05 October 2020

Single digital gateway

Check list for assistance and problem-solving services

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1. PURPOSE OF THE DOCUMENT

This document lists the responsibilities of providers of assistance and problem-solving services and network managers in relation to different actions that have to be undertaken in order to comply with the requirements of the Single digital gateway Regulation (SDGR) and its implementing act on user statistics and feedback, such as:

- ✓ User feedback tool
- ✓ Statistics
- ✓ SDG logo
- ✓ Single Market Obstacles tool
- ✓ Tagging of the websites
- ✓ Common assistance service finder

Nothing prevents national coordinators to delegate these tasks to the relevant service providers or to take on the tasks of service providers. That is why this checklist does not distinguish between the tasks of the service providers and the national coordinators as we consider that this is up to each Member State to decide.

This document also helps to identify the relevant technical specifications and guidelines prepared to help completing these tasks.

This check list complements the previous one that focuses on the quality requirements laid down in Article 11 and 16 of the SDGR, available on wiki (Checklist for assistance services (previous).
(Deadline for actions before 12/12/2020 unless otherwise indicated).

2. CHECKLIST PER SERVICE

2.1. Points of single contact

	ACTIONS REQUIRED	'TO DO' COM	'TO DO' SERVICE PROVIDER OR NATIONAL COORDINATOR	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage: **Information about the assistance service**	Quality information about the service provided	-	Ensure that explanation of the service is provided on a webpage	SDG Regulation, quality requirements, Art. 11 Checklist for assistance services (previous)
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 6, 7 and 10 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	-	Collection and transmission through a national web data analytics tool	SDG Implementing Act, Art. 3 Technical Specifications for API;
	Tagging of the website	-	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	-	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information including the link to the website	Complement information and any subsequent updates to the assistance service repository	SDG Regulation, Art. 20(3)

Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	-	Put the link to the SMO tool on the webpage	Guidelines on common tools Links available: - mid-Nov – testing - end-Nov - production
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	-	Transmit the information to the SMO tool	SDG Regulation, Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify the link to the link repository	-	-	-
Service provided	Statistics	-	Provide statistics. Manual or automated transmission. Deadline: 31/08/21	SDG Implementing Act, Art. 4. Details on transmission to be provided by the COM in Q2 2021. Arrangements regarding transmission of statistics to be agreed with the COM by end Nov.
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 9 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools

2.2. Product Contact Points

	ACTIONS REQUIRED	'TO DO' COM	'TO DO' SERVICE PROVIDER OR NATIONAL COORDINATOR	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage: **Information about the assistance service**	Quality information about the service provided	-	Ensure that explanation of the service is provided on a webpage	SDG Regulation, quality requirements, Art. 11 Checklist for assistance services (previous)
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 6 and 10 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	-	Collection and transmission through a national web data analytics tool	SDG Implementing Act, Art. 3 Technical Specifications for API;
	Tagging of the website	-	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	-	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information including the link to the website	Complement information and any subsequent updates to the assistance service repository	SDG Regulation, Art. 20(3)

Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	-	Put the link to the SMO tool on the webpage	[Guidelines on common tools](#) Links available: -mid-Nov – testing - end-Nov - production
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	-	Transmit the information to the SMO tool	[SDG Regulation,](#) Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify the links to the link repository	-	-	-
Service provided	Statistics	-	Provide statistics Manual or automated transmission Deadline: 31/08/2021	[SDG Implementing Act,](#) Art. 4. Details on transmission to be provided by the COM in Q2 2021. Arrangements regarding transmission of statistics to be agreed with the COM by end Nov.
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	[SDG Implementing Act,](#) Art. 9 If an alternative user feedback tool is used: [Technical Specifications for API;](#) For the common user feedback tool: [web addresses for links to the tool in all languages available on 5 Oct](#). [Guidelines on common tools](#)

2.3. Product Contact Points for Construction

	ACTIONS REQUIRED	'TO DO' COM	'TO DO' SERVICE PROVIDER OR NATIONAL COORDINATOR	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage: **Information about the assistance service**	Quality information about the service provided	-	Ensure that explanation of the service is provided on a webpage	SDG Regulation, quality requirements, Art. 11 Checklist for assistance services (previous)
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 6 and 10 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	-	Collection and transmission through a national web data analytics tool	SDG Implementing Act, Art. 3 Technical Specifications for API;
	Tagging of the website	-	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	-	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information including the link to the website	Complement information and any subsequent updates to the assistance service repository	SDG Regulation, Art. 20(3)

Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	-	Put the link to the SMO tool on the webpage	[Guidelines on common tools](#) Links available: -mid-Nov – testing - end-Nov - production
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	-	Transmit the information to the SMO tool	[SDG Regulation,](#) Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify the links to the link repository	-	-	-
Service provided	Statistics	-	Provide statistics Manual or automated transmission. Deadline: 31/08/2021	[SDG Implementing Act,](#) Art. 4. Details on transmission to be provided by the COM in Q2 2021. Arrangements regarding transmission of statistics to be agreed with the COM by end Nov.
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	[SDG Implementing Act,](#) Art. 9 If an alternative user feedback tool is used: [Technical Specifications for API;](#) For the common user feedback tool: [web addresses for links to the tool in all languages available on 5 Oct](#). [Guidelines on common tools](#)

2.4. National assistance centres for professional qualifications

	ACTIONS REQUIRED	'TO DO' COM	'TO DO' SERVICE PROVIDER OR NATIONAL COORDINATOR	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage: Information about the assistance service	Quality information about the service provided	-	Ensure that explanation of the service is provided on a webpage	SDG Regulation, quality requirements, Art. 11 Checklist for assistance services (previous)
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 6 and 10 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	-	Collection and transmission through a national web data analytics tool	SDG Implementing Act, Art. 3 Technical Specifications for API;
	Tagging of the website	-	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	-	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information including the link to the website	Complement information and any subsequent updates to the assistance service repository	SDG Regulation, Art. 20(3)

Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	-	Put the link to the SMO tool on the webpage	Guidelines on common tools Links available: -mid-Nov – testing - end-Nov - production
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	-	Transmit the information to the SMO tool	SDG Regulation, Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify the links to the link repository	-	-	-
Service provided	Statistics	-	Provide statistics Manual or automated transmission. Deadline: 31/08/2021	SDG Implementing Act, Art. 4. Details on transmission to be provided by the COM in Q2 2021. Arrangements regarding transmission of statistics to be agreed with the COM by end Nov.
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 9 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools

2.5. National contact points for cross-border healthcare

	ACTIONS REQUIRED	'TO DO' COM	'TO DO' SERVICE PROVIDER OR NATIONAL COORDINATOR	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage: **Information about the assistance service**	Quality information about the service provided	-	Ensure that explanation of the service is provided on a webpage	SDG Regulation, quality requirements, Art. 11 Checklist for assistance services (previous)
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 6 and 10 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	-	Collection and transmission through a national web data analytics tool	SDG Implementing Act, Art. 3 Technical Specifications for API;
	Tagging of the website	-	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	-	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information including the link to the website	Complement information and any subsequent updates to the assistance service repository	SDG Regulation, Art. 20(3)
Single Market Obstacles Tool (SMO)	Not mandatory but recommended	-	Put the link to the SMO tool on the webpage	Guidelines on common tools Links available: -mid-Nov – testing - end-Nov - production

	to place on English pages.			
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	-	Transmit the information to the SMO tool	SDG Regulation, Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify the links to the link repository	-	-	-
Service provided	Statistics	*Provide statistics Manual or automated transmission* Deadlines: 31 August and 28 February	*Provide statistics. Manual or automated transmission* Deadline: 31/08/2021	SDG Implementing Act, Art. 4. Details on transmission to be provided by the COM in Q2 2021. Arrangements regarding transmission of statistics to be agreed with the COM by end Nov.
	User feedback	-	Collection and transmission through the common user feedback tool or an alternative tool	SDG Implementing Act, Art. 9 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools

2.6. European network of employment services (EURES)

Subject to decisions taken between the EURES European Coordination Office and National Coordination Offices

	ACTIONS REQUIRED	'TO DO' COMMISSION, EURES ECO	'TO DO' MS/PUBLIC EMPLOYMENT SERVICES	LEGAL ACTS, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage **Information about the assistance service**	Quality information about the service provided	Ensure that explanation of the service of each PES is provided on a EURES website and that it complies with the quality requirements	Ensure that explanation of the service provided by the PES on a EURES website is of required quality	SDG Regulation, quality requirements - Art. 11. Checklist for assistance services (previous)
	User feedback	Commission through the common user feedback tool	-	SDG Implementing Act, Art. 6 and 10 For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	Collection and transmission through Europa Analytics	-	SDG Implementing Act, Art. 3
	Tagging of the website	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links.	-	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	Place in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	-	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation,
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information (including the link to the website) and	-	-

		any subsequent updates		
Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	Put the link to the SMO tool on the relevant webpages	-	Guidelines on common tools Links available: -mid-Nov – testing - end-Nov - production
	If information is collected on obstacles encountered, the data should be transmitted to the SMO	Transmit the information to the SMO tool	-	SDG Regulation, Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify links to the repository links repository	-	-	-
Service provided	Statistics	Provide statistics. Manual or automated transmission Deadline: 31/08/2021	-	SDG Implementing Act, Art. 4 Details on transmission to be provided by the COM in Q2 2021 Arrangements regarding transmission of statistics to be agreed with the Com by end Nov.
	User feedback	-	Collection and transmission by the PES through the common user feedback tool or an alternative equivalent tool (similar questions, feedback requested as soon as possible after the service has been provided).	SDG Implementing Act, Art. 9 If an alternative user feedback tool is used: Technical Specifications for API; For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools

2.7. Online dispute resolution (ODR)

	ACTIONS REQUIRED	'TO DO' COMMISSION (ODR MANAGER)	'TO DO' MS	LEGAL ACT, TECHNICAL SPECIFICATIONS, GUIDELINES
Webpage **Information about the assistance service**	Quality information about the service provided	Ensure that explanation of the service of ODR is provided on a webpage.	-	SDG Regulation, quality requirements - Art. 11. Checklist for assistance services (previous)
	User feedback	Collection and transmission through the common user feedback tool	-	SDG Implementing Act, Art. 6 and 10 For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools
	Statistics on page views	Collection and transmission through Europa Analytics	-	SDG Implementing Act, Art. 3
	Tagging of the website	Include the context data in the metadata of the page (tagging) or transmit it directly to the repository of links	-	SDG Implementing Act, Art. 2 Note on tagging and Guidelines on metadata
	Logo of the SDG	Place it in or near the footer (ultimately up to webmaster) Active only as of 12/12/2020	-	SDG Regulation, Art. 22 Guidelines on logo, Guidelines on common tools Logo visualisation,
Assistance service finder	Putting a link to the tool on the webpage	-	-	-
	Repository of assistance services	Provide information (including the link to the website) and any subsequent updates	-	-
Single Market Obstacles Tool (SMO)	Not mandatory but recommended to place on English pages.	Put the link to the SMO tool on the relevant webpage	-	Guidelines on common tools Links available: -mid-Nov – testing - end-Nov - production

	If information is collected on obstacles encountered, the data should be transmitted to the SMO	Transmit the information to the SMO tool	-	SDG Regulation, Art. 26 Transmission together with the statistics. Detailed instructions will follow.
Notification of links	Notify links to the link repository	-	-	-
Service provided	Statistics	Provide statistics. Manual or automated transmission. Deadline: 31/08/2021	-	SDG Implementing Act, Art. 4. Details on transmission to be provided by the COM in Q2 2021 Arrangements regarding transmission of statistics to be agreed with the Com by end Nov.
	User feedback	Collection and transmission through the common user feedback tool	-	SDG Implementing Act, Art. 9 For the common user feedback tool: web addresses for links to the tool in all languages available on 5 Oct. Guidelines on common tools