ECAT USER MANUAL

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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.

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”.

![Figure 1: Login homepage](image1)

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).

![Figure 2: Password creation](image2)

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.
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.

### 1.3. **HOW TO RETRIEVE LOG-IN CREDENTIALS**

#### 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](https://ec.europa.eu/environment/labeling/) 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](https://webgate.ec.europa.eu/cas/login)

![Sign in to continue](image)

**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](image)

**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”.

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

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”!

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.

On the Details page, click on “Add” to add a product or a service to your licence.
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(s) 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](image)

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).
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.

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).
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.

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).
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.

**DETAILED**

<table>
<thead>
<tr>
<th>Details</th>
<th>Attachment</th>
<th>Comments</th>
<th>History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission type: Ecolabel Product Submit</td>
<td>Organisation: testAT - Austria</td>
<td>Submission status: Awarded</td>
<td></td>
</tr>
<tr>
<td>Licence number: AT/003/003</td>
<td>Product group: test_products</td>
<td>Criteria adoption date: 25/01/2017</td>
<td>Criteria expiration date: 30/06/2025</td>
</tr>
<tr>
<td>Competent body: CB Austria</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Products**

<table>
<thead>
<tr>
<th>#</th>
<th>Product name</th>
<th>Product status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TEST</td>
<td>Changed</td>
</tr>
</tbody>
</table>

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

**EDIT PRODUCT DETAILS**

<table>
<thead>
<tr>
<th>Product status:</th>
<th>Product name: TEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product group:</td>
<td>Subcategory: Other</td>
</tr>
</tbody>
</table>

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

**DETAILED**

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<td>Submission status: Awarded (Modi)</td>
<td></td>
</tr>
<tr>
<td>Licence number: AT/003/003</td>
<td>Product group: test_products</td>
<td>Criteria adoption date: 25/01/2017</td>
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<tr>
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<td></td>
<td></td>
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<tbody>
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<td>1</td>
<td>TEST</td>
<td>Changed</td>
</tr>
</tbody>
</table>
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).
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.

![Image](example_image.png)

*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 options and the respective modification rights:

<table>
<thead>
<tr>
<th>Application status</th>
<th>Explanation of the status</th>
<th>Modification rights</th>
<th>Visible on Public ECAT</th>
</tr>
</thead>
</table>
| **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”.  
**Competent Body:** you don’t have access to the applicant’s draft. | No                      |
| **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.  
**Competent Body:** you can Award (→Awarded), Update, Send Back (→Draft), Refuse (→Draft – refused) and Delete the application | No                      |
| **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.  
**Competent Body:** you don’t have access to the applicant’s refused draft. | No                      |
| **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”.  
**Competent Body:** you can view and update the licence. | Yes                     |
| **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”.  
**Competent Body:** there is no need for any modifications at this point. However, you can also add new products or delete others, if applicable. | Partially: Yes, for awarded products |
<p>| <strong>Awarded – Modified</strong> | The Licence Holder has started to modify an awarded licence.                                | <strong>Licence Holder:</strong> 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 |</p>
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Description</th>
<th>Licence Holder:</th>
<th>Competent Body:</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Awarded – Modification request</strong></td>
<td>The modified licence has been sent to the Competent Body for validation.</td>
<td>You can no longer modify the licence, as you have already sent it to your Competent Body.</td>
<td>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.</td>
<td>Yes, for all products that were not updated.</td>
</tr>
<tr>
<td><strong>Awarded – CB Modification</strong></td>
<td>The Competent Body made some updates at the product level of an awarded licence.</td>
<td>You cannot perform any changes to the licence. Please ask your Competent Body to finalize and approve the modifications.</td>
<td>You have made updates on the products level. Please award the full licence by clicking on “Award and publish” on the licence level.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Awarded – Renewal Request</strong></td>
<td>The Licence Holder has requested the renewal of the licence, i.e. adopting of the latest criterion.</td>
<td>You can no longer modify the licence, please wait for your Competent Body to renew the licence.</td>
<td>You can both refuse or accept the renewal request or modify it.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Awarded – Renewal with modification</strong></td>
<td>The Licence Holder has requested the renewal of the licence and additionally performed some updates on the products within the licence.</td>
<td>You can no longer modify the licence, please wait for your Competent Body to renew the licence.</td>
<td>You can refuse or accept the renewal with modification request or modify it.</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Awarded – Renewal refused</strong></td>
<td>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”.</td>
<td>If you wish to renew your licence please contact your CB.</td>
<td>There is no need for any modifications at this point.</td>
<td>Yes, as long as expiration date of the licence remains valid.</td>
</tr>
<tr>
<td><strong>Cancelled</strong></td>
<td>The Competent Body has cancelled the licence.</td>
<td>You can no longer perform modifications.</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td><strong>Marked for Cancellation</strong></td>
<td><strong>Competent Body:</strong> 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”.</td>
<td><strong>Licence Holder:</strong> you have marked the services/products to be cancelled. Please send the cancellation request to your CB.</td>
<td><strong>Marked for Cancellation</strong></td>
<td>Not yet implemented in current version of ECAT</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td><strong>Cancellation requested</strong></td>
<td>The Licence Holder has asked for a cancellation of a licence.</td>
<td><strong>Licence Holder:</strong> you marked the services/products to be cancelled, but the cancellation is not yet approved by the CB.</td>
<td><strong>Cancellation requested</strong></td>
<td>Not yet implemented in current version of ECAT</td>
</tr>
<tr>
<td><strong>Cancelled - Criteria expired</strong></td>
<td>A criterion expired and all related licences are cancelled automatically.</td>
<td><strong>Licence Holder:</strong> you can no longer perform modifications. Please contact your Competent Body.</td>
<td><strong>Cancelled - Criteria expired</strong></td>
<td>Not yet implemented in current version of ECAT</td>
</tr>
<tr>
<td><strong>Competent Body:</strong> 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”</td>
<td><strong>Competent Body:</strong> ask your licence holder to submit the cancellation request.</td>
<td><strong>Competent Body:</strong> you can approve the cancellation request from your licence holder.</td>
<td><strong>Competent Body:</strong> ask your licence holder to submit the cancellation request.</td>
<td>Not yet implemented in current version of ECAT</td>
</tr>
</tbody>
</table>