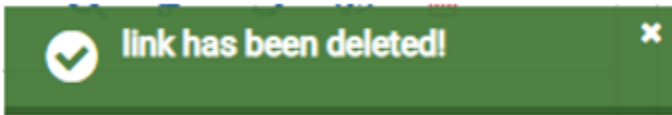
Delete allows you to delete any link in **Draft** status.

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



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.



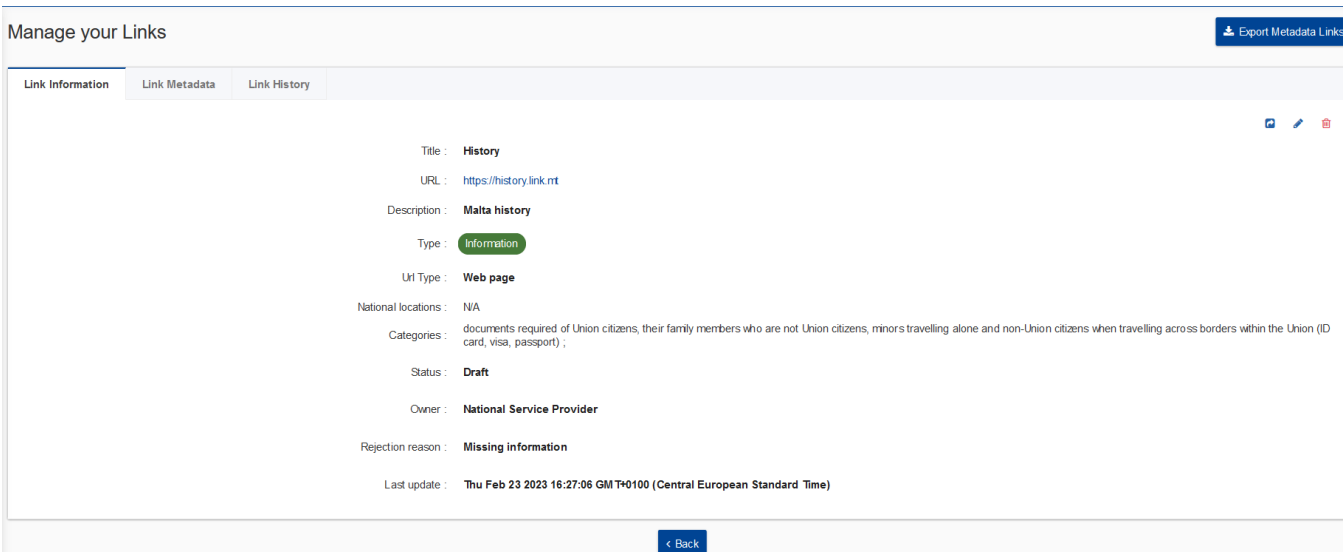
The **delete action** is a physical one, the link will be permanently removed from the repository of links.



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 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**.



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

The screenshot shows the 'Manage your Links' interface with the 'Link Information' tab selected. The link details are as follows:

- Title: **History**
- URL: <https://history.link.rt>
- Description: **Malta history**
- Type: **Information**
- URI 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)**

At the top right, there is an 'Export Metadata Links' button. At the bottom, there is a '< Back' button.

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.

The screenshot shows the 'Manage your Links' interface with the 'Link Metadata' tab selected. The 'Link Metadata' tab is highlighted with a red box. The interface displays a table with 1 item found:

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://history.link.rt	en	A1	Information	MANUAL	

At the bottom, there is a '< Back' button.

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 : **NA**
Notification Type : **MANUAL**
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),
Web page language : **en**

[← Back](#)

You also have the possibility to **Edit**  the metadata or **Delete**  (only if in **Draft** status). Further explanation will be done further in this guide about what metadata is.

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**
Owner : * National Service Provider 
Web page language : * English 
Mandatory Classifications *
Select mandatory categories Is expanded
 Annex 1 of SDG Regulation
 Annex 2 of SDG Regulation

[✕ Cancel](#) [✓ Save](#)

In all those screens, you will have the [← Back](#) button that will send you back to the previous screen.

And if you are in **Edit** mode, you will have the [✕ Cancel](#) button to cancel any actions you might have done, and a [✓ Save](#) button to save any changes, however if any changes were done you will send the link to **Review** status.

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

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

You can use the filter to help you narrow down the list and then you can click on select all button or select only a few items for which the actions available will be shown.

The screenshot shows the 'Manage your Links' interface. At the top right, there are buttons for '+ Add Link', '+ Export Links', and '+ Import Links'. Below is a search bar and a 'Show advanced filters' link. The main area displays a table with 207 items found. The table has columns for 'URL', 'Owner', 'Type', 'Status', 'Last update', and 'ACTIONS'. The first row is highlighted in blue. Below the table, there are four buttons: 'Select all', 'Submit for review selected items (0)', 'Delete selected items (0)', and 'Clear selection'. The 'Select all' button is highlighted in red, and the other three buttons are also highlighted in red.

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 **Delete selected items** (only if you are the Owner of the url).

The image shows four buttons in a row. From left to right: 'Select all' (with a checkmark icon), 'Submit for review selected items (1)' (with a document icon), 'Delete selected items (1)' (with a trash icon), and 'Clear selection' (with an 'X' icon).

How to export Links?

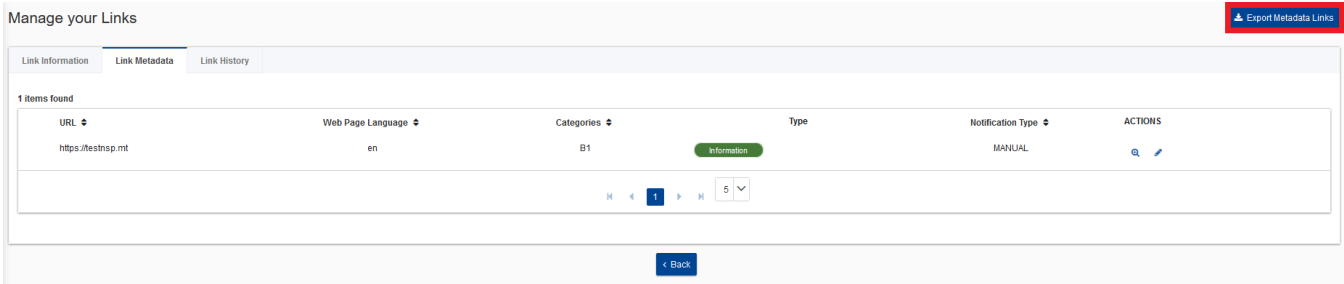
You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.

The screenshot shows the 'Manage your Links' interface. At the top right, there are buttons for '+ Add Link', '+ Export Links', and '+ Import Links'. The 'Export Links' button is highlighted in red. Below is a search bar and a 'Show advanced filters' link. The main area displays a table with 207 items found. The table has columns for 'URL', 'Owner', 'Type', 'Status', 'Last update', and 'ACTIONS'. The first row is highlighted in blue. Below the table, there are four buttons: 'Select all', 'Submit for review selected items (0)', 'Delete selected items (0)', and 'Clear selection'.

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 prc	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://businessenhanc	Business Enhance ERDF Grant Scheme		Malta	O1		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:19:28.48
https://businessenhanc	Business Enhance ERDF Grant Schemes - Calls		Malta	O1		INACTIVE	Information	Web folder	Published	2020-11-17 11:52:34.759
https://businessenhanc	Business Enhance RD&I GR&D&I is a critical element		Malta	O1		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:20:21.729
https://businessenhanc	Business Enhance ERDF €This Grant Scheme is aimed		Malta	O1		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:20:00.663
https://businessenhanc	Business Enhance ERDF €This Grant Scheme is aimed		Malta	O1		INACTIVE	Information;Pi	Web folder	Published	2020-11-17 12:18:53.762

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



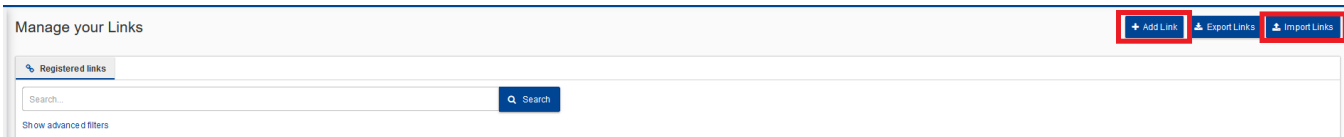
This action will export all Link Metadata for the web page or web folder you are consulting.

	A	B	C	D	E	F	G	H	I	J	K
1	Uri	title	descripti	country	location	user	type	category	language	notificati	last update date
2	https://te:	Test upload		Malta		National Service Provider	Information	B1	en	MANUAL	2023-03-06 15:55:20.279

How to Add Links?

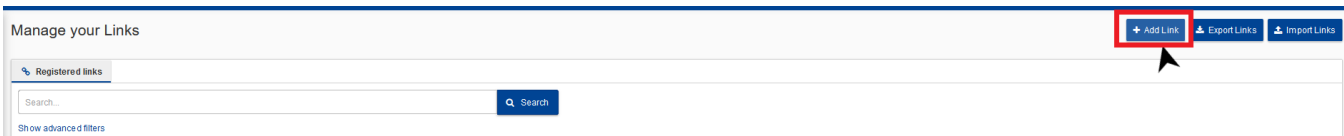
In SDG user interface, we have two options to add new links:

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



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.



The screenshot shows the 'Add new link' form with the following fields: URL, Title, Description, and Uri Type. There is a checkbox for 'Should SDG Dashboard title/description be displayed on search results page?'. The 'Save' and 'Submit for review' buttons are highlighted in red.

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

Url Type : * Web folder

Should this URL be crawled? :

Should this URL be crawled?(JavaScript Crawler) :

Excluded paths :

Ignore parameters :

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.youofficialsite.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 :

Type : * Choose a type

National Locations : Choose a location

Uri Type : * **Web page**

Web page language : * Choose a language

Parent link : Choose a link

Mandatory Classifications : *

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

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.

Mandatory Classifications : *

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

You can click on the  sign to expand single items:

Mandatory Classifications : *

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
 - Citizens
 - Businesses
- Annex 2 of SDG Regulation

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

Select mandatory classifications Is expanded

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

After filling all the information needed you can either:

✕ Cancel

✓ Save

📄 Submit

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

.xism

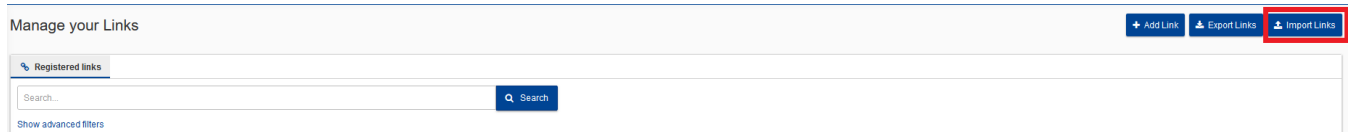
.xml

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.

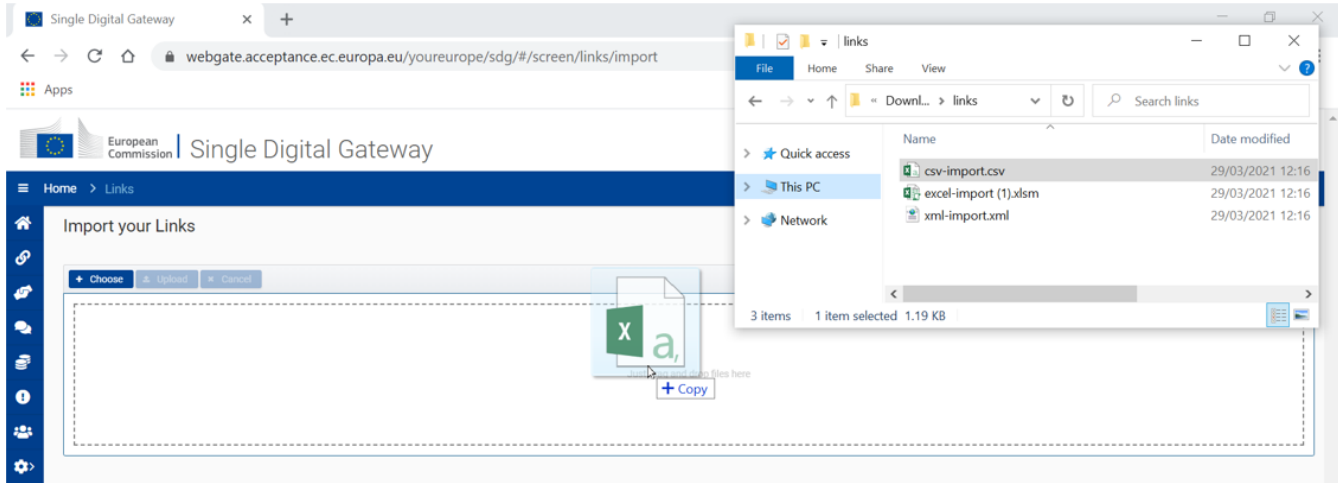
We highly encourage you to read this [article](#) to add more information on the procedure that we will describe bellow.



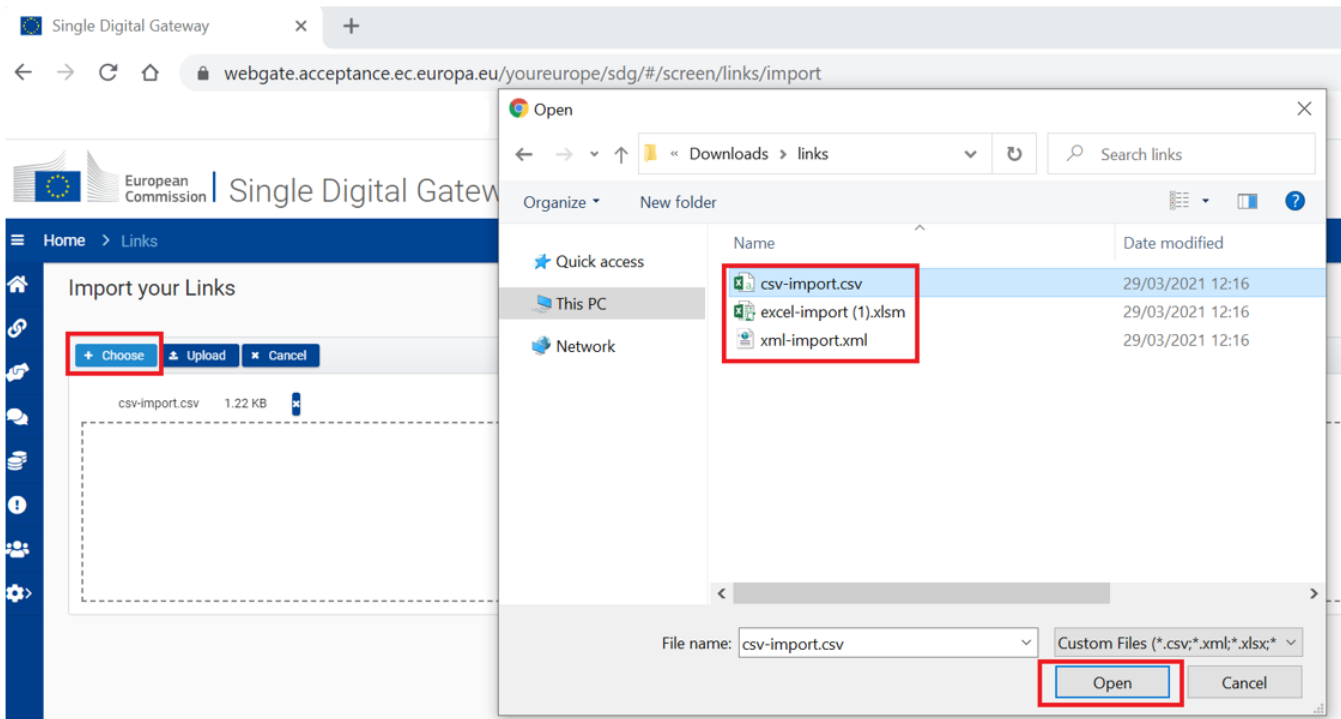
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



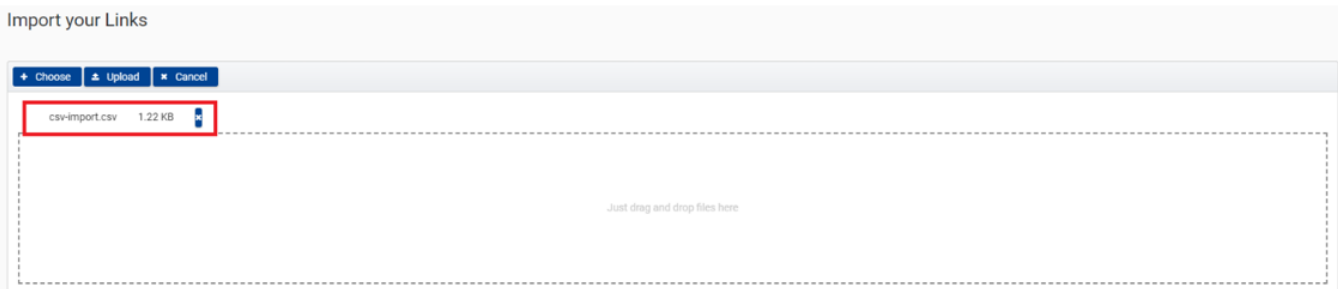
You can either **drag and drop** the file:



Or choose a file from the directory:



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



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



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



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

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

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

Manage your Links + Add Link Export Links Import Links

Registered links

Search... Search

Owner: National Service Provider National Service Provider X Select url type Select content type Select status

Category: Select category

Clear filters

Hide advanced filters

4 Items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://en.wikipedia.org/wiki/Malta#Tourism	National Service Provider	Information	Published	2023-02-24 14:27:33	Search Edit
<input type="checkbox"/> https://test.mt.nsp	National Service Provider	Information	Draft	2023-02-23 17:25:47	Search Edit Delete
<input type="checkbox"/> https://history.link.mt	National Service Provider	Information	Published	2023-02-23 17:12:06	Search Edit
<input type="checkbox"/> https://testnsp.mt	National Service Provider	Information	Published	2023-01-31 13:54:43	Search Edit

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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	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Malta#Tourism	en	A1;A2;A3	Information	UPLOAD	

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

	A	B	C	D	E	F	G	H	I	J	K	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#Tourism	Malta Tourism	Information	A1;A2;A3	EN	Web page					n
3												

Manage your Links Export Metadata Links

Link Information Link Metadata Link History

Title : Malta Tourism

URL : <https://en.wikipedia.org/wiki/Malta#Tourism>

Description : Malta Tourism

Type : Information

URI Type : Web page

National locations : N/A

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; assistance in case of reduced mobility when travelling in and from the Union;

Status : Published

Owner : National Service Provider

Last update : Fri Feb 24 2023 14:27:33 GMT+0100 (Central European Standard Time)

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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	B	C	D	E	F	G	H	I	J	K	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.yourofficialsite.org/	My site description			EN	Web folder					n
3	Page 1 of main site	https://www.yourofficialsite.org/whoarewe	My sub page description	Information	B1;C2	EN	Web page		https://www.yourofficialsite.org/			n
4												

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 below:



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 **articleId** 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:

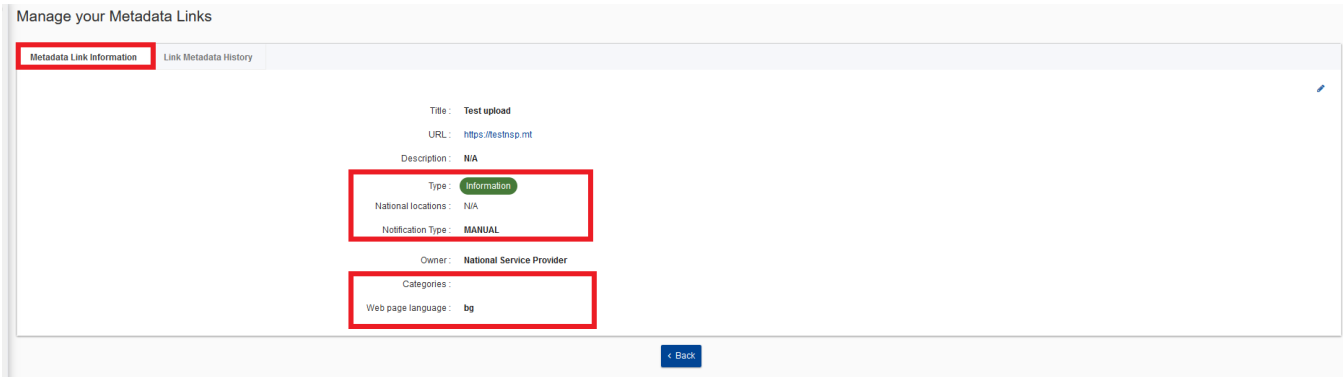
Manage your Links Export Metadata Links

Link Information **Link Metadata** Link History

Title : Test upload
URL : https://testsp.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)

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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):



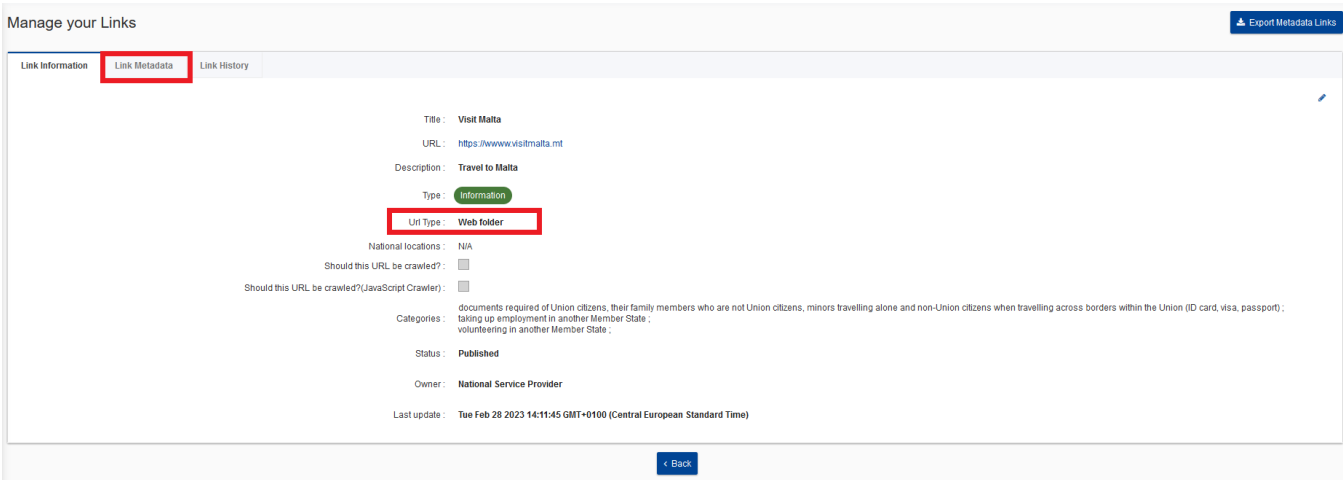
Manage your Metadata Links

Metadata Link Information | Link Metadata History

Title: Test upload
URL: https://testnsp.mt
Description: N/A
Type: Information
National locations: N/A
Notification Type: MANUAL
Owner: National Service Provider
Categories:
Web page language: bg

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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:

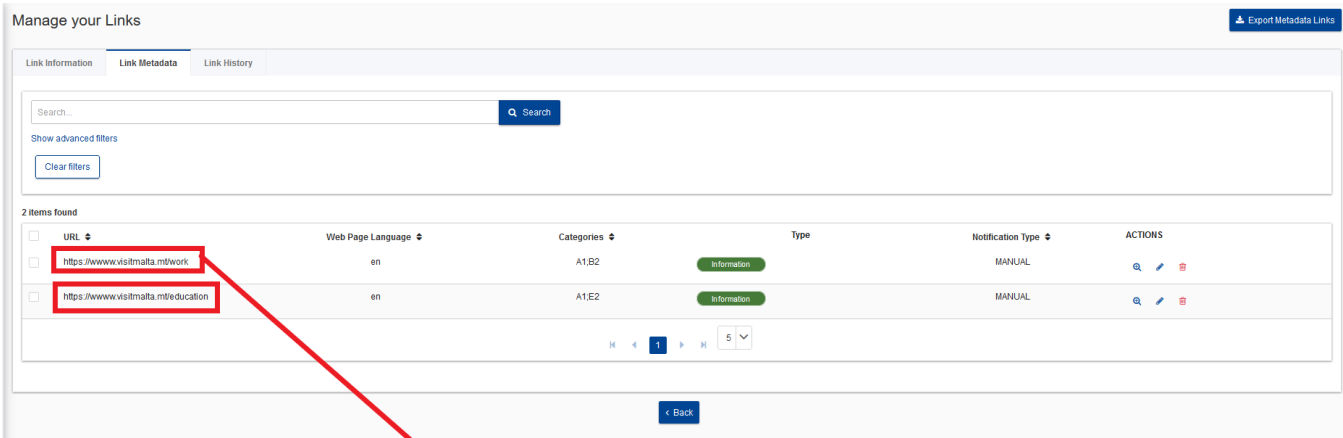


Manage your Links Export Metadata Links

Link Information | **Link Metadata** | Link History

Title: Visit Malta
URL: https://www.visitmalta.mt
Description: Travel to Malta
Type: Information
Uti Type: Web folder
National locations: N/A
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 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)

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Manage your Links Export Metadata Links

Link Information | **Link Metadata** | Link History

Search... Search

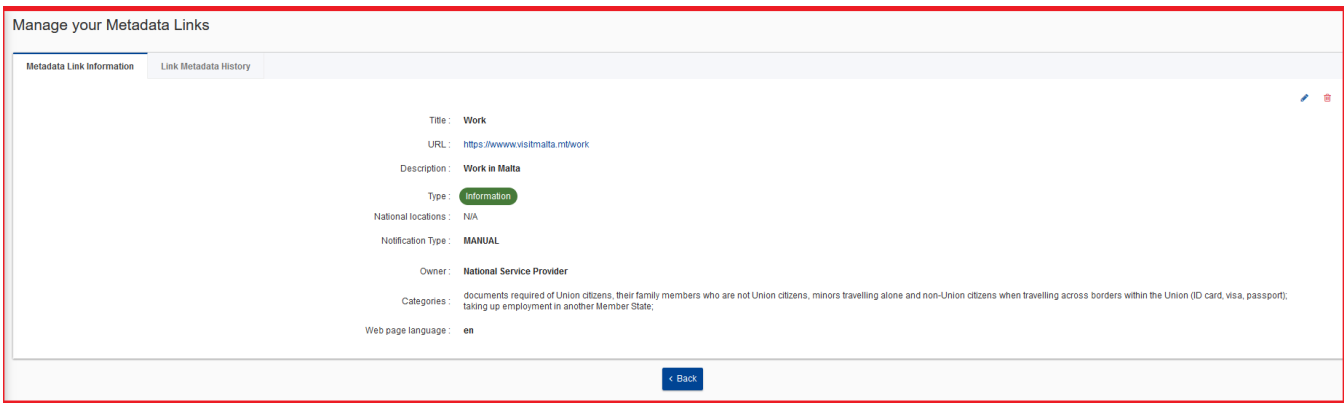
Show advanced filters
Clear filters

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	A1,B2	Information	MANUAL	🔍 ✎ 🗑️
https://www.visitmalta.mt/education	en	A1,E2	Information	MANUAL	🔍 ✎ 🗑️

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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.

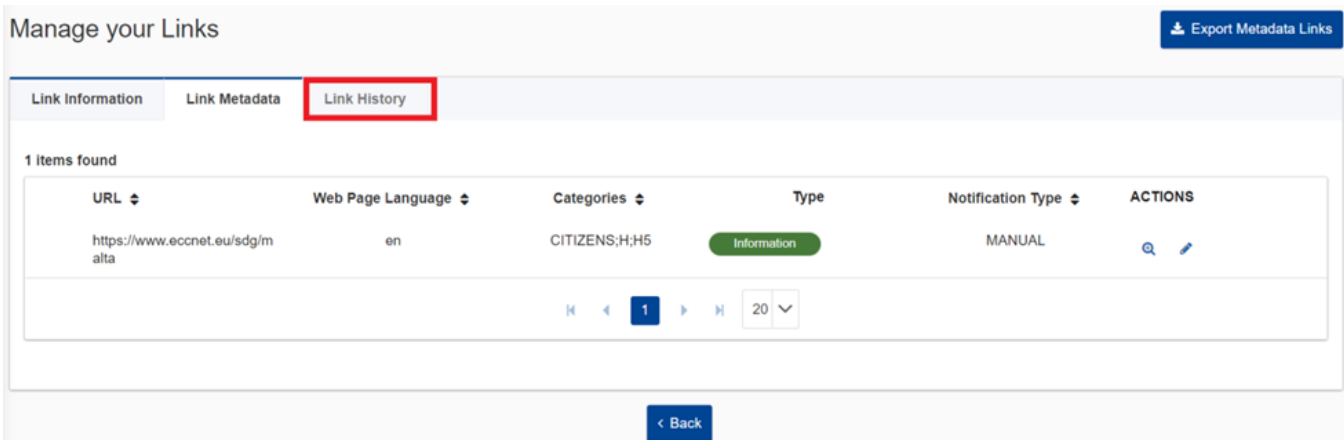
When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

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:



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

Manage your Metadata 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** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL.

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

Manage your Links [Export Metadata Links](#)

Link Information Link Metadata **Link History**

URL	Title	Uri Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

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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** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → 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**.

Manage your Metadata Links

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

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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	Type	Notification Type	ACTIONS
https://www.eccnet.eu/sdg/malta	en	CITIZENS;H;H5	Information	MANUAL	

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

Manage your Metadata 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

Assistance Services

- Assistance Services
 - Introduction
 - How to access Assistance services module?
 - How to navigate on Assistance services module?
 - How to open a CSV in an Excel?
 - Filters
 - How to add an Assistance service?
 - How to edit a Published Service?
 - How to Remove the Assistance Service?
 - How to Deactivate the Assistance service?
 - 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 your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well as 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.

The screenshot shows the 'Assistance services' module interface. The left sidebar contains navigation links, with 'ASSISTANCE SERVICES' highlighted in a red box. The main content area features a search and filter interface with the following fields:

- Status: Filter by status...
- Level of provision: Filter by level... (highlighted with a yellow box)
- Type of service: Filter by type...
- Audience: Filter by audience...
- Service ID: Filter by service ID
- Competent authority name: Filter by competent authority

Below the filters, there is a 'Hide filters' link and a '52 items found' indicator. A 'Export to CSV' button is located in the top right corner of the table area.

Type of service	Member state	Last update	Status	ACTIONS
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	
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 13:36:57	Published	

How to navigate on Assistance services module?

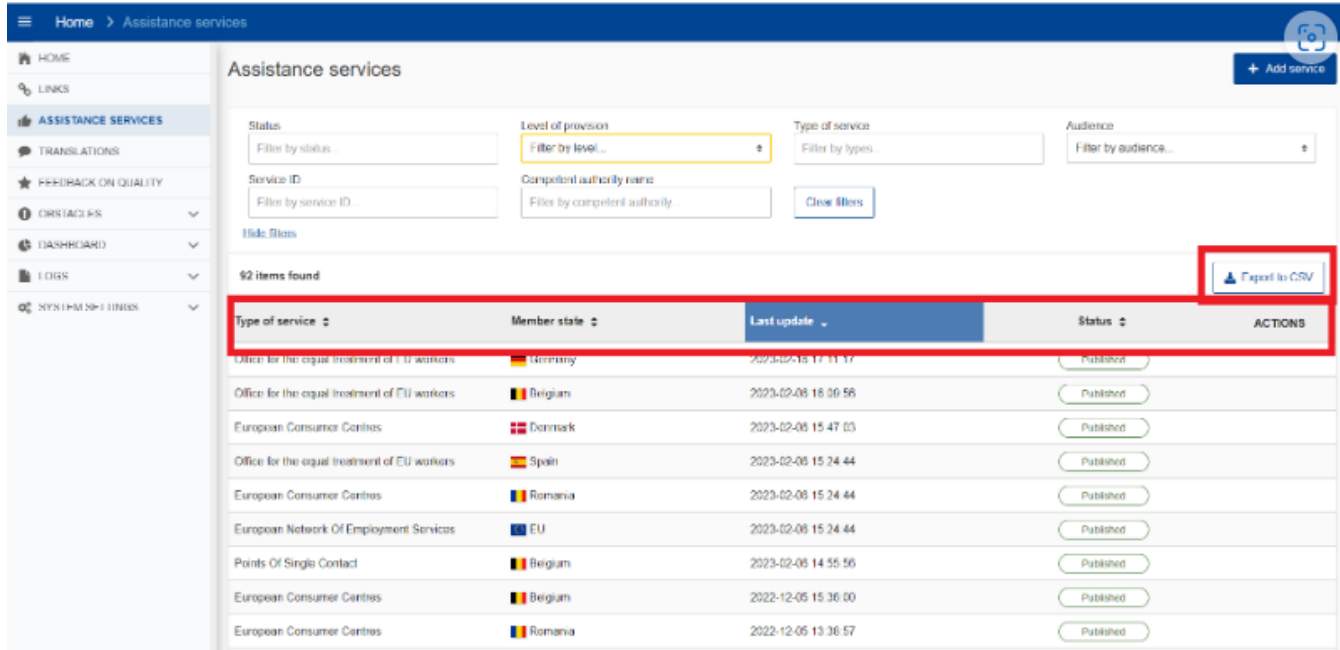
As National Service Provider you are able to view the entire list of all the assistance services available at your country level in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** by other members.

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, **Type 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-[today date]



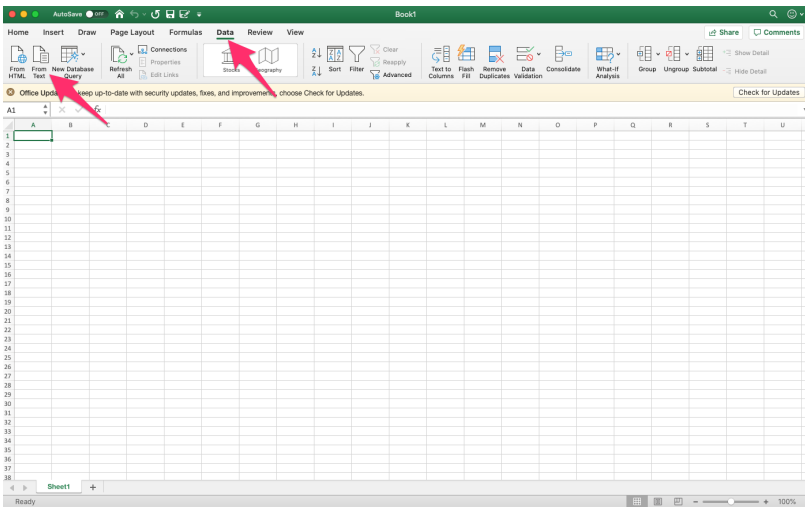
How to open a CSV in an Excel?

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:

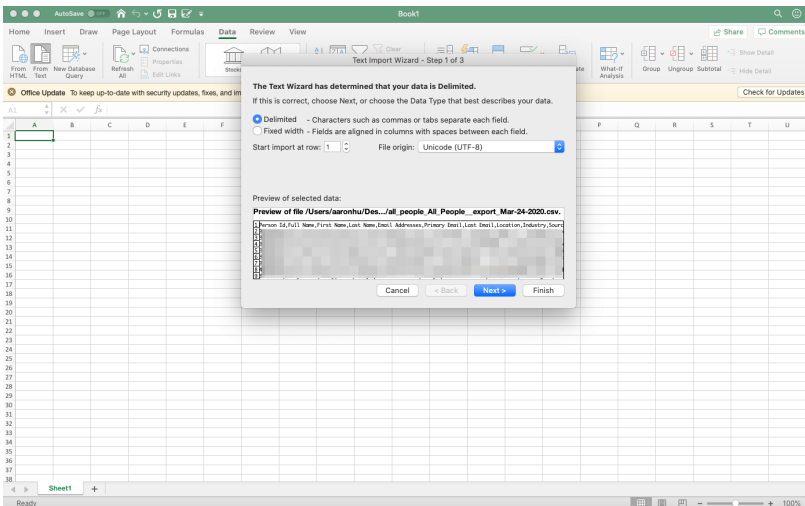
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

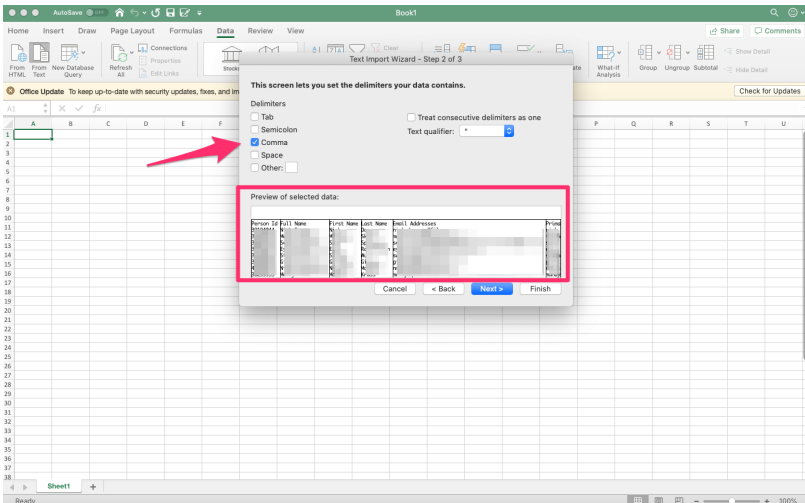


3. Select the CSV file that has the data clustered into one column.

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.

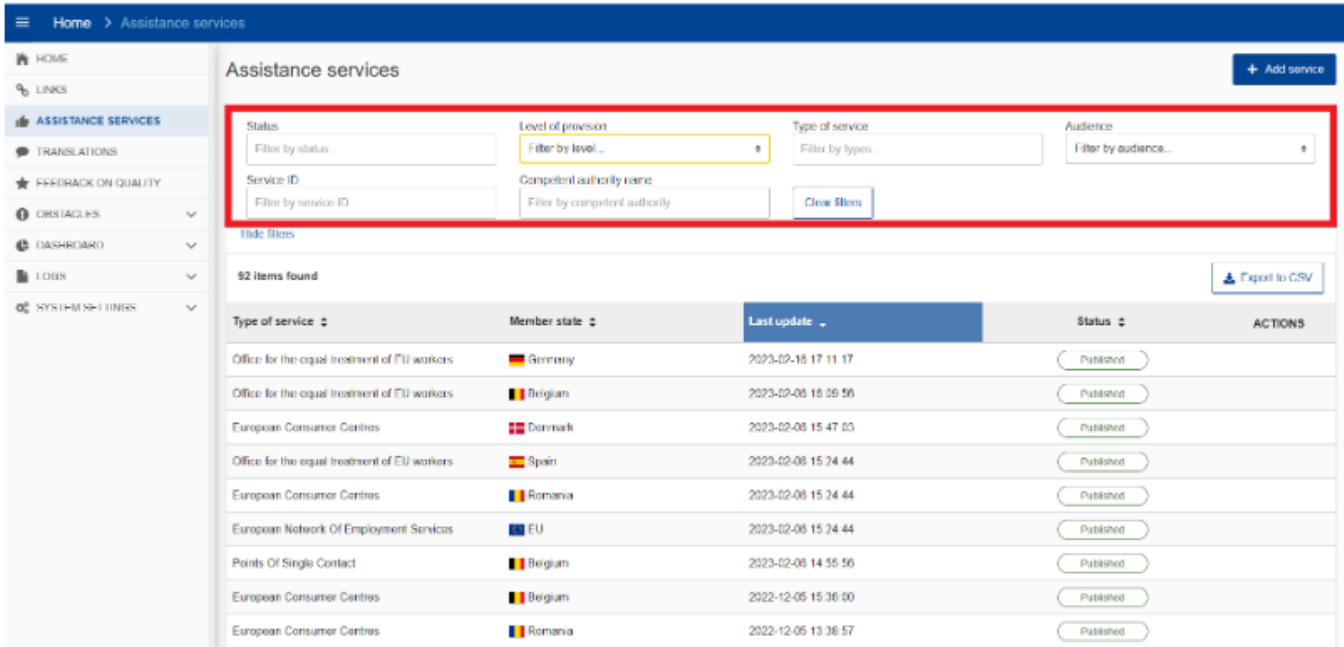


6. Finally, click Finish.

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.

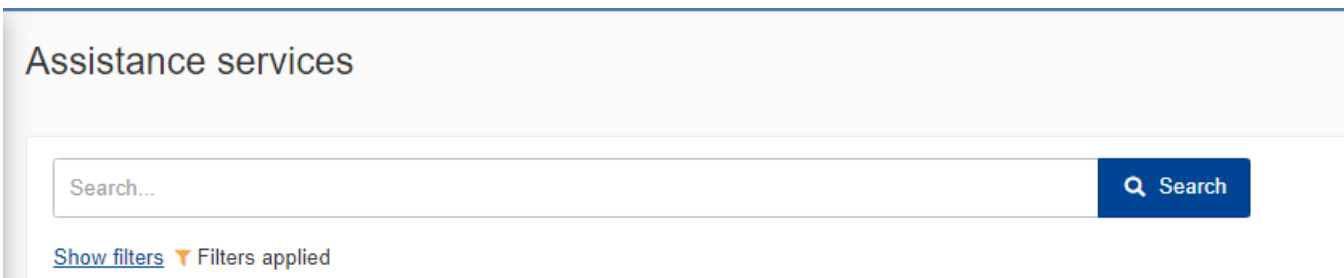


The screenshot shows the 'Assistance services' page with a sidebar on the left and a main content area. The filters section is highlighted with a red box. The filters include:

- Status: Filter by status...
- Level of provision: Filter by level... (highlighted with a yellow box)
- 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

Below the filters, there is a 'Hide filters' link and a table of 92 items found. The table has columns for Type of service, Member state, Last update, Status, and ACTIONS. The table lists various services such as 'Office for the equal treatment of EU workers' and 'European Consumer Centres'.

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



The screenshot shows the 'Assistance services' page with the filters hidden. The page title is 'Assistance services'. There is a search bar with the text 'Search...' and a 'Search' button. Below the search bar, there is a link 'Show filters' with a downward arrow and the text 'Filters applied'.

Status

[Hide filters](#)

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: Filter by status... Level of provision: EU EU service: Filter by EU services... Type of service: Filter by types...
Audience: Filter by audience... Service ID: Filter by service ID... Competent authority name: Filter by competent authority... Clear filters

[Hide filters](#)

9 items found 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	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

Fill in all the details

Home > Assistance services > Add

Add service

LOCATION

Level of provision * National

Member state

Member state code RO

ASSISTANCE SERVICE

Type of service *

Additional information

CONTACT DETAILS

Competent authority name *

Additional information *

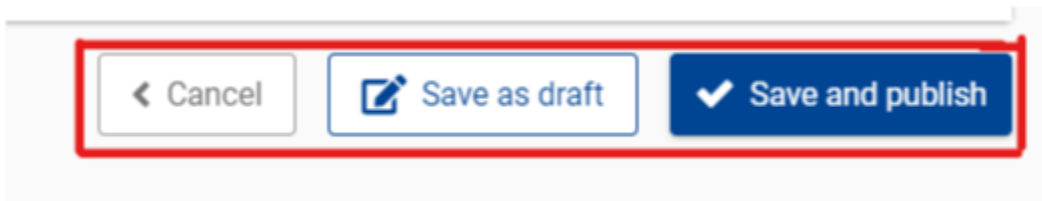
URL

Website language

Email

Phone

[+ Add another contact](#)



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](#)

Then you just need to add the mandatory details.

Competent authority name *

Additional information *

URL

Website language * 
Click to select languages...

Email

Phone



Competent authority name *

Additional information *

URL

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 + Add service

Status

Level of provision 

EU service


Type of service



























Audience 

Service ID

Competent authority name

[Hide filters](#)

9 items found  Export to CSV

Type of service 	Member state 	Last update 	Status 	ACTIONS
European Consumer Centres	 EU	2022-10-07 10:56:55	<input type="button" value="Published"/>	<input checked="" type="checkbox"/> 
European Network Of Employment Services	 EU	2022-06-03 11:41:36	<input type="button" value="Published"/>	<input type="checkbox"/> 
Your Europe Advice	 EU	2022-04-25 10:49:16	<input type="button" value="Published"/>	<input checked="" type="checkbox"/> 
Product Contact Points For Construction	 EU	2021-11-08 09:26:26	<input type="button" value="Draft"/>	<input type="checkbox"/>  
National Contact Points For Cross-border Healthcare	 EU	2021-11-08 09:26:26	<input type="button" value="Published"/>	<input checked="" type="checkbox"/> 
SOLVIT	 EU	2021-11-08 09:26:26	<input type="button" value="Published"/>	<input checked="" type="checkbox"/> 
Your Europe Advice	 EU	2021-05-17 15:19:39	<input type="button" value="Draft"/>	<input type="checkbox"/>  
Europe Direct	 EU	2021-05-07 14:24:09	<input type="button" value="Draft"/>	<input type="checkbox"/>  
Europe Direct	 EU	2020-09-23 14:37:07	<input type="button" value="Draft"/>	<input type="checkbox"/>  



How to Remove the Assistance Service?

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

Assistance services + Add service

Status

Audience

Level of provision

Service ID

EU service

Competent authority name

Type of service

[Clear filters](#)

[Hide filters](#)

9 items found [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	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

How to Deactivate the Assistance service?

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

Assistance services

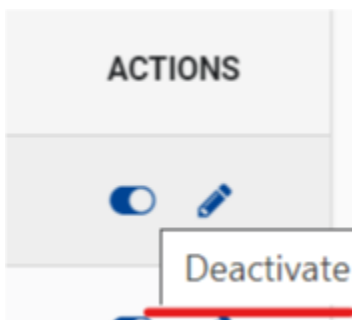
+ Add service

Status Published	Level of provision National	Member state Filter by member states... Romania	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

12 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	<input checked="" type="checkbox"/>
SOLVIT	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
Product Contact Points	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	<input type="checkbox"/>



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**

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
 - The National Service provider are notified when another user make changes in their Published Assistance services.
 - The National Service provider are notified if the deletion of an assistance service is done for their assigned services
 - The National Service provider are notified if the deactivation of an assistance service is done for their assigned services

Translations

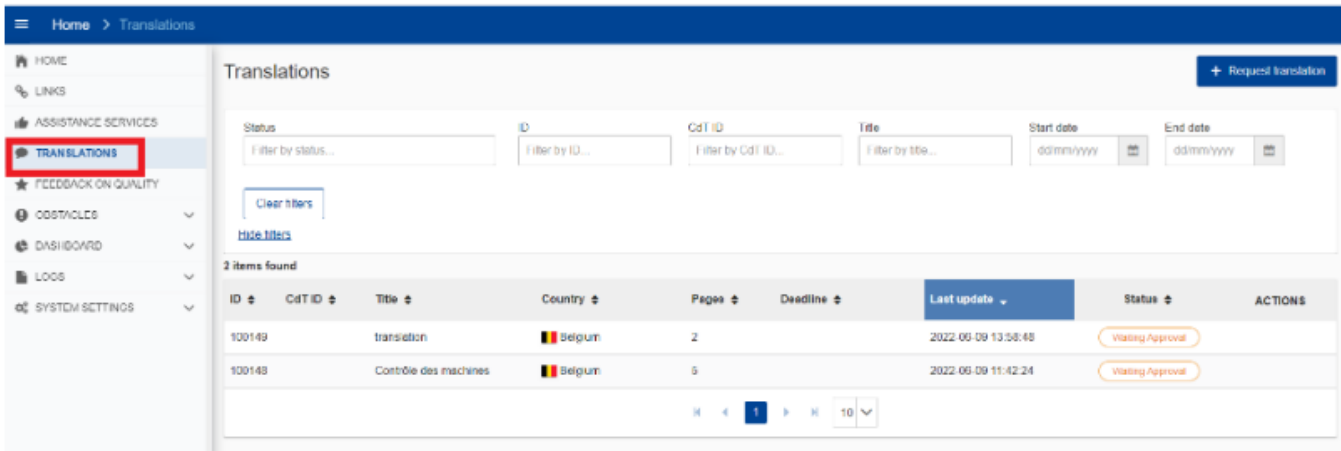
- [Translations](#)
 - [Introduction](#)
 - [How to access the Translations module?](#)
 - [How to navigate on Translations module?](#)
 - [Filters](#)
 - [How to request Translation?](#)
 - [Fill in all the required details](#)
 - [Translation Request Process Flow](#)
 - [Translation Status Flow](#)
 - [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.



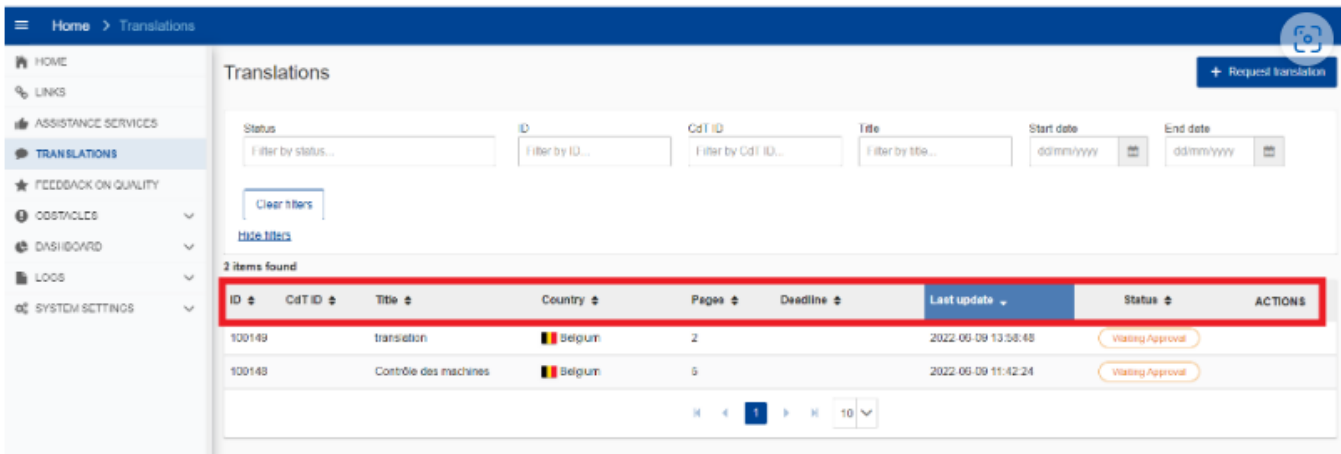
As National service provider when accessing the Translation module you will land on a list view where you will be able to see all your own translations requests and make new requests.

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).



Filters

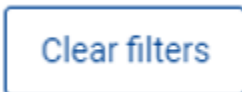
You can use **filters** to filter by **Status**, **ID**, **CDT ID**, **Title**, **Start Date** and **End Date** and check the status of the translation request.

The screenshot shows the 'Translations' page with a sidebar on the left containing navigation options like HOME, LINKS, ASSISTANCE SERVICES, TRANSLATIONS, FEEDBACK ON QUALITY, OOST/CLDS, DASHBOARD, LOGS, and SYSTEM SETTINGS. The main content area has a 'Translations' header and a '+ Request translation' button. Below the header are filter fields for Status, ID, CdT ID, Title, Start date, and End date. A 'Clear filters' button and a 'Hide filters' link are also present. A table below shows 2 items found:

ID	CdT ID	Title	Country	Pages	Deadline	Last update	Status	ACTIONS
100149		translation	Belgium	2		2022-06-09 13:58:48	Waiting Approval	
100148		Contrôle des machines	Belgium	5		2022-06-09 11:42:24	Waiting Approval	

This close-up shows the 'Status' filter dropdown menu. The menu is open, showing a list of status options: Draft, Waiting Approval - AM, Waiting Approval - NC, Rejected - AM, Rejected - NC, Waiting Translation, and Translated. A red box highlights the entire dropdown menu.

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



How to request Translation?

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

This screenshot is similar to the first one, showing the 'Translations' page. A red box highlights the '+ Request translation' button in the top right corner of the main content area.

Home > Translations > Add

Request translation

Title *
This field is required

Upload document *

Document language *

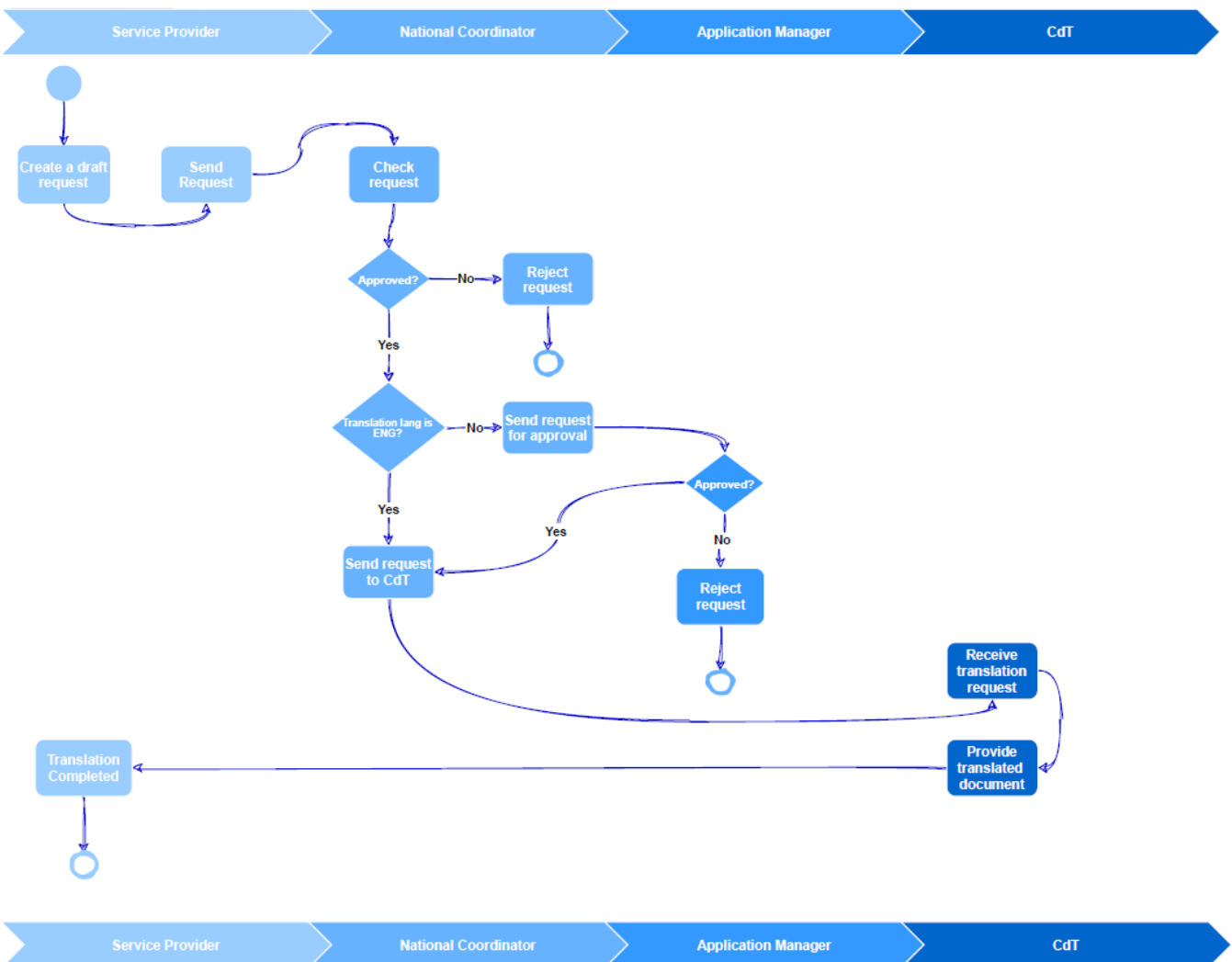
Translation language *

Number of pages *

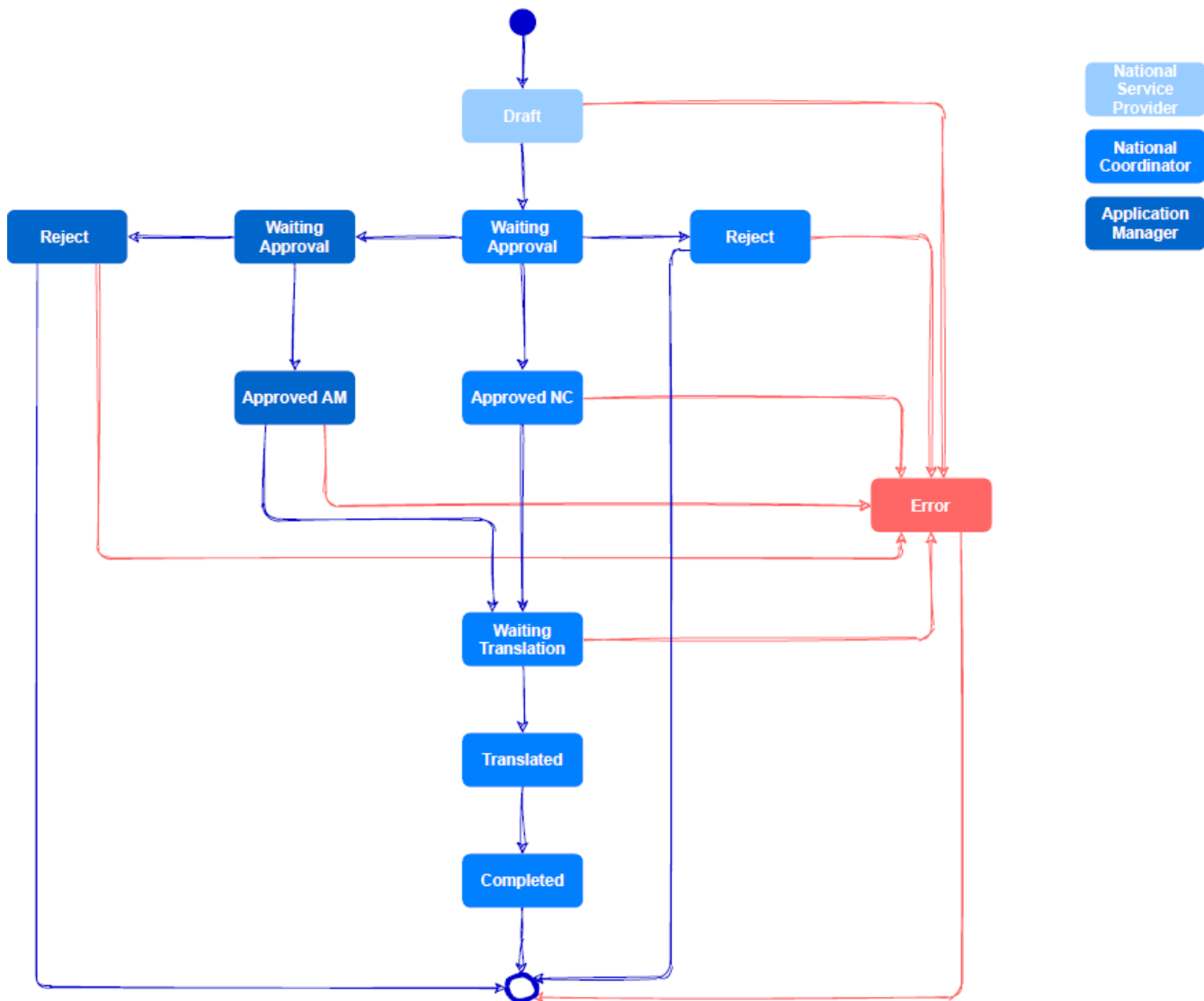
URL

version 2.0.0-04/02/2021

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 there 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
 - Introduction
 - How to access the feedback on quality?
 - How to navigate on Feedback on quality module?
 - Filters
 - Actions
 - Export to CSV
 - How to open a CSV in an Excel?
 - How to translate the text comments?

Introduction

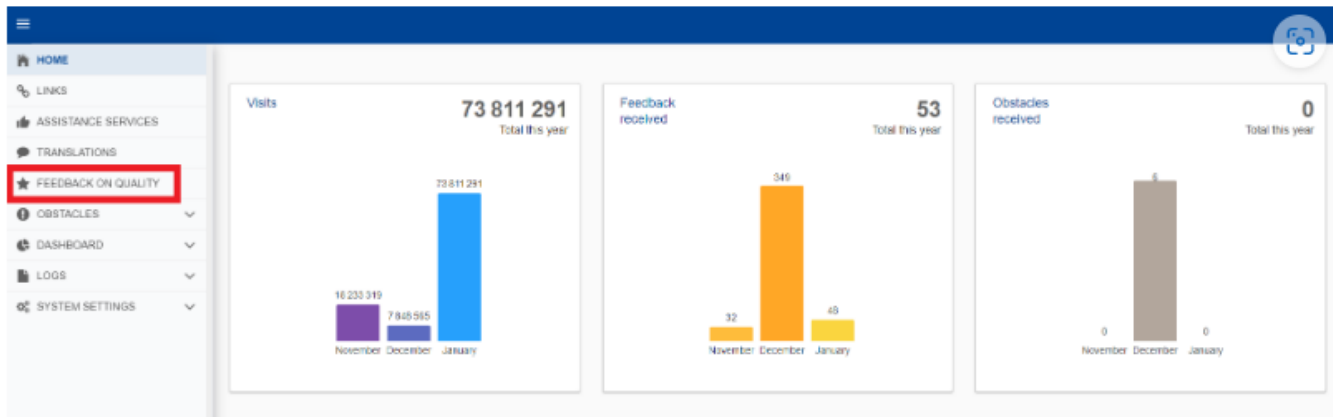
The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.

The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office.

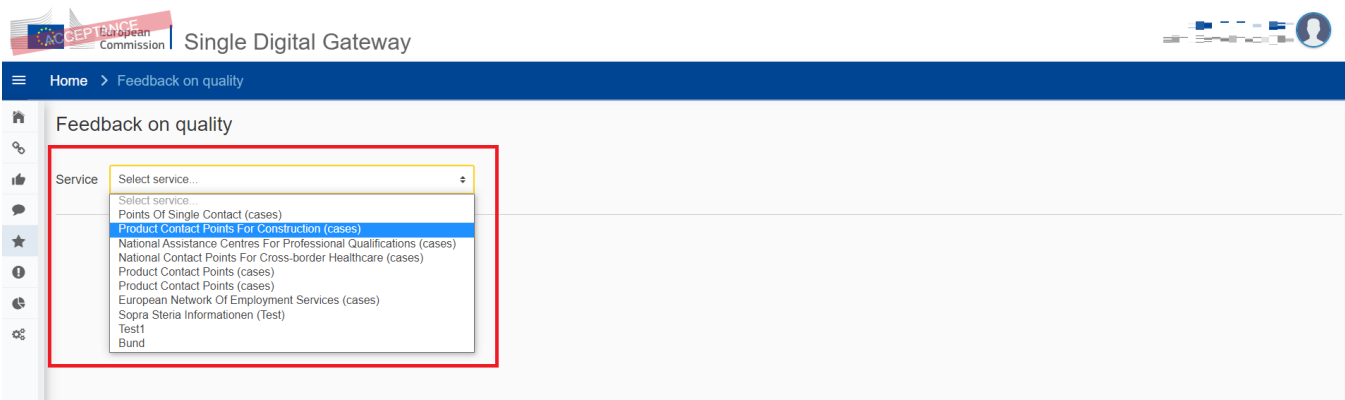
On this module you will be able to consult that same feedback collected showed in a form of list and manage their status.

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.

Feedback on quality

Service: Points Of Single Contact (cases) Germany, * National coverage / competence (DE)

Average rating: ★ 4,5 / 5

Filters: Status, Rating, Info found, Start date, End date

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	⋮

Page 1 of 10

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

Feedback on quality

Service: Points Of Single Contact (cases) Germany, * National coverage / competence (DE)

Average rating: ★ 4,5 / 5

Filters: Status, Rating, Info found, Start date, End date

ACCEPTANCE European Commission | Single Digital Gateway

Home > Feedback on quality

Service: Points Of Single Contact (cases) Germany, * National coverage / competence (DE)

Average rating: ★ 4.5 / 5

Filters: Status, Rating, Info found, Start date, End date

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	⋮

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

Service: Points Of Single Contact (cases) Germany, * National coverage / competence (DE)

Average rating: ★ 4.5 / 5

Filters: Status, Rating, Info found, Start date, End date

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	⋮

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

1 items found

Rating	Info found	Creation date	Status	ACTIONS
★★★★☆		2022-04-15 14:29:52	Open	⋮

Expanded item details:

★★★★☆ 2022-04-15 14:29:52 Open

EN Dummy testing for Acceptance Translate

Filters

You can search Feedback on quality entries by using the filters: **Status**, **Rating**, **Info found**, **Start date**, **Start date**, **End date** and **URL**

Average rating
★ 4.5 / 5

Status
Filter by status...

Rating
Filter by rating...

Info found
Filter by info found...

Start date
17/08/2021

End date
17/08/2022

Clear filters

Hide filters

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

Average rating
★ 4.5 / 5

Show filters Filters applied

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":

Clear filters

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...

Rating
Filter by rating...

Info found
Filter by info found...

Start date
17/08/2021

End date
17/08/2022

Clear filters

Hide filters

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	⋮

1 / 10

In the column **Actions**, you can change the Status from **Open** to **In Progress**, **Close** and **Not relevant**, and from each of this status you can **Reopen** to change the status to **Open** again or to any other status.

2 items found

Rating	Info found	Creation date	Status
★★★★★		2021-02-01 12:00:00	Open
★★★★★		2021-02-01 12:00:00	Closed

Navigation: 1 / 10

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-[today date]

The screenshot shows the 'Feedback on quality' dashboard. It includes a navigation menu on the left with options like HOME, LINKS, ASSISTANCE SERVICES, TRANSLATIONS, FEEDBACK ON QUALITY (selected), OBSTACLES REPORTED, STATISTICS, USER MANAGEMENT, and SYSTEM SETTINGS. The main content area shows a table with one item found. The 'Export to CSV' button is highlighted with a red box.

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

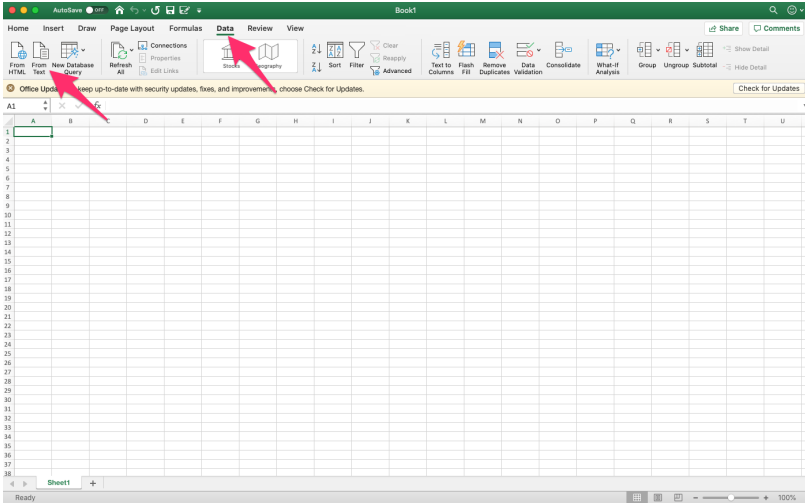
How to open a CSV in an Excel?

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

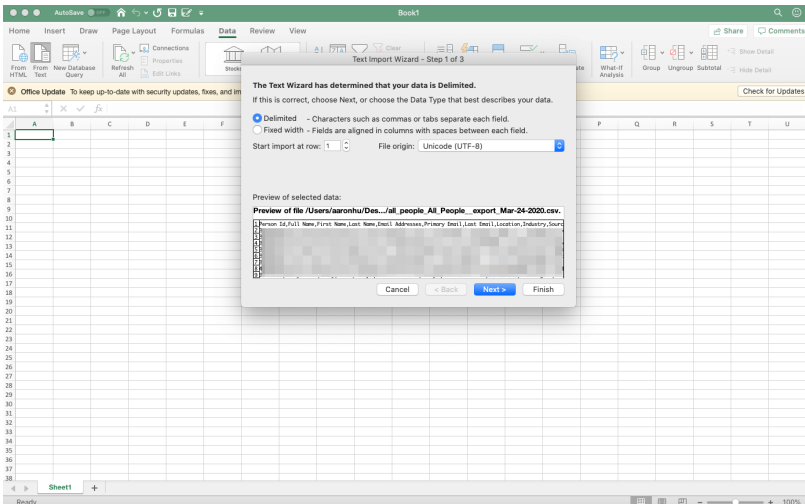
To open CSV in Excel properly pls follow this procedure:

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.

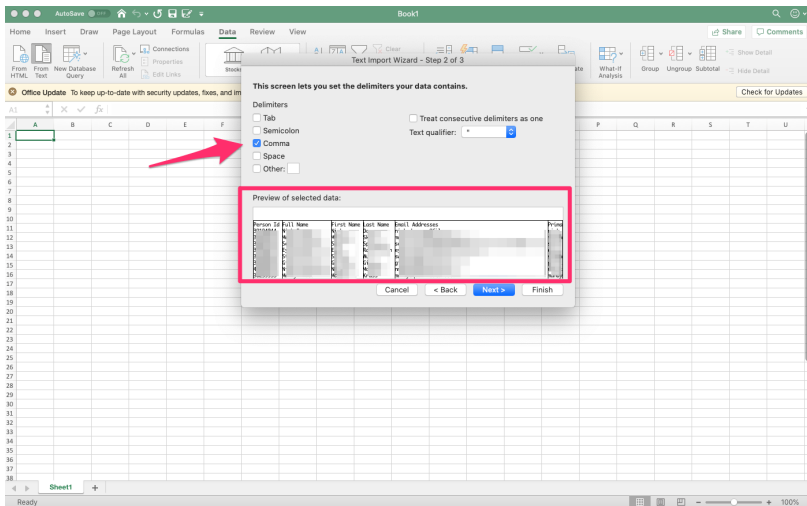
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.



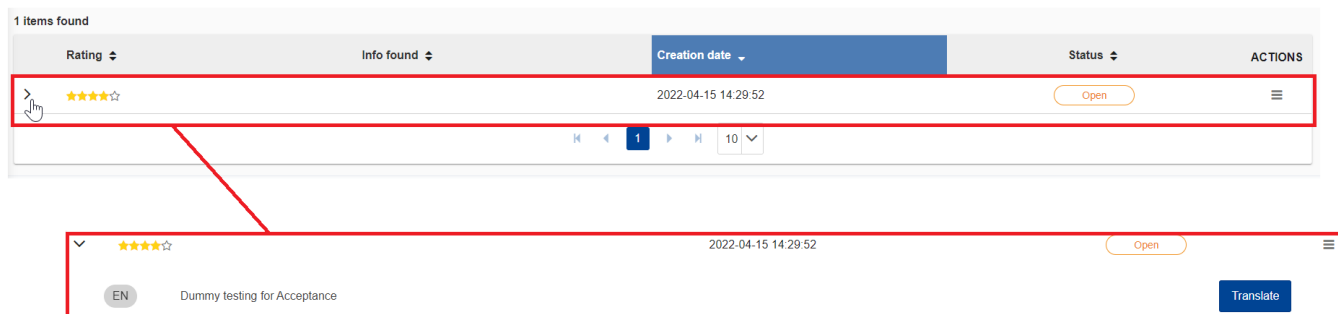
6. Finally, click Finish.

7. Remember to Save your document!

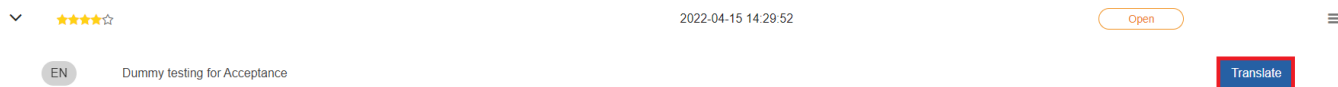
How to translate the text comments?

You can translate any comment added to the individual feedback.

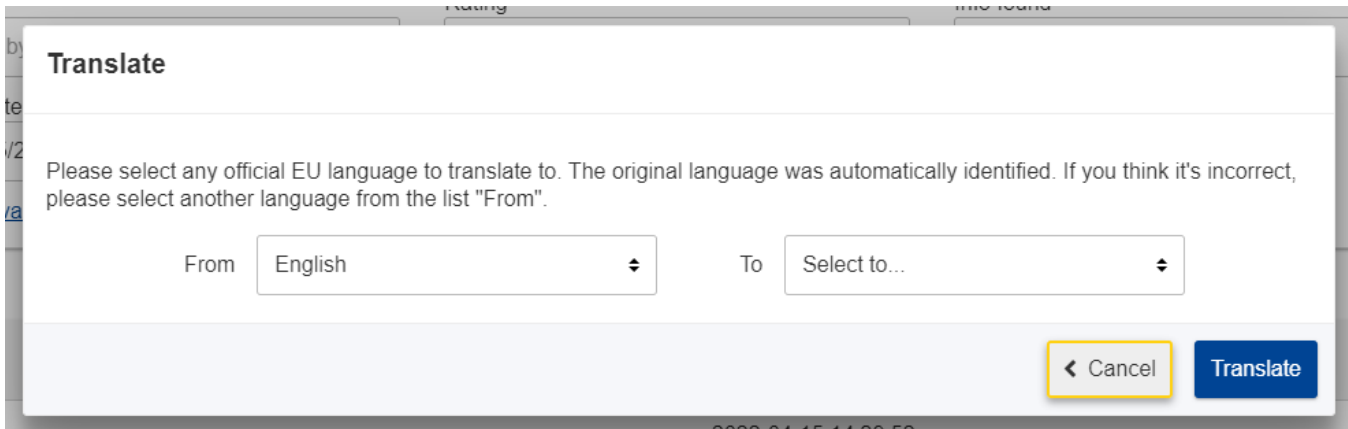
For that you first need to expand the feedback.



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

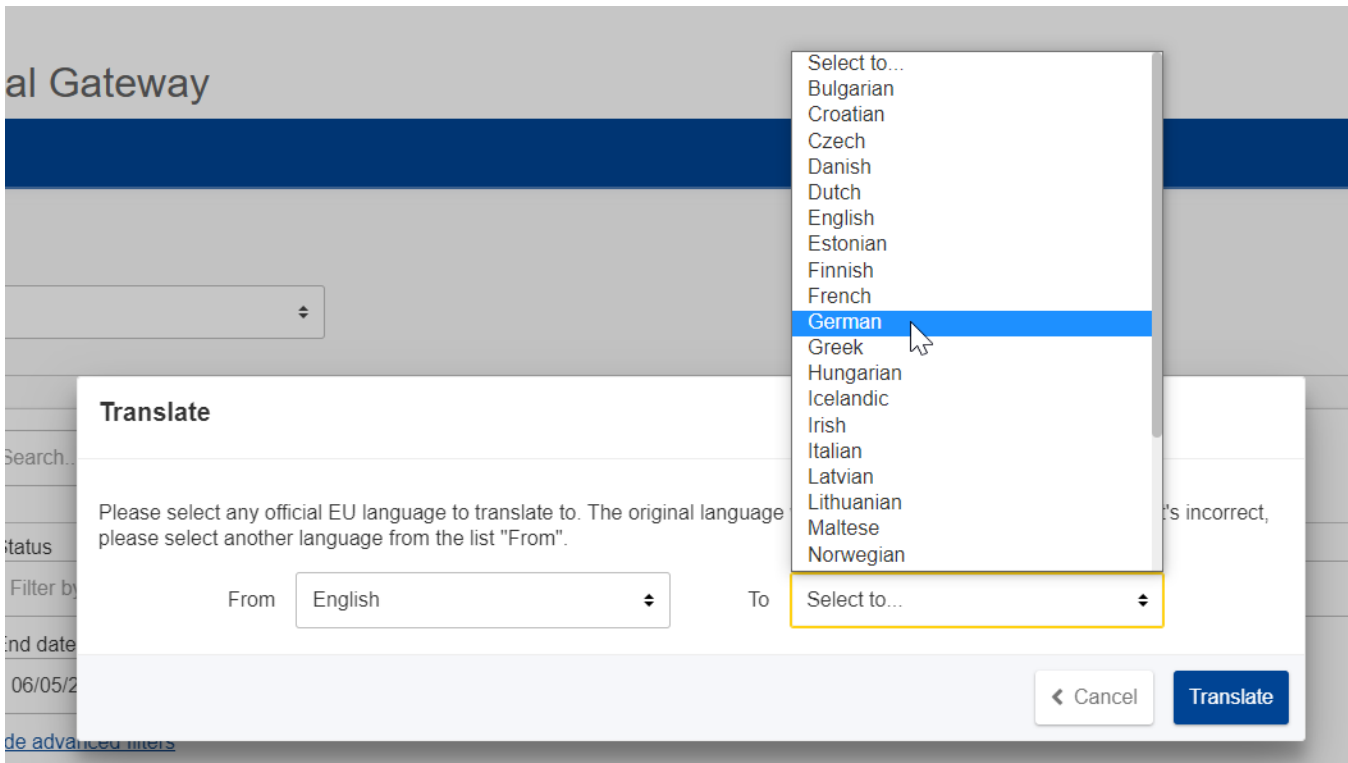


Which will open a pop-window.

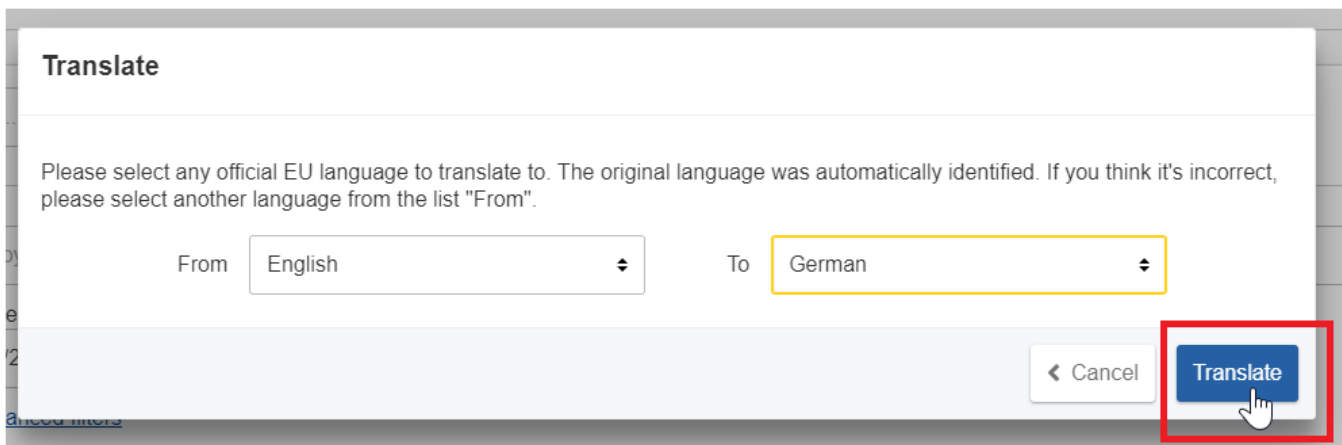


Normally you will see the original language already identified, however if the system is not able to correctly identify it you can add /correct that information.

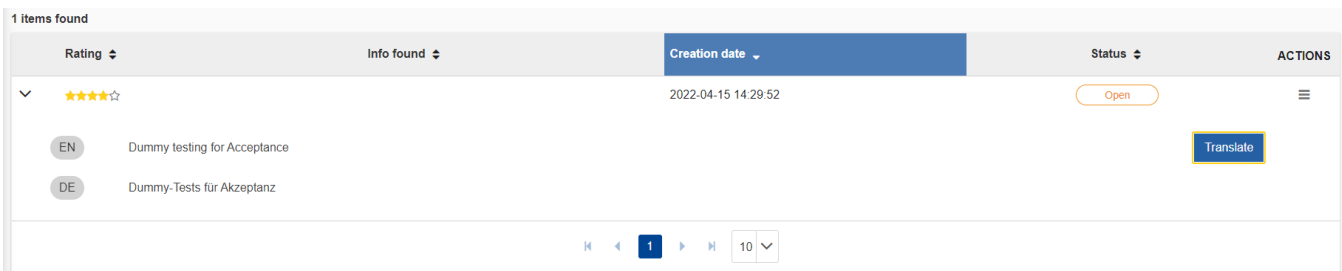
You can now select the language to which you want to translate to by selecting from the drop-down list.



Finally click on **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.



Obstacles reported

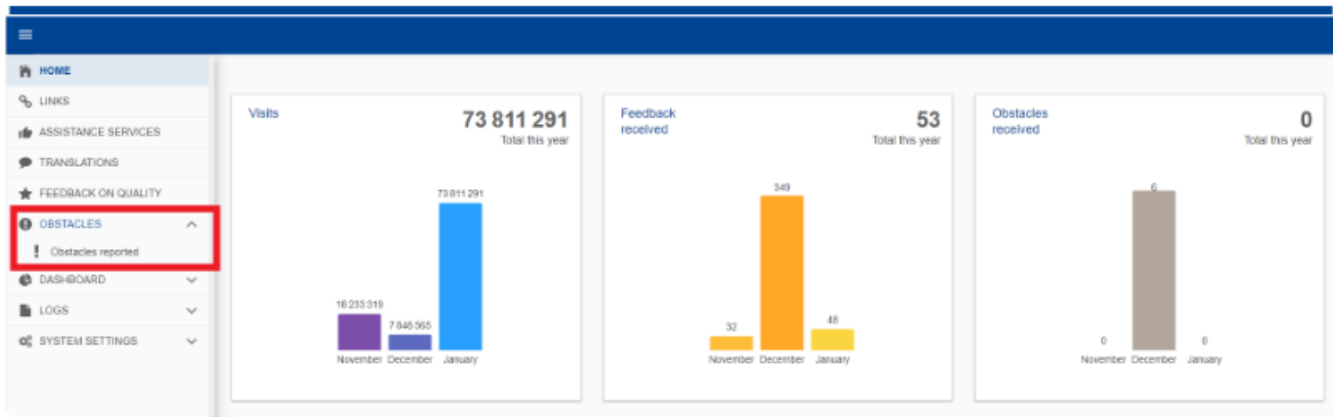
- [Obstacles reported](#)
 - [Introduction](#)
 - [How to access the obstacles reported module?](#)
 - [How to navigate on obstacles reported module?](#)
 - [Filters](#)
 - [How to translate the free text of an Obstacle?](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)
 - [Export obstacles \(FoSMO\) 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 through 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 reported

Obstacles reported

Filters: Status, Country of origin, Audience, Category, Problem areas, Start date, End date. [Clear filters](#)

[Hide filters](#)

9 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status
Belgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
Belgium	Belgium	Travel	Identify card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open
Belgium	Belgium	Travel	Identify 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 travelers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevant
Belgium	Belgium	Travel	Identify card, visa, passport		2021-05-05 10:59:50	In Progress
Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
Belgium	Belgium	Work and retirement	Taxation		2020-12-21 14:54:11	In Progress

How to navigate on obstacles reported module?

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

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

In addition you have the ability to search by **Status, Country of Origin, Audience, Category, Problem Areas, Start date and End date.**

Home > Obstacles reported

Obstacles reported

Status

Country of origin

Audience

Category

Problem areas

Start date

[Hide filters](#)

9 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status
Belgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
Belgium	Belgium	Travel	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 travellers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevant
Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
Belgium	Belgium	Work and retirement	Taxation		2020-12-21 14:54:11	In Progress

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

Obstacles reported

Status

Country of origin

Audience

Category

Problem areas

Start date

[Hide filters](#)

9 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status
Belgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
Belgium	Belgium	Travel	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 travellers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevant
Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
Belgium	Belgium	Work and retirement	Taxation		2020-12-21 14:54:11	In Progress

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.

Obstacles reported

Search...

[Show advanced filters](#)

5 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open	Open
EN	my issue is						Translate
> Belgium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	Open	Open
> Spain	Belgium	Travel	Online purchases, travel arrangements and rights of travelers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed	Closed
> Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress	In Progress
> Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed	Closed

Filters

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

Home > Obstacles reported

Obstacles reported

Status: Filter by status... Country of origin: Filter by origin countries... Audience: Filter by audiences... Category: Filter by categories...

Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy Clear filters

Hide filters

9 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status
> Belgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
> Belgium	Belgium	Travel	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 10:50:45	Open
> Spain	Belgium	Travel	Online purchases, travel arrangements and rights of travelers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
> Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevant
> Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
> Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
> Belgium	Belgium	Work and retirement	Taxation		2020-12-21 14:54:11	In Progress

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

Home > Obstacles reported

Obstacles reported

Show filters

9 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status
> Belgium	Belgium	Vehicles	Renting a motor vehicle	Incorrect application of EU rules	2022-10-17 16:23:53	Open
> Belgium	Belgium	Travel	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 travelers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed
> Belgium	Belgium	Protection of personal data	Data protection		2021-05-18 14:50:04	Not Relevant
> Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress
> Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed
> Belgium	Belgium	Work and retirement	Taxation		2020-12-21 14:54:11	In Progress

1 / 10

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

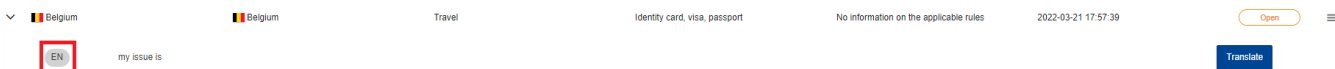
You clear all previously added filters using the button **Clear filters**:



How to translate the free text of an Obstacle?

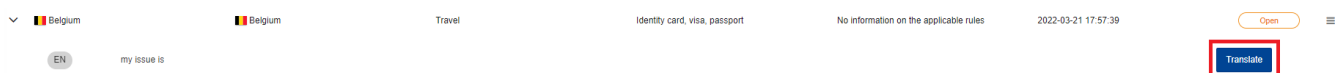
You can translate any free text in a given obstacle to a language of your preference.

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

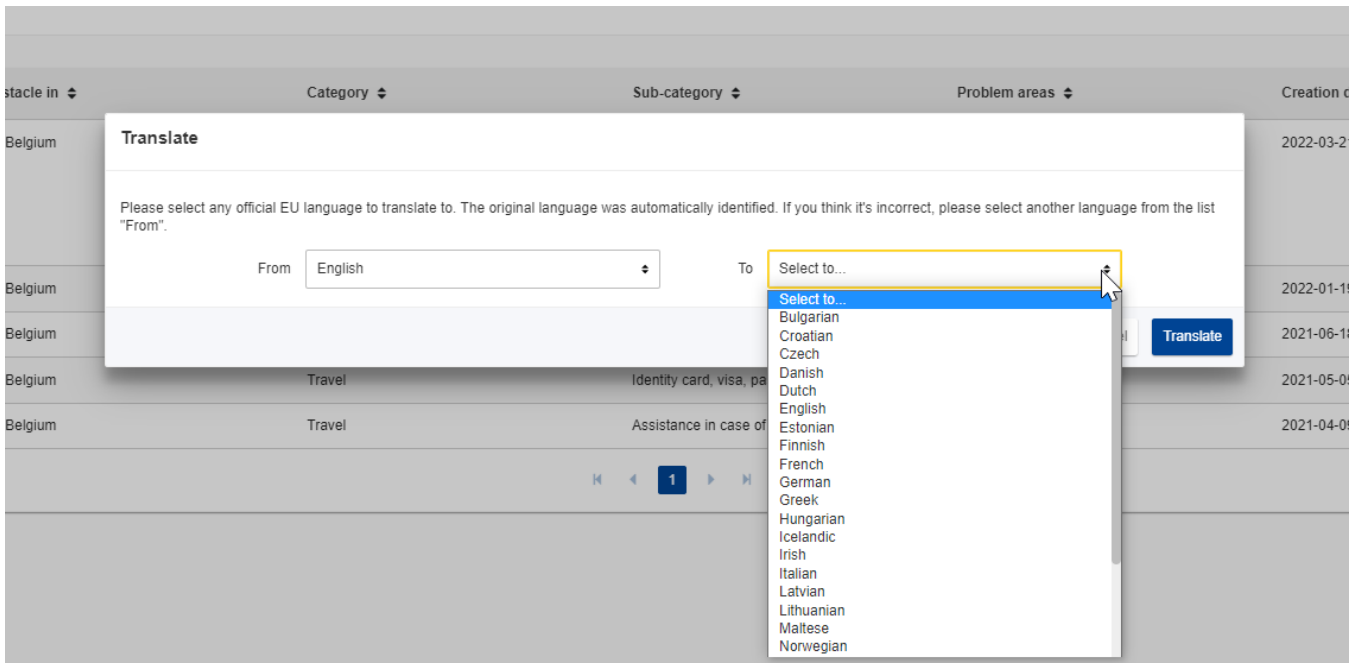


In case the original language is not identified or wrongly identified you can also select the original language.

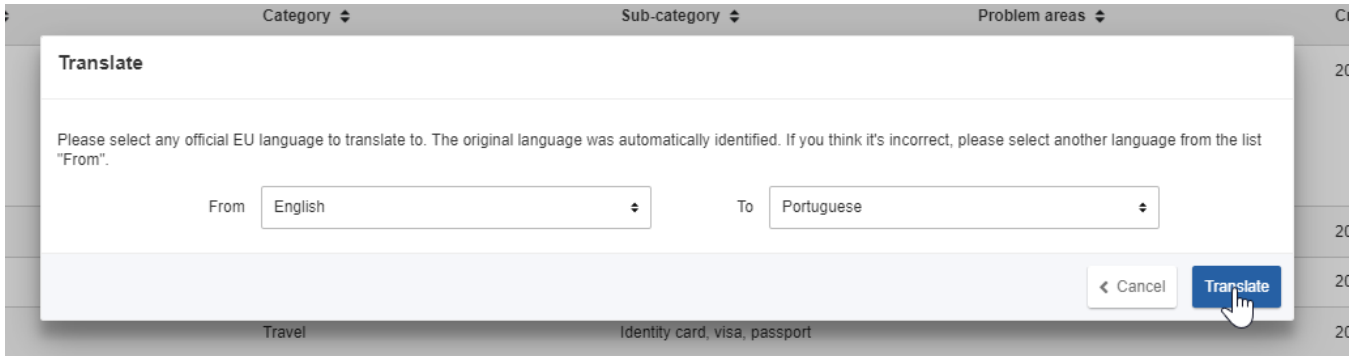
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



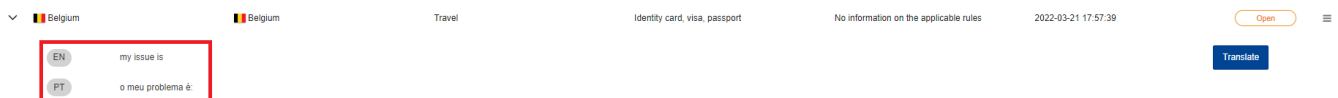
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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



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



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 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 Category Problem areas Start date End date

[Hide filters](#)

2 items found

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	

1/10

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

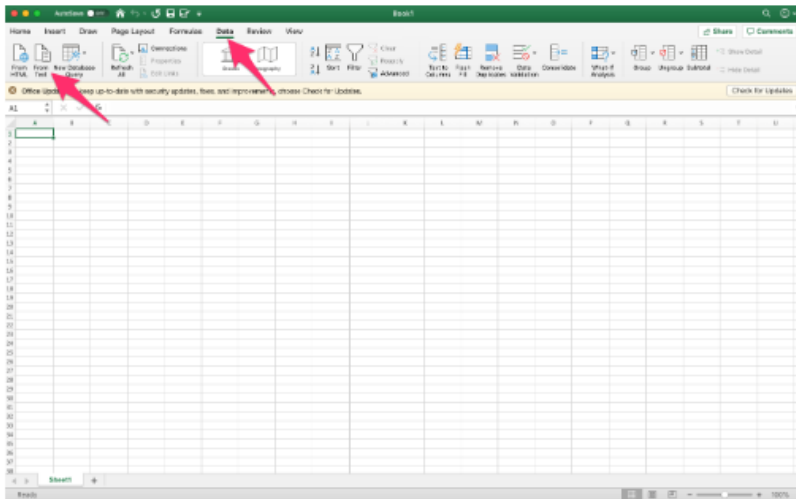
How to open a CSV in an Excel?

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

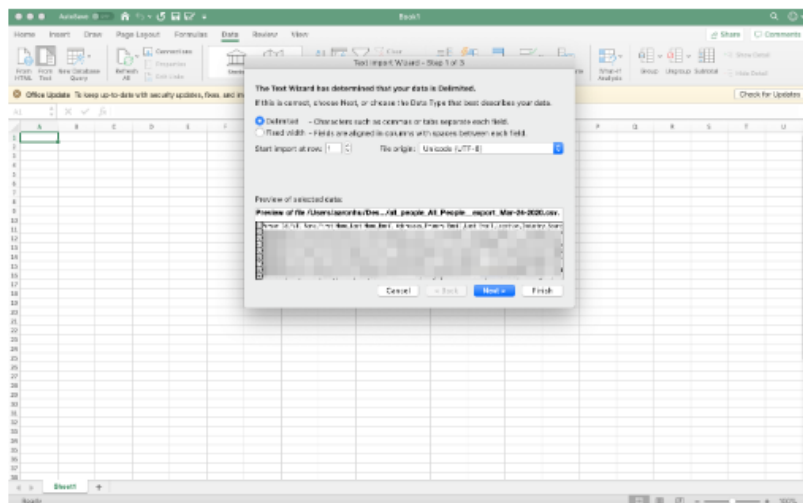
To open CSV in Excel properly pls follow this procedure:

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.

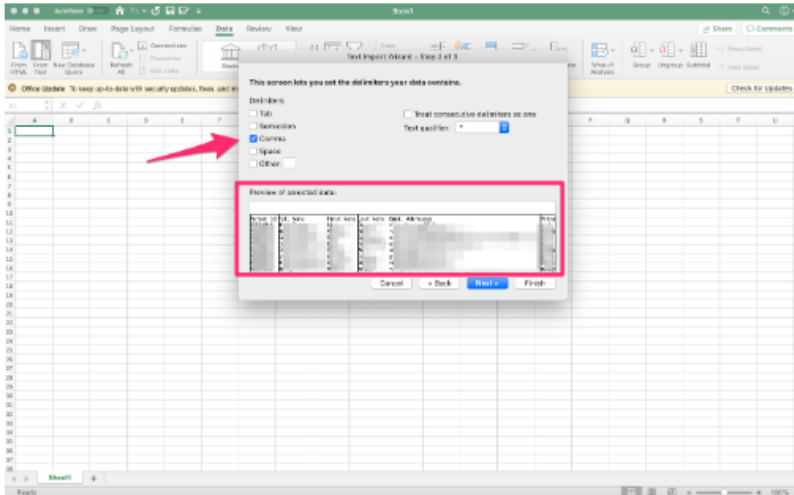
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.

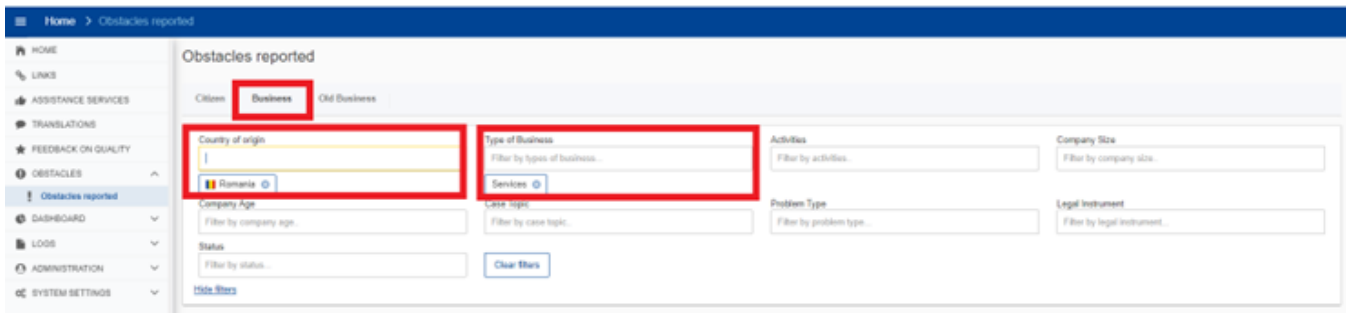


6. Finally, click Finish.

7. Remember to Save your document!

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

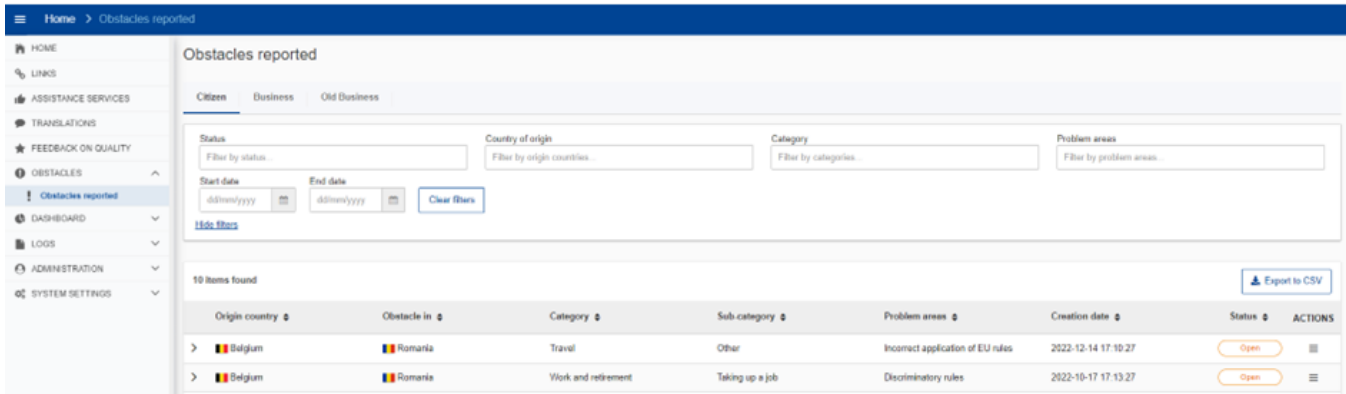
As a NSP you can export feedback on SMO for all the services in his country in a CSV/excel file



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

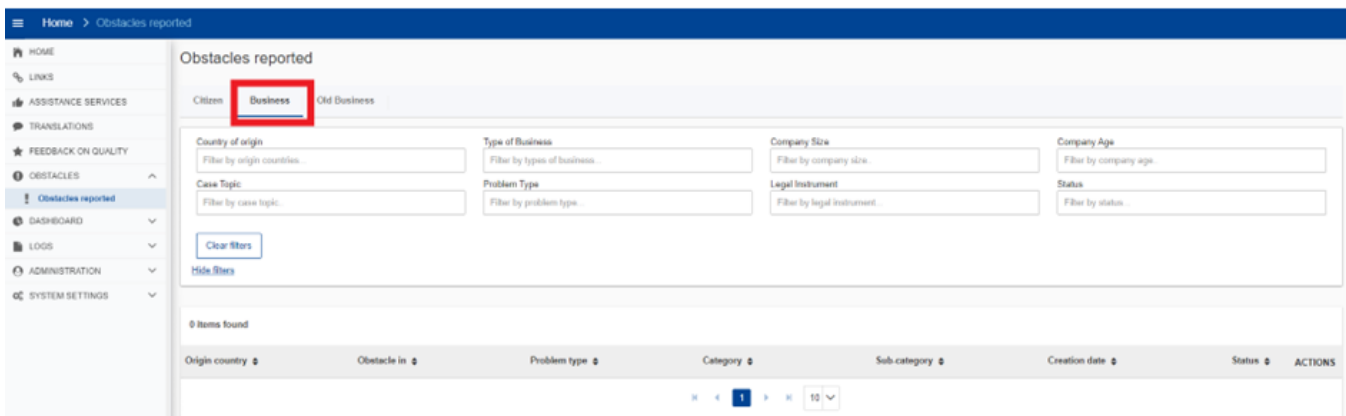
Update filter for Citizens tab

Audience filter removed from 'Citizens tab'



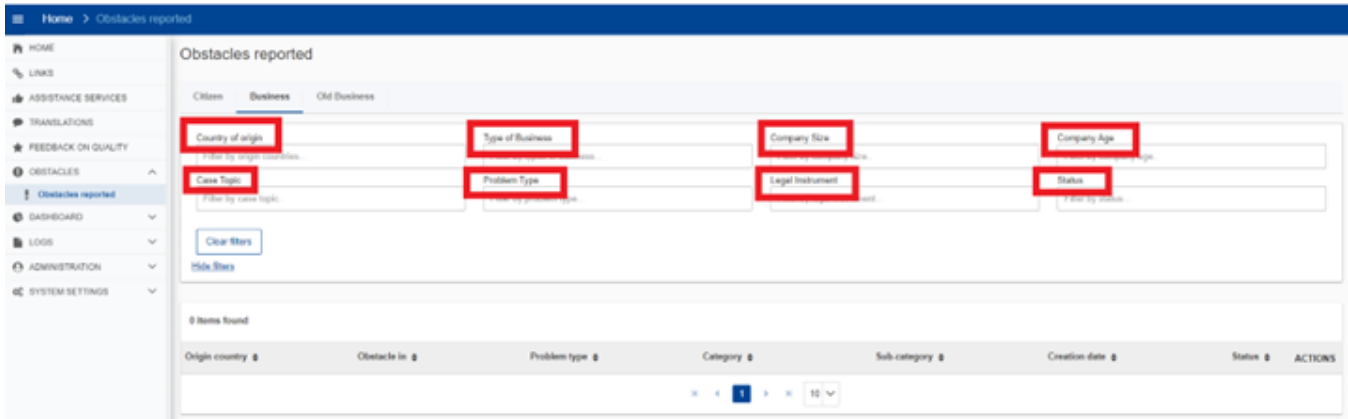
Add filters for new businesses tab in Obstacles

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



You will find this filter options:

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



Statistics Dashboard

- Statistics Dashboard
 - Introduction
 - How to access the Statistics Dashboard Module?
 - 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
 - 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
 - FOQ - Assistance Services Cases

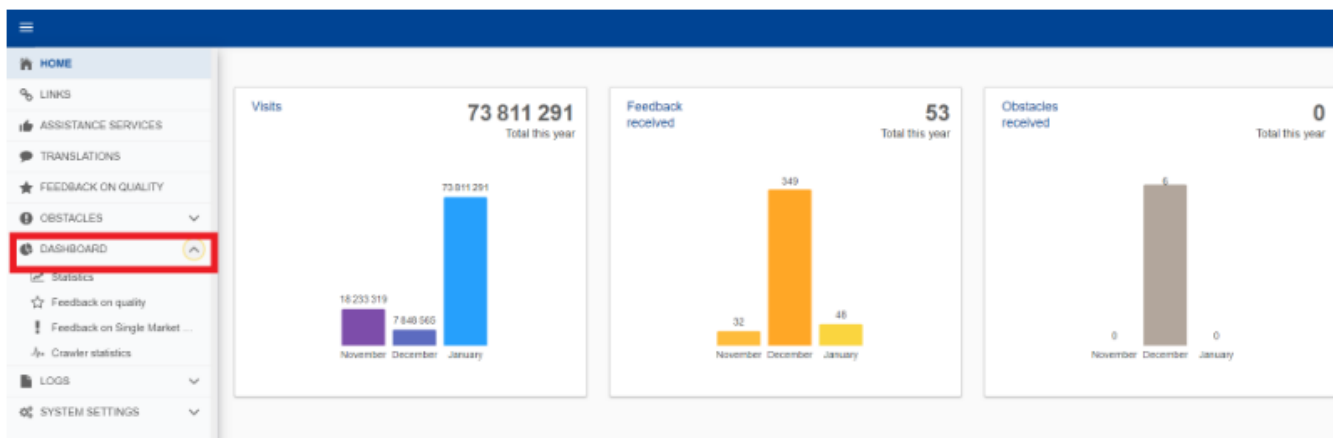
- How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality - Assistance Services Cases tab?
 - First Level
 - Second Level
 - FOSMO
 - How to use the Filters
 - Cascading filters
 - What can we consult in Feedback on Single Market Obstacles?
 - Show FoSMO details in a separate page
 - Filter improvements in FoSMO QS dashboard
 - Default Start Date for Quiksite

Introduction

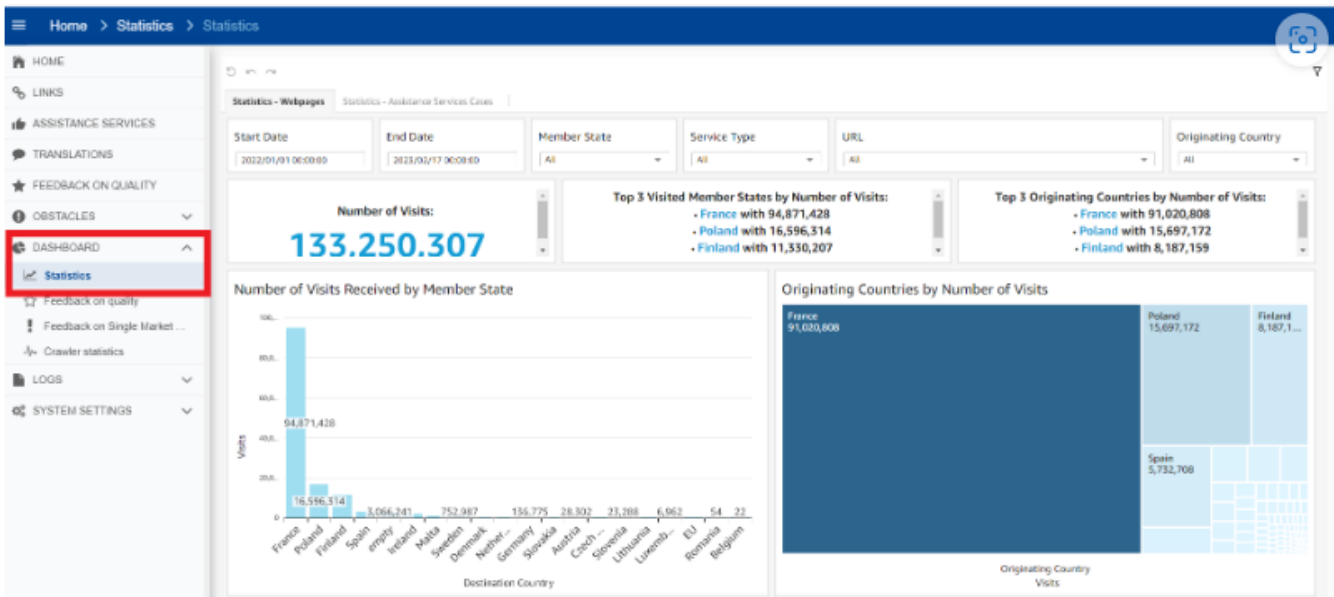
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

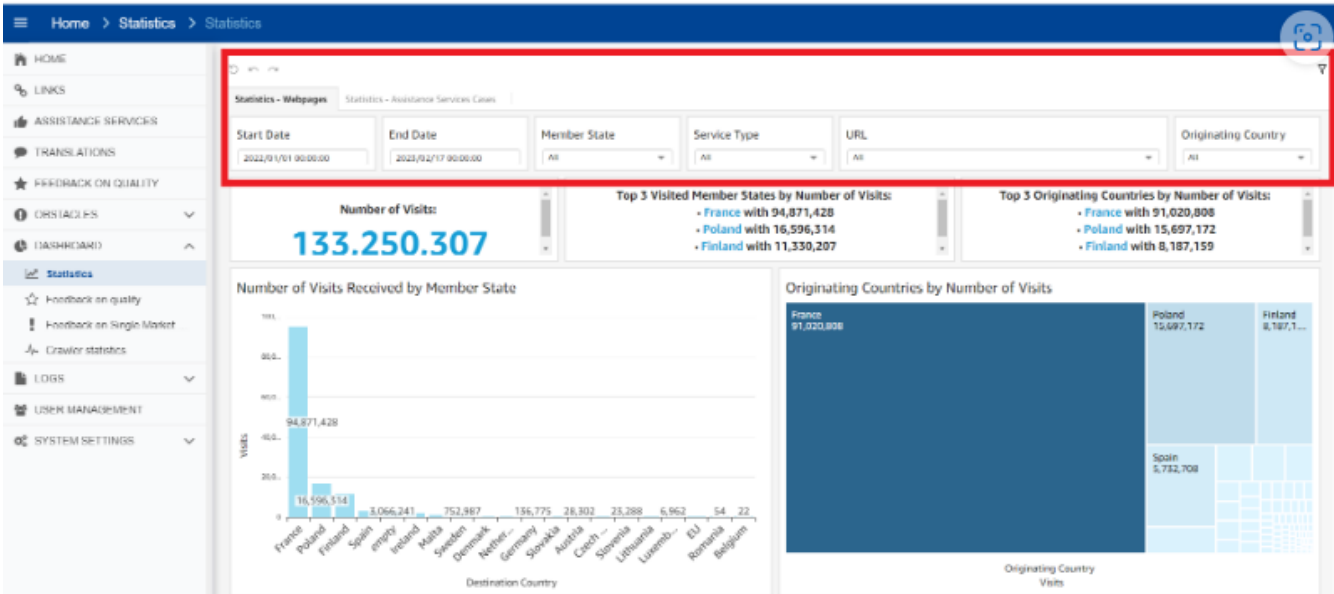


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

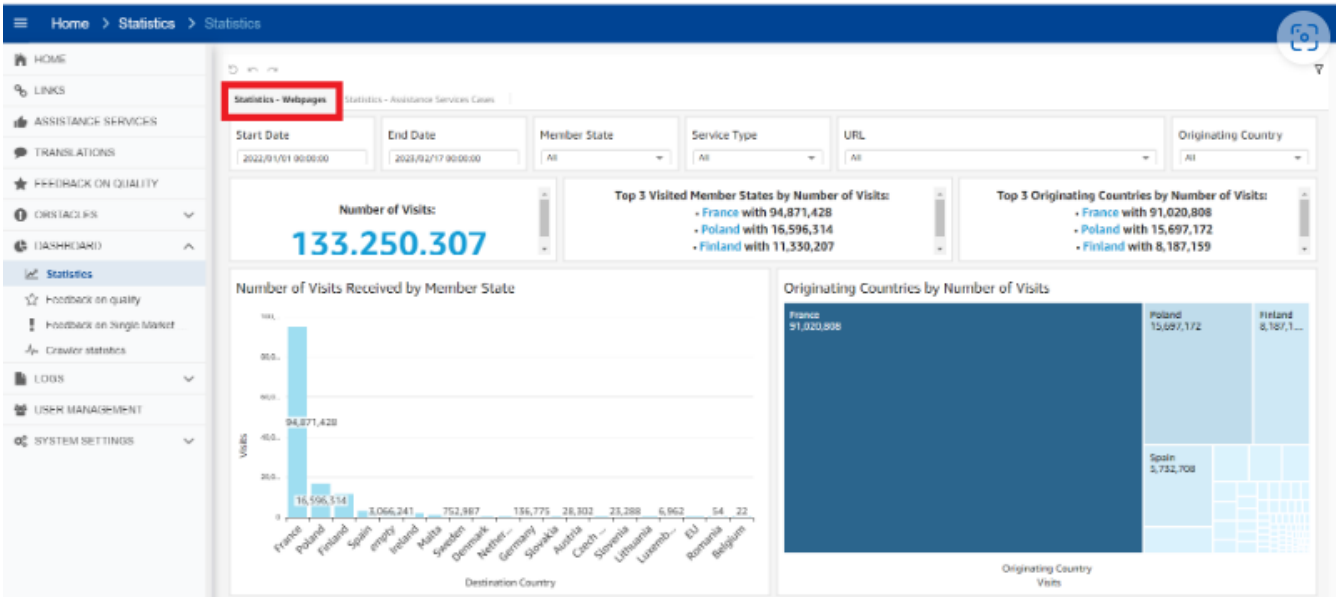
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



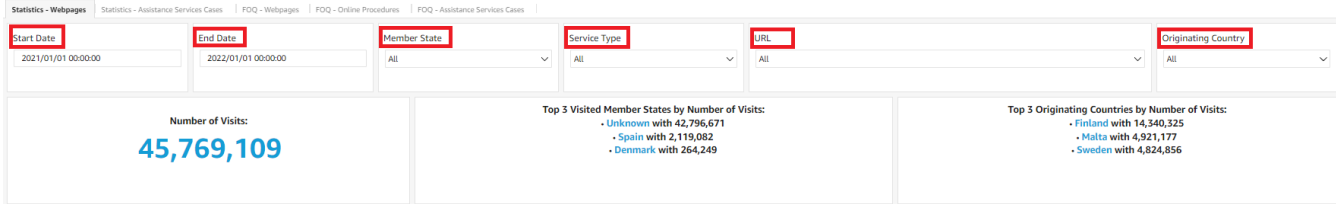
Statistics - Webpages

How to use the Filters

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

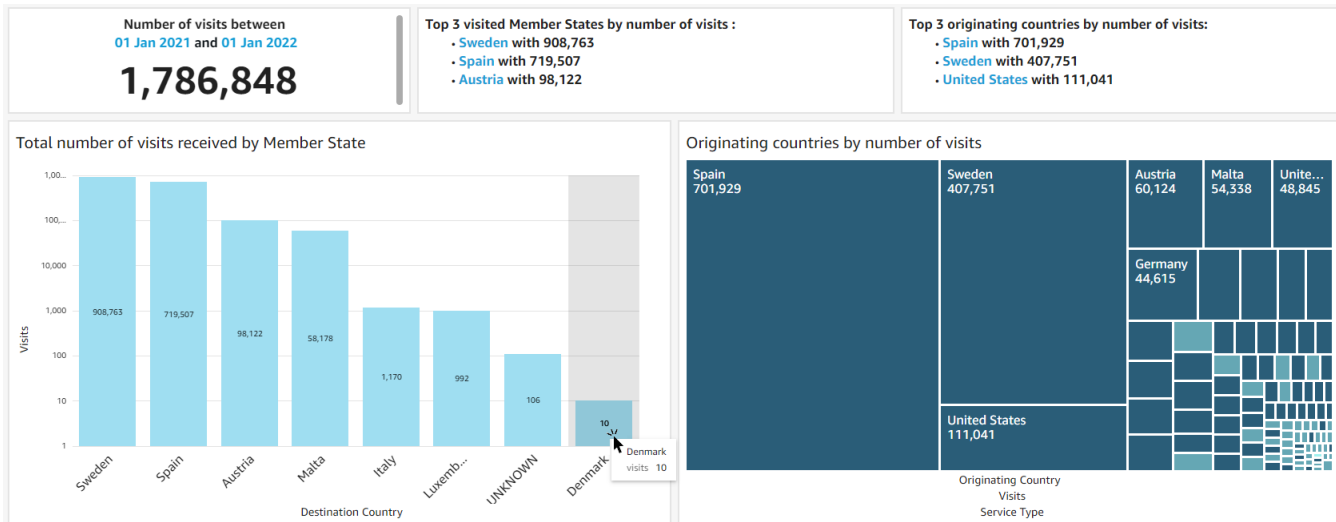


After that action you will be able to filter the data **Start Date; End Date; Member State; Service Type; URL** and **Originating Country**.

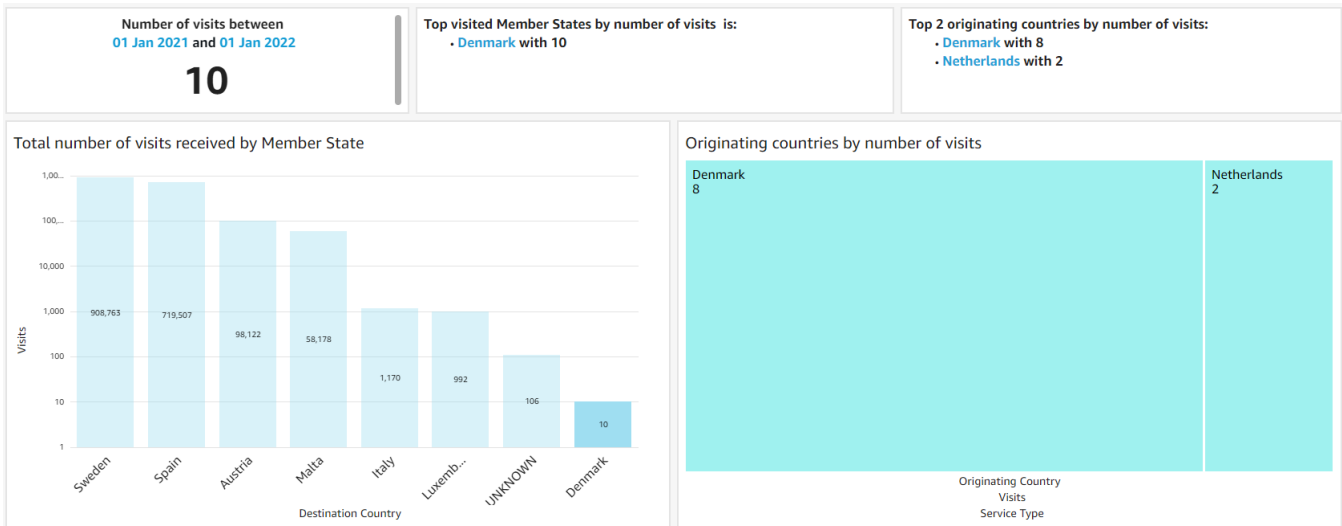


You can also drill down by just clicking on any chart for a desired value.

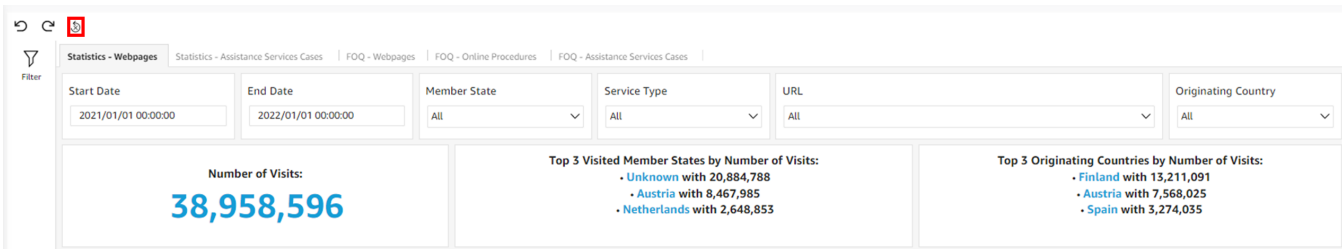
Before:



After:



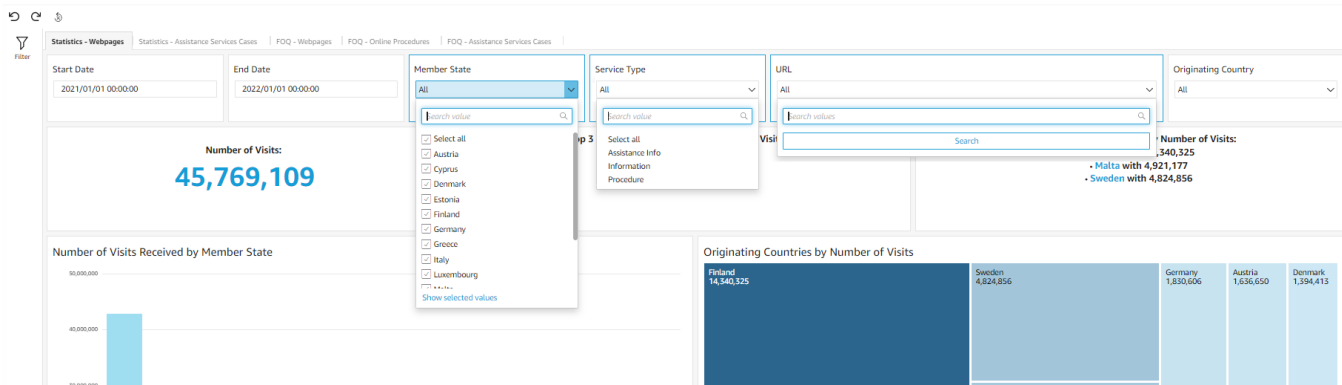
You can reset all filters you have added by clicking on the top left corner.



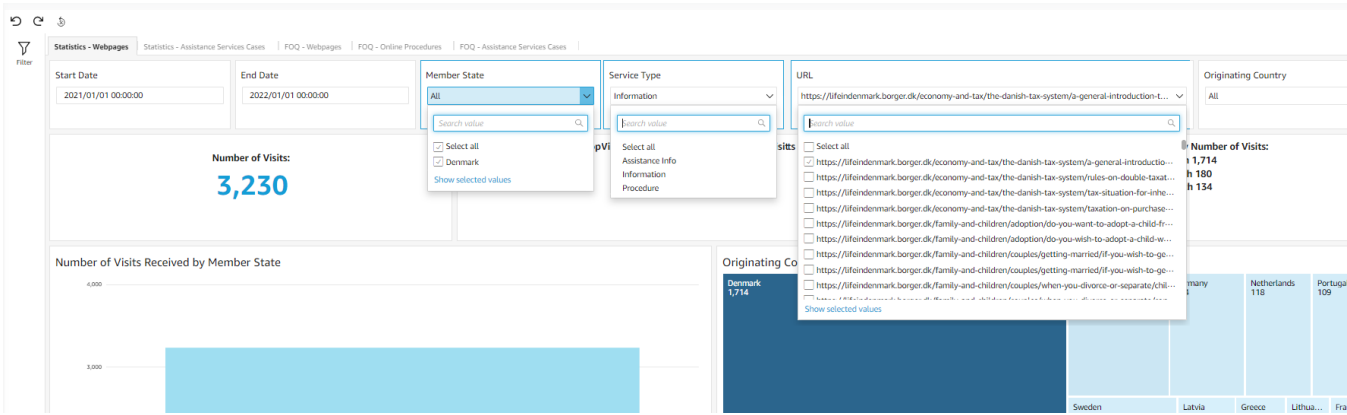
Cascading filters

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:



After:



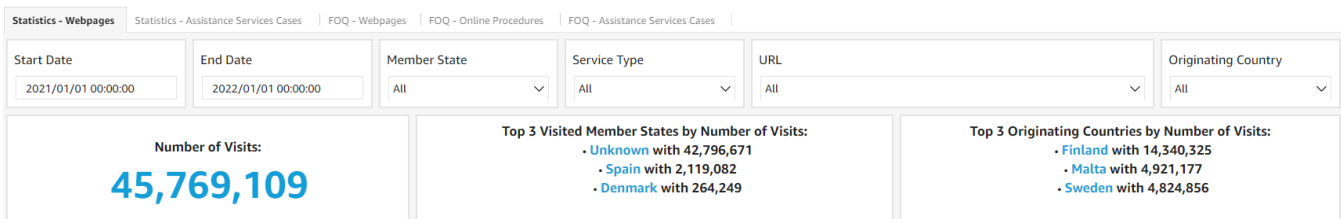
What can we consult in Statistics - Webpages tab?

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.

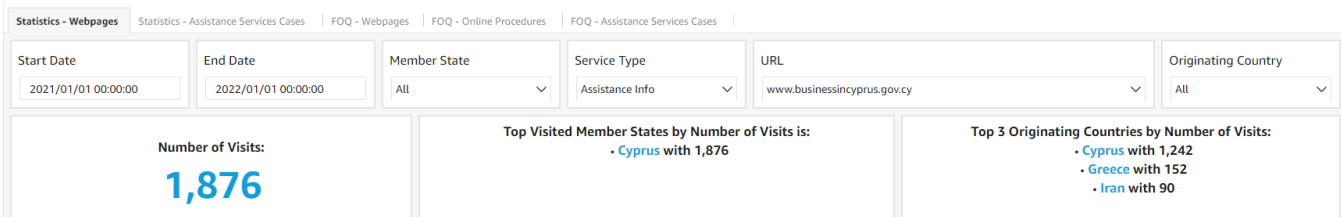
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

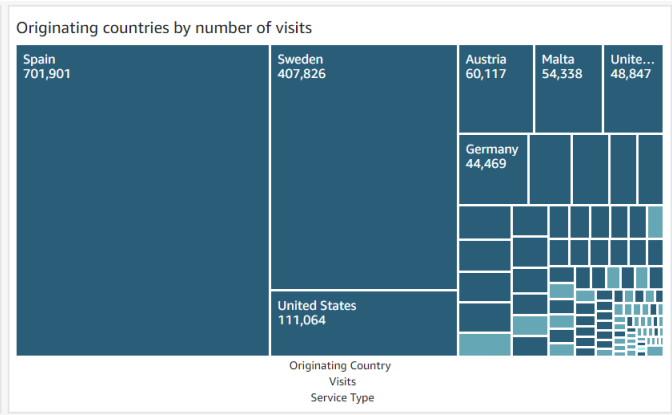
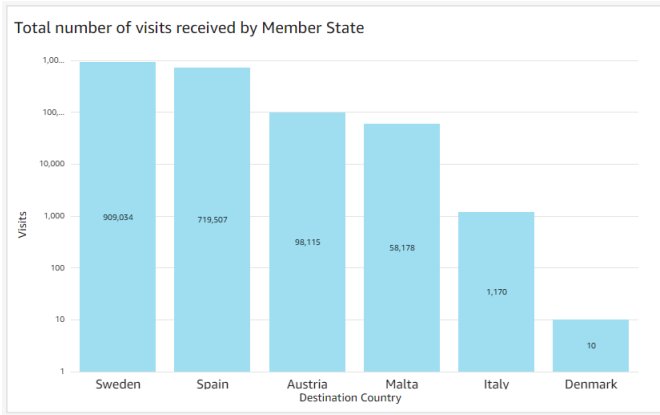


With filters applied:

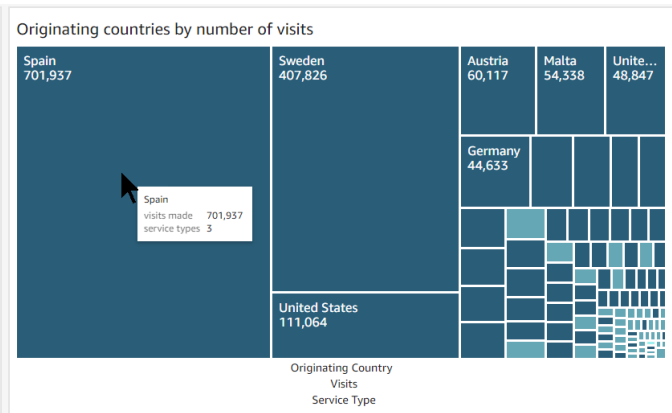


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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

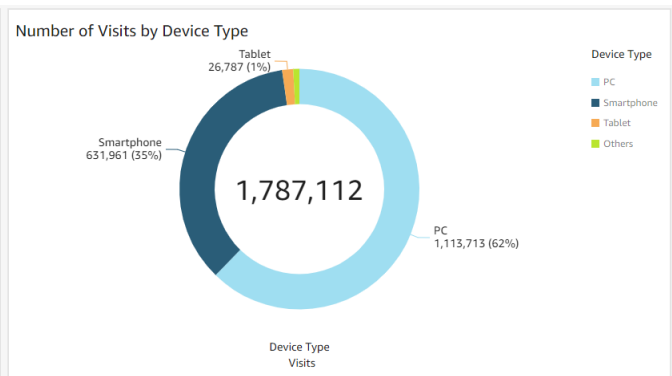
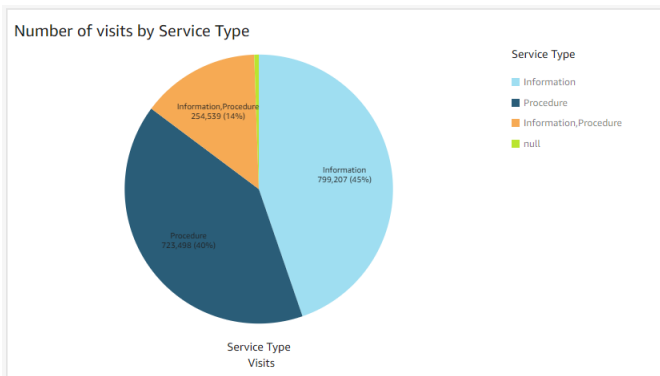


You can hover your cursor on top of the charts to get more details.



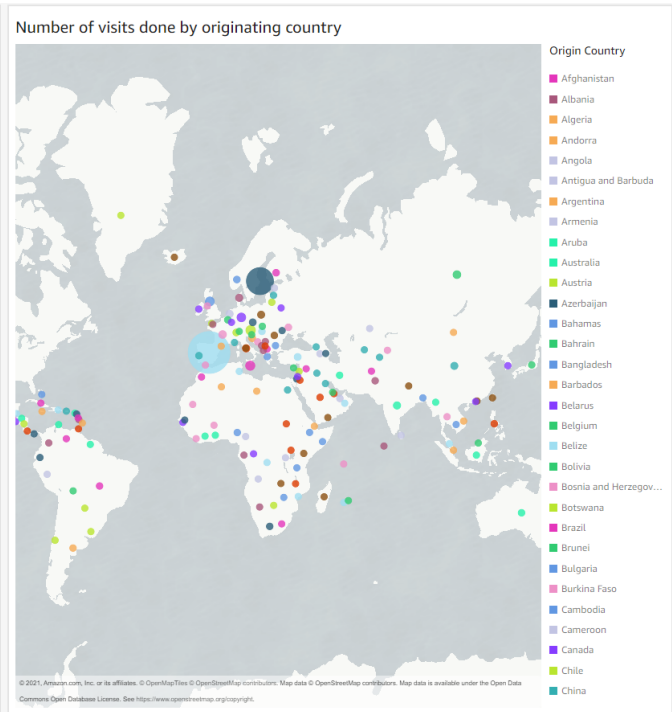
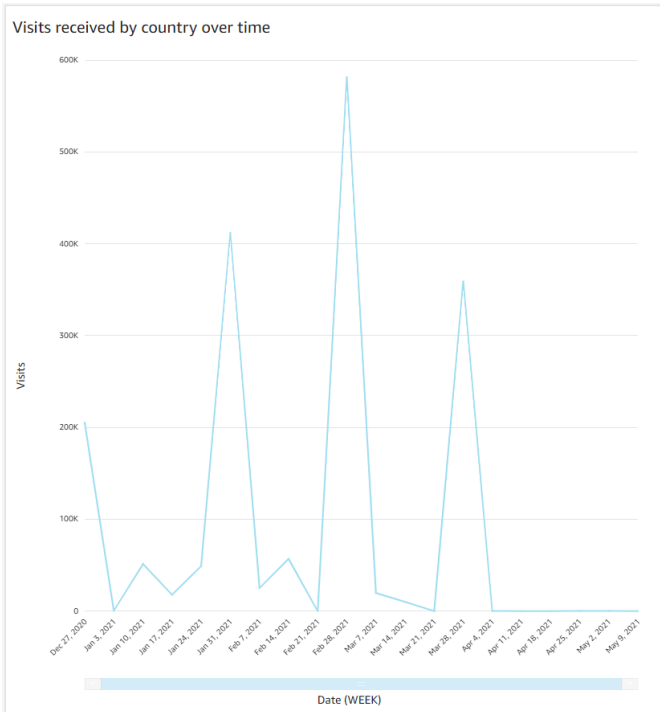
Moving down on the page we have two more visuals one pie chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

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



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

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



Statistics - Assistance Services Cases

How to use the Filters

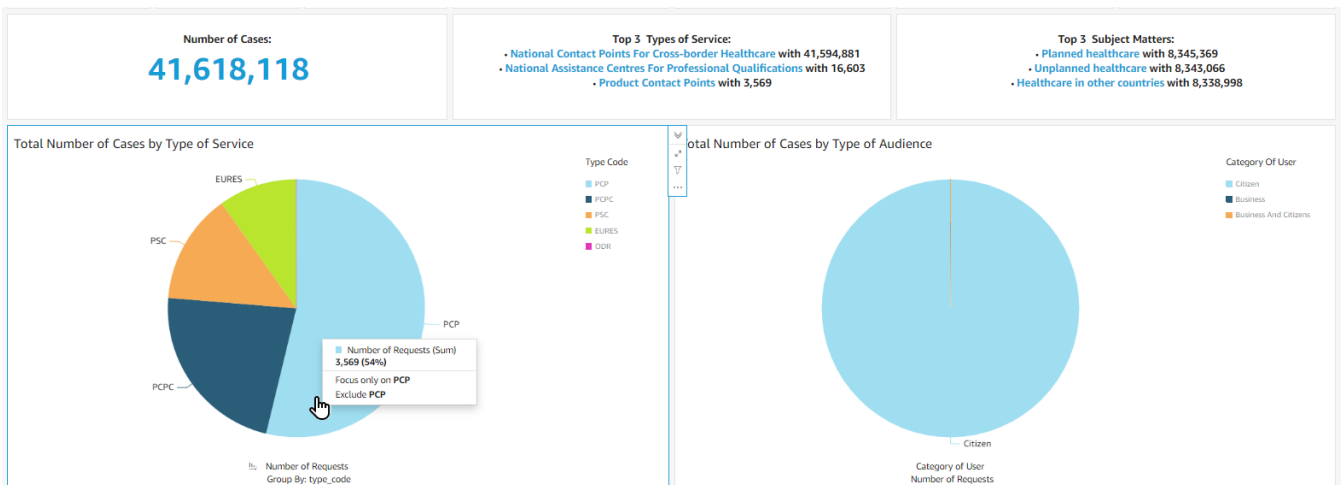
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

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

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: Denmark | Service Type: All | Subject Matter: All | Sub-subject Matter: All | Specific Service: All

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



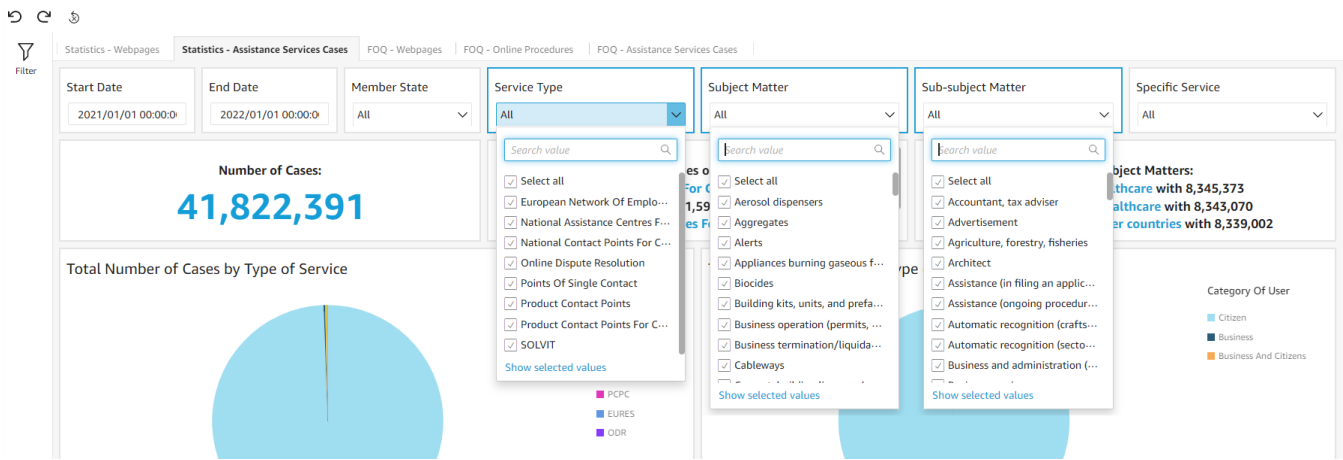
You can reset all filters you have added by clicking on the top left corner.



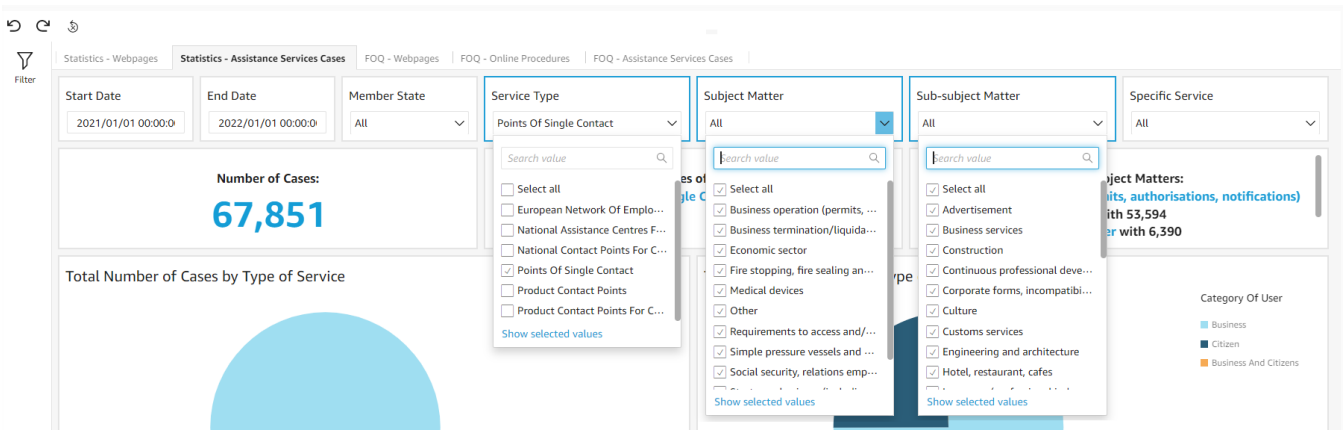
Cascading filters

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:



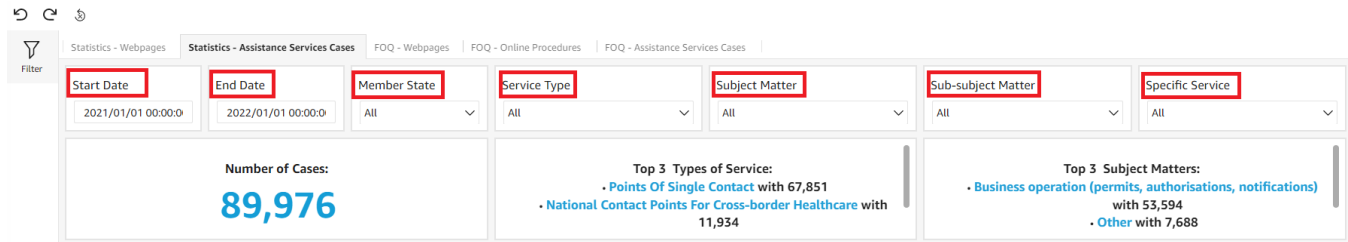
What can we consult in Statistics - Assistance services cases tab?

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.

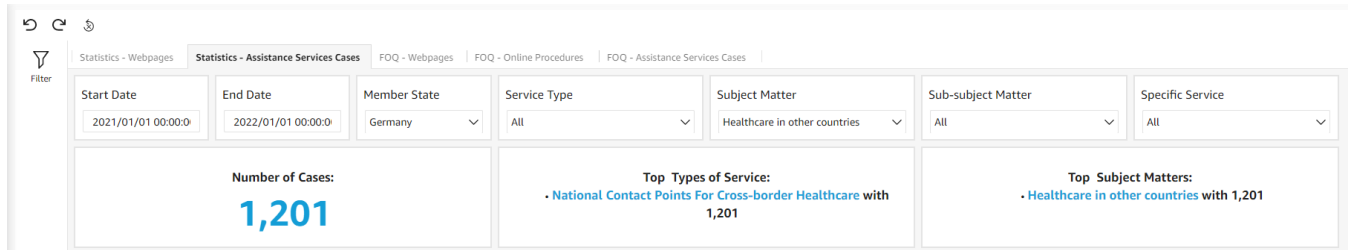
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

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:

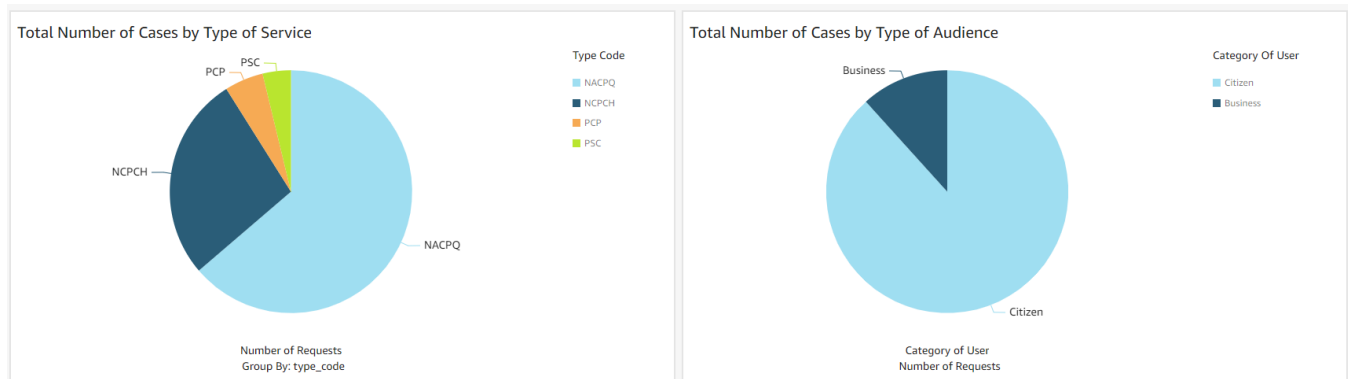


With Filters Applied:

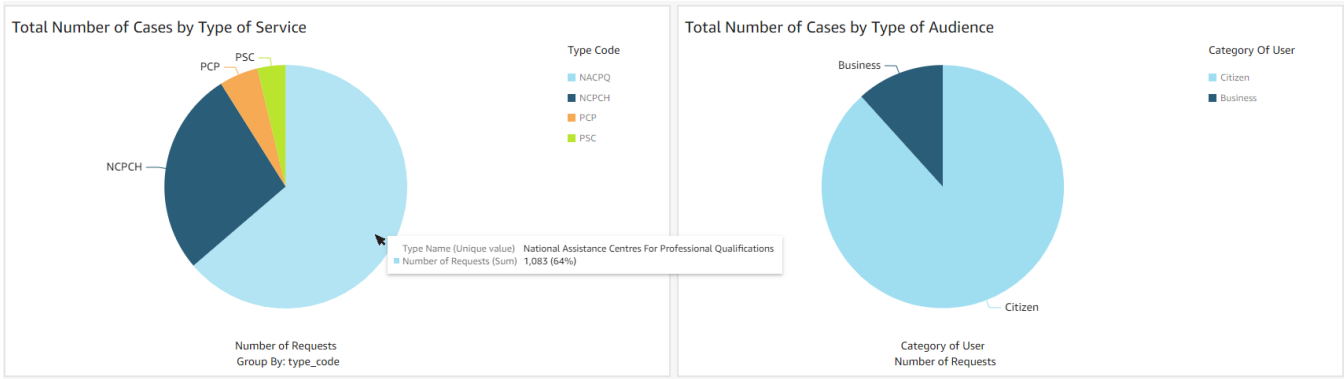


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience**.

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

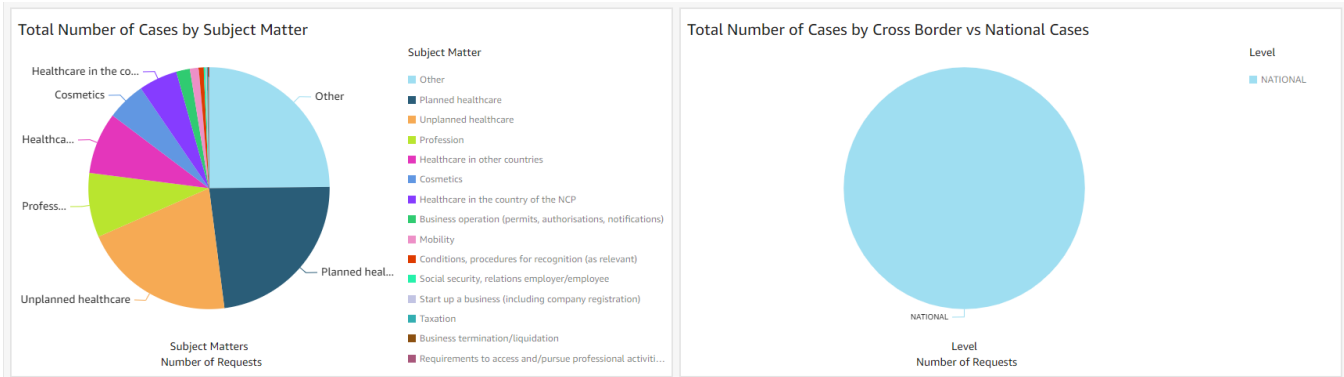


You can hover your cursor on top of the charts to get more details.



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 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.

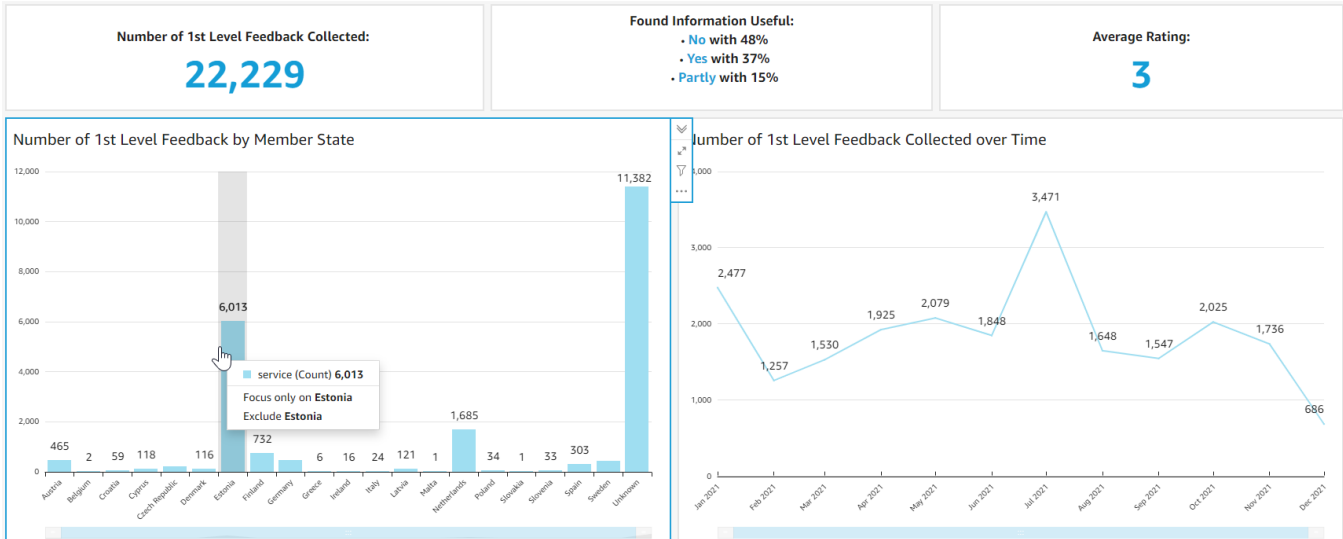
FOQ - Webpages

How to use the Filters

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

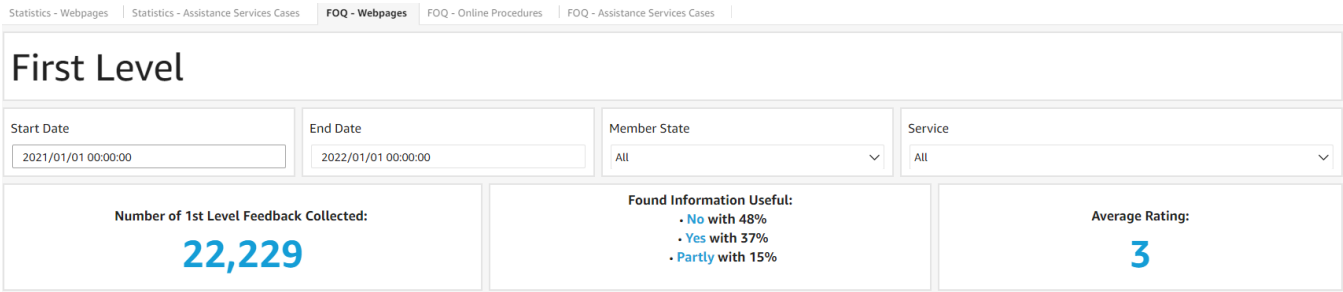
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

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

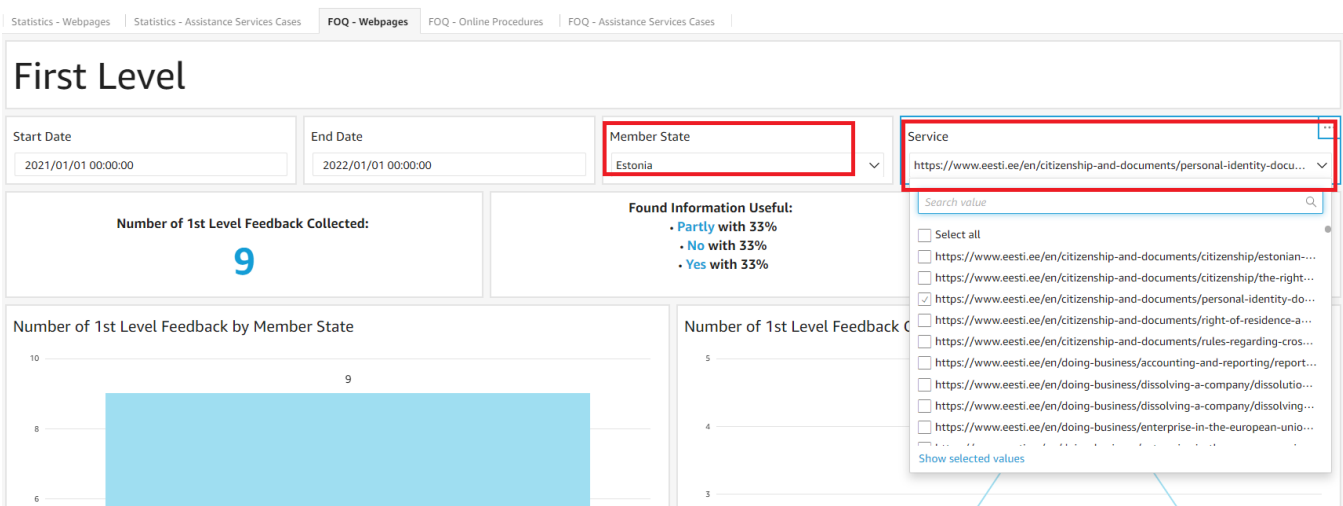


First Level

Before:



After:



Second Level

Before:

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:
2,439

After:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...
-----------------------------------	---------------------------------	-------------------------	---

Number Of 2nd Level Feedback Collected:
2

Feedback Collected

1 1

Search value

- Select all
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste...
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do...
- https://mup.gov.hr/prebivaliste-boraviste-329/329

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:

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 Feedback Collected: **22,229**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

- Member State
- All
- Search value
- Select all
 - Austria
 - Belgium
 - Croatia
 - Cyprus
 - Czech Republic
 - Denmark
 - Estonia
 - Finland
 - Germany
 - ...
- Show selected values

After:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: Spain

Service: https://sede.gobcan.es

Number of 1st Level Feedback Collected: **303**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

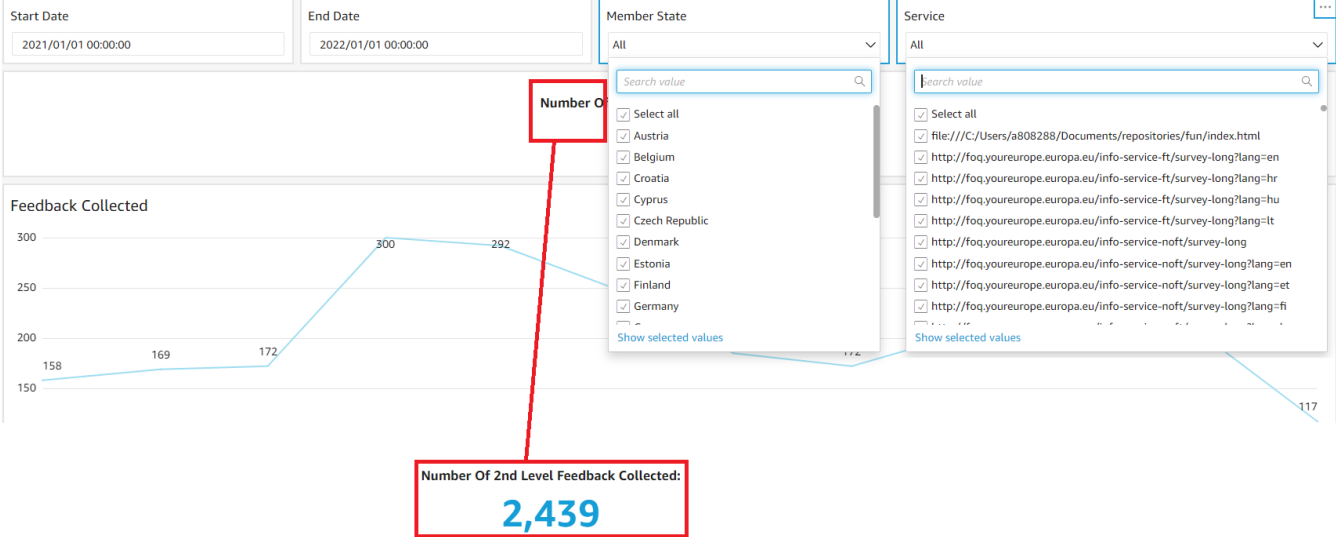
- Member State
- Spain
- Search value
- Italy
 - Latvia
 - Malta
 - Netherlands
 - Poland
 - Slovakia
 - Slovenia
 - Spain
 - Sweden
 - Unknown
- Show selected values

- Service
- https://sede.gobcan.es
- Search value
- Select all
 - https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric...
 - https://sede.gobcan.es
 - https://sede.gobcan.es/
 - 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/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

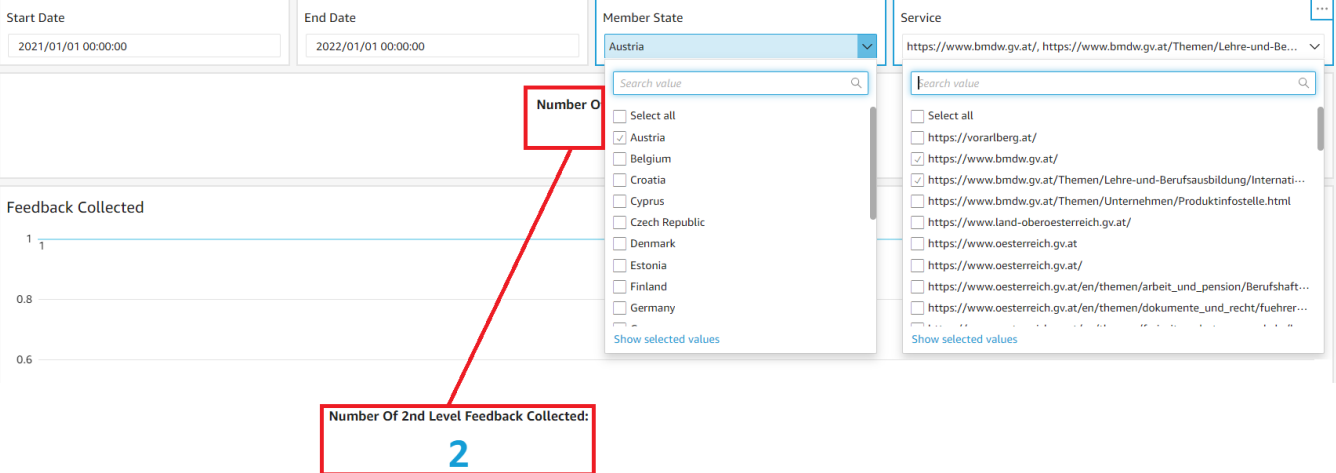
Before:

Second Level



After:

Second Level



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

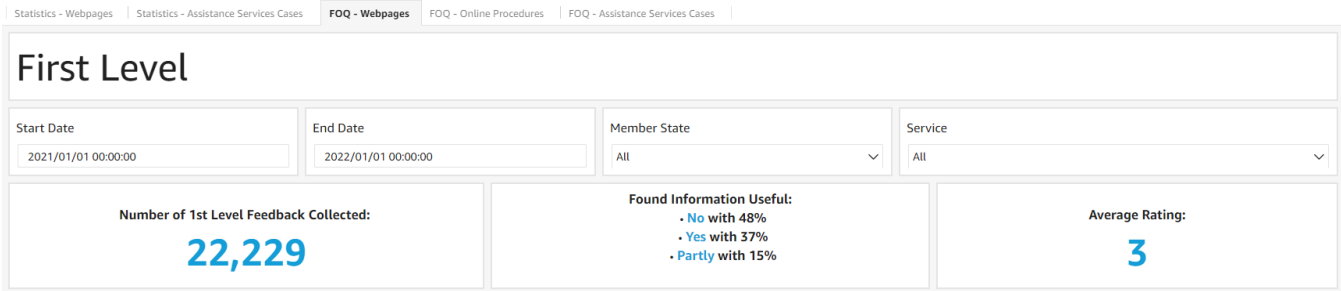
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

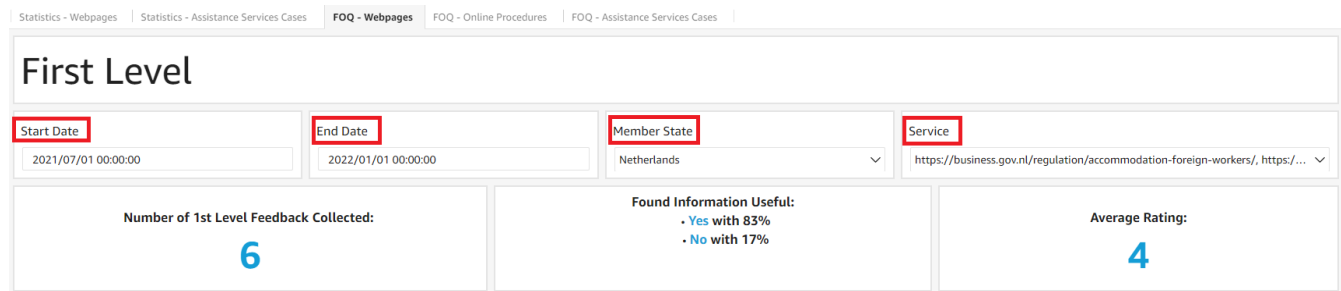
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

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

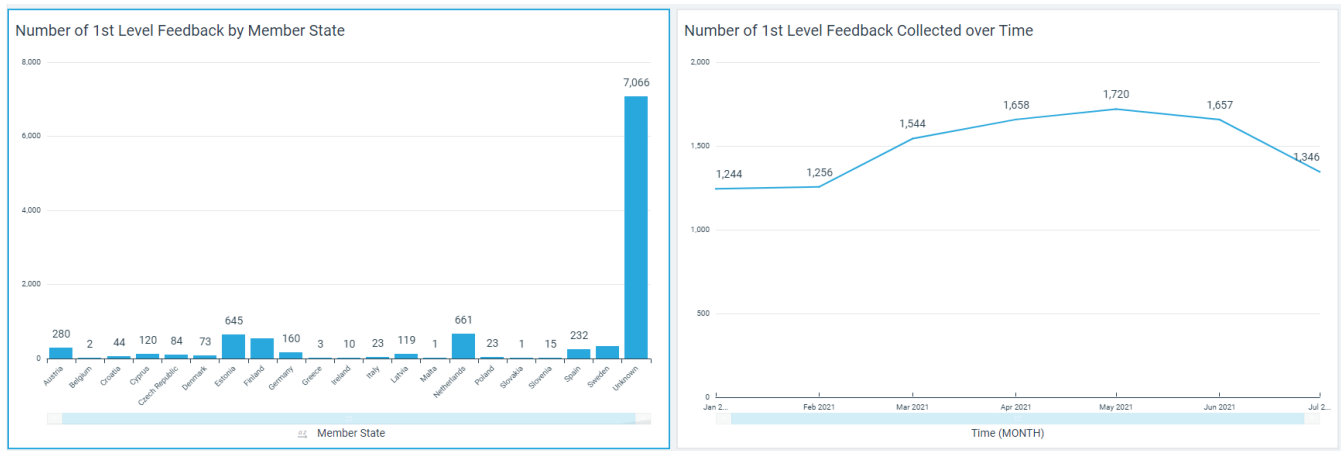
Without filters applied:



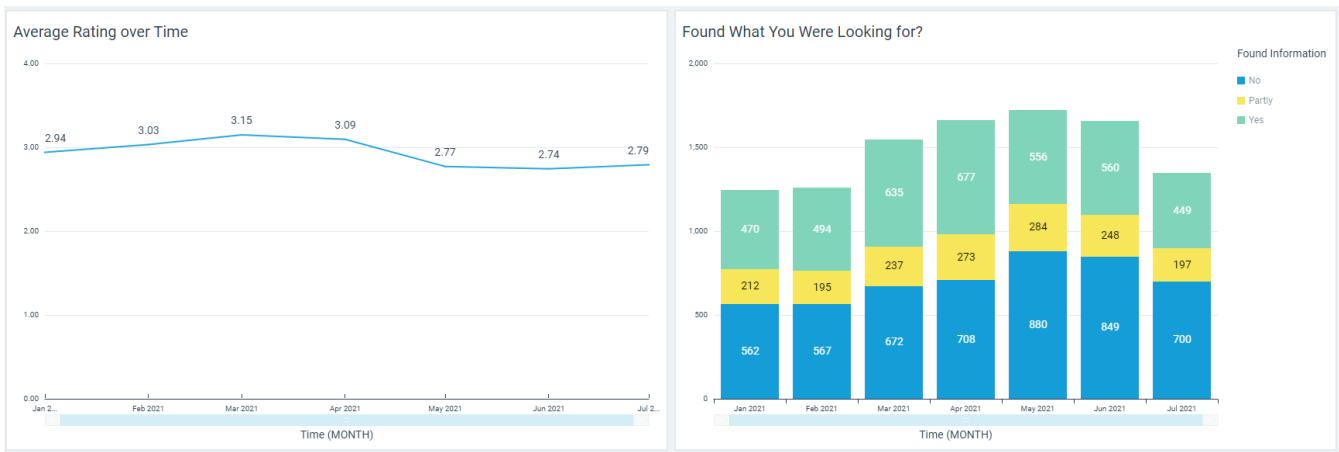
With Filters applied:



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.

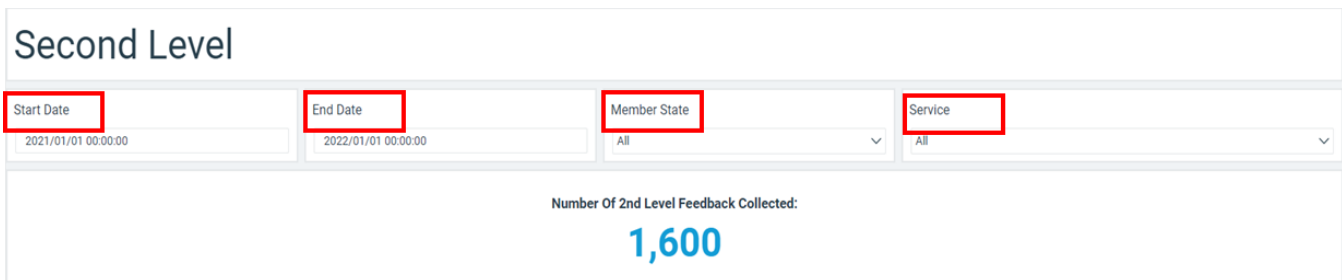


Again here you can also use filters to drill down the data.

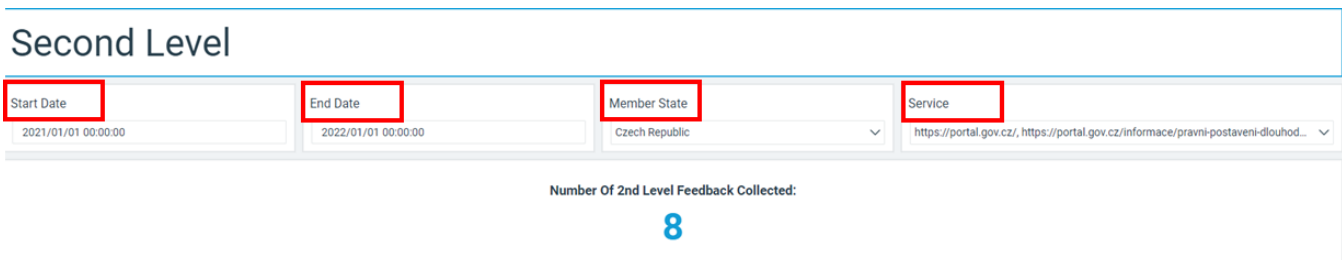
Second Level

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

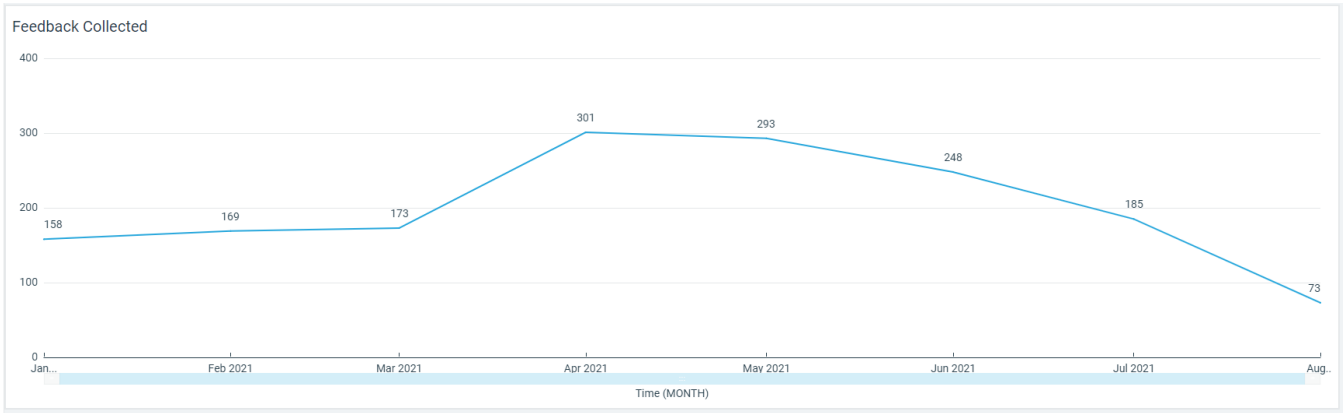
Without Filter:



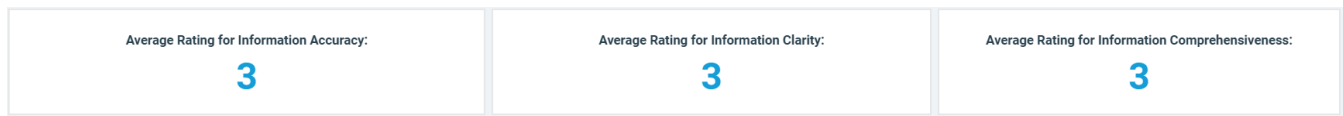
With Filters:



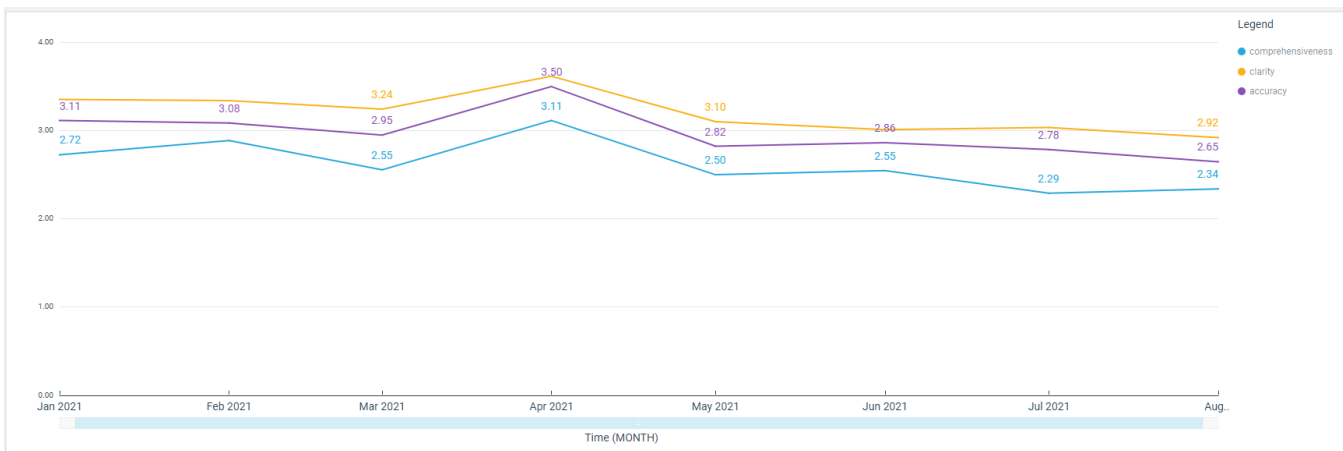
On the next block we have a line chart with the **Feedback Collected** over time.



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



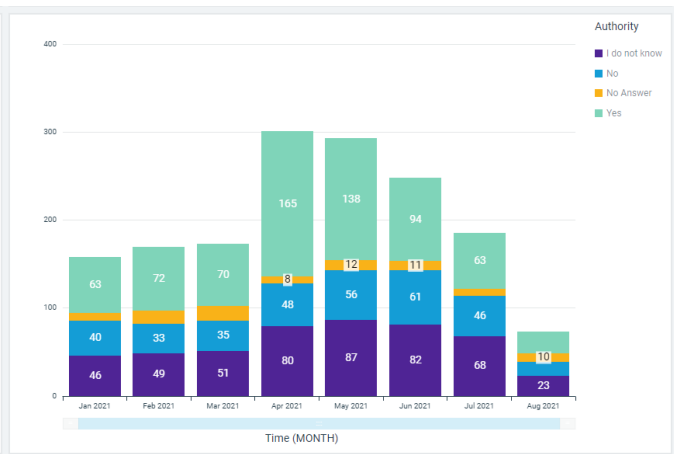
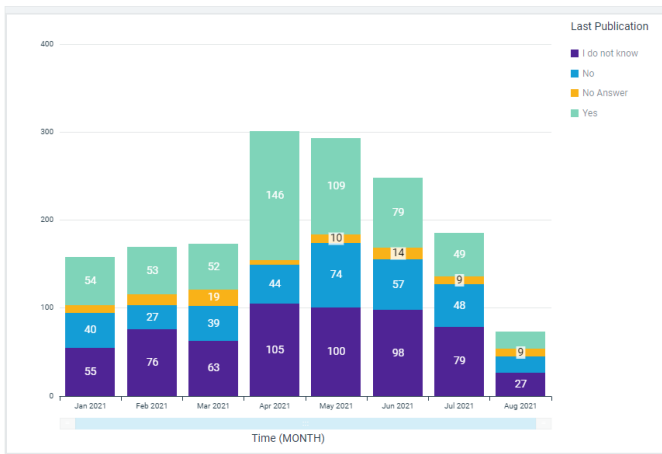
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



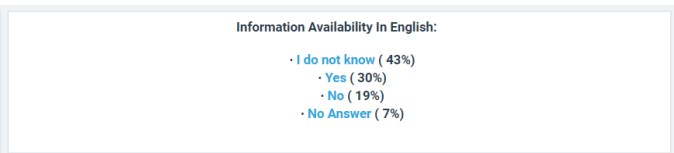
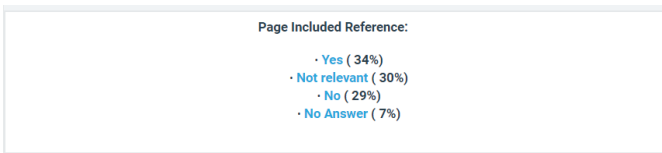
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



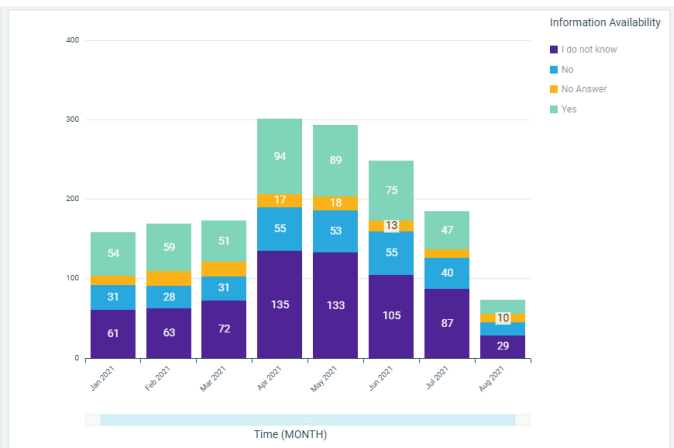
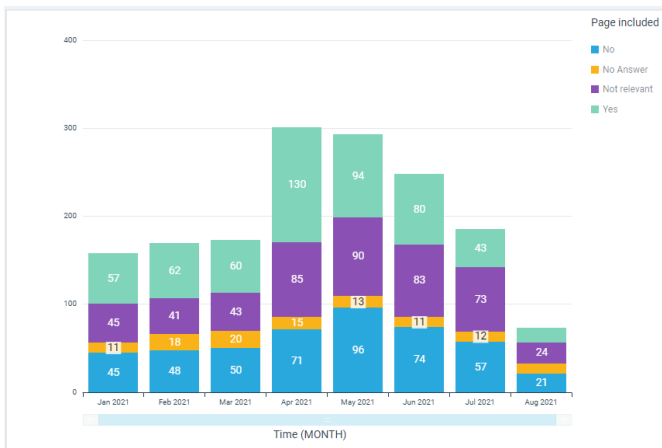
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



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.



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.

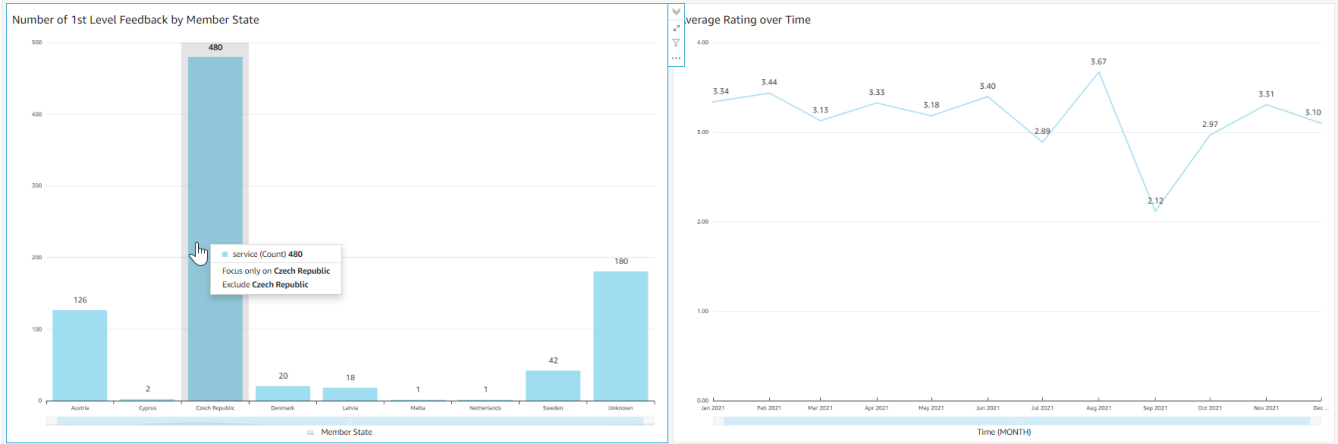
Start Date

End Date

Member State

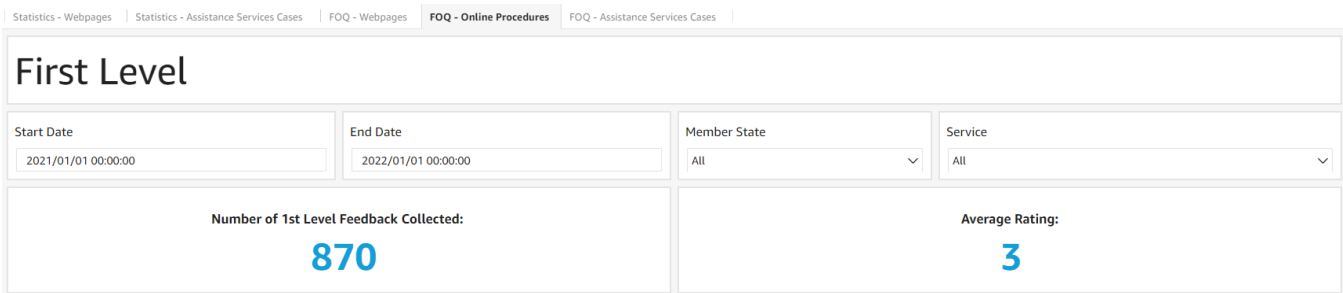
Service

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

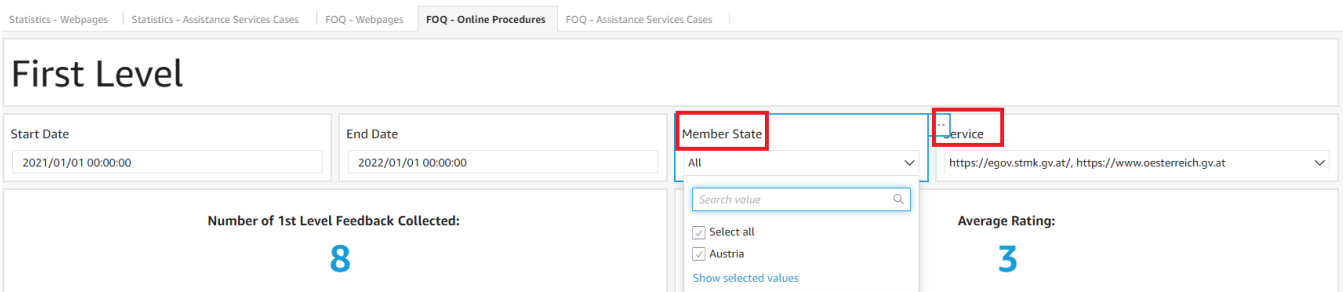


First Level

Before:



After:



Second Level

Before:

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: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

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



Cascading filters

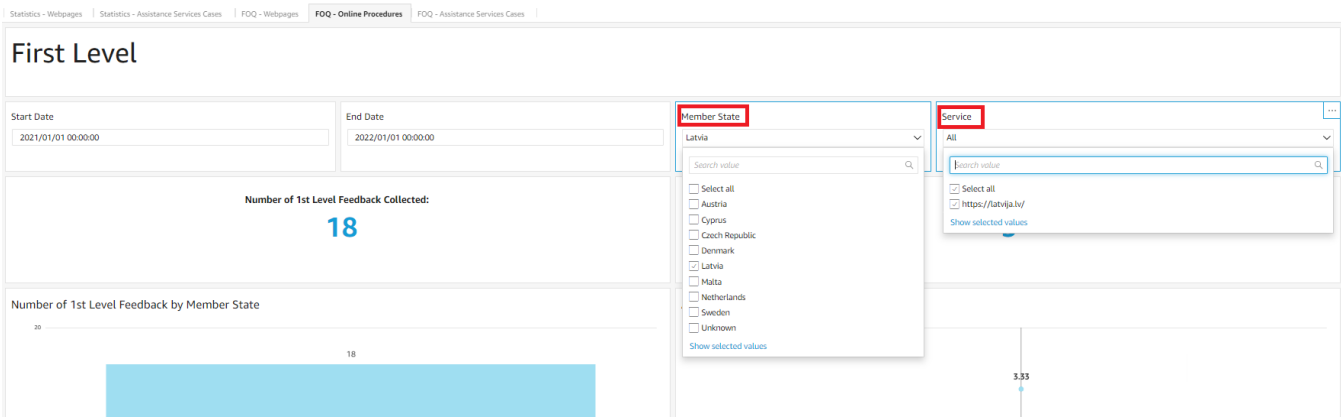
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

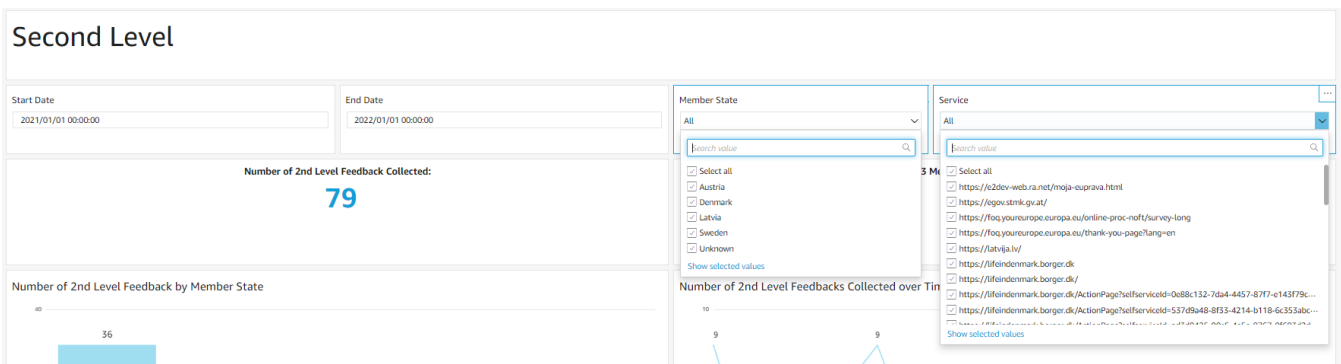
Statistics - Webpages	Statistics - Assistance Services Cases	FOQ - Webpages	FOQ - Online Procedures	FOQ - Assistance Services Cases
First Level				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All	
Number of 1st Level Feedback Collected: 870		Number of 1st Level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

After:

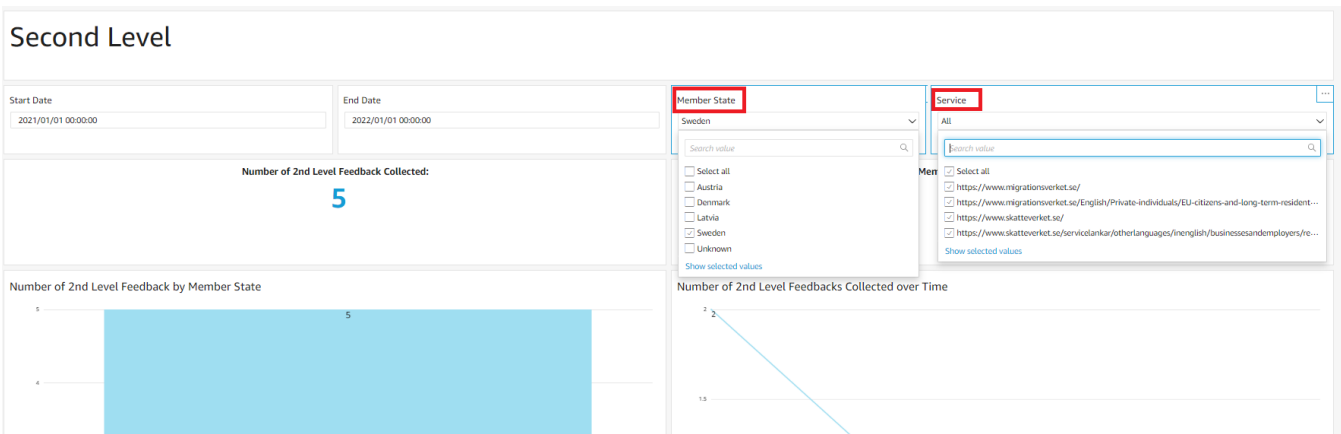


Second Level

Before:



After:

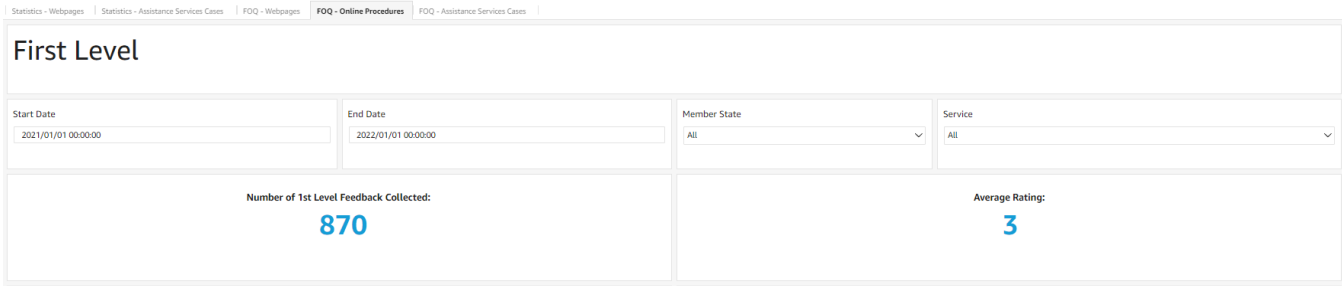


What can we consult in Feedback on Quality - Online Procedures tab?

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.

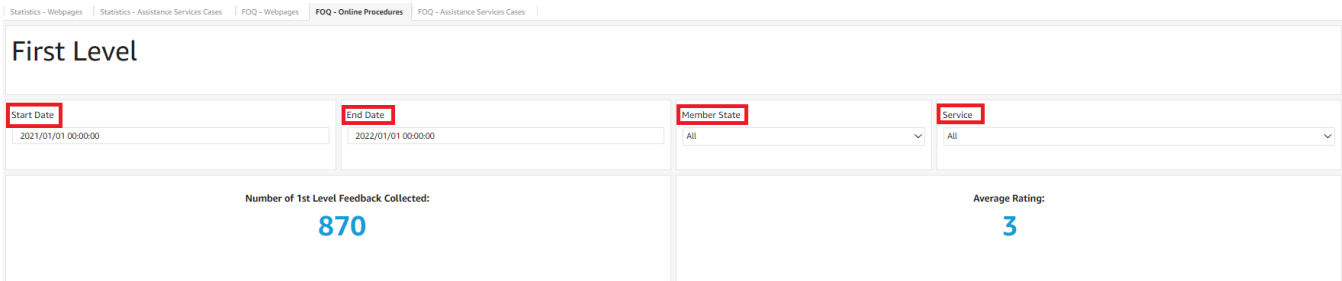
First Level

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

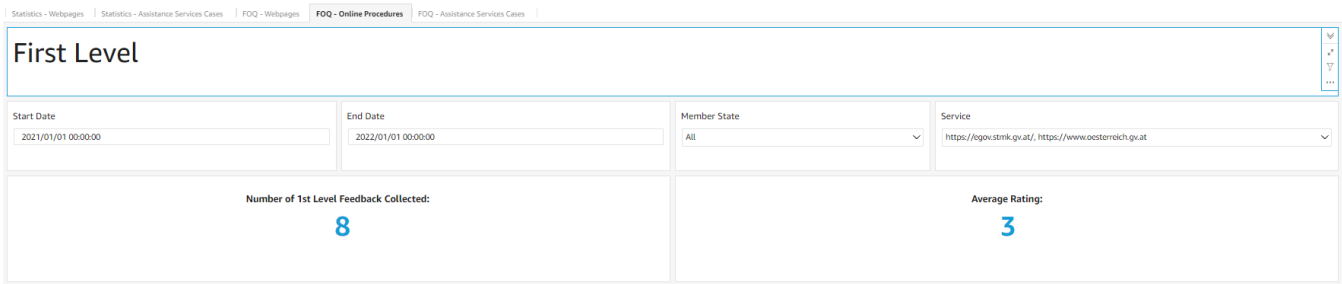


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

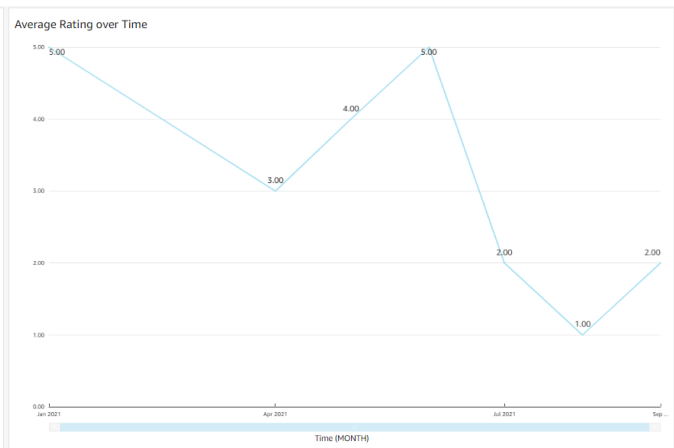
Without filters applied:



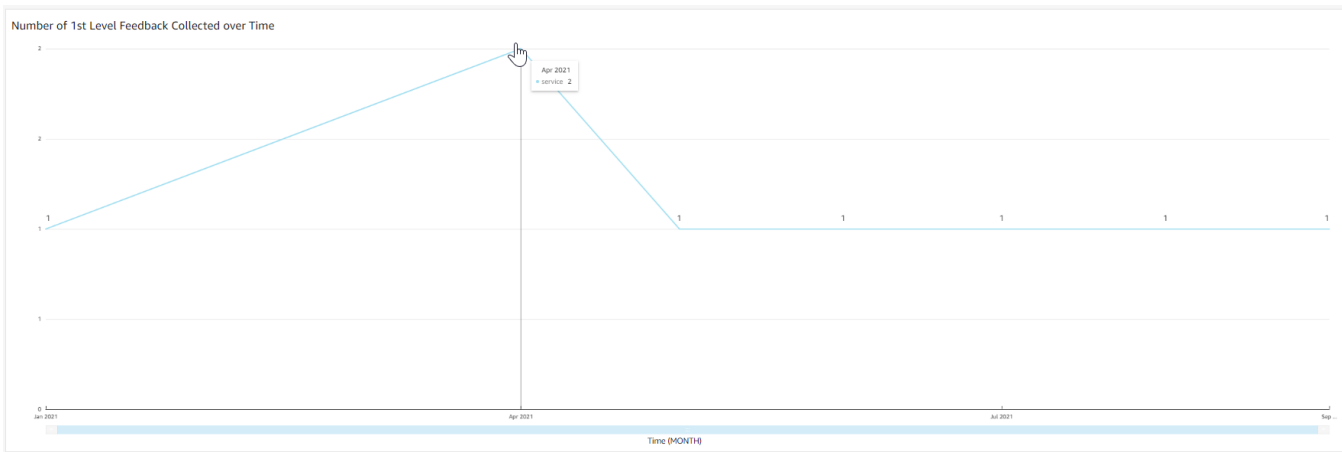
With Filters applied:



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



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



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

Second Level

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

You can apply filters here to drill down the data.

Without Filter:

Second Level

Start Date
2021/01/01 00:00:00

End Date
2022/01/01 00:00:00

Member State
All

Service
All

Number of 2nd Level Feedback Collected:

79

Top 3 Member States by Number of Feedback:

- Austria with 36
- Unknown with 32
- Denmark with 5

With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

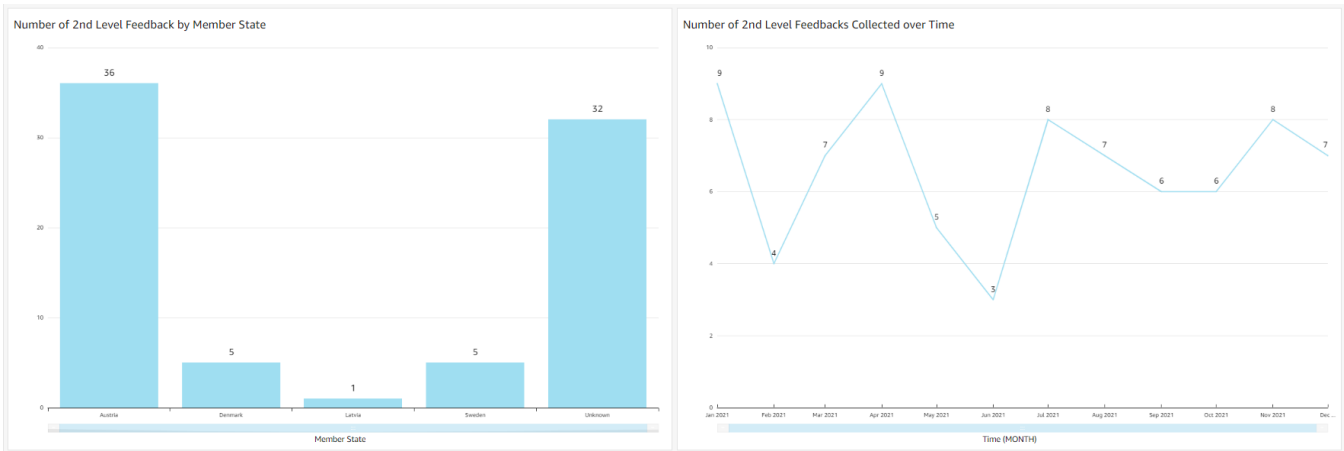
Member State: All | Service: <https://www.migrationsverket.se/>

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Member State Filter: Select all, Sweden, Show selected values

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



Then we have the cards for **English Availability** and **Compliance Evidence**.

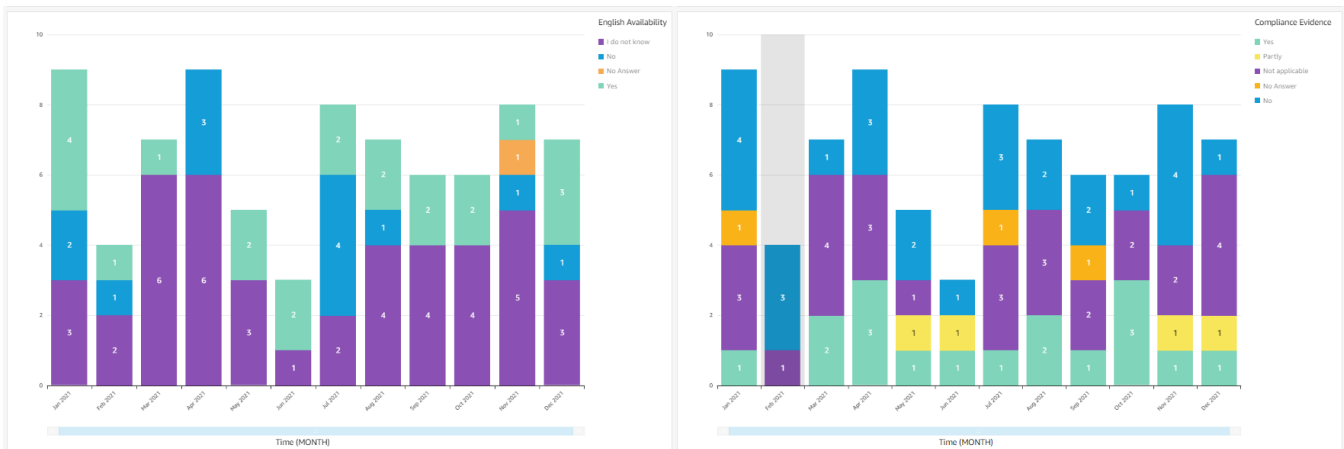
English Availability:

- I do not know (54%)
- Yes (28%)
- No (16%)
- No Answer (1%)

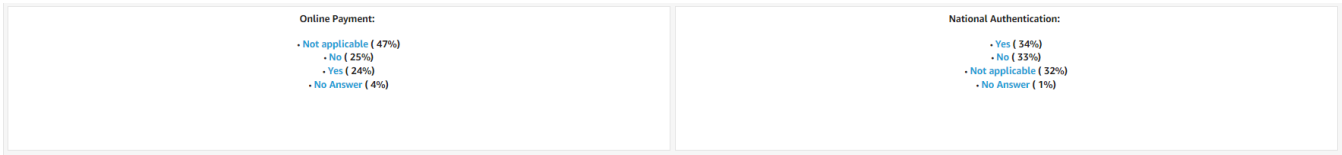
Compliance Evidence:

- Not applicable (35%)
- No (34%)
- Yes (22%)
- Partly (5%)
- No Answer (4%)

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



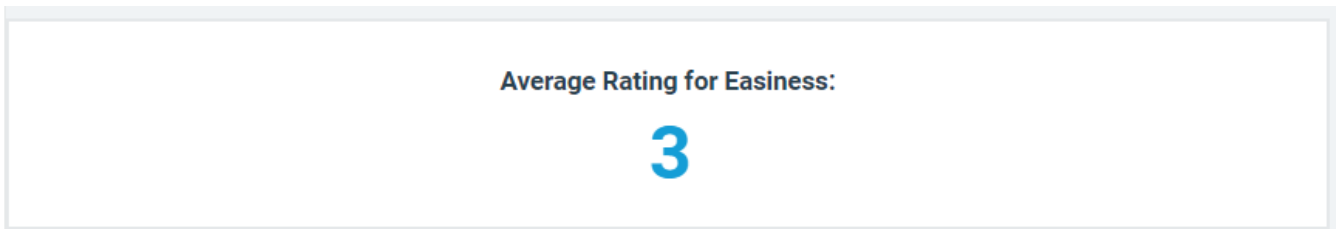
In the next block we have two cards **Online Payment** and **National Authentication**.



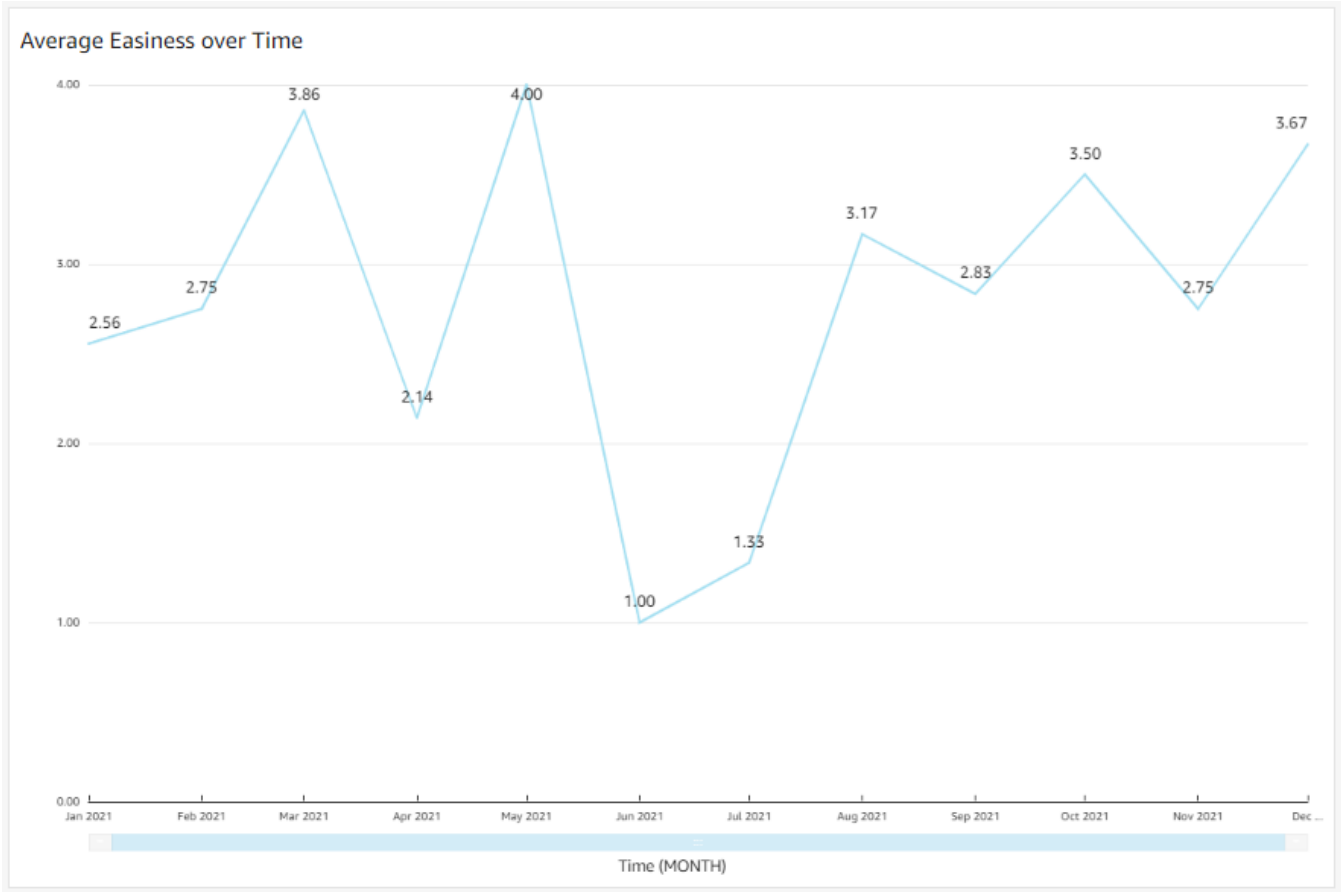
In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



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



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



FOQ - Assistance Services Cases

How to use the Filters

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

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

Statistics - Webpages | Statistics - 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 Type All	Service ID All
--	--	----------------------------	----------------------------	--------------------------

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209			Average Rating: 4	

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> f6921d04-3895-434b-b205-cc428acd67f <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values	

Second Level

Before:

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

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values • Finland with 13	

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

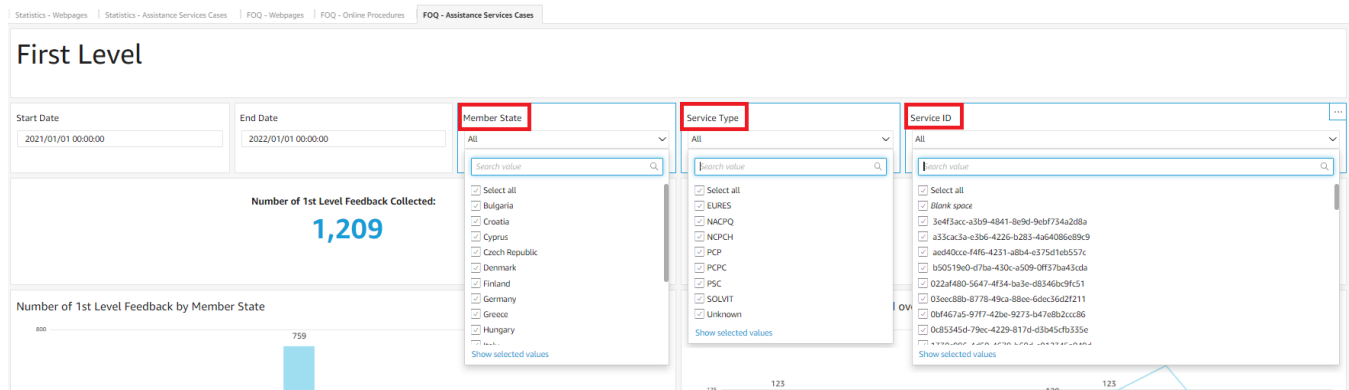


Cascading filters

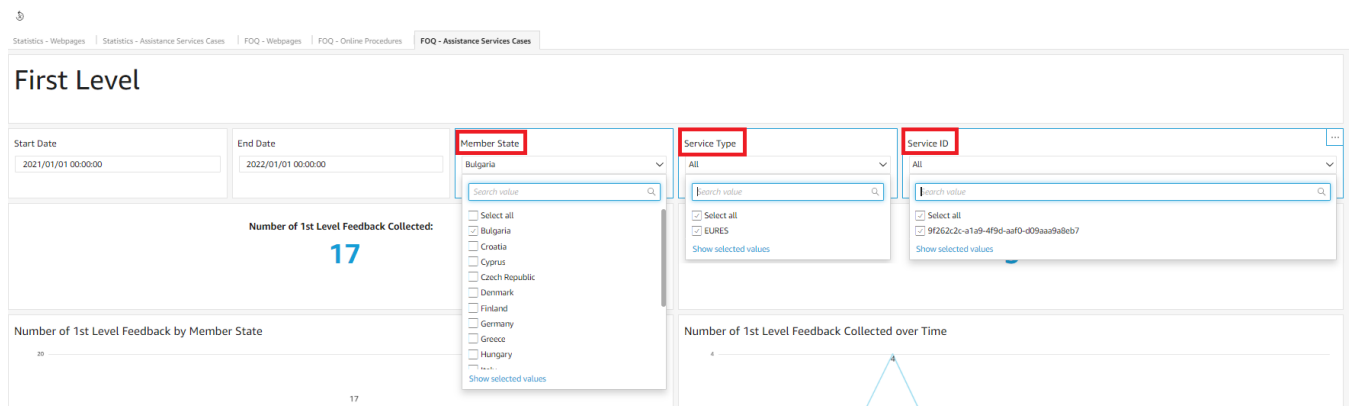
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



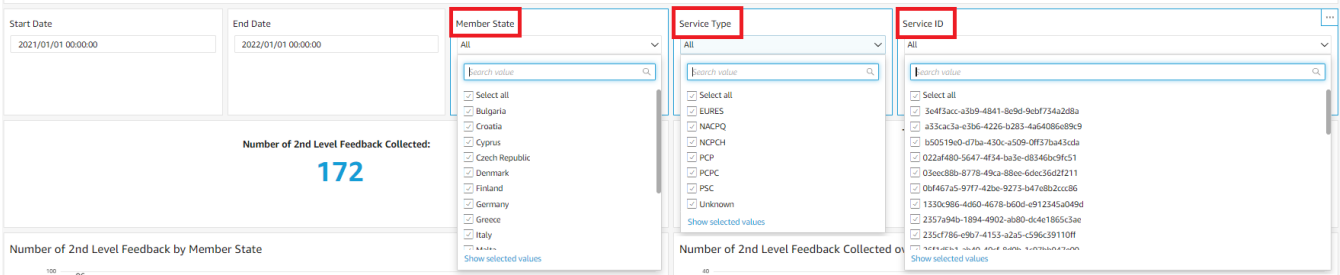
After:



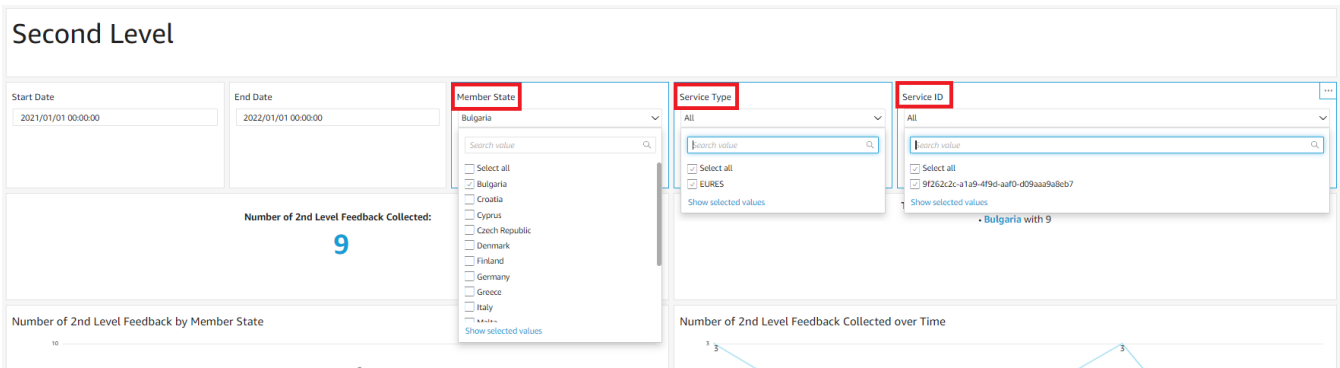
Second Level

Before:

Second Level



After:



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

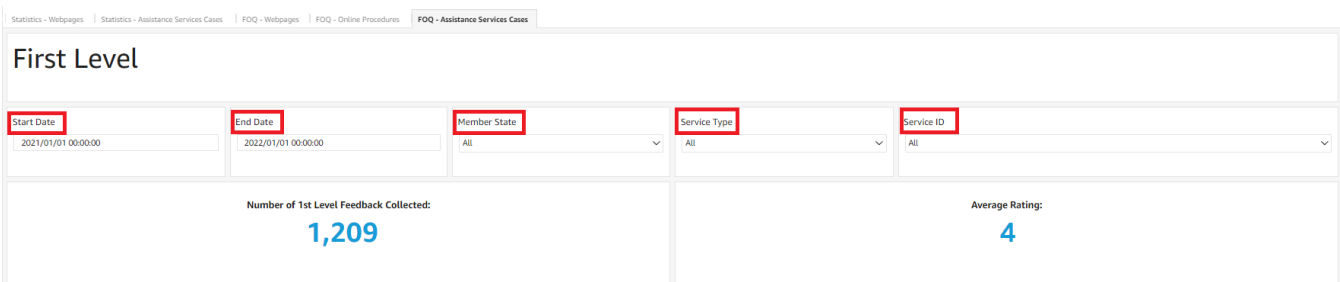
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

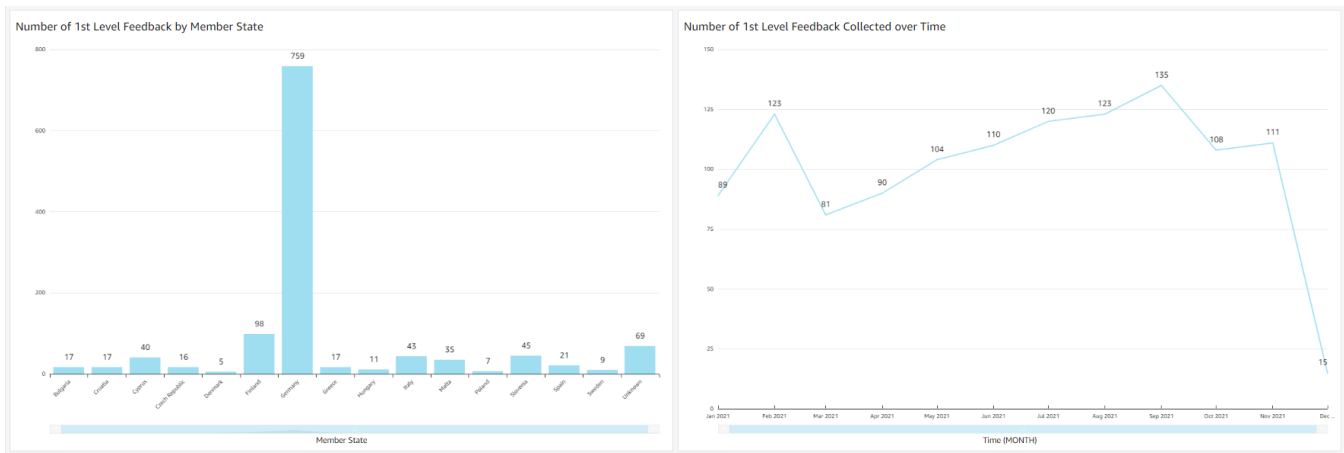


With filters applied:

First Level

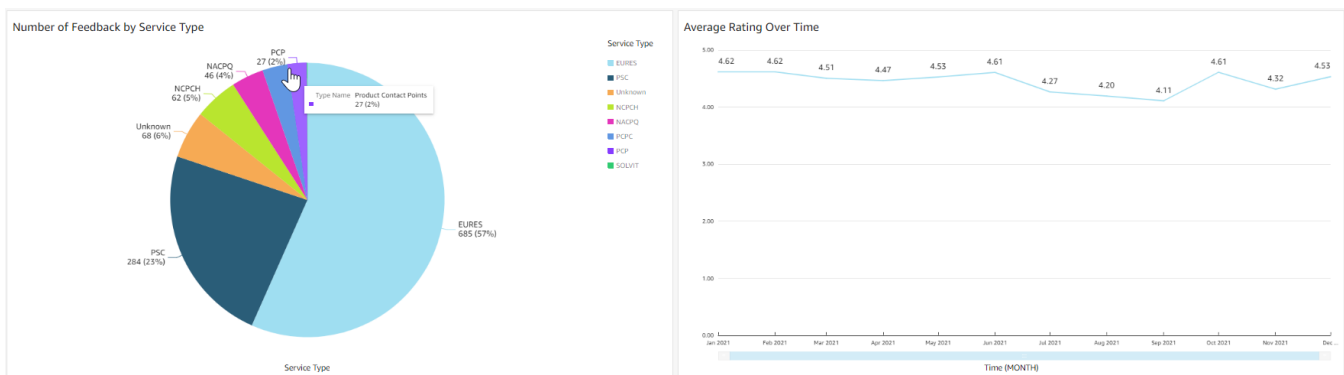
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

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.

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:

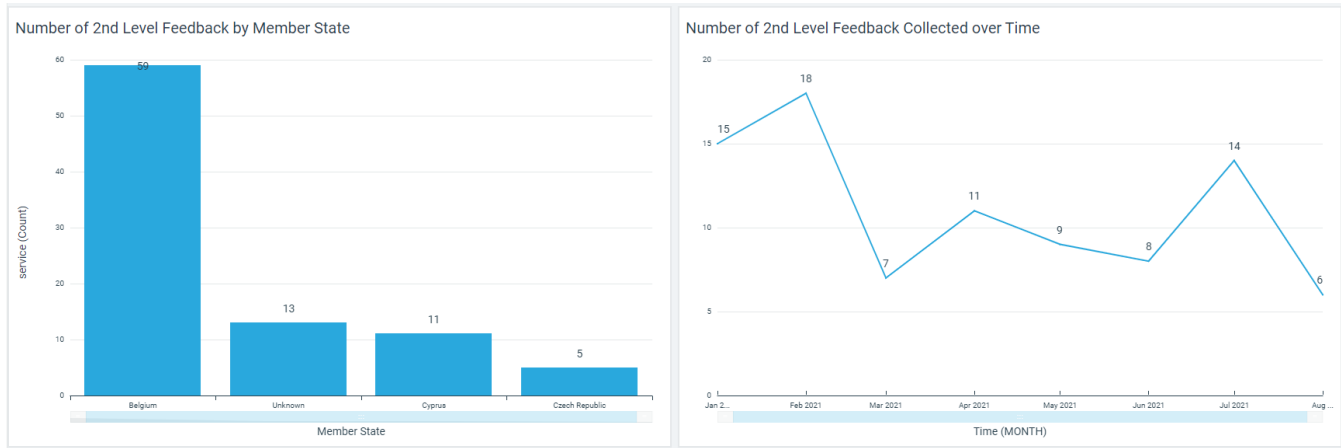
Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service All
Number of 2nd Level Feedback Collected: 88		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Belgium with 59• Unknown with 13• Cyprus with 11		

With Filter:

<h2>Second Level</h2>				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type IPRH, NCPCH, PCPC, NACPQ	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d-...
Number of 2nd Level Feedback Collected: 11		Top Member States by Number of Feedback is: <ul style="list-style-type: none">• Belgium with 11		

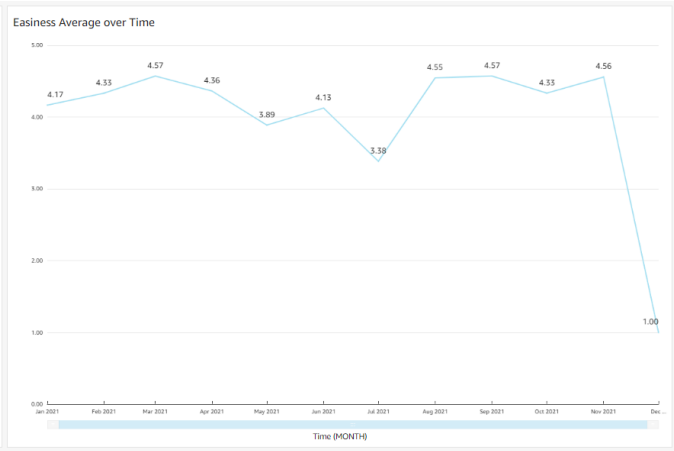
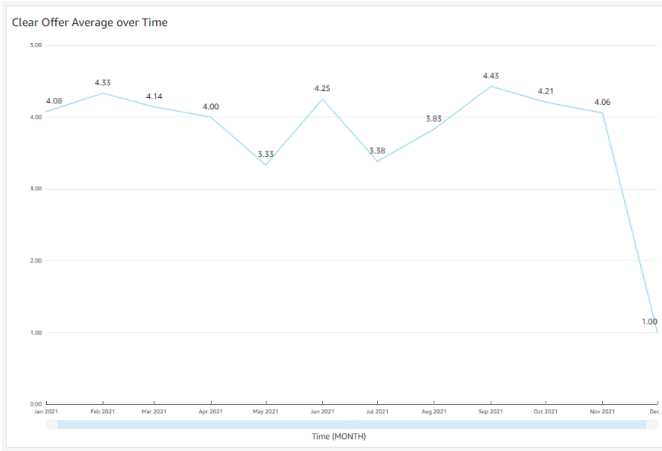
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



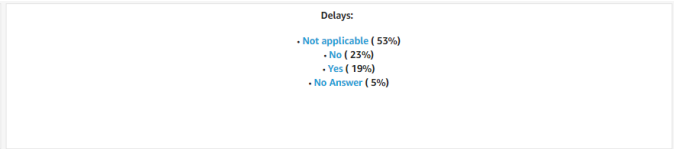
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

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

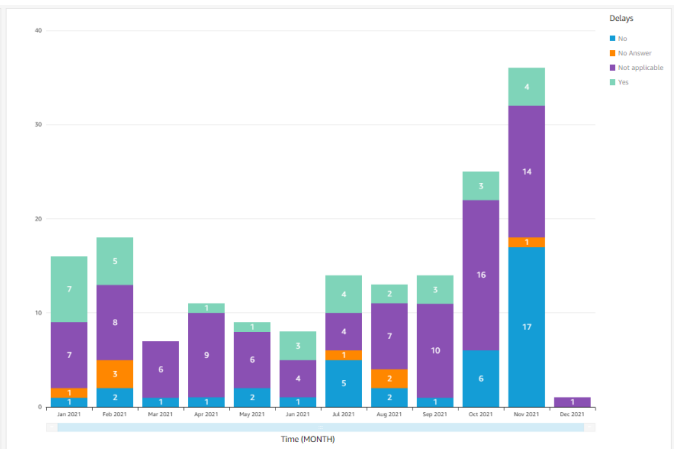
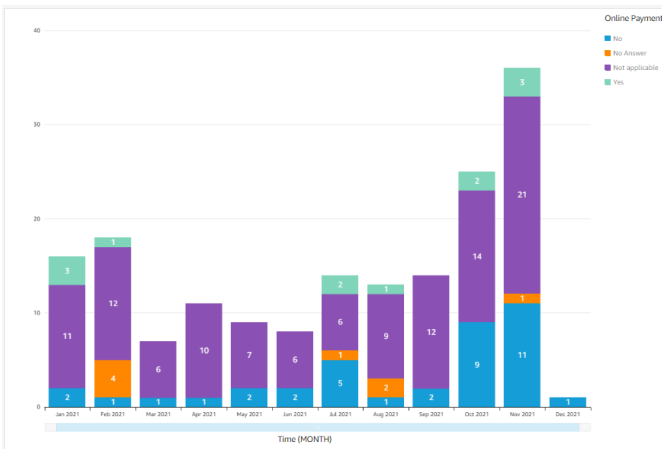
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



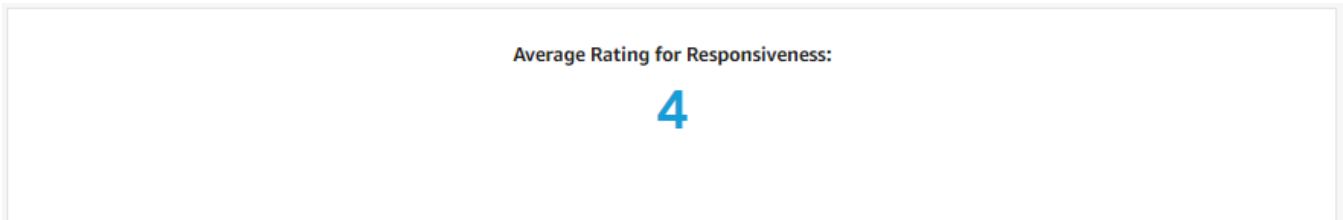
On the next block we have two cards one for **Online Payment** and other one for **Delays**:



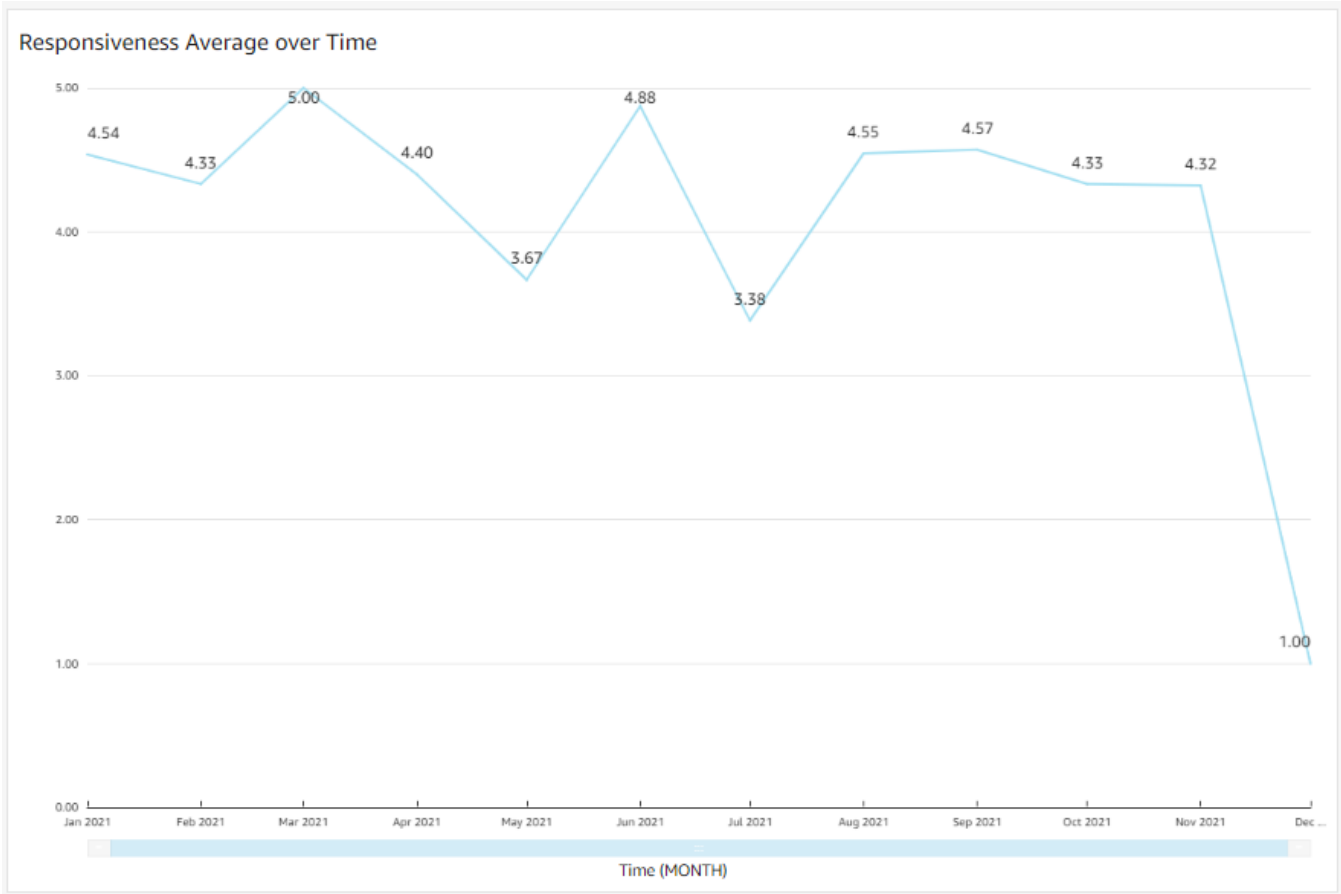
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



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

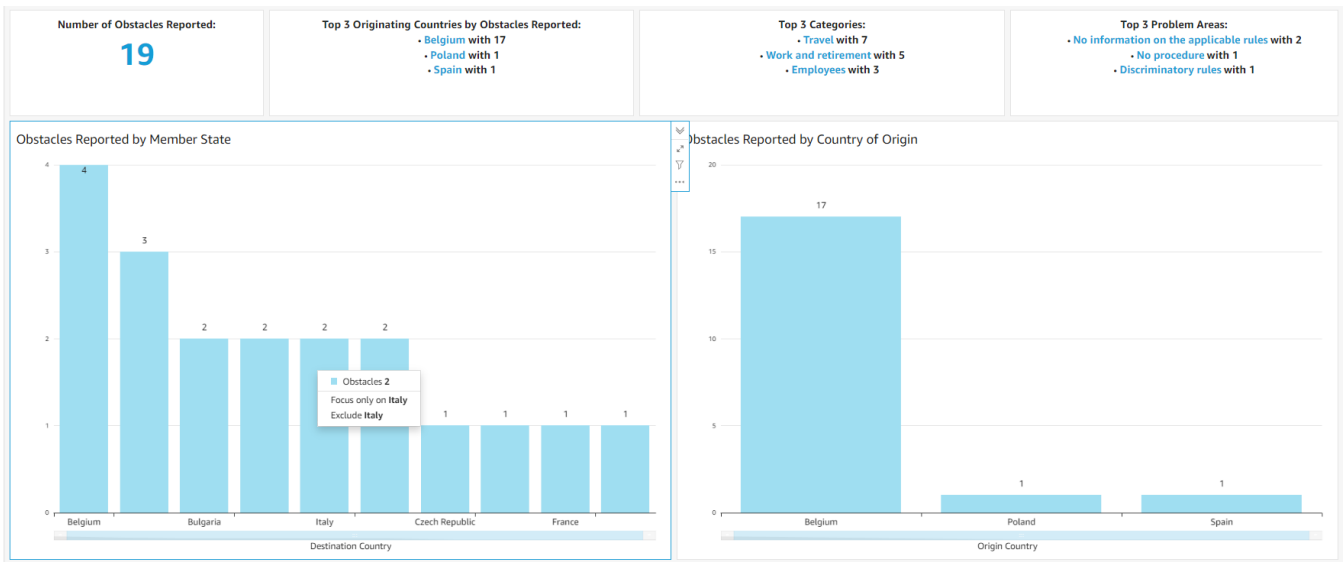
You have multiple filters you can use that will focus the information displayed on the dashboard.

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 <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
---	---	---	---	---	--

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



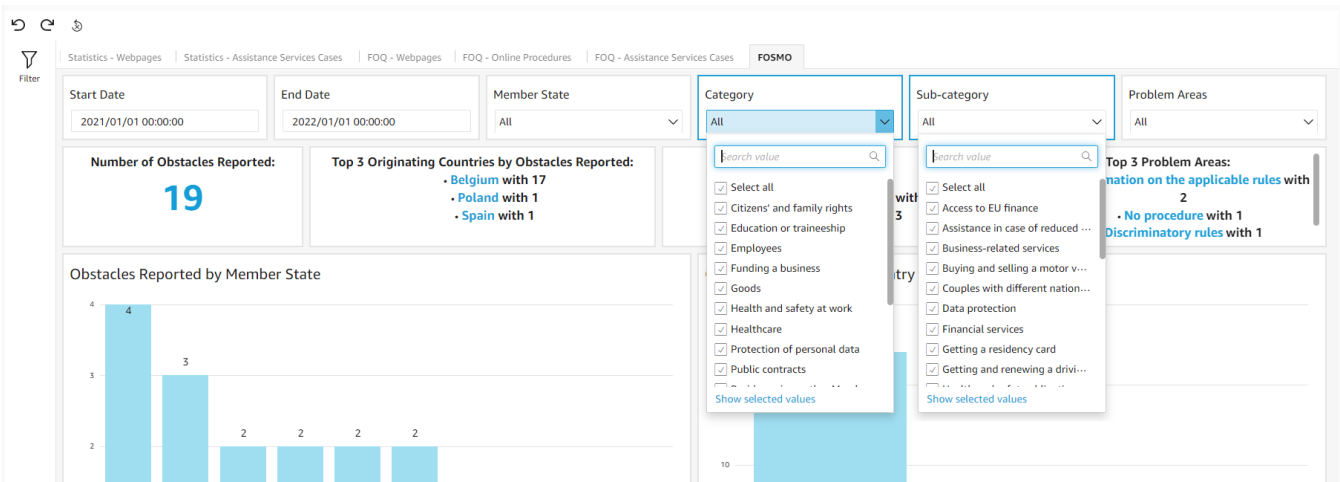
You can reset all filters you have added by clicking on the top left corner.



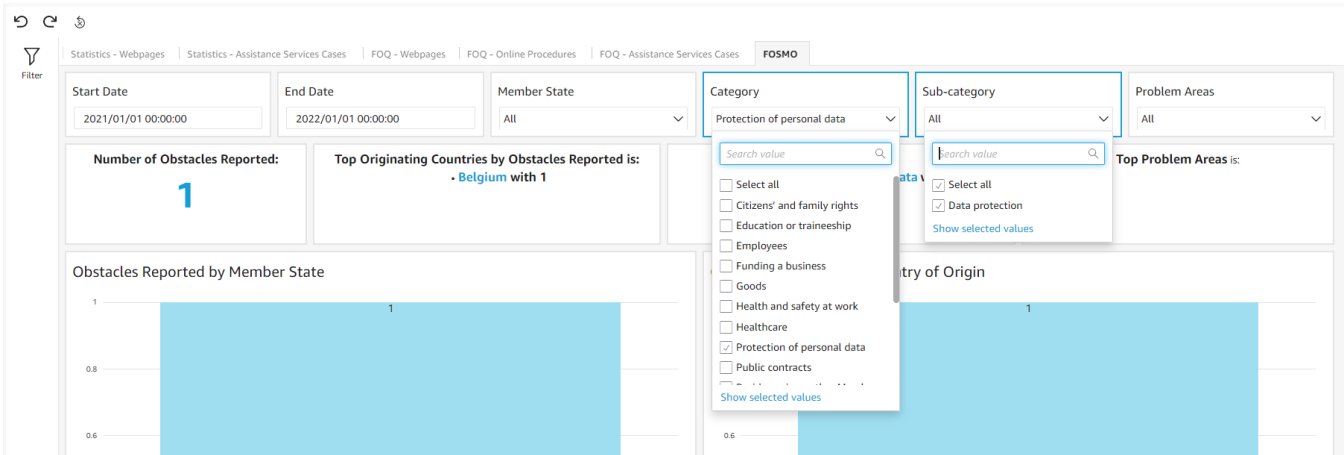
Cascading filters

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:



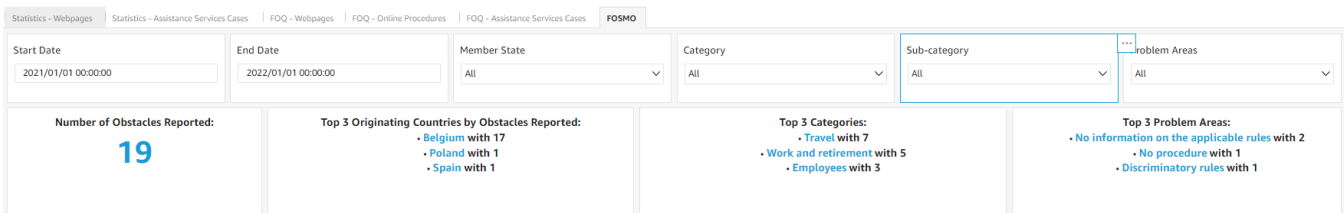
What can we consult in Feedback on Single Market Obstacles?

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.

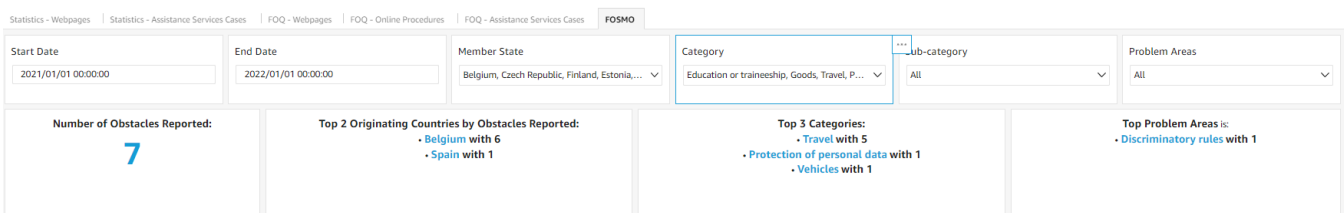
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported**, **Top Originating Countries by Obstacles Reported**, **Top 3 Categories** and **Top 3 Problem Areas**.

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

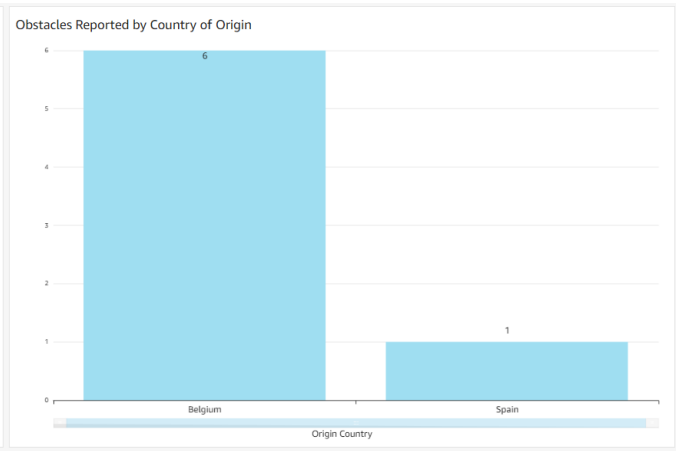
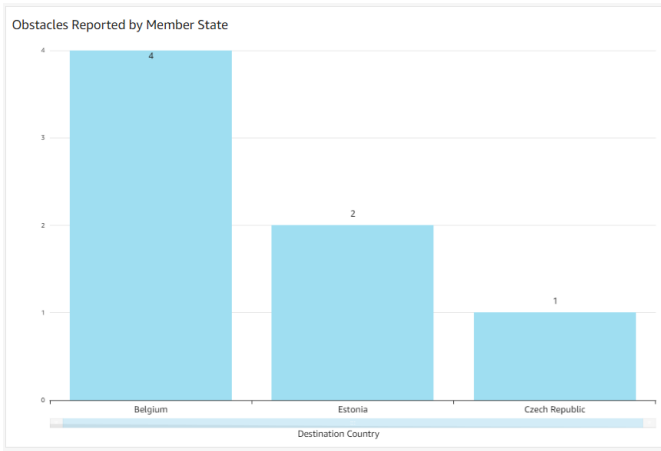
Without filters applied:



With filters applied:

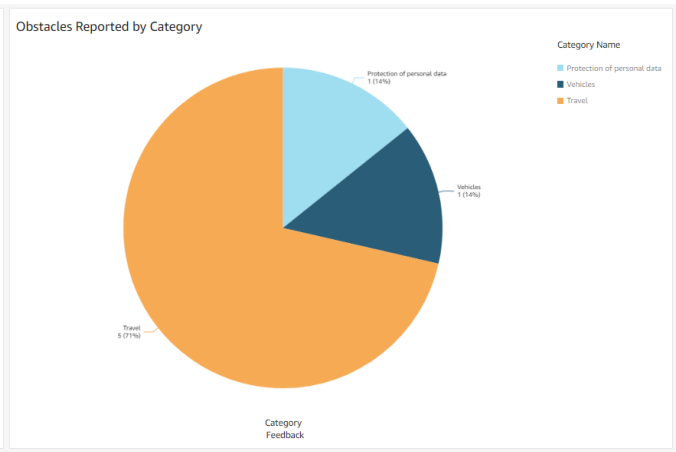
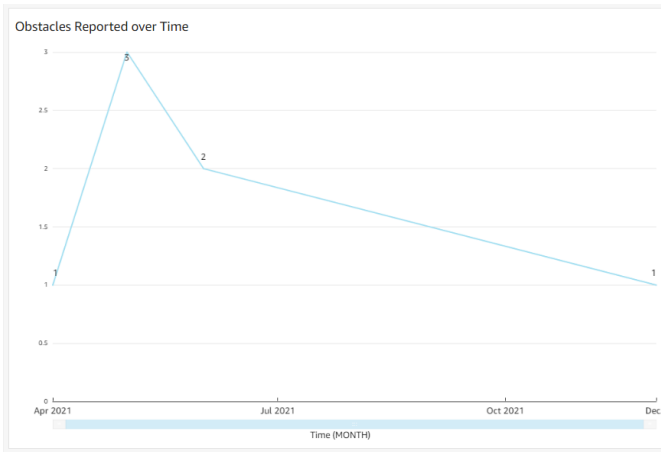


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin**.



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

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

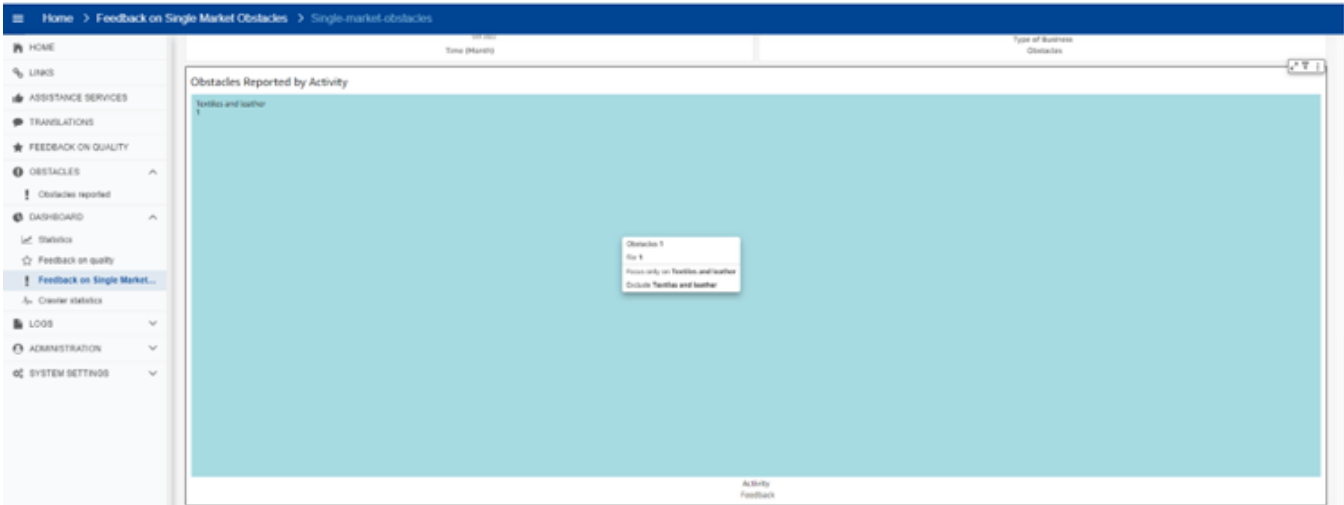


In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Show FoSMO details in a separate page

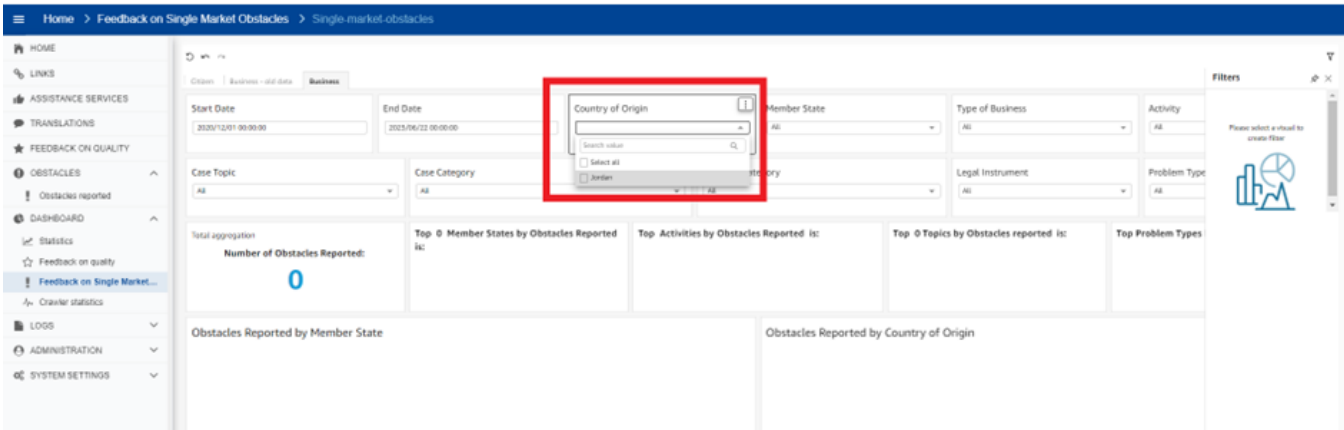
You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



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)

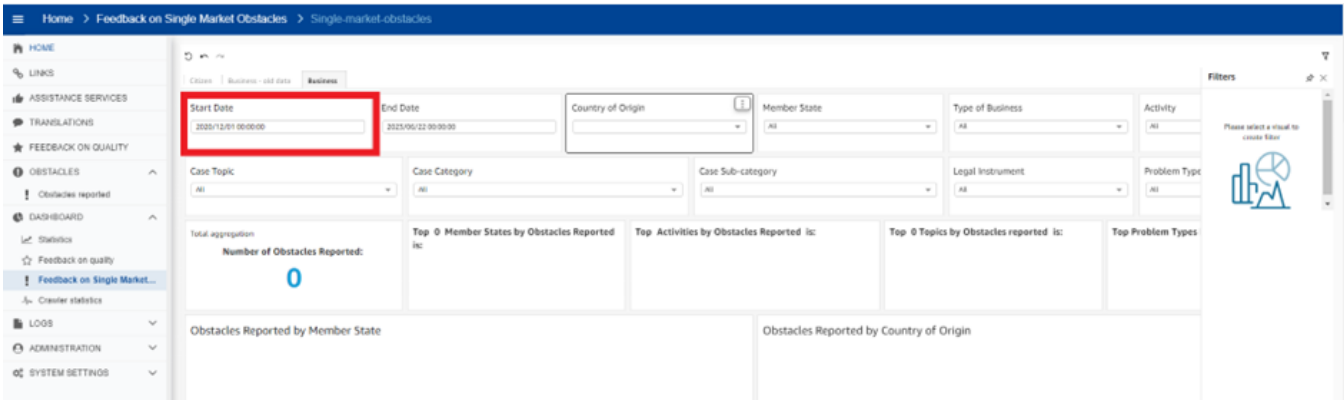
Filter improvements in FoSMO QS dashboard

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



Default Start Date for Quiksite

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



Statistics Log IS

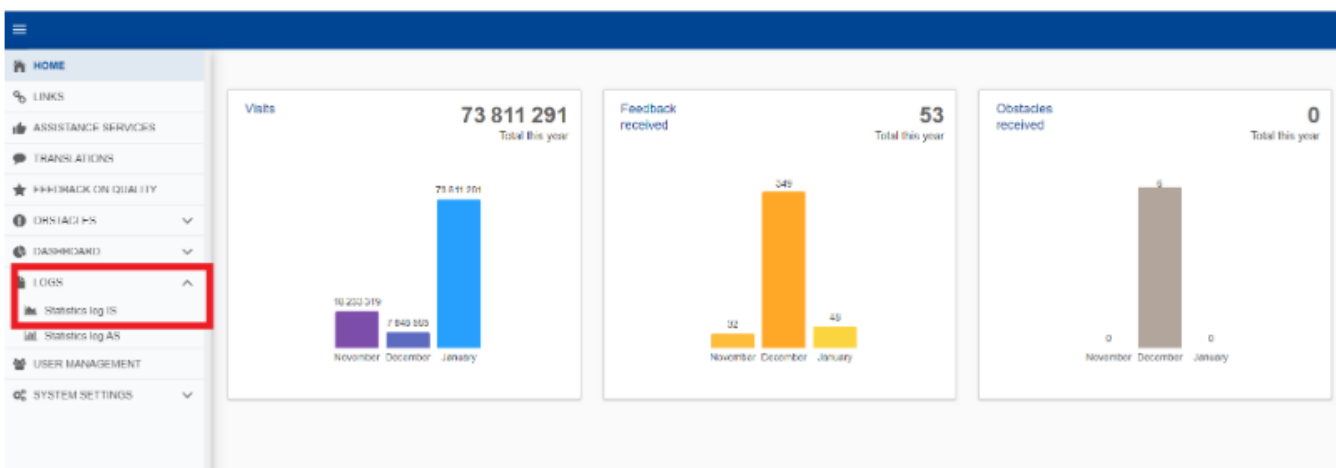
- Statistics Log IS
 - Introduction
 - How to access the Statistics Log Module?
 - How to navigate on Statistics Log Module?
 - Filters
 - Status
 - Actions
 - Validation of Dates - Statistics on Information services cases

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 IS

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
FEEDBACK ON QUALITY
OBSTACLES
DASHBOARD
LOOS
Statistics log IS
Statistics log AS
USER MANAGEMENT
SYSTEM SETTINGS

Statistics log

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

Hide filters

Statistics on information services

1000 items found

Download Unmatched URLs

Unique ID	Status	Transfer date	ACTIONS	Download error report
383c5171-0e48-44cd-8a18-e4bdabea9400-1673310521745	Not Processed	2023-01-10 00:00:00	[Download] [Delete] [Refresh]	[Download]
6586130f-934e-4cf3-908b-71bc1e131385-1670553352786	Not Processed	2022-12-10 00:00:00	[Download] [Delete] [Refresh]	[Download]
aac06cb3-a053-4e0e-a737-2f151a18f0d0-1863847290909	Not Processed	2022-09-22 00:00:00	[Download] [Delete] [Refresh]	[Download]
c8be0b0e-c2ab-4aae-a4ca-39675dca530-1056733203607	Not Processed	2022-08-05 21:00:00	[Download] [Delete] [Refresh]	[Download]
afa807cf-418e-43ee-a0f1-0467de39550b-1209695403881	Not Processed	2022-07-24 21:00:00	[Download] [Delete] [Refresh]	[Download]
d8114c92-e28d-4e7c-9191-fd58baa233c4-1058437203604	Not Processed	2022-07-21 21:00:00	[Download] [Delete] [Refresh]	[Download]

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 IS

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
FEEDBACK ON QUALITY
OBSTACLES REPORTED
STATISTICS
Dashboards
Statistics log IS
Statistics log AS
Crawler statistics
USER MANAGEMENT
SYSTEM SETTINGS

Statistics log

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

Hide filters

Statistics on information services

2 items found

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	[Download] [Delete] [Refresh]	[Download]
4ba9ea13-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	[Download] [Delete] [Refresh]	[Download]

1

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** will expand a menu with all the filters available to you.

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

The screenshot shows a filter menu with four input fields: 'Unique ID' (with placeholder 'Filter by unique ID...'), 'Status' (with placeholder 'Filter by status...'), 'Transfer start date' (with placeholder 'dd/mm/yyyy' and a calendar icon), and 'Transfer end date' (with placeholder 'dd/mm/yyyy' and a calendar icon). To the right is a 'Clear filters' button. Below the filters is a 'Hide filters' link.

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



Status

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

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

Statistics on information services

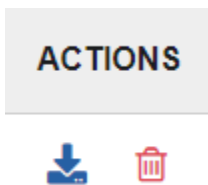
2 items found

Unique ID	Status	Transfer date	ACTIONS
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	Download Unmatched URLs Download error report
4ba9eaf3-f723-4411-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	Download Unmatched URLs Download error report

Navigation: 1 of 10 items

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

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

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.

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

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... Status: Filter by status... Transfer start date: dd/mm/yyyy Transfer end date: dd/mm/yyyy Clear filters

Hide filters

Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Delete Statistics

Are you sure you want to delete the statistics?

10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474.json

Yes No

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"

End Date: "2022-05-06T18:00:00.000Z"

API keys

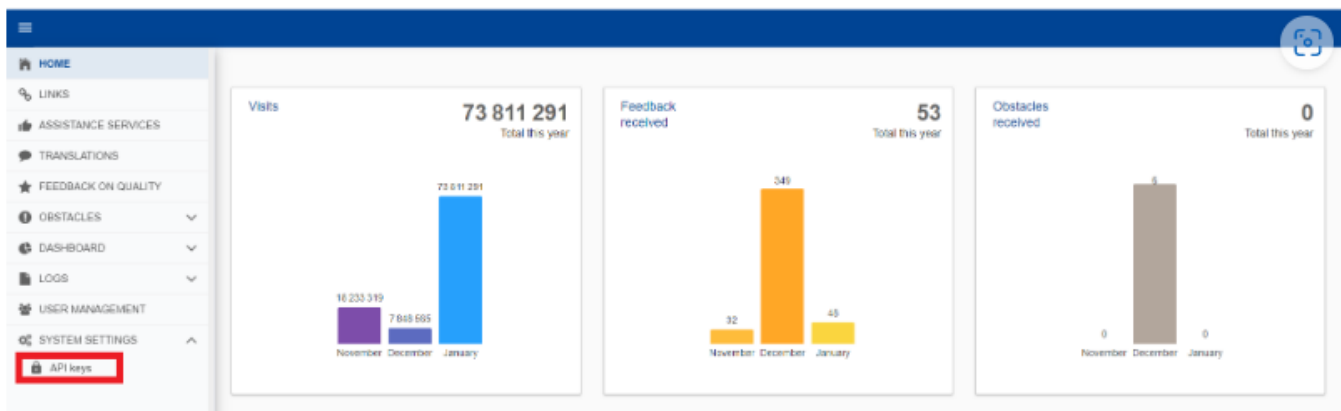
- [API keys](#)
 - [Introduction](#)
 - [How to access the API keys module?](#)

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.

The screenshot shows the 'API keys' page with a table containing one row. The 'API keys' menu item is highlighted in the sidebar.

Key number	Purpose	ACTIONS
ATTQJN6380ESh0xITJfUTzA		

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

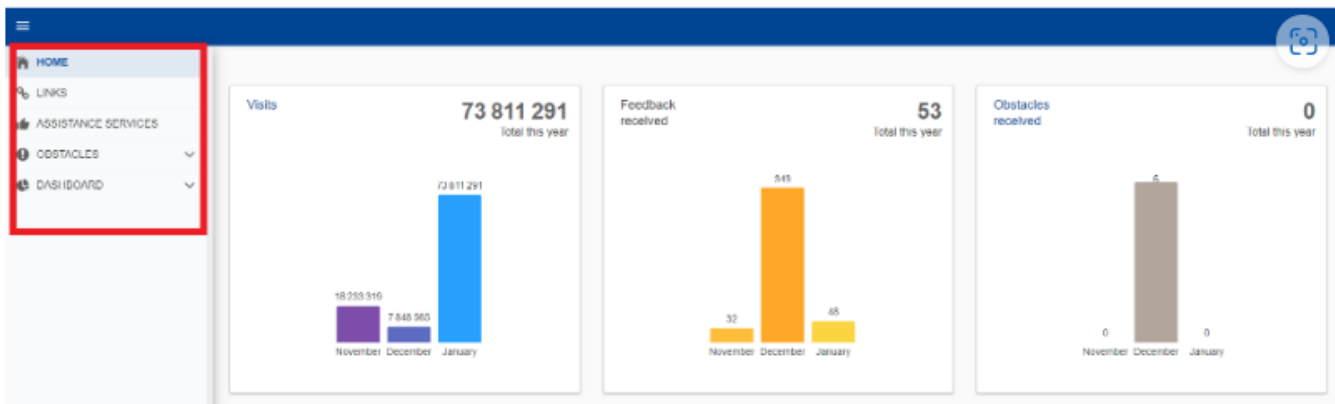
- [Homepage](#)
 - [Introduction](#)
 - [What can I see in the Homepage?](#)
 - [How to change roles when National Coordinator delegation is active?](#)

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?

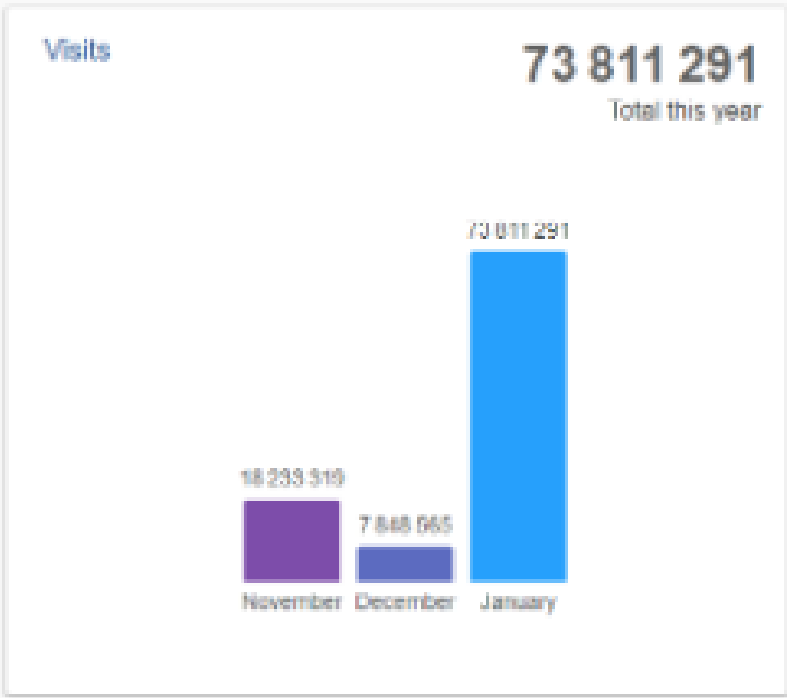
When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.



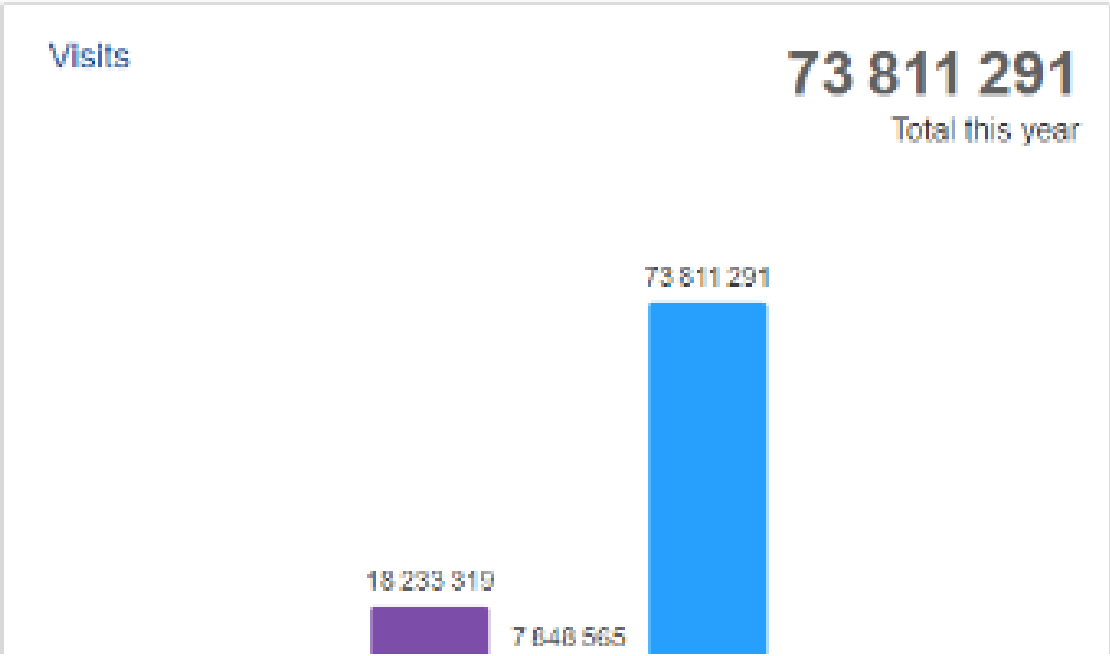
You can click on the top left corner of this menu to expand or minimize the menu.

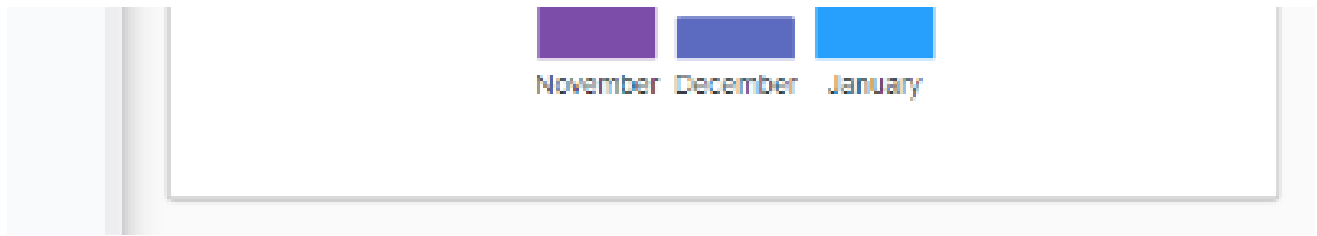


- HOME
- LINKS
- ASSISTANCE SERVICES
- OBSTACLES
- DASHBOARD



- HOME
- LINKS
- ASSISTANCE SERVICES
- OBSTACLES
- DASHBOARD





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**.



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

Welcome **SDG Test RO Observer**



National Observer (RO)



User details



Sign out

European Commission | Single Digital Gateway

Welcome **SDG Test RO Observer**
National Observer (RO)

Visits: 17 547 804 | Feedback: 31 703 | Obstacles: 11 (Total this year)

Month	Visits	Feedback	Obstacles
February	230 811		
March	224 046		
April	327 000		

User details

EU Login ID	n000153s
Email address	sdg.test.ro.o@mail.com
Full name	SDG Test RO Observer
Phone number	
Country	Romania
Competent authority	RO Observer
Role	National Observer

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).

Welcome **SDG Test RO Observer**



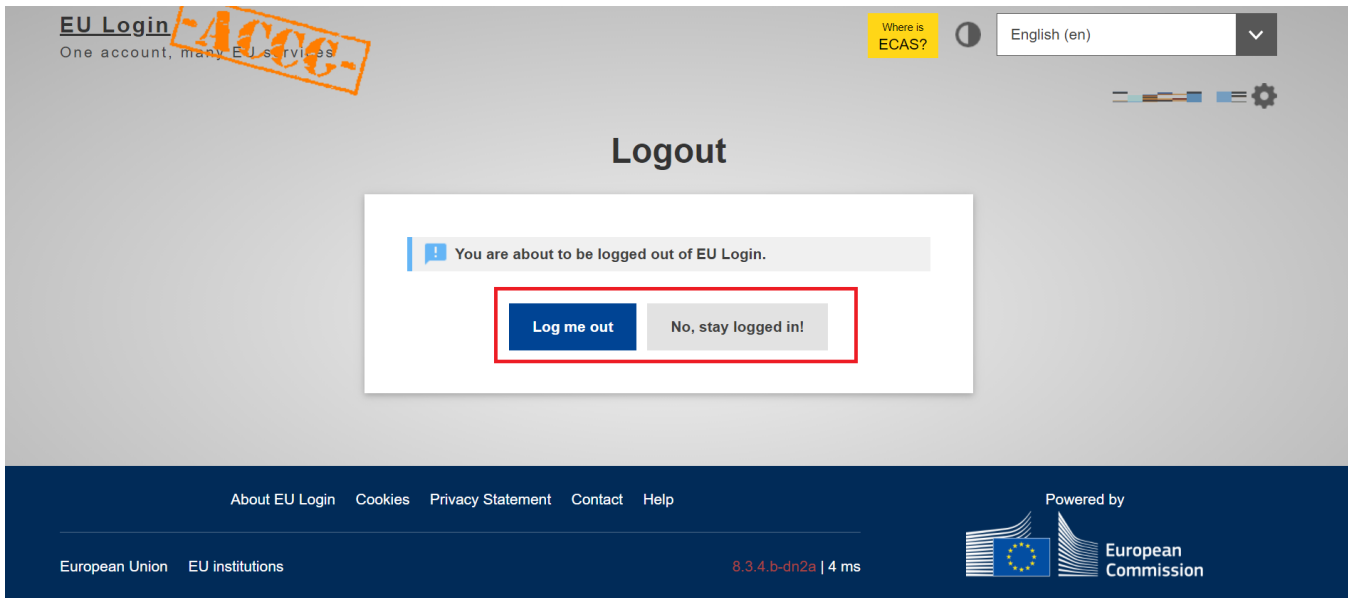
National Observer (RO)



User details



Sign out



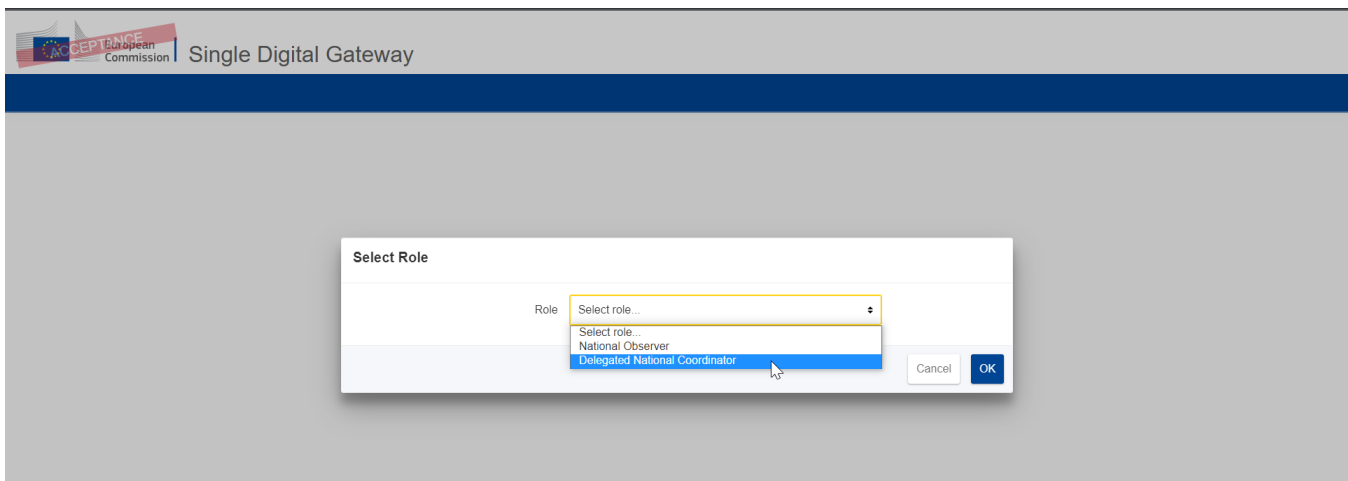
How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **temporarily** 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.

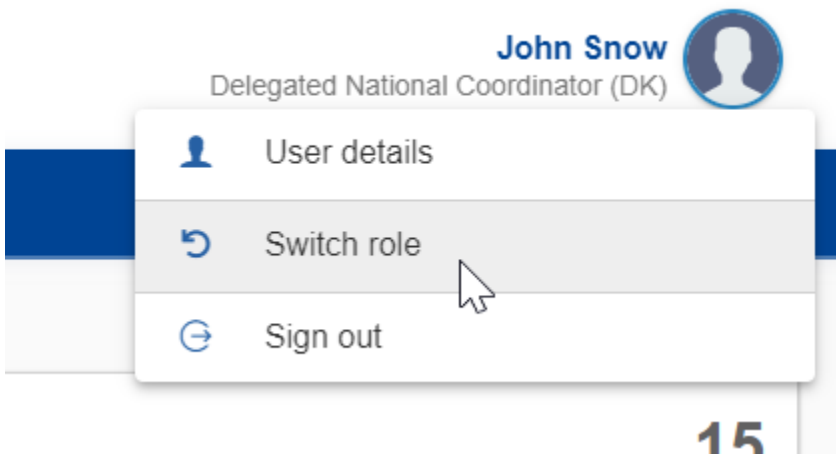
You can select from the drop down the role and click **OK** to login to SDG.



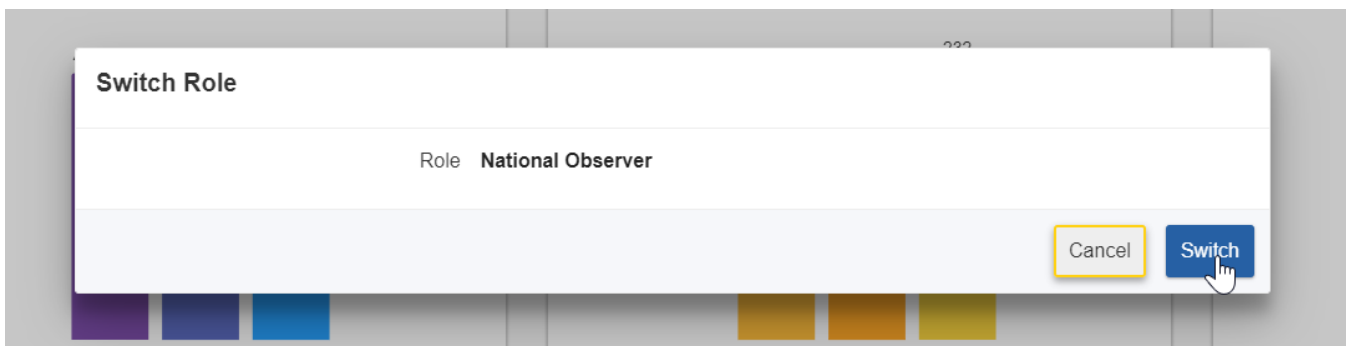
Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

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**.



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



i Important Note

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

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

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

Roles & Rights



Single Digital Gateway

- Home
- Links
- Assistance services
- Translations
- Feedback on Quality
- Obstacles Reported
- Statistics Dashboard
- Statistics log IS
- Statistics log AS
- User Management
- API keys

National Observer	
View	
Own country: view published	
Own country: view published EU & all countries: : view published	
N/A	
N/A	
Own country: list/filter feedback, view details	
All levels: list/filter, view	
N/A	
N/A	
N/A	
N/A	

- Links
 - Introduction
 - How to access the Links module?
 - 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?
 - Links and Links Metadata History

- How to access Link History?
 - Links History
 - Links Metadata History

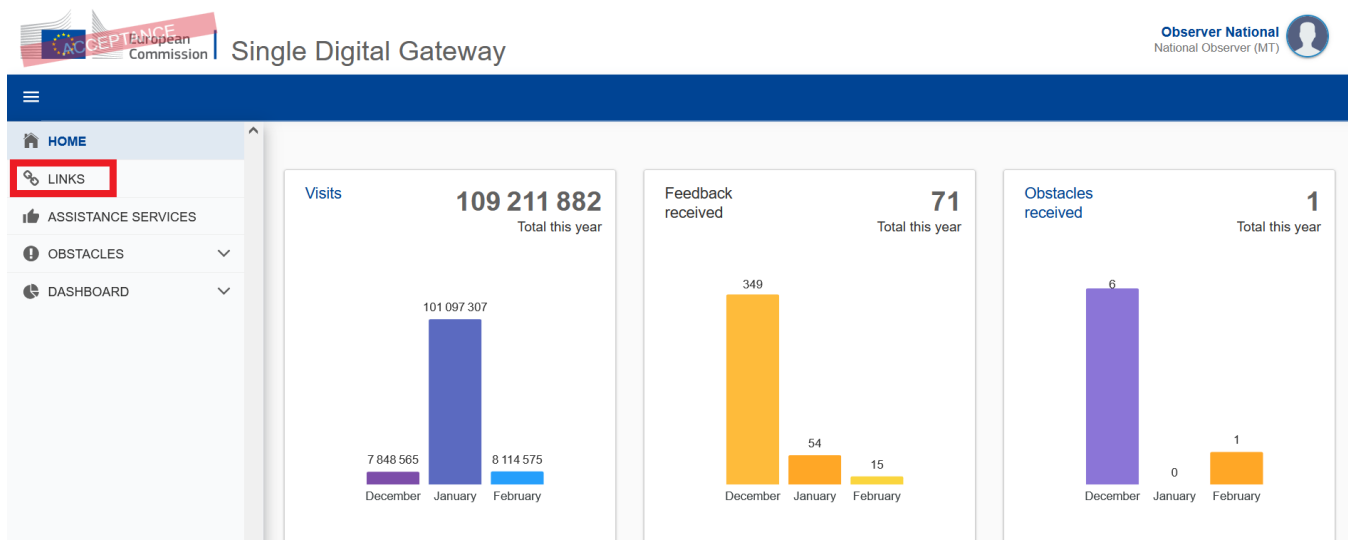
Links

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:

The interface includes a search bar and filters for Owner, URL type, and Content type. Below the filters, a table lists 212 items found.

URL	Owner	Type	Status	Last update	ACTIONS
https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	🔍
https://historylink.mt/01	Coordinator National	Information	Published	2023-03-01 16:32:56	🔍
https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2023-03-01 15:42:45	🔍
https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2023-03-01 15:32:52	🔍
https://rss.ss.ss		Information	Published	2023-03-01 14:10:45	🔍

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**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

The screenshot shows the 'Manage your Links' interface. At the top, there is a search bar and an 'Export Links' button. Below the search bar, there are filter fields for 'Owner', 'URL type', and 'Content type', along with a 'Category' dropdown and a 'Clear filters' button. The main area displays a table of 212 items found. The table has columns for 'URL', 'Owner', 'Type', 'Status', 'Last update', and 'ACTIONS'. The 'Type' column shows 'Information' and 'Procedure' tags. The 'Status' column shows 'Published' tags. The 'Last update' column shows dates and times. The 'ACTIONS' column has a magnifying glass icon. At the bottom of the table, there is a pagination control showing '1' of 5 pages.

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

This screenshot highlights the search box in the 'Manage your Links' interface. The search box is a text input field with a 'Search' button next to it. Below the search box, there is a link to '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**.

This screenshot highlights the 'Show advanced filters' button in the 'Manage your Links' interface. The button is located below the search box and is used to access more filtering options.

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

Manage your Links

Export Links

Registered links

Search...

Search

Owner: Select owner

URI type: Web folder

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”:



What can I do on the Links list screen?

How can I view the links details?

You can view the details for all published links for your country, including the Metadata.

For that you should on **View** button on the link you want to consult.

European Commission | Single Digital Gateway

Observer National | National Observer

Home > Links






Manage your Links

Registered links

Search...

Show advanced filters

212 items found

URL	Owner	Type	Status	Last update	ACTIONS
https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	
https://history.link.mt/01	Coordinator National	Information	Published	2023-03-01 16:32:56	
https://csv4.co.gov.mt/csv3	Coordinator National	Information	Published	2023-03-01 15:42:45	
https://csv4.co.gov.mt/csv4	Coordinator National	Information	Published	2023-03-01 15:32:52	
https://sss.ss.ss	PETROIANU Marian-Florin	Information	Published	2023-03-01 14:10:45	

1 2 3 5

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

Home > Links > View Link

Manage your Links Export Metadata Links

Link Information | Link Metadata | Link History

URL: <https://io.nm.org/text/>
 Title: <https://io.nm.org/text/>
 Description: N/A
 Type: Information
 Uri Type: Web folder
 National locations: Birgu (MT01103);
 Bormia (MT01105);
 Birkirkara (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 travelling alone and non-Union citizens when travelling 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)

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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://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.

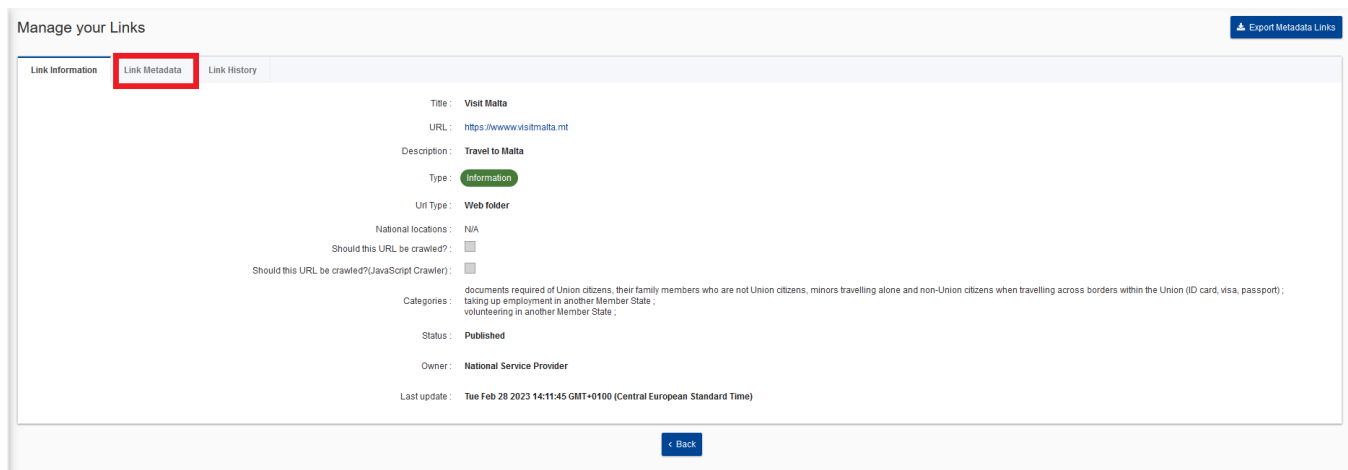
owner - The user who has notified this link.

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

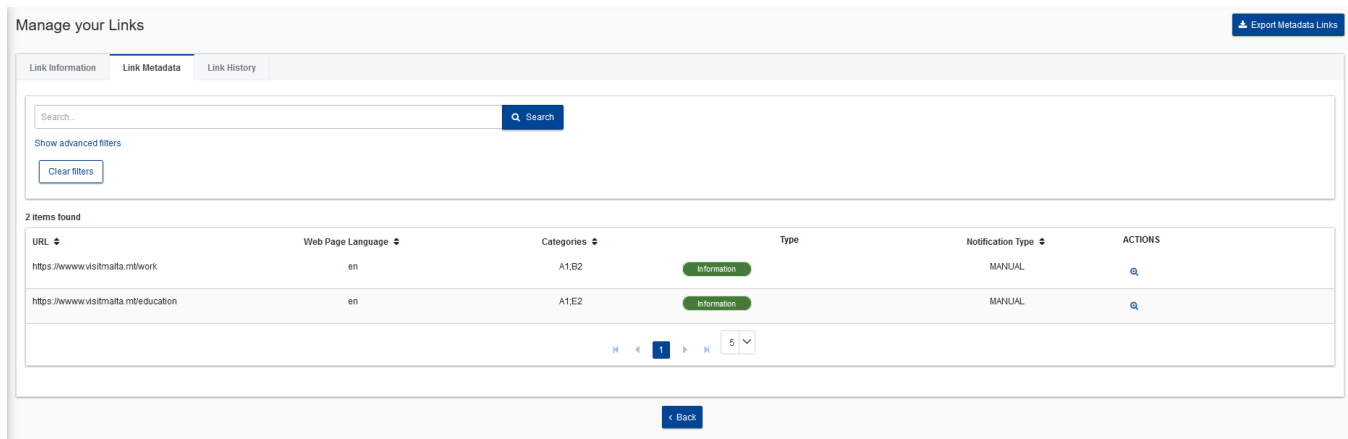
💡 Is important to mention that **in the case of creating/updating a Web Folder** , the '**Type**', '**Mandatory Classifications**' and '**National locations**' fields are not required due to the fact that this information it is **retrieved from the child metadata links** and displayed only in view mode.

How to see the Metadata?

You have tab to view the metadata details.



After clicking on that tab you will see a screen with the metadata details.



You can see here, in a list view, some details, namely, the **URL**, **Web Page Language** (in case of a notified a web page and its metadata this field will present the language of the web page. This field is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL), **Categories**, **Type**, **Notification Type** (a link can be added manually, via upload, webservice or crawler) and **Actions** (in the observer case you can only **View**).

You can also see some more details of the metadata by clicking the **Action View**.

Manage your Links [Export Metadata Links](#)

Link Information **Link Metadata** Link History

Search...

Show advanced filters

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	A1,B2	Information	MANUAL	<input type="button" value="🔍"/>
https://www.visitmalta.mt/education	en	A1,E2	Information	MANUAL	<input type="button" value="🔍"/>

This will show you additional details, such as the **Title**, **Description**, **National locations** and **Categories** (here instead of the code you will see the name).

Manage your Metadata Links

Metadata Link Information **Link Metadata History**

Title : **Work**
 URL : <https://www.visitmalta.mt/work>
 Description : **Work in Malta**
 Type : **Information**
 National locations : **N/A**
 Notification Type : **MANUAL**
 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**

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

Registered links

Search...

Owner: List type: Content type:

Category:

[Hide advanced filters](#)

97 items found

URL	Owner	Type	Status	Last update	ACTIONS
https://www.visitmalta.mt	Coordinator National	Information Procedure	Published	2023-03-01 17:04:14	<input type="button" value="🔍"/>
https://www.visitmalta.mt	National Service Provider	Information	Published	2023-02-28 14:11:45	<input type="button" value="🔍"/>
https://ico.z1.org	MELINTE Sorin		Published	2023-02-24 12:52:42	<input type="button" value="🔍"/>
http://ad.gob.mt	PETROIANU Marian-Florin		Published	2023-02-23 11:42:58	<input type="button" value="🔍"/>
https://io.nm.org/text/	Service Provider National	Information	Published	2022-12-20 12:28:58	<input type="button" value="🔍"/>

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:

	B	C	D	E	F	G	H	I	J	K	
1	title	description	country	category	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	O1		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:

The screenshot shows the 'Manage your Links' interface with the 'Link Metadata' tab selected. A red box highlights the 'Export Metadata Links' button in the top right corner. The interface includes a search bar, filter options, and a table with 2 items found.

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	B1	Information Procedure	MANUAL	
https://www.visitmalta.mt/b1sx	de	B2	Information	MANUAL	

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

	A	B	C	D	E	F	G	H	I	J	K
1	Uri	title	description	country	location	user	type	category	language	notificati	last update date
2	https://www.visitmalta.mt/xlsx	Test upload		Malta	MT;MT001	Coordinator National	Information	B2	de	MANUAL	2023-03-01 17:04:14.089
3	https://www.visitmalta.mt/work	Work in Malta		Malta	MT;MT001	Coordinator National	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:

The screenshot shows the 'Manage your Links' interface with the 'Link Metadata' tab selected and highlighted by a red box. The metadata details are displayed below:

```

Title : Travel
URL : https://www.tourism.mt
Description : Tourism MT
Type : Information
Url Type : Web page
National locations : NIA
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)

```

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 : **Travel**
URL : <https://www.tourism.mt>
Description : **Tourism MT**
Type : **Information**
National locations : N/A
Notification Type : **MANUAL**
Owner : **Service Provider 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); 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**

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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

[Export Metadata Links](#)

Link Information | Link Metadata | Link History

Title : **Visit Malta**
URL : <https://www.visitmalta.mt>
Description : **Travel to Malta**
Type : **Information**
Uri Type : **Web folder**
National locations : N/A
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 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)**

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Manage your Links

[Export Metadata Links](#)

Link Information | **Link Metadata** | Link History

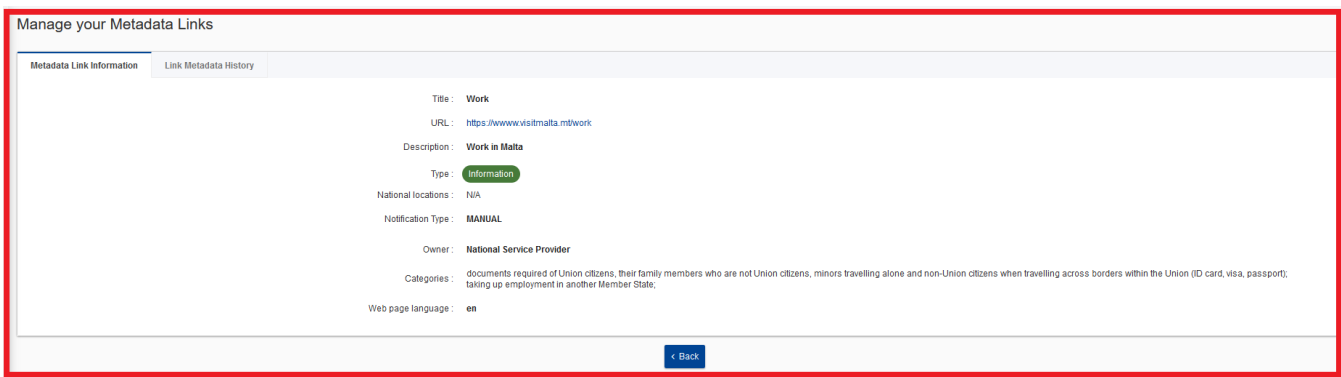
Search... [Search](#)

Show advanced filters
[Clear filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.visitmalta.mt/work	en	A1:B2	Information	MANUAL	🔍
https://www.visitmalta.mt/education	en	A1:E2	Information	MANUAL	🔍

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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.

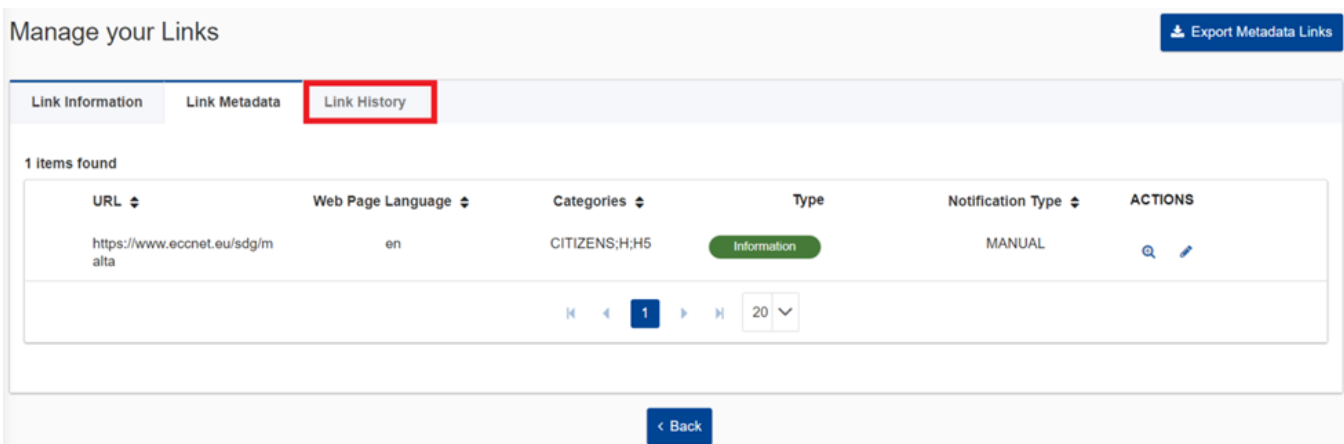
When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

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:



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

Manage your Metadata 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** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL.

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

Manage your Links Export Metadata Links

Link Information Link Metadata **Link History**

URL	Title	Uri Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

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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** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → 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**.

Manage your Metadata Links

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

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Assistance Services

- [Assistance Services](#)
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 - [How to navigate on Assistance services module?](#)
 - [How to open a CSV in an Excel?](#)
 - [Filters](#)
 - [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.

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** ; **M** **ember state**; **S** **tatus** and **L** **ast 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-[today date]

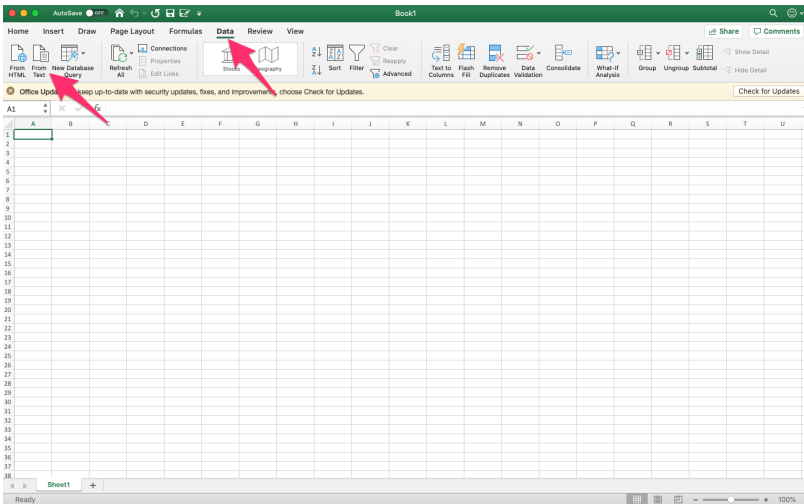
How to open a CSV in an Excel?

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

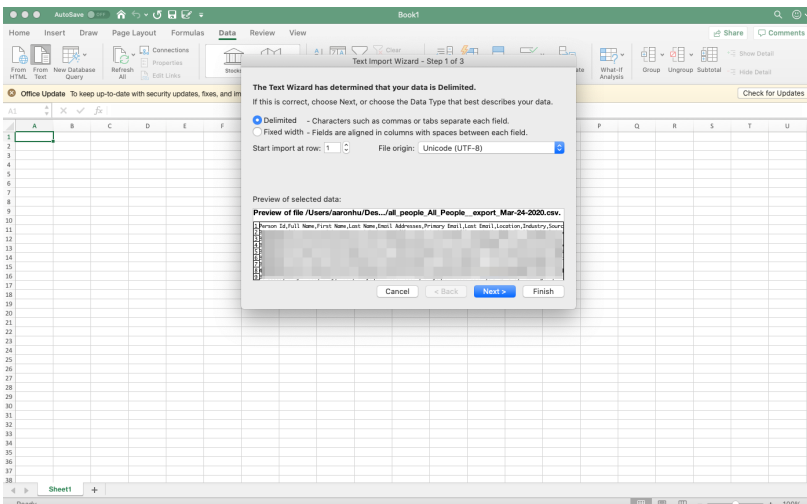
To open CSV in Excel properly pls follow this procedure:

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.

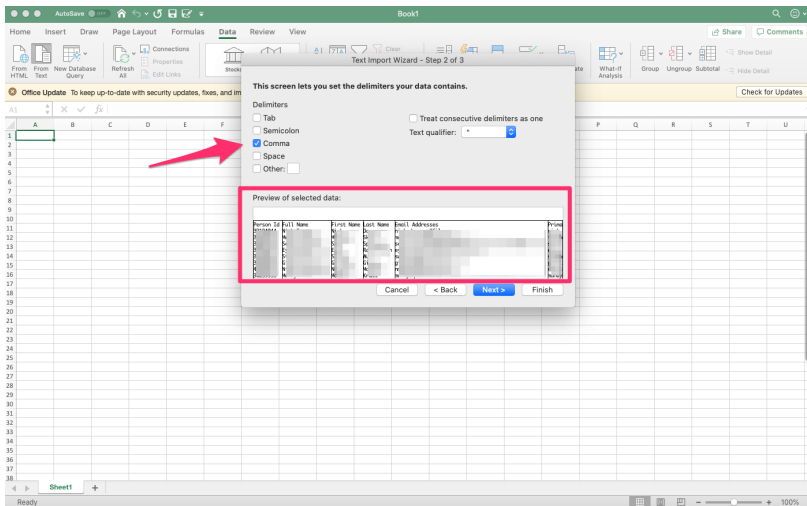
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.



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.

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
Points Of Single Contact	Romania	2022-11-30 09:47:11	Published

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

Assistance services

[Show filters](#) ▾ Filters applied

Status

Draft

Published

[Hide filters](#)

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**

Home > Assistance services

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
TRANSLATIONS BUDGET
★ FEEDBACK ON QUALITY
ⓘ OBSTACLES
DASHBOARD
LOGS
USER MANAGEMENT
SYSTEM SETTINGS

Assistance services

+ Add service

Status: Filter by status...
Level of provision: Filter by level...
Type of service: Filter by types...
Audience: Citizens

Subject related to citizens: Filter by citizen subjects...
My rights as consume...
Hide filters

Service ID: Filter by service ID...
Competent authority name: Filter by competent authority...
Clear filters

18 Items found
Export to CSV

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	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Consumer Centres	Estonia	2022-10-05 17:24:47	Published	🔍 ✎

Obstacles reported

- [Obstacles reported](#)
 - [Introduction](#)
 - [How to access the obstacles reported module?](#)
 - [How to navigate on obstacles reported module?](#)
 - [Filters](#)
 - [How to translate the free text of an Obstacle?](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)
 - [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 through 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 reported

Obstacles reported

[Hide 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
Belgium	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
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
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

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.**

The screenshot shows a dashboard titled 'Obstacles reported'. On the left is a navigation menu with 'HOME', 'LINKS', 'ASSISTANCE SERVICES', 'OBSTACLES', and 'Obstacles reported' (highlighted). The main area contains a filter section with fields for Status, Country of origin, Audience, Category, Problem areas, Start date, and End date. Below the filters, it says '14 items found' and 'Export to CSV'. A table displays the following data:

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
Belgium	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
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
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

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.**

This screenshot is identical to the one above, but with a red box highlighting the table header row:

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
Belgium	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
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
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

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.

The screenshot shows the 'Obstacles reported' page with a table of 14 items. The second item is expanded to show a text box with the message 'This is a test, please do not take it in consideration'. The table has the following columns: Origin country, Obstacle in, Category, Sub-category, Problem areas, Creation date, and Status.

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
Belgium	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
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

Filters

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

The screenshot shows the 'Obstacles reported' page with the filter section highlighted by a red box. The filters include Status, Country of origin, Audience, Category, Problem areas, Start date, and End date. The table below shows 14 items found.

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
Belgium	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
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
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

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

Home > Obstacles reported

HOME
LINKS
ASSISTANCE SERVICES
OBSTACLES
Obstacles reported
DASH BOARD

Obstacles reported

Show 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
Belgium	Romania	Work and retirement	Looking 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
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 10:31:13	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
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
Belgium	Romania	Work and retirement	Taking up a job	Unclear or contradicting rules	2022-02-25 16:07:52	Open

1 2 10

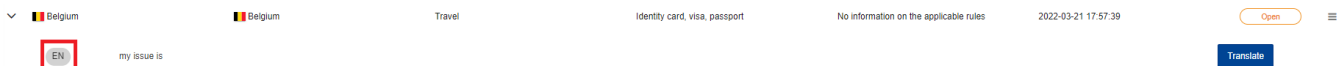
You clear all previously added filters using the button **Clear filters**:



How to translate the free text of an Obstacle?

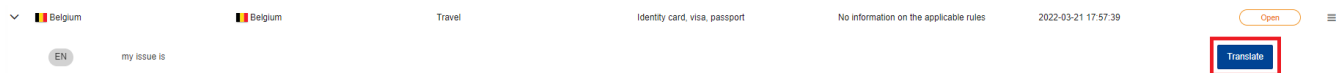
You can translate any free text in a given obstacle to a language of your preference.

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.

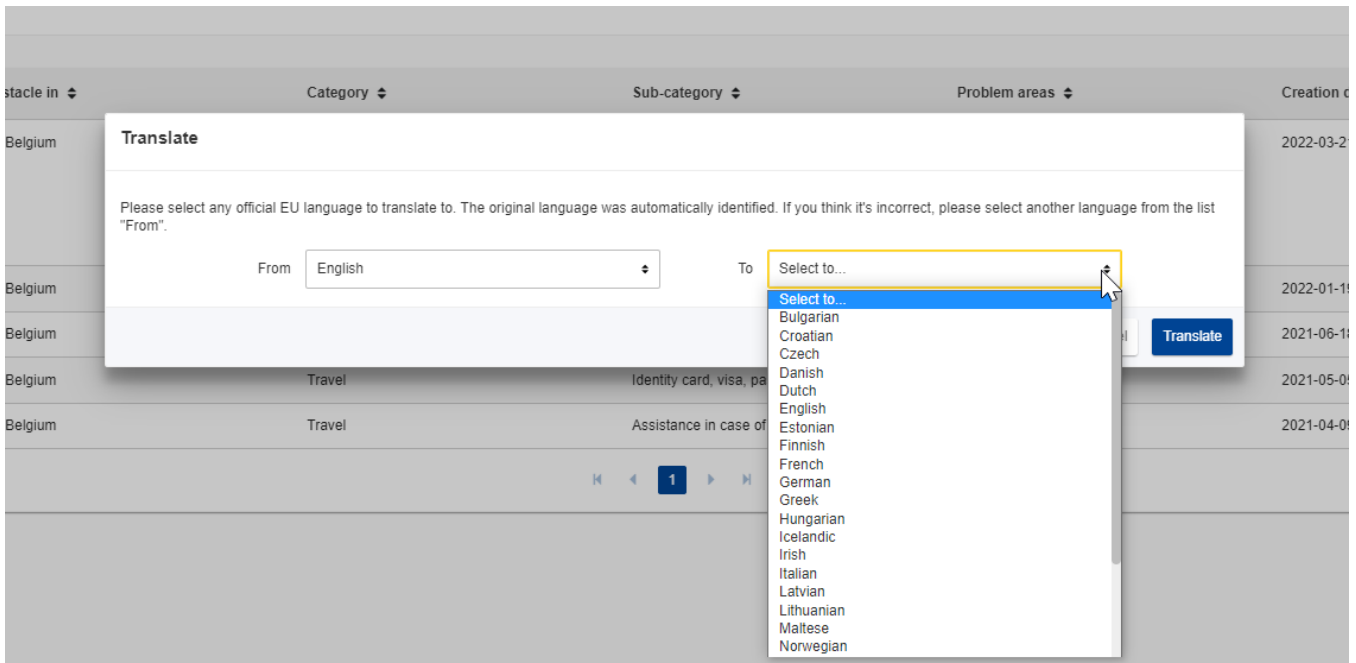


In case the original language is not identified or wrongly identified you can also select the original language.

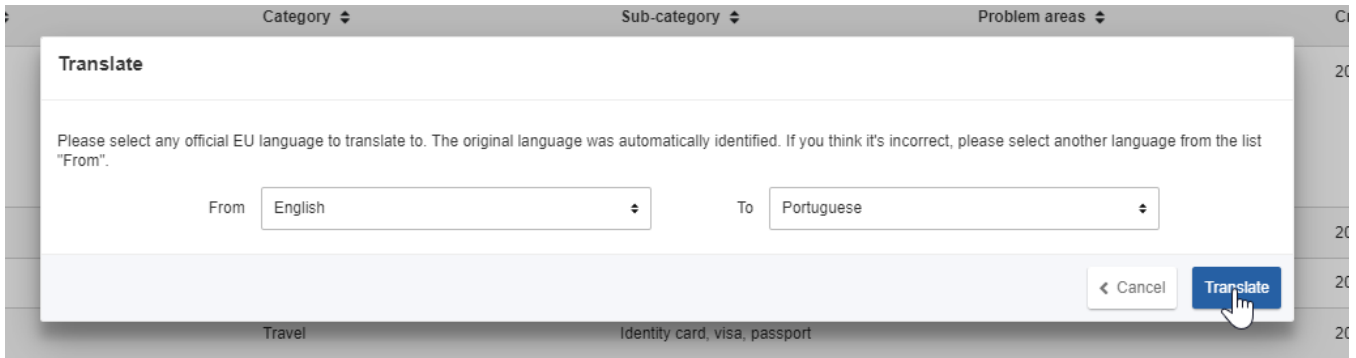
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



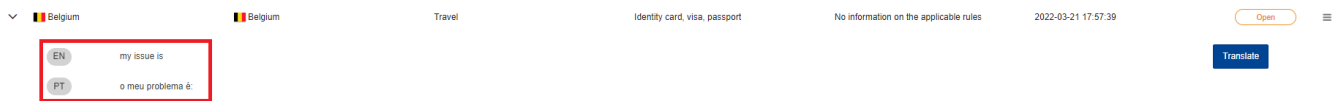
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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



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



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 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 Category Problem areas Start date End date

[Clear filters](#) [Hide filters](#)

12 items found [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	Open ⋮
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	Open ⋮
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	In Progress ⋮
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	Open ⋮
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	Open ⋮

Navigation: 1 2 3 5

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

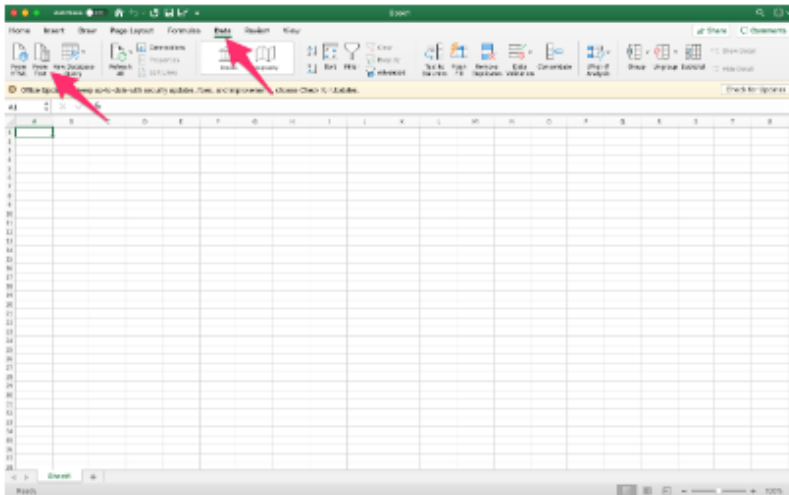
How to open a CSV in an Excel?

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

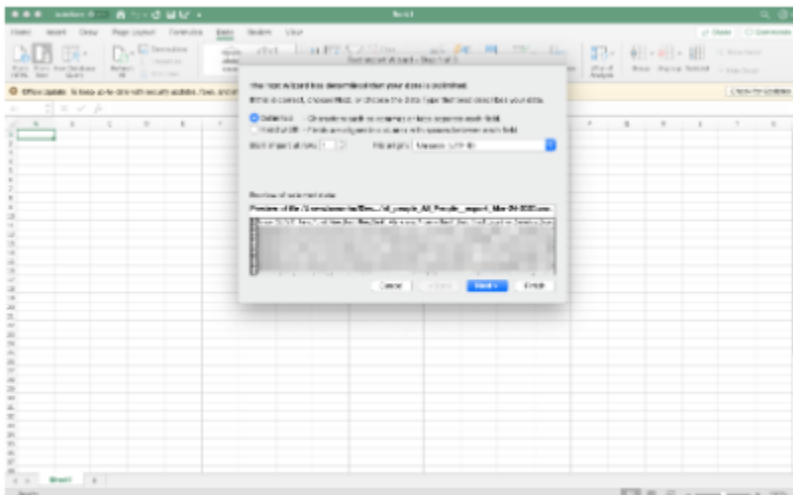
To open CSV in Excel properly pls follow this procedure:

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.

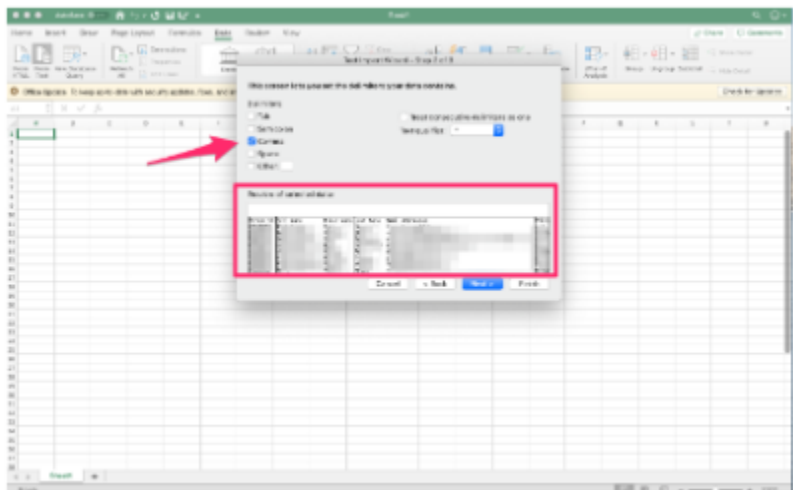
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



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.

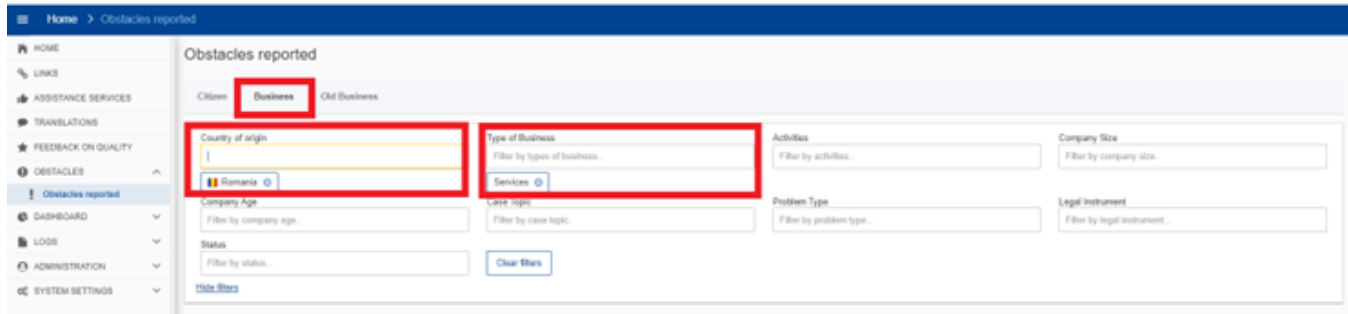


6. Finally, click Finish.

7. Remember to Save your document!

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

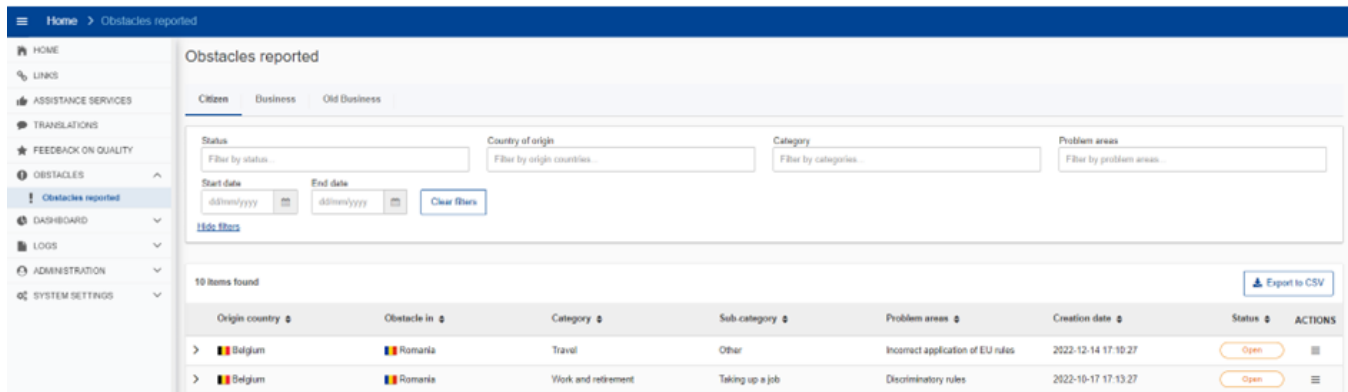
As a NO you can export feedback on SMO for all the services in his country in a CSV/excel file



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

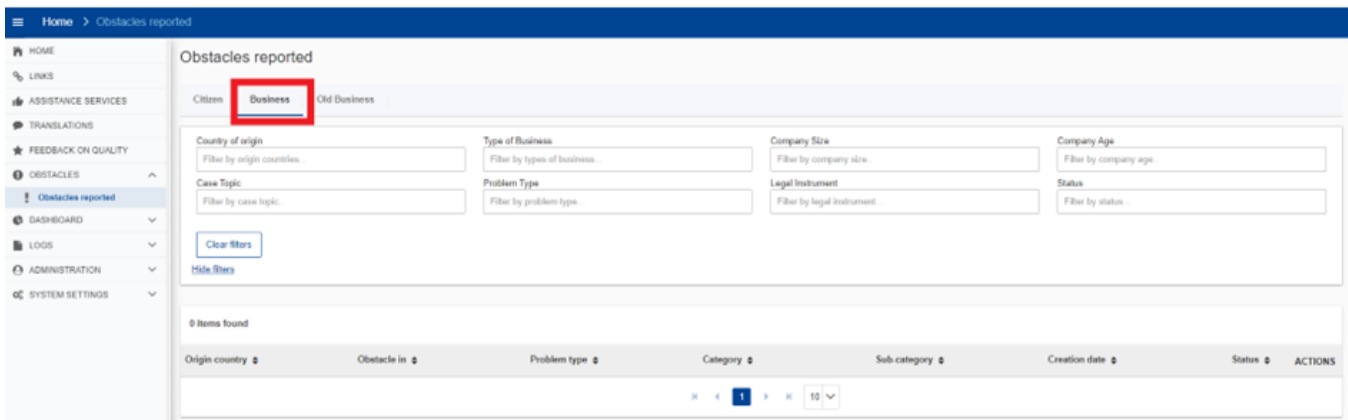
Update filter for Citizens tab

Audience filter removed from 'Citizens tab'



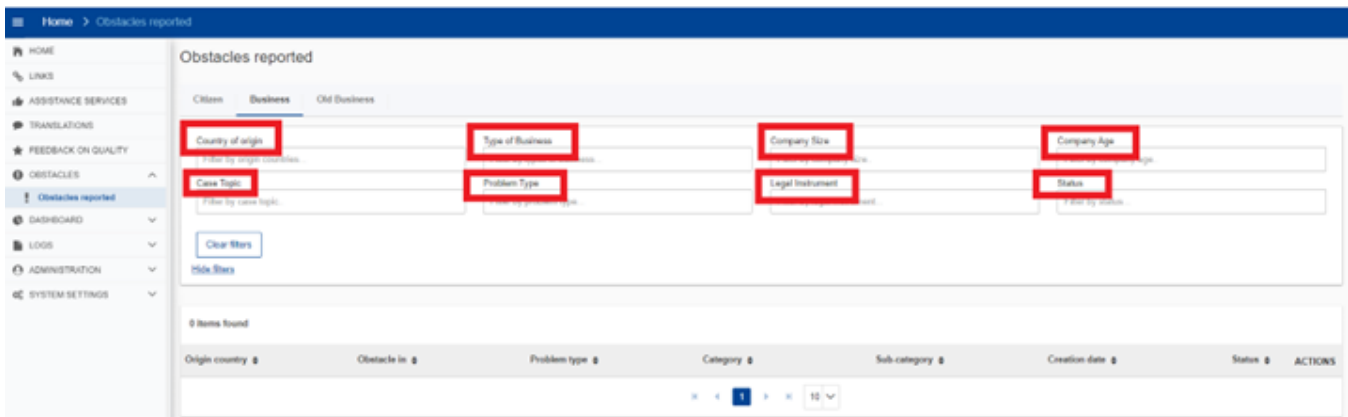
Add filters for new businesses tab in Obstacles

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



You will find this filter options:

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



Statistics Dashboard

- [Statistics Dashboard](#)
 - [Introduction](#)
 - [How to access the Statistics Dashboard Module?](#)
 - [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](#)

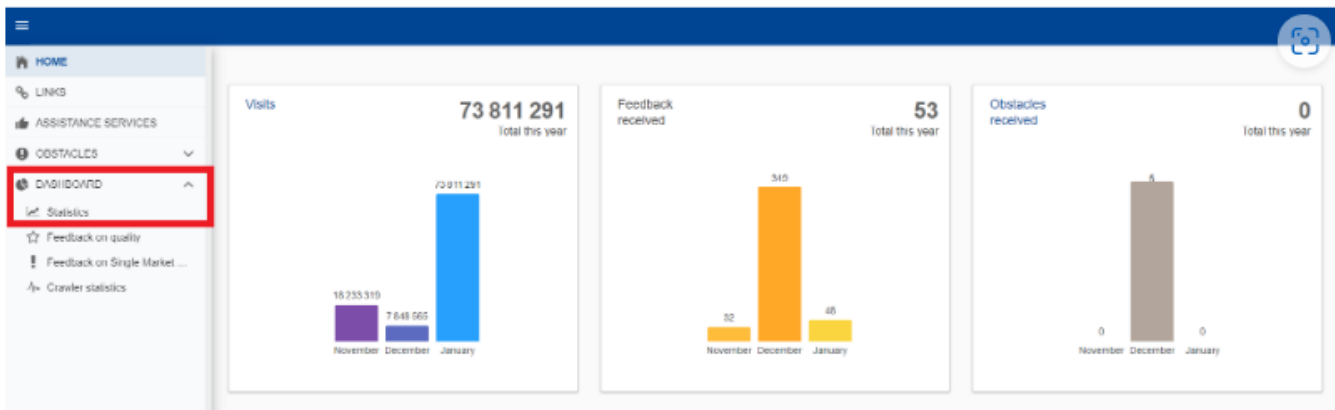
- Cascading filters
 - What can we consult in Statistics - Assistance services cases tab?
 - FOQ - Webpages
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality - Webpages tab?
 - First Level
 - Second Level
 - 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
 - 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

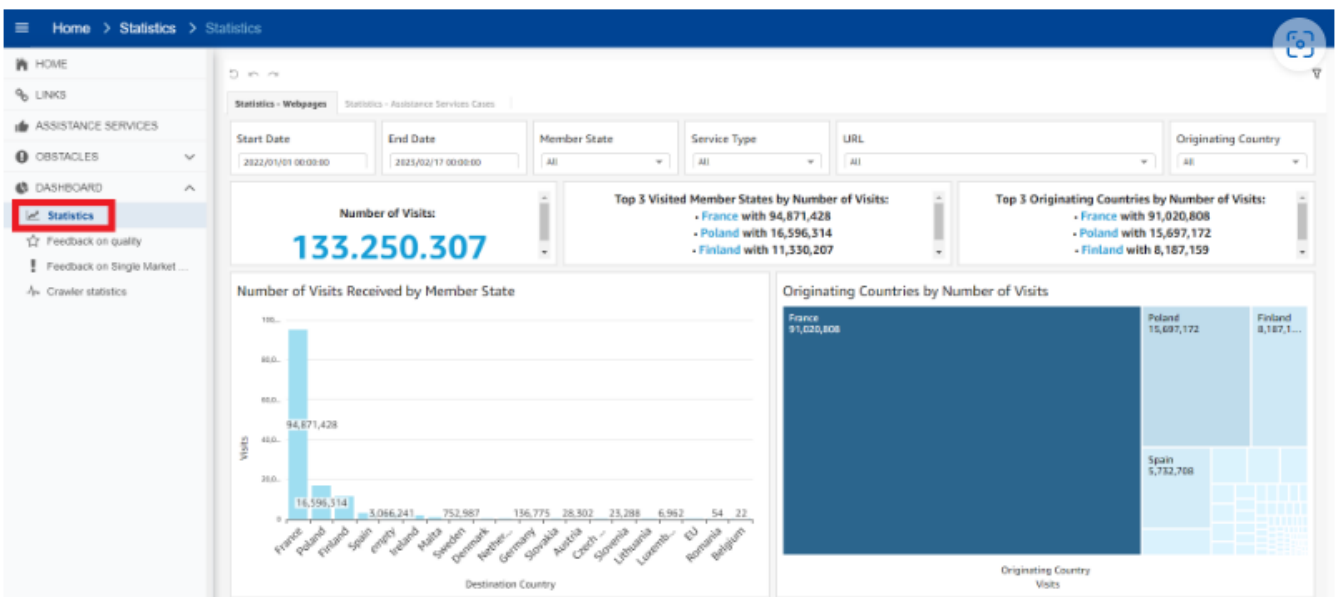
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

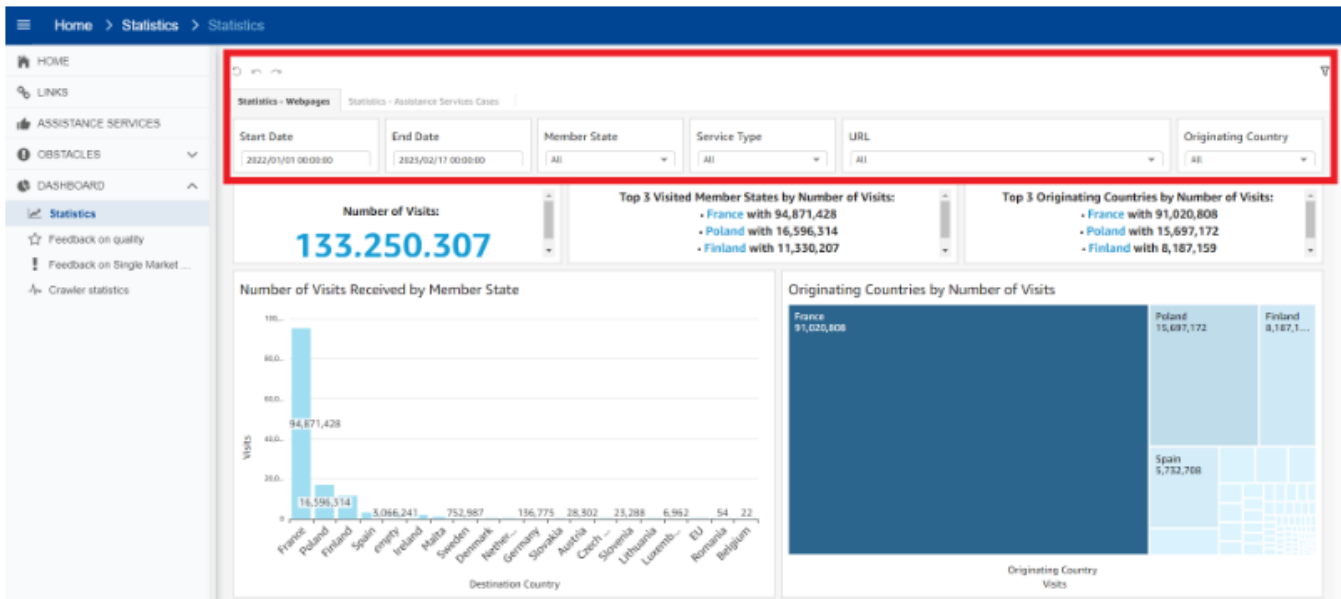


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

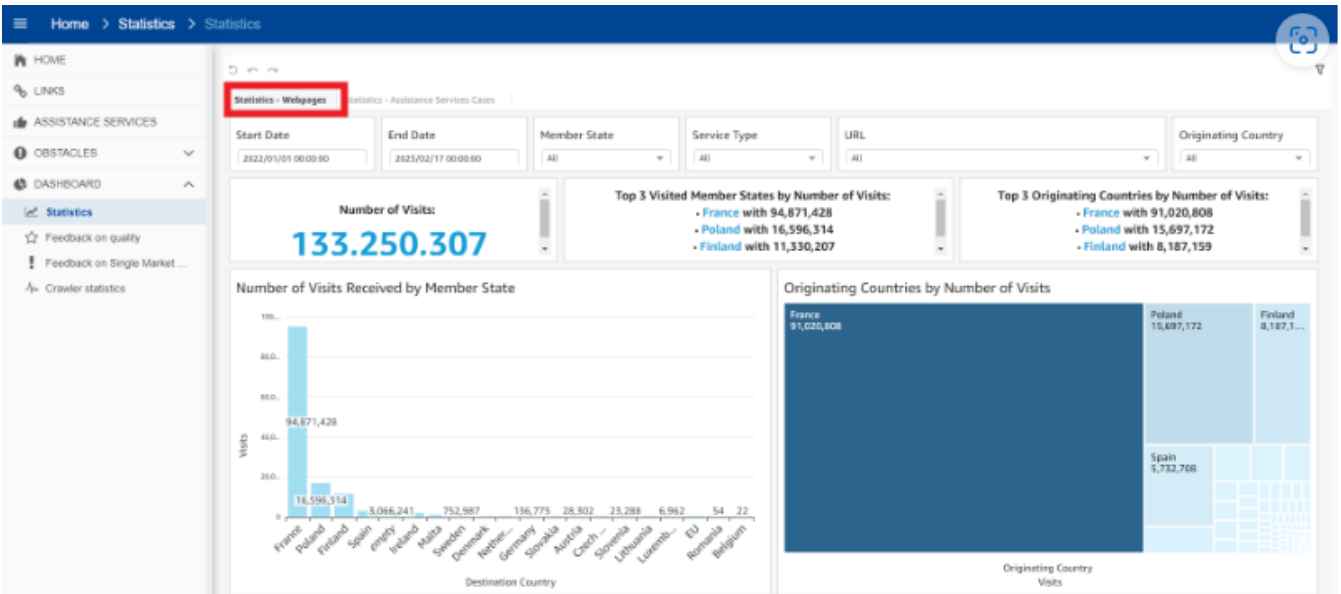
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



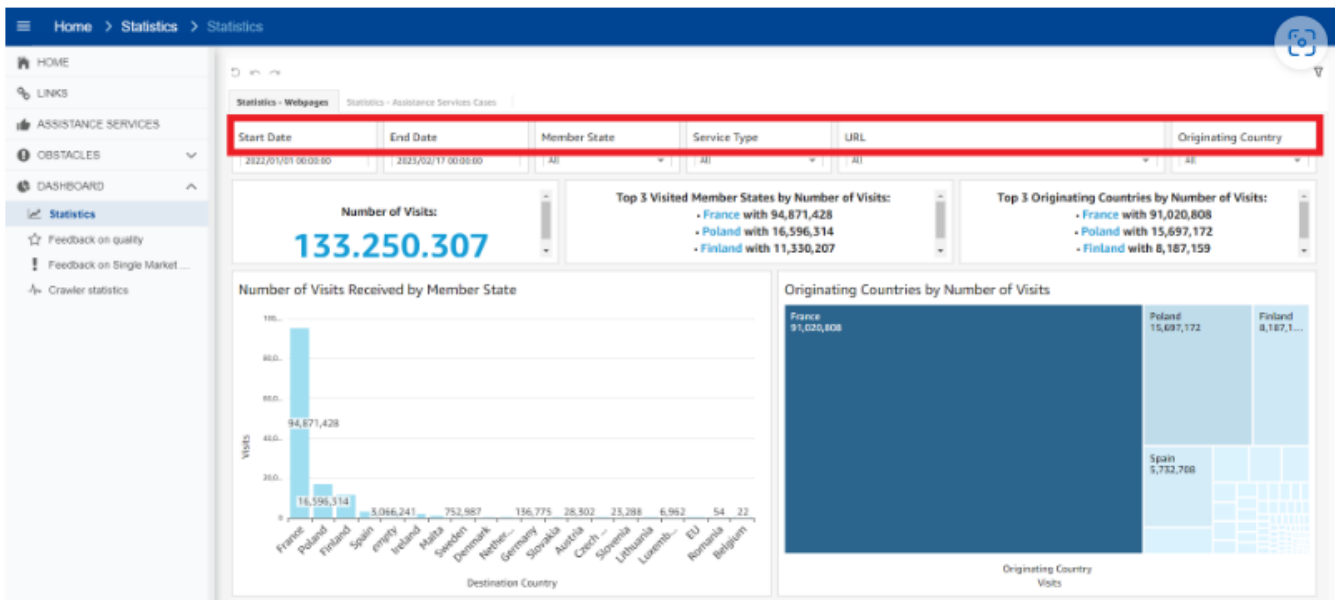
Statistics - Webpages

How to use the Filters

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

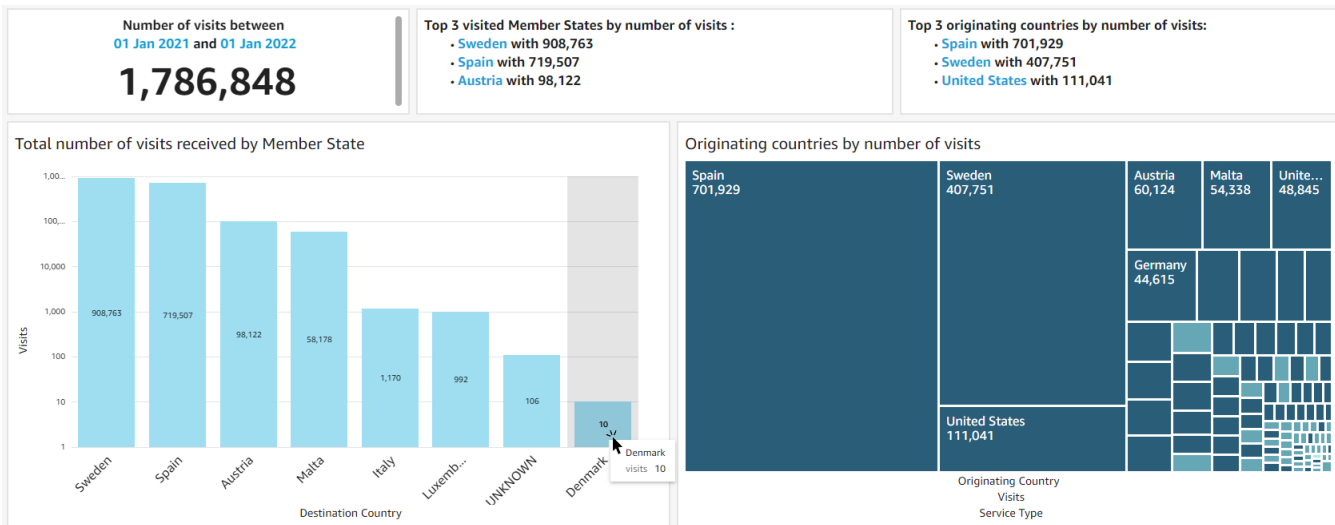


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.

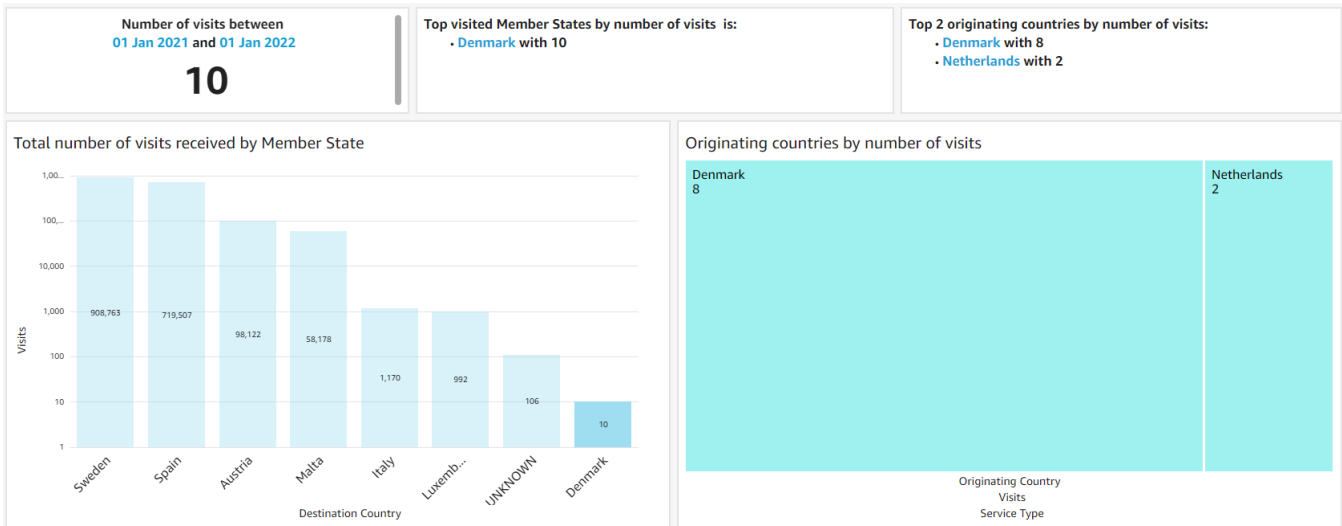


You can also drill down by just clicking on any chart for a desired value.

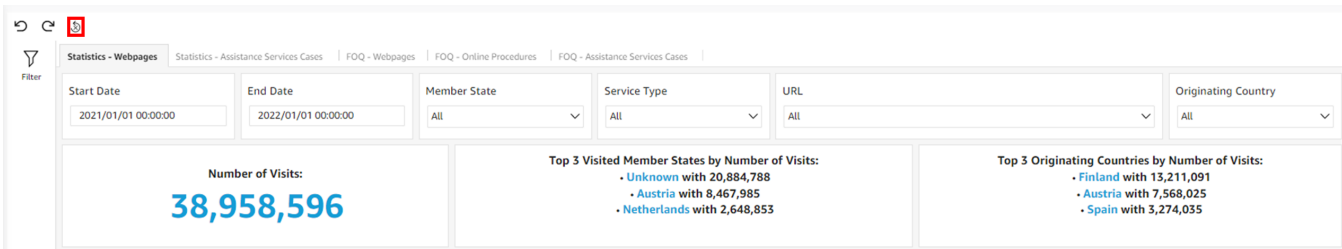
Before:



After:



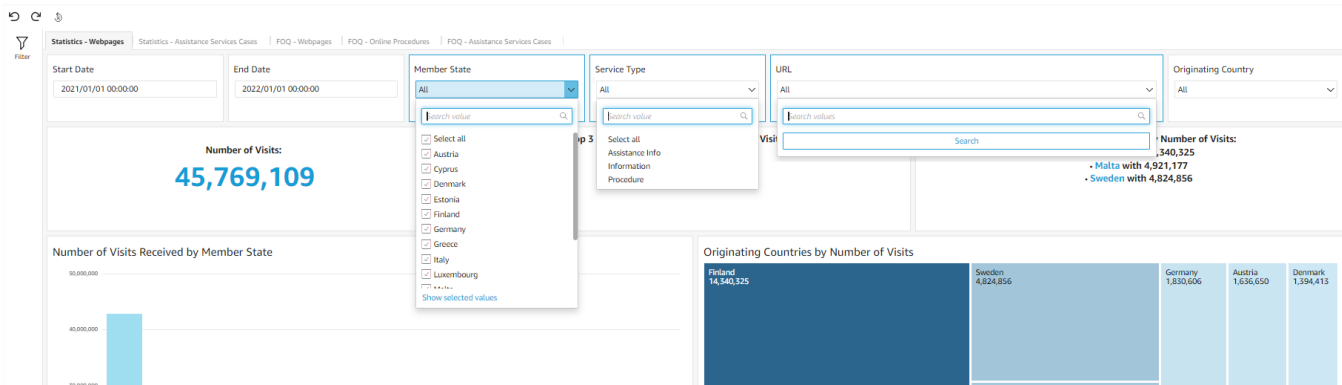
You can reset all filters you have added by clicking on the top left corner.



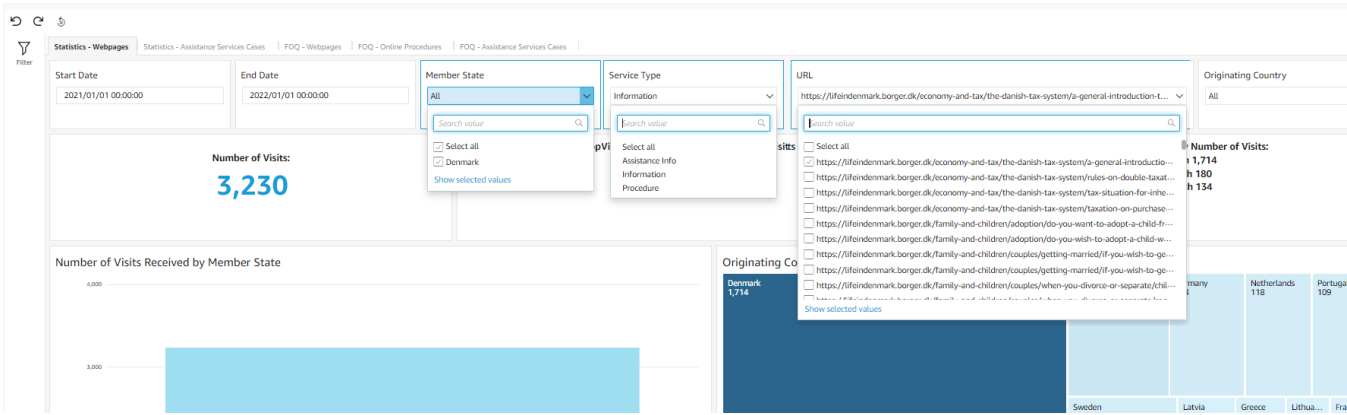
Cascading filters

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:



After:



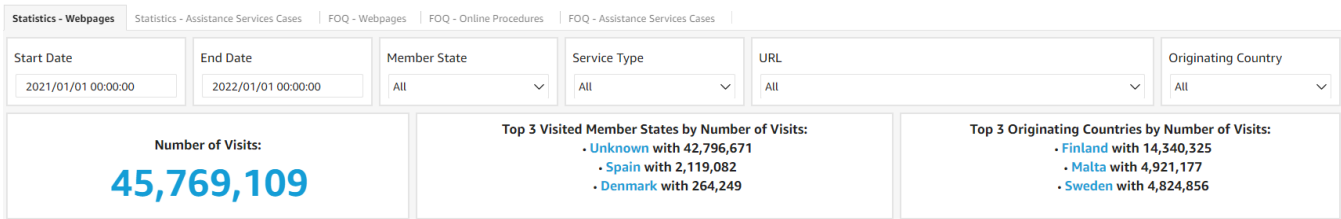
What can we consult in Statistics - Webpages tab?

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.

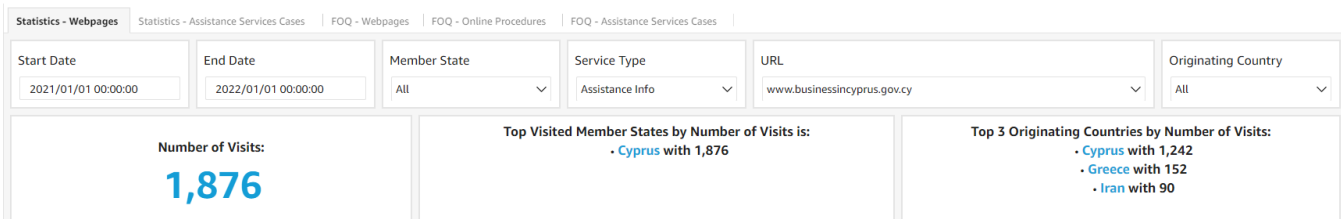
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

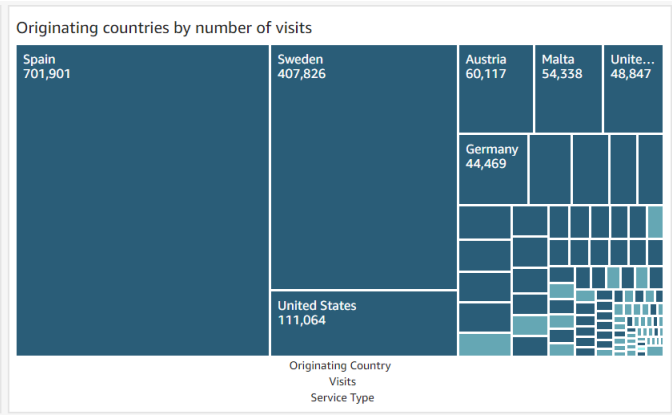
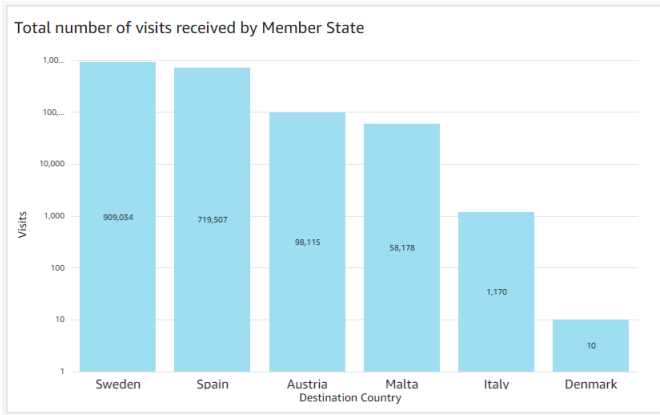


With filters applied:



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.

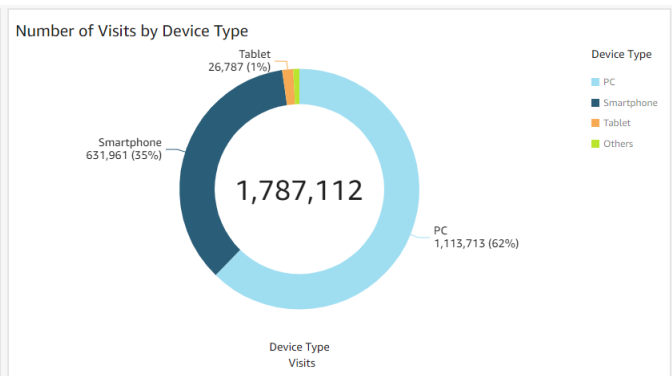
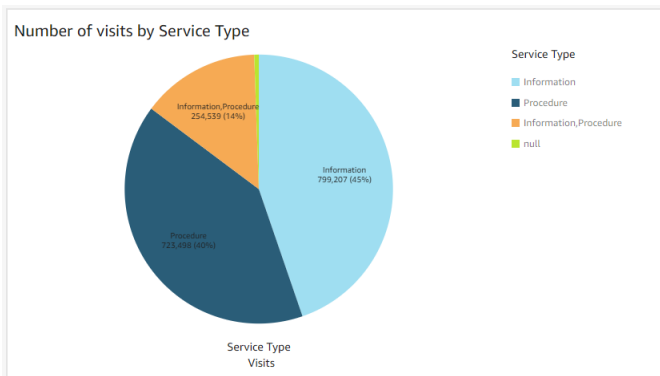


You can hover your cursor on top of the charts to get more details.



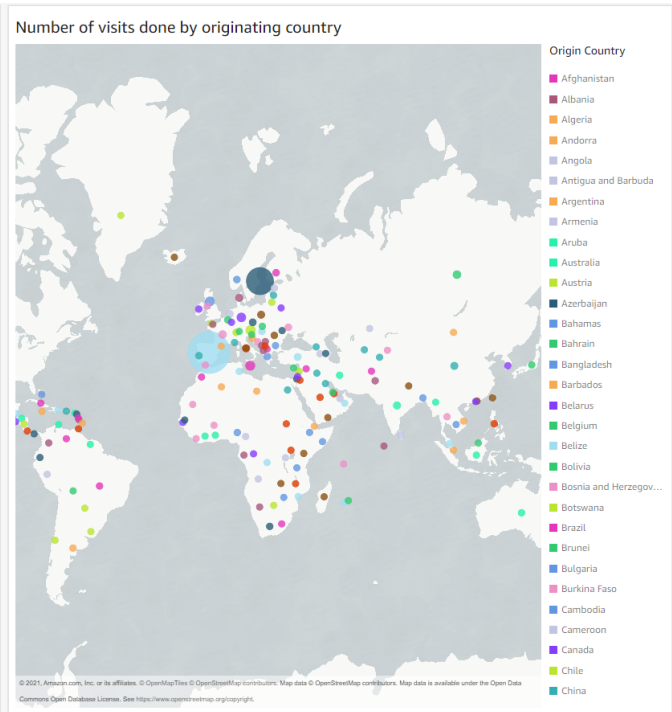
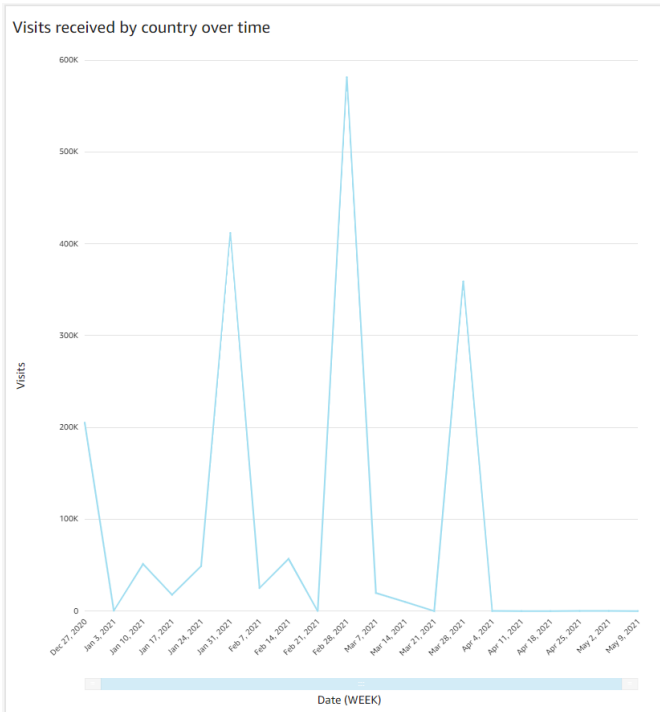
Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

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



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

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



Statistics - Assistance Services Cases

How to use the Filters

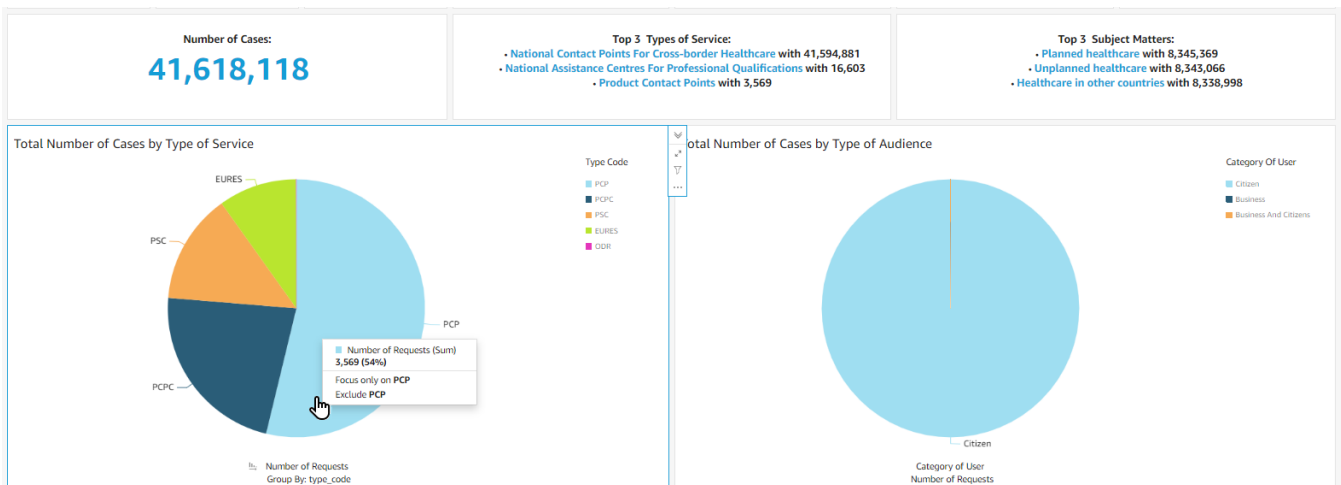
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

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

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Subject Matter All	Sub-subject Matter All	Specific Service All
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You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



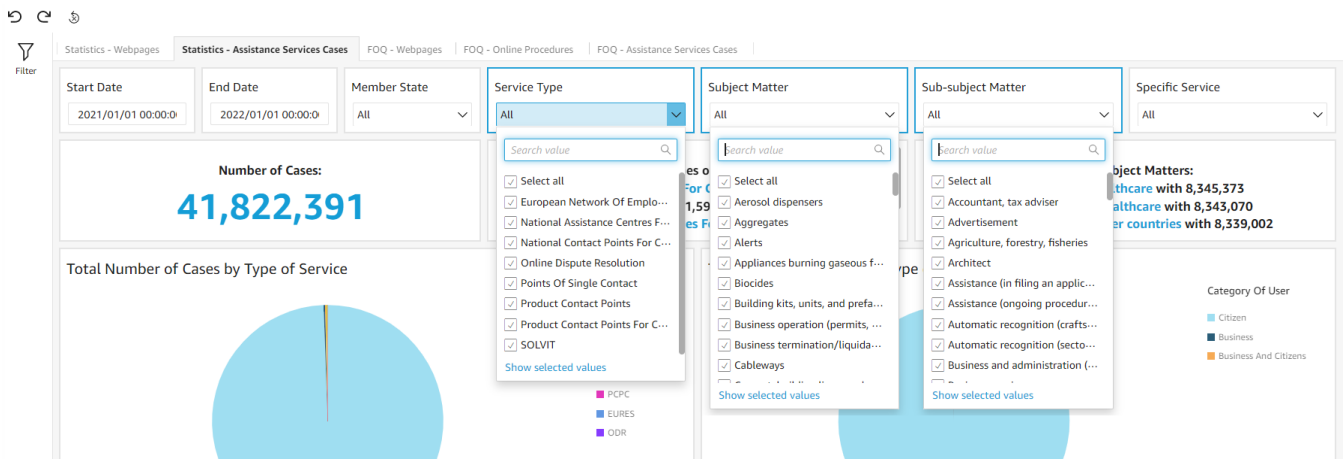
You can reset all filters you have added by clicking on the top left corner.



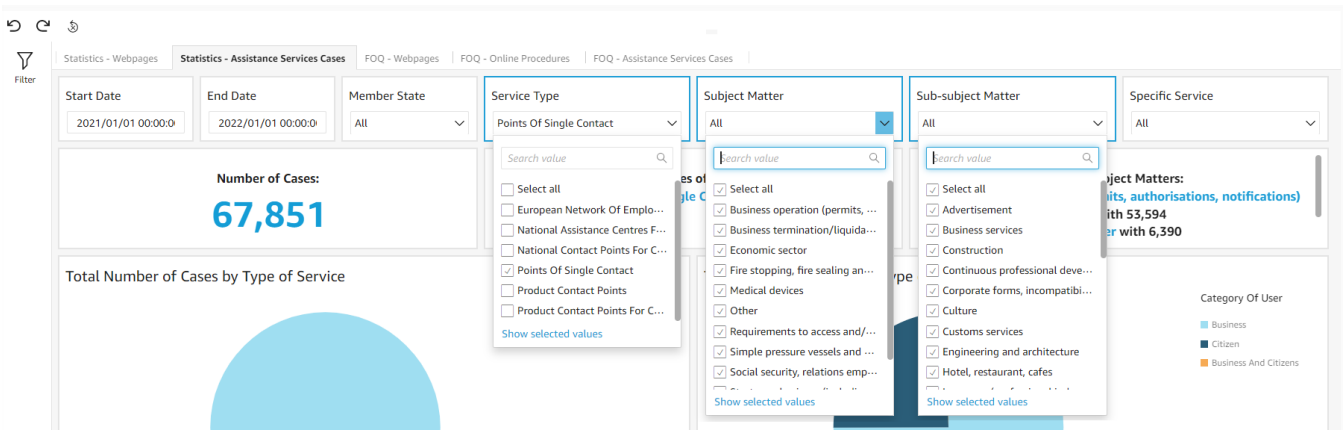
Cascading filters

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:



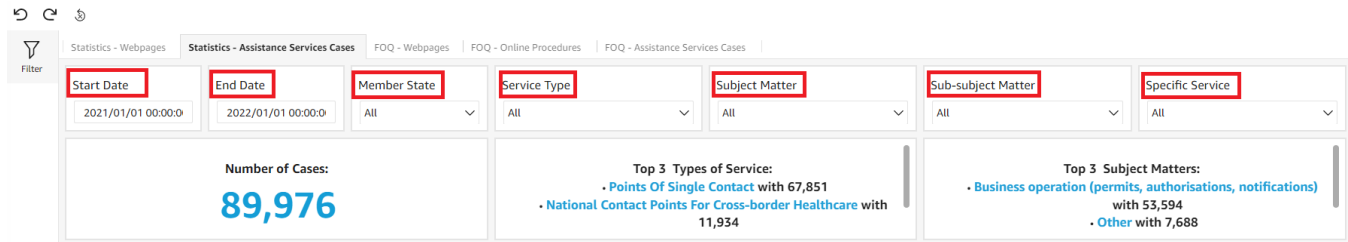
What can we consult in Statistics - Assistance services cases tab?

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.

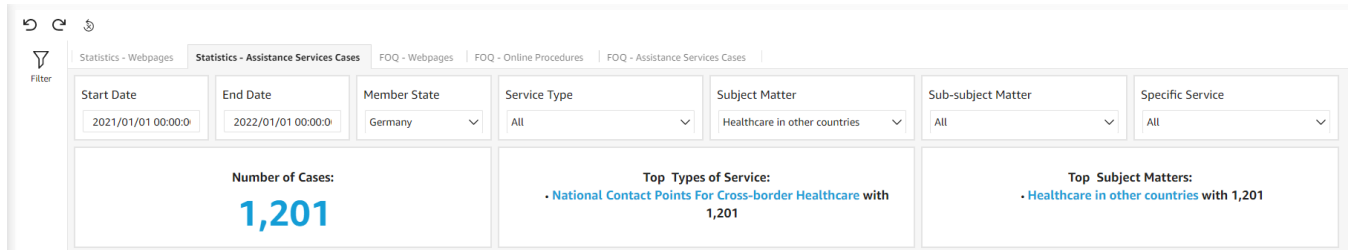
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

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:

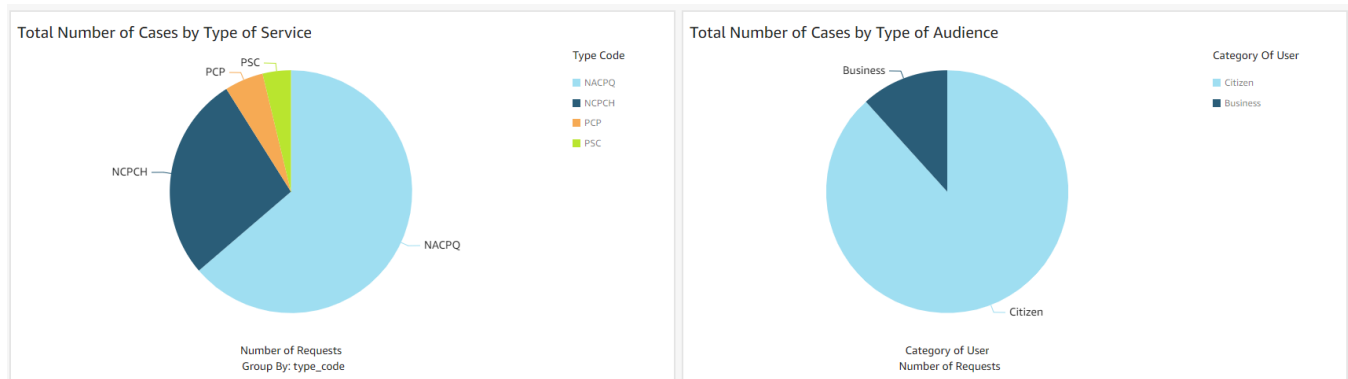


With Filters Applied:

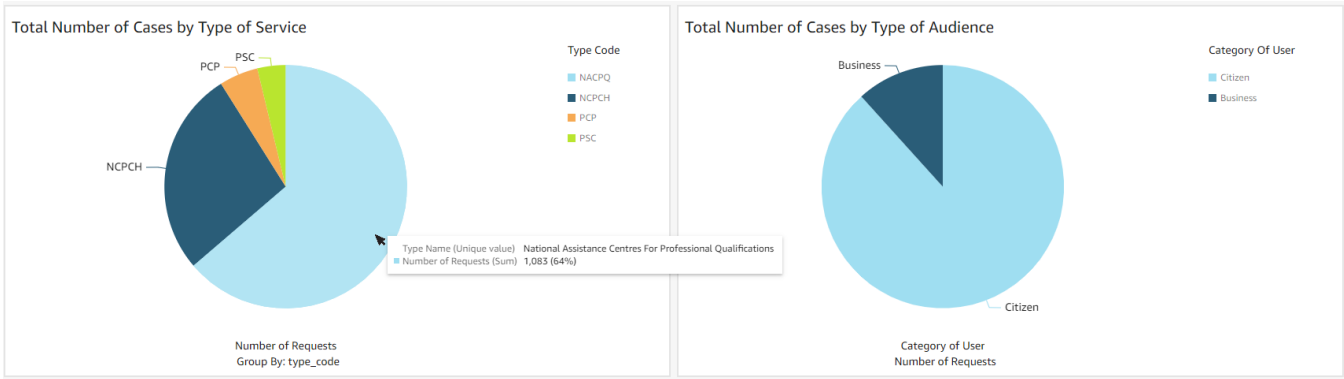


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience**.

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 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.

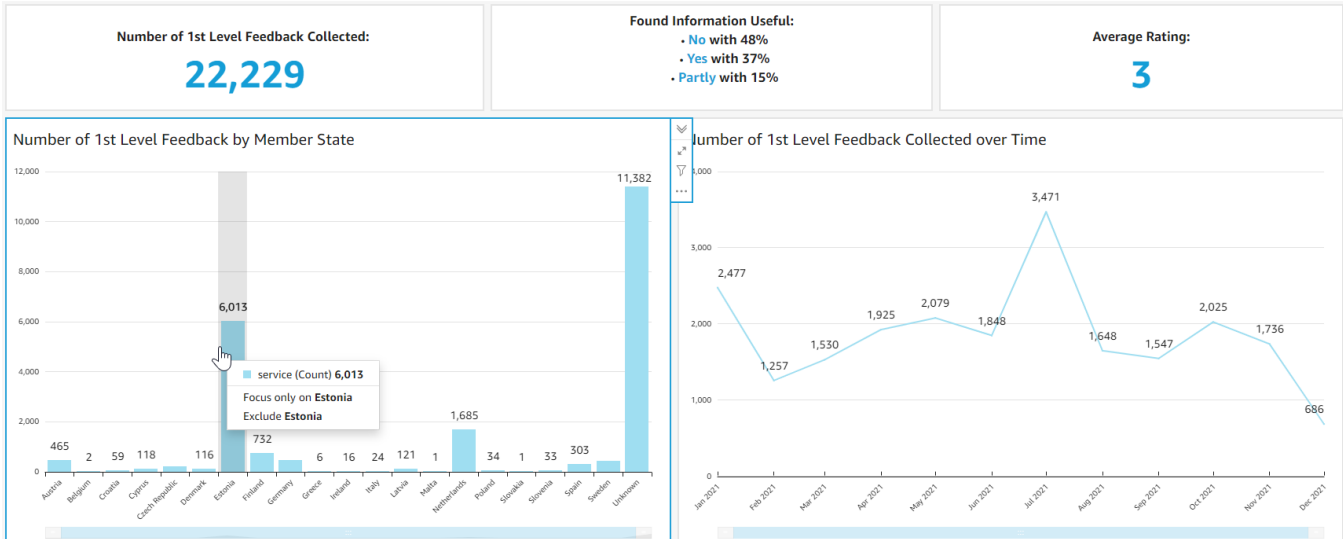
FOQ - Webpages

How to use the Filters

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

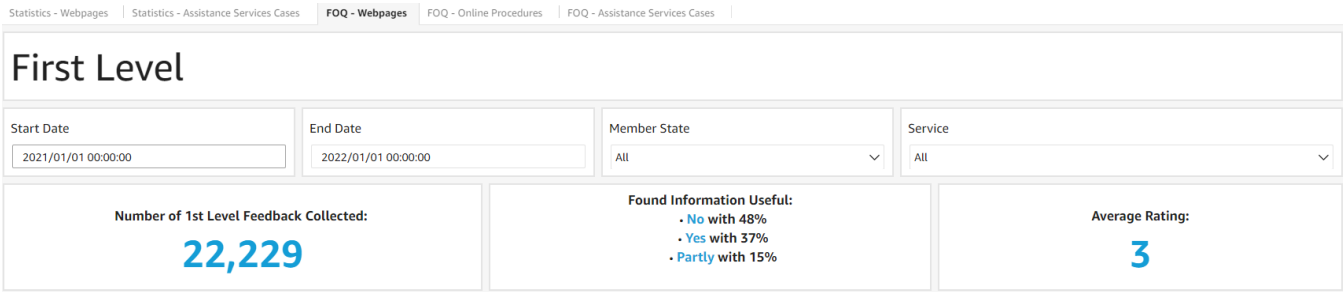
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

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

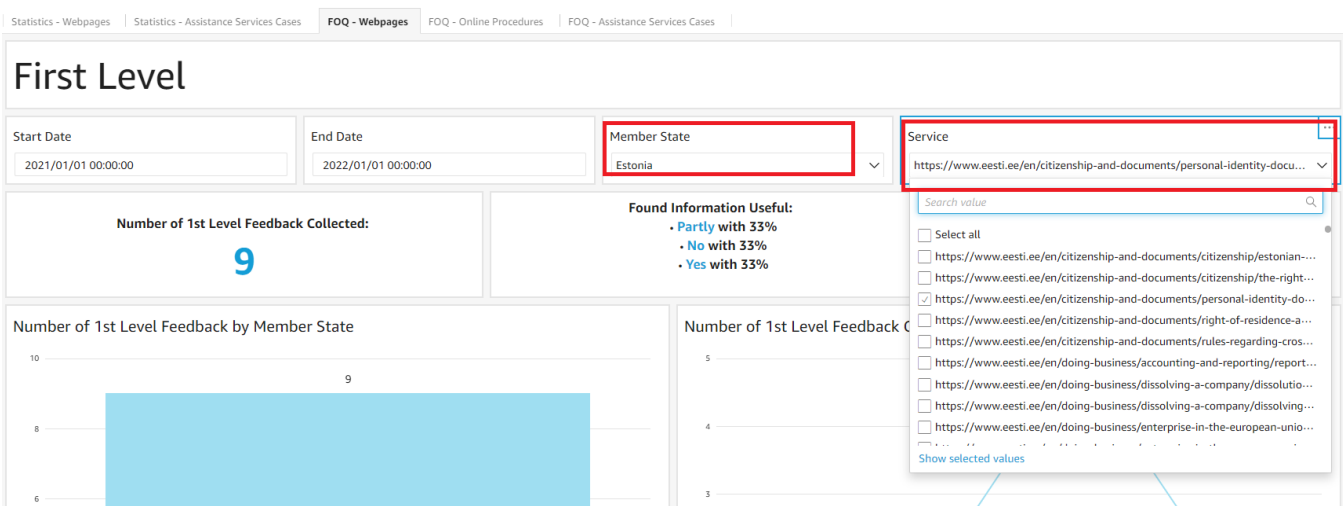


First Level

Before:



After:



Second Level

Before:

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:
2,439

After:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...
-----------------------------------	---------------------------------	-------------------------	---

Number Of 2nd Level Feedback Collected:
2

Feedback Collected

1 1

Search value

- Select all
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste...
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do...
- https://mup.gov.hr/prebivaliste-boraviste-329/329

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:

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 Feedback Collected: **22,229**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

- Member State
- Select all
 - Austria
 - Belgium
 - Croatia
 - Cyprus
 - Czech Republic
 - Denmark
 - Estonia
 - Finland
 - Germany
 - ...
- Show selected values

After:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: Spain

Service: https://sede.gobcan.es

Number of 1st Level Feedback Collected: **303**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

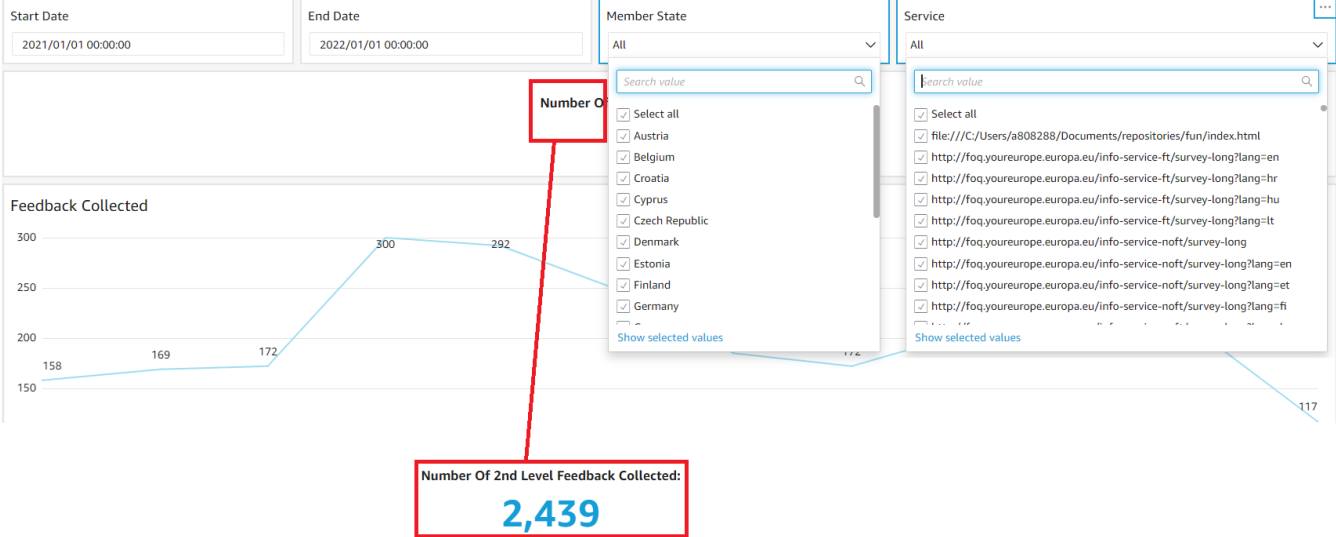
- Member State
- Italy
 - Latvia
 - Malta
 - Netherlands
 - Poland
 - Slovakia
 - Slovenia
 - Spain
 - Sweden
 - Unknown
- Show selected values

- Service
- Select all
 - https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric...
 - https://sede.gobcan.es
 - https://sede.gobcan.es/
 - 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/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

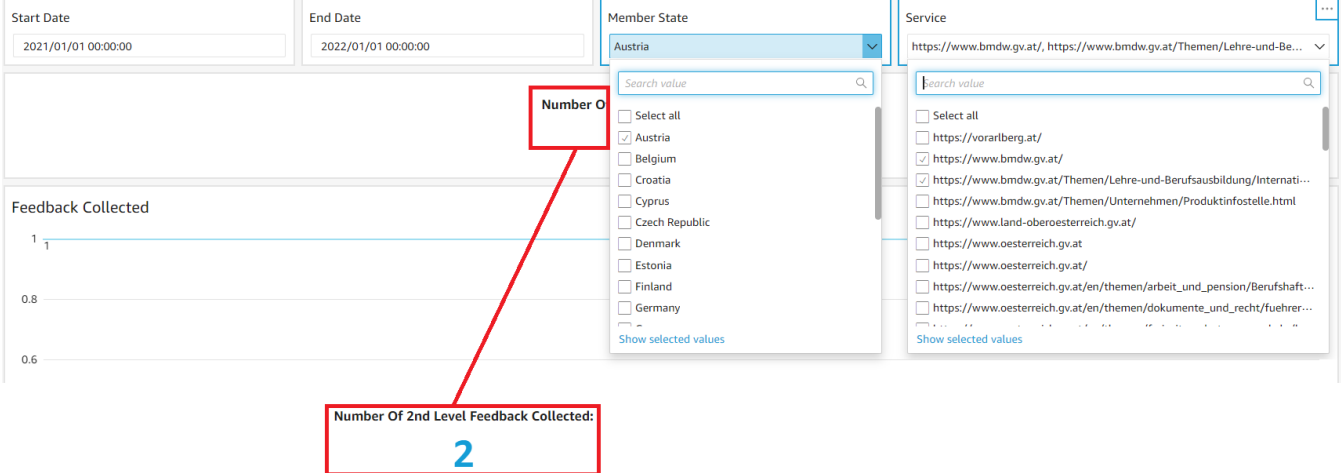
Before:

Second Level



After:

Second Level



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

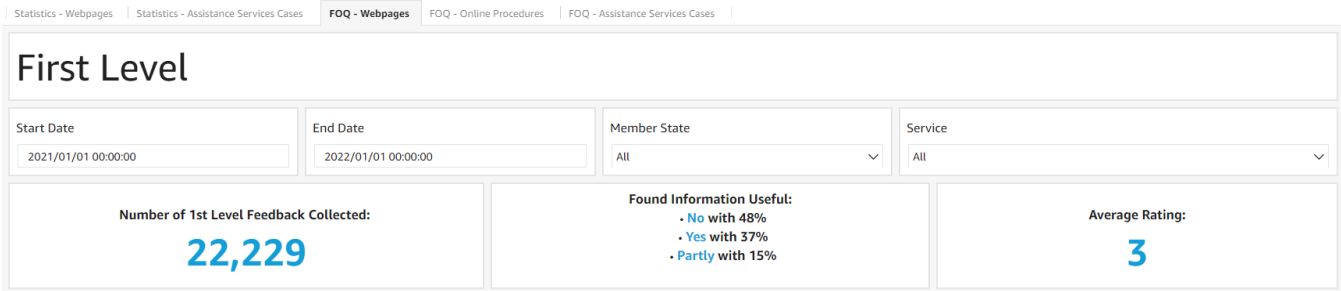
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

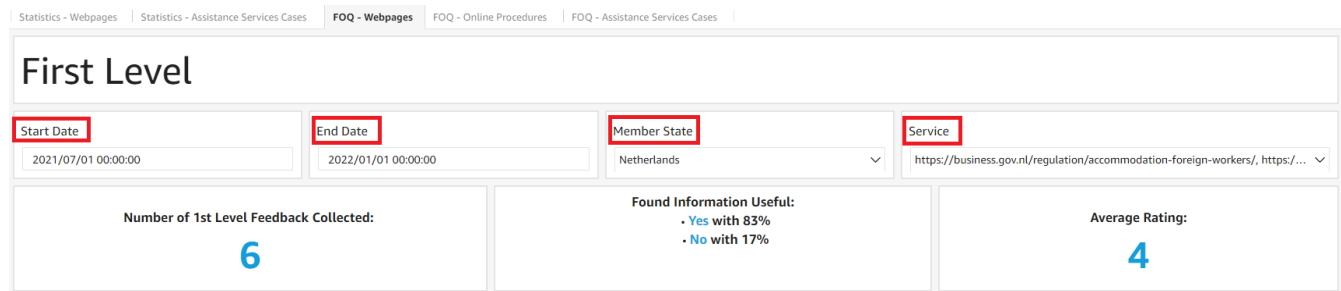
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

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

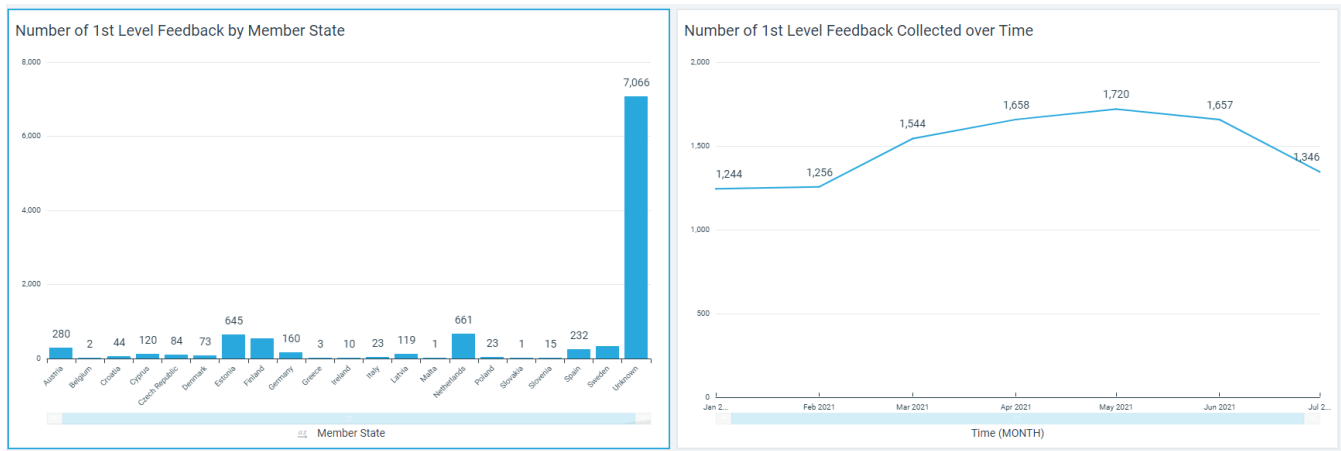
Without filters applied:



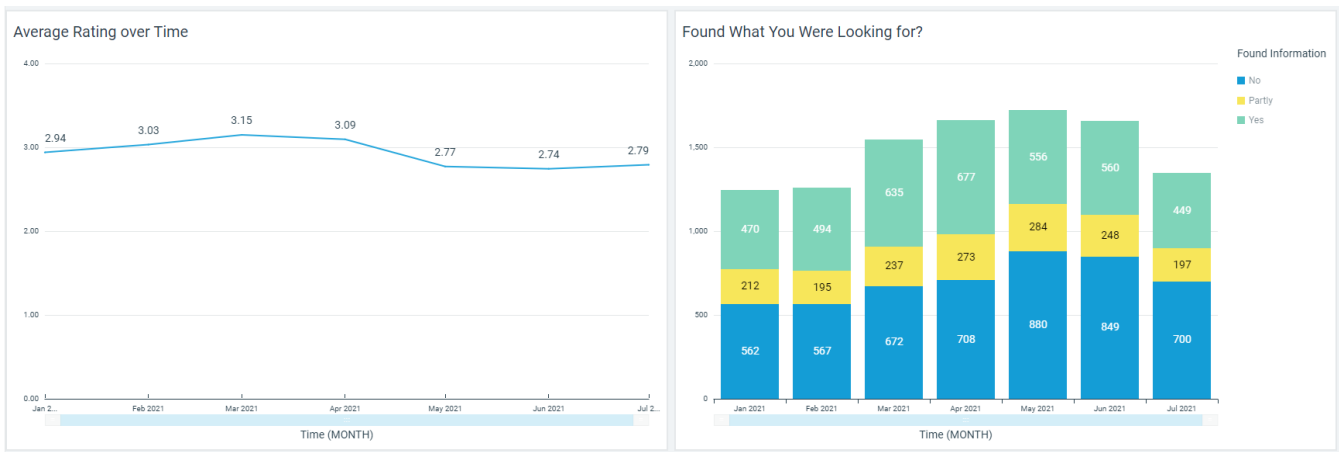
With Filters applied:



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.

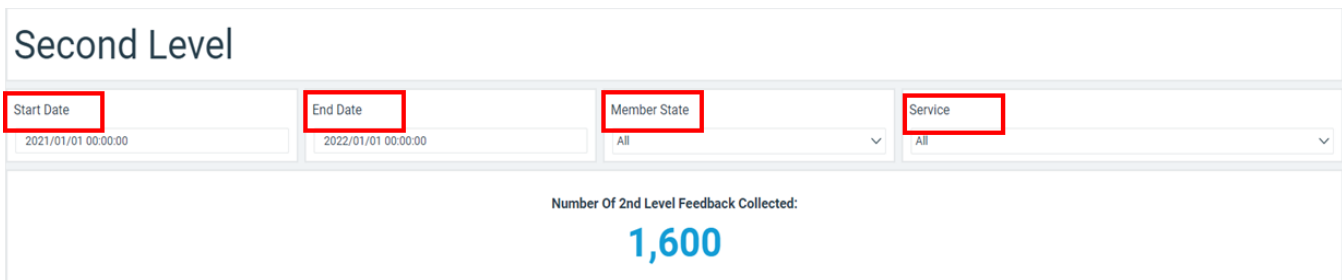


Again here you can also use filters to drill down the data.

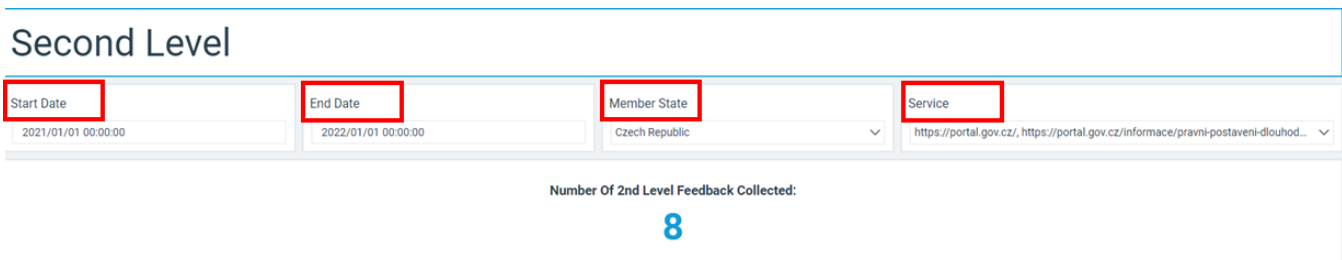
Second Level

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

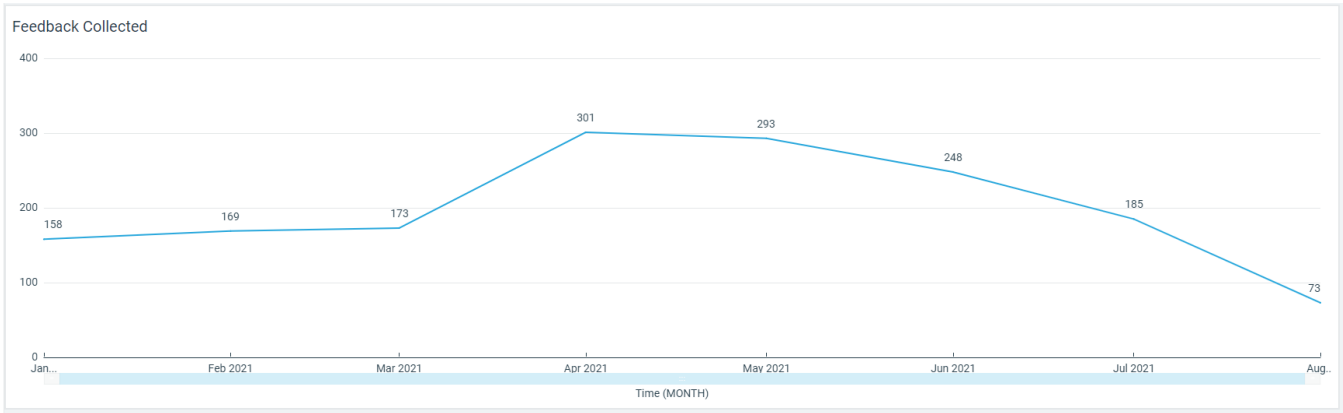
Without Filter:



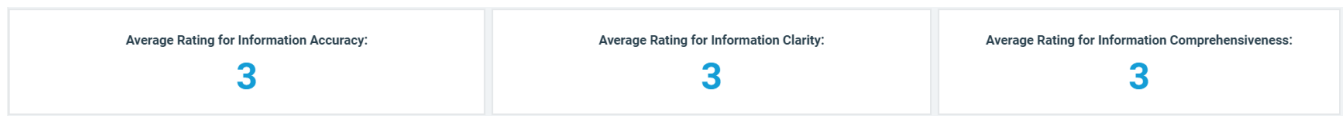
With Filters:



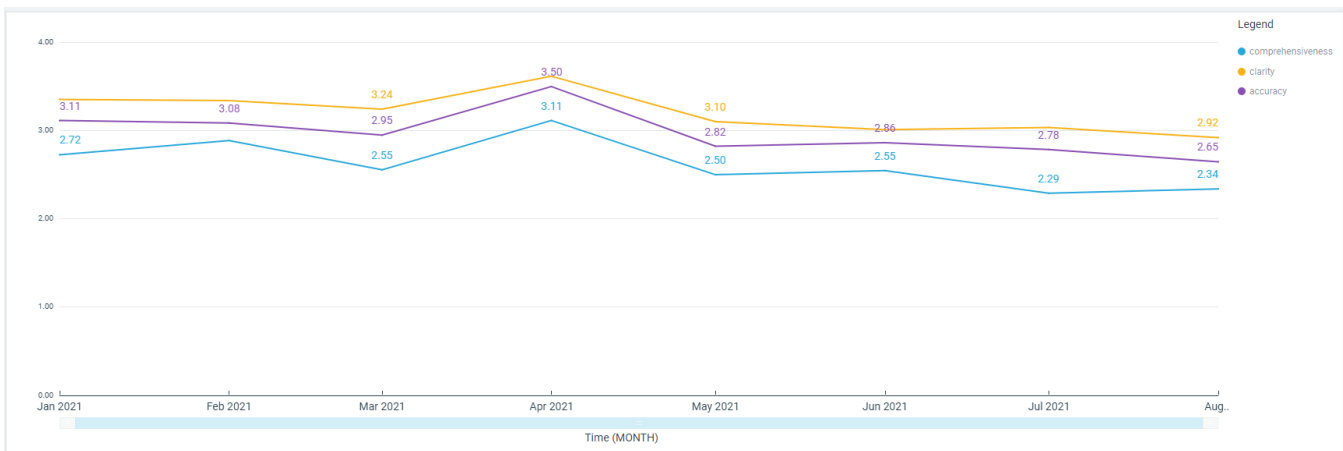
On the next block we have a line chart with the **Feedback Collected** over time.



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



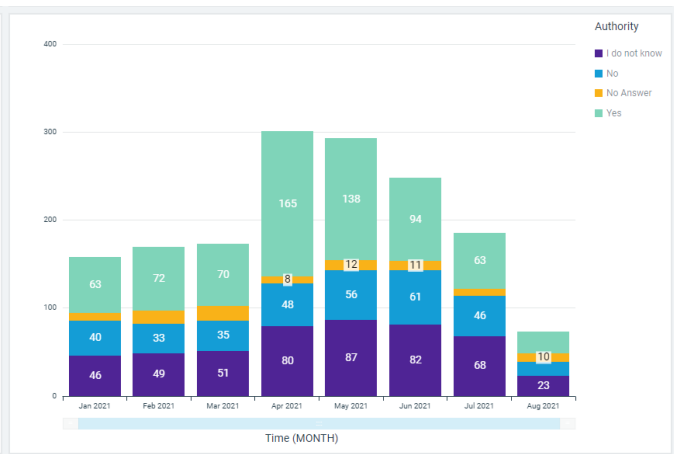
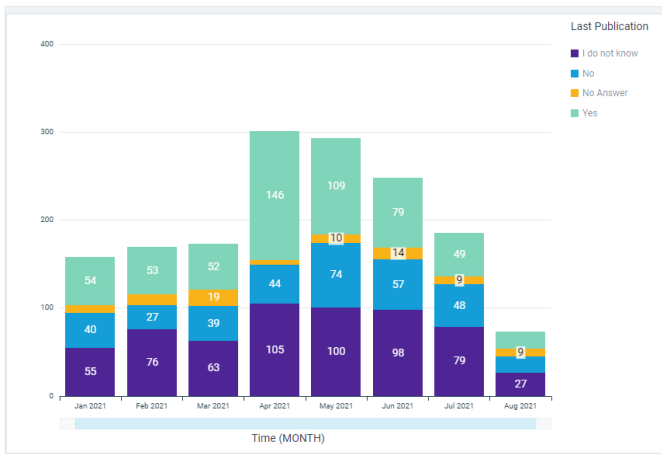
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



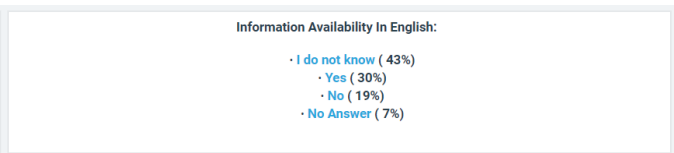
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



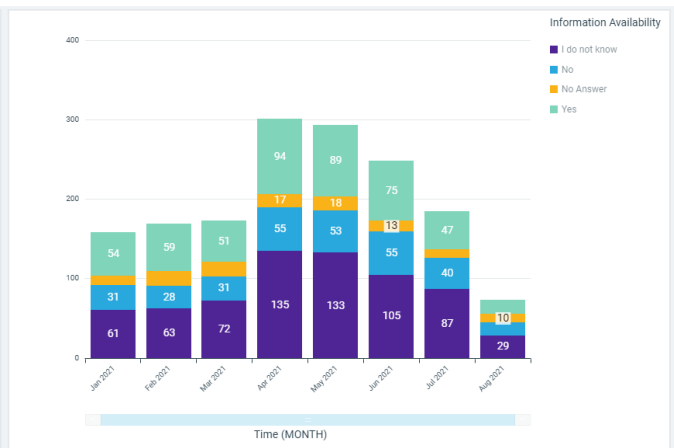
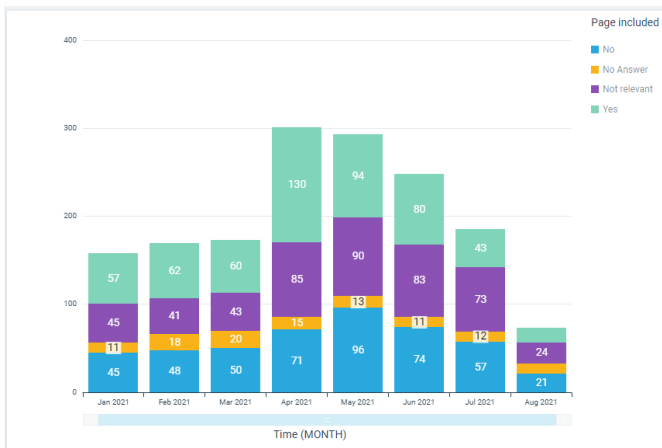
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



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.



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.

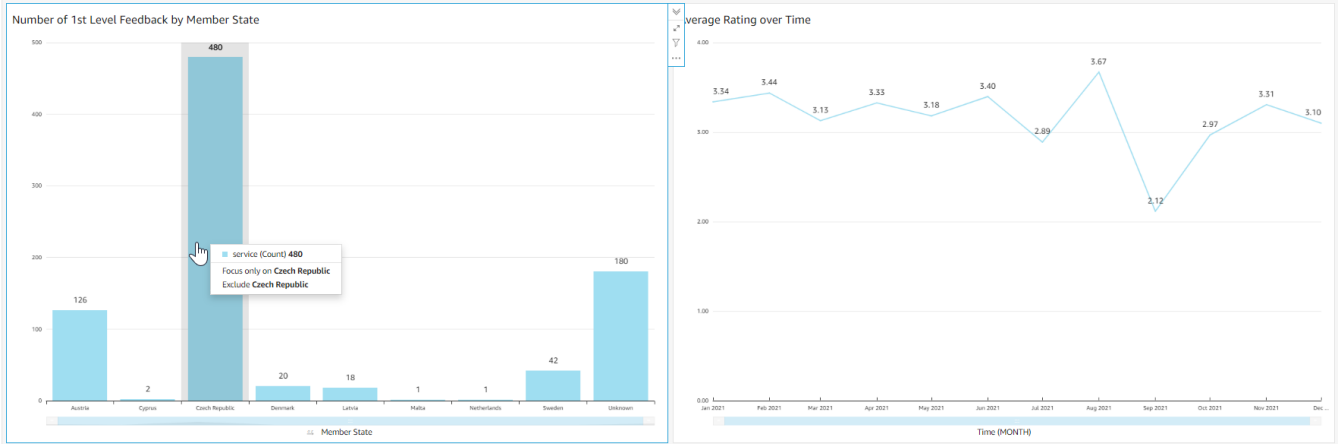
Start Date

End Date

Member State

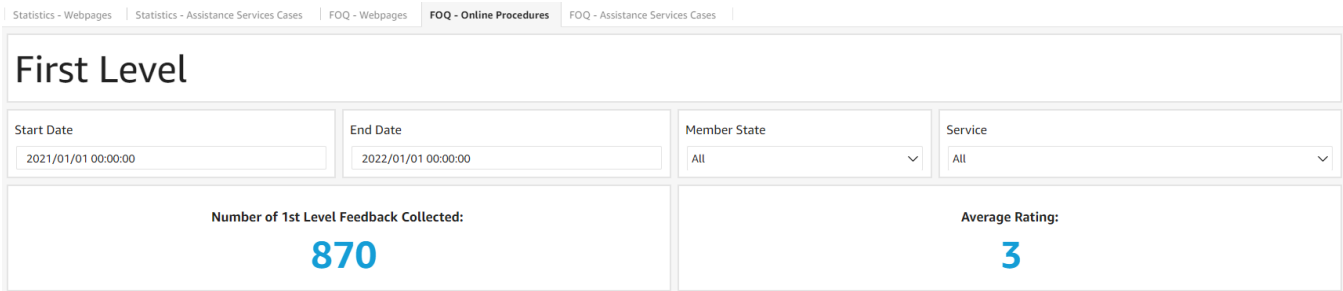
Service

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

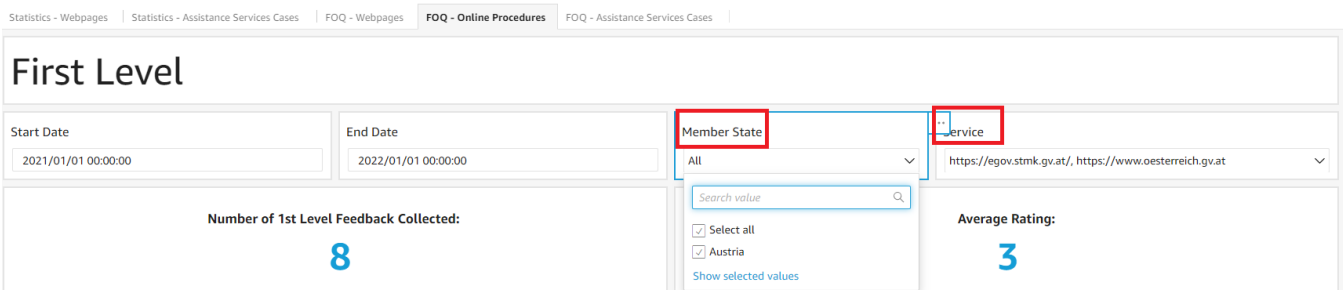


First Level

Before:



After:



Second Level

Before:

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: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

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



Cascading filters

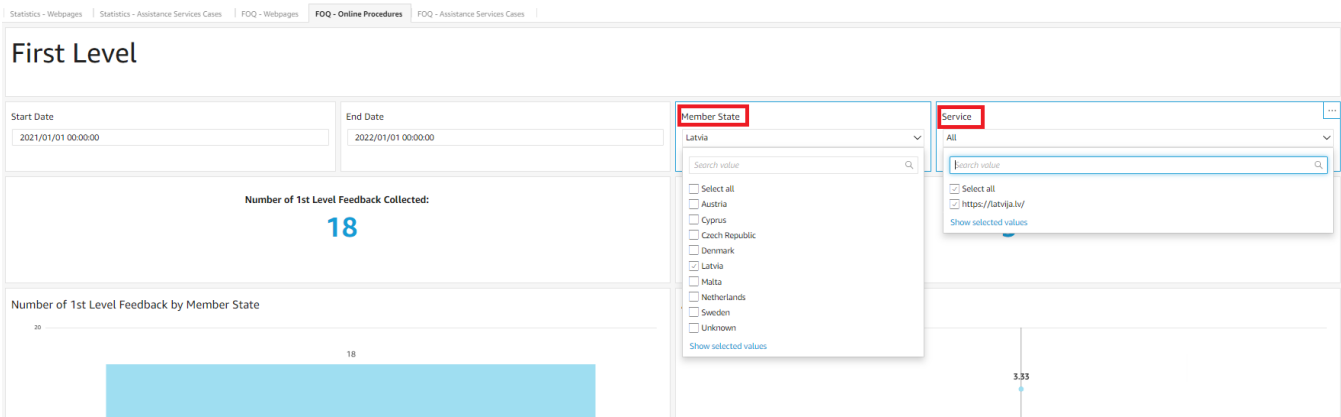
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

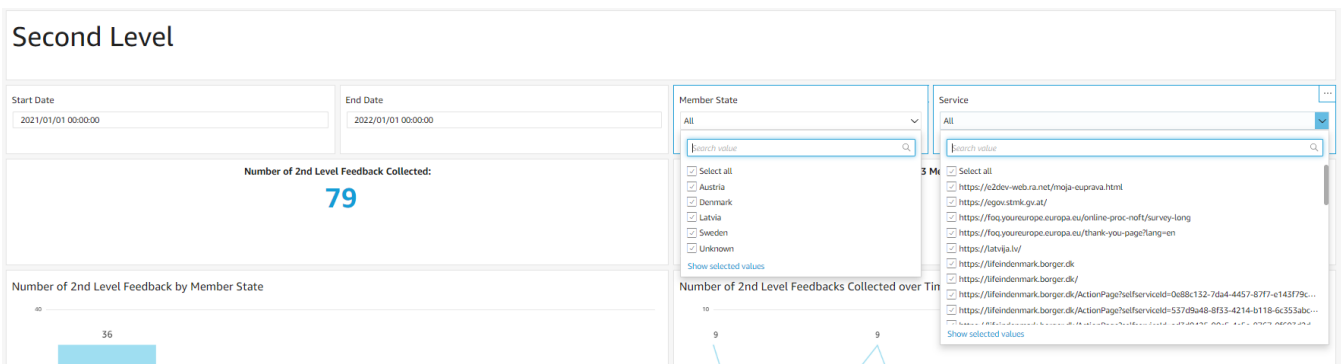
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 1st Level Feedback Collected: 870		Number of 1st Level Feedback by Member State	
Number of 1st Level Feedback by Member State		Number of 1st Level Feedback by Service	

After:

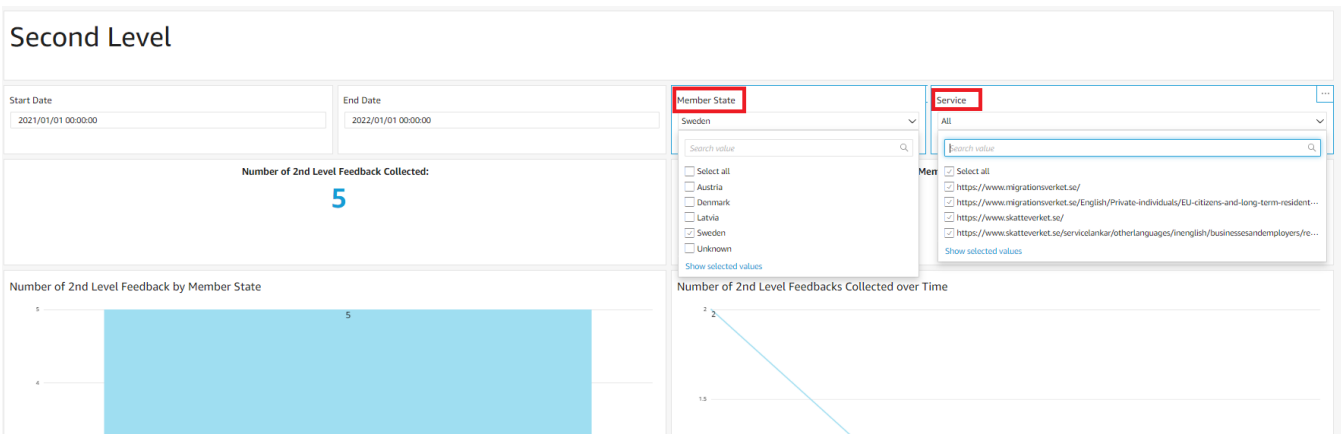


Second Level

Before:



After:

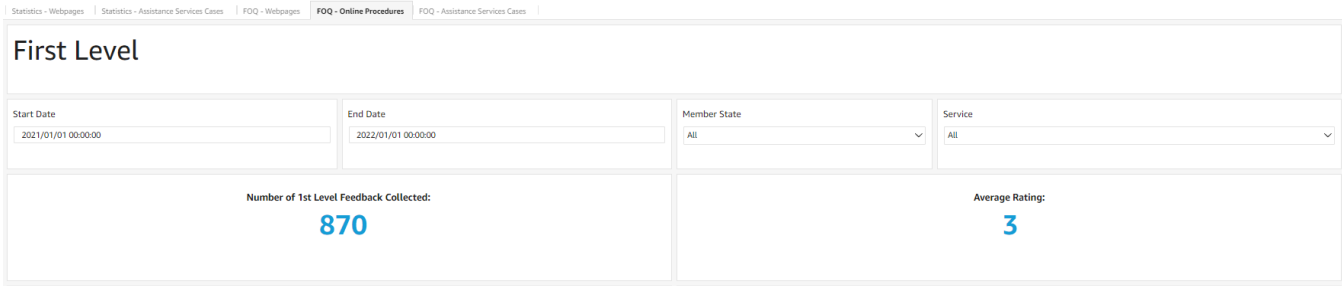


What can we consult in Feedback on Quality - Online Procedures tab?

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.

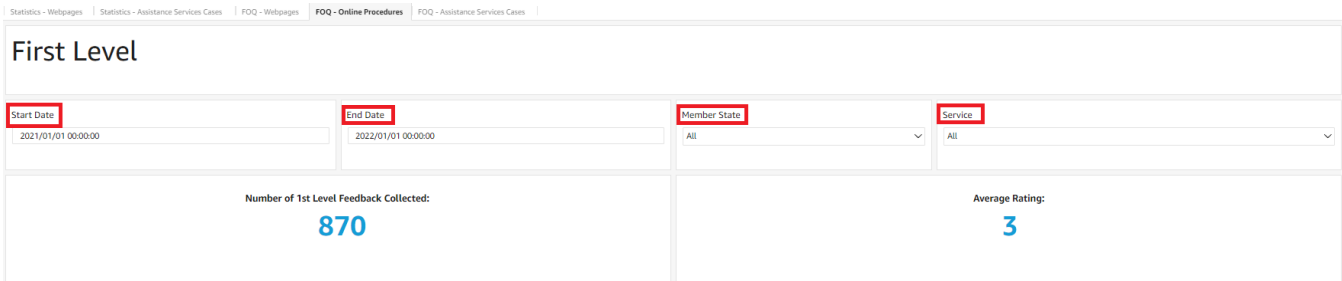
First Level

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

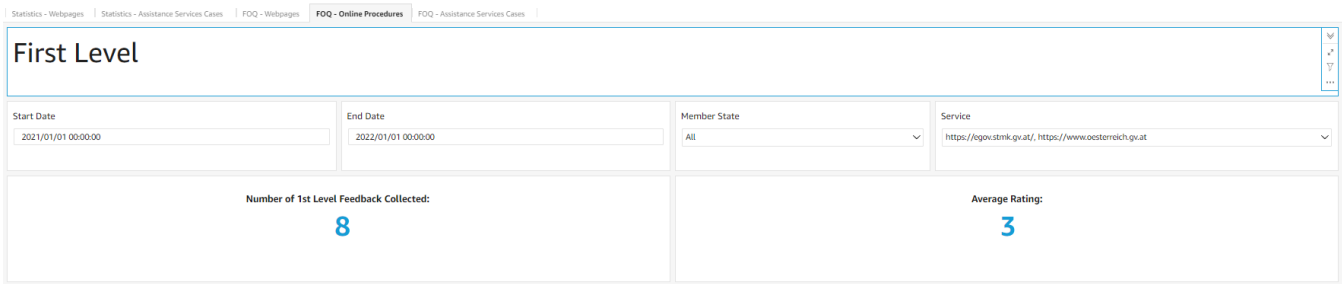


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

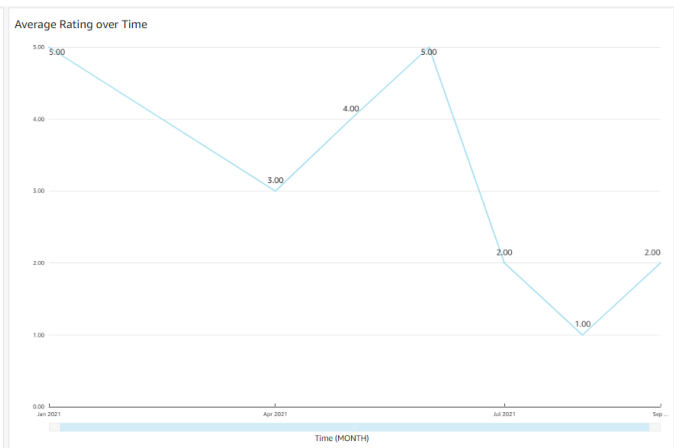
Without filters applied:



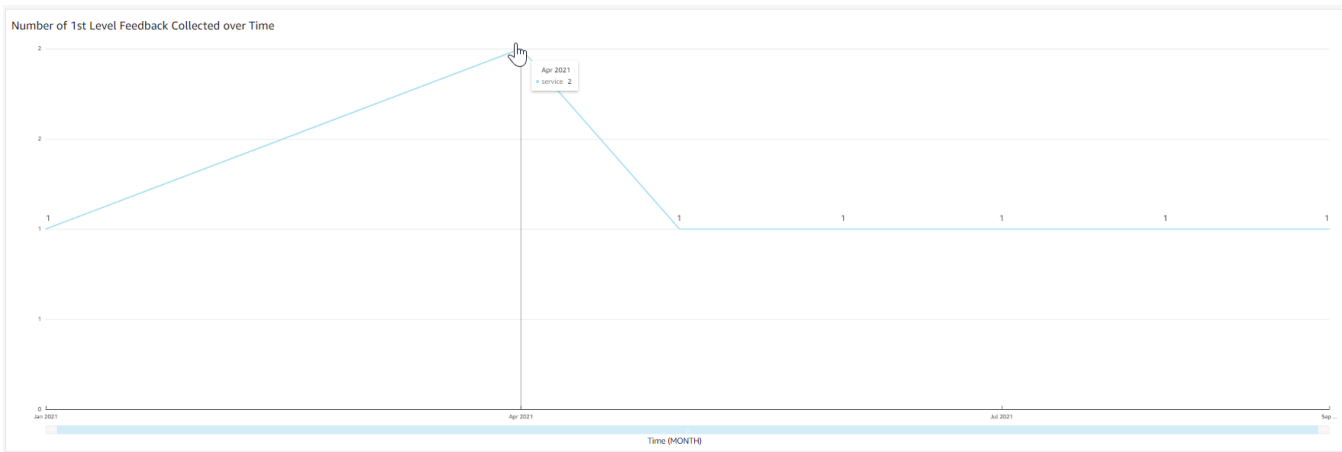
With Filters applied:



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



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



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

Second Level

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

You can apply filters here to drill down the data.

Without Filter:

Second Level

Start Date
2021/01/01 00:00:00

End Date
2022/01/01 00:00:00

Member State
All

Service
All

Number of 2nd Level Feedback Collected:

79

Top 3 Member States by Number of Feedback:

- Austria with 36
- Unknown with 32
- Denmark with 5

With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

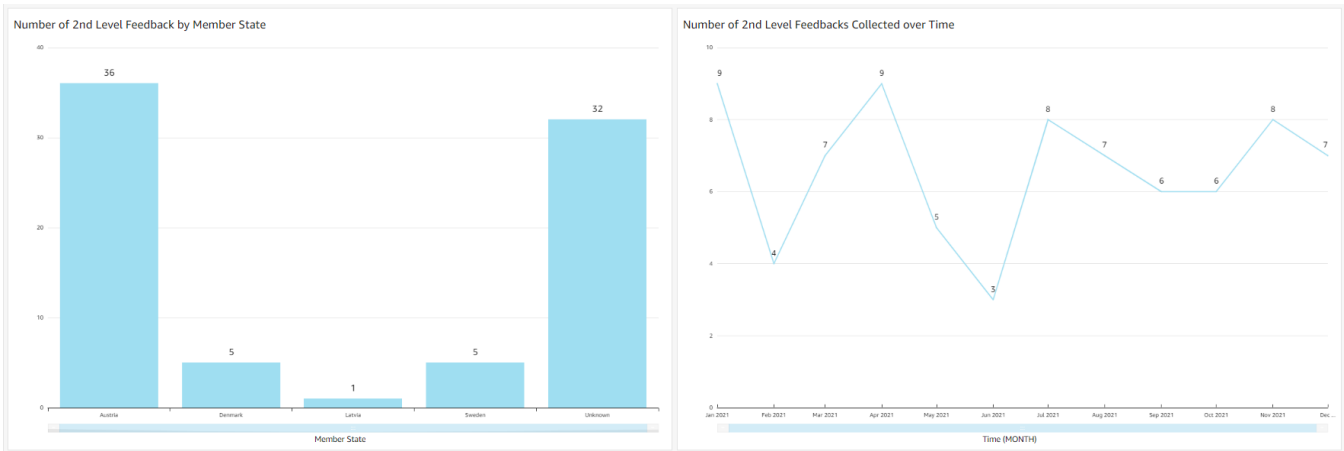
Member State: All | Service: <https://www.migrationsverket.se/>

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Member State Filter: Select all, Sweden, Show selected values

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



Then we have the cards for **English Availability** and **Compliance Evidence**.

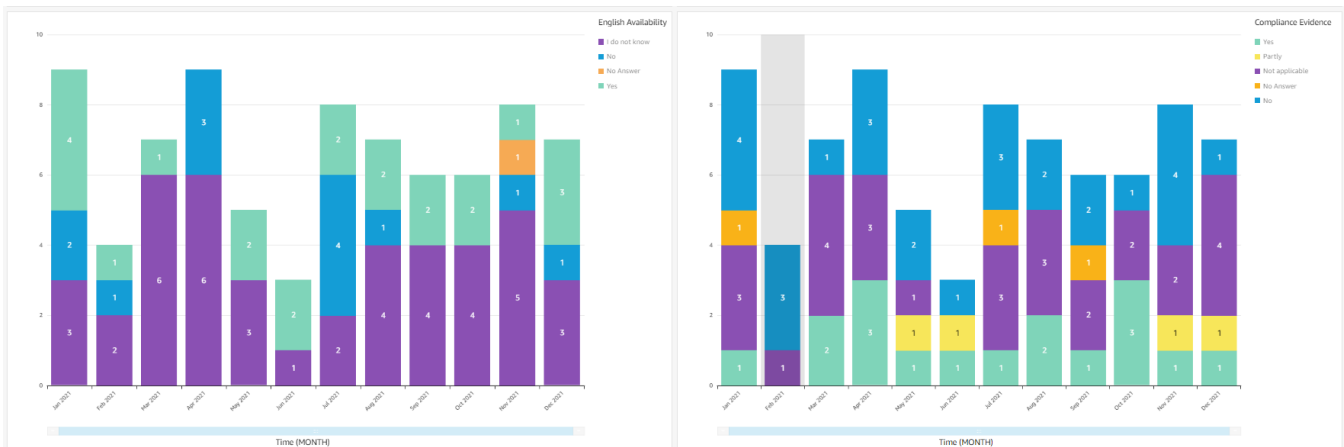
English Availability:

- I do not know (54%)
- Yes (28%)
- No (16%)
- No Answer (1%)

Compliance Evidence:

- Not applicable (35%)
- No (34%)
- Yes (22%)
- Partly (5%)
- No Answer (4%)

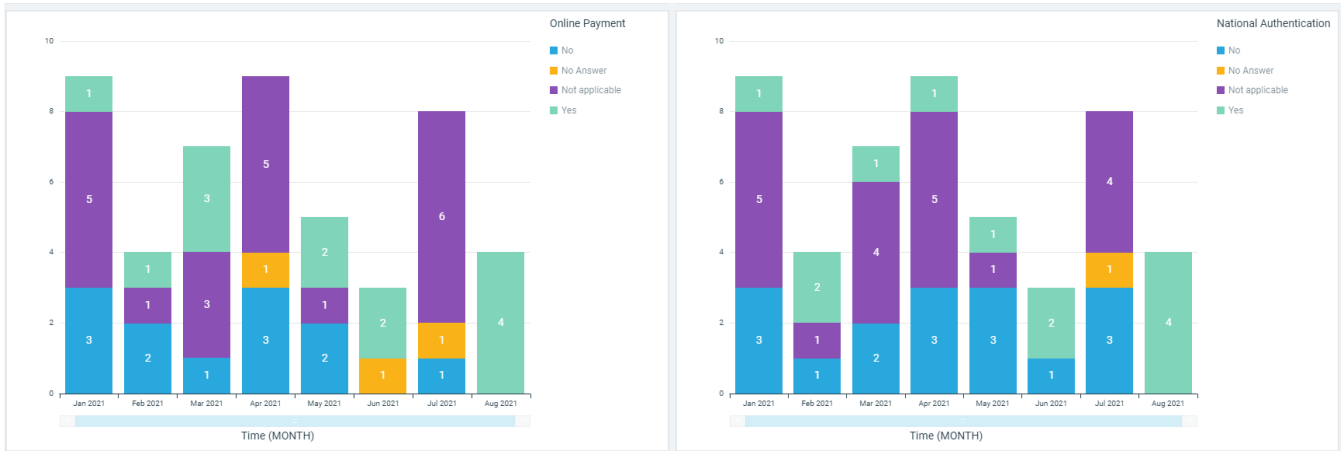
In the next block we have a stacked bar chart for **English Availability** and a stacked bar chart for **Compliance Evidence**.



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

<p>Online Payment:</p> <ul style="list-style-type: none"> • Not applicable (47%) • No (25%) • Yes (24%) • No Answer (4%) 	<p>National Authentication:</p> <ul style="list-style-type: none"> • Yes (34%) • No (33%) • Not applicable (32%) • No Answer (1%)
---	--

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

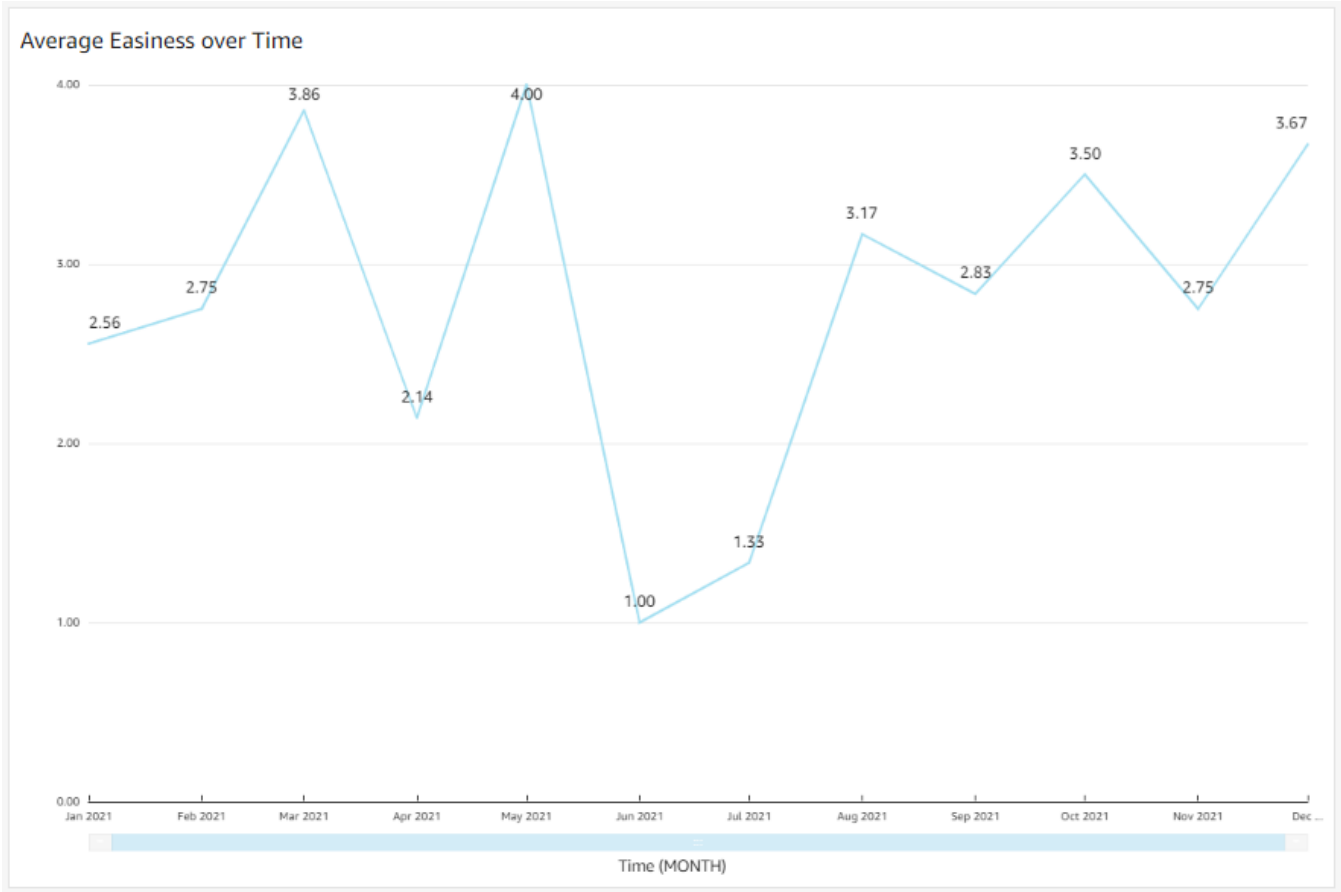


In the next block we have a card for **Average rating for Easiness**.

Average Rating for Easiness:

3

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 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
--	--	----------------------------	----------------------------	--------------------------

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209			Average Rating: 4	

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> f6921d04-3895-434b-b205-cc428acd67f <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values	

Second Level

Before:

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

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13			<input type="checkbox"/> Select all <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values • Finland with 13	

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

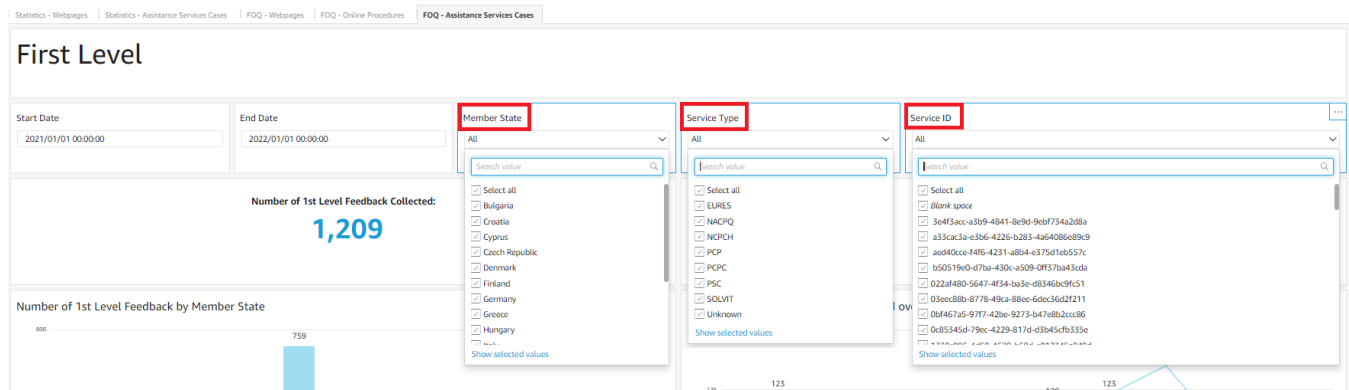


Cascading filters

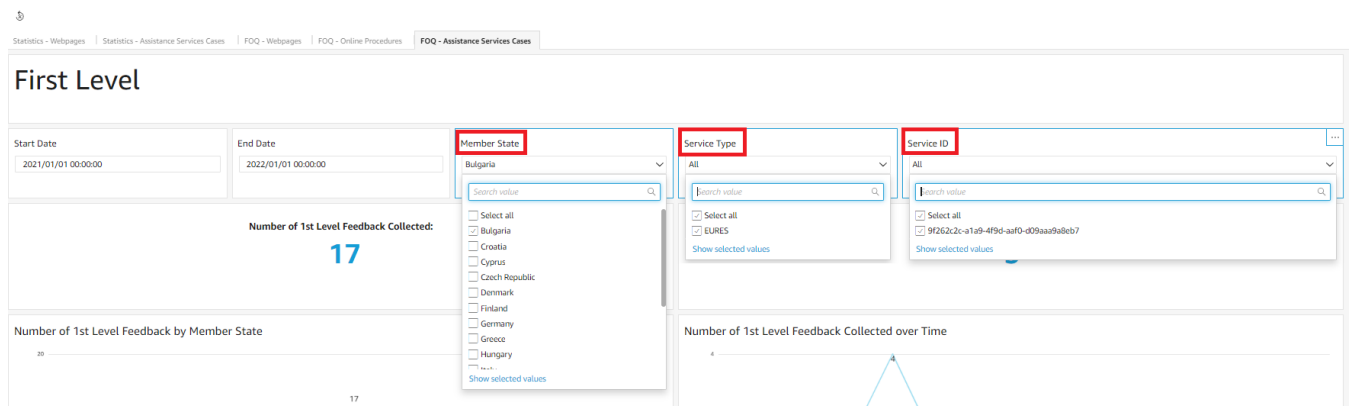
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



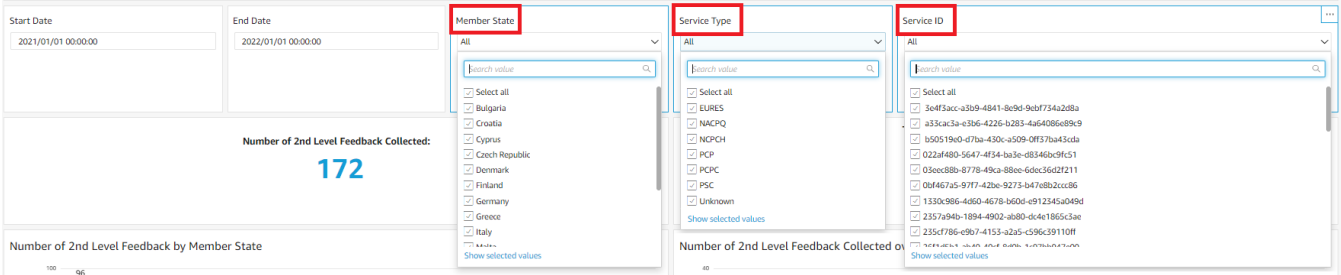
After:



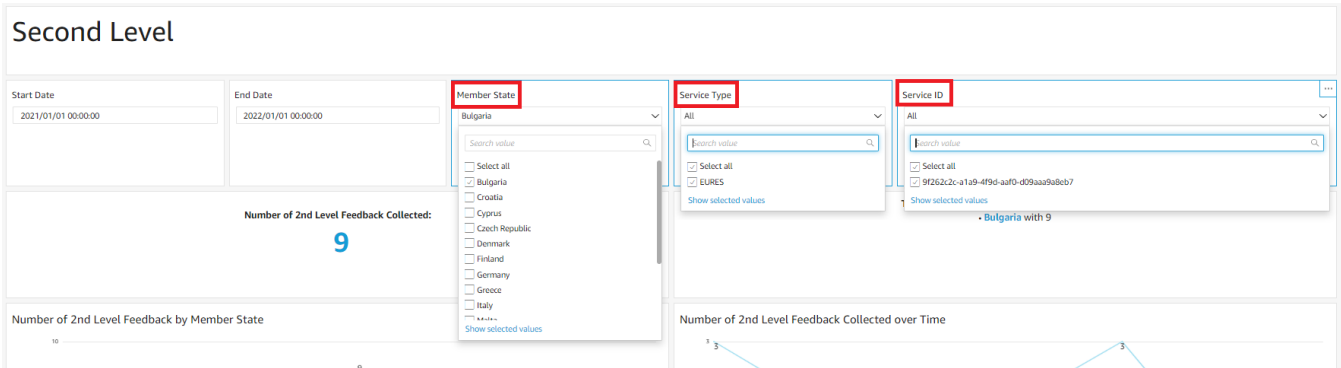
Second Level

Before:

Second Level



After:



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

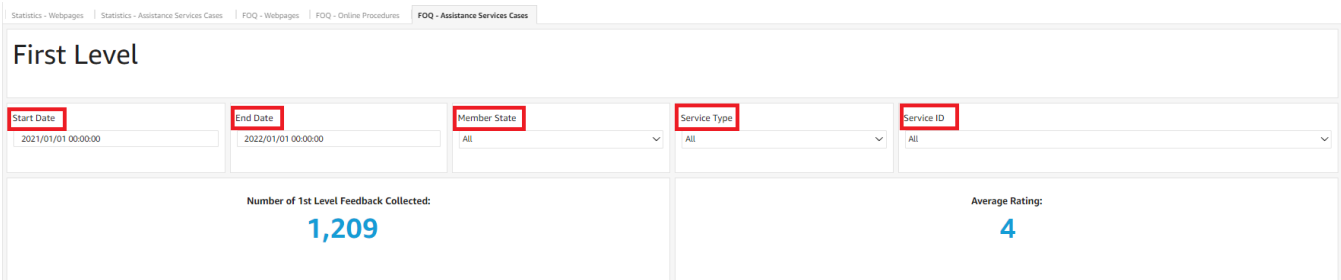
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

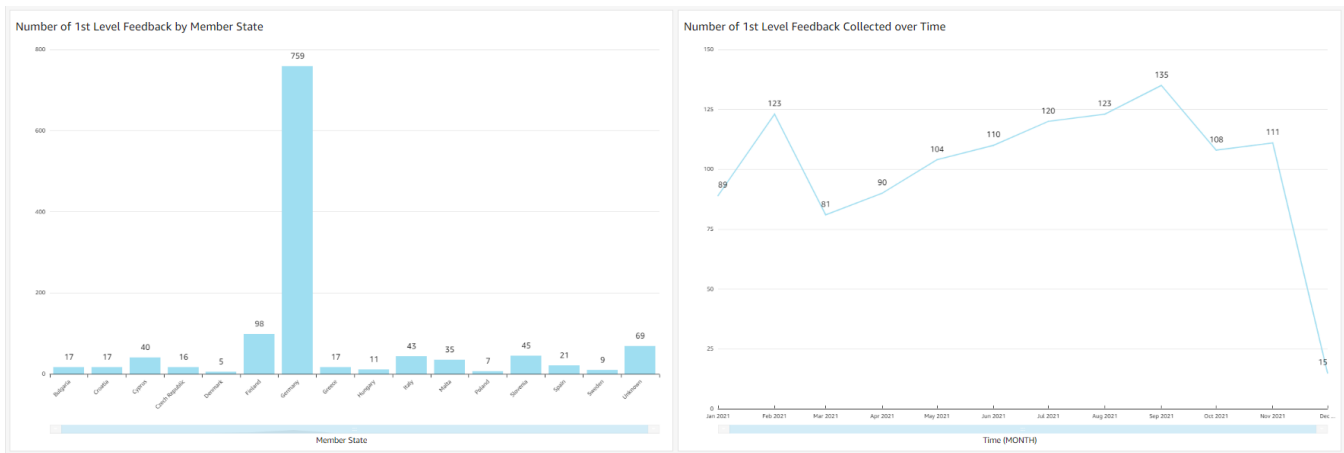


With filters applied:

First Level

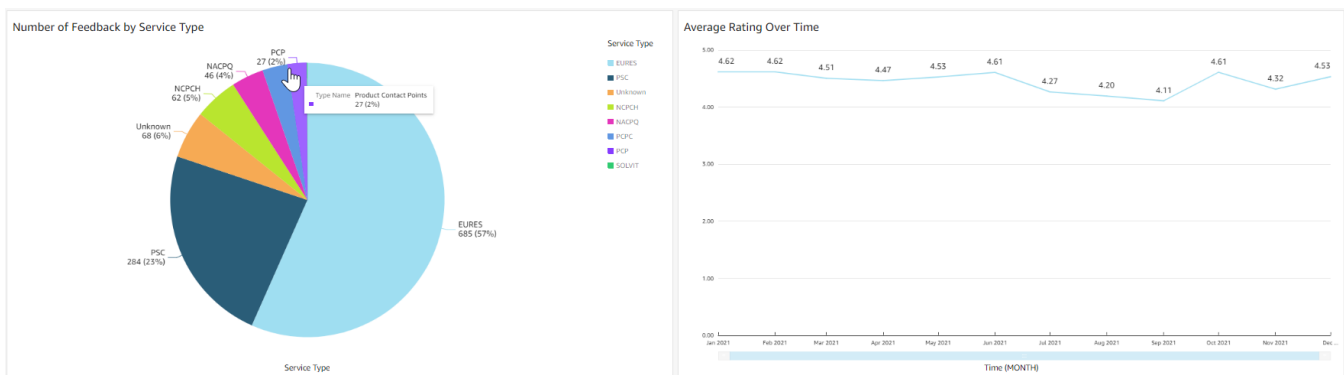
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

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.

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:

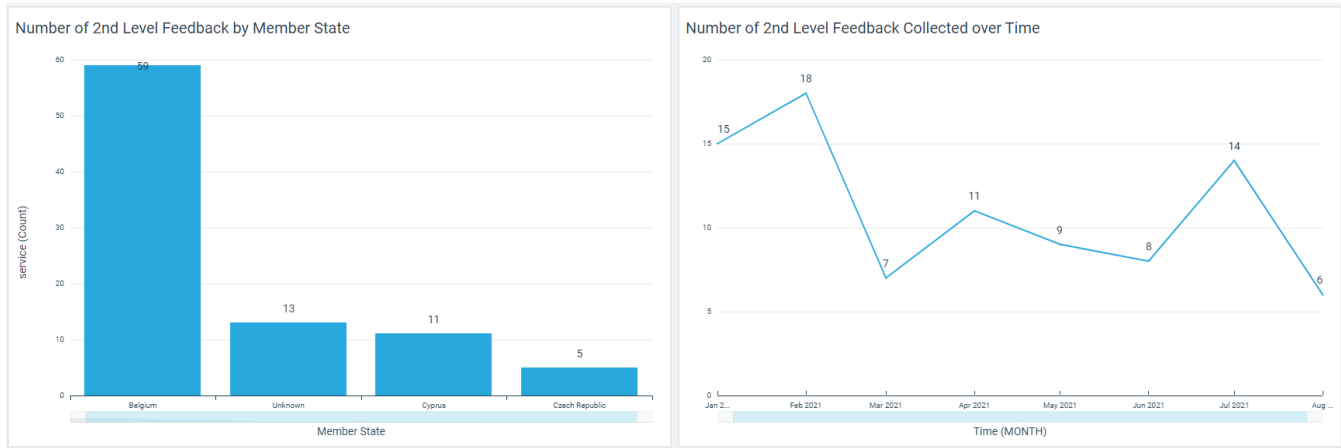
Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service All
Number of 2nd Level Feedback Collected: 88		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Belgium with 59• Unknown with 13• Cyprus with 11		

With Filter:

<h2>Second Level</h2>				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type IPRH, NCPCH, PCPC, NACPQ	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d-...
Number of 2nd Level Feedback Collected: 11		Top Member States by Number of Feedback is: <ul style="list-style-type: none">• Belgium with 11		

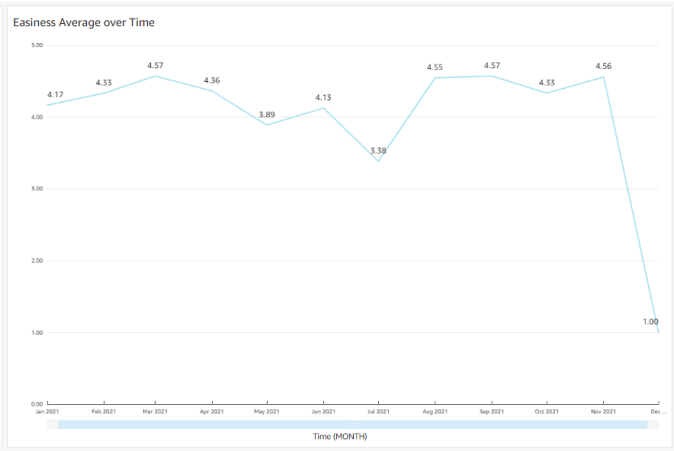
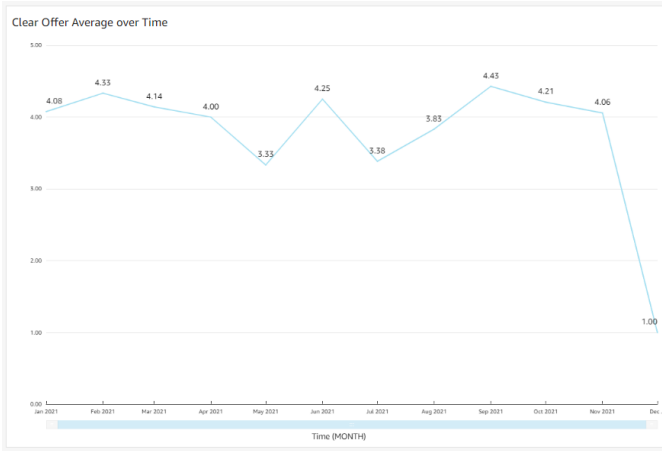
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



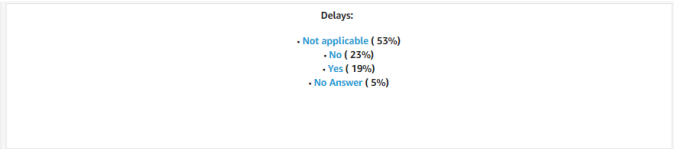
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

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

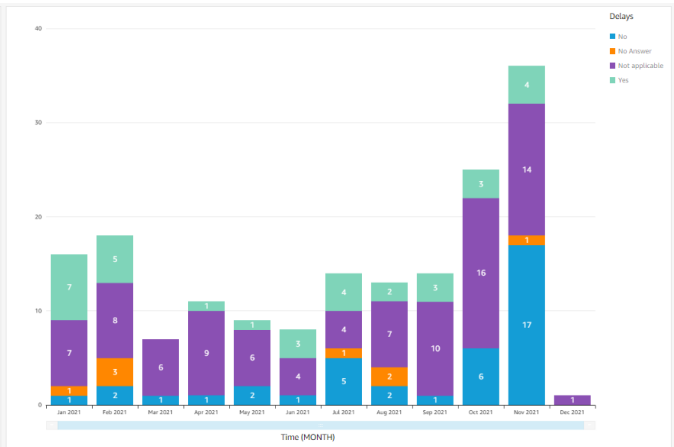
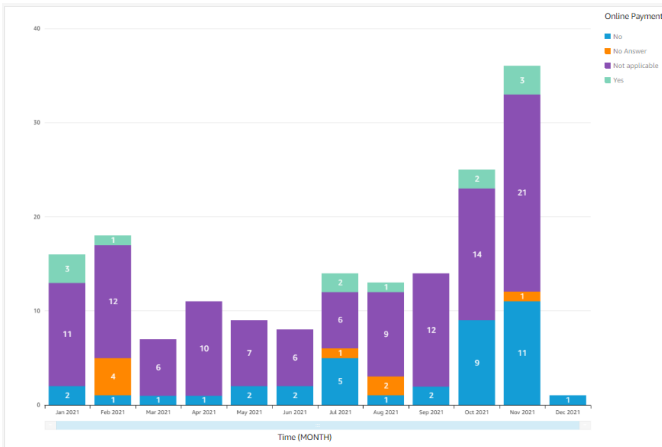
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



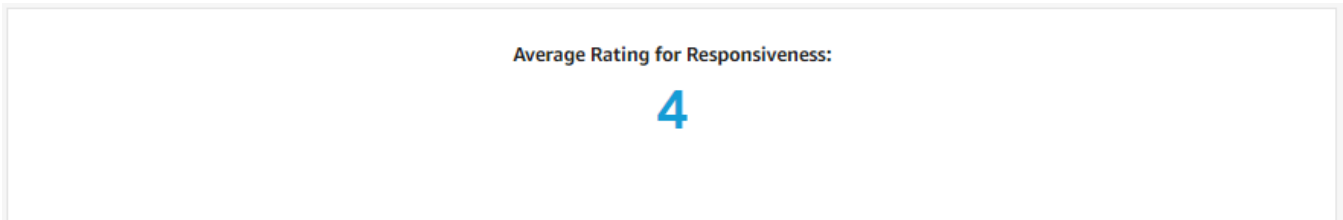
On the next block we have two cards one for **Online Payment** and other one for **Delays**:



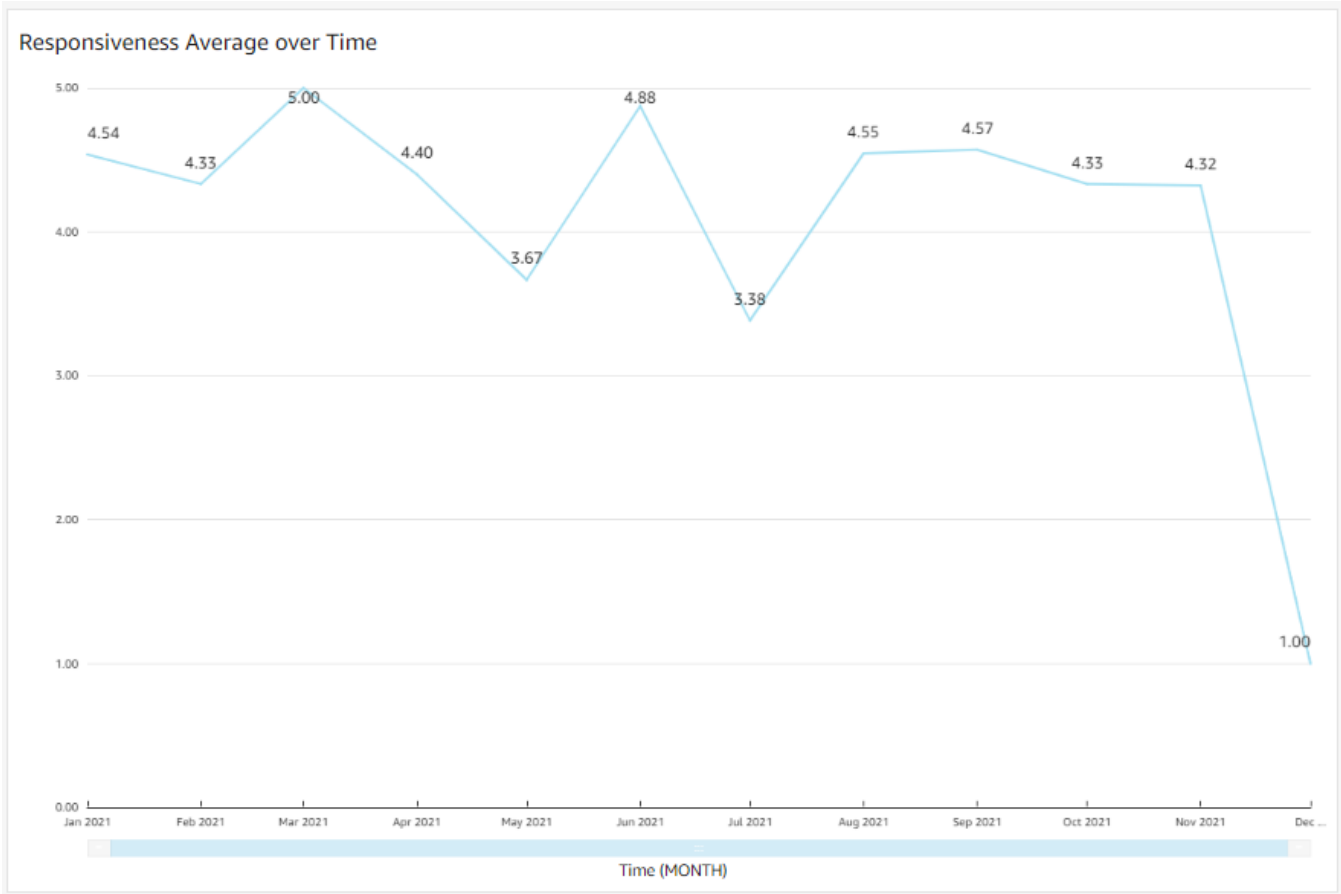
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



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

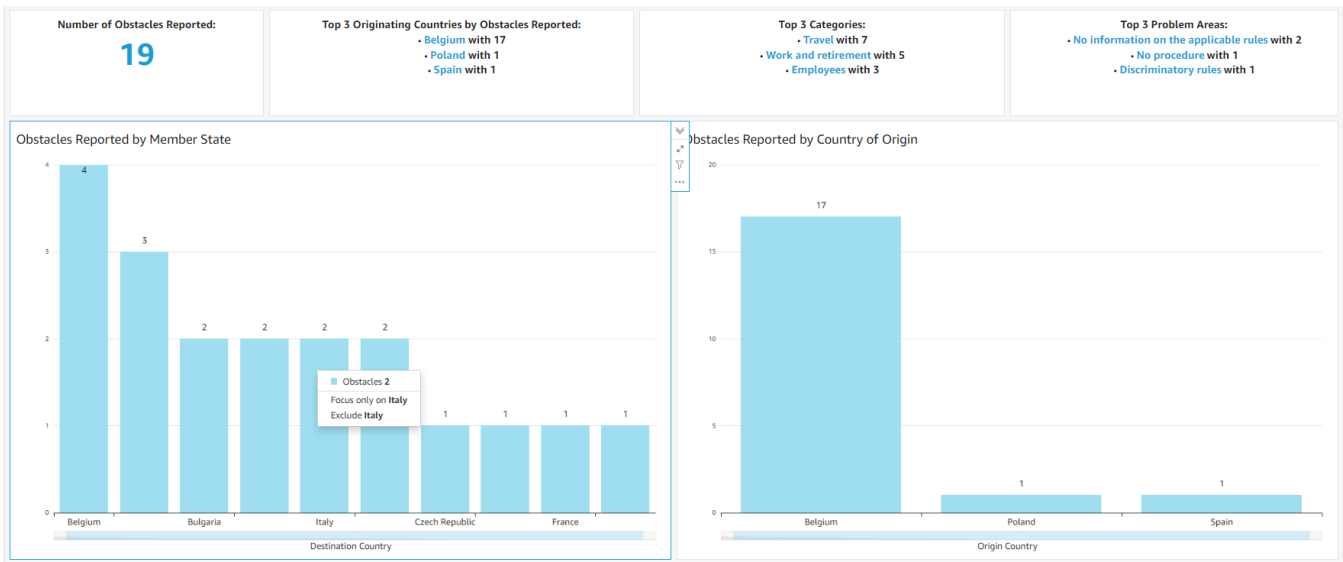
You have multiple filters you can use that will focus the information displayed on the dashboard.

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 <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
---	---	---	---	---	--

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



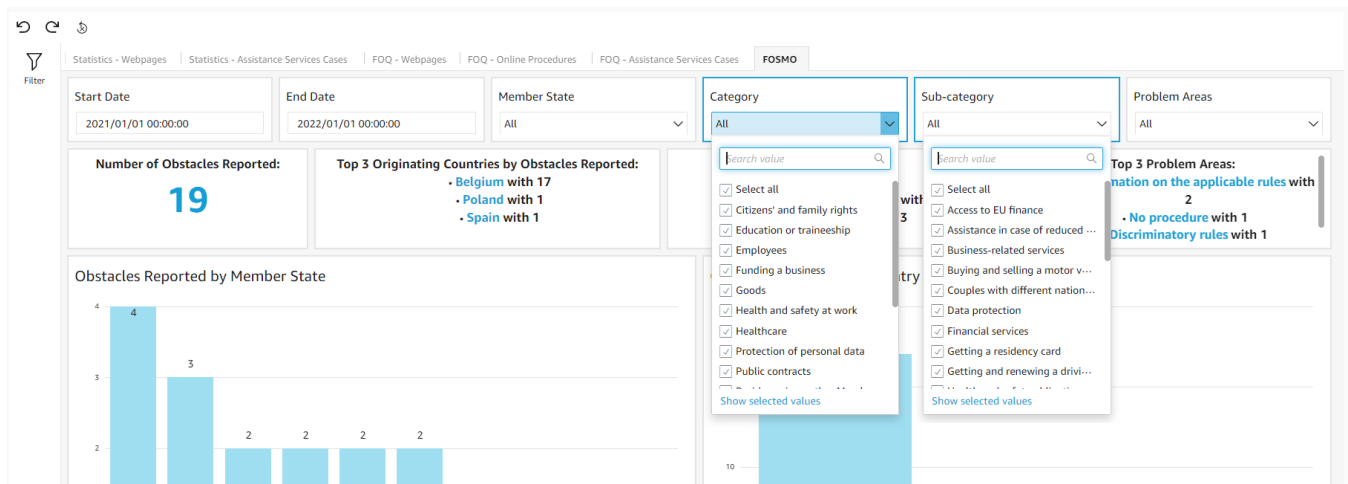
You can reset all filters you have added by clicking on the top left corner.



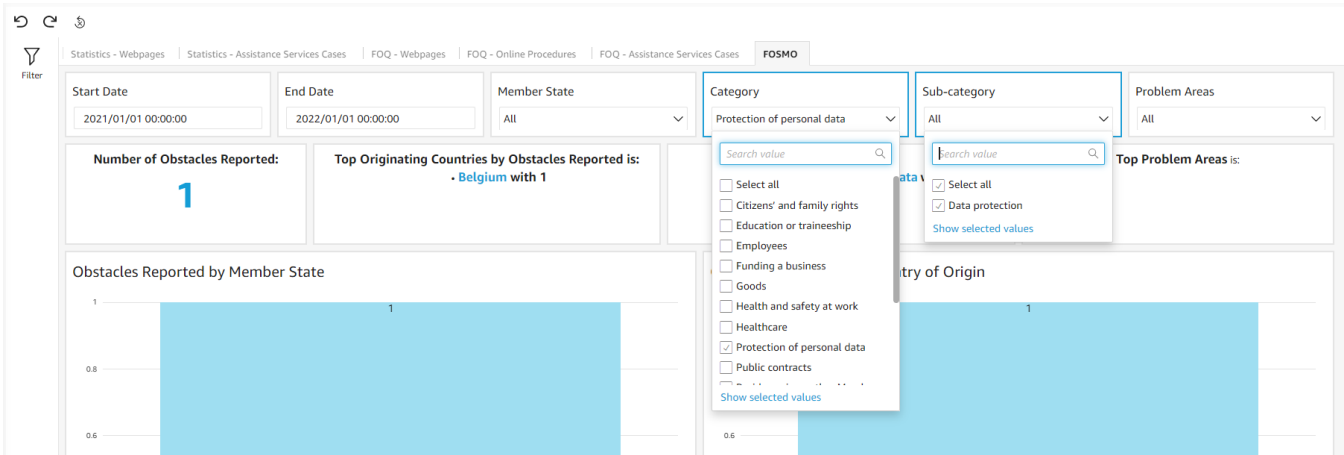
Cascading filters

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:



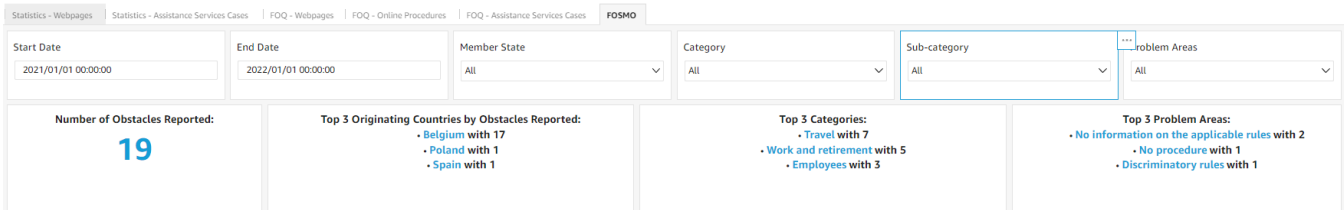
What can we consult in Feedback on Single Market Obstacles?

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.

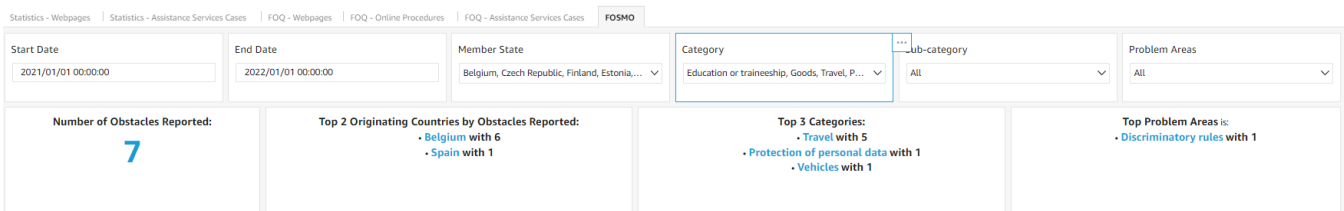
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported**, **Top Originating Countries by Obstacles Reported**, **Top 3 Categories** and **Top 3 Problem Areas**.

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

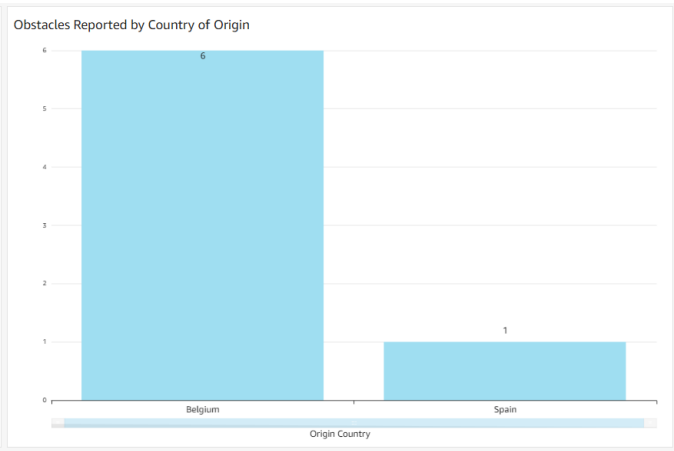
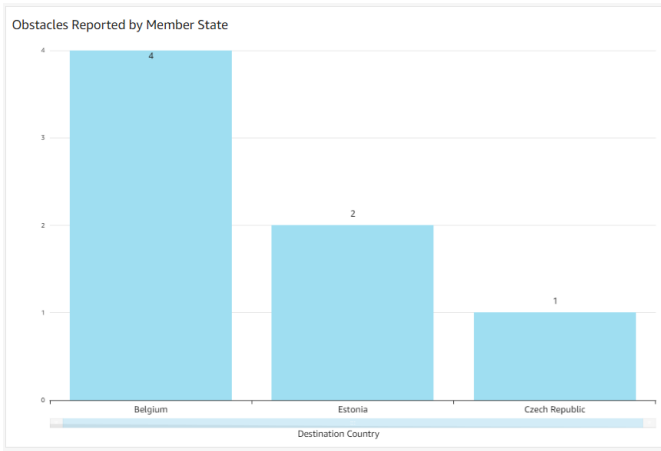
Without filters applied:



With filters applied:

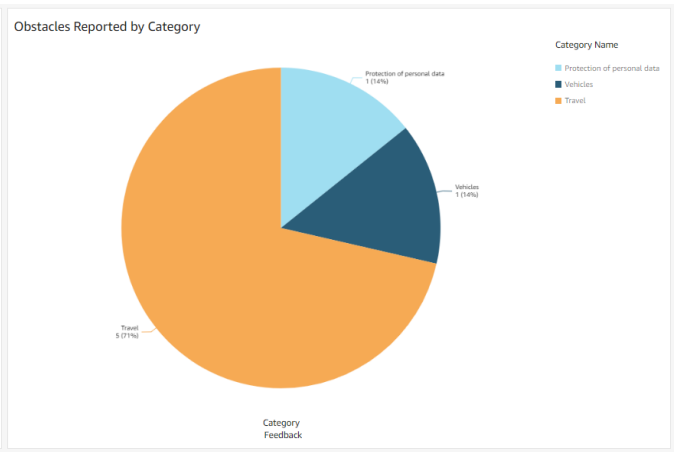
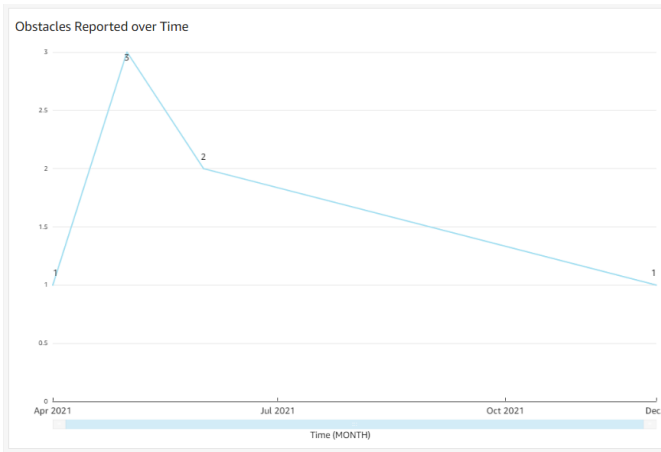


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin**.



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

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

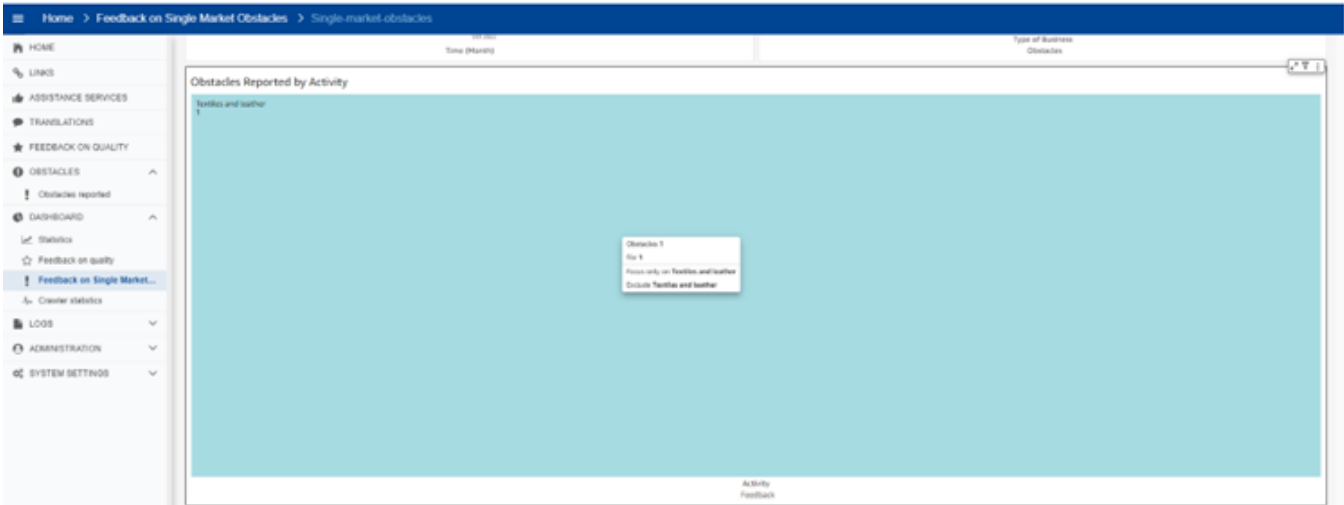


In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Show FoSMO details in a separate page

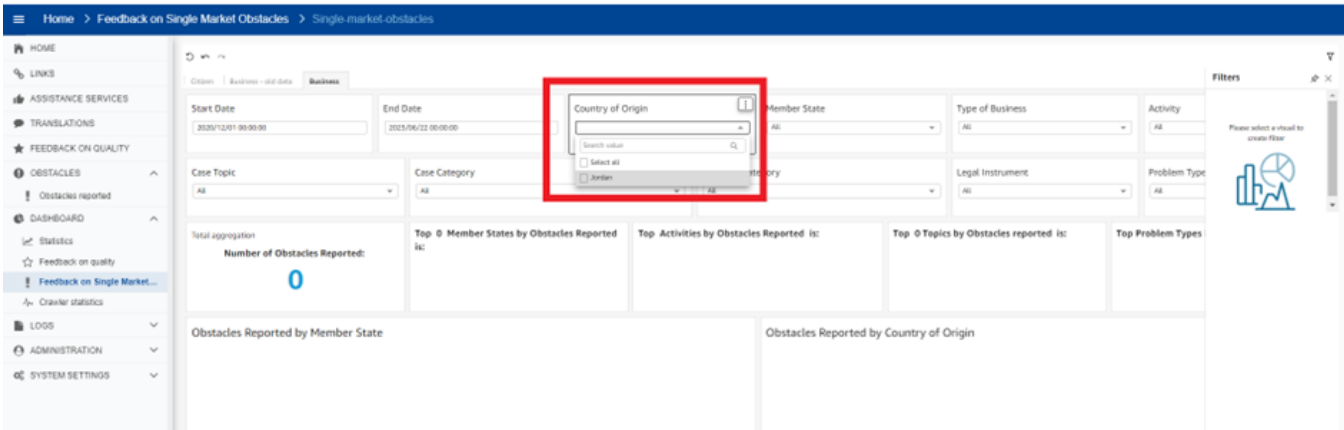
You will be able to see all the details feedback coming from Businesses via the new FoSmo by clicking on the row of the feedback



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



Default Start Date for Quiksite

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

The screenshot shows a web application interface for 'Feedback on Single Market Obstacles'. The top navigation bar includes 'Home', 'Feedback on Single Market Obstacles', and 'Single-market-obstacles'. A left sidebar contains various menu items like 'HOME', 'LINKS', 'ASSISTANCE SERVICES', 'TRANSLATIONS', 'FEEDBACK ON QUALITY', 'OBSTACLES', 'DASHBOARD', 'LOOS', 'ADMINISTRATION', and 'SYSTEM SETTINGS'. The main area features a 'Filters' section with dropdown menus for 'Start Date' (highlighted with a red box), 'End Date', 'Country of Origin', 'Member State', 'Type of Business', 'Activity', 'Case Topic', 'Case Category', 'Case Sub-category', 'Legal Instrument', and 'Problem Type'. Below the filters, a 'Total aggregation' section shows 'Number of Obstacles Reported: 0'. At the bottom, there are two empty chart containers: 'Obstacles Reported by Member State' and 'Obstacles Reported by Country of Origin'. A 'Filters' panel on the right side contains a message: 'Please select a filter to reset filter'.

Glossary & Acronyms

Acronym	Meaning
ACC	Acceptance environment
AM	Application Manager
AS	Assistance Service
API	Application Programming Interface
BO	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
PCP	Product Contact Points
PCPC	Product Contact Points for Construction
PROD	Production environment
PSC	Points of Single Contact
SDG	Single Digital Gateway
URL	Uniform Resource Locator
YE	Your Europe

Name	Definition
API	API stands for application programming interface. It allows two applications to communicate with one another to access data.
Application Manager	EC officials responsible for the operational management of SDG.
Assistance 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.

Enterprise Europe Network	<p>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.</p> <p>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.</p>
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.
European Consumer 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).
European Network of Employment 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.
Feedback On Obstacles	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.
Feedback 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.
Intellectual 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 Assistance Centers for professional qualifications	National assistance centers for professional qualifications, established by Directive 2005/36/EC of the European Parliament and of the Council provide assistance to professionals moving cross-border.
National Contact Points for cross-border healthcare	The national contact points should have appropriate facilities to provide information on the main aspects of cross-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 Coordinator	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 Construction	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.