EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR INTERNAL MARKET, INDUSTRY, ENTREPRENEURSHIP
AND SMES
G.4 – Data and Knowledge for Policy, Business and People

Single Market Obstacles Tools

User guide for business organisations

Version 1.0

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1.   INTRODUCTION

Single Market Obstacles Tool (SMOT) is a tool under the Single Digital Gateway (SDG) Regulation (Regulation (EU) 2018/1724) to collect data on Single Market obstacles from citizens and business in an anonymous way. Data is collected in two ways:

(1) Individual citizens and businesses submit obstacles directly on the feedback on obstacles page;
(2) Business organisations share data they collect on Single Market obstacles, with the possibility of providing it as aggregate data;

The present guide aims to help business organisations by providing information on the practical steps to be taken to access and use the Single Market Obstacles Tool (SMOT). The tool not only allows organisations to submit data, but also to manage the reporting process, compare information with their peers, filter and interpret the information and export the results for further processing.

If an organisation is composed of partner organisations, the way in which organisations organise the data submission and access to the information can vary. For such, organisations have an example for guidance in Annex I. Organisations are advised to go through the whole user guide before starting the request for access.

The manual will be updated to take into account the feedback from the users. Should this be the case, the new version will be discernible by the new version number on the first page.

2.   ONBOARDING AND ACCESS

2.1.   Onboarding / registration request

Access to the system is granted upon request. Interested parties can submit their request to GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu. Please use the subject "Request for registration in SMOT as external business organisation".

GROW, as SMOT application manager, will reply with a form for onboarding (see [Form for](#) onboarding) to be completed, asking for the name of the organisation, and the name and contact details of the users that need to be given access to system.

Please note that only persons registered as users will have access to the system, not the contact for the organisation. If the contact for the organisation needs access to the system as well, the person also needs to be listed as a user. Multiple users can be registered for the same organisation, however one user can only belong to one organisation.

The email addresses provided in the contact details need to be associated with EU Login accounts. The procedure to create an EU Login account is available in the [EU Login User Guide](#) available at the [EU Login Help page](#).

Upon receipt of the filled-in form, the SMOT application manager proceeds, together with the IT team, with the registration of the contacts in the system as external organisation users.
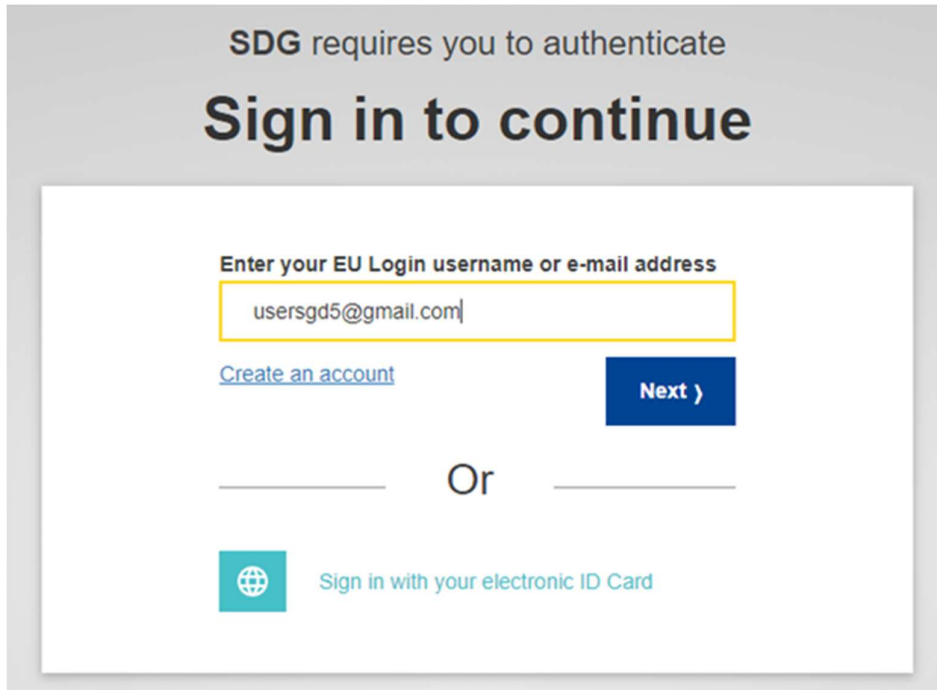
2.2. Registration

Following the [Onboarding /](#) registration request to access SMOT, the user will receive an invitation by email to register in the Single Digital Gateway (SDG).

Click on the link within the body of the email, or copy and paste the link to a new window in an internet browser.
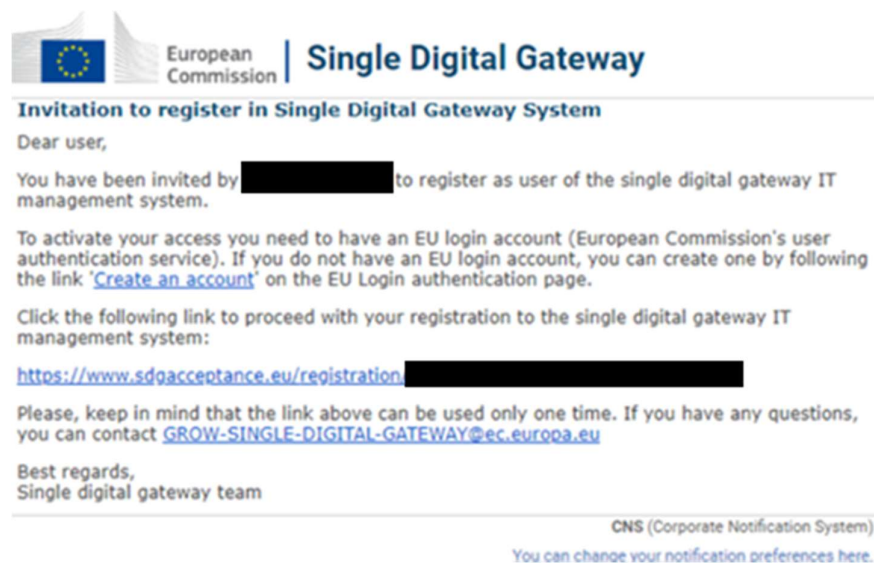
Login to EU Login. It is recommended to login to EU Login via email and password, instead of the alternative methods, like the electronic ID card. If you register using a different method, you will need to continue using the same login method.

Enter your information in the SDG signup page, then press "Submit".

Following the submission, there should be a confirmation page. Press "Go to SDG" to complete the registration.

2.3.   Login

After having registered, users can go to https://admin.youreurope.europa.eu/home and logging in to EU Login.
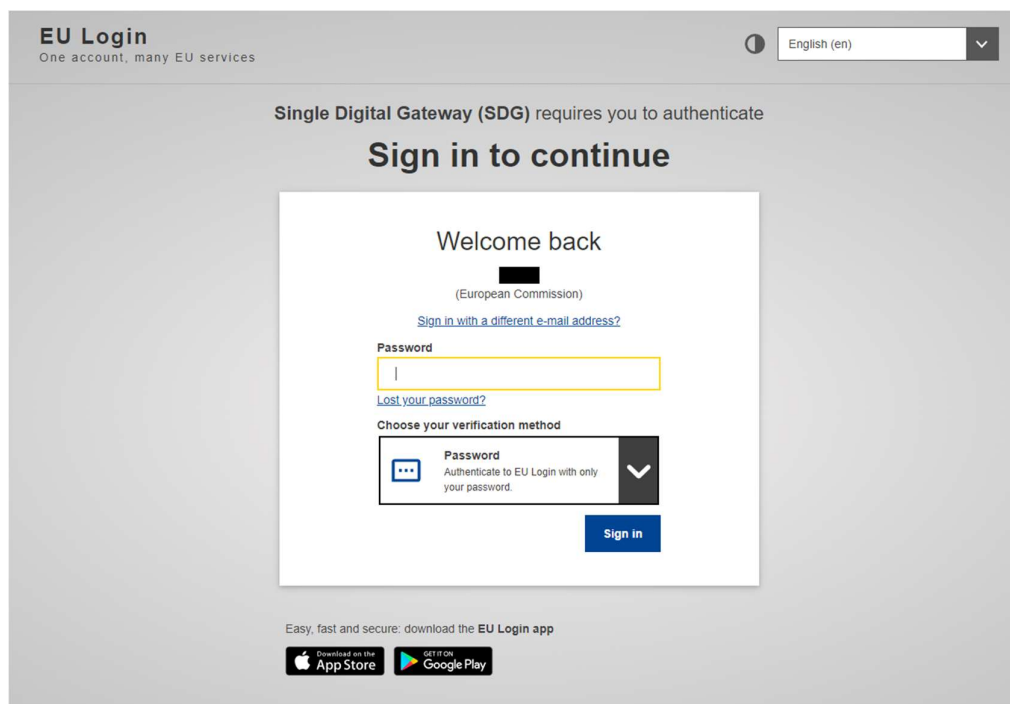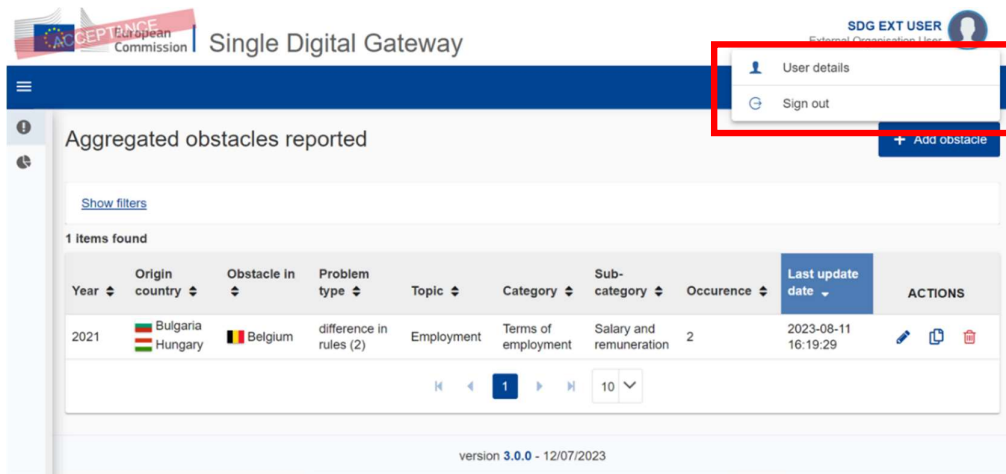

2.4.   User information

The user profile is visible on the top right of the screen. It shows the name of the user (blue text) and the user role, defined as "External Organisation User" for business organisations.
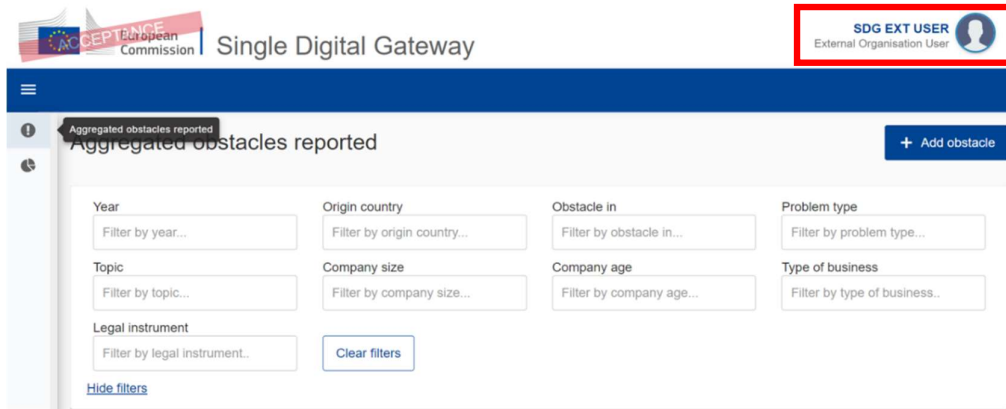
By clicking on the profile picture, users can find the details of their profile as maintained in the user register. This is also the menu for signing out.

The user details show the EU login ID and summarise the information provided in the form for onboarding: EU Login ID, contact details, the business organisation represented by the user, their role and the geographical coverage.
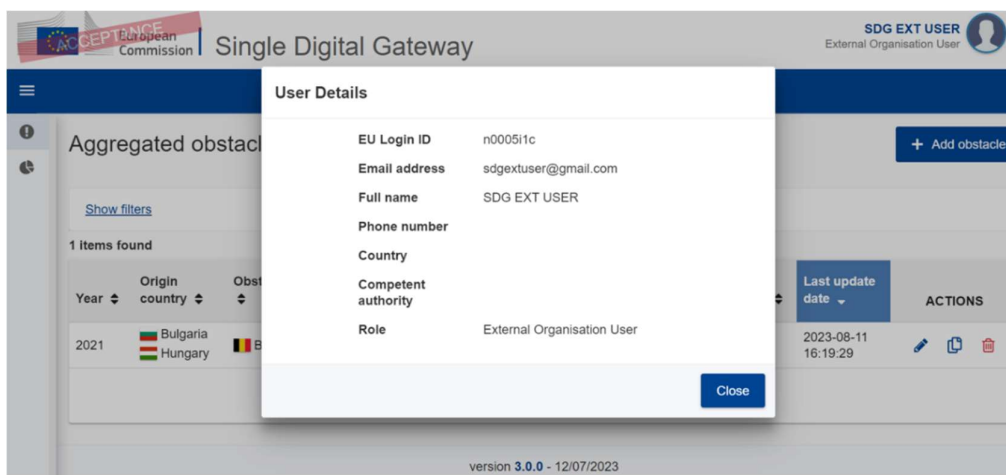
3. DATA AND DATA SUBMISSION

3.1. Listing of obstacles

The obstacles page is the data reporting/input screen.

The obstacles page also provides a listing of the obstacles declared by your organisation. It offers a line-by-line list of the obstacles with the full detail contained in the data intake form. The information can be filtered and/or sorted based on the non-free text data fields and the date of reporting.

3.2. Reporting new obstacles

Within the obstacles page, in the top-right of the screen, a blue button "Add obstacles" appears. Clicking on this button opens the data intake form.

Although it is beneficial to provide as much information as possible, users can submit reports as long as the compulsory data fields indicated by a red asterisk (*) are completed.

For each of the data fields, the user can select from a list of pre-defined options. The options are described in detail in the data model (Annex III).

Input is submitted by pressing the blue "Save" button.

3.3. Edit, copy and delete existing obstacles

On the right-hand side of each item in the obstacles page, three actions buttons are available: Edit, Copy and Delete.

"Edit" allows the user to make changes to previously created obstacles. This is useful to make changes to some data fields after initial submission, namely those about categorisation, or the number of occurrences of the obstacle in question.

"Copy" allows the user to quickly create a new obstacle that is similar to one already reported, by creating a copy that can then easily be edited with any needed changes. Such reduces the number of manual input in the submission process.

"Delete" completely erases the reported obstacle, and it cannot be restored.
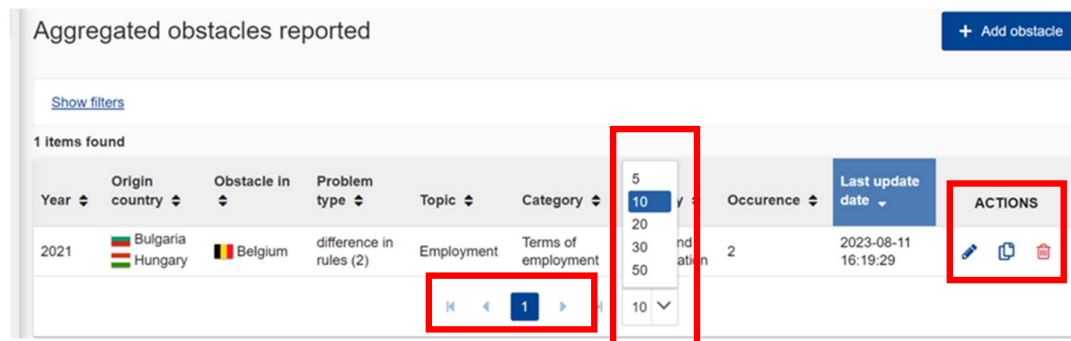
The user can change the number of obstacles shown per page and scroll through the pages using the fields at the bottom of the screen.

Each organisation's user has access to the full details of the obstacles reported by their own organisation, but not to the data provided by other organisations.

4. STATISTICAL DASHBOARD

By pressing the icons on the left-hand menu, users can toggle between the obstacles page and the dashboard page.
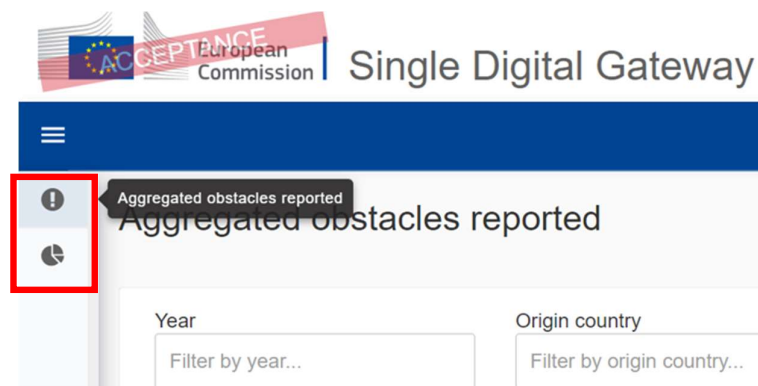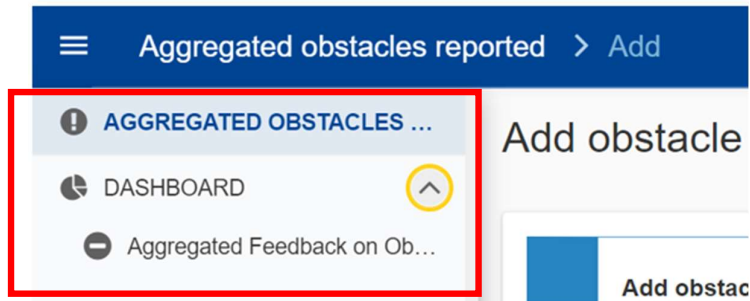
The dashboard gives access to aggregated data reported not only by their own organisation, but also by other business organisations. Nonetheless, users can still filter for different data groupings: own organisation, a selection of other organisations, or all organisations combined.

In this page, instead of the list type view of the obstacles page, users have:

- Data aggregated across the structured fields of the data model (Annex III), excluding the free text information in the problem description and the suggested solution;
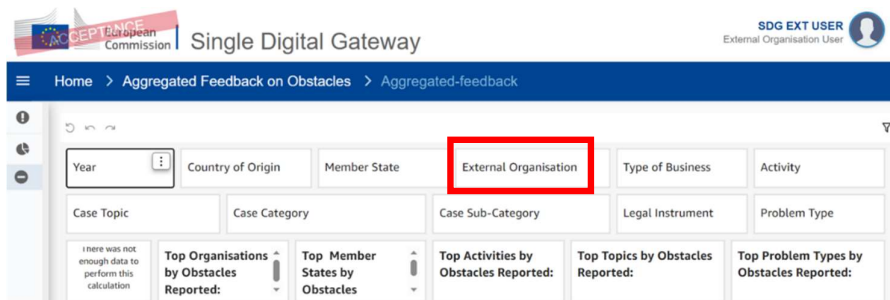
- Information presented in pre-prepared charts and indicators, on the basis of the selection in the filters;
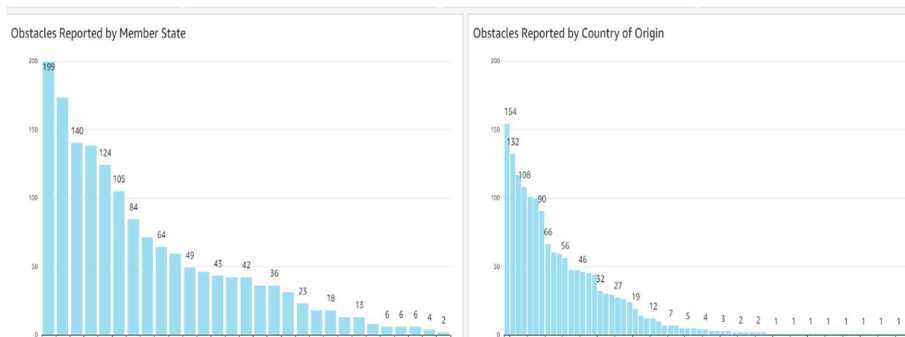
Obstacles Reported by Problem Type

Problem Type

difference in rules (2)   enforcement (4)   lack of information (1)   procedures (3)

difference in rules (2)
1 (10%)

enforcement (4)
1 (10%)

procedures (3)
4 (40%)

lack of information (1)
4 (40%)

Problem Type
Obstacles

- Possibility to export the data. Can be particularly useful for further processing the data table at the bottom of the page.

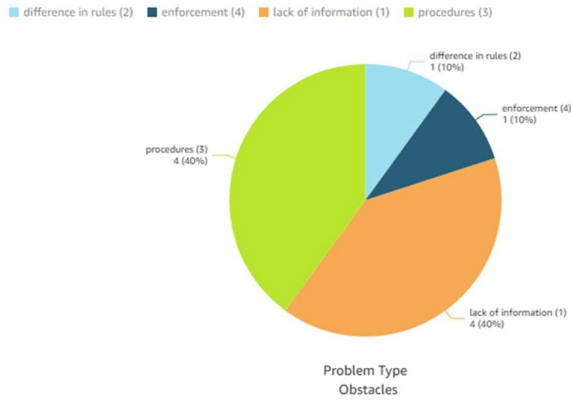| Originating Country	Member State	Company Age	Company Size	Type of Business	Activity	Topic	
Belgium	France	> 1 to 3 years	< 10 employees	Services	Wholesale and retail trade	Services	Professional services
Finland	Luxembourg	> 10 years	10 to 49 employees	Services	Wholesale and retail trade	Taxation	VAT
France	Germany	> 10 years	< 10 employees	Production	Machinery and equipment	Taxation	VAT
France	Netherlands	up to 1 year	< 10 employees	Services	IT and information services	Taxation	VAT
Germany	Austria	> 3 to 5 years	250 employees and more	Services	IT and information services	Doing business	Finance
Germany	Germany	> 5 to 10 years	< 10 employees	Services	Wholesale and retail trade	Taxation	VAT
Greece	Greece	up to 1 year	< 10 employees	Services	Travel and tourism	Capital & Investment	Specific rules on cross-border ca
Malta	Germany	> 5 to 10 years	< 10 employees	Services	Travel and tourism	Taxation	VAT
Romania	Spain	up to 1 year	< 10 employees	Services	IT and information services	Goods	Product requirements
Spain	Spain	> 5 to 10 years	< 10 employees	Services	Travel and tourism	Capital & Investment	Specific rules on cross-border ca

4.1. Export data, maximise view, change filters directly in chart and view summary data

The data can be exported by clicking on the menu in the top right corner of each chart or table ("Export to [CSV/Excel]" option). The menu also allows to increase the size of the infographic itself ("Maximize" option), change the data filters ("Applied filters" option) and view the underlying data in table format ("View summary data" option).
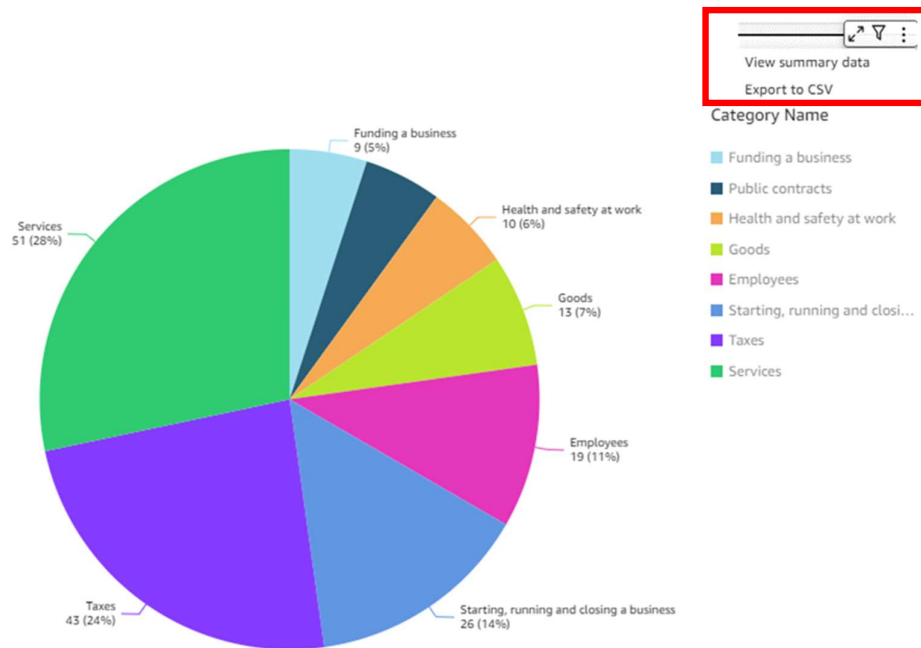
If in "Maximize" view, pressing the ESC button brings the user back to the dashboard view.

5. COMMON ISSUES TROUBLESHOOTING

5.1. Cannot access SDG on my Browser

It is recommended to use the latest version of Microsoft Edge, Google Chrome or Firefox.

Internet Explorer is no longer supported by Microsoft, and is therefore not recommended.

5.2. Have not received my invitation

Check if the email is not in your Spam box and wait if only a short timespan elapsed since requesting invitation. Failing such, ask GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu if they sent the invitation.

5.3. No access right error

Usually resulting from either trying to access the SDG directly, without having clicked first on the link from the invitation and subsequently registering to SDG. Necessary to click invitation link and register.

Alternatively, could be due from trying to access a direct link to the SDG, without having received the invitation first. Necessary to contact GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu.
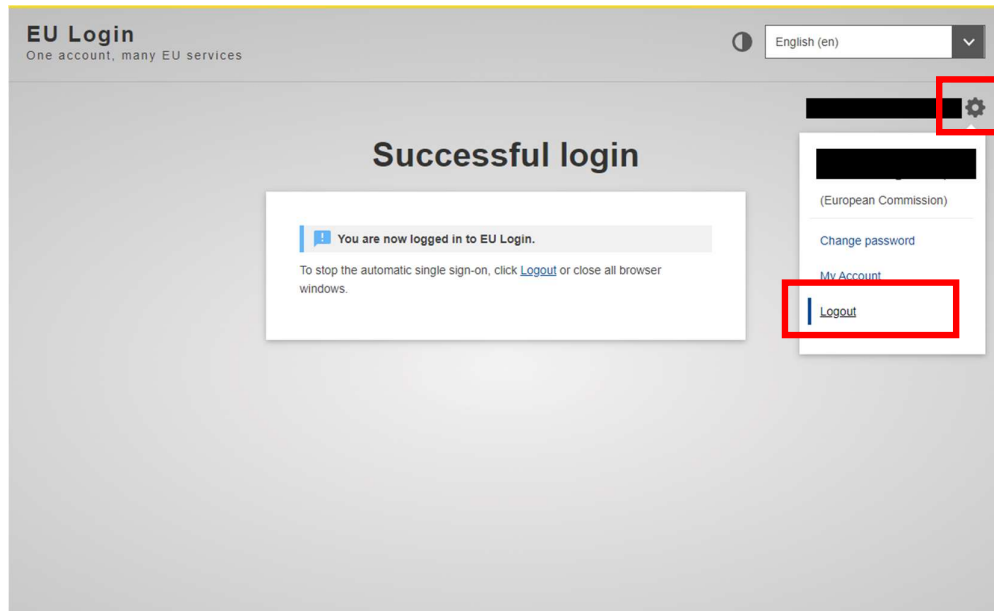
5.4. EU login different from email invitation error

The email address for the EU login used to register in the SDG must be the same email address that was used to receive the invitation.

5.5. Lost EU Login/ECA password

Go to https://webgate.ec.europa.eu/cas/ and reset password. EU Login help available at EU Login Help page.

5.6. Cannot access the right user profile due to having two different user profiles in SDG/SMOT

Either open a new Incognito/InPrivate so that when opening https://admin.youreurope.europa.eu/home page it is necessary to login, or go to https://webgate.ec.europa.eu/cas/, press the cogwheel and logout before opening https://admin.youreurope.europa.eu/home.

6. CONTACT

In case of any questions or doubts do not hesitate to contact GROW-DATA@ec.europa.eu.

Annex I   Partner organisations

Organisation A with partner organisations B, C and D can register in different ways, and the choice may have some limitations on how data can be accessed.

Option 1:   Organisation A registers as organisation A and provides also the contact details for users in A, B, C and D.

- All organisations are identified as organisation A, which is the only one registered in the system;
- In the obstacles page, all users can handle/access all the obstacles reported by all of them;
- In the dashboard page it will not be possible to filter out data between A, B, C and D.

Option 2:   A, B, C and D each register as an organisation, each with their own contact details

- In the obstacles page, users can only handle/access the obstacles reported for their own organisation;
- In the dashboard page users can filter out the data between A, B, C and D or see a combined view for the group.

Annex II   Form for onboarding

Form for
onboarding.xlsx

Annex III   Data model

Data model.xlsx