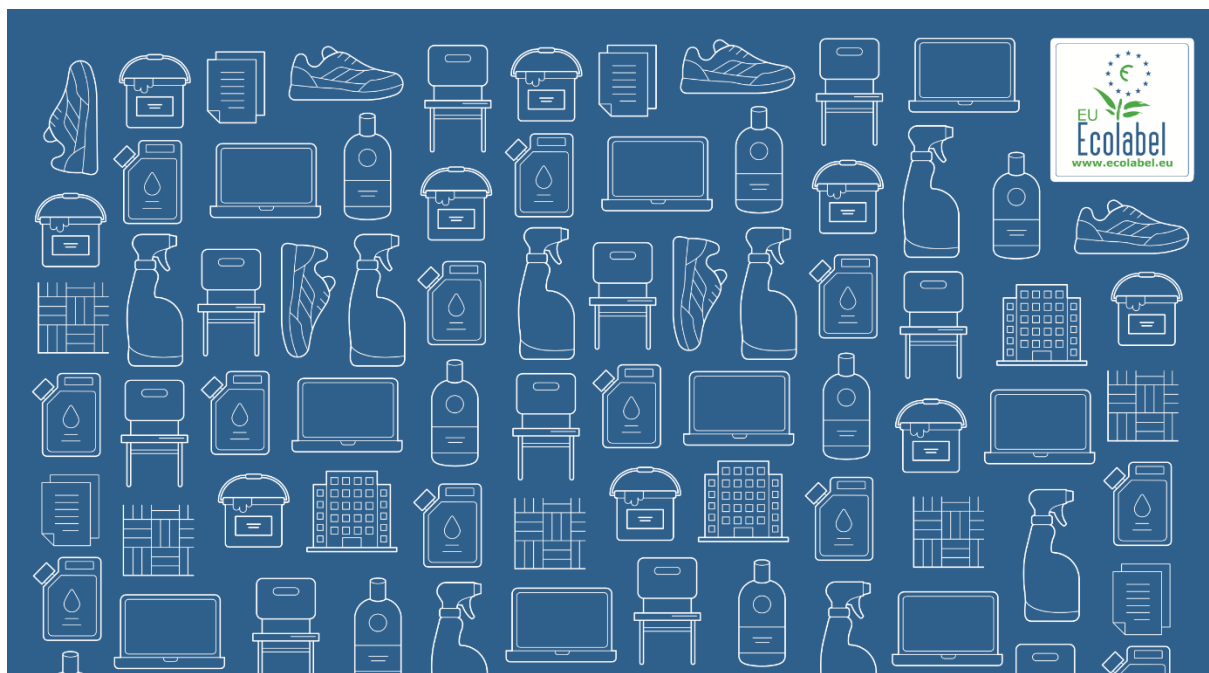


User Manual: EU Ecolabel Catalogue (ECAT) for applicants and licence holders



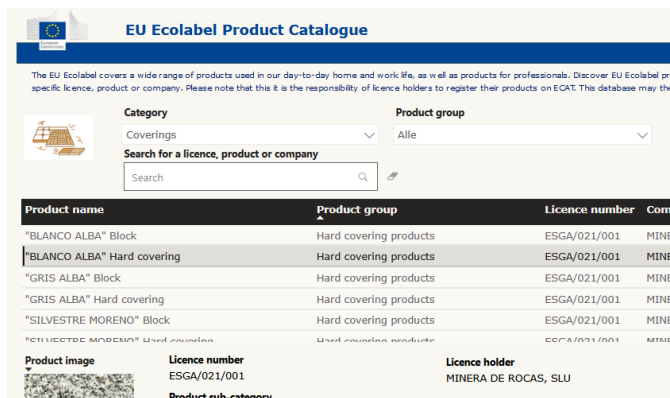
November 2023

ECAT USER MANUAL

Introduction: What is ECAT?	2
Chapter 1: Access to ECAT Admin	4
1.1. Creating an ECAT Admin user account	4
1.2. How to change account details	5
1.3. How to retrieve Log-in credentials	5
1.1.1. Forgotten email/username	5
1.1.2. Forgotten password	6
1.4. How to add new members to an organisation	6
Chapter 2: Manage your product or service licences.....	7
2.1 Create a new product or service licence in ecat	7
2.2 Add a new product or service to an existing licence in ecat.....	8
2.2.1 Products – Specific explanations on required fields	9
2.2.2 Services – Specific explanations on required fields	11
2.3 Edit an existing product or service.....	12
2.4 Deleting a licence or a product/service	13
Chapter 3: Explanation of the different status options of your licences in ECAT	14

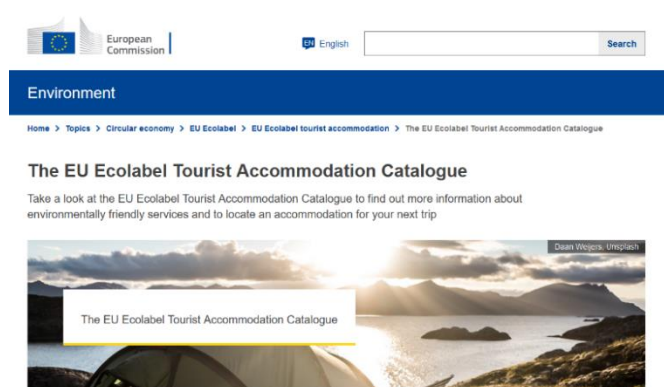
INTRODUCTION: WHAT IS ECAT?

The [EU Ecolabel Products Catalogue](#) and the [EU Ecolabel Tourist Accommodation Catalogue](#) are public databases allowing all stakeholders to quickly find EU Ecolabel products (goods) and services.



The screenshot shows the 'EU Ecolabel Product Catalogue' search page. It features a header with the European Commission logo and a search bar. Below the header, there are dropdown menus for 'Category' (set to 'Coverings') and 'Product group' (set to 'Alle'). A search bar with the placeholder 'Search for a licence, product or company' is present. Below this, a table lists products with columns for 'Product name', 'Product group', 'Licence number', and 'Company'. The table contains several entries for 'BLANCO ALBA' and 'GRIS ALBA' products, all associated with the 'ESGA/021/001' licence number and 'MINE' company. At the bottom, there is a section for 'Product image', 'Licence number', 'Licence holder', and 'Product sub-category'.

Product name	Product group	Licence number	Company
"BLANCO ALBA" Block	Hard covering products	ESGA/021/001	MINE
"BLANCO ALBA" Hard covering	Hard covering products	ESGA/021/001	MINE
"GRIS ALBA" Block	Hard covering products	ESGA/021/001	MINE
"GRIS ALBA" Hard covering	Hard covering products	ESGA/021/001	MINE
"SILVESTRE MORENO" Block	Hard covering products	ESGA/021/001	MINE
"SILVESTRE MORENO" Hard covering	Hard covering products	ESGA/021/001	MINE
"SILVESTRE MORENO" Hard covering	Hard covering products	ESGA/021/001	MINE



The screenshot shows the 'The EU Ecolabel Tourist Accommodation Catalogue' search page. It features a header with the European Commission logo and a search bar. Below the header, there is a navigation bar with links to 'Home', 'Topics', 'Circular economy', 'EU Ecolabel', 'EU Ecolabel tourist accommodation', and 'The EU Ecolabel Tourist Accommodation Catalogue'. The main content area has the title 'The EU Ecolabel Tourist Accommodation Catalogue' and a subtitle 'Take a look at the EU Ecolabel Tourist Accommodation Catalogue to find out more information about environmentally friendly services and to locate an accommodation for your next trip'. Below this, there is a large image of a tent in a landscape with mountains and water, and a search bar with the placeholder 'Search for a licence, product or company'.

Licence Holders (LHs) can manage their EU Ecolabel licences in the ECAT administration platform (ECAT Admin) so that the EU Ecolabel products and services appear in the EU Ecolabel catalogues. In [ECAT Admin](#) you can create a new licence, manage existing licences, download an excel list of your registered licences, and manage your company information.

How to register your licence on ECAT – in a nutshell

1. Create a new [EU Login user account](#), click 'confirm' in the confirmation email you receive, and create a new password within 90 minutes.
2. With your new credentials, log-in to [ECAT Admin](#). Either register your new organisation in ECAT or, if the organisation already exists in ECAT, ask your colleagues to add you as a member in the organisation list. A new organisation needs to be validated by a Competent Body – this may take a few days.
3. Click on “Create new licence”. Select a product group and add a product or service to your licence by clicking on “Add” under the section “Manage products/services”.
4. Click on the button “Send to CB” - your Competent Body will check and publish your licence
5. Enjoy a higher visibility of your EU Ecolabel licence in the [Public EU Ecolabel Product Catalogue](#) or the [Public EU Ecolabel Tourist Accommodation Catalogue](#).

The following chapters will give you more details and explanations on how to register your licence on ECAT.



If you have a question on your ECAT Admin account that cannot be solved with this User Manual, please address your issue to the [EU Ecolabel Helpdesk](#) or your [Competent Body](#).

In your email, please include:

- A clear description of the issue;
- The licence number;
- Your ECAT Admin username;
- Country in which the company is located;
- A screenshot of the issue.

Since technical issues may be forwarded to the European Commission IT Department, please account for a 5–7 day waiting period until your issue is resolved. Certain issues may take longer to resolve.

CHAPTER 1: ACCESS TO ECAT ADMIN

1.1. CREATING AN ECAT ADMIN USER ACCOUNT

1. Create new EU Login credentials: [Create an account \(europa.eu\)](#). The EU Login authentication service is a point for user authentication to a wide range of European Commission information systems, such as the EU Ecolabel Catalogue (ECAT).
2. Insert the requested information and click on “Create an account”.

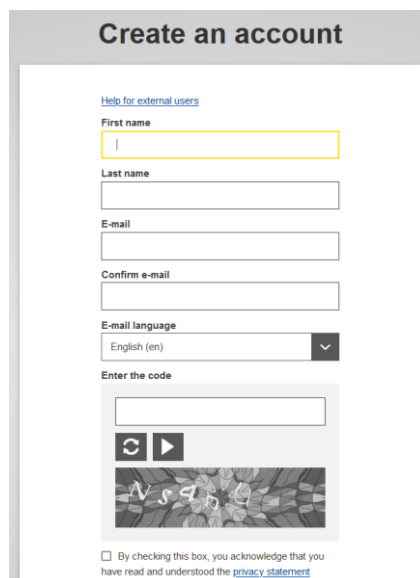
The screenshot shows the 'Create an account' form on the EU Login homepage. The form is titled 'Create an account' and includes a link for 'Help for external users'. It contains several input fields: 'First name', 'Last name', 'E-mail', 'Confirm e-mail', 'E-mail language' (a dropdown menu set to 'English (en)'), and 'Enter the code'. Below the 'Enter the code' field is a CAPTCHA image. At the bottom, there is a checkbox with the text: 'By checking this box, you acknowledge that you have read and understood the [privacy statement](#)'.

Figure 1: Login homepage

3. An automatic email will be sent to your email address. You have 1½ hours to follow the link indicated in the email to create a password and finalise your EU Login account creation ([Figure 4](#)).

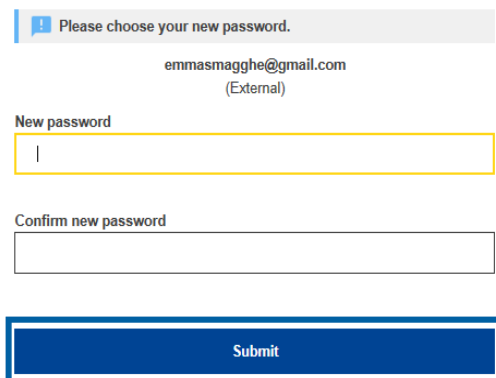
The screenshot shows the password creation form. It starts with a message: 'Please choose your new password.' followed by the email address 'emmasmagghe@gmail.com' and the label '(External)'. There are two input fields: 'New password' and 'Confirm new password'. At the bottom, there is a blue 'Submit' button.

Figure 2: Password creation

4. With your new credentials, visit [ECAT Admin](#).
5. As a new user, you will have no role allocated. Please choose a) or b)
 - a. **If your company does not exist yet in ECAT:** Create a new company by clicking on “Register new organisation” ([Figure 5](#)). Select the available organisation type “Company” and insert the company details. Your responsible Competent Body will afterwards validate the provided details and the new company.



Figure 3: Register new organisation

- b. **If your company already exists in ECAT:** Please ask a colleague with a valid user account or your CB to add you to the organisation (see [1.4](#)).
- c. **If you are unsure if your company already exists in ECAT:** Click on “Register new organization” and enter your VAT number. If the VAT number provided already exists in the system, an error message is displayed. If this is the case, refer to b. above.

1.2. HOW TO CHANGE ACCOUNT DETAILS

You may at any time modify your account information by clicking on the left icon on the top banner ([Figure 4](#)) and then on “My profile”. You may change the company address, change the company logo or any other relevant contact information.



Figure 4: Changing account details

1.3. HOW TO RETRIEVE LOG-IN CREDENTIALS

1.1.1. FORGOTTEN EMAIL/USERNAME

If you forget which email/username is associated with your EU Login account, send an email to the [EU Ecolabel Helpdesk](#) from your company domain email address, indicating the following details:

- Company name
- Attributed Competent Body
- Country of production

The EU Ecolabel Helpdesk will look up your associated account within its back-end system and will inform you via email which email/username is associated with your EU Login account.

1.1.2. FORGOTTEN PASSWORD

If you forget the password associated with your EU Login account, click on ‘Lost your password?’ link at <https://webgate.ec.europa.eu/cas/login>

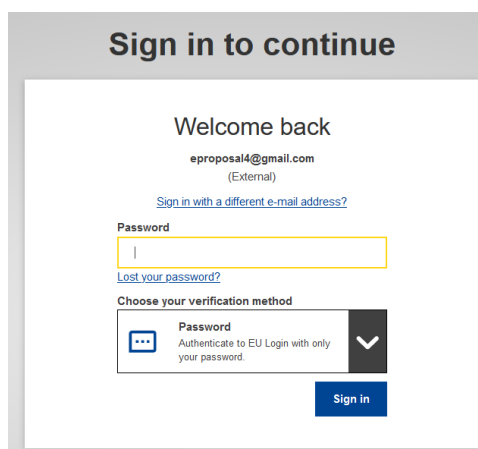


Figure 5: Lost your password

The system prompts you to undertake a security verification test before clicking on the ‘Get a password’ link. An email is then sent to the email registered to your account, with instructions on how to change the password and recover access to your EU Login account.



The system only allows one password change every 24 hours.

1.4. HOW TO ADD NEW MEMBERS TO AN ORGANISATION

Several users can have access to a licence if they are associated as members of that organisation. An existing member of the organisation or your CB can provide this access by associating the user to the organisation or can restrict this access by removing the member from the organisation.

The user needs to have an EU-Login account – an EU login and password can be created [here](#). Afterwards, please select the organisation in the organisation list, click on “Add new member” under *Actions*, enter the email address, and click on “Add new member”.

ADD NEW MEMBER TO ECOLABEL AT TEST COMPANY

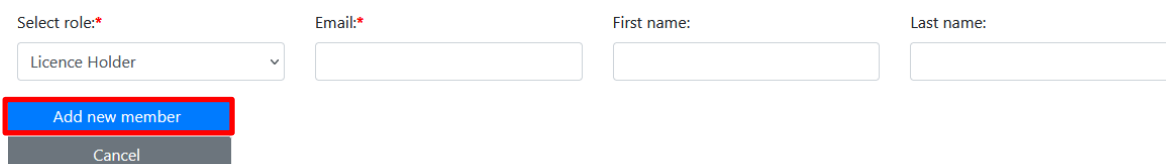
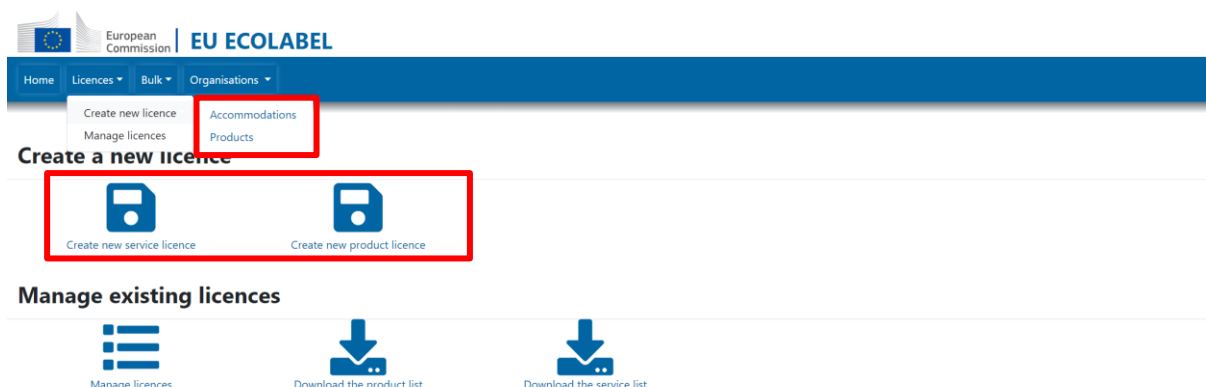


Figure 6: Add new member to the organisation

Chapter 2: Manage your product or service licences

2.1 CREATE A NEW PRODUCT OR SERVICE LICENCE IN ECAT

Select 'Create new product licence' or 'create new service licence' on the homepage, or, alternatively, select the tab "Licences" to open a drop-down menu and select either Accommodations or Products in the "Create new licence" dropdown menu.



Choose the correct product group and click "Confirm".

The screenshot shows the 'CREATE NEW ENTRY' form. It has two main sections. The top section has 'Licence type:' with a dropdown menu set to 'Ecolabel service license' and 'LH's Company:' with a dropdown menu set to 'test2 - Austria'. The bottom section has 'Licence number:', 'Product group:' (with a dropdown menu), 'Criteria adoption date:', and 'Criteria expiration date:'. On the right side, there is an 'Actions:' panel with 'Confirm' and 'Back' buttons, where 'Confirm' is highlighted with a red box.

On the Details page, click on "Add" to add a product or a service to your licence.

The screenshot shows the 'DETAILS' page. It has a tabbed interface with 'Details', 'Attachment', 'Comments', and 'History'. The 'Details' tab is active. It shows 'Submission type:' as 'Ecolabel service license', 'Organisation:' as 'test2 - Austria', and 'Submission status:' as 'Draft'. Below this, it shows 'Licence number:', 'Product group:' (set to 'Tourist accommodation [051] - 2017'), 'Criteria adoption date:' (09/07/2009), and 'Criteria expiration date:' (30/06/2025). There is also a 'Competent body:' dropdown set to 'CB Austria'. At the bottom, there is a table for 'Services' with columns for '#', 'Service name', 'Status', and 'Accommodation type'. On the right side, there is an 'Actions:' panel with 'Edit' and 'Delete' buttons. Below this, there is a 'Manage products and services:' section with an 'Add' button highlighted with a red box and a 'Back' button.

After inserting all required information, click "Save".

Your Competent Body will check and validate the licence on ECAT. **Therefore, please do not forget to send the registration to your Competent Body for validation by clicking on “Send to CB”!**

DETAILS

Details

Attachment 0

Comments 0

History

Help

Submission type:
Ecolabel service license

Organisation:
testAT - Austria

Submission status:
Draft

Licence number:

Product group: *
Tourist accommodation [051] - 20

Criteria adoption date:
09/07/2009

Criteria expiration date:
30/06/2025

Competent body:
CB Austria

Services

#	Service name	Status	Accommodation type
<input type="checkbox"/> 1	test1	Draft	Hostel

Actions:

Edit

Send to CB

Delete

Manage products and services:

Add

Delete

Back

2.2 ADD A NEW PRODUCT OR SERVICE TO AN EXISTING LICENCE IN ECAT

If you want to add products/services to an already registered licence, please do not create a new licence but instead add the products to the existing licence in ECAT.

Select a licence in your licence list.

LICENCE LIST

Licence number:

Licence status:
Licence status

Licence type:
Licence type

Product group:
Product group

Company Name:

Competent Body:

Clear

Search

Export excel

Show 10 entries

Licence number	Licence status	Licence type	Product group	Company name	Competent body
	Draft	Ecolabel Accommodation Licence	Tourist accommodation	test2	CB Austria

On the Details page, click on “Add” to add a product or a service to your licence.

DETAILS

Details

Attachment 0

Comments 0

History

Help

Submission type:
Ecolabel service license

Organisation:
testAT - Austria

Submission status:
Draft

Licence number:

Product group: *
Tourist accommodation [051] - 2017

Criteria adoption date:
09/07/2009

Criteria expiration date:
30/06/2025

Competent body:
CB Austria

Services

#	Service name	Status	Accommodation type
---	--------------	--------	--------------------

Actions:

Edit

Delete

Manage products and services:

Add

Back

After inserting all required information, click “Save” and “Send to CB”. Your Competent Body will check and award the licence on ECAT. **Therefore, please do not forget to send the registration to your Competent Body for validation by clicking on “Send to CB”!**

2.2.1 PRODUCTS – SPECIFIC EXPLANATIONS ON REQUIRED FIELDS

This concerns licences from all EU Ecolabel product groups (except Tourist Accommodation Services, see [chapter 2.1.2.](#)). Note: Indoor cleaning services must be registered as a product licence.

Select the country(ies) in which your products are sold, by ticking the box of single countries or by choosing all EU countries.

Figure 13: Required information for products

Please make sure to insert a product code in ECAT (preferably the EAN13 code). Product codes are necessary for e-retailers to verify that a product (both B2B and B2C) is indeed certified with the EU Ecolabel and to display the EU Ecolabel logo next to a certified product on their marketplace. The EU Ecolabel collaborates with several retailers and major e-commerce platforms (e.g. Amazon) who use public data extracts from ECAT as a verification source (see figure below).



E-Commerce platforms only display the EU Ecolabel next to a product if they have proof of the certification...



E-Commerce platforms check which products are registered in the EU Ecolabel Catalogue (ECAT).



E-Commerce platforms highlight sustainable products and provide information on the label

PRODUCT CERTIFICATION (1)



EU Ecolabel certified products have a reduced environmental impact across multiple stages of the product lifecycle.

Simply enter your product codes in the product section: Click on the “+”, select the code type from the drop-down menu and insert the value. Click on the blue tick to save the change.

Codes:

Type	Value
<input type="text"/>	<input type="text"/> +

Codes:

Type *	Value *
<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">---</div> <div style="border: 1px solid #ccc; padding: 2px;"> Other EAN13 GTIN14 GTIN12 GTIN8 GSIN SSCC Internal Producer ID ITF </div> </div>	<input type="text"/> ✓ ✕

Add your product description in the field *Content* by clicking on the “+” or the pen in the right corner. The “-” allows you to delete your content. If you delete the text by mistake, you can click on the green clock icon that appears after deletion. Afterwards don’t forget to click on the blue tick to save the change (see screenshot below).

Product descriptions:

Language	Content
English	Hard cover - also known as Hardback, where cover ✎ -

2.2.2 SERVICES – SPECIFIC EXPLANATIONS ON REQUIRED FIELDS

This concerns Tourist Accommodation Services only. Indoor cleaning services must be registered as a product licence see [chapter 2.2.1.](#))!

CREATE NEW SERVICE

Status: DRAFT	Service name:*	Accommodation type:*	Actions: Save Back
Service address: Same as company address? Yes	Street name:*	House number:*	Postal code:*
	testroad	1	11111

Booking agencies are not mandatory. Only if you select “Agency”, it becomes mandatory to add a link of the selected Booking agency in the “Link” field.



To edit *Agency, Link, Language and Content*, you need to click on the “+” or the pen in the right corner. The “-” allows you to delete your content. If you deleted the text by mistake, you can click on the green clock icon that appears after deletion. Afterwards don’t forget to click on the blue tick to save the change (see screenshot below).

Upload the mandatory cover image in one of the accepted formats (jpg, png, tiff) by clicking on the “+” symbol and selecting the image from your server (blue arrow in screenshot below).

Service descriptions:

Language *	Content *
English	

Images:

Cover *	Others
	
(Accepted formats: JPG, PNG, GIF, TIFF...)	

Booking agencies:

Agency *	Link *

2.3 EDIT AN EXISTING PRODUCT OR SERVICE

If you want to **edit an existing product or service**, click on a product or service on the licence details page.

DETAILS

Details

Attachment 0

Comments 0

History

? Help

Submission type:
Ecolabel Product Submissic

Organisation:
testAT - Austria

Submission status:
Awarded

Licence number:
AT/003/003

Product group: *
test_products [000] - 2017 ▾

Criteria adoption date:
25/01/2017

Criteria expiration date:
30/06/2025

Competent body:
CB Austria ▾

Products

#	Product name	Product status
<input type="checkbox"/> 1	vxvcv	Awarded

Actions:

Cancel

Manage products and services:

Add

Cancel

Back

Edit the product or service details and afterwards click on “Confirm”.

EDIT PRODUCT DETAILS

Product status:
AWARDED

Product name: *
TEST

Product group:
test_products

Subcategory:
Other ▾

Actions:

Confirm

Cancel

Your Competent Body needs to approve the changes. Therefore, please send the registration to your Competent Body by clicking on “Send to CB”.

DETAILS

Details

Attachment 0

Comments 0

History

? Help

Submission type:
Ecolabel Product Submissic

Organisation:
testAT - Austria

Submission status:
Awarded (Modi

Licence number:
AT/003/003

Product group: *
test_products [000] - 2017 ▾

Criteria adoption date:
25/01/2017

Criteria expiration date:
30/06/2025

Competent body:
CB Austria ▾

Products

#	Product name	Product status
<input type="checkbox"/> 1	TEST	Changed

Actions:

Send to CB

Manage products and services:

Add

Delete

Back

2.4 DELETING A LICENCE OR A PRODUCT/SERVICE

Deleting a **licence** is possible when the Submission status is still on “Draft” (see red arrow in figure below).

The “Delete” button is enabled when at least one eligible product/service is selected in the list (see green arrow in figure below).

DETAILS

DetailsAttachment 0Comments 0History? Help

Submission type:
Ecolabel service license

Organisation:
testAT - Austria

Submission status:
Draft

Licence number:

Product group:
Tourist accommodation [051] - 2017

Criteria adoption date:
09/07/2009

Criteria expiration date:
30/06/2025

Competent body:
CB Austria

Services

#	Service name	Status	Accommodation type
<input checked="" type="checkbox"/> 1	test	Draft	sub-category-1

Actions:

Edit

Send to CB


Delete

Manage products and services:

Add

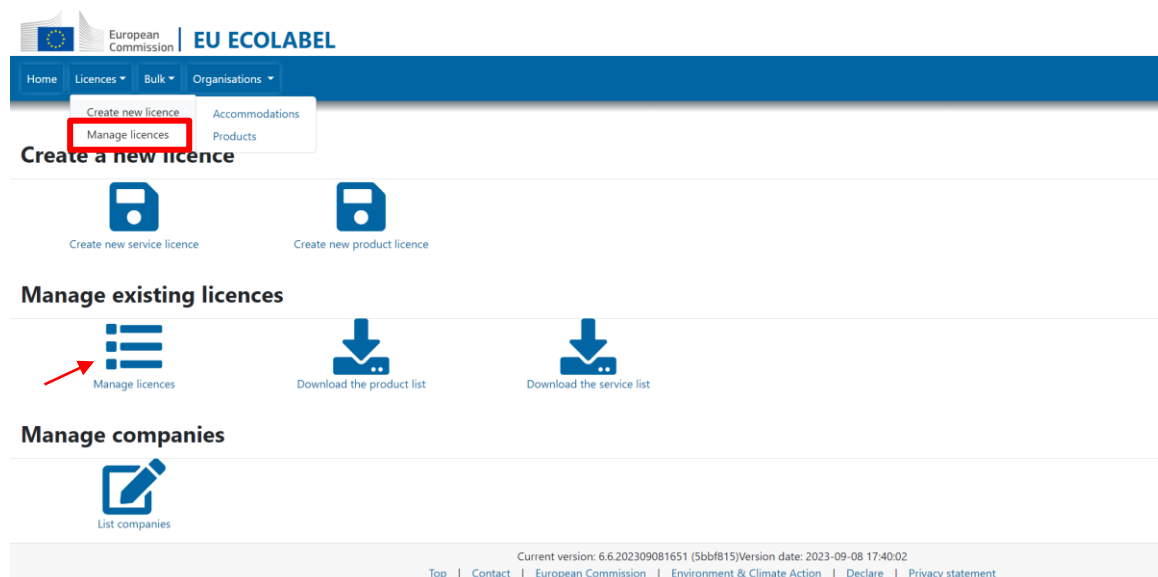
Delete

Back



CHAPTER 3: EXPLANATION OF THE DIFFERENT STATUS OPTIONS OF YOUR LICENCES IN ECAT

To see a list of your licences in ECAT, select the “**Manage licences**”-Button on the homepage or use the drop-down menu by clicking on the tab “**Licences**” and select “**Manage licences**”.



When registering your product or service on ECAT, your application/licence will go through various statuses depending on the different actions that you as Licence Holder (LH), or your Competent Body (CB), need to perform. Depending on the current status of your licence in ECAT, you will have different modification rights. Only awarded applications will be visible on the public catalogues.

Licence number	Licence status	Licence type	Licence group	Company name	Competent body
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	New application request	Ecolabel licence service	Tourist accommodation	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	Draft	Ecolabel licence service	Tourist accommodation	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
AT/051/456	Awarded	Ecolabel licence service	Campsites	EcoLabel AT Test Company	CB Austria
AT/002/003	New application request	Ecolabel licence service	Campsites	testAT	CB Austria
AT/002/003	Awarded (CB Modified)	Ecolabel licence service	Campsites	testAT	CB Austria
AT/001/001	Awarded	Ecolabel licence service	Tourist accommodation	testAT	CB Austria

Figure 7: Example of applications/licences with different registration statuses



To filter products/services by status, click on the arrows next to Licence status (see purple box, Figure 10).

Please see below an explanation of the different status option and the respective modification rights:

Application status	Explanation of the status	Modification rights	Visible on Public ECAT
Draft	The applicant has created an application but has not yet sent it to the Competent Body for validation.	Applicant: you can modify your draft, add new products/modify information or delete the application. Finalize the application and click on "Send to CB".	No
		Competent Body: you don't have access to the applicant's draft.	
New application request	The application has been sent for validation to the Competent Body.	Applicant: you can no longer modify your application. You are now pending approval or refusal from your Competent Body.	No
		Competent Body: you can Award (→Awarded), Update, Send Back (→Draft), Refuse (→Draft – refused) and Delete the application	
Draft – refused	The application has been refused by the Competent Body.	Applicant: you can modify your application and send it for validation to your Competent Body.	No
		Competent Body: you don't have access to the applicant's refused draft.	
Awarded	The application has been validated by the Competent Body and appears on the Public ECAT.	Licence Holder: you may modify the licence and add new products or renew the registration. If you modify it, you need to send it to your Competent Body for validation by clicking on "Send to CB"	Yes
		Competent Body: you can view and update the licence.	
Awarded – Partial	The application has been partially validated: some products have been awarded, others have not yet been approved or have been refused by the Competent Body. The awarded products appear on the Public ECAT.	Licence Holder: you can delete the non-validated products and/or create new products in the licence. Afterwards please send the application back to your Competent Body by clicking on "Send to CB".	Partially: Yes, for awarded products
		Competent Body: there is no need for any modifications at this point. However, you can also add new products or delete others, if applicable.	
Awarded Modified	The Licence Holder has started to modify an awarded licence.	Licence Holder: you have made updates on the products level (change, add new products, etc.). Please send the modified licence to your	Partially: No, for all products

		Competent Body for their final validation, by clicking on “Send to CB”.	that were updated.
		Competent Body: you cannot modify the licence until the Licence Holder has sent it to you for validation.	Yes, for all products that were not updated.
Awarded Modification request	–	The modified licence has been sent to the Competent Body for validation.	Licence Holder: you can no longer modify the licence, as you have already sent it to your Competent Body.
		Competent Body: you can approve, send back or refuse the modification request or you can modify it further as well. Please award the full licence again by clicking on “Award and publish” on the licence level.	No, for all products that were updated. Yes, for all products that were not updated.
Awarded – CB Modification		The Competent Body made some updates at the product level of an awarded licence.	Licence Holder: you cannot perform any changes to the licence. Please ask your Competent Body to finalize and approve the modifications.
		Competent Body: you have made updates on the products level. Please award the full licence by clicking on “Award and publish” on the licence level.	Yes
Awarded – Renewal Request → Not yet implemented in current version of ECAT	–	The Licence Holder has requested the renewal of the licence, i.e. adopting of the latest criterion.	Licence Holder: you can no longer modify the licence, please wait for your Competent Body to renew the licence.
		Competent Body: you can both refuse or accept the renewal request or modify it.	Yes
Awarded – Renewal with modification → Not yet implemented in current version of ECAT	–	The Licence Holder has requested the renewal of the licence and additionally performed some updates on the products within the licence.	Licence Holder: you can no longer modify the licence, please wait for your Competent Body to renew the licence.
		Competent Body: you can refuse or accept the renewal with modification request or modify it.	Yes
Awarded – Renewal refused → Not yet implemented in current version of ECAT	–	The renewal of the licence has been refused by the Competent Body. As long as the Product Group criterion is still valid, the licence has the status “Awarded”.	Licence Holder: If you wish to renew your licence please contact your CB.
		Competent Body: there is no need for any modifications at this point.	Yes, as long as expiration date of the licence remains valid.
Cancelled		The Competent Body has cancelled the licence.	Licence Holder: you can no longer perform modifications.

		Competent Body: you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on “Award and publish”.	
Marked for Cancellation → Not yet implemented in current version of ECAT	The Licence Holder intends to ask for a cancellation of a licence.	Licence Holder: you have marked the services/products to be cancelled. Please send the cancellation request to your CB.	Yes
		Competent Body: ask your licence holder to submit the cancellation request.	
Cancellation requested → Not yet implemented in current version of ECAT	The Licence Holder has asked for a cancellation of a licence.	Licence Holder: you marked the services/products to be cancelled, but the cancellation is not yet approved by the CB.	Yes
		Competent Body: you can approve the cancellation request from your licence holder.	
Cancelled Criteria expired - → Not yet implemented in current version of ECAT	A criterion expired and all related licences are cancelled automatically.	Licence Holder: you can no longer perform modifications. Please contact your Competent Body.	No
		Competent Body: you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on “Award and publish”	