

Manual - Full content to Download



Welcome to SDG Dashboard User Manual

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Common core (all users)

0.1 Introduction

What is the Single digital gateway?

The internal market is one of the Union's most tangible achievements. By allowing people, goods, services and capital to move freely, it offers new opportunities for citizens and businesses. The Single Digital Gateway Regulation (Regulation (EU) 2018/1724) aims to make it easier for citizens to travel, work, study or live within another Member State of the Union and for companies to trade, establish themselves, and expand their businesses across borders.

The Regulation on the Single digital gateway (SDG) entered into force in December 2018. The SDG uses the existing [Your Europe portal](#) as its public user interface. Its users are European citizens and businesses. The SDG aims at helping them to navigate the complexities of the single market and assist the users in finding and understanding rights and rules at the EU and national level, in completing online procedures and in getting assistance where needed. The gateway will also invite its users to give feedback about the quality of the public services and about any barriers they encounter in the single market.

The SDG's implementation is an ambitious program of public service digitalization and of full cross-border accessibility of information, procedures and assistance services. The Regulation foresees three important deadlines: In December 2020, the SDG was launched with information on rights, rules and procedures, a number of related assistance services, usage data collection and user feedback tools. By December 2022, the municipal authorities will have to do the same. By December 2023, 21 of the most important procedures for Europeans will be fully online in all Member States and accessible cross-border, supported by an EU wide "once-only" technical system, which will allow users to request authorities to re-use their data through an automated cross-border exchange system, sparing users the effort of providing the same information several times.

The management of the SDG is a joint task of the Commission and the Member States, working together in a coordination group based on an [implementation work program](#).



Your Europe

Help and advice for EU nationals and their family

Life and travel >

Practical guide to doing business in Europe

Doing business >

Find information and personalised support across EU and national websites

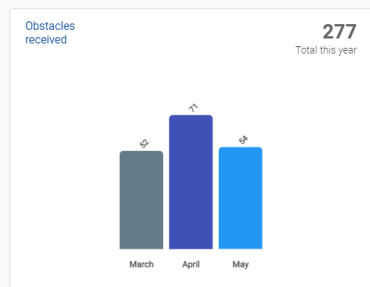
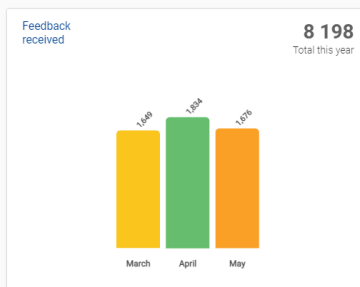
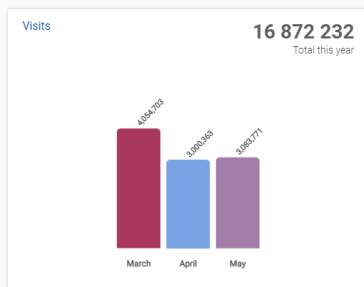
Search >



Single Digital Gateway

Welcome Application Manager

- Home
- Links
- Assistance services
- Translations
- Translations budget
- Feedback on quality
- Obstacles reported
- Statistics >
- User management >
- System settings >



Profiles and user roles

Profiles description

Application manager	EU service providers	EU Observer	National coordinator	National service provider	National observer
<ul style="list-style-type: none">• EC officials responsible for the operational management of the single digital gateway system.	<ul style="list-style-type: none">• EC officials who manage EU wide information, procedures or assistance and problem solving services (e.g. Your Europe, Europe Direct).	<ul style="list-style-type: none">• EC Officials who have policy responsibilities but no operational role within the SDG.	<ul style="list-style-type: none">• National official with an overall operational responsibility of the single digital gateway in the Member State in question as set out in the SDG regulation.	<ul style="list-style-type: none">• National officials who are responsible for information, procedures or assistance and problem solving services (e.g. national ministries, agencies, Points of Single Contact, EURES).	<ul style="list-style-type: none">• National officials who have policy responsibilities but no operational role within the SDG.

0.2 How to access SDG

Registration via email invitation

To be able to access SDG, you should first receive an invitation via email.

If you have not received your invitation yet, please contact your local correspondent :

- **National Coordinator** (at your country level) : if you have the role of National Service Provider or National Observer
- **Application Manager** (DG GROW) : if you have the role National Coordinator, European Service Provider or European Observer

Once you have received the invitation, you need to **click on the link** within the body of the email to register.

(To avoid possible issues with your profile, we advise you to copy/paste the link from the invitation in a new incognito window)



European
Commission

Single Digital Gateway

Invitation to register in Single Digital Gateway System

Dear user,

You have been invited by Karine DEREIMS to register as user of the single digital gateway IT management system.

To activate your access you need to have an EU login account (European Commission's user authentication service). If you do not have an EU login account, you can create one by following the link '[Create an account](#)' on the EU Login authentication page.

Click the following link to proceed with your registration to the single digital gateway IT management system:

<https://www.sdgacceptance.eu/registration/a5bbc8712f6d64cbb6dccef5bed4aafe>

Please, keep in mind that the link above can be used only one time. If you have any questions, you can contact GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu

Best regards,
Single digital gateway team

CNS (Corporate Notification System)

[You can change your notification preferences here.](#)

If you already have an active EU login account, you can skip the next step and go directly to **Register in SDG**.

Create a EU login account

If you do not have yet a EU login account, you will be asked to create one.

SDG requires you to authenticate

Sign in to continue

Enter your EU Login username or e-mail address

[Create an account](#)

Next >

Or



Sign in with your electronic ID Card

Easy, fast and secure: download the **EU Login app**



It is really important that the EU login you create uses the **same email address** as the one used to receive the invitation to register.

Create an account

[Help for external users](#)

First name

Last name


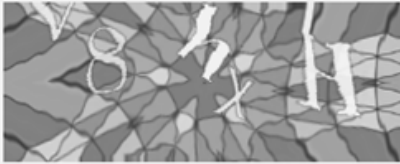
E-mail

Confirm e-mail

E-mail language

Enter the code

By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

Create an account

Create an account

Thank you for registering, you will receive an e-mail allowing you to complete the registration process.

Then, go back to your mail box and click on the link "**This link**" to set your password.

Your password Inbox x



ACCEPTANCE Authentication Service <automated-notifications@nomail.ec.europa.eu>
to me

9:35 AM (35 minutes ago) ☆ ↶ ⋮

Dear User SDG,

You have been registered in ACCEPTANCE EU Login.

Your email address is usersdg5@gmail.com

To create your password, follow the link below:

[this link](#)

You have a maximum of 24 hr, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:

<https://ecas.acceptance.ec.europa.eu/cas/init/m/43-cekDmzdVfwwOVs3s1v5dPzhzNbmL/Va5gd6Nt1ITJMgaGSI8HJAKWAbzxVRJ02-3.3.2-b-dn3a/cas/init/initialisePasswordLogin.cgi?wayf.domain=external&wayf.remember=checked&wayf.submit=Select&uid=n00014a2&resetCode=UbbDjhJlmMBet0v6CwNp9qvJaRzo3vMOEU3yQLMHd4&service=https%3A%2F%2Fauth.sdgacceptance.eu%2Fsaml2%2Fidpresponse>

Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.

Sent to you by ACCEPTANCE EU Login

↶ Reply

➦ Forward

Type your password following the rules explained below and click on **Submit**

New password

! Please choose your new password.

n006j78l
(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters: !"#\$\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

Examples: HnzyXLDZr1 gzCuvFTyY3 uzbTIABer8

[\[Generate other sample passwords\]](#)


Once your password is defined you can click on **Proceed**

New password

! Your EU Login password was successfully changed.

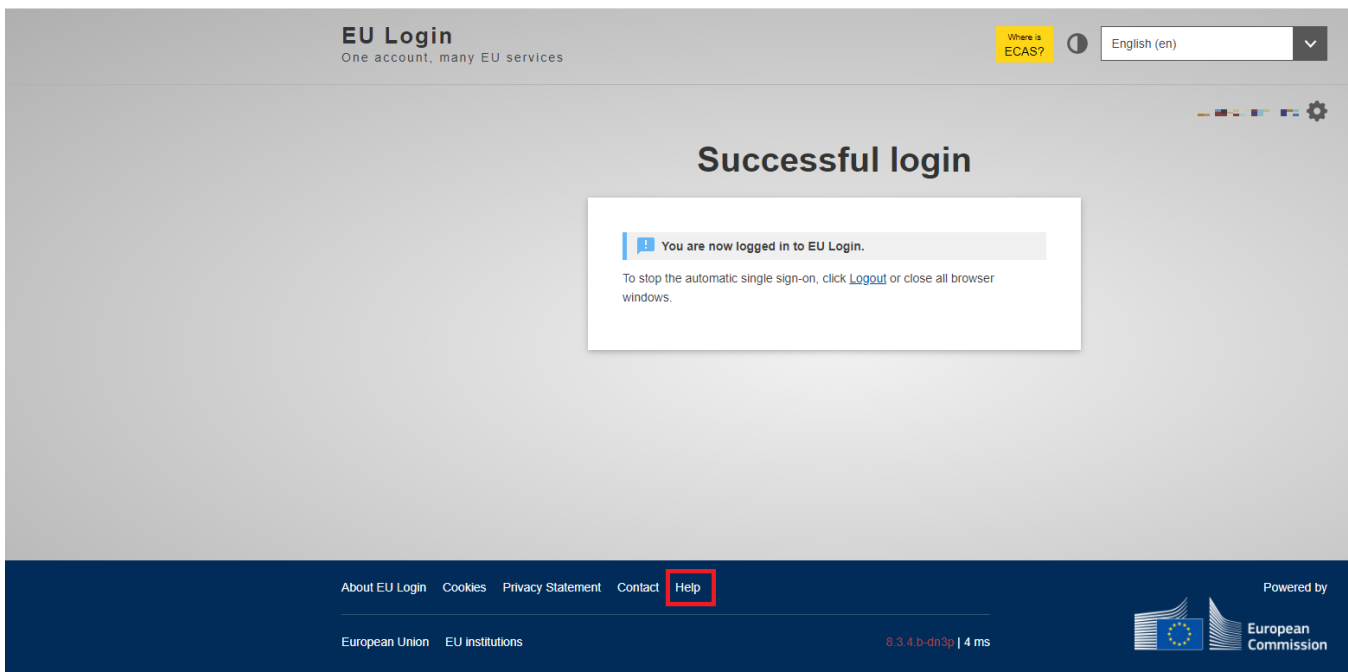
Proceed

Successful login



 You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.


For issues with the EU login account, we recommend you read the documentation you can find on the help section of the EU Login:



EU Login
One account, many EU services

Where is ECAS?  English (en) 


Successful login

 You are now logged in to EU Login.

To stop the automatic single sign-on, click [Logout](#) or close all browser windows.

[About EU Login](#) [Cookies](#) [Privacy Statement](#) [Contact](#) [Help](#)

European Union EU institutions 8.3.4.b-dn3p | 4 ms

Powered by  **European Commission**

Register in SDG

Now that you have a EU login configured, click on the link from the invitation (or copy/paste it in a new incognito window).

Enter your email address (the same as your EU login account, identical to the one used to receive the invitation) and click **Next**

SDG requires you to authenticate

Sign in to continue

Enter your EU Login username or e-mail address

usersgd5@gmail.com

[Create an account](#)

Next >

Or



Sign in with your electronic ID Card

To avoid inconsistencies, we **highly recommend you to use the registering method via email and password**, instead of the alternative methods, like the **ID card** as shown in the above print-screen. If you register using that different method you will always need to use the same method to login in SDG.

Enter your information on the SDG Sign up page. Notice that the name of your Competent Authority is mandatory.

Then click on **Submit**

Sign up to SDG

REGISTRATION DATA	
EU Login ID	n00014a2
Email	usersgd5@gmail.com
First name	User
Last name	SDG
Phone number	<input type="text"/>
LOCATION	
Country	<input type="button" value="France"/>
COMPETENT AUTHORITY	
Name *	<input type="text"/>
ROLES & PERMISSIONS	
Role	National Coordinator

Click on **Go to SDG** to access SDG Homepage when finished.

✔ **Successfully registered!**

Dear User,

Thank you for accepting our invitation to join SDG.

You have successfully registered in SDG. You can now start using SDG.

SDG team.

[< Go to SDG](#)

Congratulations, you now have access to SDG system!

The screenshot shows the SDG system dashboard. At the top left is the European Commission logo and the text 'Single Digital Gateway'. At the top right, it says 'Welcome User SDG' and 'National Coordinator (FR)' next to a user profile icon. A dark blue sidebar on the left contains a menu with the following items: Home, Links, Assistance services, Translations, Obstacles reported, User management, and System settings. The main content area features a donut chart titled 'Your Europe' with '232 417 visits' in the center. The chart is divided into seven segments representing different countries: Italy (light blue), Germany (yellow), Belgium (green), France (orange), Austria (teal), Spain (red), and another light blue segment.

Most common issues

To avoid any issue related to the access to the SDG, we strongly advise you to use a new incognito window and follow carefully the steps described in **Access to SDG** part of the user guide.

I cannot access SDG on my Browser

We recommend the use of the latest version of Google Chrome or FireFox. You will not be able to access it via Microsoft Edge, and since Internet Explorer is no longer supported by Microsoft we do not recommend the use of this browser.

I have not received my invitation

Check first if the email is not in your Spam box. Otherwise, ask to your local contact if they sent the invitation to you.

I have an error message (no access right)

Usually, this means either that you tried to access the SDG directly without having clicked first on the link from the invitation and registering to SDG.

Or, maybe you tried to access the SDG through the direct link without having received the invitation first. If this is the case, please contact your local correspondent.

I have an error message (EU login different from email invitation)

The email address for the EU login you have used to register in the SDG **must be identical** to the email address used to receive the invitation.

I lost my ECAS password

To reset your ECAS password or if you encounter any other issue with ECAS, please read first the documentation page :

<https://ecas.ec.europa.eu/cas/contact.html>

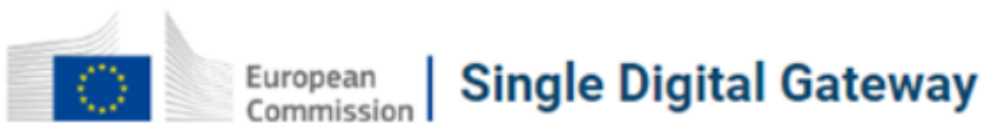
<https://webgate.ec.europa.eu/cas/eim/external/help.cgi>

0.3 Alerts and Notification

Configure the notifications in the Corporate Notification System

You can access the CNS tool from your registration email. Only the **Email notifications** are managed by the CNS.

At the bottom of the mail, click on the link **You can change your notification preferences here**



Registration

Dear User,

The registration was completed. You can now access Single Digital Gateway system
<https://www.sdgacceptance.eu/>.

Best regards,
Single Digital Gateway Team

CNS (Corporate Notification System)

[You can change your notification preferences here.](#)

Enter your EU login email address to log in :

cns requires you to authenticate

Sign in to continue

Use your e-mail address

Next

[Create an account](#)

Or

Or use the eID of your country



Select your country

Then type your EU login password and click **Next**

Select if you want instant notifications or a daily digest, then click on **Save changes** to apply changes :

Single Digital Gateway

Save changes

Cancel

Check the notifications that you want to receive:

Organization request created(cannot unsubscribe)

Instantly

Daily digest

0.4 Useful links and Contacts

Access to SDG

Production : <https://admin.youreurope.europa.eu/>

NB : These link should only be used if you are already registered in the SDG. If you are not, ask for an invitation to your local point of contact and register via the link from the invitation.

Access to Your Europe

Production : <https://europa.eu/youreurope/index.htm#en>

Documentation links

DG GROW wiki and general information

https://ec.europa.eu/growth/single-market/single-digital-gateway_en

<https://webgate.ec.europa.eu/fpfis/wikis/display/SDGCOORDGROUP/SDG+Coordination+Group+Home>

Functional, technical documentation on single digital gateway (guide lines on common tools, API specifications, etc)

[Single Digital Gateway requirements EN](#)

Support Contacts

SDG 1st level support (bugs, clarifications and user guidance queries on SDG): GROW SINGLE DIGITAL GATEWAY <GROW-SINGLE-DIGITAL-GATEWAY@ec.europa.eu>

Your Europe 1st level support (bugs, clarifications and user guidance queries on Your Europe) : YOUR EUROPE SUPPORT your-europe@ec.europa.eu

EC Service desks (To report issues with EU login or EC tools/network excluding any SDG or Your Europe queries) :

- External users: the EU Login External Support (EC working hours: 8 a.m.- 7 p.m. CET):
E-mail: EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu
- European Commission users: the EC IT Helpdesk (EC working hours: 8 a.m.- 6 p.m. CET):
E-mail: EC-HELPDESK-IT@ec.europa.eu

For issues with EU login (external users), please read the following documentation : <https://webgate.ec.europa.eu/cas/eim/external/help.cgi>

National Coordinator

Homepage

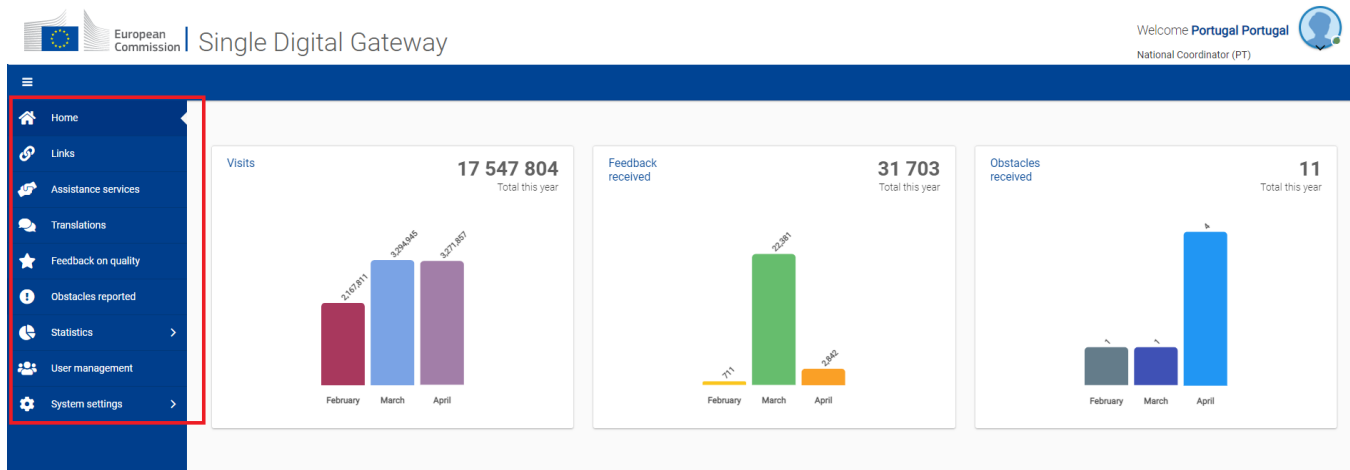
- [Homepage](#)
 - [Introduction](#)
 - [What can I see in the Homepage?](#)

Introduction

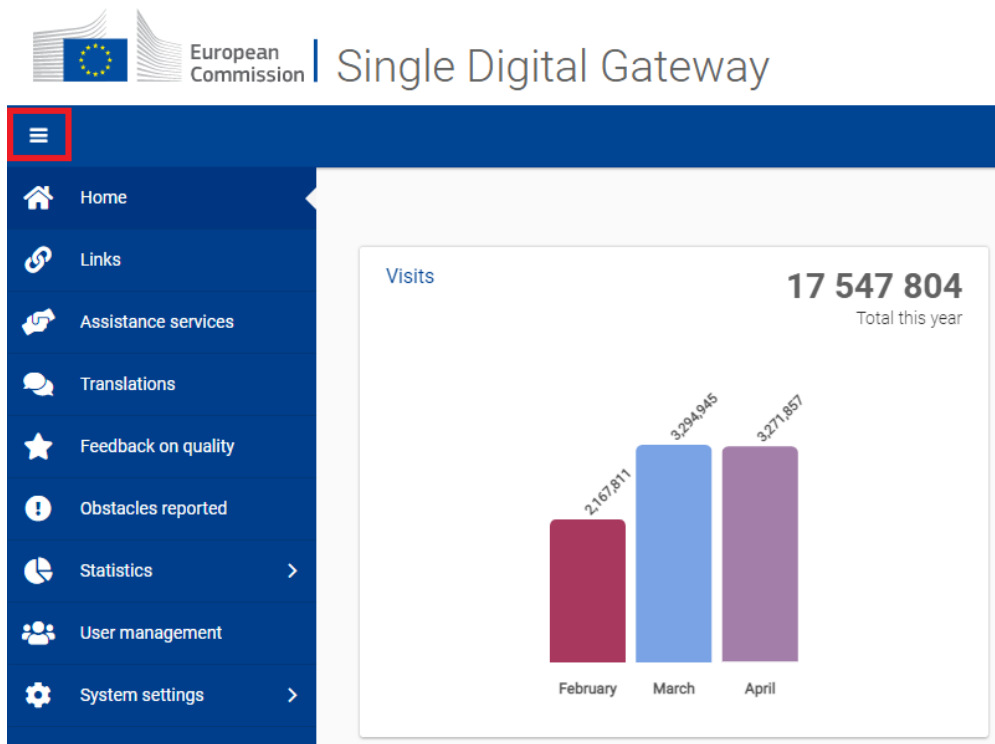
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

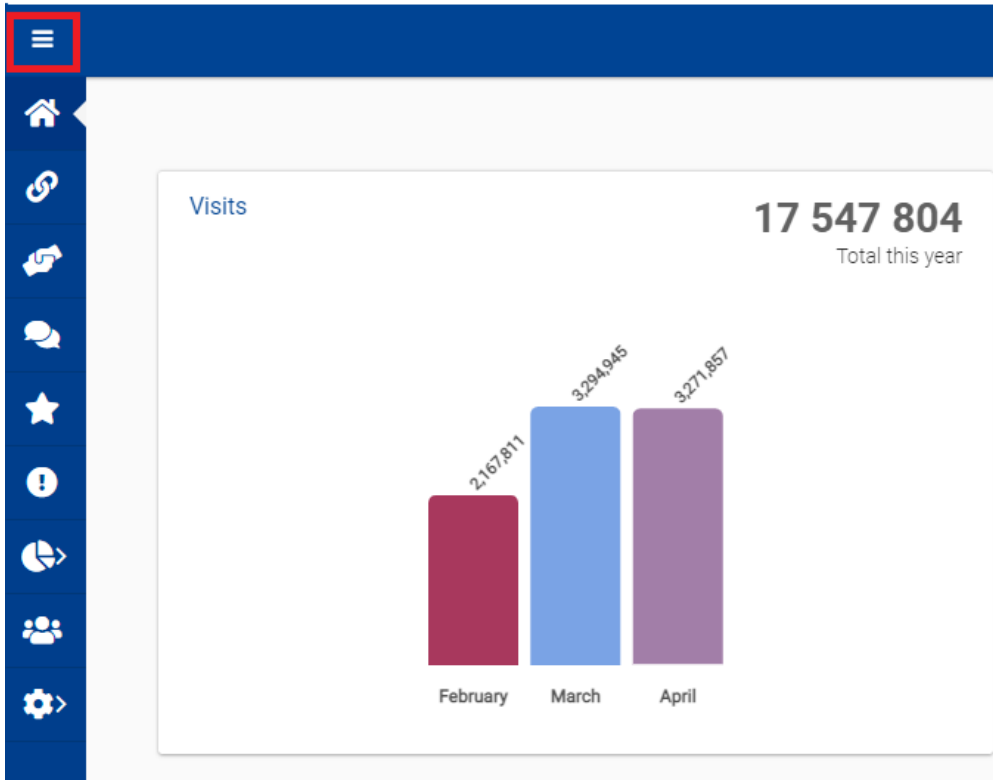
What can I see in the Homepage?

When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.

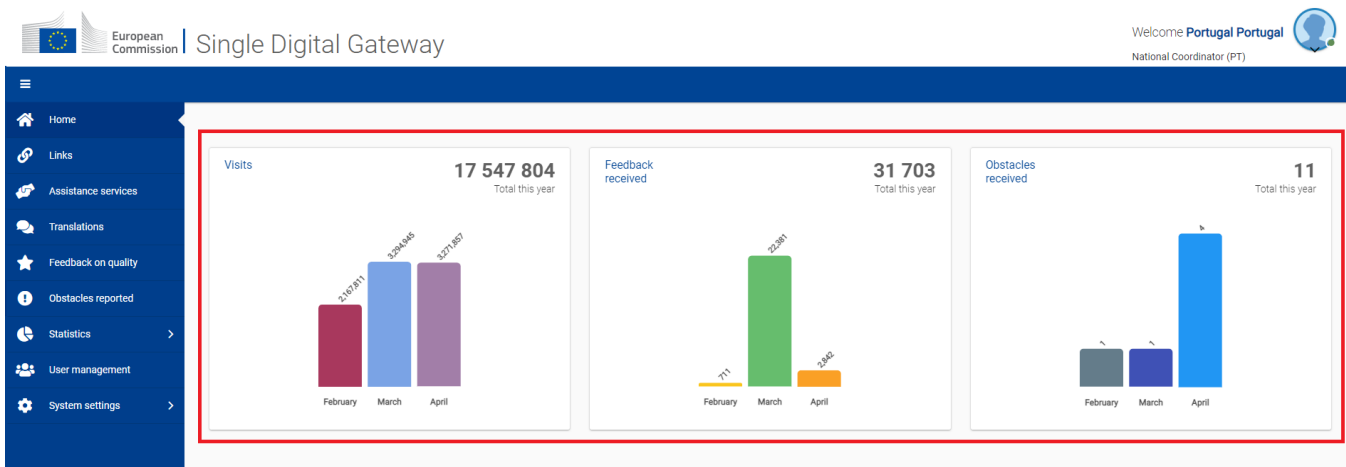


You can click on the top left corner of this menu to expand or minimize the menu.





In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V**isits on the current year for all Member States, the total **F**eedback received on the current year for all Member States and the total of **O**bstacles reported on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



In the top right corner you can also click on the user picture and that will expand an additional menu.

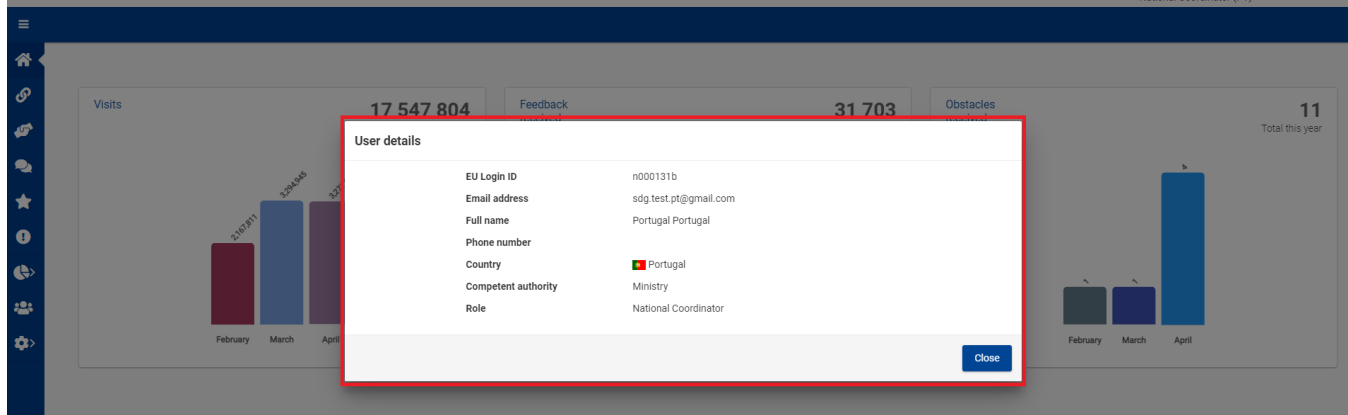
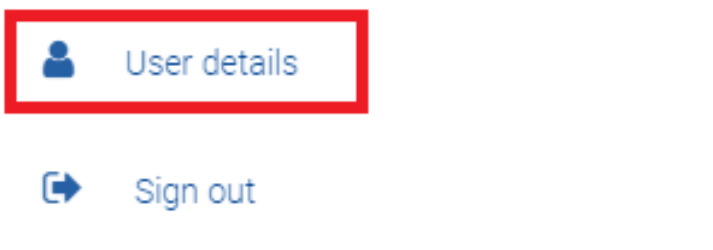


Here you can check your **User details** and **Sign out**.



Clicking on **User details** will show you your user details.

Welcome Portugal Portugal
National Coordinator (PT)



And **Sign out** will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).

Welcome Portugal Portugal



National Coordinator (PT)



User details



Sign out

EU Login

One account, many EU services



Where is
ECAS?



English (en)



Logout

You are about to be logged out of EU Login.

Log me out

No, stay logged in!

[About EU Login](#) [Cookies](#) [Privacy Statement](#) [Contact](#) [Help](#)

[European Union](#) [EU institutions](#)

8.3.4.b-dn2a | 4 ms

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User Management

- User Management
 - Introduction
 - Roles & Rights
- - How to access the User Management Module?
 - How to navigate on User Management Module?
 - Filters
 - How to Invite a user?
 - How to check the user profile?
 - How to edit a user profile (information, roles and permissions)?
 - How to add a Service to a National Service Provider?
 - How to activate/ deactivate a user account?
 - How to Delegate the National Coordinator role?

- How to export User List
 - How to open a CSV in an Excel?

Introduction

The purpose of this module is to allow **National Coordinators** inviting users to SDG and managing their profiles and access rights.

Roles & Rights



Single Digital Gateway

- Home
- Links
- Assistance services
- Translations
- Feedback on Quality
- Obstacles Reported
- Statistics Dashboard
- Statistics log IS
- Statistics log AS
- User Management
- API keys

National coordinator

View

Own country: view (only published created by others, all statuses for own links), create, update, publish, deactivate, delete

Own country: view (all statuses), create, update, publish, deactivate, delete; **EU & all countries:** view (published)

Own country: view details, create request, submit for approval, approve (EN and non-EN), reject (EN and non-EN), view budget

Own country: list/filter aggregated view

Own country: list/filter feedback, view details, manage status

All levels: list/filter, view












Own country: list/filter, view, download details

Own country: list/filter, view, download details

Own country: list/filter users, view user details, invite users, deactivate users, edit users (roles & services)

Own country: view

Single Digital Gateway

-  Home
-  Links
-  Assistance services
-  Translations
-  Feedback on Quality
-  Obstacles Reported
-  Statistics Dashboard
-  Statistics log IS
-  Statistics log AS
-  User Management
-  API keys

National Service Provider

View

Own links: view (all statuses), create, update, request publication, delete (only in draft status)

Own Services: view (all statuses), create, update, publish, deactivate, delete; **EU & all countries:** View (published)

Own requests: list/filter, view details, create new request, submit for approval

Own Services: list/filter feedback, view details

Own country: list/filter feedback, view details, manage status

All levels: list/filter, view

Own Country: list/filter, view, download details

Own Country: list/filter, view, download details

N/A

Own country: view

Single Digital Gateway

- Home
- Links
- Assistance services
- Translations
- Feedback on Quality
- Obstacles Reported
- Statistics Dashboard
- Statistics log IS
- Statistics log AS
- User Management
- API keys

National Observer

View

Own country: view published

Own country: view published
EU & all countries: : view published

N/A

N/A

Own country: list/filter feedback,
view details

All levels: list/filter, view

N/A

N/A

N/A

N/A

How to access the User Management Module?

To access the User management module, click on **User Management** in the left menu :

How to navigate on User Management Module?

As National Coordinator you are able to view the entire list of all the user available at your country level in all statuses (Active and Inactive).

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the User management list view and you have the ability to sort the list using any of these fields, namely, **User id** ; **Member state**; **Name**; **Email**; **Role**; **Last update** (by default all items are sorted by this field); **Status**; **Actions** (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

Filters

You can either search a user in the tab **Registered users** or **Invited Users**, by typing a keyword in the by **Member state**, **Name**, **Email**, **Role**, **Status**, **EU Login ID**, **Competent authority name**.

User management + Invite user

Registered users Invited users

Member state Name Email Role

Filter by member states... Filter by name... Filter by email... Filter by role...

Status EU Login ID Competent authority name

Filter by status... Filter by EU Login ID... Filter by competent authority... Clear filters

[Hide filters](#)

You can also click on "Hide filters" and it will show up like so:

User management + Invite user

Registered users Invited users

[Show filters](#)

If you are in the **Invited users** tab you can filter by **Member State**, **Email**, **Role** and **Status (Send or Expired)**.

User management + Invite user

Registered users Invited users

Member state Email Role Status

Filter by member states... Filter by email... Filter by role... Filter by status...

Clear filters

[Hide filters](#)

You can also clear all previously added filters using the button **Clear filters**:



How to Invite a user?

Before inviting a user we encourage you to check if this user is already registered or invited, by choosing the respective tab, typing the key words in the search box on the list view of this module, or even use the filters available as explained on the last chapter.

User management + Invite user

Registered users Invited users

Member state Name Email Role

Filter by member states... Filter by name... Filter by email... Filter by role...

Status EU Login ID Competent authority name

Filter by status... Filter by EU Login ID... Filter by competent authority... Clear filters

[Hide filters](#)

Once you have checked if the user is not already invited or registered, click on the **Invite user** button on the top-right side.

User management + Invite user

Registered users Invited users

Member state Name Email Role

Filter by member states... Filter by name... Filter by email... Filter by role...

Status EU Login ID Competent authority name

Filter by status... Filter by EU Login ID... Filter by competent authority... Clear filters

[Hide filters](#)

Enter the **email address** of the user and select his **Role** in the drop-down list, then click on **Submit**

Invite user

Email *

Country

Role *

How to check the user profile?

From the **User management** homepage, search for a user (see previous steps).

In the results list, click on the line containing the user information you are interested in.

The screenshot shows the 'User management' interface of the Single Digital Gateway. The header includes the European Commission logo and the text 'Single Digital Gateway'. On the right, it says 'Welcome User SDG National Coordinator (FR)'. The main content area has a navigation bar with 'Home > User management' and a '+ Invite user' button. Below this, there are tabs for 'Registered users' and 'Invited users'. A search bar is present with a 'Search' button and a link to 'Show advanced filters'. A table displays 2 items found:

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n00014a2	France	User SDG	usersdg5@gmail.com	National Coordinator	2021-03-09 15:50:56	Active	
n000136h	France	France France	sdg.test.fr@gmail.com	National Coordinator	2020-11-12 12:53:39	Active	

At the bottom of the table, there is a pagination control showing '1' of 5 items.

A new screen is displayed containing the user's information in two different tabs : **User information** and **Roles and permissions**

View user

User information

Roles and permissions

REGISTRATION DATA

Status **Active**

EU Login ID **n00014a2**

Email **usersdg5@gmail.com**

First name **User**

Last name **SDG**

Phone number

LOCATION

Country  France

COMPETENT AUTHORITY

Name **My company**

View user


User information

Roles and permissions

Role **National Coordinator**

How to edit a user profile (information, roles and permissions)?

From the **User management** homepage, search for a user (see previous steps).

From the users list, click on a user row to open the details and then on the **Edit** button, or directly on the  icon at the end of the line, to edit the user profile.

User management + Invite user

Registered users Invited users

Member state: Filter by member states... Name: Filter by name... Email: Filter by email... Role: Filter by role...
 Status: Filter by status... EU Login ID: Filter by EU Login ID... Competent authority name: Filter by competent authority... Clear filters

169 items found Export to CSV

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n0005d96	Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active	

A new screen is displayed containing the user's information in two different tabs : **User information** and **Roles and permissions**

In the **User information** tab, you are able to edit the User profile information (Phone number, Country and Name of the Competent Authority), then click on **Save** to keep the changes.

Edit user

User information Roles and permissions

REGISTRATION DATA

EU Login ID: n00014a2
 Email: usersdg5@gmail.com
 First name: User
 Last name: SDG
 Phone number:

LOCATION

Country * France

COMPETENT AUTHORITY

Name * My company

In the **Roles and Permissions** tab, you will be able to change the user roles and related permissions from the drop-down list. Click on **Save** to apply the changes.

Edit user

User information Roles and permissions

Role * National Coordinator

How to add a Service to a National Service Provider?

Select the user you want to add the service and click on **Edit** button:

User management + Invite user

Registered users | Invited users

Member state: Filter by member states... | Name: Filter by name... | Email: Filter by email... | Role: Filter by role... | Status: Filter by status... | EU Login ID: Filter by EU Login ID... | Competent authority name: Filter by competent authority... | [Clear filters](#)

169 items found [Export to CSV](#)

EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n0005496	Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active	

You will be redirected to the tab **Roles and Permissions**, and, if no service is yet assigned, you should click on **Assign services**.

Edit user

User information | **Roles and permissions**

Role * National Service Provider

DELEGATE COORDINATOR ROLE [+ Assign services](#)

[Cancel](#) [Save](#)

Now as you can see below you can filter by **Region** (when applicable) **Type of service** (Assistance, Information, Procedure) and **Status** (Draft, Published and Review) and it will help limit the list results:

Edit user

User information | **Roles and permissions**

Role * National Service Provider [Delegate coordinator role](#)

SERVICES

Region: Type country region... | **Type of service**: Filter by types... | **Status**: Filter by status... | [Clear filters](#)

21 items found

Region	Service	Type(s) of service	Status	Selected
	SOLVIT	Assistance	Draft	<input checked="" type="checkbox"/>
	European Consumer Centres	Assistance	Published	<input checked="" type="checkbox"/>
	Product Contact Points For Construction	Assistance	Draft	<input checked="" type="checkbox"/>
	Points Of Single Contact	Assistance	Draft	<input checked="" type="checkbox"/>
	SOLVIT	Assistance	Draft	<input checked="" type="checkbox"/>
	European Consumer Centres	Assistance	Published	<input checked="" type="checkbox"/>

This will help find the specific service you want to assign to the user from the list of available services, you can assign Assistance Services, Information Services and/or Procedure to a Service Provider.

Please note that for Information Services and/or Procedure Services if they were added in the less than 24h to **Links Module** they will not be on this list, you have to 24h for them to sync.

To assign a service to a user you have to **check the box** on each service you want to assign and click **Save** in the end:

SERVICES

Search...

Filter by types... Filter by status... Clear filters

Published

Hide advanced filters

9 items found

Region	Service	Type(s) of service	Status	Selected
	Points Of Single Contact	Assistance	Published	<input checked="" type="checkbox"/>
	Online Dispute Resolution	Assistance	Published	<input checked="" type="checkbox"/>
	Intellectual Property Rights (IPR) Helpdesk	Assistance	Published	<input type="checkbox"/>
	Product Contact Points	Assistance	Published	<input type="checkbox"/>
	National Assistance Centres For Professional Qualifications	Assistance	Published	<input type="checkbox"/>

5 items selected Show selected

Cancel Save

A pop-up window will appear for you confirm your action, you can either confirm or cancel it and go back to the previous screen:

Published

Save User

Are you sure you want to save this user?

No Yes

How to activate/ deactivate a user account?

Look first for the user account you want to activate or deactivate (see the **Check if a user is registered / Check if a user is invited sections**)

Then you can click on the icon  at the end of the user's row.


User management + Invite user

Registered users Invited users

Member state Name Email Role

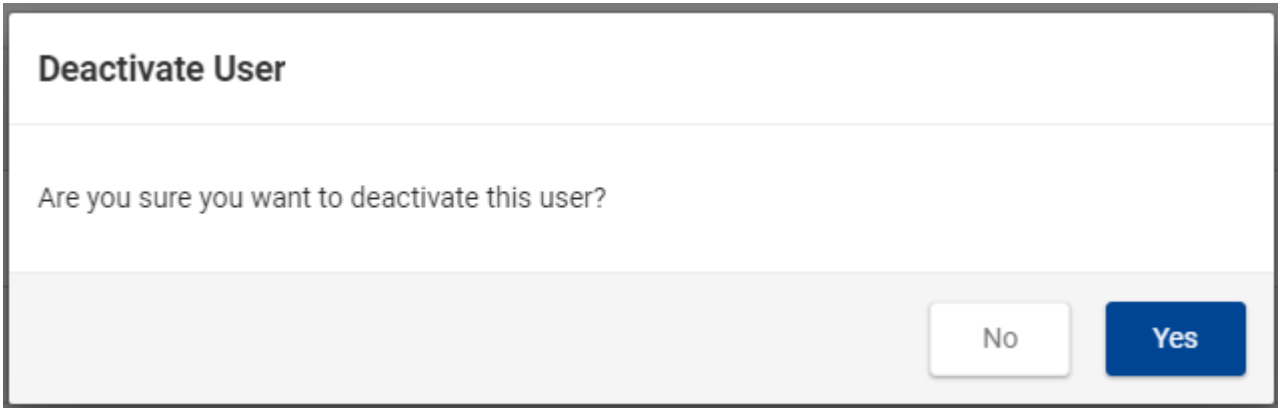
Status EU Login ID Competent authority name

169 items found Export to CSV

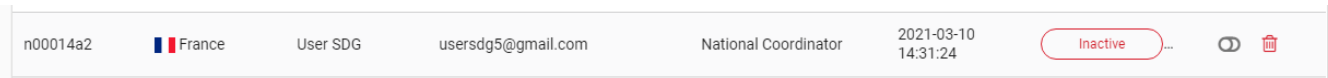
EU Login ID	Member state	Name	Email	Role	Last update	Status	ACTIONS
n0005d96	Romania	Patrick Me	patrickme2262@gmail.com	National Service Provider	2022-10-19 15:27:09	Active	

If the user was active, he will become inactive. If it was inactive, it will become active.

You will have to confirm your action (here for example to deactivate the user) by clicking on **Yes**



As you can see in this example, the user profile status is now indicated as **Inactive**.

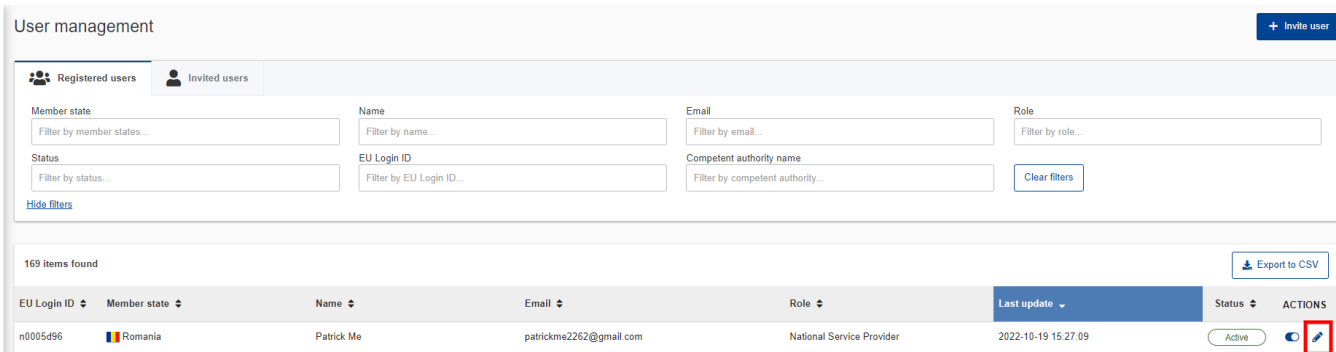


How to Delegate the National Coordinator role?

As **National Coordinators** you are able to delegate the **National Coordinator** role temporally (up to 12 months) to another National user with a different role (**National Service Provider** or **National Observer**).

This will allow you to have a back-up **role** in case of need and for the delegated user to keep their current role in SDG.

To delegate a user you will need to go to the **User Management** menu a **edit** the user you want to delegate the **National Coordinator** role.



Once you are editing the user you need to access the tab **Roles and permissions** and click on **Delegate coordinator role**.

Edit user

User information **Roles and permissions**

Role * National Service Provider

Delegate coordinator role

SERVICES

Region Type of service Status

[Hide filters](#)

This action will open a pop-up where you can select a **Start Date** and **End Date** of this delegation, this means that when the End date is reached the delegation will automatically disappear.

You can click on **Delegate** to save the delegation and **Cancel** to cancel the action.

Delegate Coordinator Role

USER INFORMATION

Name Ro Ro

Email ro.ro@gmail.com

Role National Service Provider

DELEGATION

Start date *

End date *

Once the delegation is saved you will be able to see it when consulting the user.

View user

User information **Roles and permissions**

Role National Service Provider

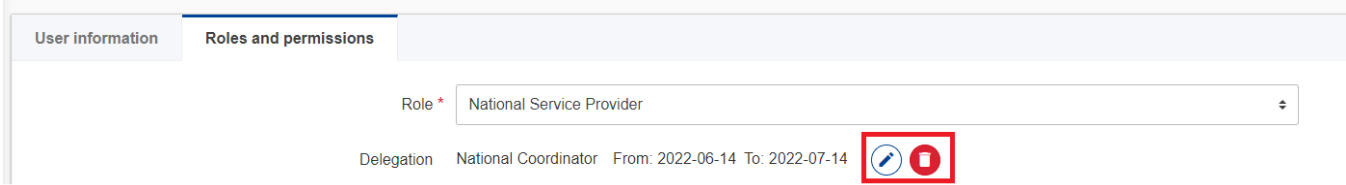
Delegation National Coordinator From: 2022-06-14 To: 2022-07-14

SERVICES

2 items found

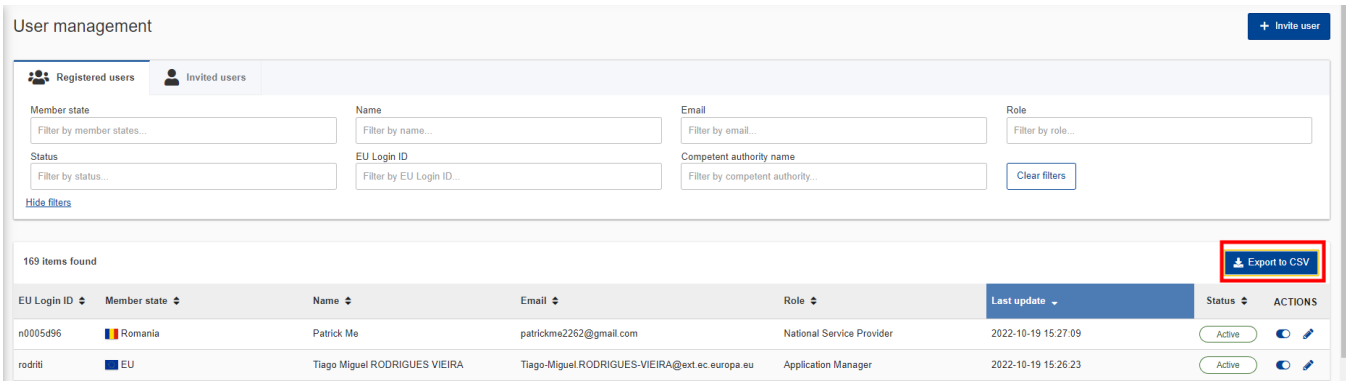
Region	Service	Type(s) of service	Status	Selected
	SOLVIT	Assistance	Published	<input checked="" type="checkbox"/>
	Info test	Information Procedure		<input checked="" type="checkbox"/>

If you **Edit** the user you will be able to edit the dates or delete the delegation, by clicking on the correspondent buttons



How to export User List

You will see below a button that is saying "Export to CSV" and this will download the list of user that you have in a CSV file.



File Structure:

Field	Value
EU login ID	Show EUlogin ID
Member State	Show the member state
Name	The full name of the user
Email ID	The email of the User
Role	Show the role of the User
Last Update	When was the last update done on the user account
Status	The status of the user if he is ACTIVE/INACTIV
Competent authority	From which competent authority is the user from

How to open a CSV in an Excel?

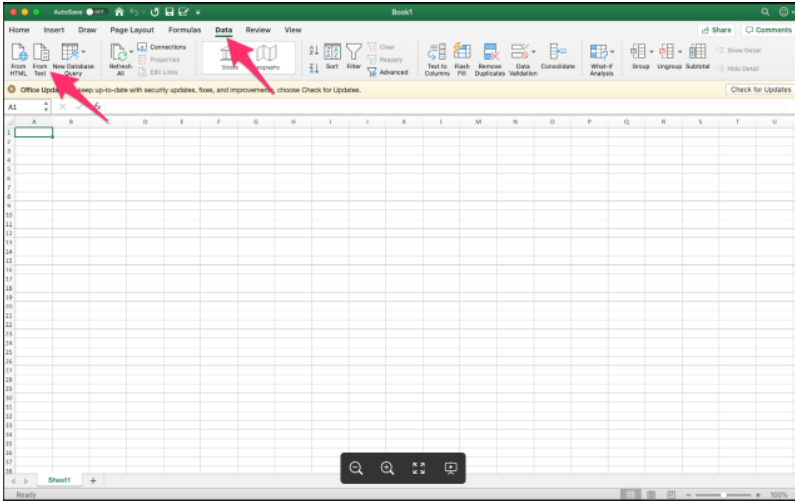
Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

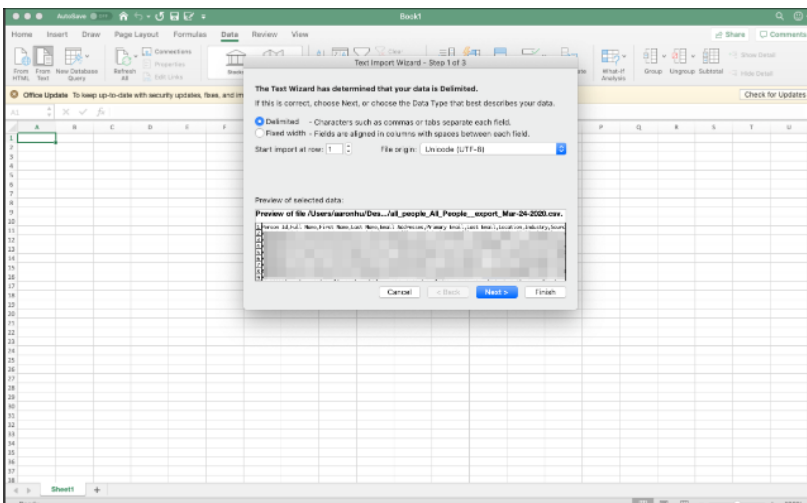
1. Open a new Excel sheet.

2. Click the Data tab, then From Text

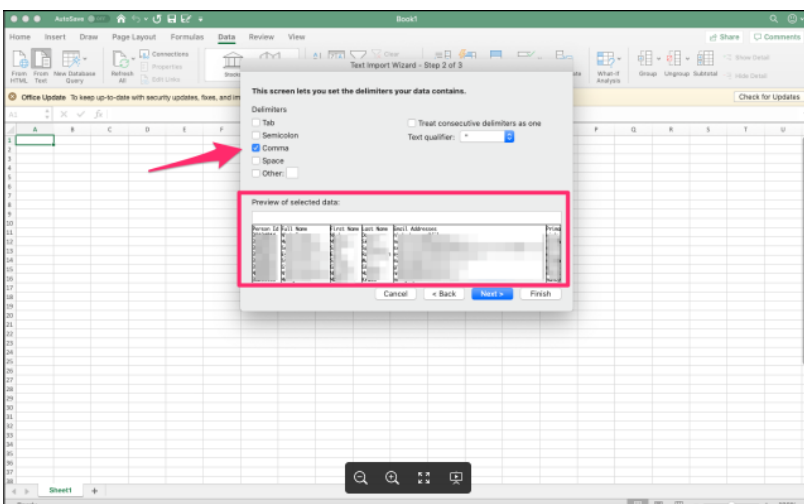


3. Select the CSV file that has the data clustered into one column.

4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Links

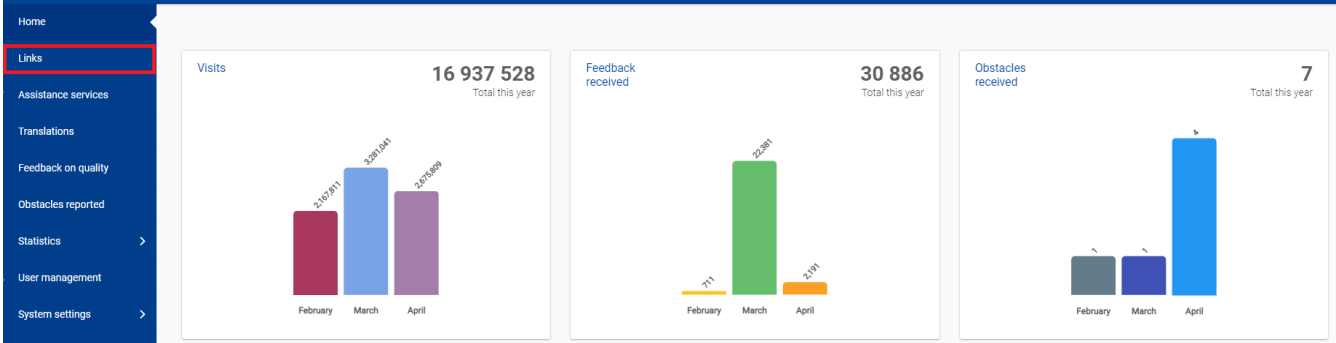
- Links
 - Introduction
 - How to access the Links module?
 - How to navigate on Links module?
 - Filters
 - How to Manage Links?
 - What can I do in the list view?
 - Draft (you can see all links for your country in this status)
 - Review (you can see all links that are in this status for your country)
 - Published (you can see all links that are in this status for your country)
 - What exactly each Action does?
 - What actions can I do in the Link Metadata tab?
 - How to do an action to multiple Links at the same time?
 - How to export Links?
 - How to Add Links?
 - How to add a single link?
 - URL type, Web folder or Web page?
 - What options do I have available when adding a Web page?
 - How to add multiple links?
 - What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?
 - What is Metadata and how important that is?
 - Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History

Introduction

Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the **Links** in the menu.



You will have access to the list of all links stored in the repository for your country:

Manage your Links

Registered links

Search... Search

Show advanced filters

1 items found

URL	Created by	Type	Status	Last update	ACTIONS
https://www.info.ro		Information	Published	2021-04-19 09:28:05	Search Edit Refresh Delete

Navigation: 1 / 5

How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Owner**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Manage your Links

Registered links

Search... Search

Show advanced filters

1 items found

URL	Owner	Type	Status	Last update	ACTIONS
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40:12	Search Edit Refresh Delete

Navigation: 1 / 20

You can search for links by typing keywords on the **Search box**.

Manage your Links

[+ Add Link](#) [Import Links](#)

Registered links

Search...

Search

[Show advanced filters](#)

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on **Show advanced filters**.

Manage your Links

[+ Add Link](#) [Import Links](#)

Registered links

Search...

Search

[Show advanced filters](#)

Here you filter by **Owner**; **URL type**; **Content type** and **Category**.

Manage your Links

[+ Add Link](#) [Import Links](#)

Registered links

Search...

Search

Owner

Url type

Content type

Category

Select category

Select url type

Select content type

Clear filters

[Hide advanced filters](#)

You can also clear all previously added filters using the button "Clear filters":

Clear filters

How to Manage Links?

What can I do in the list view?

On each displayed item is possible, depending on the status of the link, to perform the following:

Draft (you can see all links for your country in this status)

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C3%83Treas_Urbanas	n000131b	Information	Draft	2021-05-10 11:47:18	Add Search Edit Delete

If the link is in **Draft** status, you can:



Publish



View details



Edit



Delete

Review (you can see all links that are in this status for your country)

URL ↕	Created by ↕	Type	Status ↕	Last update ↕	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Review	2021-05-10 12:19 21	

If the link is in **Review** status, you can do all the above and:



Reject

Published (you can see all links that are in this status for your country)

<input type="checkbox"/>	URL ↕	Owner ↕	Type	Status ↕	Last update ↕	ACTIONS
<input type="checkbox"/>	https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	

If the link is in **Published** status, you can do all the above except **Publish** and **Review**, but you will be able to:



Send back to correction

What exactly each Action does?



Publish

If you have saved a link in **Draft**, you can directly published it from the view list, for that just click on the correspondent button and you will see a pop up asking you to confirm your action:

Manage your Links

Registered links

Search...

Show advanced filters

58 items found

URL	Created by	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n00150m	2021-05-10 12:19 21	[Icons]
https://eportugal.gov.pt/en/servicos/pedir-o-registo-de-mudanca-de-sexo-e-de-nome-proprio	n005gdy4	2020-12-30 16:49 52	[Publish icon]
https://eportugal.gov.pt/pt/servicos/pedir-o-registo-de-mudanca-de-sexo-e-de-nome-proprio	n005gdy4	2020-12-30 16:49 03	[Information, Review, Icons]
https://eportugal.gov.pt/pt/servicos/pedir-uma-certidao-de-casamento	n005gdy4	2020-12-30 16:46 51	[Information, Review, Icons]
https://eportugal.gov.pt/en/servicos/pedir-uma-certidao-de-casamento	n005gdy4	2020-12-30 16:45 39	[Information, Review, Icons]

Publish link dialog: Are you sure you want to submit the link : https://eportugal.gov.pt/en/servicos/pedir-o-registo-de-mudanca-de-sexo-e-de-nome-proprio for Publication ?

Since you are an **National Coordinator** this link will be directly published without going through the status **Review**.

This action is only available if the status is **Draft** or **Review** status.



Edit

This action allows you to edit most of the fields, except the **Status** and **Last update**:

Edit your Links

Link description

Portugal

Title: * PT wikipedia page

URL: * https://en.wikipedia.org/wiki/Portugal

Description: PT wikipedia page

Type: * Information

National Locations: Choose

Url Type: * Web folder

Should this URL be crawled?

Should this URL be crawled?(JavaScript Crawler)

Excluded paths:

Ignore parameters:

Status: **Published**

Owner: * [User Name]

Last update: **30/03/2021**

Mandatory Classifications: *

- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

+ All Classifications

Is expanded

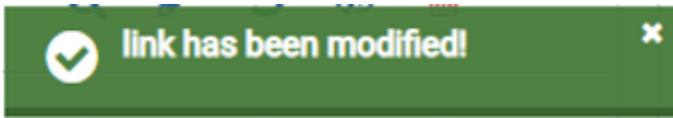
Cancel Save

You can edit links in any status (**Draft**, **Review**, and **Published**). And a National Coordinator you are able to update the **Owner** of the Link.



After doing a change you can use **Save** or **Cancel** buttons to save or cancel your changes respectively.

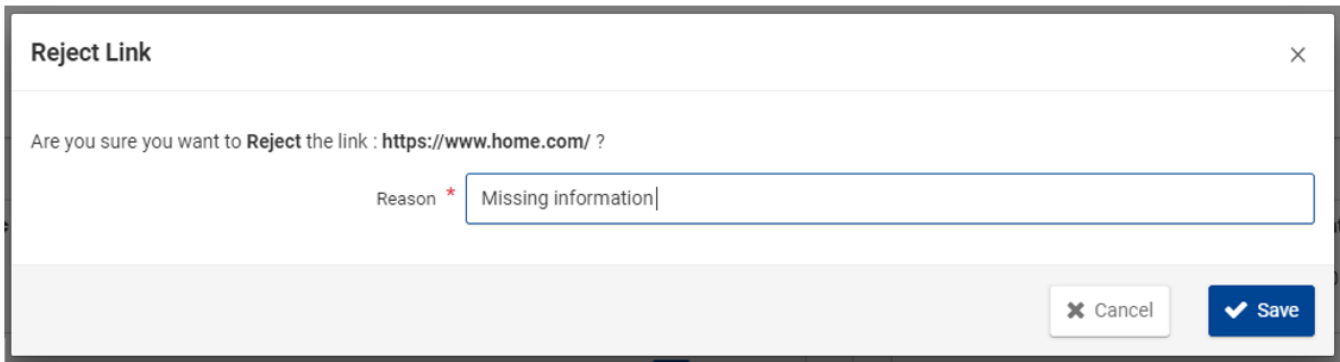
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Reject

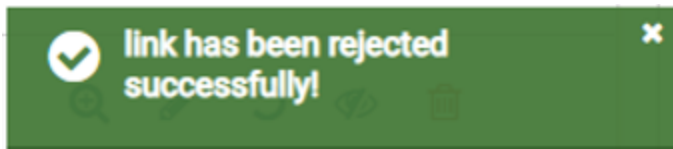
The reject option is only available when the link is in the status **Review**, and allows you to reject the link proposed by another user.

Upon rejecting the link, you will have a pop-up so you can describe why the link is going to be rejected and this is a mandatory step to be able to reject a link.



You can **cancel** your action or **save** it.

If you save, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.

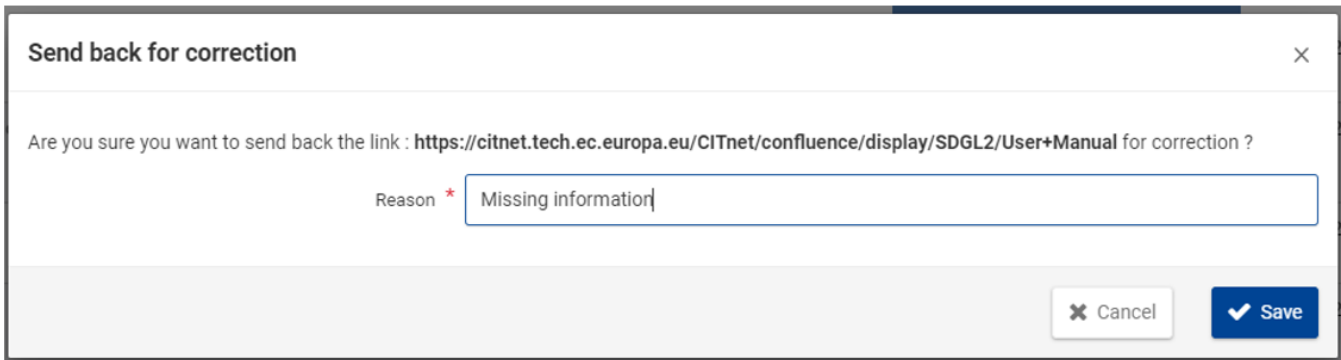


The creator of the link will receive a notification warning him the link was rejected, so he is able to make the necessary changes and sent it back to review.

Send back to correction

If a link is in status **Published**, you are able to **Send it back for correction** so the creator can correct any issues with the link.

If you click on that action, you will be asked to add a reason for it, which is mandatory.



Send back for correction ✕

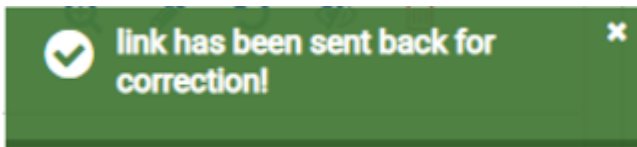
Are you sure you want to send back the link : <https://citnet.tech.ec.europa.eu/CITnet/confluence/display/SDGL2/User+Manual> for correction ?

Reason *

✕ Cancel ✓ Save

You can **cancel** your action or **save** it.

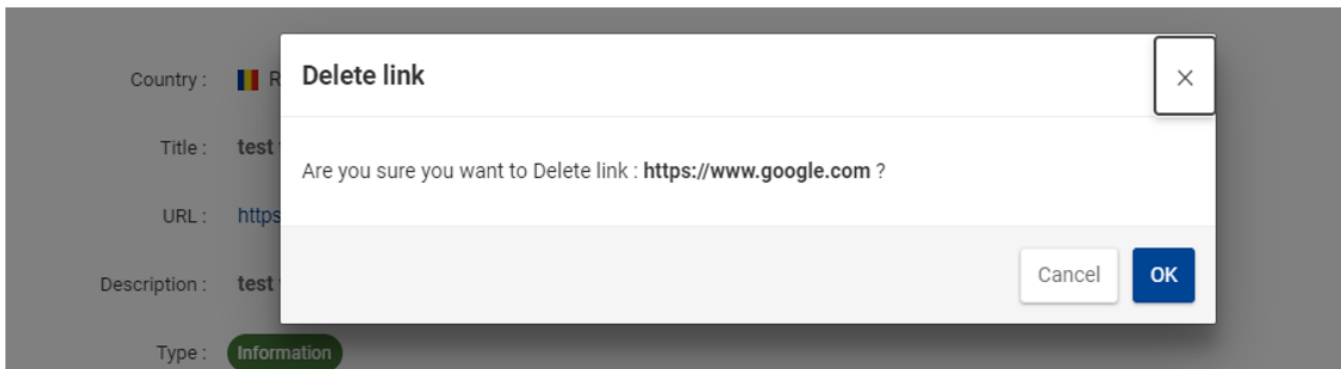
If you save, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

Delete allows you to delete any link on any status (**Draft**, **Review**, and **Published**).

After clicking on the delete button, you will have a pop-up double-checking if you really want to delete the link.



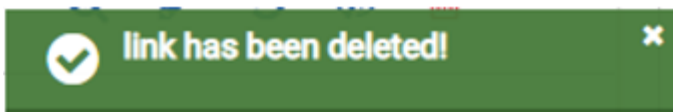
Delete link ✕

Are you sure you want to Delete link : <https://www.google.com> ?

Cancel OK

You either **cancel** the action or continue by clicking **OK**.

If you click **OK**, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



The **delete action** is a physical one, the link will be permanently removed from the repository of links.



View details

This option will allow you to view all the details of the link. The information displayed here can vary depending on the status of your link. You will also have the same actions available that we have mentioned above.

In **Draft** status, you will be able to see all the actions available in the list screen (**Publish**, **Edit** and **Delete**), plus all the details related to the link you are consulting and the related **Metadata** tab.

The screenshot shows the 'Link Information' tab for a link in Draft status. The interface includes a 'Link Metadata' tab and a 'Back' button at the bottom. The link details are as follows:

- Title: militares e policiais
- URL: https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais
- Description: militares e policiais
- Type: Information
- Uri Type: Web page
- National locations: N/A
- Categories: moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;
- Status: Draft
- Owner: [User Avatar]
- Last update: 13/10/2021

As explained above the information displayed when you are viewing details will slightly change depending on the status. If the link is in a **Published** status, so in this status you will be able to **Edit**, **Send back to Correction** and **Delete**:

The screenshot shows the 'Link Information' tab for a link in Published status. The interface includes a 'Link Metadata' tab and a 'Back' button at the bottom. The link details are as follows:

- Title: Agua e saneamento
- URL: https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento
- Description:
- Type: Information
- Uri Type: Web page
- National locations: N/A
- Categories: Citizens ;
- Status: Published
- Owner: [User Avatar]
- Last update: 10/05/2021

In **Review** status you will have the additional options to **Reject** or **Publish**, as well as **Edit** and **Delete**.

Manage your Links

Link Information | Link Metadata

Title : militares e policiais

URL : https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais

Description : militares e policiais


Type : **Information**

Url Type : Web page

National locations : N/A

Categories :
moving temporarily or permanently to another Member State ;
purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property,
including its use as a secondary residence ;
requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;

Status : Review

Owner : 

Last update : 14/10/2021

[← Back](#)

What actions can I do in the Link Metadata tab?

If you select the **Link Metadata** tab, you will have some additional actions available related to the link's metadata.

Here you can click on  to view details:

Manage your Metadata Links

Metadata Link Information

Title : Sistema judicial

URL : https://pt.wikipedia.org/wiki/Portugal#Sistema_judicial

Description : Sistema judicial

Type : **Information**

National locations :

Notification Type : MANUAL

Categories :

Web page language : pt

[← Back](#)

You also have the possibility to **Edit**  the metadata or **Delete**  , further explanation will be done further in this guide about what metadata is.

If you click on **Edit** you will be able to update most of the fields (except the URL which you can only edit if the status is in **Draft**).

Metadata Link Information

Title:

URL:

Description:

Type:

National Locations:

Notification Type: **MANUAL**

Owner:

Web page language:

Mandatory Classifications: Is expanded

In all those screens, you will have the button that will send you back to the previous screen.

And if you are in **Edit** mode, you will have the button to cancel any actions you might have done, and a button to save any changes.

How to do an action to multiple Links at the same time?

You have the possibility do an action to multiple links at the same time using the multiple selection available on the list screen. You will have the same actions available as described before, meaning, the actions available will change having into account your permissions and the status of link.

You can use the filter to help you narrow down the list and then you can click on the **Select all button**, which will show you the actions available.

Manage your Links

Registered links

[Show advanced filters](#)

2 items found

<input checked="" type="checkbox"/>	URL	Member state	Created by	Type	Status	Last update	ACTIONS
<input checked="" type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal	Portugal	n000131b	Information	Published	2021-05-10 12:39 24	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	https://en.wikipedia.org/wiki/Portugal	Portugal	costdia	Information	Published	2021-03-30 12:40 12	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Refresh"/> <input type="button" value="Delete"/>

1 / 50

Notice that in the provided example you can only **Delete selected items** or **Clear selection** because all links selected are already **Publish ed**.

But if you add to the selected items one in Review status you will see that will have the option to **Publish selected items**.

Select all

How to export Links?

You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.

Manage your Links

Registered links

Search...

[Show advanced filters](#)

3 items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	n000150m	Information	Draft	2021-06-30 17:16:19	<input type="button" value="Share"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#Setores	n000150m	Information	Draft	2021-05-10 16:29:47	<input type="button" value="Share"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29:36	<input type="button" value="Share"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

1	Url	title	description	country	location	user	type	URL type	status	last update date
2	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	Web page	Draft	2021-06-30 17:16:19.888
3	https://pt.wikipedia.org/wiki/Portugal#Setores	Setores	Setores	Portugal		n000150m	Information	Web page	Draft	2021-05-10 16:29:47.672
4	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal		n000150m	Information	Web page	Published	2021-05-10 16:29:36.249

You can also export the Link Metadata in the same manner:

Manage your Links

Link Information **Link Metadata**

1 items found

<input type="checkbox"/>	URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	pt	D1;D2;D4	Information	UPLOAD	<input type="button" value="Share"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

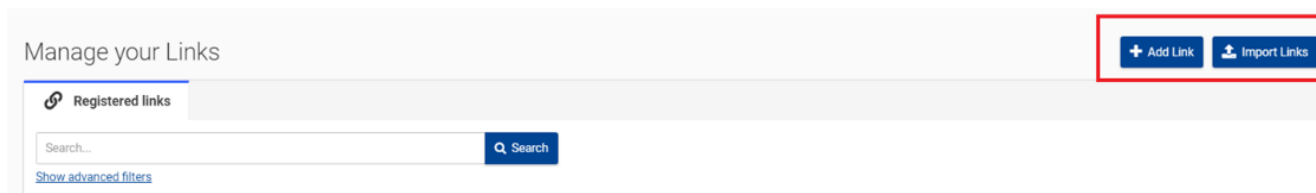
This action will export all Link Metadata for the web page or web folder you are consulting.

1	Url	title	description	country	location	user	type	category	language	notification	last update date
2	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	D1;D2;D4	pt	UPLOAD	2021-10-13 12:55:11.181

How to Add Links?

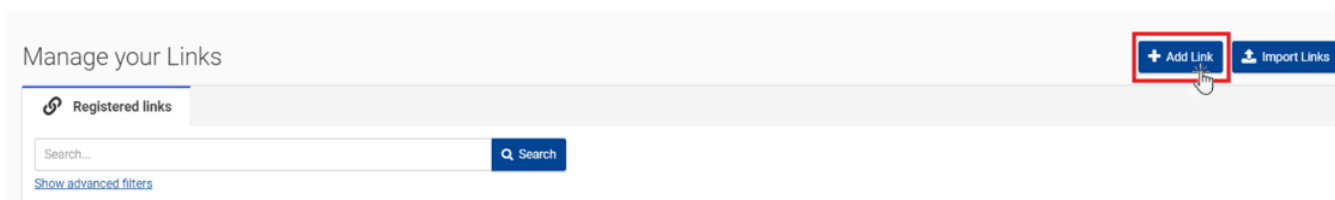
In SDG user interface, we have two options to add new links:

- **Add link** button to add a single link;
- **Import links** button to add multiple links in one go;



How to add a single link?

First click on **Add link**, that will redirect you to a new page so you can start to add all information needed to add your link.



 A screenshot of the 'Add new link' form. The form is titled 'Add new link' and has a sub-header 'Portugal'. It contains several input fields: 'Title: *', 'URL: *', 'Description:', 'Type: *' (with a dropdown menu showing 'Choose'), 'National Locations: *' (with a dropdown menu showing 'Choose'), and 'URI Type: *' (with a dropdown menu). There is a '+ All Classifications' button on the left. Below these fields is a section titled 'Mandatory Classifications: *' with a sub-header 'Select mandatory classifications' and a toggle switch 'Is expanded'. This section contains two items: 'Annex 1 of SDG Regulation' and 'Annex 2 of SDG Regulation', each with a plus icon. At the bottom right, there are three buttons: 'Cancel', 'Save', and 'Publish'.

Complete the Add new link page as follows:

Title: The title of the web page or resource that the link is referring to;

URL: The actual URL (i.e. web address) of the page or resource that the link is referring to;

Description: A short description of the content of the web page or resource associated with the link;

Type: Select the appropriate option to indicate whether the suggested link provides general **information** on a given subject, or whether it describes an administrative **procedure** or refers to an online **database** (only for EU);

National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country using **(NUTS and LAU codes)**;

Uri Type: Select the appropriate option to indicate whether the suggested link is **Web folder** or a **Web page**, depending on what you select new options will be available. We will explain this in further detail on another section of this guide;

Mandatory Classifications: Select the desired thematic category or categories appropriate for the link. All the information needed about these classifications can be found here: [Regulation \(EU\) 2018/1724 of the European Parliament and of the Council of 2 October 2018](#) .

Mandatory Classifications : *

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

You can click on the  sign to expand single items:

Mandatory Classifications : *

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
 - Citizens
 - Businesses
- Annex 2 of SDG Regulation

Or you can click on the **Is expanded** switch button to expand everything:

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
 - Citizens
 - A - Travel within the Union
 - A1 - documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non-...
 - A2 - rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages ...
 - A3 - assistance in case of reduced mobility when travelling in and from the Union
 - A4 - transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union
 - A5 - voice calling and sending and receiving electronic messages and electronic data within the Union
 - B - Work and retirement within the Union
 - B1 - seeking employment in another Member State

After filling all the information needed you can either:

Cancel and all the changes will be lost;

Save, and it will stay in **Draft** status so you can publish later or add any missing information before publish;

Publish, and it will be directly published since you are an **National Coordinator** it will not go through **Review** status.

URL type, Web folder or Web page?

As mentioned before you have two options on the URL type field. Upon choosing one or another, you will have different options available when adding your link. First let see the difference between them.

Web folder (parent):

<https://www.yourofficialsite.org/>

Web pages (children):

<https://www.yourofficialsite.org/news>

<https://www.yourofficialsite.org/whoarewe>

https://www.yourofficialsite.org/find_help

<https://www.yourofficialsite.org/faq>

So as we can see the **Web folder** is your main site and the **Web page** is all different pages that you will have inside a given site, it might be that only one page from a site is relevant to add on SDG.

What options do I have available when adding a Web folder?

If you choose this option this is what you will have on your screen:

Url Type : * Web folder

Should this URL be crawled?

Should this URL be crawled?(JavaScript Crawler)

Excluded paths :

Should this URL be crawled? You can check this option to allow the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this [article](#) to better understand this topic and correctly use this option.

This crawler reads website that fully load from the initial request from the server (all the content is already built).

If this option is not checked, you will need to manually add all Web Pages relevant to SDG inside your Web folder. You will have an option when adding a Web page to relate that Web page to his Web folder (parent). This is a very important step, relating children pages to parents, which is what makes all searches into Your Europe work and give the relevant results.

Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply as described before.

Excluded paths: Here you can add for web folders that you want excluded from the search results for your notified URLs. So for example if you have notified <https://www.yourofficialsite.org/> and you do not want pages from the folder news to appear in the search results you can add here. This field is optional and for the time being this is only relevant if you choose to use the **crawler**, in the future we will also use "Excluded paths" for the search engine.

Ignore parameters: In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example, if your new page contains a parameter **articleId** you can add it here and every time a URL contains this parameter it will be ignored by the crawler. This field is optional.

What options do I have available when adding a Web page?

If you choose this option this is what you have on your screen:

Uri Type : *

Web page language : *

Parent link :

Web page language: This field will present the language of the web page for the link metadata.

Parent link: In this field you should specify the URL (web folder) where a notified web page and its metadata are located in case that URL (Web Folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre notified web folder no value needs to be provided.

How to add multiple links?

In the SDG user interface, you have the option to **Import Links** and this will allow you to add multiple links in one go using a pre build file that will contain all in the fields that we already mentioned above.

That file must be in one of the formats:

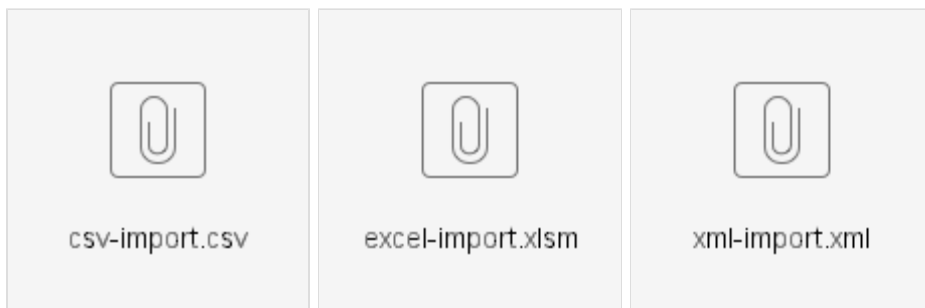
.csv

.xlsx

.xlsm

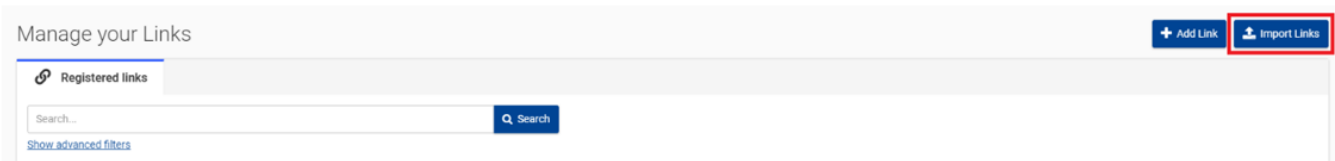
.xml

You should use one of the following templates:

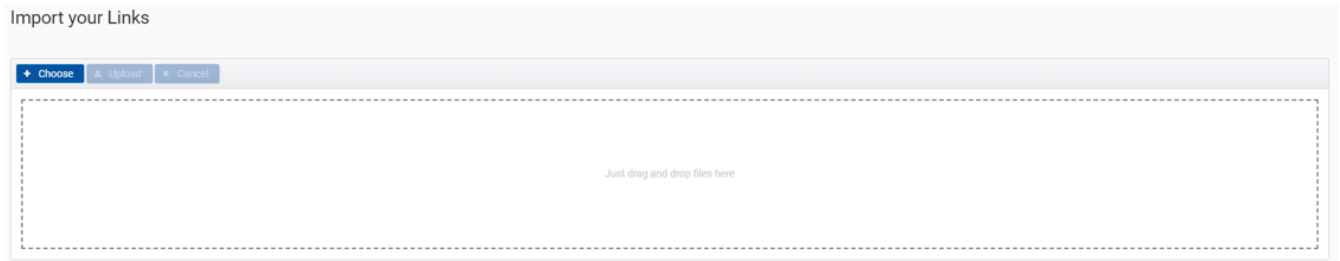


You **should never** edit any of the column's names, delete any of the columns or add new columns; **you should only** fill the required information. Please keep mind that those example files have information on the rows so you can better understand each of the field, you erase that and add your own link information receptively.

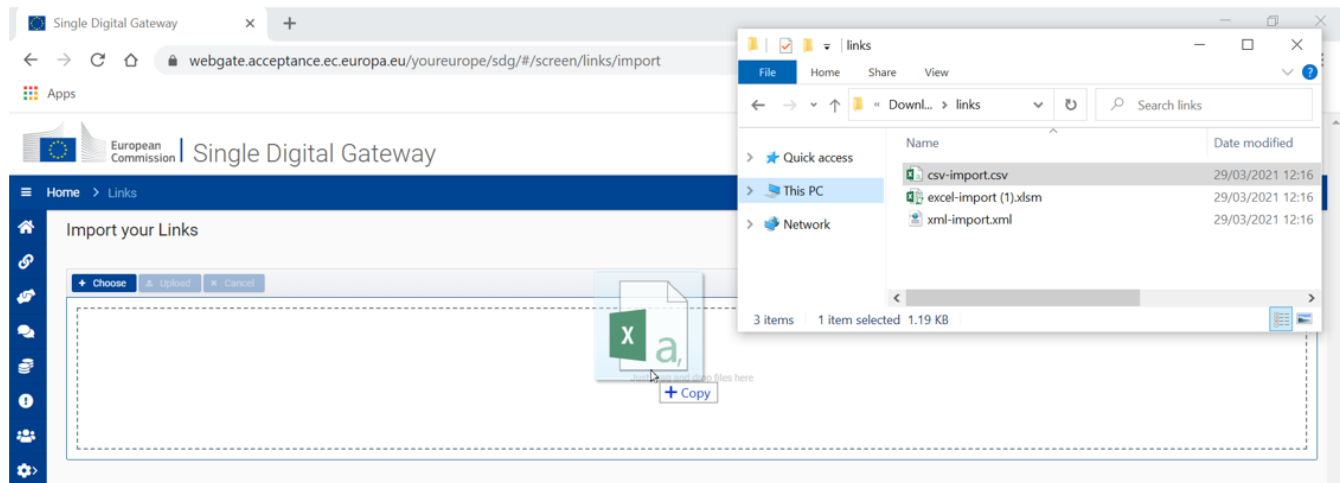
We highly encourage you to read this [article](#) to add more information on the procedure that we will describe bellow.



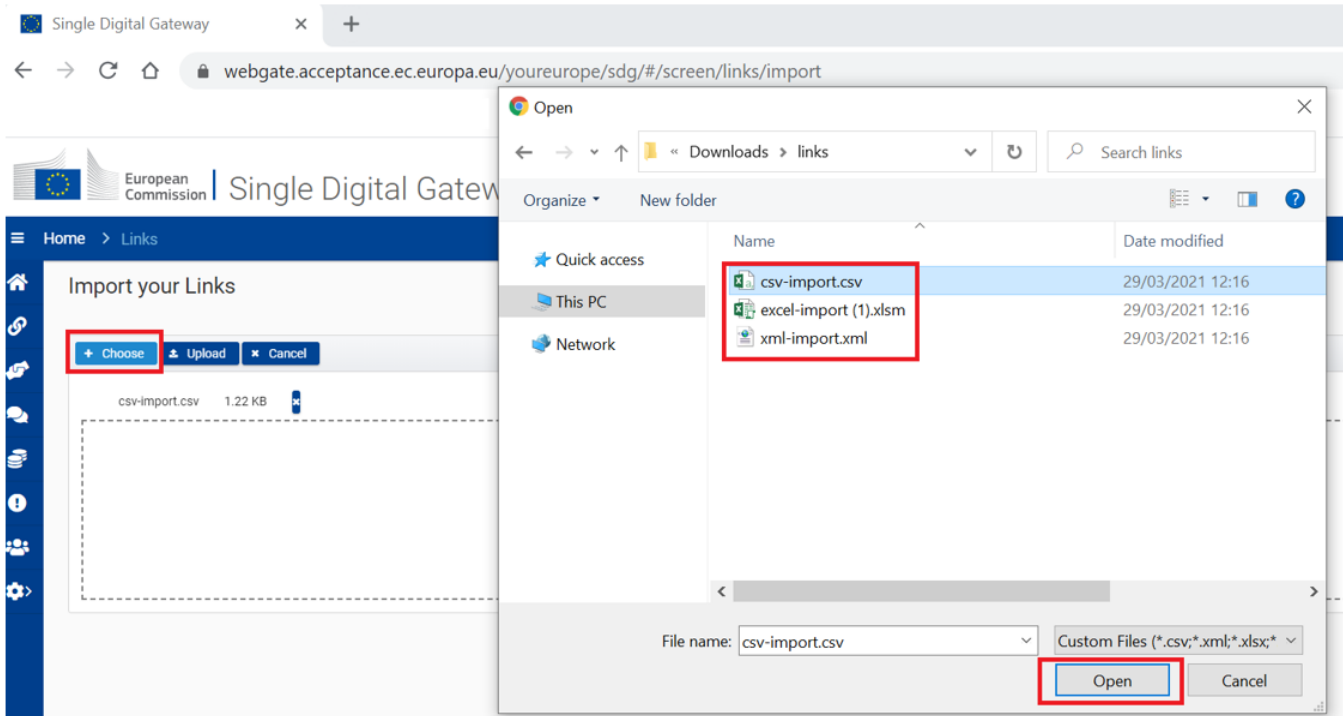
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



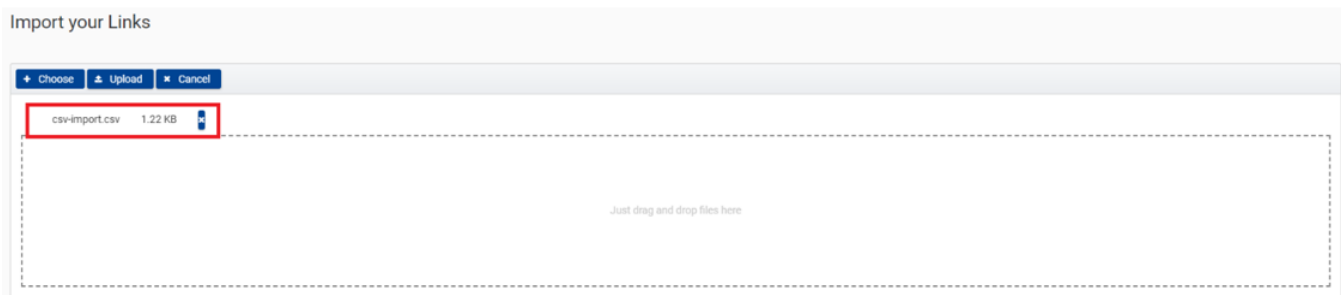
You can either **drag and drop** the file:



Or choose a file from the directory:



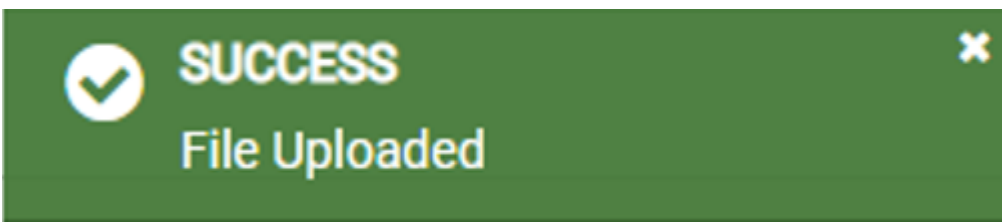
If the file is uploaded successfully, you will see it here:



You can upload more than one file in one go, and when you are finished, you should click on **Upload** to add the link or **Cancel**, to discard any changes.



If the file is uploaded successfully, you will see a success message in bottom right corner:



If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

Link Information
Link Metadata

✎ ↺ 🔗 🗑️

Country : European Union

Title : Test upload

URL : https://en.wikipedia.org/wiki/European_Union

Description : EU wiki page

Type : Information

Url Type : Web page

Categories : moving temporarily or permanently to another Member State ;
purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ;
requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;

Status : Published

URL Status : Active

Created By : COSTA DIAS Diana

Last update : 29/03/2021

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What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?

The files contain the following columns that will need to be completed so the links are added on SDG correctly:

	A	B	C	D	E	F	G	H	I	J	K	L
1	title	url	description	type	categories	language	url type	national	parent url	excluded paths	ignore params	delete
2	My main site	https://www.yourofficialsite.org/	My site description	Procedure; Information	J1;J11;B1	EN	Web folder					n
3	Page 1 of main site	https://www.yourofficialsite.org/whoarewe	My sub page description	Procedure	J1	EN	Web page		https://www.yourofficialsite.org/	https://www.yourofficialsite.org/news		n

Please note that the same rules apply for all the files, including the .xml.

title - The title you want to give to your website or web page you want to notify. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page you want to notify.

description - A short description you want to give to your website or web page you want to notify.

type - The type of information present in the content which can be (Information, Procedure or database). On the .xlsm file there is a dropdown to help you filling this field.

categories- The areas in [Annex I](#) or [II](#) that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above. If you download the .xlsm file it will also have a drop down that will allow you multiple selection from a list.

language - In case you are notifying a web page and its metadata this column will present the language of the web page. The .xlsm files contains a drop down list to help you fill this field, that is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL.

url type - This column will specify if the notified URL is a web folder or an individual web page. There is a dropdown in the .xlsm file with both options.

national code - Here you can specify NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL. You can find the lists below:



parent url - In this column you should specify the URL (web folder) where a notified web page and its metadata is located in case that URL (web folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre-notified web folder no value needs to be provided.

excluded paths - Here you can add for web folders that you want excluded from the search results for your notified urls. For example if you have notified <https://gov.eu> and you do not want pages from the folder *news* to appear in the search results you can add here <https://gov.eu/news/>. This field is optional.

ignore params - In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter **articleId** you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

delete - In this column you can mark the items that you want to be deleted from the links repository. **n** for **No** and **y** for **Yes**.

What is Metadata and how important that is?

In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

A screenshot of the 'Manage your Links' interface. The 'Link Metadata' tab is highlighted with a red box. The metadata details for a link are as follows:
Country: European Union
Title: Test upload
URL: https://en.wikipedia.org/wiki/European_Union
Description: EU wiki page
Type: Information (highlighted in green)
Uri Type: Web page
Categories: moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;
Status: Published
URL Status: Active
Created By: COSTA DIAS Diana
Last update: 29/03/2021

As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):

Metadata Link Information

Title: Court_of_Justice_of_the_European_Union

URL: https://en.wikipedia.org/wiki/European_Union#Court_of_Justice_of_the_European_Union

Description: Court_of_Justice_of_the_European_Union

Type: **Information**

National locations:

Notification Type: MANUAL


Categories: Citizens&€™ and family rights;

Web page language: en

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However if you add a web folder, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information **Link Metadata**

Country:  Portugal

Title: PT wikipedia page

URL: <https://en.wikipedia.org/wiki/Portugal>

Description: PT wikipedia page

Type: **Information**

Uri Type: **Web folder**

National locations: N/A

Should this URL be crawled?

Excluded paths: N/A

Ignore parameters: N/A

Categories: Citizens ;
Travel within the Union ;

Status: Published

URL Status: Active

Created By: COSTA DIAS Diana

Last update: 30/03/2021

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Link Information **Link Metadata**

Search... [Show advanced filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	

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Metadata Link Information

Title : Presidency_of_the_Republic

URL : https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic

Description : Presidency_of_the_Republic

Type : Information

National locations :

Notification Type : MANUAL

Categories : Residence in another Member State;

Web page language : en

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

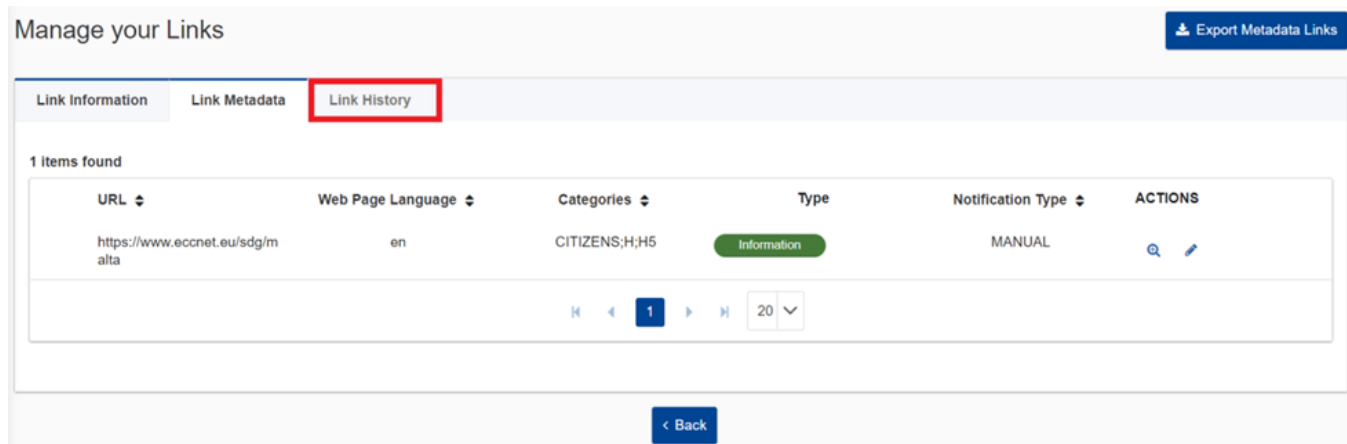
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

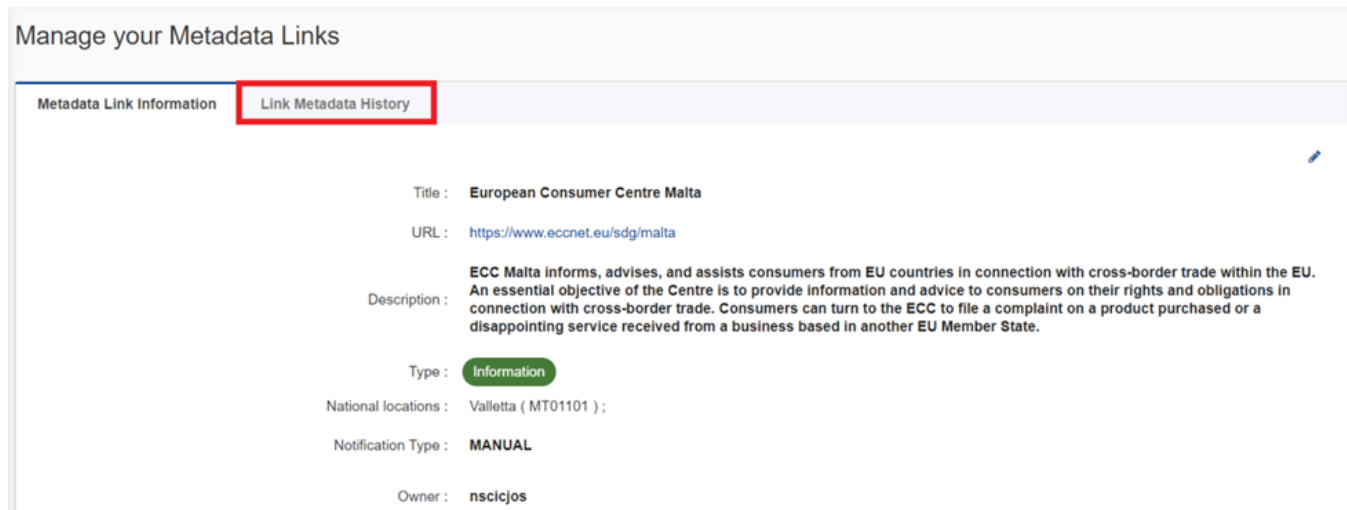
How to access Link History?

The **Links History** tab is available next to Link Metadata tab:



The screenshot shows the 'Manage your Links' interface. At the top right, there is a button labeled 'Export Metadata Links'. Below the header, there are three tabs: 'Link Information', 'Link Metadata', and 'Link History', with 'Link History' highlighted by a red box. The main content area shows '1 Items found' and a table with the following columns: URL, Web Page Language, Categories, Type, Notification Type, and ACTIONS. The table contains one row with the following data: URL: https://www.eccnet.eu/sdg/malta, Web Page Language: en, Categories: CITIZENS;H;H5, Type: Information (highlighted in green), Notification Type: MANUAL, and ACTIONS: search and edit icons. Below the table is a pagination control showing '1' of 20 items. At the bottom center, there is a '< Back' button.

While the **Link Metadata History** is right next to Metadata Link Information tab:



The screenshot shows the 'Manage your Metadata Links' interface. At the top, there are two tabs: 'Metadata Link Information' and 'Link Metadata History', with 'Link Metadata History' highlighted by a red box. The main content area displays the details of a metadata link record:

- Title: **European Consumer Centre Malta**
- URL: <https://www.eccnet.eu/sdg/malta>
- Description: **ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.**
- Type: **Information** (highlighted in green)
- National locations: Valletta (MT01101);
- Notification Type: **MANUAL**
- Owner: **nscicjos**

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link**→ inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link**→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Links [Export Metadata Links](#)

Link Information Link Metadata **Link History**

URL	Title	Url Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

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Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → where the link is regularly checked for updates.

Multiple details are visible for each historical link record: **URL**; **Title**; **Language Code**; **Content Type** (possible options: procedure, information); **Classification Information** (SDGR Annex I and II); **National Locations**; **Country**; **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Metadata Links

Metadata Link Information **Link Metadata History**

URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Update User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11-15 11:09:46	root

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Assistance Services

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 - [Introduction](#)
 - [How to access Assistance services module?](#)
 - [How to navigate on Assistance services module?](#)
 - [How to open a CSV in an Excel?](#)
 - [Filters](#)
 - [How to add an Assistance service?](#)

- [How to edit a Published Service?](#)
- [How to Remove the Assistance Service?](#)
- [How to Deactivate the Assistance service?](#)
- [Alerts & Notifications](#)

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. The National Coordinators can view the entire list of all the assistance services available in all member states.

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	🔍 ✎
Your Europe Advice	EU	2022-04-25 10:49:16	Published	🔍 ✎
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	🔍 ✎ 🗑️
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	🔍 ✎
SOLVIT	EU	2021-11-08 09:26:26	Published	🔍 ✎
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	🔍 ✎ 🗑️
Europe Direct	EU	2021-05-07 14:24:09	Draft	🔍 ✎ 🗑️
Europe Direct	EU	2020-09-23 14:37:07	Draft	🔍 ✎ 🗑️

How to navigate on Assistance services module?

National Coordinators can view the entire list of all the assistance services available in their country in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** in other countries (or EU).

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **Type of service**; **Member state**; **Last update**; **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[today date].

Home > Assistance services

Assistance services + Add service

Status: Filter by status...
 Level of provision: EU
 EU service: Filter by EU services...
 Type of service: Filter by types...
 Audience: Filter by audience...
 Service ID: Filter by service ID...
 Competent authority name: Filter by competent authority...
 Clear filters

Hide filters

9 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	🔍 ✎
Your Europe Advice	EU	2022-04-25 10:49:16	Published	🔍 ✎
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	🔍 ✎ 🗑
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	🔍 ✎
SOLVIT	EU	2021-11-08 09:26:26	Published	🔍 ✎
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	🔍 ✎ 🗑
Europe Direct	EU	2021-05-07 14:24:09	Draft	🔍 ✎ 🗑
Europe Direct	EU	2020-09-23 14:37:07	Draft	🔍 ✎ 🗑

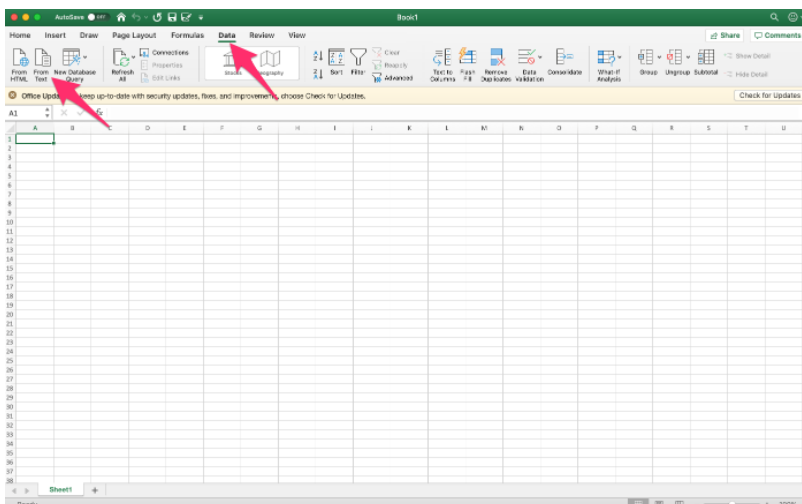
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

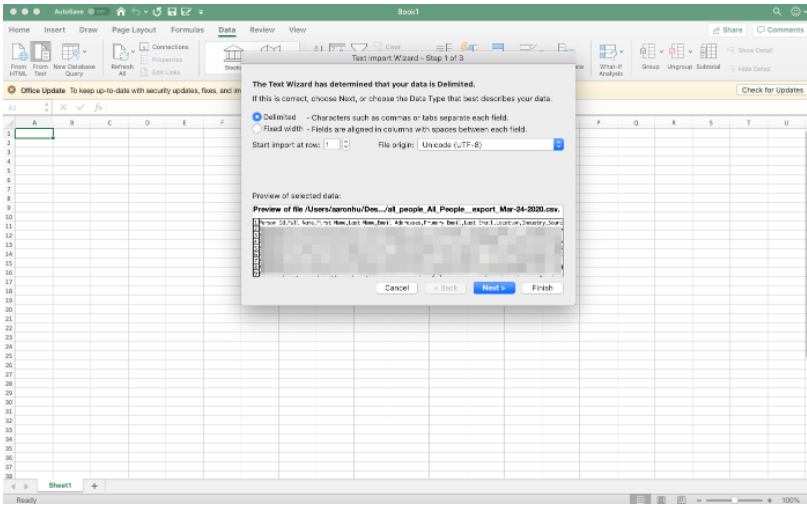
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

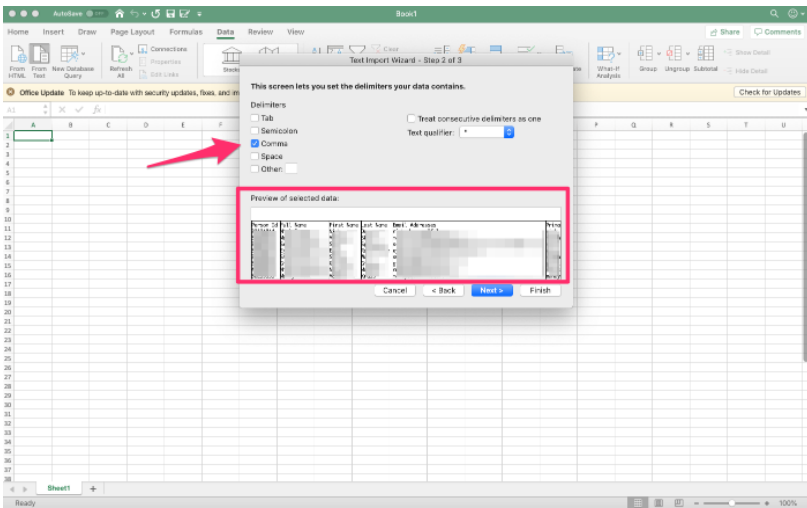
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Assistance services + Add service

Status

Filter by status...

Level of provision

EU

EU service

Filter by EU services...

Type of service

Filter by types...

Audience

Filter by audience...

Service ID

Filter by service ID...

Competent authority name

Filter by competent authority...

Clear filters

[Hide filters](#)

9 items found [Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

You can also hide the filters by pressing "Hide filters"

Assistance services

Search... Search

[Show filters](#) ▼ Filters applied

Status

|

Draft

Published

[Hide filters](#)

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

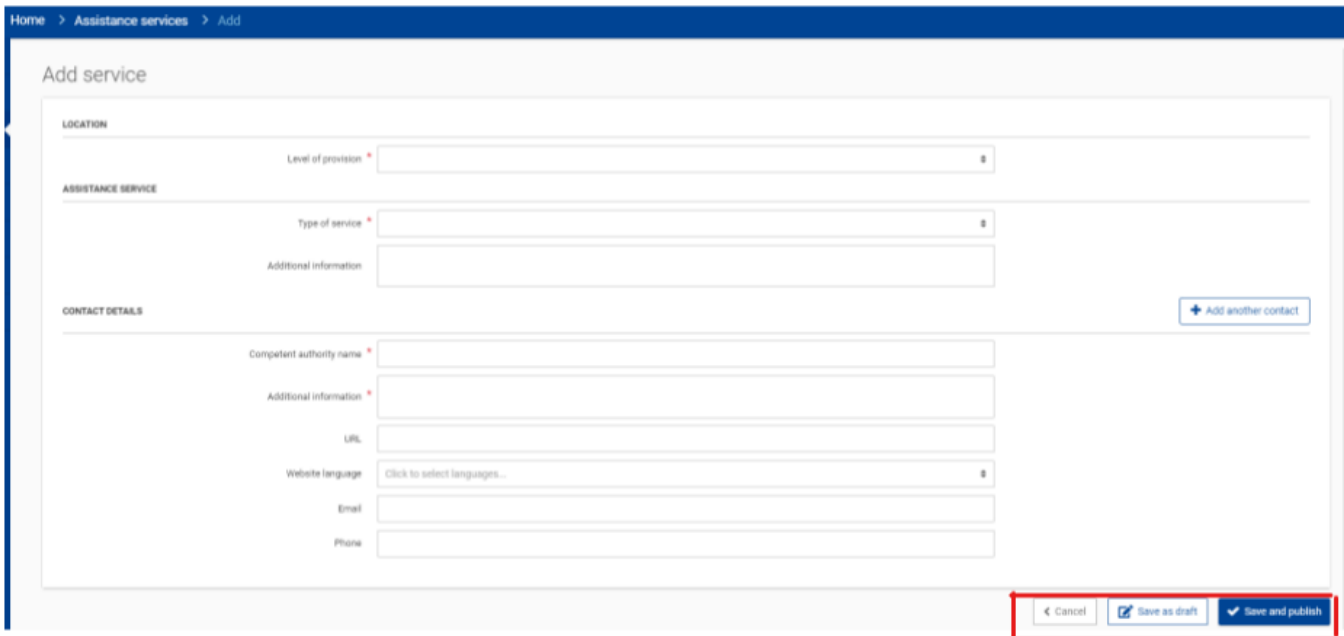
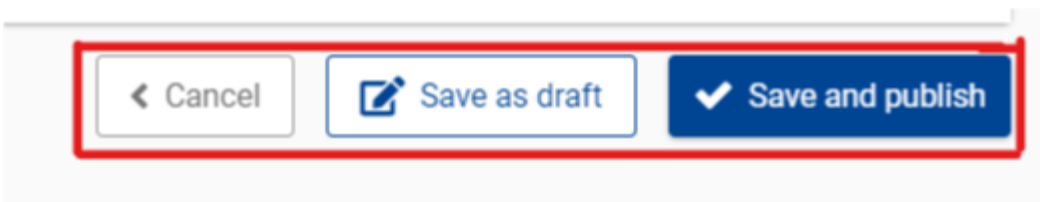
In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

You can also clear all previously added filters using the button **Clear filters**:



How to add an Assistance service?

You are required to fill the necessary details about the assistance services like Location, Type of service and contact details. The services can be either saved in Draft mode or can be Published. You can publish the Assistance services only for your own Member state.

A screenshot of a web application interface for adding an assistance service. The form is titled "Add service" and is divided into three sections: "LOCATION", "ASSISTANCE SERVICE", and "CONTACT DETAILS". The "LOCATION" section has a "Level of provision" dropdown. The "ASSISTANCE SERVICE" section has a "Type of service" dropdown and an "Additional information" text field. The "CONTACT DETAILS" section has a "Competent authority name" text field, an "Additional information" text field, a "URL" text field, a "Website language" dropdown with a "Click to select languages..." prompt, an "Email" text field, and a "Phone" text field. A "+ Add another contact" button is located to the right of the "CONTACT DETAILS" section. At the bottom right of the form, there are three buttons: "Cancel", "Save as draft", and "Save and publish". A red box highlights these three buttons.

You can add as many contacts for the same service as needed.

If a service, for same region, has multiples contacts they should be added under the same entry, instead of creating multiple entries for the same service.

To do so, you should click on **+ Add another contact**, this button will be available when you are adding a new service or editing an existing one.

Edit service

Status **Published**
ID 65333f7d-c6b2-47b9-912a-6fe7627c131c

LOCATION

Level of provision * EU
EU service * Employment, Social Affairs and Inclusion

ASSISTANCE SERVICE

Type of service * Product Contact Points For Construction
Service description The Construction Product Contact Point provides information on rules and regulations applying to construction products produced and marketed in a given country.
Additional information
Audience Business
Subject matter related to Business Rules for construction products

CONTACT DETAILS + Add another contact

[Cancel](#) [Save and publish](#)

Then you just need to add the mandatory details.

CONTACT DETAILS + Add another contact

Competent authority name * Contact 1
Additional information * Contact 1
URL https://www.contact2.eu
Website language * English
Click to select languages...
Email
Phone ✖

Competent authority name * Contact 2
Additional information * Contact 2
URL https://www.contact2.eu
Website language * Click to select languages...
Email
Phone ✖

[Cancel](#) [Save and publish](#)

And **Save and Publish**.

How to edit a Published Service?

You can edit the published Assistance service by clicking on the Edit button from Actions. You can only edit the published Assistance services for your own Member state.

Assistance services

[+ Add service](#)

Status <input type="text" value=""/>	Level of provision National	Member state Filter by member states... Romania	Type of service Filter by types...	
<input type="button" value="Published"/>	Audience Filter by audience...	Service ID Filter by service ID...	Competent authority name Filter by competent authority... <input type="button" value="Clear filters"/>	
Hide filters				
12 items found <input type="button" value="Export to CSV"/>				
Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	
European Consumer Centres	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	
Points Of Single Contact	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input checked="" type="checkbox"/> <input type="button" value="edit"/>
SOLVIT	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>
Online Dispute Resolution	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>
Product Contact Points	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>
European Network Of Employment Services	Romania	2022-10-19 15:28:28	<input type="button" value="Published"/>	<input type="checkbox"/> <input type="button" value="edit"/>

Home > Assistance services > Edit

Edit service

Status **Published**
ID **bbaf77dc-63f1-4504-b362-8601605bdef4**

LOCATION

Level of provision * National
Member state * Austria
Member state code AT
Region * Carinthia
Region code AT21

ASSISTANCE SERVICE

Type of service * Points Of Single Contact
Service description Point of Single Contact provides information about rules and requirements concerning the access and exercise of service activities. For example the PSC can help to explore business opportunities, expand your services to another EU country, set up a new business abroad and complete the administrative procedures online.
Additional information
Audience Business
Subject matter related to Business Authorisations and permits for services

CONTACT DETAILS

[+ Add another contact](#)

How to Remove the Assistance Service?

The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. You can only remove the Assistance service of your own Member state.

Assistance services + Add service

Status: Filter by status...
 Level of provision: National
 Member state: Filter by member states...
 Type of service: Filter by types...
 Audience: Filter by audience...
 Service ID: Filter by service ID...
 Competent authority name: Filter by competent authority...
 Clear filters

[Hide filters](#)

19 items found

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-07-26 15:49:02	Published	
European Consumer Centres	Romania	2022-07-08 14:21:18	Published	
SOLVIT	Romania	2022-06-07 15:04:44	Draft	
Product Contact Points For Construction	Romania	2022-06-07 15:04:44	Draft	
Points Of Single Contact	Romania	2021-11-30 15:05:27	Published	

1 2 3 4 5

How to Deactivate the Assistance service?

You can only deactivate the Assistance services of your own Member state.

Assistance services + Add service

Status: |
 Level of provision: National
 Member state: Romania
 Type of service: Filter by types...
 Audience: Filter by audience...
 Service ID: Filter by service ID...
 Competent authority name: Filter by competent authority...
 Clear filters

[Hide filters](#)

12 items found [Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	
SOLVIT	Romania	2022-10-19 15:28:28	Published	
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	
Product Contact Points	Romania	2022-10-19 15:28:28	Published	
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	



Alerts & Notifications

- As soon as the assistance service is successfully created, a notification is sent and assistance service is added for the country of the user. You do not receive an email notification if you add the assistance service.

- You are notified when another user make changes in the Published Assistance services.
- You are notified if the deletion of an assistance service is done by another user.
- You are notified if the deactivation of an assistance service is done by another user

Translations

- [Translations](#)
 - [Introduction](#)
 - [How to access the Translations module?](#)
 - [How to navigate on Translations module?](#)
 - [Filters](#)
 - [How to Request Translation?](#)
 - [Fill in all the required details](#)
 - [Translation Request Process Flow](#)
 - [Translation Status Flow](#)
 - [Translation Status](#)
 - [How to approve/reject a translation request?](#)
 - [Contact Details](#)
 - [Translations Budget](#)
 - [Definitions](#)
 - [Allocated budget](#)
 - [Consumed budget](#)
 - [Remaining budget](#)
 - [How the cost for translation is calculated?](#)
 - [Budget Allocation Process Flow](#)

Introduction

In the Translation requests module in the SDG depending on the user role and rights users will be able to upload translation requests related to web text as foreseen in the SDG Regulation and visualize the list of those requests, and through an approval flow, they either can approve the request and send it to the Translation Centre or reject it.

As National Coordinator you can also visualize an estimation of all the budgets in pages, Allocated budget, Consumed budget and Remaining budget.

How to access the Translations module?

To access the Translation module, click on **Translations** in the left-side menu:

Home > Translations

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
FEEDBACK ON QUALITY
OBSTACLES REPORTED
STATISTICS
USER MANAGEMENT
SYSTEM SETTINGS

Status: Filter by status... ID: Filter by ID... CdT ID: Filter by CdT ID... Title: Filter by title... Start date: dd/mm/yyyy
End date: dd/mm/yyyy Clear filters
Hide filters

81 items found

ID	CdT ID	Title	Country	Pages	Deadline	Last update	Status	ACTIONS
100155	2022/0006...	translation to test contact permissions 2	Romania	1	2022-07-15 16:00:00	2022-07-12 10:13:40	Translated	
100154		translation to test contact permissions 2	Romania	1		2022-07-12 10:12:22	Approved	
100153	2022/0006...	test CDT user or contact with all permissions	Romania	1	2022-07-14 16:00:00	2022-07-11 14:34:09	Waiting Translation	
100150		translation 123	Romania	1		2022-07-06 15:15:55	Approved	
100137	2022/0000...	test SDGL2-2086 b	Romania	1	2022-01-18 16:00:00	2022-01-13 09:06:40	Completed	

How to navigate on Translations module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, **ID**; **CDT ID**; **Title**; **Country**; **Pages** (total number of pages count) ; **Deadline** (deadline for the translation of a request from CDT); **Last update** (by default all items are sorted by this field); **Status**; **Actions** (this refers to all actions your user has permissions to do on each items, you can not sort by this field).

ID	CdT ID	Title	Country	Pages	Cost	Deadline	Last update	Status	ACTIONS
100893	2022/004306	2022/004046 missing text	Lithuania	5	545 EUR	2022-08-16 16:00:00	2022-08-05 12:58:54	Waiting Translation	
100887	2022/004046	Vedybų sutarčių registro objektų registravimas	Lithuania	4	391,50 EUR	2022-08-01 16:00:00	2022-08-04 15:18:38	Completed	
100888	2022/004124	Užsienio kvalifikacijų, susijusių su aukštojo mokslo, akademinis pripažinimas	Lithuania	3	304,50 EUR	2022-08-02 16:00:00	2022-08-02 16:42:27	Completed	
100892	2022/004256	698901-N1	Greece	7	759 EUR	2022-08-10 16:00:00	2022-08-02 12:38:31	Waiting Translation	

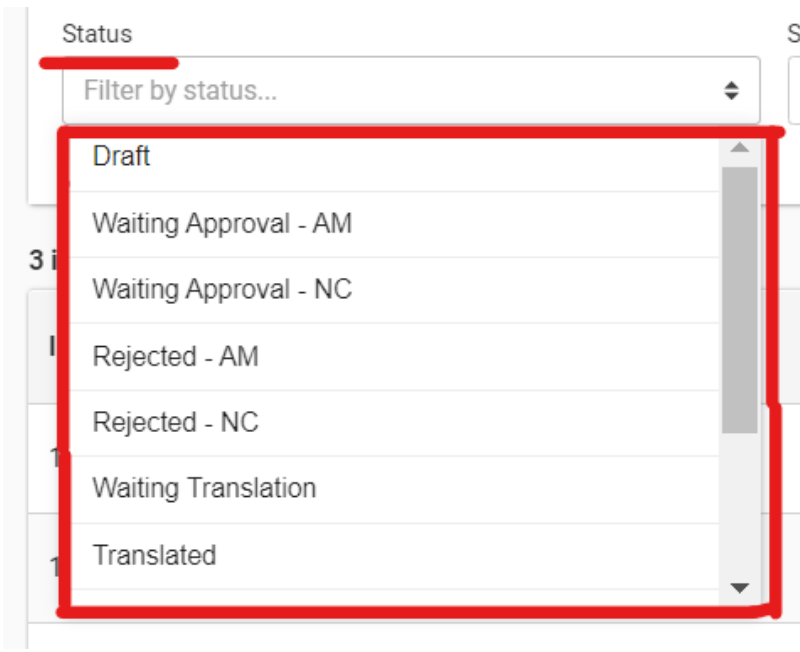
Filters

You can use **filters** to filter by **Status**, **Country**, **ID**, **CDT ID**, **Title**, **Start Date** and **End Date** and check the status of the translation request.

Status: Filter by status... Country: Filter by member states... ID: Filter by ID... CdT ID: Filter by CdT ID... Title: Filter by title...

Start date: dd/mm/yyyy End date: dd/mm/yyyy Clear filters

Hide filters



You can also clear all previously added filters using the button “Clear filters”:



How to Request Translation?

Send request for Translation - You can raise a request for **translation** by clicking on the **Request Translation** button.

European Commission | Single Digital Gateway

Welcome Romania Romania
National Coordinator (RO)

Home > Translations

Translations

+ Request translation

Budget Type	Value	Unit
Allocated budget	22	Pages
Consumed budget	0	Pages
Remaining budget	22	Pages

Consumed budget Remaining budget

Search... Search

Show advanced filters

The **file types** which are **accepted** for **translations** are as follows:-

- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML

Home > Translations > Edit

Edit translation

Title *

Upload document * [MS testing accounts.\(1\).\(1\).docx](#)

Document language *

Translation language *

Number of pages *

URL

version 2.0.0- 04/02/2021

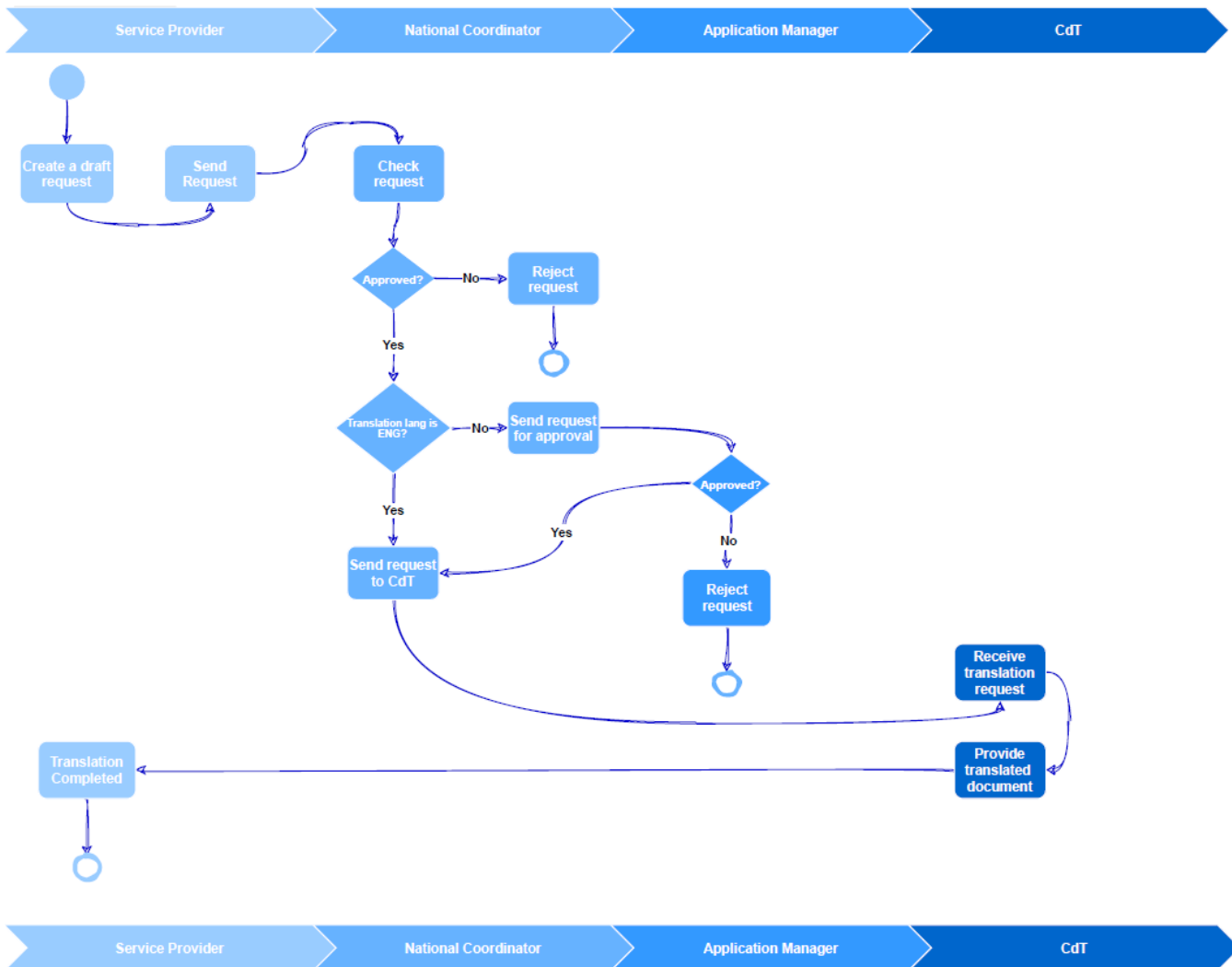
Translations requests for **English** are **directly** submitted to **CDT** if sufficient budget is available.

22 Items found

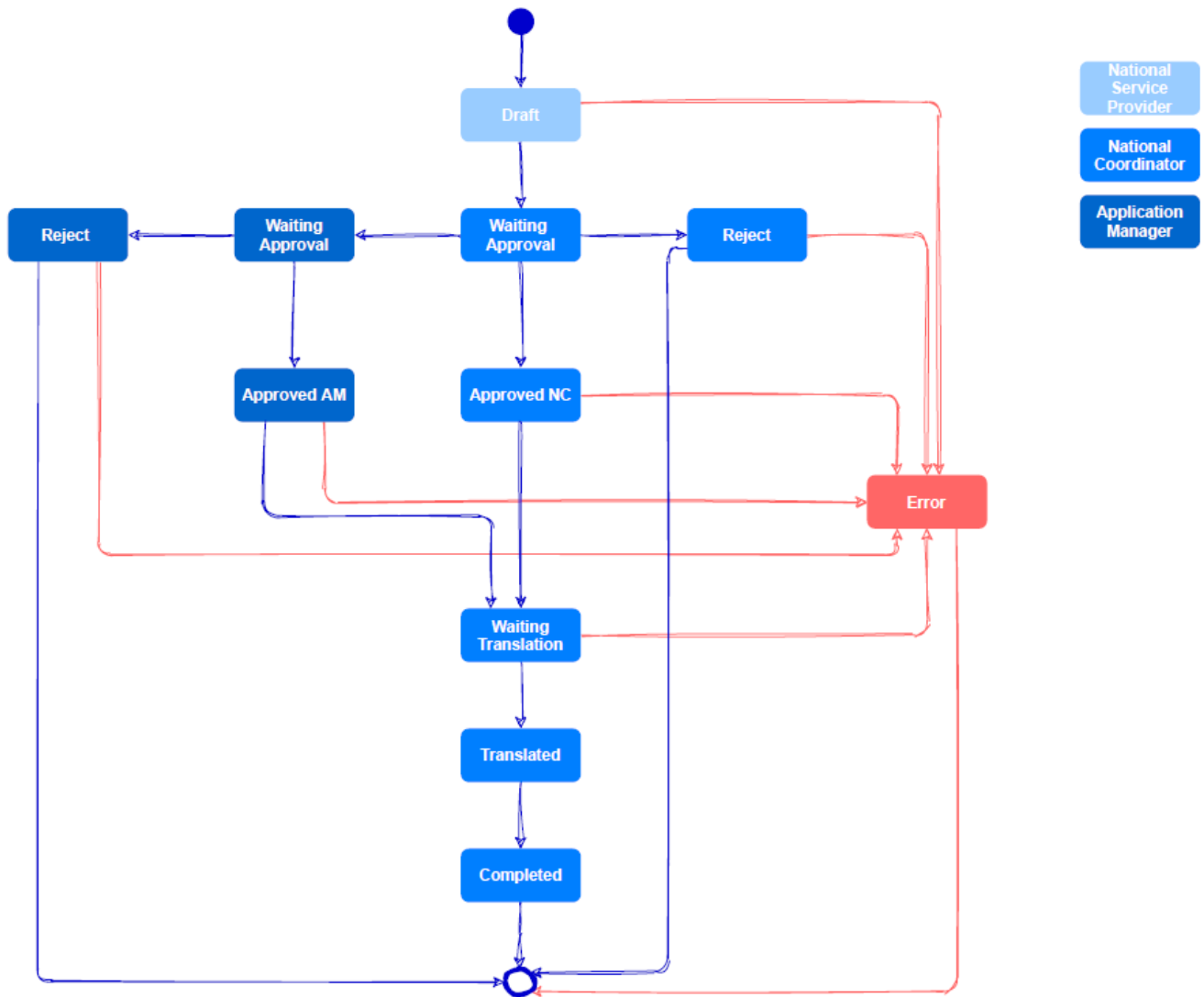
ID	Title	Country	Pages	Deadline	Last update	Status	ACTIONS
100046	TEST-TRANS-1	Romania	1	2021-03-11 16:00:00	2021-03-08 15:32:07	Translated	
100063	test	Romania	1		2021-03-31 12:08:49	Waiting Translation	
100062	Allman-om-hotade-djur-och-produkter-av-hotade-djur	Romania	29		2021-03-31 12:05:11	Waiting Translation	
100056	testing again	Romania	5		2021-03-16 14:04:34	Approved	
100055	Test 1234	Romania	4		2021-03-16 14:03:37	Draft	

1 2 3 4 5 5

Translation Request Process Flow



Translation Status Flow



Translation Status

The status of the request can be seen on the dashboard. The various status details can be understood below:-

- **Draft** (Draft) - When the request is saved with or without all the fields filled. The status is shown as Draft.
- **Waiting_Approval_AM** (Waiting Approval)- When the request is approved for translation and is waiting for approval from Application Manager. The requests which are required to be translated in language other than English will go for approval to Application Manager.
- **Reject_AM** (Reject)- When the request is rejected by the Application Manager.
- **Sent_Processing** (Waiting Translation) - When the request is sent for translation to CDT and is waiting to be processed.
- **Translated** - When the translated document is received and the translation is completed by CDT
- **Approved_AM** (Approved) - When the request is approved by the Application Manager.
- **Invalid/Error** (Error) - When there is an error in the translation.
- **Closed** (Completed) - The service provider national coordinator can close the translation request which are processed.

How to approve/reject a translation request?

You can approve or reject requests that are in status **Waiting_Approval**. In case a request is rejected an appropriate reason should be filled.

View translation

Status: Waiting Approval
ID: 100018
Title: Test-trans-EN
Upload document: [Translation test.docx](#)
Document language: Romanian
Translation language: English
Number of pages: 4
URL:
Creation Date: 2020-12-03 17:17:04

CONTACT

First name: B2B00Gowr
Last name: B2B00Gowr
Email: user2@cdt.europa.eu
Phone number:

[Cancel](#) [Reject](#) [Approve](#)

- from the list of requests (grid)
 - you are redirected to the translation request details

Contact Details

A check is done to get the contact person details from SDG database for the country of the request

- in case there is no **phone number** for the contact person → user must provide the phone number in SDG
- in case there are **multiple contact persons** for the country, the system selects one which is available in SDG
- in case there are no contact persons for the country, a message is displayed in the translation request details page that the contact person is missing and the application manager should be contacted & the option to translate the request is disabled
- if there is a contact person for the country (& the phone number is set) a translation request is sent to CDT

Translations Budget

Definitions

You can check the Budget consumption as given below for your own country

- **Allocated budget**

The no. of pages allocated for translation

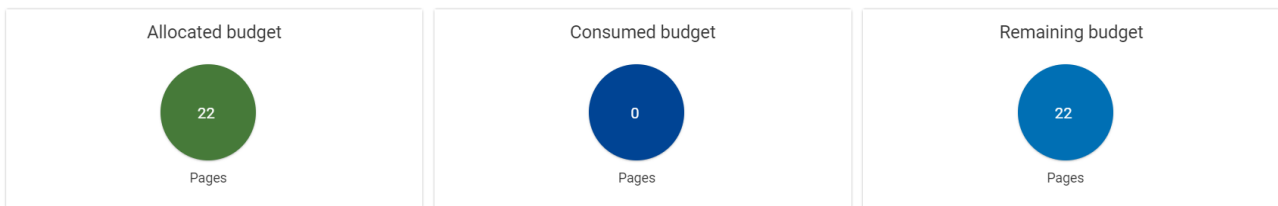
- **Consumed budget**

Total no. of pages consumed in translation

- **Remaining budget**

Total no. of pages remaining in budget to request for translation

The budget information is available in **number of pages** and the number of pages available for the budget allocated is calculated based on the **average cost per page**. The average cost per page is set manually in SDG based on the info from CdT.



Please note that

- only 95% of the actual remaining budget can be consumed for translation requests (the remaining 5% is considered as a buffer in case the final price is higher than the estimated one).
- the **buffer** should be a parameter that can be easily updated, if necessary
 - the buffer should be set now at 5% of the budget that can still be consumed (Allocated budget - Consumed budget)

How the cost for translation is calculated?

The **cost for translation is calculated** based on the translations is done before and after the completion of the Translation by CdT.

- **Actual Cost** for completed translations (*total price* received when the translation is completed)
 - The status for completed translations will be shown as processed or closed.
- **Estimated Cost** of translations sent to CdT (*total price* received from CdT as estimation)
 - The translations which are sent for process will be shown as Waiting Translation (Sent_processing)

The only calculation done in SDG is the average number of pages that you can translate based on the budget allocation and consumption, which is visible in Pages.

The **amount is approximated to the number of pages**, using an average price per page.

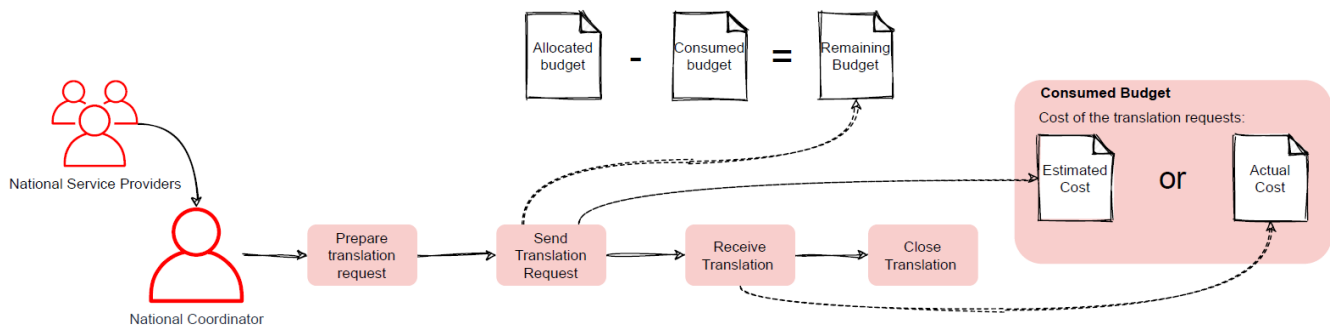
No calculations are done by using of number of pages inside the document uploaded or characters and there is also a different cost for different file formats, for instance a page in pdf will cost more than a page is word.

SDG sends to CdT the number of pages that was notified by the user sending the request. After that request is sent to CdT, **CdT will re-calculate the number of pages in the document based on their own formula**. In the end, SDG will receive the final price and with that value SDG system updates the **Consumed Budget**.

If you only have in account the number of pages added in the request to calculate the consumed budget, it might not match the real number of pages consumed from the budget, since CdT will do they own calculations.

It can happen that a National Service Provider added a document of 10 pages and only set the number of pages to 5 in the request, or the font was really small, and then CdT, after checking the document, can consider that the content has more pages that the user entered in SDG. However you will only be able to see the number of pages that CdT considered the request to be when SDG updates the value on the **Consumed Budget** after receiving the final price (so when the translation is delivered).

Budget Allocation Process Flow



Feedback on quality

- [Feedback on quality](#)
 - [Introduction](#)
 - [How to access the feedback on quality?](#)
 - [How to navigate on Feedback on quality module?](#)
 - [Filters](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)

Introduction

The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.

The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office.

On this module, you will be able to consult that same feedback collected displayed in a form of a list.

How to access the feedback on quality?

Access SGD and click on Feedback on Quality:

As an National Coordinator you will be able to see an aggregated view of the feedback on quality collected for your country, as you can see on the previous image.

How to navigate on Feedback on quality module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

ACCEPTANCE European Commission | Single Digital Gateway

Home > Feedback on quality

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
★ FEEDBACK ON QUALITY
! OBSTACLES REPORTED
STATISTICS
USER MANAGEMENT
SYSTEM SETTINGS

Feedback on quality

Type of service: Filter by types... Average rating: Filter by rating... Clear filters

[Hide filters](#)

1 items found [Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

Navigation: < 1 > 10

On this aggregated view there are a number of details visible per row, **Name** (Title for link or type of assistance service for assistance services); **URL** (If applicable, it will only be displayed for information & procedure service); **Type(s) of service** (information, procedure, assistance service case or assistance service info); **Avg rating** (average rating for the service); **No feedback** (count on the feedback entries for the specific service).

ACCEPTANCE European Commission | Single Digital Gateway

Home > Feedback on quality

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
★ FEEDBACK ON QUALITY
! OBSTACLES REPORTED
STATISTICS
USER MANAGEMENT
SYSTEM SETTINGS

Feedback on quality

Type of service: Filter by types... Average rating: Filter by rating... Clear filters

[Hide filters](#)

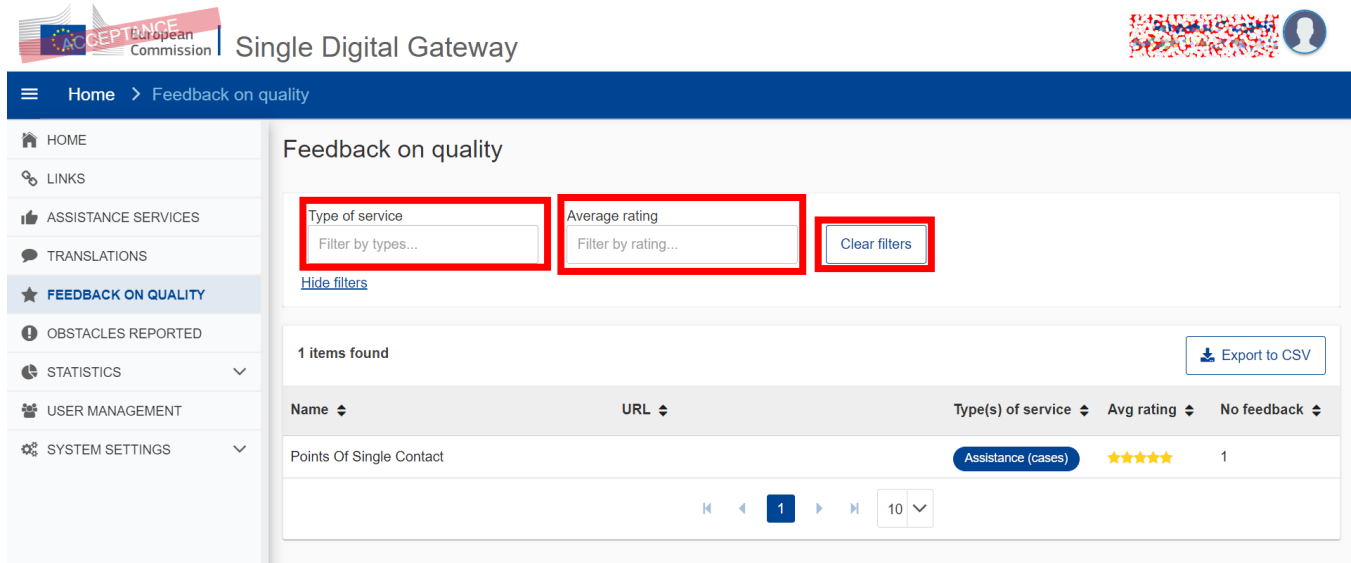
1 items found [Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

Navigation: < 1 > 10

Filters

In Feedback on quality you have the filters **Type of service** and **Average rating**, You can also clear all previously added filters using the button **Clear filters**

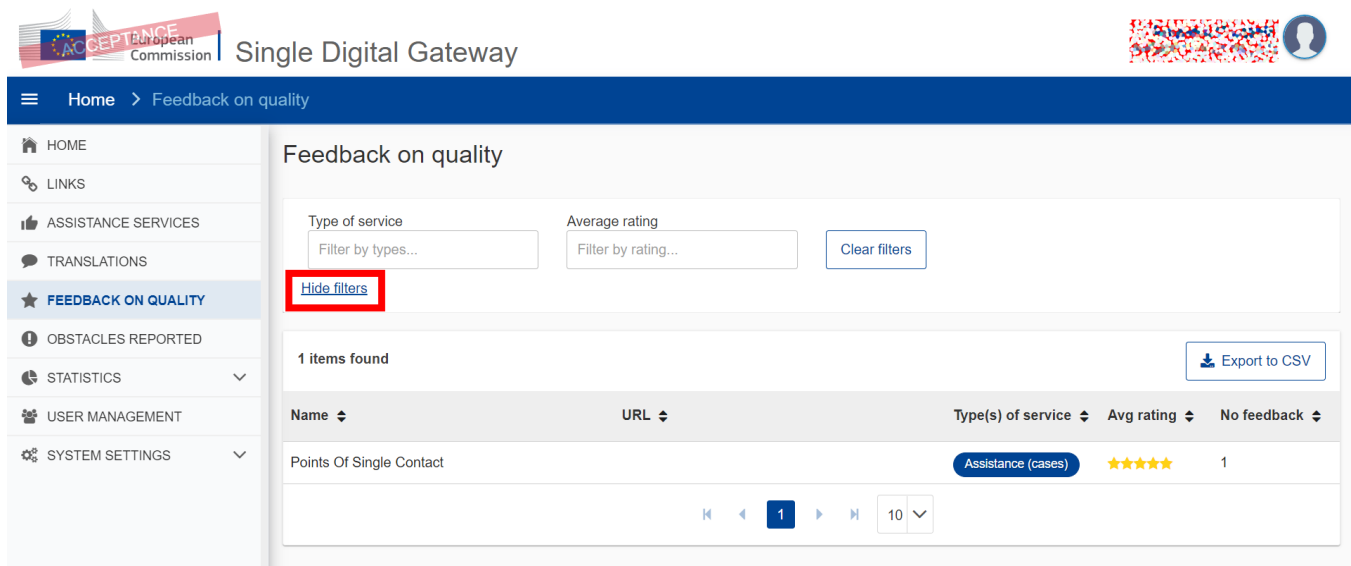


The screenshot shows the 'Feedback on quality' interface. At the top, there is a navigation bar with 'Home' and 'Feedback on quality'. A sidebar on the left contains various menu items, with 'FEEDBACK ON QUALITY' selected. The main content area is titled 'Feedback on quality' and features two filter input fields: 'Type of service' (with a placeholder 'Filter by types...') and 'Average rating' (with a placeholder 'Filter by rating...'). A 'Clear filters' button is positioned to the right of these fields. Below the filters, there is a 'Hide filters' link. The results section shows '1 items found' and an 'Export to CSV' button. A table displays the following data:

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

At the bottom of the table, there is a pagination control showing '1' of 10 items.

You can press **Hide filters** so you can hide the filters that you have.



This screenshot shows the same 'Feedback on quality' interface, but the filter fields are no longer visible. The 'Hide filters' link, which was highlighted in the previous screenshot, is now visible and highlighted with a red box. The rest of the page, including the table and pagination, remains the same.

[Show filters](#)

1 items found [Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

⏪ ⏩ 1 10 ⏴ ⏵

When you click on **Type of service** a drop down it will show up with the options **Assistance (cases), Assistance (info), Information and Procedure.**

Feedback on quality

Type of service

- Assistance (cases)
- Assistance (info)
- Information
- Procedure

Average rating

[Clear filters](#)

[Export to CSV](#)

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

⏪ ⏩ 1 10 ⏴ ⏵

When you select for example **Assistance (info)**, new filters **Service name and URL** will appear

Feedback on quality

Type of service

[Clear filters](#)

[Hide filters](#)

Service name

URL

Average rating

When you input the keyword, for example 'Point' in the **Service Name** filter, it will filter all the services with the keyword 'Point' in the Service name.

Feedback on quality

Type of service
Filter by types...

Service name
Point

Average rating
Filter by rating...

Clear filters

Assistance (cases)

Hide filters

1 items found Export to CSV

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

Navigation: 1 / 10

You can also clear all previously added filters using the button “Clear filters”:



Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[today date]

ACCEPTANCE European Commission | Single Digital Gateway

Home > Feedback on quality

HOME
LINKS
ASSISTANCE SERVICES
TRANSLATIONS
★ FEEDBACK ON QUALITY
OBSTACLES REPORTED
STATISTICS
USER MANAGEMENT
SYSTEM SETTINGS

Feedback on quality

Type of service
Filter by types...

Average rating
Filter by rating...

Clear filters

Hide filters

1 items found Export to CSV

Name	URL	Type(s) of service	Avg rating	No feedback
Points Of Single Contact		Assistance (cases)	★★★★★	1

Navigation: 1 / 10

File Structure:

Field	Value
Country	Full name of the country for which the Feedback is provided
Name of service	Full name of the service
URL	The URL of the service
Type of Service	The service type - Assistance service cases, Information services, Procedure services
Rating	The avg rating of all the feedbacks for a given service
No. of Feedbacks	Number of Feedbacks received for a given service

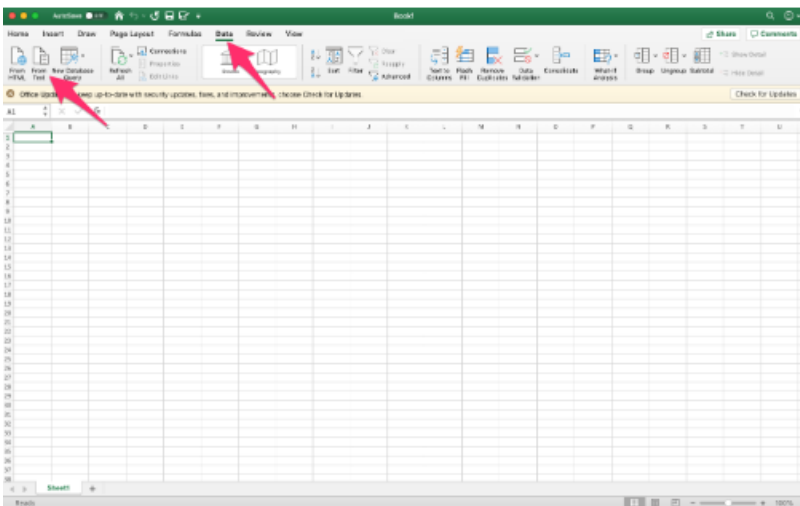
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

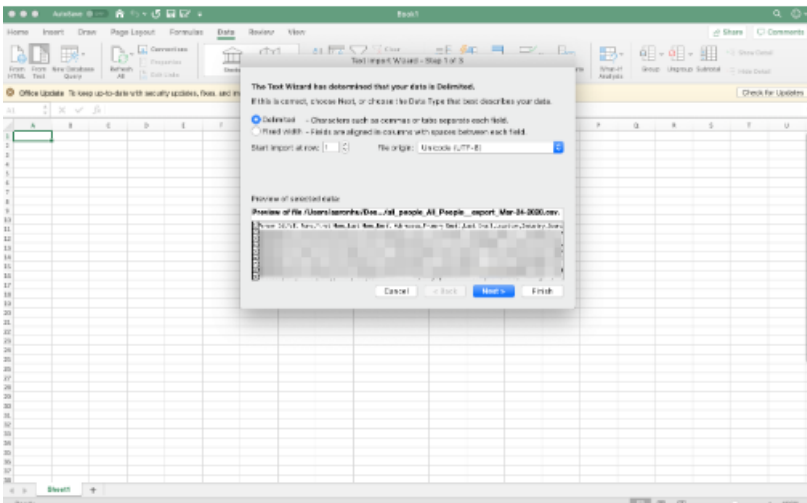
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

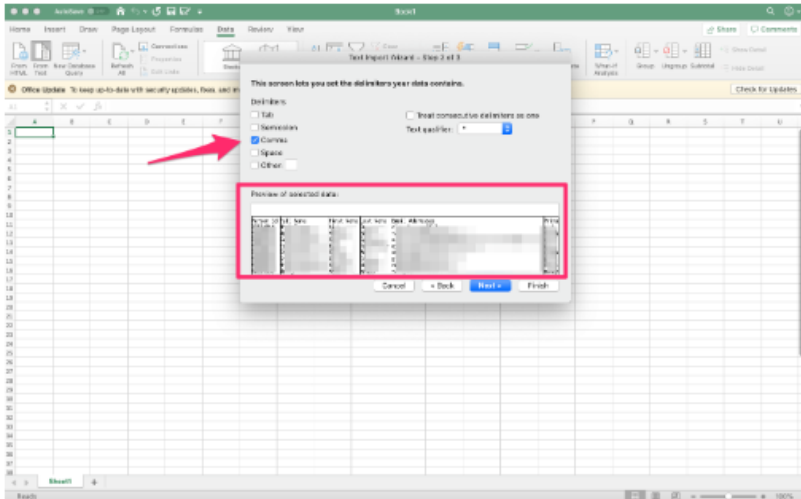
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Obstacles reported

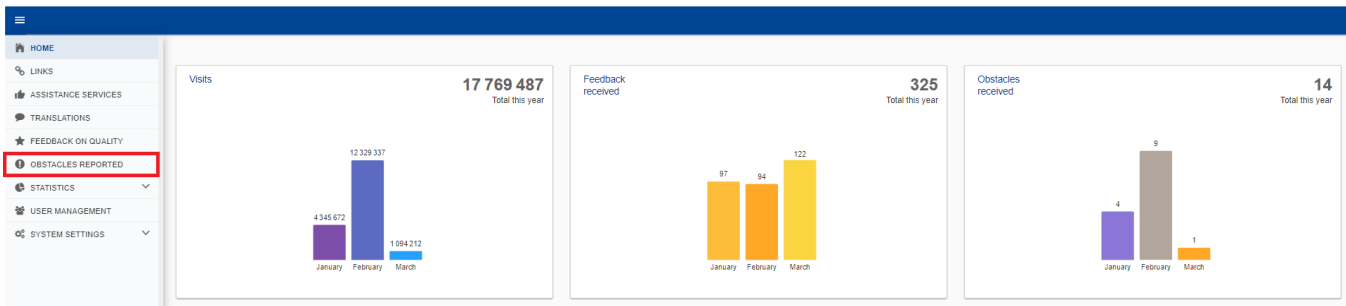
- [Obstacles reported](#)
 - [How to access the obstacles reported module?](#)
 - [How to navigate on obstacles reported module?](#)
 - [Filters](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)
 - [How to manage the Status of an Obstacle?](#)
 - [How to translate the free text of an Obstacle?](#)

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights through the **Feedback on Obstacles** tool, in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Obstacles reported

[Hide filters](#)

12 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	☰
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	☰
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	☰

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

In addition you have the ability to search by **Status, Category, Problem Arias, Star date and End date.**

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

12 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	

1 2 3 5

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: **Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation date, Status and Actions.**

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

12 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	

1 2 3 5

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

Obstacles reported

Status Category Problem areas Start date End date

[Clear filters](#) [Hide filters](#) [Export to CSV](#)

12 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	Translate
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	In Progress
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	Open	In Progress
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	Open
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	Open

Filters

By default you can filter by **Status**, **Category**, **Problem area(s)**, **Start Date** and **End Date**.

Obstacles reported

Status Category Problem areas Start date End date

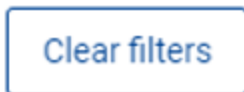
[Clear filters](#) [Hide filters](#) [Export to CSV](#)

12 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	In Progress
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	Open
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	Open	Open
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	Open
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	Open

1 2 3 5

You clear all previously added filters using the button **Clear filters**:



You can press **Hide filters** for them to not show up.

Obstacles reported

Status Category Problem areas Start date End date

[Clear filters](#)
[Hide filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

⏪ < 1 2 3 > ⏩ 5 ▾

Obstacles reported

[Show filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

⏪ < 1 2 3 > ⏩ 5 ▾

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters

Hide filters

12 items found

[Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

1 2 3 5

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

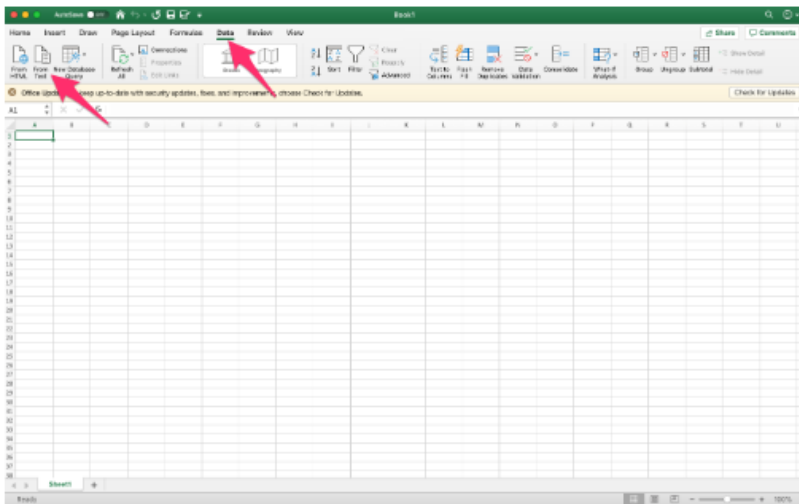
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

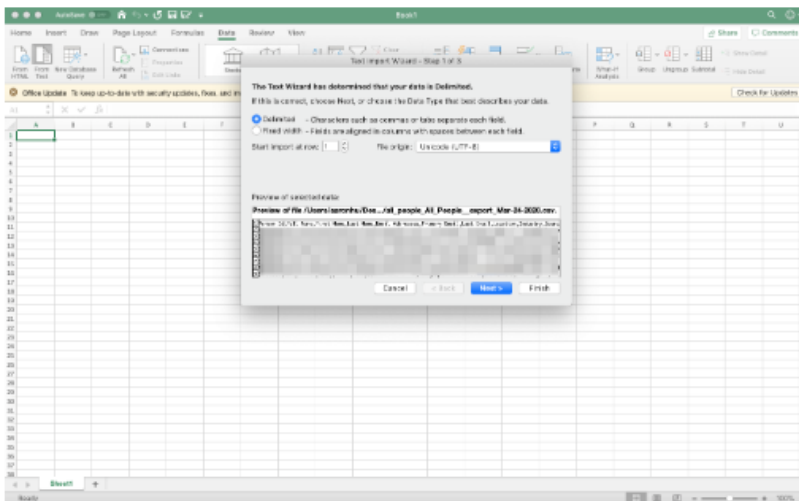
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

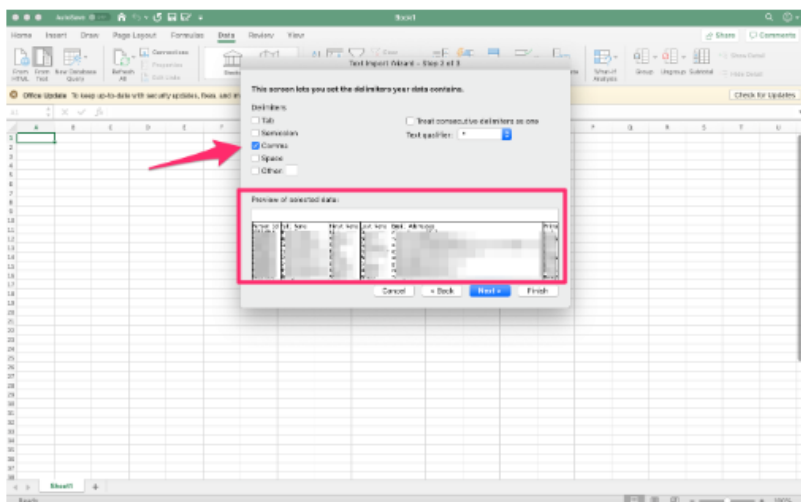
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

How to manage the Status of an Obstacle?

You can change the status of an obstacles using the **Actions** available to your user.

2 items found

Country of origin	Obstacle in	Category	Sub-category	Problem area(s)	Creation date	Status	ACTIONS
Belgium	Spain	Employees	Other		2021-04-21 17:03:26	Open	<ul style="list-style-type: none"> In progress Close Not relevant
Belgium	Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Open	

The following statuses are available for each obstacle:

- Open**
- In progress**
- Closed**
- Not relevant**

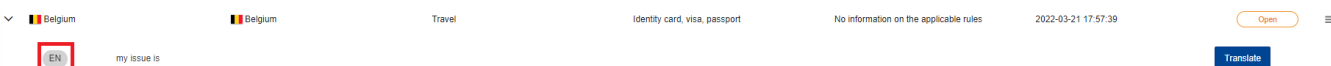
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status **Close**, you can re-open and it will go update to **Open** status again.

How to translate the free text of an Obstacle?

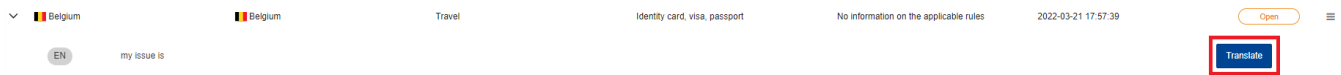
You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.

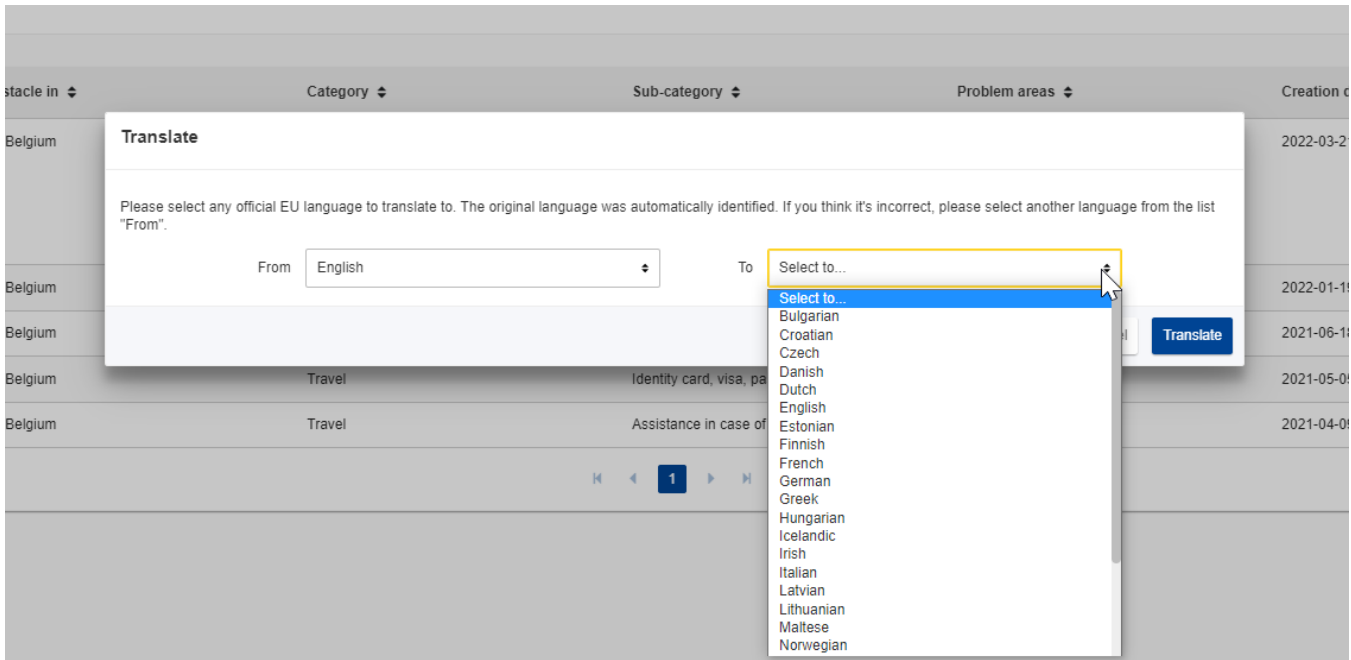


In case the original language is not identified or wrongly identified you can also select the original language.

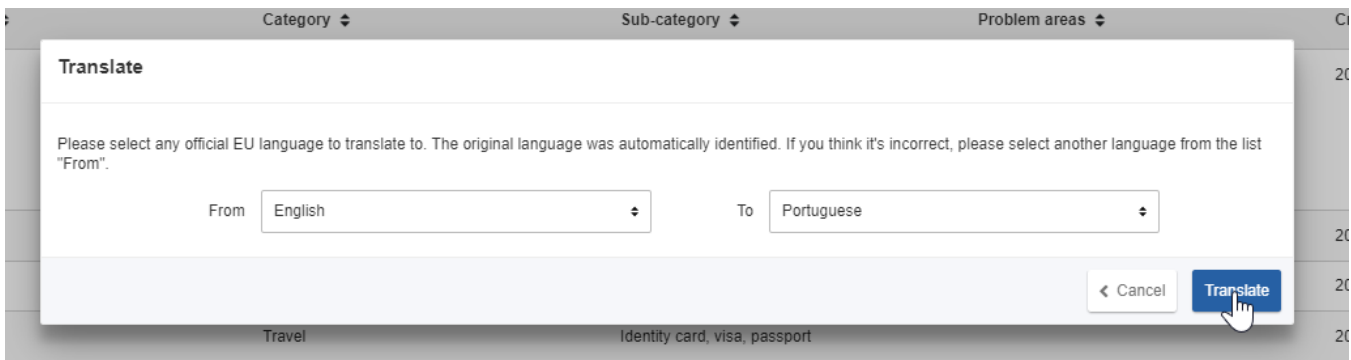
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



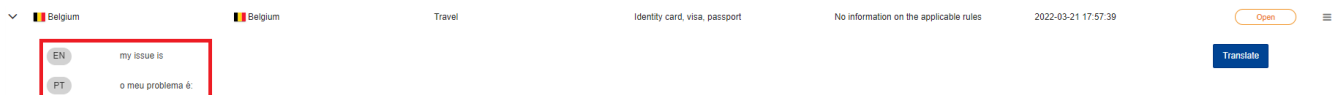
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



After selecting the language you should click on **Translate**, and the text will be translated.



Once the translation is processed you will be able to see the original text and the translated text.



If you go to other page inside SDG and come back to the obstacles the translated text will remain there, but if you log out or refresh the page you will need to translate it again.

Statistics Dashboard

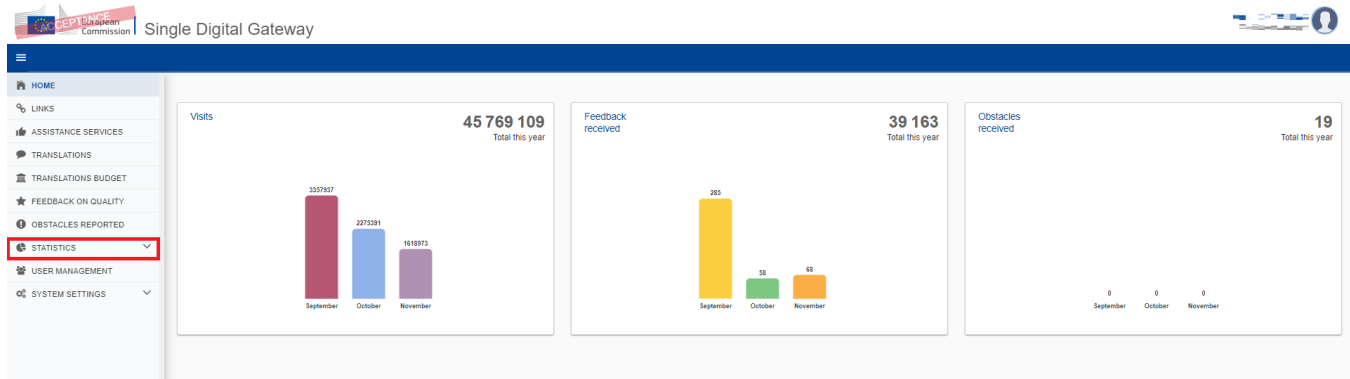
- [Statistics Dashboard](#)
 - [Introduction](#)
 - [How to access the Statistics Dashboard Module?](#)
 - [How to navigate on Statistics Dashboard Module?](#)
 - [Statistics - Webpages](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Statistics - Webpages tab?](#)
 - [Statistics - Assistance Services Cases](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Statistics - Assistance services cases tab?](#)
 - [FOQ - Webpages](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Webpages tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOQ - Online Procedures](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Online Procedures tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOQ - Assistance Services Cases](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Assistance Services Cases tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOSMO](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Feedback on Single Market Obstacles?](#)

Introduction

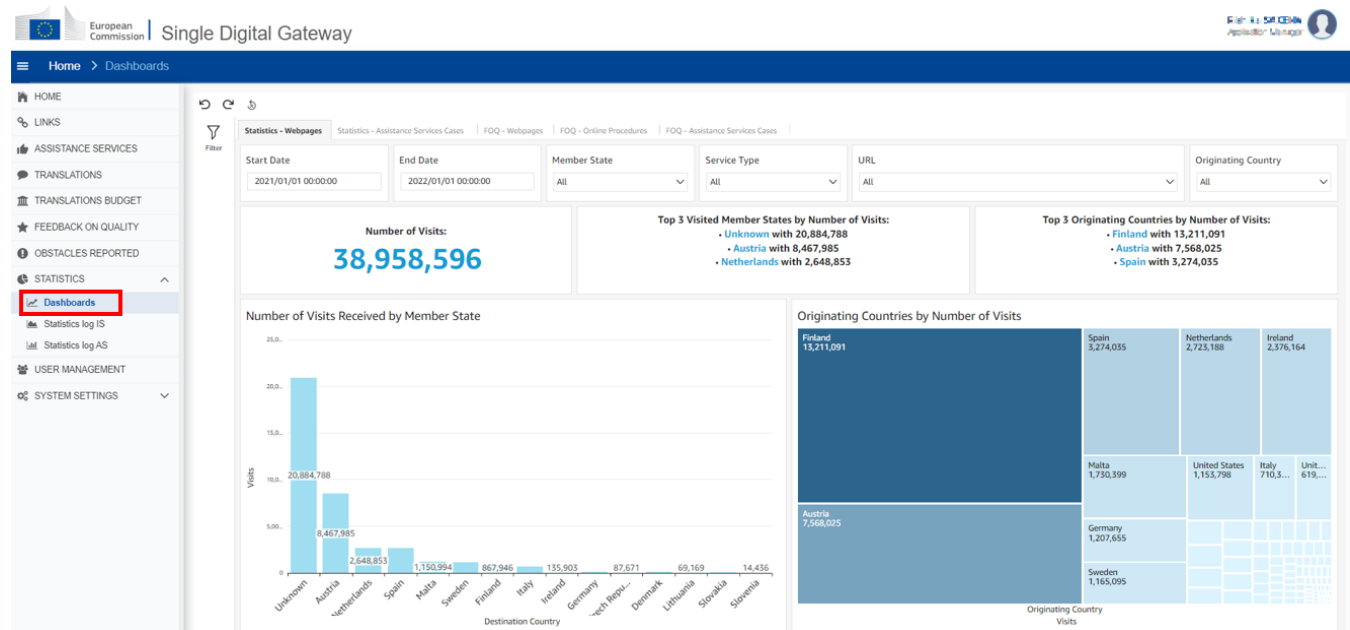
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the **Statistics Dashboard** module, click on **Statistics** button in the left-side menu.

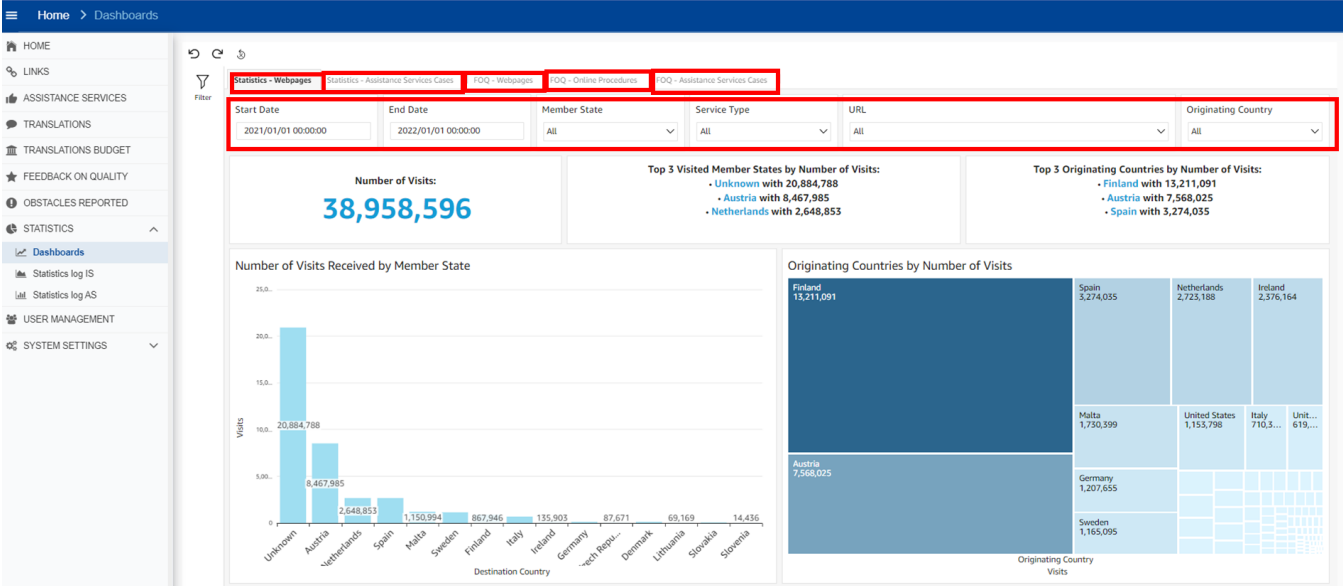


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

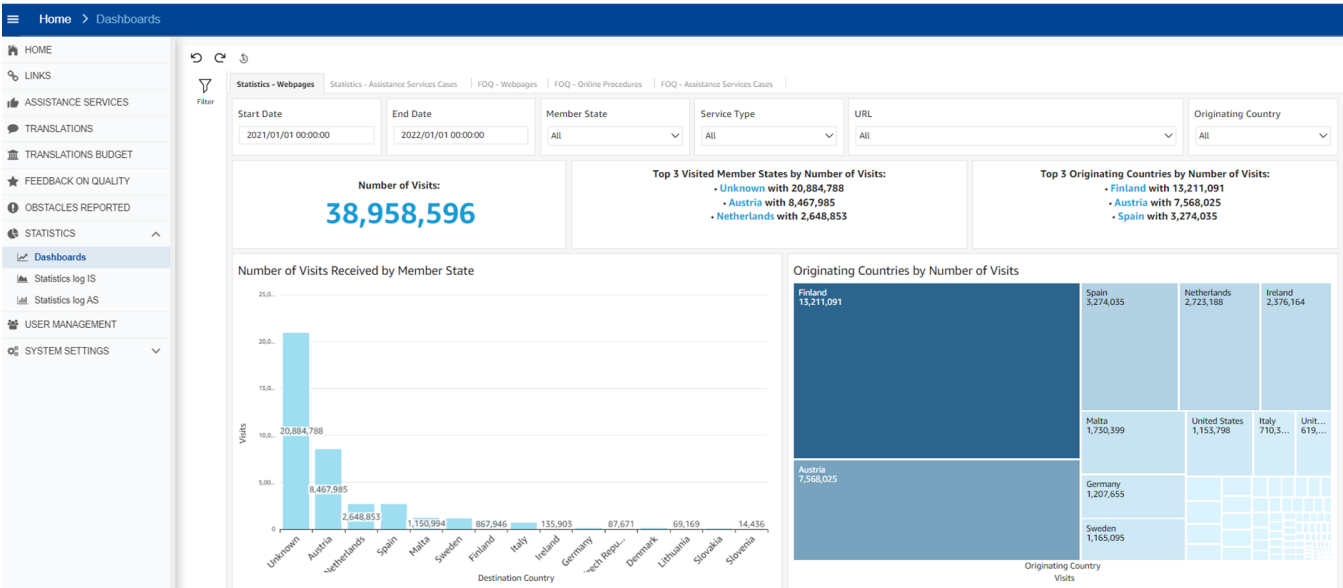
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.



After that action you will be able to filter the data **Start Date; End Date; Member State; Service Type; URL and Originating Country.**

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: All | Service Type: All | URL: All | Originating Country: All

Number of Visits:
45,769,109

Top 3 Visited Member States by Number of Visits:

- Unknown with 42,796,671
- Spain with 2,119,082
- Denmark with 264,249

Top 3 Originating Countries by Number of Visits:

- Finland with 14,340,325
- Malta with 4,921,177
- Sweden with 4,824,856

You can also drill down by just clicking on any chart for a desired value.

Before:

Number of visits between 01 Jan 2021 and 01 Jan 2022
1,786,848

Top 3 visited Member States by number of visits :

- Sweden with 908,763
- Spain with 719,507
- Austria with 98,122

Top 3 originating countries by number of visits:

- Spain with 701,929
- Sweden with 407,751
- United States with 111,041

Total number of visits received by Member State

Originating countries by number of visits

After:

Number of visits between 01 Jan 2021 and 01 Jan 2022
10

Top visited Member States by number of visits is:

- Denmark with 10

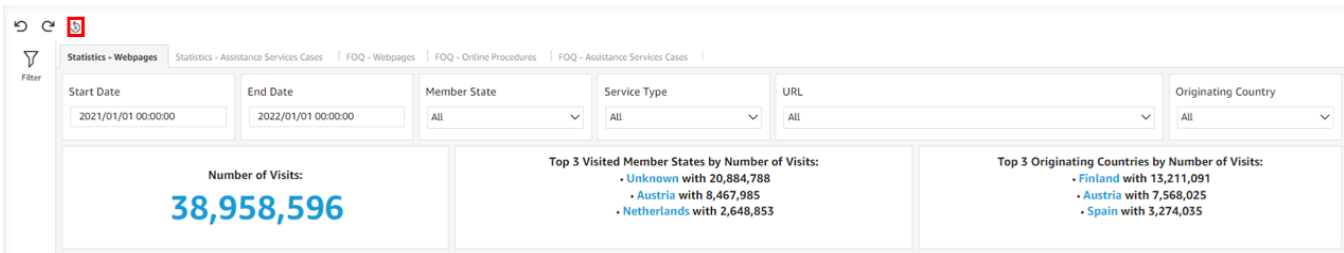
Top 2 originating countries by number of visits:

- Denmark with 8
- Netherlands with 2

Total number of visits received by Member State

Originating countries by number of visits

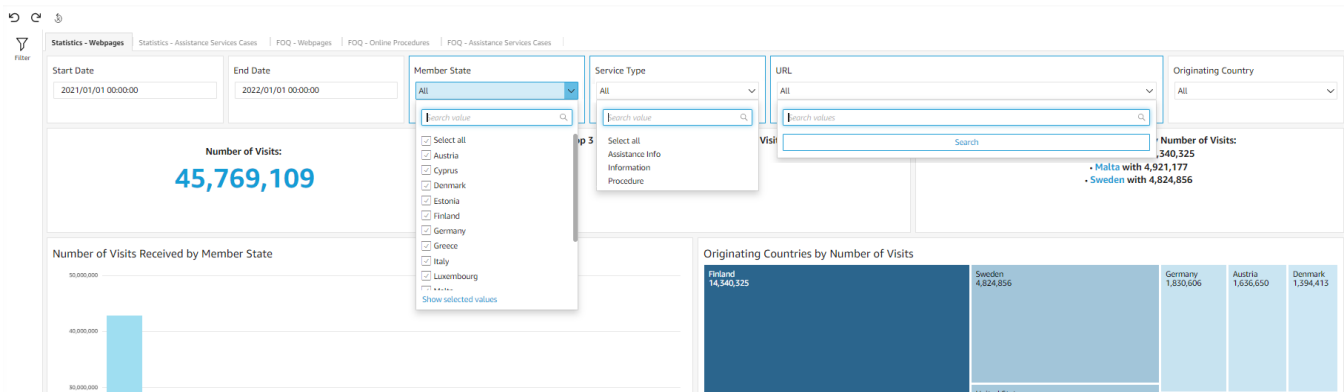
You can reset all filters you have added by clicking on the top left corner.



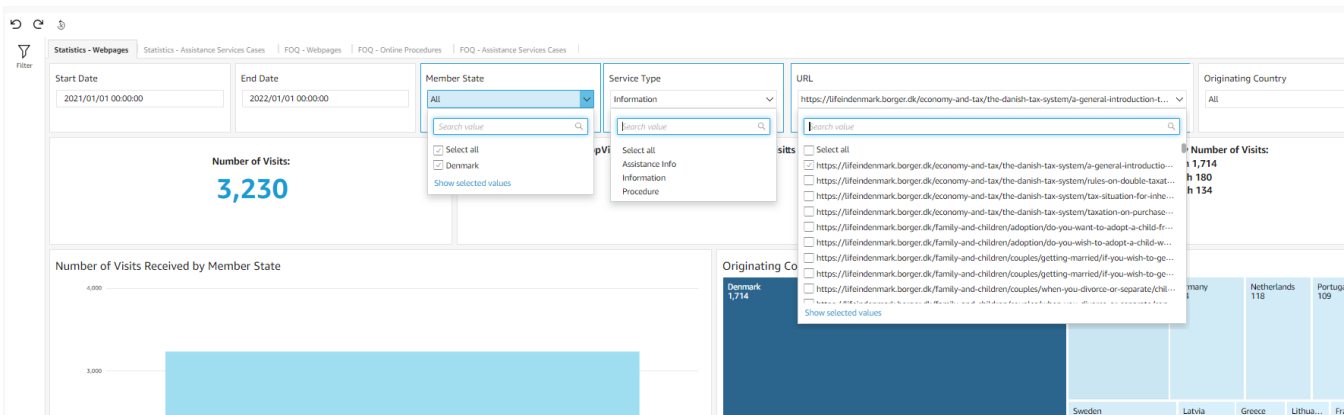
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:



After:



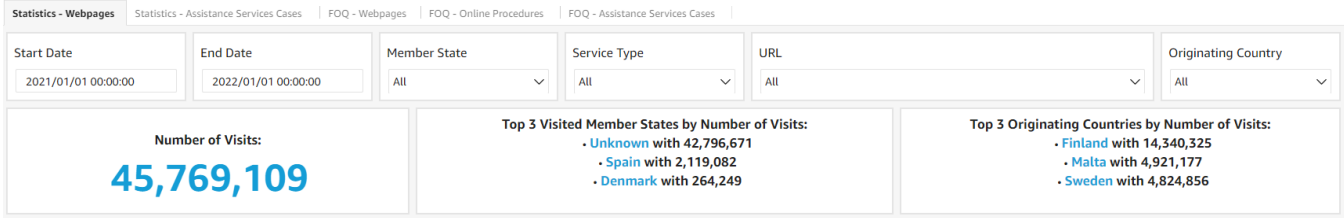
What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

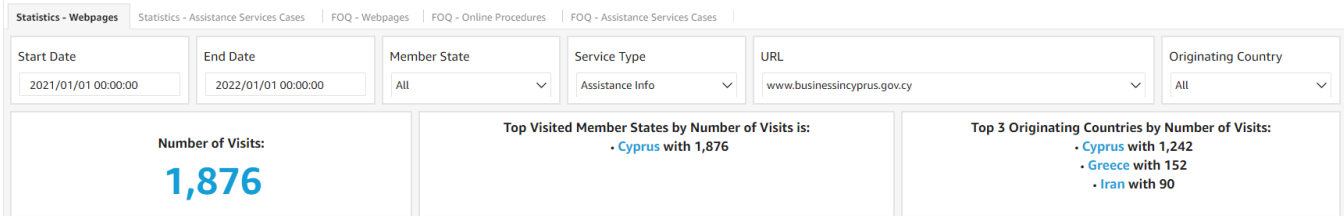
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

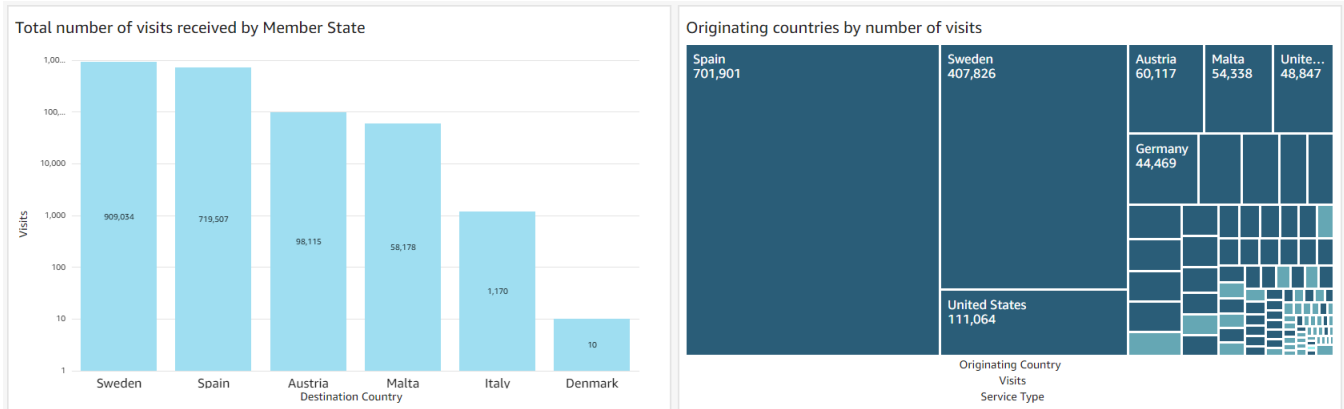


With filters applied:

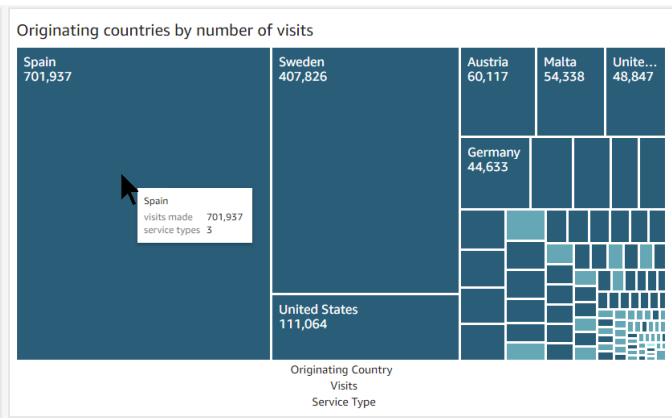


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

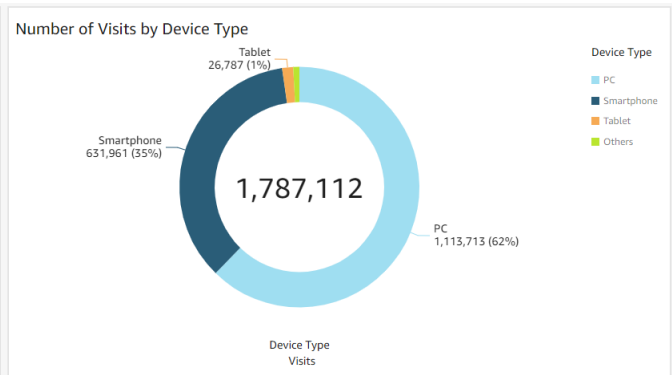
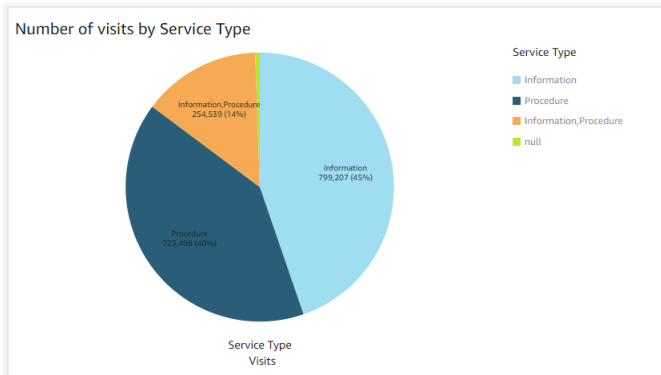


You can hover your cursor on top of the charts to get more details.



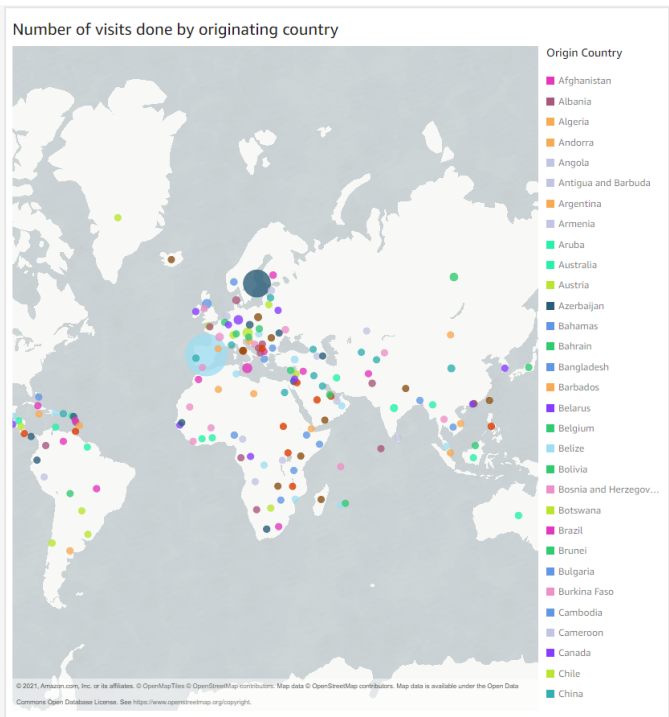
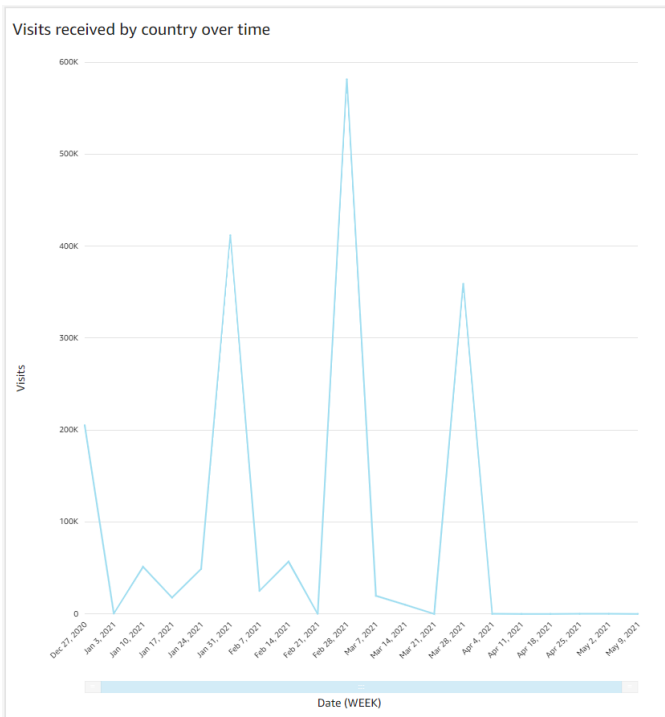
Moving down on the page we have two more visuals one pie chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



Statistics - Assistance Services Cases

How to use the Filters

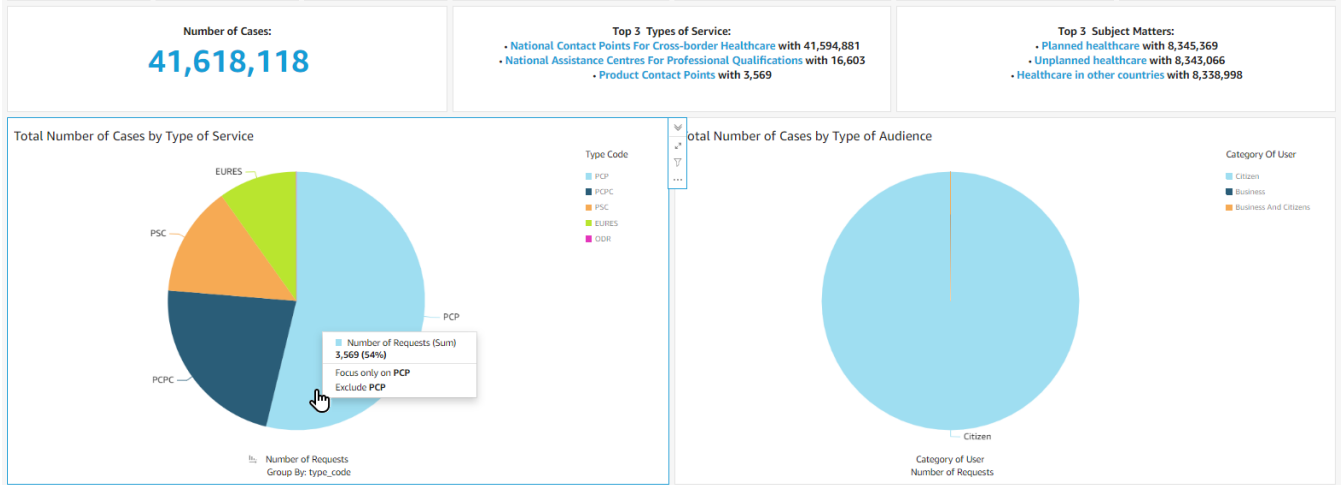
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **Subject Matter**, **Sub-subject Matter** and **Specific Service**.

Statistics - Webpages | **Statistics - Assistance Services Cases** | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Subject Matter All	Sub-subject Matter All	Specific Service All
-----------------------------------	---------------------------------	-------------------------	---------------------	-----------------------	---------------------------	-------------------------

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



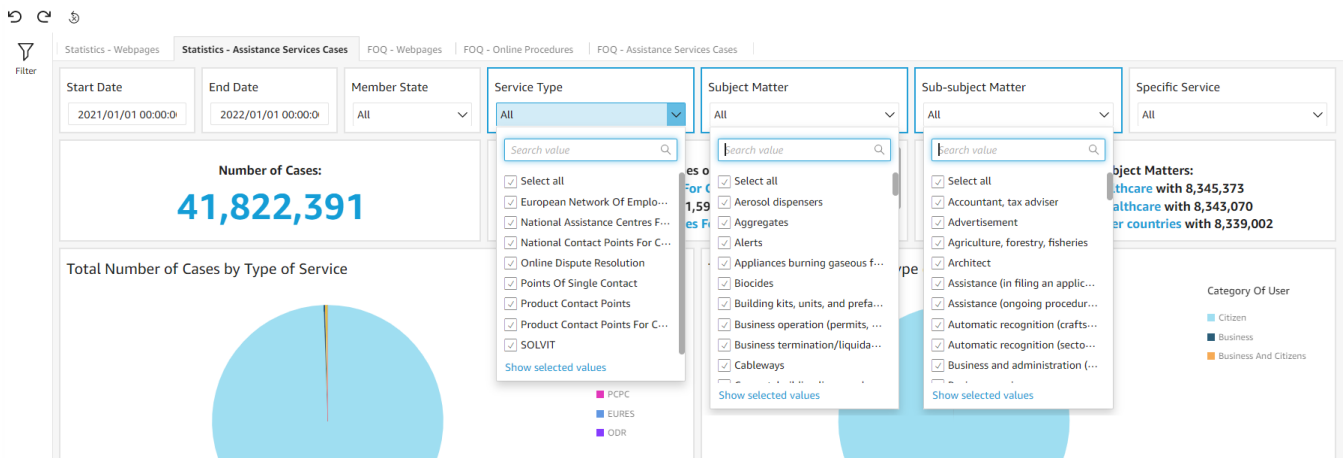
You can reset all filters you have added by clicking on the top left corner.



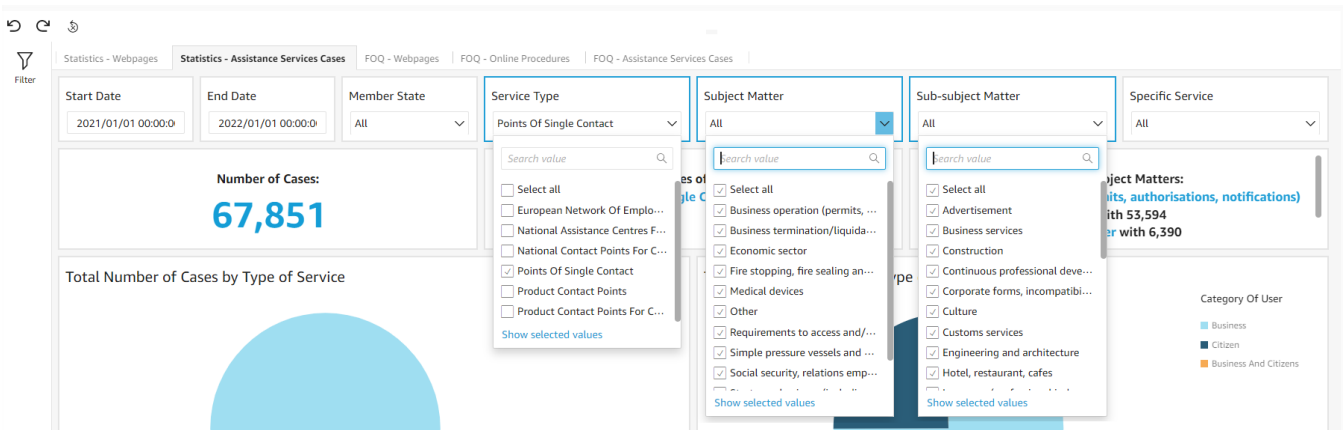
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



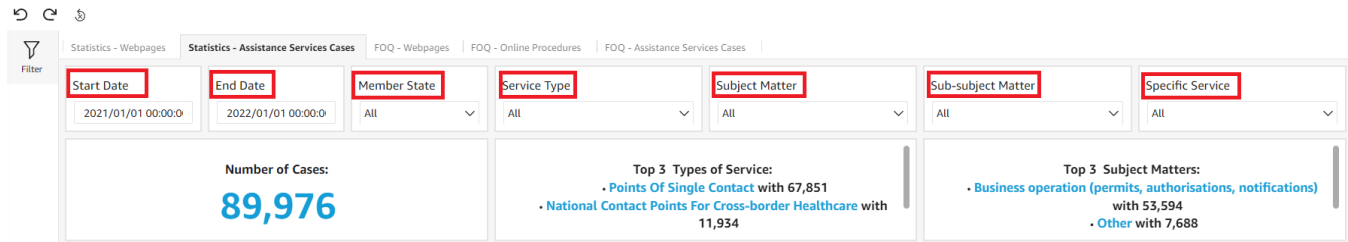
What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

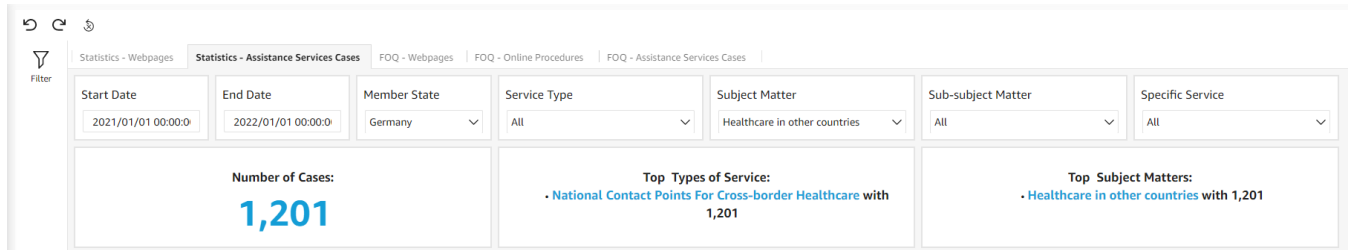
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

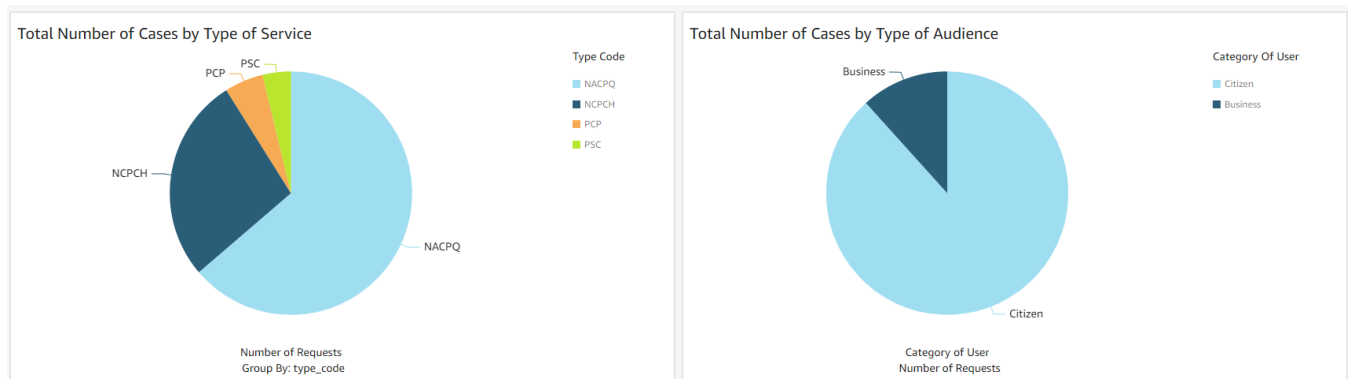


With Filters Applied:

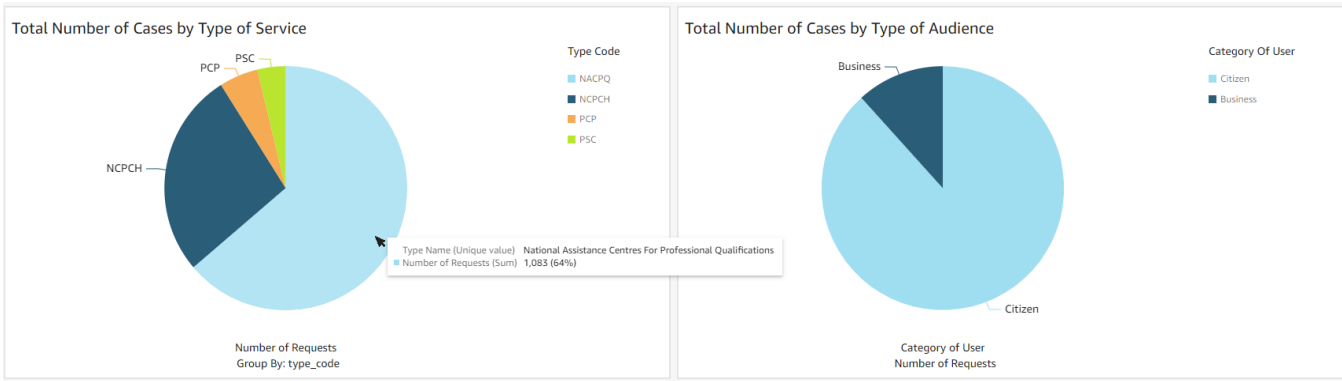


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience**.

Again here you can also use filters to drill down the data.

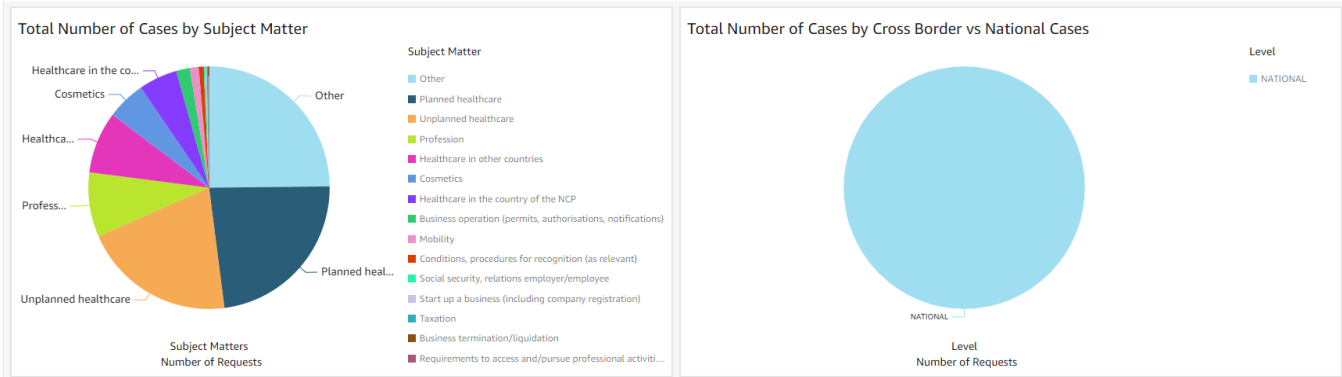


You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**).

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

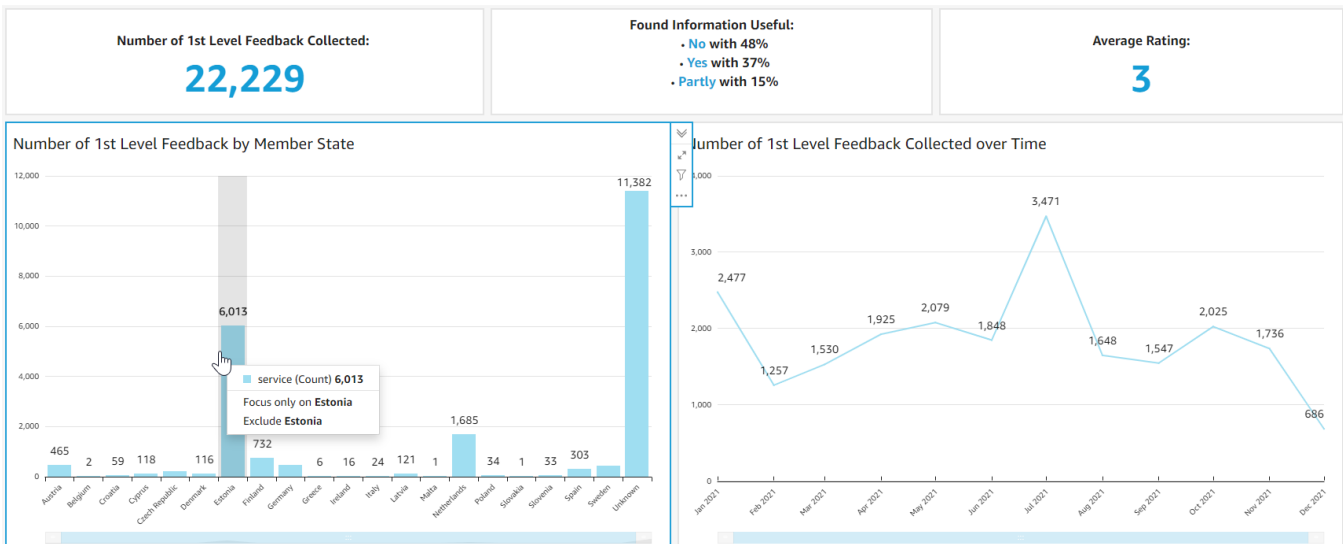
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

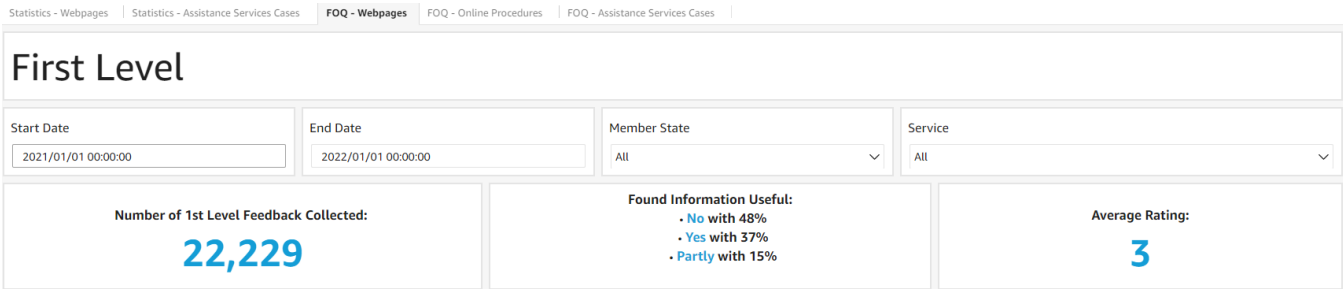
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

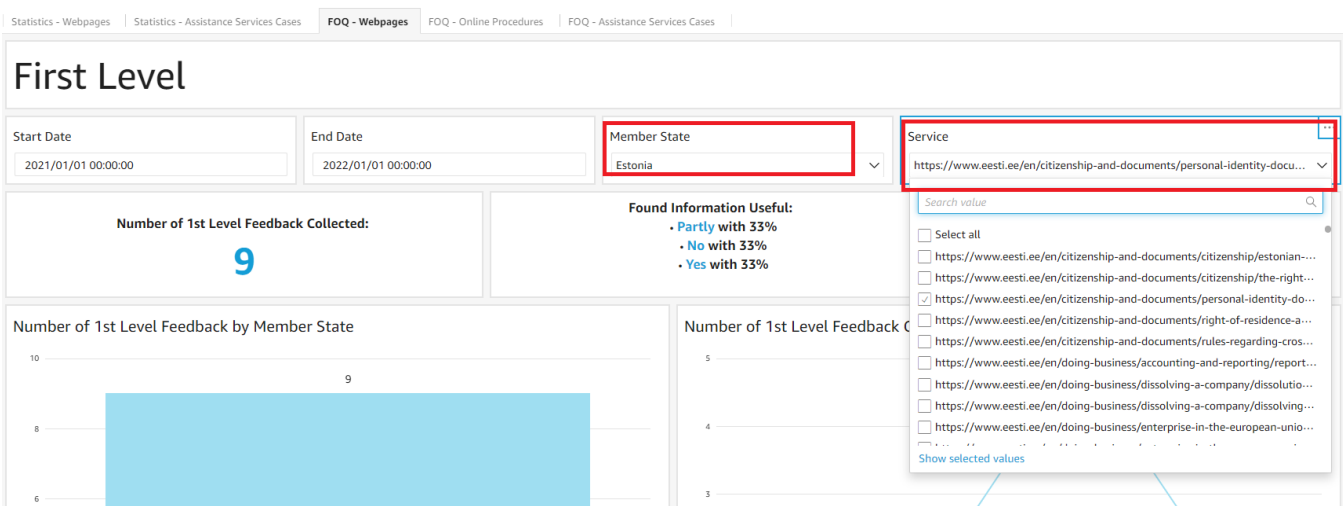


First Level

Before:



After:



Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
-----------------------------------	---------------------------------	---------------------	----------------

Number Of 2nd Level Feedback Collected:
2,439

After:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...
-----------------------------------	---------------------------------	-------------------------	---

Number Of 2nd Level Feedback Collected:
2

Feedback Collected

1 1

Search value

- Select all
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste...
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do...
- https://mup.gov.hr/prebivaliste-boraviste-329/329

Show selected values

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: All

Service: All

Number of 1st Level Feedback Collected: **22,229**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

- Select all
- Austria
- Belgium
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- Germany
-
- [Show selected values](#)

After:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: Spain

Service: https://sede.gobcan.es

Number of 1st Level Feedback Collected: **303**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

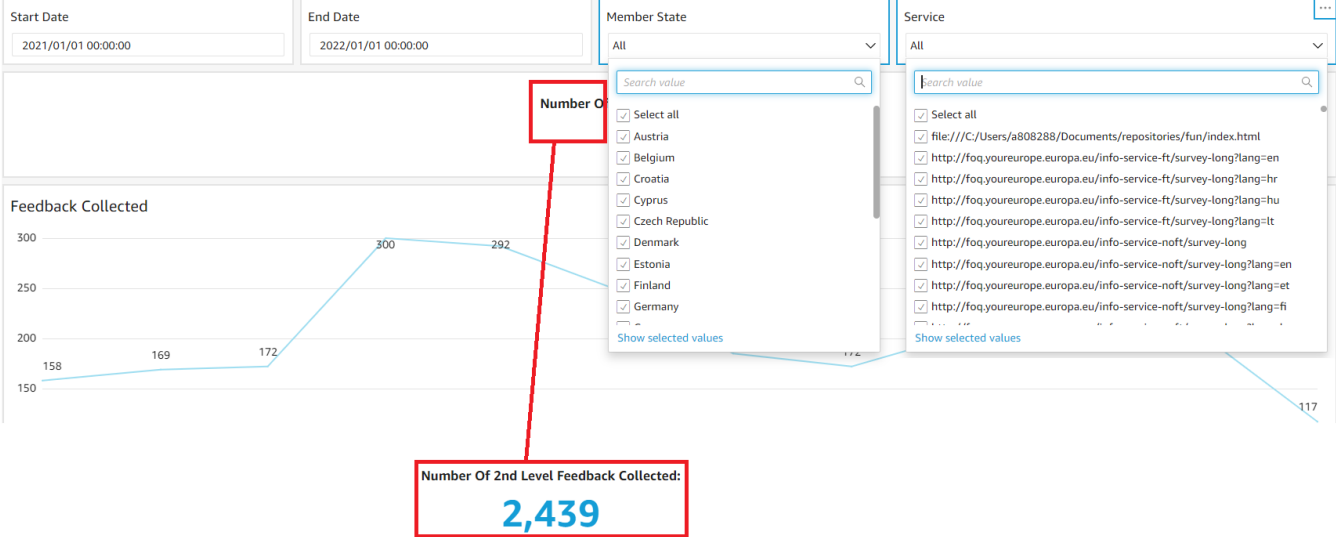
- Italy
- Latvia
- Malta
- Netherlands
- Poland
- Slovakia
- Slovenia
- Spain
- Sweden
- Unknown
- [Show selected values](#)

- Select all
- https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric...
- https://sede.gobcan.es
- https://sede.gobcan.es/
- https://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB02.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DK01.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DL02.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh...
- [Show selected values](#)

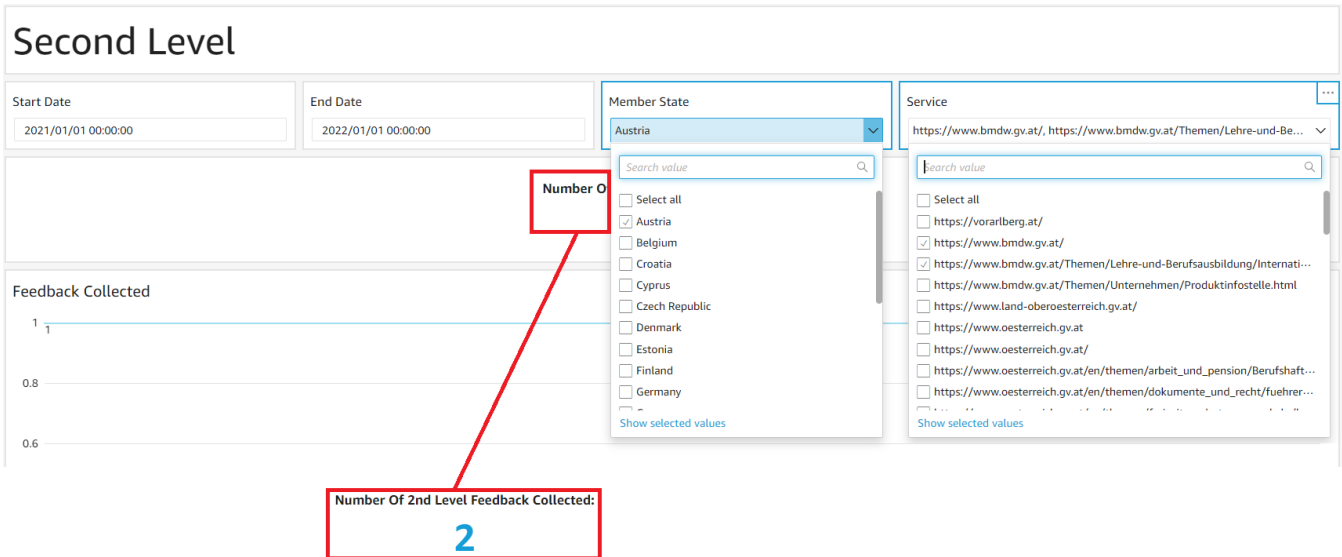
Second Level

Before:

Second Level



After:



What can we consult in Feedback on Quality - Webpages tab?

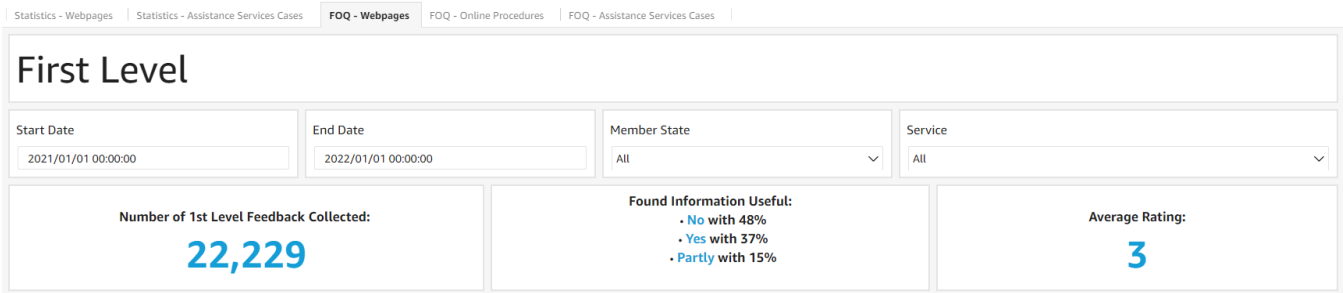
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

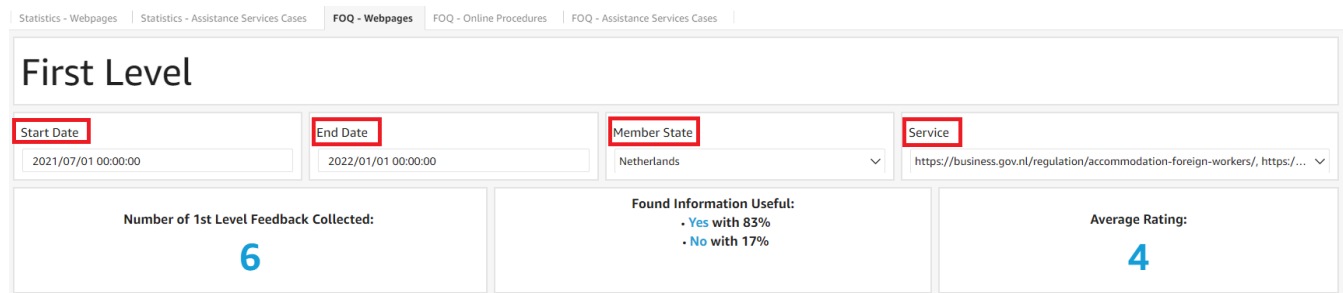
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

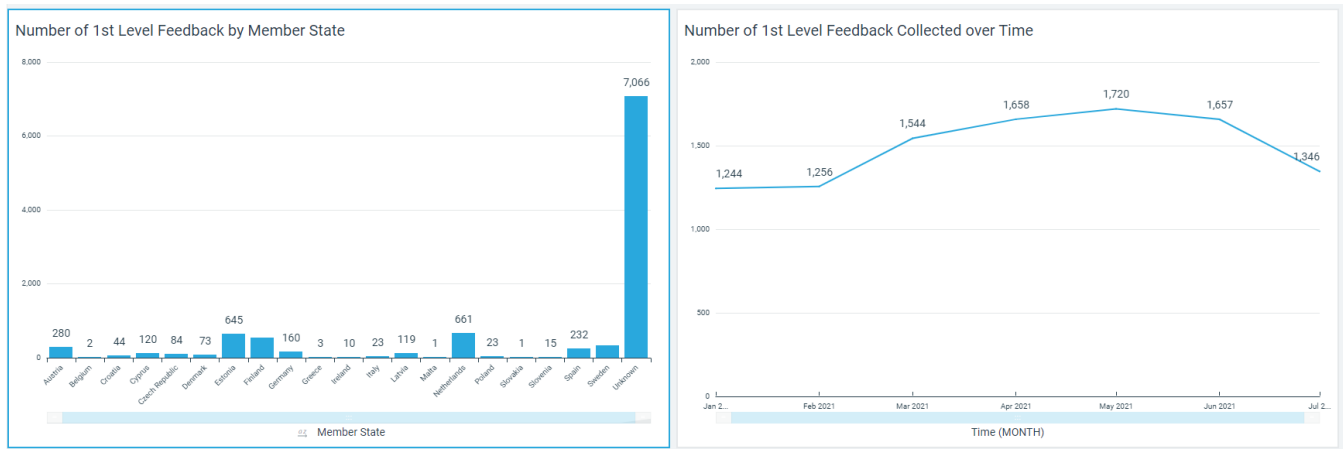
Without filters applied:



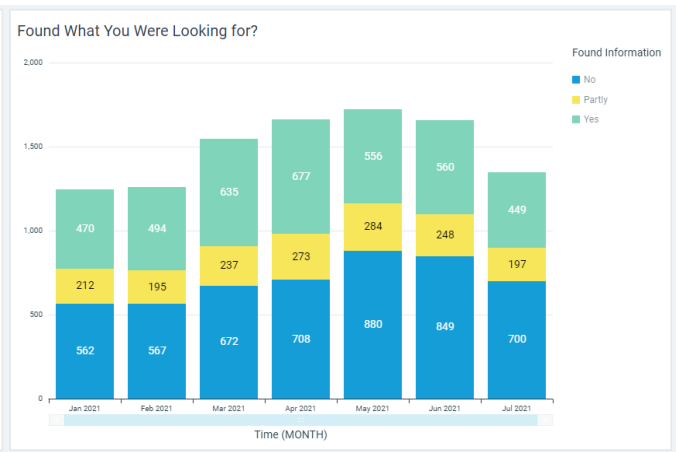
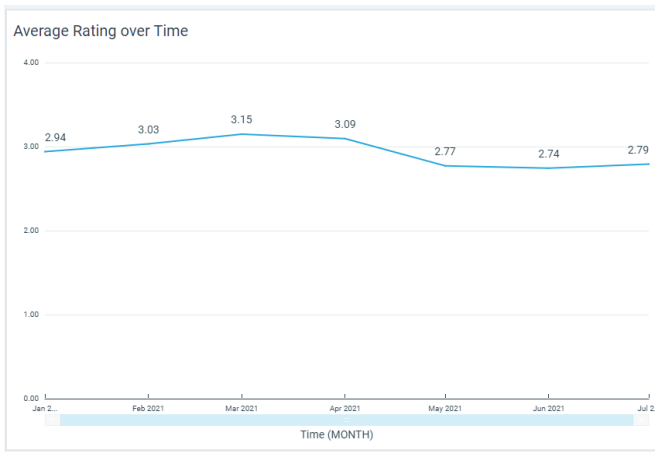
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback collected over time**



Then we have the chart for **Average Rating over time** and a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner**. You can take your cursor on the bar to check the details.

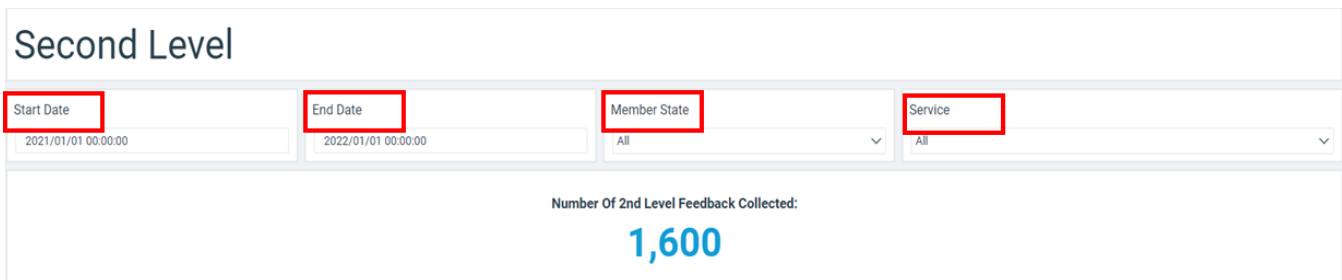


Again here you can also use filters to drill down the data.

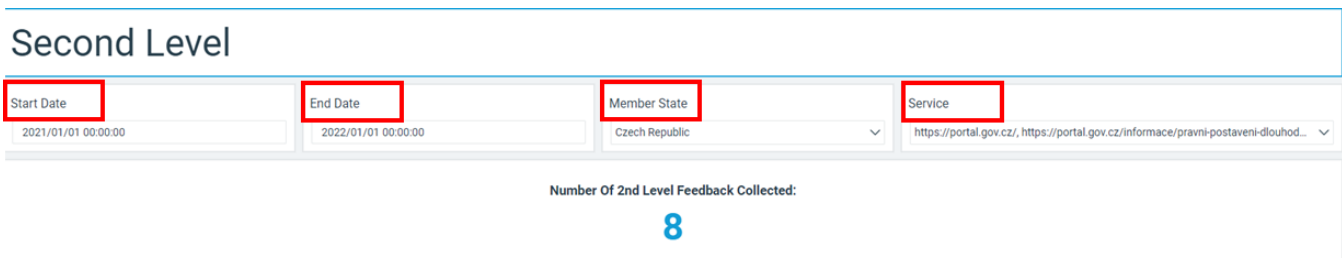
Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected**.

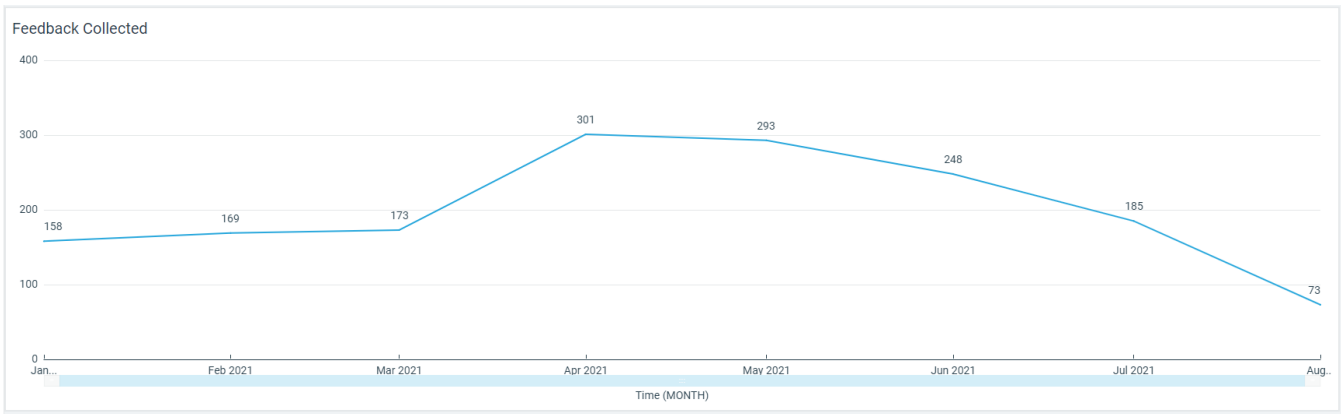
Without Filter:



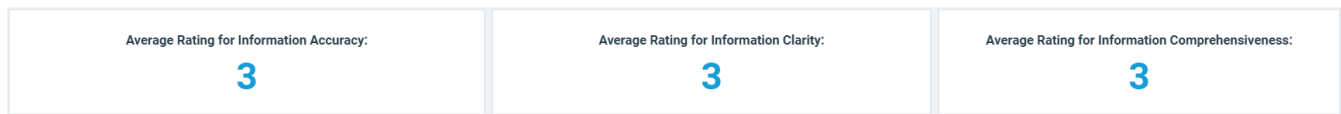
With Filters:



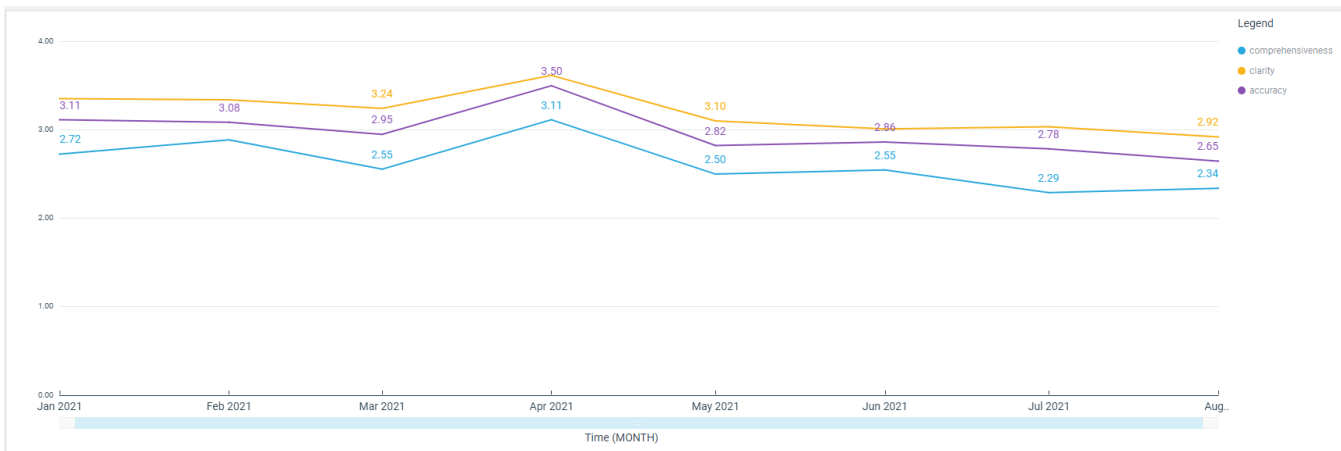
On the next block we have a line chart with the **Feedback Collected** over time.



Then we have the cards **Average Rating for Information Accuracy, Information Clarity and Information comprehensiveness.**



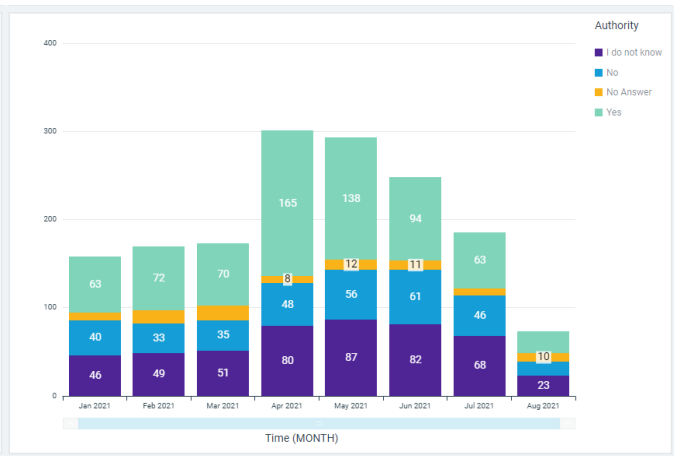
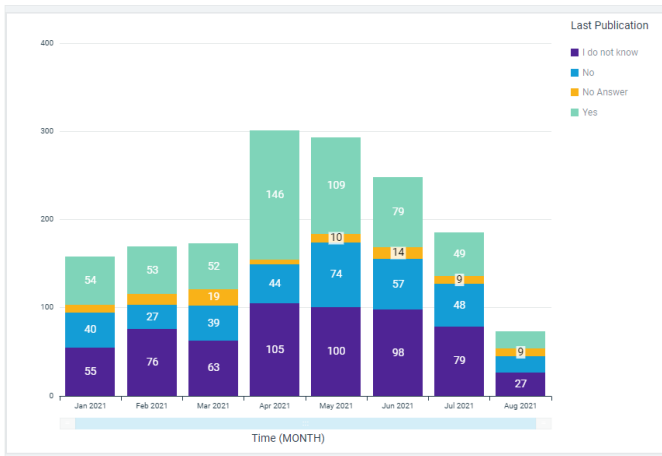
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



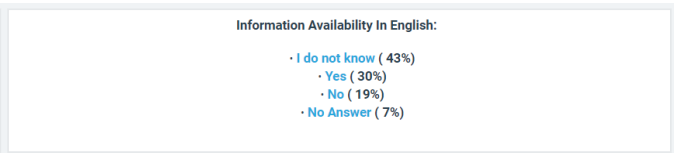
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



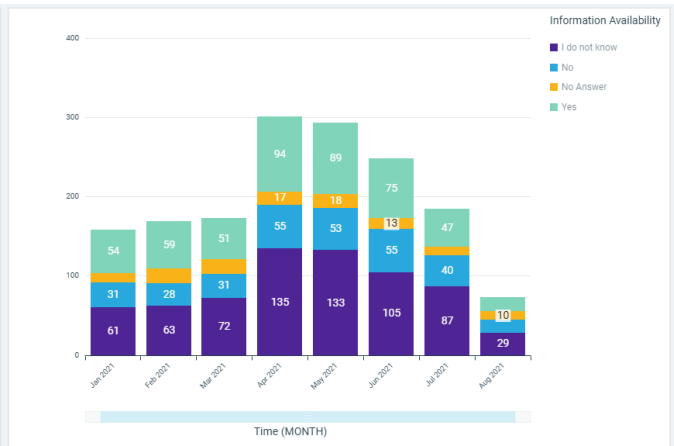
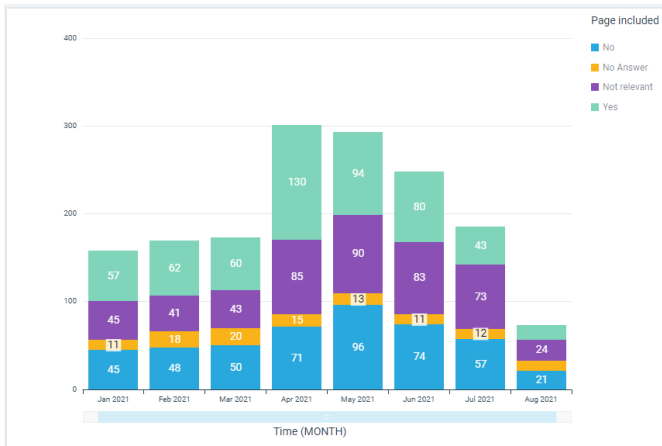
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English**. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English**. You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

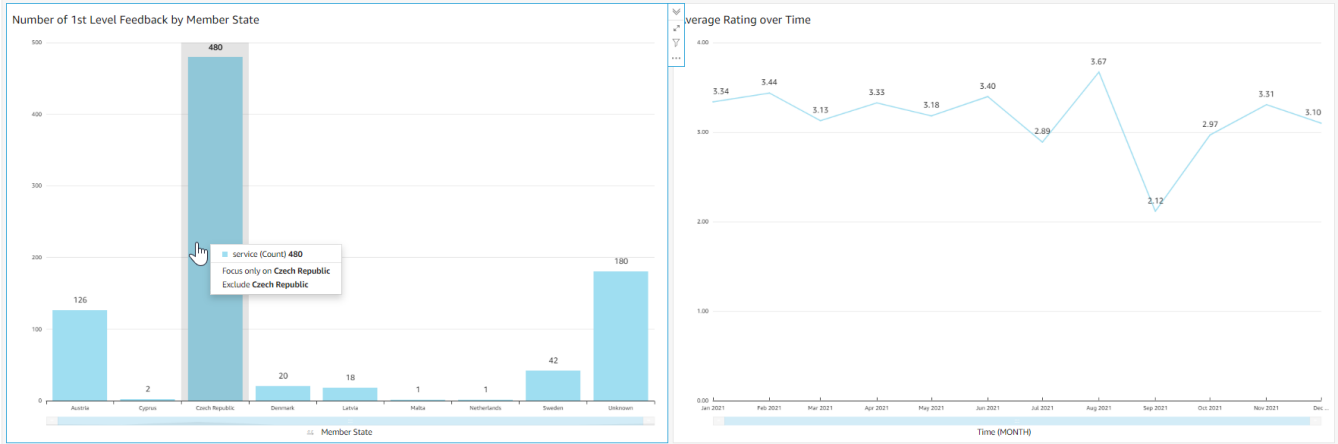
Start Date

End Date

Member State

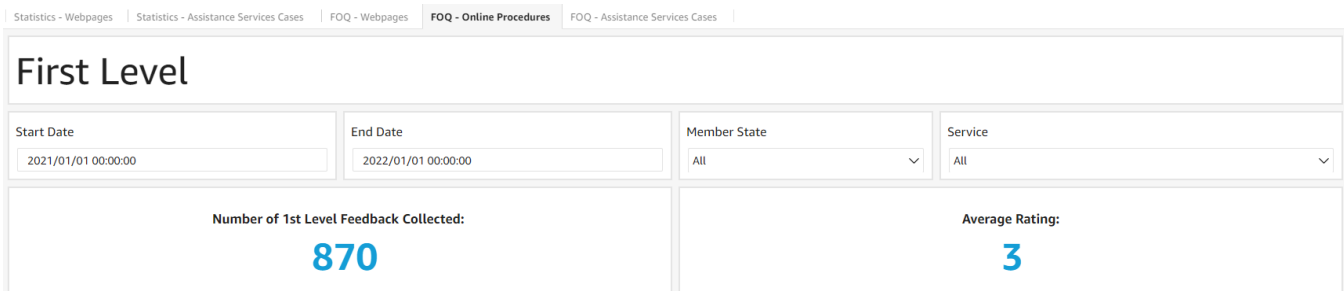
Service

You can also drill down by just clicking on any chart for a desired value.

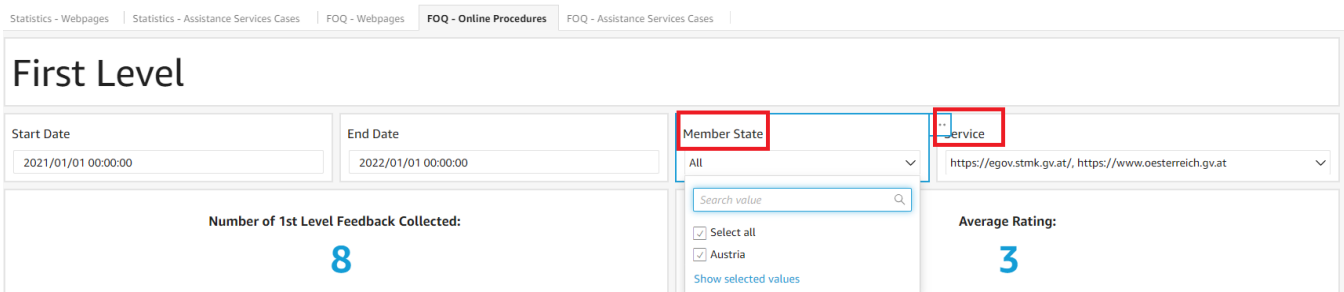


First Level

Before:



After:



Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 2nd Level Feedback Collected: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

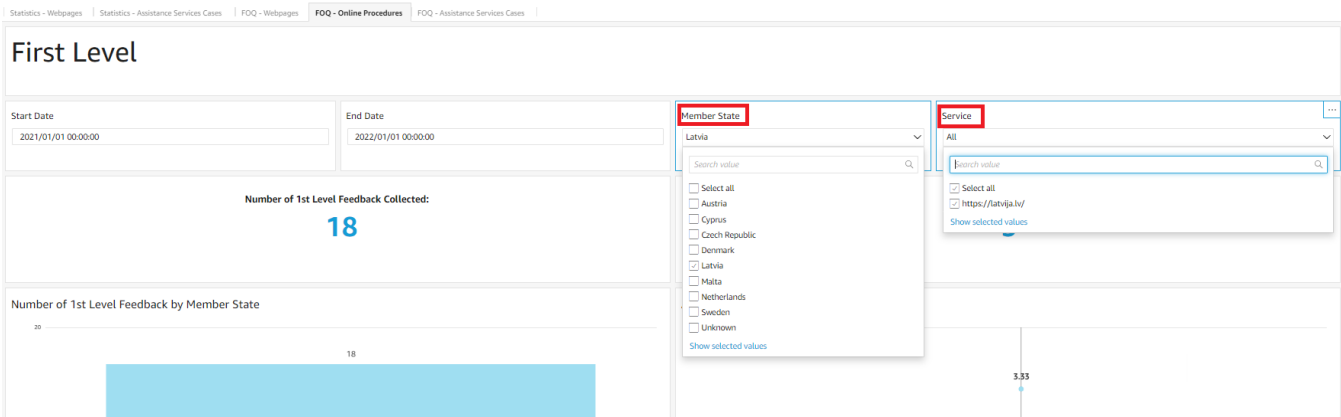
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

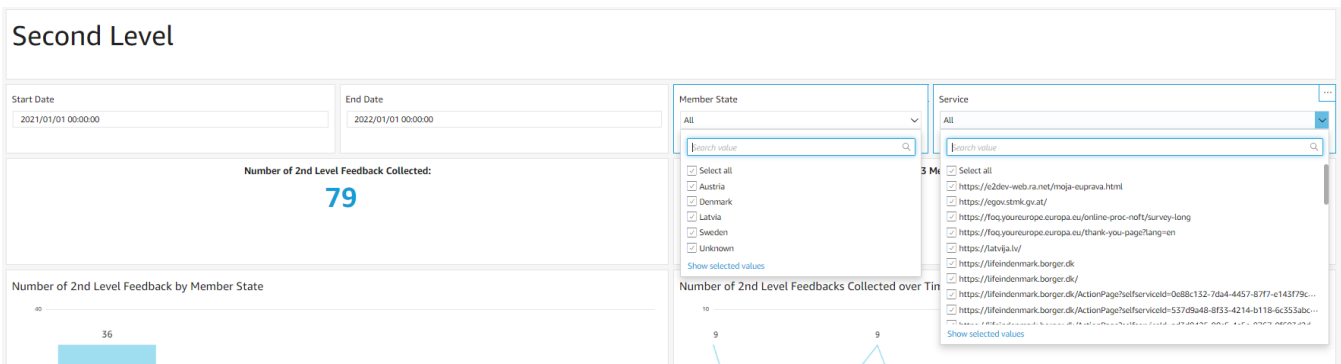
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 1st Level Feedback Collected: 870		Number of 1st Level Feedback by Member State	
Number of 1st Level Feedback by Member State		Number of 1st Level Feedback by Service	

After:

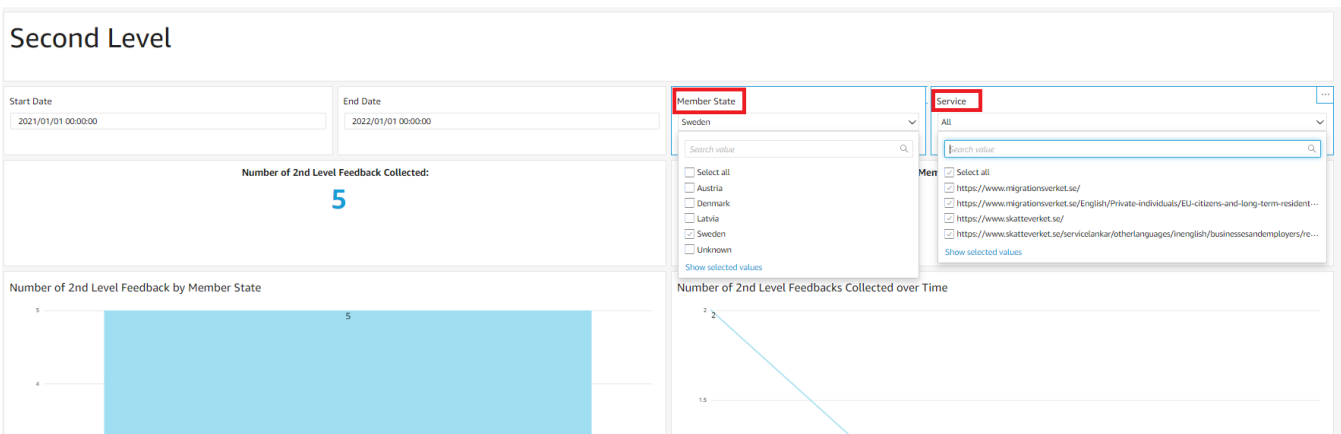


Second Level

Before:



After:

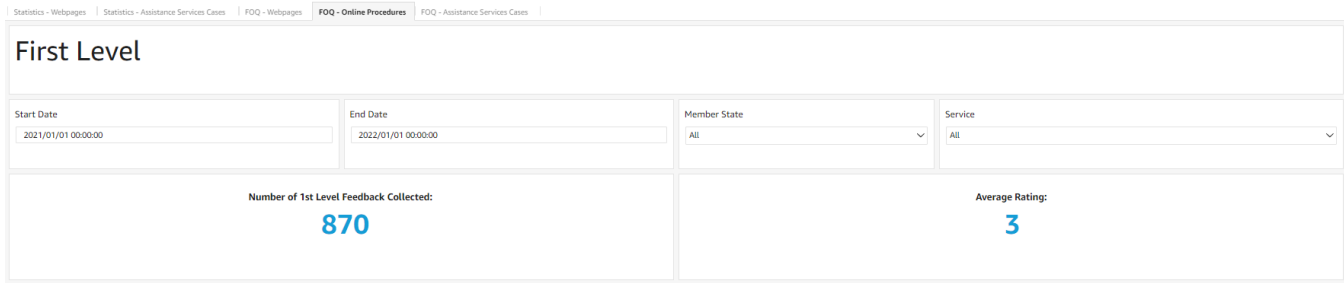


What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

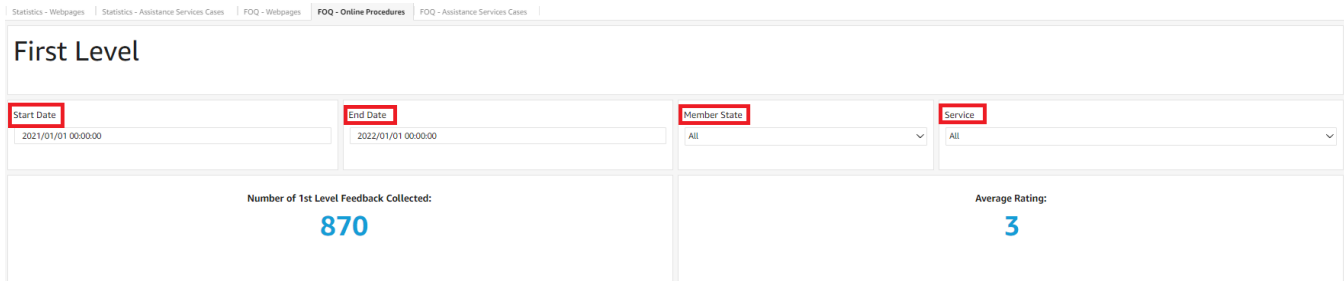
First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

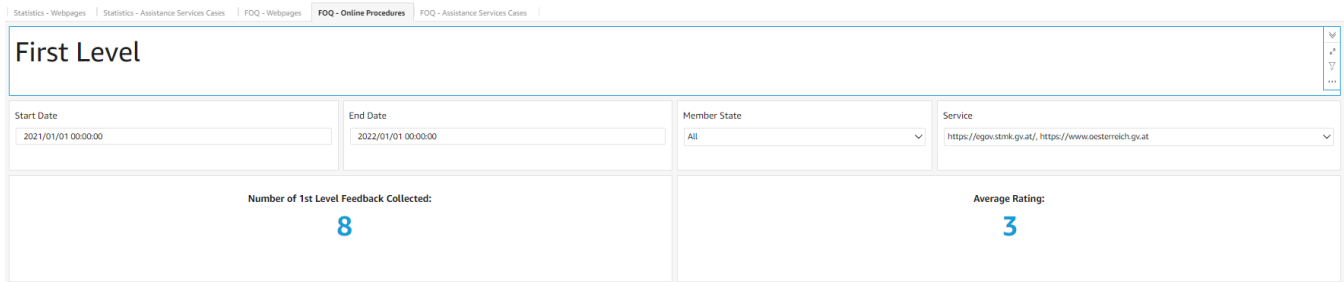


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

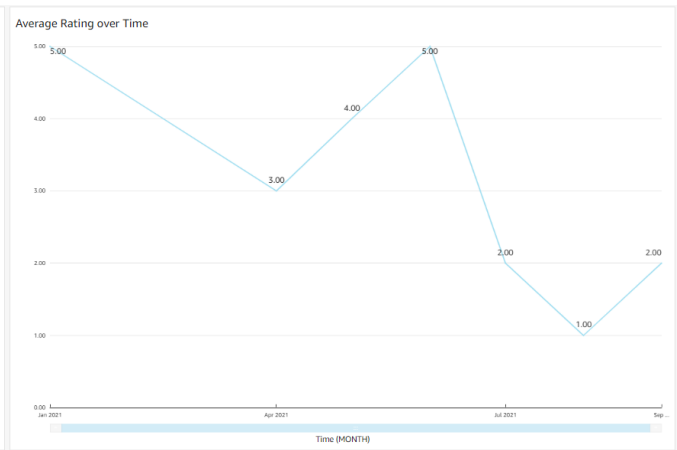
Without filters applied:



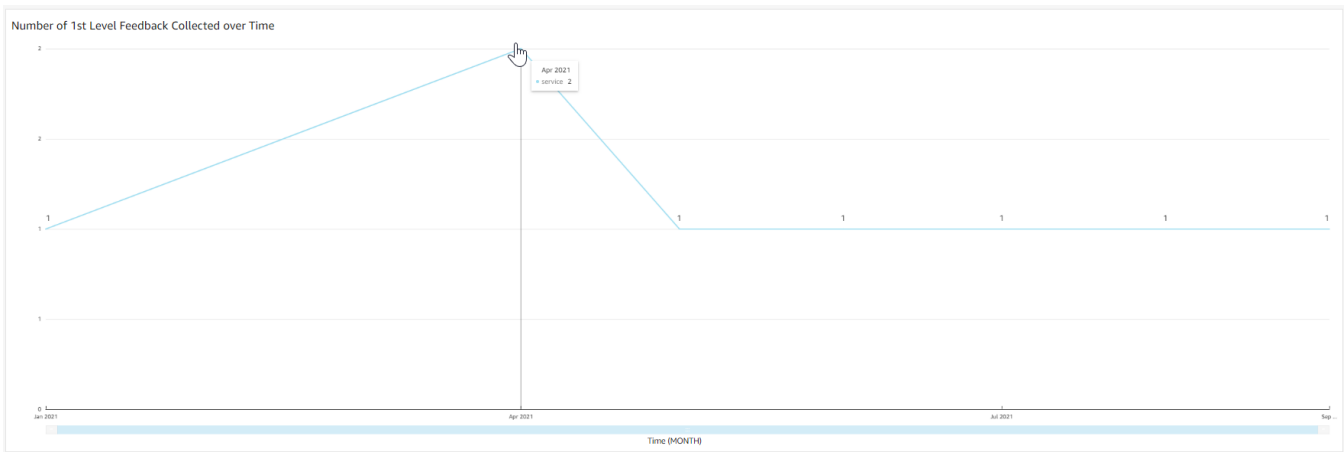
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Average Rating over time**



Then we have the chart for **Number of 1st Level Feedback Collected over time**. You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback**.

You can apply filters here to drill down the data.

Without Filter:

Second Level

Start Date
2021/01/01 00:00:00

End Date
2022/01/01 00:00:00

Member State
All

Service
All

Number of 2nd Level Feedback Collected:

79

Top 3 Member States by Number of Feedback:

- Austria with 36
- Unknown with 32
- Denmark with 5

With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

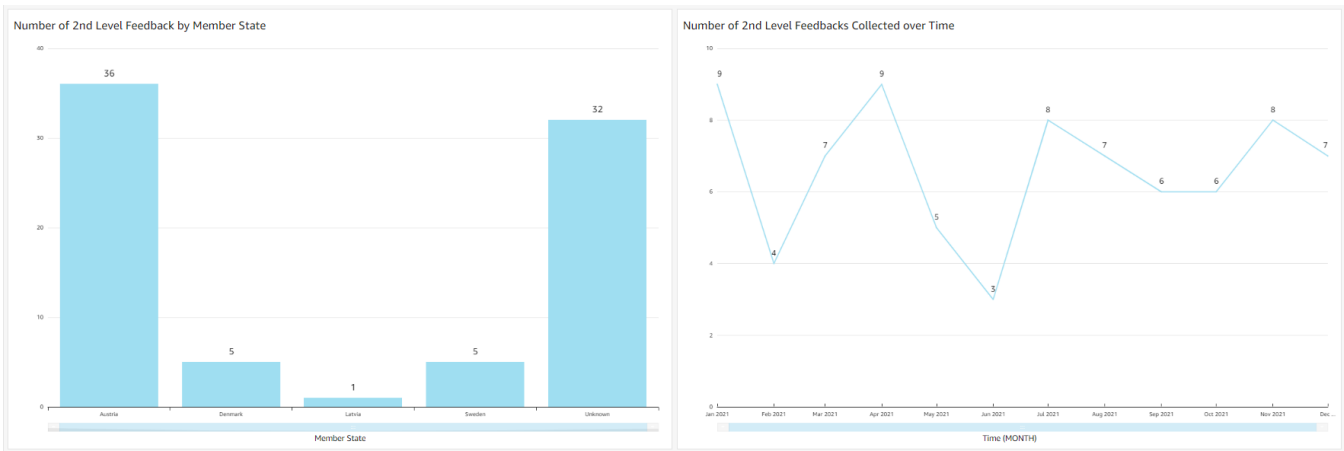
Member State: All | Service: <https://www.migrationsverket.se/>

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Select all
 Sweden
 Show selected values

On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



Then we have the cards for **English Availability** and **Compliance Evidence**.

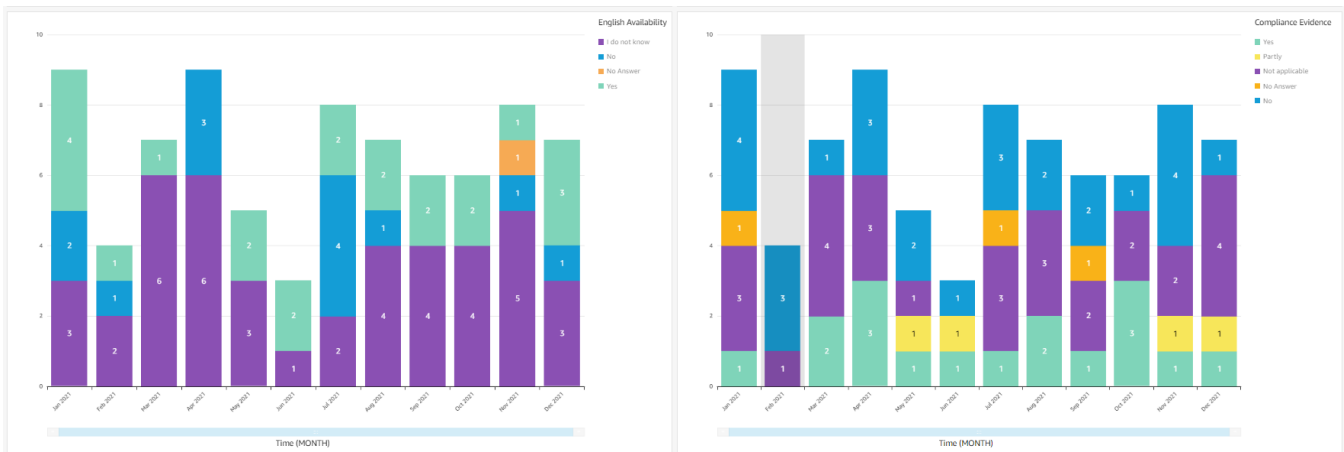
English Availability:

- I do not know (54%)
- Yes (28%)
- No (16%)
- No Answer (1%)

Compliance Evidence:

- Not applicable (35%)
- No (34%)
- Yes (22%)
- Partly (5%)
- No Answer (4%)

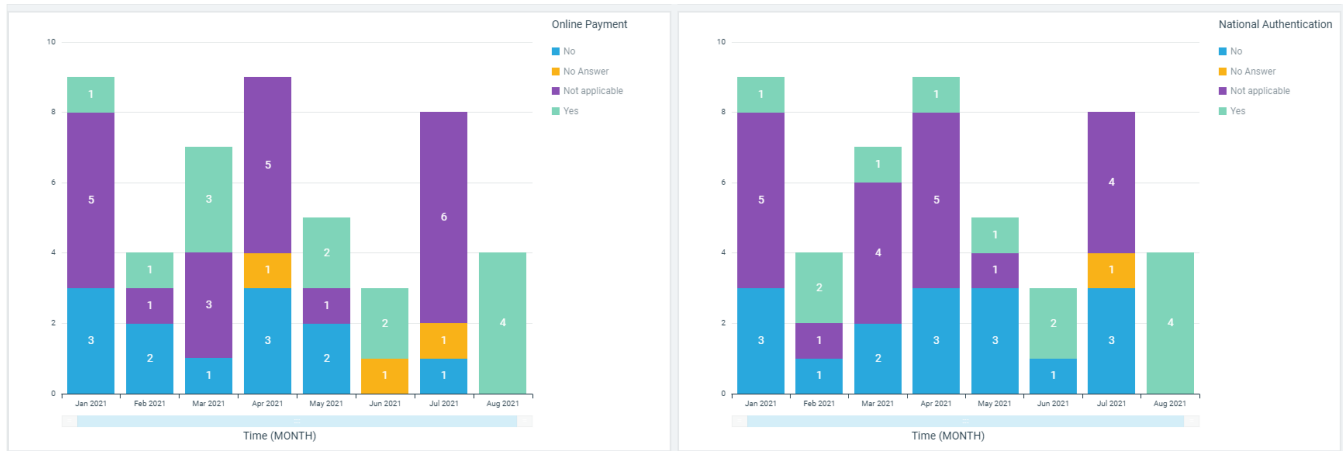
In the next block we have a stacked bar chart for **English Availability** and a stacked bar chart for **Compliance Evidence**.



In the next block we have two cards **Online Payment** and **National Authentication**.

<p>Online Payment:</p> <ul style="list-style-type: none"> • Not applicable (47%) • No (25%) • Yes (24%) • No Answer (4%) 	<p>National Authentication:</p> <ul style="list-style-type: none"> • Yes (34%) • No (33%) • Not applicable (32%) • No Answer (1%)
---	--

In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.

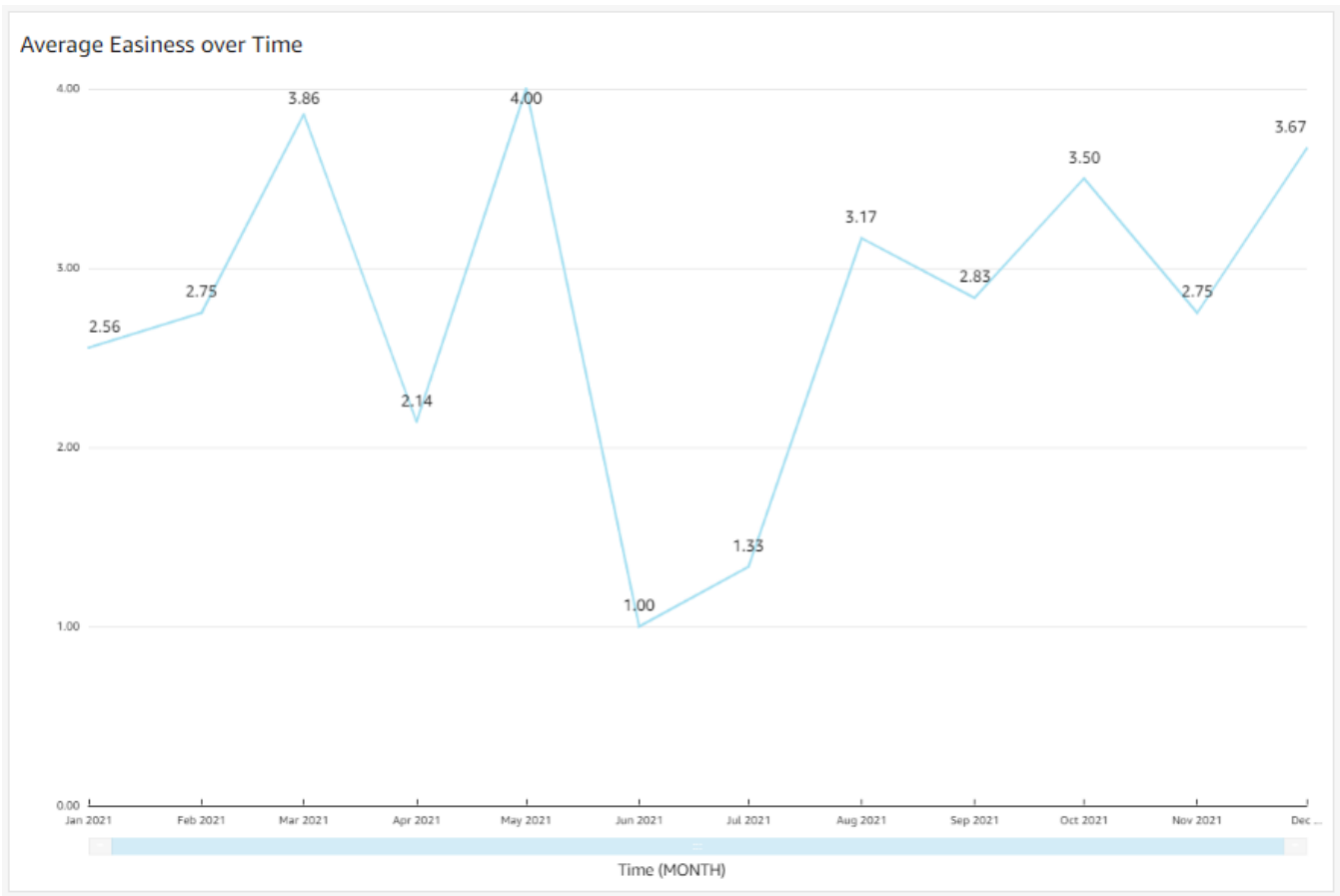


In the next block we have a card for **Average rating for Easiness**.

Average Rating for Easiness:

3

In the next block we have the line chart for **Average Rating on Easiness over Time**.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | **FOQ - Assistance Services Cases**

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
--	--	----------------------------	----------------------------	--------------------------

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209		Average Rating: 4		

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6		<input type="checkbox"/> Select all <input checked="" type="checkbox"/> f6921d04-3895-434b-b205-cc428acd67f <input type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values		

Second Level

Before:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 2nd Level Feedback Collected: 172		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Germany with 96• Italy with 15• Finland with 13		

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13		<input type="checkbox"/> Select all <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values • Finland with 13		

You can reset all filters you have added by clicking on the top left corner.

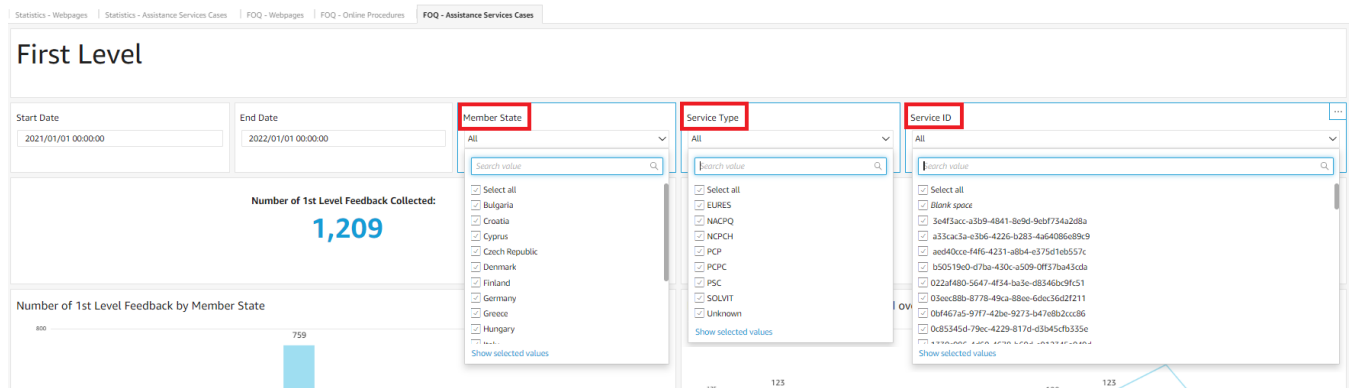


Cascading filters

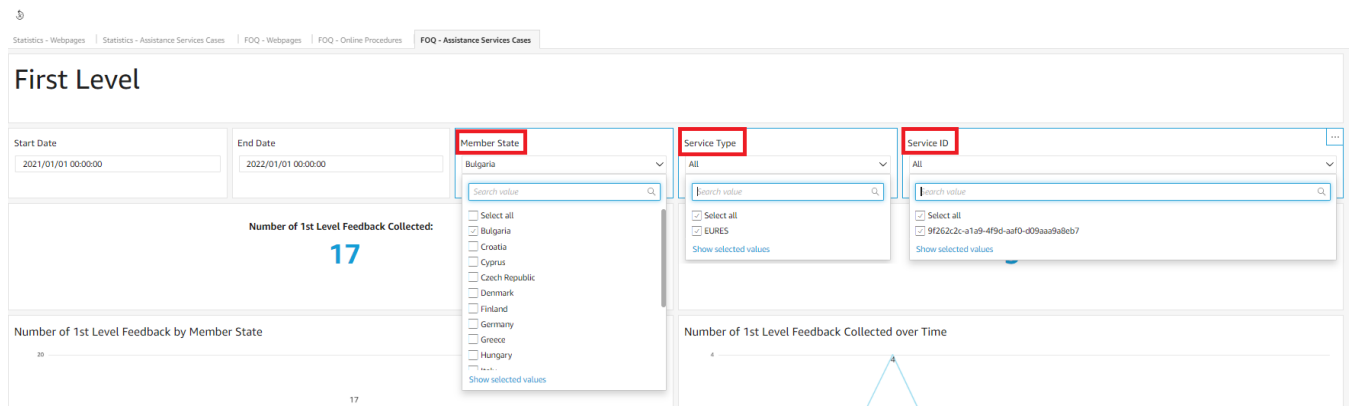
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



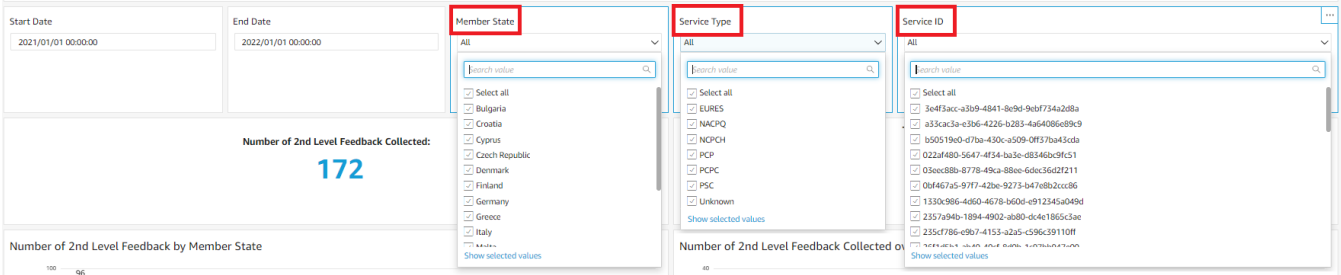
After:



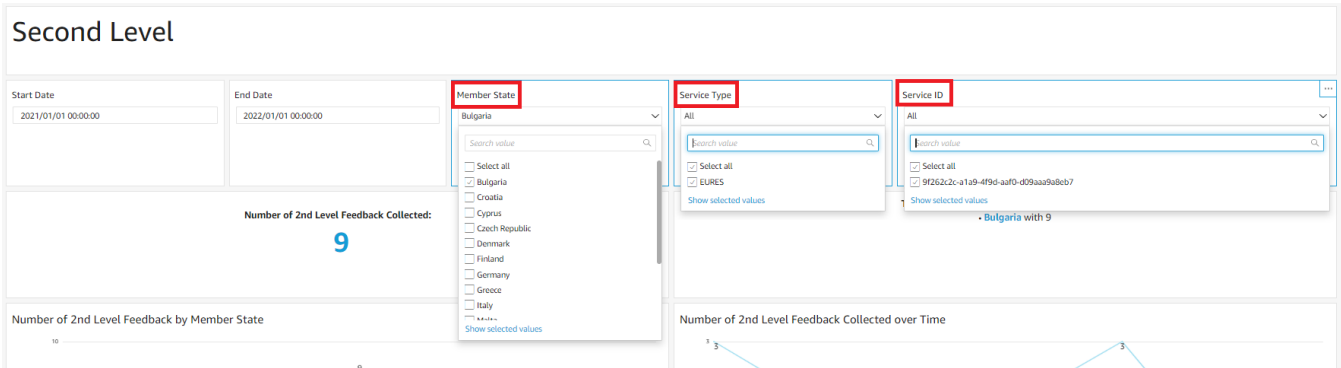
Second Level

Before:

Second Level



After:



What can we consult in Feedback on Quality - Assistance Services Cases tab?

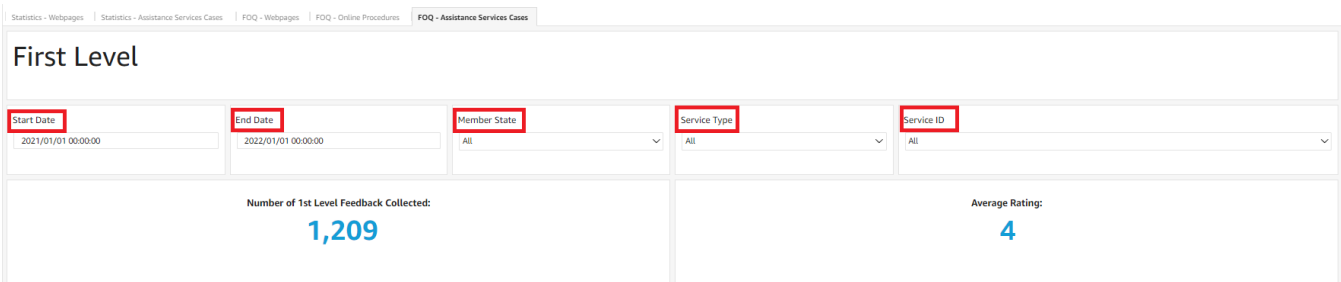
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

Without filters applied:

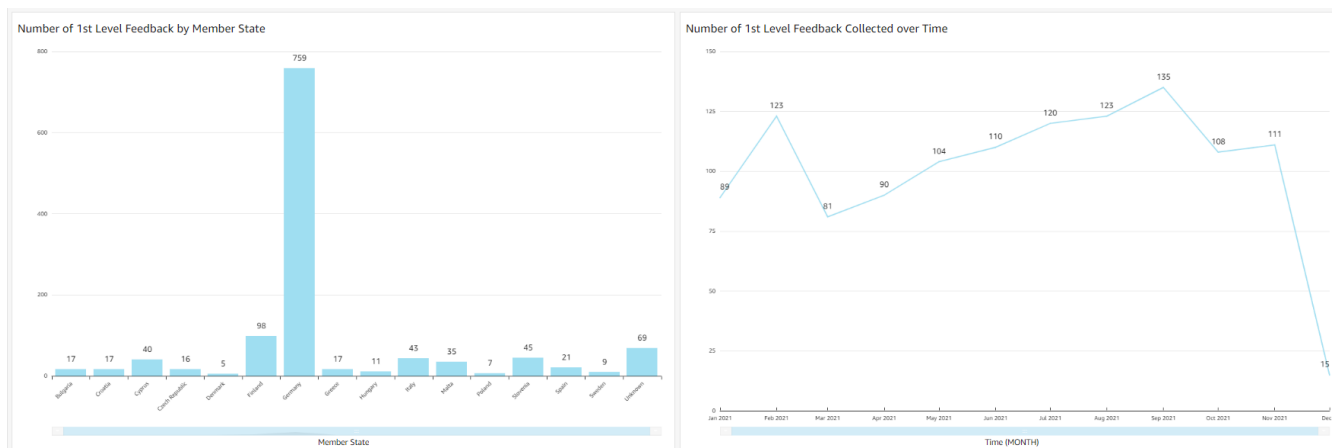


With filters applied:

First Level

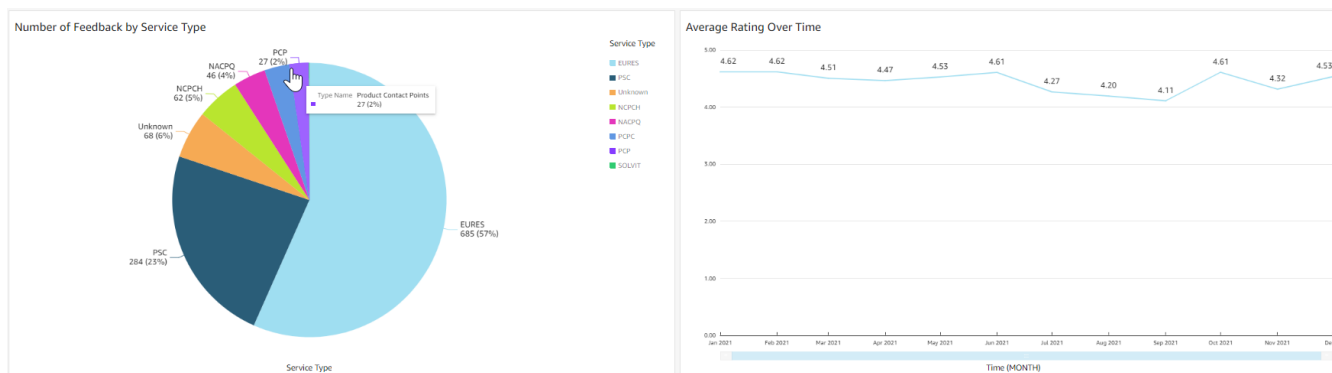
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time**.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and **Top Member States by Number of Feedback**.

Without Filter:

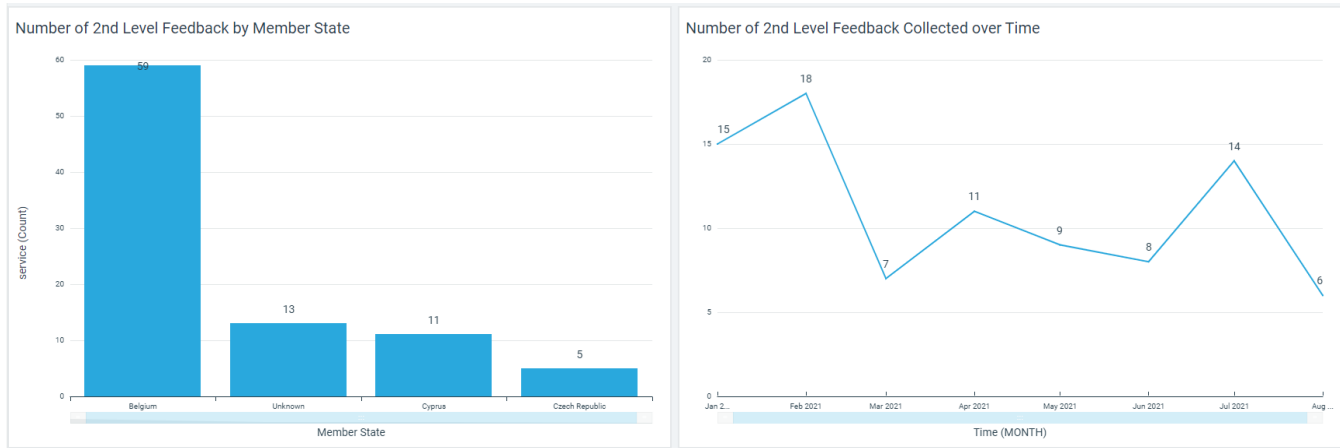
Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service All
Number of 2nd Level Feedback Collected: 88		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Belgium with 59• Unknown with 13• Cyprus with 11		

With Filter:

<h2>Second Level</h2>				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type IPRH, NCPCH, PCPC, NACPQ	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d-...
Number of 2nd Level Feedback Collected: 11		Top Member States by Number of Feedback is: <ul style="list-style-type: none">• Belgium with 11		

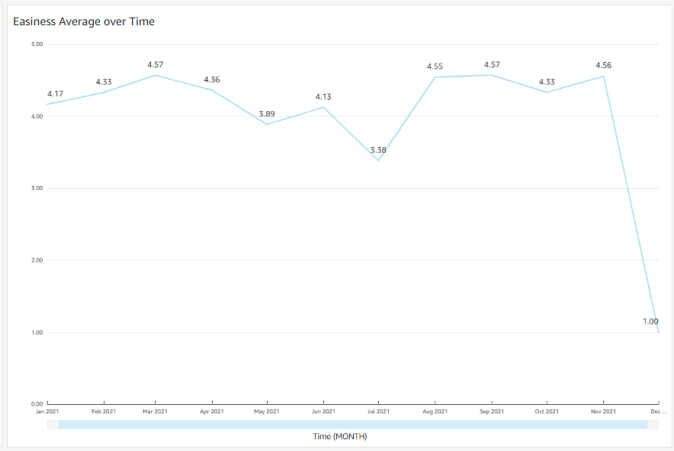
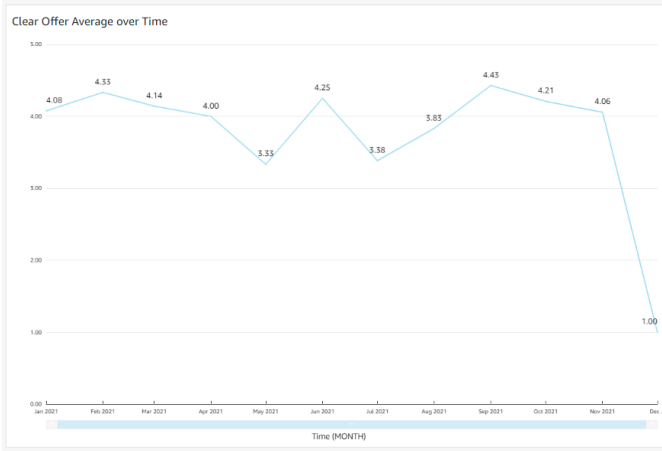
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



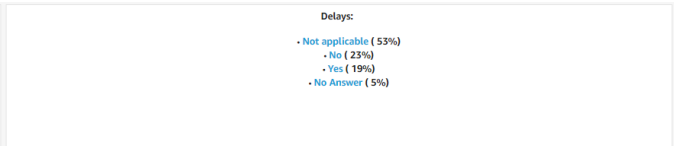
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

Average Rating for Clear Offer: 4	Average Rating for Easiness: 4
--	---

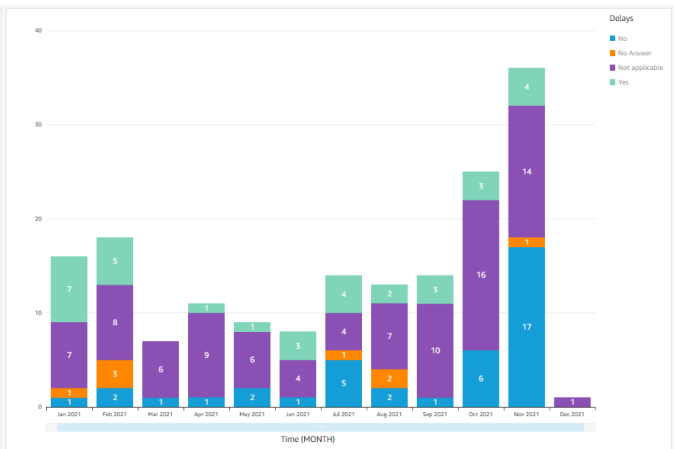
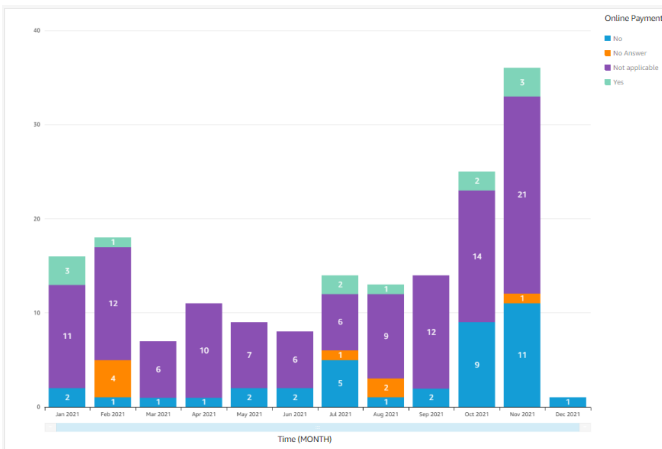
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



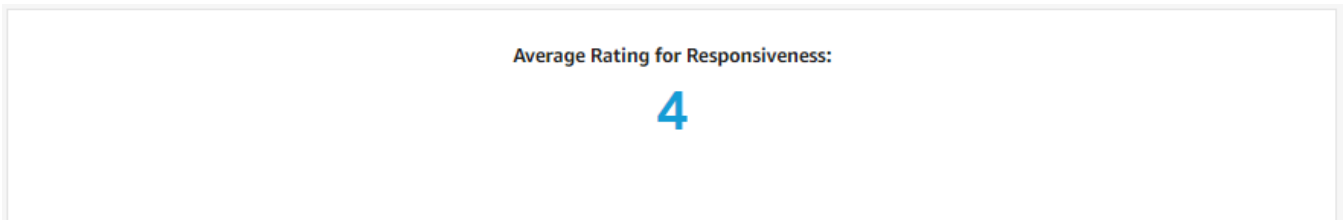
On the next block we have two cards one for **Online Payment** and other one for **Delays**:



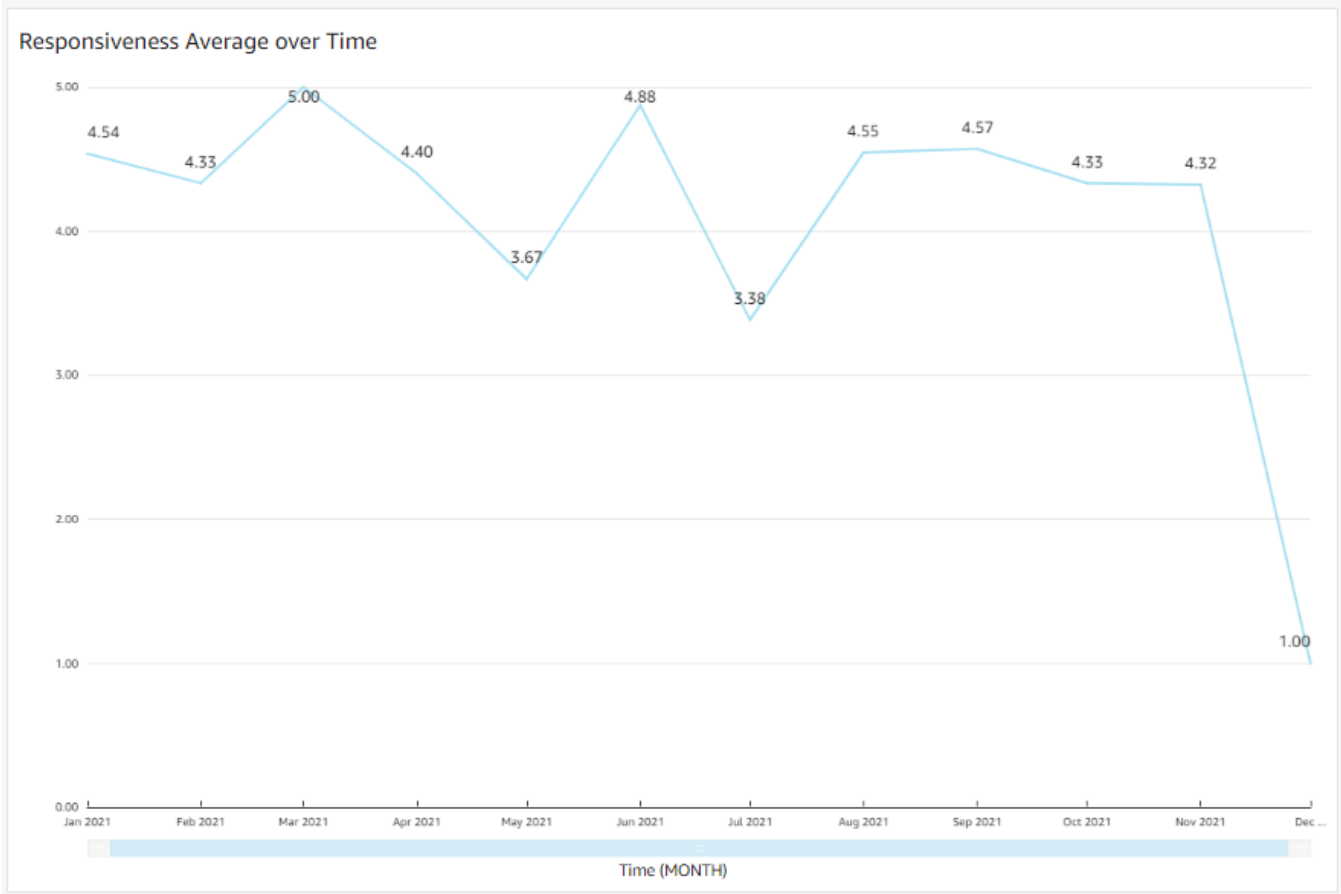
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



In the next block for the card **Average Rating**.



In the last block we have a line chart for the **Responsiveness Average over Time**. You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

How to use the Filters

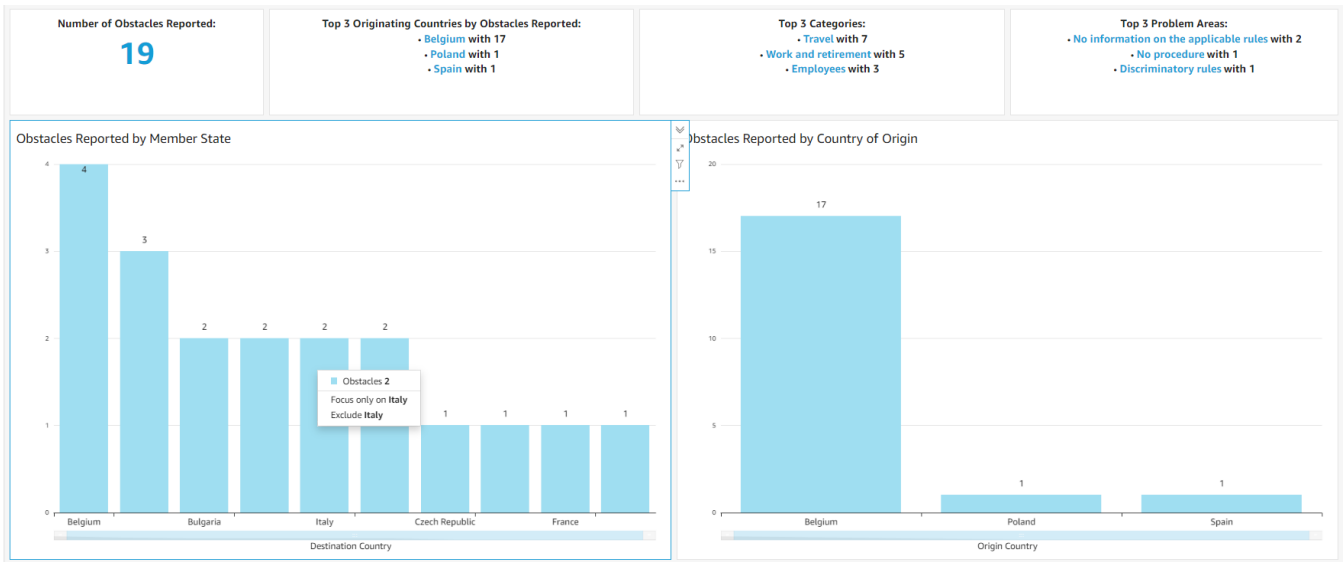
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date**; **End Date**; **Member State**; **Category**; **Sub Category** and **Problem Areas**.

[Statistics - Webpages](#) |
 [Statistics - Assistance Services Cases](#) |
 [FOQ - Webpages](#) |
 [FOQ - Online Procedures](#) |
 [FOQ - Assistance Services Cases](#) |
 FOSMO

Start Date <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
--	--	--	--	--	---

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



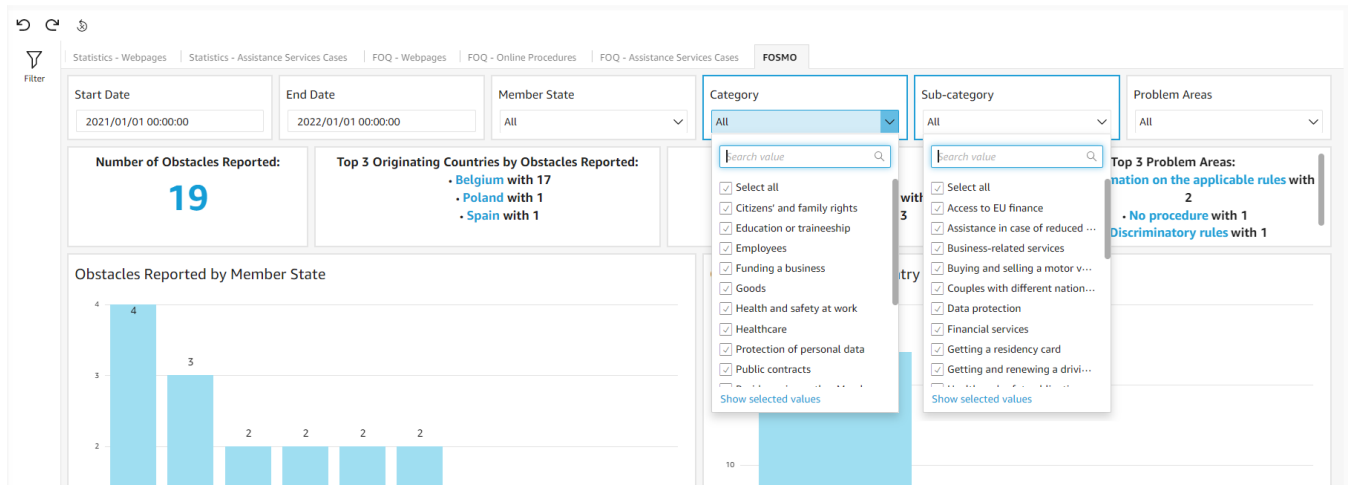
You can reset all filters you have added by clicking on the top left corner.



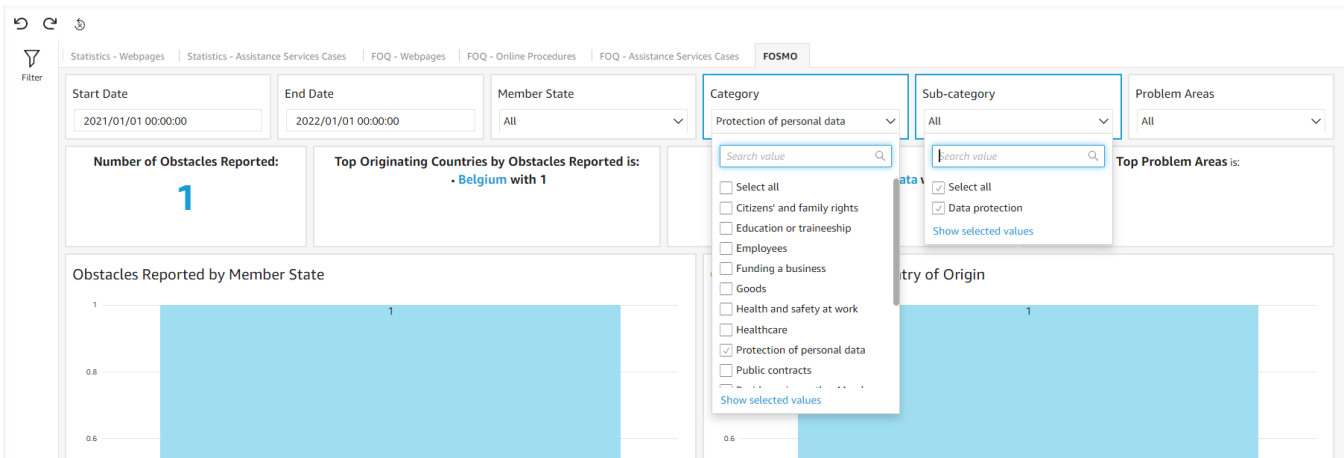
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



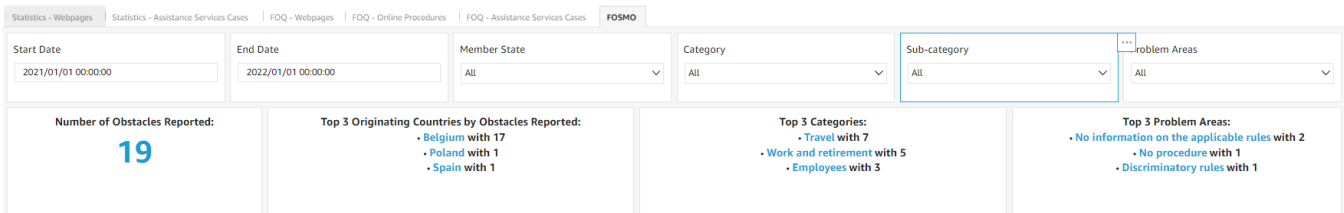
What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

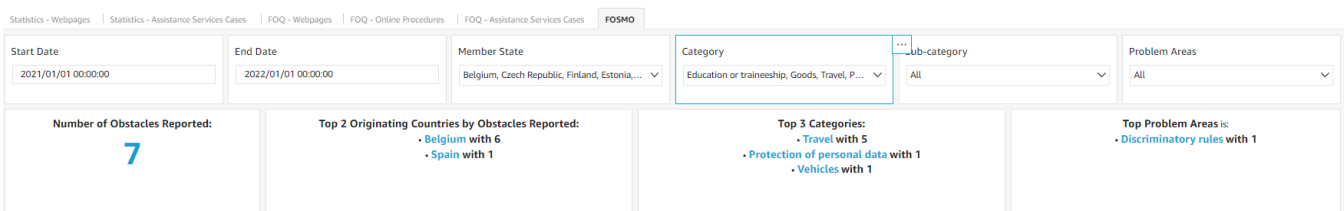
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported**, **Top Originating Countries by Obstacles Reported**, **Top 3 Categories** and **Top 3 Problem Areas**.

You can use the filters here to drill down the data per Member State, use other date interval, filter per **Category** or **Problem area**.

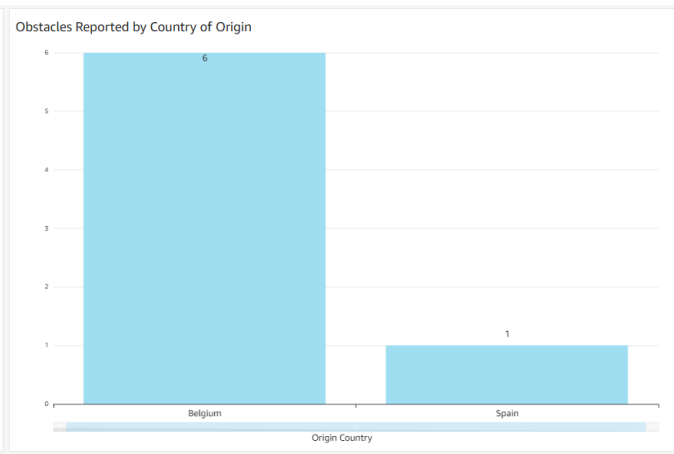
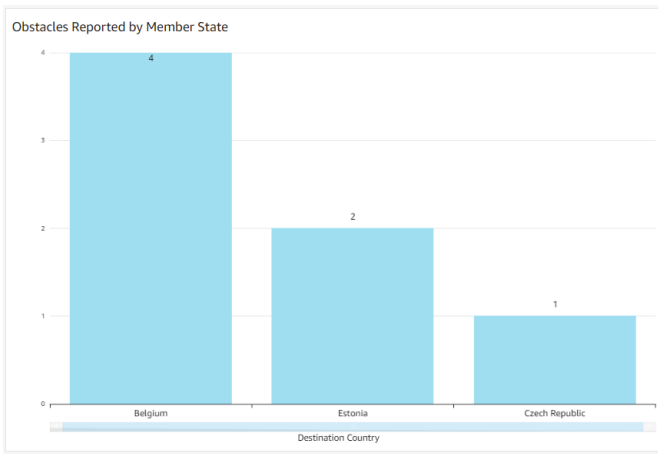
Without filters applied:



With filters applied:

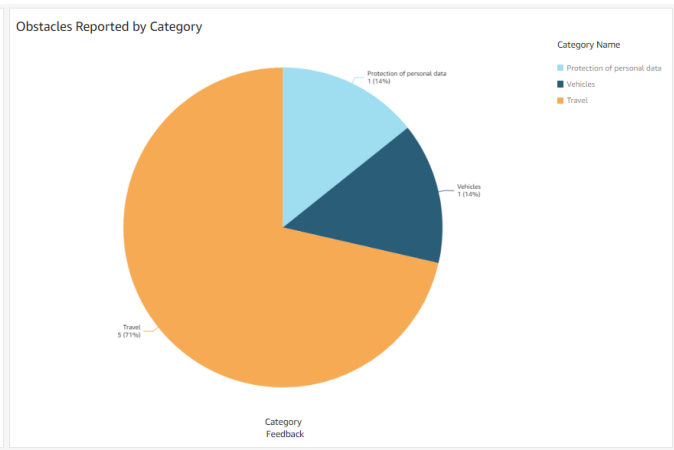
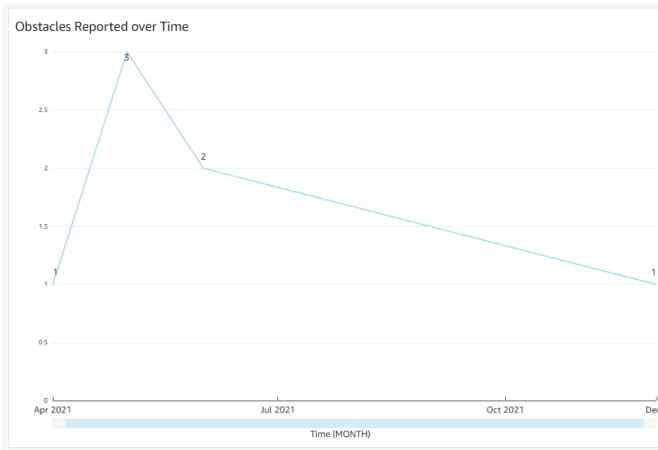


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin**.

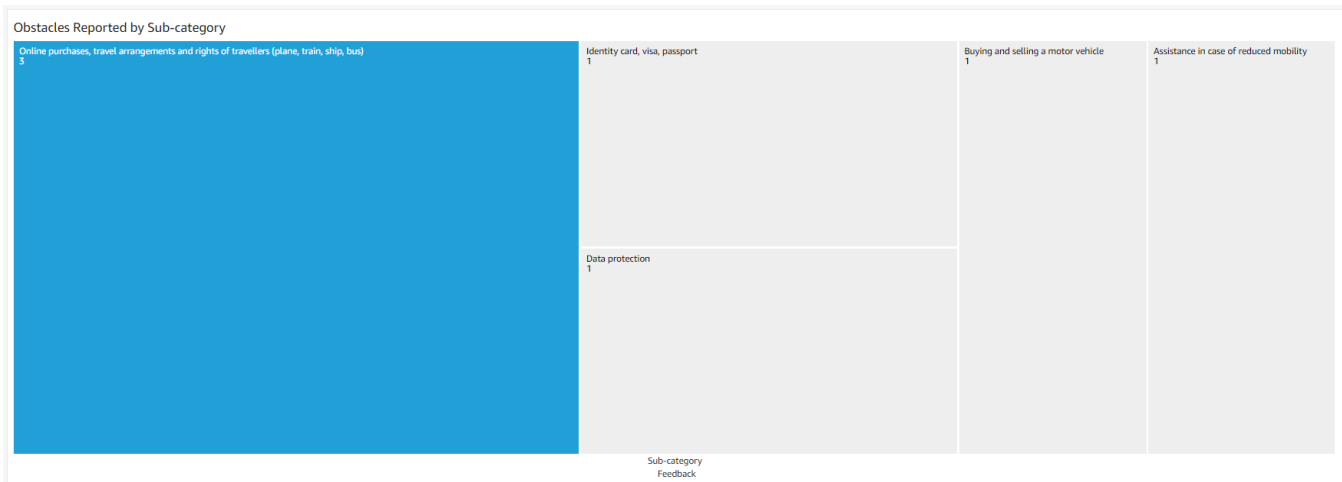


Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Statistics Log IS

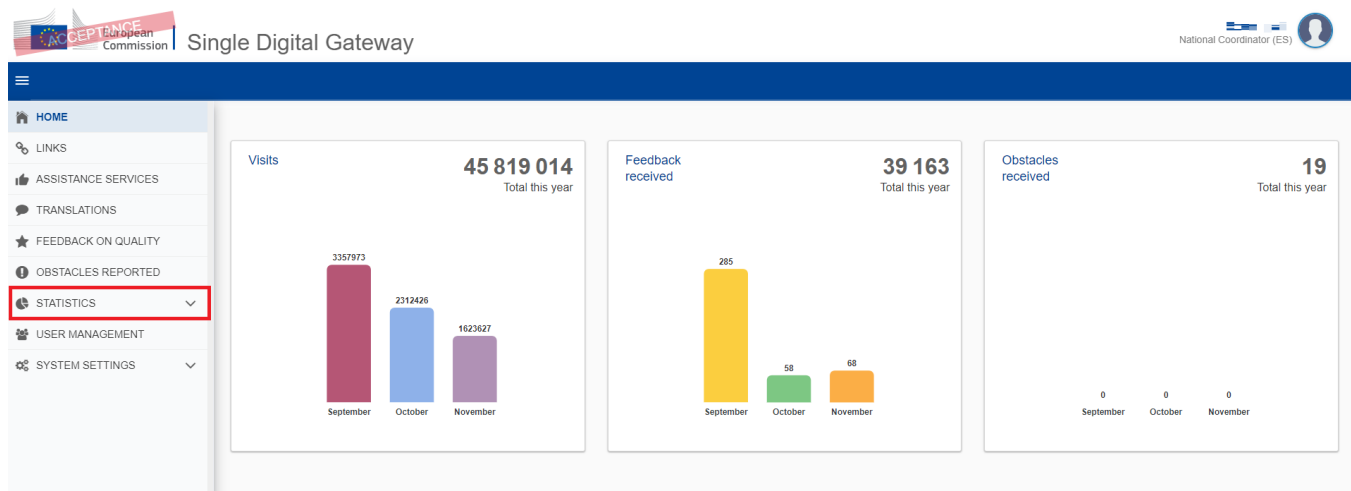
- [Statistics Log IS](#)
 - [Introduction](#)
 - [How to access the Statistics Log Module?](#)
 - [How to navigate on Statistics Log Module?](#)
 - [Filters](#)
 - [Status](#)
 - [Actions](#)

Introduction

The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

How to access the Statistics Log Module?

To access the **Statistics Log** module, click on **Statistics** button in the left-side menu.



That action will expand more options, click on **Statistics Log IS**.

The screenshot shows the 'Statistics log IS' interface. At the top, there is a navigation bar with 'Home' and 'Statistics log IS'. A sidebar on the left contains various menu items, with 'Statistics log IS' highlighted. The main content area is titled 'Statistics log' and features several filter fields: 'Unique ID' (with a sub-field 'Filter by unique ID...'), 'Status' (with a sub-field 'Filter by status...'), 'Transfer start date' (dd/mm/yyyy), and 'Transfer end date' (dd/mm/yyyy). A 'Clear filters' button is located to the right of these fields. Below the filters, there is a section titled 'Statistics on information services' which indicates '2 items found'. A button labeled 'Download Unmatched URLs' is positioned to the right. The main data is presented in a table with the following columns: 'Unique ID', 'Status', 'Transfer date', 'ACTIONS', and 'Download error report'. Two rows of data are visible, both with a status of 'Not Processed'. The first row has a Unique ID of '10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474' and a transfer date of '2021-07-14 12:00:00'. The second row has a Unique ID of '4ba9eaf3-4723-441f-b26a-adb0e6fa7443-1614706174651' and a transfer date of '2021-02-25 09:48:00'. At the bottom of the table, there are navigation controls including arrows and a page number '1' out of '10'.

How to navigate on Statistics Log Module?

As an **National Coordinator** you can monitor your Country log for Statistics on information services (webpages) and their respective status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the list view and you have the ability to sort the list using some of these fields, namely, **Unique ID**, **Status**, **Transfer date** (by default all items are sorted by this field), **Actions** (this refers to all actions your user has permissions to do on each of items), and **Download error report**.

This screenshot is identical to the one above, but with red boxes highlighting specific elements. The 'Unique ID' filter field, the 'Status' filter field, the 'Transfer date' column header, the 'ACTIONS' column header, and the 'Download error report' column header are all enclosed in red rectangular boxes. This highlights the fields mentioned in the text as being sortable or filterable.

The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

You can use **filters** to narrow your search.

[Show filters](#)

Clicking on **Show filters** will expand a menu with all the filters available to you.

You can filter per **Unique ID, Status, Transfer start date** and **Transfer end date**.

The screenshot shows a filter menu with four filter categories: Unique ID, Status, Transfer start date, and Transfer end date. Each category has a corresponding input field. The Unique ID field is labeled 'Filter by unique ID...', the Status field is 'Filter by status...', and both date fields are labeled 'dd/mm/yyyy' and include a calendar icon. A 'Clear filters' button is located on the right side of the menu. A 'Hide filters' link is visible at the bottom left of the filter area.

You can also clear all previously added filters using the button **Clear filters**:



Status

In the status filter you have a drop down with options as **Fully Processed, Not Processed, Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

If a file was not correctly processed you will see it in the **Status** tab, and you can **Download the error report** for each Unique ID or you can use the **Download Unmatched URL's** to download the entries list and you can be able to see the error messages.

Statistics on information services

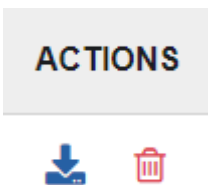
2 items found

Unique ID	Status	Transfer date	ACTIONS
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	Download Unmatched URLs Download error report
4ba9eaf3-f723-4411-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	Download Unmatched URLs Download error report

Navigation: 1 / 10

Actions









You have two possible actions: Download statistics and Delete statistics.



To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.

Statistics on information services

2 items found









Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

Please note that this action is irreversible, and it will only be reflected on the Statistics Dashboard on the next 24 hours.

Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Once you click on **Delete statistics** there will be a window prompt so you can confirm the action, if you click **Yes** the file will be deleted from the data base, if you click **No** you will cancel the action.









Statistics log

Unique ID: Status: Transfer start date: Transfer end date:

[Hide filters](#)

Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Delete Statistics

Are you sure you want to delete the statistics?

10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474.json

API keys

- [API keys](#)
 - [Introduction](#)
 - [How to access the API keys module?](#)

Introduction

On this module, you will be able to consult and **copy the API key** to use on the feedback tools dedicated to gathering feedback.

How to access the API keys module?

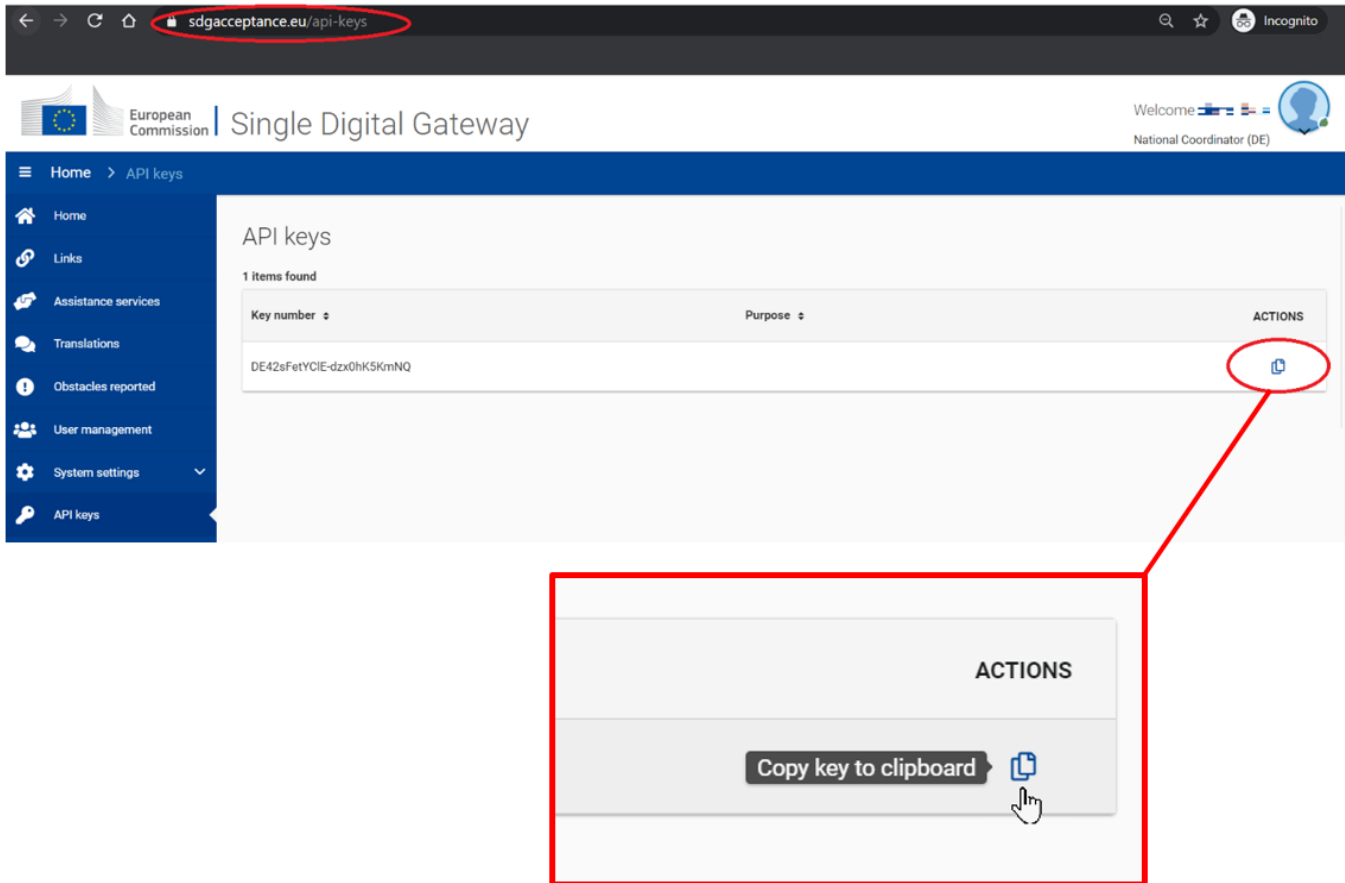
Access SDG, **click on System settings** and API keys



Here you be able to see the API key for your country.

Please note that **API displayed** is **only valid** for the **environment you are accessing**, for instance if you are logged on SDG in production environment the API displayed will be for prod environment, but in the other hand if you are accessing SDG in acceptance environment the API displayed is only valid for acceptance environment.

You can always double check the environment you are accessing by looking at url of the page.



To copy the API key you can use the shortcut under Actions.

For now there is no lifecycle set as many are still in a settlement phase with the different APIs.

There will be a discussion in the future to implement the most suitable frequency for renewing keys.

National Service Provider

Homepage

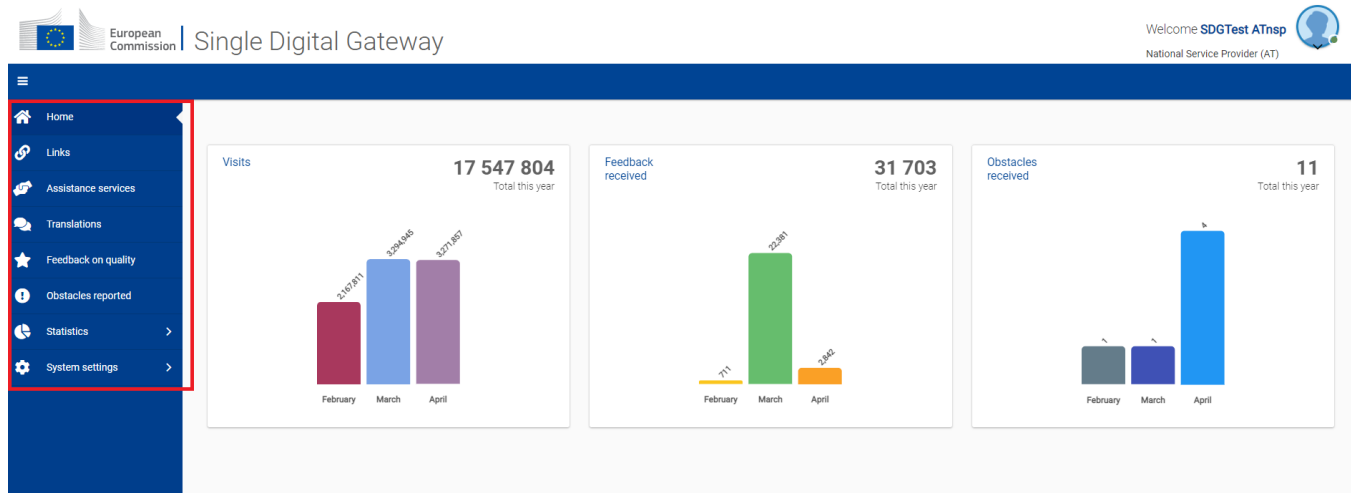
- [Homepage](#)
 - [Introduction](#)
 - [What can I see in the Homepage?](#)
 - [How to change roles when National Coordinator delegation is active?](#)

Introduction

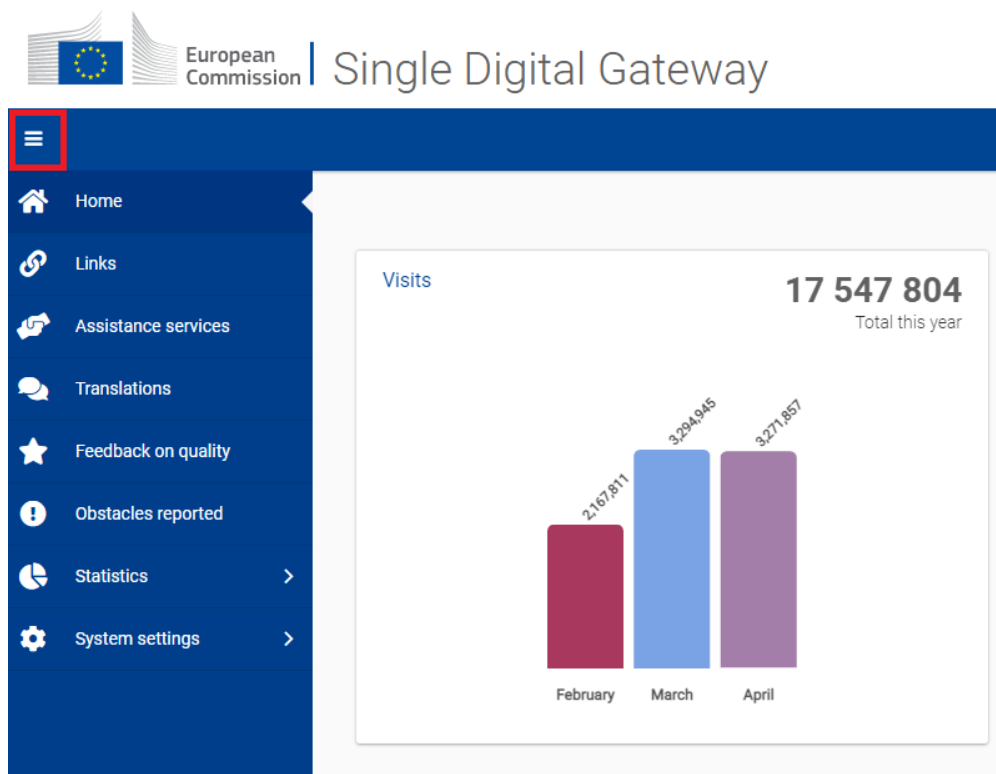
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

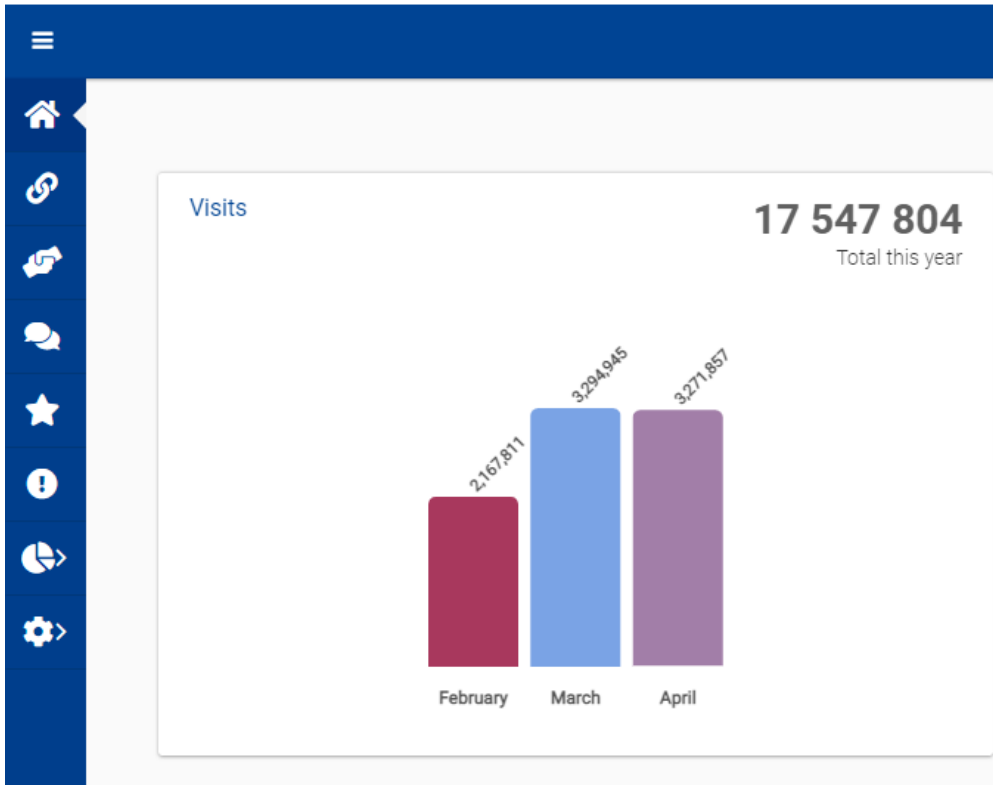
What can I see in the Homepage?

When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.

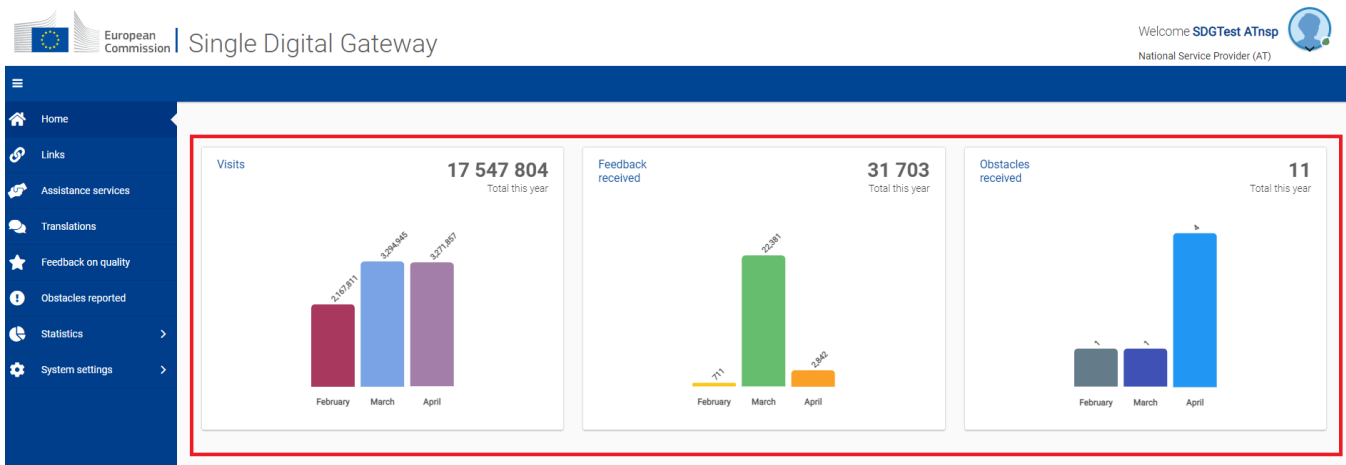


You can click on the top left corner of this menu to expand or minimize the menu.





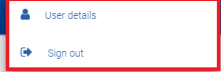
In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V**isits on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob**stacles reported on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



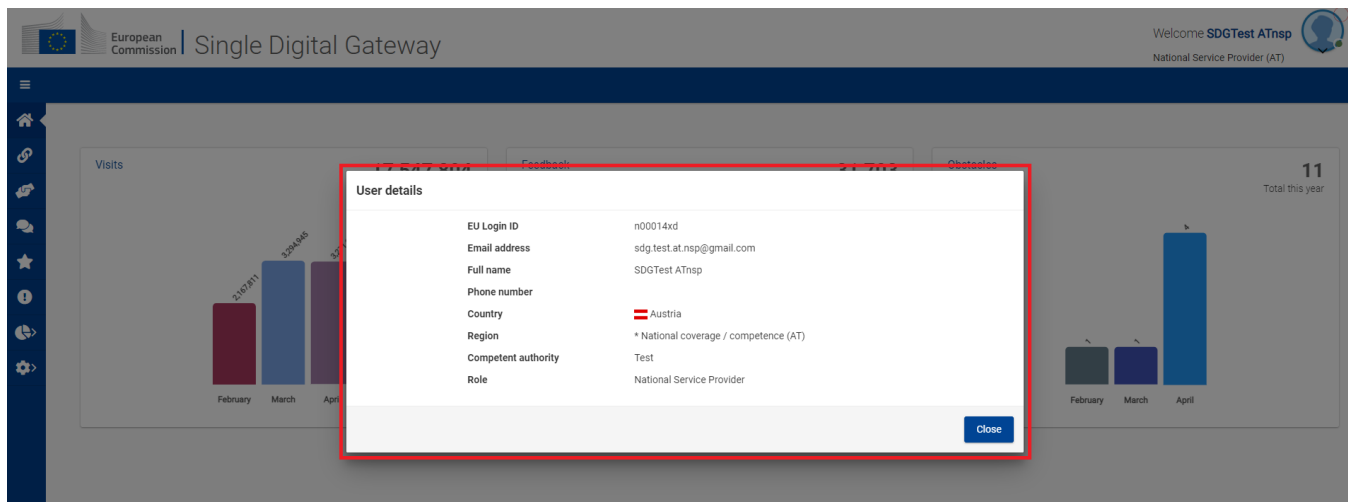
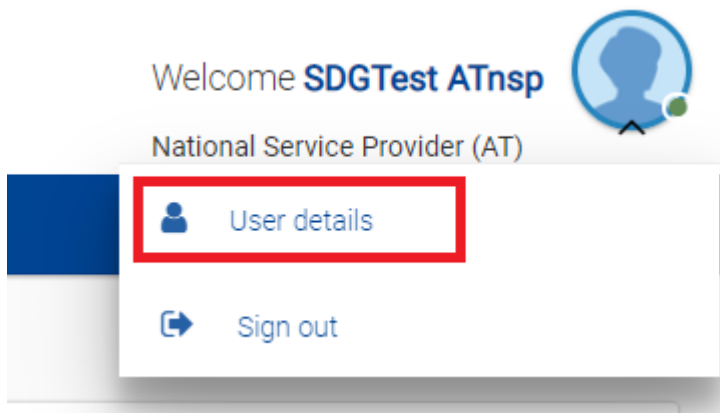
In the top right corner you can also click on the user picture and that will expand an additional menu.



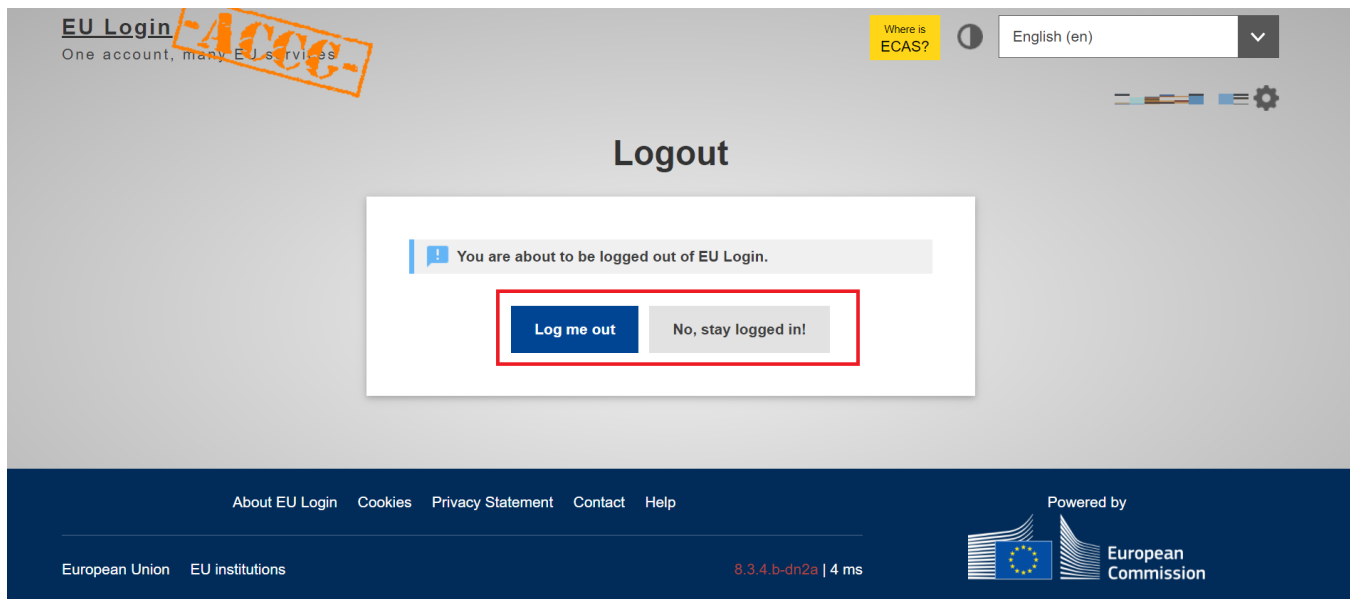
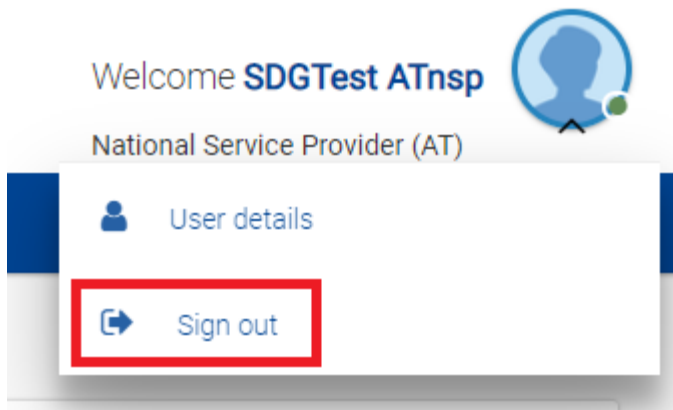
Here you can check your **User details** and **Sign out**.



Clicking on **User details** will show you your user details.



And **Sign out** will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).



How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **temporarily** assign the role of **Delegated National Coordinator**.

This will allow you to do everything a **National Coordinator** can do except delegating the **National Coordinator** role to other user. To learn more about the **National Coordinator** role please read [this user guide section](#).

Once the role is delegated to your user, every time you log to SDG you will have the option to choose which role you want to use.

You can select from the drop down the role and click **OK** to login to SDG.

Select Role

Role


- Select role...
- National Service Provider
- Delegated National Coordinator

Cancel OK




Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

To change the role you are using you need to click on the **user picture** on the top right corner.

This will open a drop down where you should click on **Switch Role**.

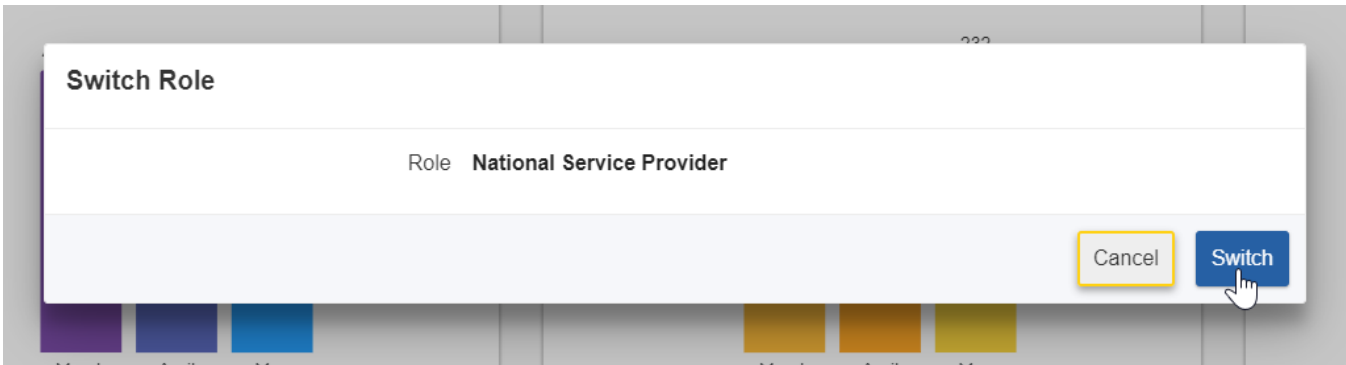
NSP DE 

Delegated National Coordinator (BE)

-  User details
-  Switch role
-  Sign out

133 Obstacles 15

A pop-up window will appear where you can click **Switch** to go back to the other role assigned to your user, or **Cancel** to abort the action.



i Important Note












You will be able to this change in any menu at any time for the duration of your delegation, except on **Links Repository**.

On the **Links Repository** we have different implementation, due to the specificities of this module. Here, while you have the **Delegated National Coordinator** role you will always access the **Links Repository** with the **National Coordinator role**, even if you change in a previous menu to your original role. You will also not be able to change the role while accessing the **Link Repository**, you will need to go back to **SDG Home screen** and change it there, but once you are back to the **Link Repository** you will have the **National Coordinator**.

We will align this implementation in future releases, so this is just a temporary work around.

Roles & Rights

Single Digital Gateway

-  **Home**
-  **Links**
-  **Assistance services**
-  **Translations**
-  **Feedback on Quality**
-  **Obstacles Reported**
-  **Statistics Dashboard**
-  **Statistics log IS**
-  **Statistics log AS**
-  **User Management**
-  **API keys**

National Service Provider

View

Own links: view (all statuses), create, update, request publication, delete (only in draft status)

Own Services: view (all statuses), create, update, publish, deactivate, delete; **EU & all countries:** View (published)

Own requests: list/filter, view details, create new request, submit for approval

Own Services: list/filter feedback, view details

Own country: list/filter feedback, view details, manage status

All levels: list/filter, view

Own Country: list/filter, view, download details

Own Country: list/filter, view, download details

N/A

Own country: view

Links

- Links
 - Introduction
 - How to access the Links module?
 - How to navigate on Links module?
 - Filters
 - How to Manage Links?
 - What can I do in the list view?
 - Draft (you can only see the links you are the owner in this status)
 - Review (you can see all links that are in this status for your country)
 - Published (you can see all links that are in this status for your country)
 - What exactly each Action does?
 - What actions can I do in the Link Metadata tab?

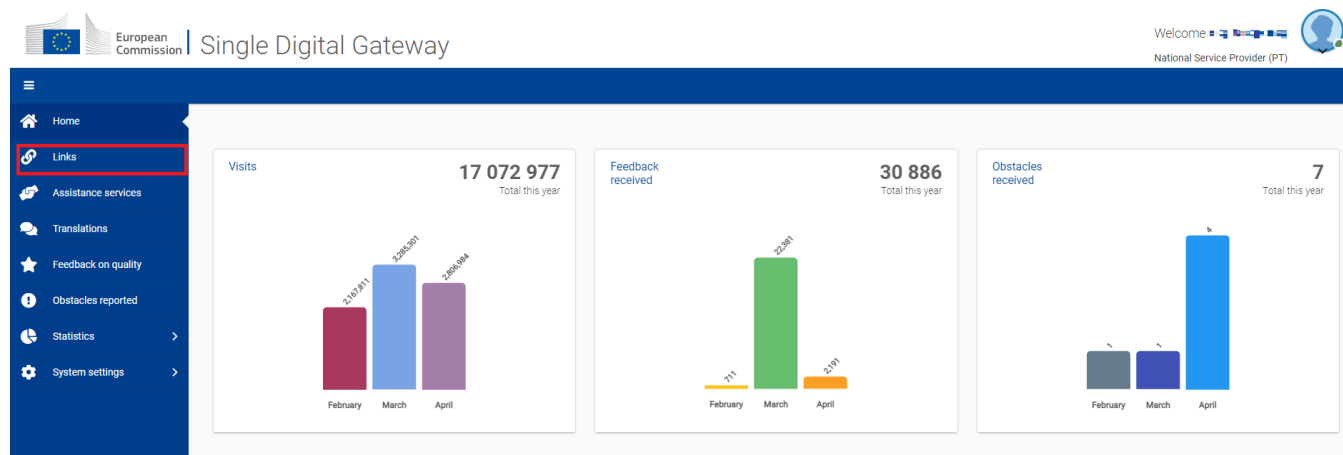
- How to do an action to multiple Links at the same time?
 - How to export Links?
- How to Add Links?
 - How to add a single link?
 - URL type, Web folder or Web page?
 - What options do I have available when adding a Web page?
 - How to add multiple links?
 - What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?
 - What is Metadata and how important that is?
- Links and Links Metadata History
- How to access Link History?
 - Links History
 - Links Metadata History
- Links and Links Metadata History
- How to access Link History?
 - Links History
 - Links Metadata History

Introduction

Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the **Links** in the menu.



You will have access to the list of all links stored in the repository for your country:

Manage your Links

Registered links

Search...

Show advanced filters

1 Items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	

1 20

How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Owner**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Manage your Links

Registered links

Search...

Show advanced filters

1 Items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	

1 20

You can search for links by typing keywords on the **Search box**.

Manage your Links

Registered links

Search...

Show advanced filters

Search

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on **Show advanced filters**.

Manage your Links

Registered links

Search...

Show advanced filters

Search

Here you filter by **Owner**; **URL type**; **Content type**, **Status** and **Category**.

Registered links

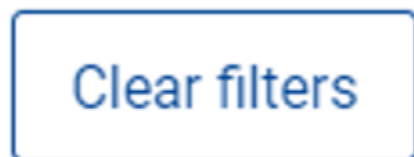
Search...

Owner Url type Content type Status

Category

[Hide advanced filters](#)

You can also clear all previously added filters using the button "Clear filters":



How to Manage Links?

What can I do in the list view?

On each displayed item is possible, depending on the status of the link, to perform the following:

Draft (you can only see the links you are the owner in this status)

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#Forn%C3%A7%C3%A7%C3%A3o_militares_e_policiais	n000150m	Information	Draft	2021-10-13 12:55 11	

If the link is in **Draft** status, you can:

- Submit to Review**
- View details**
- Edit**
- Delete**

Review (you can see all links that are in this status for your country)

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#C3%A7%C3%A3o_militares_e_saneamento	n000150m	Information	Review	2021-05-10 12:19 21	

If the link is in **Review** status, you can only **View details**.

Published (you can see all links that are in this status for your country)

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	

If the link is in *Published* status, you can only **View details**.

What exactly each Action does?



Submit to Review

If you have saved a link in **Draft**, you can submit your URL to be reviewed by your National Coordinator.

The screenshot shows the 'Registered links' interface. A modal dialog titled 'Review link' is open, asking for confirmation to submit the link 'https://pt.wikipedia.org/wiki/Portugal#Setores' for review. The background interface includes search filters for Owner, Uri type, Content type, and Status (set to Draft). A table below shows one item found in Draft status, with columns for URL, Created by, Type (Information), Status (Draft), and Last update (2021-05-10 16:07 48).

This action is only available if the status is **Draft** status.

After clicking on the **OK** button, the status will change to **Review**, and it only be published after being approved by **National Coordinator**.

If you click on the **Cancel** button you action will be cancelled and the URL will stay in **Draft** status.

If the URL is rejected by the **National Coordinator**, you will see it again in **Draft** status the **Rejection reason** filled by your **National Coordinator**.

Manage your Links

Portugal

Title : Setores

URL : <https://pt.wikipedia.org/wiki/Portugal#Setores>

Description : Setores

Type : Information

Uri Type : Web page

National locations : N/A

Categories : Citizens ;

Status : Draft

URL Status : Inactive

Created By : pt nsp sgd test

Rejection reason : Missing information

Last update : 10/05/2021

[< Back](#)



Edit

This action allows you to edit most of the fields, except the **status**, **Rejection reason** (when applicable) and **Last update**:

Edit your Links

Portugal

Title : militares e policiais

URL : https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais

Description : militares e policiais

Type : Information

National Locations : Choose

Uri Type : Web page

Parent link : Choose a link

Status : Draft

Owner : sgd test pt nsp (n000150m)

Rejection reason : needs update

Last update : 30/06/2021

[+ All Classifications](#)

Mandatory Classifications : *

Select mandatory categories Is expanded

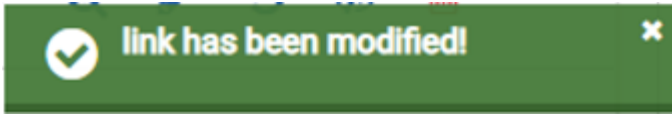
- Annex 1 of SDG Regulation
- Annex 2 of SDG Regulation

[Cancel](#) [Save](#)

You can edit links in **Draft** status and **Published** status if you are the owner, however if you change something the link status will be updated to **Review** status. links in **Draft** status.

After doing a change you can use buttons to save or cancel your changes respectively.

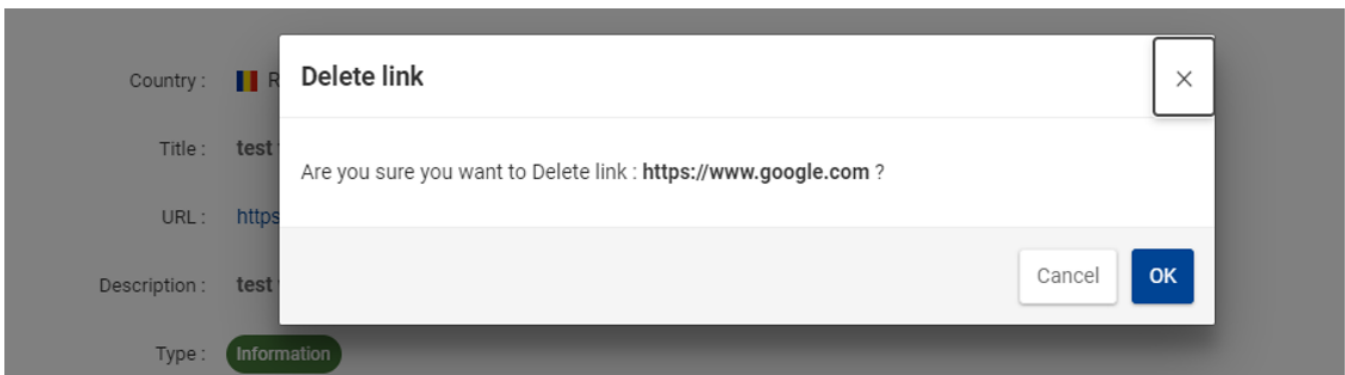
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

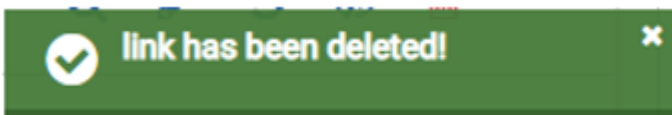
Delete allows you to delete any link in **Draft** status.

After clicking on the delete button, you will have a pop-up double-checking if you really want to delete the link.



You either **cancel** the action or continue by clicking **OK**.

If you click **OK**, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



The **delete action** is a physical one, the link will be permanently removed from the repository of links.



View details

This option will allow you to view all the details of the link. The information displayed here can vary depending on the status of your link. You will also have the same actions available that we have mentioned above if the link appears to you in **Draft** status.

In **Draft** status, you will be able to see all the actions available in the list screen (**Submit to Review, Edit and Delete**), plus all the details related to the link you are consulting and the related **Metadata**.

Manage your Links

Link Information | Link Metadata

Portugal

Title: **Setores**

URL: <https://pt.wikipedia.org/wiki/Portugal#Setores>

Description: **Setores**

Type: **Information**

Url Type: **Web page**

National locations: **N/A**

Categories: Citizens ;

Status: **Draft**

URL Status: **Inactive**

Created By: **pt nsp sdg test**

Rejection reason: **Missing information**

Last update: 10/05/2021

[← Back](#)

The information displayed when you are viewing details will slightly change depending on the status and ownership. If the link is in a **Published** status, this is what you will see:

Manage your Links

Link Information | Link Metadata

Agua e saneamento basico

Title: **Agua e saneamento basico**

URL: https://pt.wikipedia.org/wiki/Portugal#C3%81gua_e_saneamento

Description:


Type: **Information**

Url Type: **Web page**

National locations: **N/A**

Categories: Citizens ;

Status: **Published**

Owner: 

Last update: 21/10/2021

[← Back](#)

In this case the **Edit** option is available because the user consulting the link is the **Owner** of the link, additionally you can consult the **Link Metadata** tab for more details on the metadata and to export those same details, as well as some additional actions, again depending on the ownership and status of the given link.

Link Information **Link Metadata**

1 Items found

<input type="checkbox"/>	URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	pt	CITIZENS	Information	MANUAL	

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What actions can I do in the Link Metadata tab?

If you select the **Link Metadata** tab, you will have some additional actions available related to the link's metadata.

Here you can click on to view details:

Manage your Metadata Links

Metadata Link Information

Title: Sistema judicial

URL: https://pt.wikipedia.org/wiki/Portugal#Sistema_judicial

Description: Sistema judicial

Type: Information

National locations:

Notification Type: MANUAL

Categories:

Web page language: pt

[Back](#)

You also have the possibility to **Edit** the metadata or **Delete** , further explanation will be done further in this guide about what metadata is.

If you click on **Edit** and you are the **Owner** of the link you will be able to update most of the fields (except the URL which you can only edit if the status is in **Draft**).

Metadata Link Information

Title:

URL:

Description:

Type:

National Locations:

Notification Type: **MANUAL**

Owner:

Web page language:

Mandatory Classifications: Is expanded



In all those screens, you will have the **< Back** button that will send you back to the previous screen.



And if you are in **Edit** mode, you will have the **Cancel** button to cancel any actions you might have done, and a **Save** button to save any changes, however if any changes were done you will send the link to **Review** status.

How to do an action to multiple Links at the same time?

You have the possibility do an action to multiple links at the same time using the multiple selection available on the list screen. You will have the same actions available as described before, meaning, the actions available will change having into account your permissions, the status of link, and so on.

You can use the filter to help you narrow down the list and then you can click on the select all button, which will show you the actions available.

Manage your Links

Registered links

[Show advanced filters](#)

4 items found

<input type="checkbox"/>	URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	n000150m	Information	Draft	2021-10-13 12:55:11	<input type="button" value="Share"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#Seiores	n000150m	Information	Draft	2021-05-10 16:29:47	<input type="button" value="Share"/> <input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input checked="" type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29:36	<input type="button" value="Search"/> <input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39:24	<input type="button" value="Search"/>

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Notice that in the provided example you can only **Select all** or **Clear selection** because all links selected are already **Published**.

But if you add to the selected items one in Draft status you will see that will have the options to **Submit for review selected items** and **Delete selected items** (only if you are the Owner of the url).



How to export Links?

You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.

Manage your Links + Add Link **Export Links** Import Links

Registered links

pt.wikipedia.org [Show advanced filters](#)

4 items found

URL	Owner	Type	Status	Last update	ACTIONS
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	n000150m	Information	Draft	2021-10-13 12:55:11	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal#Setores	n000150m	Information	Draft	2021-05-10 16:29:47	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29:36	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39:24	<input type="checkbox"/>

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This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

Uri	title	description	country	location	user	type	URL type	status	last update date
https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	Web page	Draft	2021-10-13 12:55:11.181
https://pt.wikipedia.org/wiki/Portugal#Setores	Setores	Setores	Portugal		n000150m	Information	Web page	Draft	2021-05-10 16:29:47.672
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal		n000150m	Information	Web page	Published	2021-05-10 16:29:36.249
https://pt.wikipedia.org/wiki/Portugal	Portugal wiki pt	Portugal wiki pt	Portugal		n000131b	Information	Web folder	Published	2021-05-10 12:39:24.109

You can also export the **Link Metadata** in the same manner:

Manage your Links **Export Metadata Links**

Link Information **Link Metadata**

1 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
<input type="checkbox"/> https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	pt	D1;D2;D4	Information	UPLOAD	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

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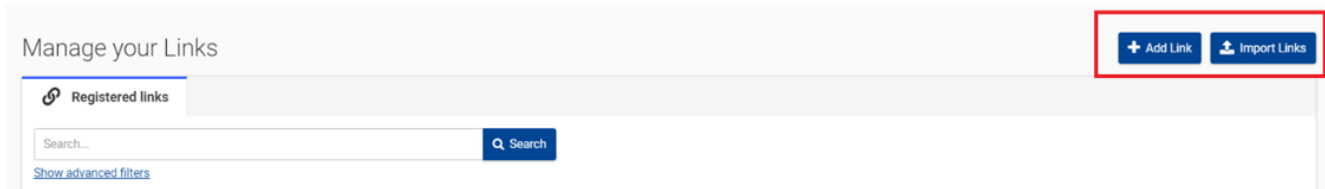
This action will export all Link Metadata for the web page or web folder you are consulting.

Uri	title	description	country	location	user	type	category	language	notification	last update date
https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal		n000150m	Information	D1;D2;D4	pt	UPLOAD	2021-10-13 12:55:11.181

How to Add Links?

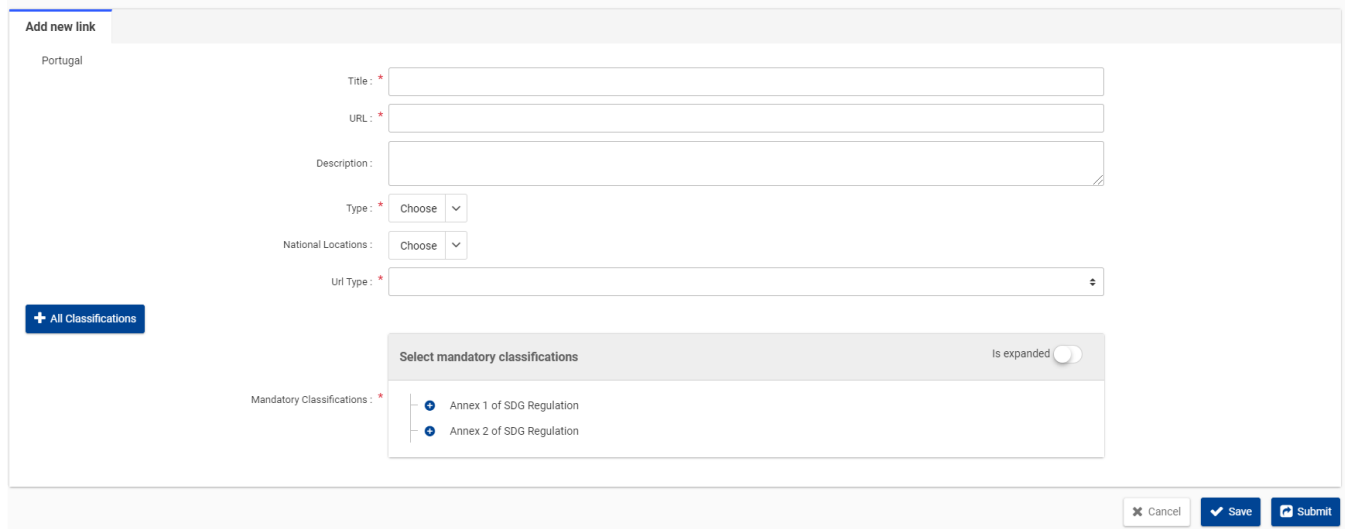
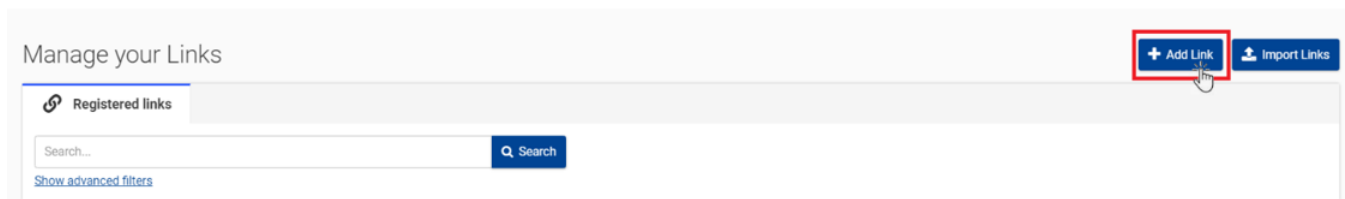
In SDG user interface, we have two options to add new links:

- **Add link** button to add a single link;
- **Import links** button to add multiple links in one go;



How to add a single link?

First click on **Add link**, that will redirect you to a new page so you can start to add all information needed to add your link.

A screenshot of the 'Add new link' form. The form is titled 'Add new link' and has a sub-header 'Portugal'. It contains several input fields: 'Title : *', 'URL : *', 'Description :', 'Type : *' (with a 'Choose' dropdown), 'National Locations : *' (with a 'Choose' dropdown), and 'Uri Type : *'. There is a '+ All Classifications' button on the left. Below these fields is a section titled 'Select mandatory classifications' with a toggle switch 'Is expanded'. Under this section, there are two radio button options: 'Annex 1 of SDG Regulation' and 'Annex 2 of SDG Regulation'. At the bottom right, there are three buttons: 'Cancel', 'Save', and 'Submit'.

Complete the **Add new link** page as follows:

Title: The title of the web page or resource that the link is referring to;

URL: The actual URL (i.e. web address) of the page or resource that the link is referring to;

Description: A short description of the content of the web page or resource associated with the link;

Type: Select the appropriate option to indicate whether the suggested link provides general **information** on a given subject, or whether it describes an administrative **procedure** or refers to an online **database** (only for EU);

National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country;

Url Type: Select the appropriate option to indicate whether the suggested link is **Web folder** or a **Web page**, depending on what you select new options will be available. We will explain this in further detail on another section of this guide;

Mandatory Classifications: Select the desired thematic category or categories appropriate for the link. All the information needed about these classifications can be found here: [Regulation \(EU\) 2018/1724 of the European Parliament and of the Council of 2 October 2018](#) .

Mandatory Classifications : *


Select mandatory classifications Is expanded

- + Annex 1 of SDG Regulation
- + Annex 2 of SDG Regulation

You can click on the  sign to expand single items:

Mandatory Classifications : *

Select mandatory classifications Is expanded

-  Annex 1 of SDG Regulation
 - + Citizens
 - + Businesses
- + Annex 2 of SDG Regulation

Or you can click on the **Is expanded** switch button to expand everything:

Select mandatory classifications Is expanded

- Annex 1 of SDG Regulation
 - Citizens
 - A - Travel within the Union
 - A1 - documents required of Union citizens, their family members who are not Union citizens, minors travelling alone and non...
 - A2 - rights and obligations of travellers by plane, train, ship, bus in and from the Union, and of those who buy travel packages ...
 - A3 - assistance in case of reduced mobility when travelling in and from the Union
 - A4 - transport of animals, plants, alcohol, tobacco, cigarettes and other goods when travelling in the Union
 - A5 - voice calling and sending and receiving electronic messages and electronic data within the Union
 - B - Work and retirement within the Union
 - B1 - seeking employment in another Member State

After filling all the information needed you can either:

Cancel and all the changes will be lost;

Save, and it will stay in **Draft** status so you can publish later or add any missing information before publish;

Submit, this will send your URL to **Review** status, so the same is reviewed by your National Coordinator.

URL type, Web folder or Web page?

As mentioned before you have two options on the URL type field. Upon choosing one or another, you will have different options available when adding your link. First let see the difference between them.

Web folder (parent):

<https://www.yourofficialsite.org/>

Web pages (children):

<https://www.yourofficialsite.org/news>

<https://www.yourofficialsite.org/whoarewe>

https://www.yourofficialsite.org/find_help

<https://www.yourofficialsite.org/faq>

So as we can see the **Web folder** is your main site and the **Web page** is all different pages that you will have inside a given site, it might be that only one page from a site is relevant to add on SDG.

What options do I have available when adding a Web folder?

If you choose this option this is what you will have on your screen:

Url Type : * Web folder

Should this URL be crawled?

Should this URL be crawled?(JavaScript Crawler)

Excluded paths :

Should this URL be crawled? You can check this option to allow the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this [article](#) to better understand this topic and correctly use this option.

This crawler reads website that fully load from the initial request from the server (all the content is already built).

If this option is not checked, you will need to manually add all Web Pages relevant to SDG inside your Web folder. You will have an option when adding a Web page to relate that Web page to his Web folder (parent). This is a very important step, relating children pages to parents, which is what makes all searches into Your Europe work and give the relevant results.

Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply as described before.

Excluded paths: Here you can add for web folders that you want excluded from the search results for your notified URLs. So for example if you have notified <https://www.yourofficialsite.org/> and you do not want pages from the folder news to appear in the search results you can add here. This field is optional and for the time being this is only relevant if you choose to use the **crawler**, in the future we will also use "Excluded paths" for the search engine.

Ignore parameters: In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example, if your new page contains a parameter **articleId** you can add it here and every time a URL contains this parameter it will be ignored by the crawler. This field is optional.

What options do I have available when adding a Web page?

If you choose this option this is what you have on your screen:

Uri Type : * Web page

Web page language : * English

Parent link : Choose a link

Web page language: This field will present the language of the web page for the link metadata.

Parent link: In this field you should specify the URL (web folder) where a notified web page and its metadata are located in case that URL (Web Folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre notified web folder no value needs to be provided.

How to add multiple links?

In the SDG user interface, you have the option to **Import Links** and this will allow you to add multiple links in one go using a pre build file that will contain all in the fields that we already mentioned above.

That file must be in one of the formats:

.csv

.xlsx

.xlsm

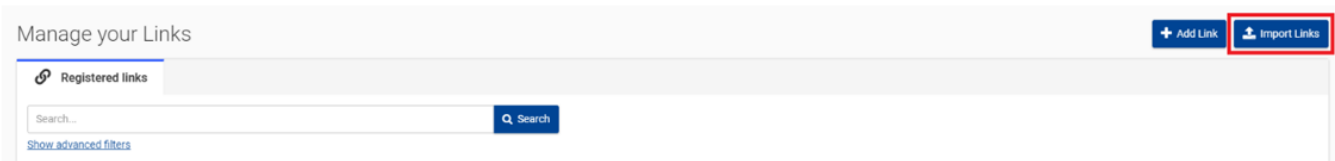
.xml

You should use one of the following templates:

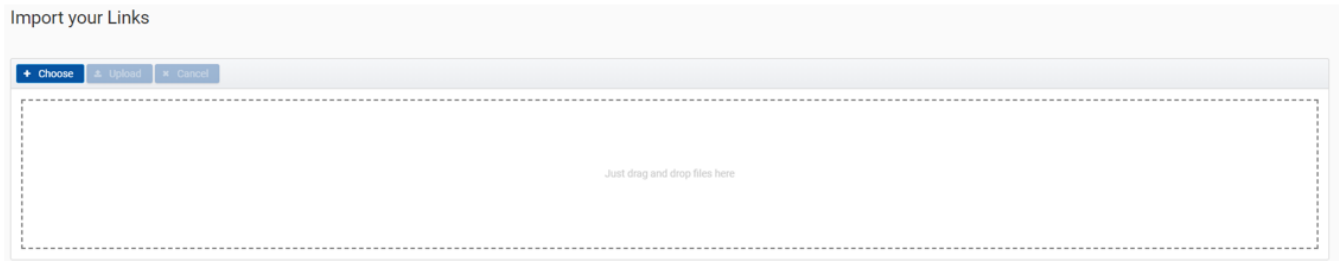


You **should never** edit any of the column's names, delete any of the columns or add new columns; **you should only** fill the required information. Please keep mind that those example files have information on the rows so you can better understand each of the field, you erase that and add your own link information receptively.

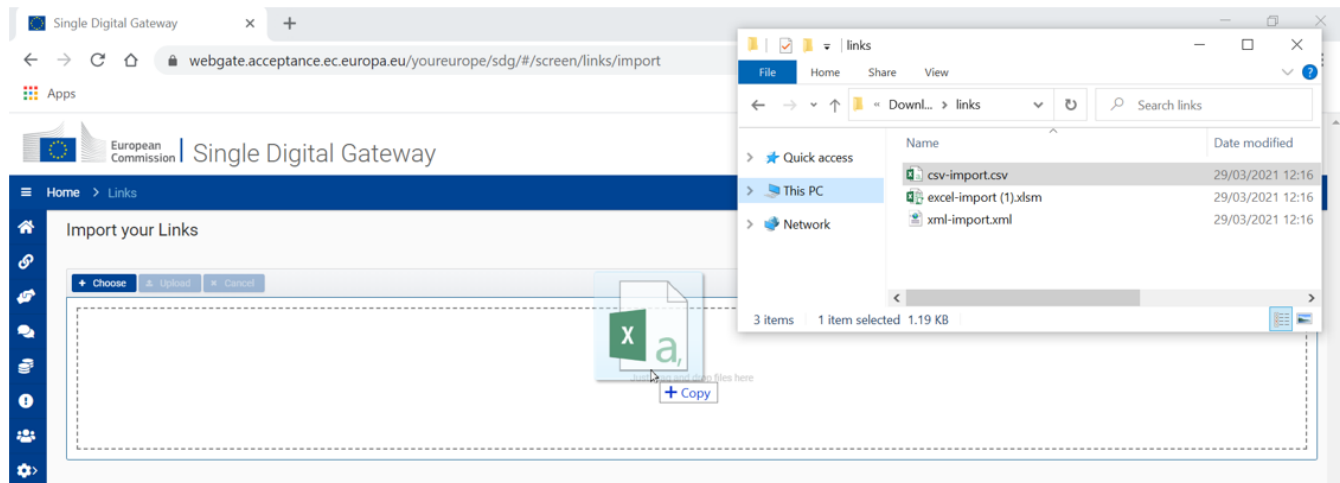
We highly encourage you to read this [article](#) to add more information on the procedure that we will describe bellow.



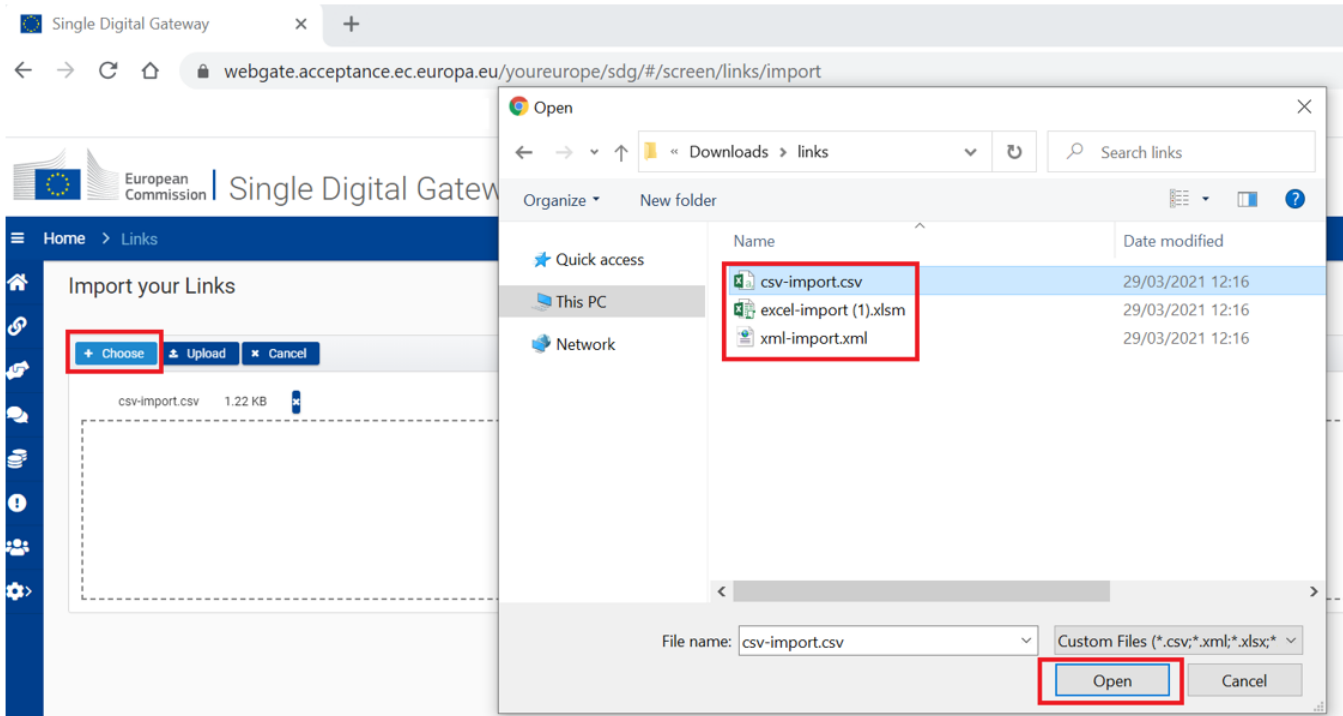
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



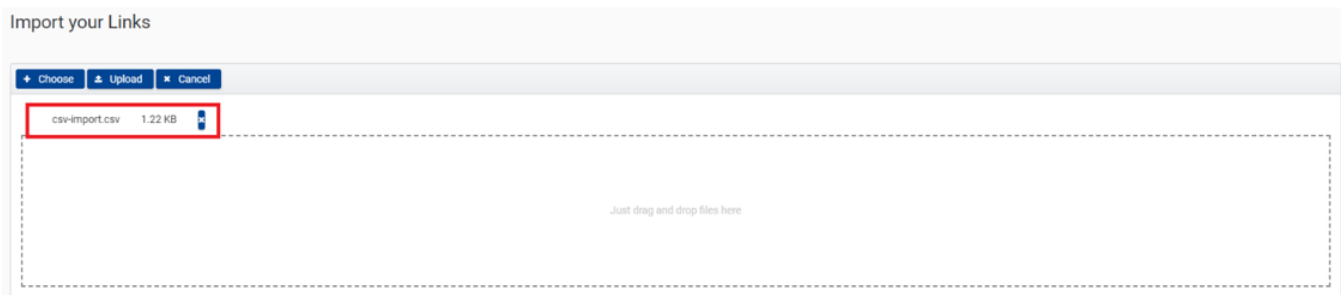
You can either **drag and drop** the file:



Or choose a file from the directory:



If the file is uploaded successfully, you will see it here:



You can upload more than one file in one go, and when you are finished, you should click on **Upload** to add the link or **Cancel**, to discard any changes.



If the file is uploaded successfully, you will see a success message in bottom right corner:



If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

Link Information	Link Metadata
Portugal	
Title :	militares e policiais
URL :	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais
Description :	militares e policiais
Type :	Information
Url Type :	Web page
National locations :	N/A
Categories :	moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;
Status :	Published
URL Status :	Active
Created By :	pt nsp sdg test
Last update :	10/05/2021

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What fields do I have in the .csv, .xlsx, .xlsm and .xml files and how do I fill them?

The files contain the following columns that will need to be completed so the links are added on SDG correctly:

	A	B	C	D	E	F	G	H	I	J	K	L
1	title	url	description	type	categories	language	url type	national	parent url	excluded paths	ignore params	delete
2	My main site	https://www.yourofficialsite.org/	My site description	Procedure; Information	J1;J11;B1	EN	Web folder					n
3	Page 1 of main site	https://www.yourofficialsite.org/whoarewe	My sub page description	Procedure	J1	EN	Web page		https://www.yourofficialsite.org/	https://www.yourofficialsite.org/news		n

Please note that the same rules apply for all the files, including the .xml.

title - The title you want to give to your website or web page you want to notify. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page you want to notify.

description - A short description you want to give to your website or web page you want to notify.

type - The type of information present in the content which can be (Information, Procedure or database). On the .xlsm file there is a dropdown to help you filling this field.

categories- The areas in [Annex I](#) or [II](#) that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above. If you download the .xlsm file it will also have a drop down that will allow you multiple selection from a list.

language - In case you are notifying a web page and its metadata this column will present the language of the web page. The .xlsm files contains a drop down list to help you fill this field, that is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL.

url type - This column will specify if the notified URL is a web folder or an individual web page. There is a dropdown in the .xlsm file with both options.

national code - Here you can specify NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL. You can find the lists below:



parent url - In this column you should specify the URL (web folder) where a notified web page and its metadata is located in case that URL (web folder) has been previously notified to the Repository of links. If you are notifying web folders or standalone pages that are not attached to any pre-notified web folder no value needs to be provided.

excluded paths - Here you can add for web folders that you want excluded from the search results for your notified urls. For example if you have notified <https://gov.eu> and you do not want pages from the folder *news* to appear in the search results you can add here <https://gov.eu/news/>. This field is optional.

ignore params - In order to help the crawler, in case you have inserted the metadata information directly into your HTML pages, you can add here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter **articleId** you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

delete - In this column you can mark the items that you want to be deleted from the links repository. **n** for **No** and **y** for **Yes**.

What is Metadata and how important that is?

In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

A screenshot of the 'Manage your Links' interface. The 'Link Metadata' tab is highlighted with a red box. The interface shows the following metadata for a link:

- Country: European Union
- Title: Test upload
- URL: https://en.wikipedia.org/wiki/European_Union
- Description: EU wiki page
- Type: Information
- Uri Type: Web page
- Categories: moving temporarily or permanently to another Member State ; purchasing and selling of immovable property, including any conditions and obligations related to taxation, ownership, or use of such property, including its use as a secondary residence ; requirements for residence cards for Union citizens and their family members, including family members who are not Union citizens ;
- Status: Published
- URL Status: Active
- Created By: COSTA DIAS Diana
- Last update: 29/03/2021

As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):

Metadata Link Information

Title: Court_of_Justice_of_the_European_Union

URL: https://en.wikipedia.org/wiki/European_Union#Court_of_Justice_of_the_European_Union

Description: Court_of_Justice_of_the_European_Union

Type: **Information**

National locations:

Notification Type: MANUAL

Categories: Citizens&€™ and family rights;

Web page language: en

[← Back](#)

However if you add a web folder, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information **Link Metadata**

Country: Portugal

Title: PT wikipedia page

URL: <https://en.wikipedia.org/wiki/Portugal>

Description: PT wikipedia page

Type: **Information**

Uri Type: **Web folder**

National locations: N/A

Should this URL be crawled?

Excluded paths: N/A

Ignore parameters: N/A

Categories: Citizens ;
Travel within the Union ;

Status: Published

URL Status: Active

Created By: COSTA DIAS Diana

Last update: 30/03/2021

[← Back](#)

Link Information **Link Metadata**

Search...

[Show advanced filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	

1/50

Metadata Link Information

Title: Presidency_of_the_Republic

URL: https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic

Description: Presidency_of_the_Republic

Type: Information

National locations:

Notification Type: MANUAL

Categories: Residence in another Member State;

Web page language: en

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

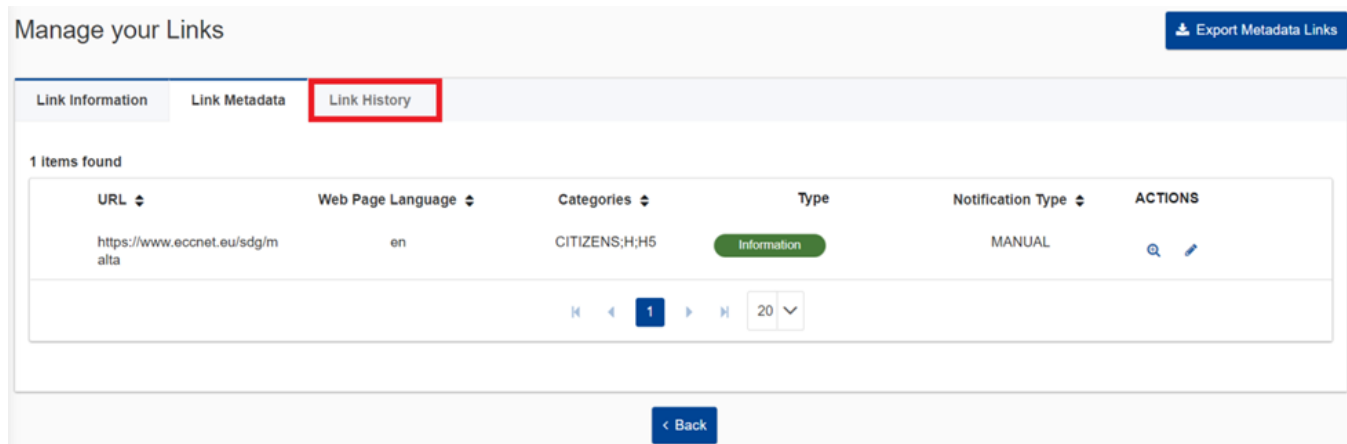
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

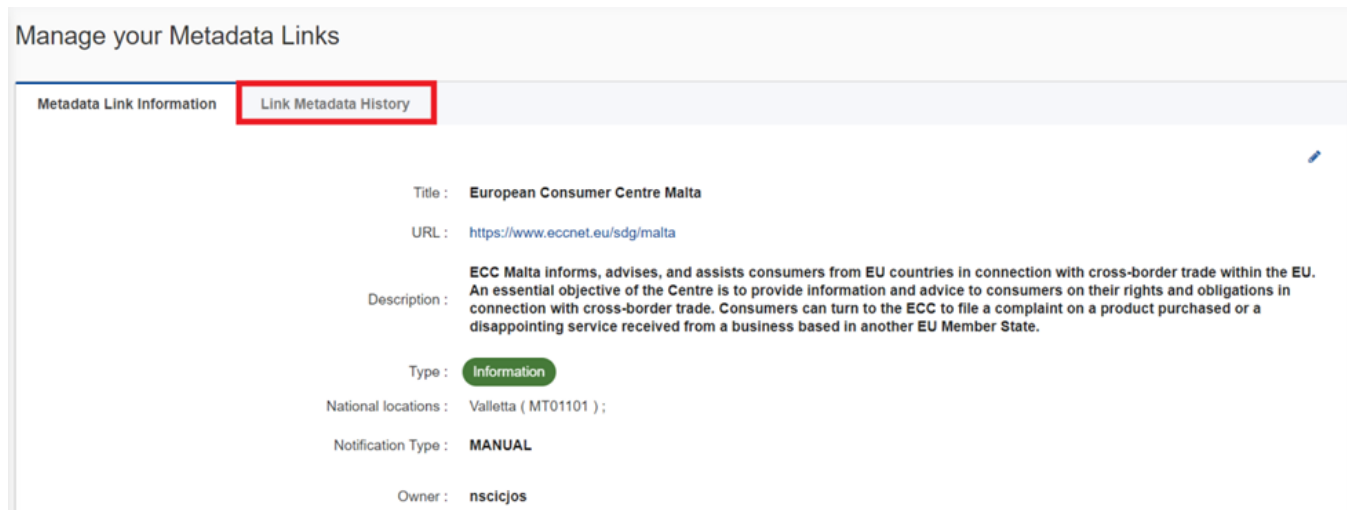
How to access Link History?

The **Links History** tab is available next to Link Metadata tab:



The screenshot shows the 'Manage your Links' interface. At the top right, there is a button labeled 'Export Metadata Links'. Below the header, there are three tabs: 'Link Information', 'Link Metadata', and 'Link History', with 'Link History' highlighted by a red box. The main content area shows '1 Items found' and a table with the following columns: URL, Web Page Language, Categories, Type, Notification Type, and ACTIONS. The table contains one row with the following data: URL: https://www.eccnet.eu/sdg/malta, Web Page Language: en, Categories: CITIZENS;H;H5, Type: Information (highlighted in green), Notification Type: MANUAL, and ACTIONS: search and edit icons. Below the table is a pagination control showing '1' of 20 items. At the bottom center, there is a '< Back' button.

While the **Link Metadata History** is right next to Metadata Link Information tab:



The screenshot shows the 'Manage your Metadata Links' interface. At the top, there are two tabs: 'Metadata Link Information' and 'Link Metadata History', with 'Link Metadata History' highlighted by a red box. The main content area displays the details of a metadata link record. The fields are: Title: European Consumer Centre Malta; URL: https://www.eccnet.eu/sdg/malta; Description: ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.; Type: Information (highlighted in green); National locations: Valletta (MT01101); Notification Type: MANUAL; Owner: nscicjos. There is a small edit icon in the top right corner.

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link**→ inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link**→ triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Links [Export Metadata Links](#)

Link Information | Link Metadata | **Link History**

URL	Title	Uri Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

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Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → where the link is regularly checked for updates.

Multiple details are visible for each historical link record: **URL**; **Title**; **Language Code**; **Content Type** (possible options: procedure, information); **Classification Information** (SDGR Annex I and II); **National Locations**; **Country**; **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Metadata Links

Metadata Link Information | **Link Metadata History**

URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Update User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11-15 11:09:46	root

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Links and Links Metadata History



Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The **Links History** tab is available next to Link Metadata tab:

Manage your Links

Export Metadata Links

Link Information	Link Metadata	Link History			
1 Items found					
URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://www.eccnet.eu/sdg/malta	en	CITIZENS;H;H5	Information	MANUAL	 
1 / 20					
Back					

While the **Link Metadata History** is right next to Metadata Link Information tab:

Metadata Link Information	Link Metadata History
<p>Title: European Consumer Centre Malta</p> <p>URL: https://www.eccnet.eu/sdg/malta</p> <p>Description: ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.</p> <p>Type: Information</p> <p>National locations: Valletta (MT01101);</p> <p>Notification Type: MANUAL</p> <p>Owner: nscicjos</p>	

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Links [Export Metadata Links](#)

Link Information Link Metadata **Link History**

URL	Title	Url Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

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Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → where the link is regularly checked for updates.

Multiple details are visible for each historical link record: **URL**; **Title**; **Language Code**; **Content Type** (possible options: procedure, information); **Classification Information** (SDGR Annex I and II); **National Locations**; **Country**; **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Metadata Links

Metadata Link Information **Link Metadata History**

URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Update User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11-15 11:09:46	root

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Assistance Services

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- [How to Remove the Assistance Service?](#)
- [How to Deactivate the Assistance service?](#)
- [Alerts & Notifications](#)

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. The National Service Providers can view the entire list of all the assistance services available in all member states.

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	🔍 ✎
Your Europe Advice	EU	2022-04-25 10:49:16	Published	🔍 ✎
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	🔍 ✎ 🗑
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	🔍 ✎
SOLVIT	EU	2021-11-08 09:26:26	Published	🔍 ✎
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	🔍 ✎ 🗑
Europe Direct	EU	2021-05-07 14:24:09	Draft	🔍 ✎ 🗑
Europe Direct	EU	2020-09-23 14:37:07	Draft	🔍 ✎ 🗑

How to navigate on Assistance services module?

As National Service Provider you are able to view the entire list of all the assistance services available at your country level in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** by other members.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **Type of service**; **Member state**; **Last update**; **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of items, you can not sort by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[today date]

Home > Assistance services

Assistance services

+ Add service

Status: Filter by status...
 Audience: Filter by audience...
 Level of provision: EU
 Service ID: Filter by service ID...
 EU service: Filter by EU services...
 Competent authority name: Filter by competent authority...
 Type of service: Filter by types...
 Clear filters

Hide filters

9 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	🔍 ✎
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	🔍 ✎
Your Europe Advice	EU	2022-04-25 10:49:16	Published	🔍 ✎
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	🔍 ✎ 🗑
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	🔍 ✎
SOLVIT	EU	2021-11-08 09:26:26	Published	🔍 ✎
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	🔍 ✎ 🗑
Europe Direct	EU	2021-05-07 14:24:09	Draft	🔍 ✎ 🗑
Europe Direct	EU	2020-09-23 14:37:07	Draft	🔍 ✎ 🗑

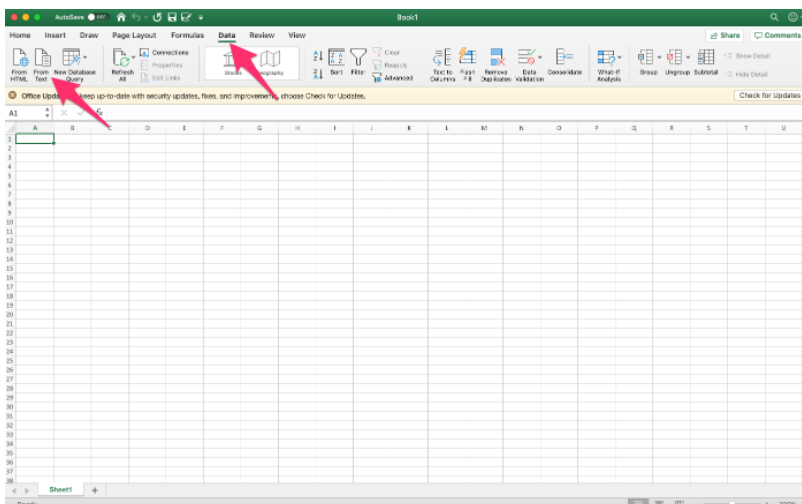
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

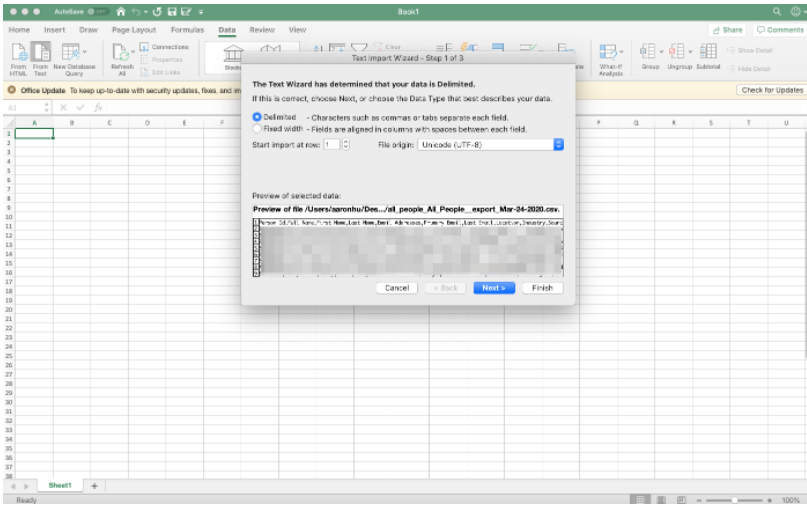
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

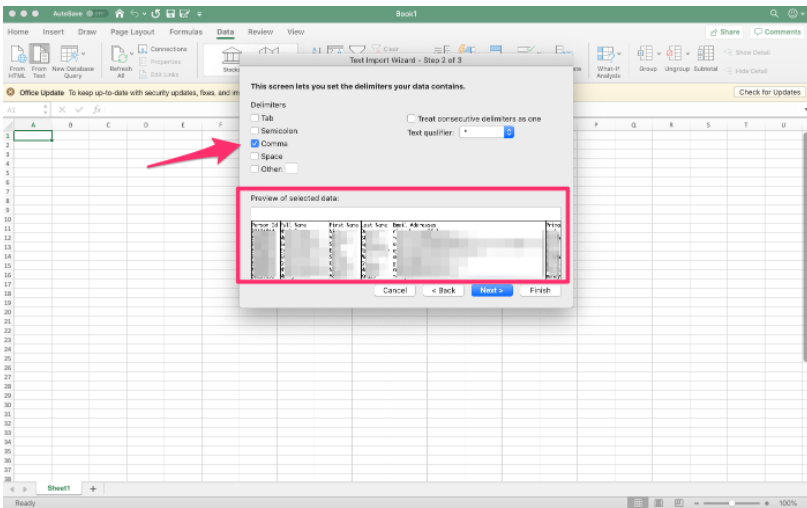
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Assistance services + Add service

Status

Level of provision

EU service

Type of service

Audience

Service ID

Competent authority name

Clear filters

[Hide filters](#)

9 items found [Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

You can also hide the filters by pressing "Hide filters"

Assistance services

🔍 Search

[Show filters](#) ▾ Filters applied

Status

|

Draft

Published

[Hide filters](#)

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

You can also clear all previously added filters using the button **Clear filters**:

Clear filters

How to add an Assistance service?

The National Service provider is required to fill the necessary details about the assistance services like Location, Type of service and contact details. The services can be either saved in Draft mode or can be Published.

Click on Add service button

Assistance services

[+ Add service](#)

Status:

Level of provision:

EU service:

Type of service:

Audience:

Service ID:

Competent authority name:

[Clear filters](#)

[Hide filters](#)

9 items found [Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

Fill in all the details

European Commission | Single Digital Gateway

Welcome Ro Ro
National Service Provider (RO)

Home > Assistance services > Add

Add service

LOCATION

Level of provision: National

Member state:

Member state code: RO

ASSISTANCE SERVICE

Type of service:

Additional information:

CONTACT DETAILS

Competent authority name:

Additional information:

URL:

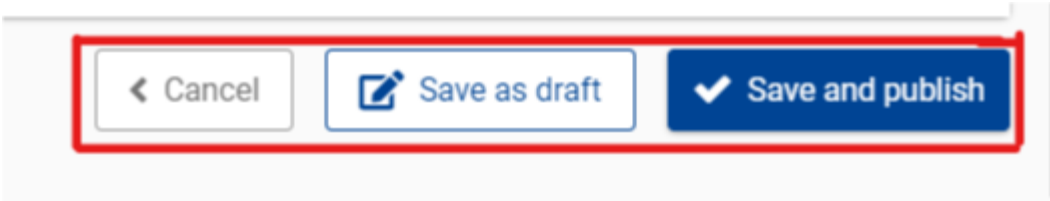
Website language:

Email:

Phone:

[+ Add another contact](#)

[Cancel](#) [Save as draft](#) [Save and publish](#)



You can add as many contacts for the same service as needed.

If a service, for same region, has multiples contacts they should be added under the same entry, instead of creating multiple entries for the same service.

To do so, you should click on **+ Add another contact**, this button will be available when you are adding a new service or editing an existing one.

Edit service

Status **Published**
ID 65333f7d-c6b2-47b9-912a-6fe7627c131c

LOCATION

Level of provision * EU
EU service * Employment, Social Affairs and Inclusion

ASSISTANCE SERVICE

Type of service * Product Contact Points For Construction
Service description The Construction Product Contact Point provides information on rules and regulations applying to construction products produced and marketed in a given country.
Additional information
Audience **Business**
Subject matter related to Business **Rules for construction products**

CONTACT DETAILS + Add another contact

< Cancel Save and publish

Then you just need to add the mandatory details.

CONTACT DETAILS + Add another contact

Competent authority name * Contact 1
Additional information * Contact 1
URL https://www.contact2.eu
Website language * English
Click to select languages...
Email
Phone ✖

Competent authority name * Contact 2
Additional information * Contact 2
URL https://www.contact2.eu
Website language * Click to select languages...
Email
Phone ✖

< Cancel Save and publish

And **Save and Publish**.

How to edit a Published Service?














The National Service provider can edit the published Assistance service by clicking on the Edit button from Actions. The National service provider can only edit the Assistance services which are published by them.

Assistance services + Add service

Status: Filter by status... Level of provision: EU EU service: Filter by EU services... Type of service: Filter by types... Audience: Filter by audience... Service ID: Filter by service ID... Competent authority name: Filter by competent authority... Clear filters

[Hide filters](#)

9 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	<input checked="" type="checkbox"/> 
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	<input type="checkbox"/> 
Your Europe Advice	EU	2022-04-25 10:49:16	Published	<input type="checkbox"/> 
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	<input type="checkbox"/>  
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	<input type="checkbox"/> 
SOLVIT	EU	2021-11-08 09:26:26	Published	<input type="checkbox"/> 
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	<input type="checkbox"/>  
Europe Direct	EU	2021-05-07 14:24:09	Draft	<input type="checkbox"/>  
Europe Direct	EU	2020-09-23 14:37:07	Draft	<input type="checkbox"/>  



How to Remove the Assistance Service?

The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. The National Service provider can only remove the Assistance service which are saved in draft by them.

Assistance services

[+ Add service](#)

Status Filter by status...	Level of provision EU	EU service Filter by EU services...	Type of service Filter by types...
Audience Filter by audience...	Service ID Filter by service ID...	Competent authority name Filter by competent authority...	Clear filters

[Hide filters](#)

9 items found

[Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	
Your Europe Advice	EU	2022-04-25 10:49:16	Published	
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	
SOLVIT	EU	2021-11-08 09:26:26	Published	
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	
Europe Direct	EU	2021-05-07 14:24:09	Draft	
Europe Direct	EU	2020-09-23 14:37:07	Draft	

How to Deactivate the Assistance service?

The National Service provider can only deactivate the Assistance services of their own Member state.

Assistance services

[+ Add service](#)

Status 	Level of provision National	Member state Filter by member states... Romania	Type of service Filter by types...
Published	Service ID Filter by service ID...	Competent authority name Filter by competent authority...	Clear filters

[Hide filters](#)

12 items found

[Export to CSV](#)

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
European Consumer Centres	Romania	2022-10-19 15:28:28	Published	
Points Of Single Contact	Romania	2022-10-19 15:28:28	Published	
SOLVIT	Romania	2022-10-19 15:28:28	Published	
Online Dispute Resolution	Romania	2022-10-19 15:28:28	Published	
Intellectual Property Rights (IPR) Helpdesk	Romania	2022-10-19 15:28:28	Published	
Product Contact Points	Romania	2022-10-19 15:28:28	Published	
National Assistance Centres For Professional Qualifications	Romania	2022-10-19 15:28:28	Published	
European Network Of Employment Services	Romania	2022-10-19 15:28:28	Published	



Alerts & Notifications

- As soon as the assistance service is successfully created, a notification is sent and assistance service is added for the country of the user. The national coordinator does not receive an email notification if he added himself the assistance service.
- The national service providers are only notified for the assistance services they are assigned to
 - The National Service provider are notified when another user make changes in their Published Assistance services.
 - The National Service provider are notified if the deletion of an assistance service is done for their assigned services
 - The National Service provider are notified if the deactivation of an assistance service is done for their assigned services

Translations

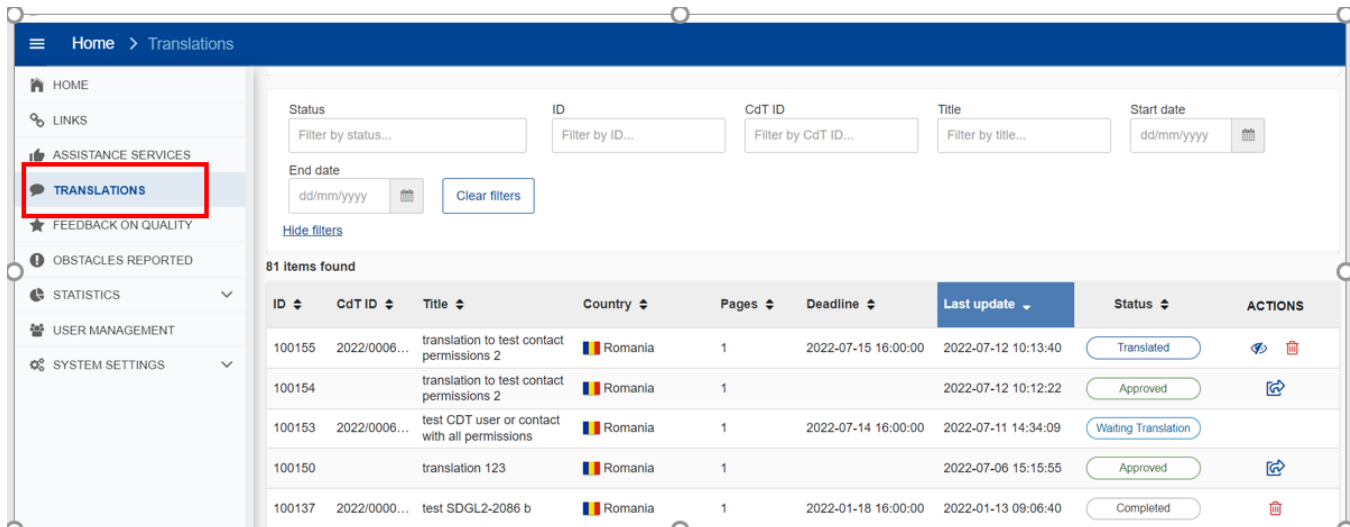
- [Translations](#)
 - [Introduction](#)
 - [How to access the Translations module?](#)
 - [How to navigate on Translations module?](#)
 - [Filters](#)
 - [How to request Translation?](#)
 - [Fill in all the required details](#)
 - [Translation Request Process Flow](#)
 - [Translation Status Flow](#)
 - [Translation Status](#)

Introduction

In the Translation requests module in the SDG depending on the user role and rights users will be able to upload translation requests related to web text as foreseen in the SDG Regulation and visualize the list of those requests, and through an approval flow, they either can approve the request and send it to the Translation Centre or reject it.

How to access the Translations module?

Access SDG and click on the option Translation on the left side menu.



As National service provider when accessing the Translation module you will land on a list view where you will be able to see all your own translations requests and make new requests.

How to navigate on Translations module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

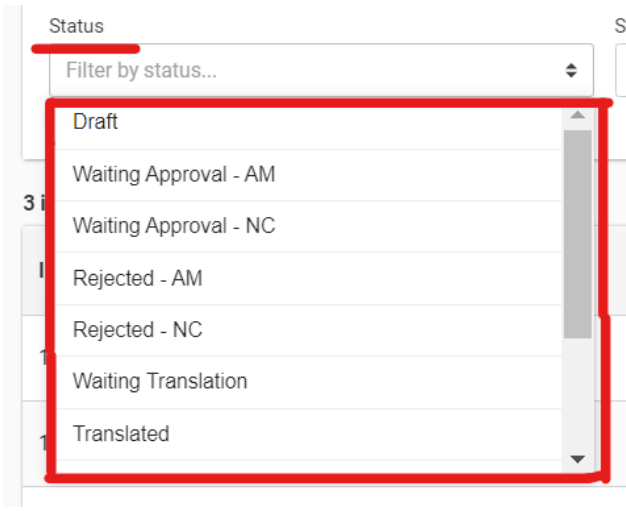
Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, **ID**; **CDT ID**; **Title**; **Country**; **Pages** (total number of pages count) ; **Deadline** (deadline for the translation of a request from CDT); **Last update** (by default all items are sorted by this field); **Status**; **Actions** (this refers to all actions your user has permissions to do on each items, you can not sort by this field).

ID	CdT ID	Title	Country	Pages	Cost	Deadline	Last update	Status	ACTIONS
100893	2022/004306	2022/004046 missing text	Lithuania	5	545 EUR	2022-08-16 16:00:00	2022-08-05 12:58:54	Waiting Translation	[Refresh] [Delete]
100887	2022/004046	Vedybų sutarčių registro objektų registravimas	Lithuania	4	391,50 EUR	2022-08-01 16:00:00	2022-08-04 15:18:38	Completed	[Refresh]
100888	2022/004124	Užsienio kvalifikacijų, susijusių su aukštoju mokslu, akademinis pripažinimas	Lithuania	3	304,50 EUR	2022-08-02 16:00:00	2022-08-02 16:42:27	Completed	[Refresh]
100892	2022/004256	698901-N1	Greece	7	759 EUR	2022-08-10 16:00:00	2022-08-02 12:38:31	Waiting Translation	[Refresh] [Delete]

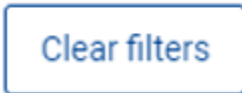
Filters

You can use **filters** to filter by **Status**, **Country**, **ID**, **CDT ID**, **Title**, **Start Date** and **End Date** and check the status of the translation request.

Filter section showing fields for Status, Country, ID, CdT ID, Title, Start date, and End date, along with a 'Clear filters' button and a 'Hide filters' link.

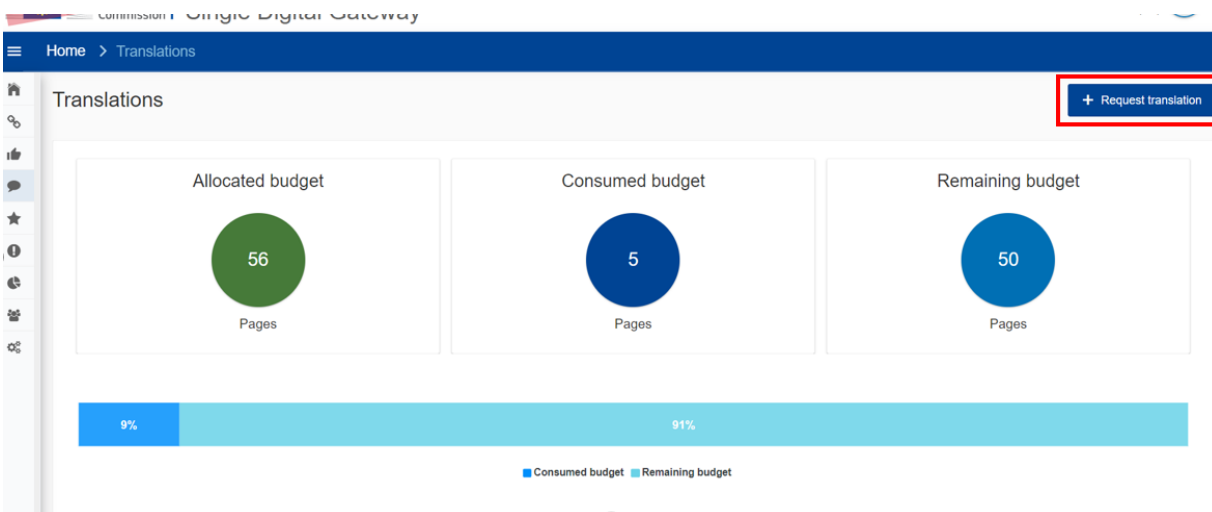


You can also clear all previously added filters using the button “Clear filters”:



How to request Translation?

Send request for Translation - The National service provider can raise a request for translation.



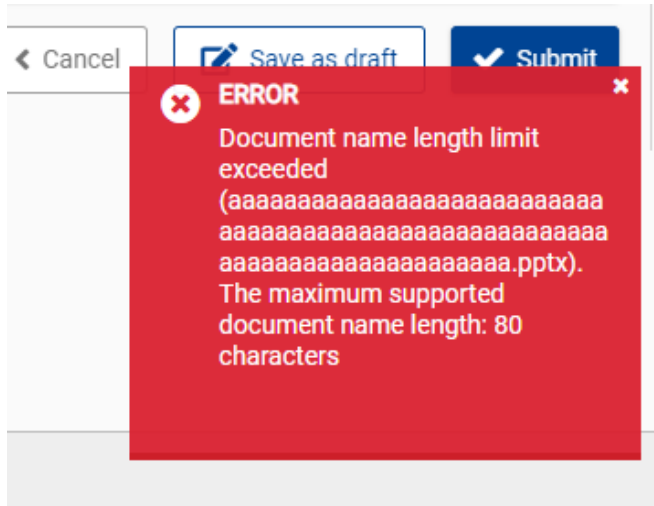
The **file types** which are **accepted** for **translations** are as follows:-

- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML
- XML
- Unformatted text (.properties, .txt)

Please mind that the **file format** of the translation will be the same as the file you have attached to the request, so if you send a request in **HTML** you will receive a translated file in **HTML**, if you send a **docx** file you will receive a translated file in **docx**, and so on.

CdT system does not support file names which are longer than 80 characters, so the **file name can only contain up to 80 characters (including the file extension e.g. .docx)**.

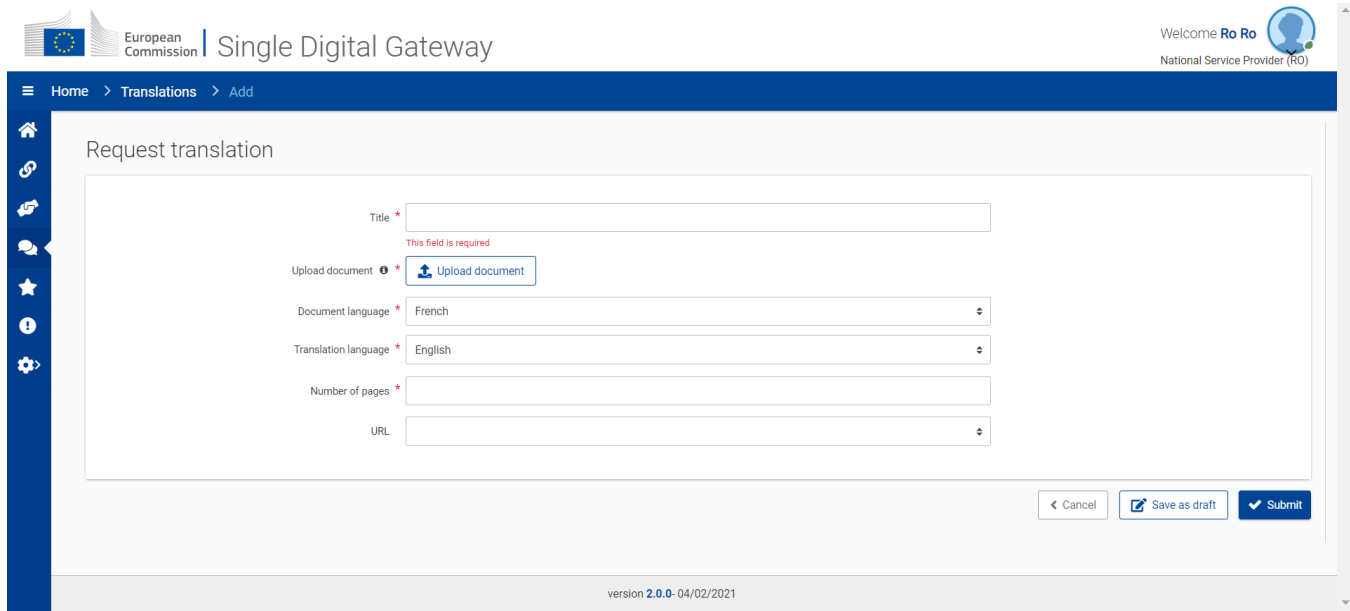
If you try to upload a file that has a bigger title then 80 characters you will receive an error.



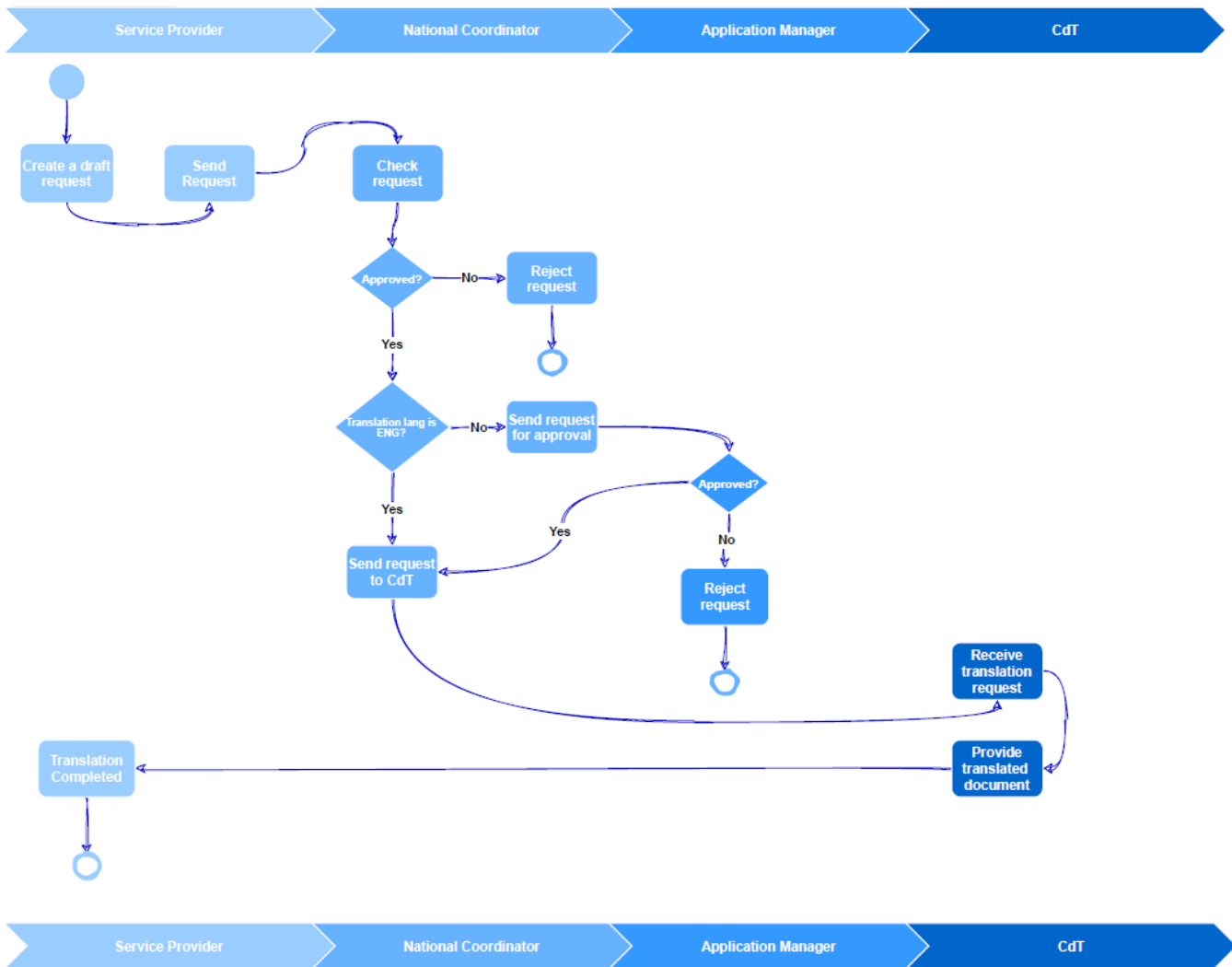
Fill in all the required details

When you click on the **Request Translation** button, you need to fill the following details

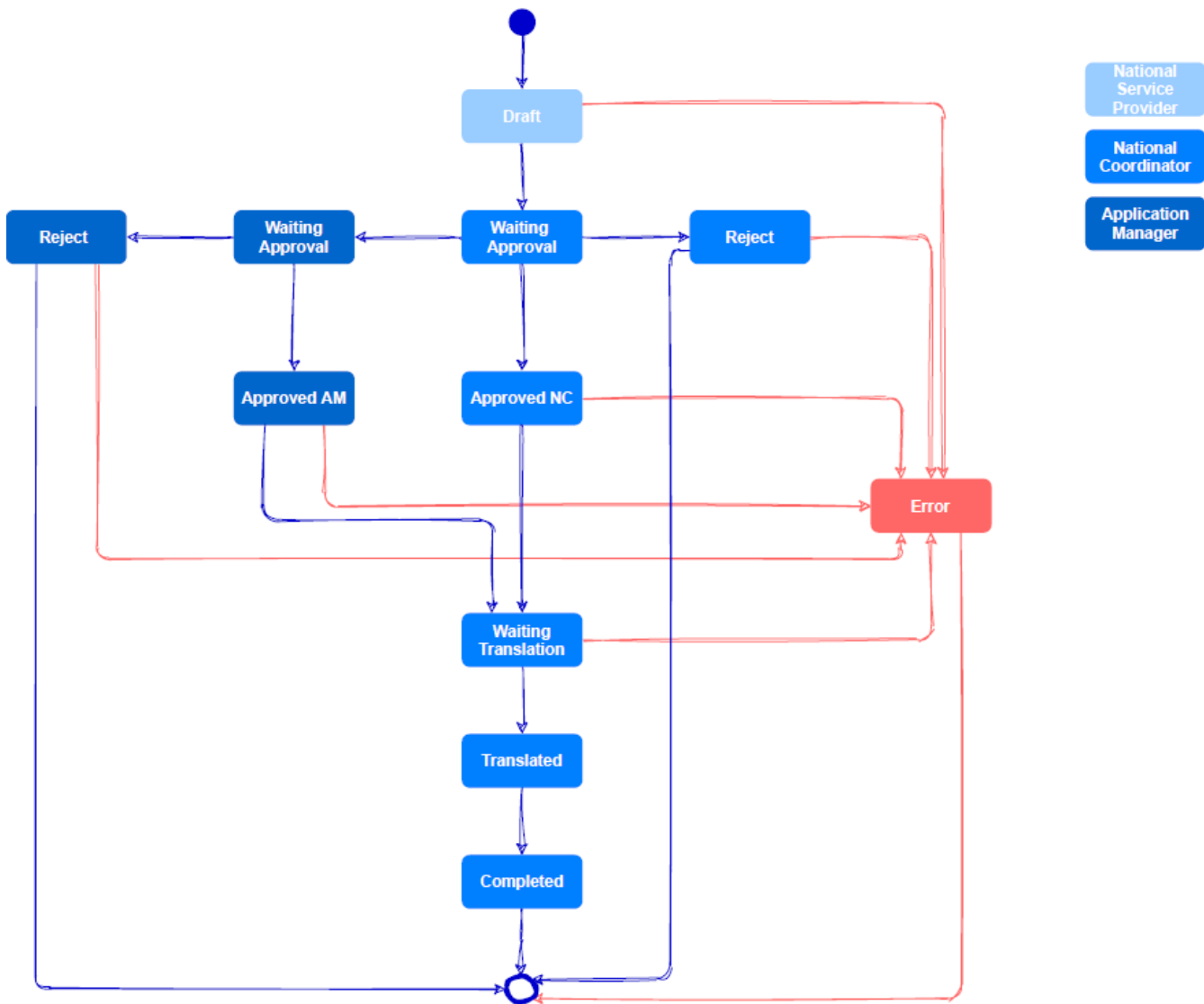
- **Title** - The translation title
- **Upload Document** - The document which needs to be translated should be uploaded, please mind that the output format will be the same as the input (CdT system as it does not support file names which are longer than 80 characters, so the **file name can only contain up to 80 characters**)
- **Document Language** - The language of the document which needs to be translated
- **Translation Language** - The language of the document in which translation is required
- **Number of pages** - Total no. of pages in the uploaded document
- **URL** - The URL of the document



Translation Request Process Flow



Translation Status Flow



Translation Status

The status of the request can be seen on the dashboard. The various status details can be understood below:-

- **Draft** (Draft) - When the request is saved with or without all the fields filled. The status is shown as Draft.
- **Waiting_Approval_AM** (Waiting Approval)- When the request is approved for translation and is waiting for approval from Application Manager. The requests which are required to be translated in language other than English will go for approval to Application Manager.
- **Reject_AM** (Reject)- When the request is rejected by the Application Manager.
- **Sent_Processing** (Waiting Translation) - When the request is sent for translation to CDT and is waiting to be processed.
- **Translated** - When the translated document is received and the translation is completed by CDT
- **Approved_AM** (Approved) - When the request is approved by the Application Manager.
- **Invalid/Error** (Error) - When there is an error in the translation.
- **Closed** (Completed) - The service provider national coordinator can close the translation request which are processed.

Feedback on quality

- Feedback on quality
 - Introduction
 - How to access the feedback on quality?
 - How to navigate on Feedback on quality module?
 - Filters
 - Actions
 - How to translate the text comments?

Introduction

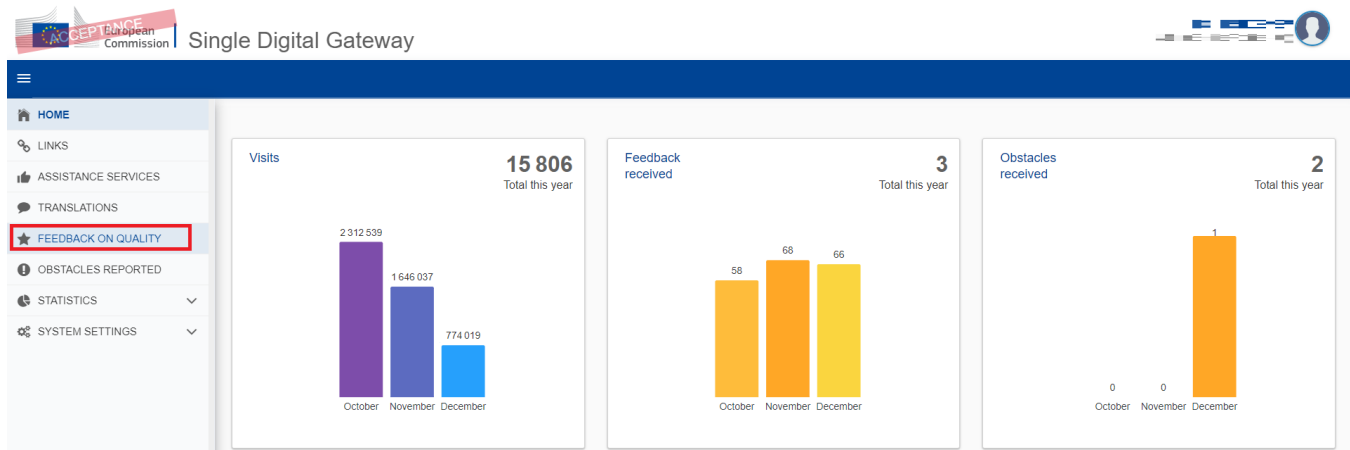
The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.

The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office.

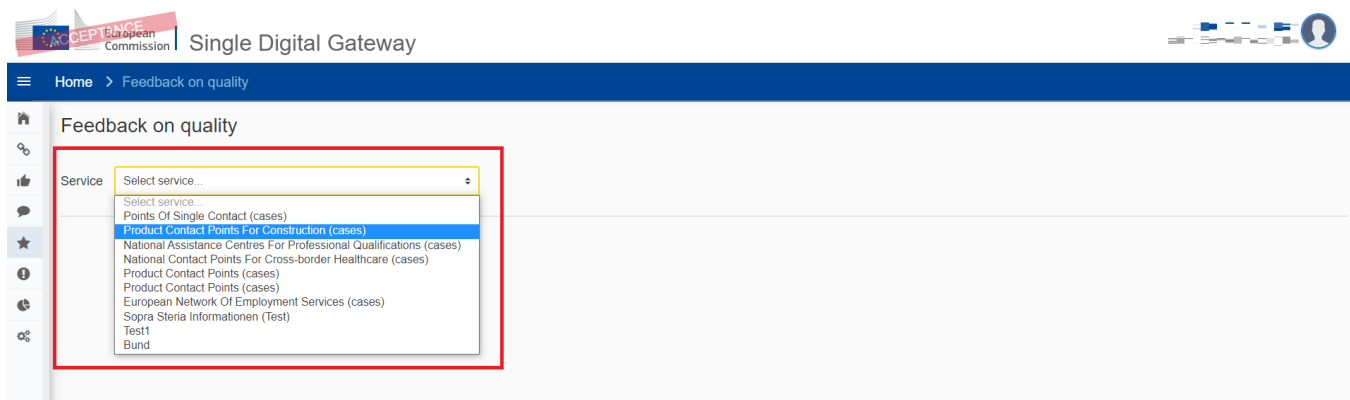
On this module you will be able to consult that same feedback collected showed in a form of list and manage their status.

How to access the feedback on quality?

Access SGD and click on Feedback on Quality.



When accessing the feedback follow-up module, the landing page shows an option to select the service you want to see feedback.



You will be able to select between the services assigned to your user as National Service Provider.

After selecting a service, a list of all collected feedback for the selected service will be displayed.

In the case of Assistance Services you will also be able to differentiate between feedback given to cases or webpages (info), in the case of Information Services or Procedures the name of the url will be displayed.

How to navigate on Feedback on quality module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

The screenshot shows the 'Feedback on quality' module interface. At the top, there is a navigation bar with 'Home > Feedback on quality'. Below this, the service is identified as 'Points Of Single Contact (cases)' for 'Germany, * National coverage / competence (DE)'. The average rating is displayed as 4.5/5. There are filter boxes for Status, Rating, Info found, Start date, and End date. A table shows 2 items found, with columns for Rating, Info found, Creation date, Status, and ACTIONS. The first two items have a 5-star rating and a creation date of 2021-10-05 12:47:04. The first item is 'In Progress' and the second is 'Closed'. A red box highlights the pagination controls at the bottom of the table, showing the current page is 1 of 10.

And you will have the **Average rating** displayed for the correspondent service and location.

This is a close-up screenshot of the 'Feedback on quality' module interface. The service is 'Points Of Single Contact (cases)' for 'Germany, * National coverage / competence (DE)'. The average rating is prominently displayed as 4.5/5. A red box highlights the average rating and the location information.

Single Digital Gateway

Home > Feedback on quality

Service: Points Of Single Contact (cases) Germany: * National coverage / competence (DE)

Average rating: ★ 4.5 / 5

Filters: Status, Rating, Info found, Start date, End date

Rating	Info found	Creation date	Status	ACTIONS
★★★★★		2021-10-05 12:47:04	In Progress	⋮
★★★★★		2021-10-05 12:47:04	Closed	⋮

On this list view there are a number of details visible per feedback, **Location**: Member State / EU (and Region when applicable); **Rating** (you can also sort the results by Rating); **URL** (when applicable) **Info found** (you can also sort the results by Info found); **Creation date** (by default feedback is sorted by this field, newest on top, you can change this sorting if needed); **Status** (you can sort the results by Status) and an **Actions** (where you can update the status of each feedback item).

Feedback on quality

Service: Points Of Single Contact (cases) Germany: * National coverage / competence (DE)

Average rating: ★ 4.5 / 5

Filters: Status, Rating, Info found, Start date, End date

Rating	Info found	Creation date	Status	ACTIONS
★★★★★		2021-10-05 12:47:04	In Progress	⋮
★★★★★		2021-10-05 12:47:04	Closed	⋮

You can also click on the individual items to check their details.

1 items found

Rating	Info found	Creation date	Status	ACTIONS
★★★★☆		2022-04-15 14:29:52	Open	⋮

Expanded details for item 2022-04-15 14:29:52:

EN Dummy testing for Acceptance Translate

Filters

You can search Feedback on quality entries by using the filters: **Status**, **Rating**, **Info found**, **Start date**, **Start date**, **End date** and **URL**

Average rating
★ 4.5 / 5

Status
Filter by status...

Rating
Filter by rating...

Info found
Filter by info found...

Start date
17/08/2021

End date
17/08/2022

Clear filters

Hide filters

You can hide the filters by pressing the button "Hide filters":

Average rating
★ 4.5 / 5

Show filters Filters applied

If you want to see again the filters again you press "Show filters"

You can also clear all previously added filters using the button "Clear filters":

Clear filters

Actions

As a National Service Provider you are able to manage the status of each feedback received as you need.

By default any new feedback will appear as **Open**.

Average rating
★ 4.5 / 5

Status
Filter by status...

Rating
Filter by rating...

Info found
Filter by info found...

Start date
17/08/2021

End date
17/08/2022

Clear filters

Hide filters

2 items found

Rating	Info found	Creation date	Status	ACTIONS
★★★★★		2021-10-05 12:47:04	In Progress	⋮
★★★★★		2021-10-05 12:47:04	Closed	⋮

10

In the column **Actions**, you can change the Status from **Open** to **In Progress**, **Close** and **Not relevant**, and from each of this status you can **Reopen** to change the status to **Open** again or to any other status.

2 items found

Rating	Info found	Creation date	Status
★★★★★		2021-02-01 12:00:00	Open
★★★★★		2021-02-01 12:00:00	Closed

1 10

- Reopen
- In progress
- Not relevant

How to translate the text comments?

You can translate any comment added to the individual feedback.

For that you first need to expand the feedback.

1 items found

Rating	Info found	Creation date	Status	ACTIONS
★★★★☆		2022-04-15 14:29:52	Open	

1 10

▼ ★★★★★ Dummy testing for Acceptance EN Translate

You can now click on the **Translate** button.

▼ ★★★★★ Dummy testing for Acceptance EN Translate

Which will open a pop-window.

Translate

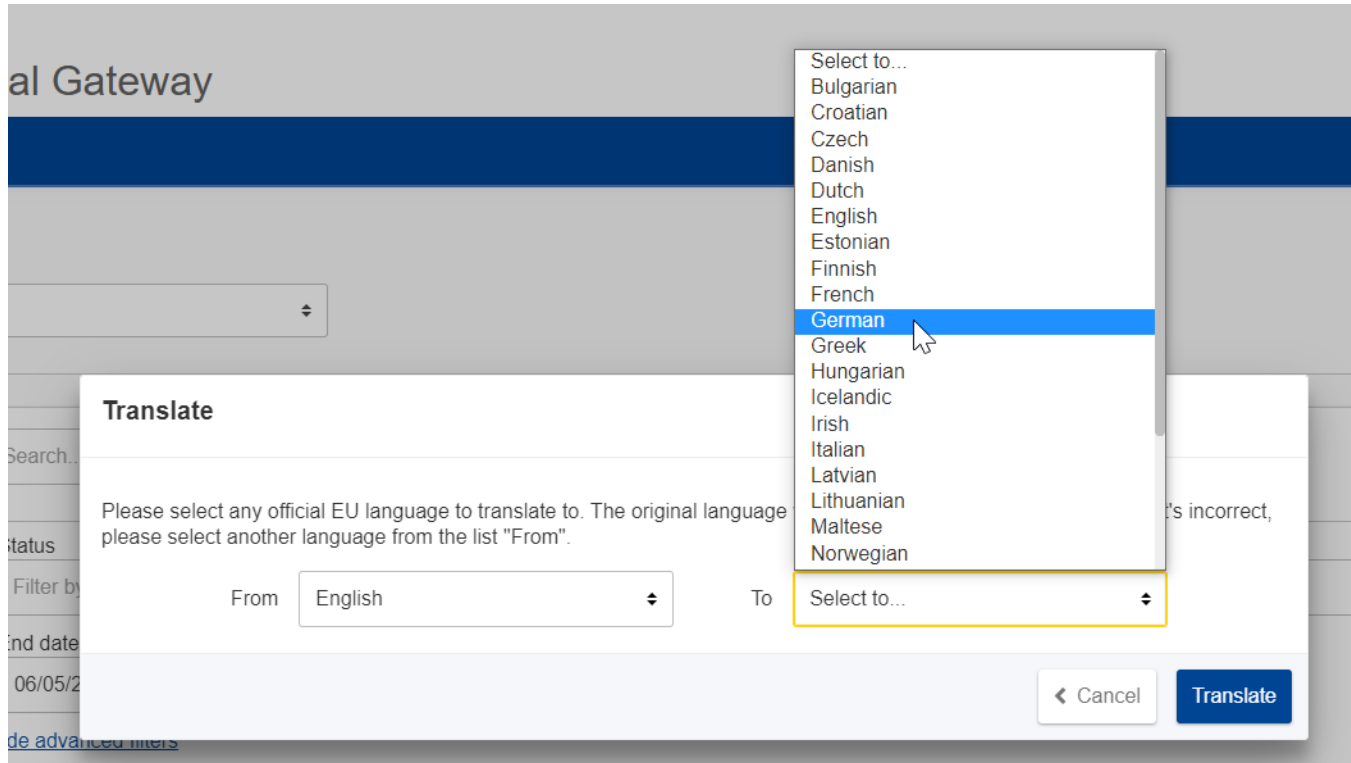
Please select any official EU language to translate to. The original language was automatically identified. If you think it's incorrect, please select another language from the list "From".

From English To Select to...

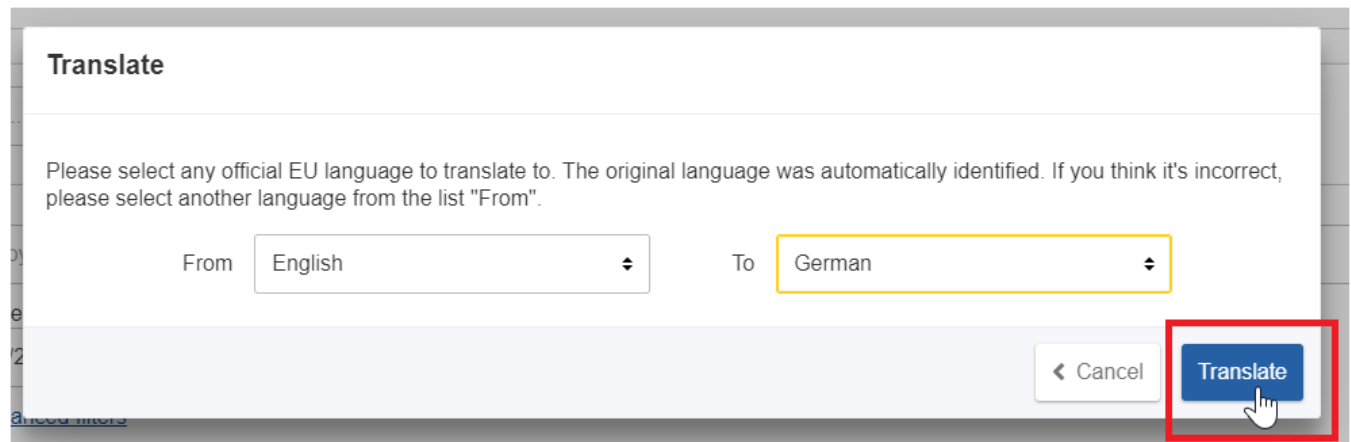
Cancel Translate

Normally you will see the original language already identified, however if the system is not able to correctly identify it you can add /correct that information.

You can now select the language to which you want to translate to by selecting from the drop-down list.



Finally click on **Translate**.



It might take a few seconds to translate, but once is done you should be able to view both the original text and the translated to your selected language.

1 items found

Rating	Info found	Creation date	Status	ACTIONS
★★★★☆		2022-04-15 14:29:52	Open	⋮
EN	Dummy testing for Acceptance			Translate
DE	Dummy-Tests für Akzeptanz			

1 10

Obstacles reported

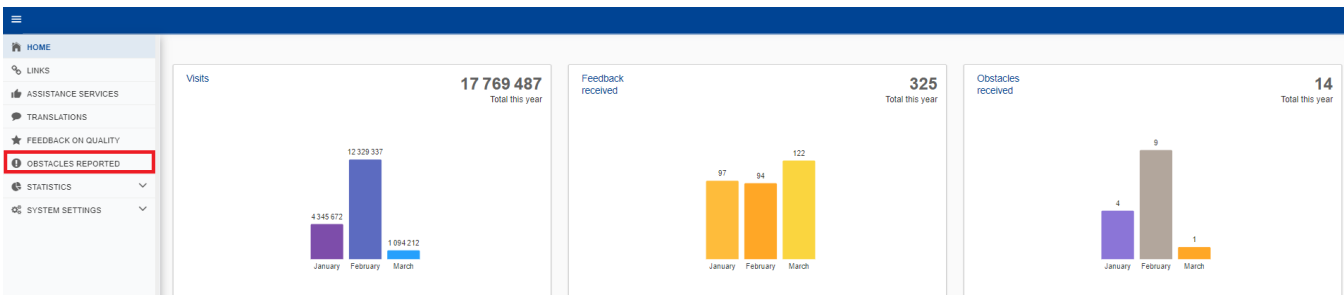
- [Obstacles reported](#)
 - [Introduction](#)
 - [How to access the obstacles reported module?](#)
 - [How to navigate on obstacles reported module?](#)
 - [Filters](#)
 - [How to manage the Status of an Obstacle?](#)
 - [How to translate the free text of an Obstacle?](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights through the **Feedback on Obstacles** tool, in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

2 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	

Navigation: 1 10

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

2 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	

Navigation: 1 10

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: **Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation date, Status and Actions.**

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

2 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	

Navigation: 1 10

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

Obstacles reported

Search...

[Show advanced filters](#)

5 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open	Open Translate
Belgium	Belgium	Travel	Identity card, visa, passport	Discriminatory rules	2022-01-19 15:46:38	Open	Open
Spain	Belgium	Travel	Online purchases, travel arrangements and rights of travellers (plane, train, ship, bus)		2021-06-18 12:43:21	Closed	Closed
Belgium	Belgium	Travel	Identity card, visa, passport		2021-05-05 10:59:50	In Progress	In Progress
Belgium	Belgium	Travel	Assistance in case of reduced mobility		2021-04-09 15:41:34	Closed	Closed

Filters

You can find the information filtering by **Category, Status, Problem area(s), Start Date and End Date.**

Obstacles reported

Status Filter by status... **Category** Filter by categories... **Problem areas** Filter by problem areas... **Start date** dd/mm/yyyy **End date** dd/mm/yyyy

[Clear filters](#) [Hide filters](#)

2 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	Open
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	Open

You can press "Hide filters" so you can hide the showed filters above:

Obstacles reported

[Show filters](#)

2 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	Open
Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	Open

If you want to have back the filters, you can press "Show filters"

You clear all previously added filters using the button **Clear filters**:



How to manage the Status of an Obstacle?

You can change the status of an obstacles using the **Actions** available to your user.

2 items found

Country of origin	Obstacle in	Category	Sub-category	Problem area(s)	Creation date	Status	ACTIONS
Belgium	Spain	Employees	Other		2021-04-21 17:03:26	Open	Open In progress Close Not relevant
Belgium	Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Open	

user free text is added here

1 10

The following statuses are available for each obstacle:

- Open**
- In progress**
- Closed**
- Not relevant**

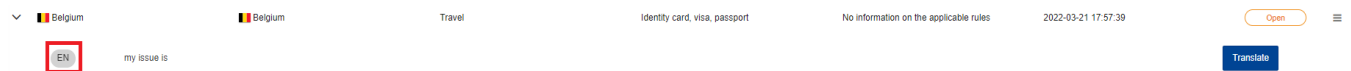
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status **Close**, you can re-open and it will go update to **Open** status again.

How to translate the free text of an Obstacle?

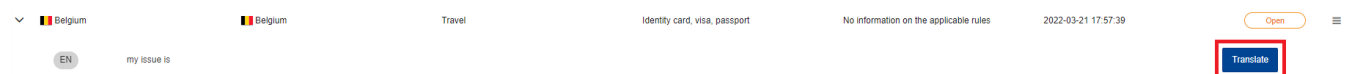
You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.

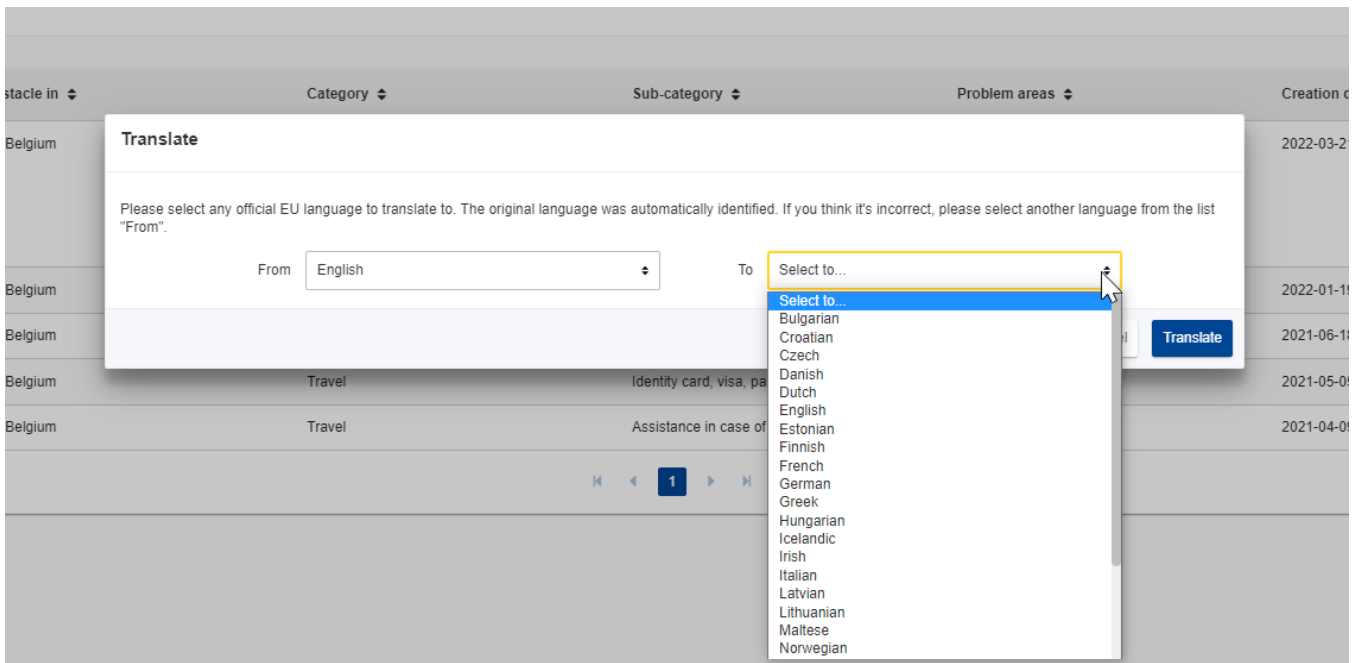


In case the original language is not identified or wrongly identified you can also select the original language.

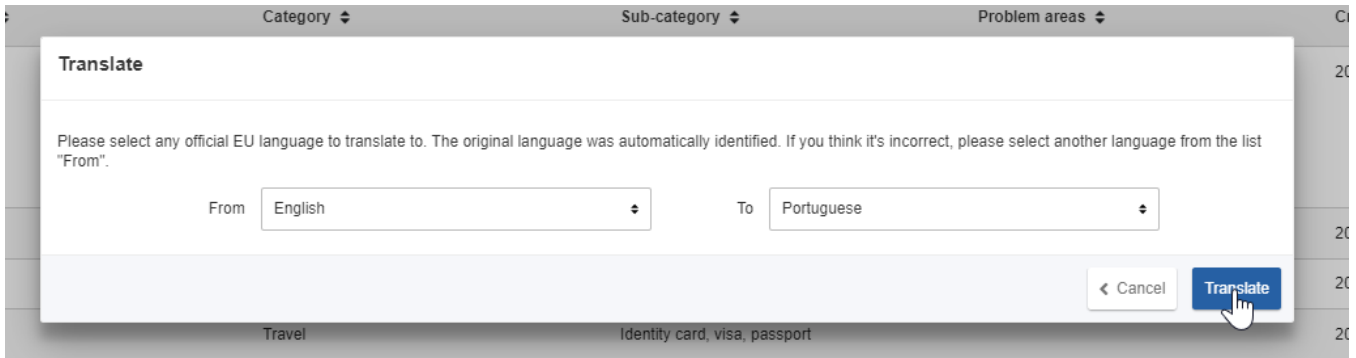
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



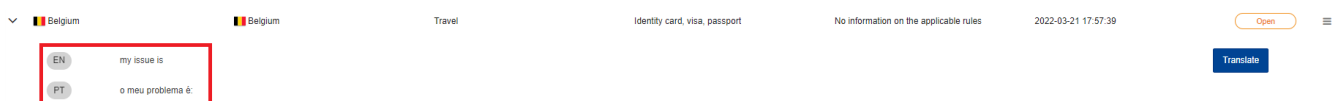
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



After selecting the language you should click on **Translate**, and the text will be translated.



Once the translation is processed you will be able to see the original text and the translated text.



If you go to other page inside SDG and come back to the obstacles the translated text will remain there, but if you log out or refresh the page you will need to translate it again.

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

Obstacles reported

Status Category Problem areas Start date End date

[Hide filters](#)

2 items found

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Germany	Residence in another Member State	Moving to another country	Discriminatory rules	2022-06-09 09:20:59	Open	
> Belgium	Germany	Funding a business	Access to EU finance		2020-12-21 15:08:51	Open	

1/10

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

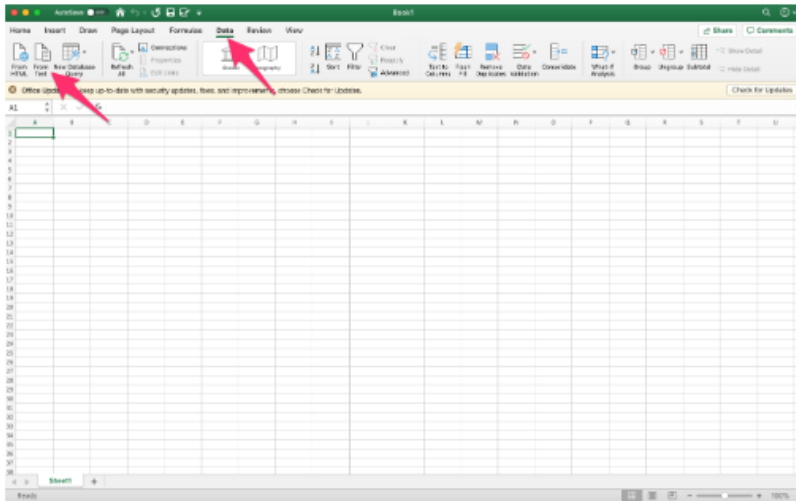
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

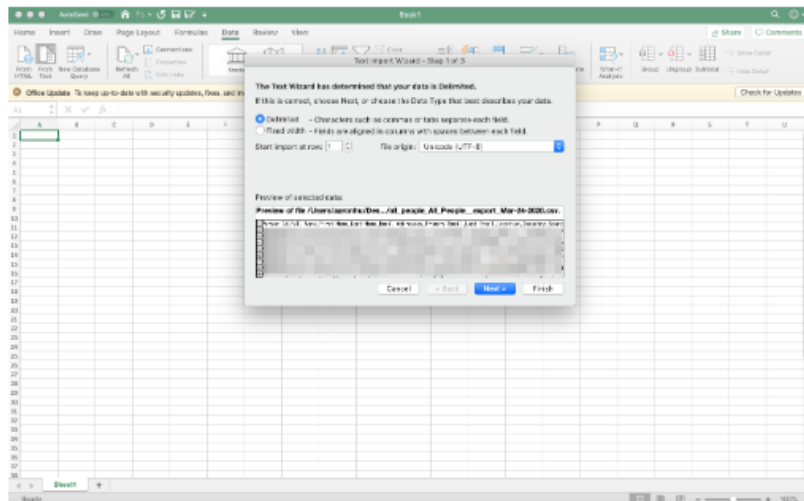
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

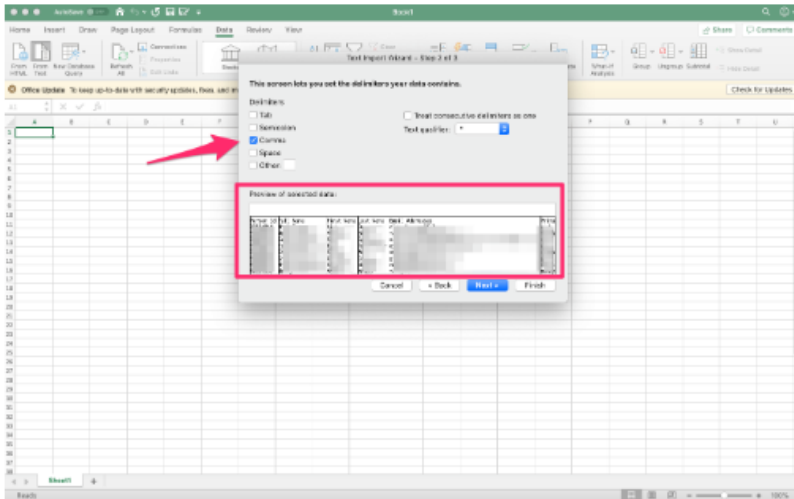
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Statistics Dashboard

- Statistics Dashboard
 - Introduction
 - How to access the Statistics Dashboard Module?
 - How to navigate on Statistics Dashboard Module?
 - Statistics - Webpages
 - How to use the Filters
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 - What can we consult in Statistics - Webpages tab?
 - Statistics - Assistance Services Cases
 - How to use the Filters
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 - What can we consult in Statistics - Assistance services cases tab?
 - FOQ - Webpages
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 - First Level
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 - What can we consult in Feedback on Quality - Webpages tab?
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 - Second Level
 - FOQ - Online Procedures
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality - Online Procedures tab?

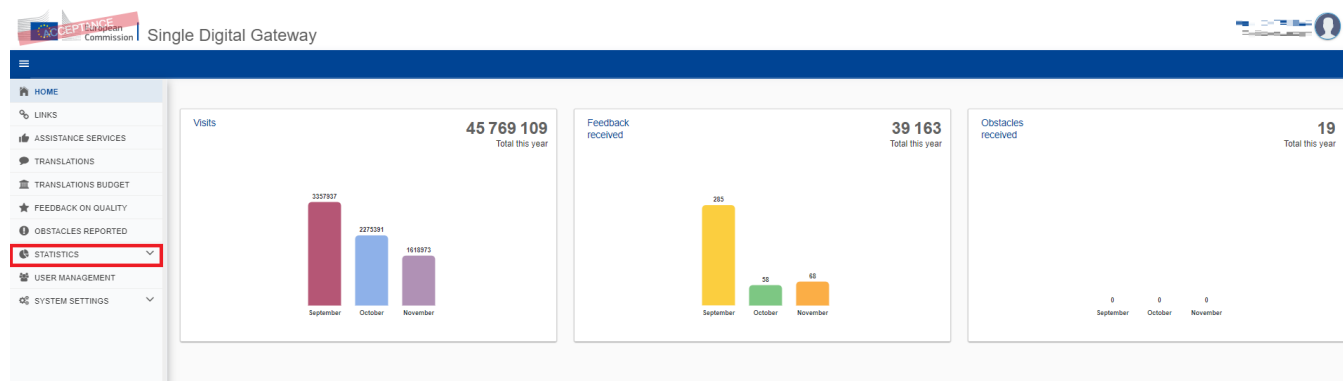
- First Level
- Second Level
- FOQ - Assistance Services Cases
 - How to use the Filters
 - First Level
 - Second Level
 - Cascading filters
 - First Level
 - Second Level
 - What can we consult in Feedback on Quality - Assistance Services Cases tab?
 - First Level
 - Second Level
- FOSMO
 - How to use the Filters
 - Cascading filters
 - What can we consult in Feedback on Single Market Obstacles?

Introduction

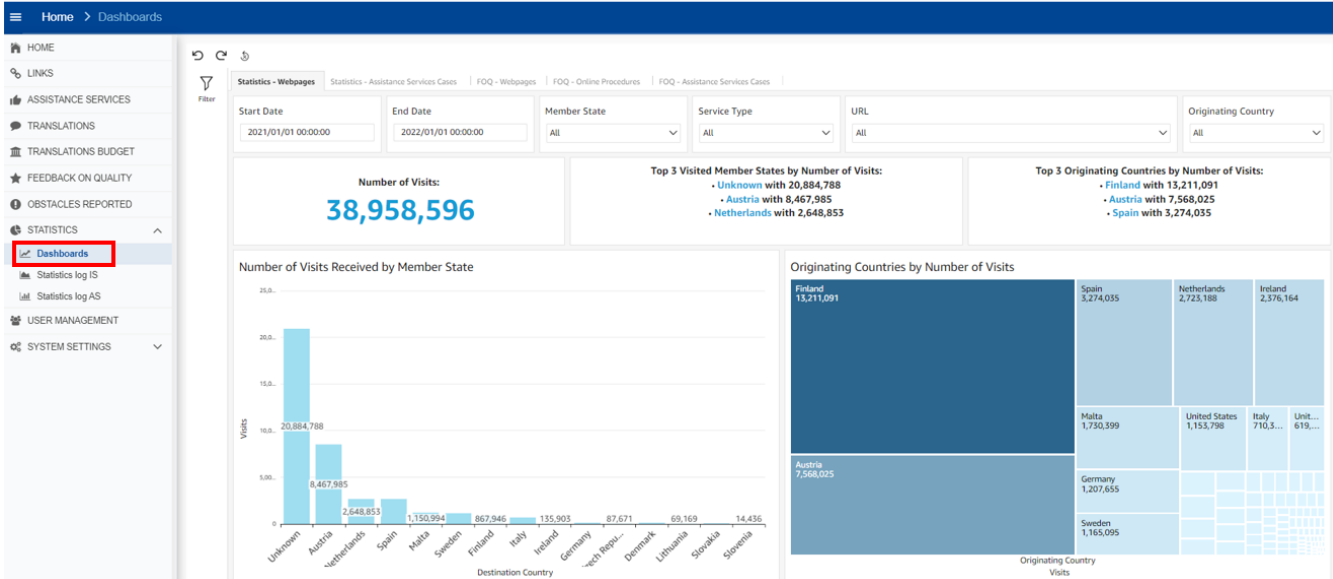
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the **Statistics Dashboard** module, click on **Statistics** button in the left-side menu.

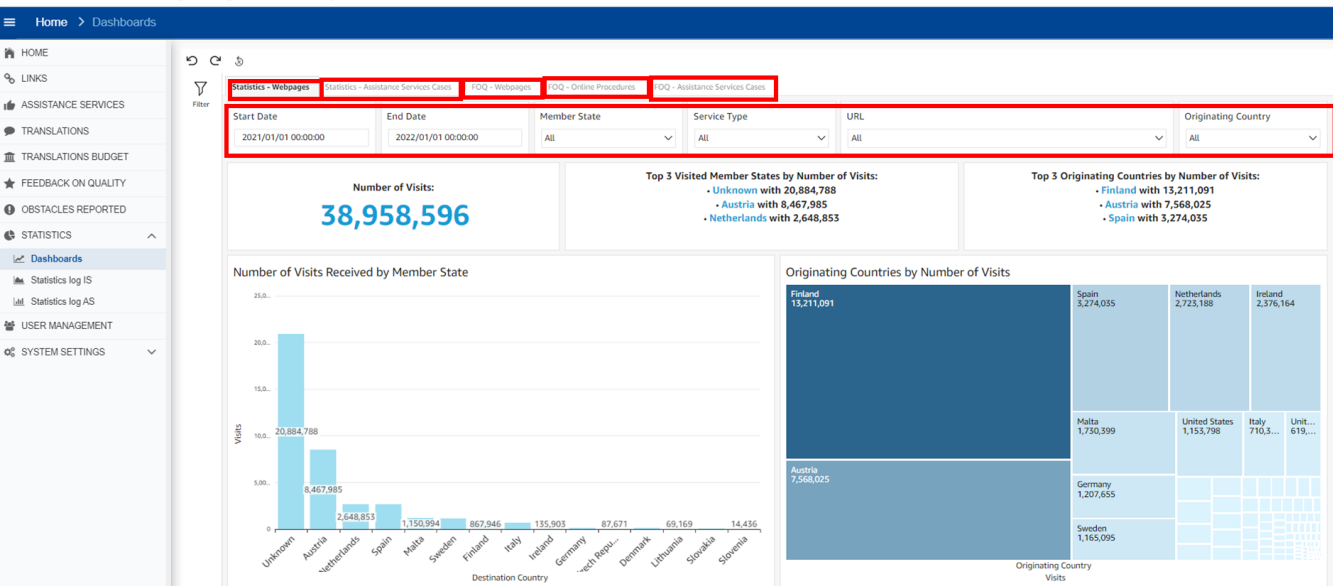


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

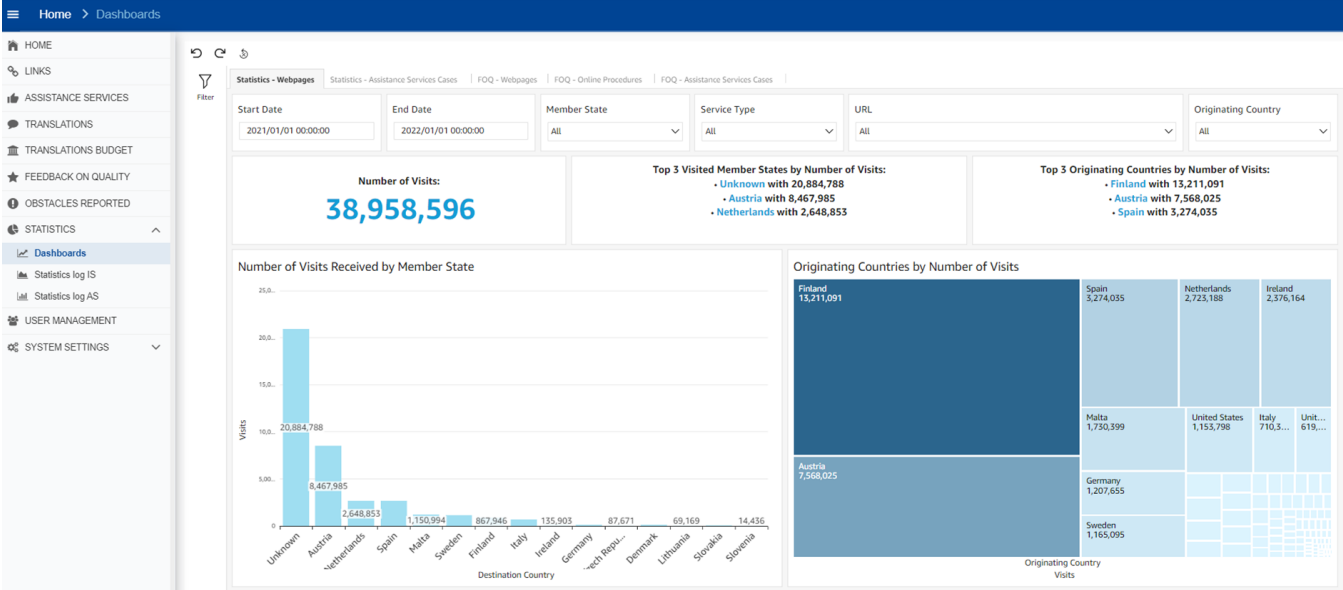
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



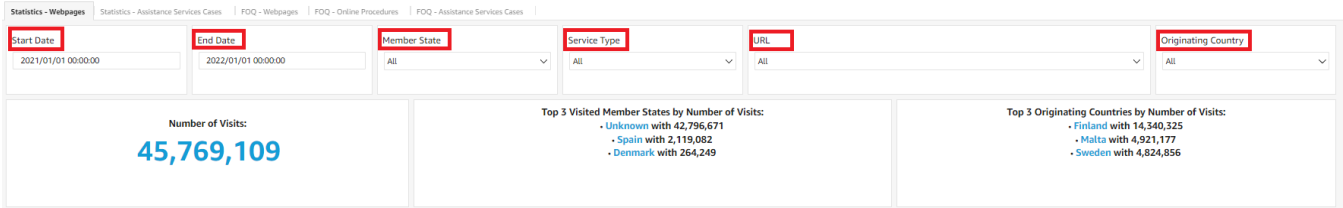
Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

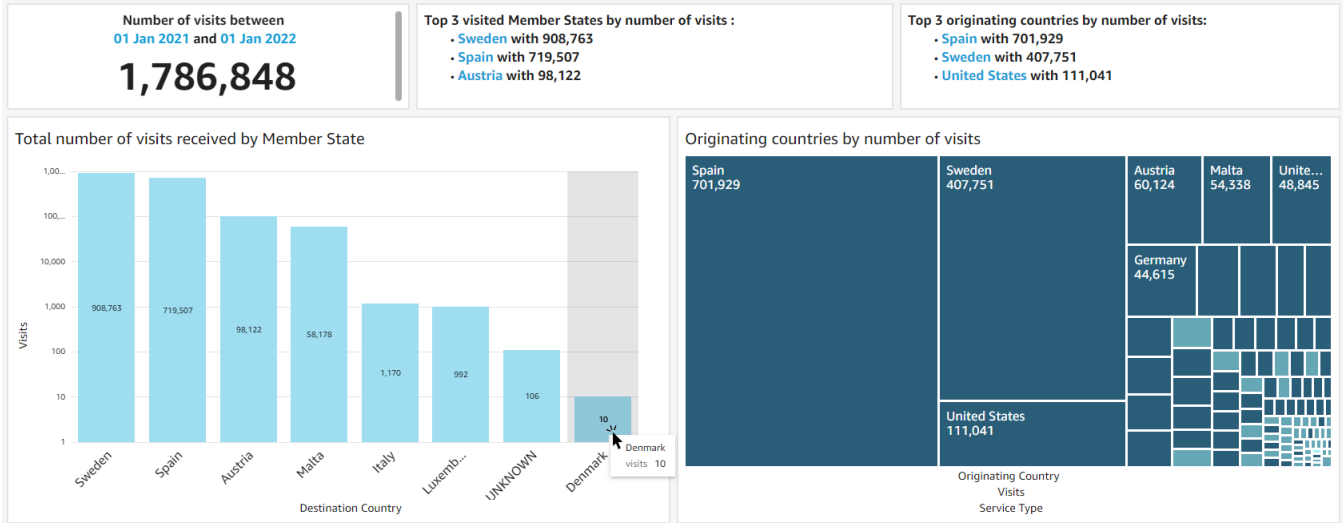


After that action you will be able to filter the data **Start Date; End Date; Member State; Service Type; URL** and **Originating Country**.

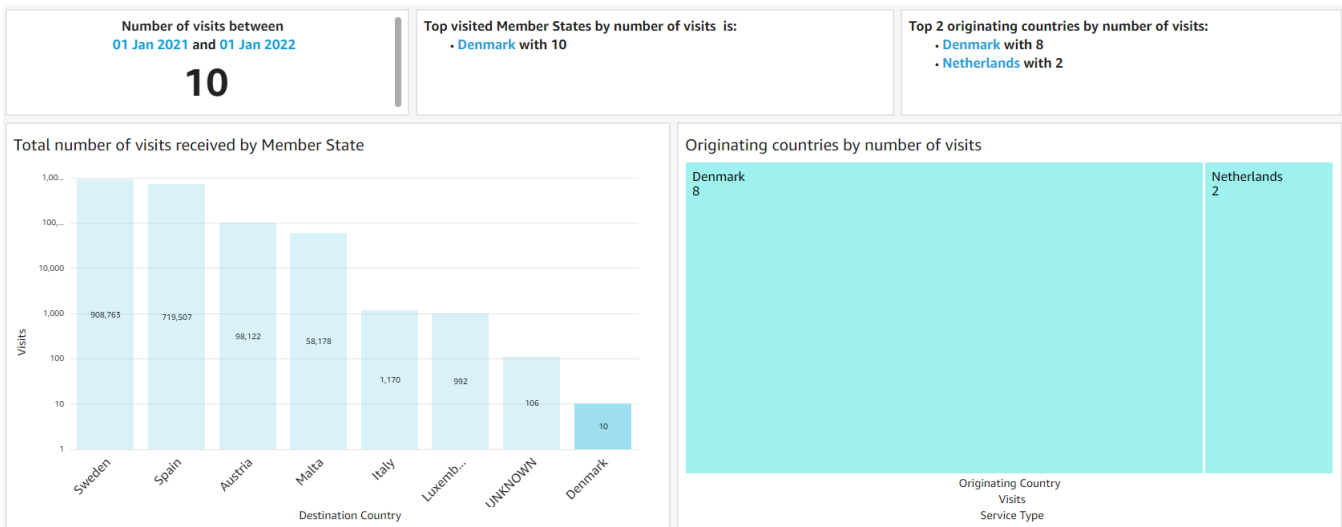


You can also drill down by just clicking on any chart for a desired value.

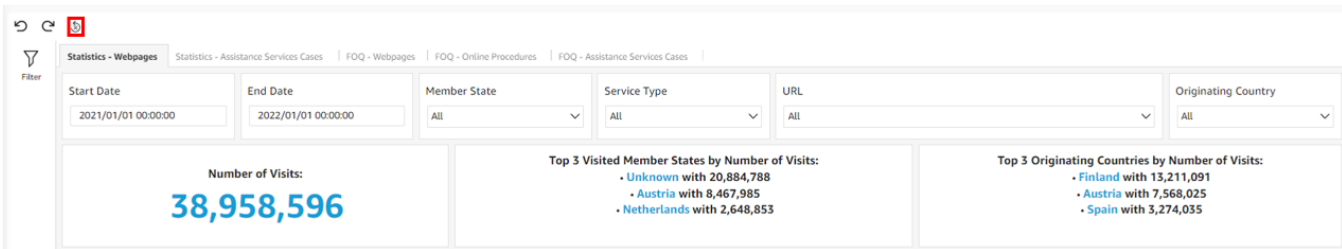
Before:



After:



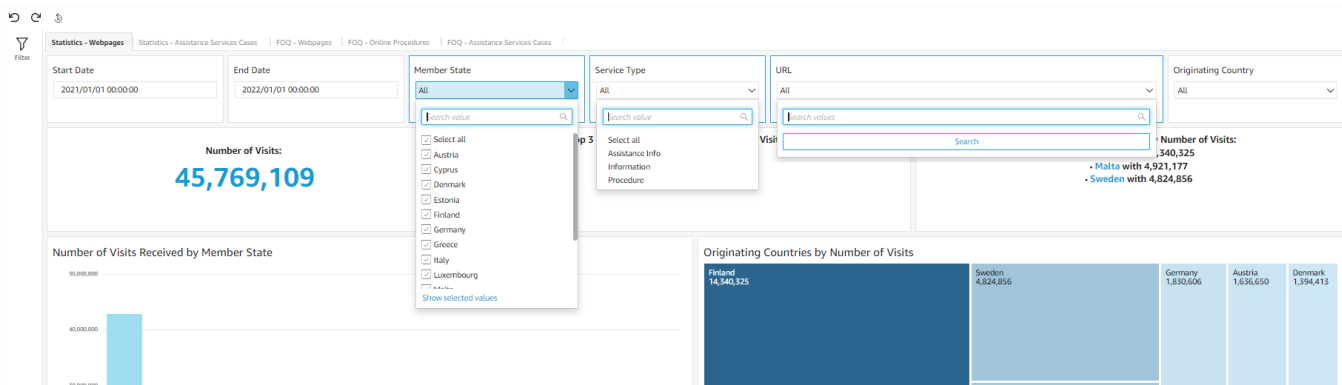
You can reset all filters you have added by clicking on the top left corner.



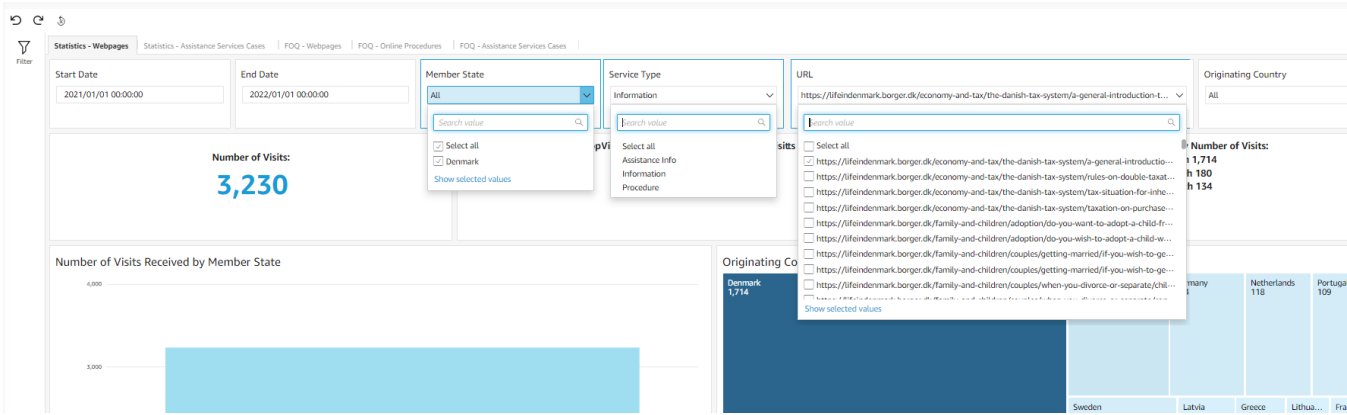
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:



After:



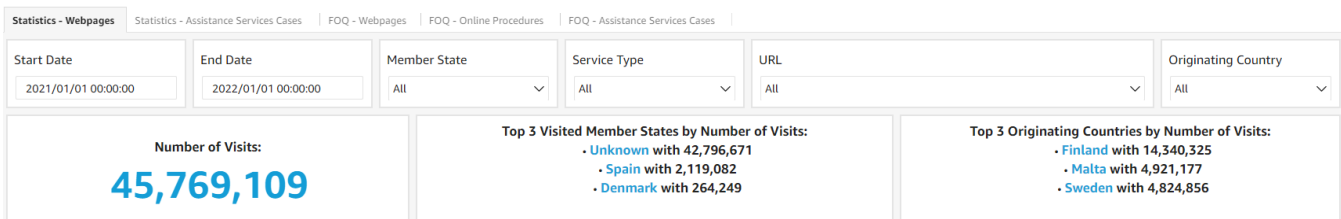
What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

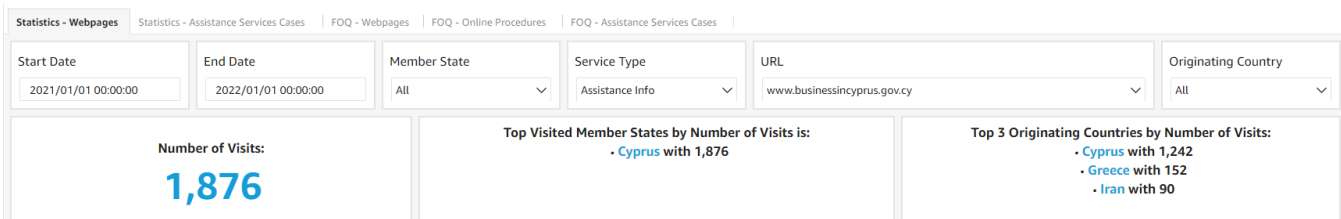
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

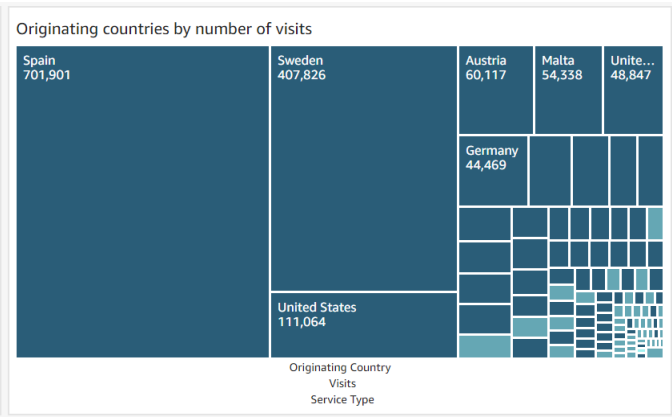
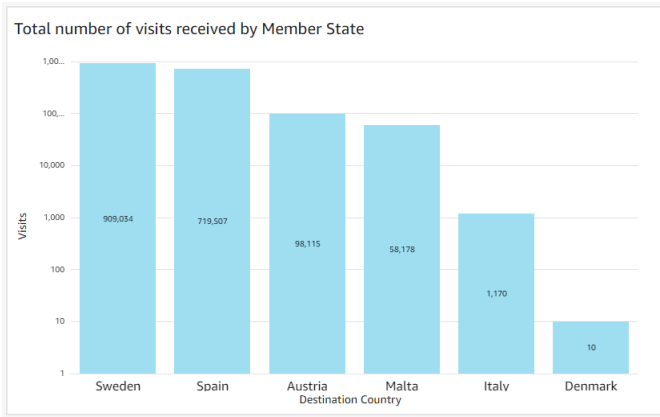


With filters applied:

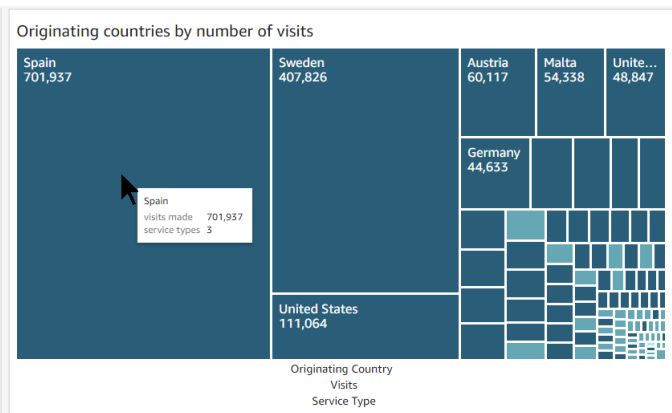


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

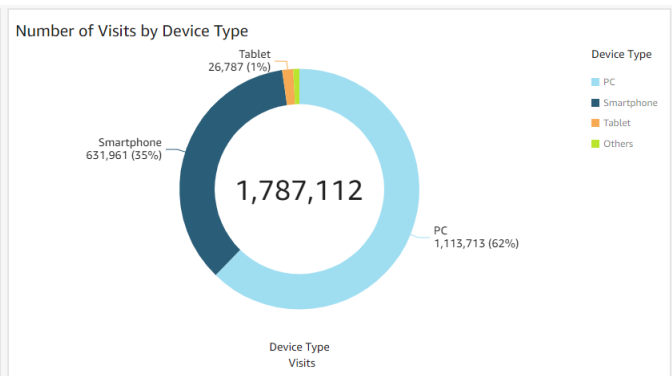
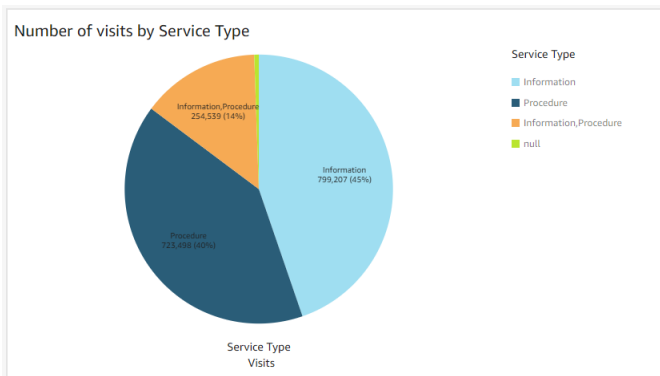


You can hover your cursor on top of the charts to get more details.



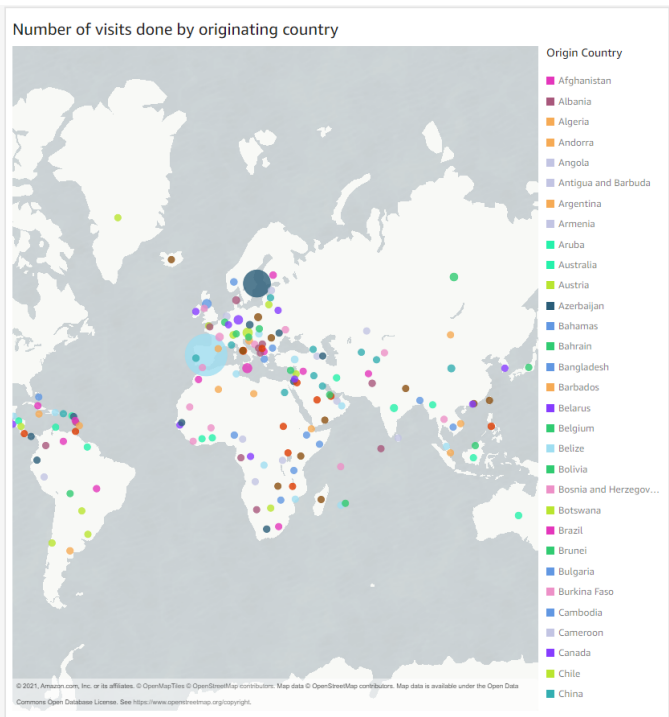
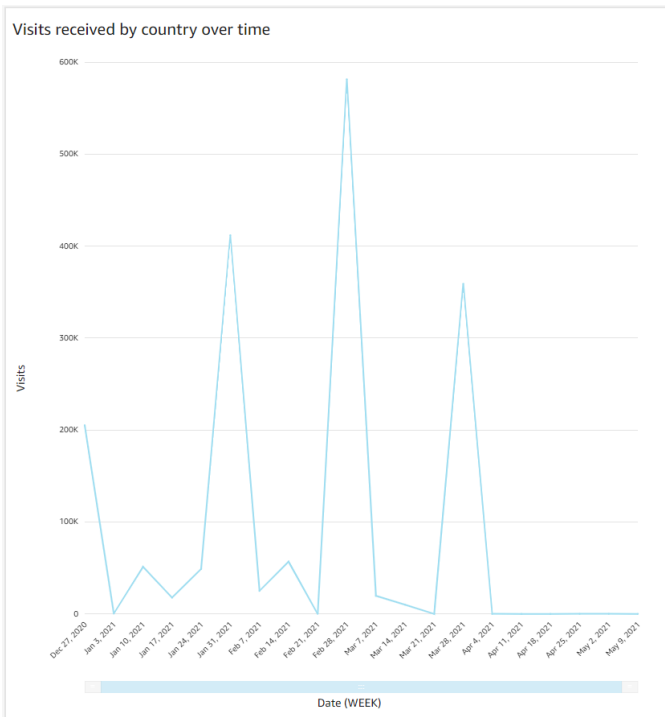
Moving down on the page we have two more visuals one pie chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



Statistics - Assistance Services Cases

How to use the Filters

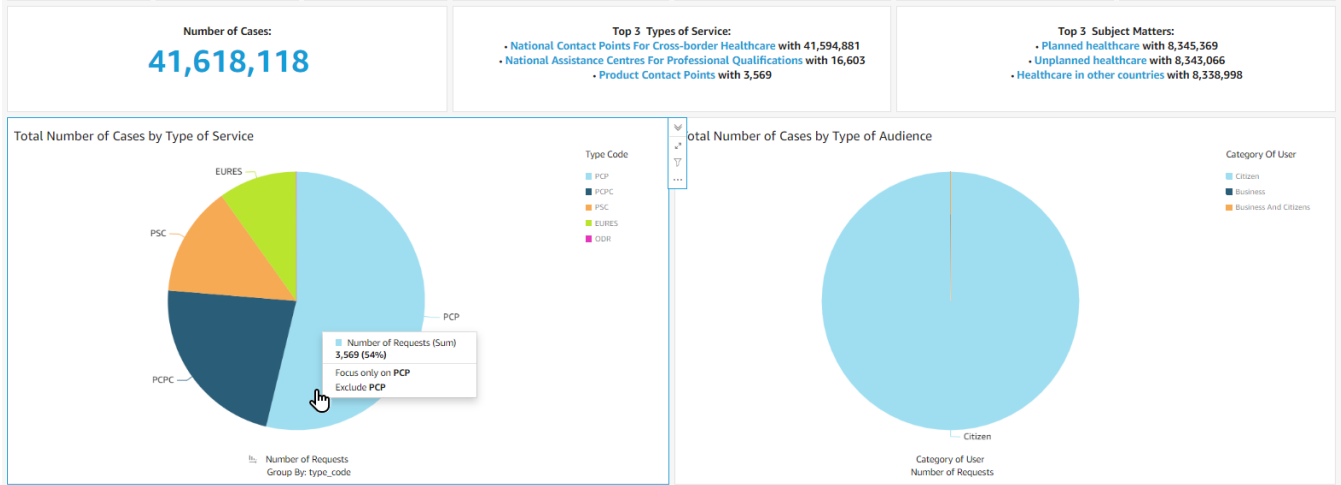
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **Subject Matter**, **Sub-subject Matter** and **Specific Service**.

Statistics - Webpages | **Statistics - Assistance Services Cases** | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Subject Matter All	Sub-subject Matter All	Specific Service All
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You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



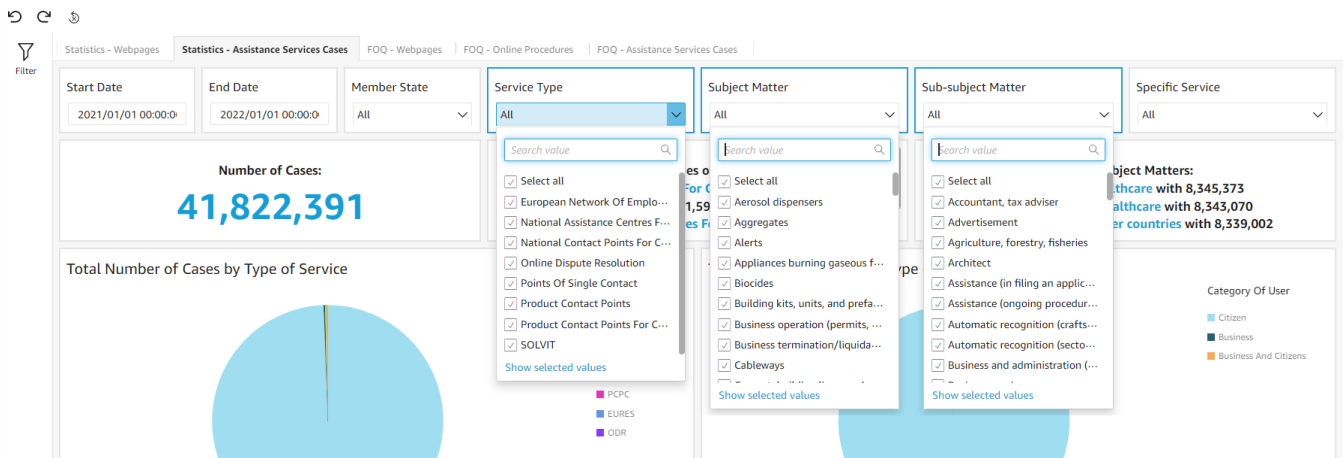
You can reset all filters you have added by clicking on the top left corner.



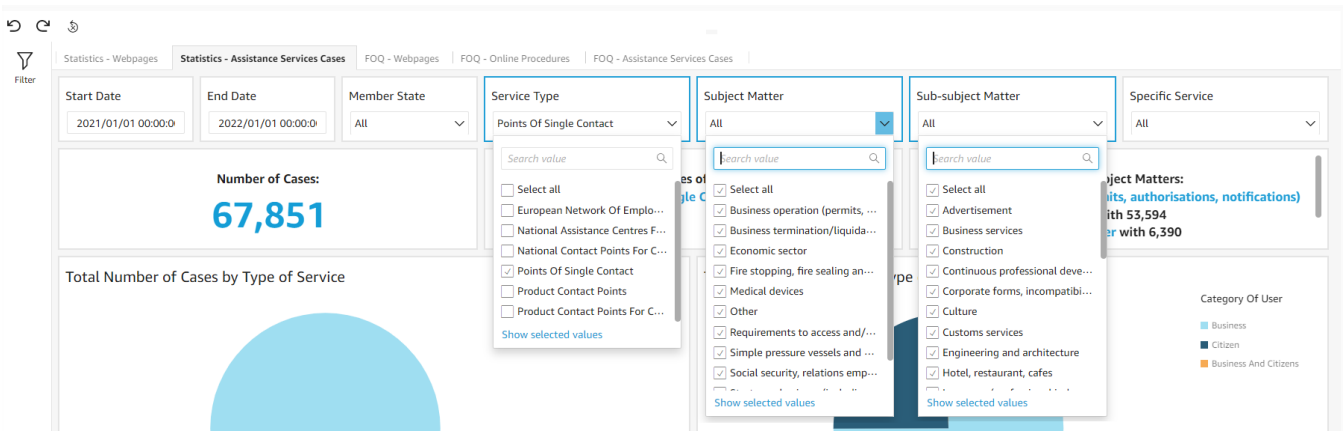
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



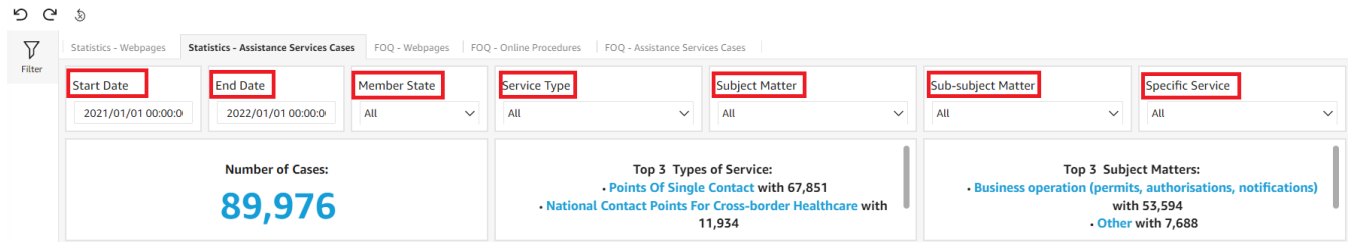
What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

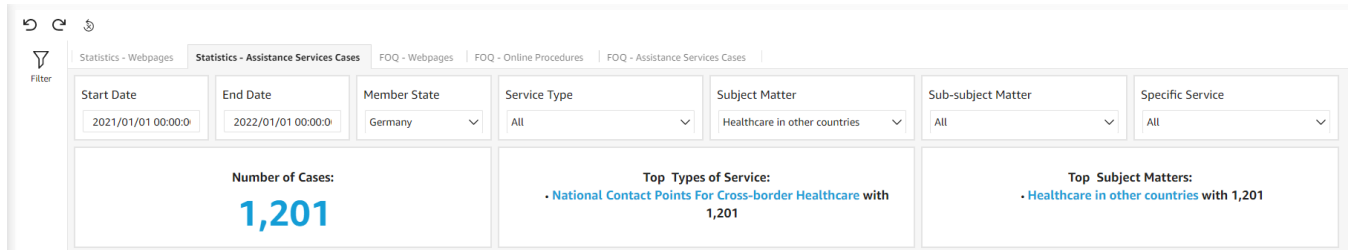
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

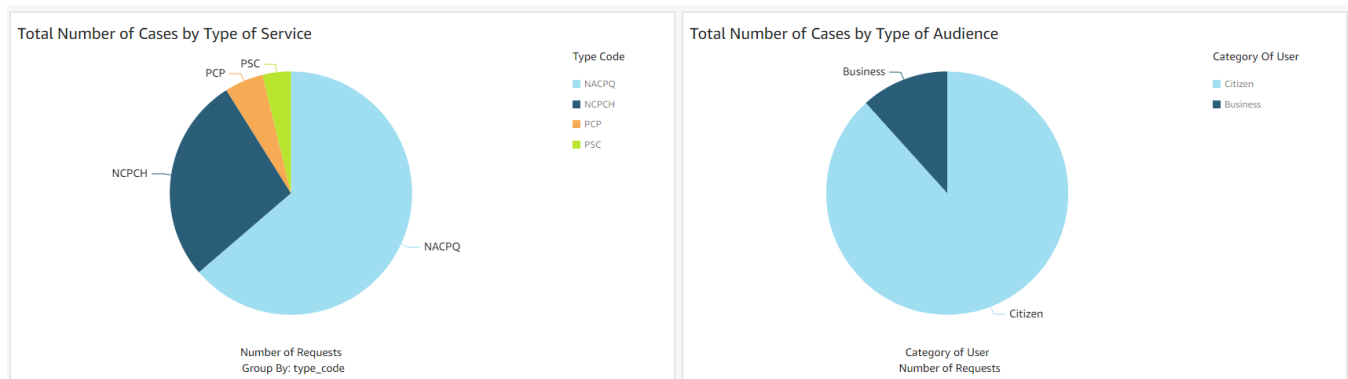


With Filters Applied:

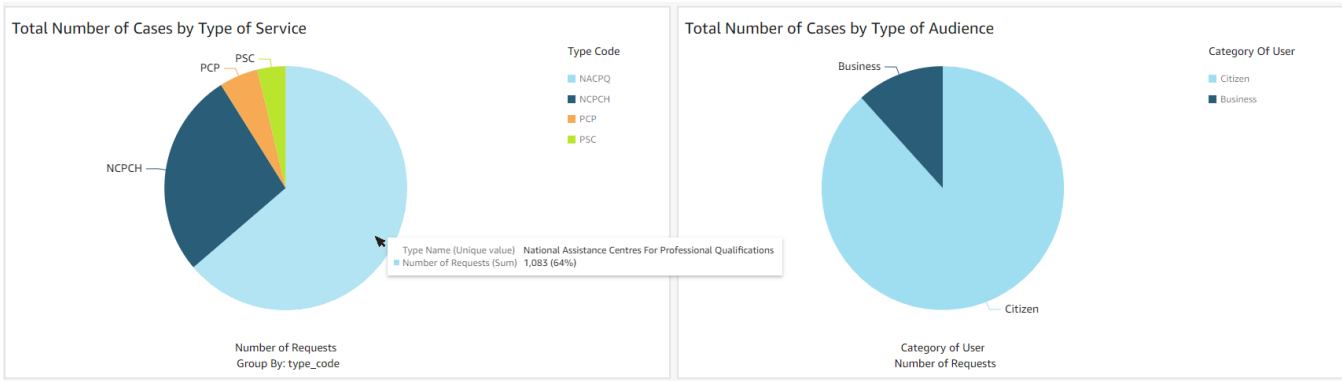


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience**.

Again here you can also use filters to drill down the data.

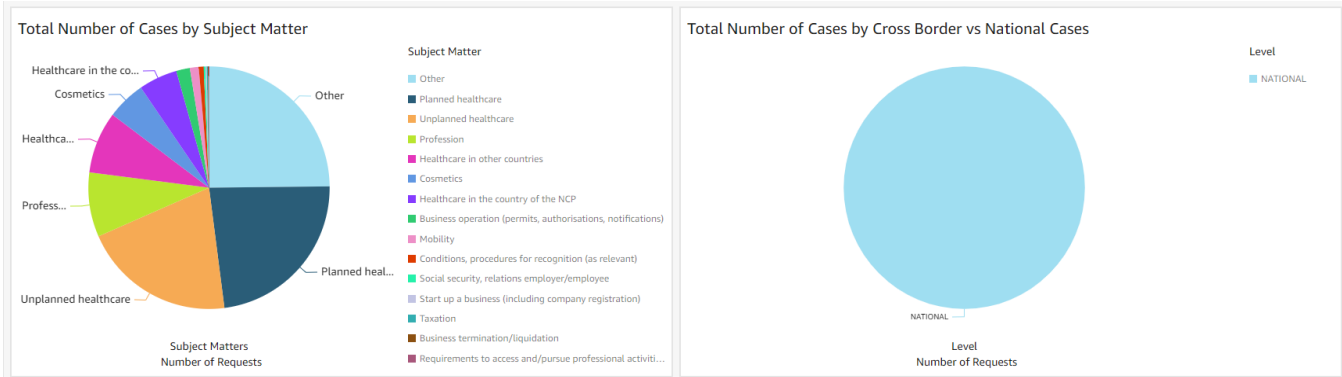


You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**).

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

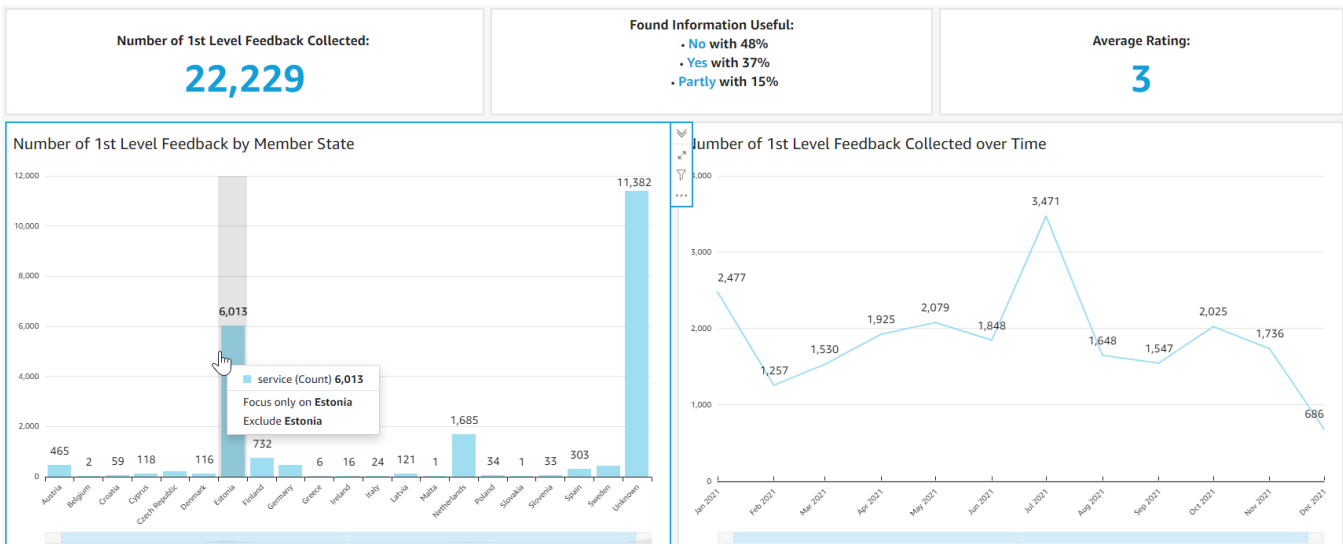
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

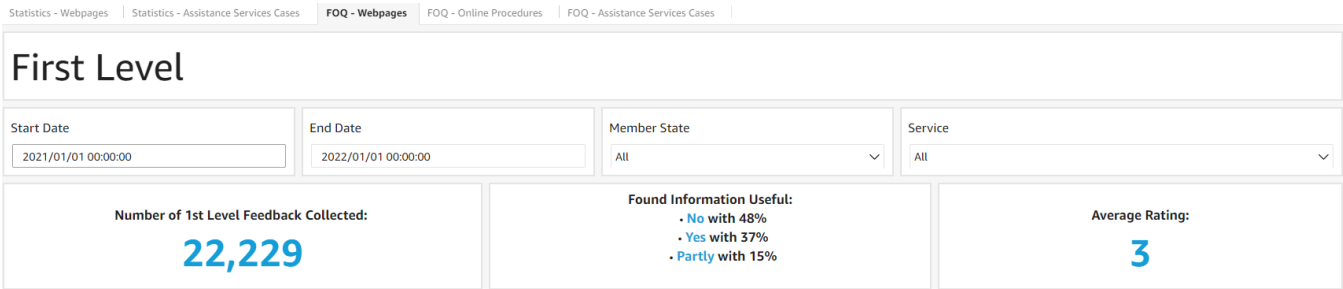
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

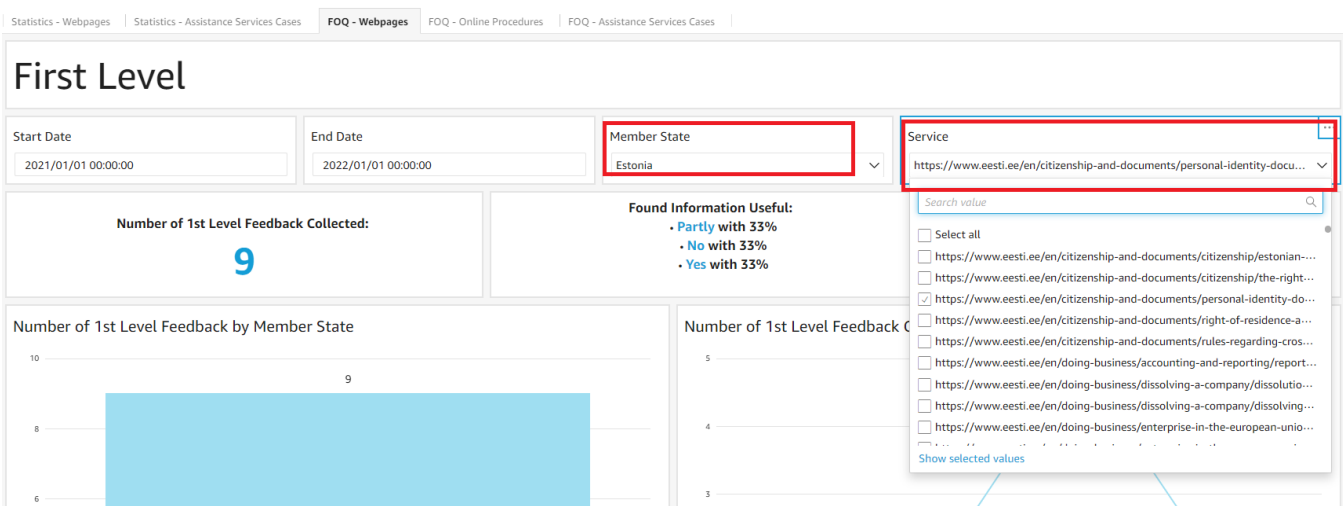


First Level

Before:



After:



Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
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Number Of 2nd Level Feedback Collected:
2,439

After:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...
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Number Of 2nd Level Feedback Collected:
2

Feedback Collected

1 1

Search value

- Select all
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste...
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do...
- https://mup.gov.hr/prebivaliste-boraviste-329/329

Show selected values

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: All

Service: All

Number of 1st Level Feedback Collected: **22,229**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

- Select all
- Austria
- Belgium
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Finland
- Germany
-
- [Show selected values](#)

After:

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: Spain

Service: https://sede.gobcan.es

Number of 1st Level Feedback Collected: **303**

Number of 1st Level Feedback by Member State

Feedback Collected over Time

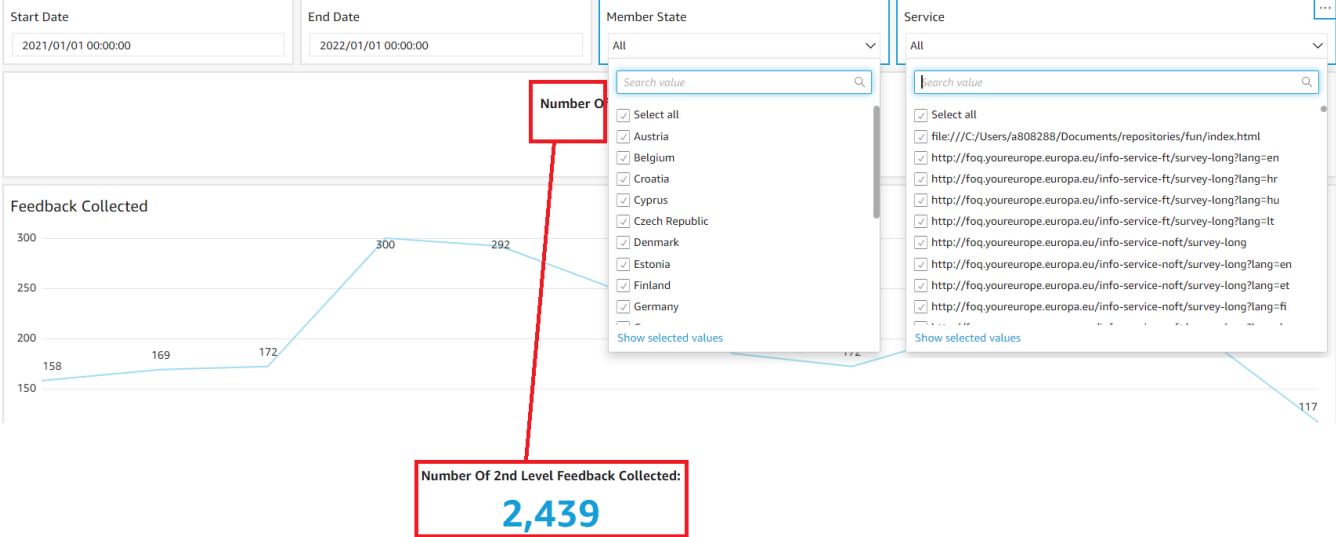
- Italy
- Latvia
- Malta
- Netherlands
- Poland
- Slovakia
- Slovenia
- Spain
- Sweden
- Unknown
- [Show selected values](#)

- Select all
- https://sede.dgt.gob.es/es/vehiculos/matriculaciones-de-vehiculos/matric...
- https://sede.gobcan.es
- https://sede.gobcan.es/
- https://sede.gobcan.es/sede/procedimientos_servicios/tramites/3393
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB01.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DB02.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DK01.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/DL02.sh...
- https://www.agenciatributaria.gob.es/AEAT.sede/procedimientos/G229.sh...
- [Show selected values](#)

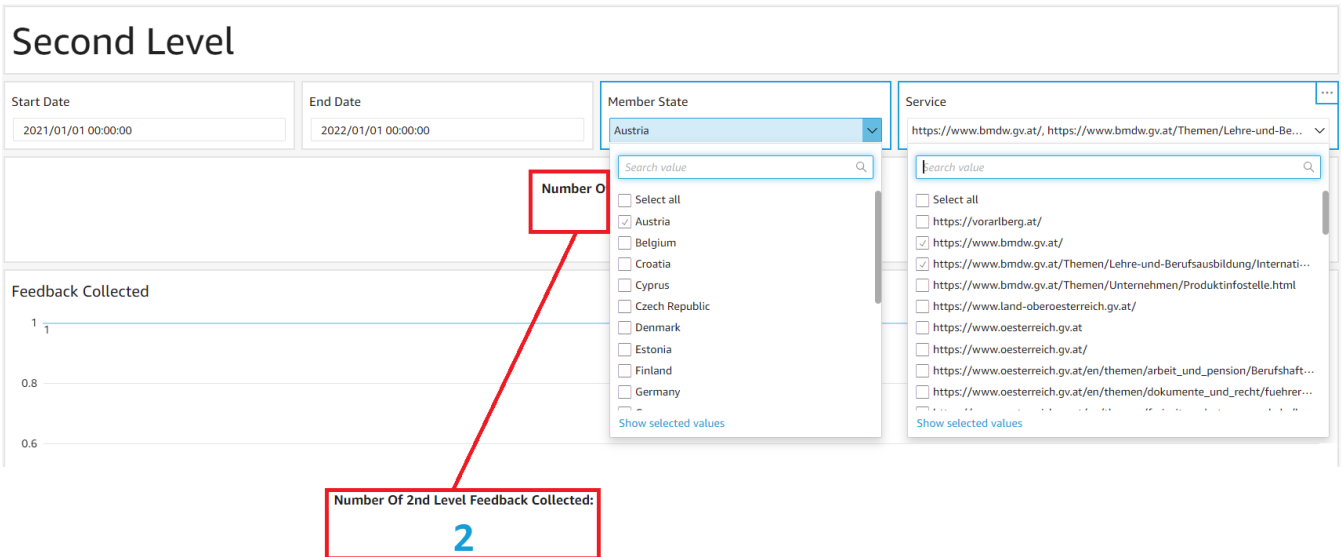
Second Level

Before:

Second Level



After:



What can we consult in Feedback on Quality - Webpages tab?

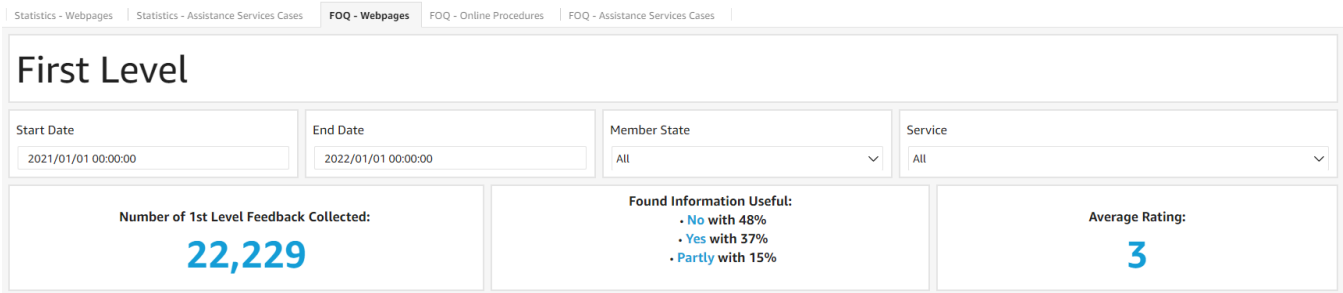
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

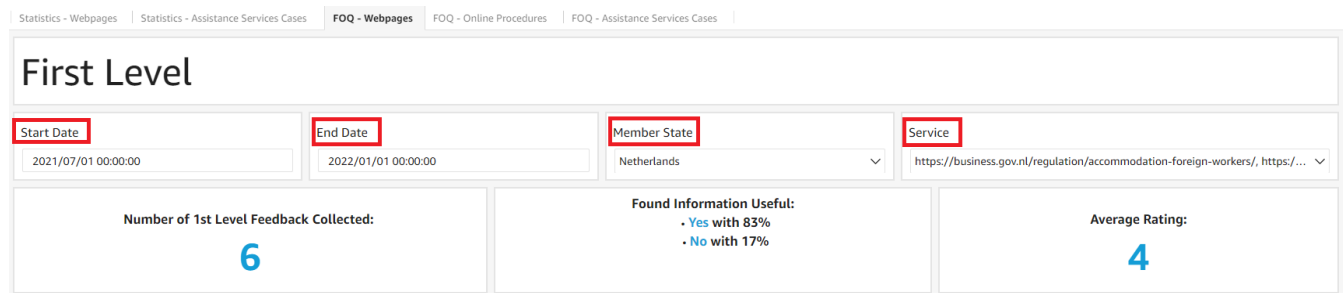
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

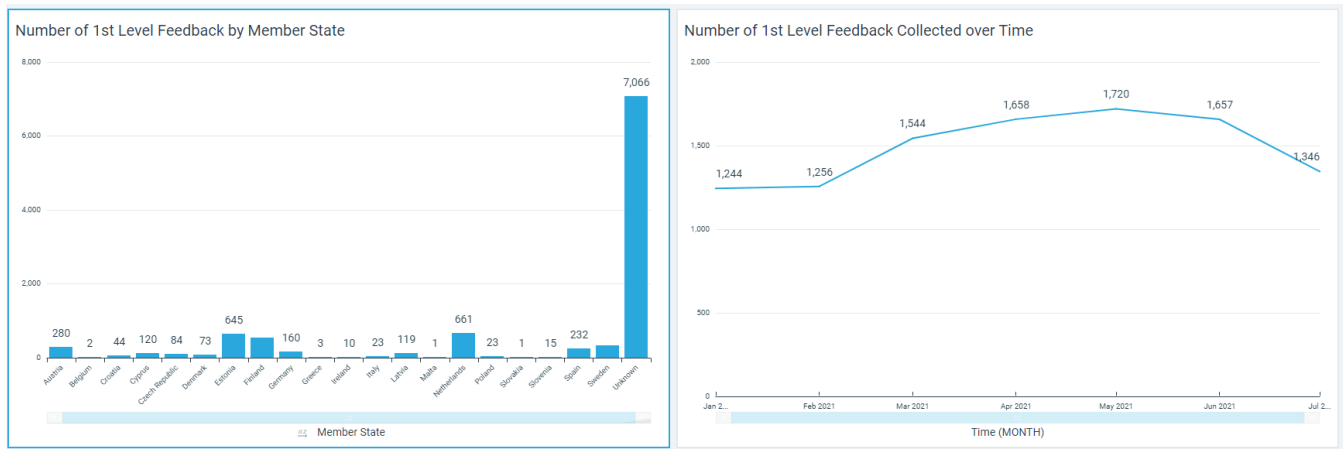
Without filters applied:



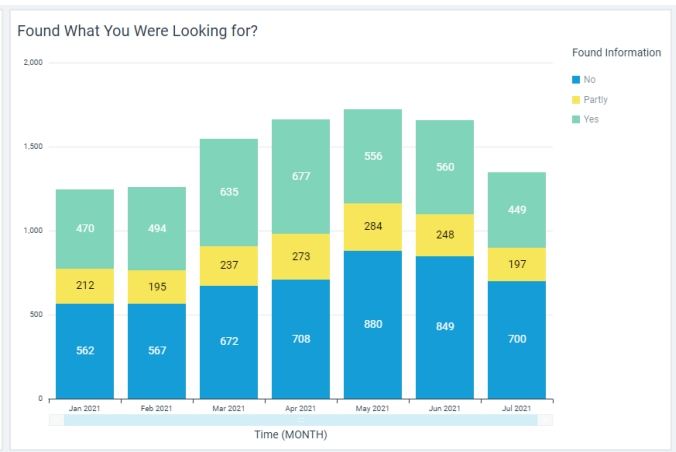
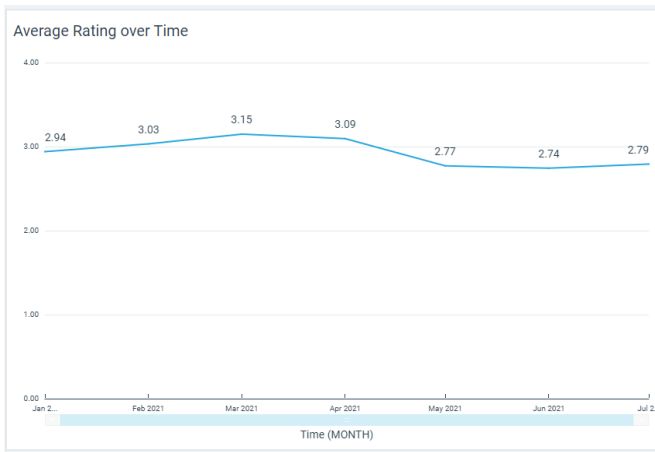
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback collected over time**



Then we have the chart for **Average Rating over time** and a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner**. You can take your cursor on the bar to check the details.

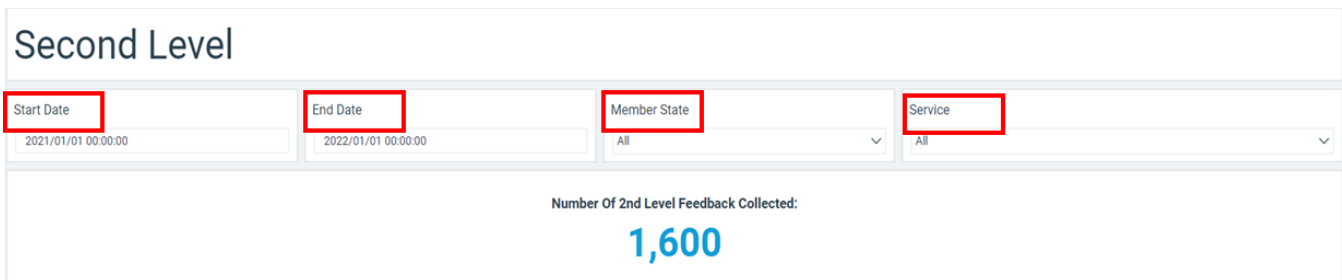


Again here you can also use filters to drill down the data.

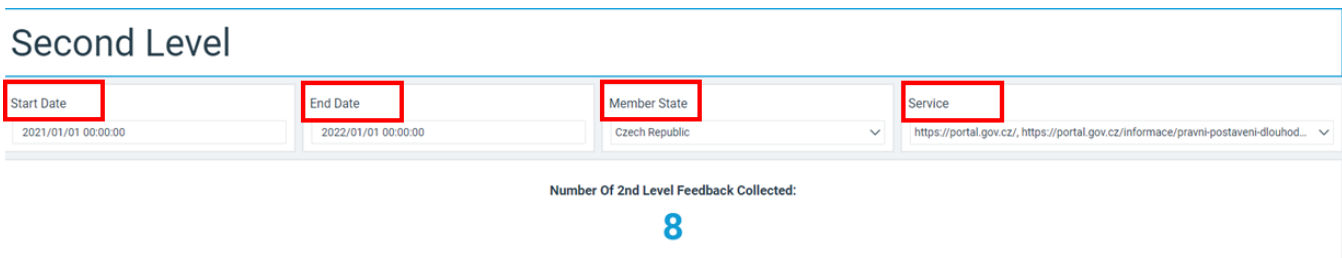
Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected**.

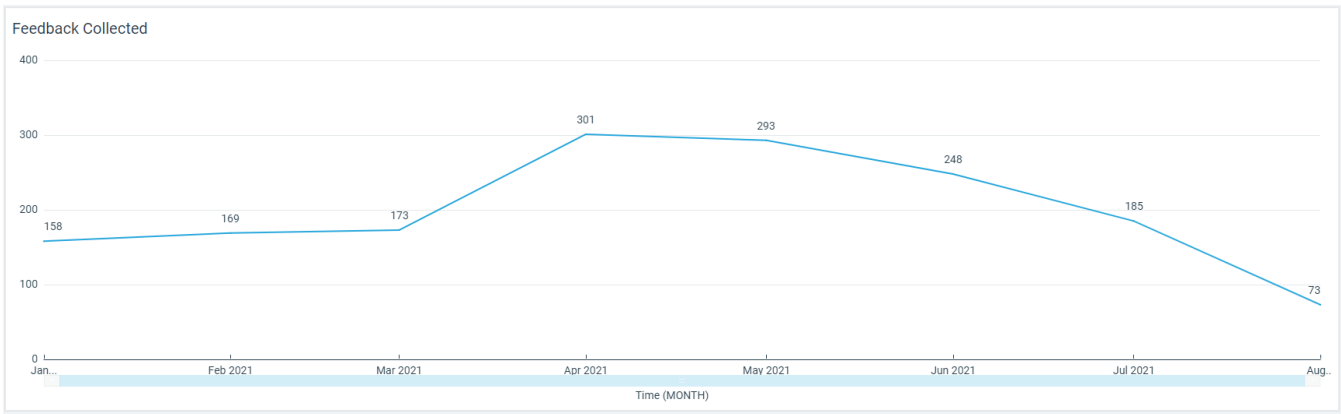
Without Filter:



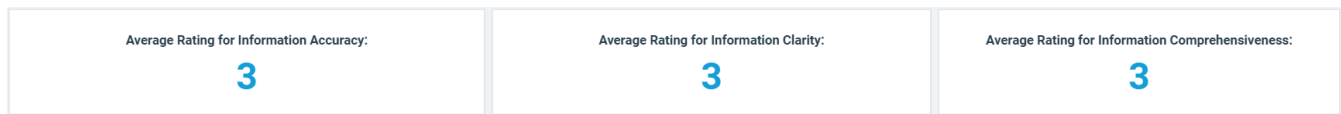
With Filters:



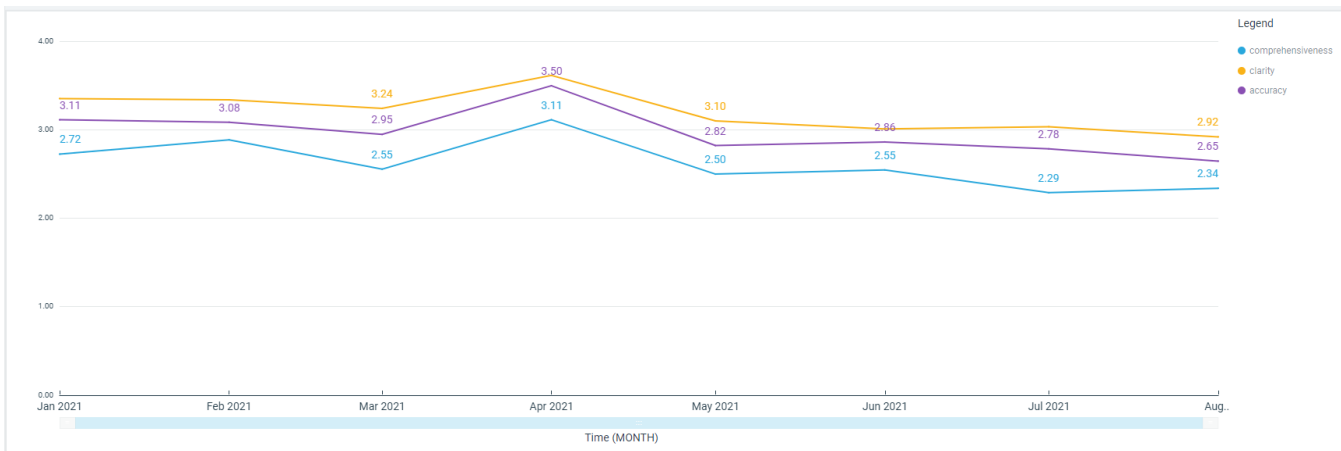
On the next block we have a line chart with the **Feedback Collected** over time.



Then we have the cards **Average Rating for Information Accuracy, Information Clarity** and **Information comprehensiveness**.



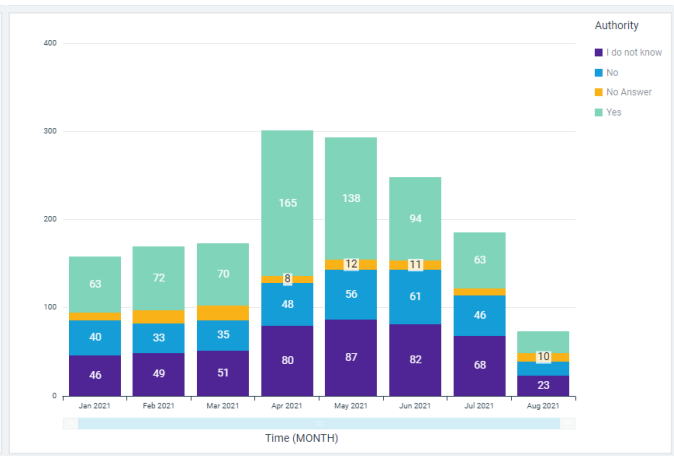
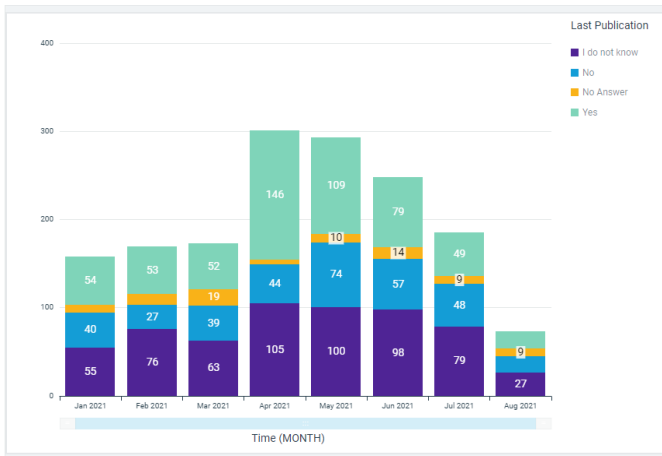
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



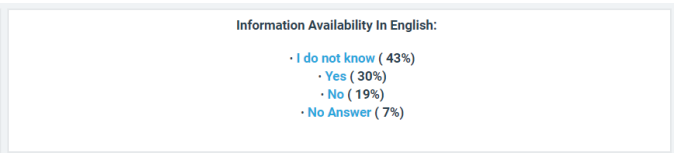
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



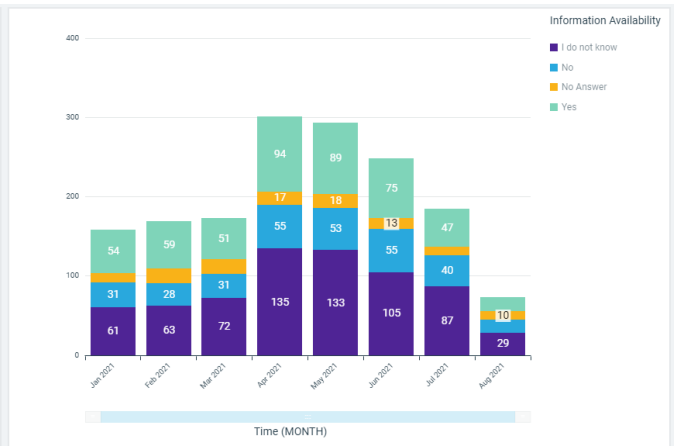
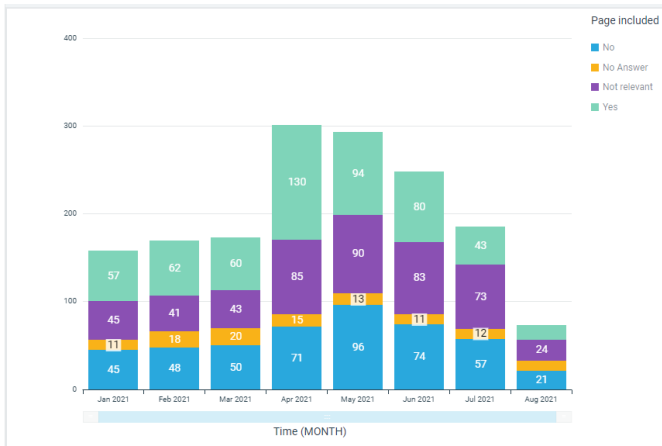
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English**. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English**. You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

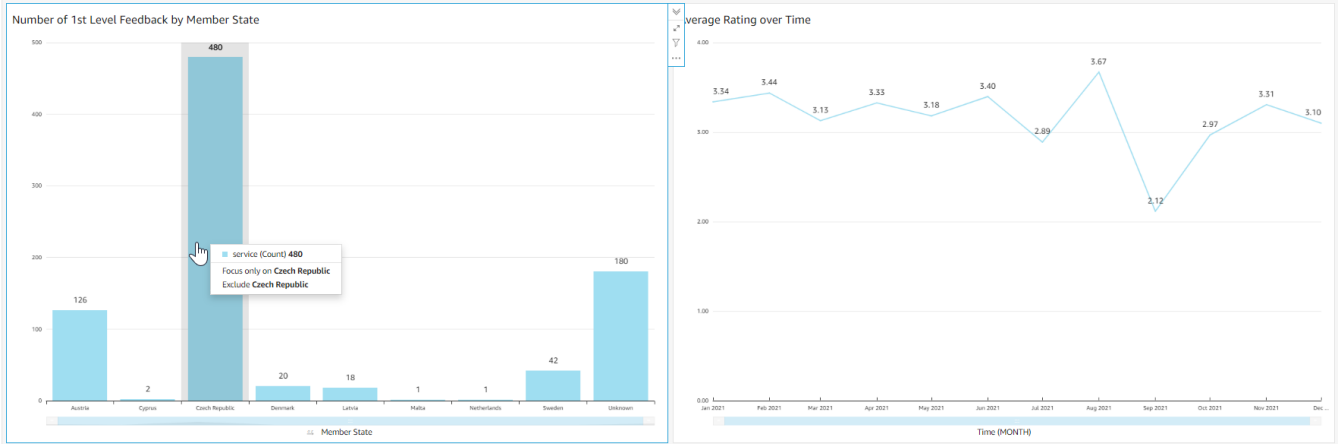
Start Date

End Date

Member State

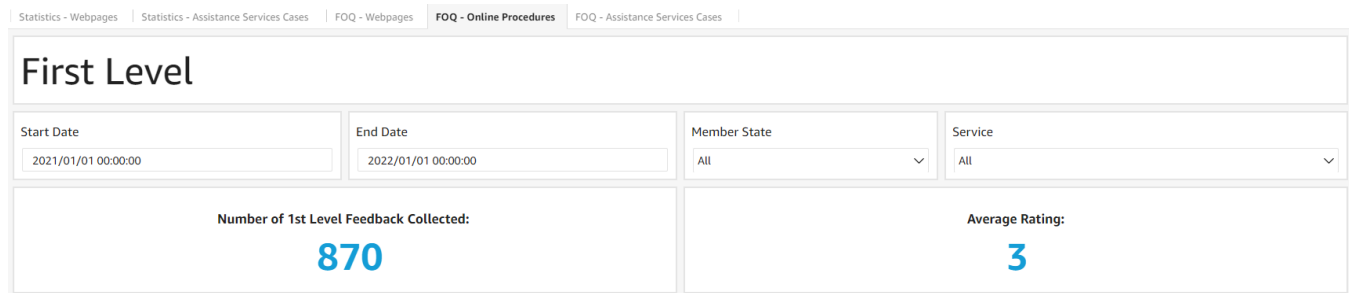
Service

You can also drill down by just clicking on any chart for a desired value.

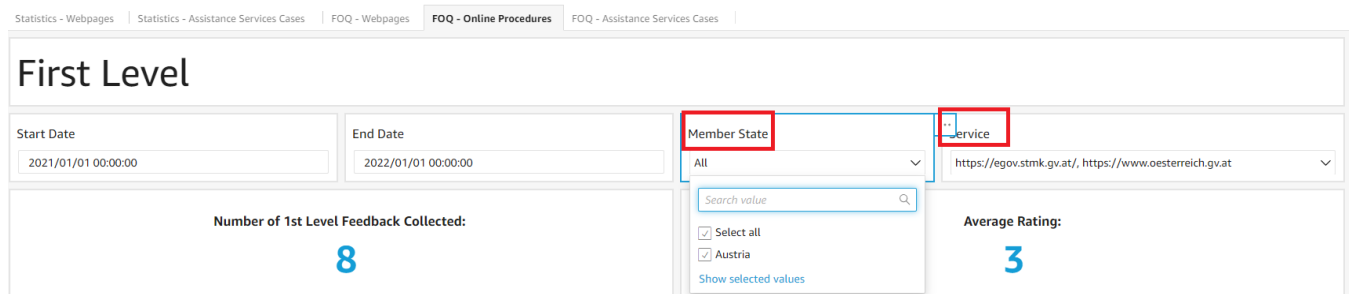


First Level

Before:



After:



Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 2nd Level Feedback Collected: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

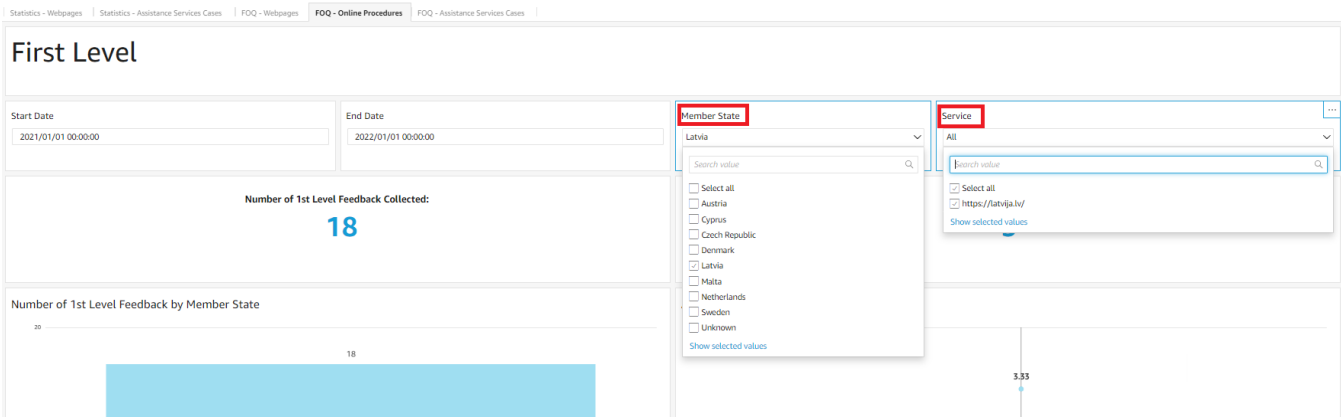
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

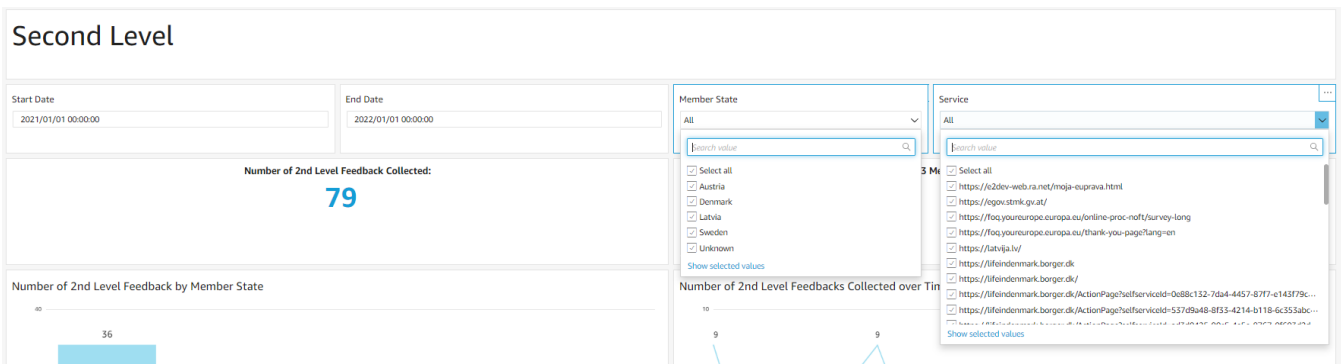
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 1st Level Feedback Collected: 870		Number of 1st Level Feedback by Member State	
Number of 1st Level Feedback by Member State		Number of 1st Level Feedback by Service	

After:

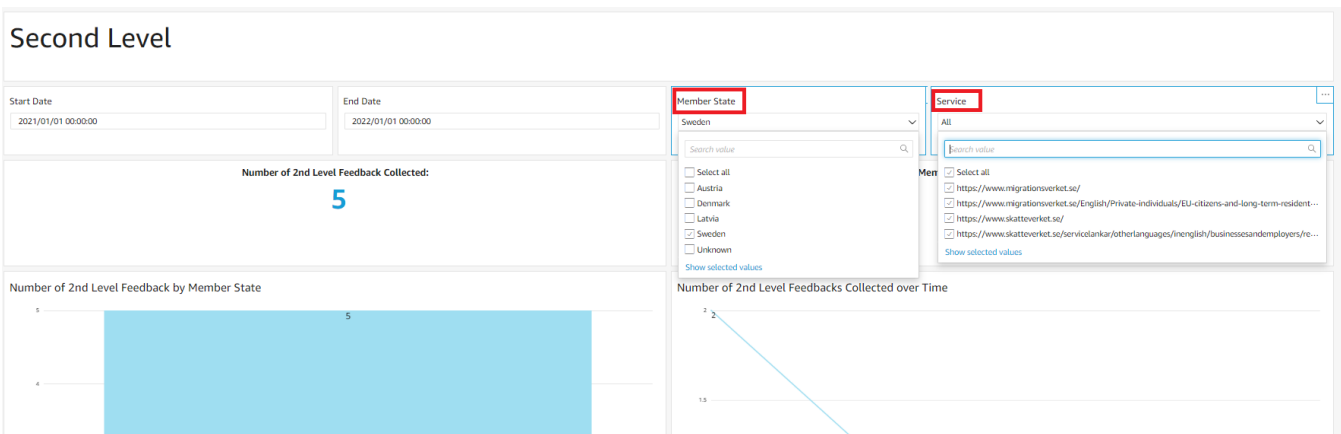


Second Level

Before:



After:

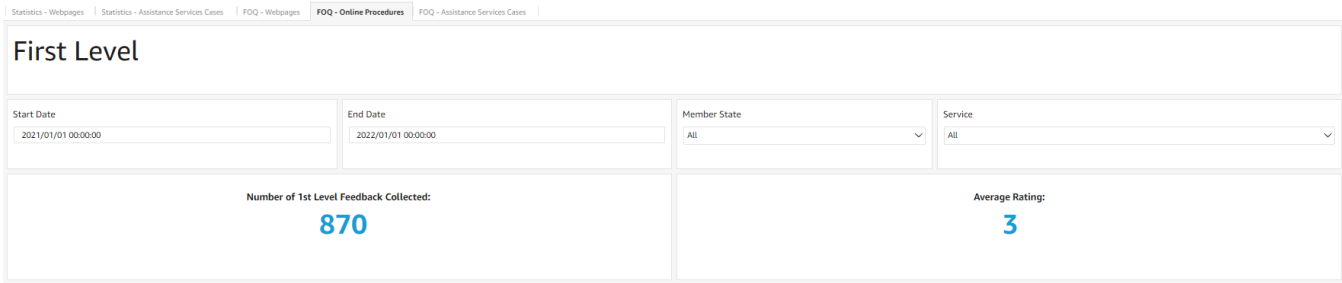


What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

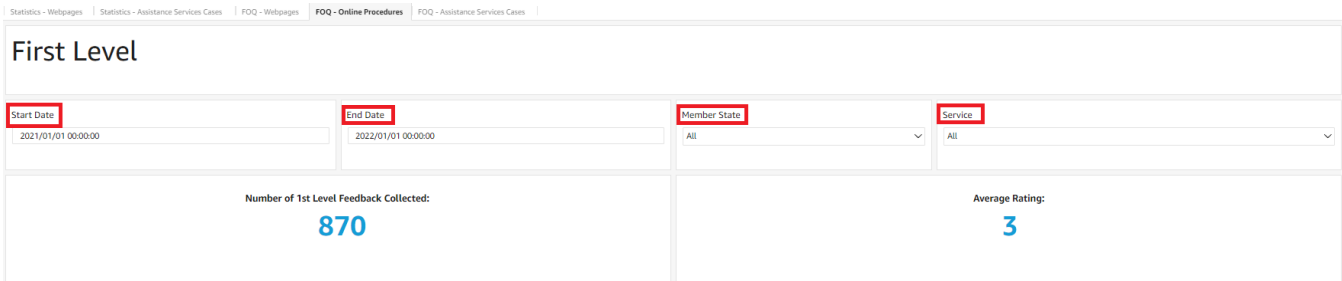
First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

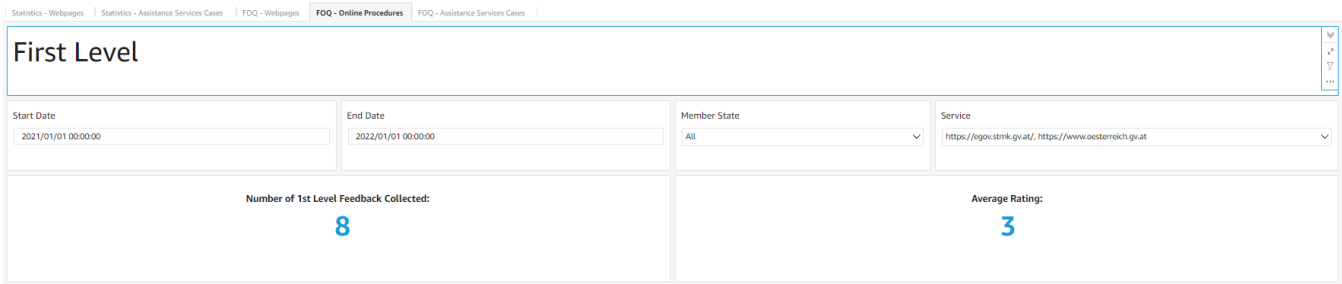


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

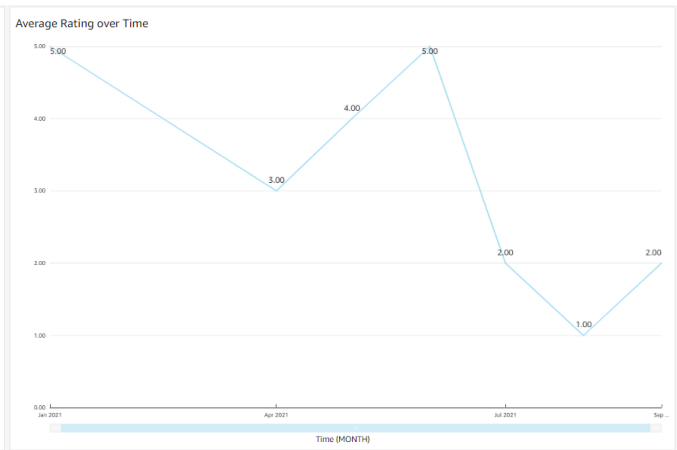
Without filters applied:



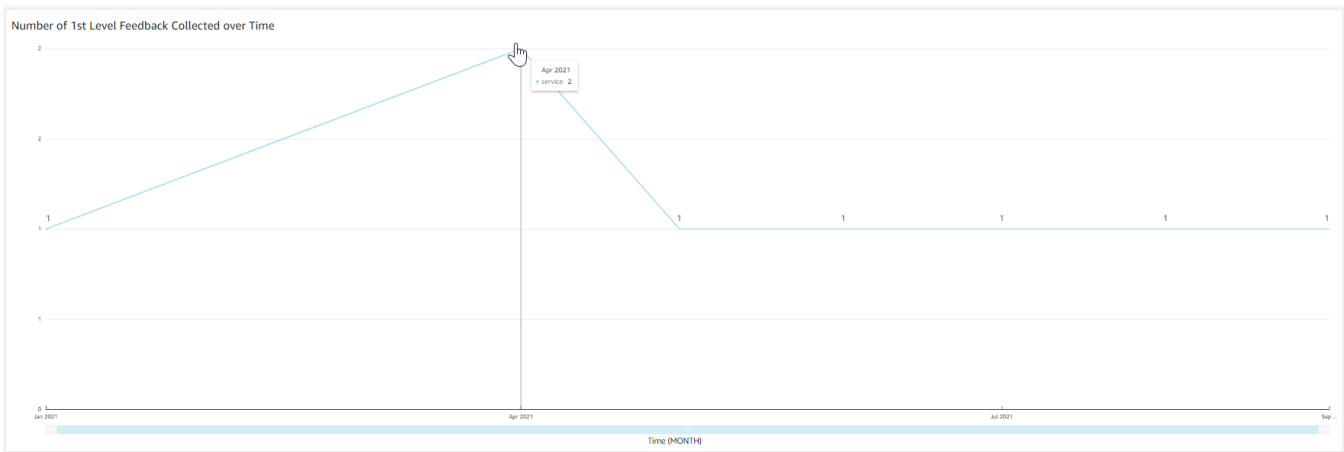
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Average Rating over time**



Then we have the chart for **Number of 1st Level Feedback Collected over time**. You can take your cursor on the bar to check the details.



Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback**.

You can apply filters here to drill down the data.

Without Filter:

Second Level

Start Date

End Date

Member State

Service

Number of 2nd Level Feedback Collected:

79

Top 3 Member States by Number of Feedback:

- Austria with 36
- Unknown with 32
- Denmark with 5

With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

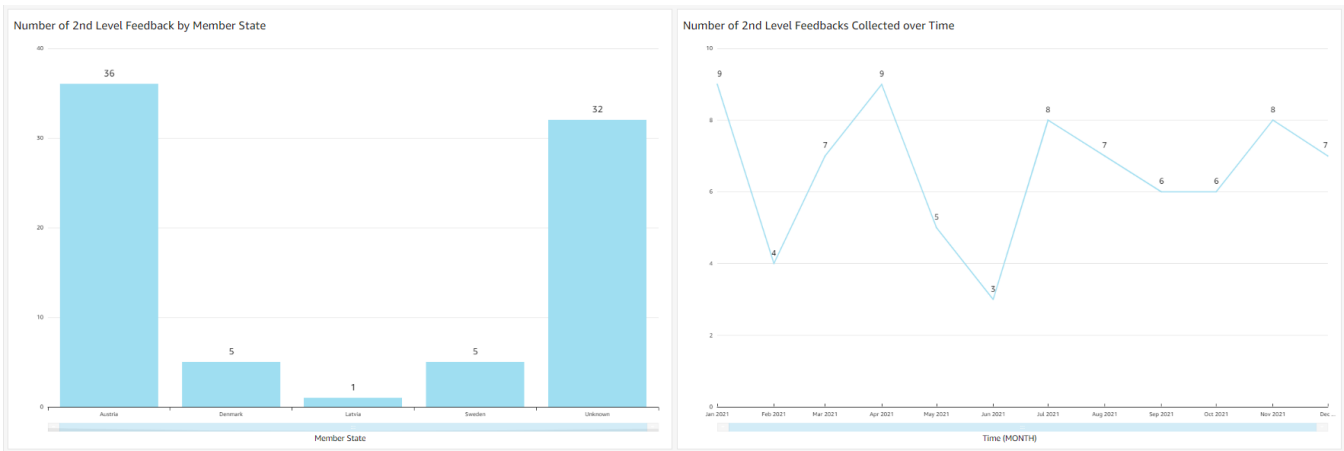
Member State: All | Service: <https://www.migrationsverket.se/>

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Filters: Select all, Sweden, Show selected values

On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



Then we have the cards for **English Availability** and **Compliance Evidence**.

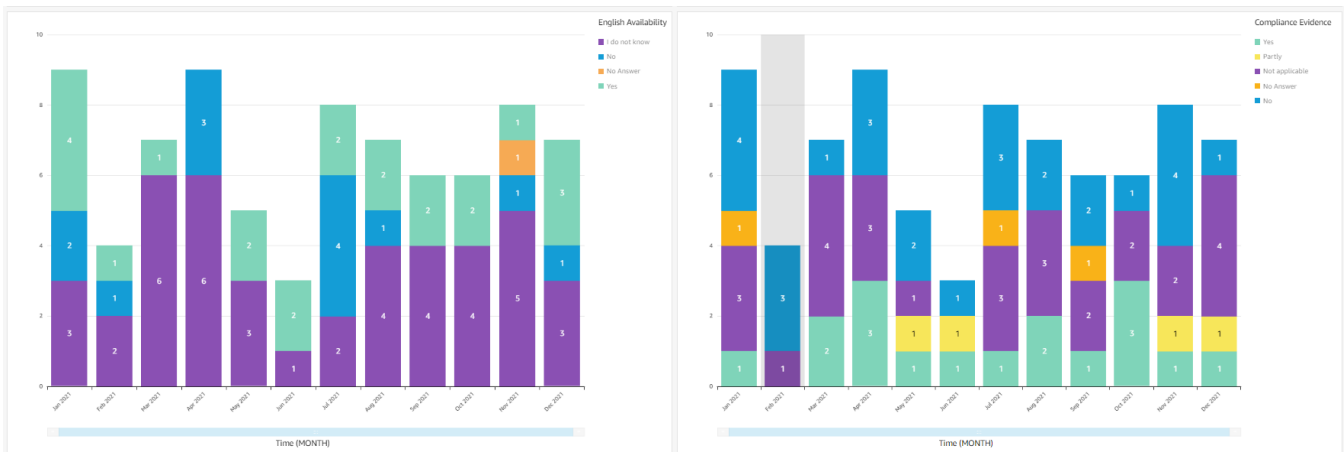
English Availability:

- I do not know (54%)
- Yes (28%)
- No (16%)
- No Answer (1%)

Compliance Evidence:

- Not applicable (35%)
- No (34%)
- Yes (22%)
- Partly (5%)
- No Answer (4%)

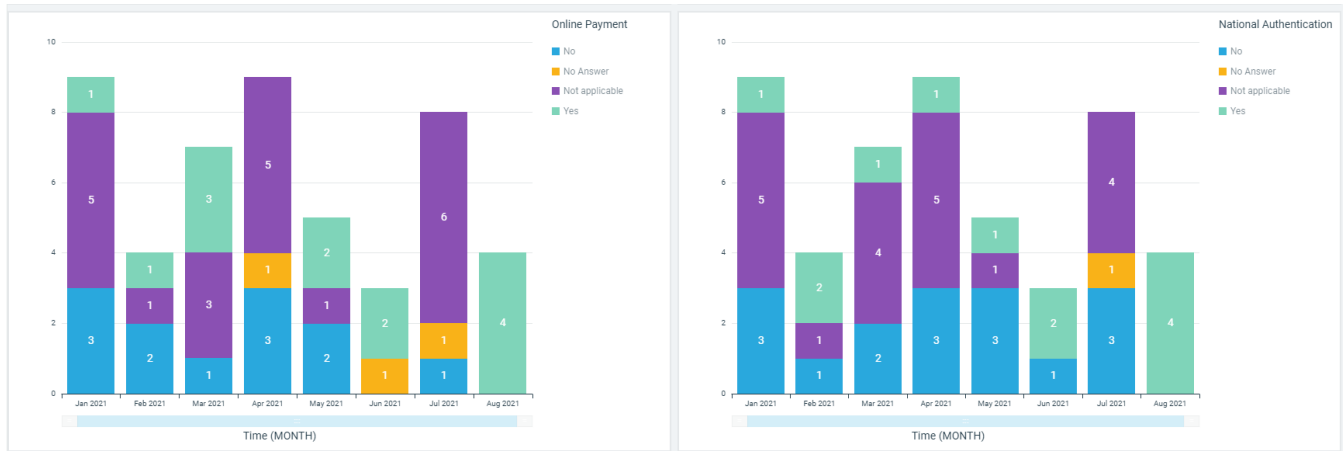
In the next block we have a stacked bar chart for **English Availability** and a stacked bar chart for **Compliance Evidence**.



In the next block we have two cards **Online Payment** and **National Authentication**.

<p>Online Payment:</p> <ul style="list-style-type: none"> • Not applicable (47%) • No (25%) • Yes (24%) • No Answer (4%) 	<p>National Authentication:</p> <ul style="list-style-type: none"> • Yes (34%) • No (33%) • Not applicable (32%) • No Answer (1%)
---	--

In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.

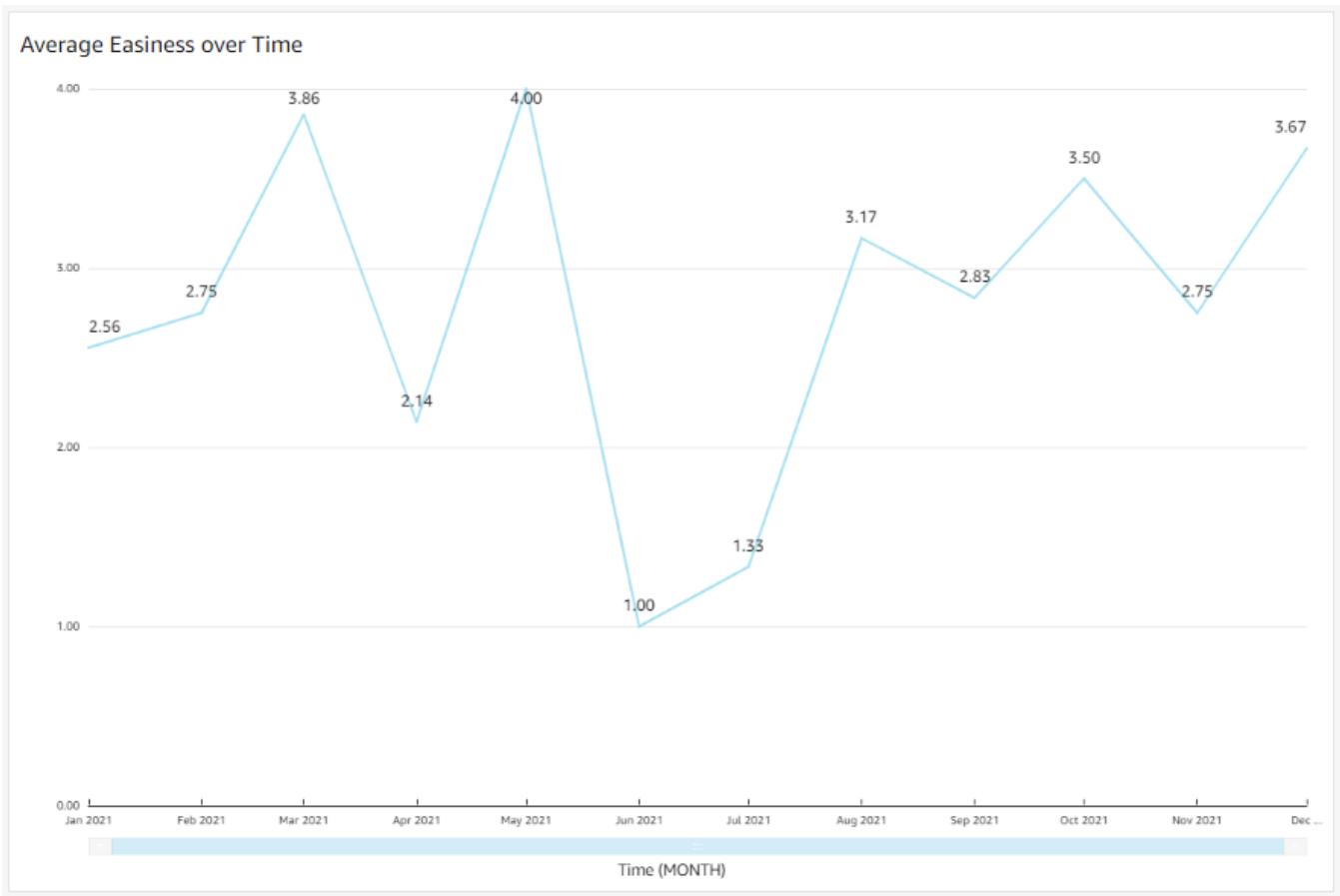


In the next block we have a card for **Average rating for Easiness**.

Average Rating for Easiness:

3

In the next block we have the line chart for **Average Rating on Easiness over Time**.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | **FOQ - Assistance Services Cases**

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
--	--	----------------------------	----------------------------	--------------------------

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209		Average Rating: 4		

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6		<input type="checkbox"/> Select all <input checked="" type="checkbox"/> f6921d04-3895-434b-b205-cc428ac1dc7f Show selected values		

Second Level

Before:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 2nd Level Feedback Collected: 172		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Germany with 96• Italy with 15• Finland with 13		

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13		<input type="checkbox"/> Select all <input checked="" type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values • Finland with 13		

You can reset all filters you have added by clicking on the top left corner.

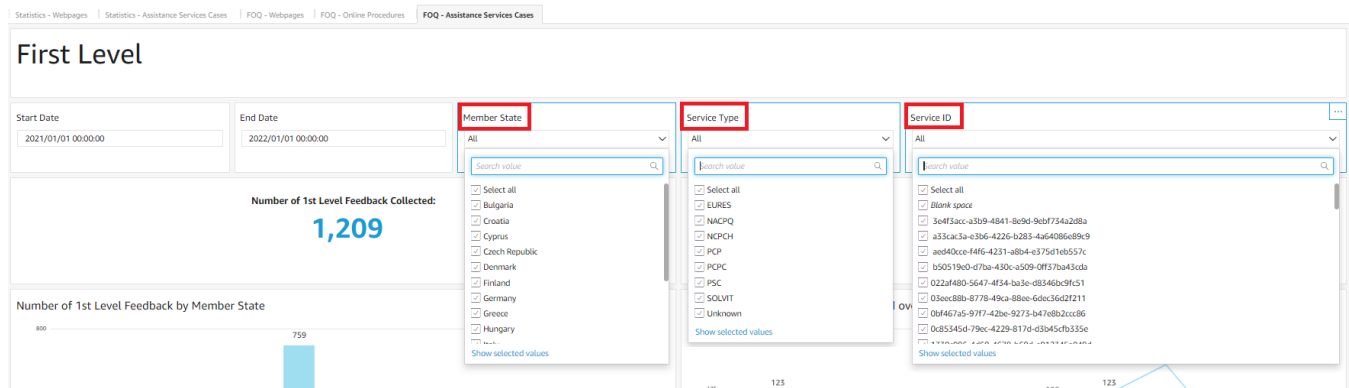


Cascading filters

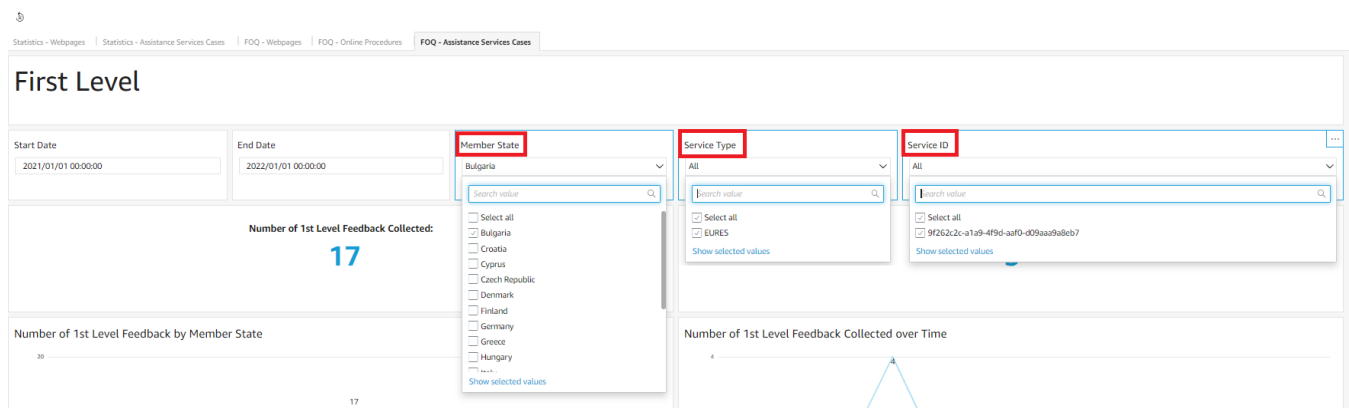
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:



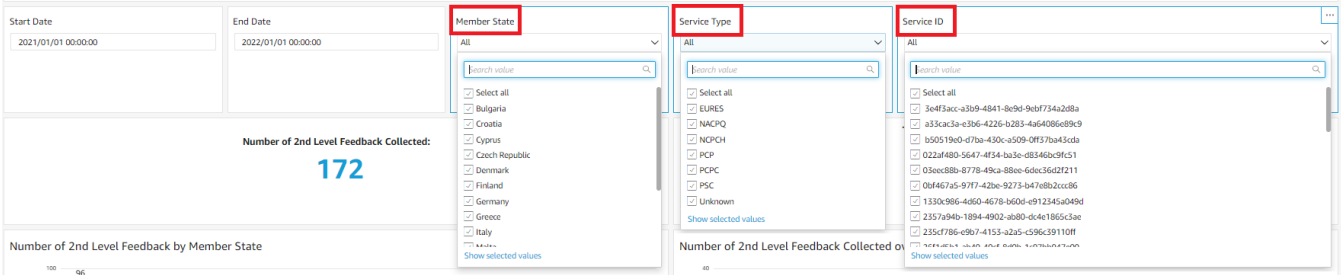
After:



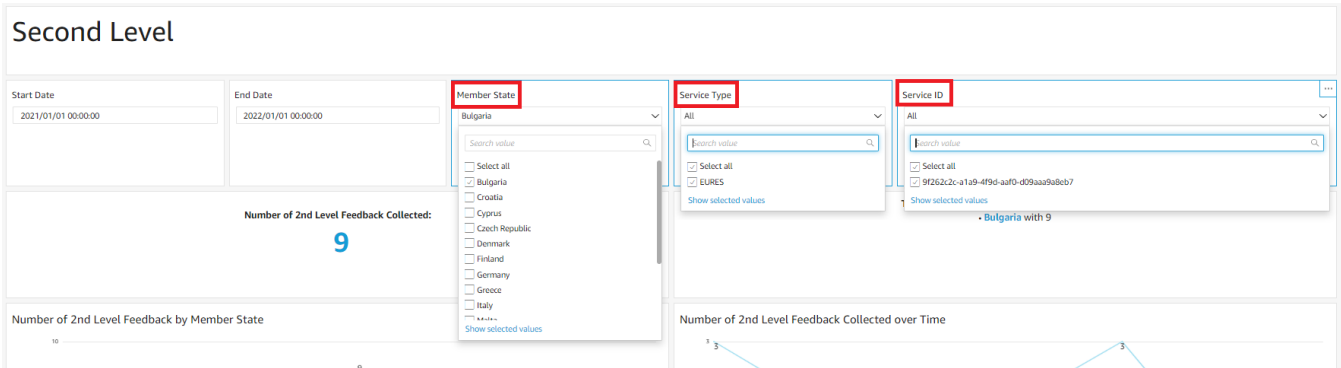
Second Level

Before:

Second Level



After:



What can we consult in Feedback on Quality - Assistance Services Cases tab?

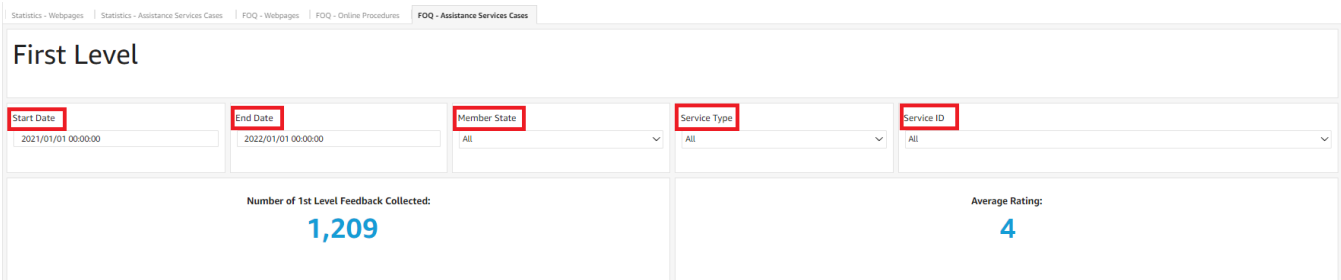
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

Without filters applied:

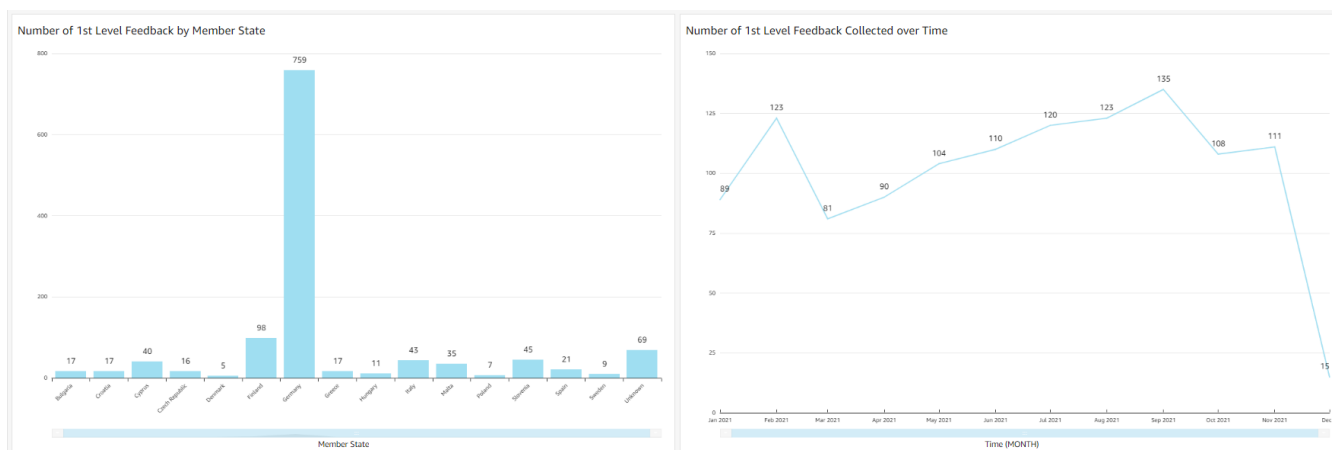


With filters applied:

First Level

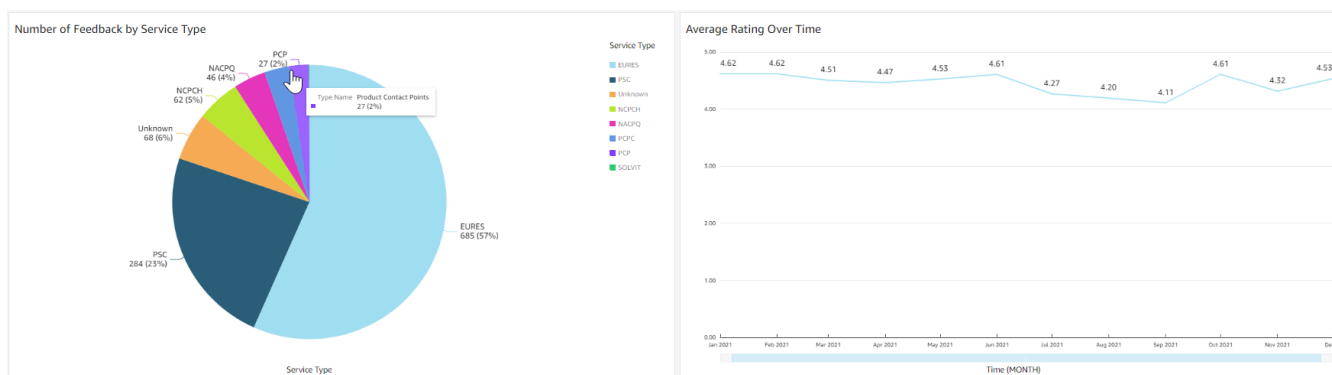
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time**.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and **Top Member States by Number of Feedback**.

Without Filter:

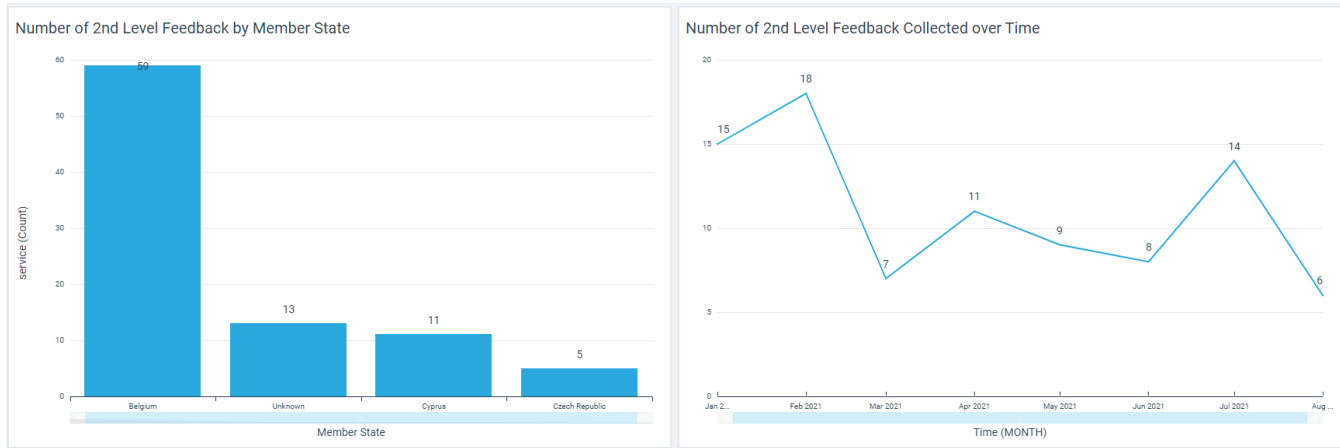
Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service All
Number of 2nd Level Feedback Collected: 88		Top 3 Member States by Number of Feedback: <ul style="list-style-type: none">• Belgium with 59• Unknown with 13• Cyprus with 11		

With Filter:

<h2>Second Level</h2>				
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type IPRH, NCPCH, PCPC, NACPQ	Service https://foq.youreurope.europa.eu/assist-service/survey-long?id=89c3fa01-971d-...
Number of 2nd Level Feedback Collected: 11		Top Member States by Number of Feedback is: <ul style="list-style-type: none">• Belgium with 11		

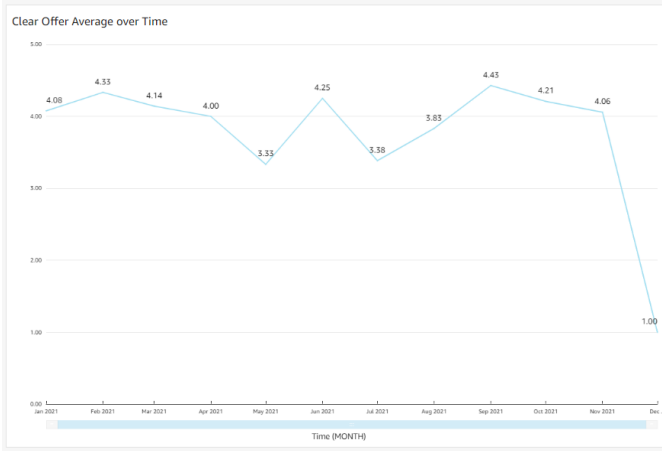
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



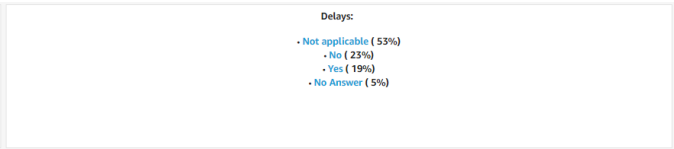
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

Average Rating for Clear Offer: 4	Average Rating for Easiness: 4
--	---

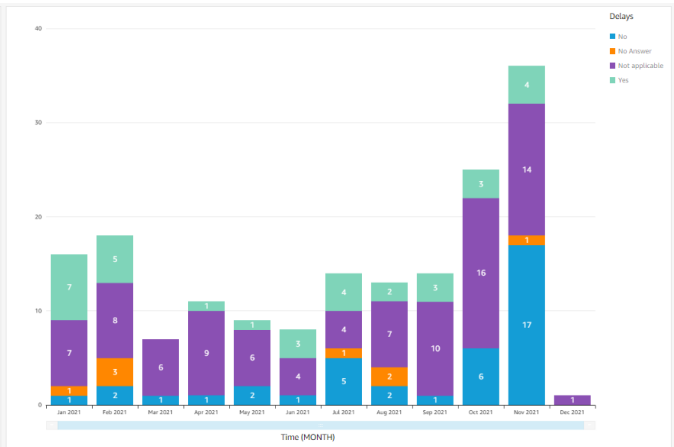
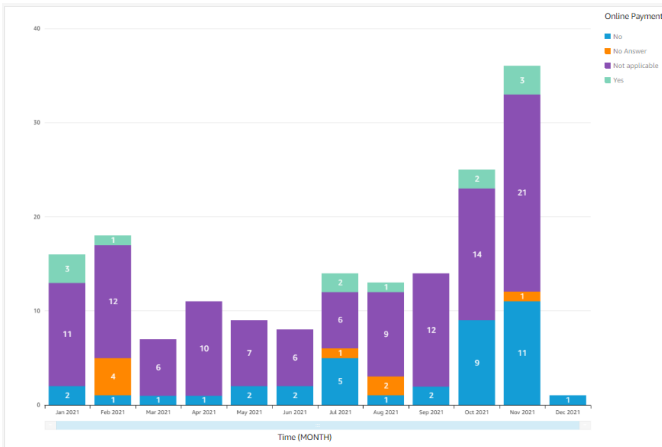
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



On the next block we have two cards one for **Online Payment** and other one for **Delays**:



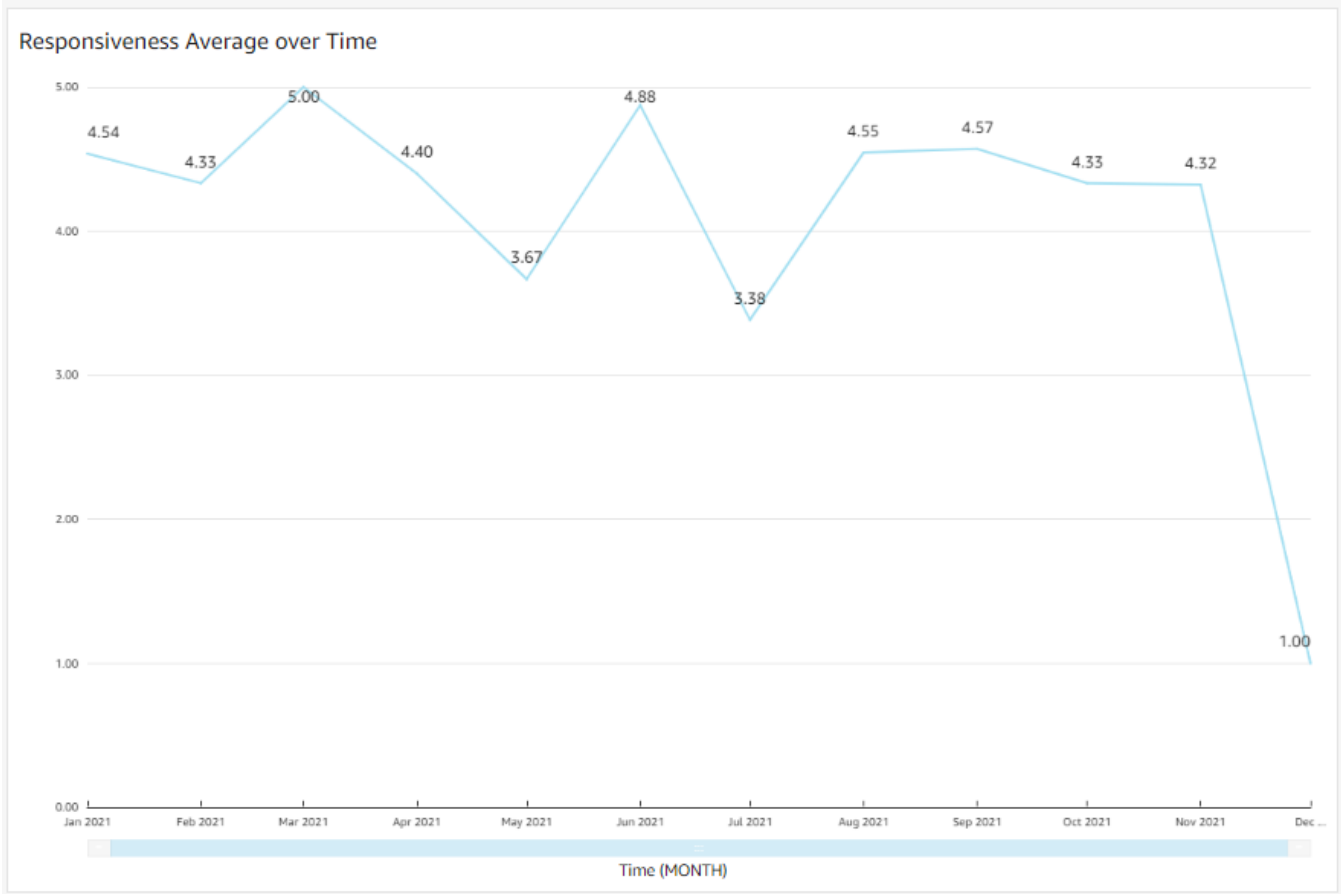
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



In the next block for the card **Average Rating**.



In the last block we have a line chart for the **Responsiveness Average over Time**. You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

How to use the Filters

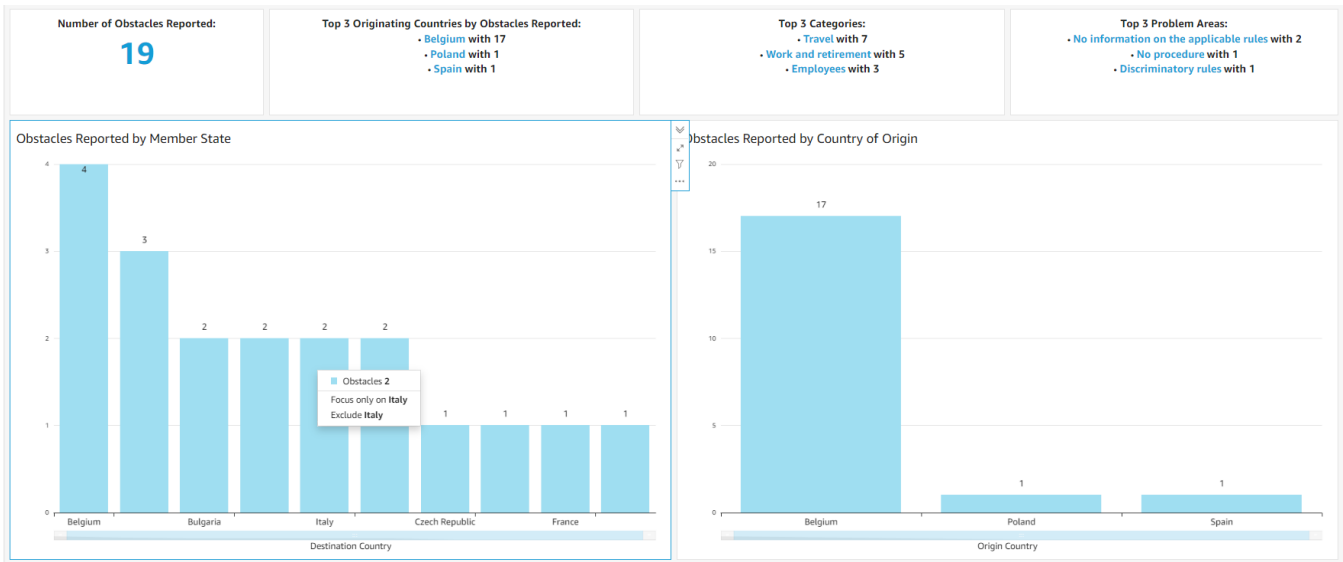
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date**; **End Date**; **Member State**; **Category**; **Sub Category** and **Problem Areas**.

[Statistics - Webpages](#) |
 [Statistics - Assistance Services Cases](#) |
 [FOQ - Webpages](#) |
 [FOQ - Online Procedures](#) |
 [FOQ - Assistance Services Cases](#) |
 FOSMO

Start Date <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
--	--	--	--	--	---

You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



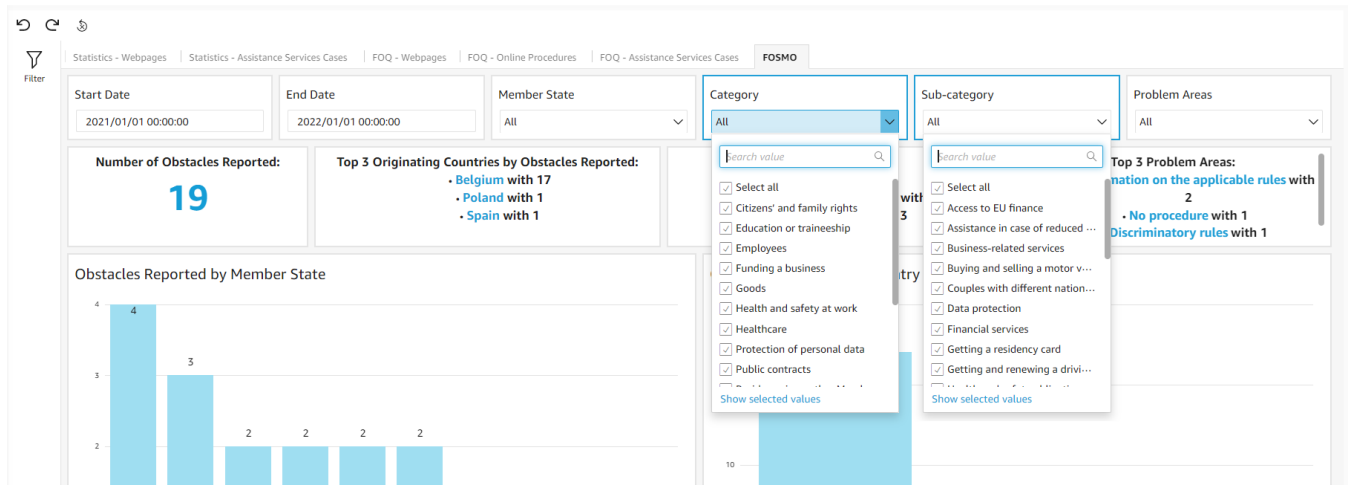
You can reset all filters you have added by clicking on the top left corner.



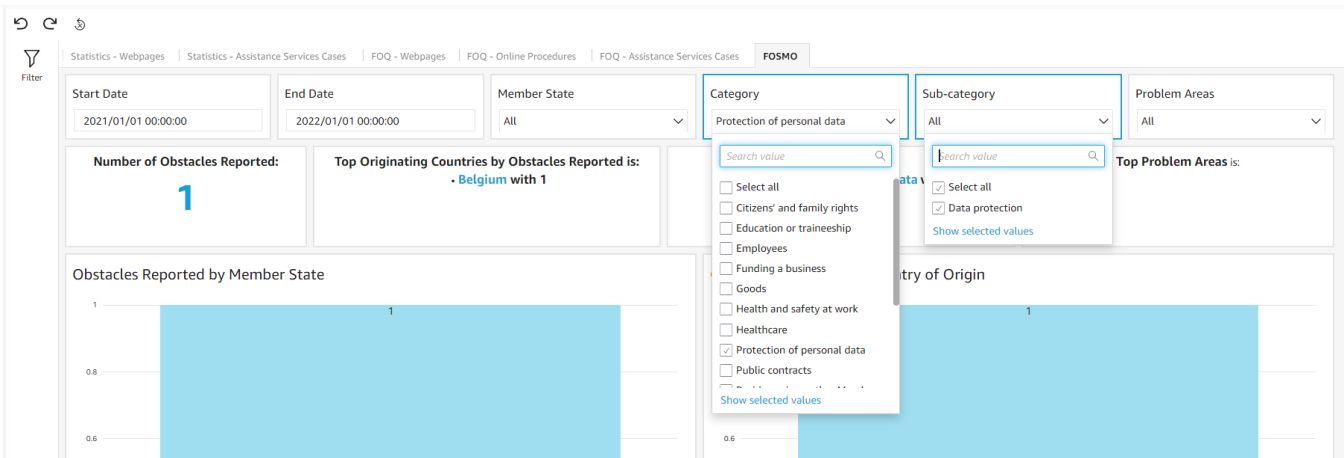
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



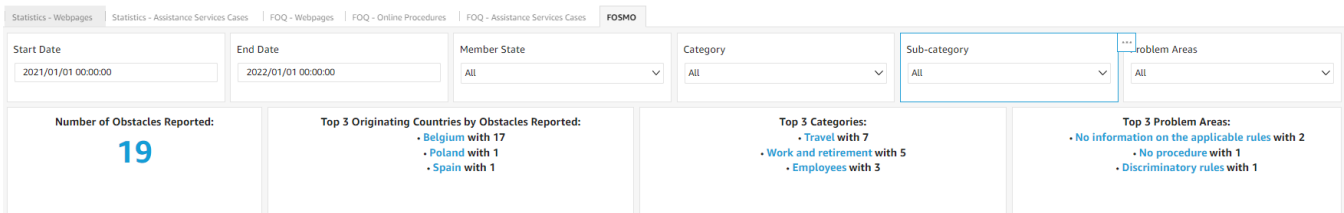
What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

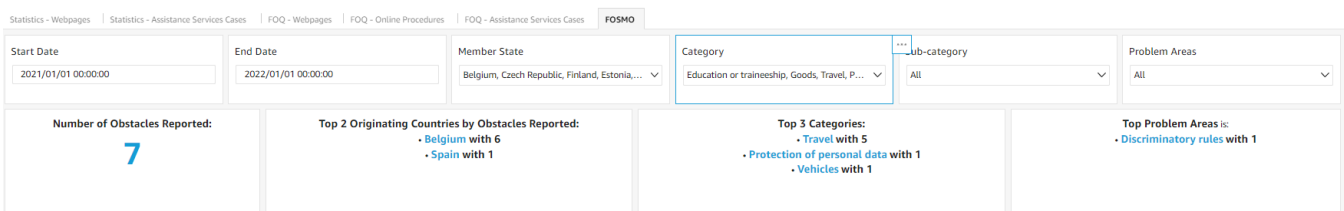
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported**, **Top Originating Countries by Obstacles Reported**, **Top 3 Categories** and **Top 3 Problem Areas**.

You can use the filters here to drill down the data per Member State, use other date interval, filter per **Category** or **Problem area**.

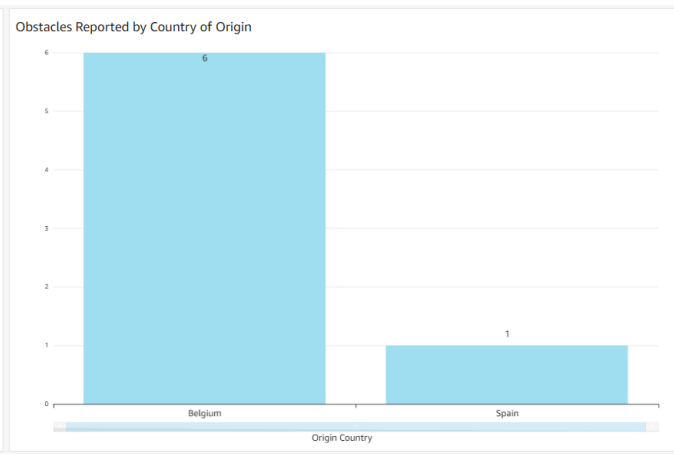
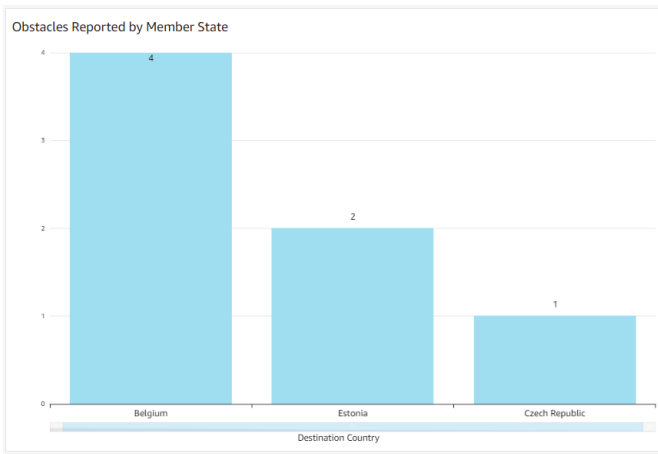
Without filters applied:



With filters applied:

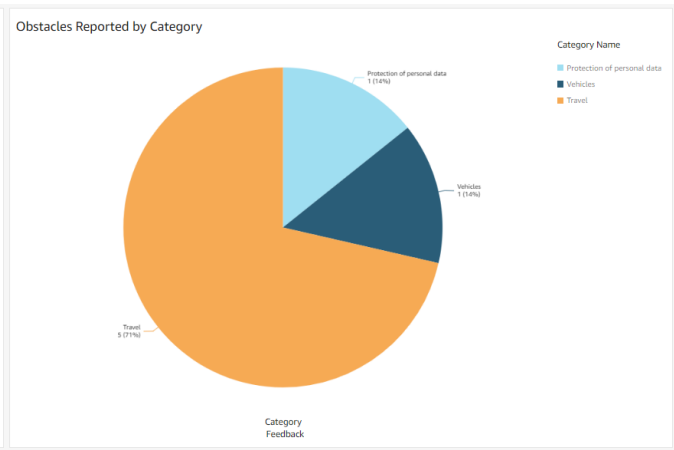
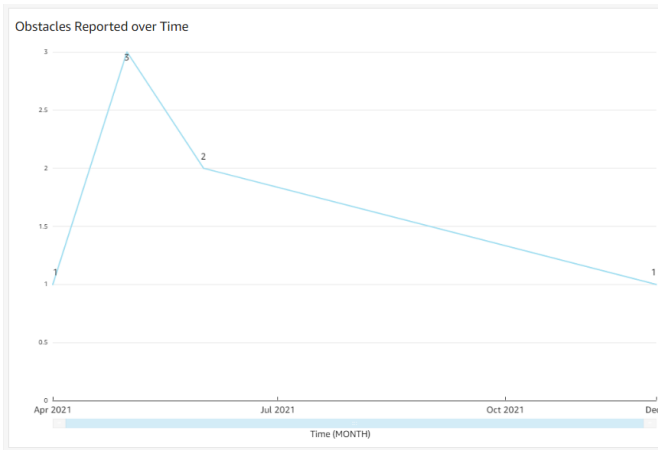


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin**.



Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Statistics Log IS

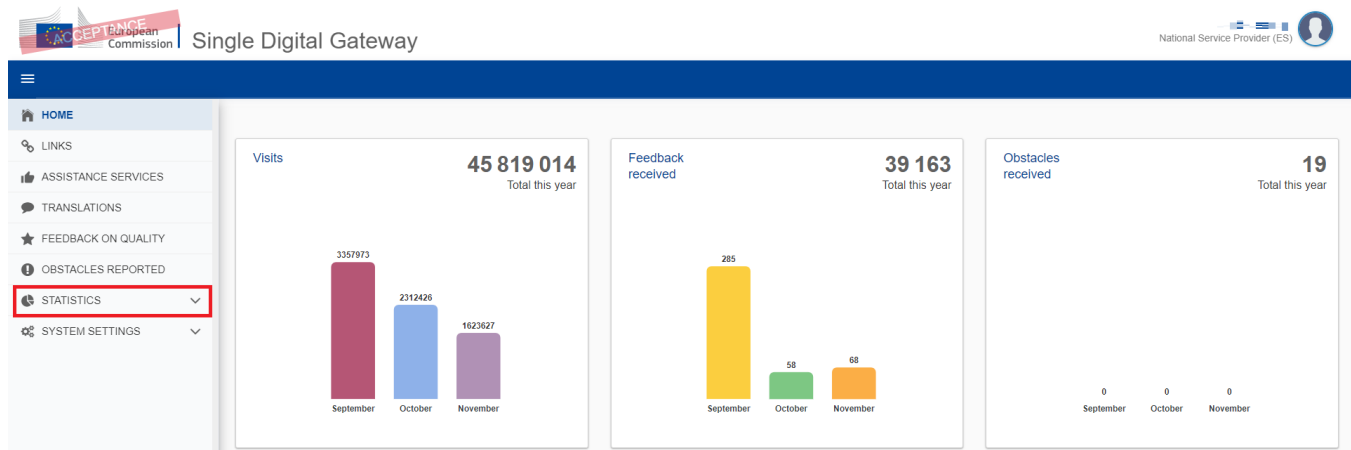
- [Statistics Log IS](#)
 - [Introduction](#)
 - [How to access the Statistics Log Module?](#)
 - [How to navigate on Statistics Log Module?](#)
 - [Filters](#)
 - [Status](#)
 - [Actions](#)

Introduction

The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

How to access the Statistics Log Module?

To access the **Statistics Log** module, click on **Statistics** button in the left-side menu.



That action will expand more options, click on **Statistics Log IS**.

The screenshot shows the 'Statistics log IS' interface. At the top, there is a navigation bar with 'Home > Statistics log IS'. On the left, a sidebar contains various menu items, with 'Statistics log IS' highlighted. The main content area is titled 'Statistics log' and features several filter fields: 'Unique ID' (with a sub-label 'Filter by unique ID...'), 'Status' (with a sub-label 'Filter by status...'), 'Transfer start date' (format dd/mm/yyyy), and 'Transfer end date' (format dd/mm/yyyy). A 'Clear filters' button is located to the right of these fields. Below the filters, a section titled 'Statistics on information services' indicates '2 items found'. A 'Download Unmatched URLs' button is positioned in the top right of this section. The main data is presented in a table with the following columns: 'Unique ID', 'Status', 'Transfer date', 'ACTIONS', and 'Download error report'. Two rows of data are visible, both with a status of 'Not Processed'. The first row has a Unique ID of '10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474' and a transfer date of '2021-07-14 12:00:00'. The second row has a Unique ID of '4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651' and a transfer date of '2021-02-25 09:48:00'. At the bottom of the table, there are navigation controls including arrows, a page number '1', and a dropdown menu set to '10'.

How to navigate on Statistics Log Module?

As an **National Service Provider** you can monitor your Country log for Statistics on information services (webpages) and their respective status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

Multiple details are visible on the list view and you have the ability to sort the list using some of these fields, namely, **Unique ID**, **Status** (Fully Processed, Not Processed, Partially Processed), **Transfer date** (by default all items are sorted by this field), **Actions** (this refers to all actions your user has permissions to do on each of items) and **Download error report**.

This screenshot is identical to the one above, but with red rectangular boxes highlighting specific elements. The boxes are placed around the 'Unique ID' filter field, the 'Status' filter field, the 'Transfer date' column header, the 'ACTIONS' column header, and the 'Download error report' column header in the table. This highlights the fields mentioned in the text as being sortable or filterable.

The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

You can use **filters** to narrow your search.

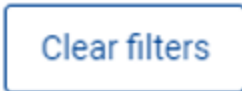
A simple rectangular button with a light blue background and a thin border. The text 'Show filters' is written in a blue, sans-serif font.

Clicking on **Show filters** will expand a menu with all the filters available to you.

You can filter per **Unique ID**, **Status**, **Transfer start date** and **Transfer end date**.

The screenshot shows a filter bar with four input fields: 'Unique ID' (with a placeholder 'Filter by unique ID...'), 'Status' (with a placeholder 'Filter by status...'), 'Transfer start date' (with a placeholder 'dd/mm/yyyy' and a calendar icon), and 'Transfer end date' (with a placeholder 'dd/mm/yyyy' and a calendar icon). To the right of these fields is a 'Clear filters' button. Below the fields is a 'Hide filters' link.

You can also clear all previously added filters using the button **Clear filters**:



Status

In the status filter you have a drop down with options as **Fully Processed**, **Not Processed**, **Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

If a file was not correctly processed you will see it in the **Status** tab, and you can **Download the error report** for each Unique ID or you can use the **Download Unmatched URL's** to download the entries list and you can be able to see the error messages.

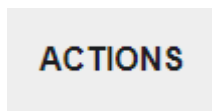
Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	Download Unmatched URLs Download error report
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	Download error report

Actions









You have two possible actions: Download statistics and Delete statistics.



To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.









Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

Please note that this action is irreversible, and it will only be reflected on the Statistics Dashboard on the next 24 hours.

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Once you click on **Delete statistics** there will be a window prompt so you can confirm the action, if you click **Yes** the file will be deleted from the data base, if you click **No** you will cancel the action.









Statistics log

Unique ID: Filter by unique ID... Status: Filter by status... Transfer start date: dd/mm/yyyy Transfer end date: dd/mm/yyyy Clear filters

Hide filters

Statistics on information services

2 items found

Unique ID	Status	Transfer date	ACTIONS	Download error report
10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474	Not Processed	2021-07-14 12:00:00	  	
4ba9eaf3-f723-441f-b26a-adb0e6fa7443-1614706174651	Not Processed	2021-02-25 09:48:00	  	

Delete Statistics

Are you sure you want to delete the statistics?

10ad4b86-7a03-43ea-b40c-450a6006114c-1649062252474.json

API keys

- API keys
 - Introduction
 - How to access the API keys module?

Introduction

On this module, you will be able to consult and copy the API key to use on the feedback tools dedicated to gathering feedback.

How to access the API keys module?

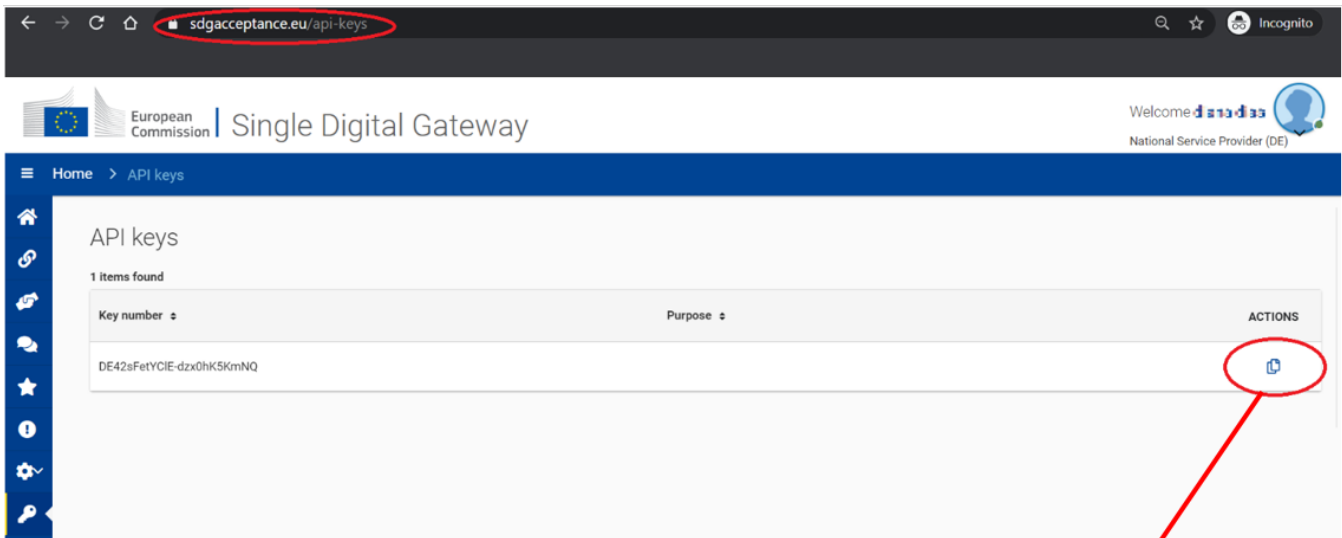
Access SDG, click on System settings and API keys

The screenshot shows the European Commission Single Digital Gateway interface. The top header includes the European Commission logo and the text 'Single Digital Gateway'. On the right, it says 'Welcome' followed by flags and a user profile icon, and 'National Service Provider (DE)'. The left sidebar menu contains the following items: Home, Links, Assistance services, Translations, Feedback on quality, Obstacles reported, System settings (with a red circle and a checkmark), and API keys (with a red circle and a '2' next to it). The main content area features a donut chart titled 'Your Europe' with '232 417 visits'. The chart is divided into six segments representing different countries: Italy (blue), Germany (yellow), Belgium (green), France (orange), Austria (teal), and Spain (red). The footer of the page reads 'version 2.0.0-04/02/2021'.

Here you be able to see the API key for your country.

Please note that API displayed is only valid for the environment you are accessing, for instance if you are logged on SDG in production environment the API displayed will be for prod environment, but in the other hand if you are accessing SDG in acceptance environment the API displayed is only valid for acceptance environment.

You can always double check the environment you are accessing by looking at url of the page.



To copy the API key you can use the shortcut under Actions.

For now there is no lifecycle set as many are still in a settlement phase with the different APIs.

There will be a discussion in the future to implement the most suitable frequency for renewing keys.

National Observer

Homepage

- [Homepage](#)
 - [Introduction](#)

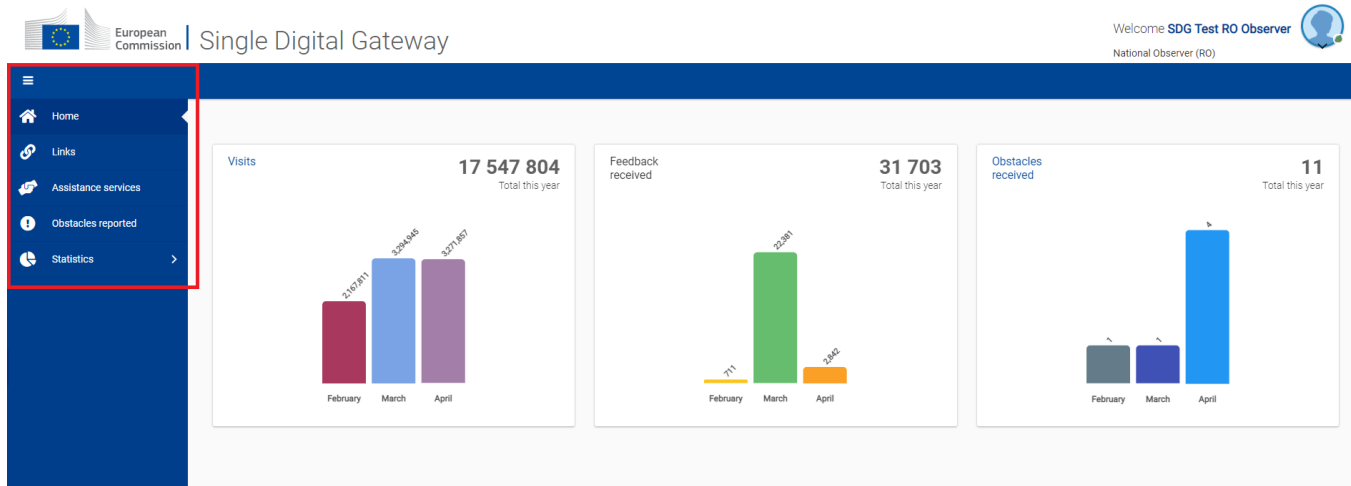
- What can I see in the Homepage?
- How to change roles when National Coordinator delegation is active?

Introduction

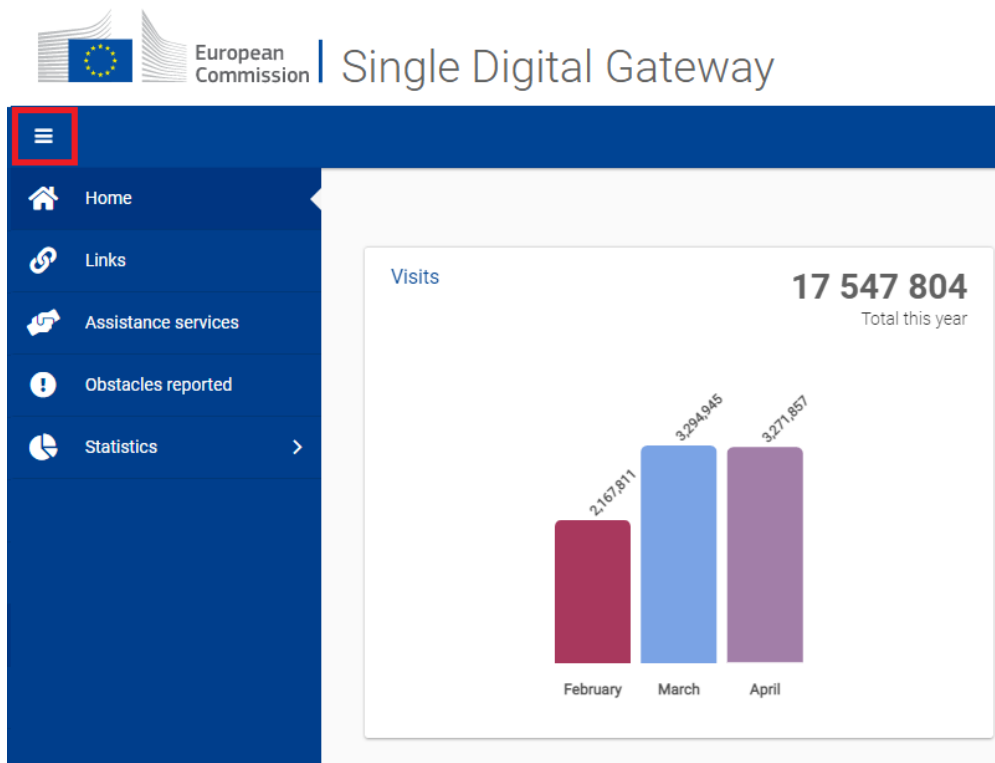
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

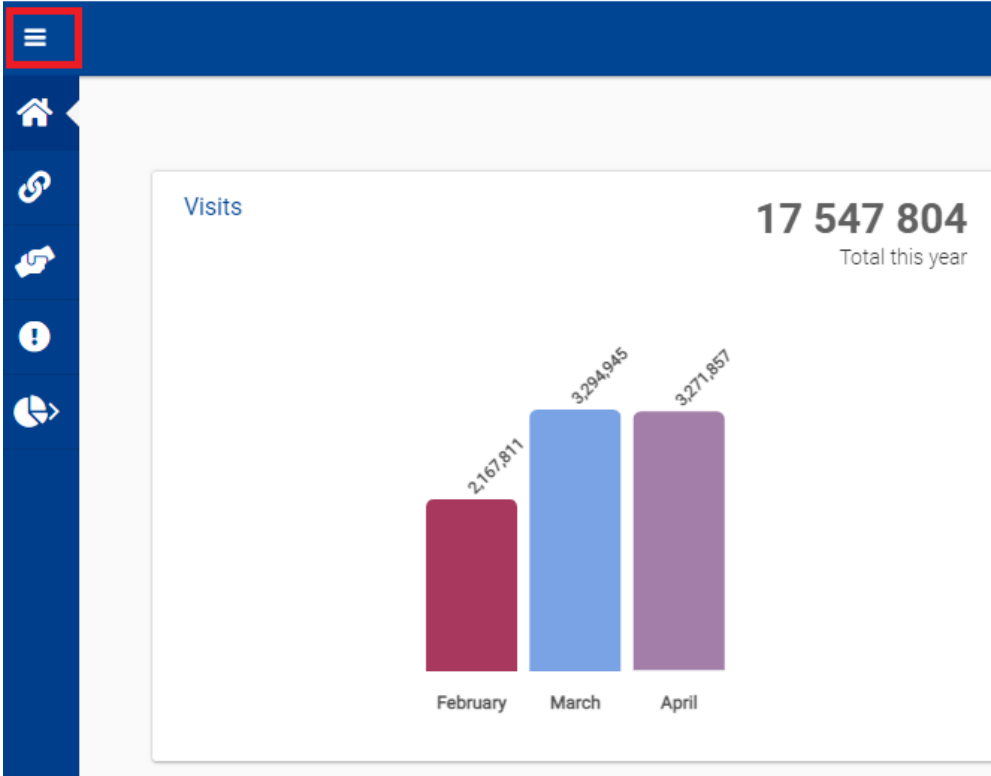
What can I see in the Homepage?

When you login in SDG you will land in the **Homepage**, and here you will be able to access the menu that allows you to navigate to other SDG modules that your user has access to.

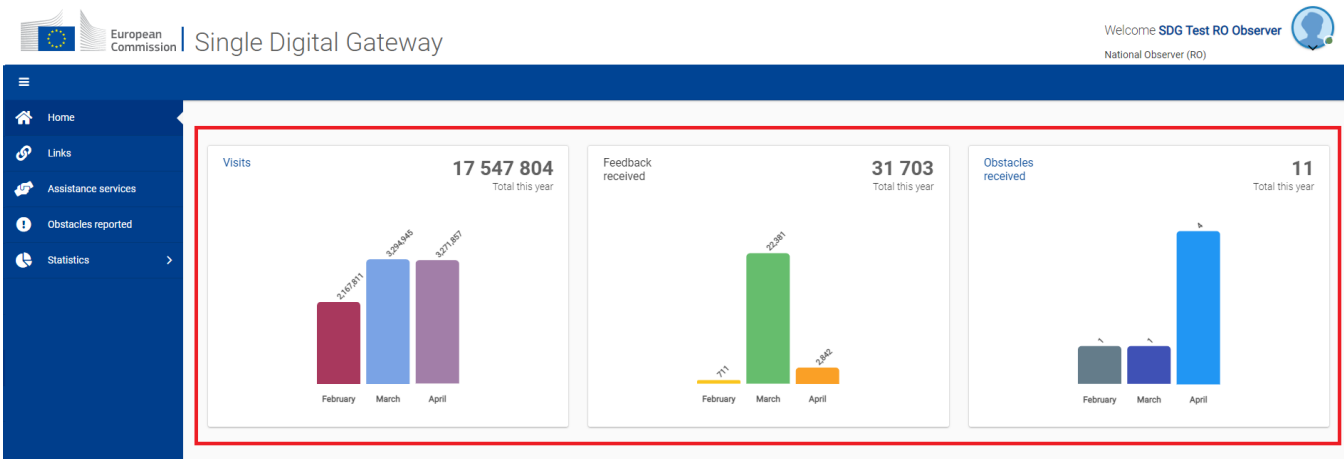


You can click on the top left corner of this menu to expand or minimize the menu.





In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **Visits** on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Obstacles reported** on the current year for all Member States. Additionally if you click on those visuals titles you will be redirected to the correspondent SDG module, where you will be able to see more detailed information.



In the top right corner you can also click on the user picture and that will expand an additional menu.



Here you can check your **User details** and **Sign out**.



- User details
- Sign out

Clicking on **User details** will show you your user details.

Welcome **SDG Test RO Observer**



National Observer (RO)

User details

Sign out



Visits

17 547 804

Feedback

31 703

Obstacles

11

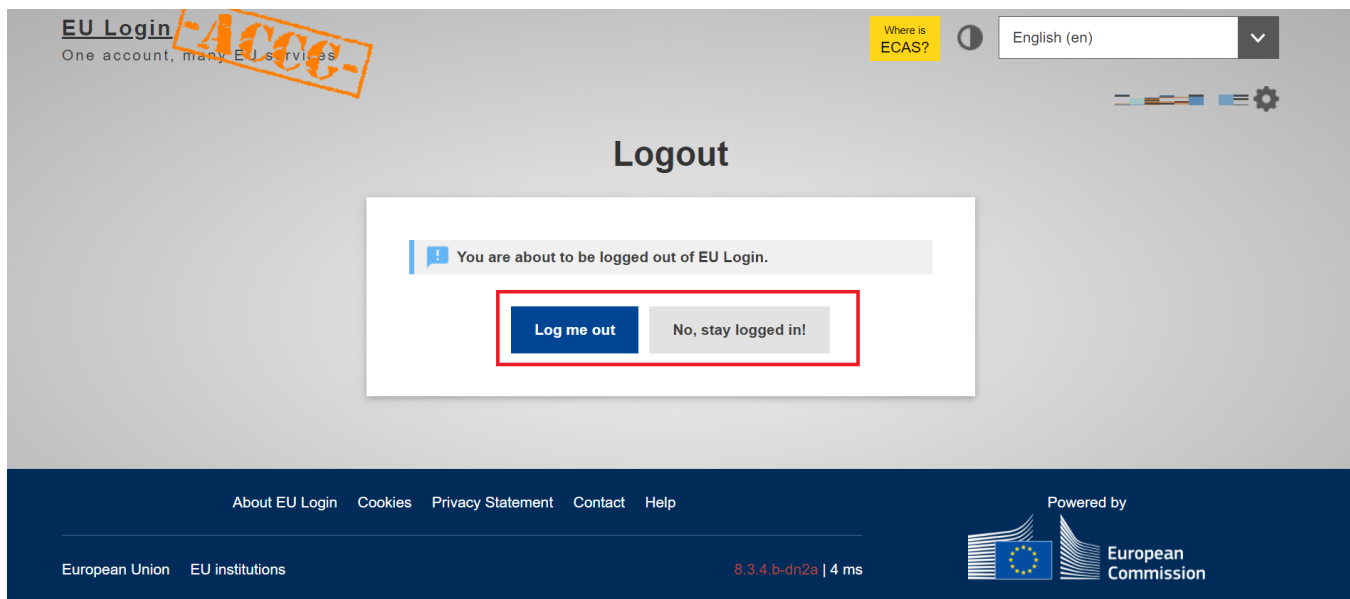
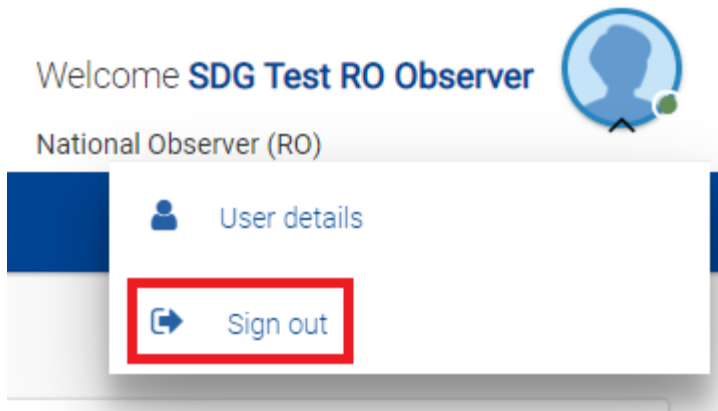
Total this year

User details

EU Login ID	n000153s
Email address	sdg.test.ro.o@mail.com
Full name	SDG Test RO Observer
Phone number	
Country	Romania
Competent authority	RO Observer
Role	National Observer

Close

And **Sign out** will log you out from SDG and EC login account (if this is the only page where you are login in with your EC account).



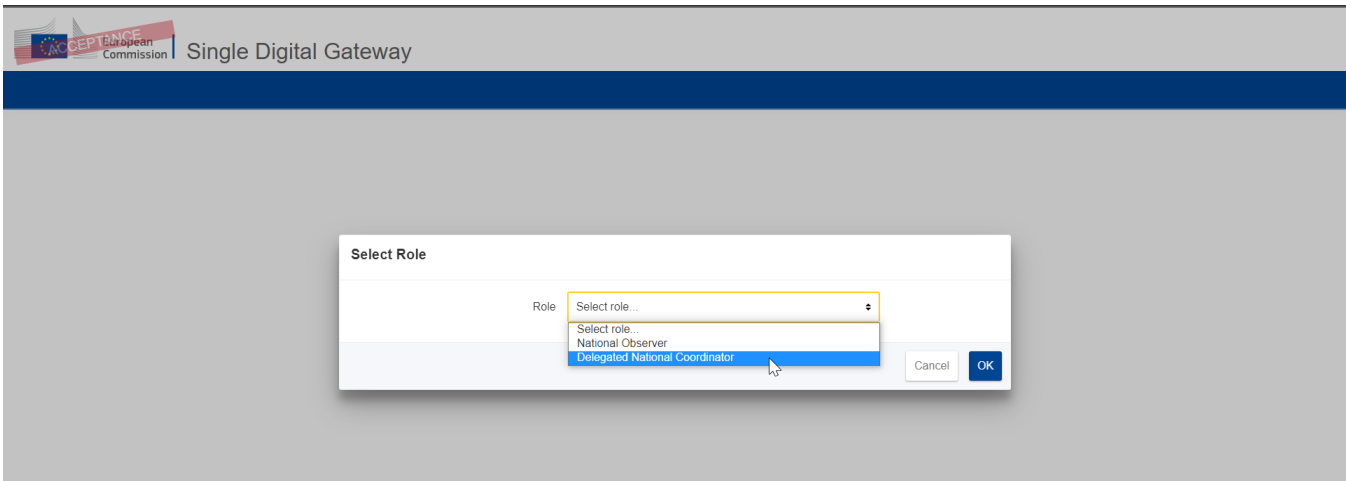
How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **temporally** assign the role of **Delegated National Coordinator**.

This will allow you to do everything a **National Coordinator** can do except delegating the **National Coordinator** role to other user. To learn more about the **National Coordinator** role please read [this user guide section](#).

Once the role is delegated to your user, every time you log to SDG you will have the option to choose which role you want to use.

You can select from the drop down the role and click **OK** to login to SDG.

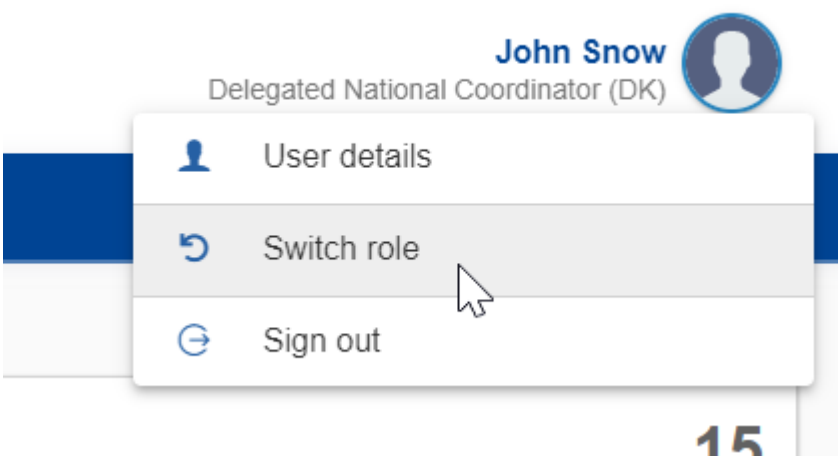


Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

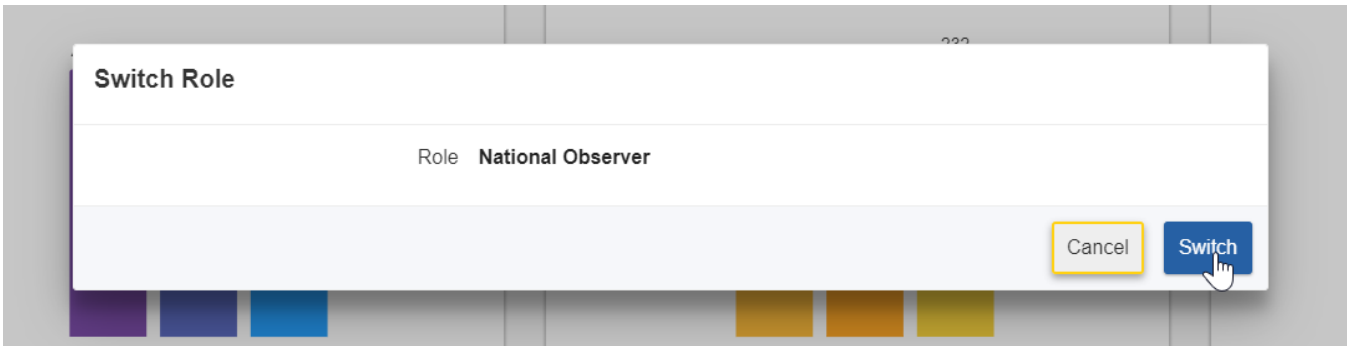
To change the role you are using you need to click on the **user picture** on the top right corner.



This will open a drop down where you should click on **Switch Role**.



A pop-up window will appear where you can click **Switch** to go back to the other role assigned to your user, or **Cancel** to abort the action.



Important Note












You will be able to this change in any menu at any time for the duration of your delegation, except on **Links Repository**.

On the **Links Repository** we have different implementation, due to the specificities of this module. Here, while you have the **Delegated National Coordinator** role you will always access the **Links Repository** with the **National Coordinator role**, even if you change in a previous menu to your original role. You will also not be able to change the role while accessing the **Link Repository**, you will need to go back to **SDG Home screen** and change it there, but once you are back to the **Link Repository** you will have the **National Coordinator**.

We will align this implementation in future releases, so this is just a temporary work around.

Roles & Rights

Single Digital Gateway

-  **Home**
-  **Links**
-  **Assistance services**
-  **Translations**
-  **Feedback on Quality**
-  **Obstacles Reported**
-  **Statistics Dashboard**
-  **Statistics log IS**
-  **Statistics log AS**
-  **User Management**
-  **API keys**

National Observer

View

Own country: view published

Own country: view published
EU & all countries: : view published

N/A

N/A

Own country: list/filter feedback,
view details

All levels: list/filter, view

N/A

N/A

N/A

N/A

- **Links**
 - Introduction
 - How to access the Links module?
 - How to navigate on Links module?
 - Filters
 - What can I do on the Links list screen?
 - How can I view the links details?
 - How to see the Metadata?
 - How to export Links?
 - What is Metadata and how important that is?
 - Links and Links Metadata History
 - How to access Link History?
 - Links History
 - Links Metadata History

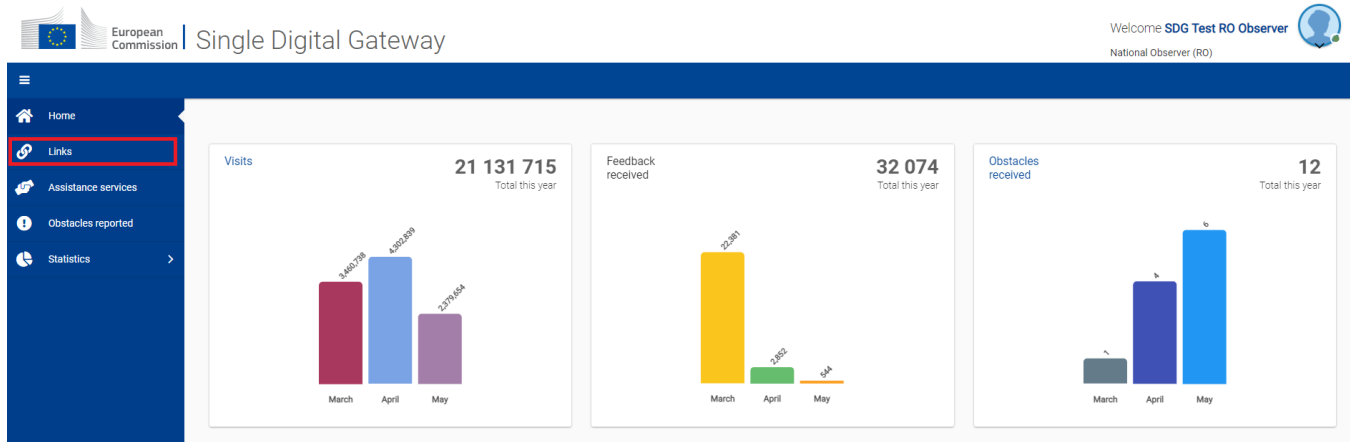
Links

Introduction

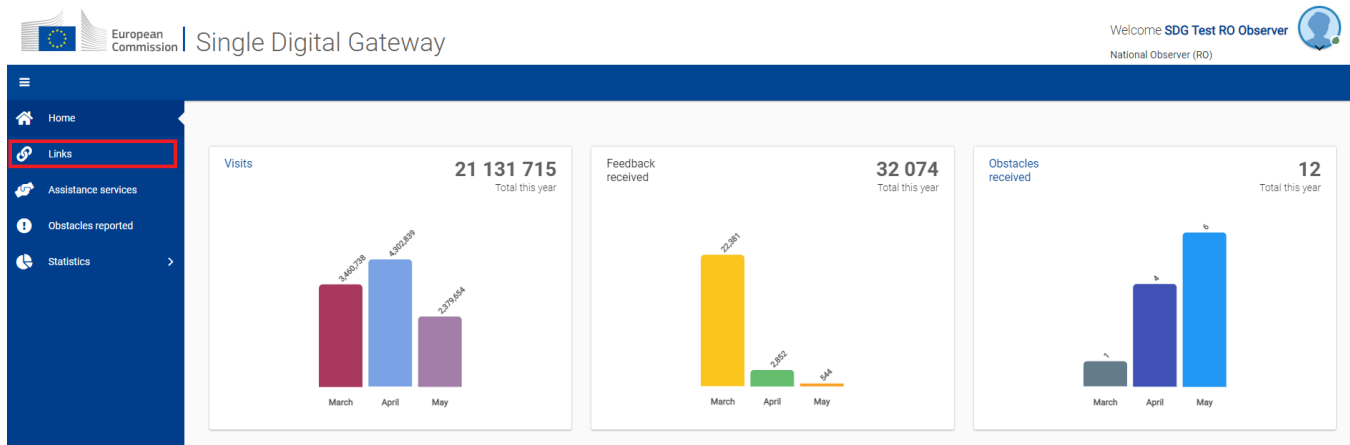
Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

How to access the Links module?

Access SGD and click on the **Links** in the menu.



You will have access to the list of all published links stored in the repository for your country:



How to navigate on Links module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the links list view and you have the ability to sort the list using any of these fields, namely, **URL**; **Created by**; **Type** (possible options: information, procedure, database); **Status**; **Last update** (by default all items are sorted by this field); **Actions** (this refers to all actions your user has permissions to do on each of URLs).

Manage your Links

Registered links

Search... Search

Show advanced filters

2 Items found

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	🔍
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	🔍

1 5

You can search for links by typing keywords on the **Search box**.

Manage your Links

Registered links

Search... Search

Show advanced filters

Filters

You have multiple filters you can use to filter the content displayed on this page, for that you should click on **Show advanced filters**.

Manage your Links

Registered links

Search... Search

Show advanced filters

Here you filter by **Owner**; **URL type**; **Content type** and **Category**.

Manage your Links

Registered links

Search... Search

Owner: Select owner

Url type: Web folder

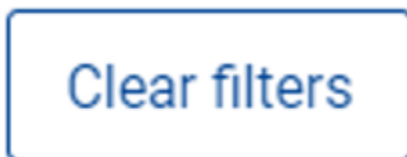
Content type: Select content type

Category: Select category

Clear filters

Hide advanced filters

You can also clear all previously added filters using the button “Clear filters”:



What can I do on the Links list screen?

How can I view the links details?

You can view the details for all published links for your country, including the Metadata.

For that you should on **View** button on the link you want to consult.

Manage your Links Export Links

Registered links

Search... Search

[Show advanced filters](#)

58 items found

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	n000150m	Information	Published	2021-05-10 17:27 26	
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29 36	
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39 24	
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40 12	
https://eportugal.gov.pt/en/servicos/pedir-o-registo-de-mudanca-de-sexo-e-de-nome-proprio	n005gdy4	Information	Review	2020-12-30 16:49 52	

1 2 3 5

That action will show you all the details of a given link.

Link Information Link Metadata

Portugal

Title: PT wikipedia page

URL: <https://en.wikipedia.org/wiki/Portugal>

Description: PT wikipedia page

Type: Information

Uri Type: Web folder

National locations: N/A

Should this URL be crawled?

Excluded paths: N/A

Ignore parameters: N/A

Categories: Citizens ; Travel within the Union ;

Status: Published

URL Status: Active

Created By: COSTA DIAS Diana

Last update: 30/03/2021

Back

Here you have a short explanation of the meaning of each field:

title - The title given to website or web page you that was notified. This field will not be used on the search results page, it is only here to help you find faster the information about the notified web pages/websites on SDG.

url - The url of the web folder or web page that was notified

description - A short description given to website or web page that was notified.

type - The type of information present in the content which can be (Information, Procedure or database).

url type - This column will specify if the notified URL is a web folder or an individual web page.

national locations - The NUTS or LAU location id for which the content on the page is valid, if this scenario is applicable for the notified URL.

should this url be crawled? - This option to allows the **crawler** to pick up all pages inside your Web Folder, and they will be automatically added to SDG, for that to happen there are some pre-requisites, namely a number of *meta tags* will need to be present in the generated html code of the Web Pages. We encourage you to read this [article](#) to better understand this topic.

excluded paths - This is web folders that are excluded from the search results for the notified urls. For example if a user has notified <https://gov.eu> and does not want pages from the folder *news* to appear in the search results a url will be added here like <https://gov.eu/news/>. This field is optional so it can be empty.

ignore parameters - In order to help the crawler, the user could have added here the parameters that if found in certain URLs will alert the crawler to ignore those pages. For example if your *news* pages contain a parameter **articleid** you can add it here and every time a URL contains this parameter will be ignored by the crawler. This field is optional.

categories- The areas in [Annex I or II](#) that are covered by the content of the notified web folder or web page. This column can have more than one category selected, as you can see on the example above.

status - The link status, which always be Active, because as an Observer you can only see published links.

created by - The user who has notified this link.

last update - Shows the the last date that the link has been updated.

How to see the Metadata?

You have tab to view the metadata details.

The screenshot shows a web interface with two tabs: 'Link Information' and 'Link Metadata'. The 'Link Metadata' tab is selected and highlighted with a red box. Below the tabs, the metadata for a link titled 'Portugal' is displayed. The metadata includes the following fields and values:

- Title: PT wikipedia page
- URL: <https://en.wikipedia.org/wiki/Portugal>
- Description: PT wikipedia page
- Type: Information
- Uri Type: Web folder
- National locations: N/A
- Should this URL be crawled?:
- Excluded paths: N/A
- Ignore parameters: N/A
- Categories: Citizens ; Travel within the Union ;
- Status: Published
- URL Status: Active
- Created By: COSTA DIAS Diana
- Last update: 30/03/2021

A blue button labeled '< Back' is located at the bottom of the metadata section.

After clicking on that tab you will see a screen with the metadata details.

Manage your Links

[Export Metadata Links](#)

Link Information **Link Metadata**

Search... [Show advanced filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	View
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	View

1 5

[Back](#)

You can see here, in a list view, some details, namely, the **URL**, **Web Page Language** (in case of a notified a web page and its metadata this field will present the language of the web page. This field is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented by the code EL), **Categories**, **Type**, **Notification Type** (a link can be added manually, via upload, webservice or crawler) and **Actions** (in the observer case you can only **View**).

You can also see some more details of the metadata by clicking the **Action View**.

Manage your Links

[Export Metadata Links](#)

Link Information **Link Metadata**

Search... [Show advanced filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	View
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	View

1 5

[Back](#)

This will show you additional details, such as the **Title**, **Description**, **National locations** and **Categories** (here instead of the code you will see the name).

Manage your Metadata Links

Metadata Link Information

Title : Presidency_of_the_Republic

URL : https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic

Description : Presidency_of_the_Republic

Type : Information

National locations :

Notification Type : MANUAL

Categories : Residence in another Member State;

Web page language : en

[Back](#)

How to export Links?

You can export a .xlsx file with the links notified to SDG by clicking on **Export Links** button.

Manage your Links **Export Links**

Registered links

Search... Search

[Show advanced filters](#)

58 Items found

URL	Created by	Type	Status	Last update	ACTIONS
https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	n000150m	Information	Published	2021-05-10 17:27:26	
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	n000150m	Information	Published	2021-05-10 16:29:36	
https://pt.wikipedia.org/wiki/Portugal	n000131b	Information	Published	2021-05-10 12:39:24	
https://en.wikipedia.org/wiki/Portugal	costdia	Information	Published	2021-03-30 12:40:12	
https://eportugal.gov.pt/en/servicos/pediro-registo-de-mudanca-de-sexo-e-de-nome-proprio	n005gdy4	Information	Review	2020-12-30 16:49:52	

1 2 3 5

This action will export everything that you are seeing on your screen, so if you are using filters as in the above example, it will only export the links available that match your filter:

1	2	3	4	5	6	7	8	9	10	11	12
Uri	title	description	country	user	type	URL type	status	last update	date		
https://pt.wikipedia.org/wiki/Portugal#For%C3%A7as_militares_e_policiais	militares e policiais	militares e policiais	Portugal	n000150m	Information	Web page	Published	2021-05-10 17:27:26	244		
https://pt.wikipedia.org/wiki/Portugal#%C3%81gua_e_saneamento	Agua e saneamento		Portugal	costdia	Information	Web page	Published	2021-05-10 16:29:36	249		

You can also export the Link Metadata in the same manner:

Manage your Links **Export Metadata Links**

Link Information **Link Metadata**

Search... Search

[Show advanced filters](#)

2 Items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	

1 5

[Back](#)

This action will export all Link Metadata for the web page or web folder you are consulting.

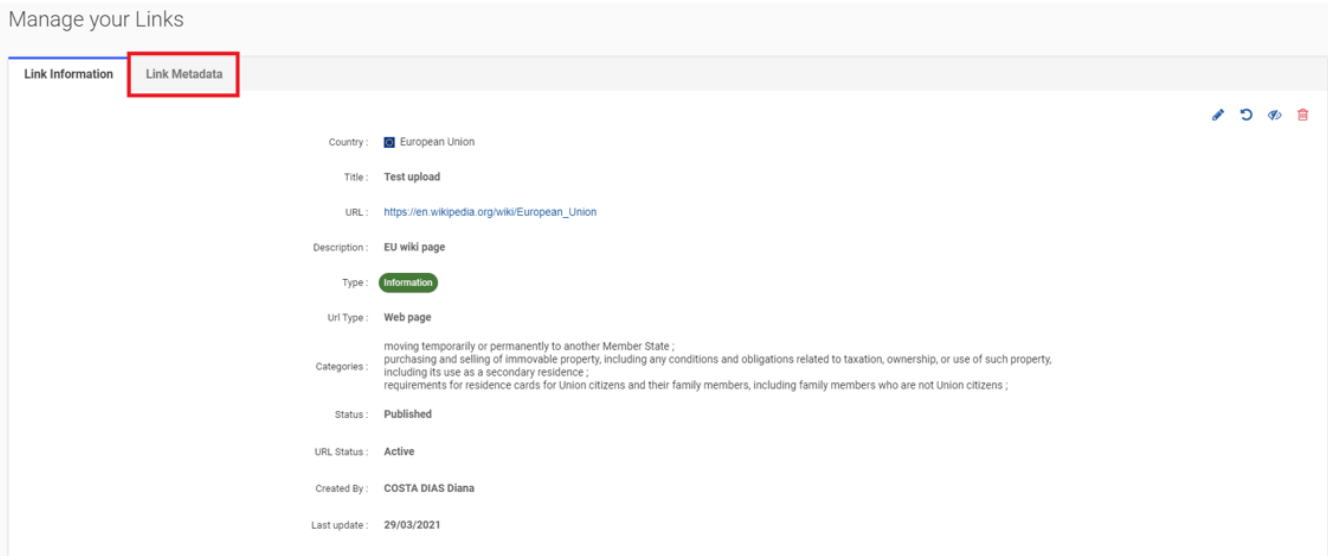
1	2	3	4	5	6	7	8	9	10	11	12
Uri	title	description	country	user	type	category	language	notification	last update	date	
https://en.wikipedia.org/wiki/Portugal#Energy	Portugal#Energy	Portugal#Energy	Portugal	costdia	Information	H3	en	MANUAL	2021-03-30 12:46:43	596	
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	Presidency_of_the_Republic	Presidency_of_the_Republic	Portugal	costdia	Information	D	en	MANUAL	2021-03-30 12:41:49	612	

What is Metadata and how important that is?

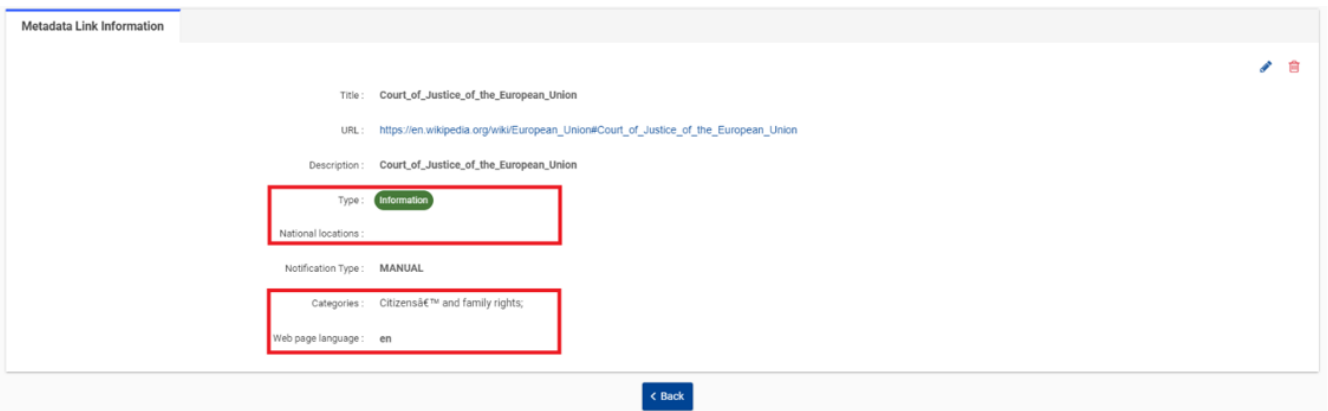
In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality is not yet active.

Using a hierarchical approach to notifying links following a web folder and its children web pages is paramount to the maintainability and successful running of the repository of links and the search facility.

Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:



As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):



However if web folder is added, and subsequently related web pages (which can be done automatically with the crawler), you will see that those pages will be added under the main web folder on the metadata tab of that same web folder:

Link Information **Link Metadata**

Country : Portugal

Title : PT wikipedia page

URL : <https://en.wikipedia.org/wiki/Portugal>

Description : PT wikipedia page

Type : Information

Url Type : Web folder

National locations : N/A

Should this URL be crawled?

Excluded paths : N/A

Ignore parameters : N/A

Categories : Citizens ;
Travel within the Union ;

Status : Published

URL Status : Active

Created By : COSTA DIAS Diana

Last update : 30/03/2021

[Back](#)

Link Information **Link Metadata**

Search... [Search](#)

[Show advanced filters](#)

2 items found

URL	Web Page Language	Categories	Type	Notification Type	ACTIONS
https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic	en	D	Information	MANUAL	Search Edit Delete
https://en.wikipedia.org/wiki/Portugal#Energy	en	H3	Information	MANUAL	Search Edit Delete

[Back](#)

Metadata Link Information

Title : Presidency_of_the_Republic

URL : https://en.wikipedia.org/wiki/Portugal#Presidency_of_the_Republic

Description : Presidency_of_the_Republic

Type : Information

National locations :

Notification Type : MANUAL

Categories : Residence in another Member State;

Web page language : en

[Back](#)

The correct setup of the metadata, meaning, correctly adding all relevant URL in SDG is crucial to make the search in Your Europe work correctly, since our search works at a high level exactly like Google search engine.

In order to improve the results one might get from it, we are restricting the search only on the web pages and web folders notified by the member states, so the ones added on SDG.

When you do a search, you will get as result individual web pages notified by the member states or web pages from a web folder notified by a member state.

In order to improve the relevance of the results further we are prioritizing web pages that have metadata in the repository (whether added individually or as a child of a web folder).

So the pages with metadata will appear first and if there are more results without metadata in the system we will complete the list until we get a maximum of 10 results.

We are also using a location detection mechanism to see which country the query is targeting (i.e *work in France* or *vehicle registration in Brussels*) and search filters in order to perform a search only on one specific national subset of links.

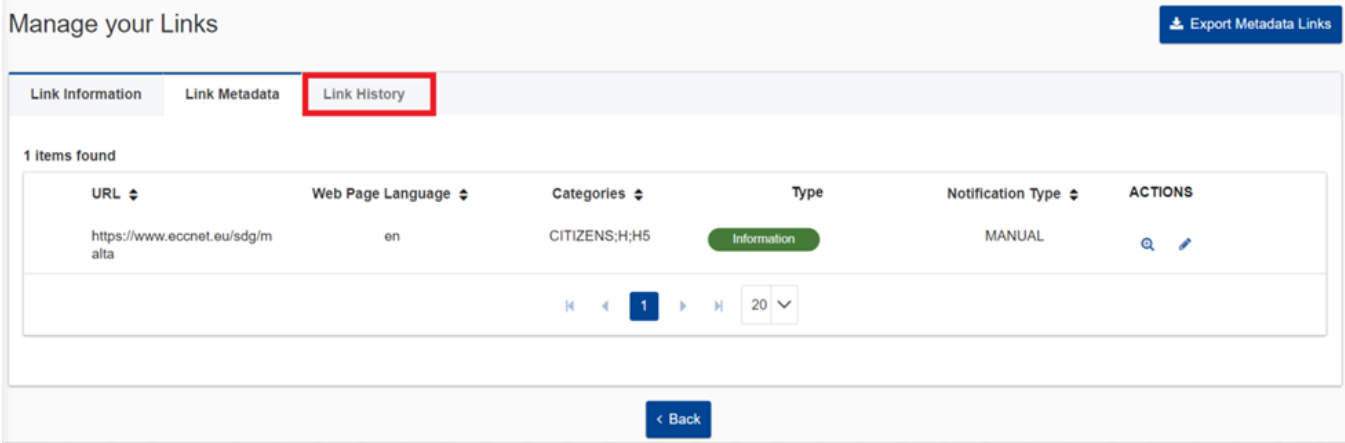
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

How to access Link History?

The **Links History** tab is available next to Link Metadata tab:



While the **Link Metadata History** is right next to Metadata Link Information tab:

Manage your Metadata Links

Metadata Link Information | **Link Metadata History**

Title: **European Consumer Centre Malta**

URL: <https://www.eccnet.eu/sdg/malta>

Description: **ECC Malta informs, advises, and assists consumers from EU countries in connection with cross-border trade within the EU. An essential objective of the Centre is to provide information and advice to consumers on their rights and obligations in connection with cross-border trade. Consumers can turn to the ECC to file a complaint on a product purchased or a disappointing service received from a business based in another EU Member State.**

Type: **Information**

National locations: Valletta (MT01101);

Notification Type: **MANUAL**

Owner: **nscicjos**

Links History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL.

Multiple details are visible for each historical link record: **URL**; **Title**; **URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Links | Export Metadata Links

Link Information | Link Metadata | **Link History**

URL	Title	Uri Type	Last Update Date	Last Update User
https://www.mlsi.gov.cy/mlsi/dli	Cyprus - Department of labor inspection	Web folder	2022-10-11 09:16:59	nashikma

< Back

Links Metadata History

A new record of a link is created in the links history table only after the following actions are executed:

- **Add link** → inserts a new record with the newly created link URL;
- **Edit link** →
 - if the URL has not changed → triggers an update of the record with the same URL;
 - if the URL has changed → inserts a new record with the new link URL;
- **Delete link** → triggers an update of the record with the same URL;
- **Crawling process** → where the link is regularly checked for updates.

Multiple details are visible for each historical link record: **URL**; **Title**; **Language Code**; **Content Type** (possible options: procedure, information); **Classification Information** (SDGR Annex I and II); **National Locations**; **Country**; **Last Update Date** (by default the most recent record is displayed first); **Last Update User**.

Manage your Metadata Links

URL	Title	Language Code	Content Type	Classification Information	National Location	Country	Last Update Date	Last Update User
https://verwaltung.bund.de/leistungsverzeichnis/en/leistung/BB/101959312	Bundesportal Library card Issue for legal entities	en	Procedure	A1;E1	N/A	DE	2022-11-15 11:09:46	root

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Assistance Services

- [Assistance Services](#)
 - [Introduction](#)
 - [How to access Assistance services module?](#)
 - [How to navigate on Assistance services module?](#)
 - [How to open a CSV in an Excel?](#)
 - [Filters](#)

Introduction

The Common Assistance Service Finder allows end-users (citizens or businesses) to search for assistance and problem-solving services offered by the European Commission or by the Member States.

In the Assistance services module, depending on the permissions and rights of the your role in SDG, you will be able to consult the repository of Assistance Services and related metadata, as well creating and maintaining those same services.

How to access Assistance services module?

The assistance services can be accessed by login to SDG and clicking on Assistance services. You can view the entire list of all the assistance services available in all member states.

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	[Toggle] [Edit]
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	[Toggle] [Edit]
Your Europe Advice	EU	2022-04-25 10:49:16	Published	[Toggle] [Edit]
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	[Toggle] [Edit] [Delete]
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	[Toggle] [Edit]
SOLVIT	EU	2021-11-08 09:26:26	Published	[Toggle] [Edit]
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	[Toggle] [Edit] [Delete]
Europe Direct	EU	2021-05-07 14:24:09	Draft	[Toggle] [Edit] [Delete]
Europe Direct	EU	2020-09-23 14:37:07	Draft	[Toggle] [Edit] [Delete]

How to navigate on Assistance services module?

National Observers can view the the list of all the assistance services available in all Member states and EU in **PUBLISHED** status.

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number items displayed on each page, up to 50 items.

Multiple details are visible on the Assistance service list view and you have the ability to sort the list using any of these fields, namely, **T** **ype of service** ; **M** **ember state**; **S** **tatus** and **L** **ast update** (by default all items are sorted by this field).

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on quality-[today date]

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	[Toggle] [Edit]
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	[Toggle] [Edit]
Your Europe Advice	EU	2022-04-25 10:49:16	Published	[Toggle] [Edit]
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	[Toggle] [Edit] [Delete]
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	[Toggle] [Edit]
SOLVIT	EU	2021-11-08 09:26:26	Published	[Toggle] [Edit]
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	[Toggle] [Edit] [Delete]
Europe Direct	EU	2021-05-07 14:24:09	Draft	[Toggle] [Edit] [Delete]
Europe Direct	EU	2020-09-23 14:37:07	Draft	[Toggle] [Edit] [Delete]

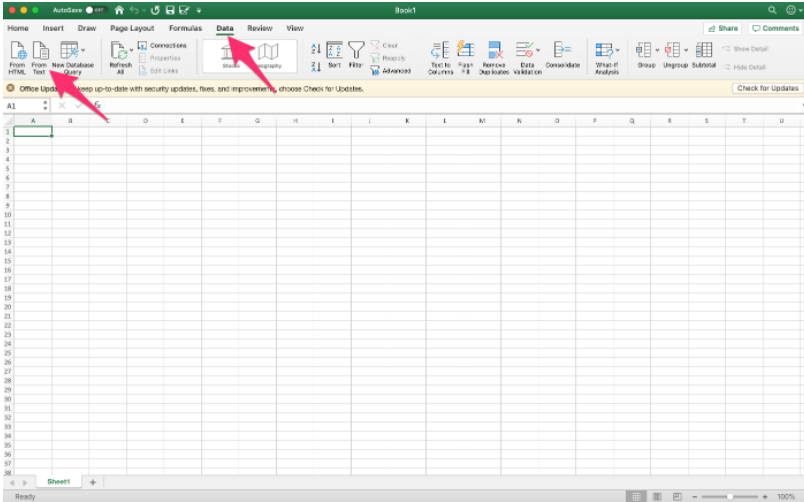
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

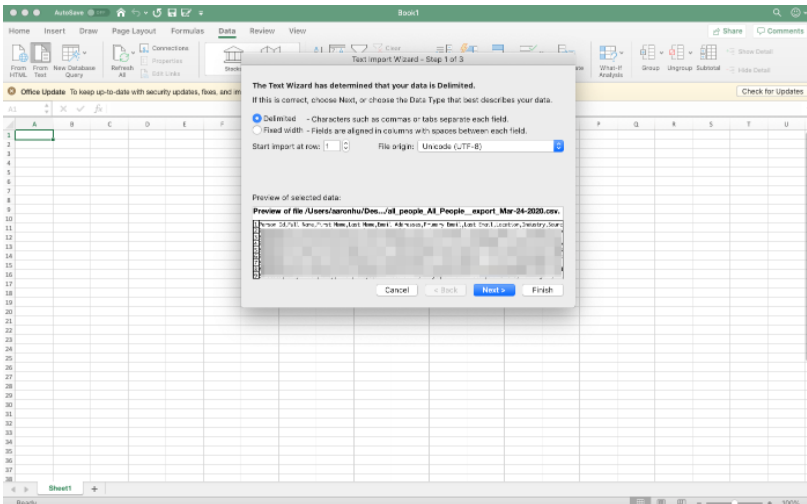
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

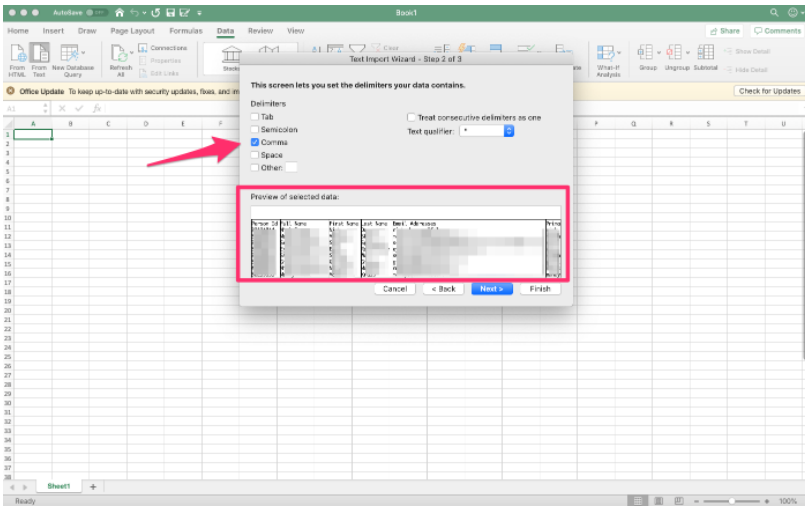
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Filters

You can **search** the Assistance service by **Status**, **Level of provision** (EU or National), **EU Service or Member State** (depending on what you have chosen on the Level of provision), **Type of service**, **Audience**, **Service ID**, **Competent authority name** and check if an assistance service is already published.

Assistance services + Add service

Status

Level of provision

EU service

Type of service

Audience

Service ID

Competent authority name

Clear filters

[Hide filters](#)

9 items found Export to CSV

Type of service	Member state	Last update	Status	ACTIONS
European Consumer Centres	EU	2022-10-07 10:56:55	Published	🔍 ✏️
European Network Of Employment Services	EU	2022-06-03 11:41:36	Published	🔍 ✏️
Your Europe Advice	EU	2022-04-25 10:49:16	Published	🔍 ✏️
Product Contact Points For Construction	EU	2021-11-08 09:26:26	Draft	🔍 ✏️ 🗑️
National Contact Points For Cross-border Healthcare	EU	2021-11-08 09:26:26	Published	🔍 ✏️
SOLVIT	EU	2021-11-08 09:26:26	Published	🔍 ✏️
Your Europe Advice	EU	2021-05-17 15:19:39	Draft	🔍 ✏️ 🗑️
Europe Direct	EU	2021-05-07 14:24:09	Draft	🔍 ✏️ 🗑️
Europe Direct	EU	2020-09-23 14:37:07	Draft	🔍 ✏️ 🗑️

You can also hide the filters by pressing "Hide filters"

Assistance services

[Show filters](#) ▼ Filters applied

Status

Draft

Published

[Hide filters](#)

In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

You can also clear all previously added filters using the button **Clear filters**:

Obstacles reported

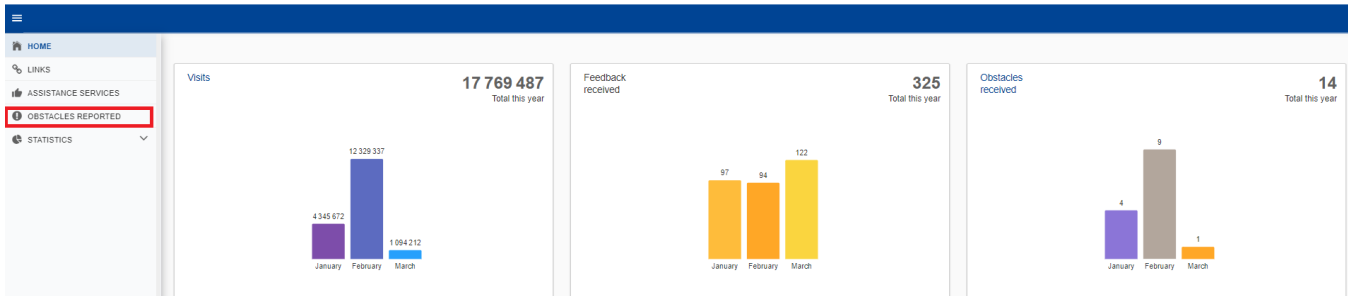
- [Obstacles reported](#)
 - [Introduction](#)
 - [How to access the obstacles reported module?](#)
 - [How to navigate on obstacles reported module?](#)
 - [Filters](#)
 - [How to manage the Status of an Obstacle?](#)
 - [How to translate the free text of an Obstacle?](#)
 - [Export to CSV](#)
 - [How to open a CSV in an Excel?](#)

Introduction

Users can provide feedback on the obstacles they face while exercising their single market rights through the **Feedback on Obstacles** tool, in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available on the webpages of the **Information services**, **Procedures** and **Assistance services**.

How to access the obstacles reported module?

Access SDG and click on Obstacles reported:



You will now be able to see the obstacles reported for your country:

Obstacles reported

Filters: Status (Filter by status...), Category (Filter by categories...), Problem areas (Filter by problem areas...), Start date (dd/mm/yyyy), End date (dd/mm/yyyy). [Clear filters](#) [Hide filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

Page navigation: 1 2 3 5

How to navigate on obstacles reported module?

You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

You can also select the number of items displayed on each page, up to 50 items.

In addition you have the ability to search by **Status**, **Category**, **Problem Areas**, **Start date** and **End date**.

Obstacles reported

Filter by status...
 Filter by categories...
 Filter by problem areas...
 dd/mm/yyyy
 dd/mm/yyyy

[Clear filters](#)
[Hide filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

[⏪](#)
[⏩](#)
1
2
3
5

The obstacles are displayed in a grid view for better visibility.

The following fields are available in the table: **Country of origin, Obstacle in (country), Category, Sub-category, Problem area(s), Creation date, Status and Actions.**

Obstacles reported

Filter by status...
 Filter by categories...
 Filter by problem areas...
 dd/mm/yyyy
 dd/mm/yyyy

[Clear filters](#)
[Hide filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

[⏪](#)
[⏩](#)
1
2
3
5

Problem area(s) field:

- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

You can also expand the text details on each obstacle reported to read the full content.

Obstacles reported

Status Filter by status... Category Filter by categories... Problem areas Filter by problem areas... Start date dd/mm/yyyy End date dd/mm/yyyy

[Clear filters](#)

[Hide filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
<input checked="" type="checkbox"/> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	Open Translate
<input type="checkbox"/> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	Open Translate

1 2 3 5

Filters

By default you can filter by **Status, Category, Problem Areas, Start date and End date.**

Obstacles reported

Status Filter by status... Category Filter by categories... Problem areas Filter by problem areas... Start date dd/mm/yyyy End date dd/mm/yyyy

[Clear filters](#)

[Hide filters](#)

Also you can press the button "Hide filters" to hide the described filters above.

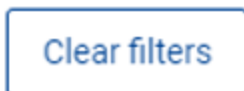
Obstacles reported

[Show filters](#)

12 items found [Export to CSV](#)

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
<input type="checkbox"/> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	Open Translate
<input type="checkbox"/> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	Open Translate
<input type="checkbox"/> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	Open Translate

You clear all previously added filters using the button **Clear filters**:



How to manage the Status of an Obstacle?

You can change the status of an obstacles using the **Actions** available to your user.

2 items found

Country of origin	Obstacle in	Category	Sub-category	Problem area(s)	Creation date	Status	ACTIONS
Belgium	Spain	Employees	Other		2021-04-21 17:03:26	Open	<ul style="list-style-type: none"> In progress Close Not relevant
Belgium	Spain	Travel	Identity card, visa, passport		2021-04-21 16:59:51	Open	

user free text is added here

1 10

The following statuses are available for each obstacle:

- Open**
- In progress**
- Closed**
- Not relevant**

By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

If an obstacle is changed to the status **Close**, you can re-open and it will go update to **Open** status again.

How to translate the free text of an Obstacle?

You can translate any free text in a given obstacle to a language of your preference.

In most cases the original language will be already identified and you will just need to select to which language you want the text to be translated.

Country of origin	Obstacle in	Category	Sub-category	Problem area(s)	Creation date	Status	ACTIONS
Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open	<ul style="list-style-type: none"> Translate

my issue is

EN

In case the original language is not identified or wrongly identified you can also select the original language.

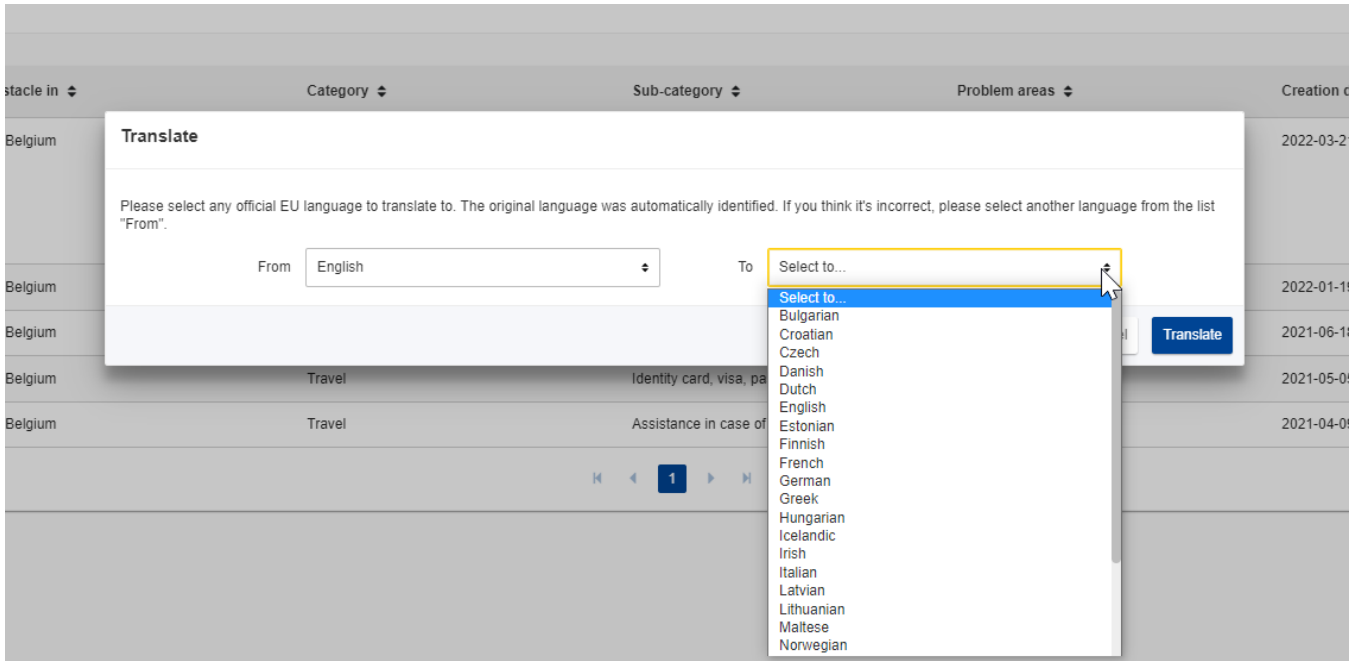
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.

Country of origin	Obstacle in	Category	Sub-category	Problem area(s)	Creation date	Status	ACTIONS
Belgium	Belgium	Travel	Identity card, visa, passport	No information on the applicable rules	2022-03-21 17:57:39	Open	<ul style="list-style-type: none"> Translate

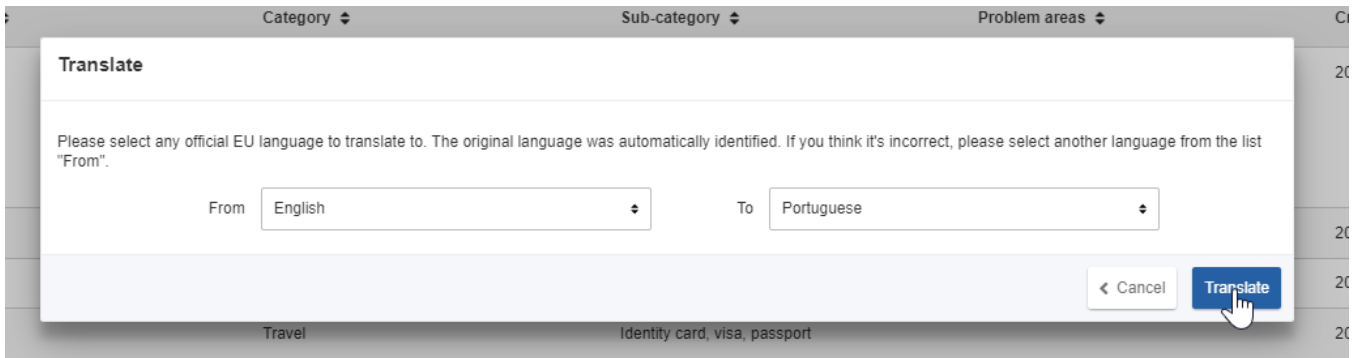
my issue is

EN

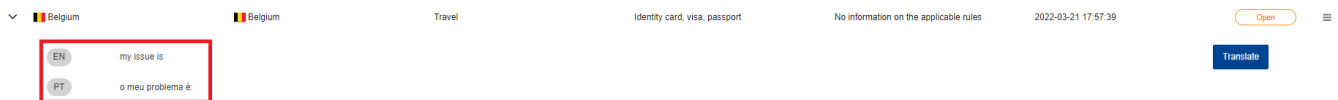
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



After selecting the language you should click on **Translate**, and the text will be translated.



Once the translation is processed you will be able to see the original text and the translated text.



If you go to other page inside SDG and come back to the obstacles the translated text will remain there, but if you log out or refresh the page you will need to translate it again.

Export to CSV

You also have an option to **Export to CSV** to export the current selection in an output file. The title is as follows: Feedback on Single Market Obstacles-[today date]

Obstacles reported

Status: Filter by status... Category: Filter by categories... Problem areas: Filter by problem areas... Start date: dd/mm/yyyy End date: dd/mm/yyyy

Clear filters Hide filters

12 items found Export to CSV

Origin country	Obstacle in	Category	Sub-category	Problem areas	Creation date	Status	ACTIONS
> Belgium	Romania	Health and safety at work	Health and safety obligations	Obstacle within a procedure	2022-02-28 10:34:43	Open	⋮
> Belgium	Romania	Consumer rights	Product safety	Unclear or contradicting rules	2022-02-28 10:32:49	Open	⋮
> Belgium	Romania	Travel	Assistance in case of reduced mobility	Obstacle within a procedure	2022-02-28 10:32:13	In Progress	⋮
> Belgium	Romania	Goods	Product rules and requirements	Incorrect application of EU rules	2022-02-28 10:31:31	Open	⋮
> Belgium	Romania	Citizens' and family rights	Gender recognition	Incorrect application of EU rules	2022-02-25 16:16:30	Open	⋮

Navigation: 1 2 3 5

File structure:

Field	Value
Country of origin	Full name of the country of the user that submitted the obstacle based on the IP.
Obstacle in	Country selected by the user when submitting the obstacle.
Category	The category selected in the form.
Sub-category	The sub-category selected in the form.
Creation date	The date the obstacles was obstacles.
Problem Areas	The areas where the Obstacles are reported
Status	Open/ Reopen/ IN progress/ Closed/Irrelevant
Description	The description of the Obstacle

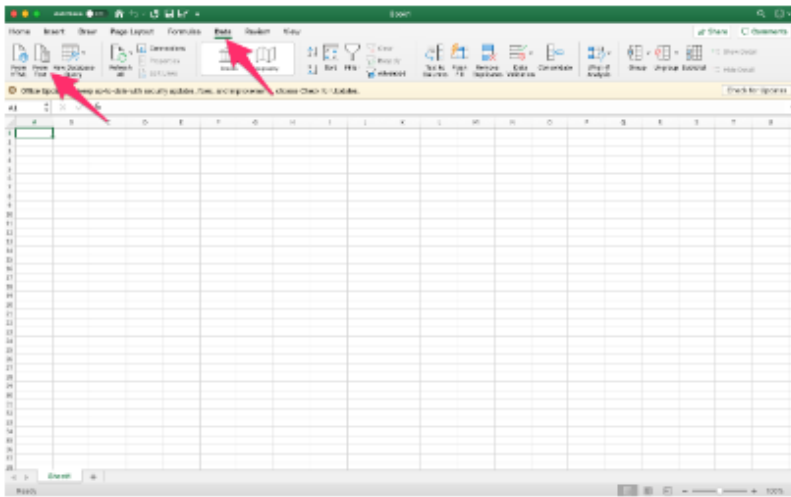
How to open a CSV in an Excel?

Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

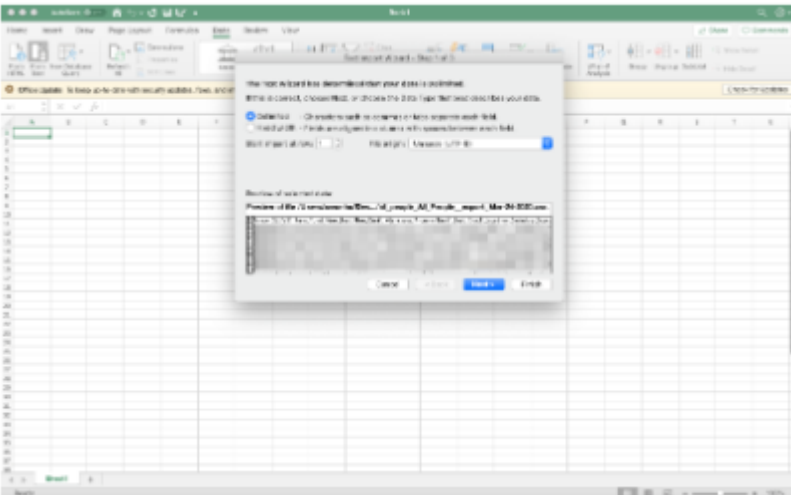
To open CSV in Excel properly pls follow this procedure:

Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas (,)** as the default delimiter/separator.

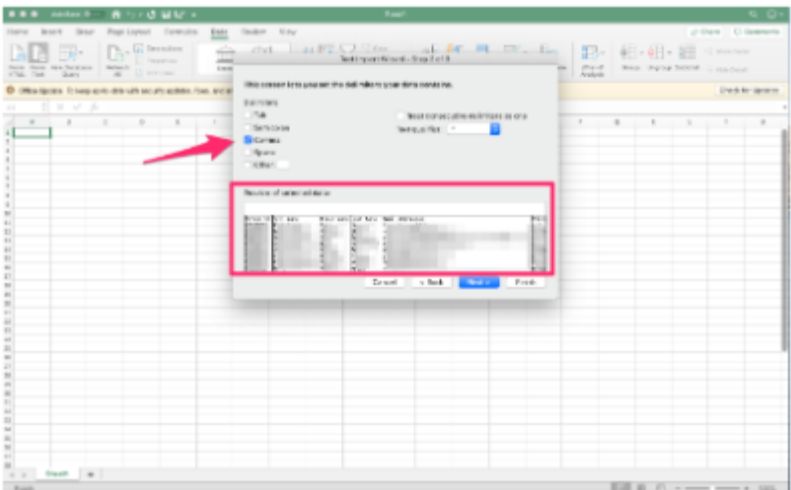
1. Open a new Excel sheet.
2. Click the Data tab, then From Text



3. Select the CSV file that has the data clustered into one column.
4. Select Delimited, then make sure the File Origin is Unicode UTF-8.



5. Select Comma (this is Affinity's default list separator). The preview will show the columns being separated.



6. Finally, click Finish.

7. Remember to Save your document!

Statistics Dashboard

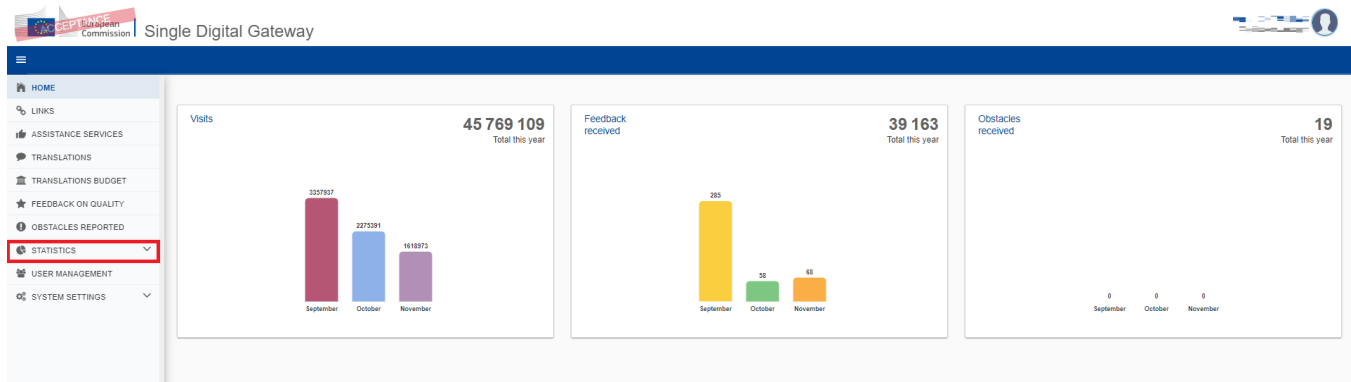
- [Statistics Dashboard](#)
 - [Introduction](#)
 - [How to access the Statistics Dashboard Module?](#)
 - [How to navigate on Statistics Dashboard Module?](#)
 - [Statistics - Webpages](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Statistics - Webpages tab?](#)
 - [Statistics - Assistance Services Cases](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Statistics - Assistance services cases tab?](#)
 - [FOQ - Webpages](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Webpages tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOQ - Online Procedures](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Online Procedures tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOQ - Assistance Services Cases](#)
 - [How to use the Filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [Cascading filters](#)
 - [First Level](#)
 - [Second Level](#)
 - [What can we consult in Feedback on Quality - Assistance Services Cases tab?](#)
 - [First Level](#)
 - [Second Level](#)
 - [FOSMO](#)
 - [How to use the Filters](#)
 - [Cascading filters](#)
 - [What can we consult in Feedback on Single Market Obstacles?](#)

Introduction

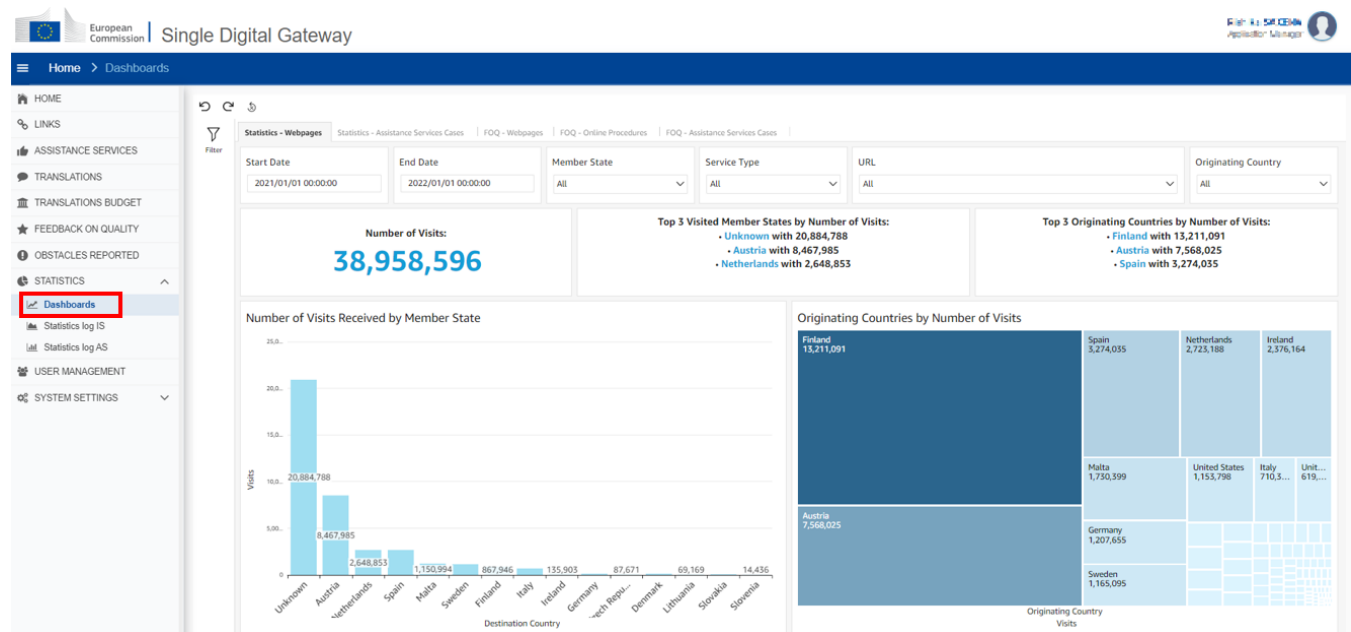
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

To access the **Statistics Dashboard** module, click on **Statistics** button in the left-side menu.

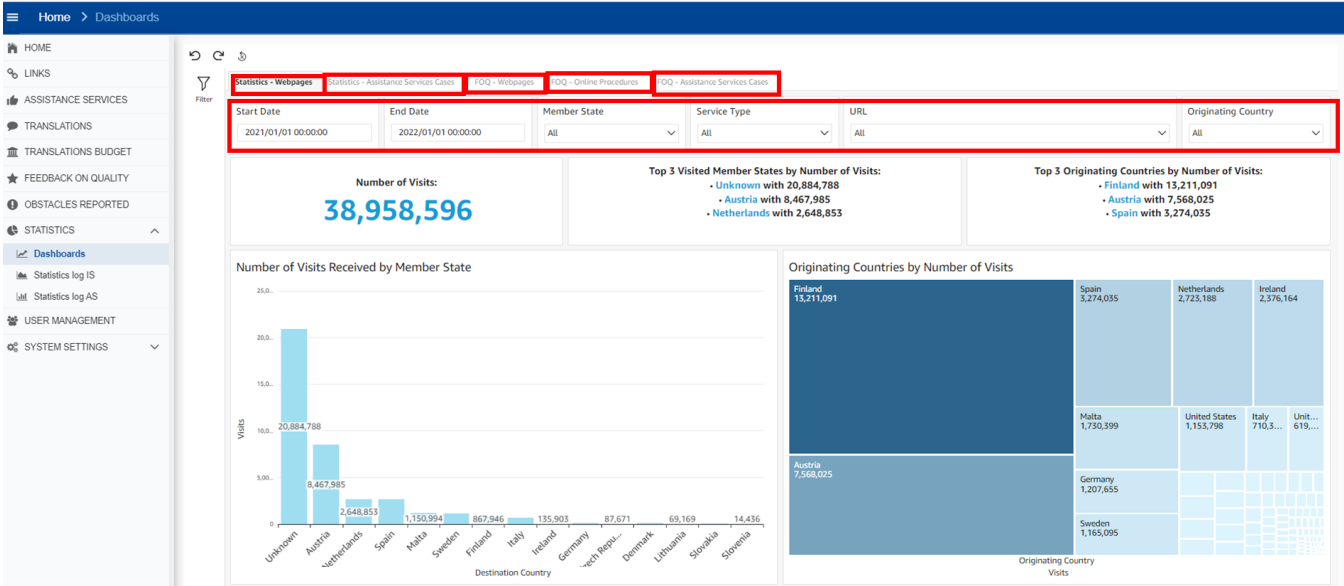


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

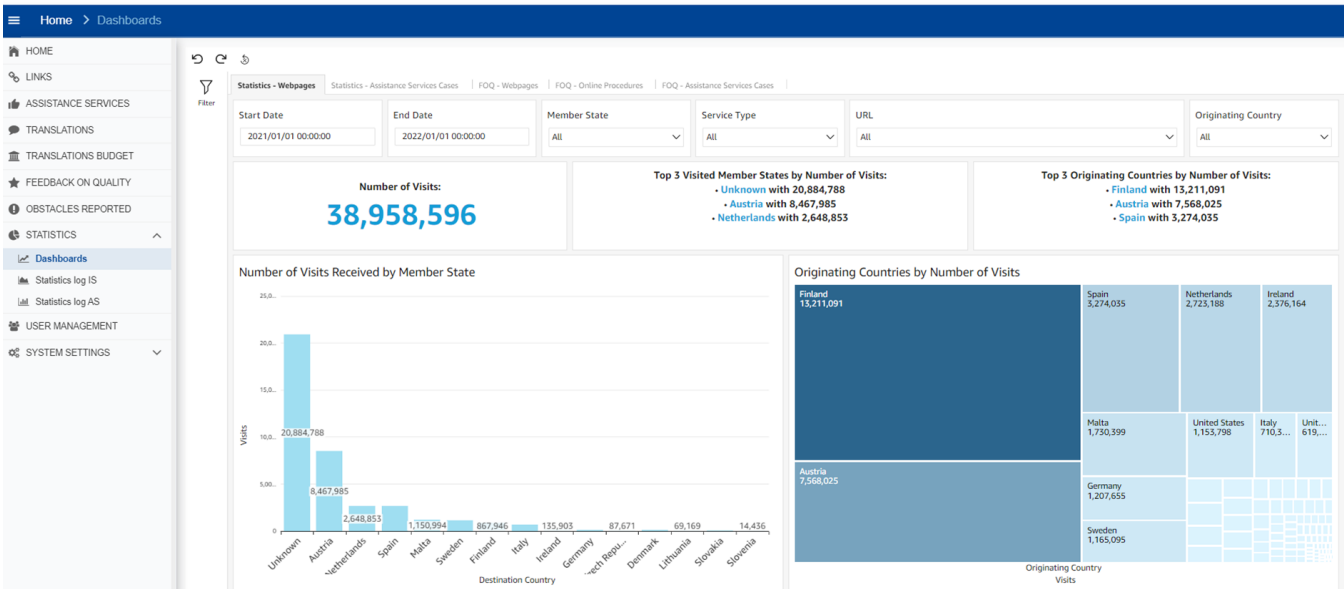
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



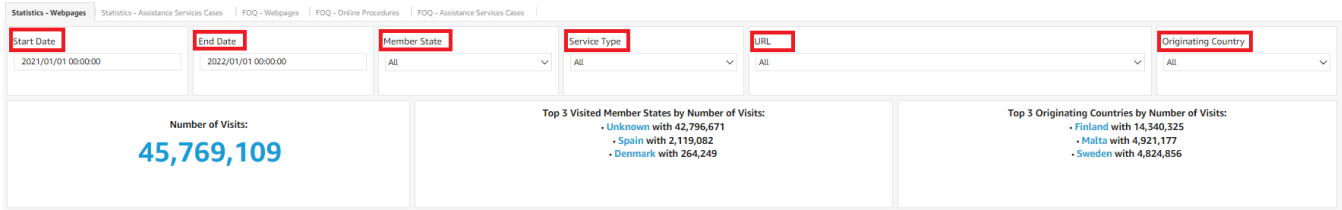
Statistics - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

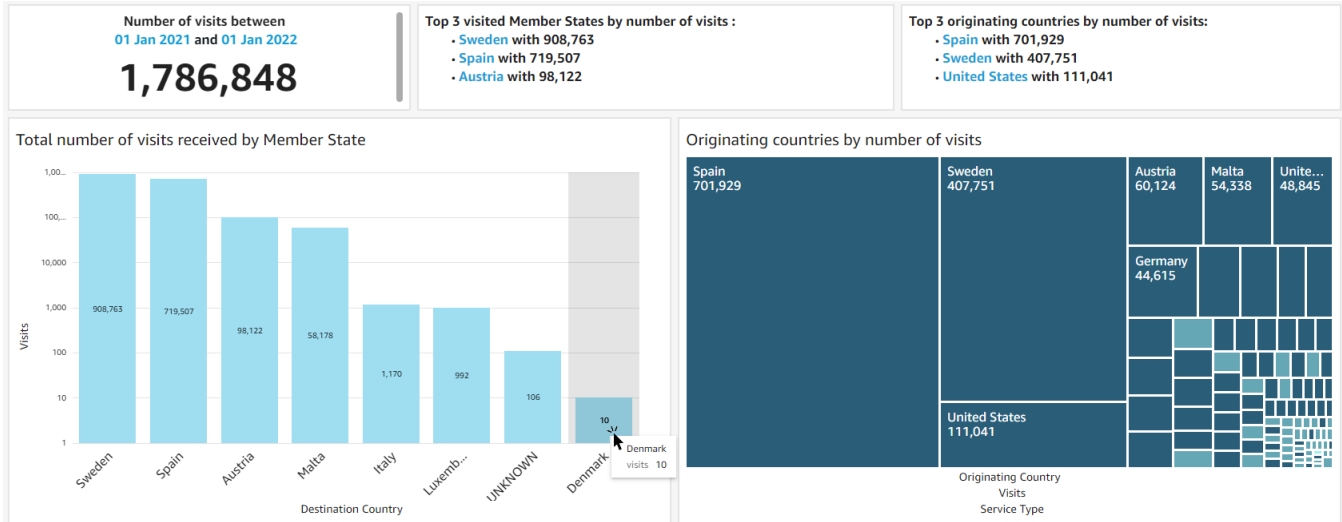


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.

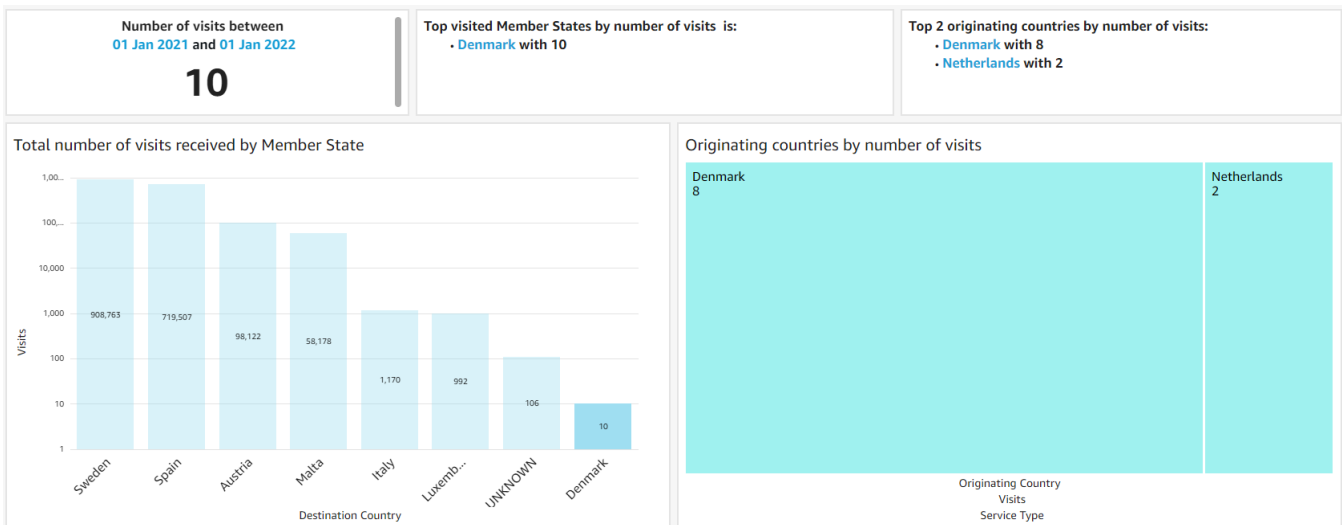


You can also drill down by just clicking on any chart for a desired value.

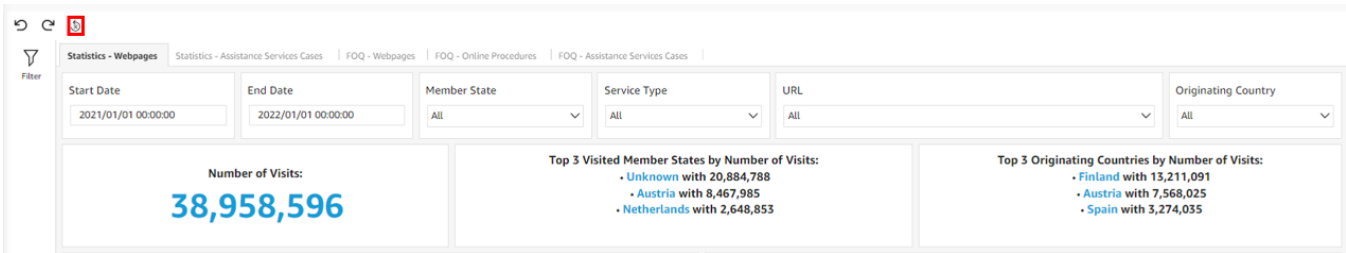
Before:



After:



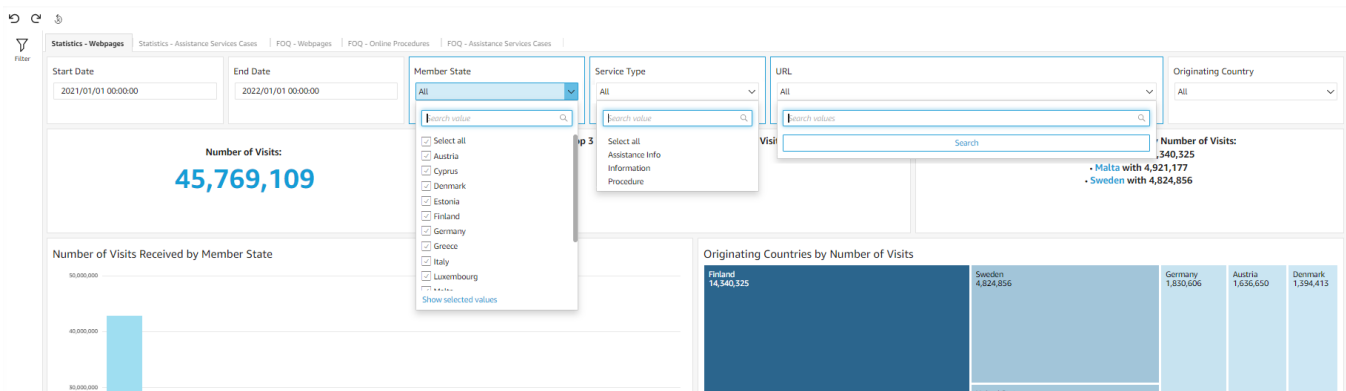
You can reset all filters you have added by clicking on the top left corner.



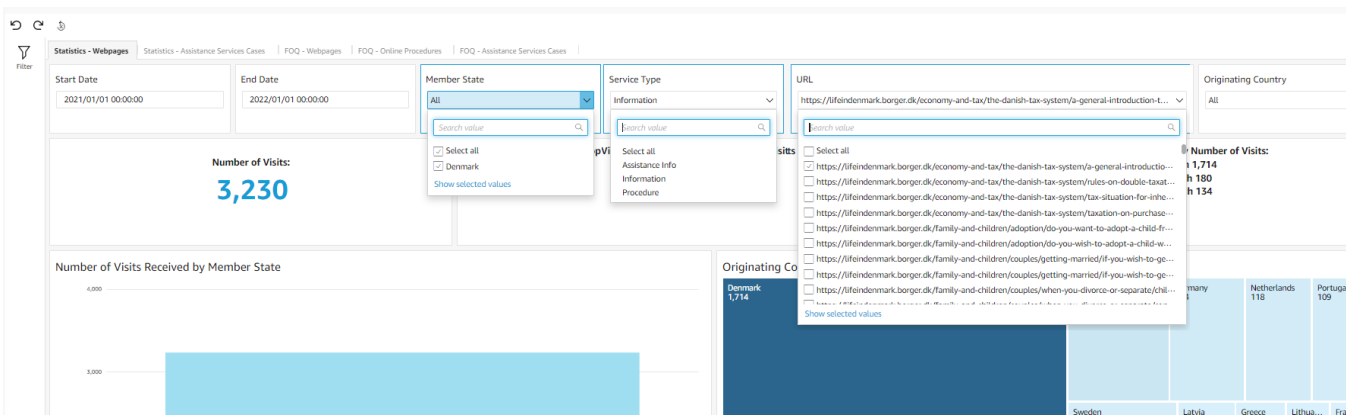
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine a change of available values in other filters as well.

Before:



After:



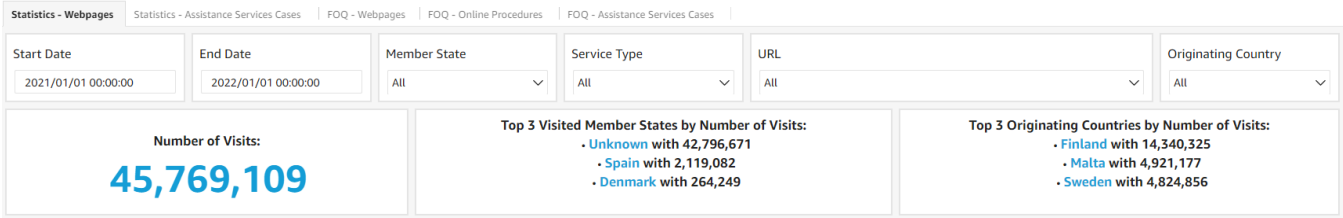
What can we consult in Statistics - Webpages tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

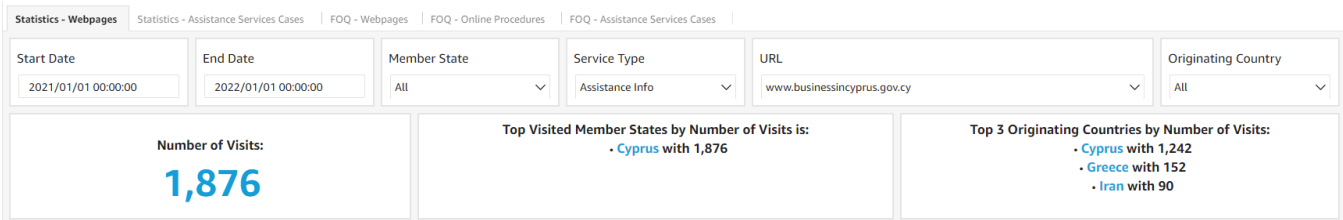
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

You can use the filters here to drill down the data per Member State, use other date interval, URL, etc.

Without filters applied:

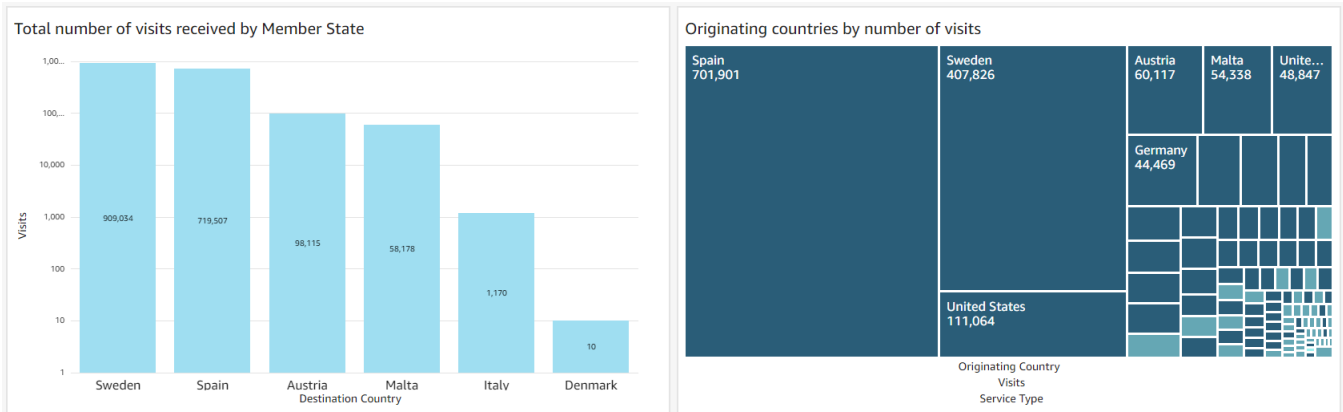


With filters applied:

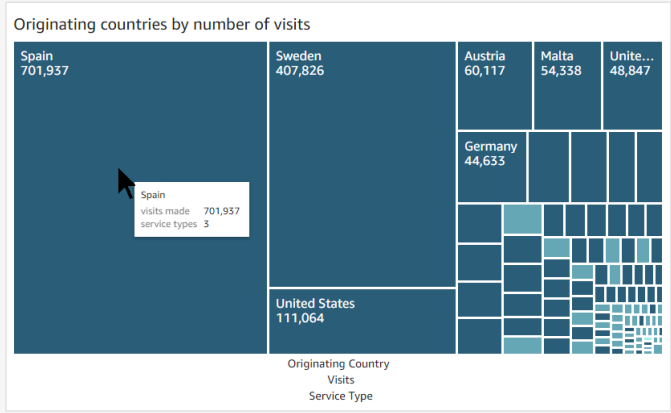
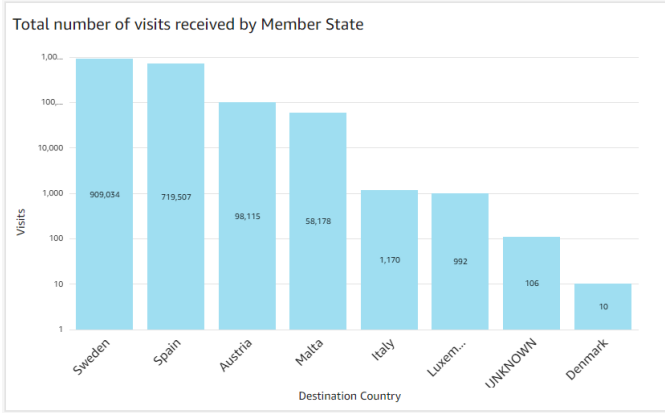


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

Again here you can also use filters to drill down the data.

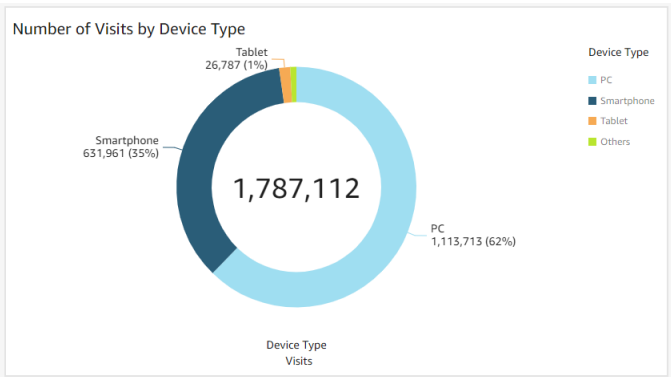
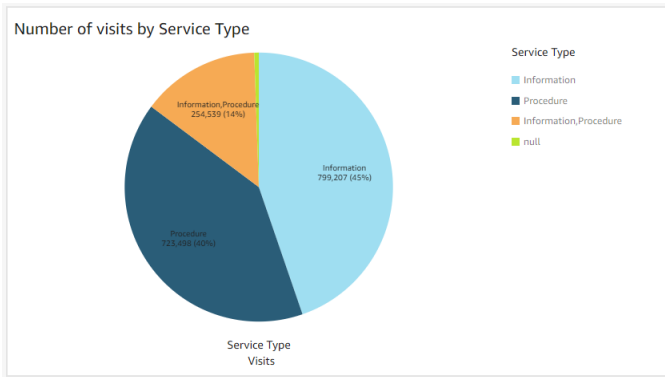


You can hover your cursor on top of the charts to get more details.



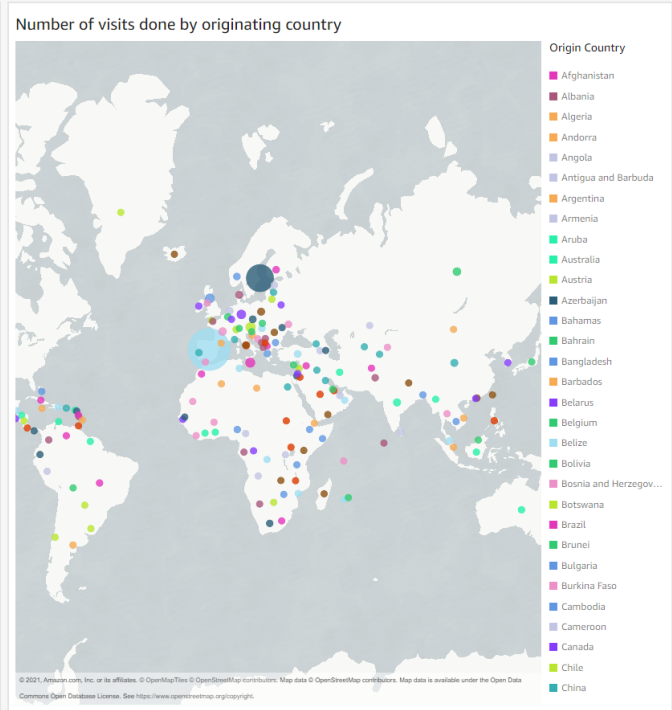
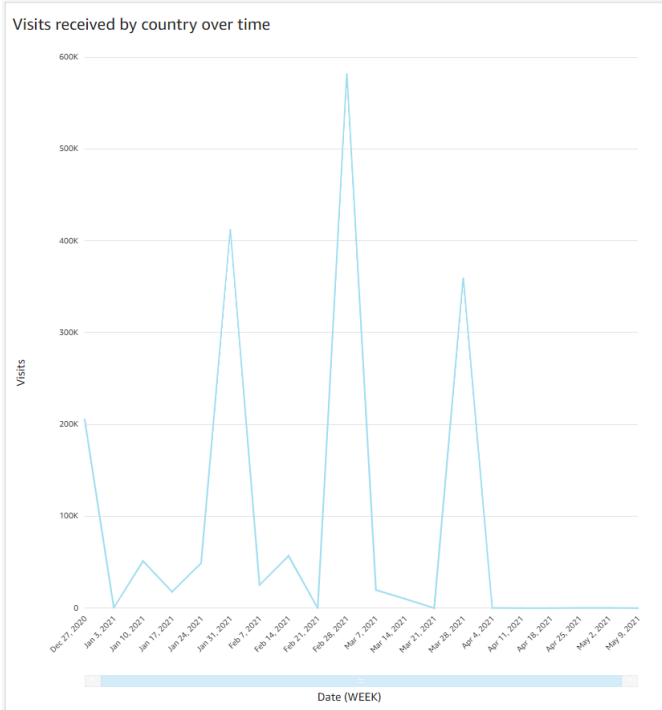
Moving down on the page we have two more visuals one pie chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

You can also use filters to focus the information displayed and you can also hover your cursor for more details.



Statistics - Assistance Services Cases

How to use the Filters

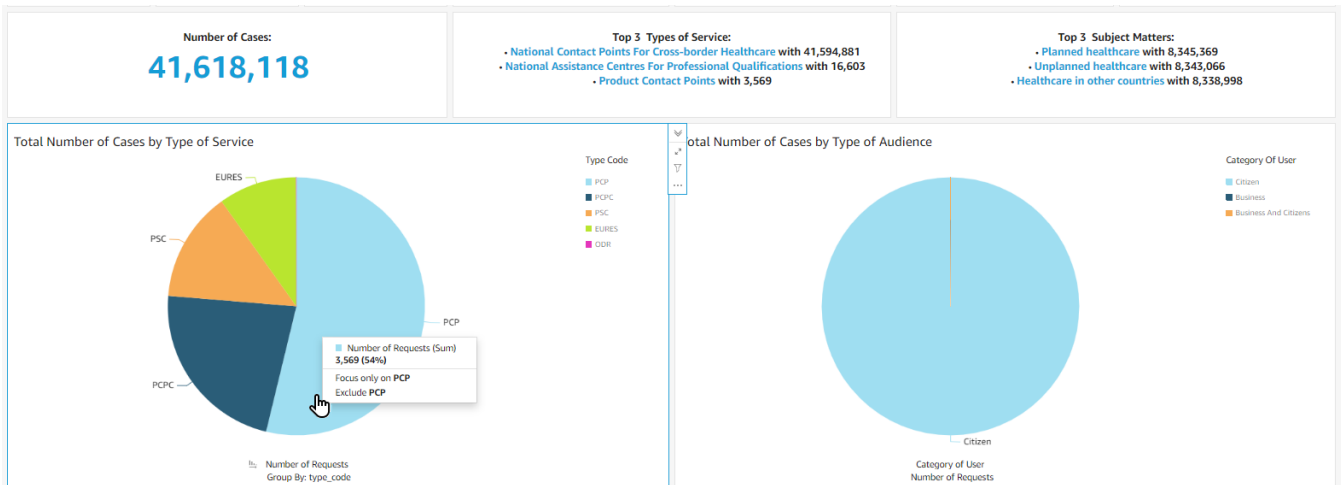
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **Subject Matter**, **Sub-subject Matter** and **Specific Service**.

Statistics - Webpages | **Statistics - Assistance Services Cases** | FOQ - Webpages | FOQ - Online Procedures | FOQ - Assistance Services Cases

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Subject Matter All	Sub-subject Matter All	Specific Service All
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You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



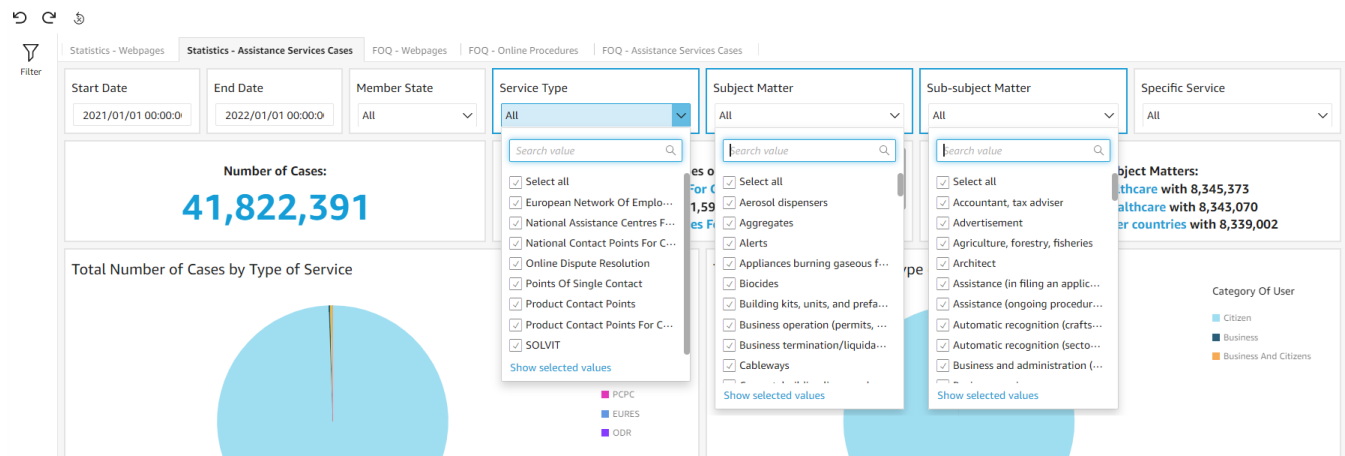
You can reset all filters you have added by clicking on the top left corner.



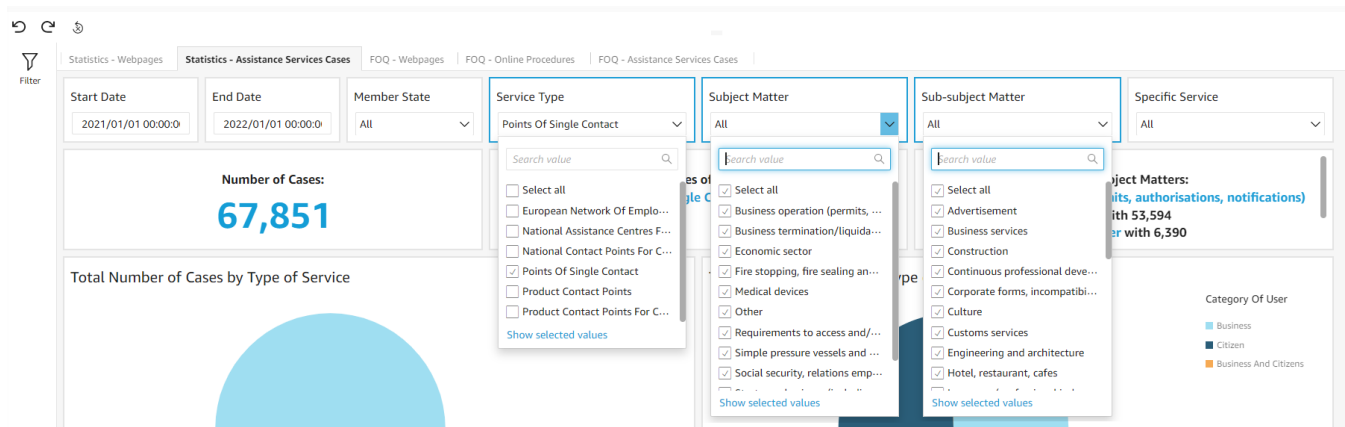
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



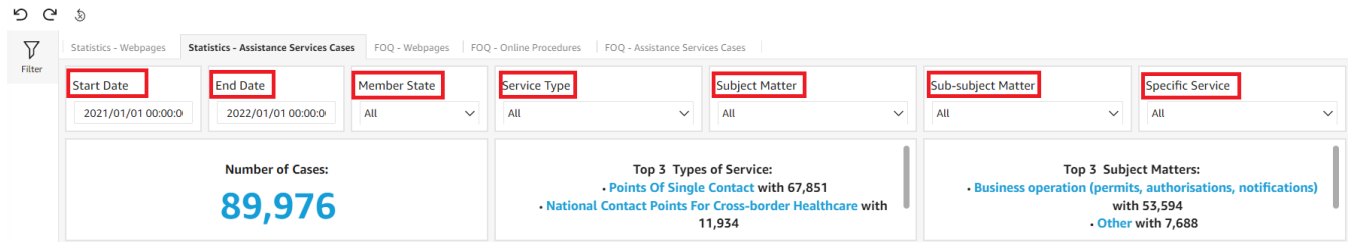
What can we consult in Statistics - Assistance services cases tab?

You have multiple visuals where you can check the statistics shared by all Member States, all visuals representations are dependent on that data provided by the Member States.

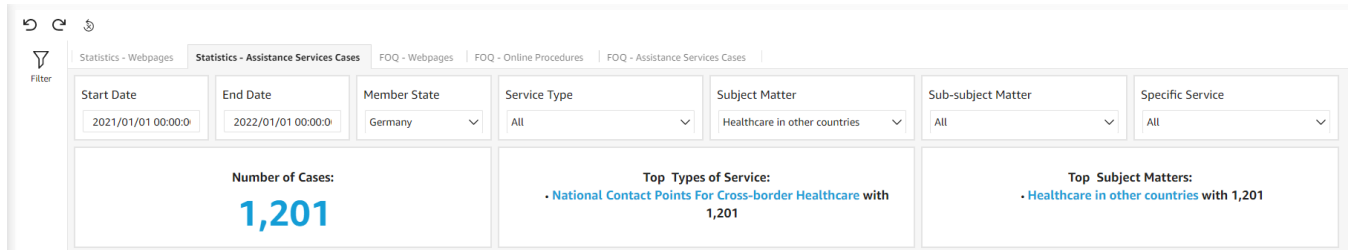
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date, Top 3 Types of Service, Top 3 Subject matters.**

You can use the filters here to drill down the data per Member State, use other date interval, Specific service url, and so on, as highlighted below.

Without filters applied:

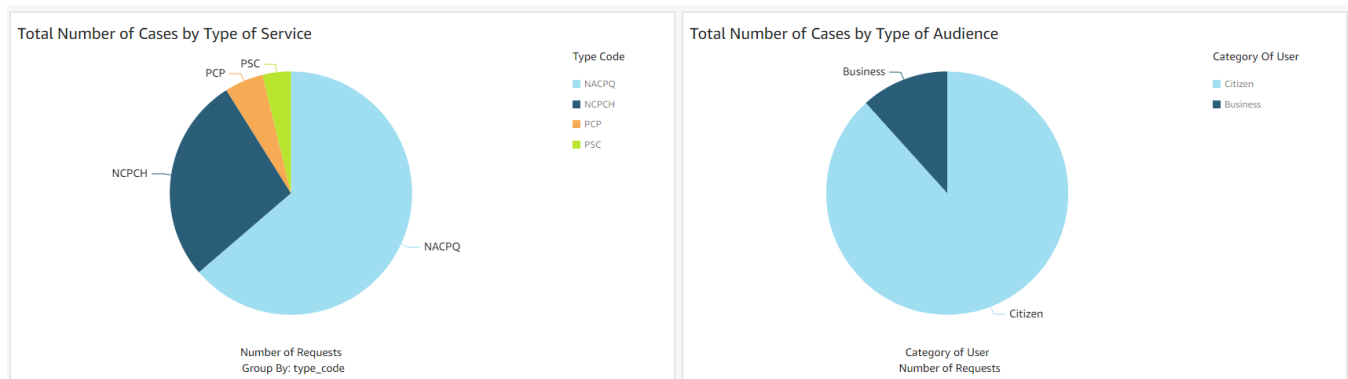


With Filters Applied:

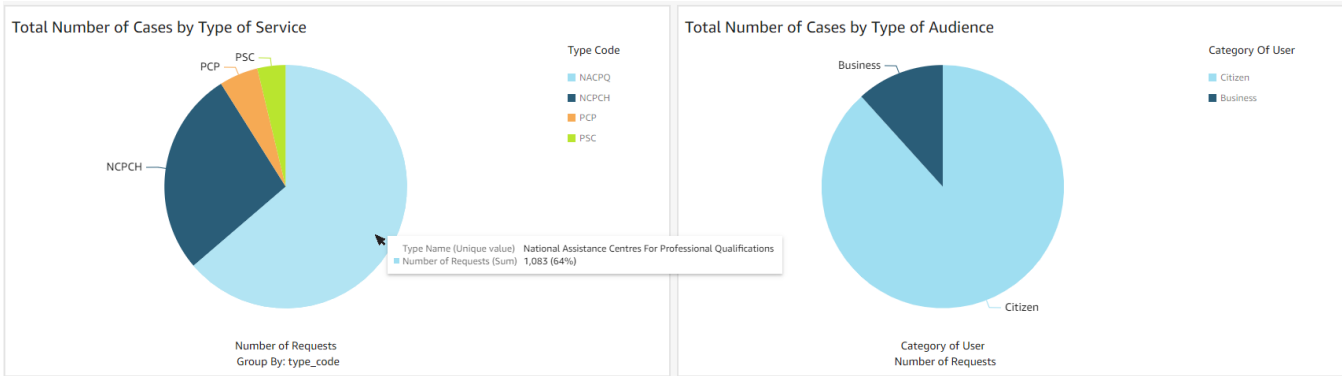


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience**.

Again here you can also use filters to drill down the data.



You can hover your cursor on top of the charts to get more details.



Moving down on the page we have two pie charts with **Total Number of cases by Subject Matter** and **Total Number of cases by Cross border vs National Cases** (if no country is selected on the filter it will show the overall evolution for all countries that have data) which displays a comparison between **Cross Border** and **National cases**.

Once again you can use all filter to display specific information and you can hover your cursor on top of the charts to get more details.



You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

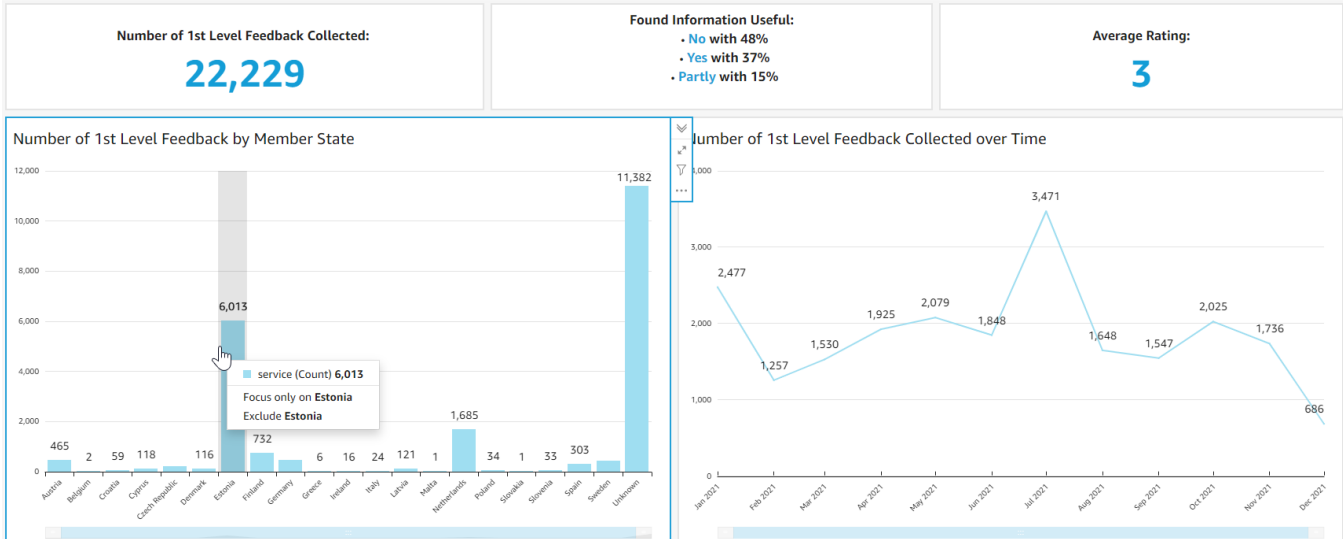
FOQ - Webpages

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

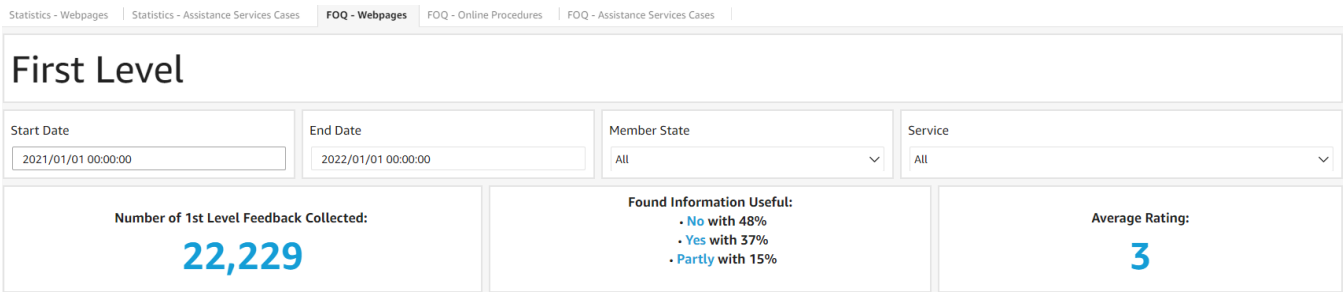
Start Date	End Date	Member State	Service
2021/01/01 00:00:00	2022/01/01 00:00:00	All	https://administracion.gob.es/, https://administracion.gob.es/pag_Home/ca/Tu...

You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

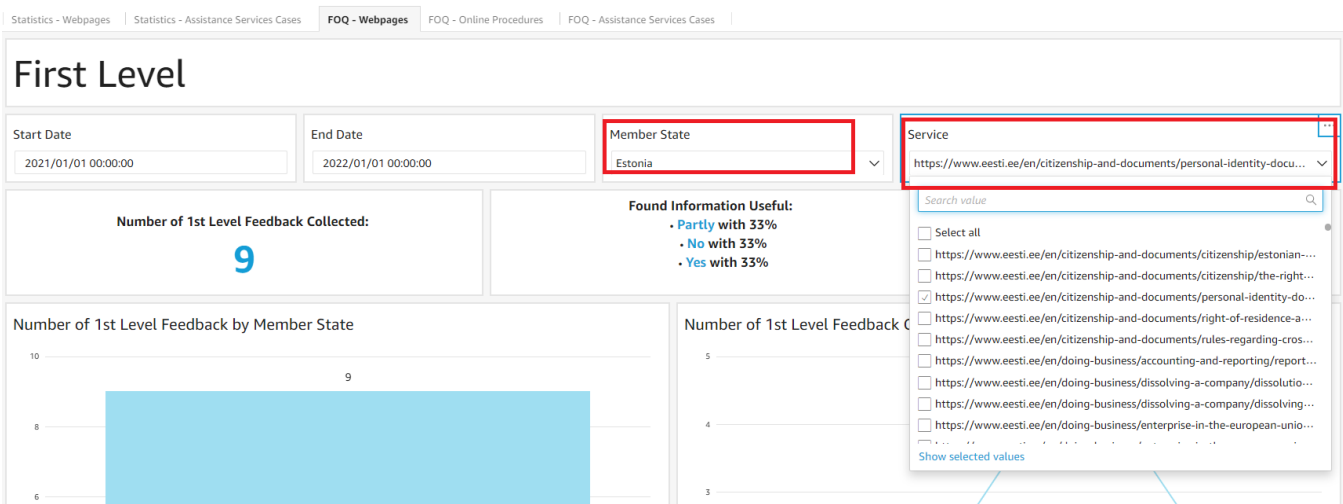


First Level

Before:



After:



Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
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Number Of 2nd Level Feedback Collected:
2,439

After:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Croatia	Service https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-dozv...
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Number Of 2nd Level Feedback Collected:
2

Feedback Collected

1

Search value

- Select all
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/prebivaliste...
- https://mup.gov.hr/gradjani-281562/moji-dokumenti-281563/vozacka-do...
- https://mup.gov.hr/prebivaliste-boraviste-329/329

Show selected values

You can reset all filters you have added by clicking on the top left corner.

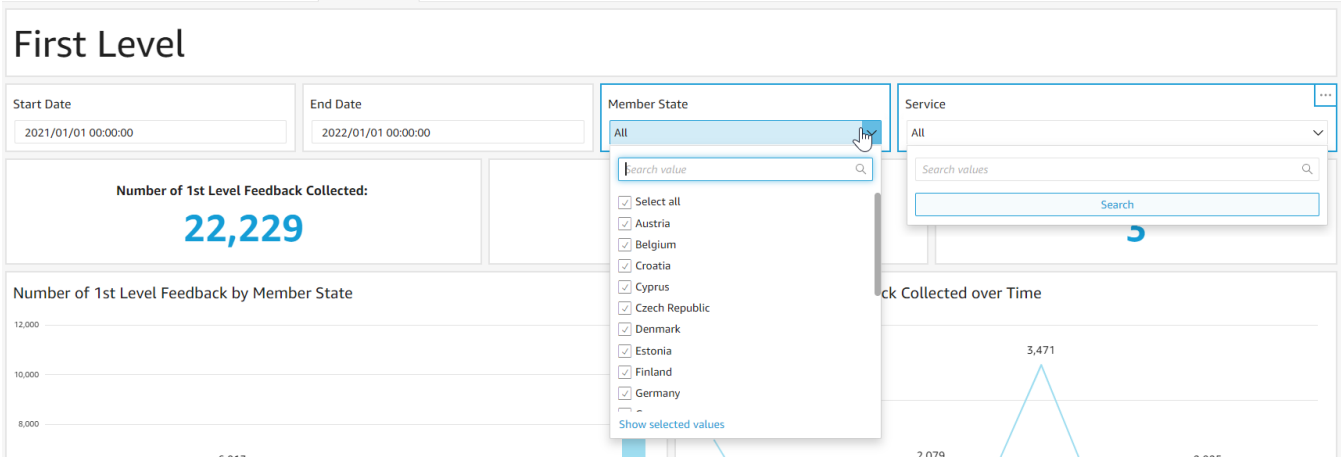


Cascading filters

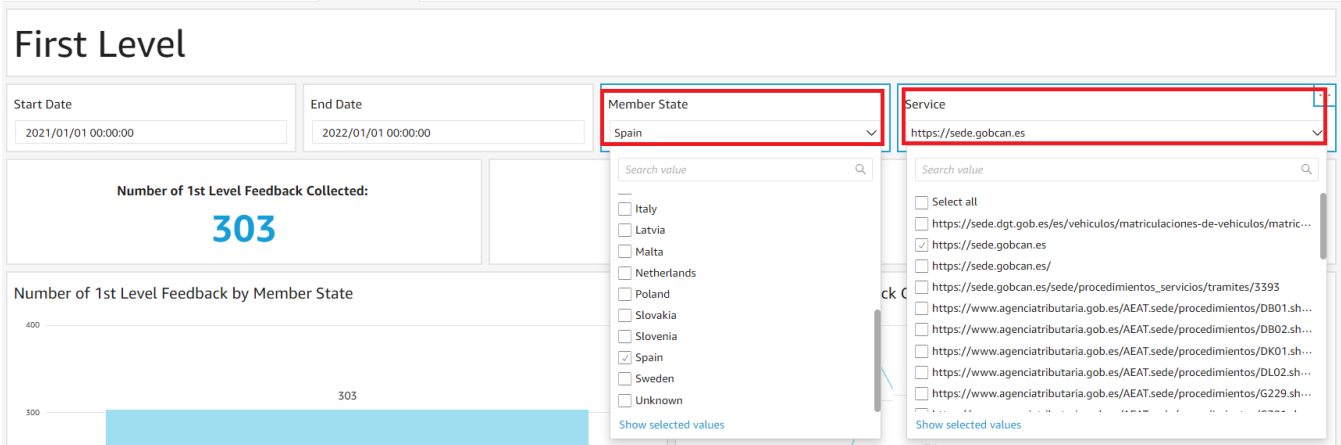
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

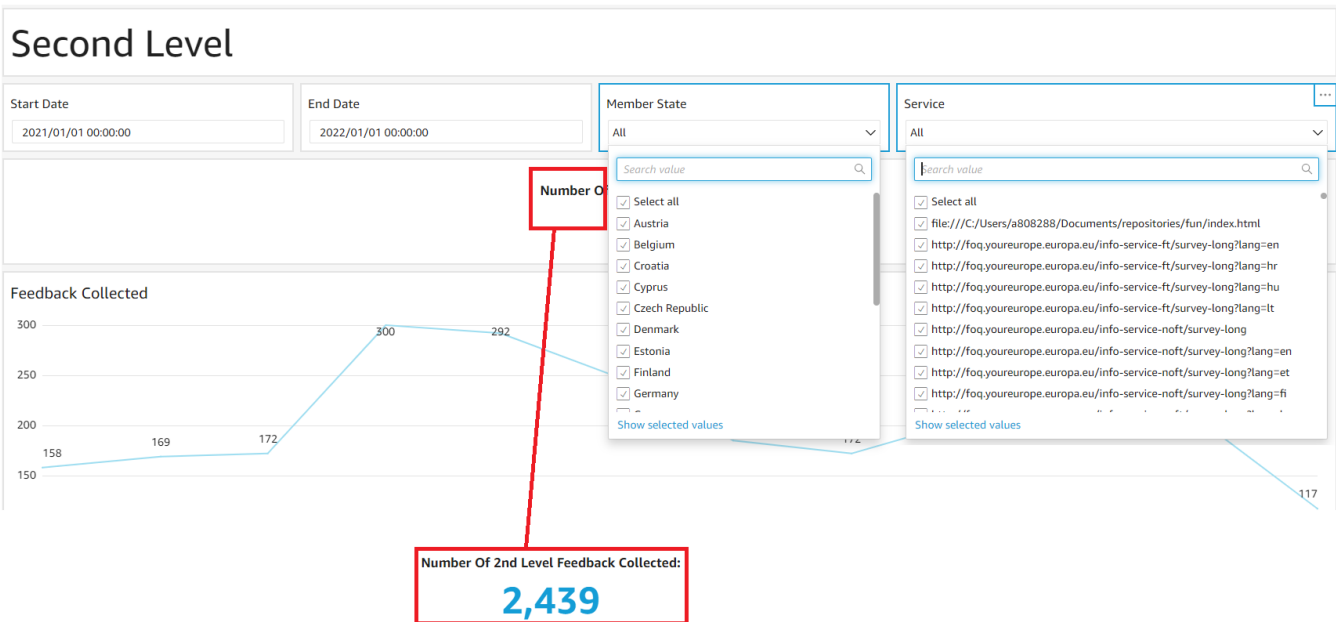


After:

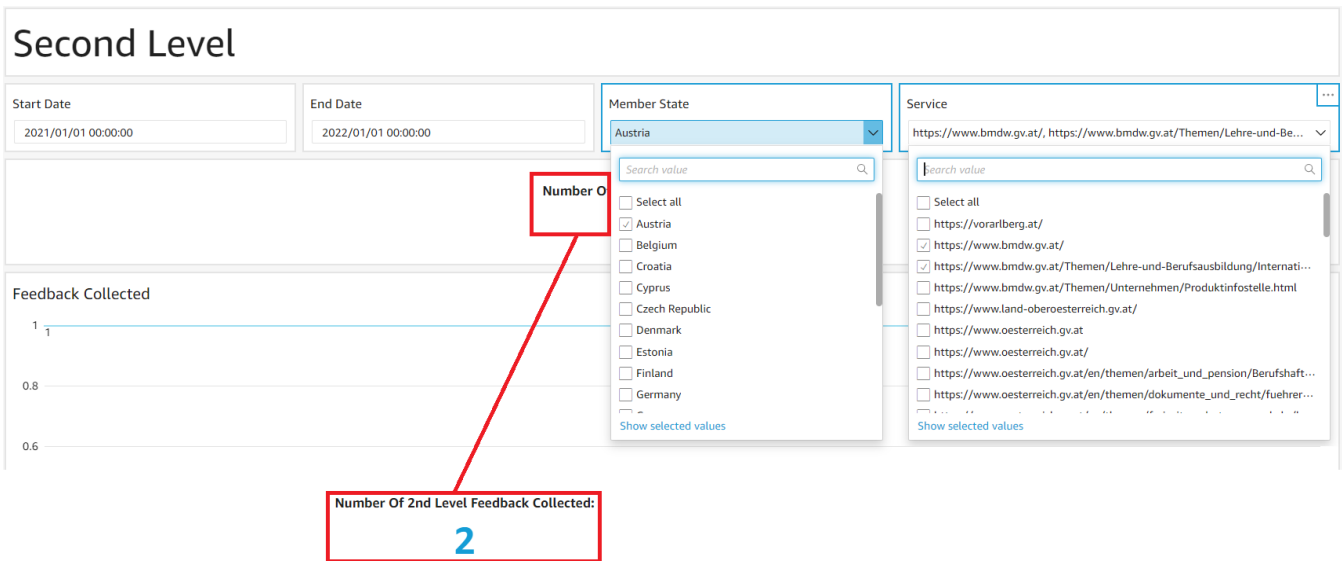


Second Level

Before:



After:



What can we consult in Feedback on Quality - Webpages tab?

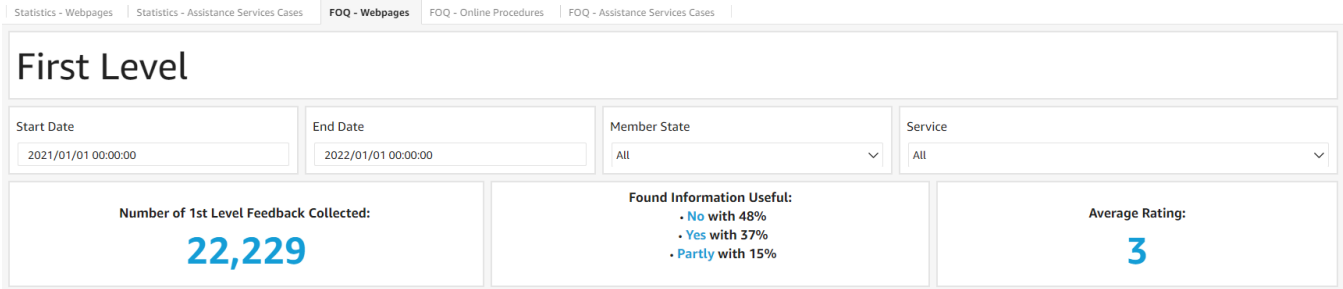
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

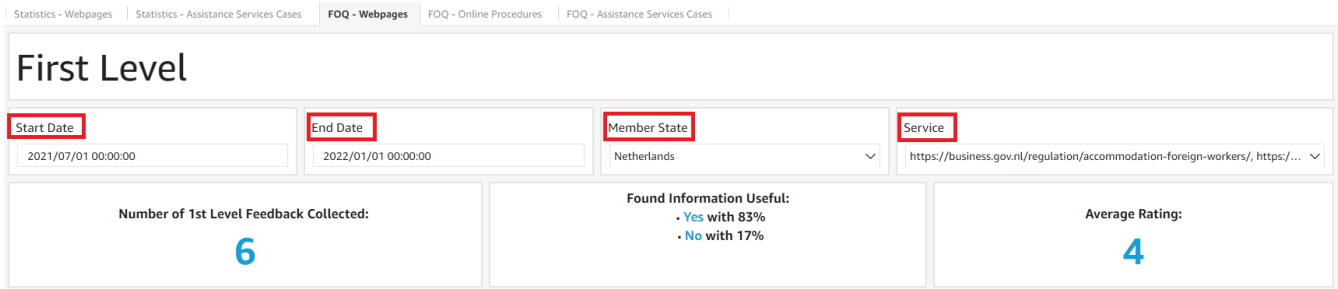
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful**, **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, service url, etc.

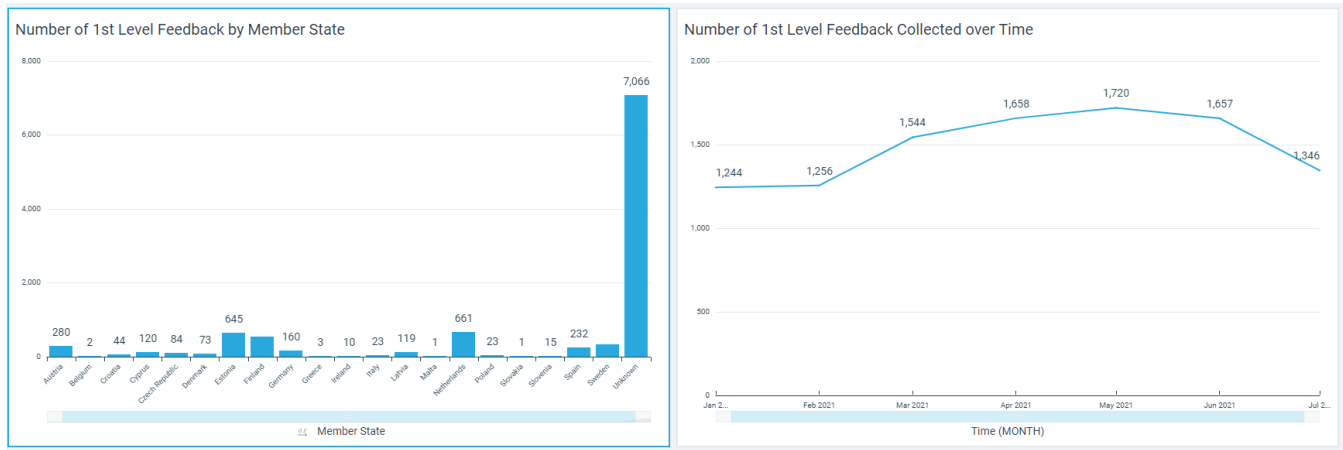
Without filters applied:



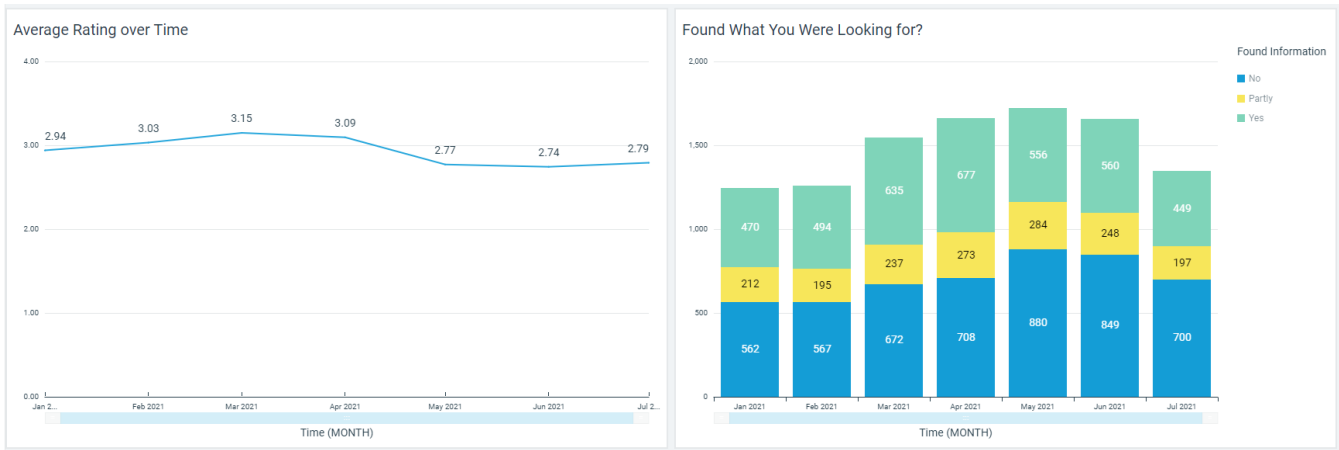
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback collected over time**



Then we have the chart for **Average Rating over time** and a stacked bar chart for **Found what you were Looking for with the legends displayed on the top right corner**. You can take your cursor on the bar to check the details.

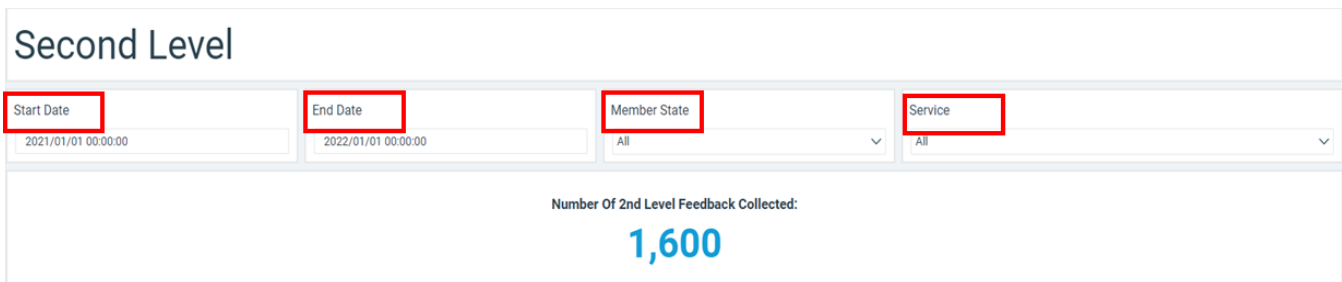


Again here you can also use filters to drill down the data.

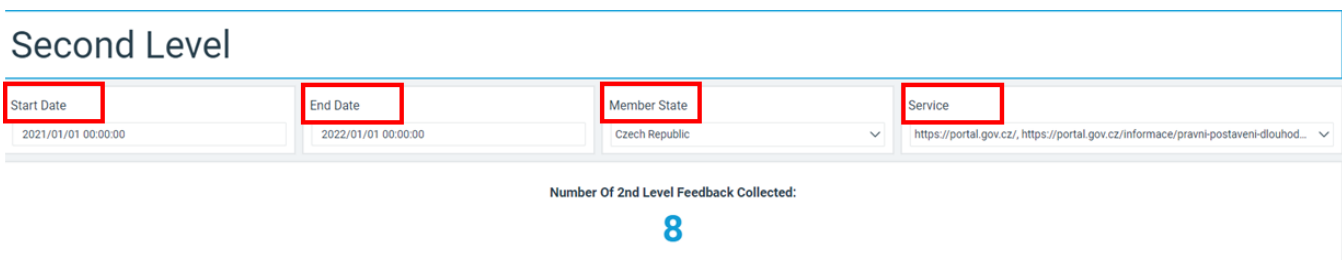
Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected**.

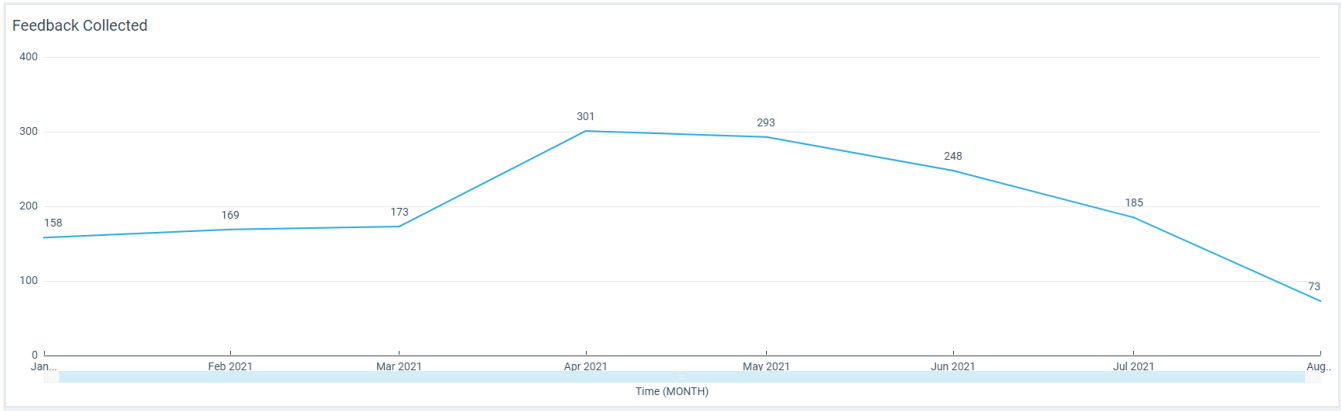
Without Filter:



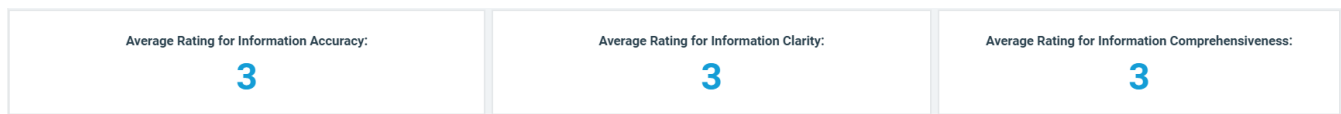
With Filters:



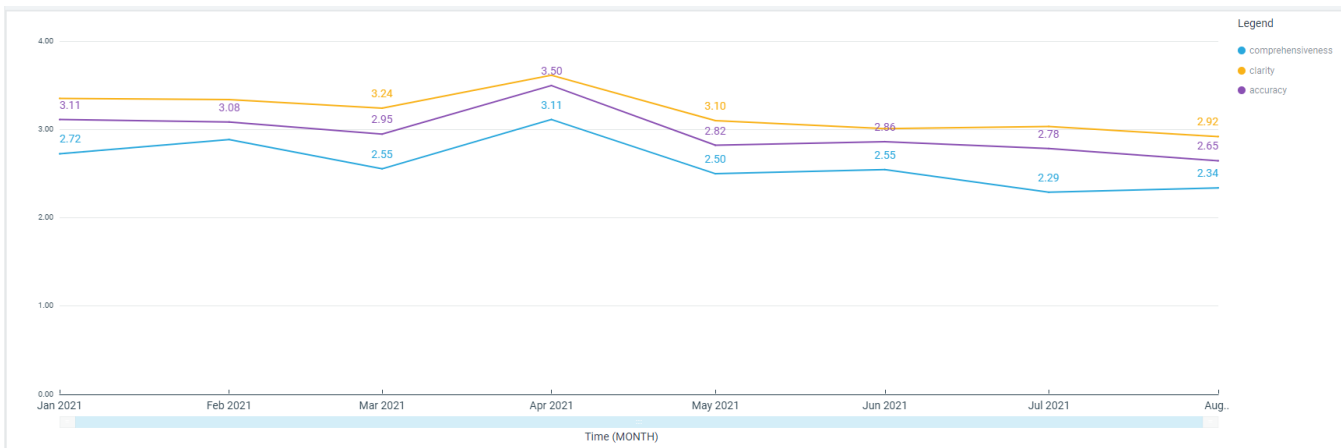
On the next block we have a line chart with the **Feedback Collected** over time.



Then we have the cards **Average Rating for Information Accuracy, Information Clarity** and **Information comprehensiveness**.



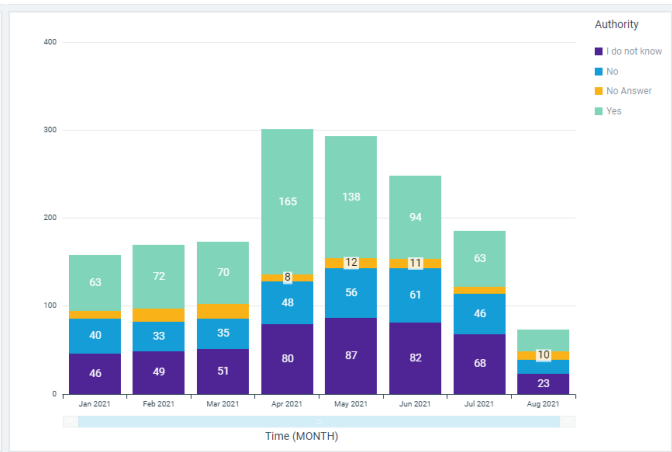
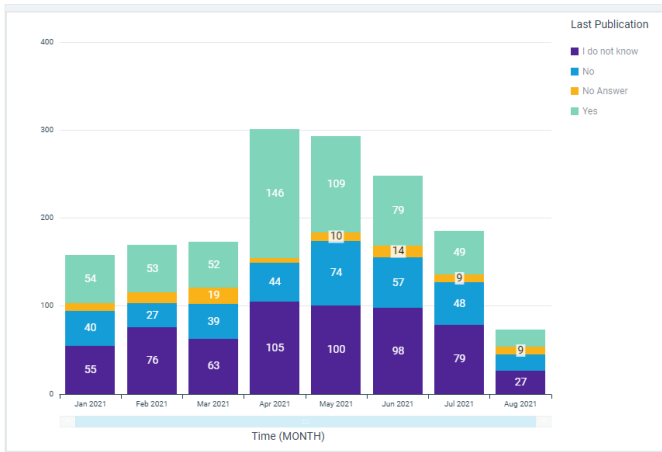
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.



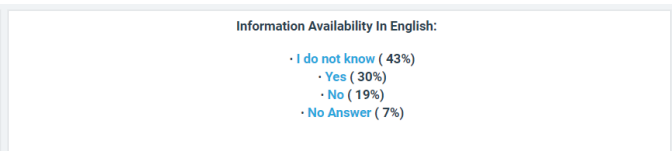
In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible**.



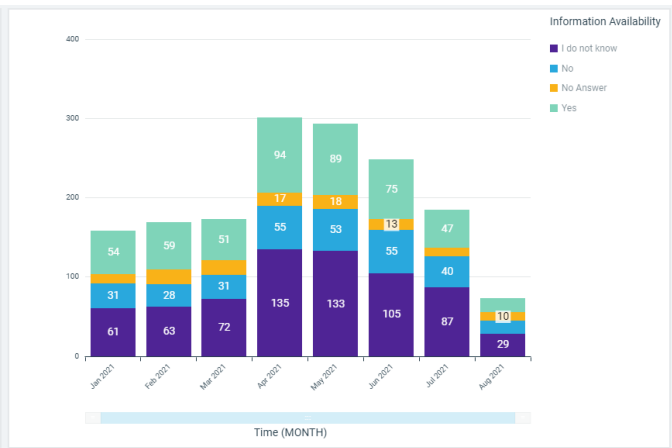
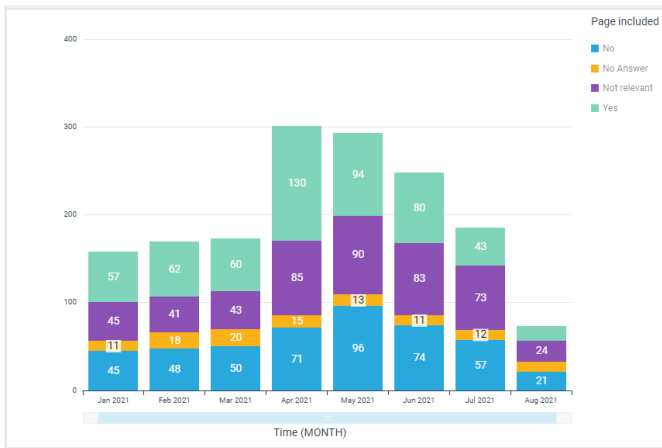
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option **'No Answer'** for the questions which are not answered by the users.



In the next block you have the cards for **Page Included Reference** and **Information Availability in English**. Here you have an additional option 'No Answer' for the questions which are not answered by the users.



In the last block you have the Stacked bar chart view for **Page Included Reference** and **Information Availability in English**. You can hover on the bars to see the details.



Here also you can use filters to drill down the data.

FOQ - Online Procedures

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

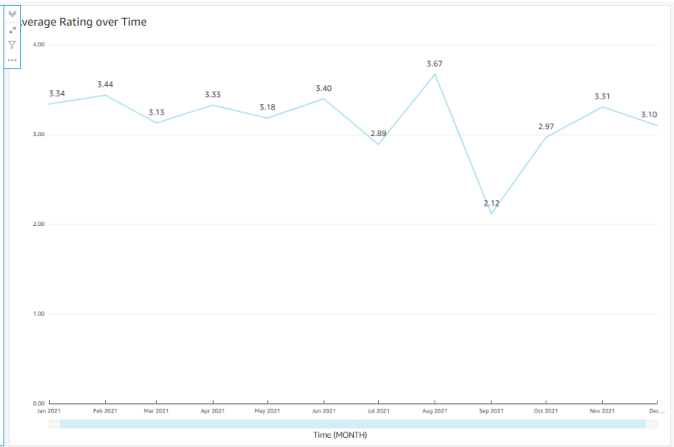
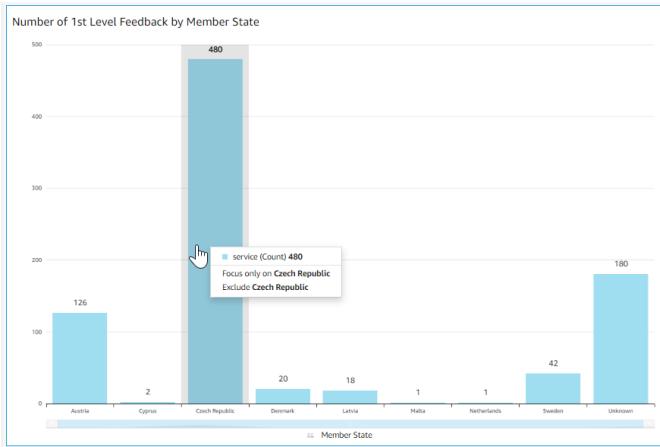
Start Date: 2021/01/01 00:00:00

End Date: 2022/01/01 00:00:00

Member State: All

Service: <https://administracion.gob.es/>, https://administracion.gob.es/pag_Home/ca/Tu...

You can also drill down by just clicking on any chart for a desired value.



First Level

Before:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | **FOQ - Online Procedures** | FOQ - Assistance Services Cases

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: All | Service: All

Number of 1st Level Feedback Collected: 870 | **Average Rating: 3**

After:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | **FOQ - Online Procedures** | FOQ - Assistance Services Cases

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00 | Member State: All | Service: https://egov.stmk.gv.at/, https://www.oesterreich.gv.at

Number of 1st Level Feedback Collected: 8 | **Average Rating: 3**

Member State dropdown menu is open, showing options: Select all, Austria (checked), Show selected values.

Second Level

Before:

Second Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service All
Number of 2nd Level Feedback Collected: 79		Top 3 Member States by Number of Feedback: • Austria with 36 • Unknown with 32 • Denmark with 5	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service https://egov.stmk.gv.at/, https://www.oesterreich.gv.at
Number of 2nd Level Feedback Collected: 5		Top 3 Member States by Number of Feedback is: • Austria with 5	

You can reset all filters you have added by clicking on the top left corner.

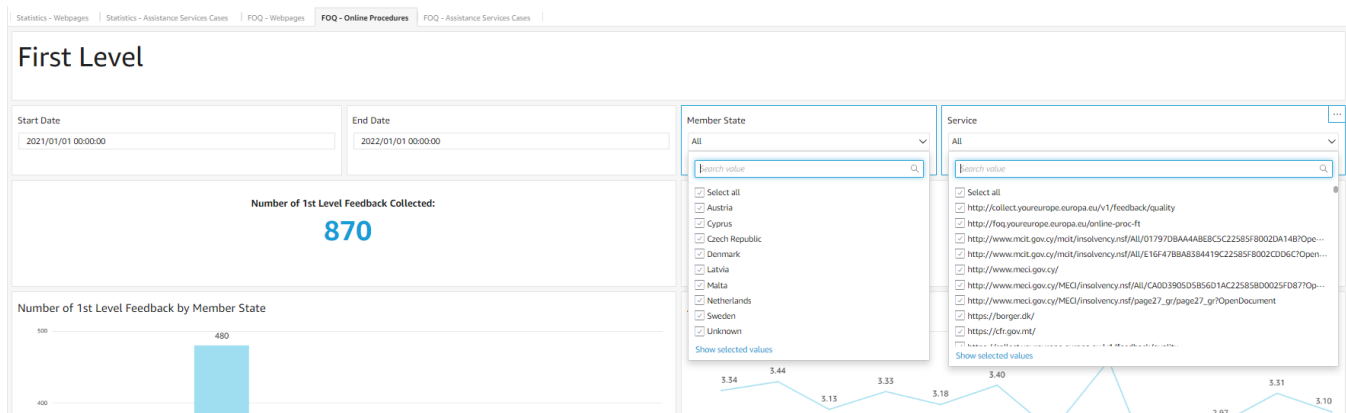


Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

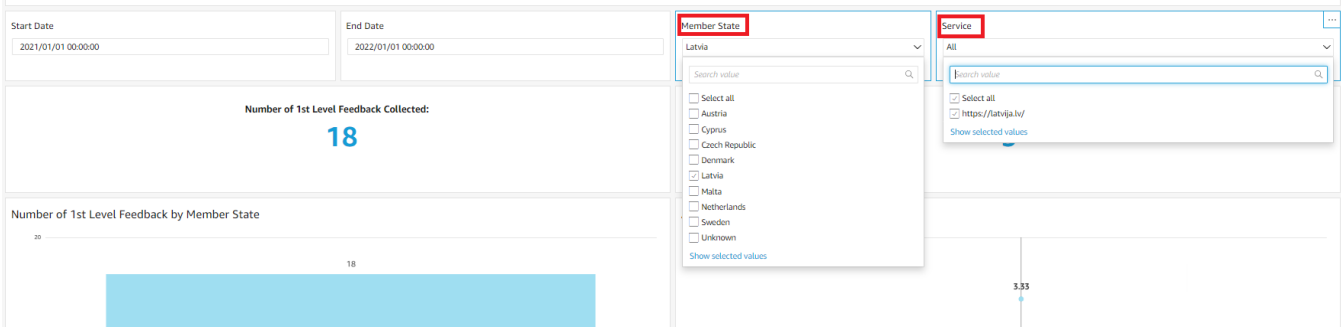
First Level

Before:



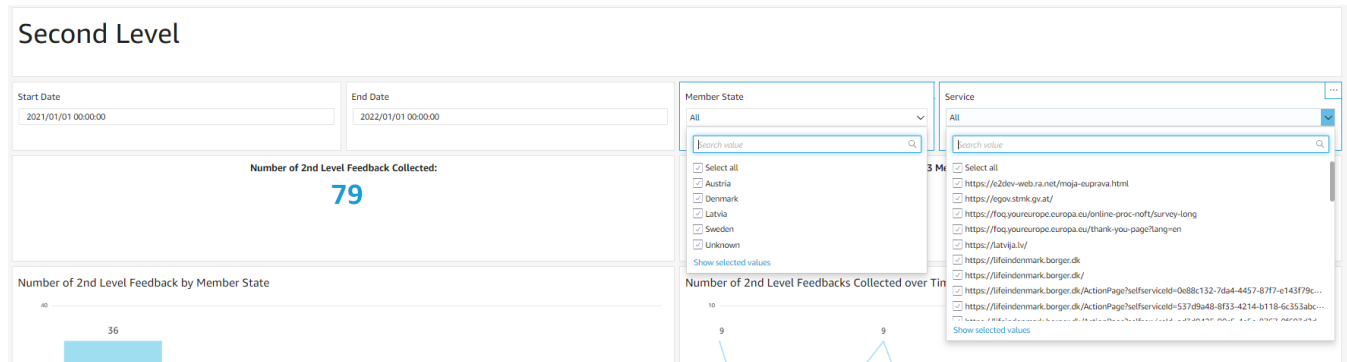
After:

First Level

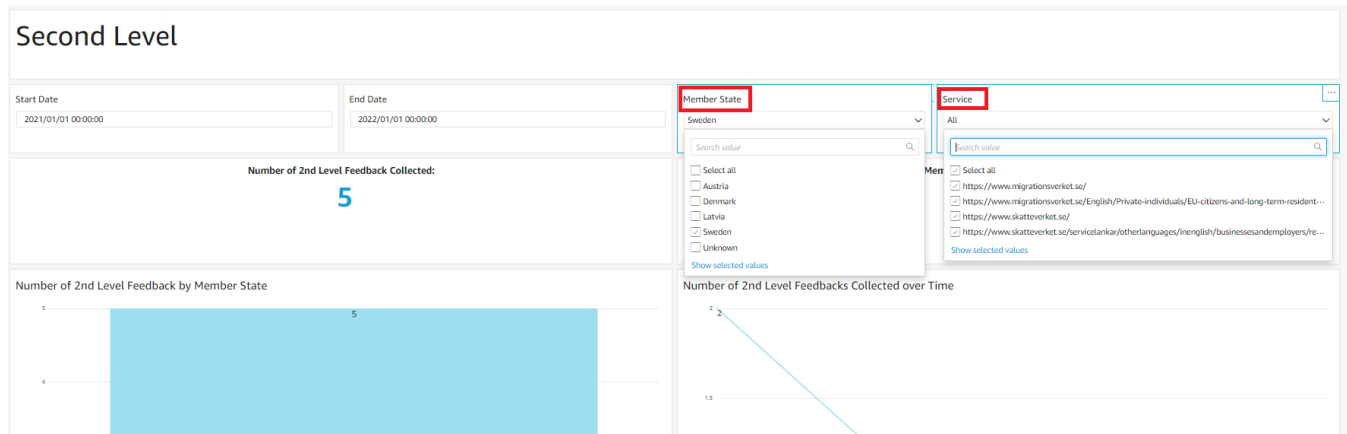


Second Level

Before:



After:

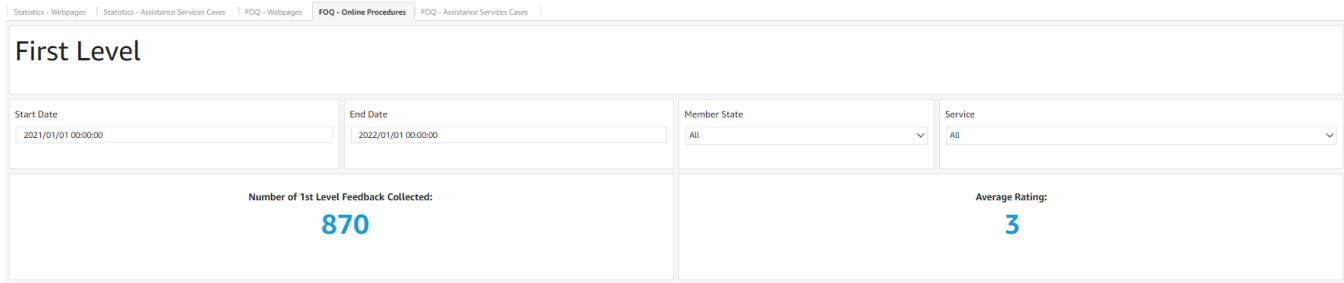


What can we consult in Feedback on Quality - Online Procedures tab?

You have multiple visuals where you can check the Feedback on Quality for Online Procedures by Member State, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the data for the First level survey and the second part covers the data for the Second level survey.

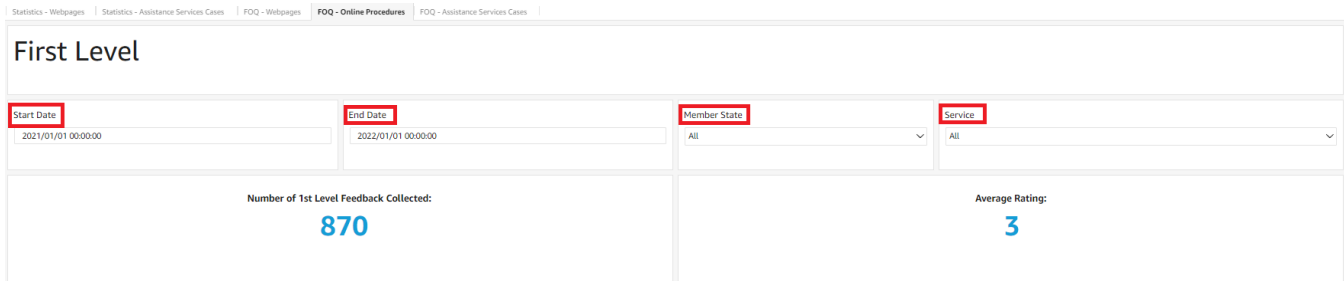
First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

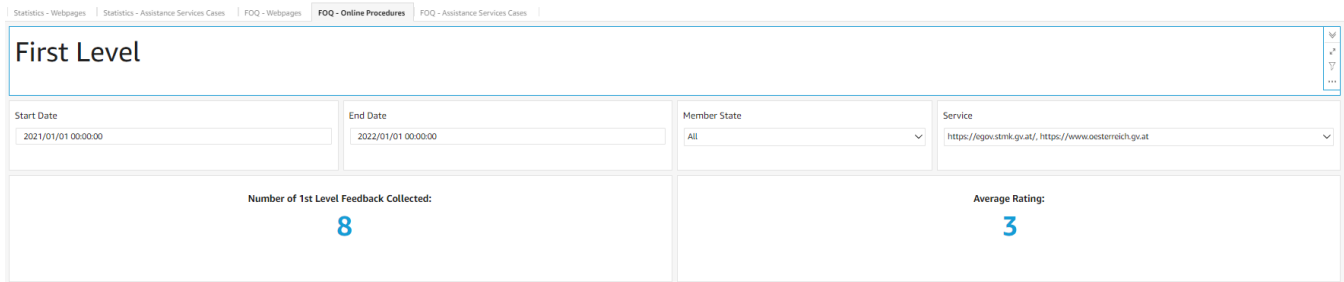


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

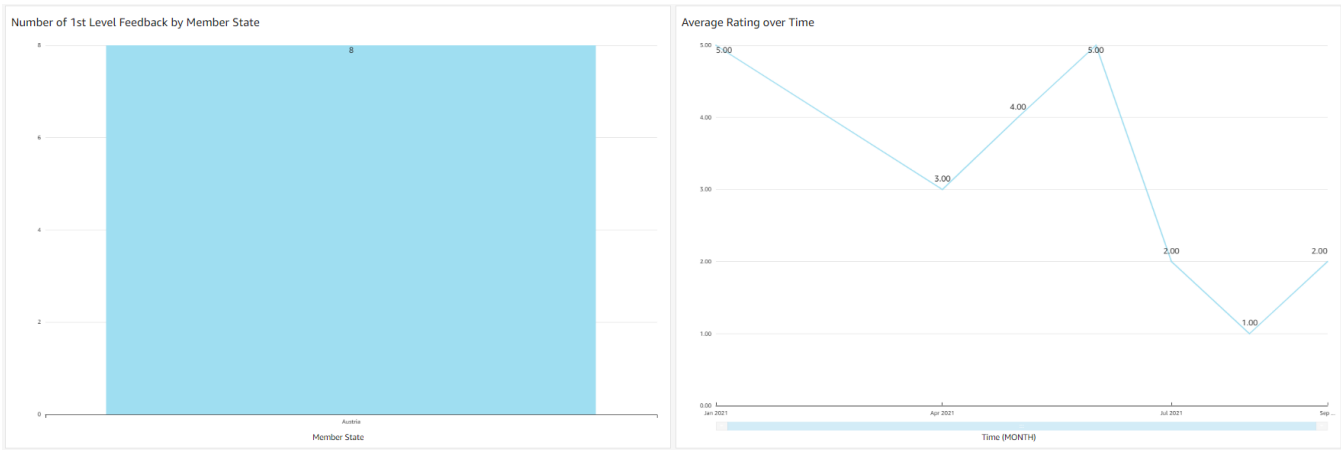
Without filters applied:



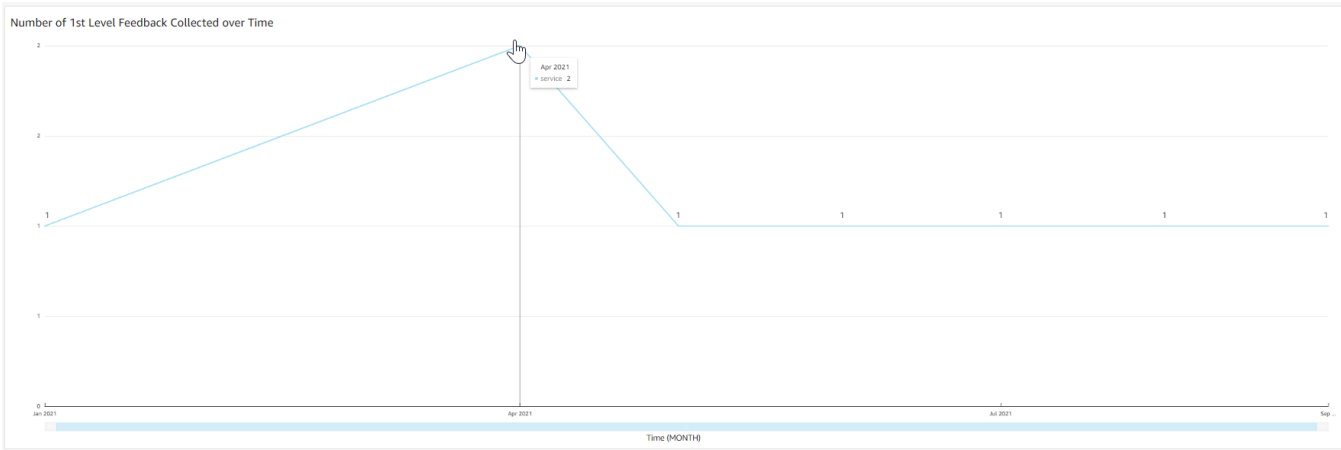
With Filters applied:



On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Average Rating over time**



Then we have the chart for **Number of 1st Level Feedback Collected over time**. You can take your cursor on the bar to check the details.



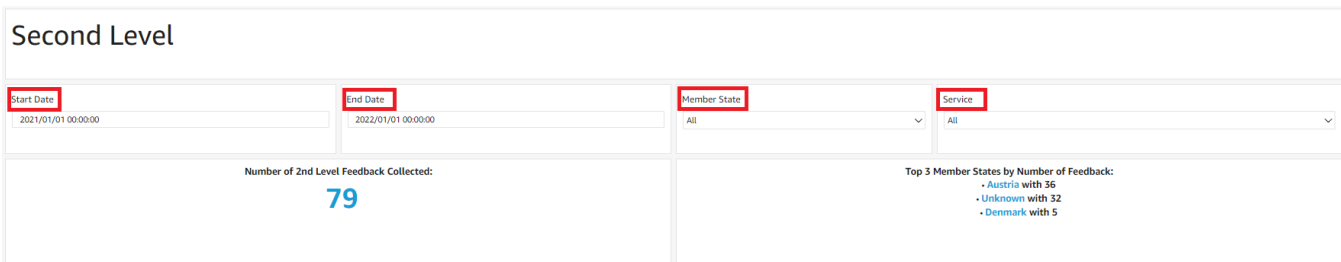
Again here you can also use filters to drill down the data.

Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback**.

You can apply filters here to drill down the data.

Without Filter:



With Filter applied:

Second Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: **All** | Service: **https://www.migrationsverket.se/**

Number of 2nd Level Feedback Collected: **2**

Member States by Number of Feedback is: **Sweden with 2**

Member State dropdown options: Select all, Sweden, Show selected values

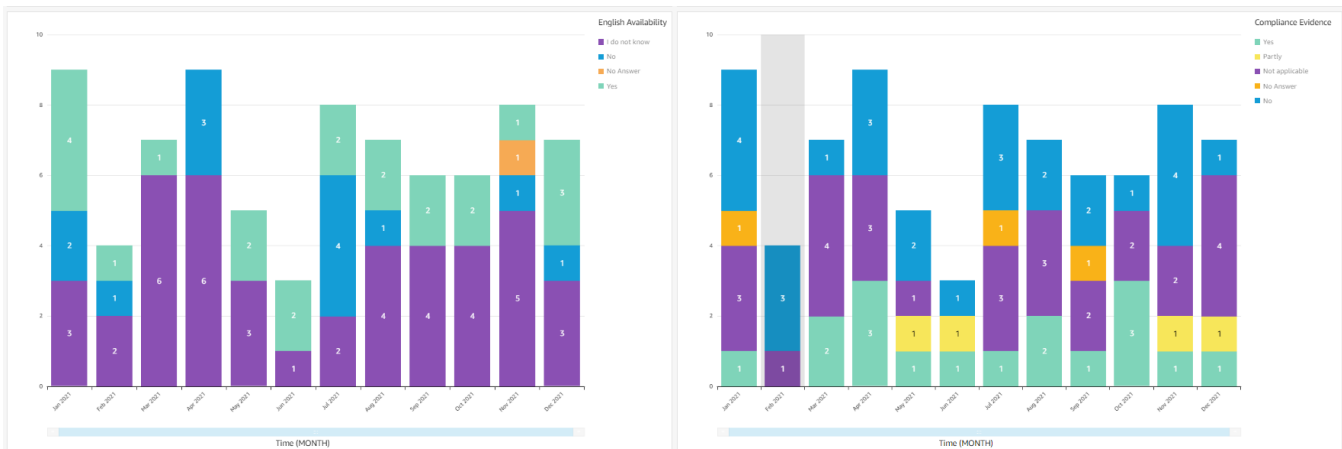
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



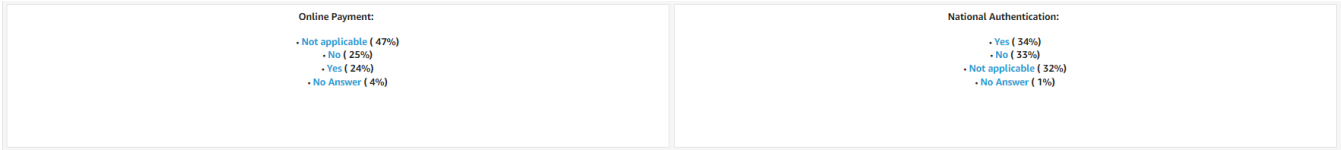
Then we have the cards for **English Availability** and **Compliance Evidence**.



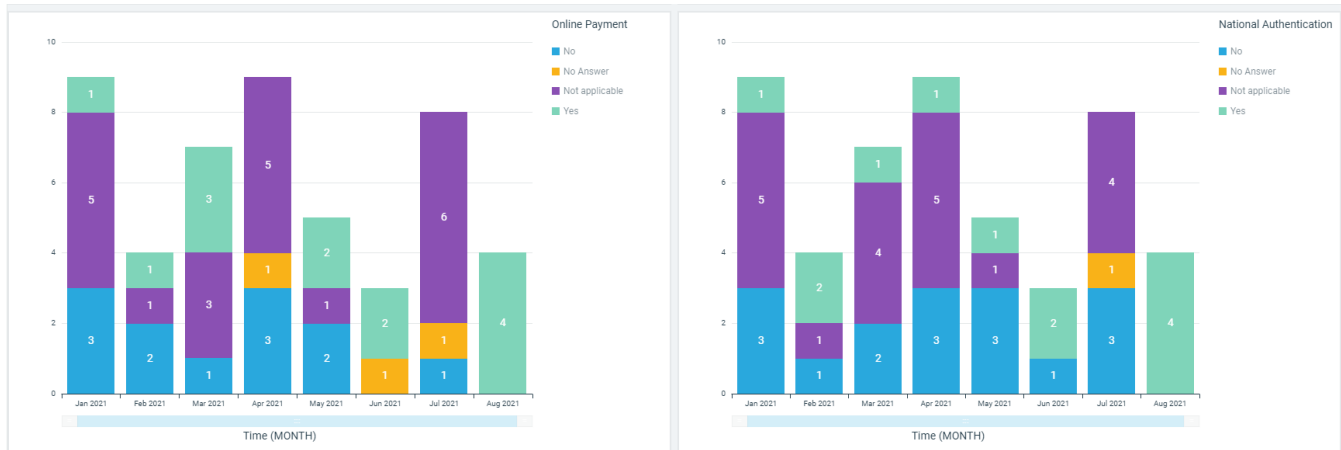
In the next block we have a stacked bar chart for **English Availability** and a stacked bar chart for **Compliance Evidence**.



In the next block we have two cards **Online Payment** and **National Authentication**.



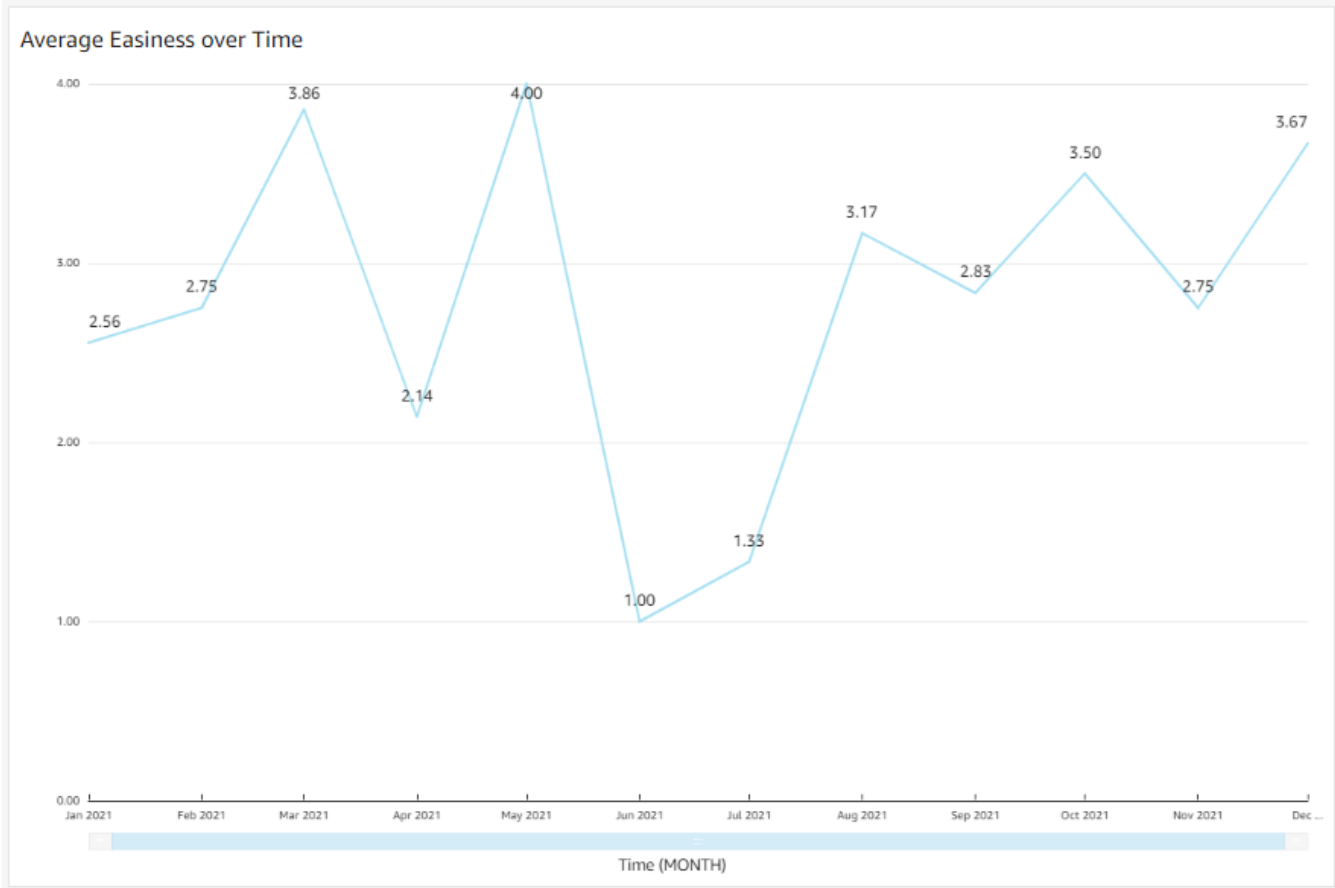
In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.



In the next block we have a card for **Average rating for Easiness**.



In the next block we have the line chart for **Average Rating on Easiness over Time**.



FOQ - Assistance Services Cases

How to use the Filters

You have multiple filters you can use that will focus the information displayed on the dashboard.

To expand those filters you can click anywhere on the gray bar, as shown below:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | **FOQ - Assistance Services Cases**

First Level

Start Date	End Date	Member State	Service Type	Service ID
2021/01/01 00:00:00	2022/01/01 00:00:00	All	All	All

First Level

Before:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 1,209			Average Rating: 4	

After:

First Level

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Hungary	Service Type PCP	Service ID All
Number of 1st Level Feedback Collected: 6			<input type="text" value="Search value"/> <ul style="list-style-type: none"> <input type="checkbox"/> Select all <input type="checkbox"/> 16921d04-3895-4a4b-b205-c0428acfd67f Show selected values 	

Second Level

Before:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State All	Service Type All	Service ID All
Number of 2nd Level Feedback Collected: 172			Top 3 Member States by Number of Feedback: <ul style="list-style-type: none"> • Germany with 96 • Italy with 15 • Finland with 13 	

After:

Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Finland	Service Type PSC	Service ID All
Number of 2nd Level Feedback Collected: 13			<input type="text" value="Search value"/> <ul style="list-style-type: none"> <input type="checkbox"/> Select all <input type="checkbox"/> 022af480-5647-4f34-ba3e-d8346bc9fc51 Show selected values <ul style="list-style-type: none"> • Finland with 13 	

You can reset all filters you have added by clicking on the top left corner.



Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | **FOQ - Assistance Services Cases**

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: All | **Service Type:** All | **Service ID:** All

Number of 1st Level Feedback Collected: **1,209**

Number of 1st Level Feedback by Member State

Member State	Count
Bulgaria	759

After:

Statistics - Webpages | Statistics - Assistance Services Cases | FOQ - Webpages | FOQ - Online Procedures | **FOQ - Assistance Services Cases**

First Level

Start Date: 2021/01/01 00:00:00 | End Date: 2022/01/01 00:00:00

Member State: Bulgaria | **Service Type:** All | **Service ID:** All

Number of 1st Level Feedback Collected: **17**

Number of 1st Level Feedback by Member State

Member State	Count
Bulgaria	17

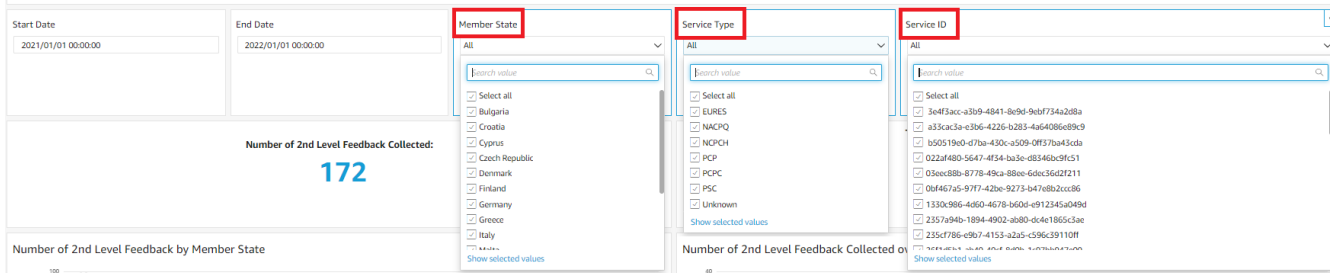
Number of 1st Level Feedback Collected over Time

Service Type	Count
EURES	4

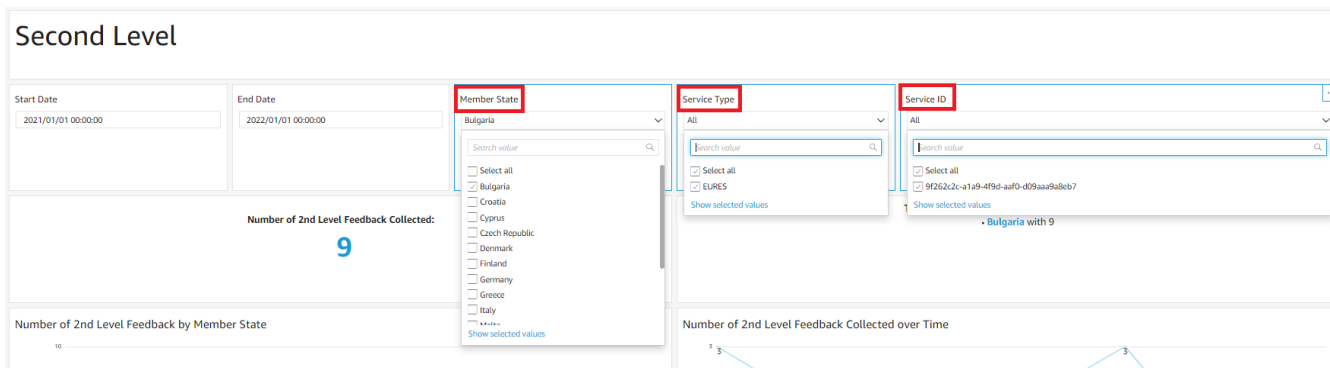
Second Level

Before:

Second Level



After:



What can we consult in Feedback on Quality - Assistance Services Cases tab?

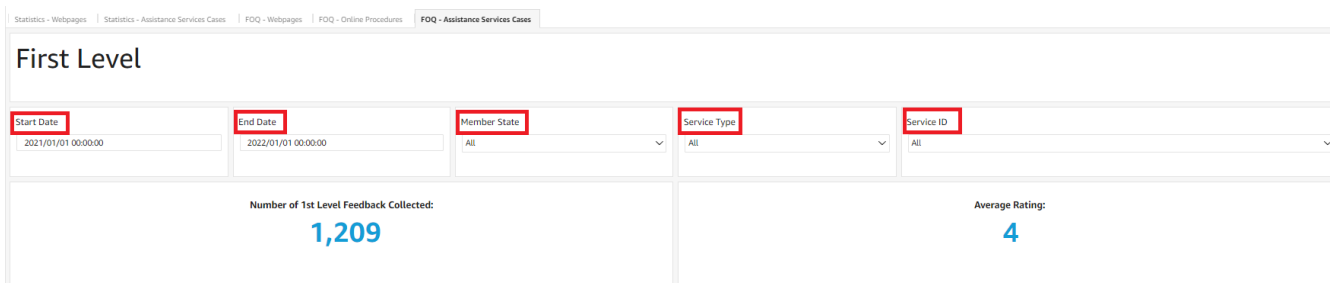
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the second part covers the visuals for the Second level survey.

First Level

On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating**.

You can use the filters here to drill down the data per Member State, use other date interval, filter per service type or ID.

Without filters applied:

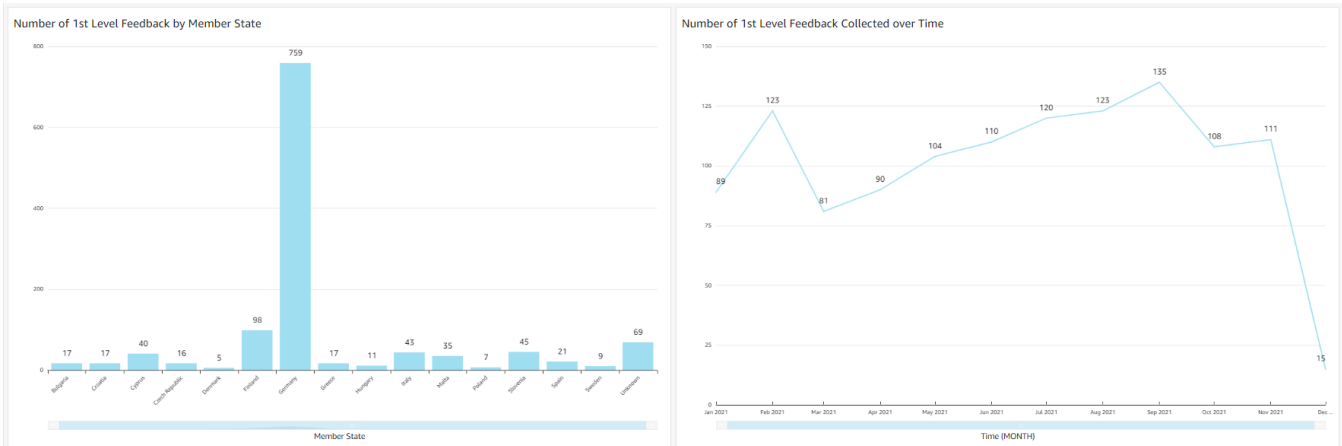


With filters applied:

First Level

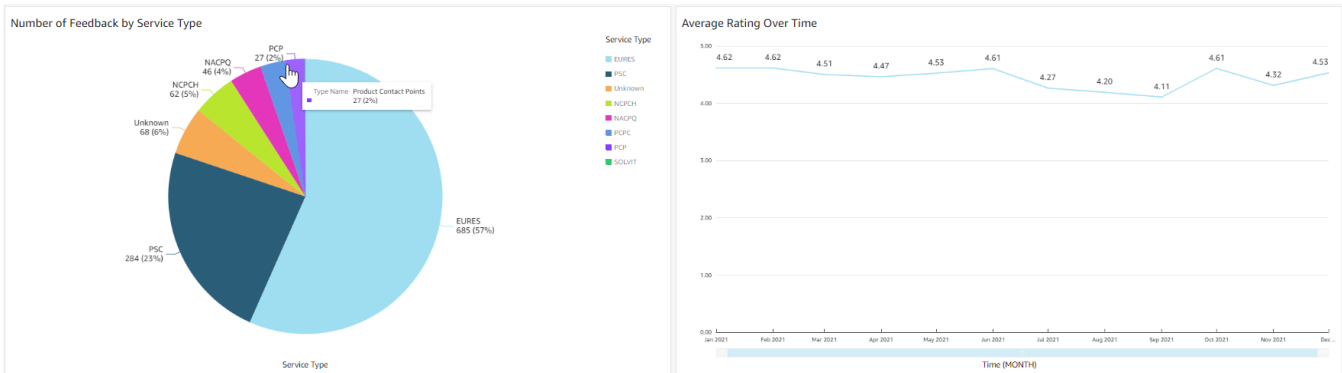
Start Date 2021/01/01 00:00:00	End Date 2022/01/01 00:00:00	Member State Denmark	Service Type All	Service ID All
Number of 1st Level Feedback Collected: 5			Average Rating: 4	

On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time**.



Then we have the pie chart for **Number of Feedback by Service Type** and a line chart for **Average rating over Time**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.

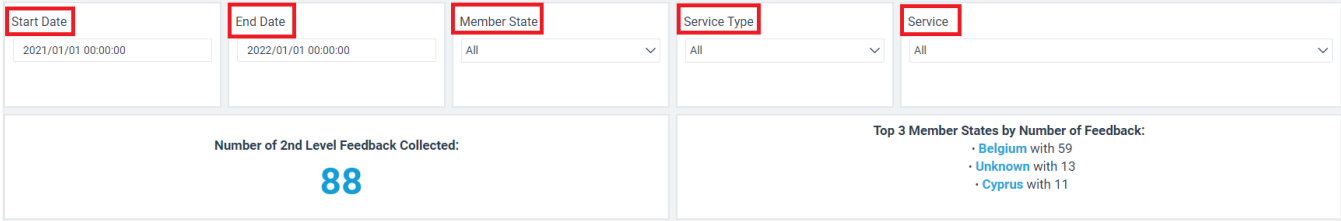


Second Level

On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and **Top Member States by Number of Feedback**.

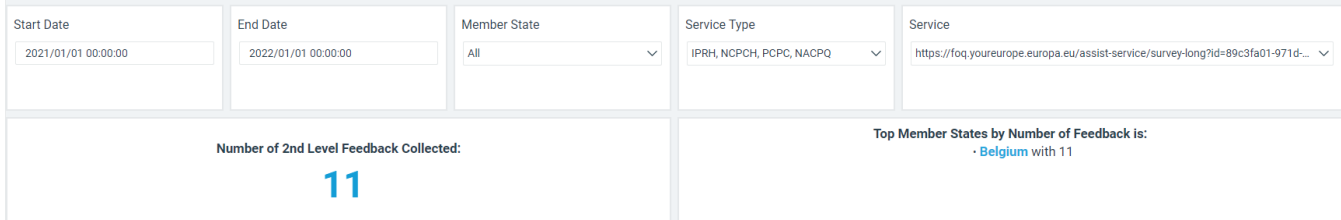
Without Filter:

Second Level

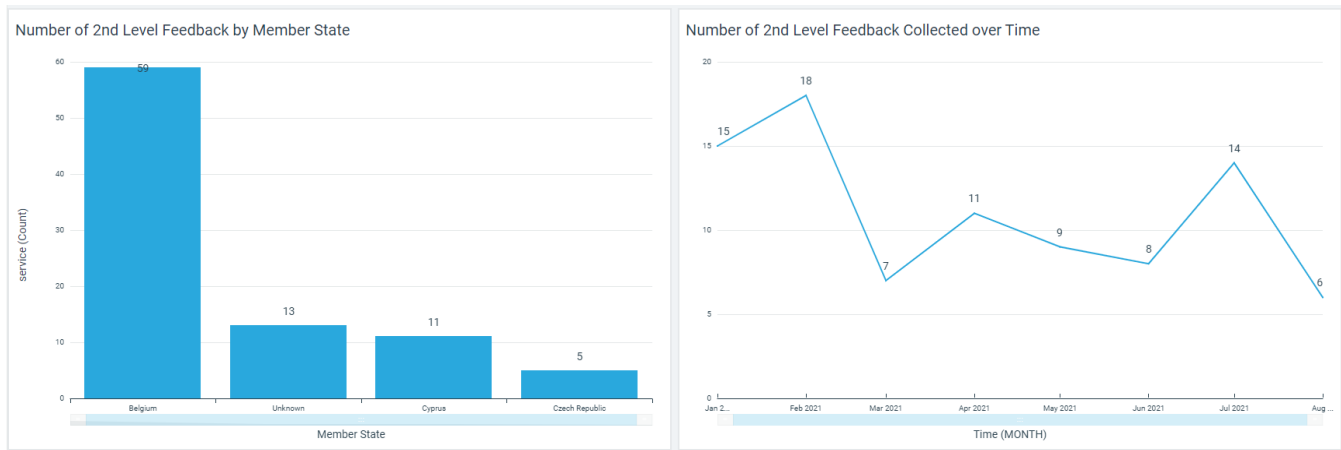


With Filter:

Second Level



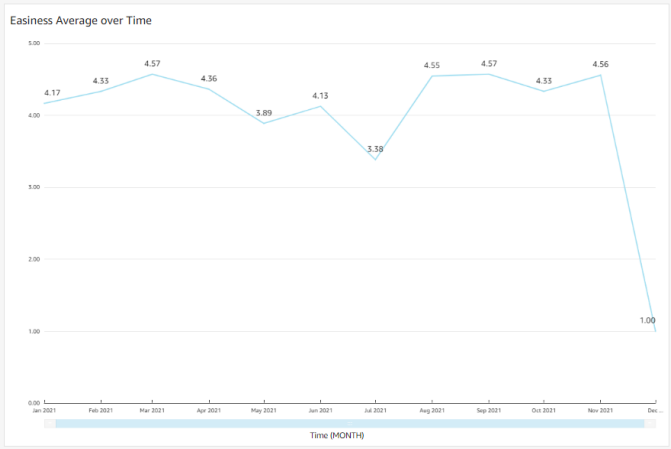
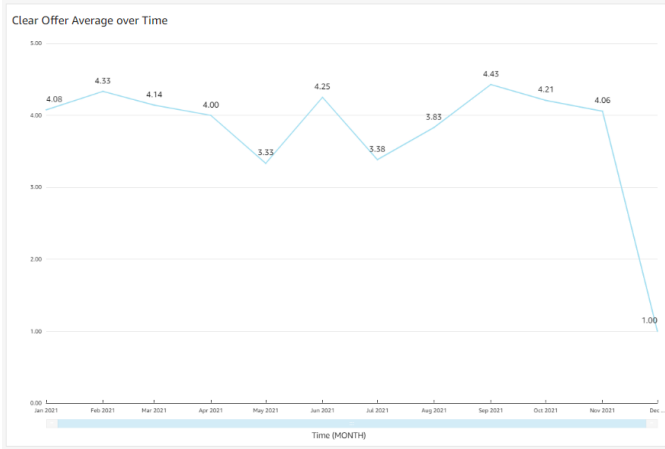
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time**.



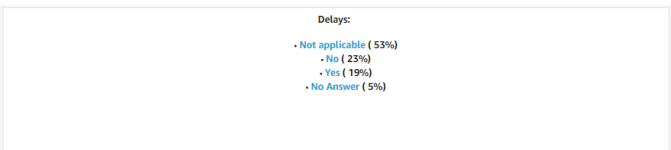
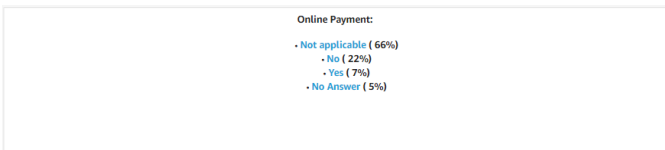
Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.



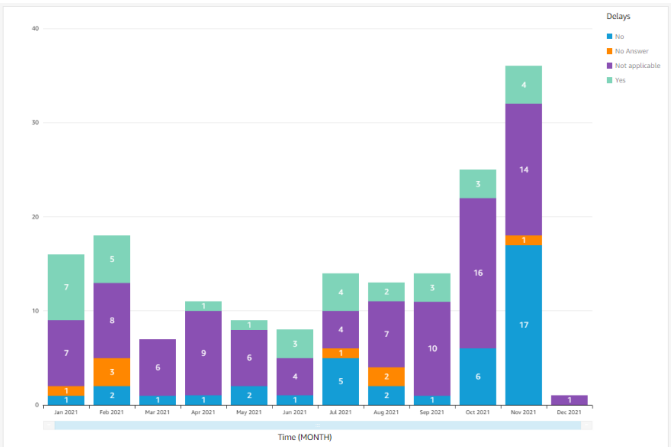
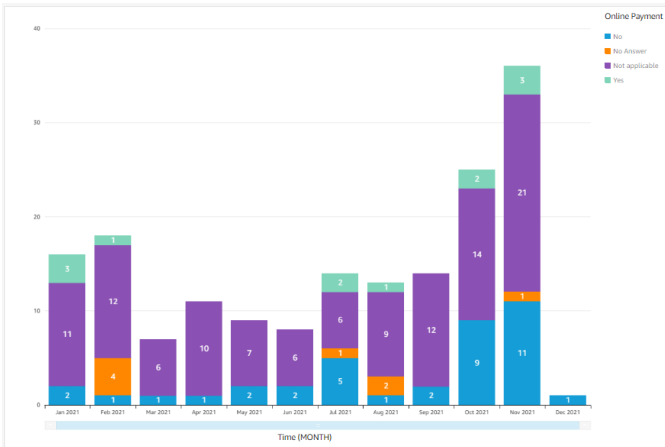
In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.



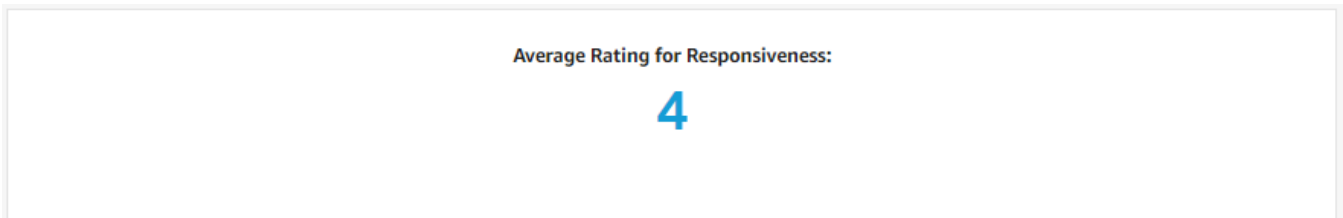
On the next block we have two cards one for **Online Payment** and other one for **Delays**:



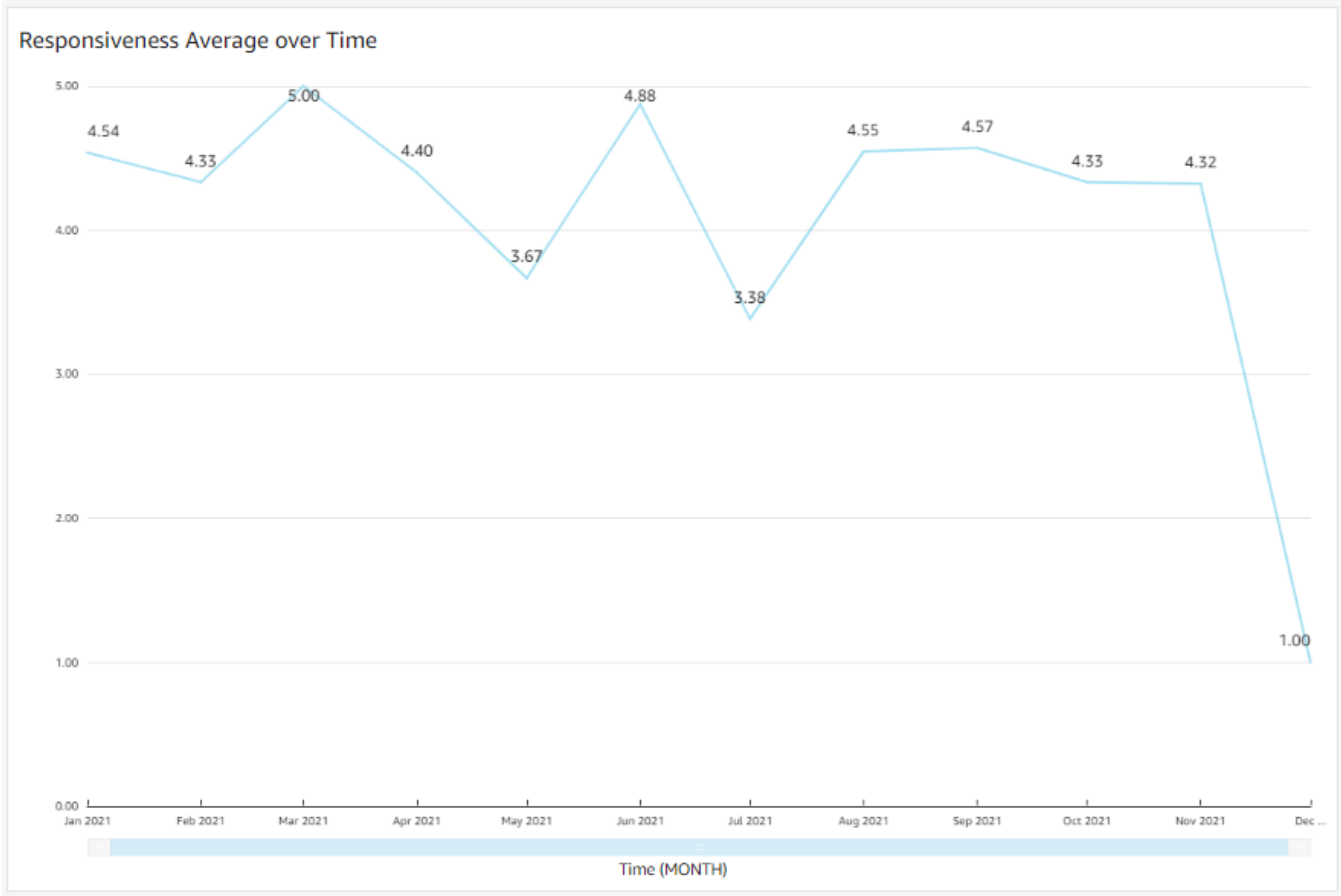
In the next block we have two stacked bar charts for **Online Payment** and **Delays**. The legends are shown on the top right corner.



In the next block for the card **Average Rating**.



In the last block we have a line chart for the **Responsiveness Average over Time**. You can hover on the chart to see the details.



FOSMO

A dashboard to highlight the statistics for the Feedback on Single Market Obstacles.

How to use the Filters

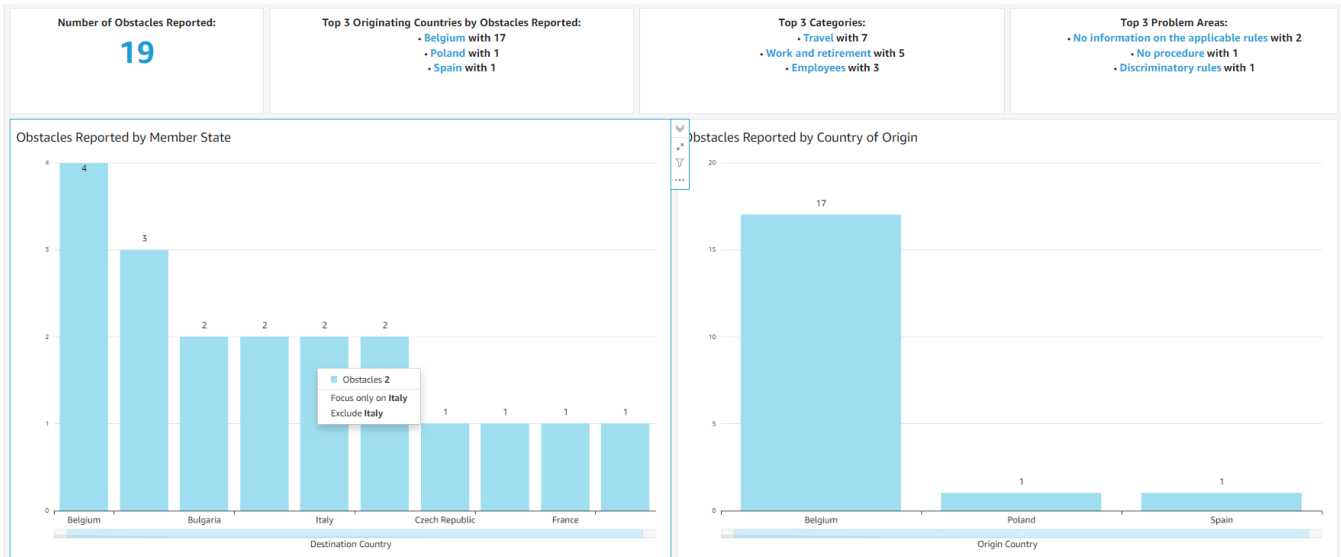
You have multiple filters you can use that will focus the information displayed on the dashboard.

You will be able to filter the data **Start Date; End Date; Member State; Category; Sub Category** and **Problem Areas**.

[Statistics - Webpages](#) |
 [Statistics - Assistance Services Cases](#) |
 [FAQ - Webpages](#) |
 [FAQ - Online Procedures](#) |
 [FAQ - Assistance Services Cases](#) |
 FOSMO

Start Date <input type="text" value="2021/01/01 00:00:00"/>	End Date <input type="text" value="2022/01/01 00:00:00"/>	Member State <input type="text" value="All"/>	Category <input type="text" value="All"/>	Sub-category <input type="text" value="All"/>	Problem Areas <input type="text" value="All"/>
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You can also drill down by just clicking with your mouse button, and choose to focus or exclude a value:



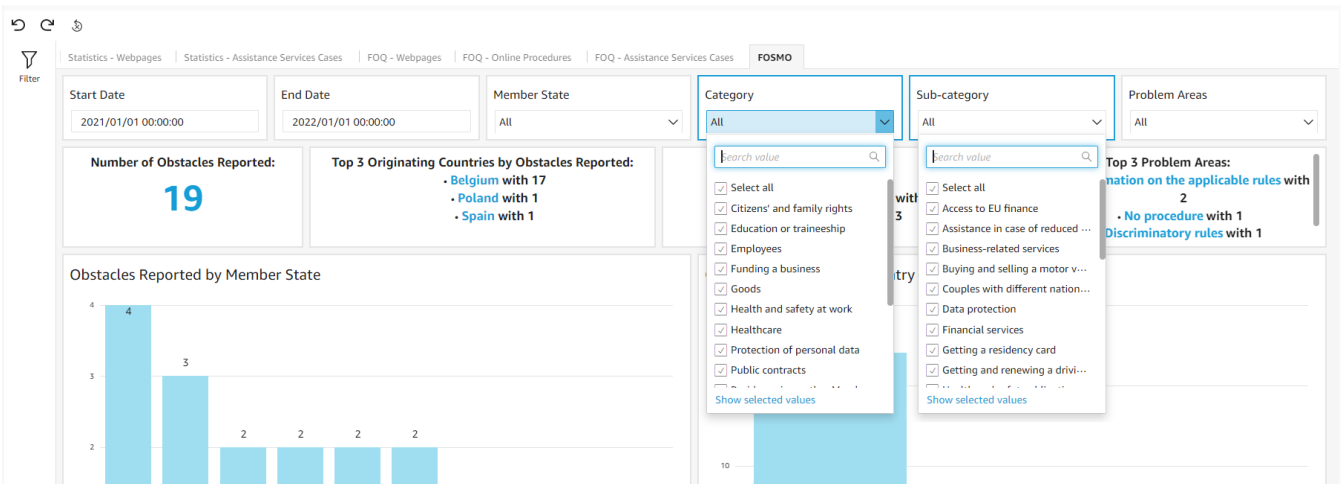
You can reset all filters you have added by clicking on the top left corner.



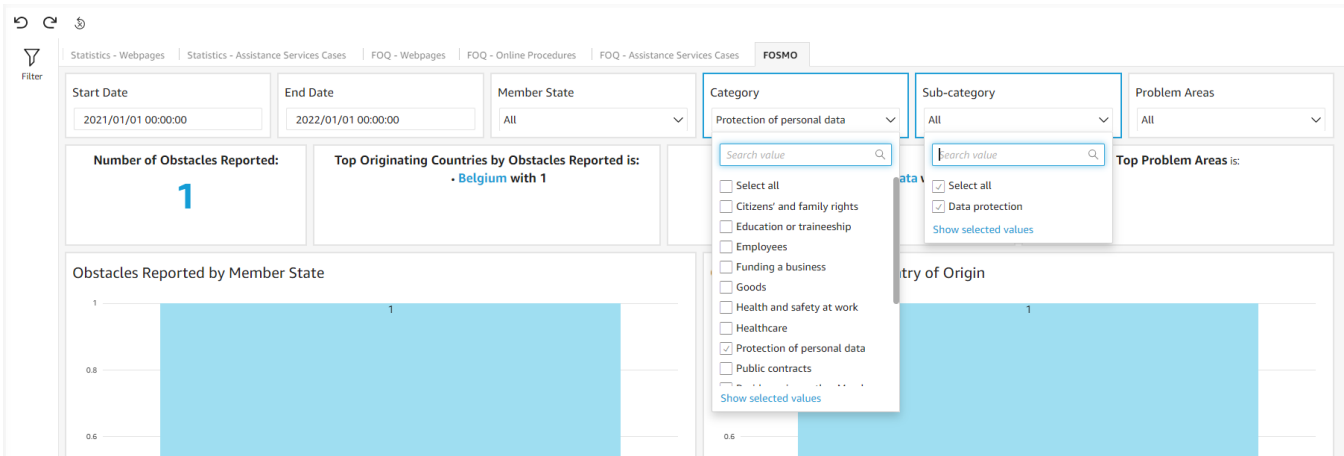
Cascading filters

Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

Before:



After:



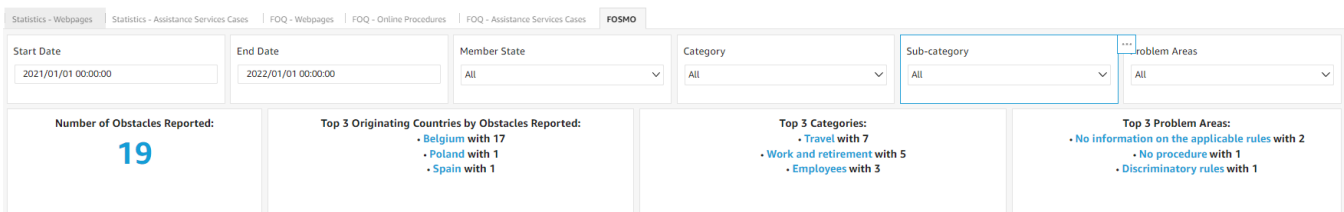
What can we consult in Feedback on Single Market Obstacles?

You have multiple visuals where you can check the Feedback on Single Market Obstacles for Member States, all visuals representations are dependent on that data provided by the Member States.

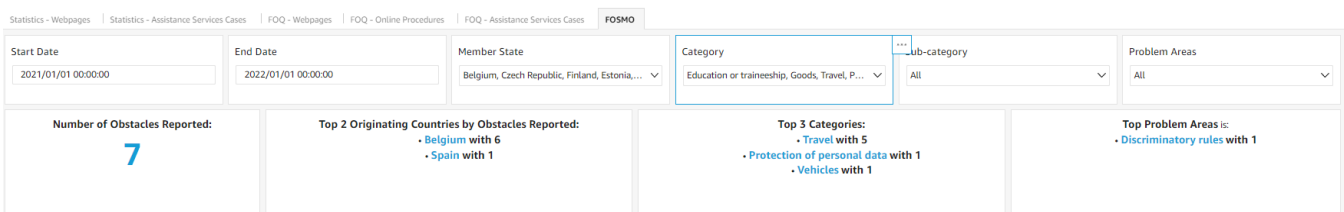
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories and Top 3 Problem Areas.**

You can use the filters here to drill down the data per Member State, use other date interval, filter per **Category** or **Problem area.**

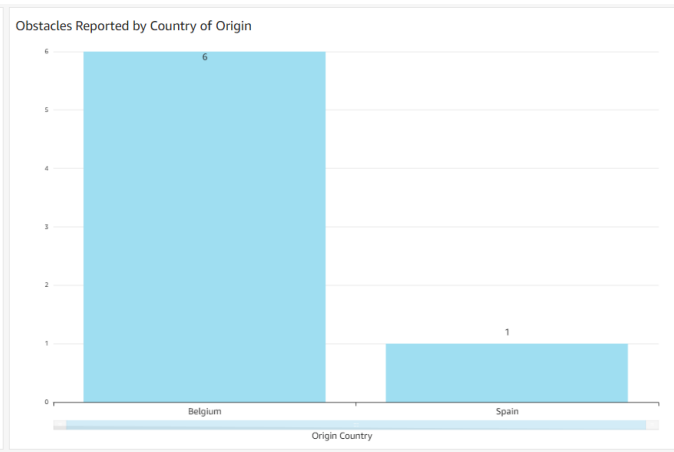
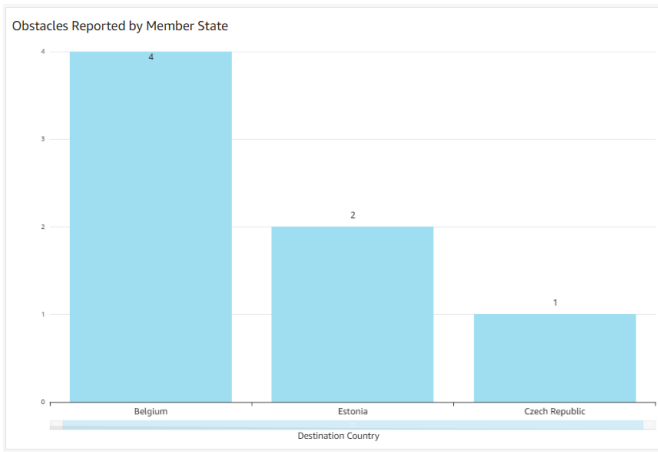
Without filters applied:



With filters applied:

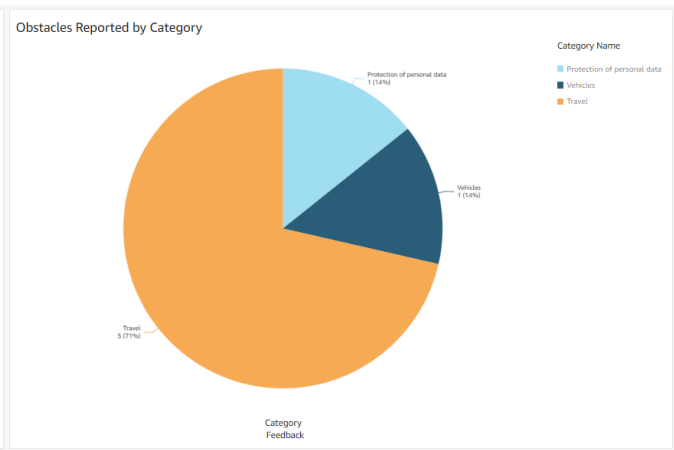
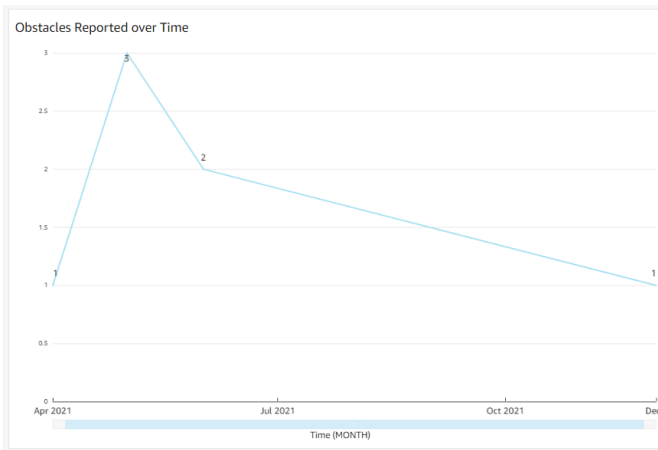


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**

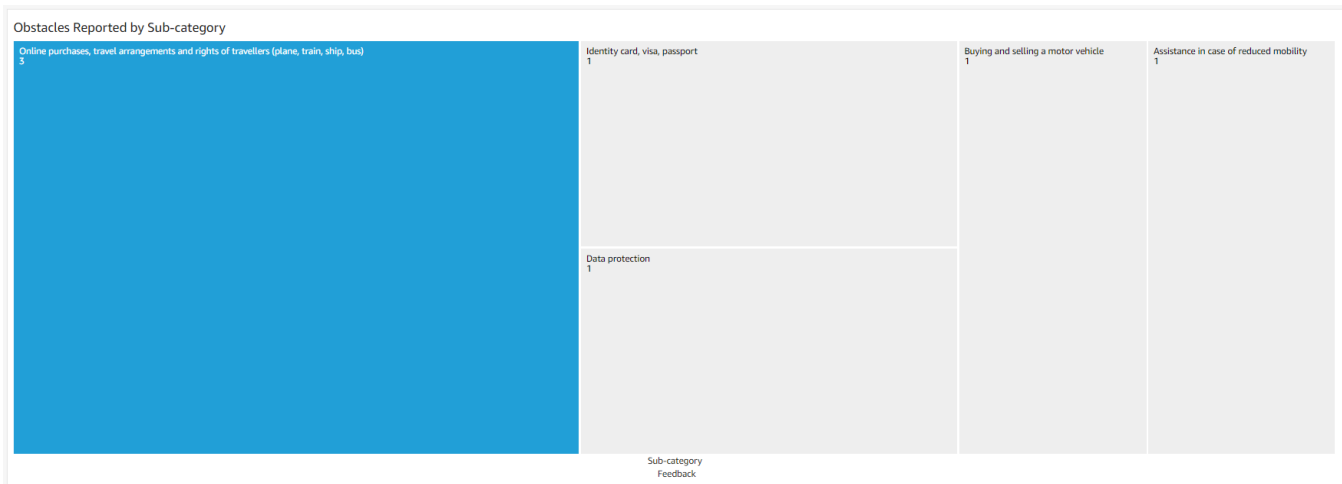


Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category**. You can hover on the pie chart to see the full name of the service type.

Again here you can also use filters on the top to drill down the data.



In the last block we have a tree map chart for **Obstacles Reported by Sub category** to do a comparison amongst different sub-categories. Again here all the filters can be used to drill down the data.



Glossary & Acronyms

Acronym	Meaning
ACC	Acceptance environment
AM	Application Manager
AS	Assistance Service
API	Application Programming Interface
BO	Back Office
CDT	Centre de Traduction (Translation Center)
CNS	Corporate Notification System
DASH	Dashboard
DB	Data Base
DEV	Developer
DG	Directorate-General
DG DIGIT	Directorate-General for Informatics
DG GROW	Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs
EC	European Commission
ECAS	European Commission's Authentication Service
ECC-Net	European Consumer Centres
EEA	European Economic Area
EU	European Union
EUO	EU Observer
EURES	European Employment Services
EUSP	EU Service Provider
FMB	Functional Mail Box
FO	Front Office
FOQ	Feedback On Quality
IPR	Intellectual Property Rights
IS	Information Service
LR	Links Repository

MS	Member State
NC	National Coordinator
NO	National Observer
NSP	National Service Provider
ODR	Online Dispute Resolution
PCP	Product Contact Points
PCPC	Product Contact Points for Construction
PROD	Production environment
PSC	Points of Single Contact
SDG	Single Digital Gateway
URL	Uniform Resource Locator
YE	Your Europe

Name	Definition
API	API stands for application programming interface. It allows two applications to communicate with one another to access data.
Application Manager	EC officials responsible for the operational management of SDG.
Assistance Service	An Assistance and/or Problem-Solving Services are services offered by the European Commission or by the Member States, comprised by a number categories, described on the Annex III of Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018
Crawler	A web crawler is a type of bot that's typically operated by search engine. Their purpose is to index the content of websites all across so that those websites can appear in search engine results.
Enterprise Europe Network	The Enterprise Europe Network helps businesses innovate and grow on an international scale. It is the world's largest support network for small and medium-sized enterprises (SMEs) with international ambitions. The Network is active in more than 60 countries worldwide. It brings together 3,000 experts from more than 600 member organizations – all renowned for their excellence in business support.
EU Observer	EC officials who have policy responsibilities but no operational role within SDG.
EU Service Provider	EC officials who manage EU wide information, procedures or assistance services and problem solving services (e.g Your Europe...).
Europe Direct	Europe Direct is a European information network designated by the European Commission. The target group is all citizens of the European Union. The main aim of Europe Direct is to provide European citizens with general information on the European Union. Other aims include the answering of questions on political activities of the European Union and promoting European integration. Advice and practical tips on rights entitled to Union citizens are provided.
European Consumer Centers	ECC Net is a network of independently-managed offices co-funded by the European Commission that helps and advice for consumers in Europe (explain consumer rights, help consumer settle a dispute with a seller based in another EU country (or Iceland or Norway), advises on who to contact if needed).

(ECC-Net)	
European Network of Employment Services (EURES)	EURES (European Employment Services) is a cooperation network formed by public employment services. Trade unions and employers' organizations also participate as partners. The objective of the EURES network is to facilitate the free movement of workers within the European Economic Area (EEA) (the 28 members of the European Union, plus Norway, Liechtenstein and Iceland) and Switzerland.
Feedback On Obstacles	Feedback on Obstacles allows users to provide feedback on any obstacles they face while exercising their single market rights. The aim of tool is to be accessible from all the EU and Member state official websites to provide such feedback.
Feedback On Quality	Feedback on quality tool allows End users to provide feedback about the quality of the services requested through the SDG, both at MS and EU levels. The feedback is on the availability and reliability of the information on rights, obligations and rules, which are derived from national and EU law; the information about the procedures, which are established at national and EU levels; and information about the assistance and problem solving services, which are established at national and EU levels. The feedback provided can be used by the Commission and the National Service Providers for further improvement of the provided services.
Intellectual Property Rights (IPR) Helpdesk	The Intellectual Property Rights (IPR) Helpdesk provides free-of-charge, first-line support to European small and medium-sized enterprises (SMEs) on IP management, protection and enforcement. Consisting of five dedicated regional Helpdesk services covering China, Europe, Latin America, India and Southeast Asia, the IP Helpdesk caters to the individual needs of businesses operating in those markets. In addition, the regional Helpdesk for Europe specifically assists EU SMEs and researchers in dealing with IP issues in the context of EU-funded research and innovation projects.
Metadata	In Web pages, Metadata is the key words and phrases that describe the contents of the page. Metadata is used in page content and HTML tags for two reasons: To help readers scan the page to decide if they want to read it and to help search engines find the page.
National Assistance Centers for professional qualifications	National assistance centers for professional qualifications, established by Directive 2005/36/EC of the European Parliament and of the Council provide assistance to professionals moving cross-border.
National Contact Points for cross-border healthcare	The national contact points should have appropriate facilities to provide information on the main aspects of cross-border healthcare, as established by Directive 2011/24/EU of the European Parliament and of the Council of 9 March 2011 on the application of patients' rights in cross-border healthcare (OJ L 88, 4.4.2011, p. 45)
National Coordinator	National Official with an overall operational responsibility on SDG in a Member State in question as set on SDG regulation.
National Observer	National officials who have policy responsibilities but no operational role within SDG.
National Service	National officials who are responsible for information, procedures or assistance services and problem solving services (e.g. national ministries, agencies, Points of single Contact...).

Provider	
Points of single contact	In the context of Directive 2006/123/EC of the European Parliament and of the Council of 12 December 2006 on services in the internal market (OJ L 376, 27.12.2006, p. 36) that requires all EU Member States to establish web portals so that anyone who provides a service will have a "point of single contact" where they can find out what legal requirements they need to meet to operate in the country in question. Service providers can also use the web portals to apply for any license or permit they need.
Product Contact Points	In the context of the Regulation (EC) No 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State and repealing Decision No 3052/95/EC (OJ L 218, 13.8.2008, p. 21) Product Contact Points should provide, free of charge, information concerning their national technical rules and the application of the principle of mutual recognition as regards products in order to facilitate the free movement of goods.
Product Contact Points for Construction	Product Contact Points for Construction provide access to product-specific technical rules, established by Directive 2005/36/EC of the European Parliament and of the Council.
Search Engine	A search engine is a website through which users can search internet content. To do this, users enter the desired search term into the search field. The search engine then looks through its index for relevant websites and displays them in the form of a list.
Service Desk	The ITIL definition of the service desk (service operation) is the single point of contact between the service provider and the users. A typical service desk manages incidents and service requests and handles communication with the users.
SOLVIT	SOLVIT is a service provided by the national administration in each EU country and in Iceland, Liechtenstein and Norway. SOLVIT is free of charge, that aims to solve problems with EU rights.
URL	URL stands for Uniform Resource Locator. A URL is nothing more than the address of a given unique resource on the Web.
User	A person who uses one or several IT services on a day-to-day basis.
Web folder	A Web folder is the main site home (i.e. https://www.yoursite.org)
Web pages	A Web page is all different pages inside a given site Web Folder (i.e. https://www.yoursite.org/news , https://www.yoursite.org/faqs)
Web Service	A Web service is a collection of open protocols and standards which are widely used for exchanging data between systems or applications.
Your Europe Advice	Your Europe Advice is part of a set of information and advice tools for citizens and businesses about their EU rights. The starting point is the Your Europe website designed to give you information about your rights across Europe. It offers practical advice and useful tips on issues such as living, studying, working, shopping , travelling – or, as a company, doing business – within the EU. It is the main source of information on these subjects.

