



# User Guide

## Connect.EFSA Registration Form

Last update 26 June 2024

**#Connect.EFSA**

Relationship Management process



# Note for the users

This user guide has been updated on 26 June 2024 to take into account the latest system enhancements:

- The layout and look & feel of the Connect.EFSA portal has been aligned with the other EFSA portals and websites, such as OpenEFSA and the EFSA website. Users find new colours and menus, redesigned sections and improved access to useful resources, frequently asked questions and to the ask a question service.
- From the button “Login/Register” not registered users can access the registration form.
- When selecting the areas of interests for targeted communications, users are now presented with a “Select/Deselect All” as a checkbox.

Some editorial changes have been introduced to further clarify the existing content.



# Index

## [1.Introduction](#)

[1.1 Users](#)

## [2.Individual Citizen that register on their personal capacity](#)

[2.1 Self-registration](#)

[2.2 Data privacy consent](#)

[2.3 Successful registration](#)

[2.4 Login](#)

[2.5 Change or reset the password](#)

## [3.Users that register on behalf of their organisations and do not need to carry out pre-submission activities](#)

[3.1 Self-registration](#)

[3.2 Organisation selection/creation](#)

[3.3 Organisation creation](#)

[3.4 Categories selection](#)

[3.5 Pre-submission activities selection](#)

[3.6 Successful registration](#)

[3.7 Login](#)

[3.8 Change or reset the password](#)

## [4.Users that register on behalf of their organisations and need to carry out pre-submission activities](#)

[4.1 Self-registration](#)

[4.2 Organisation selection/creation](#)

[4.3 Organisation creation](#)

[4.4 Categories selection](#)

[4.5 Pre-submission activities selection](#)

[4.6 Successful registration](#)

[4.7 Login](#)

[4.8 Change or reset the password](#)

## [5.User information](#)

[5.1 My profile and my organisation information](#)

[5.2 My requests](#)

[5.3 Newsletters & email alerts](#)

[Recommended documents and links](#)



# Introduction

#Connect.EFSA





*“Bringing together EFSA and its stakeholders”*

This portal gives you the possibility to engage with EFSA on a variety of topics. You can perform pre-submission activities, take part in public consultations, request information or public access to documents, and browse frequently asked questions.



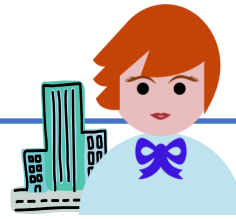
# 1.1 Users



## Individuals that registers on their personal capacity

This type of user can access EFSA.Connect **basic services** (i.e. *AskEFSA, Public Consultations, Public Access to Documents*) in their personal capacity.

After registration, these users receive an email with a username and a link to set their password.



## Users that register on behalf of their organisations and do not need to carry out pre-submission activities

This type of user can access to **basic services** (i.e. *Ask a Question, Public Consultations, Public Access to Documents*) on behalf of their organisation.

After registration, these users receive an email with a username and a link to set their password.



## Users that register on behalf of their organisations and need to carry out pre-submission activities

This type of user can access **pre-submission activities** (i.e. *Notification of Studies, General pre-submission advice, List of Intended studies and renewal pre-submission advice*) on behalf of their organisation.

After registration, these users are validated by EFSA and receive an **EFSA Federated account**.

Based on the type of users the registration process follows three distinct paths.

# Individuals that register on their personal capacity

#Connect.EFSA



# 2.1 Self-registration

User goes to [Connect.EFSA](#)

Welcome to **Connect EFSA**

Interact with EFSA in different ways: submit comments through public consultations, ask questions, and request access to documents. Sign up to access additional features and to perform pre-submission activities.

[Login/Register](#)

The user clicks on "Log in/ Register".

[Log in/Register](#)

## Open public consultations

Public Consultation Number	Title
PC-0304	Test 1906 single files

[View All](#)

## Ask a question

EFSA is at your disposal to answer questions about EFSA's generic mandates, applications for regulated products, public access to

[Log in](#)

[Not registered?](#)

[EFSA employee or partner](#)



# 2.1 Self-registration



By registering to Connect.EFSA you can:

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-submission requests.

**Basic services** the user will access.

The user fills in all **required (\*)** fields.

Select "*In my personal capacity*".

## Register below

Already registered? Login [here](#)

\* First name

Andrew

\* Last name

McCollum

\* Email

amccollum@gmail.com

\* Affiliation

Citizen

\* In what capacity are you registering?

In my personal capacity

Next

## 2.2 Data privacy consent

To complete the registration process the user is required to check this box.

### Data privacy consent

- I accept that EFSA will use my data to provide the service that I am registering for.
- I accept that EFSA will use my data to select topics I might be interested in and invite me to events or send me newsletters.

Please select at least one topic to receive targeted communication based on your interests.

Select all / Deselect all

- |                                                               |                                                        |
|---------------------------------------------------------------|--------------------------------------------------------|
| <input checked="" type="checkbox"/> Animal Health and Welfare | <input checked="" type="checkbox"/> Biological Hazards |
| <input type="checkbox"/> Chemical Contaminants                | <input type="checkbox"/> Corporate                     |
| <input type="checkbox"/> Cross Cutting Science                | <input type="checkbox"/> Emerging Risks                |
| <input checked="" type="checkbox"/> Feed Additives            | <input type="checkbox"/> Food Contact Materials        |
| <input type="checkbox"/> Food Ingredients                     | <input type="checkbox"/> GMO                           |
| <input type="checkbox"/> Novel Foods                          | <input type="checkbox"/> Nutrition                     |
| <input type="checkbox"/> Pesticides                           | <input type="checkbox"/> Plant Health                  |
| <input type="checkbox"/> Scientific Co-Operation              | <input type="checkbox"/> Other                         |

- I accept that EFSA will use my data for statistical analysis.

[Privacy Statement](#)

Back

Submit

The user clicks on "**Submit**" to complete the registration.

By checking this box the user can subscribe to **targeted communications** in its area of interest.

## 2.3 Successful registration

This screen shows that the registration has been successful. The user receives an email with its **username** and a link to set the **password** in order to perform the first access.



**Thank you for registering to Connect.EFSA!**

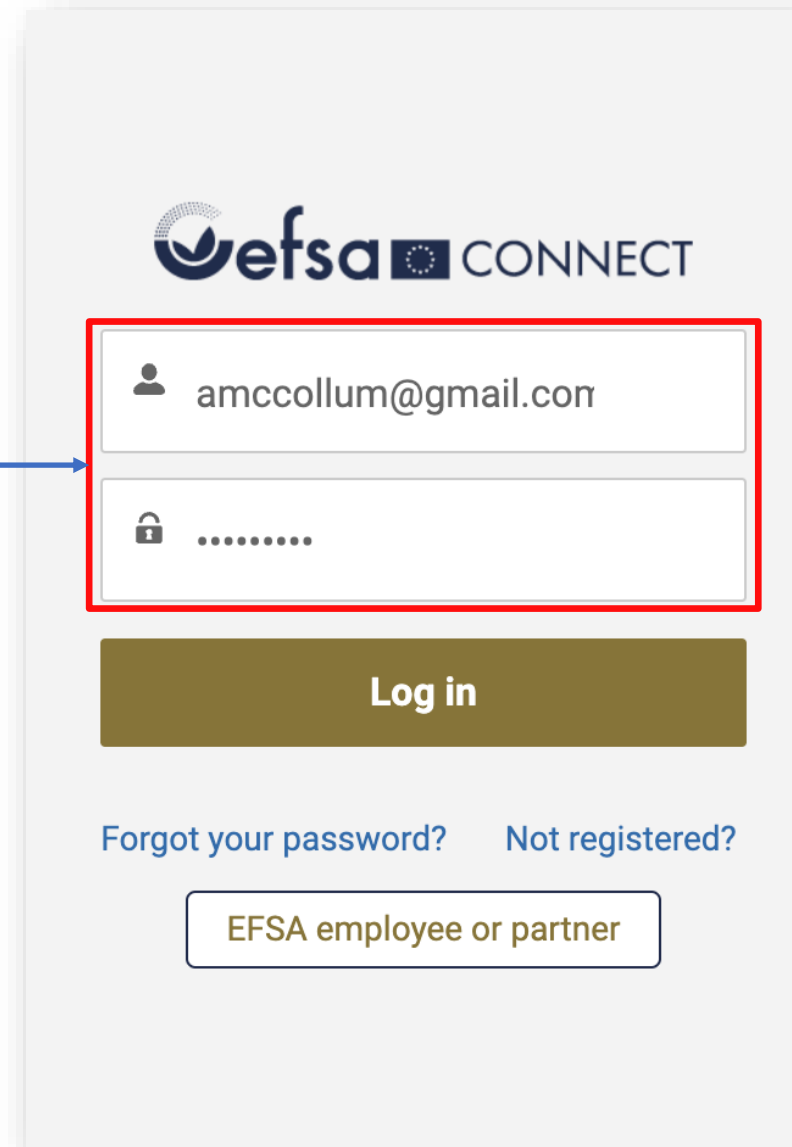
Your registration is confirmed.

We sent you an email to set up your password. Please check your spam folder.

If you did not receive any email, please contact EFSA's IT support at [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu).

## 2.4 Login

After having set its credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.



The screenshot shows the Efsa CONNECT login page. At the top, the logo consists of a stylized 'e' icon followed by the text 'efsa' and the European Union flag, with 'CONNECT' to the right. Below the logo are two input fields: the first contains the email address 'amccollum@gmail.com' and the second contains a masked password '.....'. A red rectangular box highlights both input fields. Below the fields is a dark olive-green button labeled 'Log in'. At the bottom, there are two links: 'Forgot your password?' and 'Not registered?'. A button labeled 'EFSA employee or partner' is located at the very bottom.

# 2.5 Change or reset the password

efsa CONNECT

Username

Password

Log in

Forgot your password? Not registered?

EFSA employee or partner

The user clicks on "Forgot your password?".

Indicates the username used to login into Connect EFSA, e.g. *name.surname@domain.com*

PASSWORD RESET

To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.

Username

Reset Password

Cancel

The email sent by the system contains a link to a page where the user can change the password.

NOW, CHECK YOUR EMAIL

Check the email account associated with your username for instructions on resetting your password. If you cannot see it, please check your spam folder.

If you did not receive any email, please contact EFSA's IT support at [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu).

Back to login

**Users that register on behalf of their organisations and do not need to carry out pre-submission activities**



# 3.1 Self-registration

User goes to [Connect EFSA](#)

Welcome to **Connect EFSA**

Interact with EFSA in different ways: submit comments through public consultations, ask questions, and request access to documents. Sign up to access additional features and to perform pre-submission activities.

[Login/Register](#)

The user clicks on **"Log in/ Register"**.

**Open public consultations**

Public Consultation Number	Title	Food Domain
<a href="#">PC-0304</a>	Test 1906 single files	

[View All](#)

**Ask a question**

EFSA is at your disposal to answer questions about EFSA's generic mandates, applications for regulated products, public access to

**efsa** CONNECT

Home Consultations Ask a question More

[Log in/Register](#)

**efsa** CONNECT

Username

Password

[Log in](#)

[Forgot your password?](#) [Not registered?](#)

[EFSA employee or partner](#)

# 3.1 Self-registration



By registering to Connect.EFSA you can:

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-subm requests.

**Basic services**  
the user will  
access.

The user fills in all  
**required (\*)** fields.

Select "*On behalf of my organization*".

## Register below

Already registered? Login [here](#)

\* First name

Jack

\* Last name

Green

\* Email

abcd@green.com

\* Affiliation

Industry – Multinational

\* In what capacity are you registering?

On behalf of my organisation



Next



## 3.2 Organisation selection/ creation

Check below if your organisation is already registered.

Search for an organisation by name, acronym or address.

-  ABC Company  
Milan ITALY
-  Not found?  
Click here to register a new organisation.

When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation **is already registered** the user can choose it and click "Select" to continue.

If the user's organisation is **not showed** in the list, the user can proceed registering a new organisation account by selecting "**Not found?**".

Back

Select

Click "**Select**" to continue.

# 3.3 Organisation creation

The user fills the registration form with the information of its organisation/company.

To register your organisation, please fill in the fields below.

* Organisation name <input type="text" value="ABC Corp"/>	* Street <input type="text" value="Rue de la vie"/>
* Organisation name (in English) <input type="text" value="ABC Corporation"/>	* Postal code <input type="text" value="12345"/>
Acronym <input type="text" value="ABC Corp"/>	* City <input type="text" value="Paris"/>
* Corporate email <input type="text" value="abc@corp.com"/>	* Country <input type="text" value="France"/>
Corporate phone (e.g. for Italy +39 1234 567890) <input type="text" value="+391234567890"/>	Corporate website <input type="text" value="www.abccorp.com"/>

There are some **mandatory fields** marked by the (\*) that must be completed before clicking on **“Next”**.

Back

Next

# 3.4 Categories selection

The user selects the categories its organization/company belongs to.

To which of the following group(s) does your organisation belong?

<b>Associations &amp; Organisations</b> Association of Business and Food/Feed Industry Association of Distributors and HORECA Association of Farmers and Primary Producers Association of Practitioners Consumer Organisations NGO/Advocacy Group	<b>Institutions</b> Agency of the European Union Institution of the European Union International Organisation National Authority in EU Member State National Authority outside the EU
<b>Industry &amp; Producers</b> Business and Food/Feed Industry Consultant Organisation <b>Distributors and HORECA</b> Farmers and Primary Producers	<b>Other groups</b> Academia Laboratory / Testing Facility Media & Journalists

Is your organisation a small or medium sized enterprise?  Yes  No

If the user organisation/company falls under "Industry & Producers" it is possible to indicate whether it is a **small or medium size enterprise**.

The user clicks **"Next"** to continue.

## 3.5 Pre-submission activities selection

Do you want to carry out pre-submission activities?

Pre-submission activities are notification of studies, general pre-submission advice, list of intended studies and renewal pre-submission advice.

The user can indicate if the purpose of its registration is **to carry out pre-submission activities** in line with provisions of [EFSA Practical Arrangements on pre-submission phase and public consultations](#).

By selecting "**No**" the system will grant access only to basic services:

- Ask a question
- Comment on consultations
- Submit requests for public access to documents.

**The user can at any time request to carry out pre-submission activities services** by contacting [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu). EFSA will contact the user to process the request. This will take a few days.

Yes

No

Back

Next

The user clicks "**Next**" to continue.

## 3.6 Successful registration

This screen shows that the registration has been successful. The user receives an email with a **username** and a link to set the **password** in order to perform the first access.



**Thank you for registering to Connect.EFSA!**


Your registration is confirmed.

We sent you an email to set up your password. Please check your spam folder.

If you did not receive any email, please contact EFSA's IT support at [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu).

## 3.7 Login

After having set the credentials, the user can access the system by inserting **username** and **password** in the dedicated fields.

**efsa**  **CONNECT**

**Log in**

[Forgot your password?](#)   [Not registered?](#)

**EFSA employee or partner**

# 3.8 Change or reset the password

efsa CONNECT

Username

Password

Log in

Forgot your password? Not registered?

EFSA employee or partner

1

Indicates the username used to login into Connect.EFSA, e.g. *name.surname@abccompany.com*

The user clicks on "Forgot your password?".

PASSWORD RESET

To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.

Username

Reset Password

Cancel

2

The email sent by the system contains a link to a page where the user can change the password.

NOW, CHECK YOUR EMAIL

Check the email account associated with your username for instructions on resetting your password. If you cannot see it, please check your spam folder.

If you did not receive any email, please contact EFSA's IT support at servicedesk@efsa.europa.eu.

Back to login

3

The user seeks in the inbox the email with the link to reset the password.

**Users that register on behalf of their organisations and need to carry out pre-submission activities**





# 4.1 Self-registration

efsa CONNECT Home Consultatio

User goes to [Connect EFSA](#)

Log in/Register

Welcome to

## Connect EFSA

Interact with EFSA in different ways: submit comments through public consultations, ask questions, and request access to documents. Sign up to access additional features and to perform pre-submission activities.

Login/Register

The user clicks on "Log in/Register".

### Open public consultations

Public Consultation Number	Title	Food Domain
<a href="#">PC-0304</a>	Test 1906 single files	

[View All](#)

In the new opened page click on "Not registered?".

efsa CONNECT

Username

Password

Log in

[Forgot your password?](#) [Not registered?](#)

EFSA employee or partner

### Ask a question

EFSA is at your disposal to answer questions about EFSA's generic mandates, applications for regulated product

# 4.1 Self-registration

The user fills in all **required (\*)** fields.



By registering to Connect.EFSA you can:

- Ask questions on EFSA's work, on the application process for regulated products, and on career opportunities.
- Submit requests for public access to documents.
- Comment on consultations.
- Create and submit your study notifications to EFSA.
- Prepare and submit a list of intended studies supporting your application and receive renewal pre-submission advice.
- Create and submit your general pre-submission advice requests.

**Basic services** the user will access.

Additionally, the user will access these services.

## Register below

Already registered? Login [here](#)

\* First name

\* Last name

\* Email

\* Affiliation



\* In what capacity are you registering?

Select "On behalf of my organisation"

## 4.2 Organisation selection/ creation

Check below if your organisation is already registered.

Search for an organisation by name, acronym or address.

-  ABC Company  
Milan ITALY
-  Not found?  
Click here to register a new organisation.

When the user starts typing the name of its organization/company in the searching field, the system shows a list of possible results. If the organisation **is already registered** the user can choose it and click **"Select"** to continue.

If the user's organisation is **not showed** in the list, the user can proceed registering a new organisation account by selecting **"Not found?"**.

Back

Select

Click **"Select"** to continue.

## 4.3 Organisation creation

The user fills out the registration form with the information of the organisation/company.

To register your organisation, please fill in the fields below.

* Organisation name <input type="text" value="ABC Corp"/>	* Street <input type="text" value="Rue de la vie"/>
* Organisation name (in English) <input type="text" value="ABC Corporation"/>	* Postal code <input type="text" value="12345"/>
Acronym <input type="text" value="ABC Corp"/>	* City <input type="text" value="Paris"/>
* Corporate email <input type="text" value="abc@corp.com"/>	* Country <input type="text" value="France"/>
Corporate phone (e.g. for Italy +39 1234 567890) <input type="text" value="+391234567890"/>	Corporate website <input type="text" value="www.abccorp.com"/>

There are some **mandatory fields** marked by the (\*) that must be completed before clicking on "Next".

Back

Next

# 4.4 Categories selection

Select the **categories** the organization belongs to

To which of the following group(s) does your organisation belong?

<b>Associations &amp; Organisations</b>	<b>Institutions</b>
Association of Business and Food/Feed Industry	Agency of the European Union
Association of Distributors and HORECA	Institution of the European Union
Association of Farmers and Primary Producers	International Organisation
Association of Practitioners	National Authority in EU Member State
Consumer Organisations	National Authority outside the EU
NGO/Advocacy Group	
<b>Industry &amp; Producers</b>	<b>Other groups</b>
Business and Food/Feed Industry	Academia
Consultant Organisation	Laboratory / Testing Facility
<b>Distributors and HORECA</b>	Media & Journalists
Farmers and Primary Producers	
Is your organisation a small or medium sized enterprise? <input checked="" type="radio"/> Yes <input type="radio"/> No	

Back

Next

The user clicks **"Next"** to continue

If the user organisation/company falls under "*Industry & Producers*" categories it is possible to indicate whether it is a **small or medium size enterprise**.

# 4.5 Pre-submission activities selection

Do you want to carry out pre-submission activities?

Pre-submission activities are notification of studies, general pre-submission advice, list of intended studies and renewal pre-submission advice.

By selecting “**Yes**” the user expresses the intention **to carry out pre-submission activities** in line with provisions of the [EFSA Practical Arrangements on pre-submission phase and public consultations](#).

Yes

No

To carry-out pre-submission activities, please select your profile(s) below.

Business Operator

Laboratory

Third party/consultant for a business operator or laboratory

The user specifies if its organisation/company is acting as **Business Operator (Applicant)**, **Laboratory** or **Third party/consultant**. More details on these profiles are given in Section 1 of the EFSA's user guide on [notification of studies](#)

Back

Next

The user clicks “**Next**” to continue

## 4.6 Successful registration

This screen shows that the registration has been successful. The user will be contacted shortly by EFSA to validate the registration and grant access to Connect.EFSA. The user will receive a **federated EFSA Account** that will be used to login as “**EFSA employee or partner**” in the login page.



**Thank you for registering to Connect.EFSA!**

Your registration is confirmed.

We sent you an email to set up your password. Please check your spam folder.

If you did not receive any email, please contact EFSA's IT support at [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu).

# 4.7 Login

After having received its federated account, the user clicks on **“EFSA employee or partner”** to login.



 Username

 Password

**Log in**

[Forgot your password?](#)   [Not registered?](#)

**EFSA employee or partner**

The user will be redirected to this page where the system asks to insert its **username** and **password**.



**Sign in**

[Can't access your account?](#)

Back

Next

Sign in with your organizational account

 Sign-in options



# 4.8 Change or recover the password

efsa CONNECT

Username

Password

Log in

Forgot your password? Not registered?

Efsa employee or partner

1

The user clicks on "Efsa employee or partner".

efsa EUROPEAN FOOD SAFETY AUTHORITY

Sign in

fdpteam@net.efsa.europa.eu

Can't access your account?

Back Next

2

The user is taken to this page where has to indicate its own username, e.g. *fdpteam@net.efsa.europa.eu*, then clicks on **Next**.

efsa EUROPEAN FOOD SAFETY AUTHORITY

← fdpteam@net.efsa.europa.eu

Enter password

Password

Forgotten my password

Sign in

3

In the following window the user clicks on "Forgotten my password".

efsa EUROPEAN FOOD SAFETY AUTHORITY

Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. \*

Next Cancel

4

The user follows the instructions and clicks **Next**. An email message is sent by the system to confirm the change.

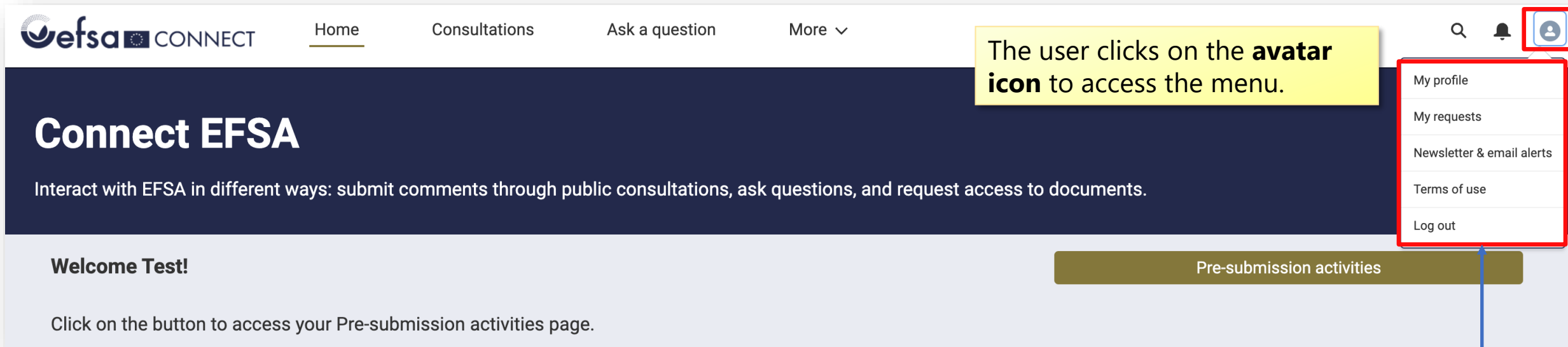
# User information

#Connect.EFSA



# 5. User information

Logged-in users, from each page of the Connect.EFSA portal can access the “user information” menu



- The user clicks on “**My profile**” to review and edit personal information. If the user is registered on behalf on an organisation also this information can be reviewed and edited.
- The user clicks on “**My requests**” to review open and closed requests or to raise a new one.
- The user clicks on “**Newsletter & email alerts**” to review its subscriptions.
- The user clicks on “**Terms of use**” to read the general privacy statement of the Connect.EFSA portal.

# 5.1 My profile and my organisation information

The user clicks **"Edit"** to add or edit the its personal information.

This section of the page shows the information about the user organisation.

**efsa** CONNECT Home Consultations Ask a question More

## Welcome Test

User Test User

Account [Ceasar Media](#)

Username

Name Test User

Title

Email

EU Login Email

About Me

Phone 68491651651

Address Lungotevere Thaon di Revel 76 00196 Roma Rome Italy

**Your organisation information**

Account **Ceasar Media** [+ Follow](#) [New Contact](#) [Manage Relationship](#) [View Website](#)

English Name Italian National Agency for New Technologies, Energy and Sustainable Economic Development

Parent Account

Account Information

Account Name	Account Owner
Ceasar Media	<a href="#">Admin User</a>
English Name	Parent Account

**Related** My components

**Contacts (6+)**

Contact Name	Email	Qualifications
--------------	-------	----------------

# 5.2 My requests

Other sites EFSA Open EFSA EFSA Journal Connect

efsa CONNECT Home Consultations Ask a question More

## My requests

Ask a question

By clicking on the **Ask a Question** button the user can also rise a new request.

Home / Ask a question / My requests

View your open and closed requests.

My open requests My closed requests

### My open requests

Request Number	Subject	Area	Status
<a href="#">00002790</a>	<a href="#">gihlko</a>	Public Access to Documents	→ Submitted
<a href="#">00002789</a>	<a href="#">gjnhlò</a>	Career Opportunities	→ In Progress
<a href="#">00002788</a>	<a href="#">gvkj</a>	General Question about EFSA	→ Submitted
<a href="#">00002766</a>	<a href="#">Public access to documents request</a>	Public Access to Documents	→ Submitted
<a href="#">00002737</a>	<a href="#">Testing Edit rights</a>	General Question about EFSA	→ Submitted
<a href="#">00002726</a>	<a href="#">TEST ASKEFSA QUEUE</a>	General Question about EFSA	→ Submitted

## 5.3 Newsletters & alerts

From this page the user can review and edit its subscription to EFSA's newsletters, alerts and email notifications. The user unticks the corresponding checkbox to unsubscribe from a specific communication product.

Other sites EFSA Open EFSA EFSA Journal Connect

efsa CONNECT Home Consultations Ask a question More

### Newsletters & email alerts

**Welcome to EFSA's subscription centre, Satya Nadella!**

Please view or update your subscription type and your areas of interest below.

Subscription Type:

- EFSA Highlights Monthly Newsletter
- Daily Alerts
- EFSA Thematic News
- Public Consultation Notifications

I confirm that I want to subscribe to the preferences and the typology indicated above and I hereby provide my consent for the processing of my personal data for that purpose.

I provide my consent for receiving invitations to events on the scientific subject matter of my interest from the above list.

I provide my consent for EFSA to use my data to perform aggregated statistical analysis aiming at optimizing information provision and communication on EFSA's activities.

# Recommended documents and links

**Toolkit page**

<https://www.efsa.europa.eu/en/applications/toolkit>

**Transparency  
Regulation**

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32019R1381>

**Practical  
Arrangements**

<https://www.efsa.europa.eu/en/corporate-pubs/transparency-regulation-practical-arrangements>

**Q&A on Practical  
arrangements**

<https://www.efsa.europa.eu/en/corporate-pubs/questions-and-answers-efsa-practical-arrangements>





 **efsa**  **CONNECT**

 **efsa**   
EUROPEAN FOOD SAFETY AUTHORITY