



UK ID Issuer – User Guide for Economic Operators

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1 Tobacco Product Directive

On 3 April 2014, the European Parliament and the Council adopted the Tobacco Products Directive (TPD) 2014/40/EU. The overall objective of this directive is to approximate the laws, regulations and administrative provisions of the Member States concerning rules governing the manufacture, presentation and sale of tobacco and related products.

Articles 15 and 16 of the TPD aim to address illicit trade in tobacco products by introducing systems of traceability and security features for these products. The system will contribute to reducing the circulation of tobacco products which are not compliant with the TPD and other tobacco control legislation.

Traceability is only possible if tobacco products are marked with unique identifier (UI) codes (containing predefined information – such as origin and date of manufacture, destination etc.). This enables their identification, tracking and tracing throughout the supply chain, and the transmission of related information to a data storage facility.

Therefore, ID Issuing system developed based on Tobacco Products Directive 2014/40/EU and EU Commission Implementing Regulation 2018/574 will play an important role in protecting state budgets, legal economic operators and public health.

Based on: https://ec.europa.eu/health/tobacco/tracking_tracing_system_en

2 UID Issuing Solution

2.1 UID Issuing Solution overview

The UID Issuing Solution is fully compliant with the Tobacco Products Directive.

The UID Issuing Solution can be accessed in two ways: by means of

- A Website, for the users who prefer a graphic interface in a browser
- API, for the Economic Operators which want to set up machine to machine communication between the UID Issuing solution, and integrate into their own system

Each user of the Solution has its own account with personal credentials. For security and other reasons these credentials should not be shared. Each user can be linked to one or many economic operators, facilities, entities. For a detailed description on the types of roles, we refer to section 3.2.1

2.2 Responsibilities of the Economic Operators in the System

The economic operators are responsible for:

- Requesting a registration into the system
- o Manage their facilities
- o Manage their machines
- o Manage their users
- Ordering and downloading UIDs, if applicable

Although Wholesalers/Distributors do not bear responsibility for registering their customers (Retail Outlets), they have a common interest to assist with the onboarding activities in due time.

2.2.1 Economic Operators Roles in the system

The economic operators account has one of the following roles in the system:

- Administrator
- 'Regular' User
- Technical User

An Administrator is allowed to manage the facilities, machines and users. He can also order and download UIDs, just like a regular User.

Technical users have an Administrator role, and are allowed to manage facilities, machines and users. Technical users manage the Machine to Machine Connection between the economic operator system and the UID Issuing solutions by means of API.

3 Login

3.1 Request for registration

If your company has not yet been registered before as an Economic Operator to the UID Issuing System, please perform the following steps:

1. Go to the main **Sign in** screen of the system. (Please pick the desired language out of the listed options).
2. Click **Create account** hyperlink.



Your ID Management solution for the TPD regulation

A screenshot of the "Sign in" screen. At the top, there is a language selector with a dropdown arrow and the text "EN". Below this is the heading "Sign in". There are two input fields: "User identifier *" and "Password *". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a yellow button with the text "OK".A screenshot of the "Create an Account" screen. The background is a solid yellow color. At the top, the heading "Create an Account" is displayed in white. Below the heading, there is a line of text: "You may create your account using the register form." At the bottom, there is a white button with the text "Create account".

3. **Create an account** screen opens.

Create an account

Name *	Alternative / abridged name
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Economic operator detail

Address *

Country *

Global location number

Type *

VAT registered [?](#)

Tax number *

Excise number issued [?](#)

Other EOID issued [?](#)

Register on behalf of a retail outlet [?](#)

EOID is issued in another UID system [?](#)

Billing information

As an economic operator, I may request UIDs [?](#)

Account information

E-mail *

First name *

Last name *

Phone * [?](#)

Preferred language

EN

Accept Terms and Conditions [?](#)

Agree to this site data protection policy [?](#)

The **Create an account** form consists of 3 main parts:

1. **Economic operator details** – This part includes information related to economic operator’s Address, Country, Type and taxes related information. Fill in all applicable fields (at least mandatory marked with *).

Create an account

Name *

Alternative / abridged name

Economic operator detail

Address *

Country *

Global location number

Type *

VAT registered ?

VAT number *

Excise number issued ?

Excise number *

Other EOID issued ?

Other EOID *

Register on behalf of a retail outlet ?

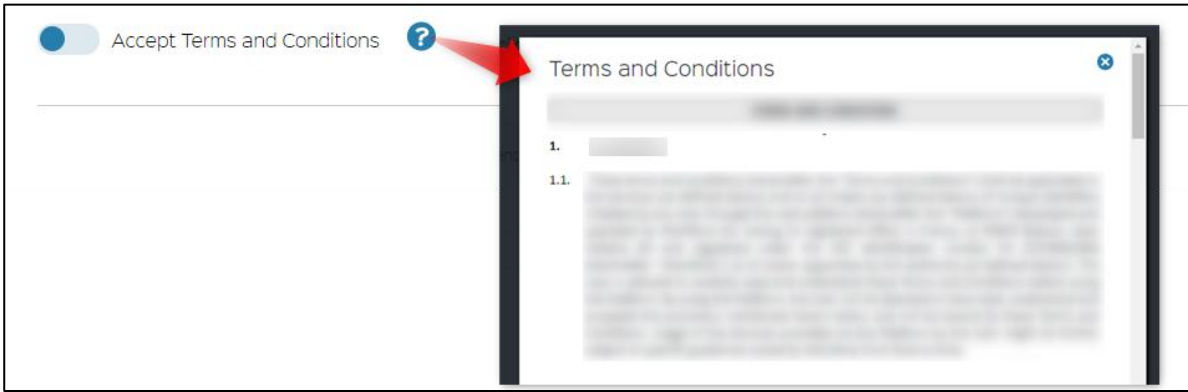
Acting economic operator identifier *

EOID is issued in another UID system ?

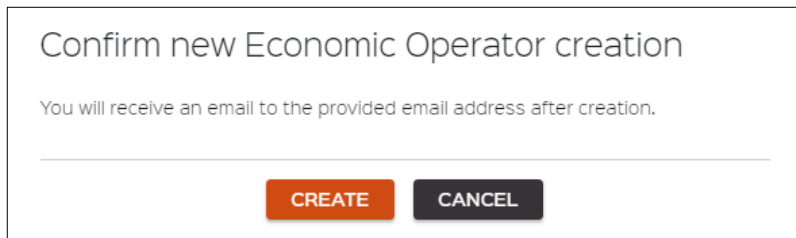
External EOID *

If an Economic Operator is already registered to the TPD system via a UID Issuing system of another Member State, the ***EO_ID of the of that system*** **MUST** be completed in the form (External EOID* field).

2. **Billing information** – is required for invoicing in case UIDs have been generated and issued. The billing information can be details of the person or company responsible for covering the bills.



5. Once the form has been completed with the required information, click **CREATE** button.
6. **A new window “Confirm new Economic Operator creation”** appears on the screen, indicating that account creation will be provided by e-mail to the address which was submitted in the **“Create an account”** form.



7. Click **CREATE** button on the window. The user is then redirected to the main **Sign in** screen of the website.

Your registration will be validated within two working days. As soon as your registration is validated, you will receive an email containing the economic operator identifier code, the confirmation code, and a link to define your password and to log in.

3.2 Login on the website

To login on the website as a user (Administrator or ‘Regular’ User) follow these steps in **Sign in** section of the screen:

1. Enter your email into **User identifier*** field.
2. Enter your password into **Password*** field.
3. Click **OK** button.



Your ID Management solution for the TPD regulation

EN

Sign in

User identifier *

EO@domain.com

Password *

.....

[Forgot your password?](#)

OK

Create an Account

You may create your account using the register form.

Create account

After performing these steps, the User will be logged in successfully.

3.3 Password management

3.3.1 Password policy

Password policy is defined by the ID Issuer system Administrator. The parameters to be set are:

- The minimum number of characters in the password is 15 characters
- Password must contain at least one capital letter, number and a special symbol.

Users should contact their Administrator to clarify password requirements and/or issues.

3.3.2 Changing password using **Forgot your password?**

If you forgot your password and would like to recover it, you must perform the following steps:

1. Click on the **Forgot your password?** Hyperlink.



Your ID Management solution for the TPD regulation

EN

Sign in

User identifier *

EO@domain.com

Password *

.....

[Forgot your password?](#)

OK

Create an Account

You may create your account using the register form.

Create account

2. Enter your **Last name*** and **E-mail*** into fields of the **Forgot your password?** Window. Your last name must be filled in the same way as in your EO account
3. Click **CONFIRM** button.

You will be redirected to the main page. Confirmation message **'You will receive e-mail with your credentials. Please check your spam.'** will appear in the upper right corner of the screen.

4. Follow the instructions in your e-mail to change the password.

If your account has not been yet registered, or if there is an error in the input, you won't receive any email to reset your password.

3.3.3 Intentionally changing password in **My account** settings.

1. Login to the system by entering information into ***User identifier**** and ***Password**** fields.
2. Click on your ***User name*** at the bottom of the navigation bar.
3. ***My account*** screen opens, listing all personal information and related entities. Click on the ***Change password button***.

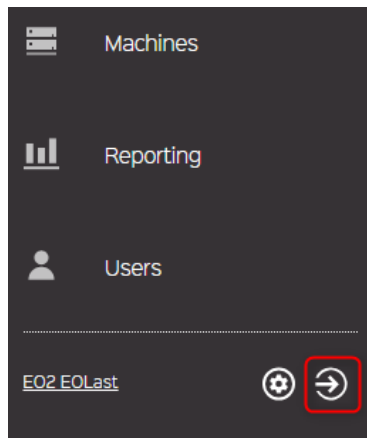
- In the **Change password** window, fill in **Old password***, then **New password*** and **Confirm New password*** fields, and click **CHANGE PASSWORD** button.

- Confirm password change** window will appear. Confirm your action by clicking on **CHANGE PASSWORD** button or click **CANCEL** to leave the previous page.

- User is redirected to the main **Sign in** page and will be able to login using the new password.

3.4 Log out

To log-out from the system, click **Log out** button at the bottom of the navigation bar.



4 Dashboard

Select Dashboard from navigation bar to review the following user related information:

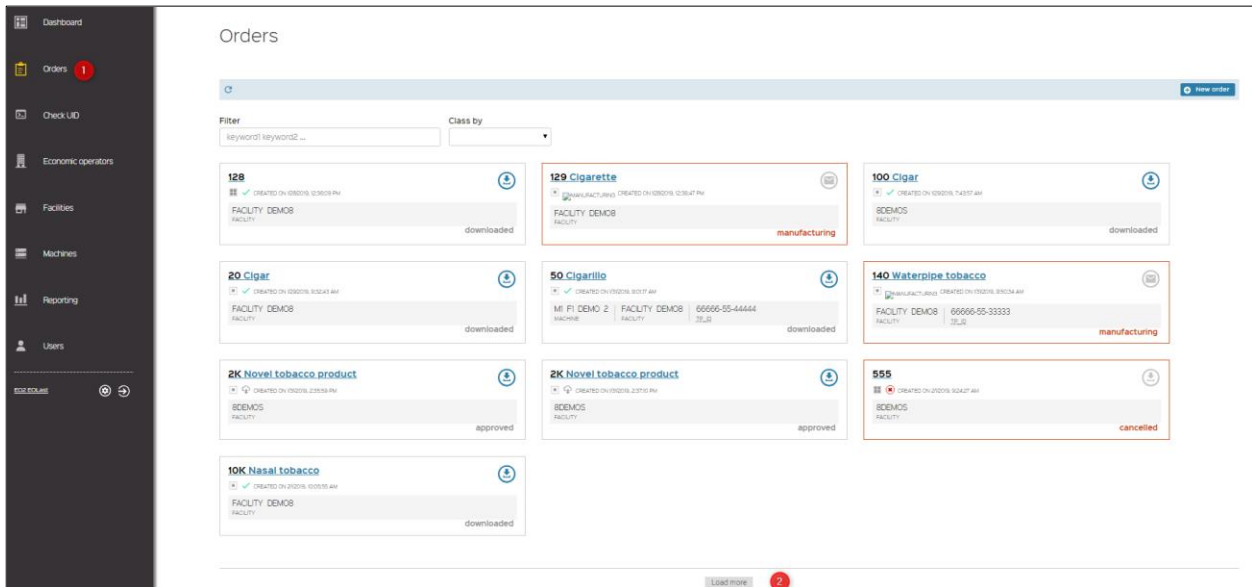
1. Review number and list of current orders in process.
2. Review orders that are ready for download.
3. Review list of orders that were requested in the last 30 days.
4. Review timing of requested UID orders in Process, Exported or Downloaded during the past 6 months.



5 Orders

5.1 List of my UID orders and search engine

Select **Orders** from the Navigation bar. List of **Orders** per user will be displayed.

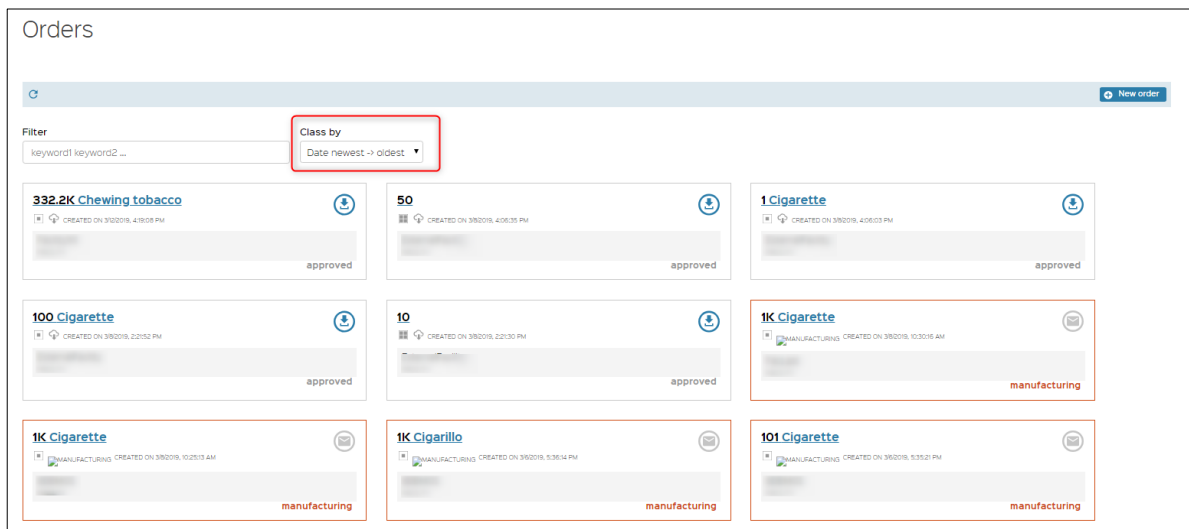


A total of 10 orders can be displayed on the screen. To see more orders, click on **Load more** button, which is available at the bottom of the screen.

Orders list can be sorted using **Class by** option.

- Order ID
- Machine ID
- Name Z → A
- Date oldest → newest
- Date newest - → oldest
- Status

For example: select Date newest → oldest from **Class by** drop-down list. Orders will be listed from newest to oldest.



Particular order(-s) can be found by using keywords in the Filter **option**. The keywords which will be recognized are exact values of:

- Order Status
- Order Creation Date
- Facility Name
- Machine Name
- Machine ID

For example: enter status **cancelled** into **Filter** field. Only orders with status **cancelled** will be displayed in the list.

5.2 Order UID

5.2.1 Unit level UID electronic delivery

Perform the following steps to order unit level UIDs electronically:

1. Select **Orders** from the navigation bar as described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.

Note: the facility and machine concerned by the UID order must have been created.

3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed below, listing all the fields which are required for placing an order.

Order type

Unit order
 Aggregate order

Select an economic operator *

Select a facility *

Production involves machinery ?

Product type *

Combine Nomenclature (CN) code

Brand of product *

Average gross weight *

Intended country of retail sale *

Move across country borders ?

Import into EU ?

Requested quantity *

Purchase Order reference

Physical delivery ?

Deliver order instantly ?

Accept Terms and Conditions ?

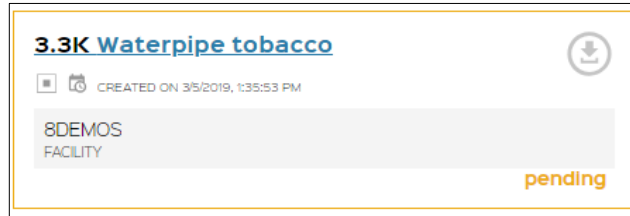
SUBMIT ORDER
CANCEL

4. Complete at least all mandatory fields marked with (*).
5. In case you would like to order and generate UID codes ready for immediate download, you should select the option ***'Deliver order instantly'*** which is an available field in new order form. When selecting this field, you will not be able to cancel your order, and will be invoiced accordingly Your UID codes will be generated and should be ready for download instantly (in approx. 5 minutes).

<p>Purchaser reference number</p> <input type="text"/> <p> <input type="checkbox"/> Physical delivery ? </p> <p> <input checked="" type="checkbox"/> Deliver order instantly ? </p> <div style="text-align: right; margin-top: 10px;"> SUBMIT ORDER </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <p>2.2K Oral tobacco ↓</p> <p><small>CREATED ON 3/5/2019, 12:58:14 PM</small></p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc; margin-top: 5px;"> <p>FacLast FACILITY</p> <p style="text-align: right; color: #7f7f7f;">approved</p> </div> </div>
---	---

6. Possibility to choose physical delivery (for some Member States only)
7. Accept Terms and Conditions (mandatory to submit order)
8. Review provided information in the form and confirm your order by clicking ***SUBMIT ORDER*** button.

9. The user will be returned to the Orders list. **'New order has been submitted'** confirmation message will appear at the upper right corner of the screen. New order will have **'pending'** status and will be processed automatically and changed to **'approved'** in up to 2 working days. You will have the right to cancel your order within 24 hours, as foreseen by TPD regulation.



5.2.2 Unit level UID physical delivery (Only for Member State where the delivery of Physical UIDs is available)

Physical delivery option allows EOs to order UID codes that will be generated, printed and delivered physically, i.e. on a banderol. Perform the following steps to order physical delivery of unit level UIDs:

1. Select **Orders** from the navigation bar as described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.
3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed listing all the fields which are required for placing an order.
4. In the **Order type** section, click radio button which is on the left side of **Unit order** icon.
5. Complete at least all mandatory fields marked with (*).
6. Click Physical delivery button.



7. Review provided information in the form and confirm your order by clicking **SUBMIT ORDER** button.
8. The user will be returned to the Orders list. **'New order has been submitted'** confirmation message will appear at the upper right corner of the screen. New order will have **pending** status which will be processed automatically and changed to **approved**, in up to 10 working days.

5.2.3 Aggregated level UID electronic delivery

Perform the following steps to order aggregate level UID electronically:

1. Select **Orders** from the navigation bar as it is described in chapter 5.1.
2. Click **New order** button which is available on the right part of the screen.
3. **New Order** screen opens. Unit order radio button is checked by default. Unit order form is displayed.
4. Click radio button on the left side of **Aggregate order** icon. Aggregate order related fields will be displayed below.

5. Complete at least all mandatory fields marked with (*).
6. Accept Terms and Conditions (mandatory)
7. Review provided information in the form and confirms your order by clicking **SUBMIT ORDER** button.
8. If the fast delivery as selected, order confirmation window is displayed asking to CONFIRM or CANCEL order.

9. If user confirms the order he will be returned to the Orders list. '**New order has been submitted**' confirmation message will appear at the upper right corner of the screen. New order will have **requested** status which will be processed automatically and changed to **acquitted** in up to 2 working days.

5.3 Orders life cycle

There are 2 ways of receiving UIDs:

1. Electronic UID delivery
2. Physical UID delivery (only for countries that benefit from this delivery option)

1. The life cycle stages of electronic UID delivery correspond to the following order status, which can be found in **Orders** list:

Order **created** – Order **processed** - Order **exported** to the router- Order **downloaded**.

Order details can be reviewed in the expanded **Open change logs** section of every **Order sheet**. Warning change log option is available only for the Administrator and not for the "regular user".

Order sheet

Cancel order

Order

Aggregate order
Created on 2019-01-28 12:36
Downloaded

ECONOMIC OPERATOR
FACILITY
QUANTITY

Close change logs

LOGS HISTORY					
Date	Action	Taken by	Entity id	Entity name	
2019-02-04 12:26	Order downloaded				
2019-02-03 08:23	Order exported	System			
2019-01-28 12:37	Order metadata created	System			
2019-01-28 12:36	Order created				

2. The life cycle stages of physical UID delivery order correspond to the following order status observed in **Orders list**:
Order **created** – Order **processed** - Order **exported** to the Router - Order **manufacturing (set for printing)**

Order

Unit order
Created on 2019-01-31 09:50
Manufacturing/Manufacturing

ECONOMIC OPERATOR
FACILITY
Production process does not involve machinery
QUANTITY

Product detail

PRODUCT TYPE
BRAND
PRODUCT WEIGHT
TP ID
TP PN
INTENDED COUNTRY OF RETAIL SALE
Goods will not cross borders

Delivery information

DELIVERY ADDRESS
CONTACT FIRST NAME
CONTACT LAST NAME
CONTACT EMAIL
CONTACT PHONE

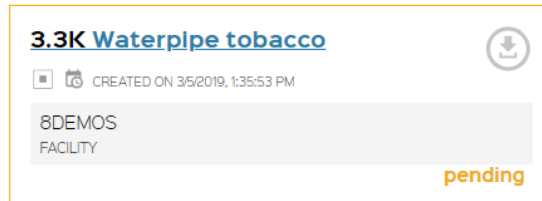
Close change logs

LOGS HISTORY					
Date	Action	Taken by	Entity id	Entity name	
2019-03-01 15:04	Order is set for printing	System	12	12	
2019-02-05 09:51	Order metadata created	System	12	12	
2019-02-05 09:51	Order exported	System	12	12	
2019-01-31 09:50	Order created	EO2 EOLast	12	12	

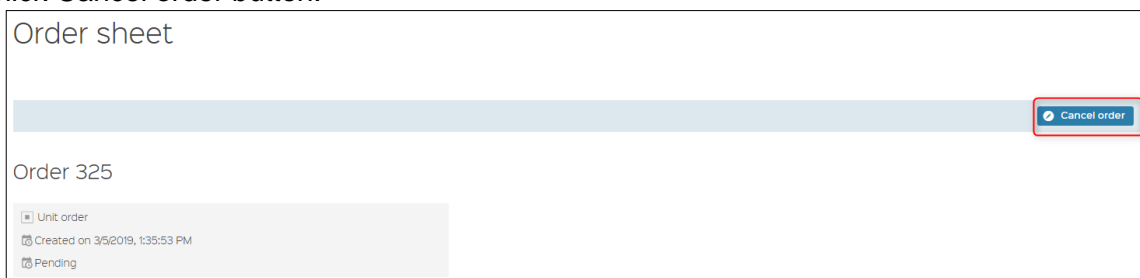
5.4 Order Cancellation

Order cancellation option is available only within 1 working day, provided the **Deliver order instantly** option **WAS NOT** checked. Perform the following steps to cancel an order:

1. Select **Orders** from the navigation bar.
2. Select order that was created within 1 working day. The order status should be **pending**.



3. Open order by clicking on its name. **Order sheet** will open listing order related information.
4. Click Cancel order button.



5. Confirmation message 'Order has been canceled' will appear at the upper right corner of the window. Order status will be changed to **Cancelled**. **Cancel order** button will be inactivated.



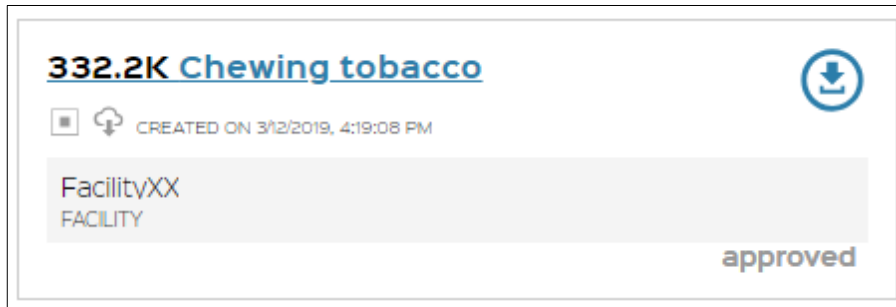
5.5 Deliver Order Instantly Option

Note: if you check **Deliver order instantly** option while filling the **New Order** form, cancelling the order will not be available, because order will be processed automatically, codes will be generated and will be available for download in a few minutes.

1. Select **Orders** from the navigation bar. **Orders** list will be displayed.
2. Click **New order** button. **New order** screen will be displayed.

3. Fill the form with required information, select **Deliver order instantly** option, and click **SUBMIT ORDER** button.
4. Confirm order request window will be displayed, (click SUBMIT ORDER button to proceed). There will be a message clearly indicating that ‘Once submitted, the new order with (certain amount of) codes will be invoiced without any possibility to revoke or claim a refund.

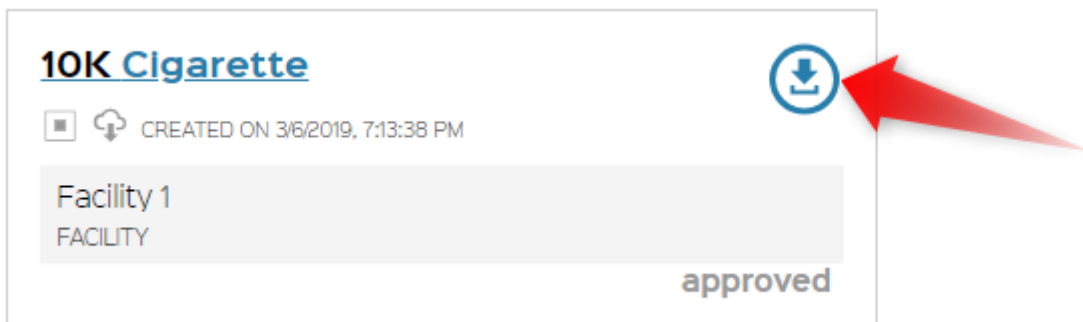
5. The user is redirected to the **Orders** list, where the newly submitted order will show with pending status, but which will be automatically changed to **approved** and ready for download instantly.



5.6 Order Download

Perform the following steps to download generated order UIDs:

1. Select an order from the **Orders** list which UIDs you want to download. The order status must be **approved** and **download** icon must be active (blue colored).
2. Click on the **download** icon. The CSV file will automatically download to your computer.
3. Open the CSV file and select target directory for the UID codes file.
4. Once UID's are downloaded, order status will be changed from **approved** to **downloaded**.

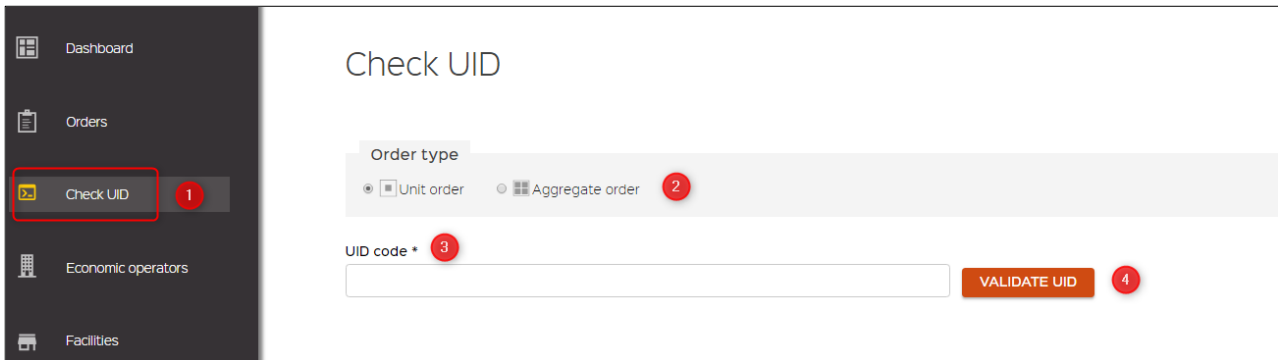


5. The same process is applicable for both unit and aggregate level UIDs.

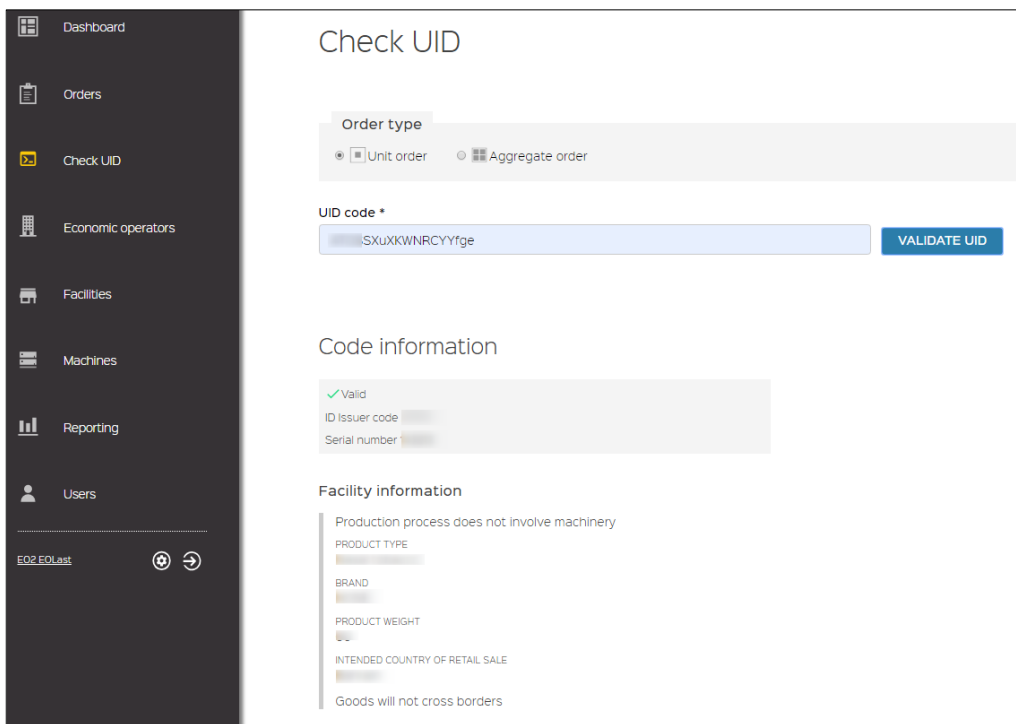
6 Check UID

Perform the following steps to check UID:

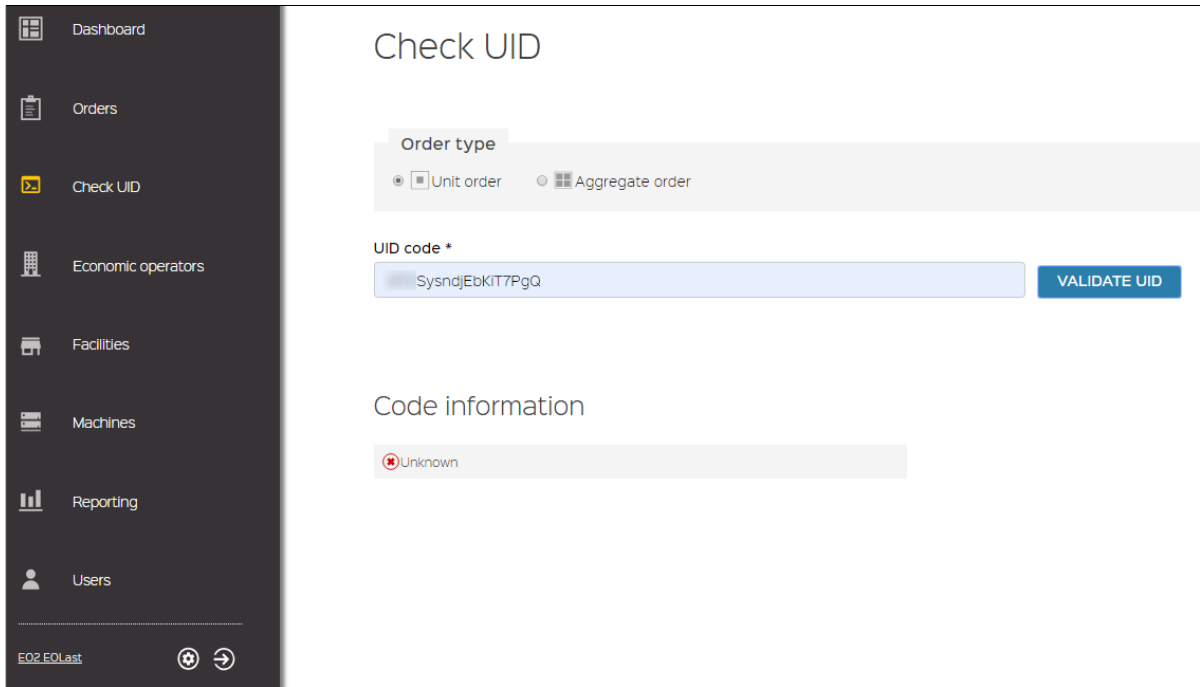
1. Select **Check UID** from the navigation bar. **Check UID** screen opens.
2. Select **Order type** (Unit order or Aggregate order) by clicking radio button.
3. Enter UID code you want to check.
4. Click **VALIDATE UID** button.



5. **Code information** will be provided below. The second part “facility information” is only displayed to the users which are allowed to see this information.



6. If entered code is incorrect, **Code information** will not be provided.



7 Economic Operators

7.1 EO Registration

7.1.1 Self-registration

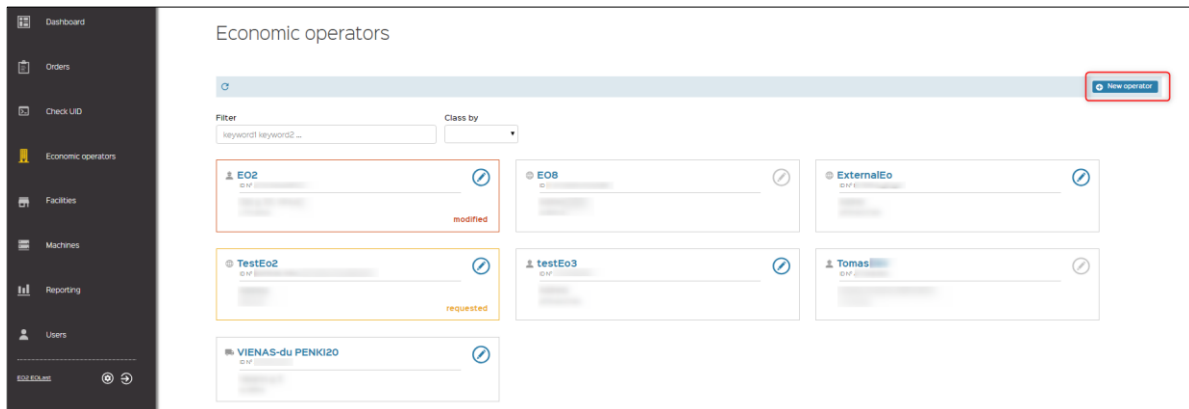
If new users would like to register to the system, he should proceed as described in **Chapter 3.1**.

7.1.2 Registration managed by another EO

The Economic Operator Administrator has similar powers to the ID Issuer Administrator and is allowed to register new Economic Operators by filling in the form. The key difference is that EO Admin will not be able to assign other Economic operators and other entities which are not associated to him. Instead, he can link new economic operators to himself or to a new User, by filling User information into Economic operator form.

To register a new economic operator, perform following steps:

1. Select **Economic operators** from the navigation bar **Economic operators**. List should be displayed.
2. Click **New operator** button.



3. **New Economic Operator** screen should be displayed.

4. Fill the form with requested information and click **CREATE** button. Please refer to section **"Request for registration"** for more detail on the form.
5. The user is redirected to the **Economic operators** list, confirmation message **'New economic operator has been successfully created.'** The newly created economic operator will be listed on the ID Issuer Admin list with status **requested**. ID Issuer Admin requires to review submission and **Approve** or **Reject**. The timelines for decision will be defined by local ID Issuer Admin policy.

7.2 EO Deactivation

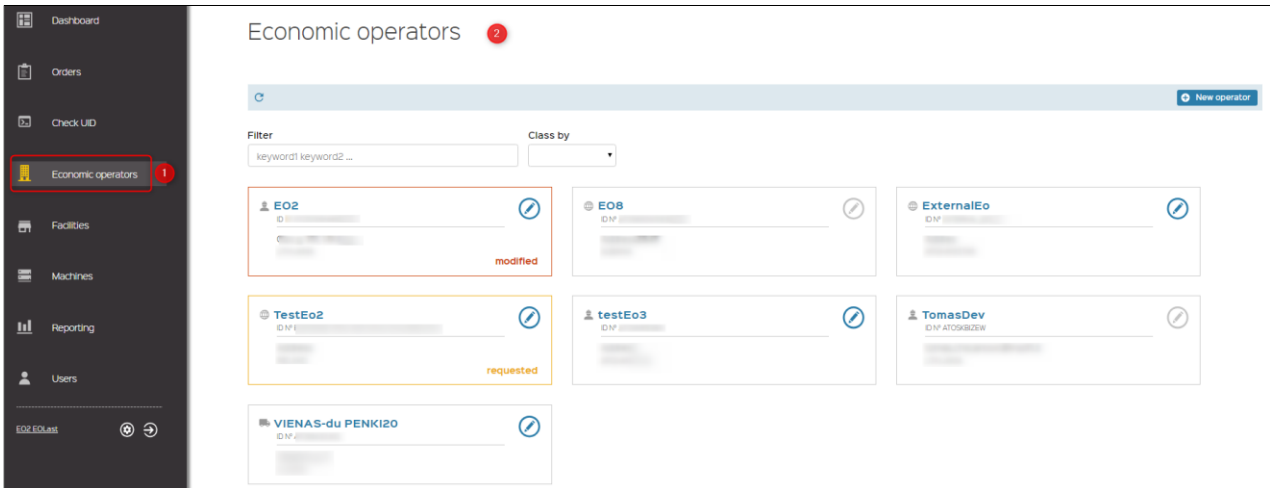
Economic Operator Administrators and Economic operators **are not authorized** to deactivate related economic administrators. This can be done only by ID Issuer Admin.

If you want to deactivate economic operator you should contact your ID Issuer Admin (via the Help desk) and provide requested information and reason for that.

7.3 EO List and search

Perform the following steps to list and search for economic operators. The list only includes the Economic Operators to which you are attached:

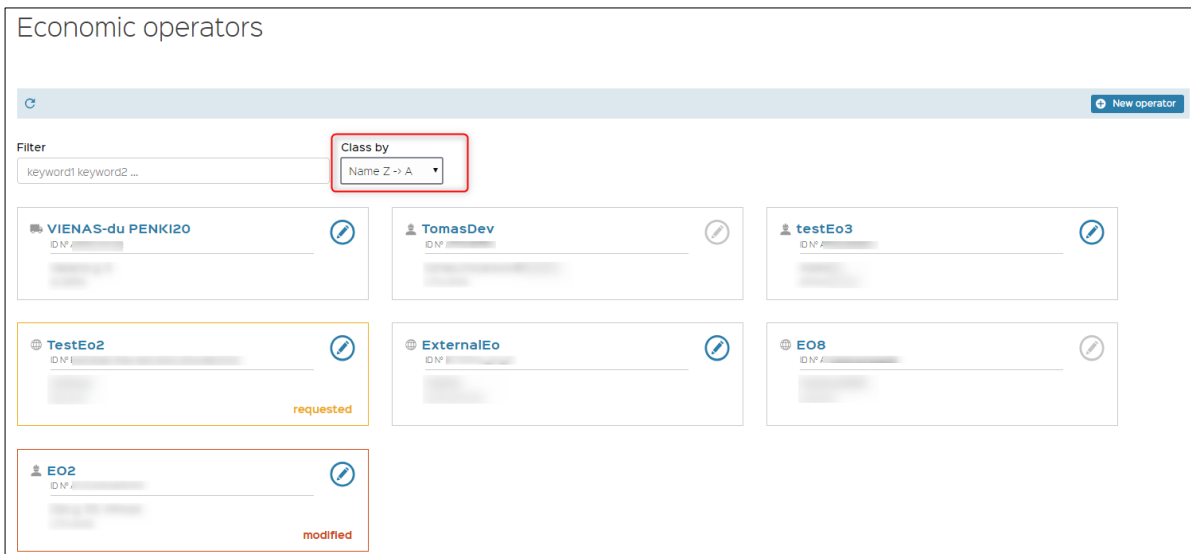
1. Select Economic operators from the navigation bar.
2. Economic operators screen should be displayed, and a list of user related operators should be provided below.



User related economic operators can be listed using **Class by** option.

- ID
- Name A → Z
- Name Z → A
- Country A → Z
- Country Z → A
- Status

For example: select Name Z → A from **Class by** drop-down list. Economic Operators will be automatically listed by Name Z → A.



Specific economic operator(-s) can be found by using keywords in the **Filter option**. The keywords are exact values of:

- Economic operator Name
- Economic operator Abridged name
- Economic operator Address
- Economic operator Country
- Economic operator Identifier
- Economic operator Status

For example: enter status value **requested** into **Filter** field. Only Economic Operators with the status **requested** will be displayed on the screen.

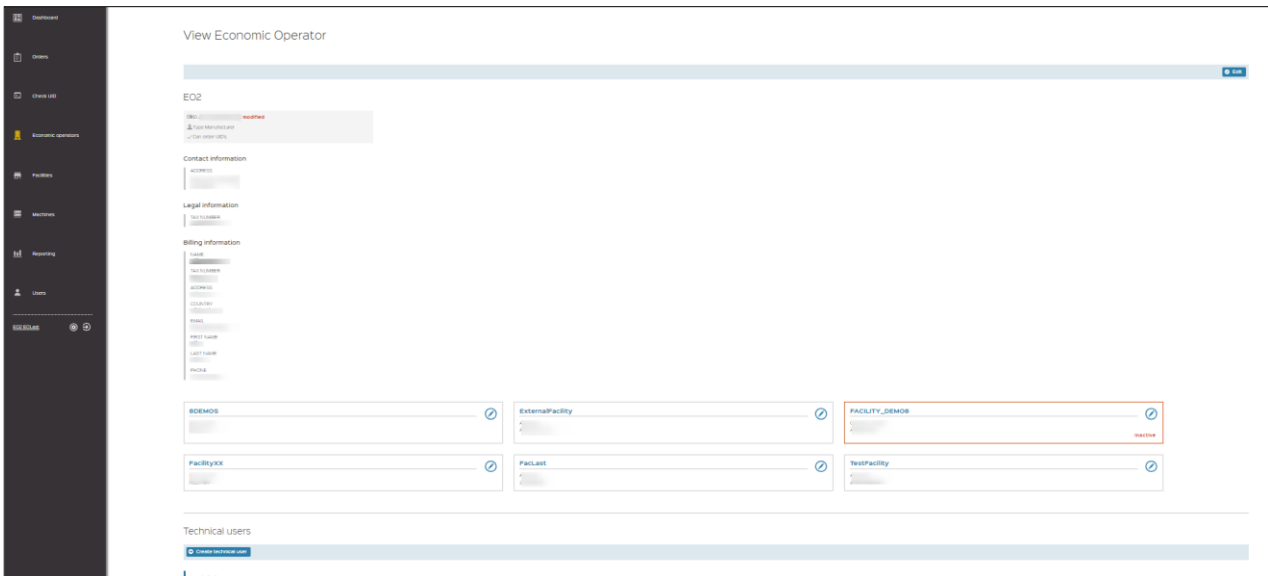


7.4 Technical user creation and modification

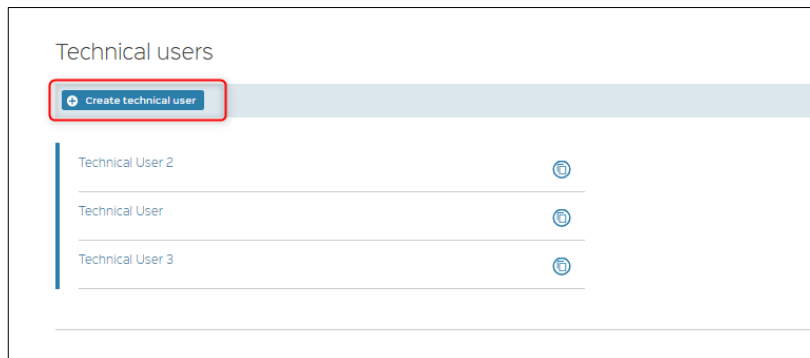
Please also refer to Section 2.2.1 Economic Operators Roles in the system for more detail on Technical user. The Technical user can be created and modified only by Economic Operator Admin.

To create a Technical user, the EO Administrator performs the following steps:

1. Select **Economic operators** from the navigation bar. **Economic operators** list should be displayed.
2. Select an economic operator by clicking on its name. **View Economic Operator** screen will be displayed.



3. Click on **Create technical user** button which is in the **Technical users**' section of the screen.



4. **New technical user** window is displayed. Enter requested information to the fields and click **CREATE** button.

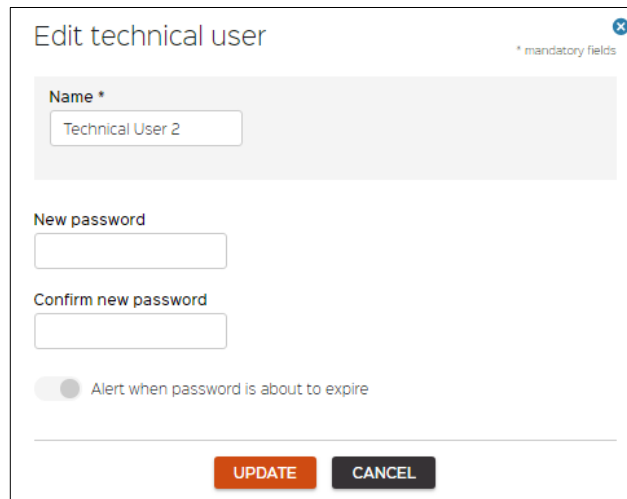
5. The user is redirected to **View Economic Operator** screen, where new Technical user will be listed in **Technical users** list.

The password of a technical user must have 20 characters and 2 of each type of characters (uppercase, lowercase, number, special). Its validity is one year.

To modify Technical user, perform the following steps:

1. Select **Economic operators** from the navigation bar. **Economic operators** list will be displayed.
2. Select an economic operator by clicking on its name. **View Economic Operator** screen will be displayed.
3. Click **Edit** icon near Technical user name you want to modify.

4. **Edit technical user** window opens. Window allows to edit user’s name, password or both. Click **UPDATE** to submit changes.



The screenshot shows a web form titled "Edit technical user" with a close button (X) in the top right corner. A note indicates "* mandatory fields". The form contains the following elements:

- A "Name *" field with a text input containing "Technical User 2".
- A "New password" field with an empty text input.
- A "Confirm new password" field with an empty text input.
- A toggle switch for "Alert when password is about to expire", which is currently turned off.
- Two buttons at the bottom: "UPDATE" (orange) and "CANCEL" (dark grey).

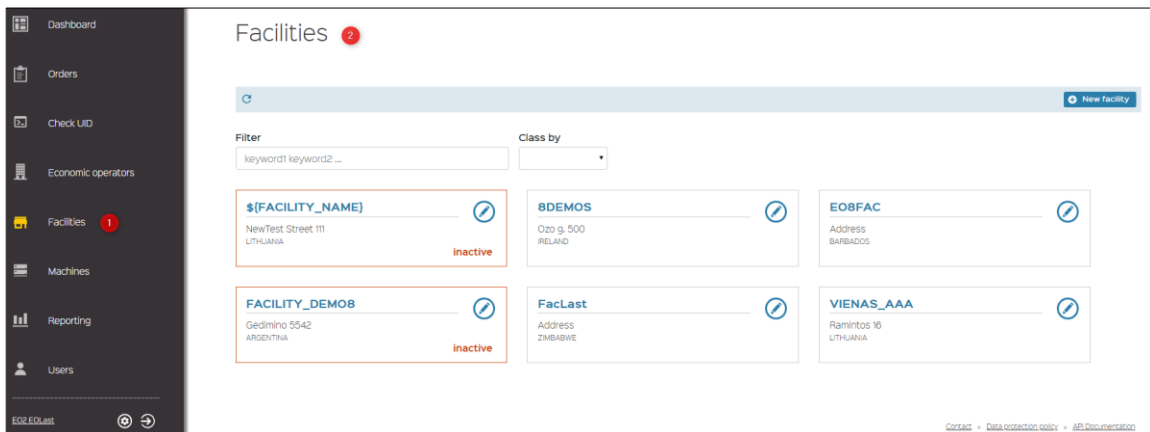
5. The user will be redirected to the **View Economic Operator** screen, where updated Technical user will be listed in **Technical users** list. Changes made on user's name will be visible immediately.

8 Facilities

8.1 Facilities list and search

Perform the following steps to list and search facilities:

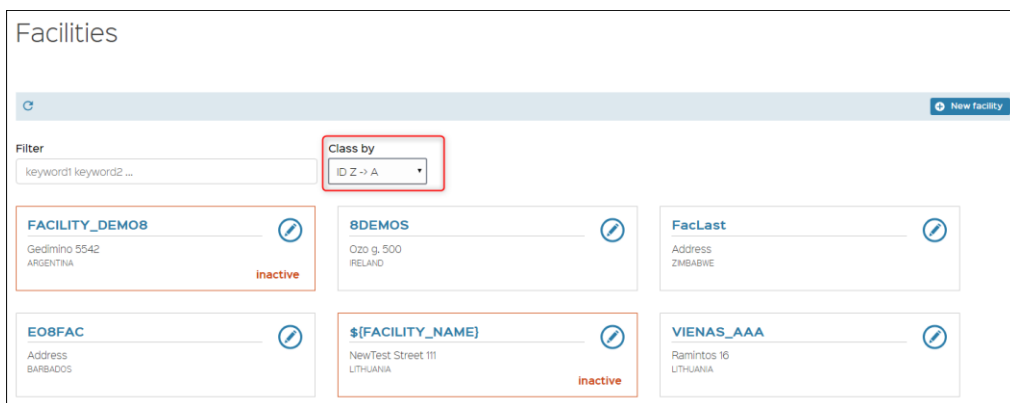
1. Select **Facilities** from the navigation bar.
2. Facilities screen will be displayed, and a list of user related facilities will be provided below.



User related facilities can be listed using **Class by** option.

- Name A → Z
- Name Z → A
- ID A → Z
- ID Z → A
- Country A → Z
- Country Z → A
- Status

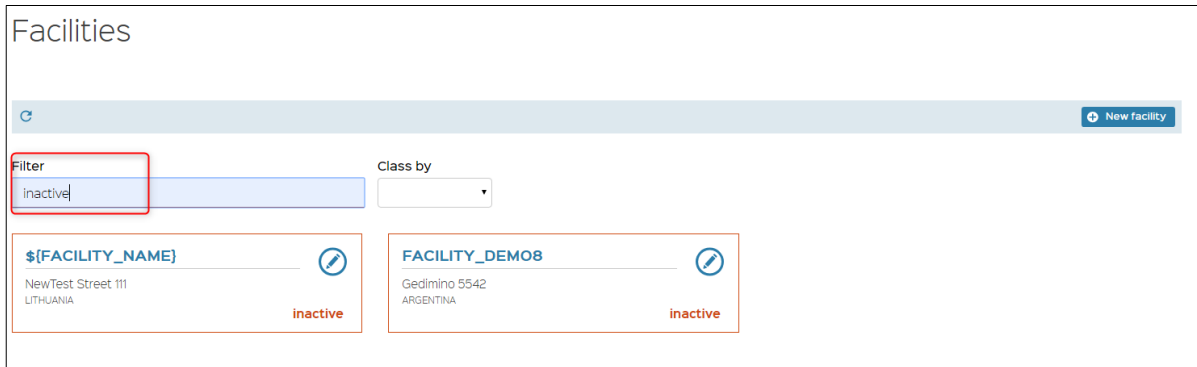
For example: select ID Z → A from **Class by** drop-down list. Facilities will be automatically listed by ID Z → A.



Particular facility(-ies) can be found by keywords using **Filter option**. The keywords are exact values of

- Facility Name,
- Facility ID,
- Facility Address,
- Facility Country,
- Facility Status,
- Facility Type.

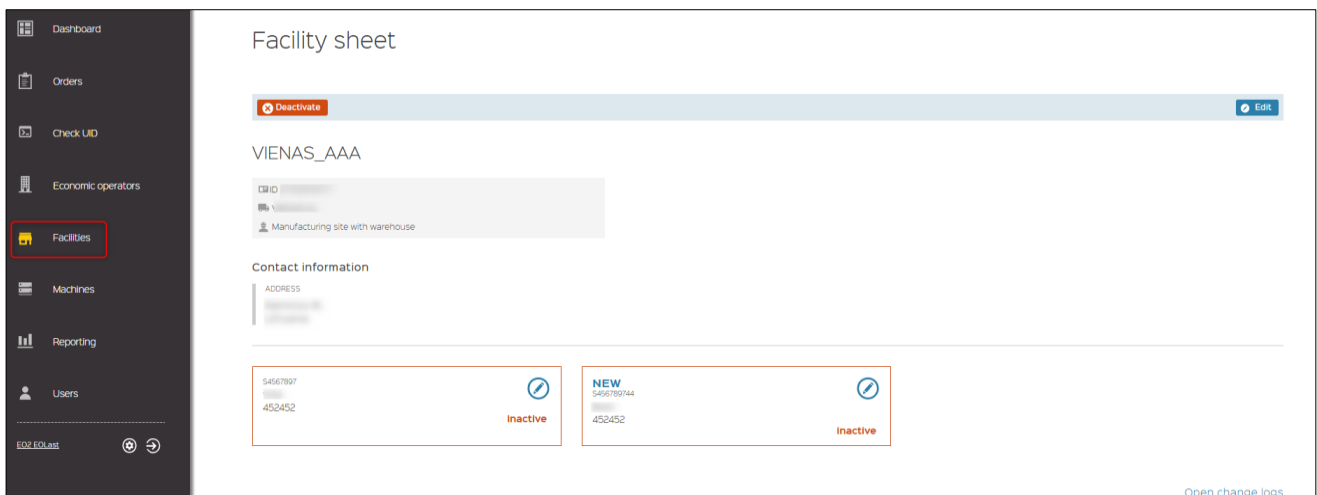
For example: enter Status inactive as a keyword into **Filter** field. Only inactive facilities will be displayed.



8.2 Facility detail

To review facility details,

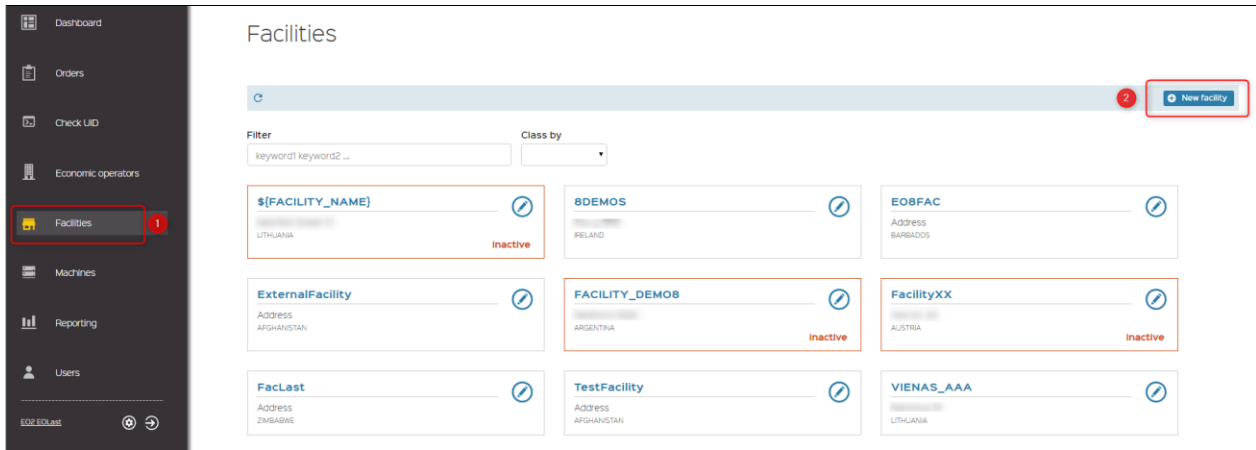
1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Click on the facility name of interest by clicking directly on its name.
3. Facility sheet will open, listing available facility related information. The following information will be available in the sheet:
 - Facility Name,
 - Facility Identifier,
 - Facility Address,
 - Facility Country,
 - Facility Type,
 - Excise Number,
 - Economic Operator identifier,
 - Status,
 - Economic Operator Name,
 - The list of the Machines' names and status linked to this facility (the name is clickable to view the machine).



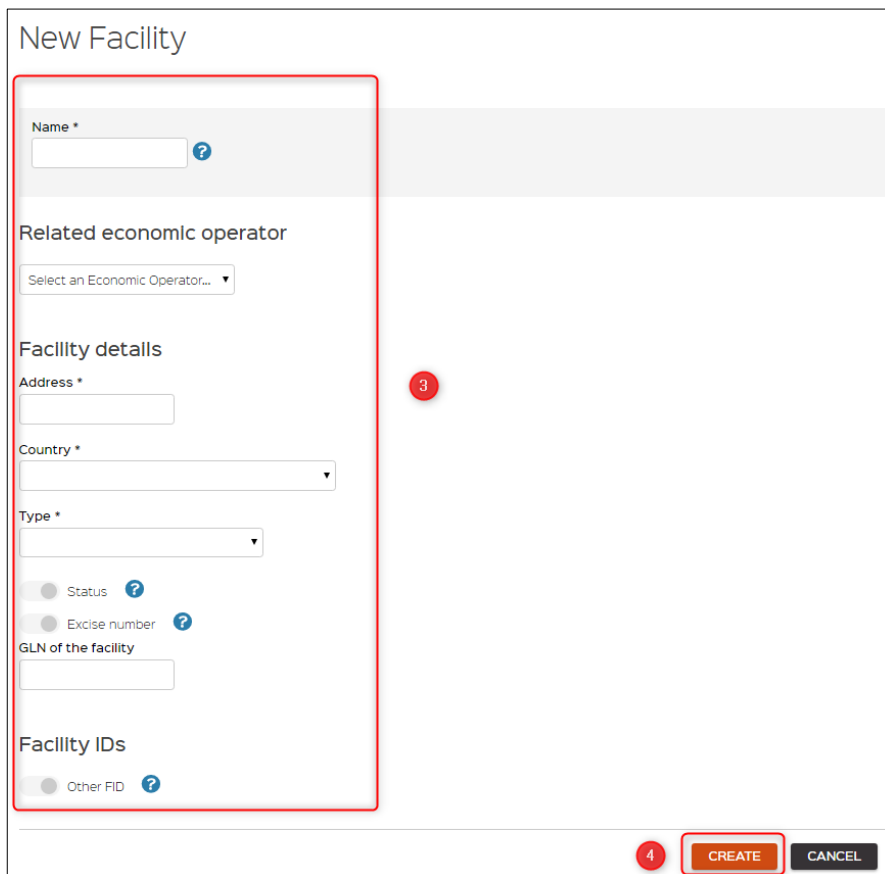
8.3 Facility creation

To create New Facility, perform the following steps:

1. Select Facilities from the navigation bar. Facilities list will be displayed.
2. Click New Facility button.



3. New Facility form will be opened.
4. Fill the fields with new facility related information and click **CREATE** button.



5. The user is redirected to the list of **Facilities**, confirmation message '**New facility was successfully created**' appears in the upper right corner of the screen. New facility will be displayed in the list.

The creation of facilities doesn't require any validation. The facility is immediately created, and the Facility Identifier is immediately generated.

8.4 Facility modification

To edit facility information, perform the following steps:

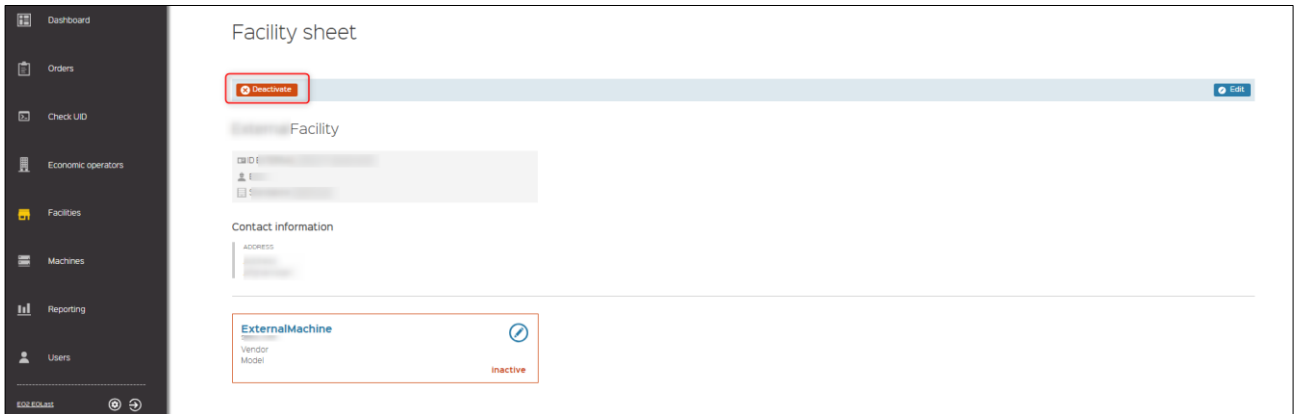
1. Select **Facilities** from navigation bar. **Facilities** list will be displayed.
2. Select facility you want to modify by clicking directly on its name. **Facility sheet** will be displayed.
3. Click **Edit** button.
4. Alternatively, you can click **Edit** icon near facility name and select directly from the list.
5. **Update facility** screen will be displayed:
 - Editable information on the screen: Name, Address, Country, Type and Excise Number.
 - Non-editable information on the screen: Facility_ID, Status, Economic Operator Name, Reg_EOID, The list of the Machines names.
6. Update information in editable fields and click **MODIFY** button.

7. User is redirected to the **Facilities** list; confirmation message '**Facility has been successfully updated**' appears in the upper right corner of the screen.

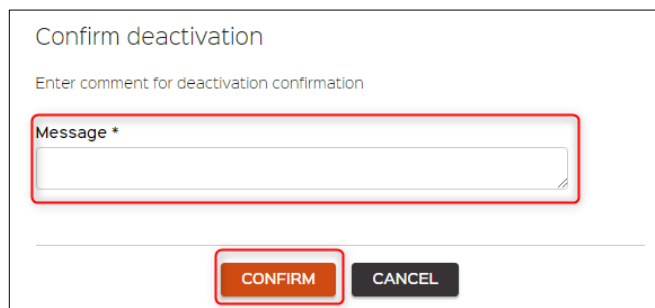
8.5 Facility deactivation and reactivation

To deactivate facility, perform the following steps:

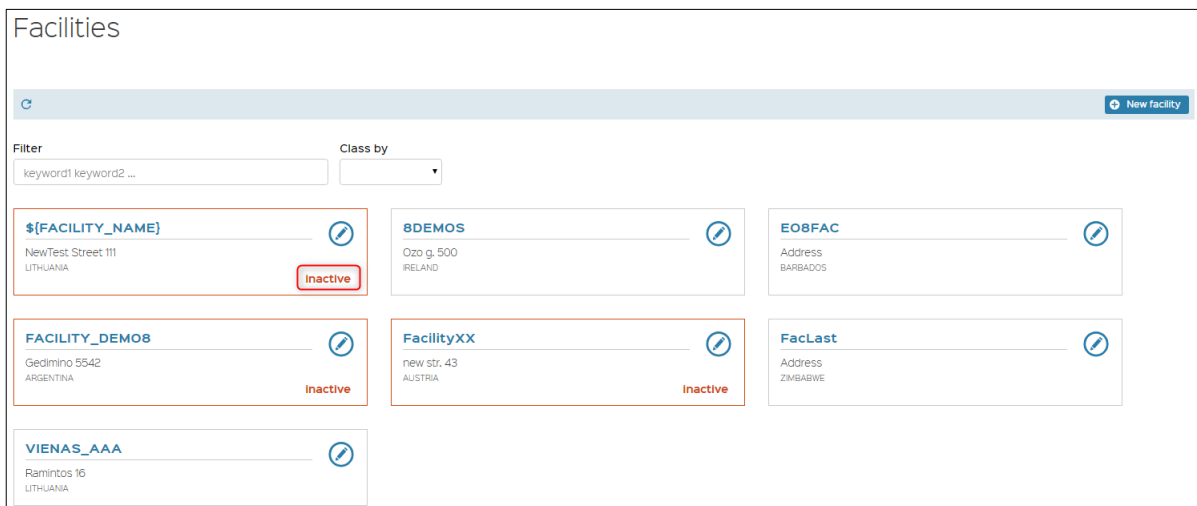
1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Click on the facility name you want to deactivate. Facility sheet will be displayed.
3. Click on **Deactivate** button.



4. **Confirm deactivation** window is displayed.
5. Enter comment into **Message*** field and click **CONFIRM** button.



6. The user is redirected to the **Facilities** list, confirmation message '**Facility status has been successfully updated**' appears in the upper right corner of the window. Facility status in the list is highlighted as **inactive**.



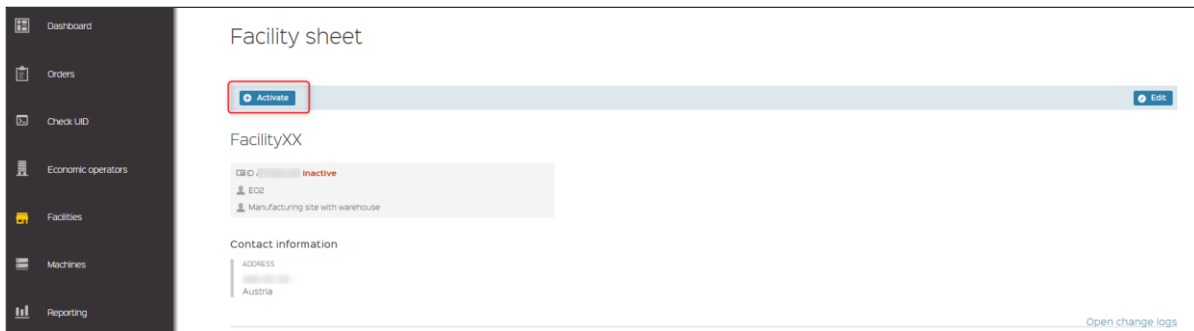
The deactivation of a facility deactivates every machines of the facility.

To reactivate Facility, perform the following steps:

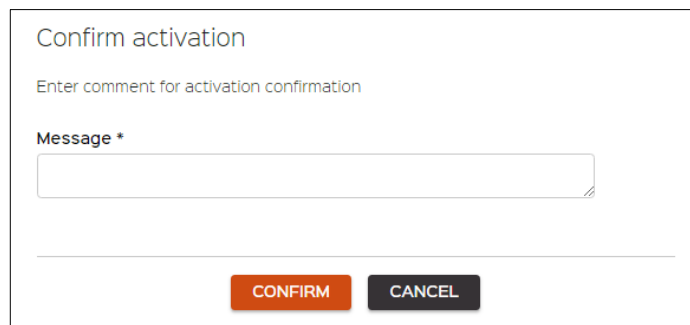
1. Select **Facilities** from the navigation bar. **Facilities** list will be displayed.
2. Select a facility that you want to reactivate. Facility status in the list will be highlighted as **inactive**.



3. Open selected facility by clicking on its name. **Facility sheet** will be displayed.



- 4. Click on **Activate** button.
- 5. **Confirm activation** windows opens. Enter comment into **Message*** field and click **CONFIRM** button.



6. The user is redirected to **Facility** list, confirmation message '**Facility status has been successfully updated**' appears at the upper right corner of the screen. Activated facility is not highlighted in the list. Reactivation of facility does not automatically activate the machines. Each machine must be reactivated one by one.

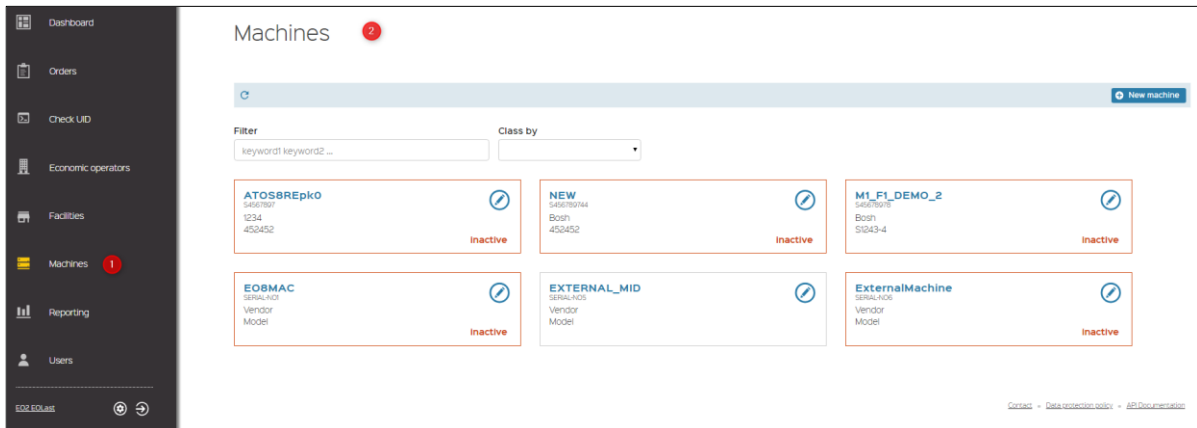


9 Machines

9.1 Machines list and search

Perform the following steps to list and search facilities:

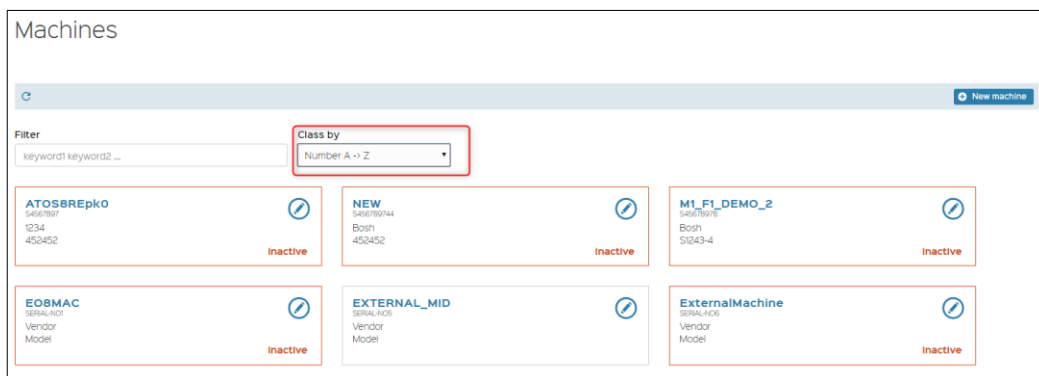
1. Select **Machines** from the navigation bar.
2. **Machines** screen should be displayed, and a list of user related machines will be provided below.



User related machines can be listed using **Class by** option.

- Economic Operator Identifier
- Vendor A → Z
- Vendor Z → A
- Model A → Z
- Model Z → A
- Number A → Z
- Number Z → A
- Status

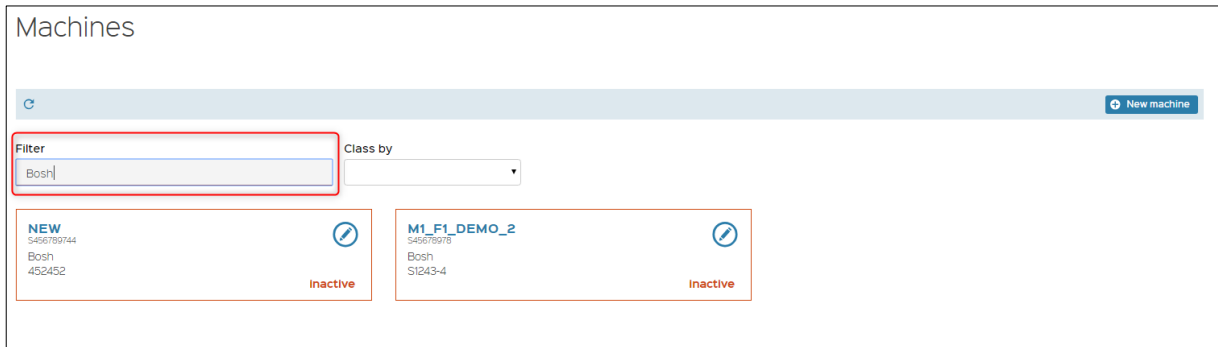
For example: select Number A → Z from **Class by** drop-down list. Machines will be automatically listed by Number A → Z.



Particular machine(s) can be found by keywords using **Filter option**. The keywords are exact values of

- Economic Operator Identifier,
- Facility ID,
- Machine Producer,
- Machine Model,
- Machine Number,
- Machine Status.

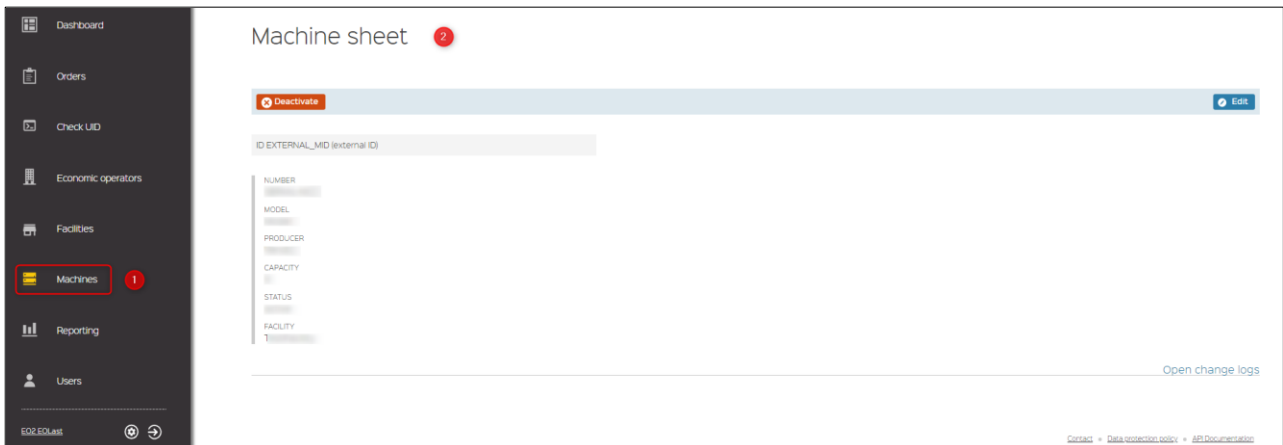
For example: enter **Machine Producer** as a keyword into **Filter** field. Only machines produced by this producer will be displayed.



9.2 Machine detail

To review machine information:

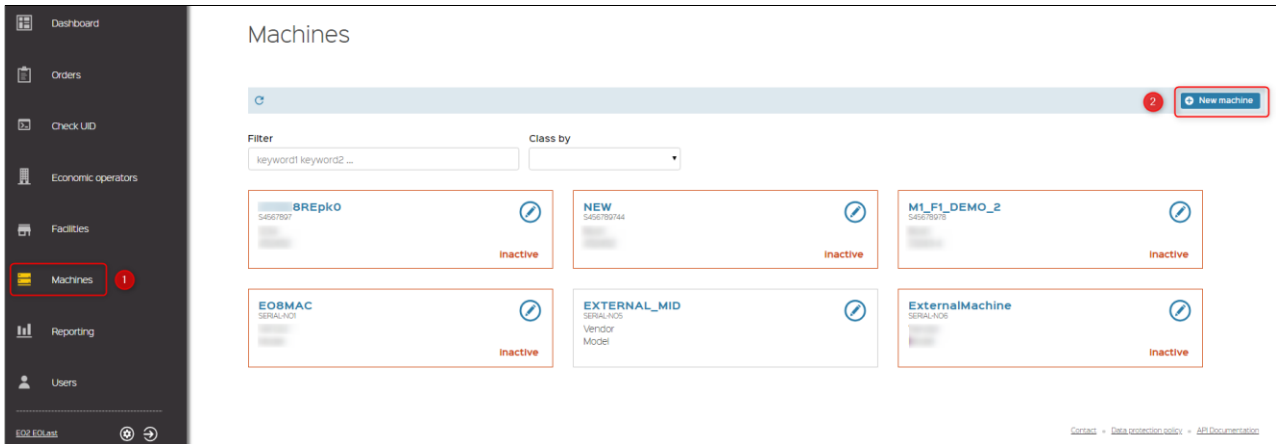
1. Select **Machines** from the navigation bar. **Machines** list should be displayed.
2. Select machine of interest by clicking directly on its name.
3. **Machine sheet** will be displayed listing available machine related information. The following information will be available in the sheet:
 - Machine name;
 - Machine ID
 - Producer
 - Model
 - Serial number
 - Capacity
 - Status
 - Facility name



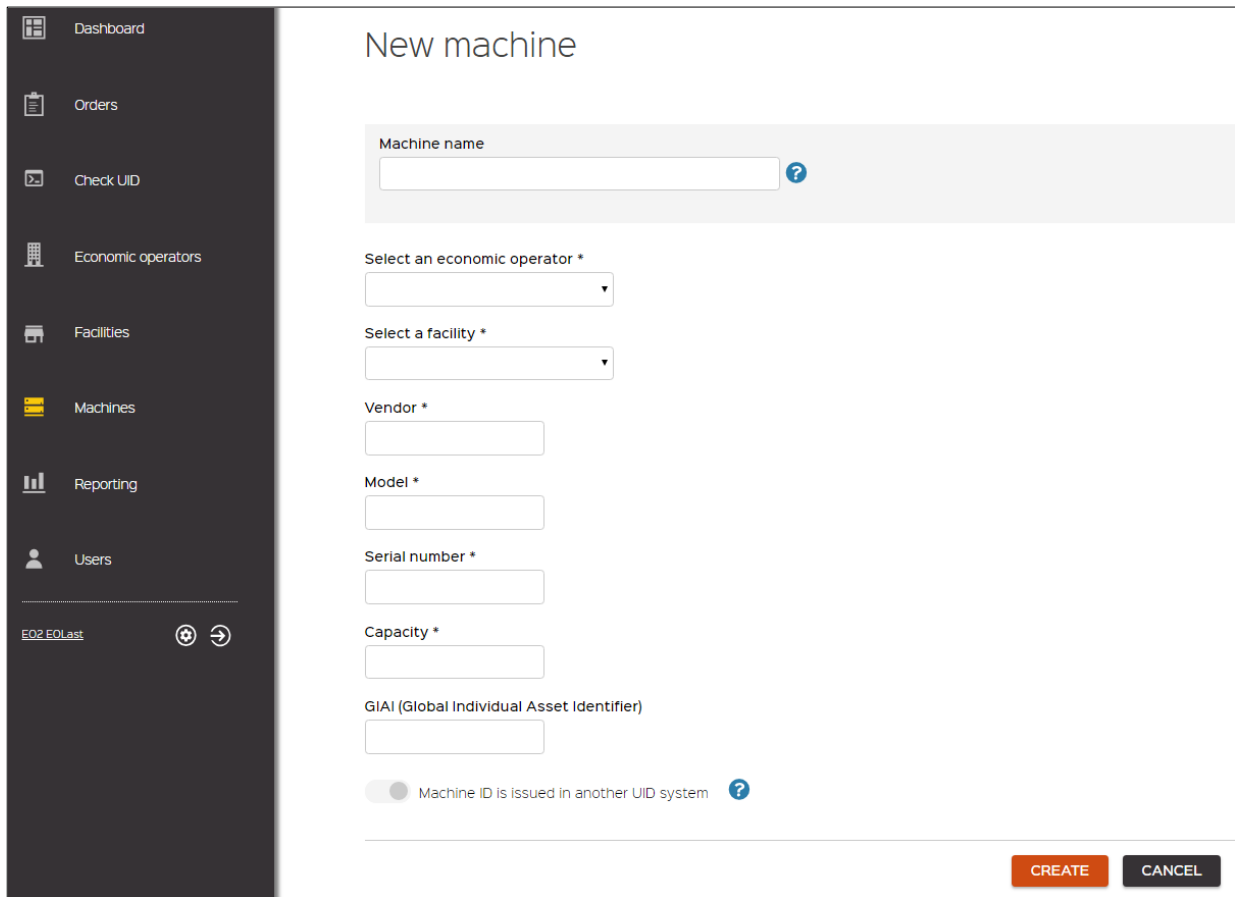
9.3 Machine creation

To create a machine, perform the following steps:

1. Select **Machines** from the navigation bar. **Machines** list will be displayed.
2. Click **New machine** button.



3. **New machine** screen will be displayed. Fill the form with required information and click **CREATE** button.



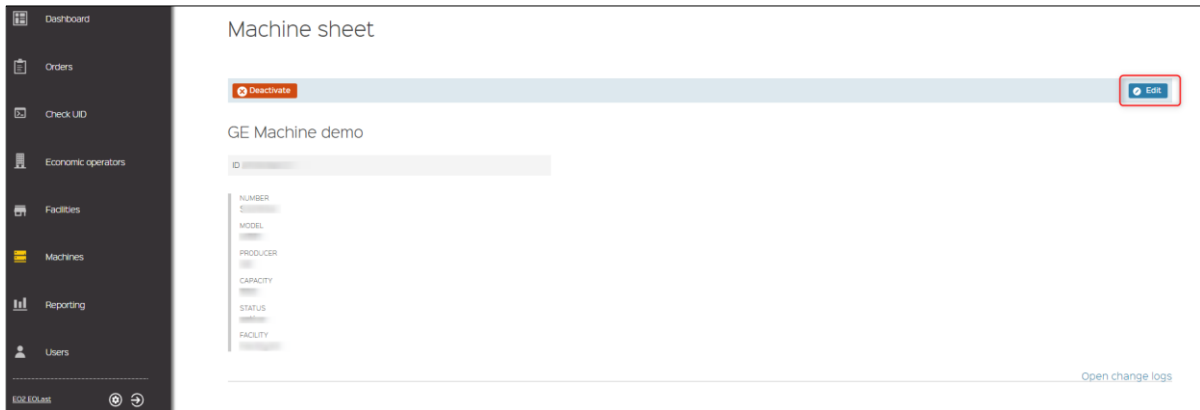
4. The user is redirected back to **Machines** list, newly created machine will be visible on the list, confirmation message **'New machine has been successfully created.'** appears at the right upper part of the screen.

9.4 Machine modification

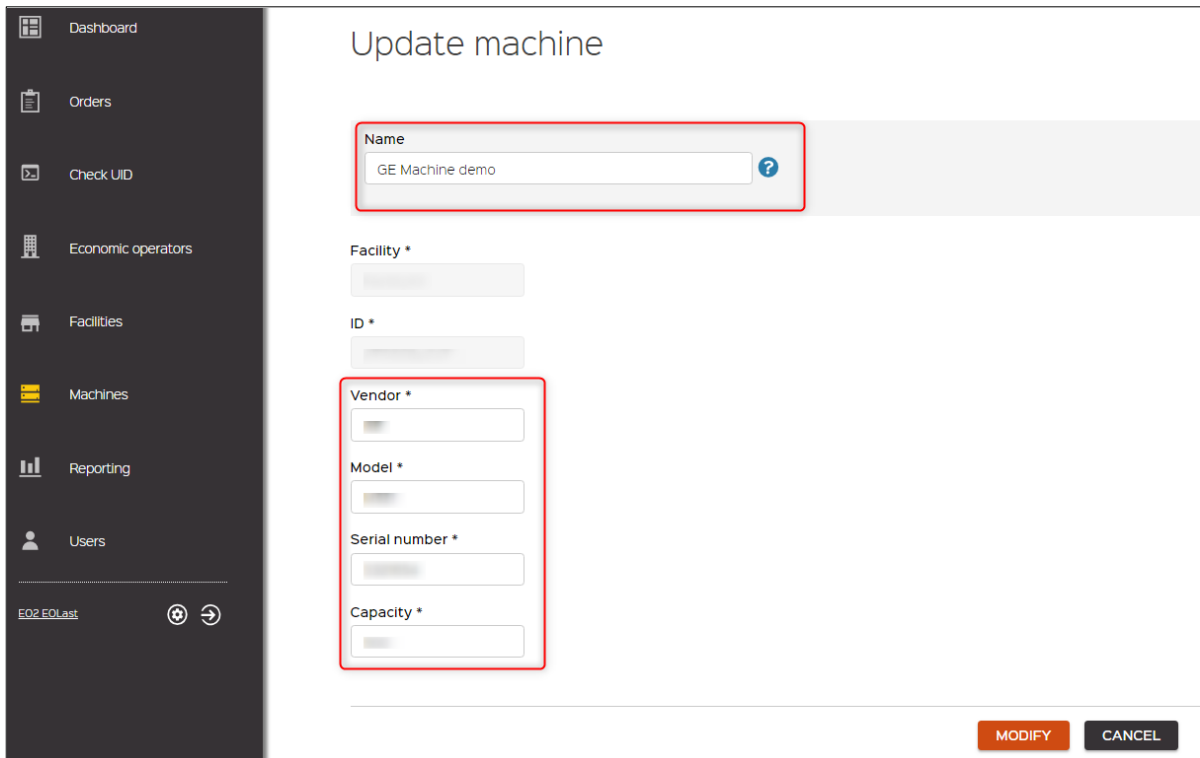
To modify a machine, perform the following steps:

1. Select **Machines** from the navigation bar. **Machines** list should be displayed.

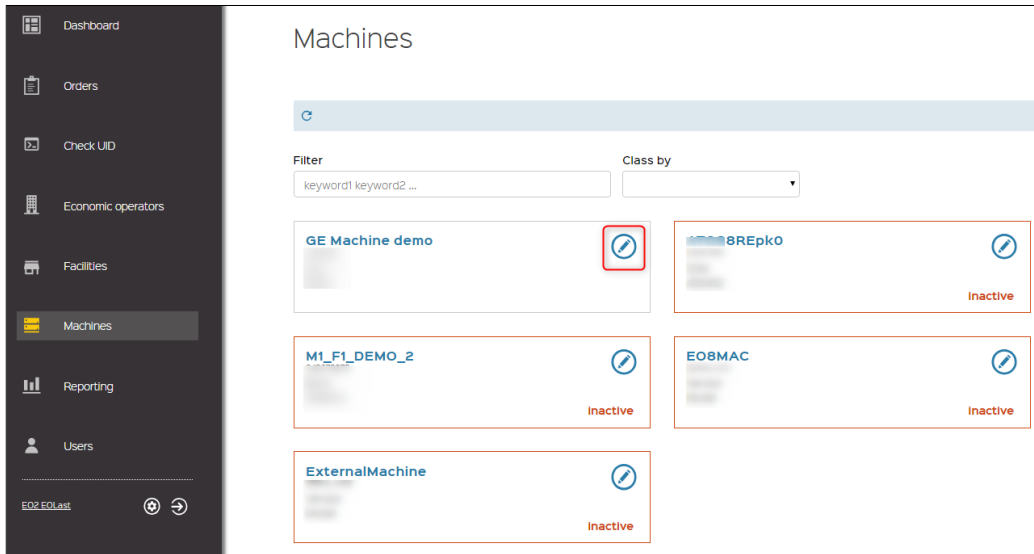
2. Select machine you want to modify by clicking directly on its name. **Machine sheet** will be displayed.



3. Click **Edit** button. **Update machine** screen will be displayed.



4. Alternatively **Update machine** screen can be accessed by clicking **Edit** icon which is near machine name in the **Machines** list.

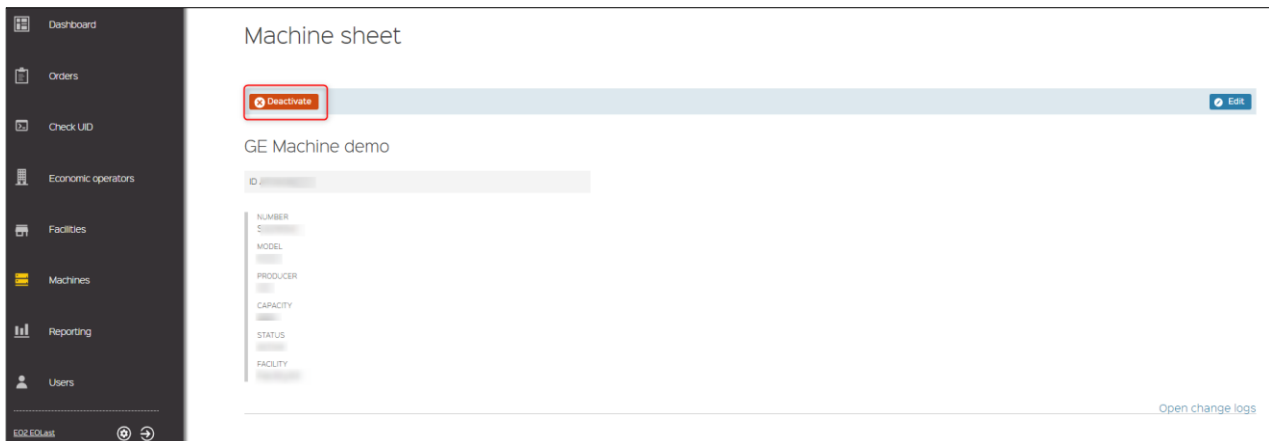


5. Update information in editable fields as needed and click **MODIFY** button.
6. The user is redirected back to **Machines** list, updated machine will be visible on the list, confirmation message **'Machine has been successfully updated.'** appears at the right upper part of the screen

9.5 Machine deactivation / reactivation

To deactivate a machine, perform the following steps:

1. Select **Machines** from the navigation bar. **Machines** list will be displayed.
2. Select machine you want to deactivate by clicking on its name. **Machine sheet** will be displayed.



3. Click **Deactivate** button.
4. **Confirm deactivation** windows open. Provide reason into **Message*** field and click **CONFIRM** button.

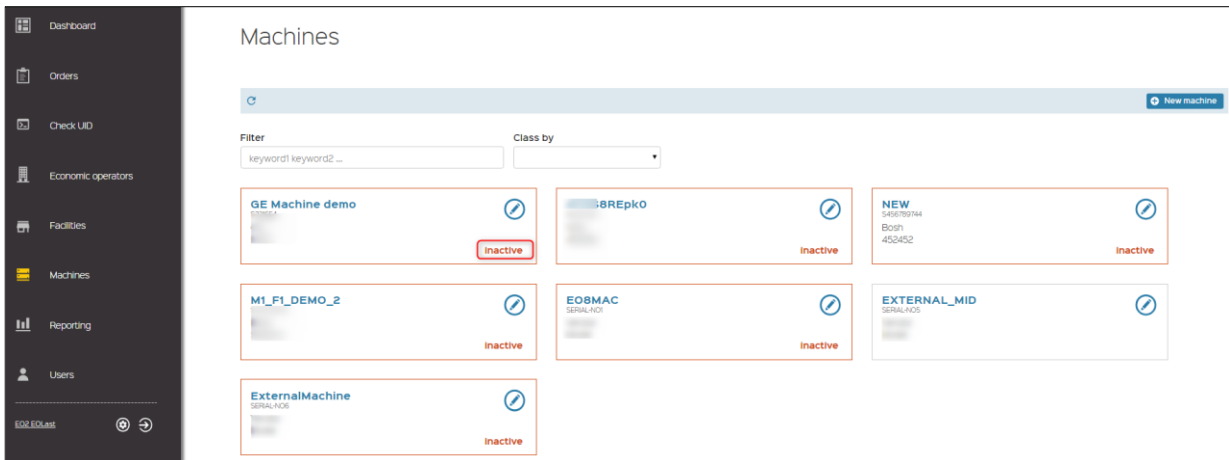
Confirm deactivation

Enter comment for deactivation confirmation

Message *

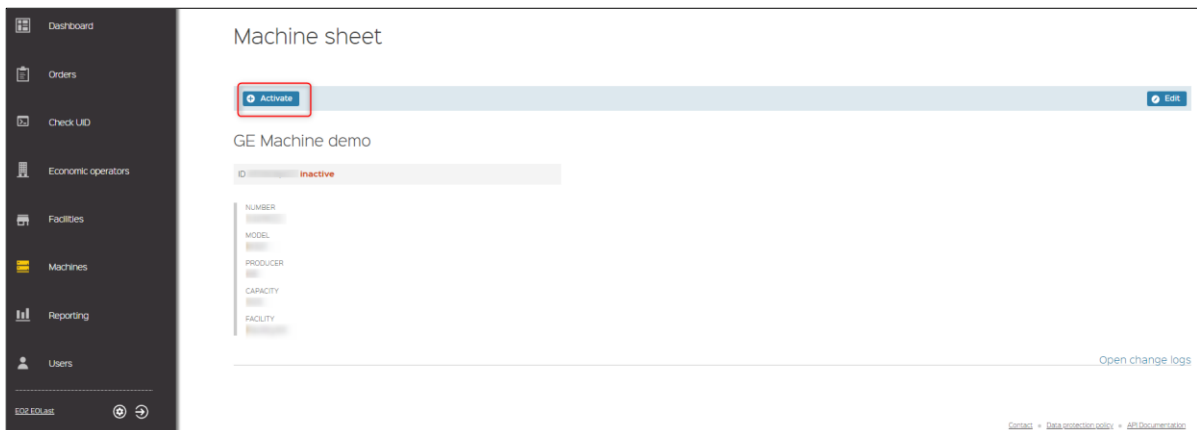
CONFIRM
CANCEL

- The user is redirected to **Machines** list, deactivated machine’s status in the list is highlighted as **inactive** and confirmation message **‘Machine status has been successfully updated’** appears in the upper right corner of the screen.

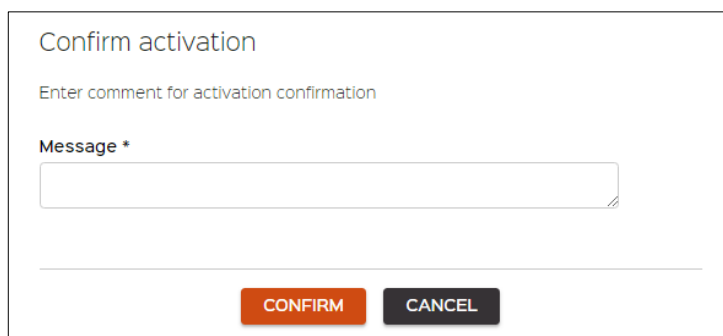


To reactivate machine, perform the following steps:

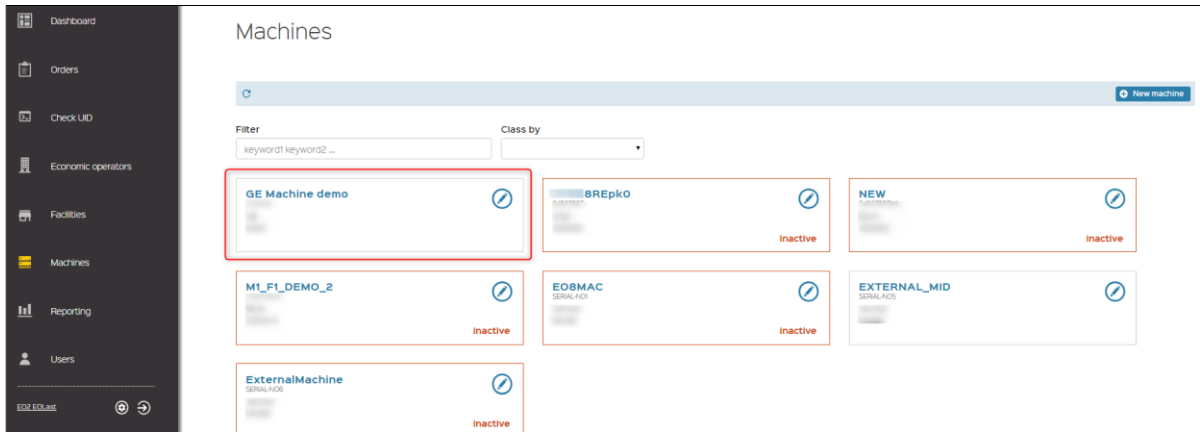
- Select **Machines** from the navigation bar. **Machines** list will be displayed.
- Select machine you want to reactivate by clicking on its name. **Machine sheet** will be displayed.
- Click **Activate** button.



- Confirm activation** windows opens. Provide reason into **Message*** field and click **CONFIRM** button.

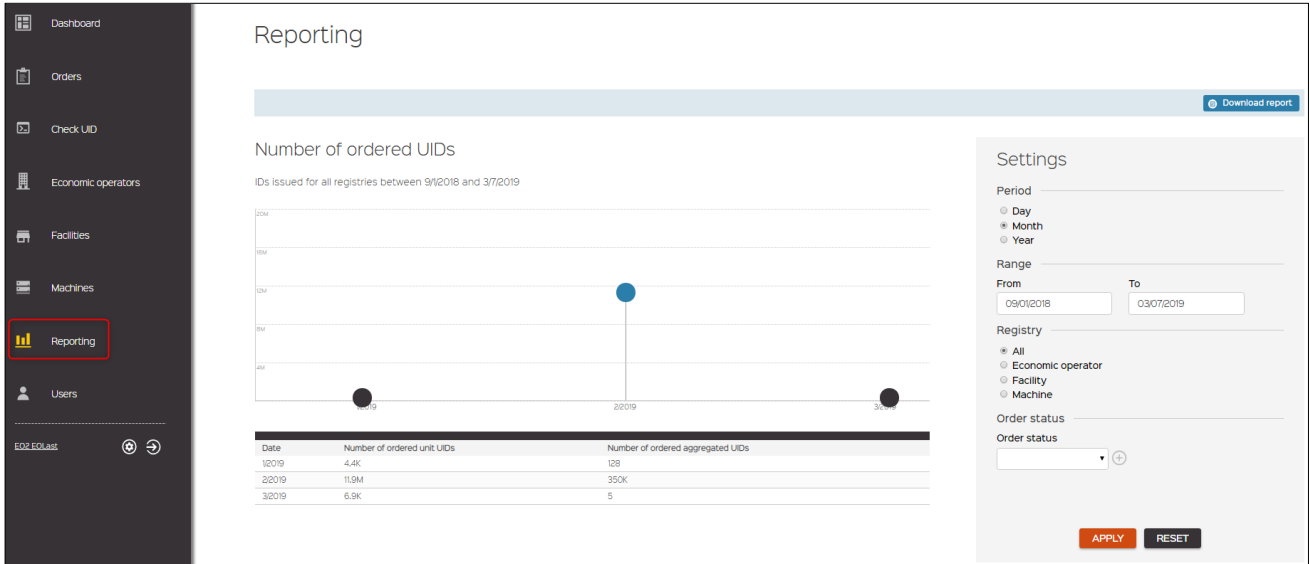


- The user is redirected to **Machines** list, activated machine’s status in the list is not highlighted and confirmation message **‘Machine status has been successfully updated’** appears in the upper right corner of the screen.



10 Reporting

Select **Reporting** from the navigation bar. **Reporting** screen is displayed.

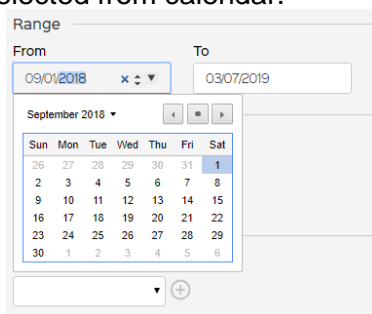


Reporting Screen consists of 3 parts:

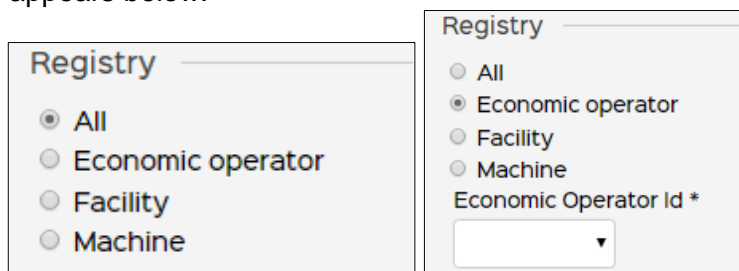
1. Graph area which graphically represents report results generated after selecting options in **Settings** section;
2. **Settings** section – where you can choose required parameters to generate report,
3. **Download report** button – allows to download generated report to preferred directory on your computer.

The following parameters can be set in **Settings** section:

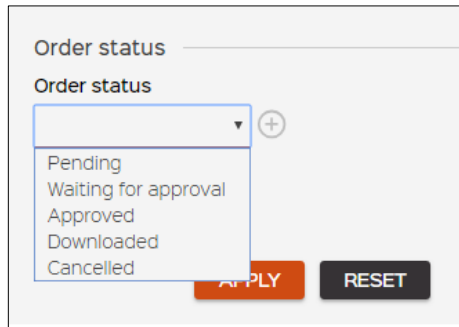
- Period - subsection allows to choose from: Day (radio button), Month (radio button), Year (radio button).
- Range – subsection allows to set **From** and **To** – date fields. Date can be entered manually, set using up/down arrows or selected from calendar.



- Registry – subsection allows to choose from: *All*, *Economic Operator*, *Facility* and *Machine*. For all options except *All* you will be asked to provide EO ID, facility ID or machine ID respectively in the field which appears below.

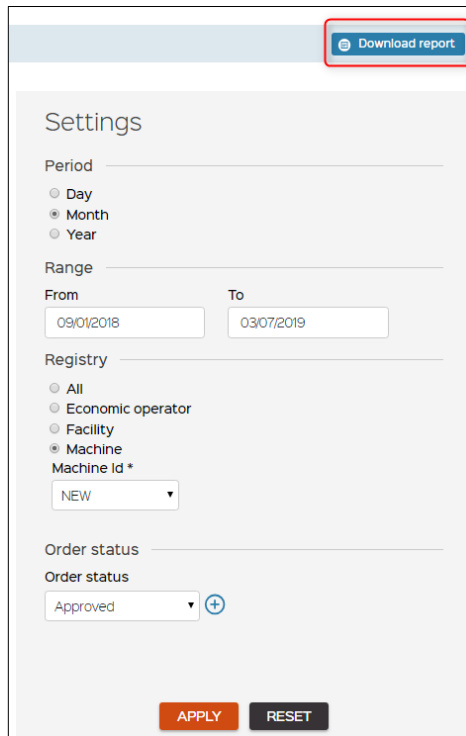


- Order status – subsection allows to choose the following options from drop-down list: Pending, Waiting for Approval, Approved, Downloaded and Cancelled.



The screenshot shows a form section titled "Order status". Below the title is a dropdown menu with a plus sign icon to its right. The dropdown menu is open, showing five options: "Pending", "Waiting for approval", "Approved", "Downloaded", and "Cancelled". Below the dropdown menu are two buttons: "APPLY" (orange) and "RESET" (black).

When all options in the **Settings** section are selected correctly, the **Download report** button is activated, and report is ready to be downloaded to your computer.

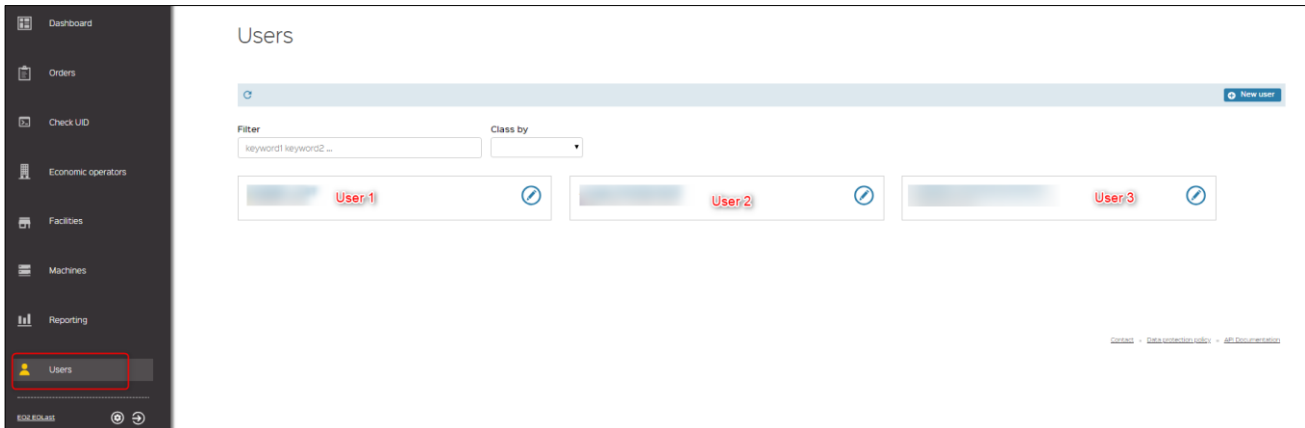


The screenshot shows a "Settings" form. At the top right, there is a blue button labeled "Download report" with a document icon, which is highlighted with a red box. The form contains several sections: "Period" with radio buttons for "Day", "Month" (selected), and "Year"; "Range" with "From" and "To" date input fields containing "09/01/2018" and "03/07/2019" respectively; "Registry" with radio buttons for "All", "Economic operator", "Facility", and "Machine" (selected), and a "Machine id *" dropdown menu with "NEW" selected; and "Order status" with a dropdown menu showing "Approved" and a plus sign icon. At the bottom of the form are "APPLY" (orange) and "RESET" (black) buttons.

11 Users

11.1 User list

Select **Users** from the navigation bar. **Users** list will be displayed on the screen.



Users can be listed using **Class by** option.

- First Name A → Z
- First Name Z → A
- Last Name A → Z
- Last Name Z → A
- Status

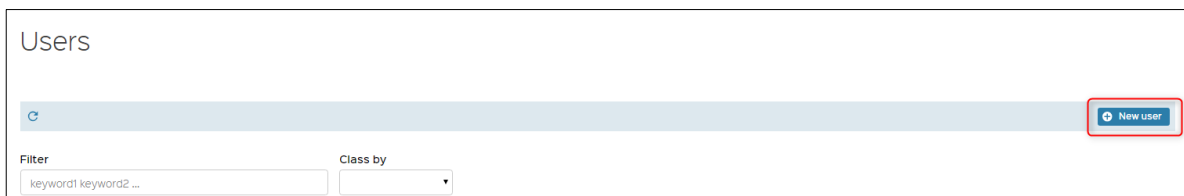
Particular User can be found entering the following values to the Filter field:

- First Name
- Last Name
- E-mail

11.2 New user creation

To create new user, perform the following steps:

1. Select **Users** from the navigation bar. **Users** list will be displayed.
2. Click on the **New user** button.



3. **New user** form will open.
4. Fill in the information to the fields and click **CREATE** button.

- The user is redirected to the main list, confirmation message '**New user has been created**' appears at the upper part of the screen. New user will be visible in the list.

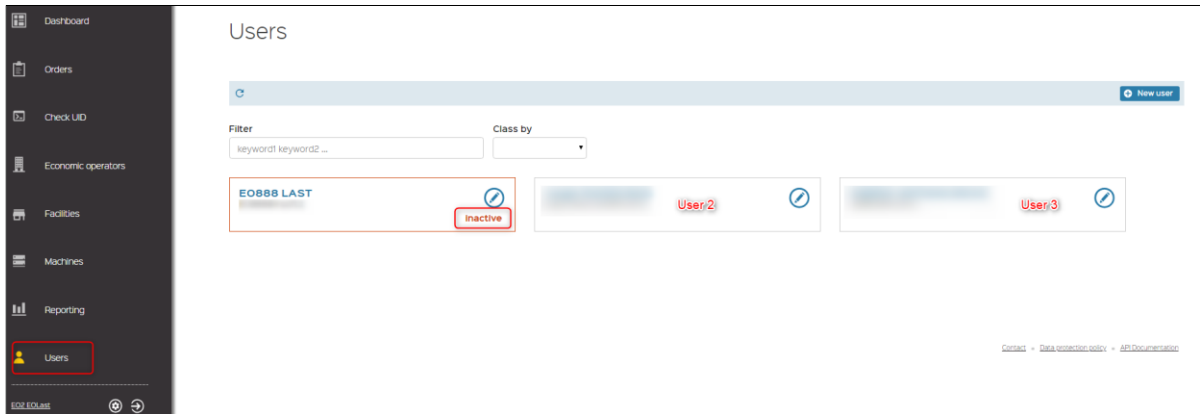
11.3 User Deactivation

Perform the following steps to deactivate user:

- Select **Users** from the navigation bar. **Users** list will be displayed.
- Select user by clicking directly on its name. **User sheet** will be displayed.

- Click **Deactivate** button.
- Confirm deactivation** window opens. Enter comment into **Message*** field and click **CONFIRM** button.

- The user is redirected to the **Users** list, confirmation message '**User status has been successfully updated**' appears at the upper corner of the screen, the user status in the list is highlighted as **inactive**.

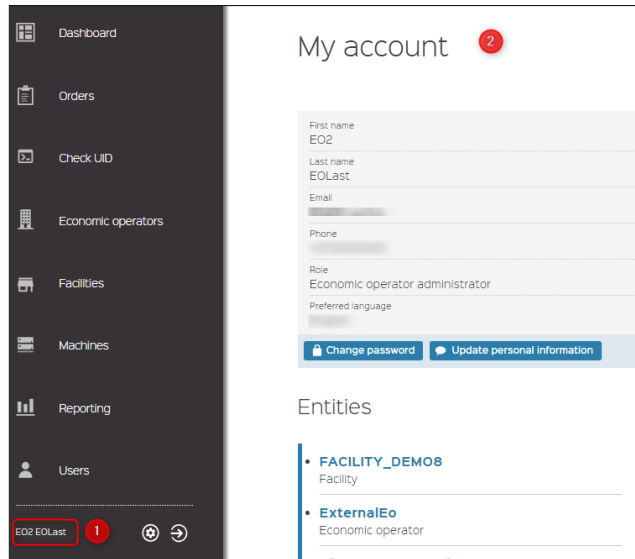


12 Account & Setting

12.1 My Account

To access your own account:

1. Click on your user name which will be displayed at the bottom of the navigation bar.
2. **My account** screen will be displayed:

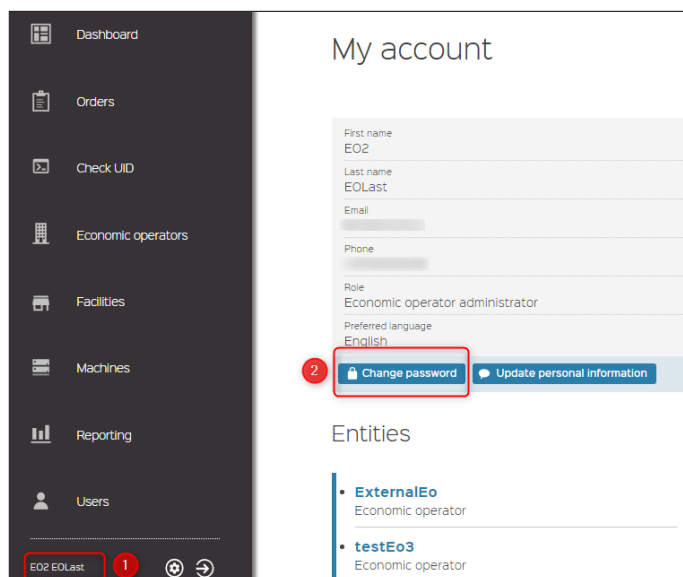


My account screen holds the following information:

- Personal information of economic operator,
- Economic operator related entities (other economic operators, facilities, machines)
- Change password option
- Update personal information option

Perform the following steps to Change password.

1. Click on your name at the bottom of the navigation bar. **My account** screen will be displayed.
2. Click Change password button.



3. **Change password** window will open.

4. Enter old password and new password into corresponding fields and click **CHANGE PASSWORD** button.

5. The user will be redirected to the initial system login screen and will be able to login using his new password.

To Update personal information, perform the following steps:

1. Click on your name at the bottom of the navigation bar. **My account** screen will be displayed.
2. Click on Update personal information button.

3. **Update personal information** window opens displaying current information in the fields.
4. Update information as needed and click **UPDATE** button

- The user is redirected to **My account** screen where updated information will be seen, and confirmation message '**Your account has been updated**' appears at the upper part of the screen.

12.2 Settings

To access your settings, perform the following steps:

- Click on Settings icon which is near your username at the bottom of the navigation bar.
- Settings screen will be displayed.

- Select an option to '**Receive email when UIDs are ready for download**' by clicking on the button.
- Set the preferred **Date format** which will be displayed across options of his account. The following date formats are available from the drop-down list:
 - YYYY-MM-DD
 - DD-MM-YYYY
 - MM-DD-YYYY

- YYYY/MM/DD
 - DD/MM/YYYY
 - MM/DD/YYYY
5. Click **SAVE CHANGES** button to save your preferences.


```
RwOi8vdWikLWlzc3Vlci54Lmluc29mdC5sdC9hdXRoL3JlYWxtcy91aWQtaXNzdWVyLXRIY2huaWNhbC1kZXYiLCJhdWQiOiJsb2NhbGhvc3QiLCJzdWl0i5ZmJkYTdkZS1jNzFhLTRjZWYtOGM3YS03OWVhZDFjYWU3ZWYiLCJ0eXAiOiJSZWZyZXN0liwiYXpwIjoibG9jYWxob3N0liwiYXV0aF90aW1lIjowLCJzZXNzaW9uX3N0YXRlljoiYjA4MzE3ZmQtNWNjYy00NjQ1LWl0OTQtM2I4Y2M3NjhOGY4liwicmVzb3VyY2VfYWNjZXNzIj07ImFjY291bnQiOnsicm9sZXMiOlsibWFuYWdlLWFjY291bnQiLCJtYW5hZ2UyYWNjb3VudC1saW5rcylsInZpZXctcHJvZmlsZSJdfX0sInNjb3BlIjoicHJvZmlsZSBlbWFpbCJ9.uTXJPWoOhBittrxxzOViZOQaF9vInJlj2KXA28aPljDSa4ha1FYCwfTuuqg3-dCL1oOSQ6KWdBes0Hgq7zS1IJ9on49F74Ygx2YmpDM-WZuEyOj3H0LNtwiAlb2gmpc_WHF3senVJEBqo6Xp6d4RCpIJR5A4cVA7avqL0Gep-tOhEm7kthrcls4L0tmv78cOXVDCJK32mYkjUUMzThoGENRF1JsPuVBBcginyTR3PnexUb_IUYB7jfpsY01xUCP_mbfdH1e20GzF7TBOjD8C8ZpQ57yhAFQ8iOgMMNuRcbgJ-QsDGQ1EmYG1PCla1xs_W0PCFZG_0s1wTJNtCkq-Pg",
  "token_type": "bearer",
  "id_token": null,
  "not-before-policy": 1551087910,
  "session_state": "b08317fd-5ccc-4645-b294-3b8cc768a8f8",
  "scope": "profile email"
}
```

In case of wrong credentials or other SSO error, the HTTP 502 status will be returned.

After access-token expires, a new one can be retrieved by calling refresh API with refresh-token in the header named “refresh-token”. The result is the same as login API.

13.2.2 Token integration

Two headers must be added to every request in order to be able to access any secured endpoint. First header named “Authorization” must contain access-token retrieved from login API in format: “Bearer <access-token>”. Second header will be named “Realm” with value “Technical”.

For example:

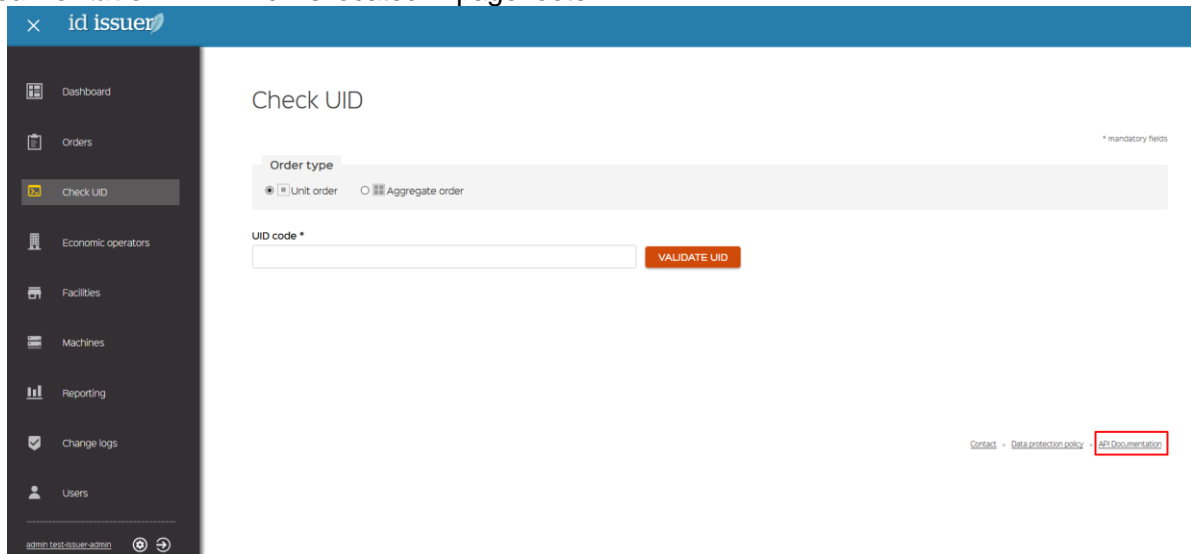
Authorization: Bearer

```
eyJhbGciOiJIUzU1NiIsInR5cCI6IkpXZWl0eXkiLCJ0eXAiOiJSZWZyZXN0liwiYXpwIjoibG9jYWxob3N0liwiYXV0aF90aW1lIjowLCJzZXNzaW9uX3N0YXRlljoiYjA4MzE3ZmQtNWNjYy00NjQ1LWl0OTQtM2I4Y2M3NjhOGY4liwicmVzb3VyY2VfYWNjZXNzIj07ImFjY291bnQiOnsicm9sZXMiOlsibWFuYWdlLWFjY291bnQiLCJtYW5hZ2UyYWNjb3VudC1saW5rcylsInZpZXctcHJvZmlsZSJdfX0sInNjb3BlIjoicHJvZmlsZSBlbWFpbCJ9.uTXJPWoOhBittrxxzOViZOQaF9vInJlj2KXA28aPljDSa4ha1FYCwfTuuqg3-dCL1oOSQ6KWdBes0Hgq7zS1IJ9on49F74Ygx2YmpDM-WZuEyOj3H0LNtwiAlb2gmpc_WHF3senVJEBqo6Xp6d4RCpIJR5A4cVA7avqL0Gep-tOhEm7kthrcls4L0tmv78cOXVDCJK32mYkjUUMzThoGENRF1JsPuVBBcginyTR3PnexUb_IUYB7jfpsY01xUCP_mbfdH1e20GzF7TBOjD8C8ZpQ57yhAFQ8iOgMMNuRcbgJ-QsDGQ1EmYG1PCla1xs_W0PCFZG_0s1wTJNtCkq-Pg",
  "token_type": "bearer",
  "id_token": null,
  "not-before-policy": 1551087910,
  "session_state": "b08317fd-5ccc-4645-b294-3b8cc768a8f8",
  "scope": "profile email"
}

0XZuKV0L0DtYL1PXSXuiTtTW8rXWwabtYzSyfCURPVBU_q2F5AeKI_qWHzJM_fKpBBEY2SBFqB-alhUTa2qWguUtETRDUweg-AfelhdSuwELuplit2JU3T-F_1YMgniuvnP1PS4E18T3AkzglBjNLPNm7WRHimxcXtUjV4XubryplczXag4QD0f4jH4Cfx8n_GXJKOm hEicKepx0HQZs9PvmUYxd898sgN8ZuObPq-SIER8ygiHEWfUGtxjEFpk0IPVYq_e9XgnCugF-y8Q_X22HrH8Rs6AtCb0zRN_iBKbCcoo85FCDWzHqg
Realm: Technical
```

13.2.3 SWAGGER

Swagger documentation can be accessed from user interface after successful login by clicking on '**API documentation**' link which is located in page footer.



14 Helpdesk

14.1 Operation and contact

If you encounter issues that you are not able to resolve, please contact the Helpdesk by phone or e-mail. You will find these details via **Contact** hyperlink at the bottom on every screen of the system.



Your ID Management solution for the TPD regulation

A screenshot of a "Sign in" form. At the top left is a small yellow circle with "EN" inside. Below it is the heading "Sign in". There are two input fields: "User Identifier *" and "Password *". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a yellow button labeled "OK".A screenshot of a "Create an Account" form. The heading "Create an Account" is centered at the top. Below it, the text reads "You may create your account using the register form." At the bottom of the form is a yellow button labeled "Create account".

[Contact](#) [Data protection policy](#) [API Documentation](#)



When you click on **Contact** hyperlink, **contact** screen will be displayed. Available options to contact helpdesk are:

- By phone;
- By e-mail;
- Submitting your contact details and your message in the designated window.

Phone number and e-mail address are country specific. You should open your ID Issuer application **Contact** screen to receive valid contact details.

Contact

ID Issuer

Contact us * mandatory fields

Your name *	Your email *
<input type="text"/>	<input type="text"/>

Company name

Title of your question *

Your question *