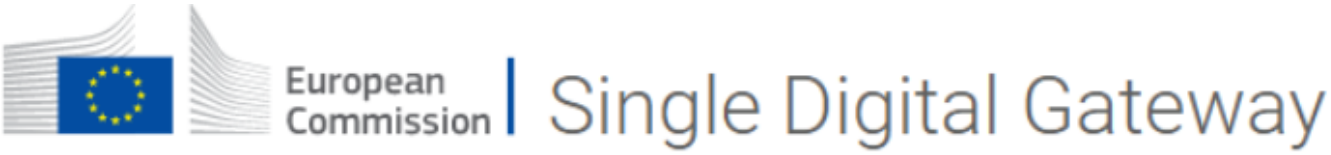
Manual - Full content to Download



Welcome to SDG Dashboard User Manual

Index

- Welcome to SDG Dashboard User Manual
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- National Coordinator
- Statistics Log IS
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- Statistics Log IS
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Common core (all users)

0.1 Introduction

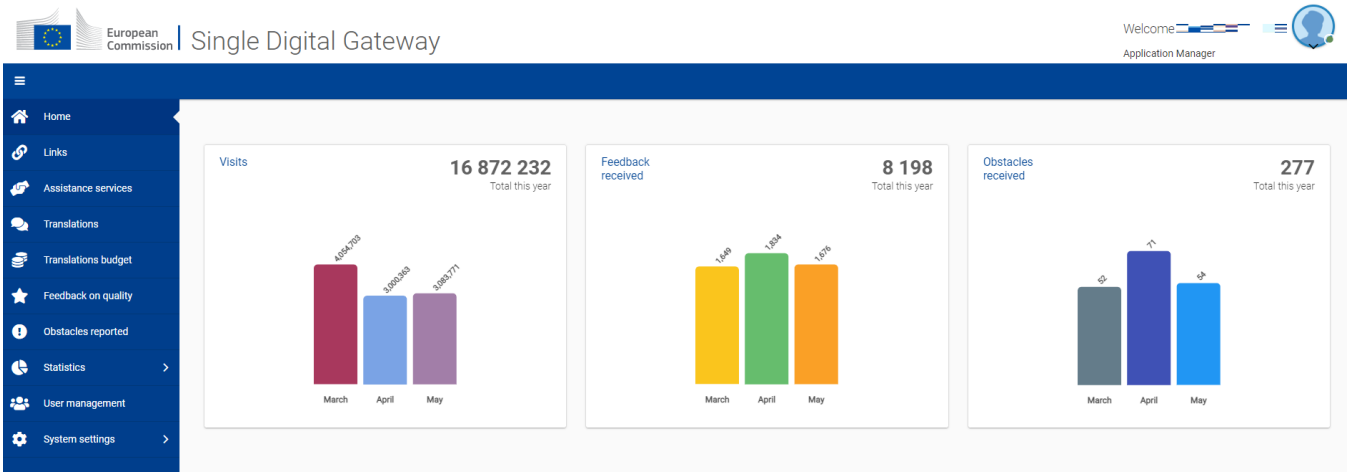
What is the Single digital gateway?

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.

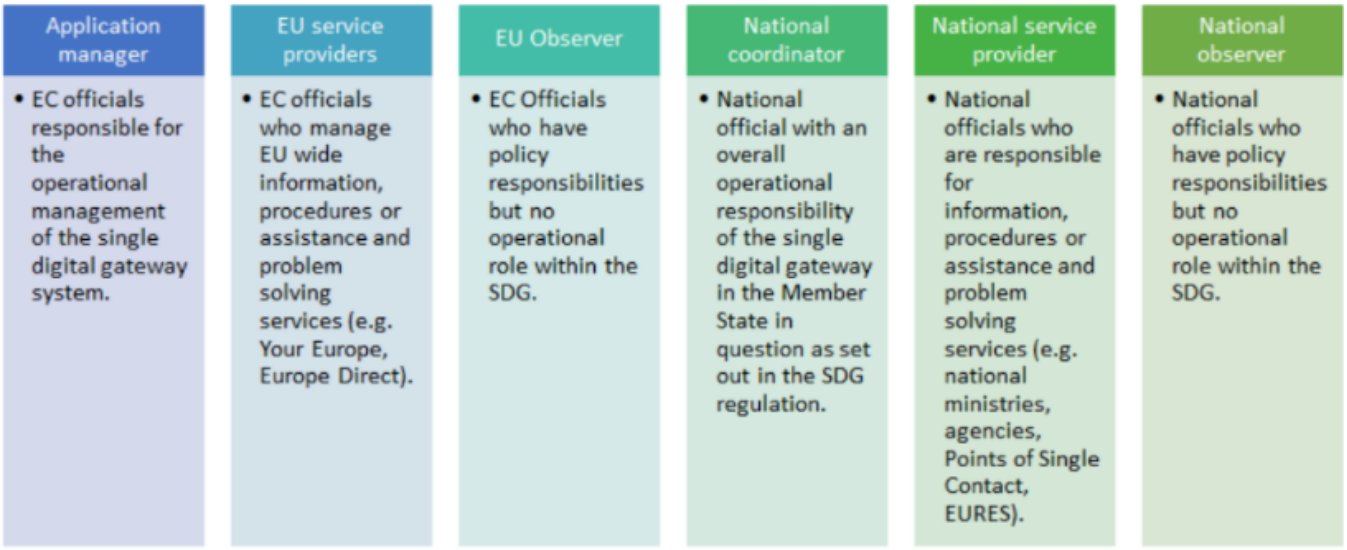
The SDG's implementation is an ambitious program of public service digitalization and of full cross-border accessibility of information, procedures and assistance services. The Regulation foresees three important deadlines: In December 2020, the SDG was launched with information on rights, rules and 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.



Profiles and user roles

Profiles description



0.2 How to access SDG

Registration via email invitation

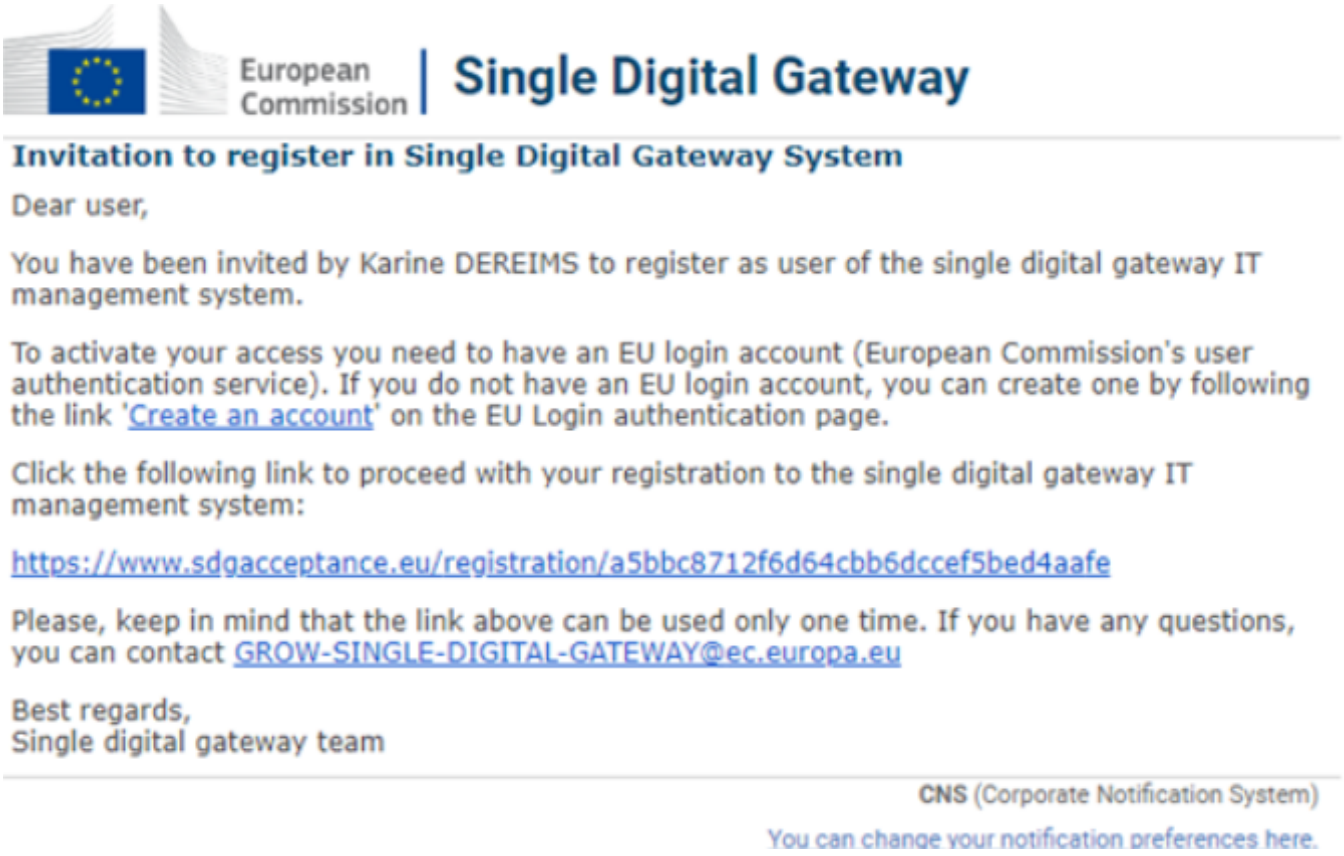
To be able to access SDG, you should first receive an invitation via email.

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 eamil 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

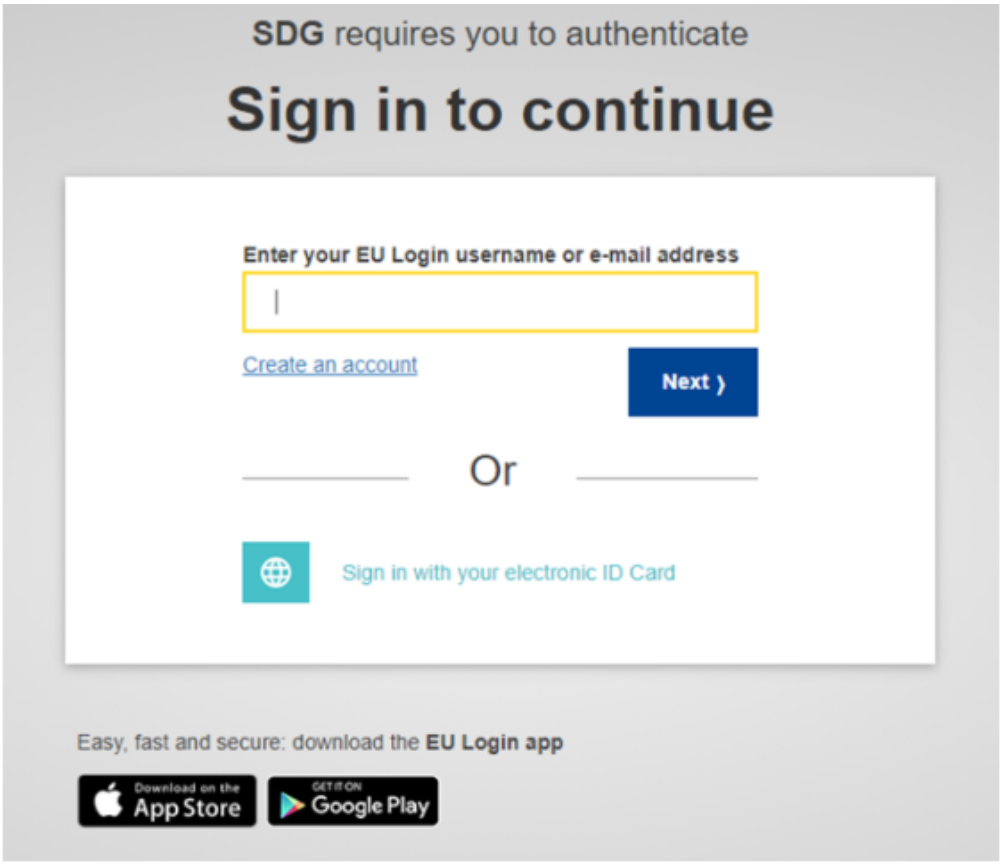
CNS (Corporate Notification System)

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.



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

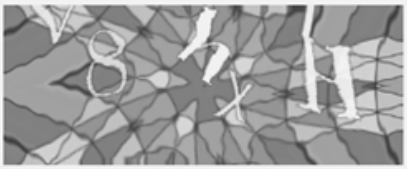
E-mail

Confirm e-mail

E-mail language

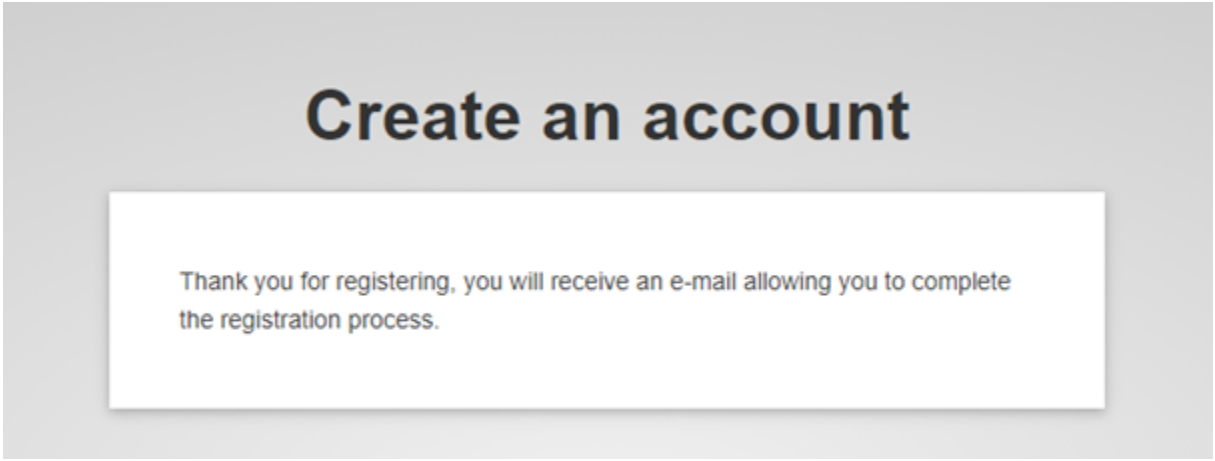
English (en)

Enter the code

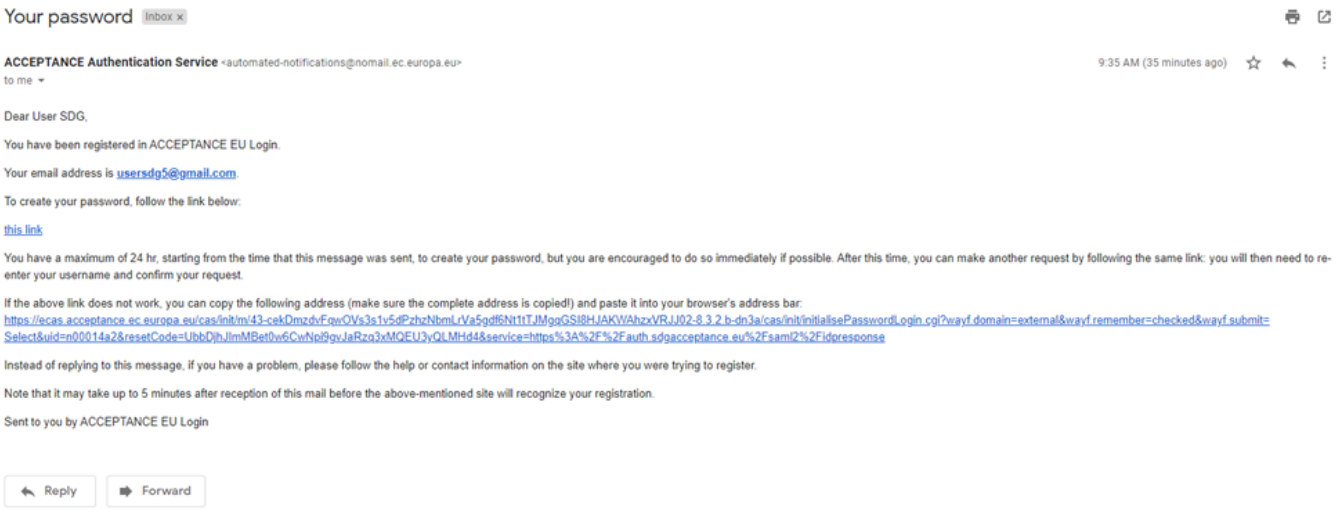


By checking this box, you acknowledge that you have read and understood the privacy statement

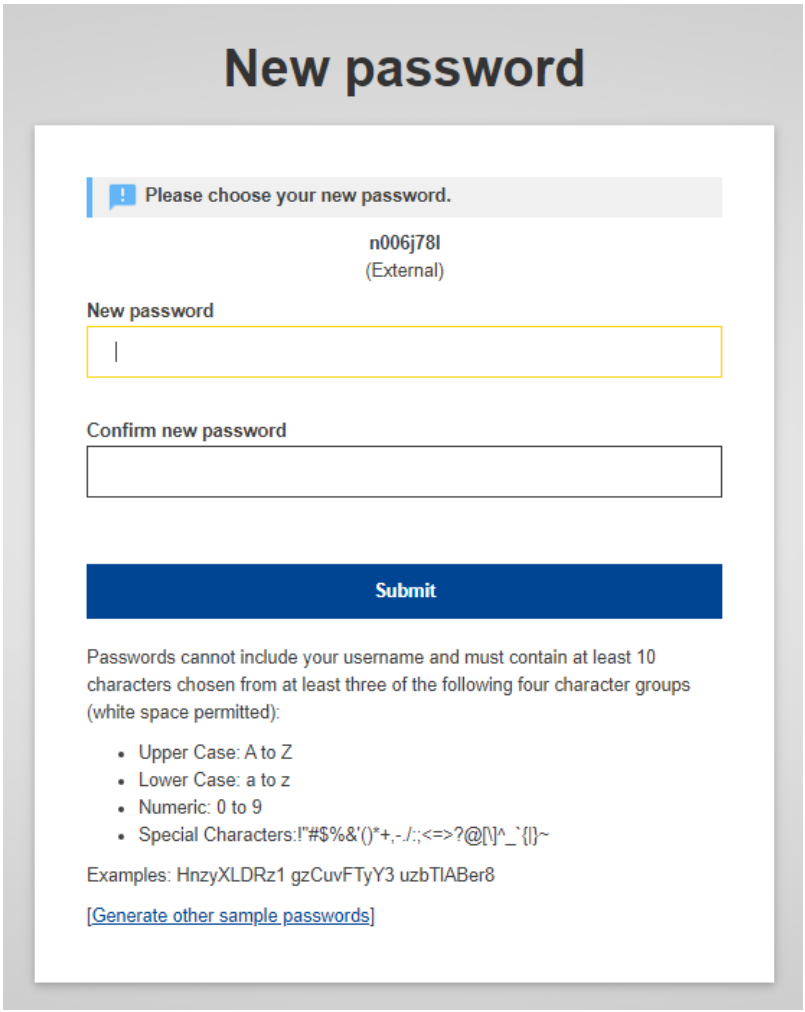
Create an account



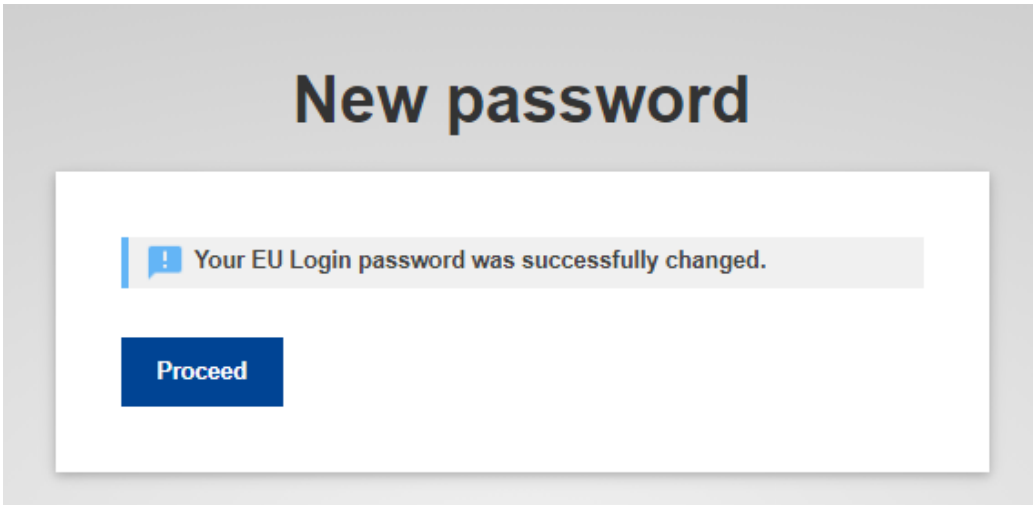
Then, go back to your mail box and click on the link "**This link**" to set your password.

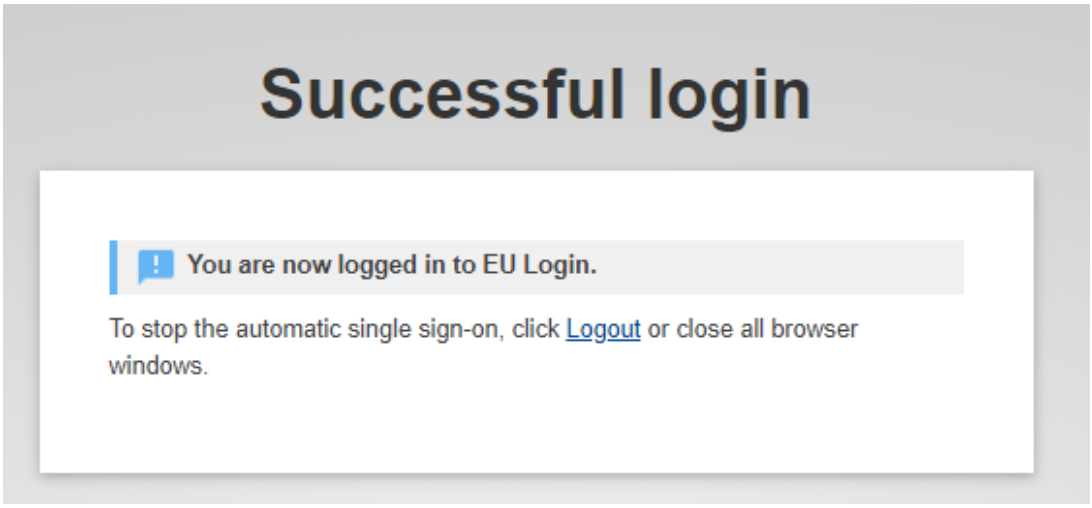


Type your password following the rules explained below and click on **Submit**

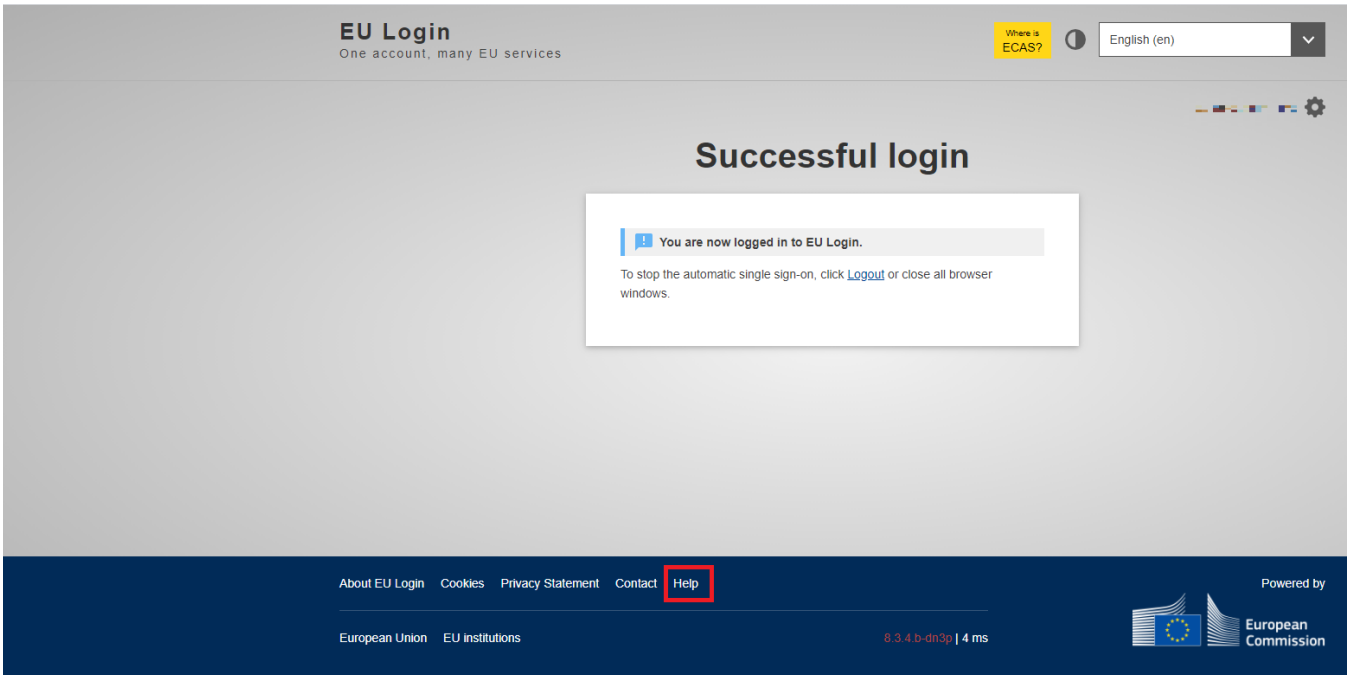


Once your password is defined you can click on **Proceed**





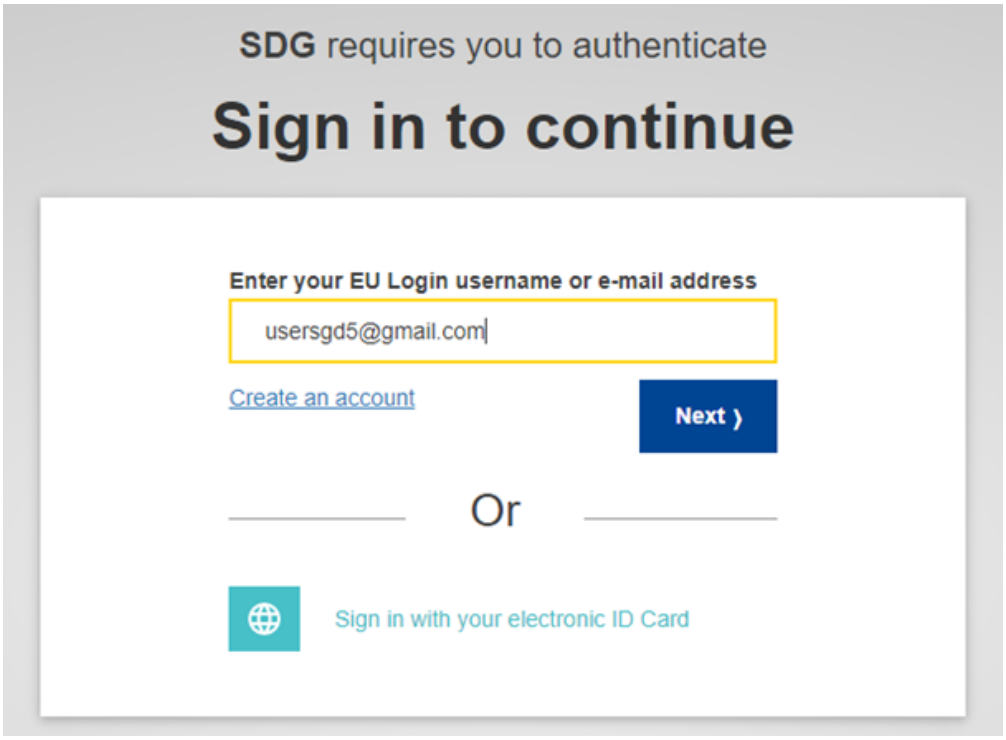
For issues with the EU login account, we recommend you read the documentation you can find on the help section of the EU Login:



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).

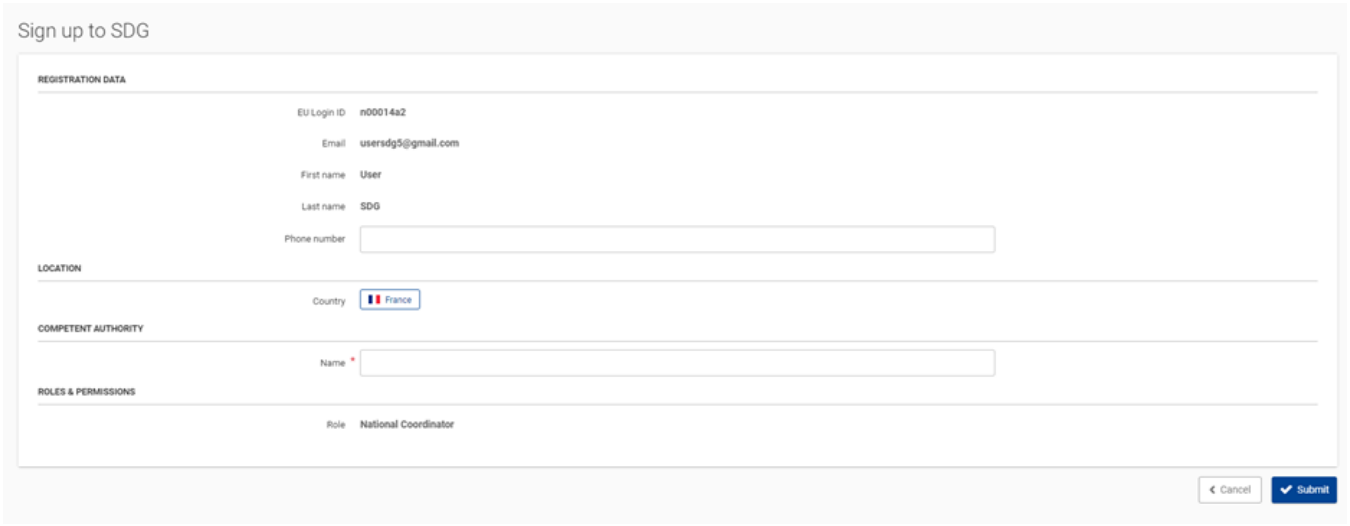
Enter your email address (the same as your EU login account, identical to the one used to receive the invitation) and click **Next**



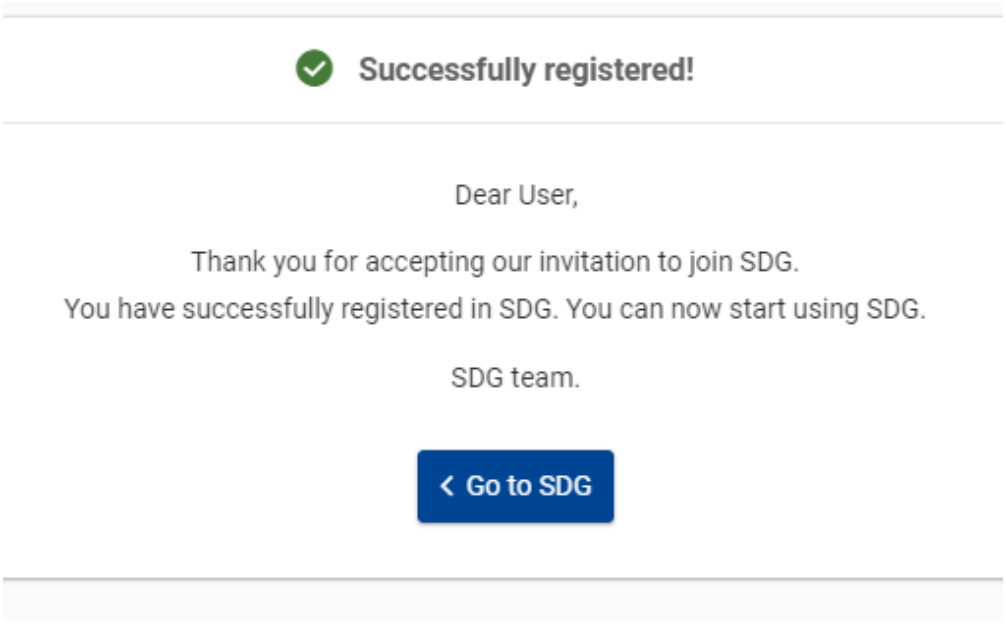
To avoid inconsistencies, we **highly recommend you to use the registering method via email and password**, instead of the alterative methods, like the **ID card** as shown in the above print-screen. If you register using that different method you will always need to us the same method to login in SDG.

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

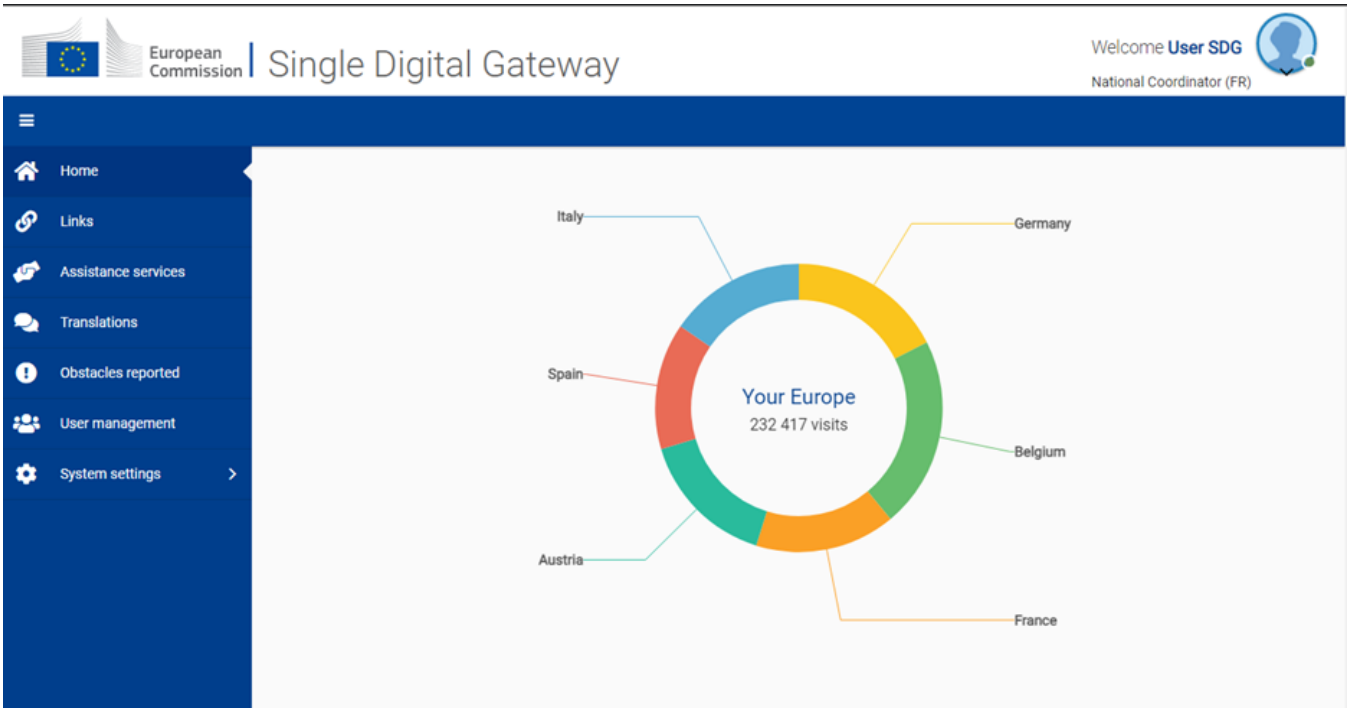
Then click on **Submit**



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



Congratulations, you now have access to SDG system!



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

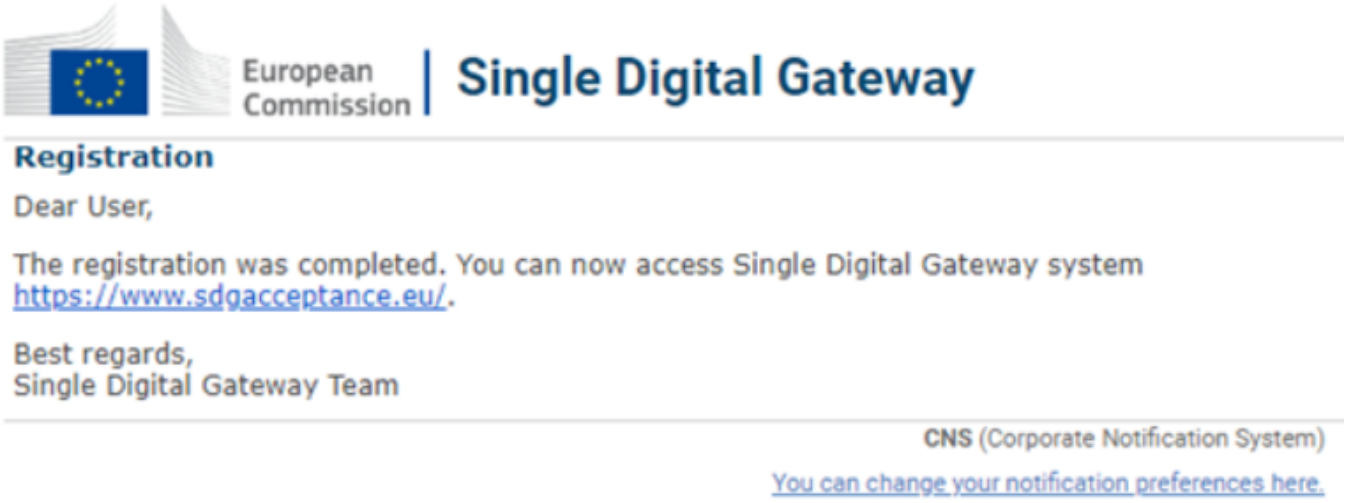
https://webgate.ec.europa.eu/cas/eim/external/help.cgi

0.3 Alerts and Notification

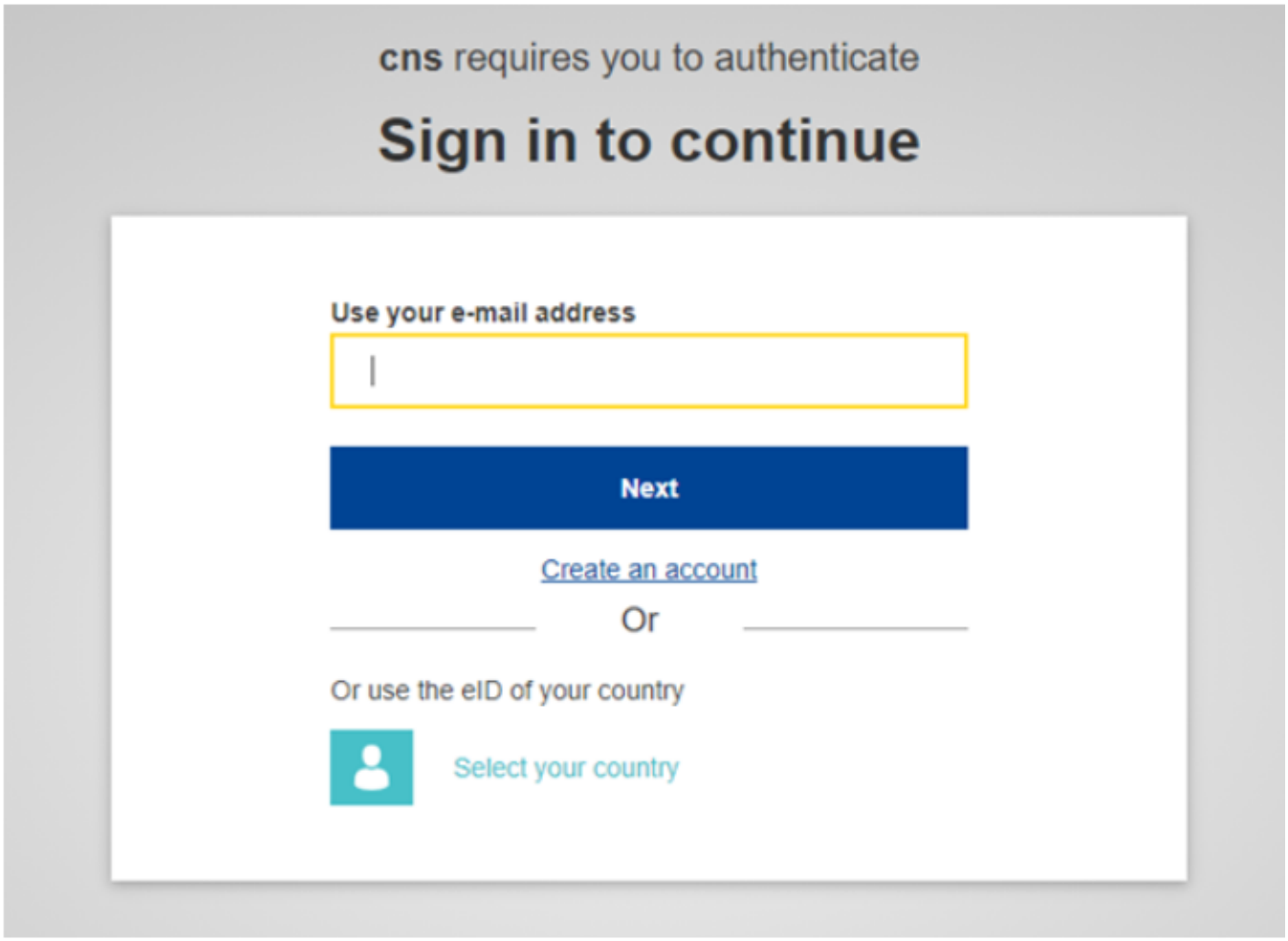
Configure the notifications in the Corporate Notification System

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**

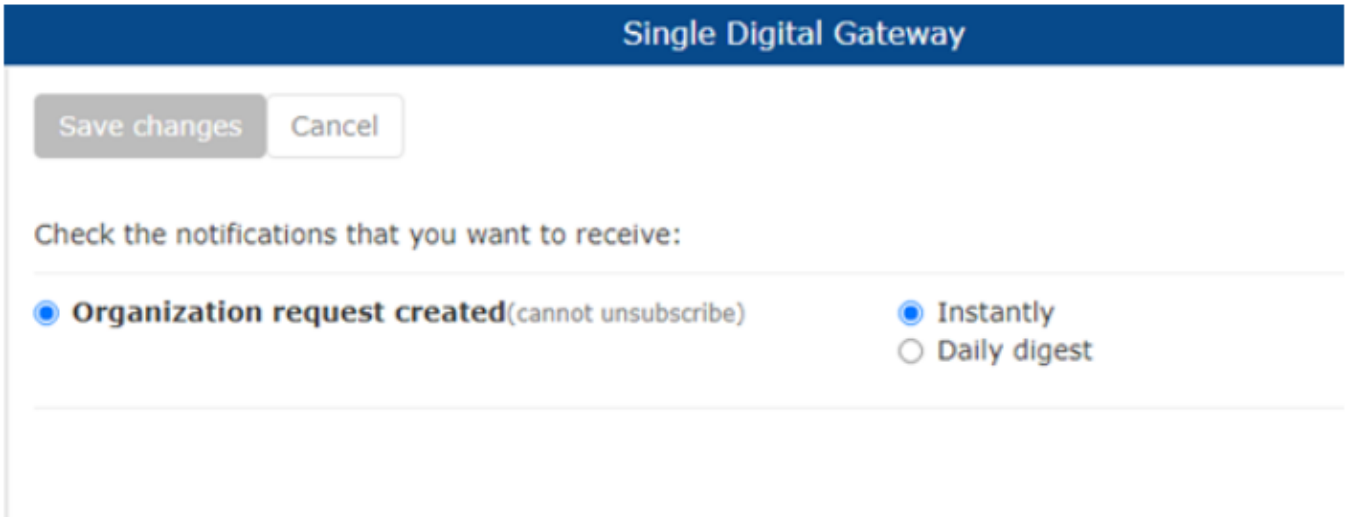


Enter your EU login email address to log in :



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 :



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

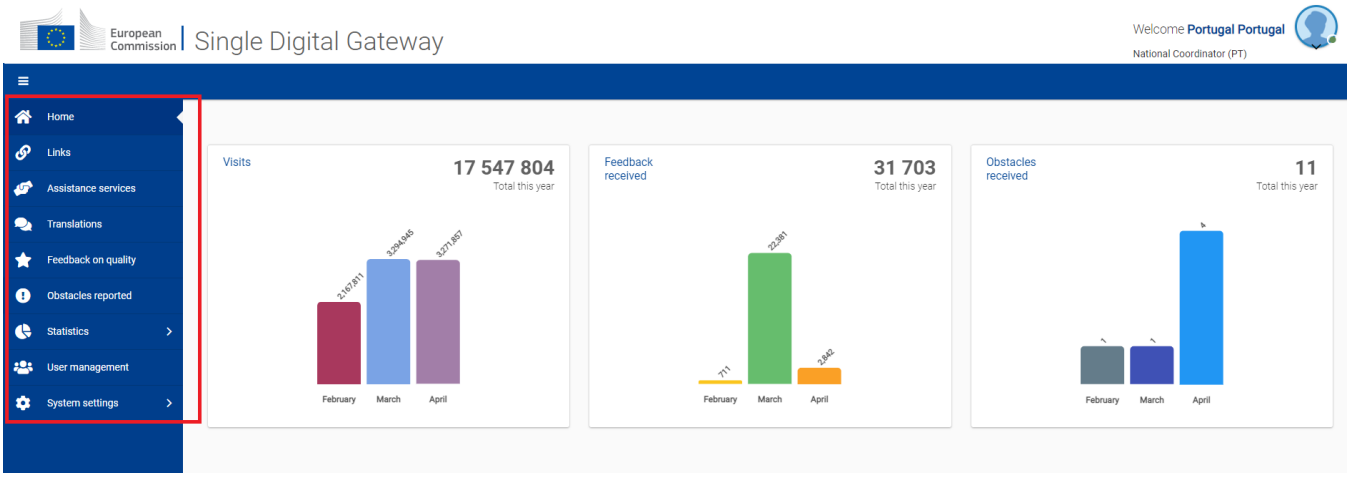
- Homepage
  - Introduction
  - What can I see in the Homepage?

Introduction

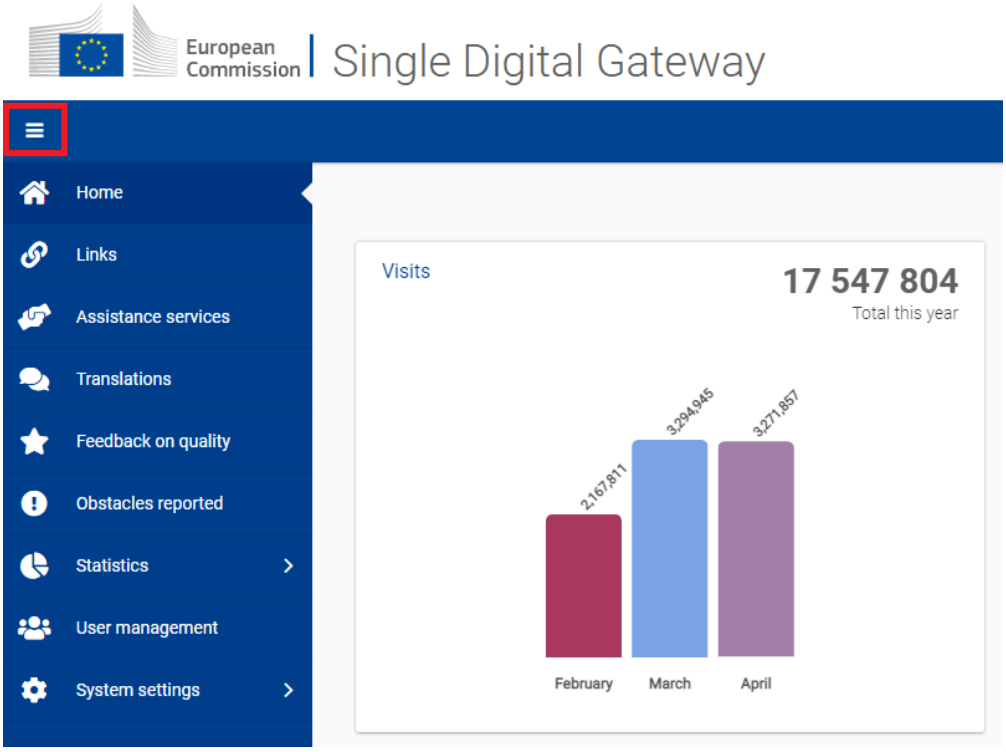
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

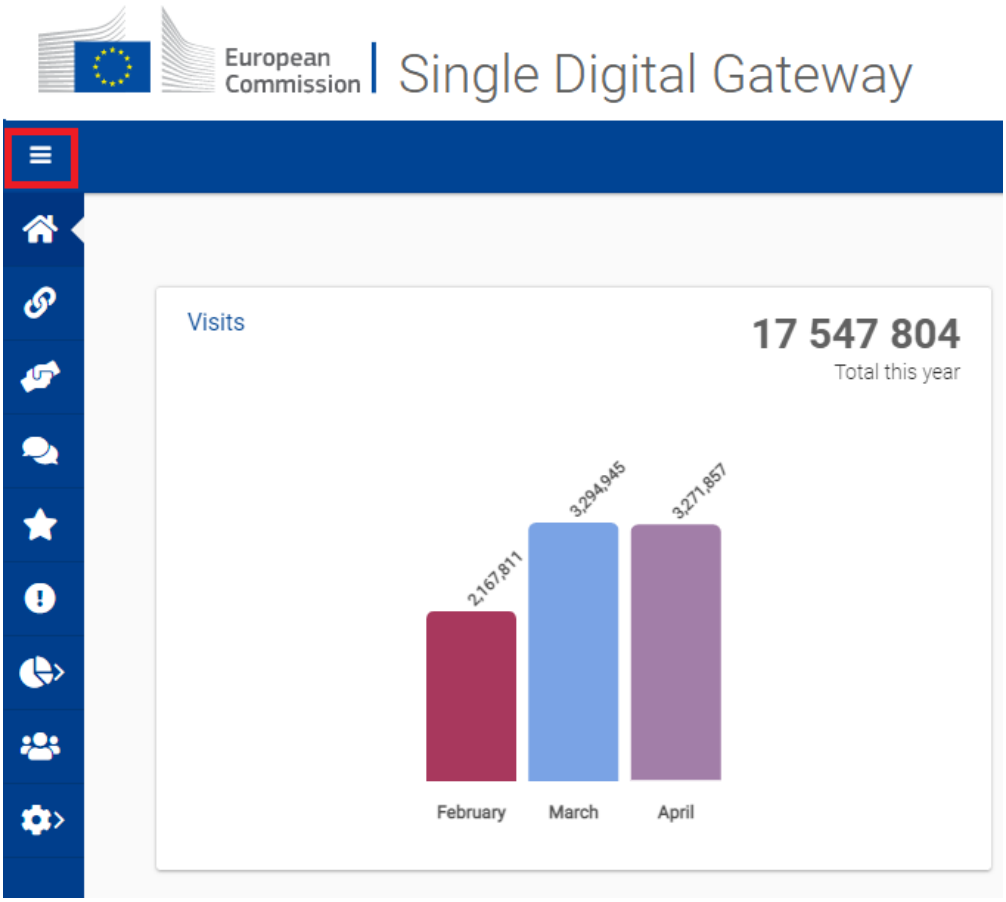
What can I see in the Homepage?

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.

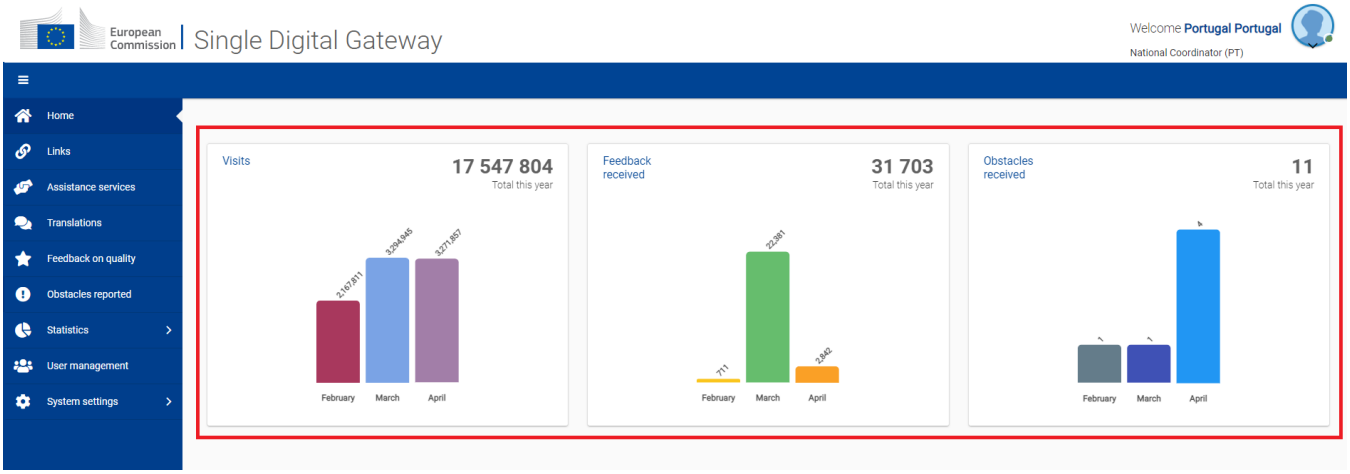


You can click on the top left corner of this menu to expand or minimize the menu.





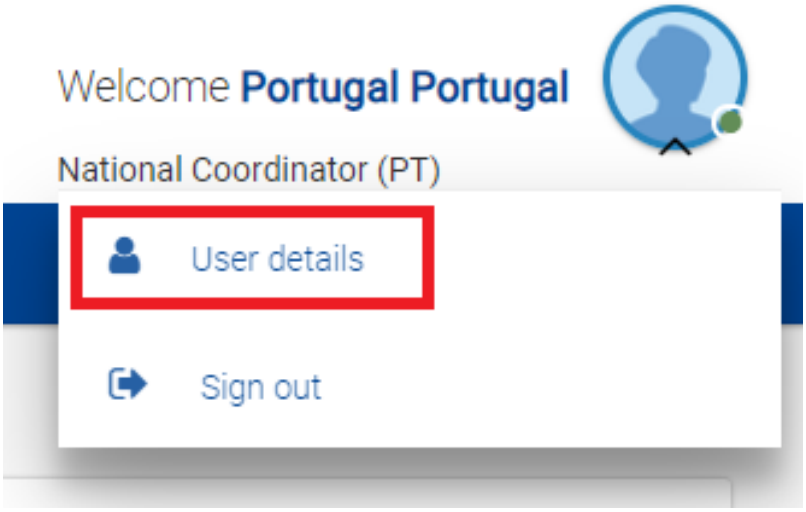
In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V isits** on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob stacles reported** 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.

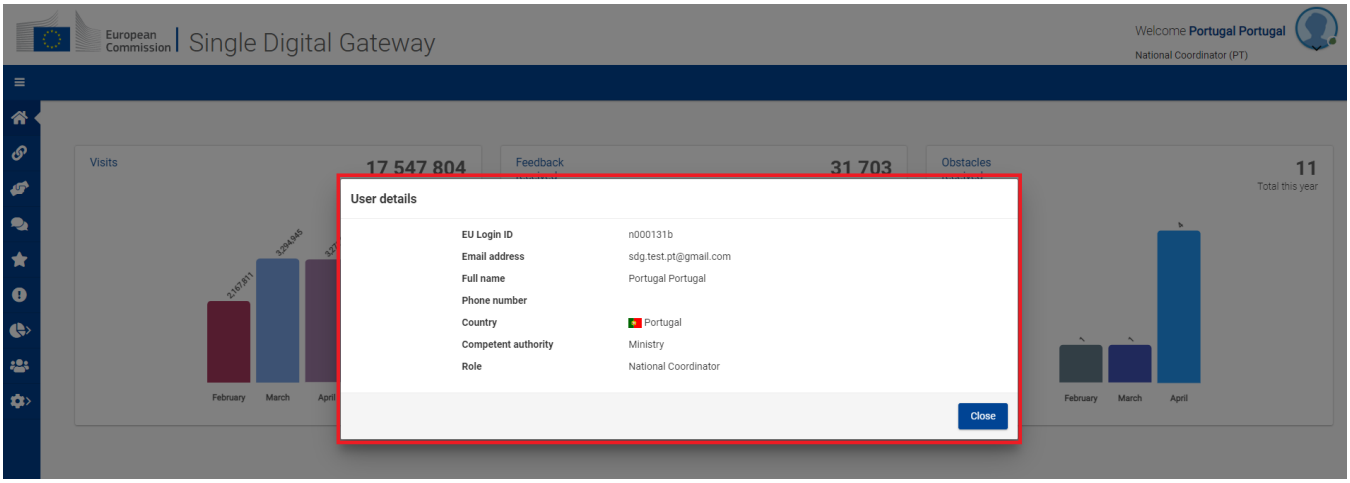


In the top right corner you can also click on the user picture and that will expand an additional menu.

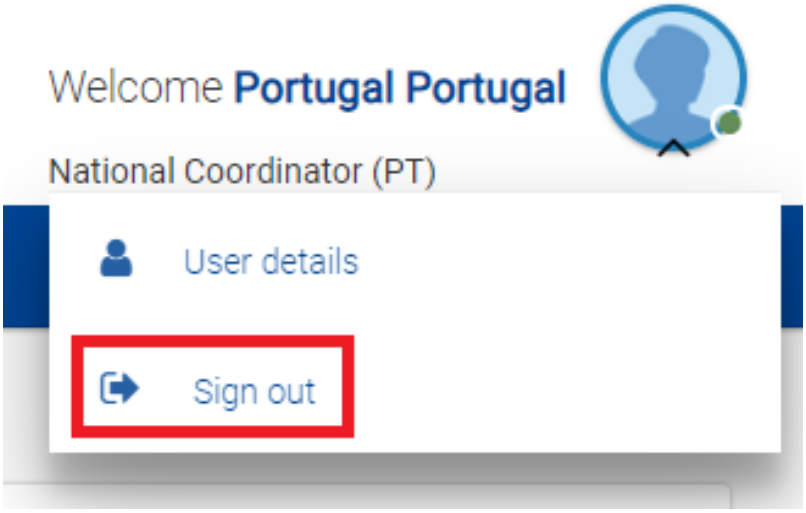
Here you can check your **User details** and **Sign out**.

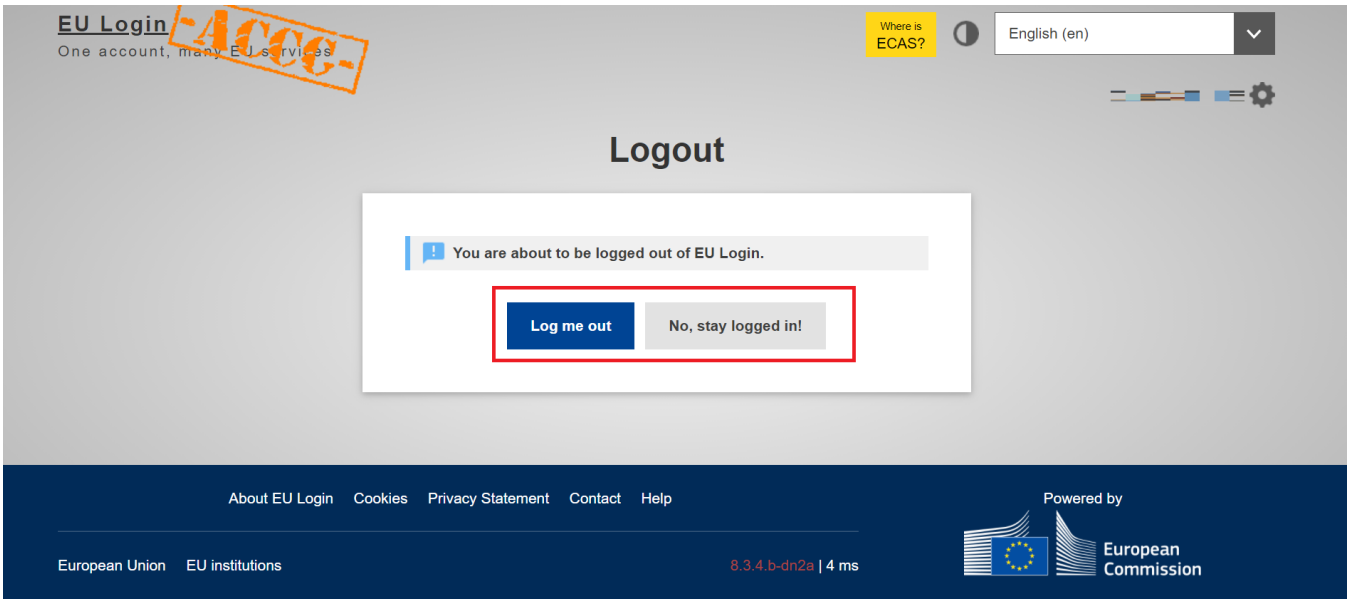
Clicking on **User details** will show you your user details.





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).





User Management

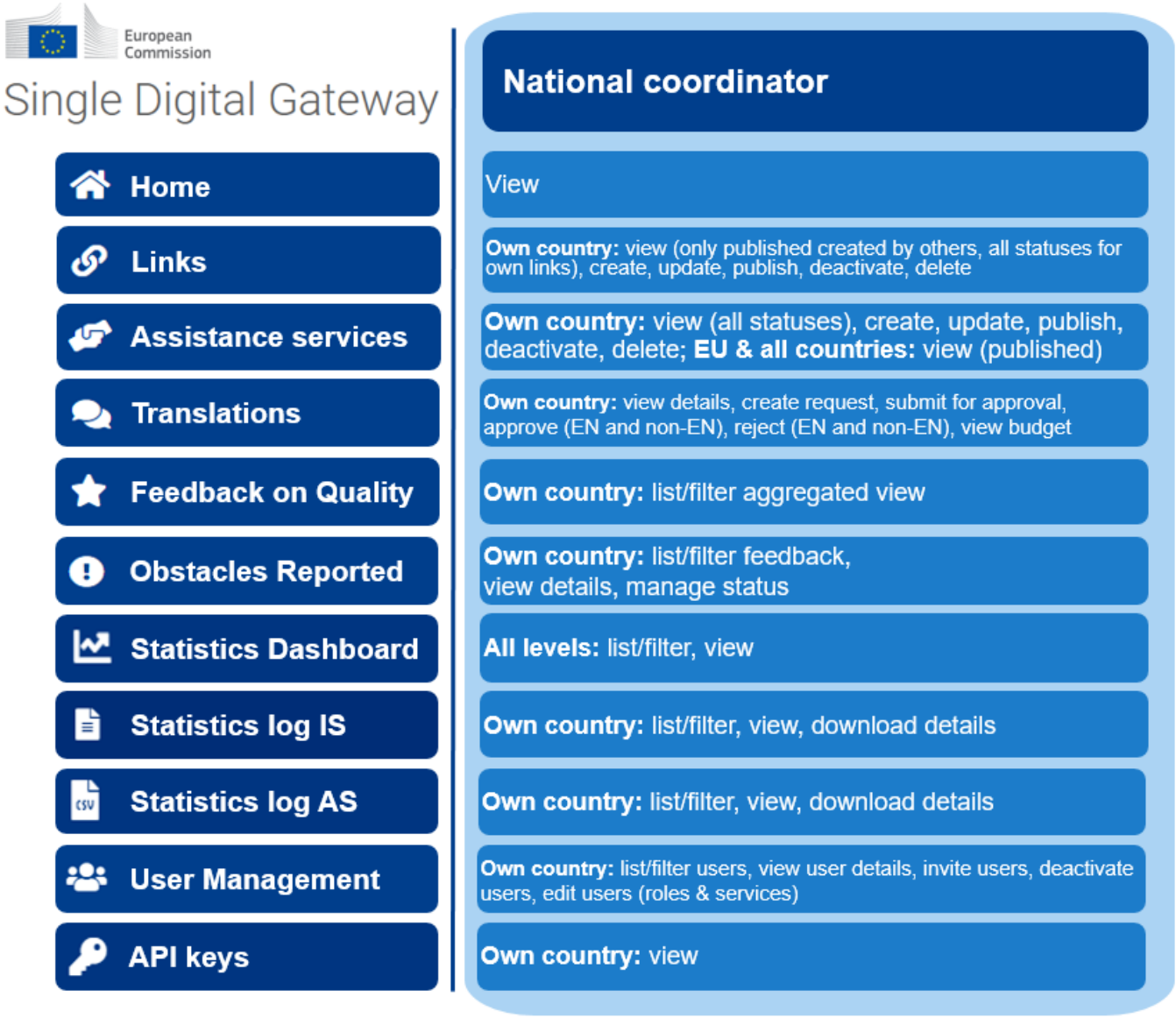
- User Management
  - Introduction
  - Roles & Rights
-
  - How to access the User Management Module?
  - How to navigate on User Management Module?
    - Filters
  - How to Invite a user?
  - How to check the user profile?
  - How to edit a user profile (information, roles and permissions)?
  - How 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.

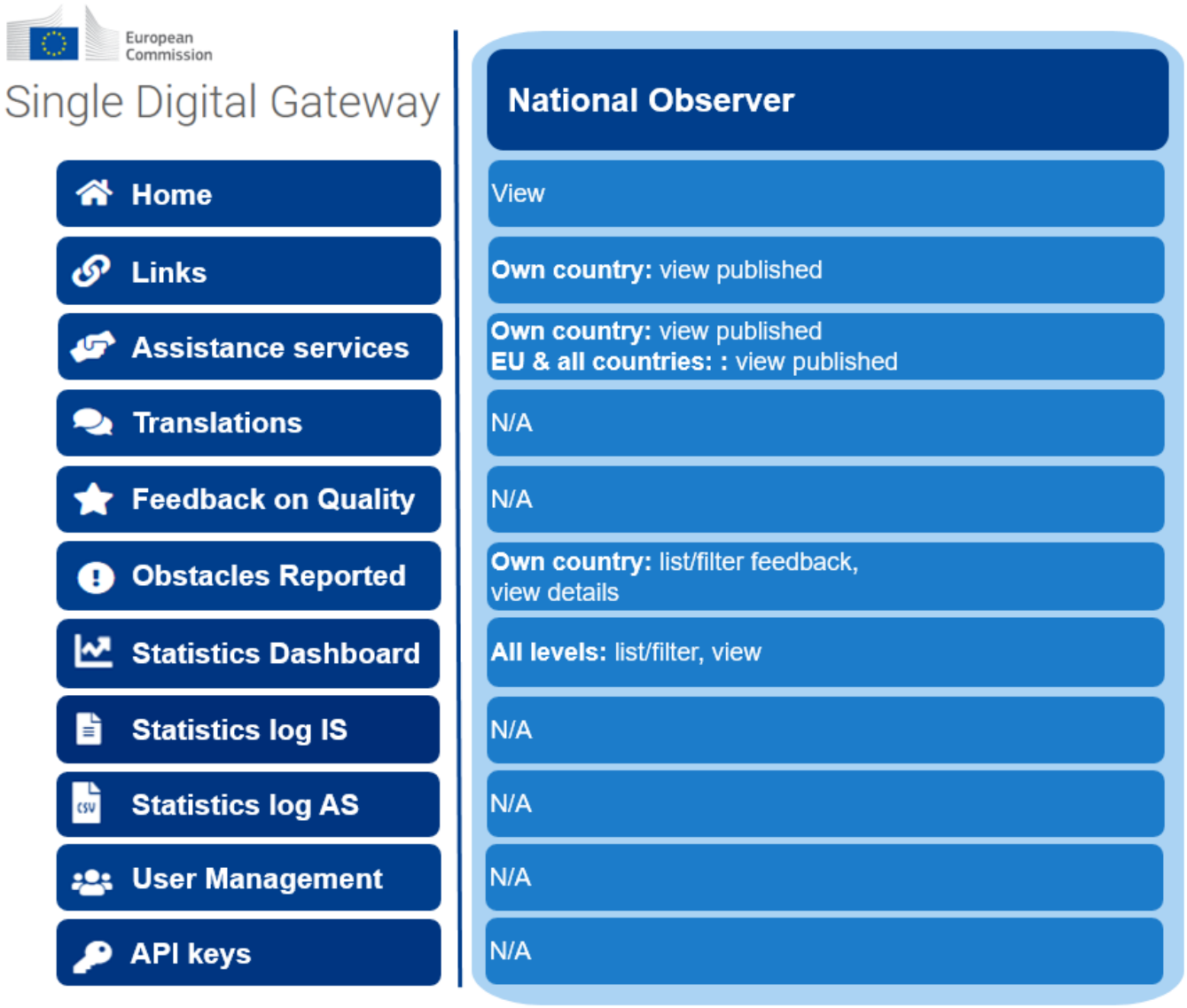
Roles & Rights



European Commission

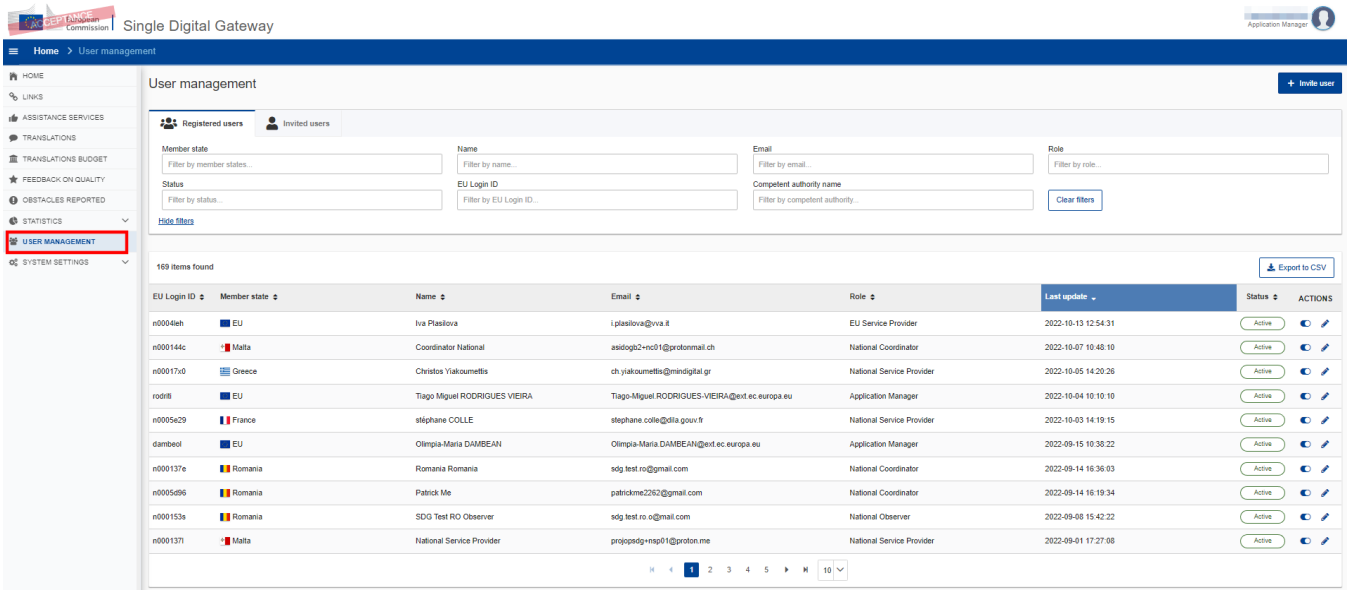
Single Digital Gateway

	National Service Provider
Home	View
Links	**Own links:** view (all statuses), create, update, request publication, delete (only in draft status)
Assistance services	**Own Services:** view (all statuses), create, update, publish, deactivate, delete; **EU & all countries:** View (published)
Translations	**Own requests:** list/filter, view details, create new request, submit for approval
Feedback on Quality	**Own Services:** list/filter feedback, view details
Obstacles Reported	**Own country:** list/filter feedback, view details, manage status
Statistics Dashboard	**All levels:** list/filter, view
Statistics log IS	**Own Country:** list/filter, view, download details
Statistics log AS	**Own Country:** list/filter, view, download details
User Management	N/A
API keys	**Own country:** view



How to access the User Management Module?

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



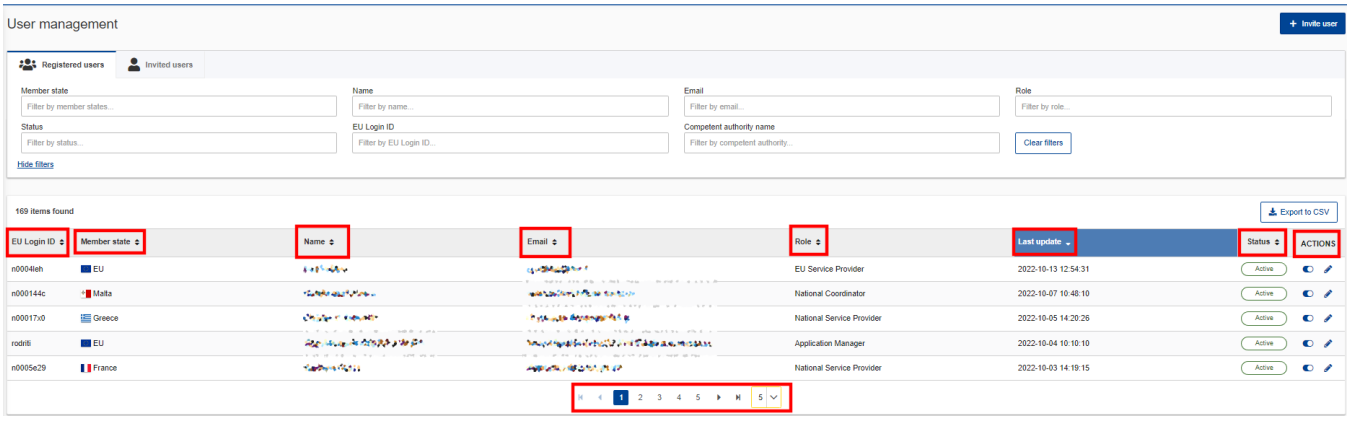
How to navigate on User Management Module?

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.

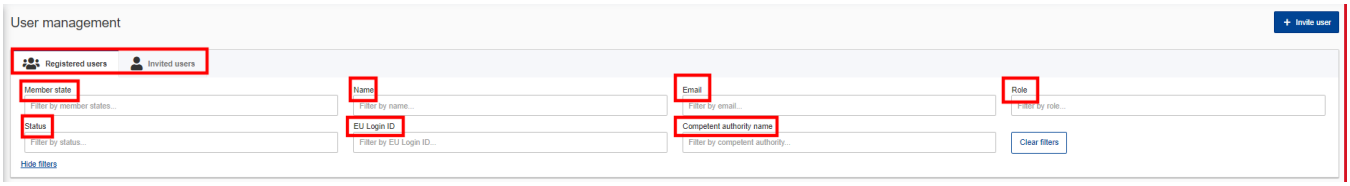
You can also select the number of items displayed on each page, up to 50 items.

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, **U ser 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).



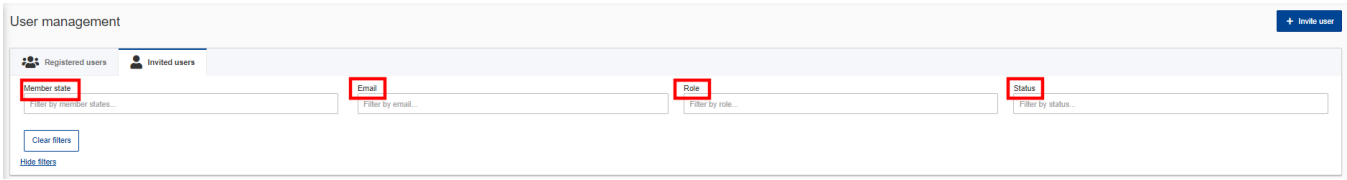
Filters

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.**



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

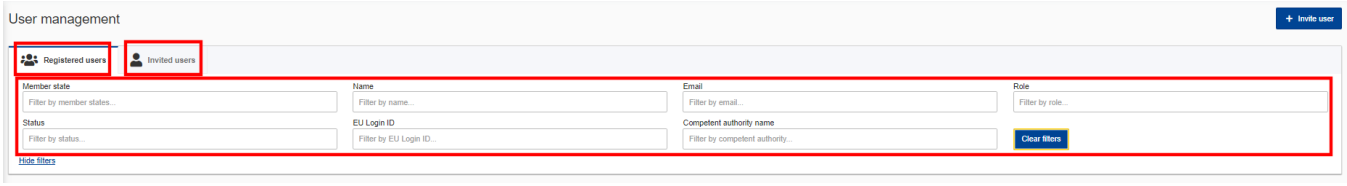
If you are in the **Invited users** tab you can filter by **Member State**, **Email**, **Role** and **Status (Send or Expired).**



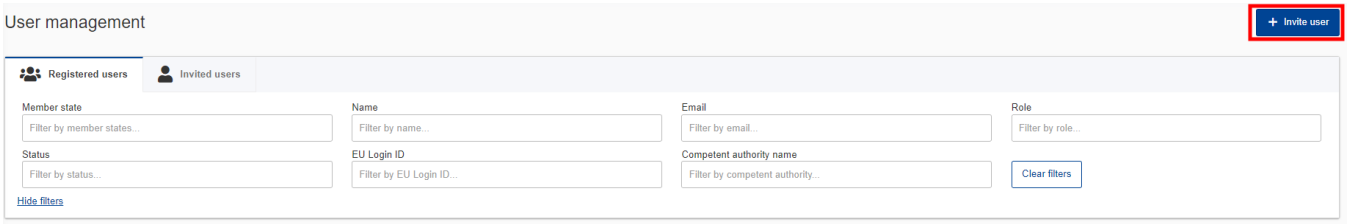
You can also clear all previously added filters using the button **Clear filters**:

How to Invite a user?

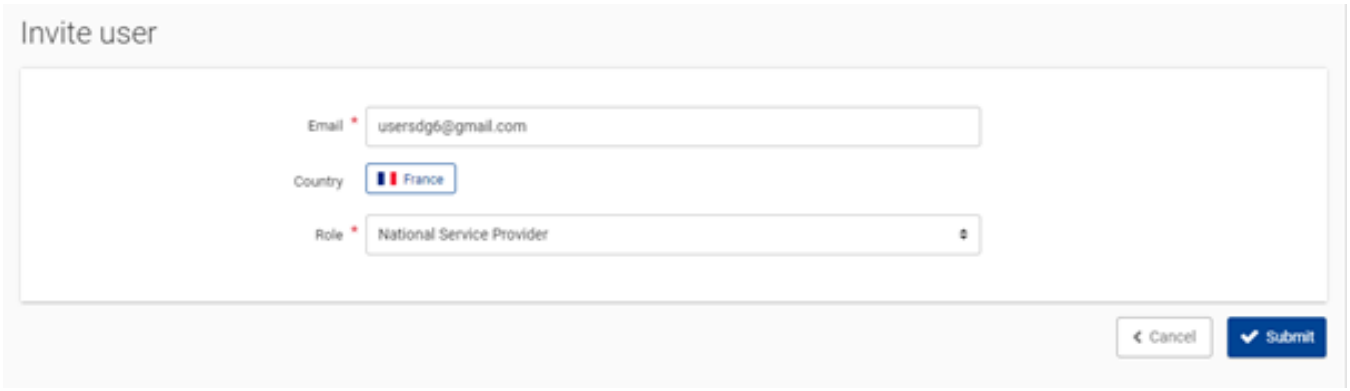
Before inviting a user we encourage you to check if this user is already registered or invited, by choosing the respective tab, typing the key words in the search box on the list view of this module, or even use the filters available as explained on the last chapter.



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



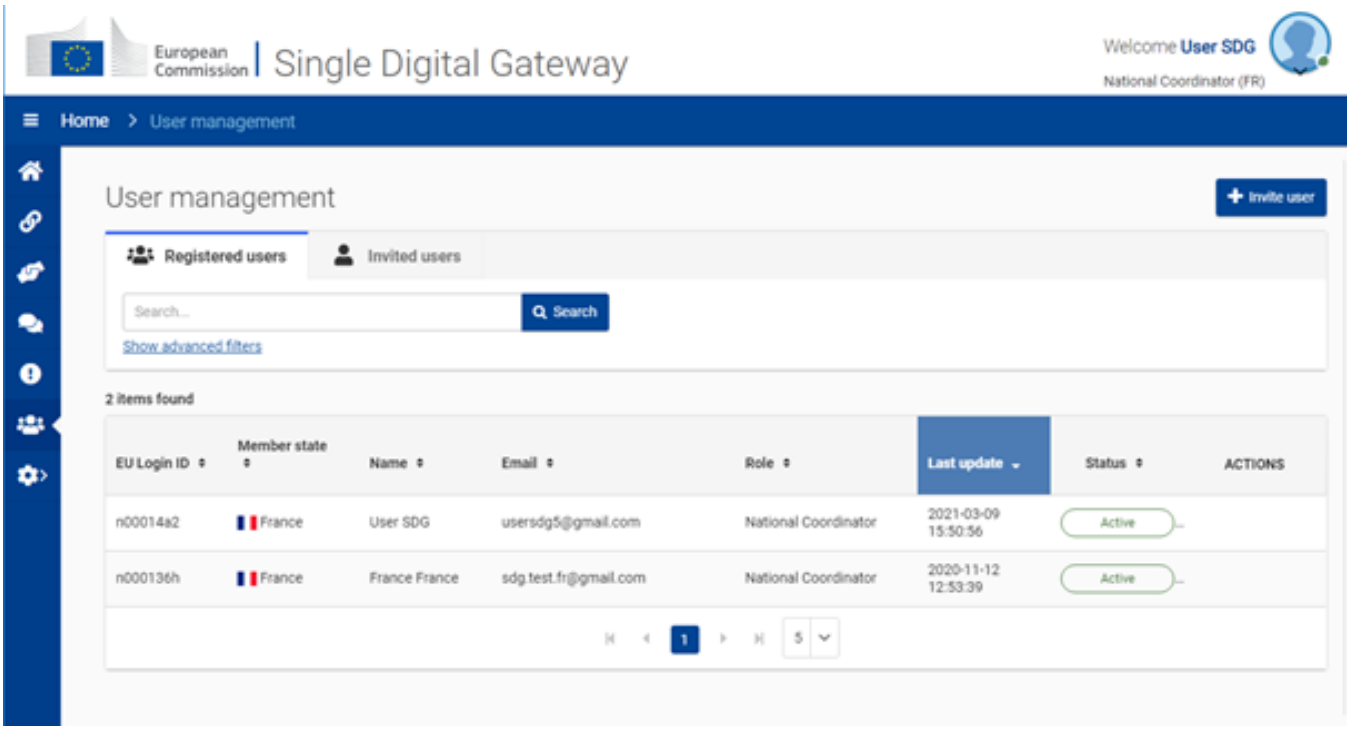
Enter the **email address** of the user and select his **Role** in the drop-down list, then click on **Submit**



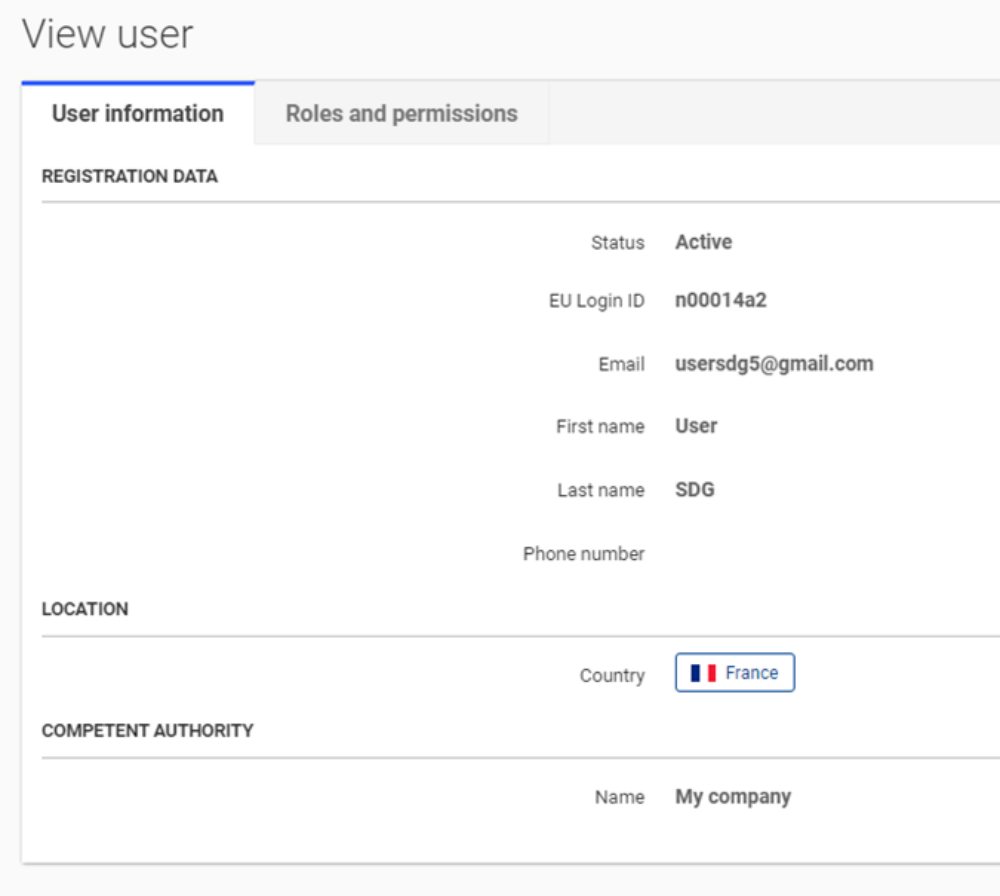
How to check the user profile?

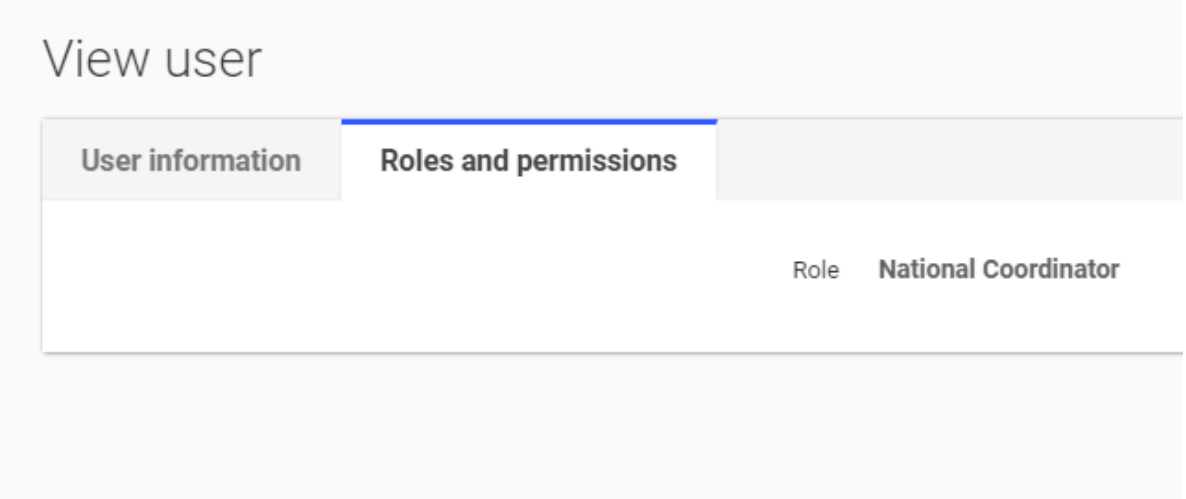
From the **User management** homepage, search for a user (see previous steps).

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



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

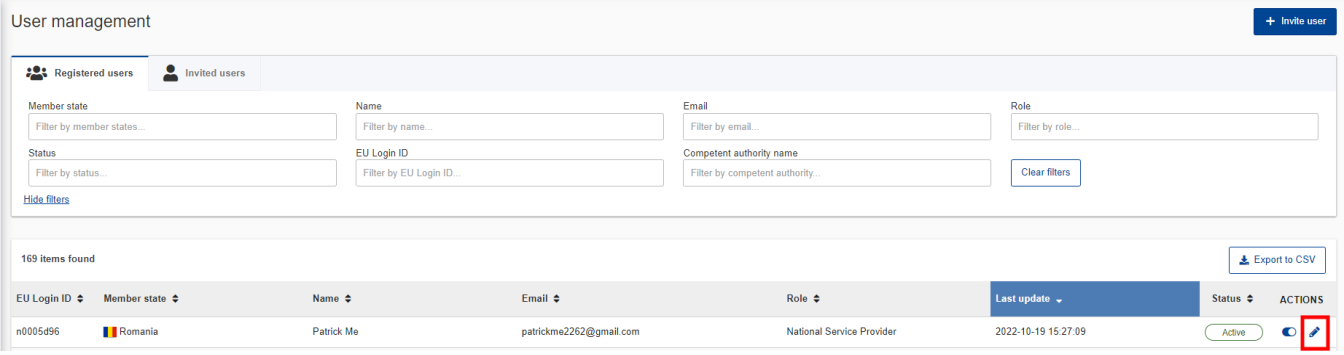




How to edit a user profile (information, roles and permissions)?

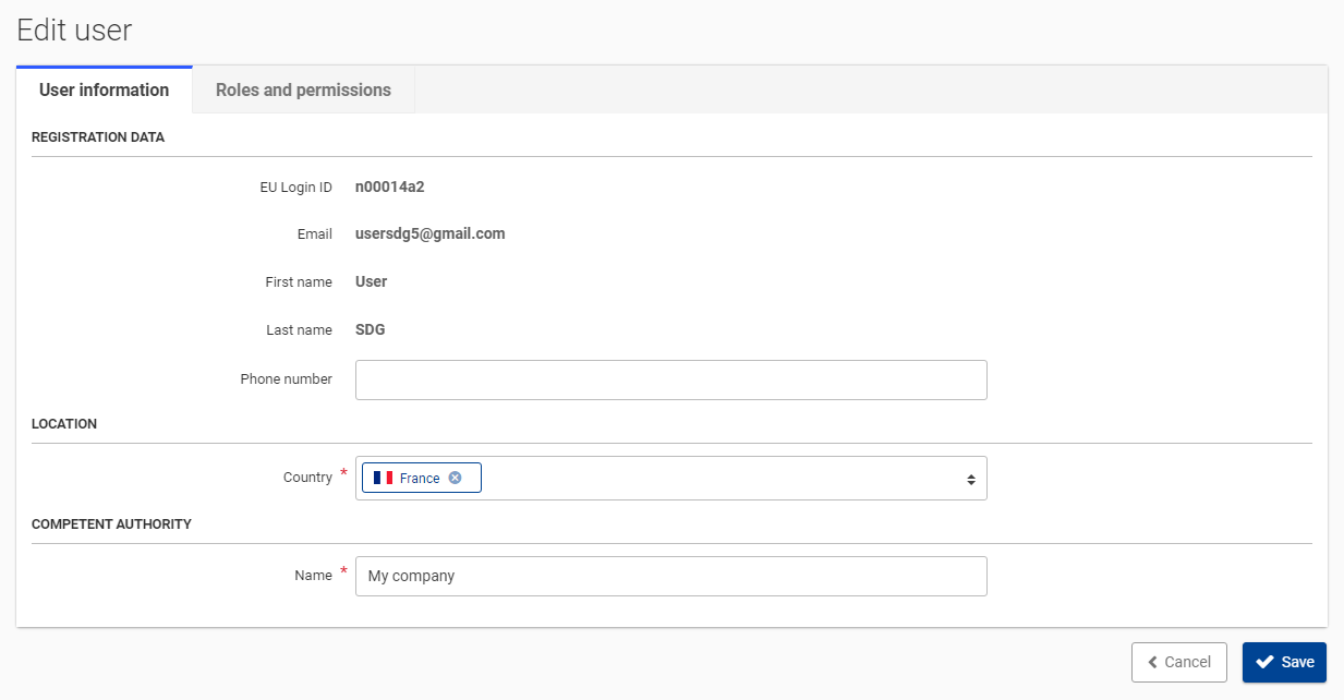
From the **User management** homepage, search for a user (see previous steps).

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.



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

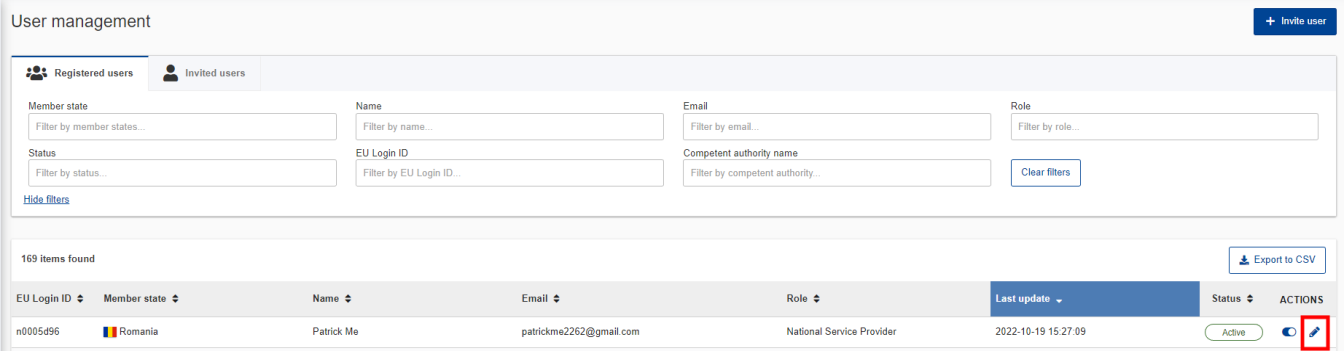
In the **User information** tab, you are able to edit the User profile information (Phone number, Country and Name of the Competent Authority), then click on **Save** to keep the changes.



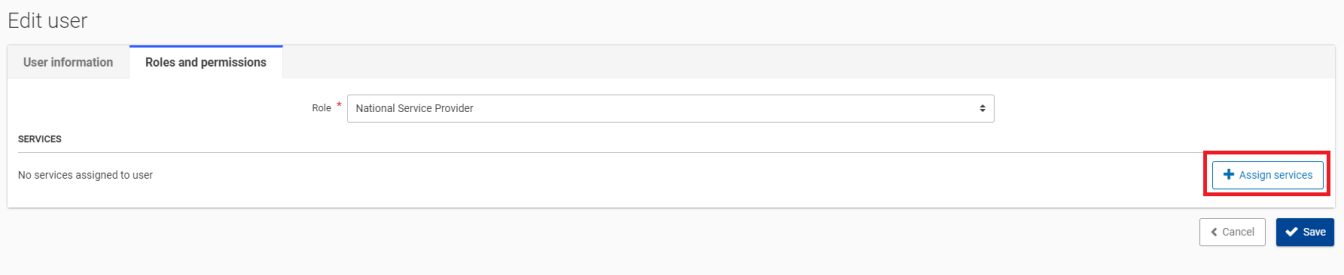
In the **Roles and Permissions tab**, you will be able to change the user roles and related permissions from the drop-down list. Click on **Sav** to apply the changes.

How to add a Service to a National Service Provider?

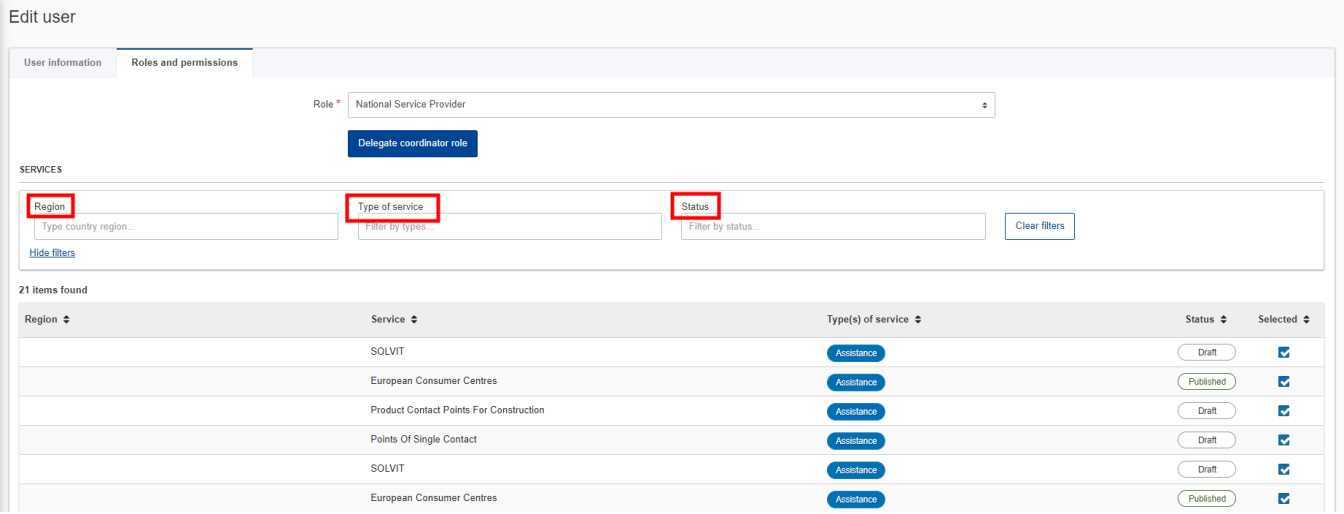
Select the user you want to add the service and click on **Edit** button:



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



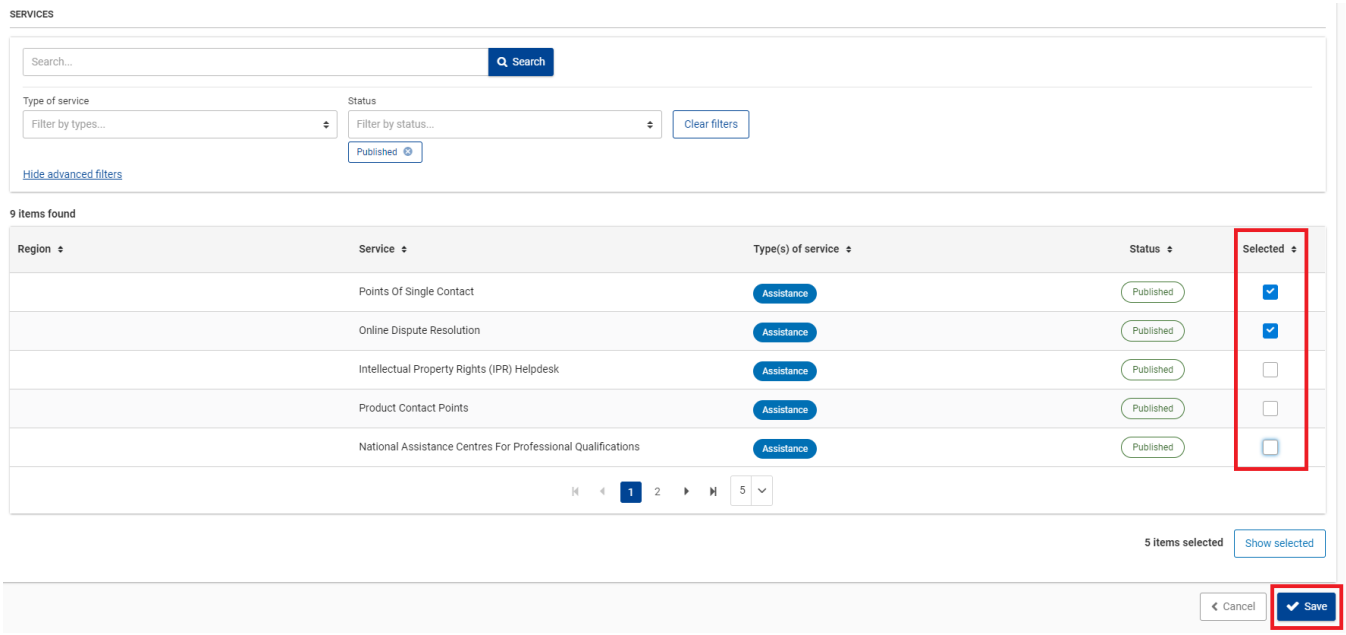
Now as you can see bellow you can filter by **Region** (when applicable) **Type of service** (Assistance, Information, Procedure) and **Status** (Draft, Published and Review) and it will help limit the list results:



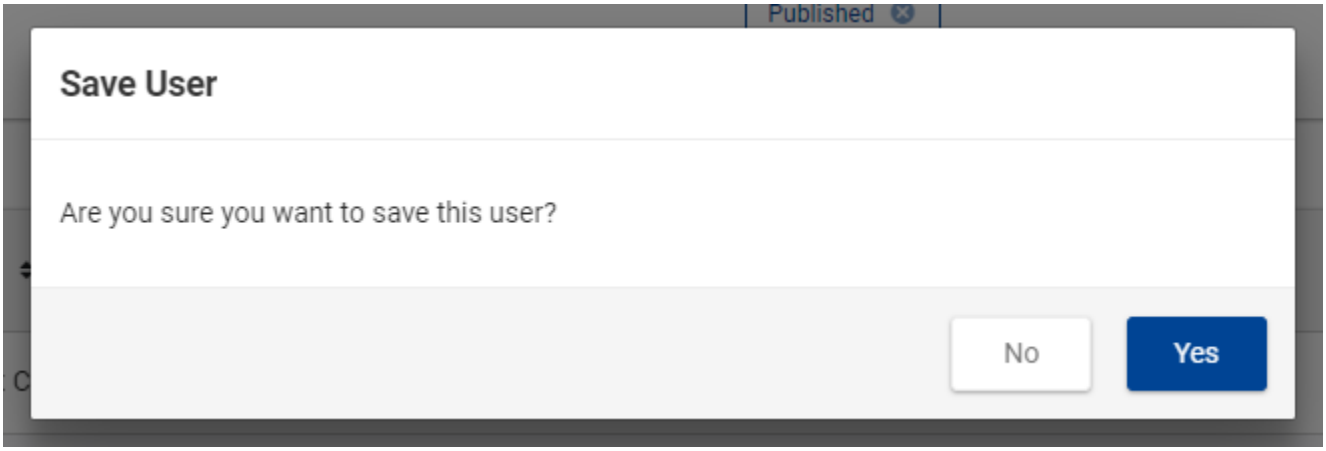
This will help find the specific service you want to assign to the user from the list of available services, you can assign Assistance Services, Information Services and/or Procedure to a Service Provider.

Please note that for Information Services and/or Procedure Services if they were added in the less then 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:



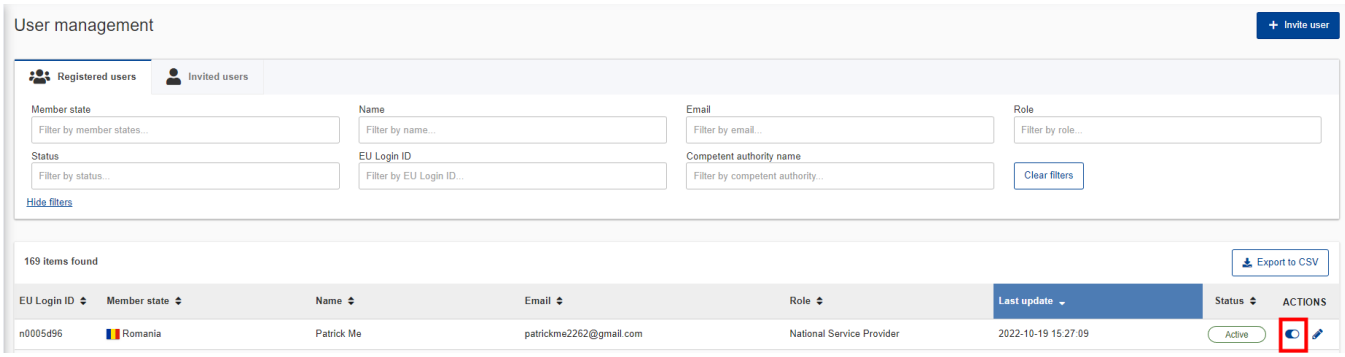
A pop-up window will appear for you confirm your action, you can either confirm or cancel it and go back to the previous screen:



How to activate/ deactivate a user account?

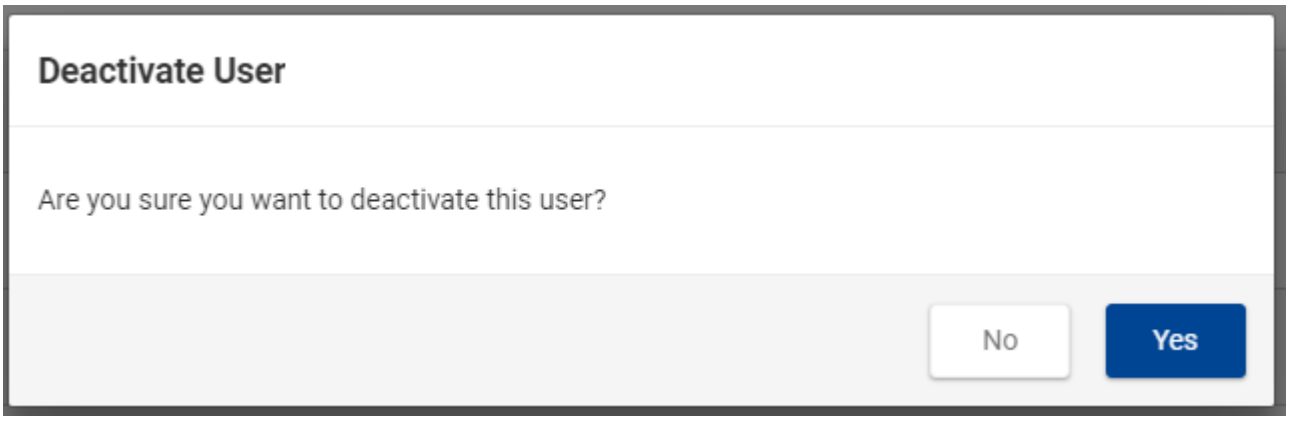
Look first for the user account you want to activate or deactivate (see the **Check if a user is registered** / **Check if a user is invited sections**)

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

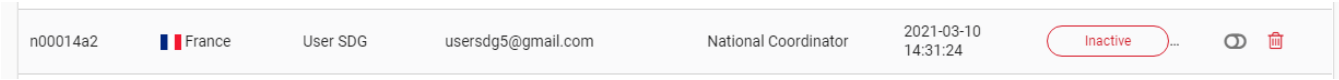


If the user was active, he will become inactive. If it was inactive, it will become active.

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**.

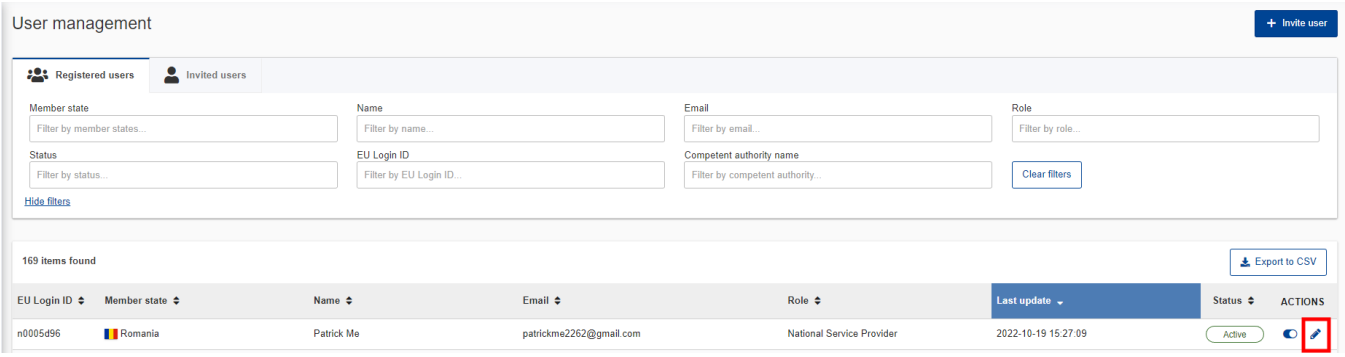


How to Delegate the National Coordinator role?

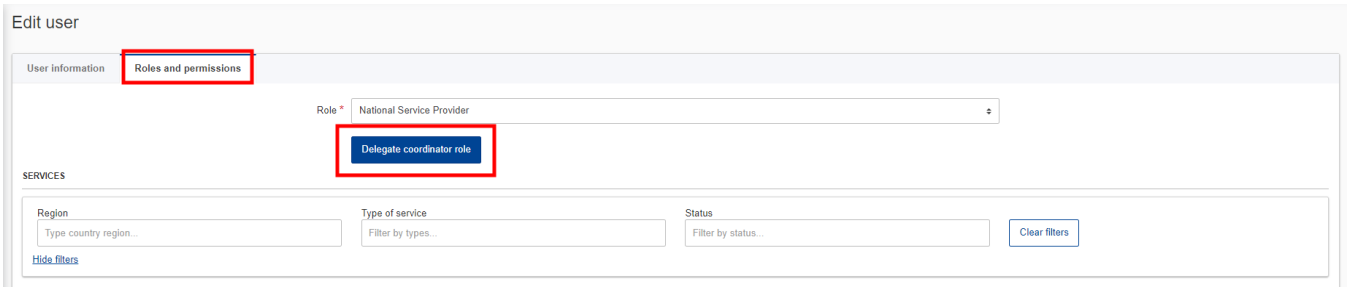
As **National Coordinators** you are able to delegate the **National Coordinator** role temporally (up to 12 months) to another National user with a different role (**National Service Provider** or **National Observer**).

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** rol e.

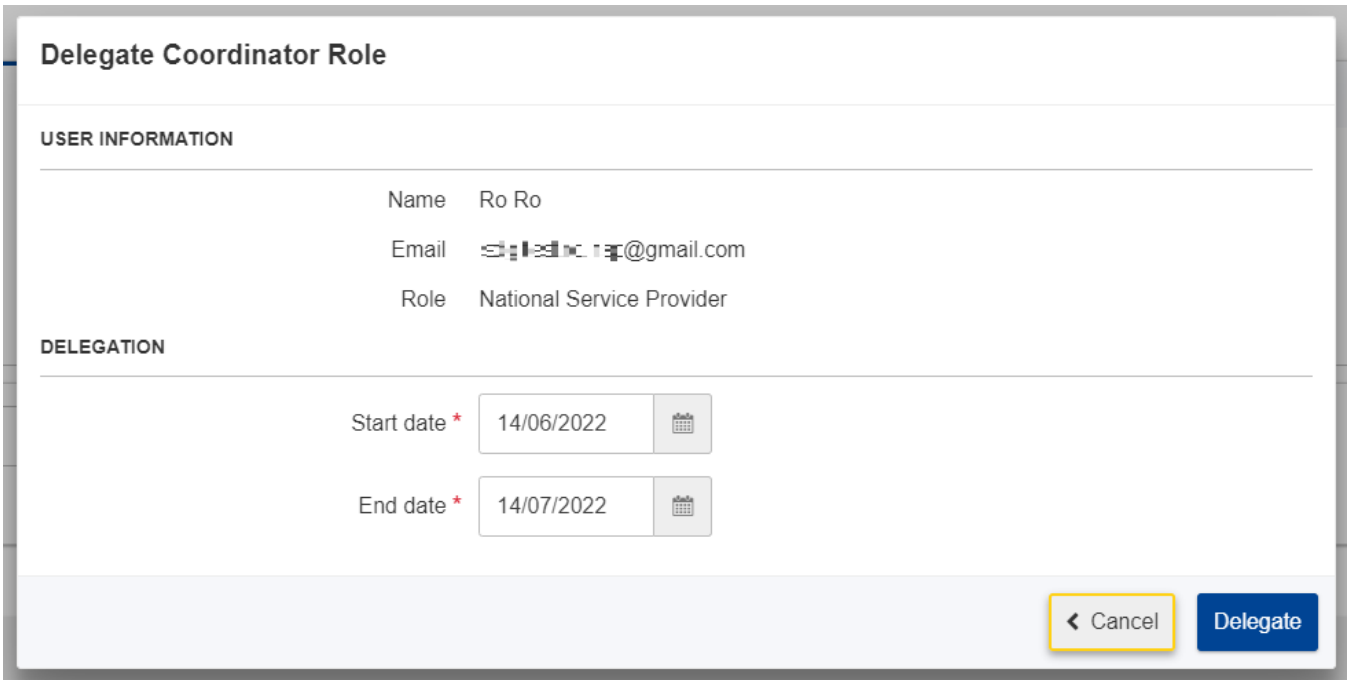


Once you are editing the user you need to access the tab **Roles and permissions** and click on **Delegate coordinator role**.

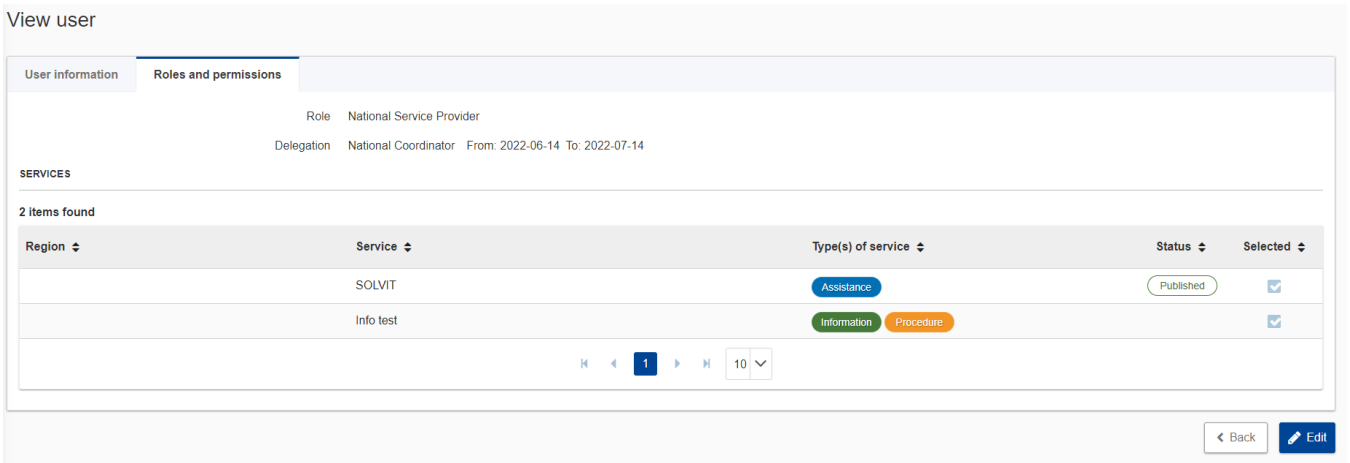


This action will open a pop-up where you can select a **Start Date** and **End Date** of this delegation, this means that when the End date is reached the delegation will automatically disappear.

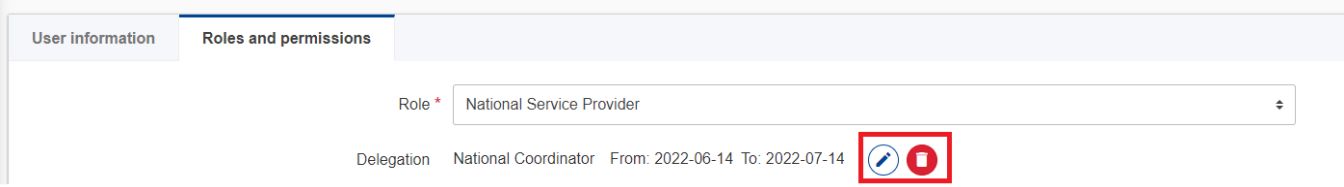
You can click on **Delegate** to save the delegation and **Cancel** to cancel the action.



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

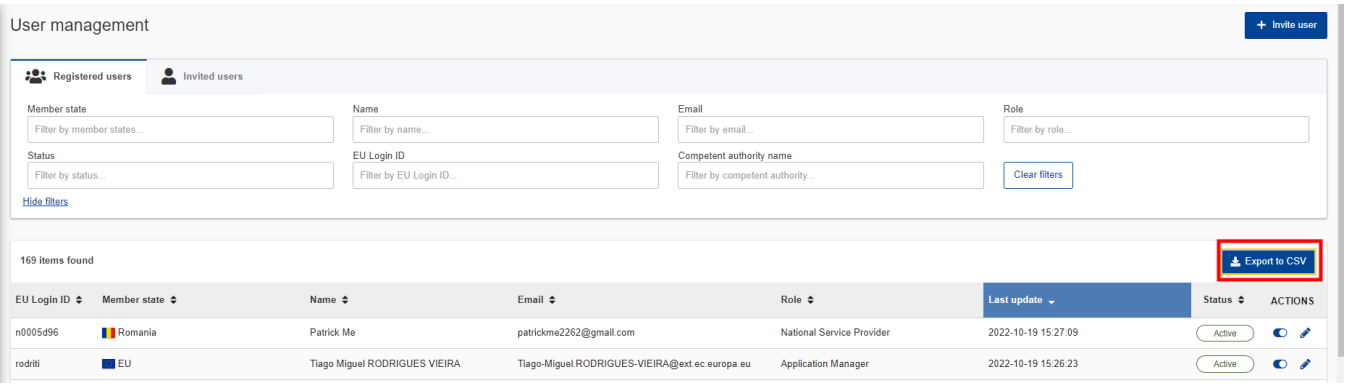


If you **Edit** the user you will be able to edit the dates or delete the delegation, by clicking on the correspondent buttons



How to export User List

You will see bellow 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?

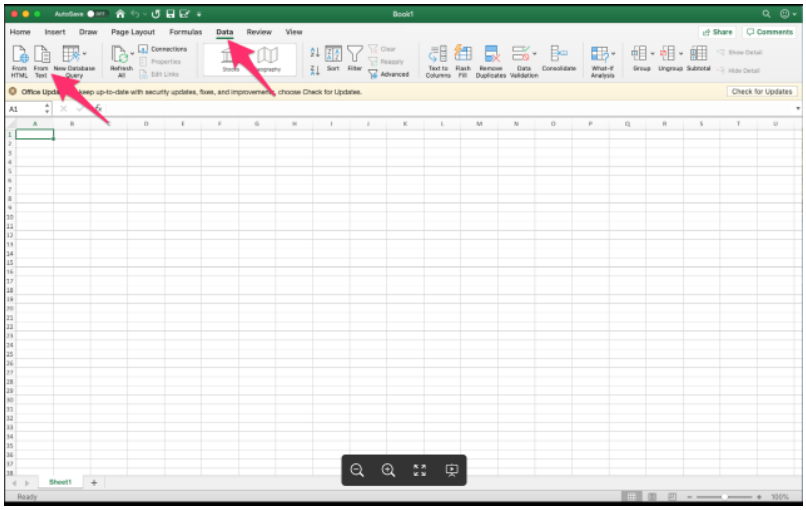
Excel is not opening properly CSV files by default. By default it treats it as a text file with Windows Ansi encoding.

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.

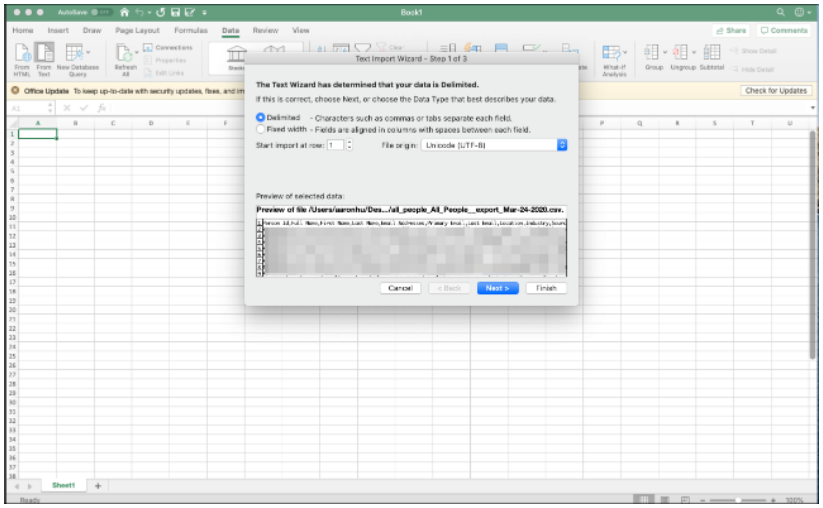
1. Open a new Excel sheet.

2. Click the Data tab, then From Text

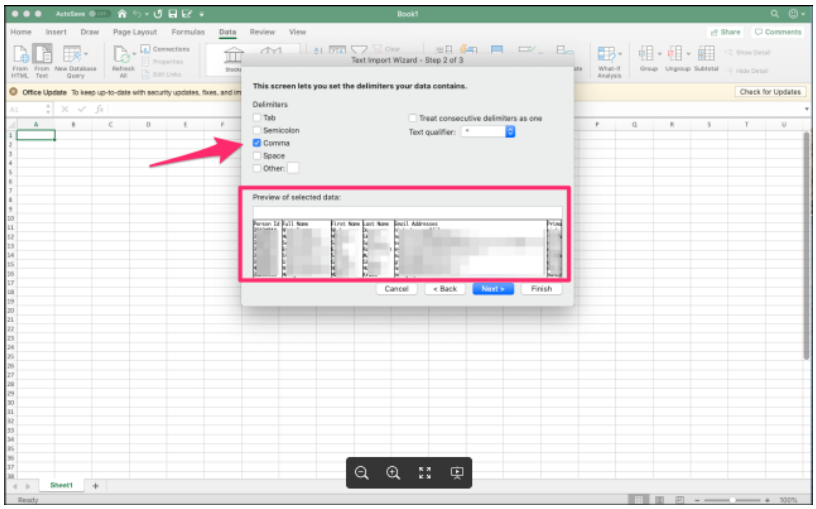


3. Select the CSV file that has the data clustered into one column.

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

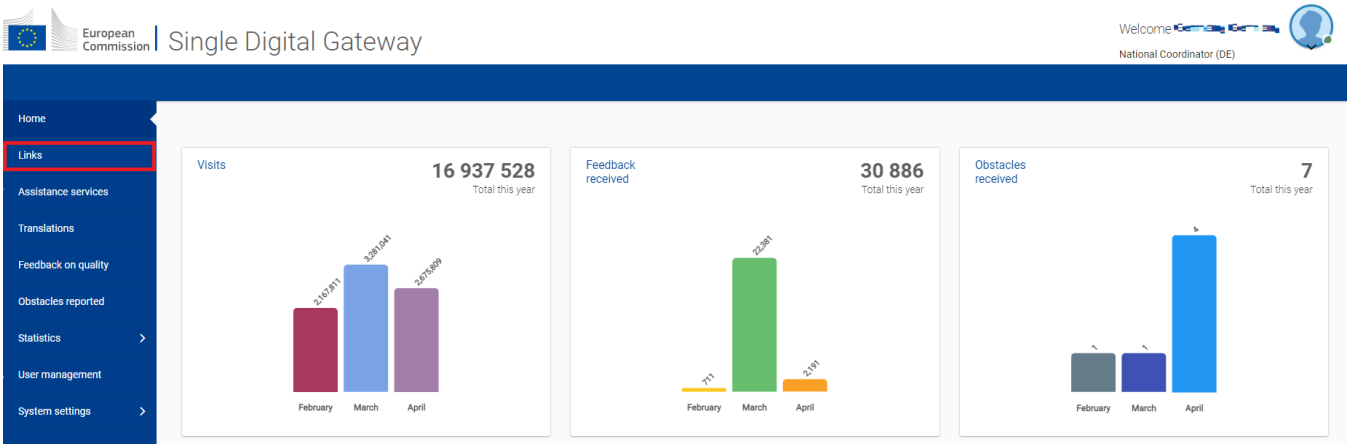
- Links
  - Introduction
  - How to access the Links module?
  - How to navigate on Links module?
    - Filters
  - How to Manage Links?
    - What can I do in the list view?
      - Draft (you can see all links for your country in this status)
      - Review (you can see all links that are in this status 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

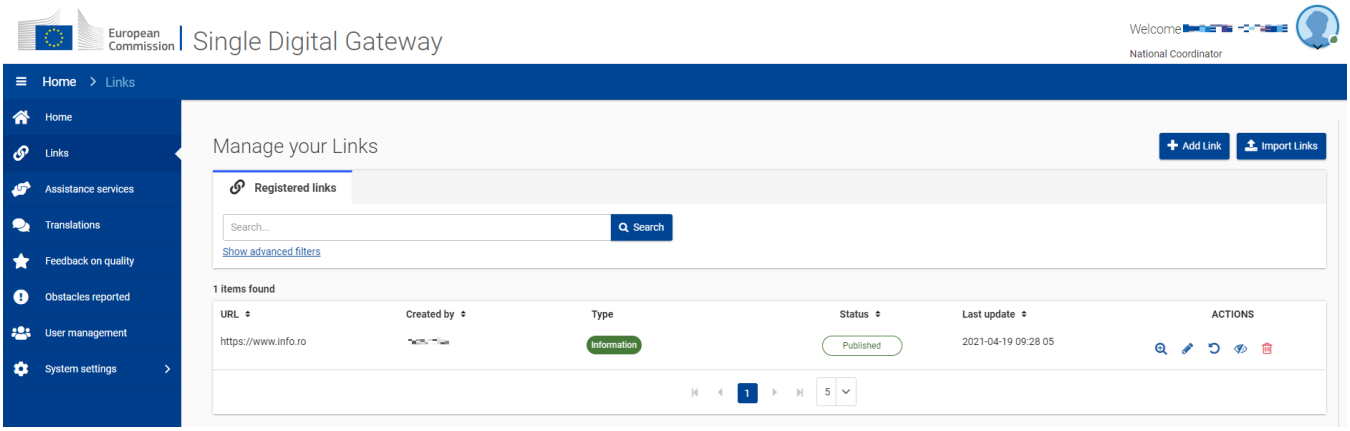
Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

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:

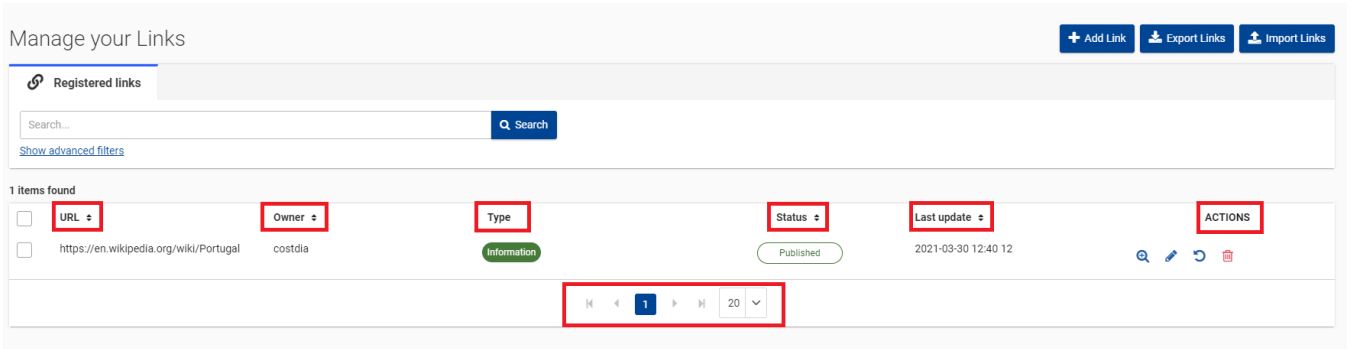


How to navigate on Links module?

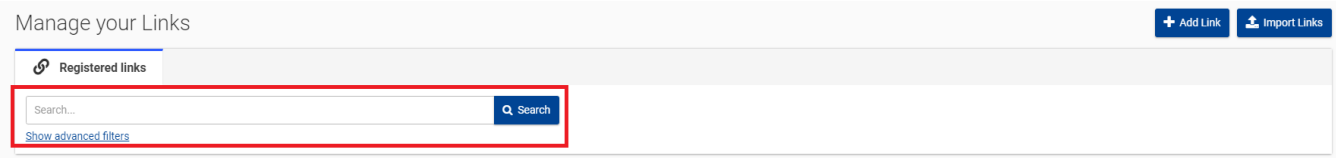
You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

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**; **Ty pe** (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).

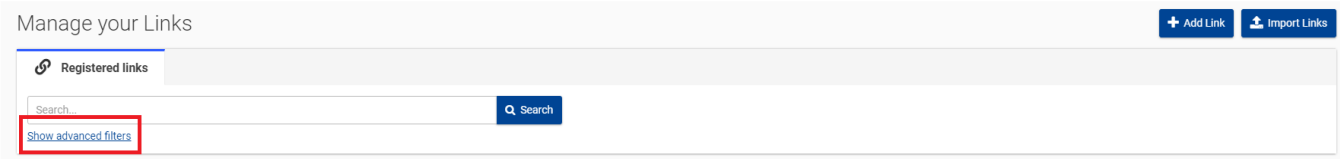


You can search for links by typing keywords on the **Search box**.

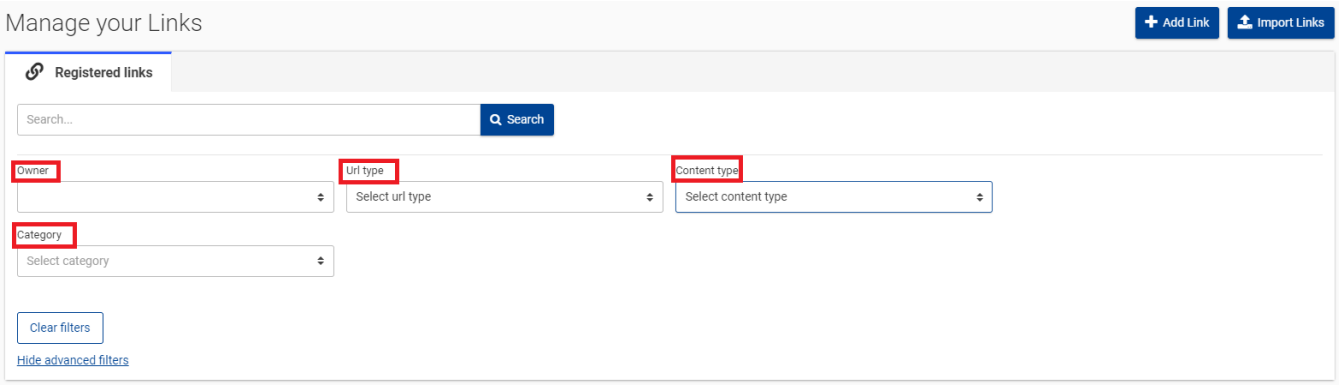


Filters

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



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



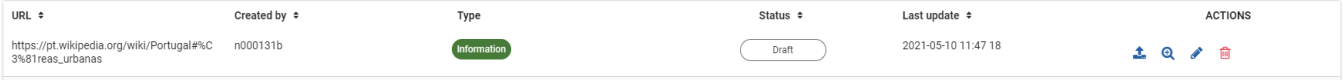
You can also clear all previously added filters using the button “Clear filters”:

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 see all links for your country in this status)*



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

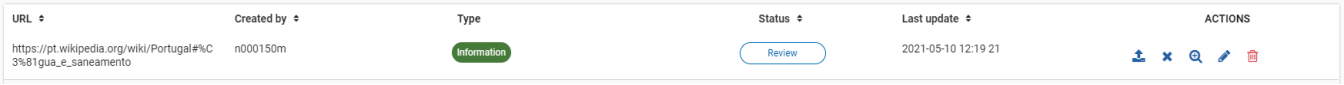
Publish

View details

Edit

Delete

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



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)*

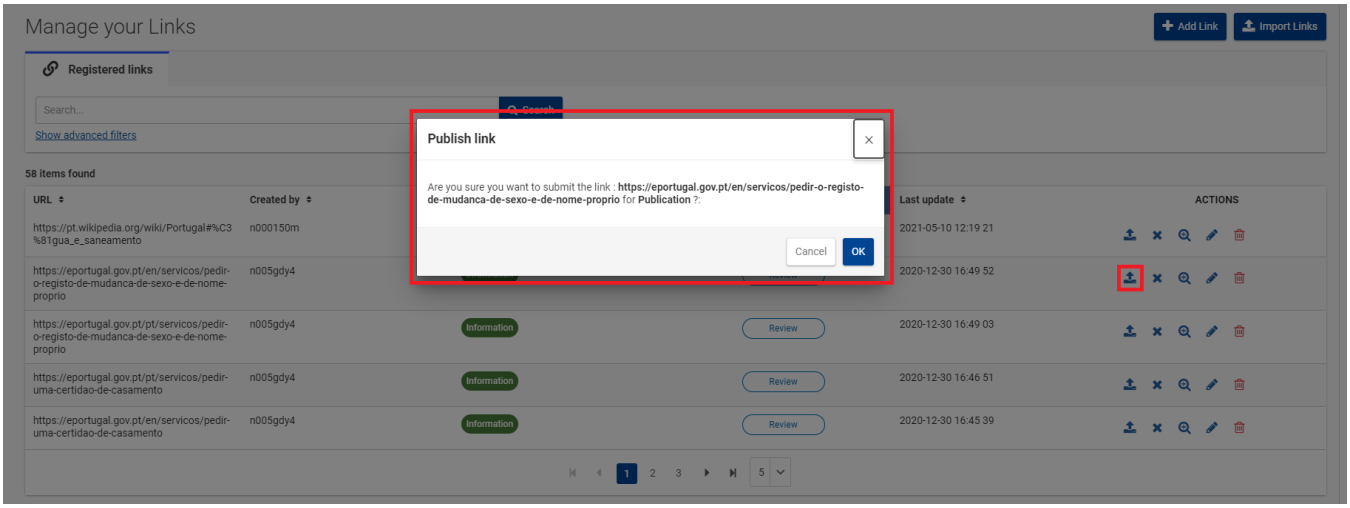
If the link is in *Published* status, you can do all the above except **Publish** and **Review**, but you will be able to:

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:

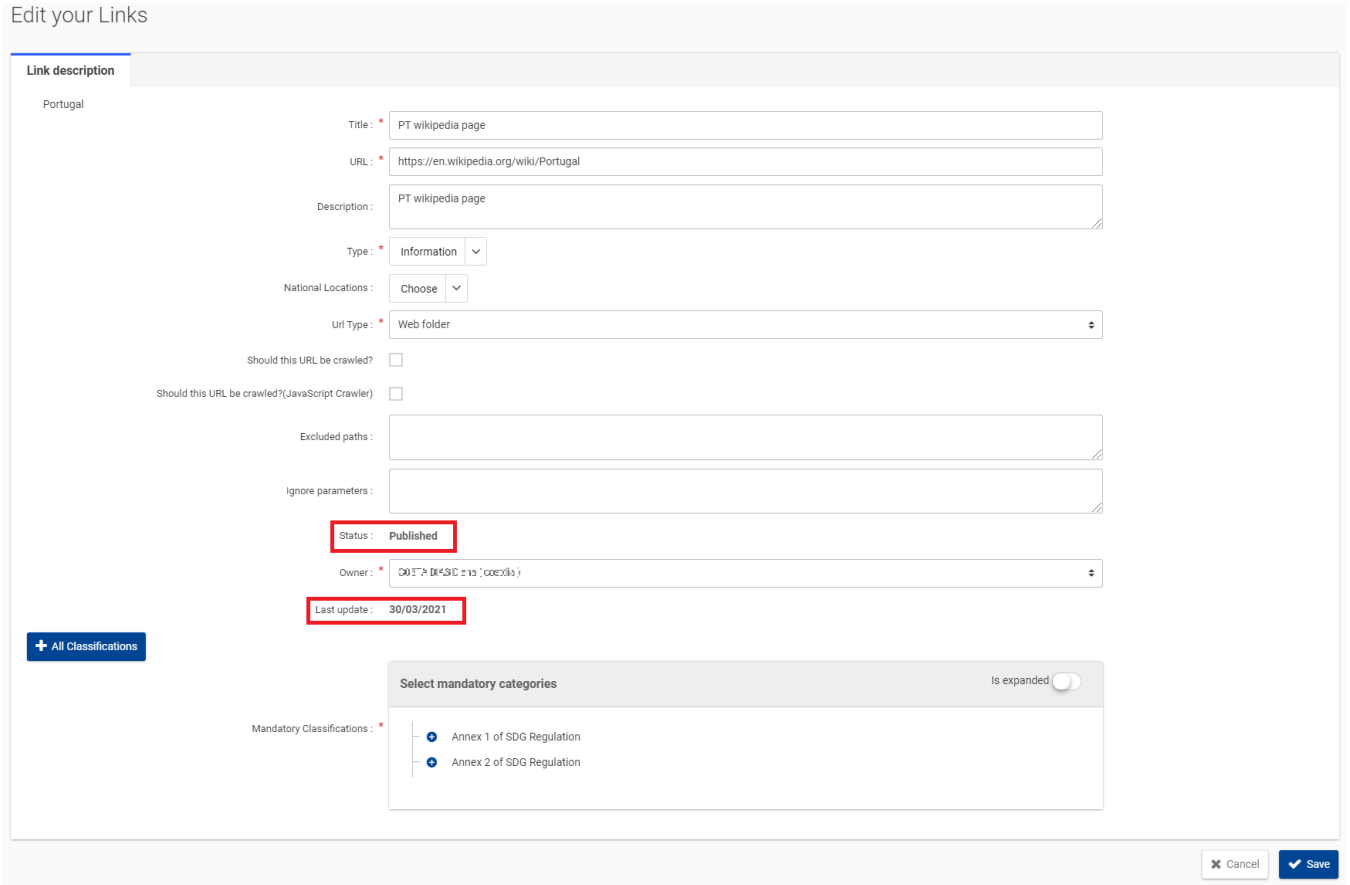


Since you are an **National Coordinator** this link will be directly published without going through the status ***Review***.

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

Edit

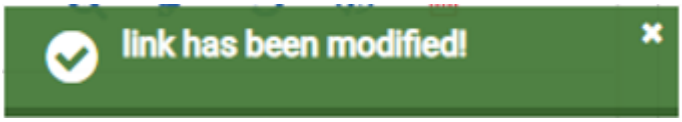
This action allows you to edit most of the fields, except the **Status** and **Last update**:



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 or buttons to save or cancel your changes respectively.

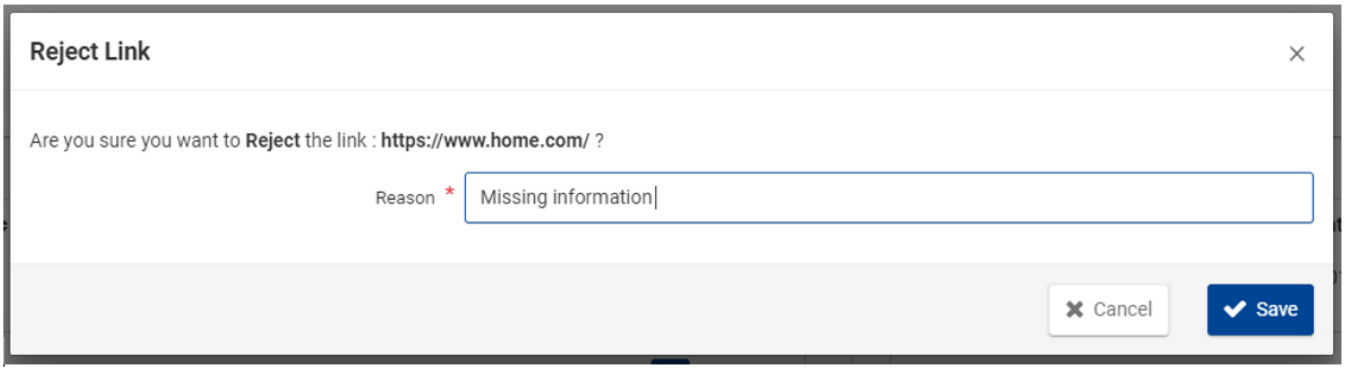
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Reject

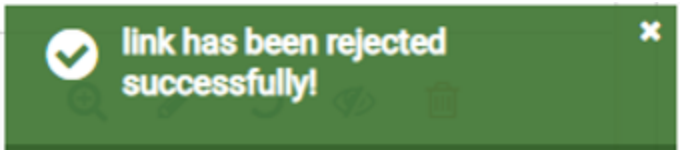
The reject option is only available when the link is in the status ***Review***, and allows you to reject the link proposed by another user.

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.

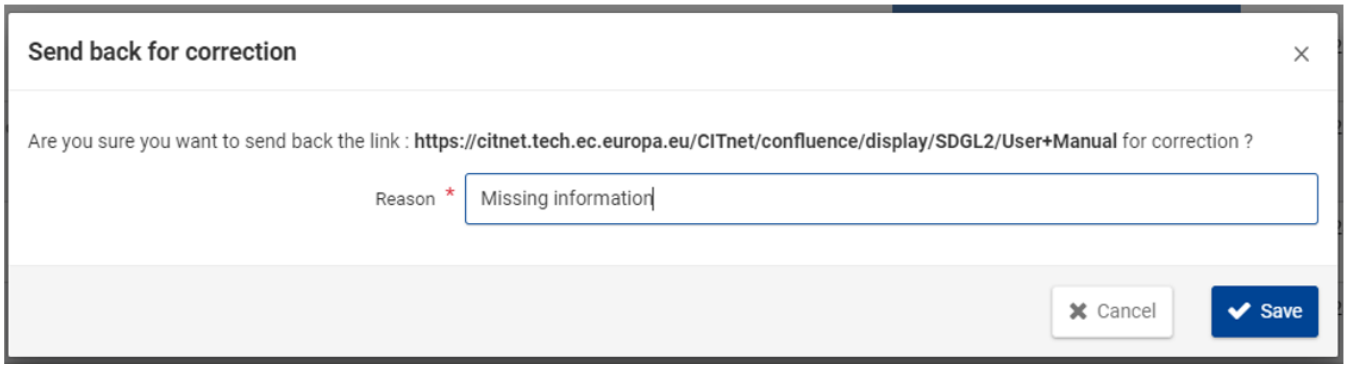


The creator of the link will receive a notification warning him the link was rejected, so he is able to make the necessary changes and sent it back to review.

Send back to correction

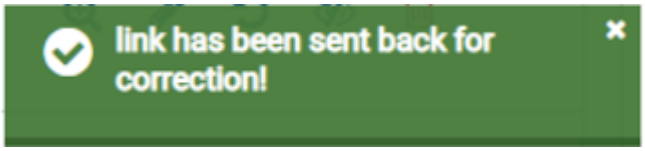
If a link is in status ***Published***, you are able to **Send it back for correctio**n so the creator can correct any issues with the link.

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



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

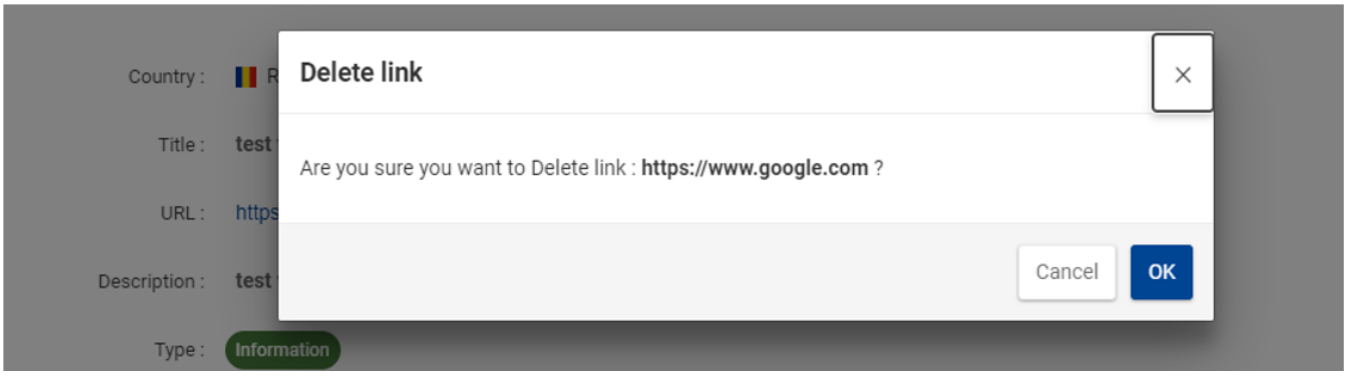
If you save, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

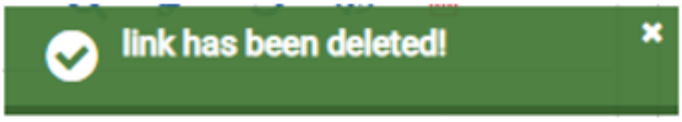
Delete allows you to delete any link on any status (***Draft, Review,*** *and* ***Published***).

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



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.

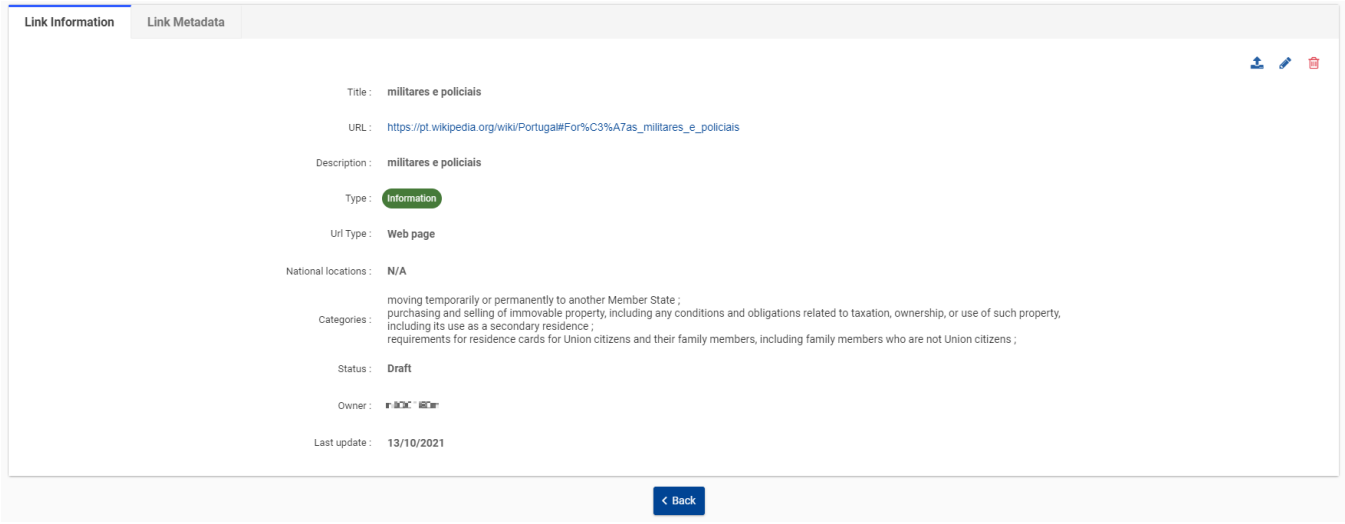


The **delete action** is a physical one, the link will be permanently removed from the repository of links.

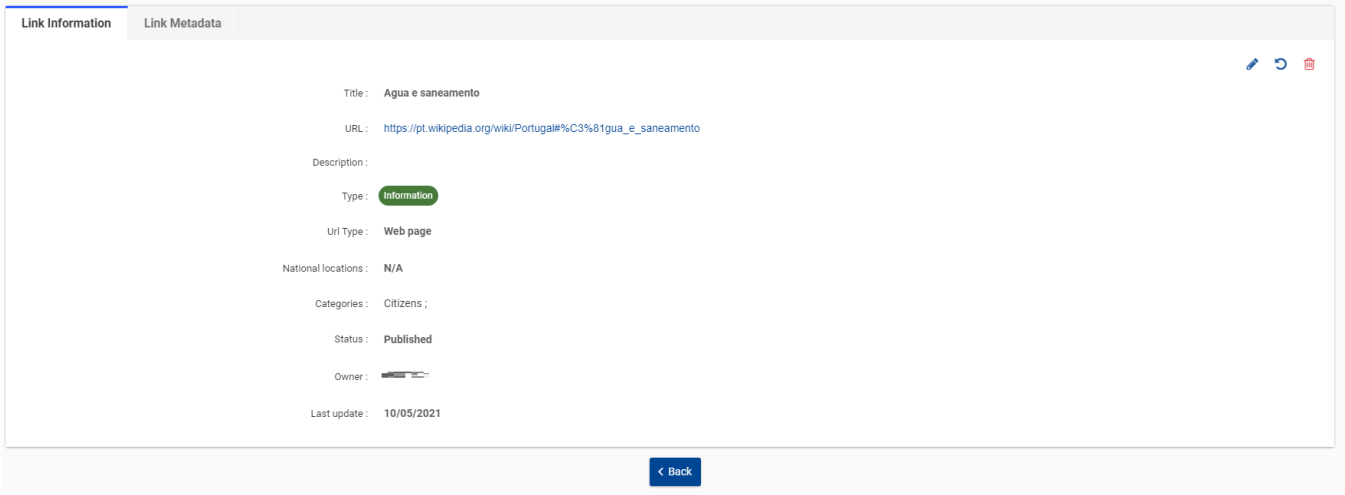
View details

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.

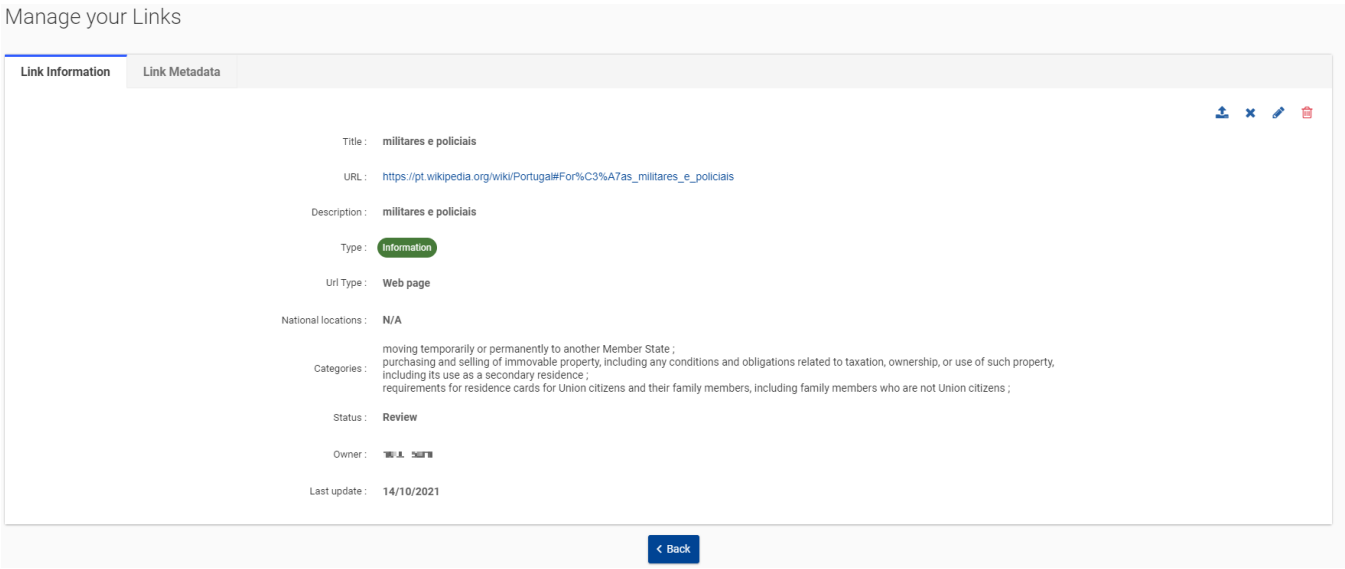
In ***Draft*** status, you will be able to see all the actions available in the list screen (**Publish, Edit** and **Delete**), plus all the details related to the link you are consulting and the related ***Metadata*** tab.



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**:



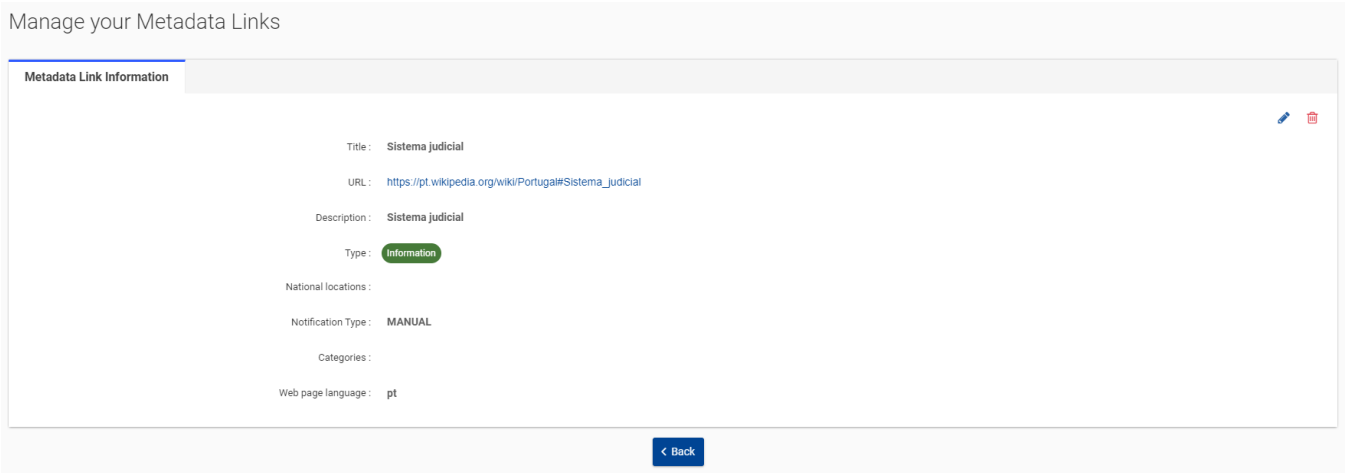
In ***Review*** status you will have the additional options to **Reject** or **Publish**, as well as **Edit** and **Delete**.



What actions can I do in the Link Metadata tab?

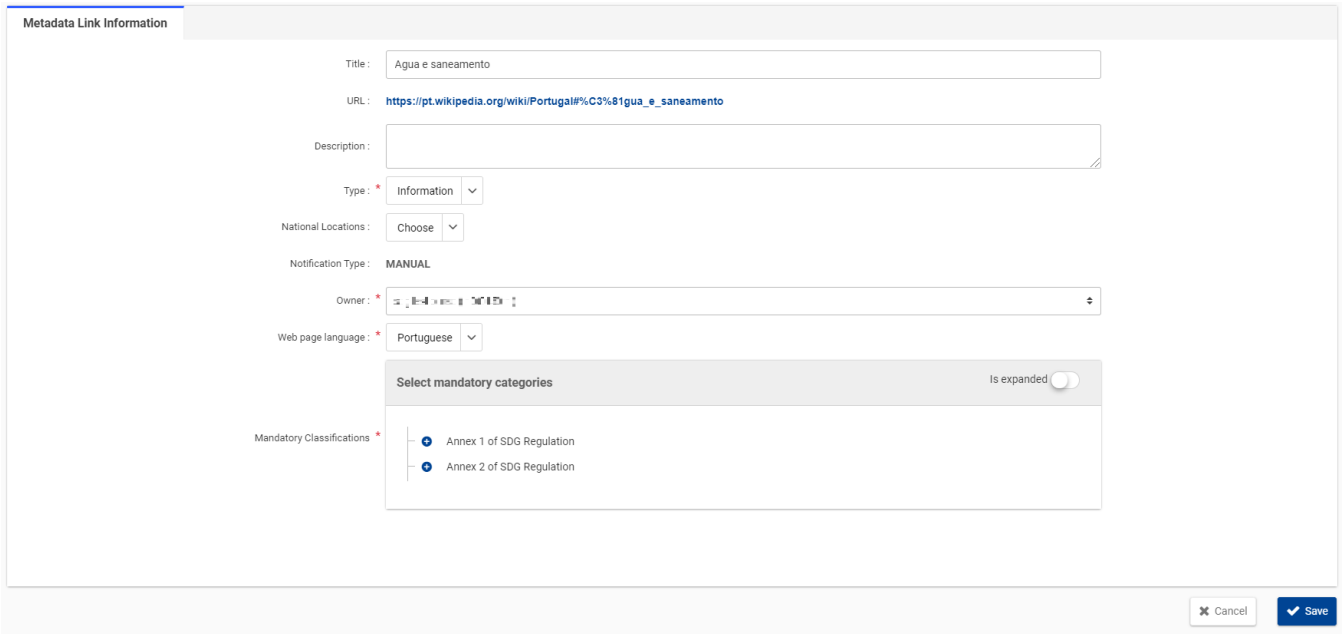
If you select the **Link Metadata** tab, you will have some additional actions available related to the link's metadata.

Here you can click on to view details:



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***).



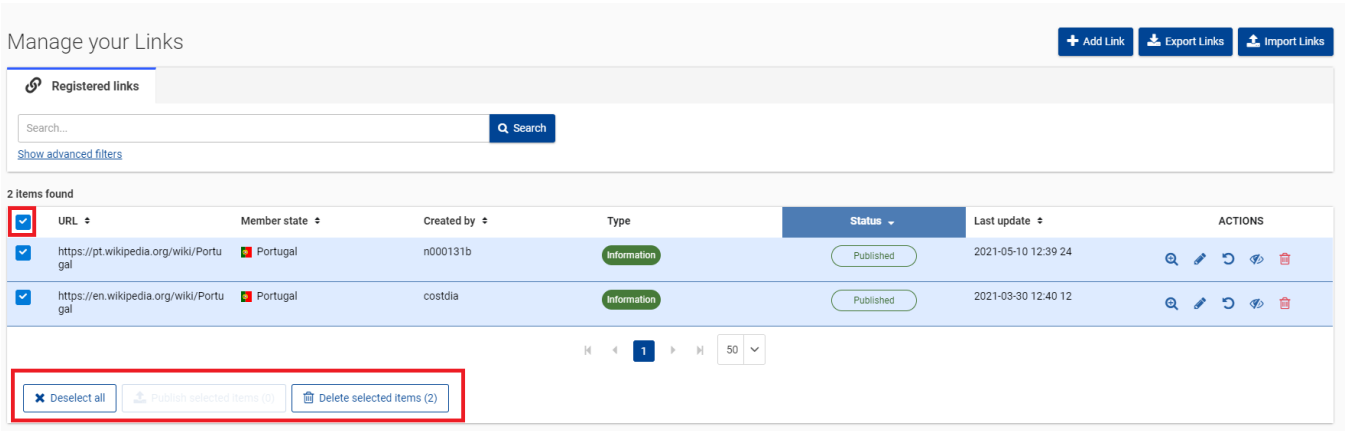
In all those screens, you will have the button that will send you back to the previous screen.

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.

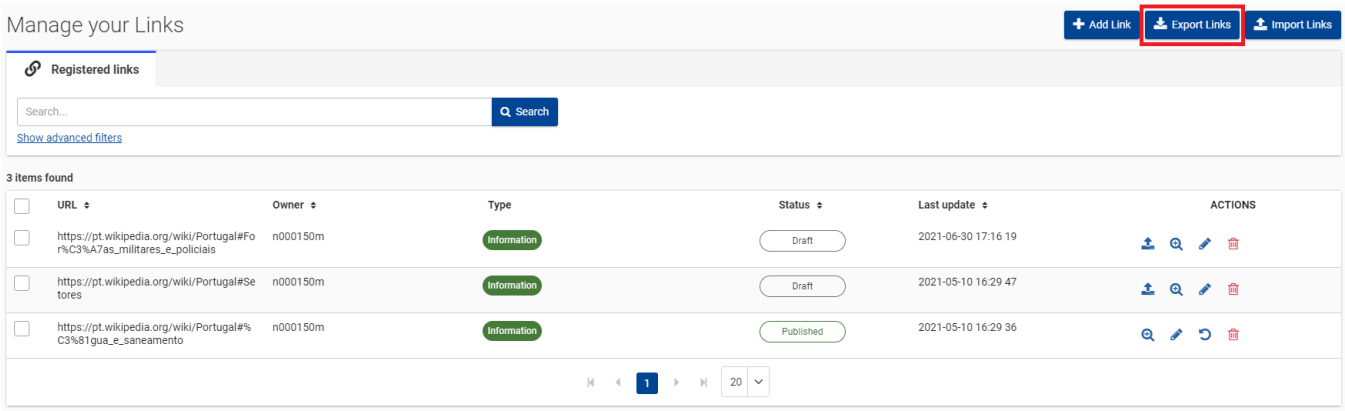


Notice that in the provided example you can only **Delete selected items** or **Clear selection** because all links selected are already **Publish ed**.

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

How to export Links?

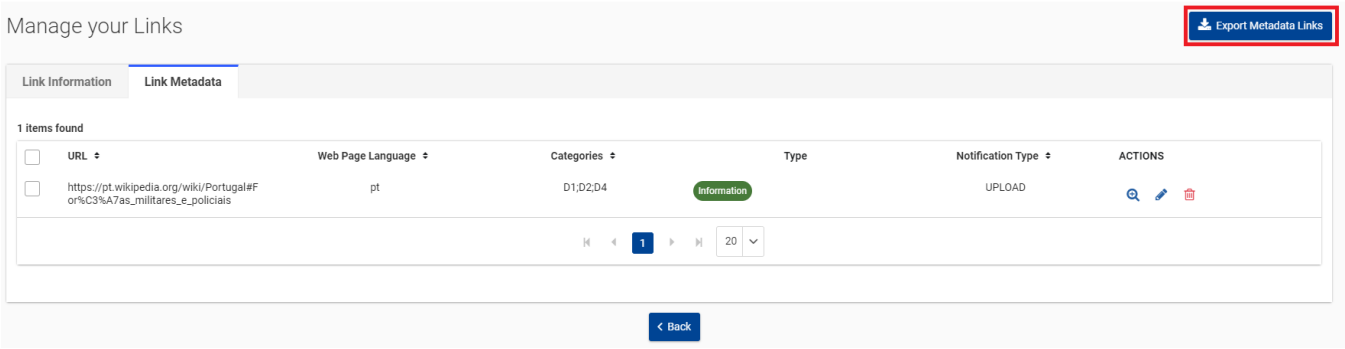
You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.



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:

	A	B	C	D	E	F	G	H	I	J
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:



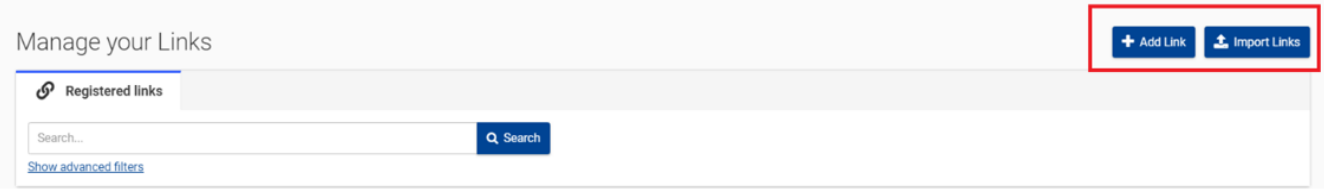
This action will export all Link Metadata for the web page or web folder you are consulting.

	A	B	C	D	E	F	G	H	I	J	K
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?

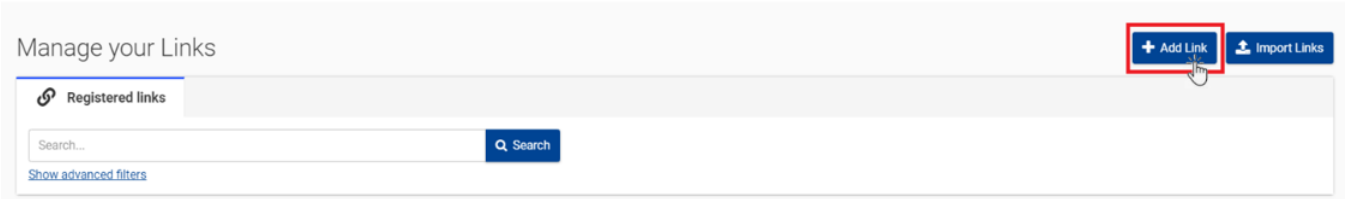
In SDG user interface, we have two options to add new links:

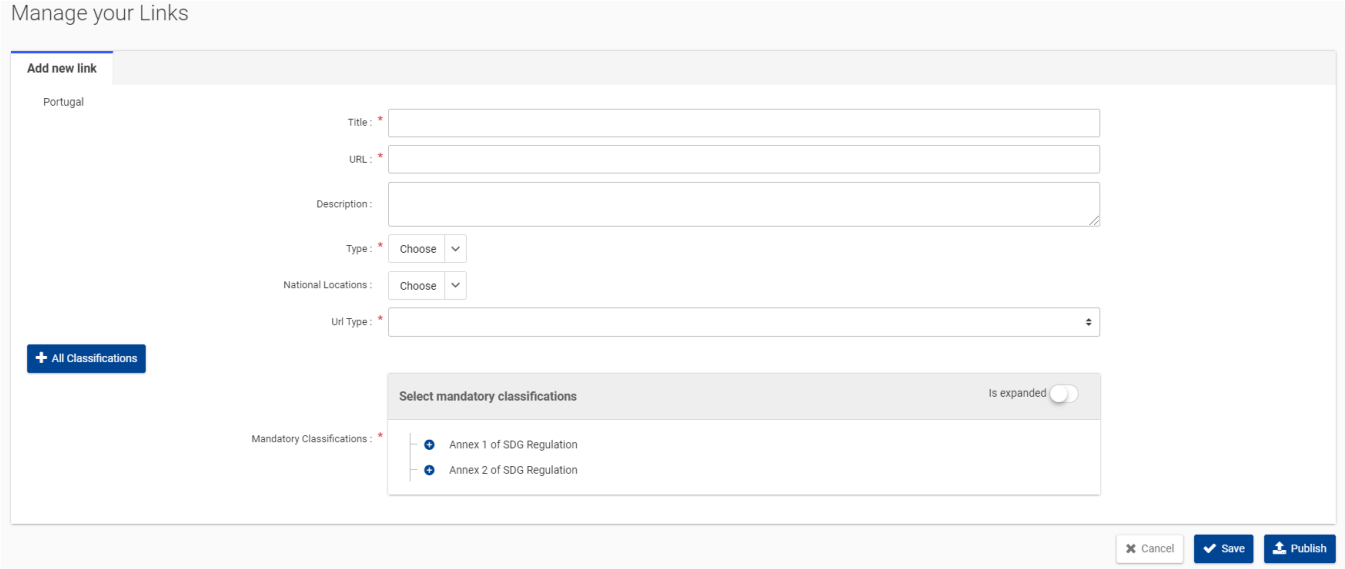
- **Add link** button to add a single link;
- **Import links** button to add multiple links in one go;



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.





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;

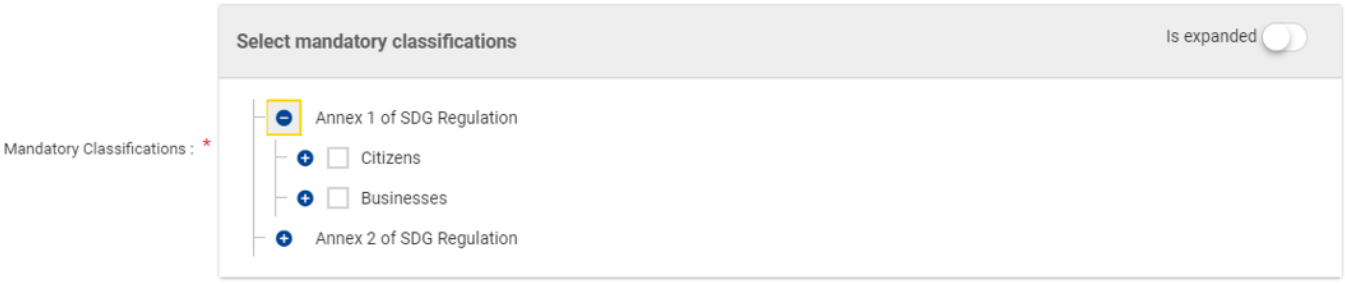
Type: Select the appropriate option to indicate whether the suggested link provides general **information** on a given subject, or whether it describes an administrative **procedure** or refers to an online **database** (only for EU);

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);**

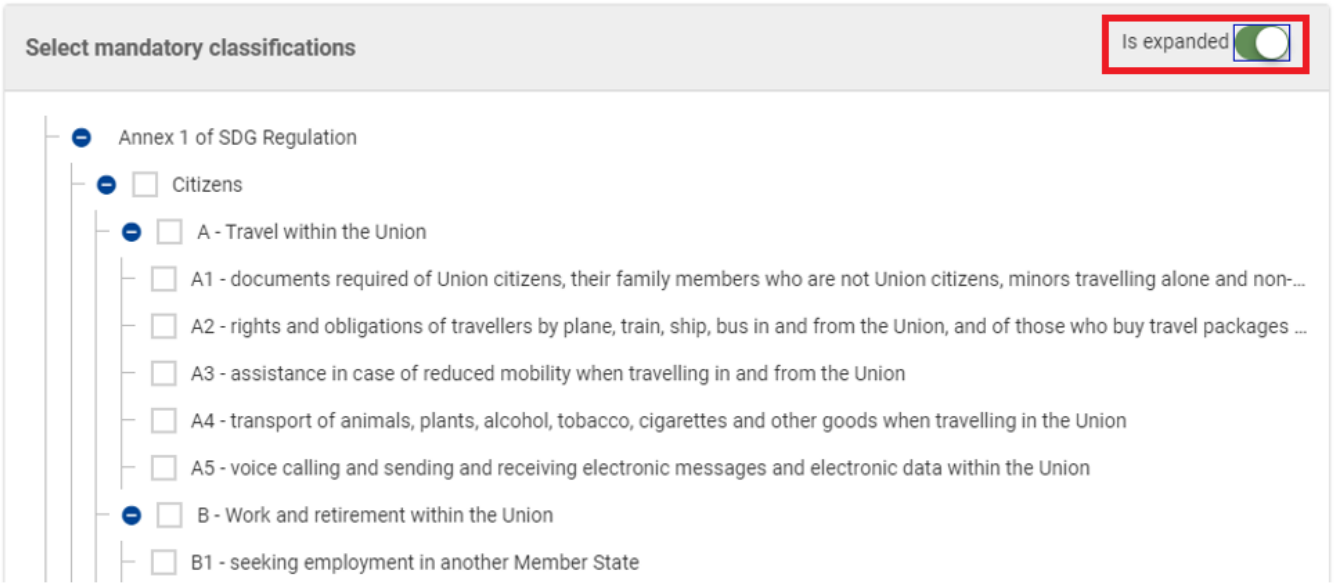
Url Type: Select the appropriate option to indicate whether the suggested link is **Web folder** or a **Web page**, depending on what you select new options will be available. We will explain this in further detail on another section of this guide;

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 .

You can click on the sign to expand single items:



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



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

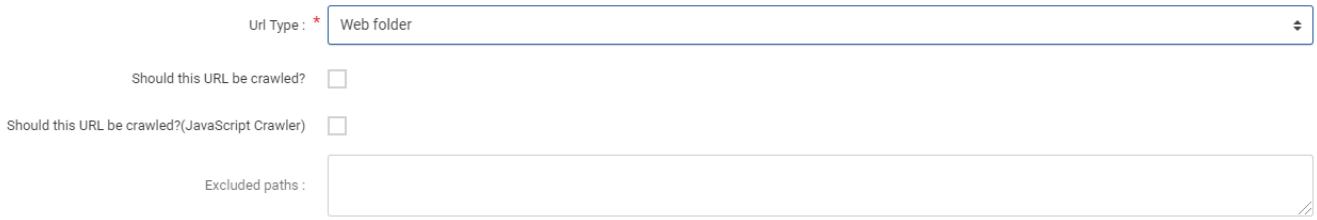
https://www.yourofficialsite.org/find_help

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:



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.

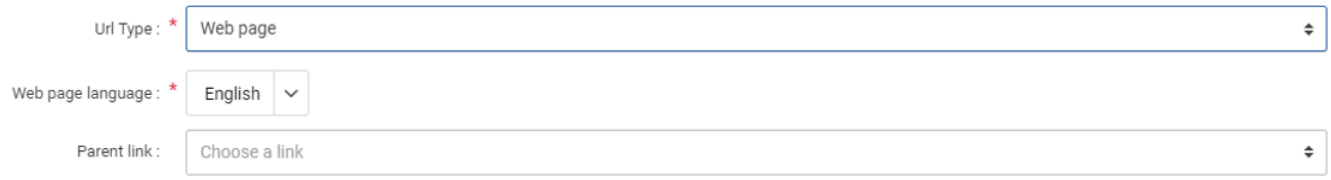
Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply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



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

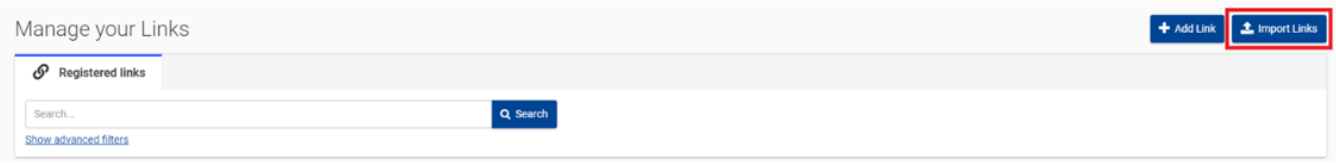
.xlsm

.xml

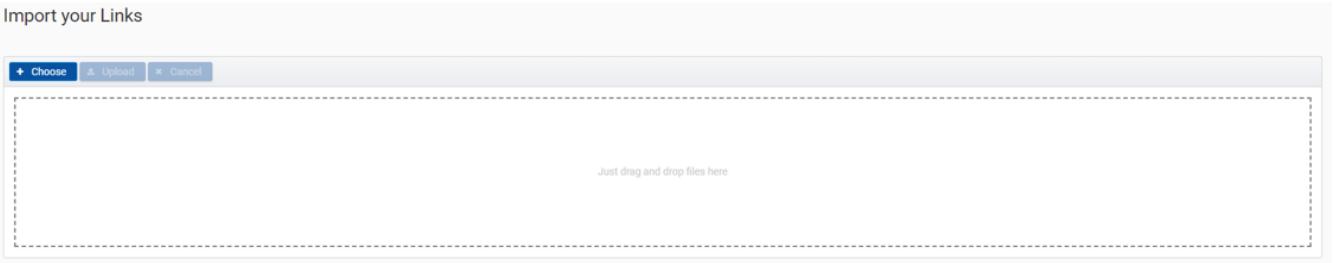
You should use one of the following templates:

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.

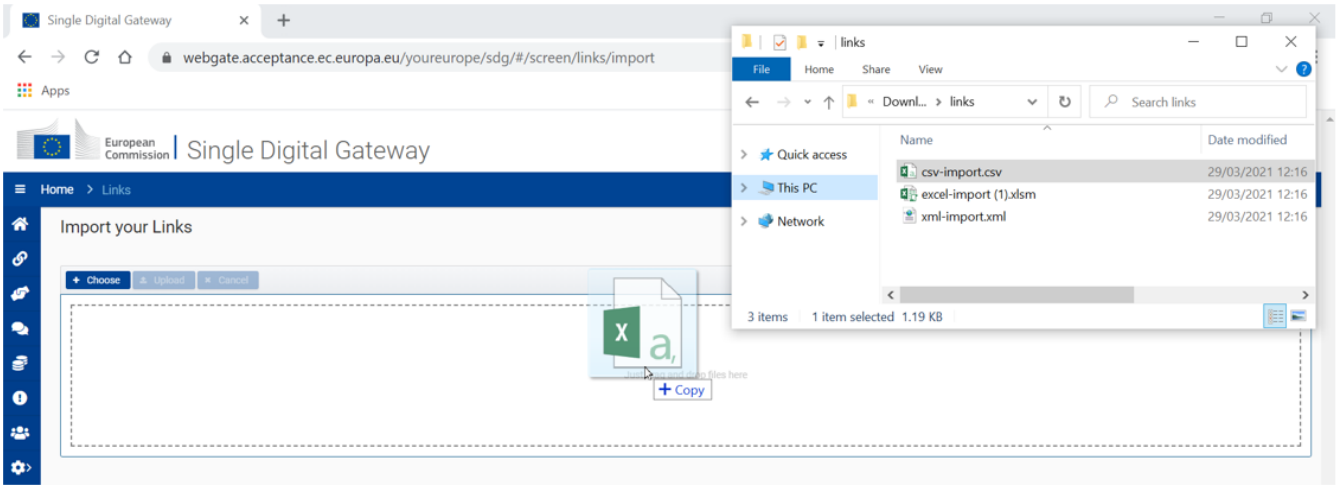
We highly encourage you to read this article to add more information on the procedure that we will describe bellow.



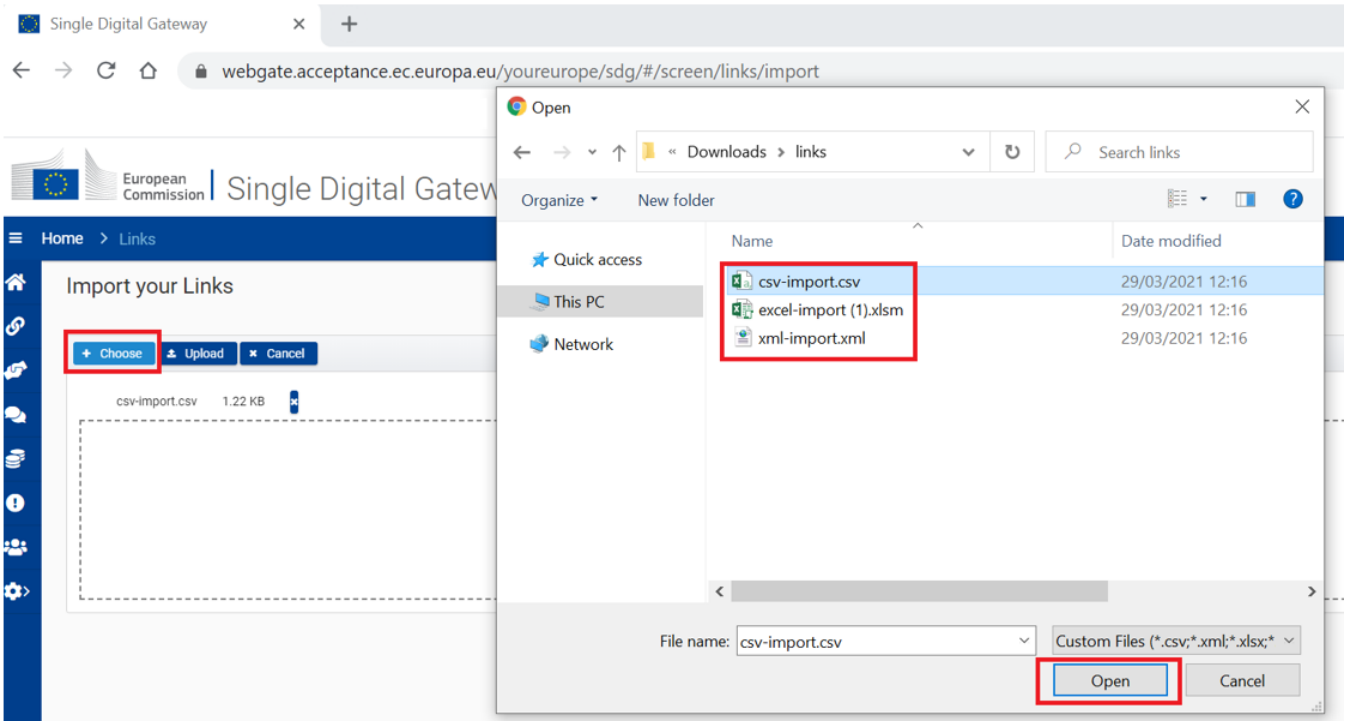
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



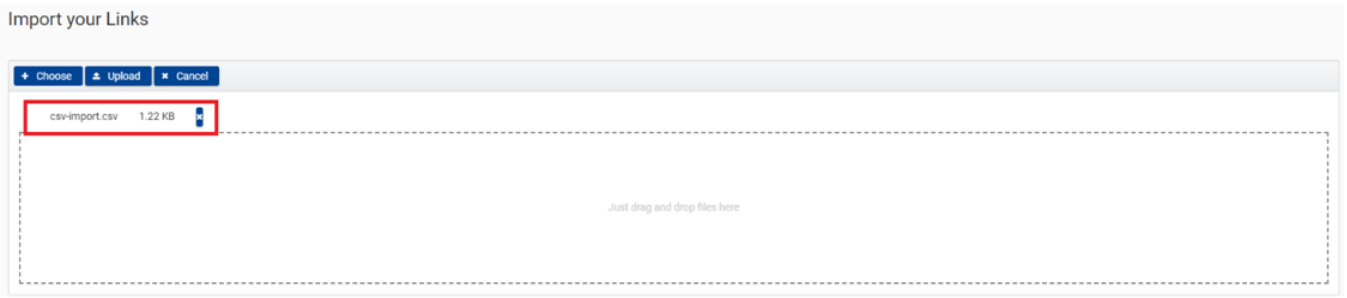
You can either ***drag and drop*** the file:



Or choose a file from the directory:

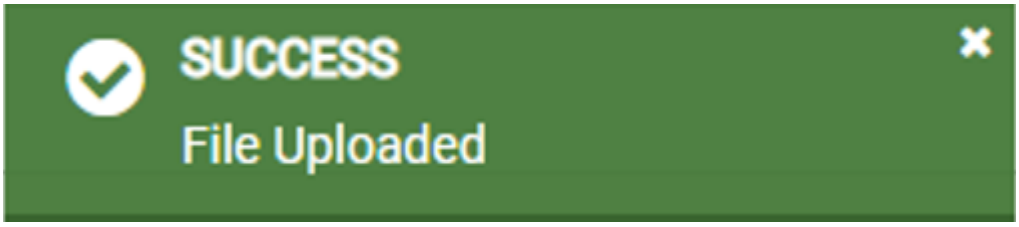


If the file is uploaded successfully, you will see it here:



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.

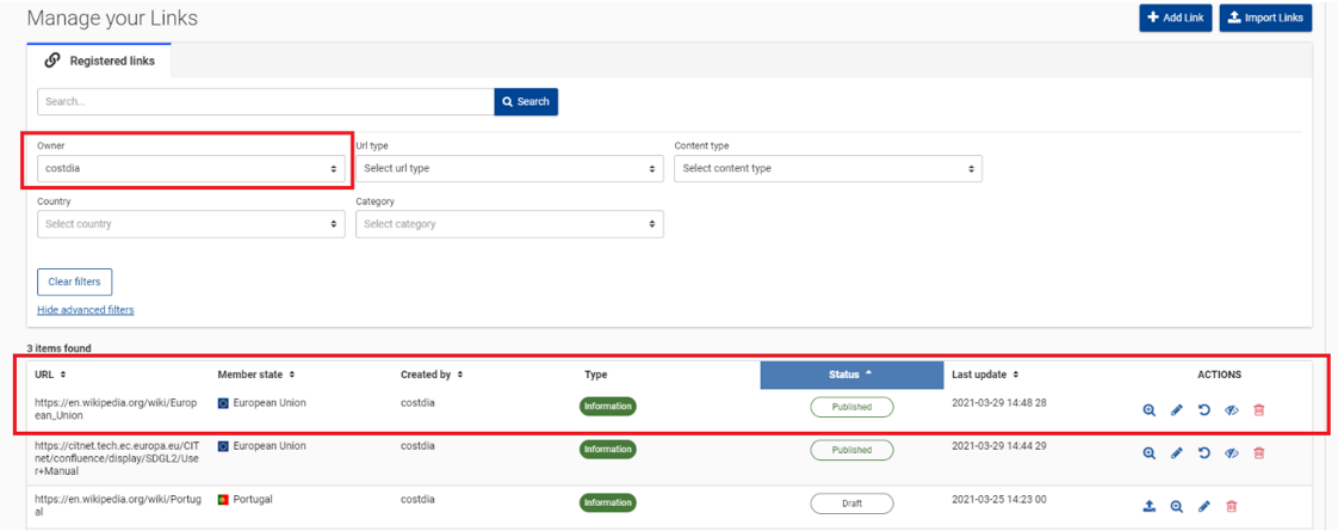
If the file is uploaded successfully, you will see a success message in bottom right corner:



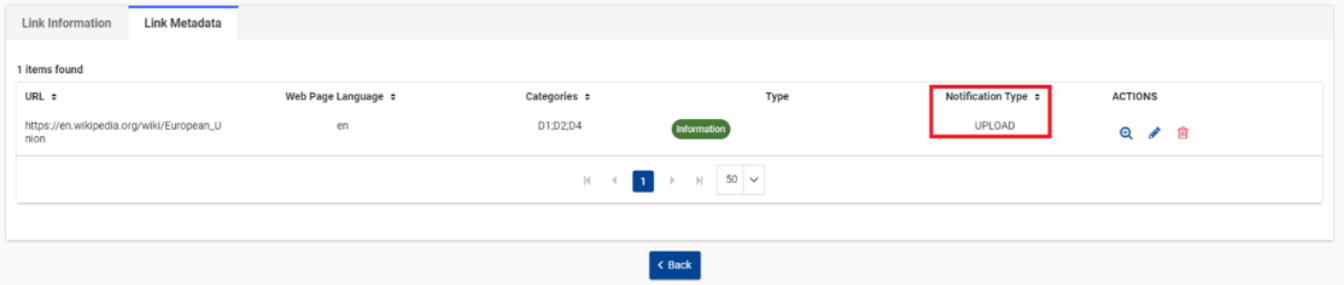
If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

After the records in the uploaded file/s have been successfully processed, you will receive a notification informing you about the success of the import or about any errors that might have occurred during the process.

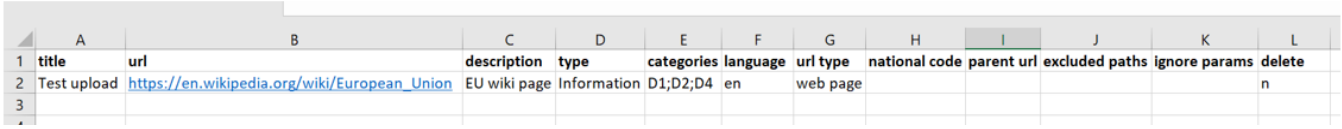
All the link notified using this process will go directly to the **Publish** status and you can confirm that with a simple search (is this case we used the ***filter per Owner***):



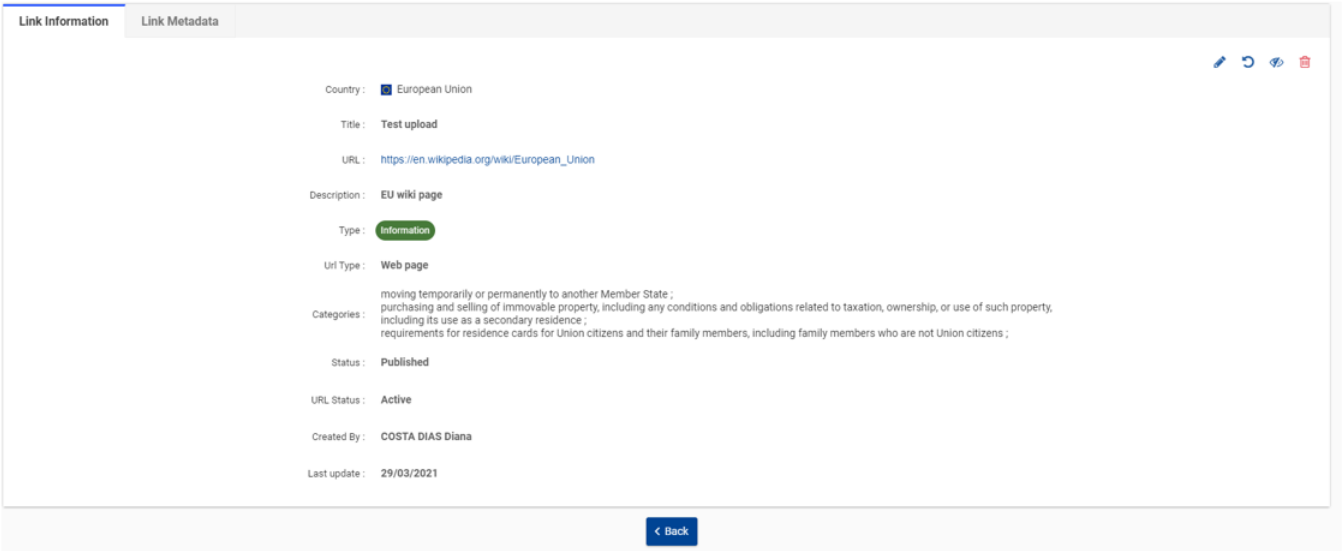
All the related metadata will be added too, and you will be to see that a given link was added through the upload when consulting the link metadata details:



file that all information is matching:



	A	B	C	D	E	F	G	H	I	J	K	L
1	**title**	**url**	**description**	**type**	**categories**	**language**	**url type**	**national code**	**parent url**	**excluded paths**	**ignore params**	**delete**
2	Test upload	https://en.wikipedia.org/wiki/European_Union	EU wiki page	Information	D1;D2;D4	en	web page					n
3												



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 bellow:

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.

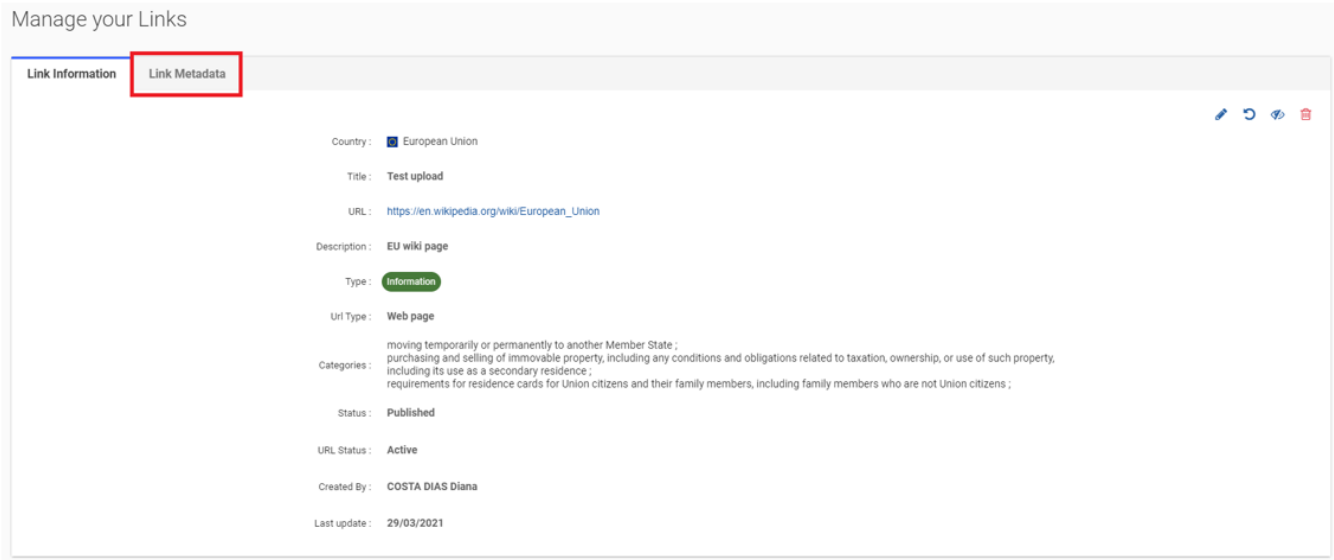
delete - In this column you can mark the items that you want to be deleted from the links repository. **n** for **No** and **y** for **Yes**.

What is Metadata and how important that is?

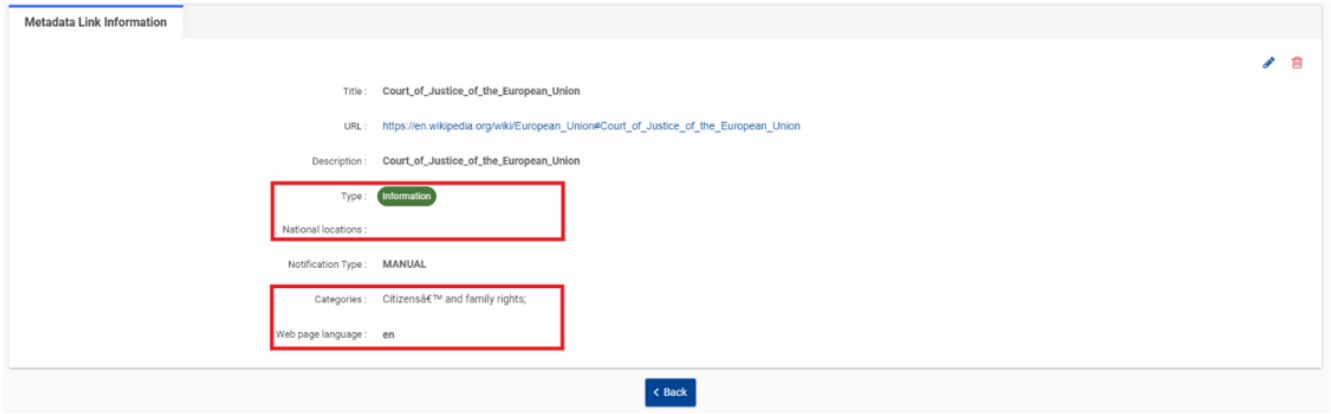
In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality 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.

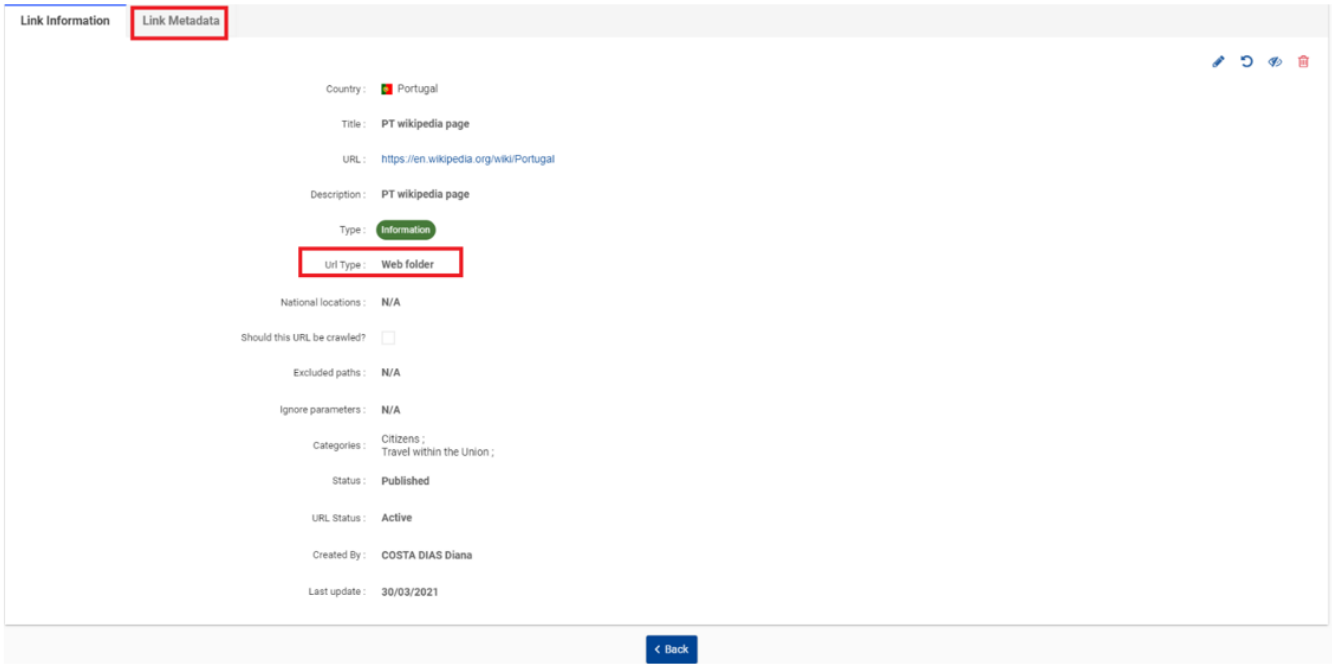
Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

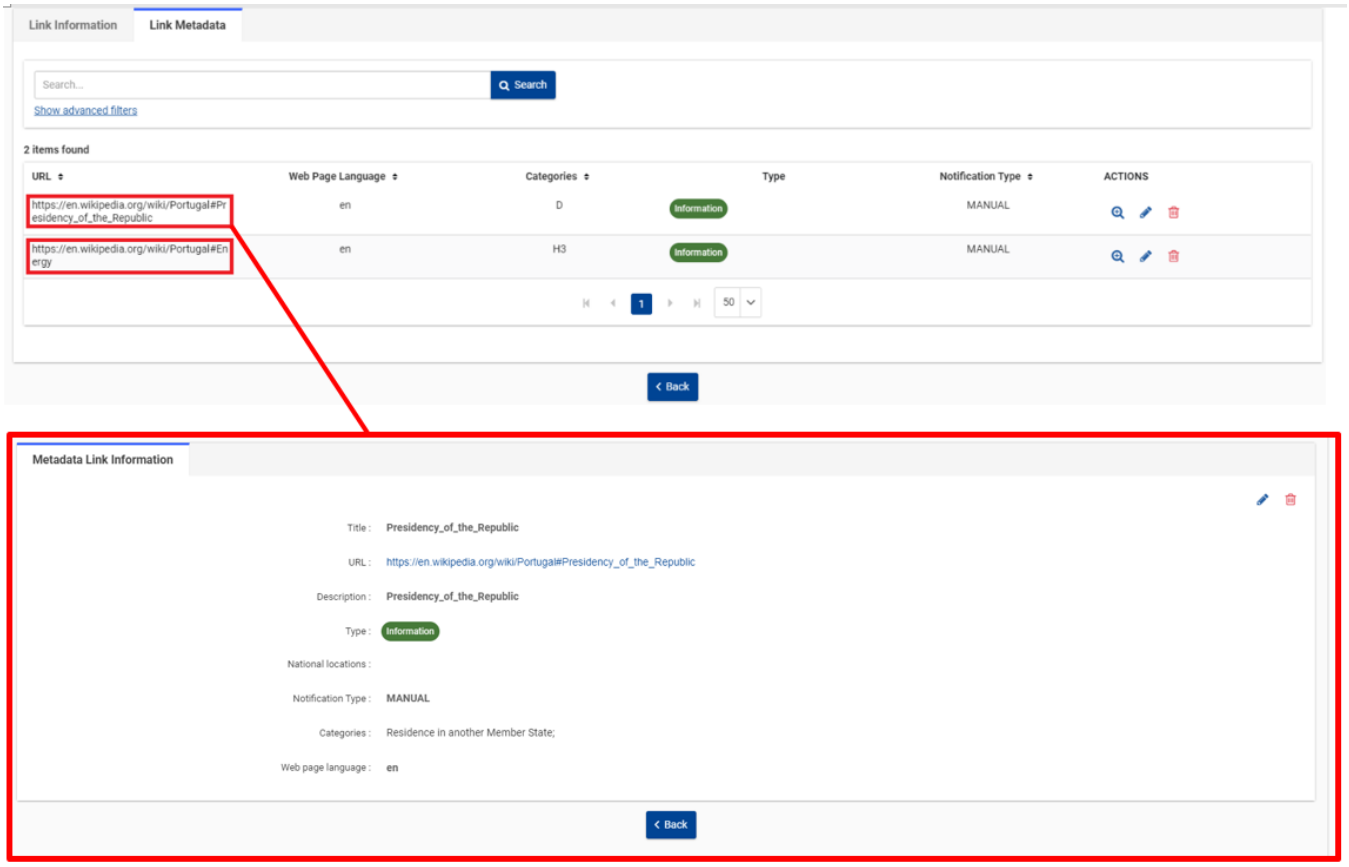


As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):



However if 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:





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.

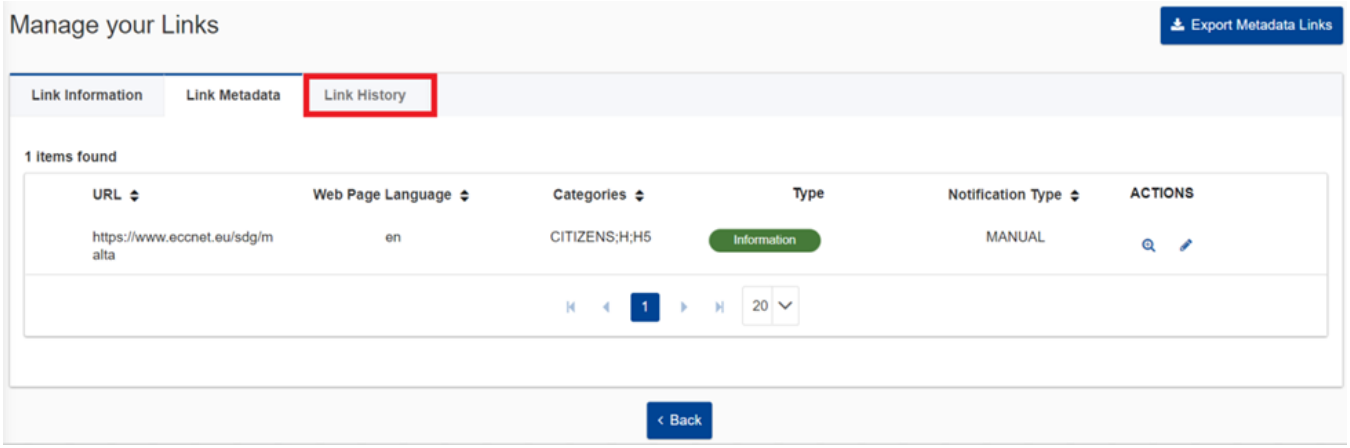
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

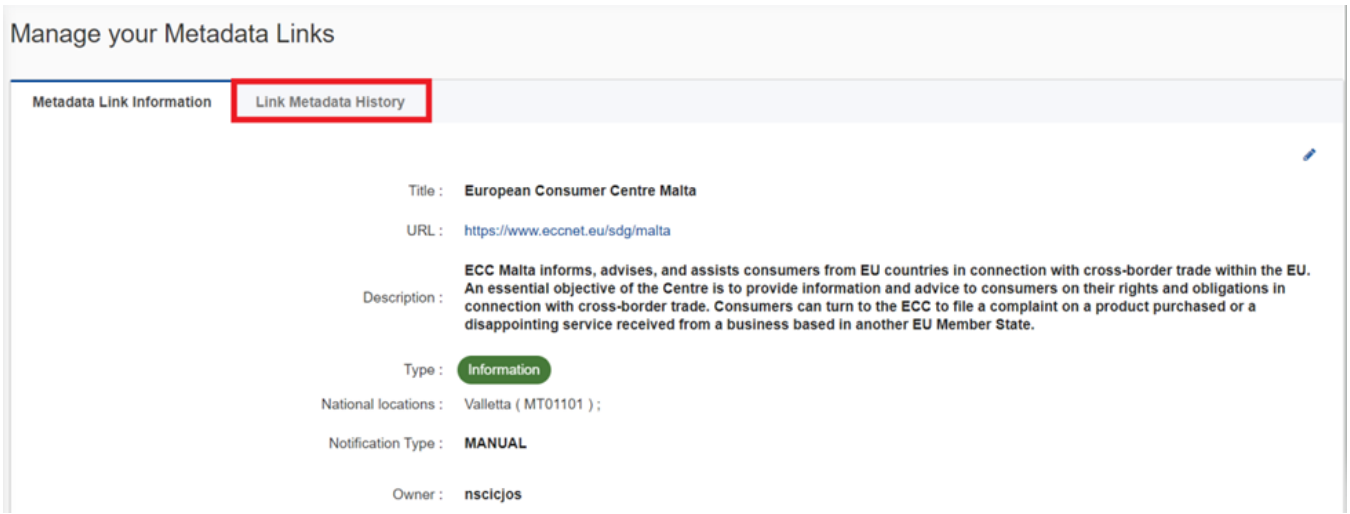
Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

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:

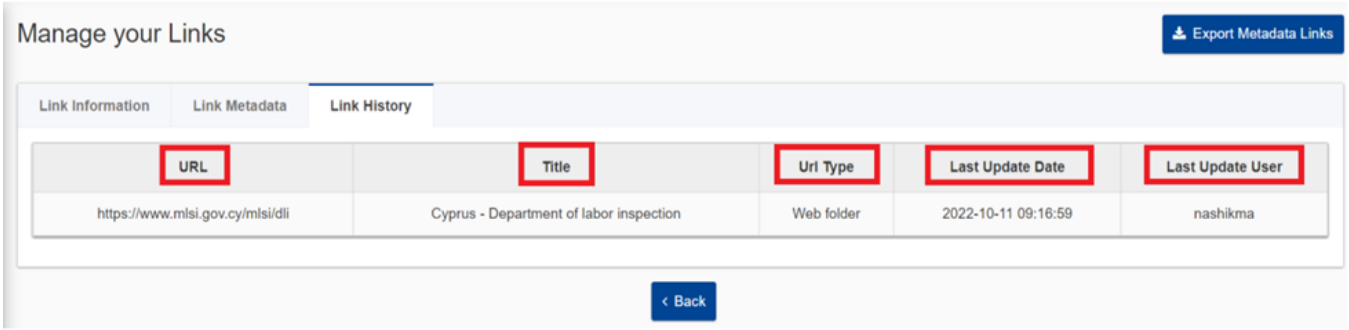


Links History

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.**



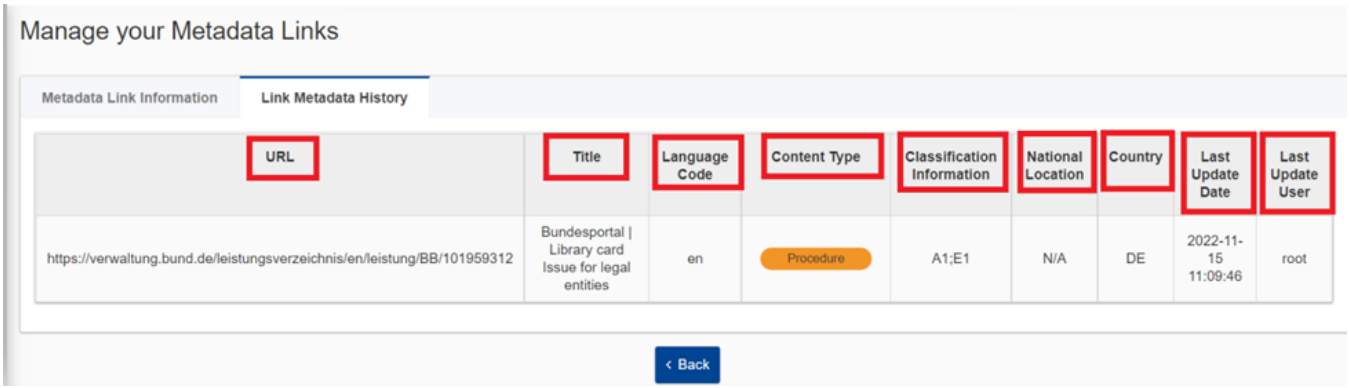
Links Metadata History

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.**



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
  - 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

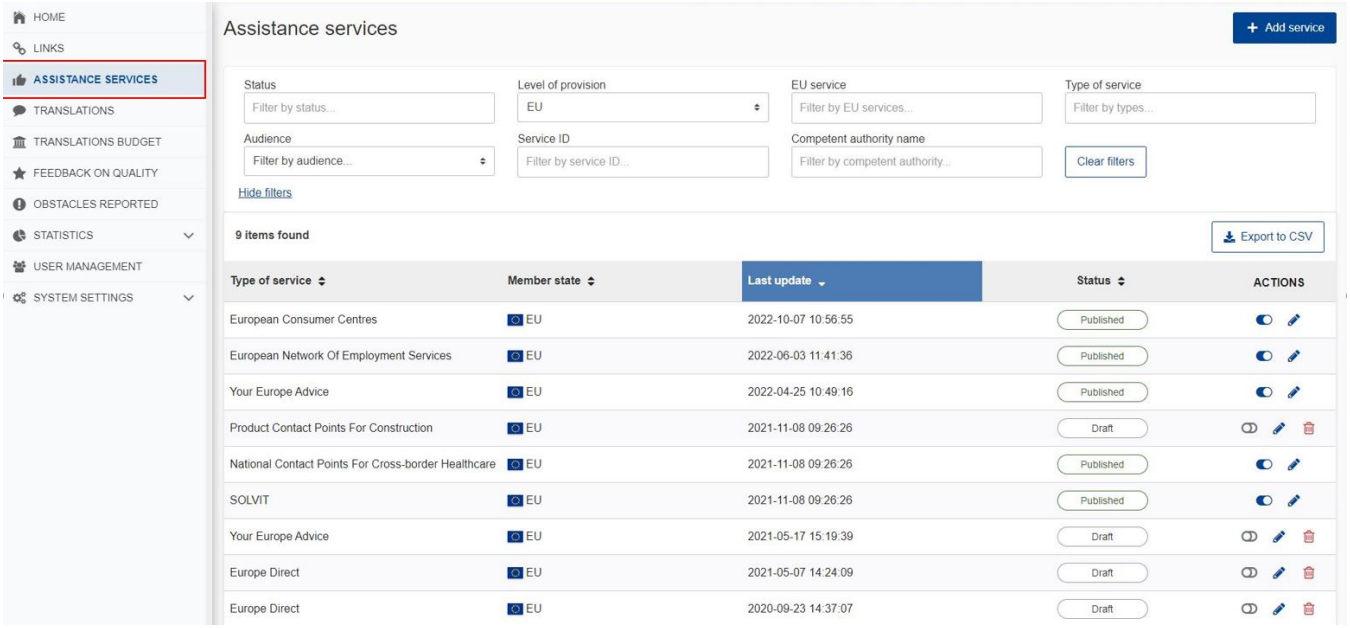
Introduction

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.



How to navigate on Assistance services module?

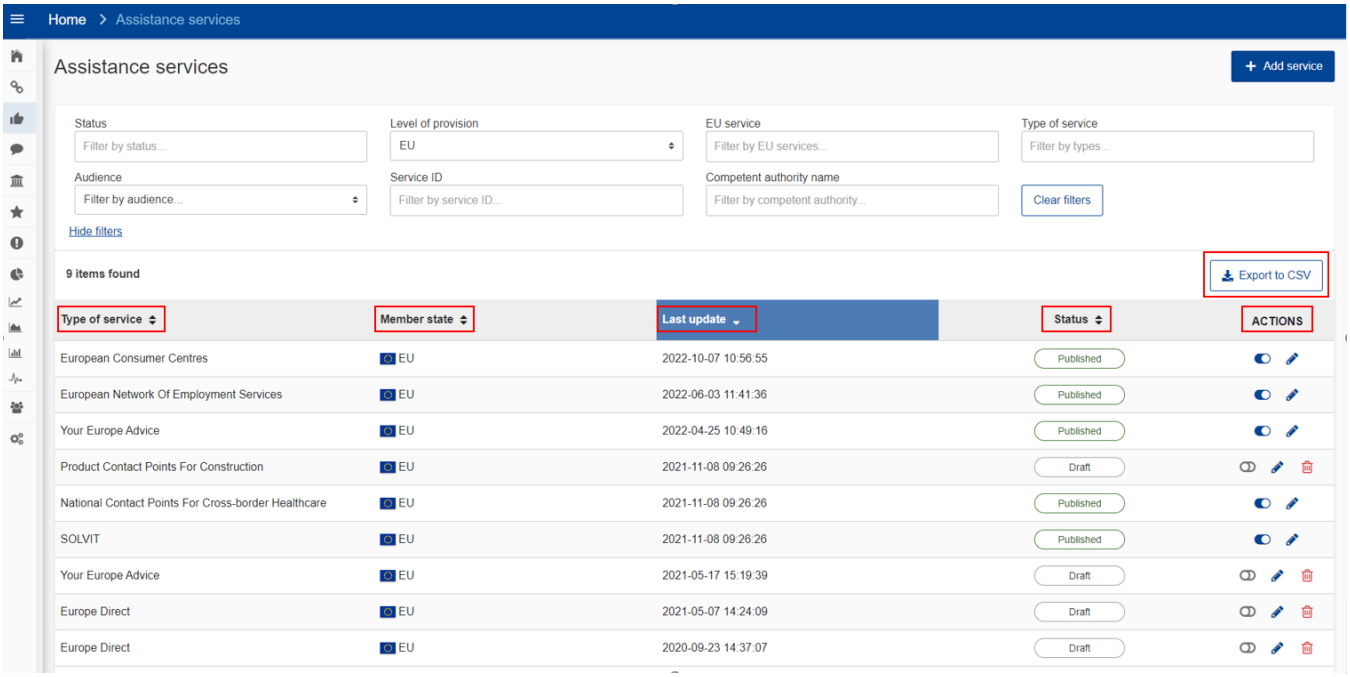
National Coordinators can view the entire list of all the assistance services available in their country in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** in other countries (or EU).

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].



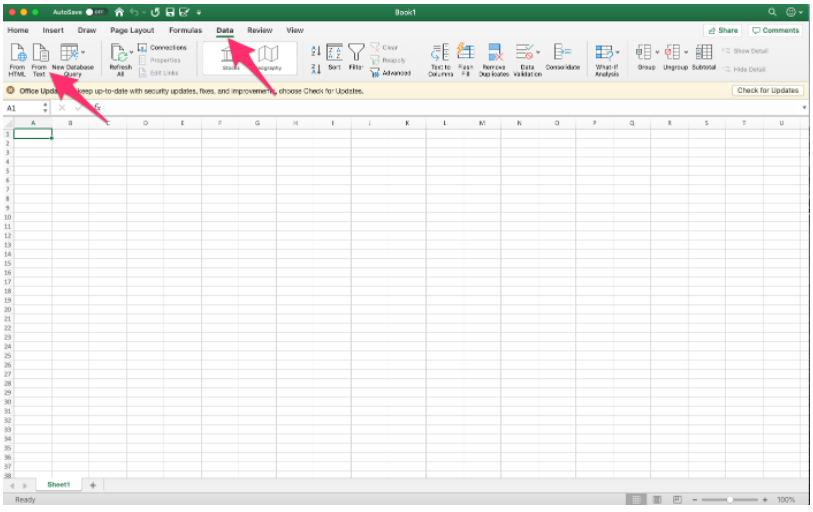
How to open a CSV in an Excel?

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:

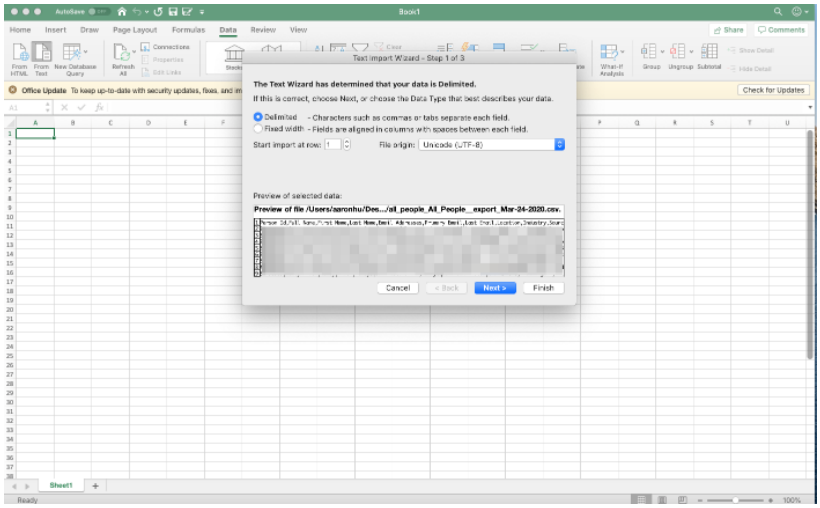
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

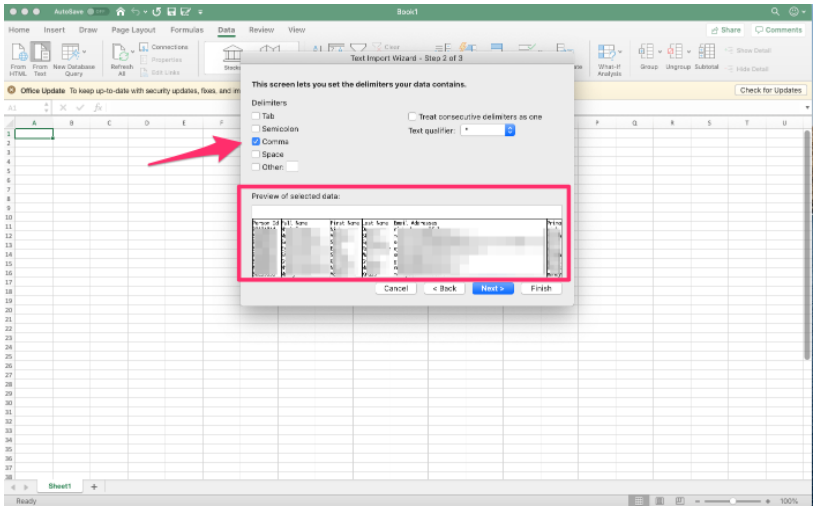


3. Select the CSV file that has the data clustered into one column.

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.

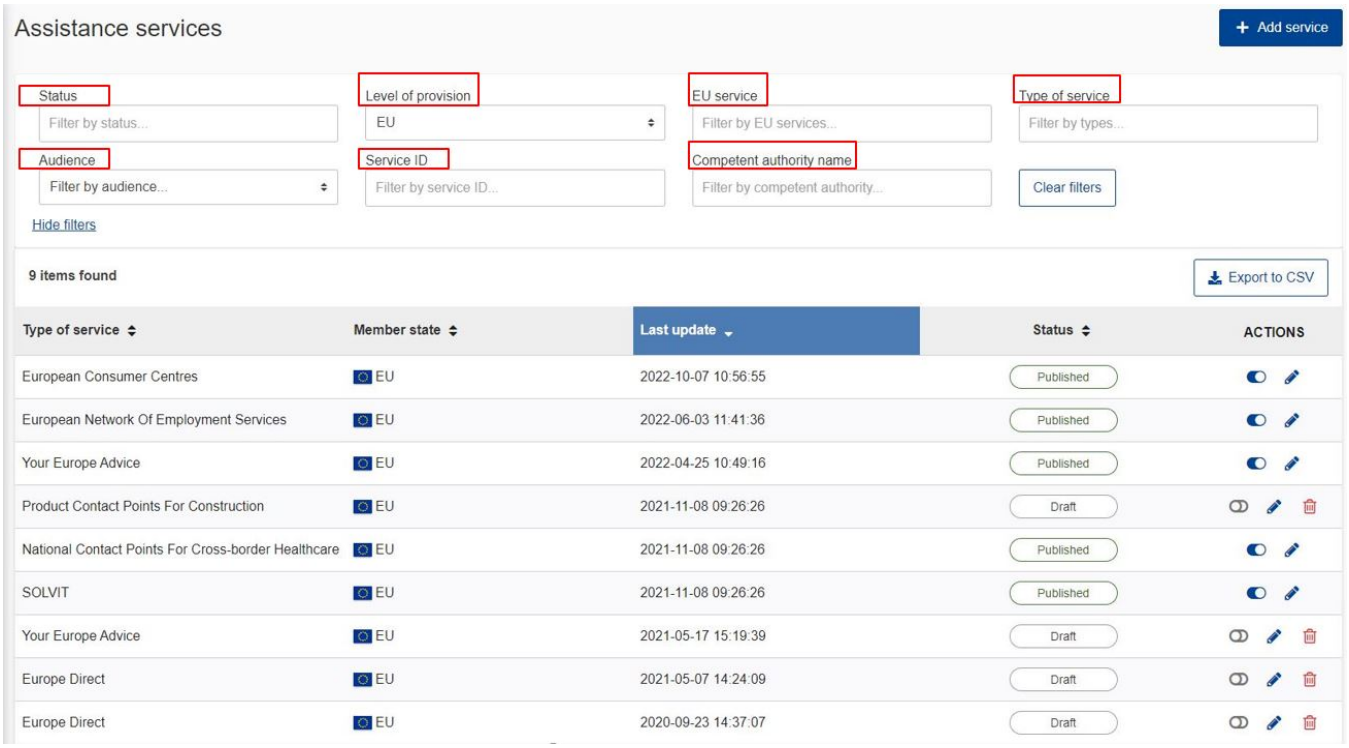


6. Finally, click Finish.

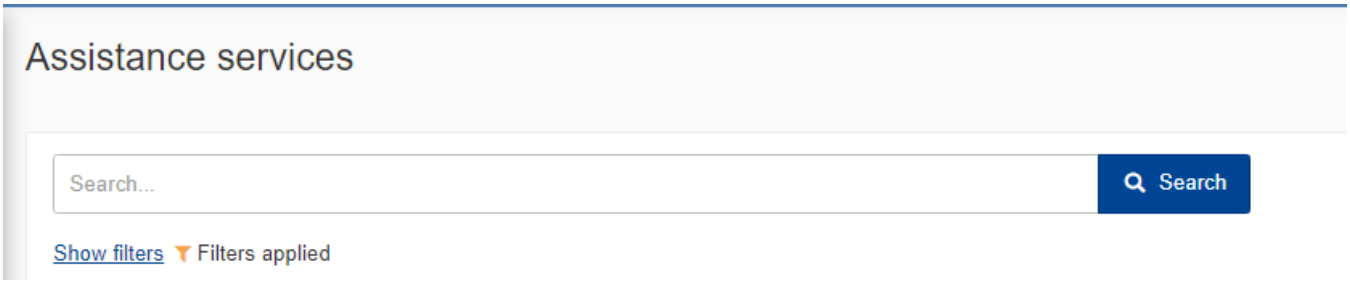
7. Remember to Save your document!

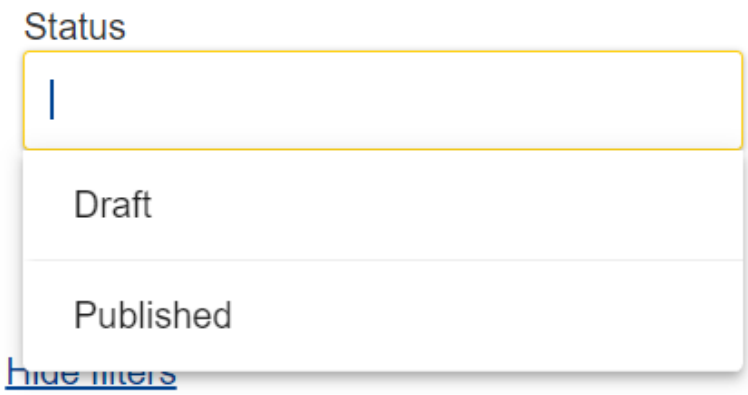
Filters

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.



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





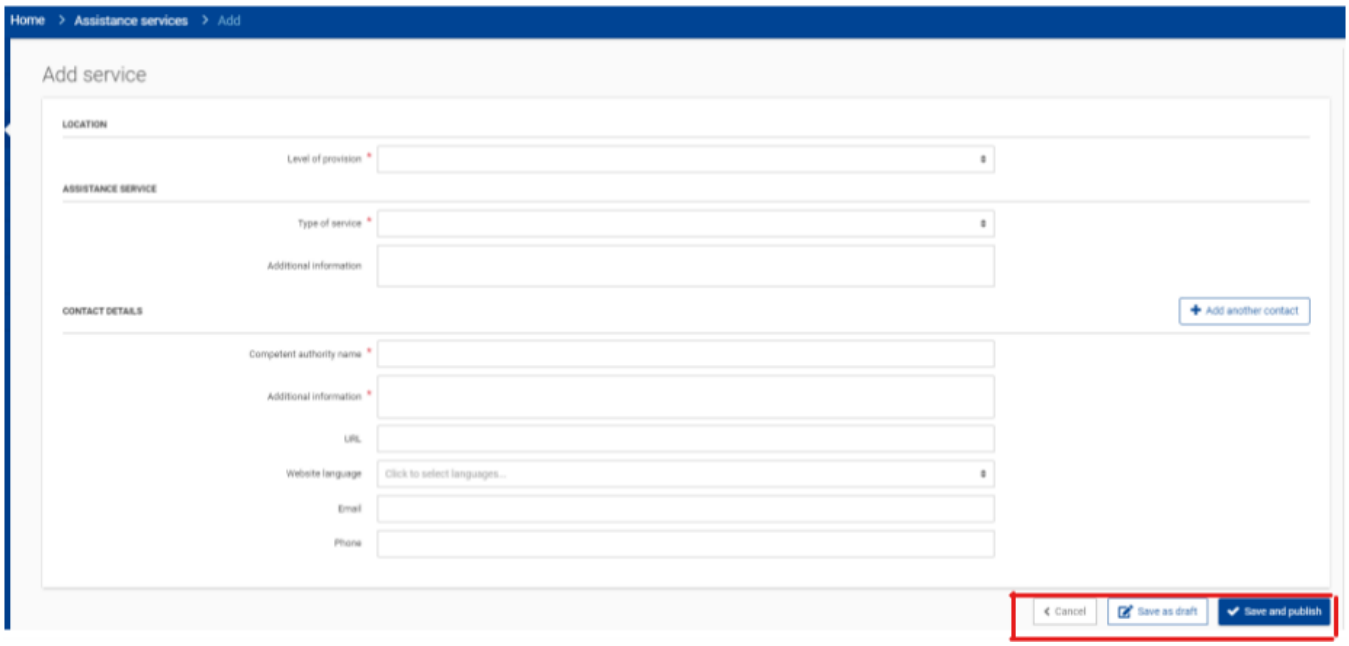
In **DRAFT** status, the entries are only visible to you for which you have the right to edit. In addition, the entry is not yet searchable by the Assistance Service Finder.

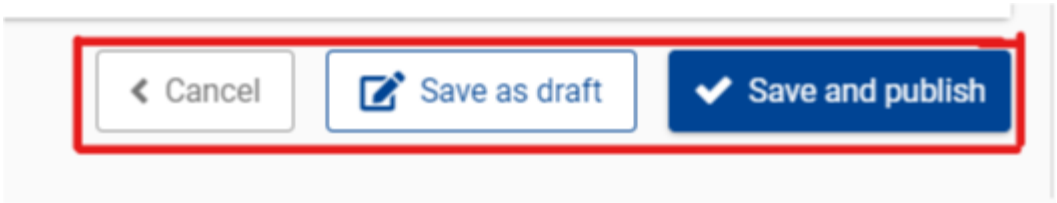
In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

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.

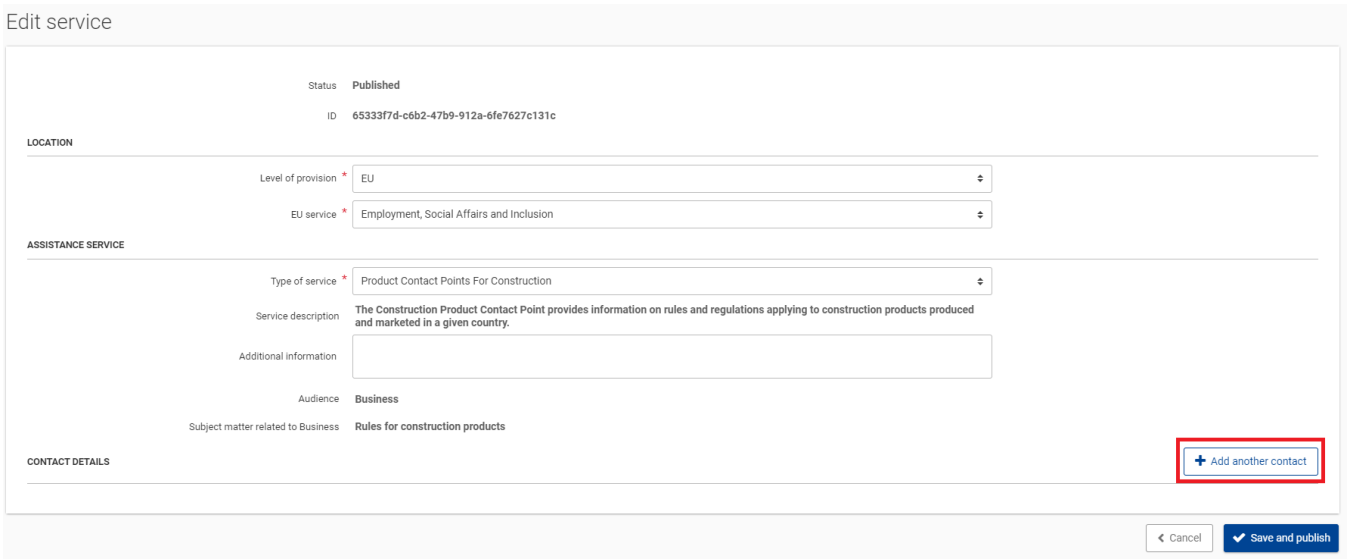




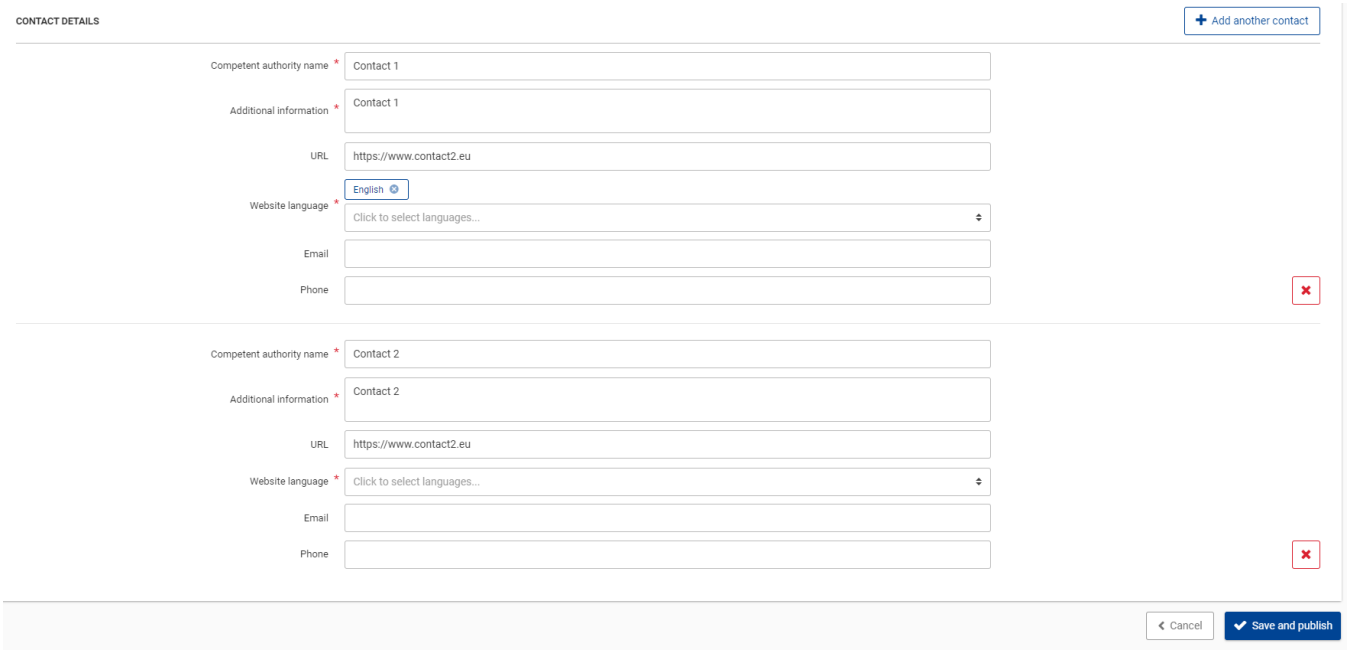
You can add as many contacts for the same service as needed.

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.



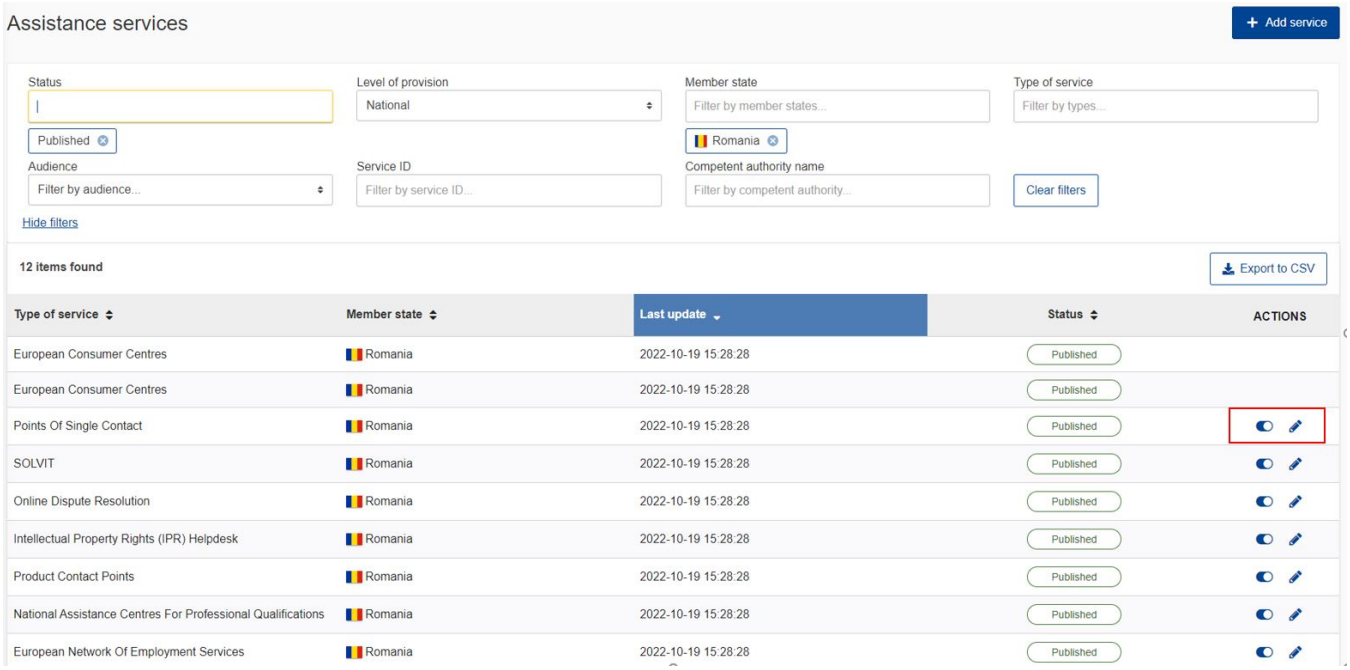
Then you just need to add the mandatory details.

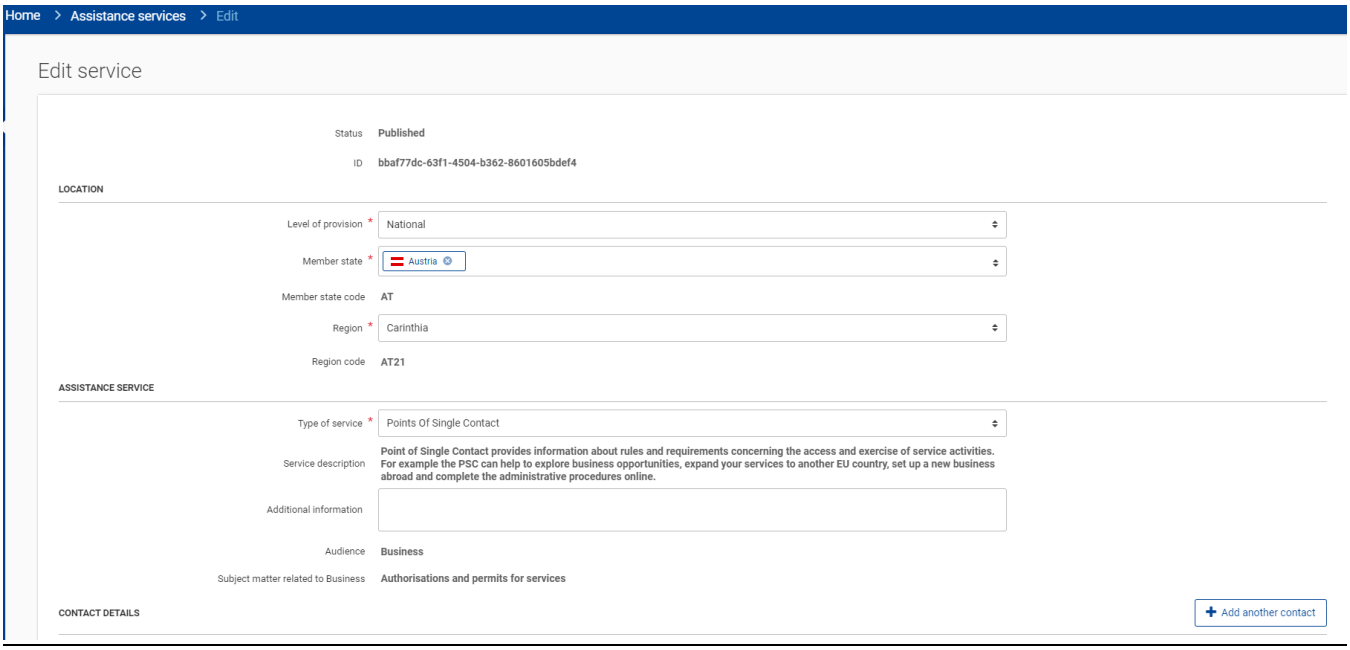


And **Save and Publish**.

How to edit a Published Service?

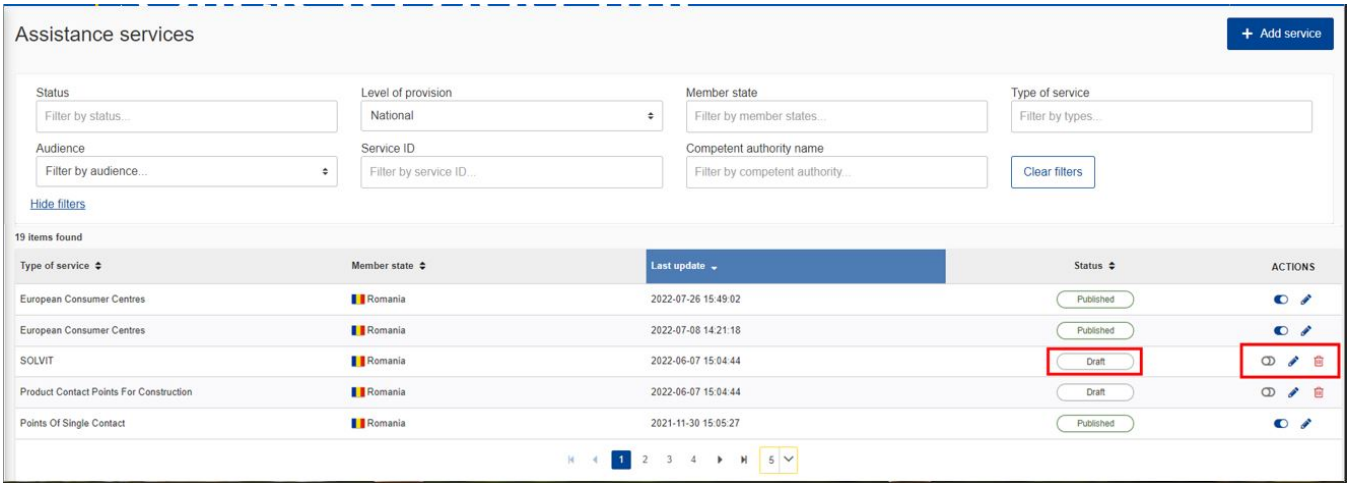
You can edit the published Assistance service by clicking on the Edit button from Actions. You can only edit the published Assistance services for your own Member state.





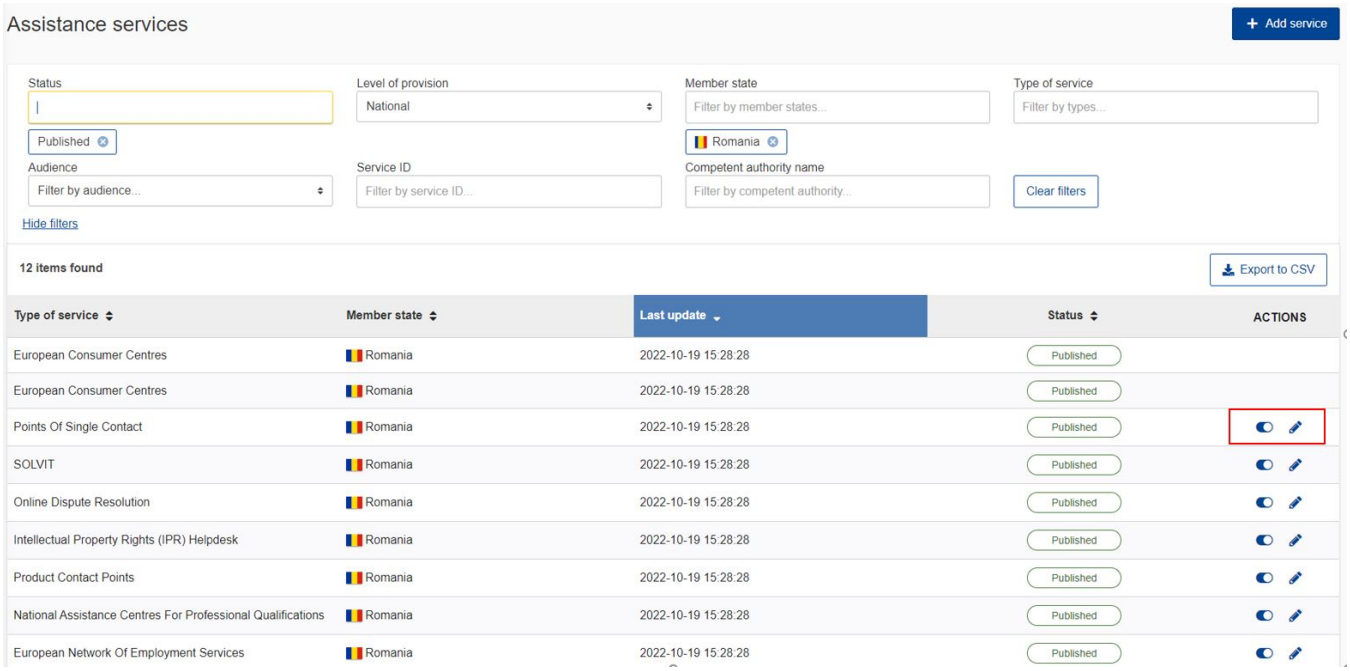
How to Remove the Assistance Service?

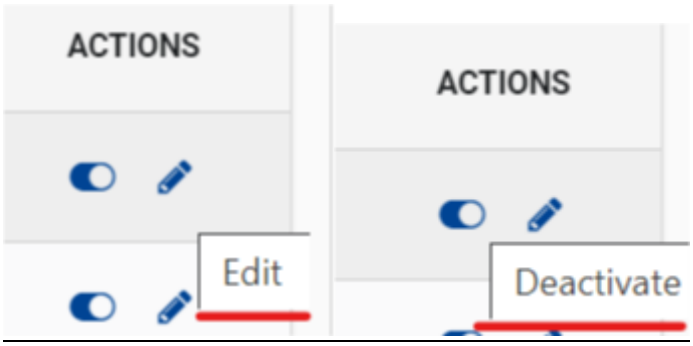
The items of the Assistance Service can be removed only when they are saved in draft mode. The Assistance services which are published cannot be removed and can only be deactivated. You can only remove the Assistance service of your own Member state.



How to Deactivate the Assistance service?

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





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

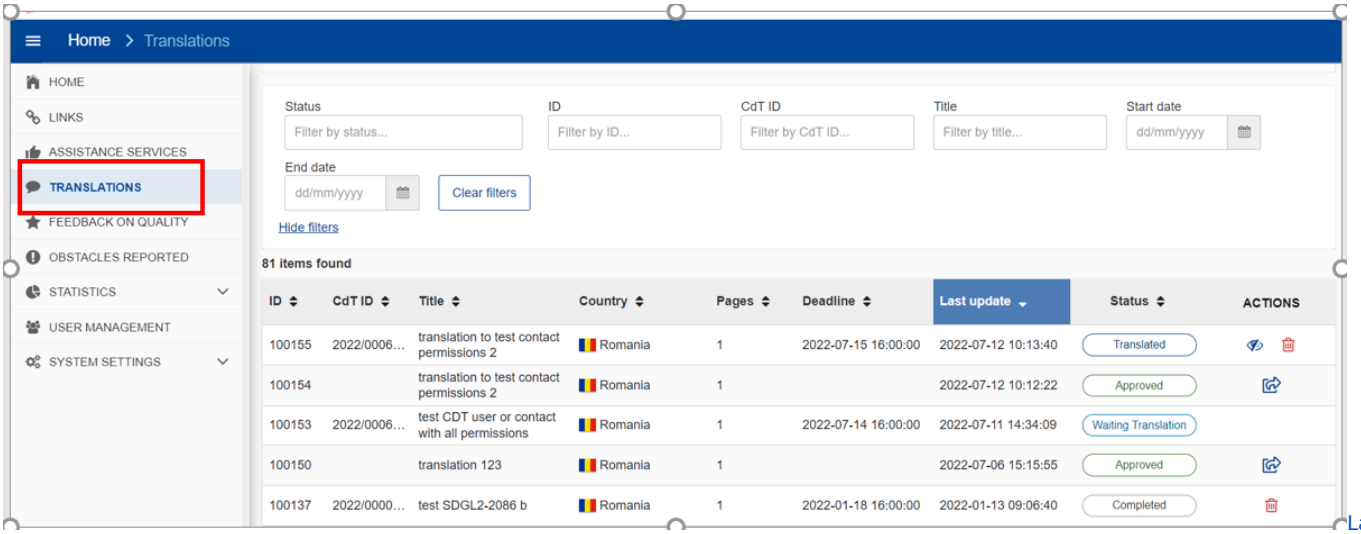
Introduction

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:



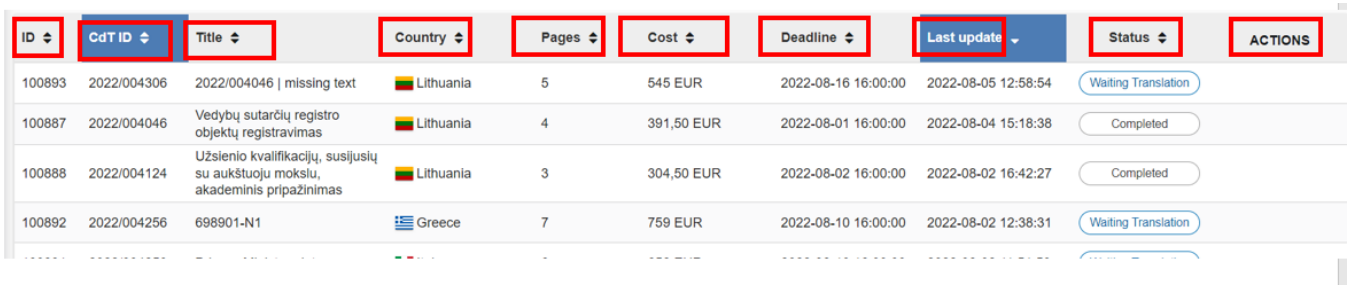
Large

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.

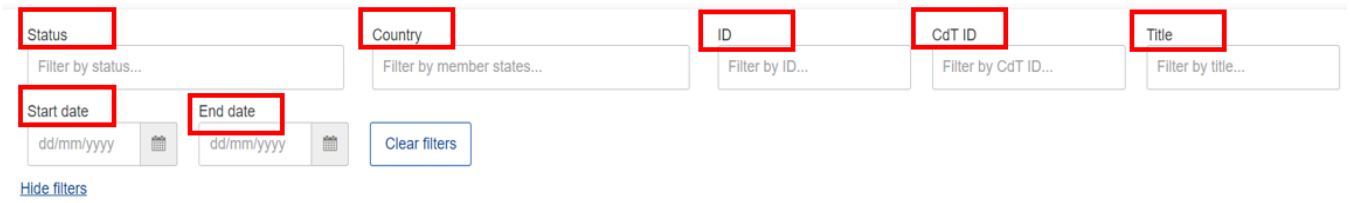
You can also select the number items displayed on each page, up to 50 items.

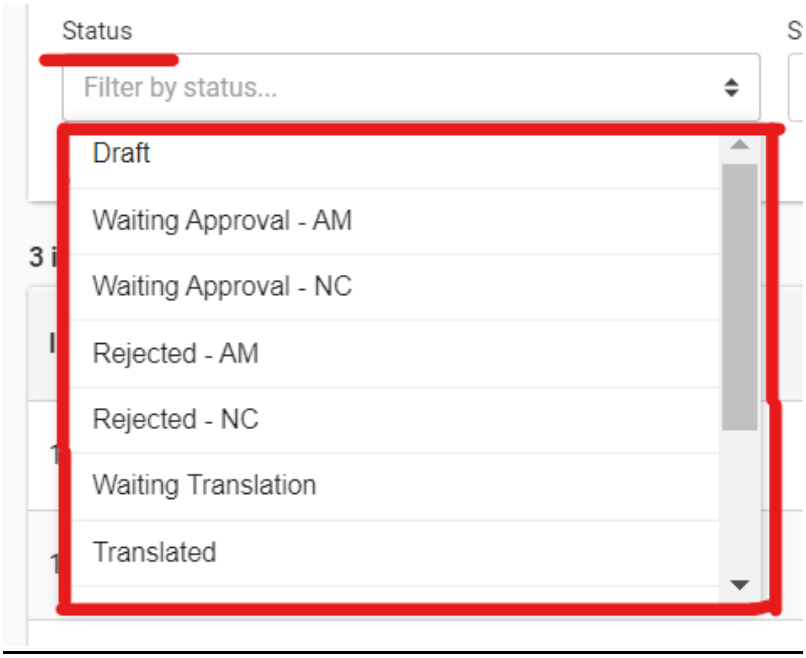
Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, **ID**; **CDT ID, Title; Country**; **Pages** (total number of pages count) ; **Deadline** (deadline for the translation of a request from CDT); **Last update** (by 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).



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.

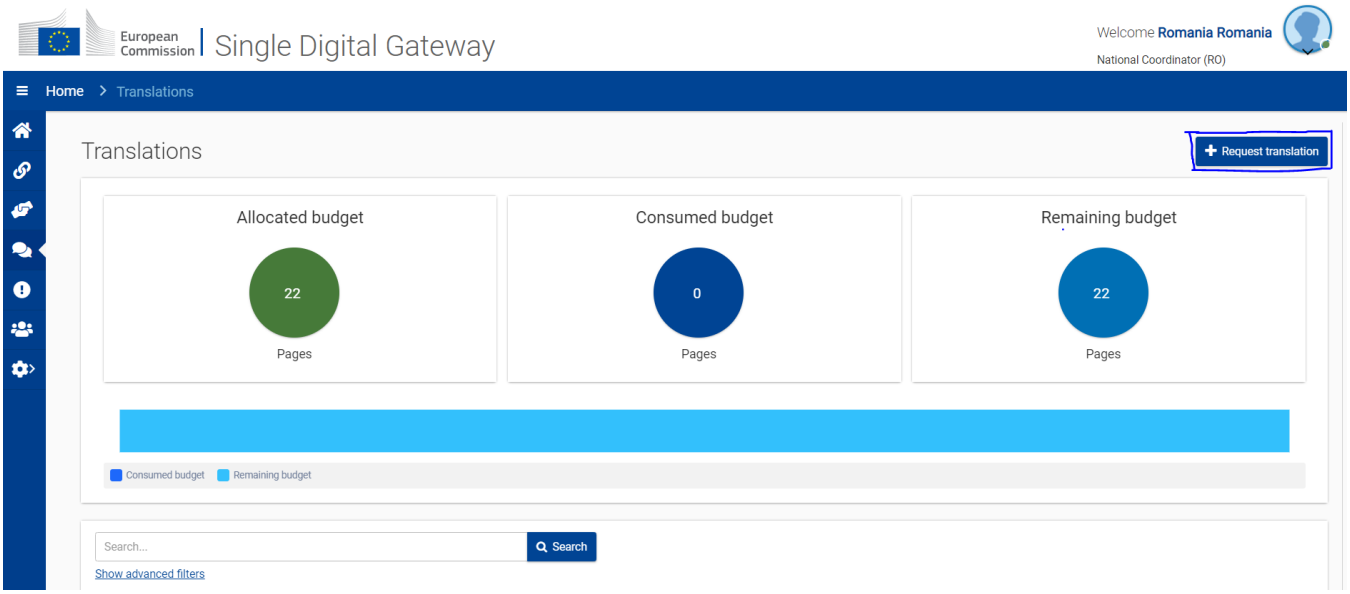




You can also clear all previously added filters using the button “Clear filters”:

How to Request Translation?

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



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

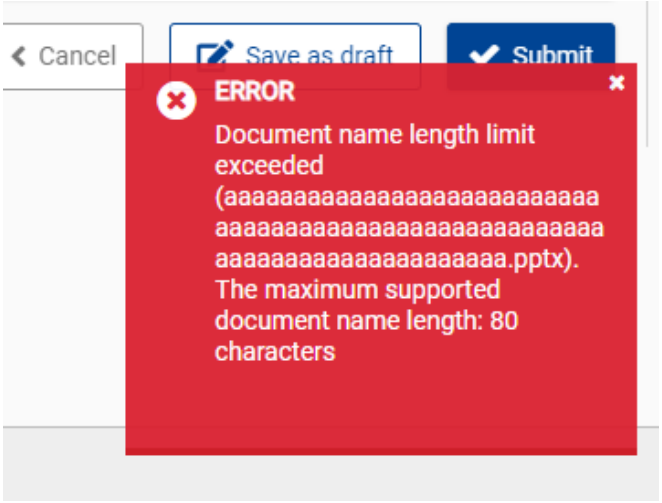
- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML

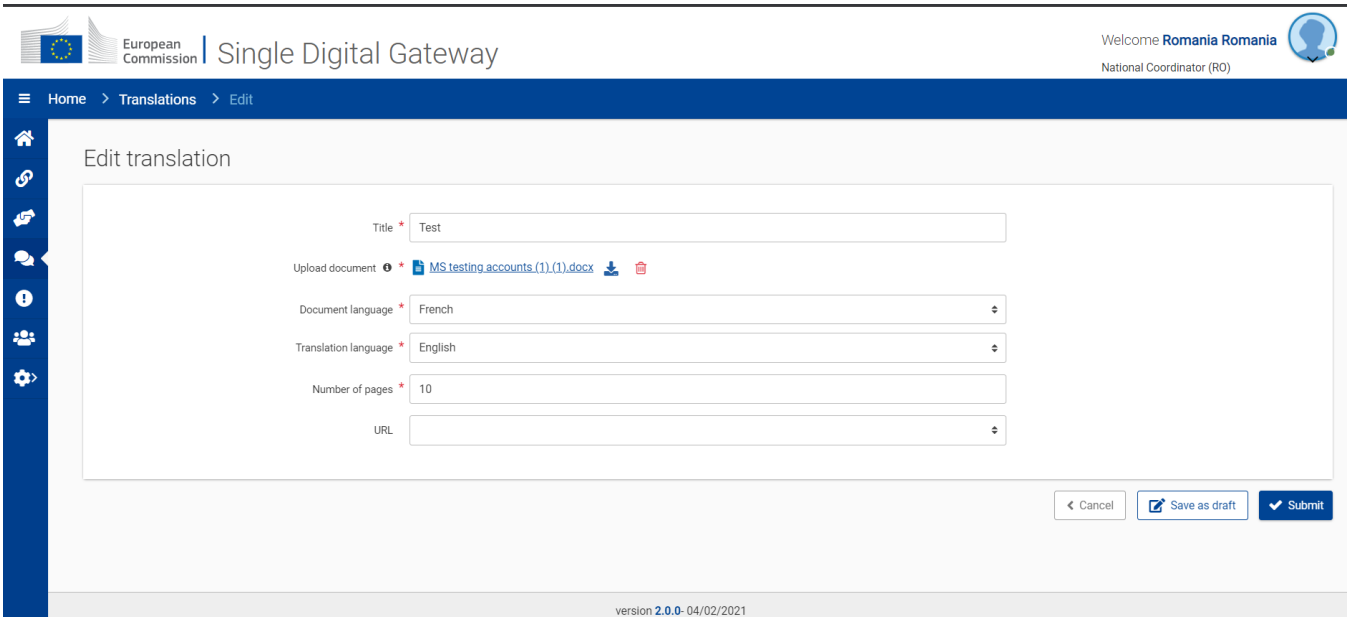
- XML
- Unformatted text (.properties, .txt)

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.

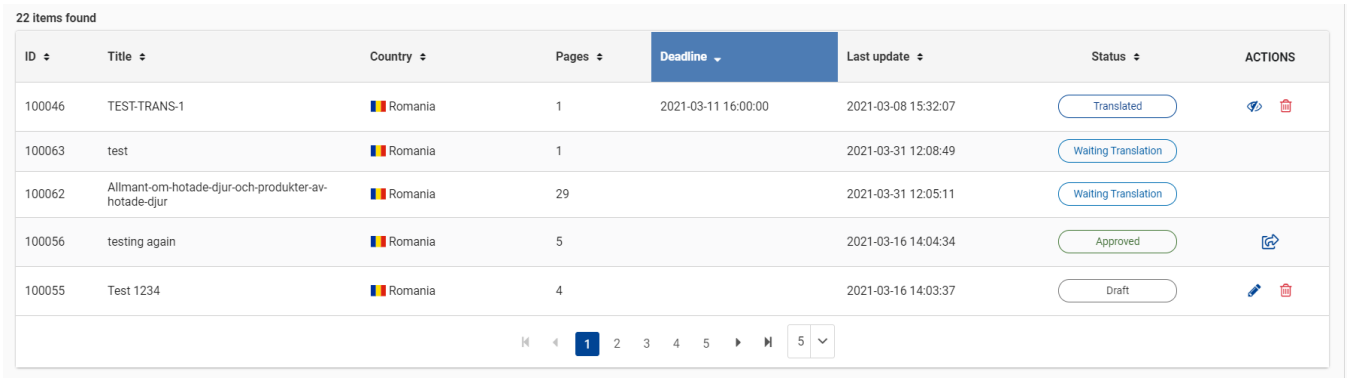
CdT system as it does not support file names which are longer than 80 characters, so the **file name can only contain up to 80 characters (including the file extension e.g. .docx) .**

If you try to upload a file that has a bigger title then 80 characters you will receive an error.


Cancel
Save as draft
Submit
ERROR
Document name length limit exceeded (aaaa



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

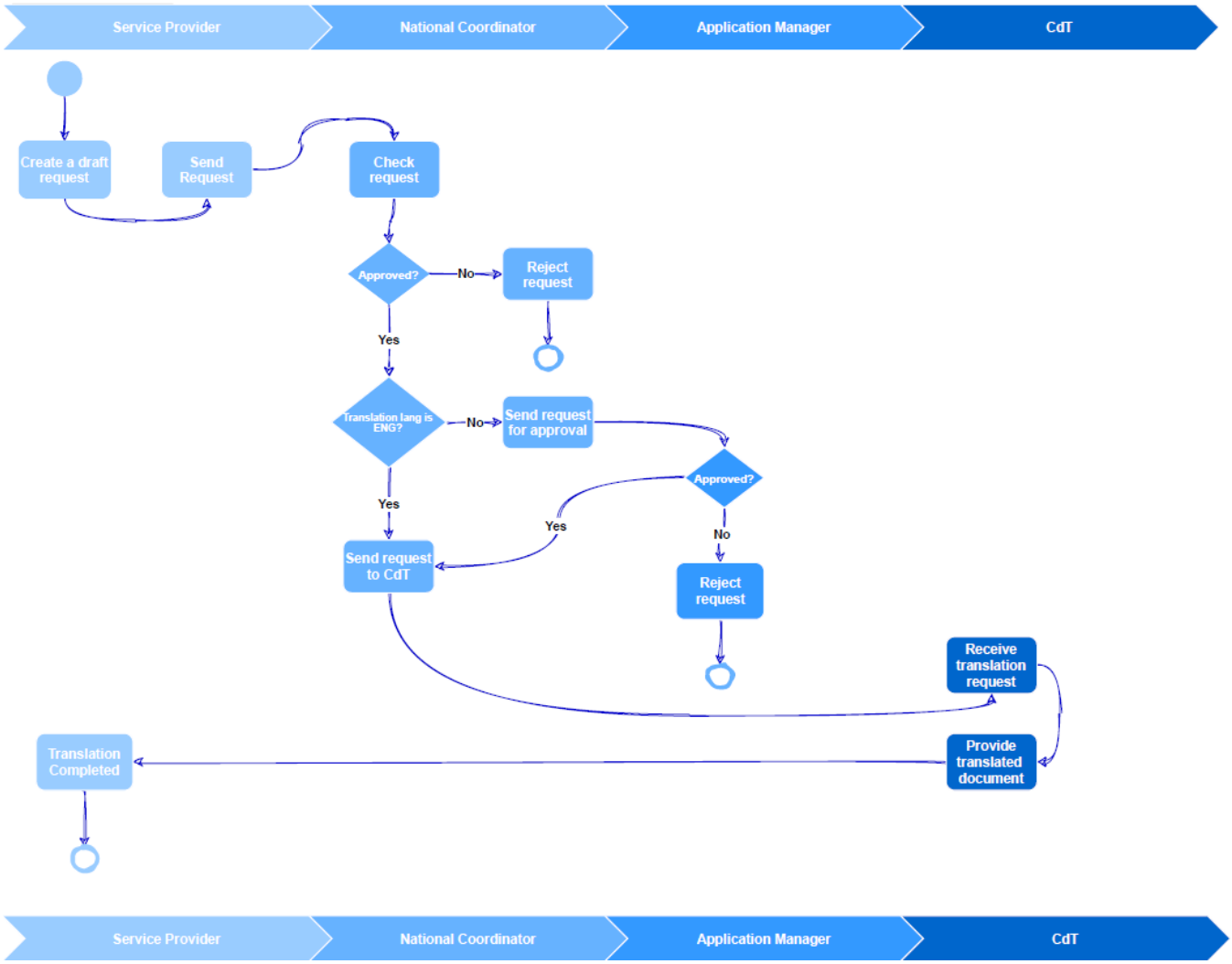


22 items found

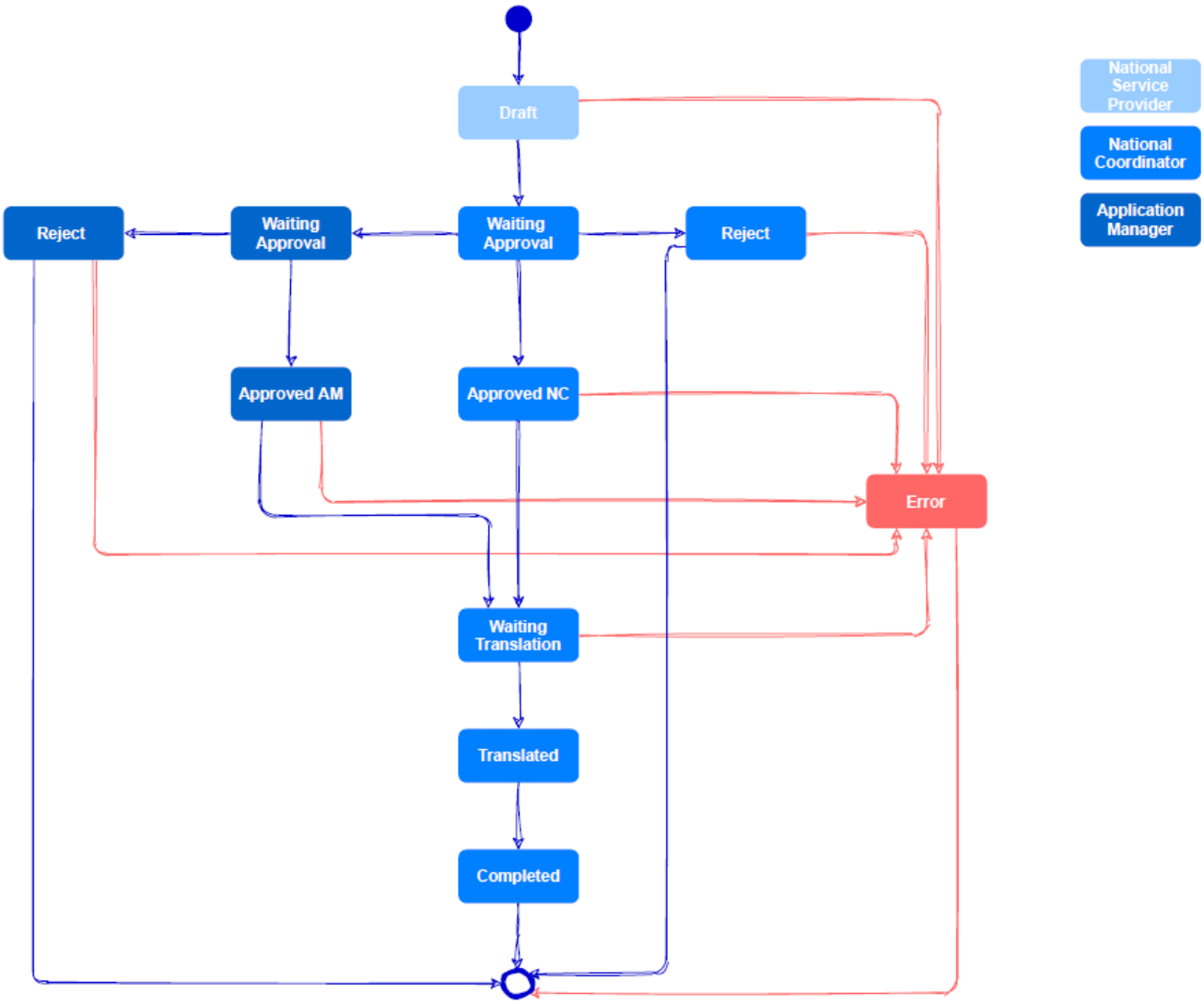
ID	Title	Country	Pages	Deadline	Last update	Status	ACTIONS
100046	TEST-TRANS-1	Romania	1	2021-03-11 16:00:00	2021-03-08 15:32:07	Translated	
100063	test	Romania	1		2021-03-31 12:08:49	Waiting Translation	
100062	Allmant-om-hotade-djur-och-produkter-av-hotade-djur	Romania	29		2021-03-31 12:05:11	Waiting 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



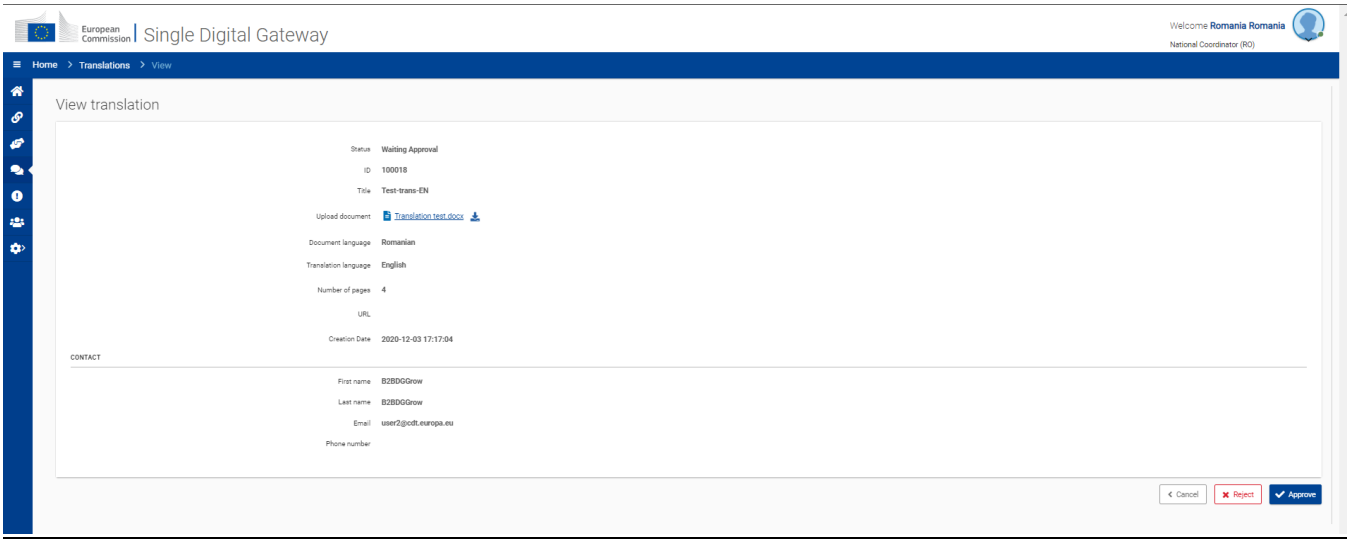
Translation Status

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 their 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**. Incase a request is rejected an appropriate reason should be filled.



- 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

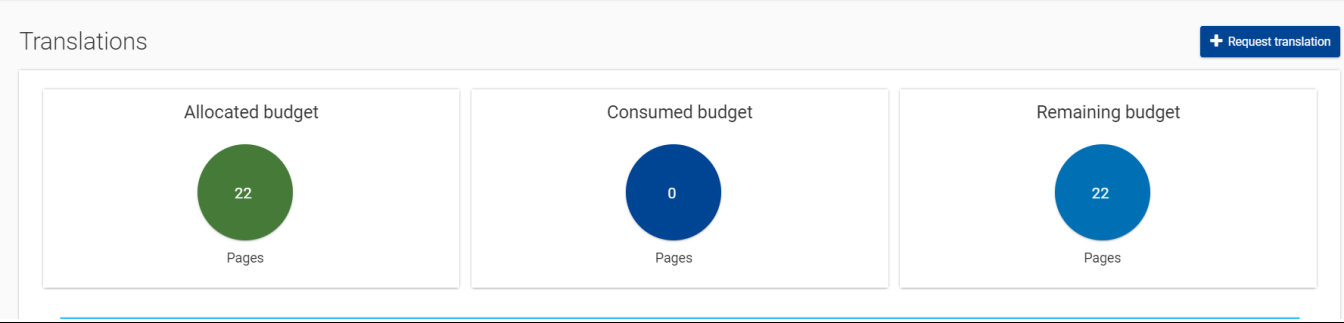
- **Consumed budget**

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.

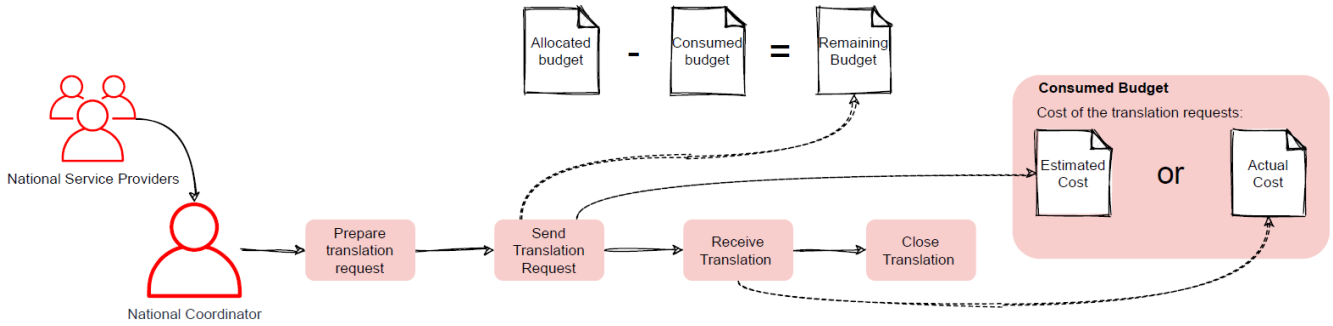
No calculations are done by using of number of pages inside the document uploaded or characters and there is also a different cost for different file formats, for instance a page in pdf will cost more than a page is word.

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

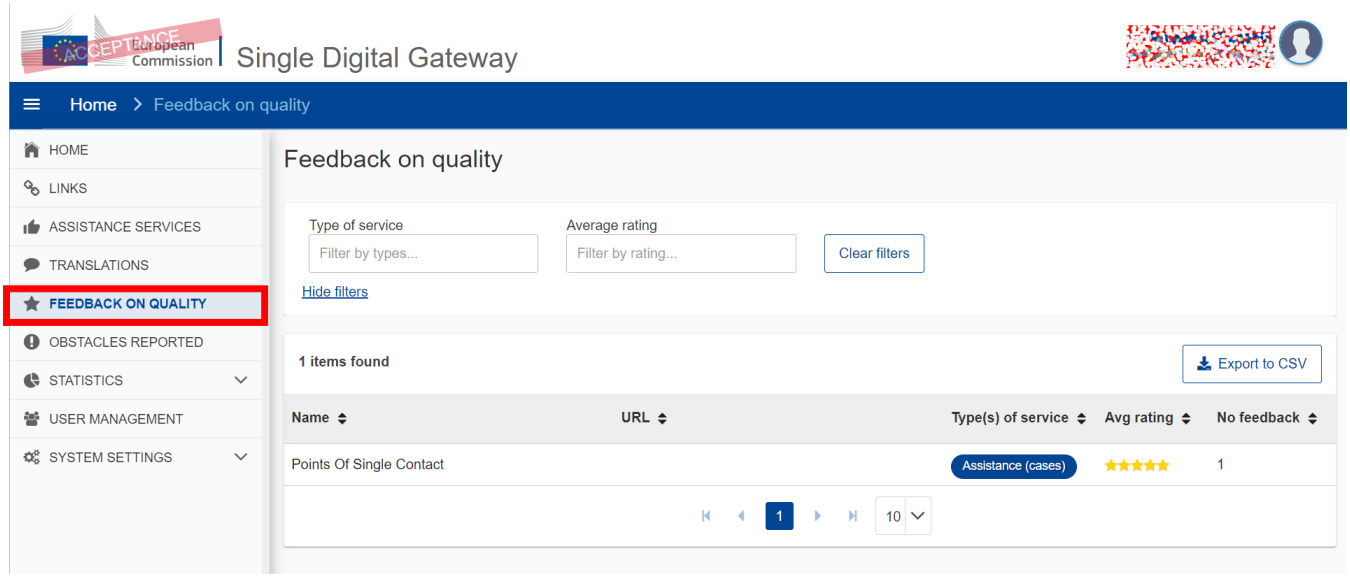
- Feedback on quality
  - Introduction
  - How to access the feedback on quality?
  - How to navigate on Feedback on quality module?
    - Filters
    - Export to CSV
    - How to open a CSV in an Excel?

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:

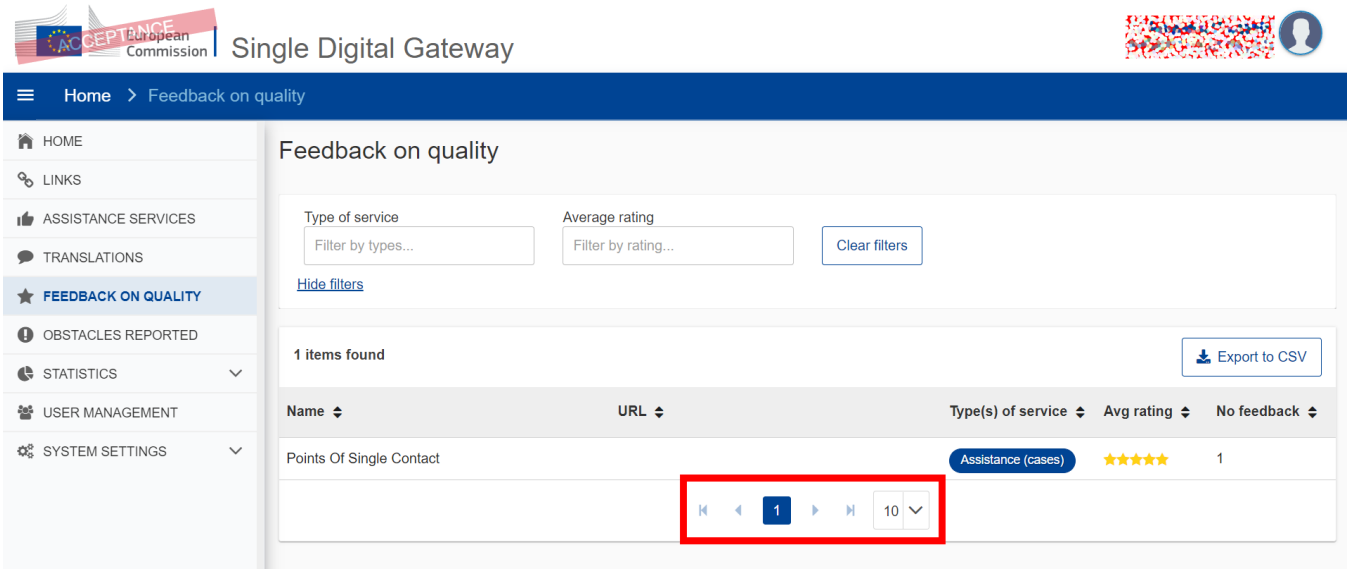


As an National Coordinator you will be able to see an aggregated view of the feedback on quality collected for your country, as you can see on the previous image.

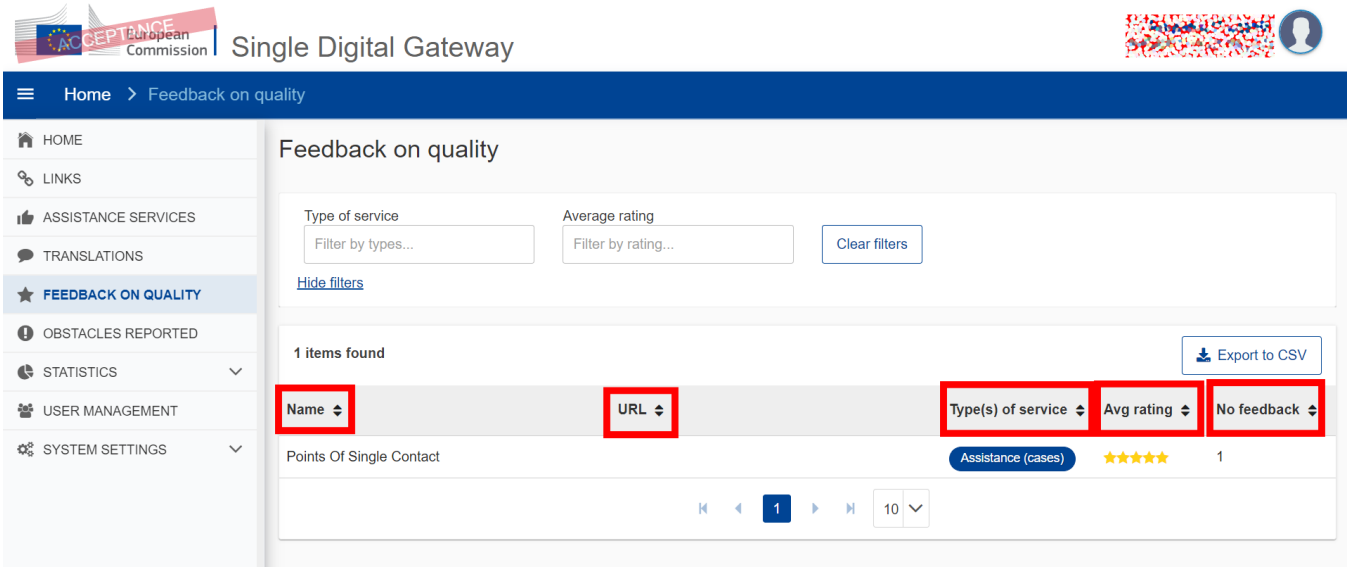
How to navigate on Feedback on quality module?

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.

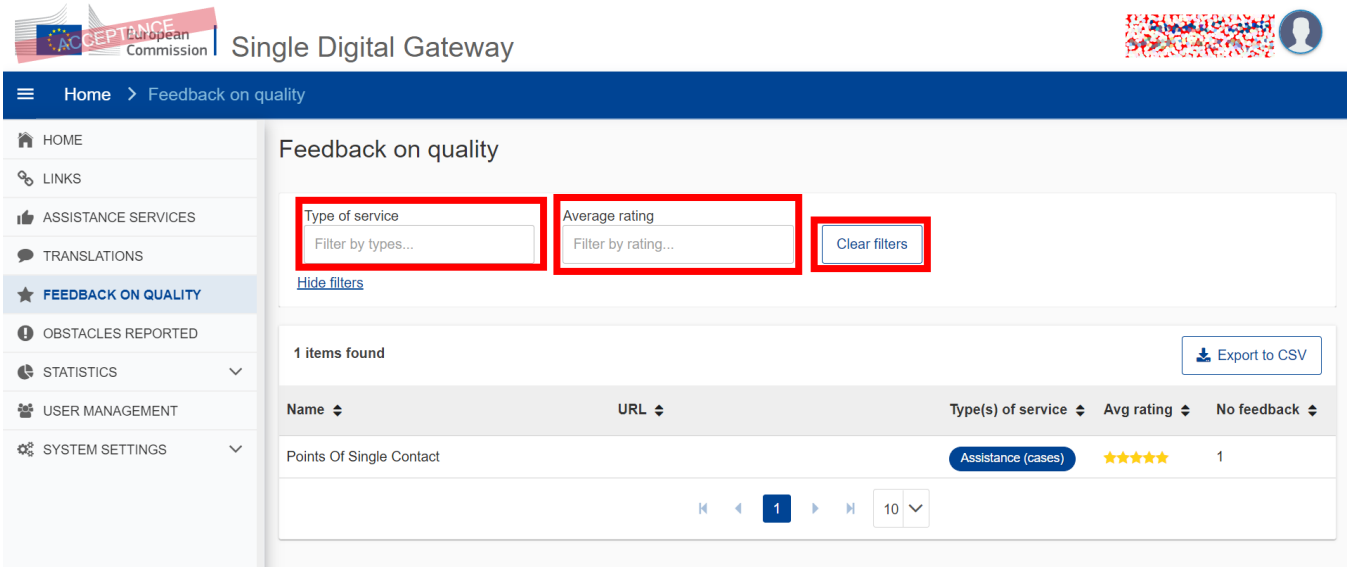


On this aggregated view there are a number of details visible per row, **Name** (Title for link or type of assistance service for assistance services); **URL** (If applicable, it will only be displayed for information & procedure service); **Type(s) of service** (information, procedure, assistance service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

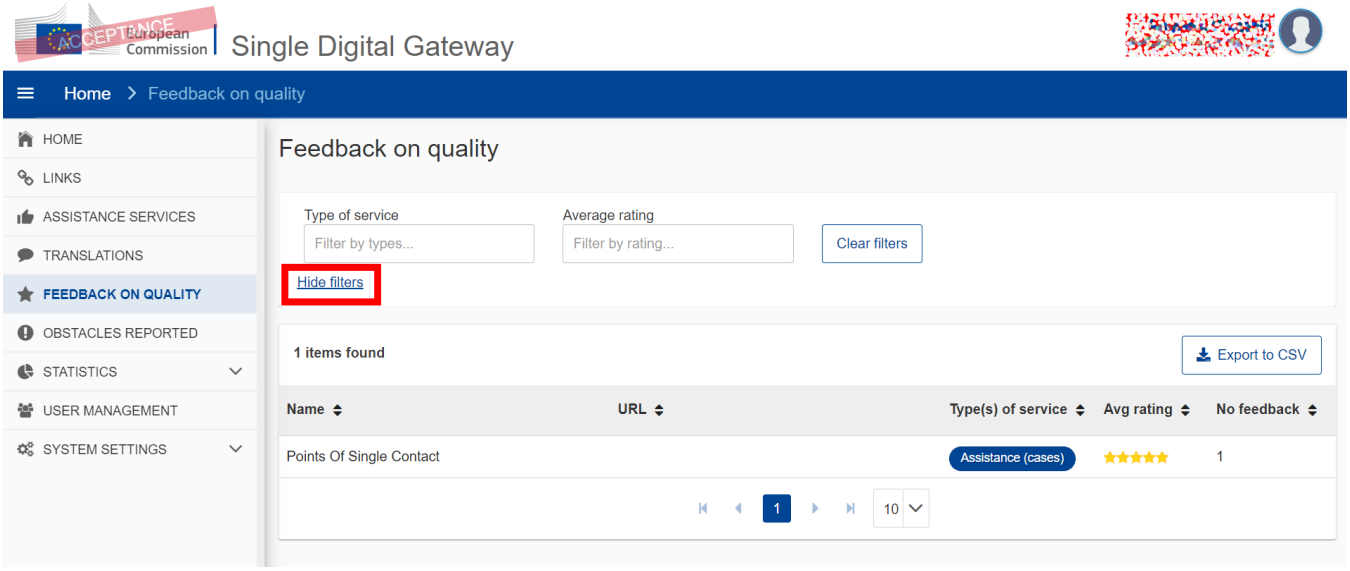


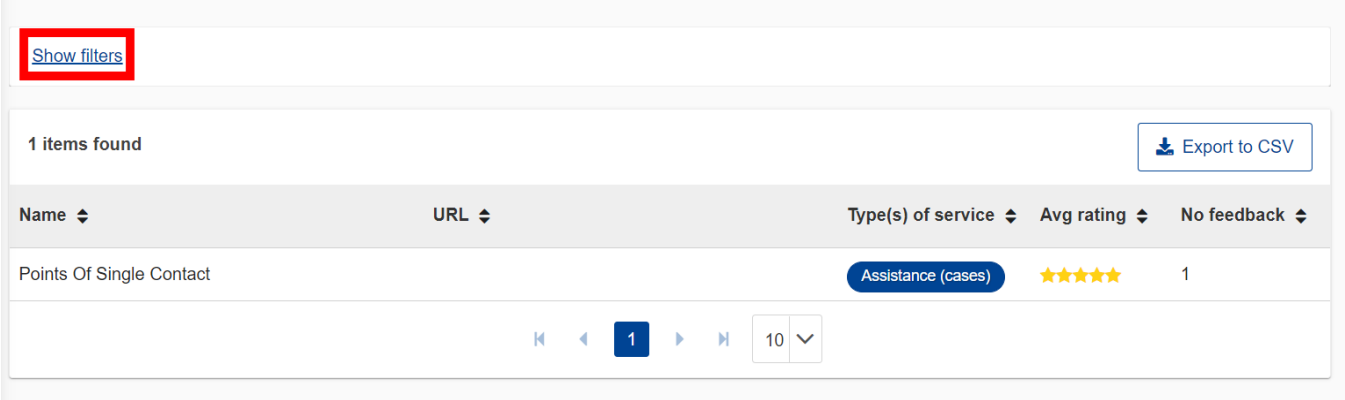
Filters

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**

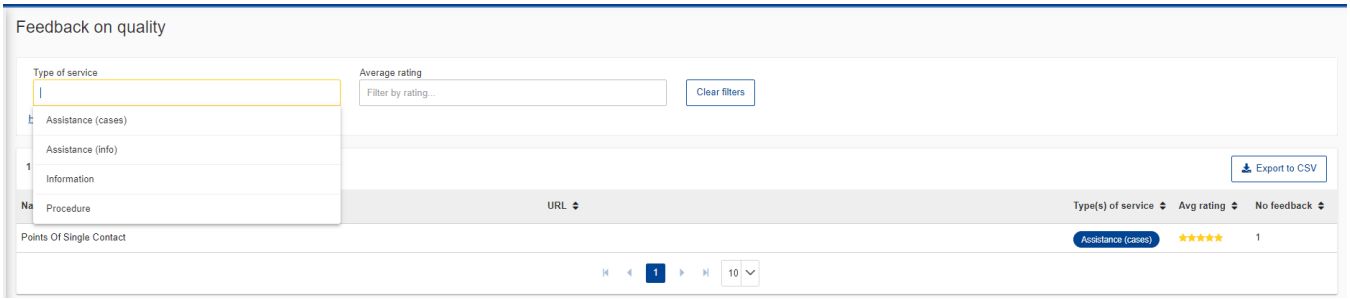


You can press **Hide filters** so you can hide the filters that you have.

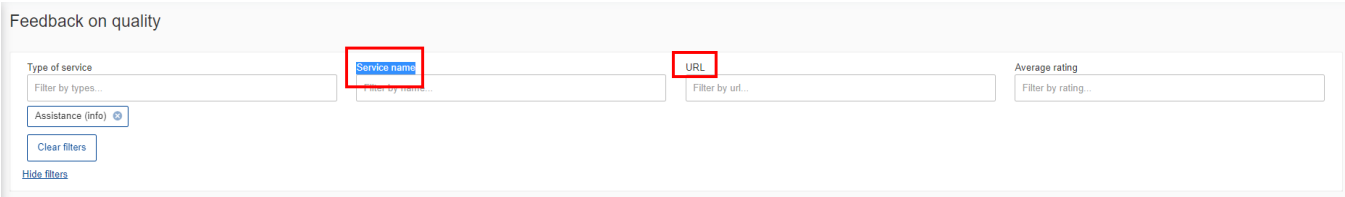




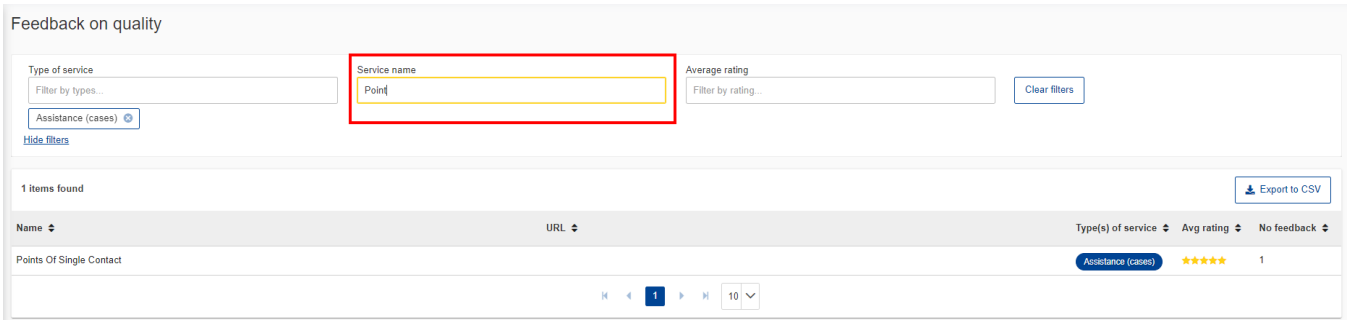
When you click on **Type of service** a drop down it will show up with the options **Assistance (cases), Assistance (info), Information and Procedure**.



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



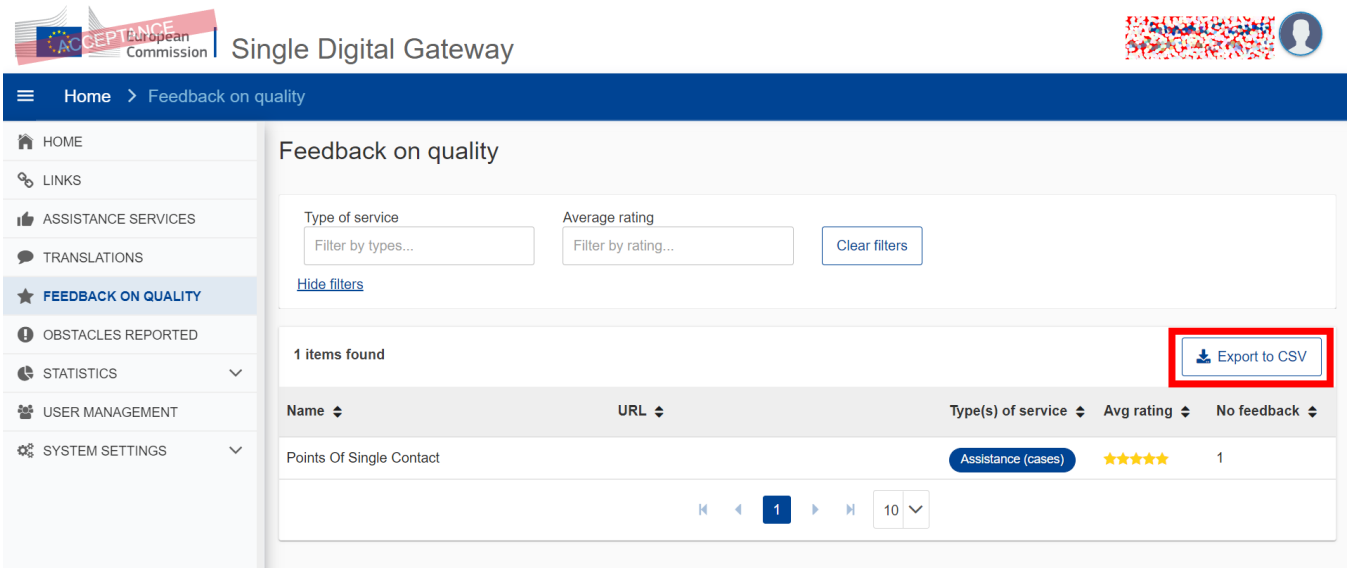
When you input the keyword, for example 'Point' in the **Service Name** filter, it will filter all the services with the keyword 'Point' in the Service name.



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]



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

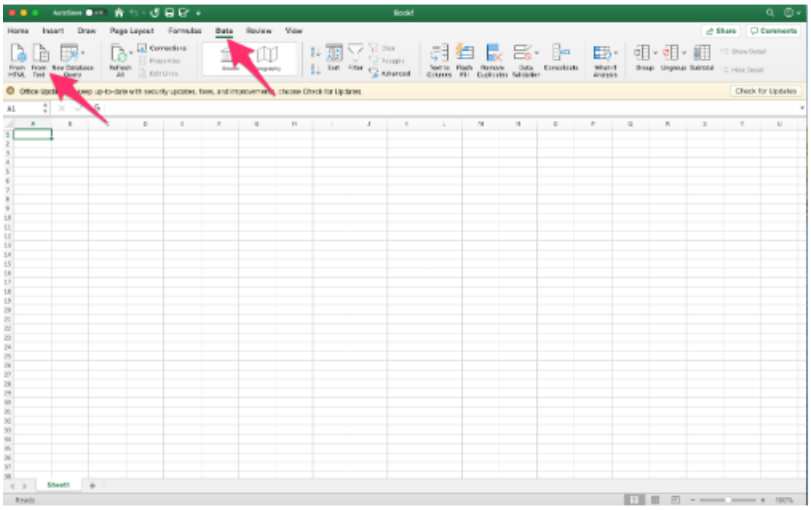
How to open a CSV in an Excel?

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:

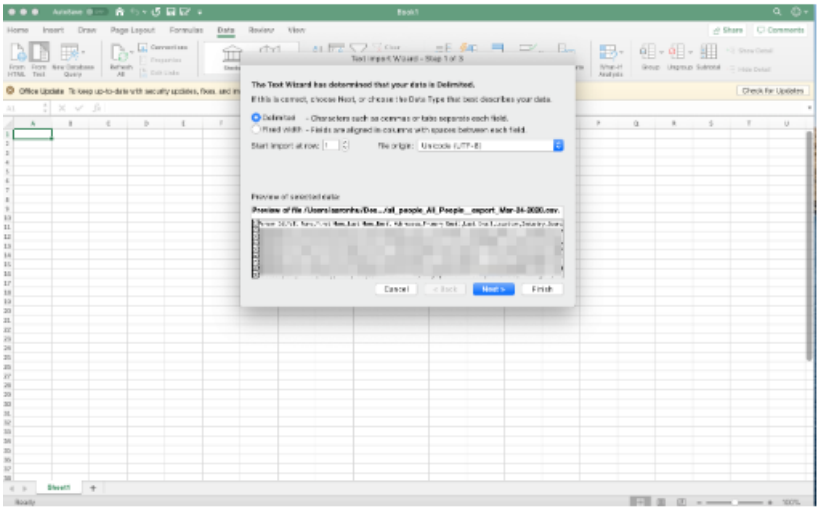
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

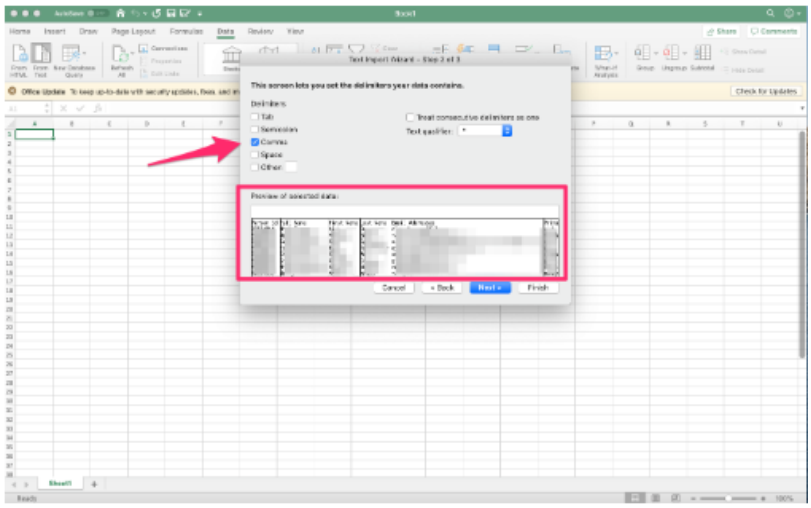


3. Select the CSV file that has the data clustered into one column.

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

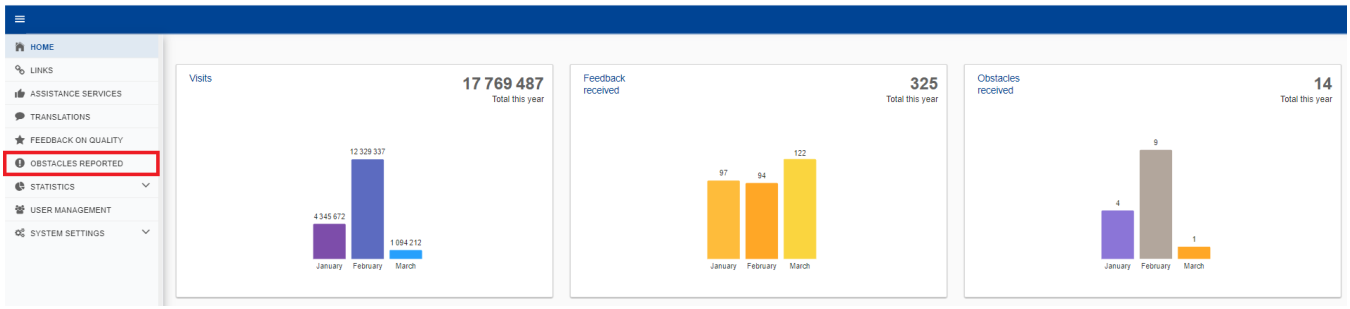
- Obstacles reported
  - How to access the obstacles reported module?
  - How to navigate on obstacles reported module?
    - Filters
    - Export to CSV
    - How to open a CSV in an Excel?
  - How to manage the Status of an Obstacle?
  - How to translate the free text of an Obstacle?

Introduction

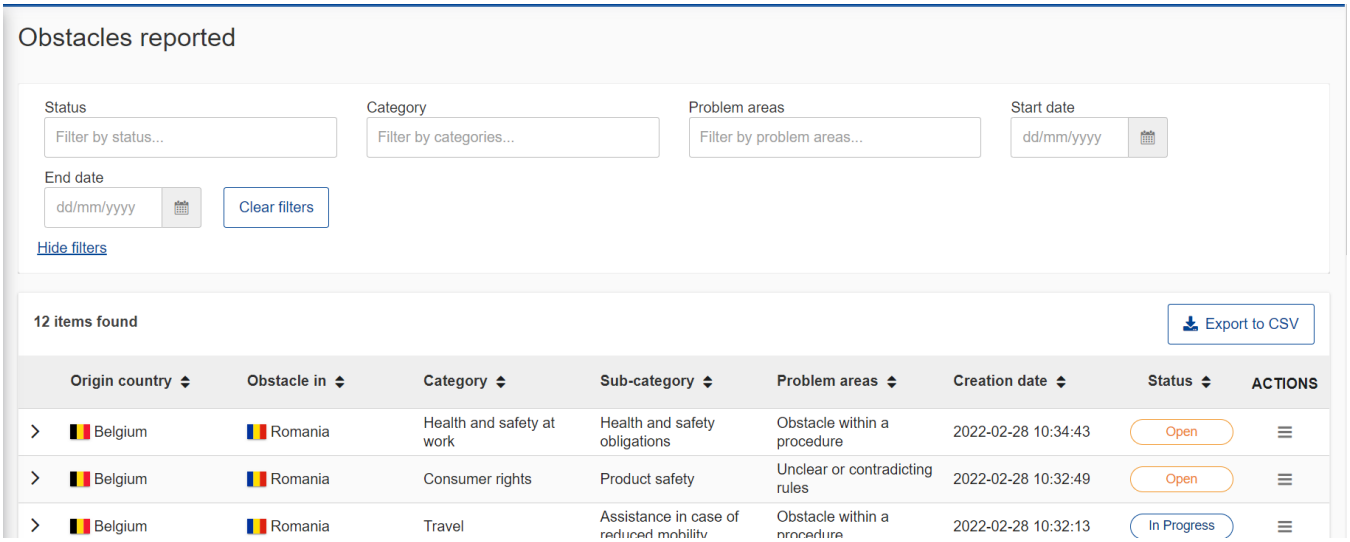
Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available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

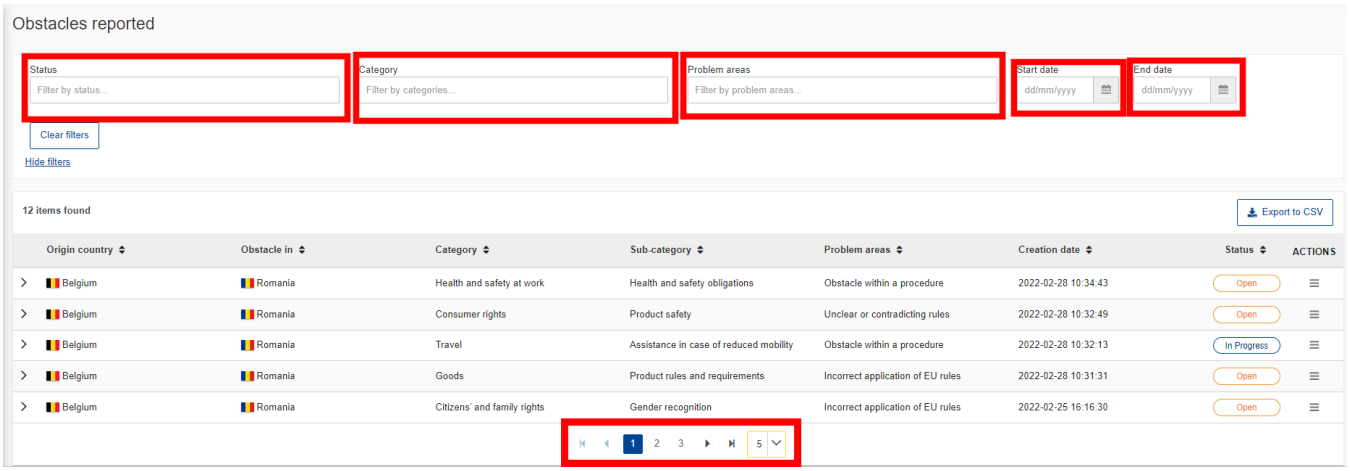


How to navigate on obstacles reported module?

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.

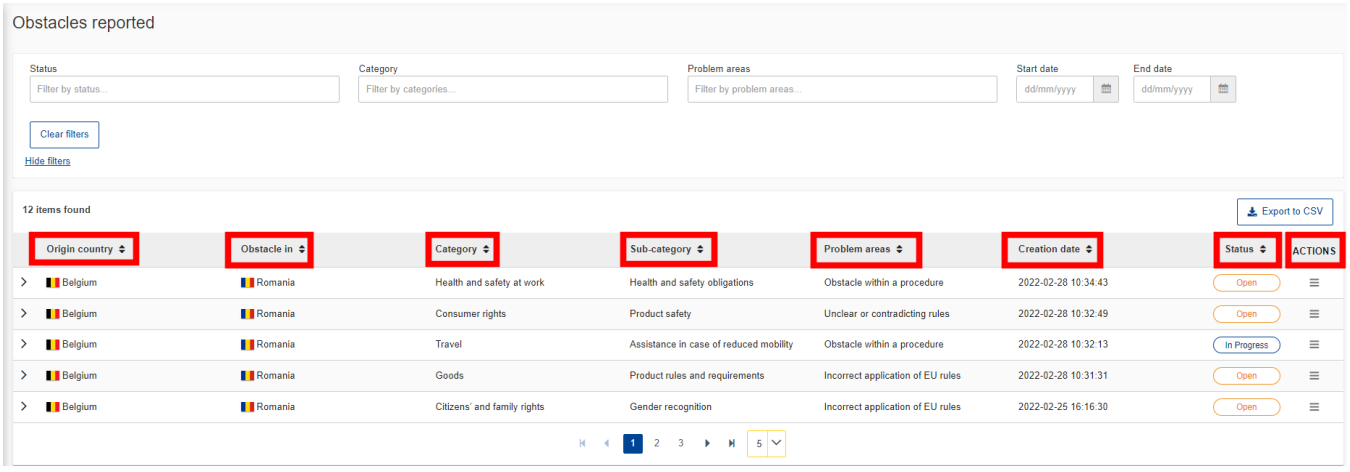
You can also select the number of items displayed on each page, up to 50 items.

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



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

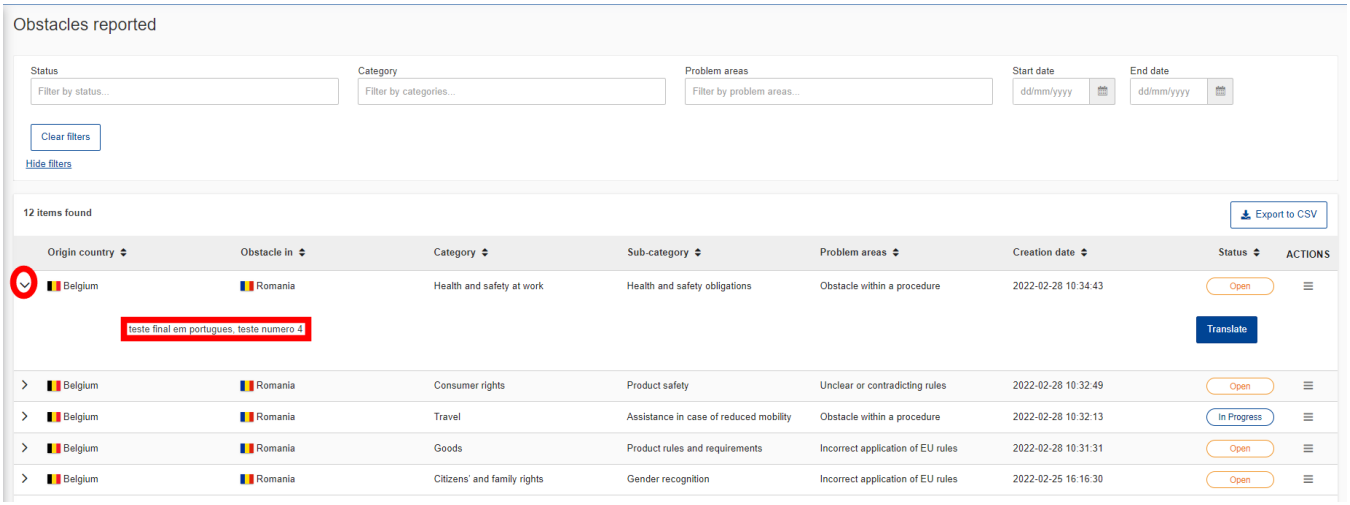
The following fields are available in the table: **Country of origin, Obstacle in** (country), **Category**, **Sub-category, Problem area(s)**, **Creation date, Status** and **Actions.**



Problem area(s) field:

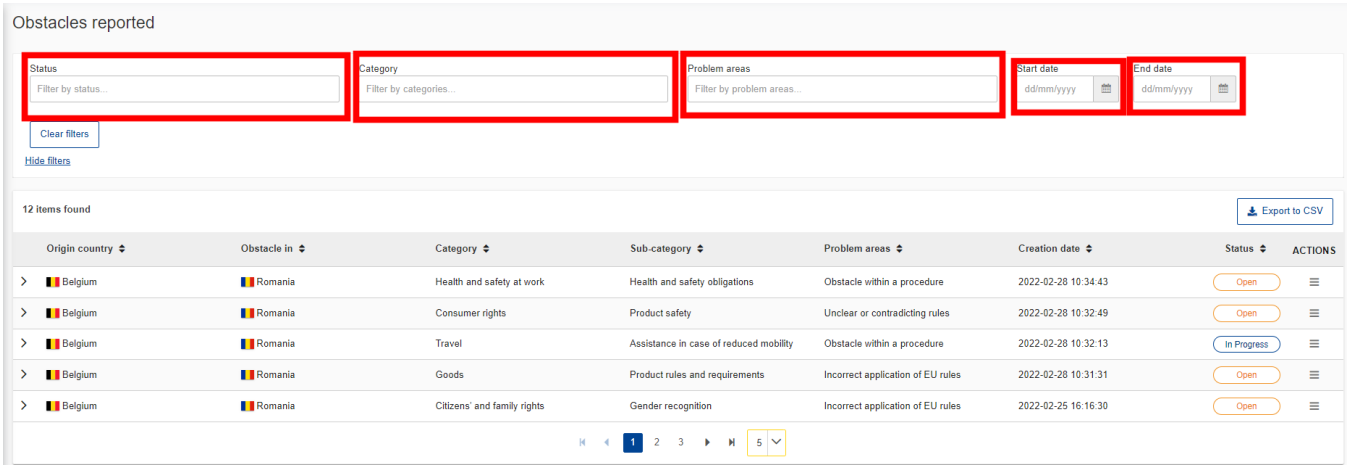
- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

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



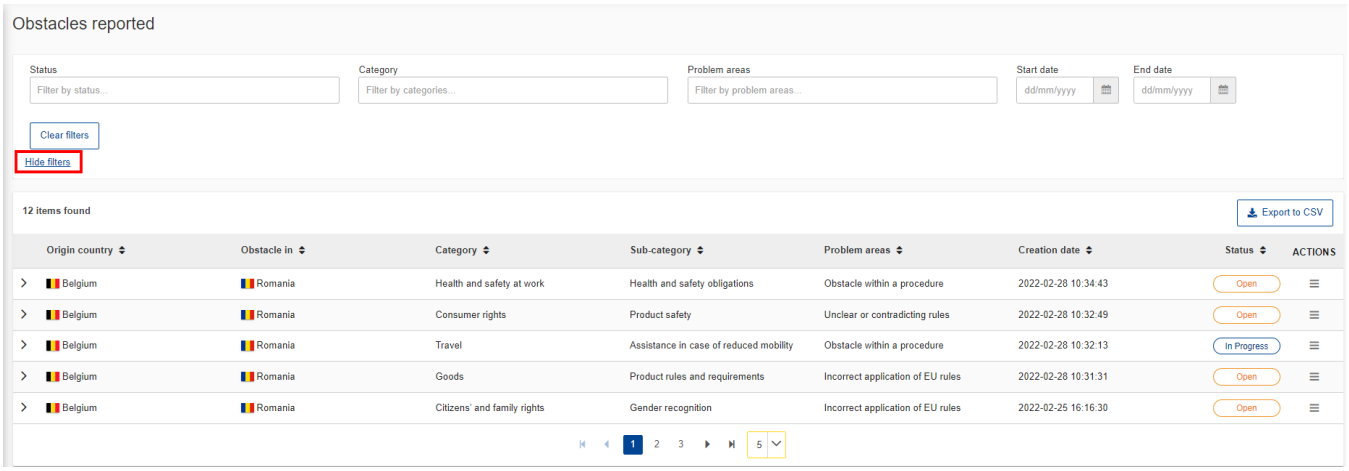
Filters

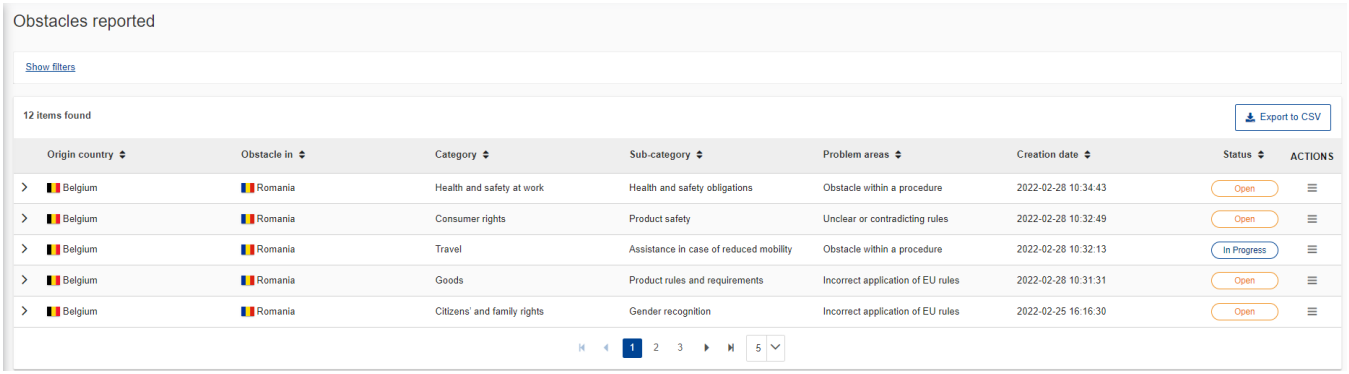
By default you can filter by **Status, Category, Problem area(s)**, **Start Date** and **End Date.**



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

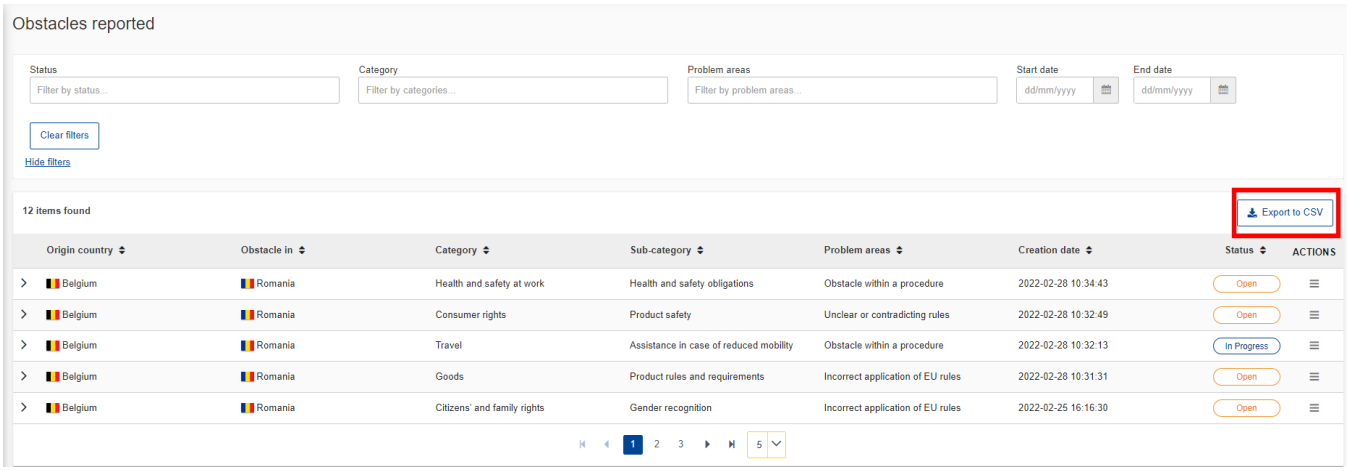
You can press **Hide filters** for them to not show up.





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]



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

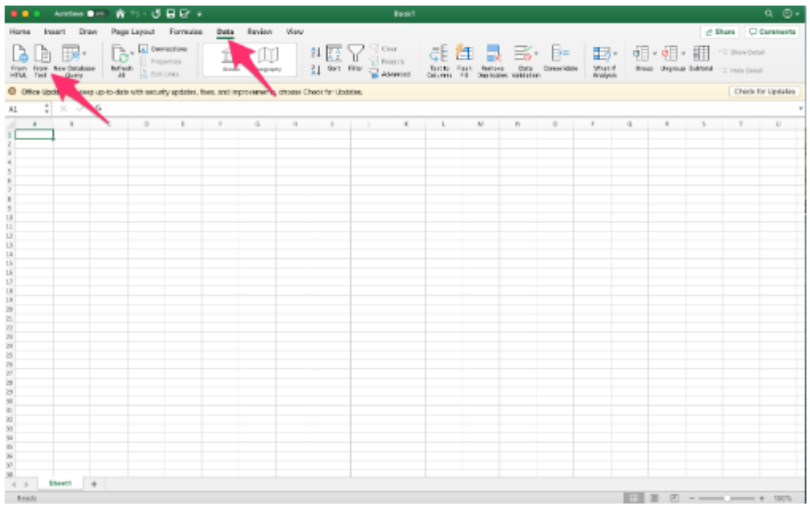
How to open a CSV in an Excel?

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:

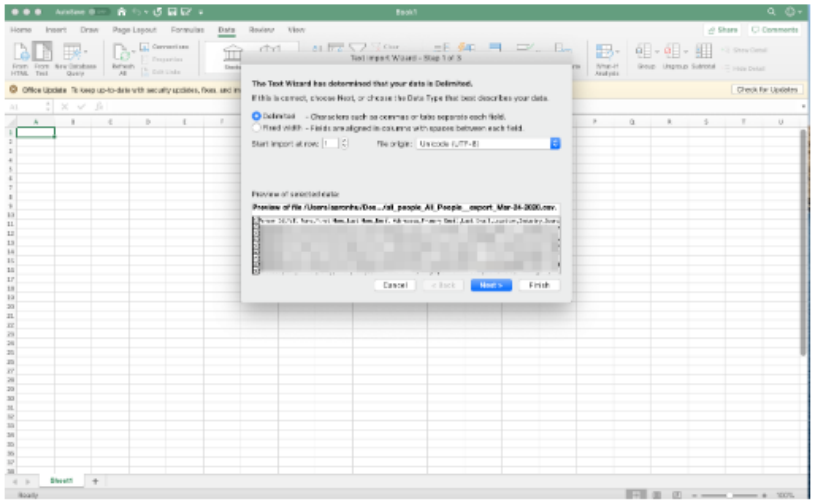
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

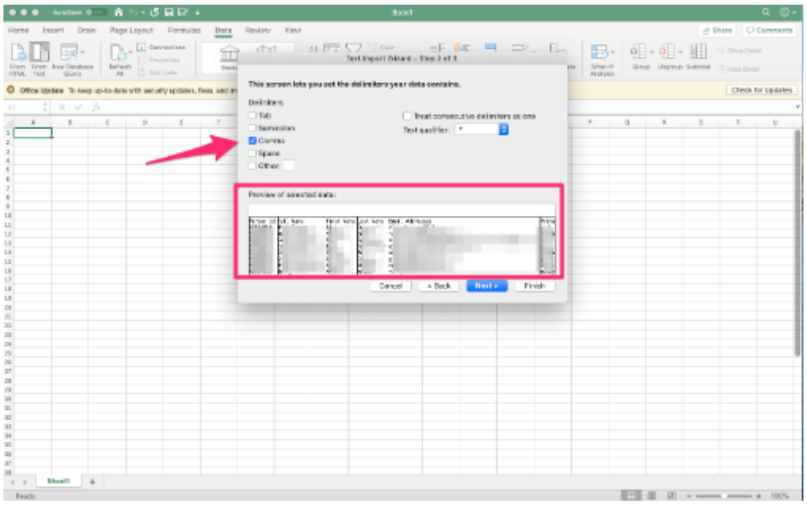


3. Select the CSV file that has the data clustered into one column.

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.

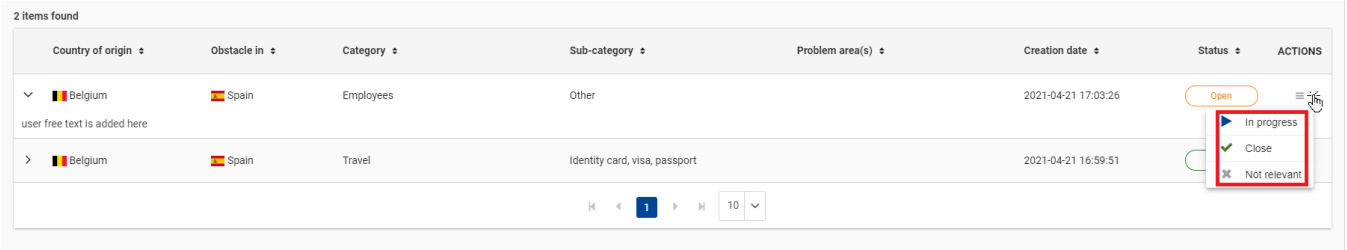


6. Finally, click Finish.

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.



The following statuses are available for each obstacle:

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

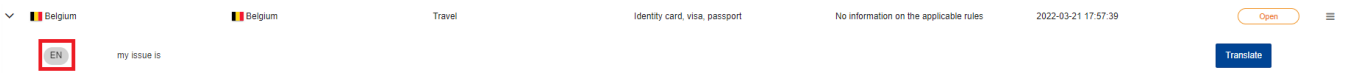
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

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?

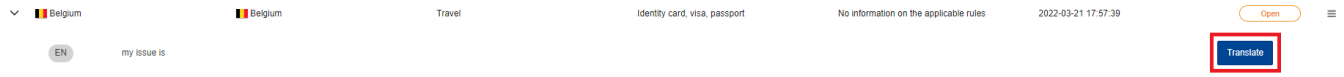
You can translate any free text in a given obstacle to a language of your preference.

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.

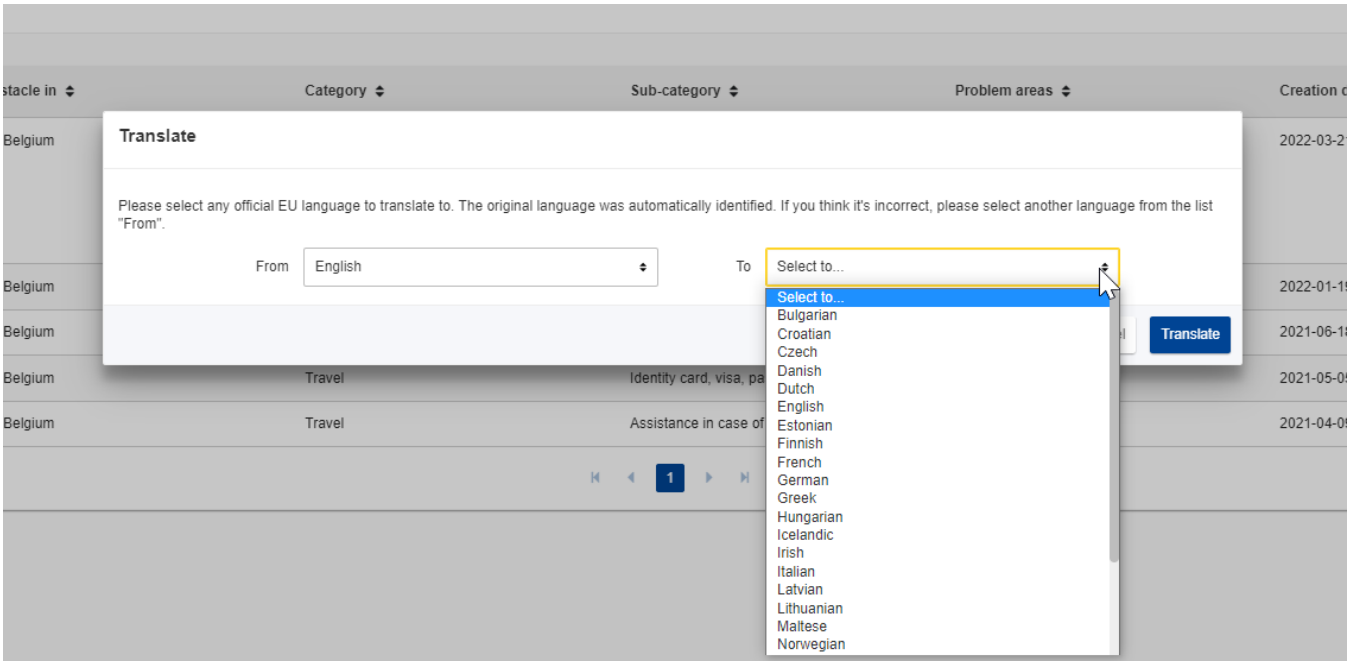


In case the original language is not identified or wrongly identified you can also select the original language.

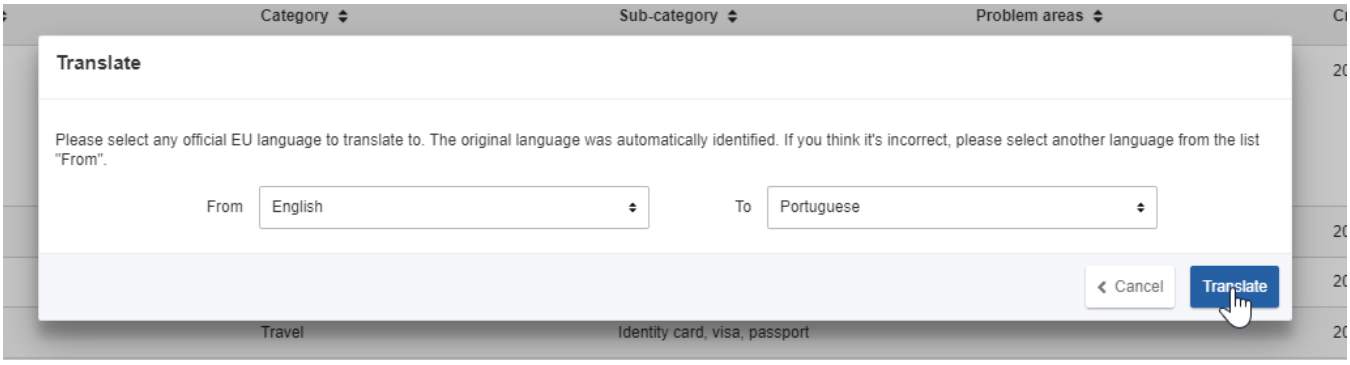
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



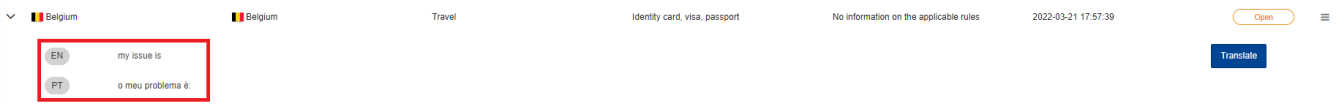
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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?
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  - FOQ - Online Procedures
    - How to use the Filters
      - First Level
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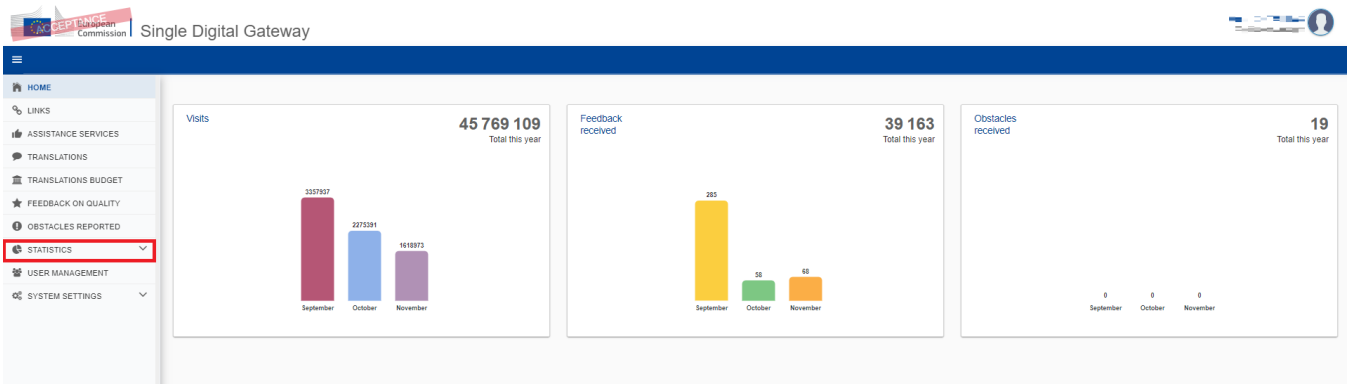
      - First Level
      - Second Level
    - What can we consult in Feedback on Quality - Online Procedures tab?
      - First Level
      - Second Level
  - FOQ - Assistance Services Cases
    - How to use the Filters
      - First Level
      - Second Level
    - Cascading filters
      - First Level
      - 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

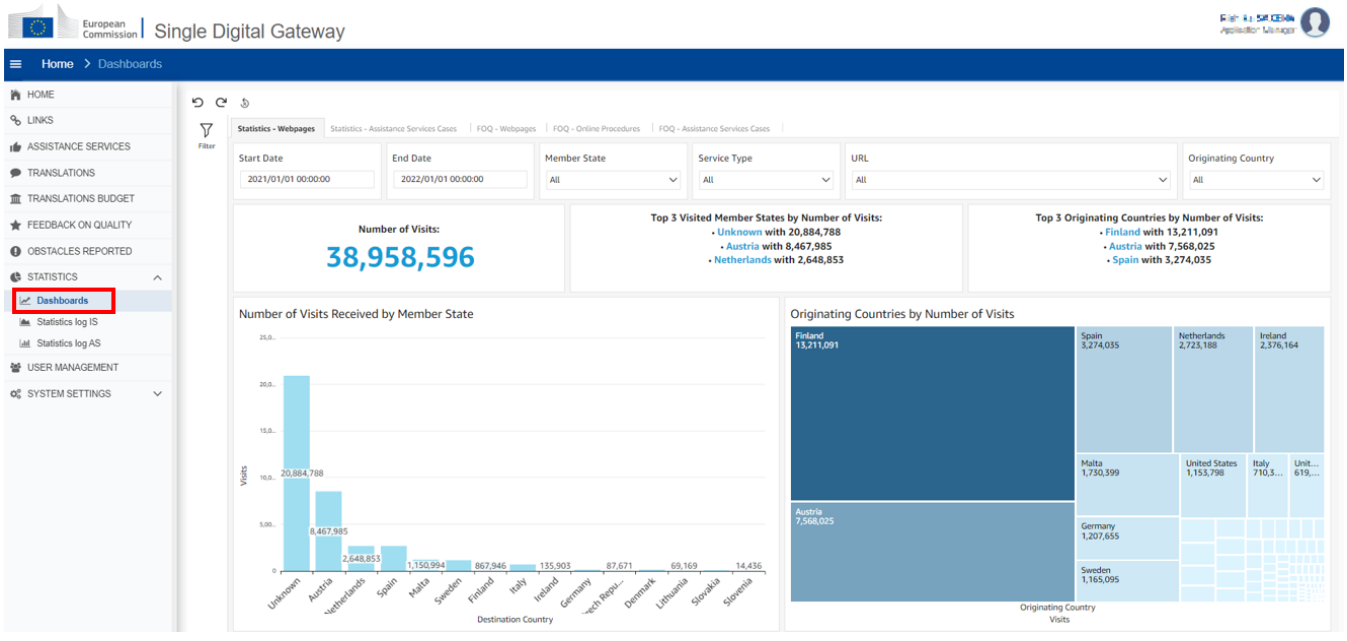
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

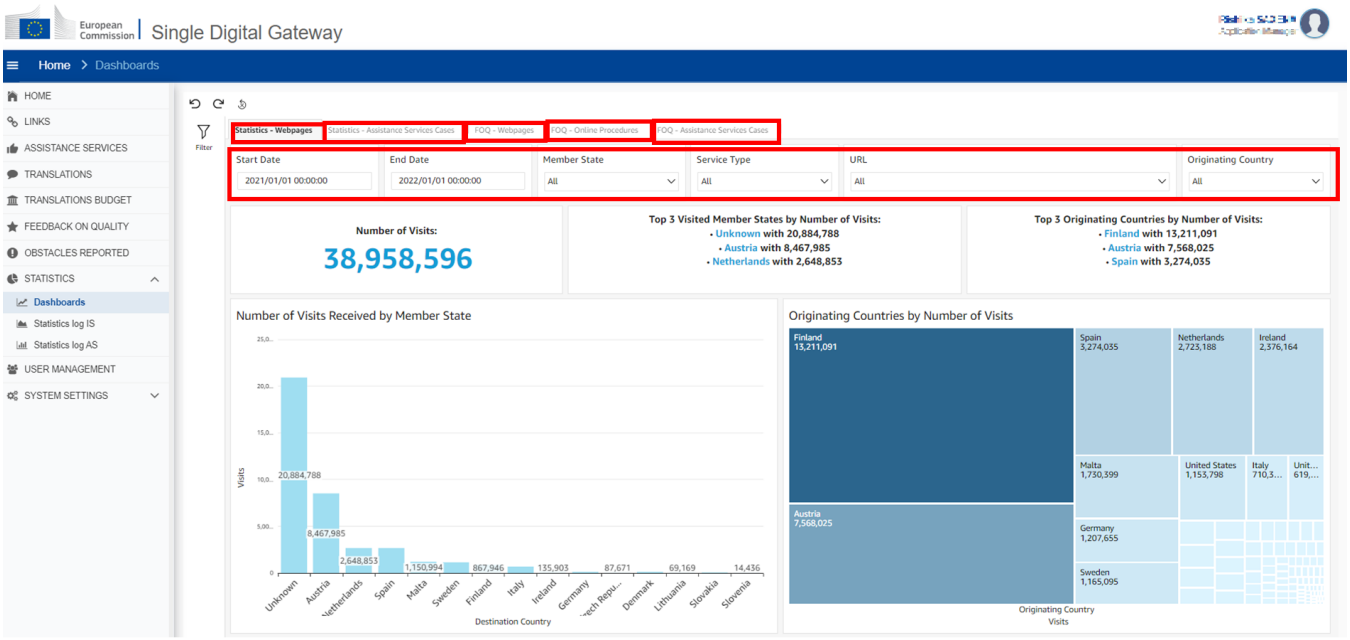


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

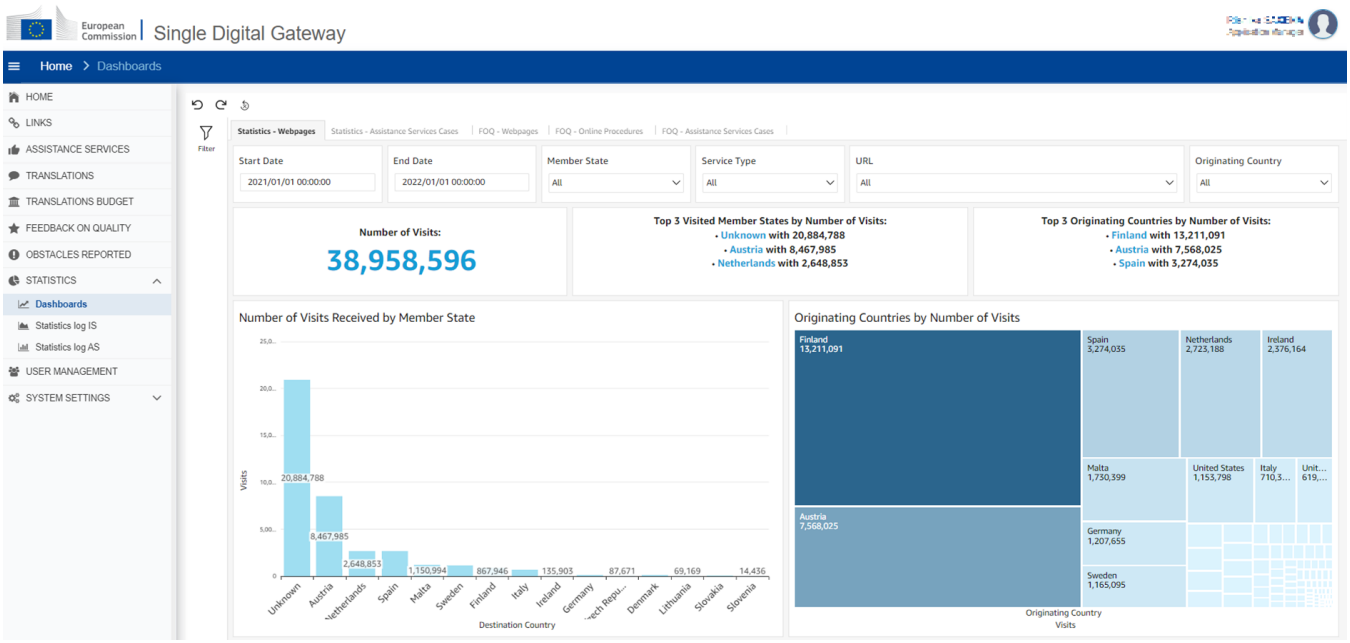
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



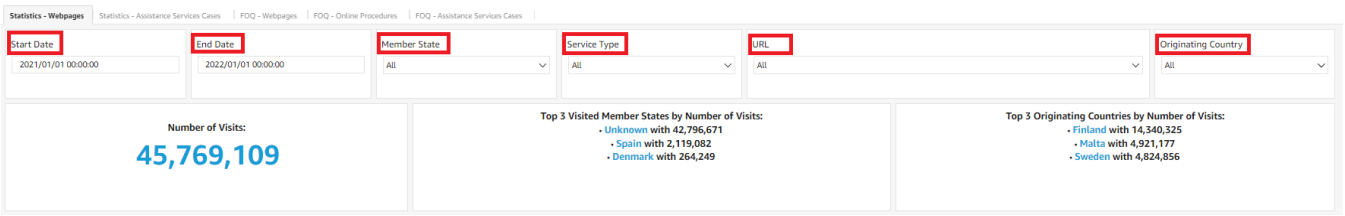
Statistics - Webpages

How to use the Filters

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

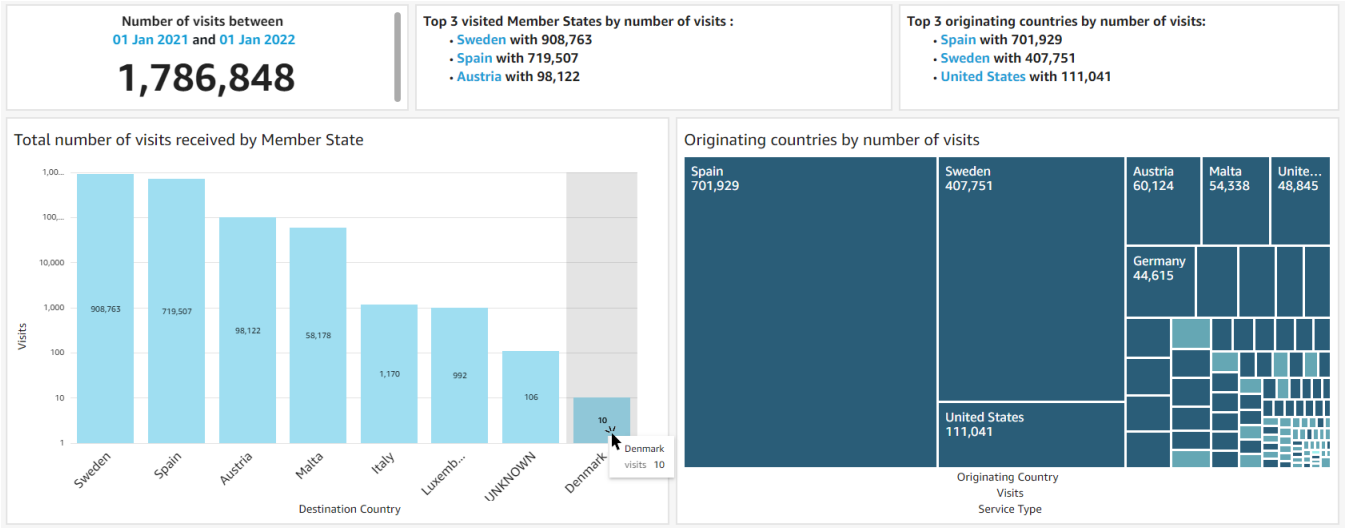


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.



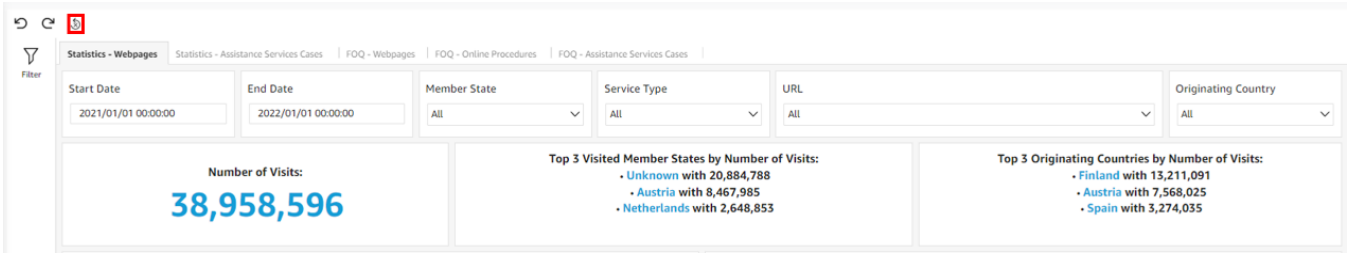
You can also drill down by just clicking on any chart for a desired value.

Before:



After:

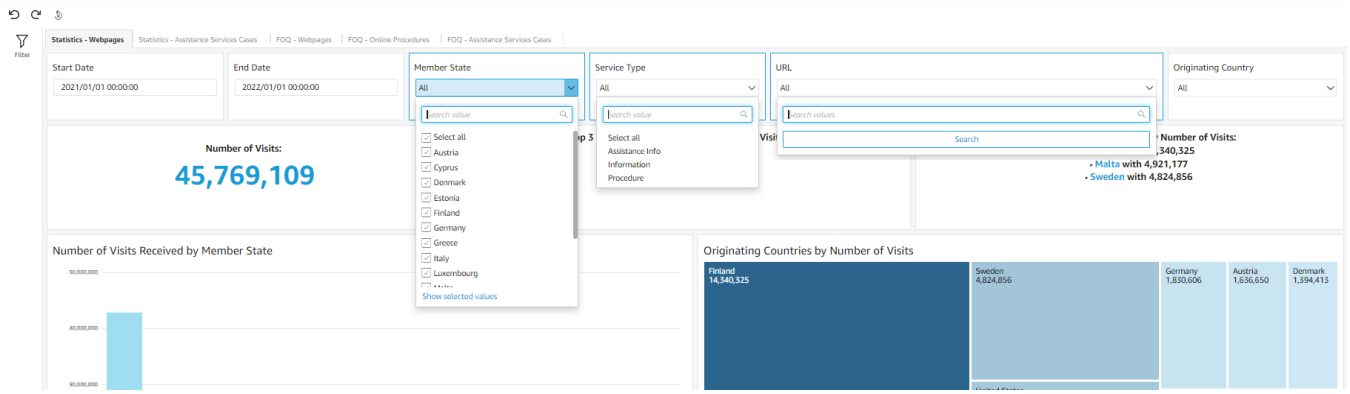
You can reset all filters you have added by clicking on the top left corner.



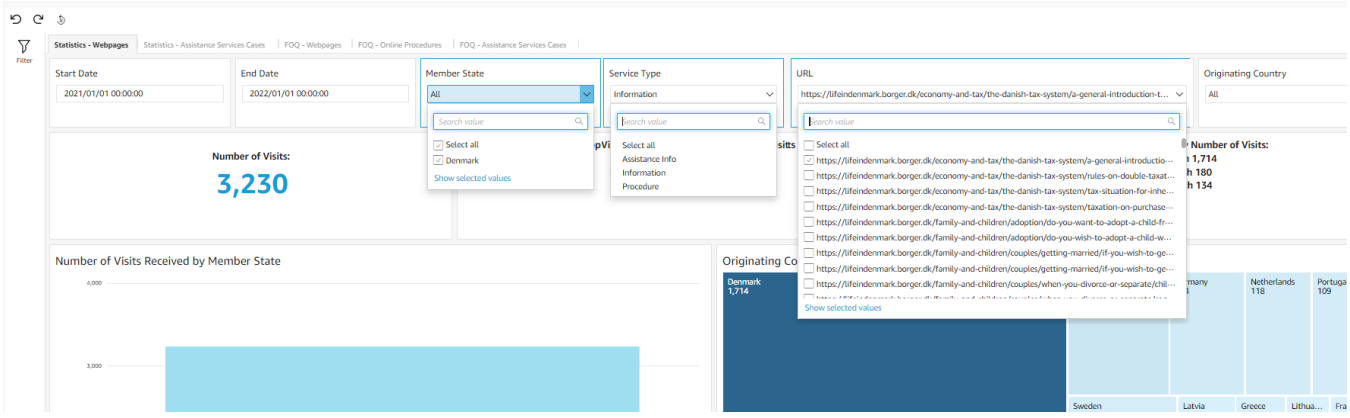
Cascading filters

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:



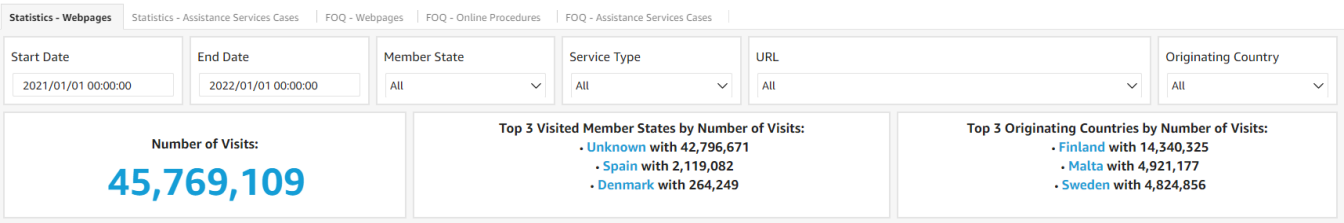
What can we consult in Statistics - Webpages tab?

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.

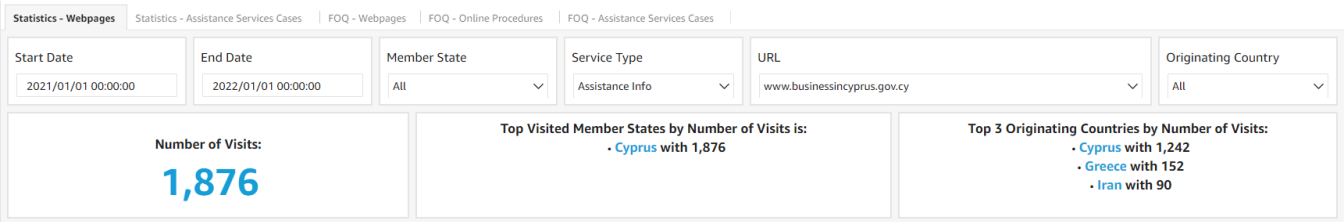
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

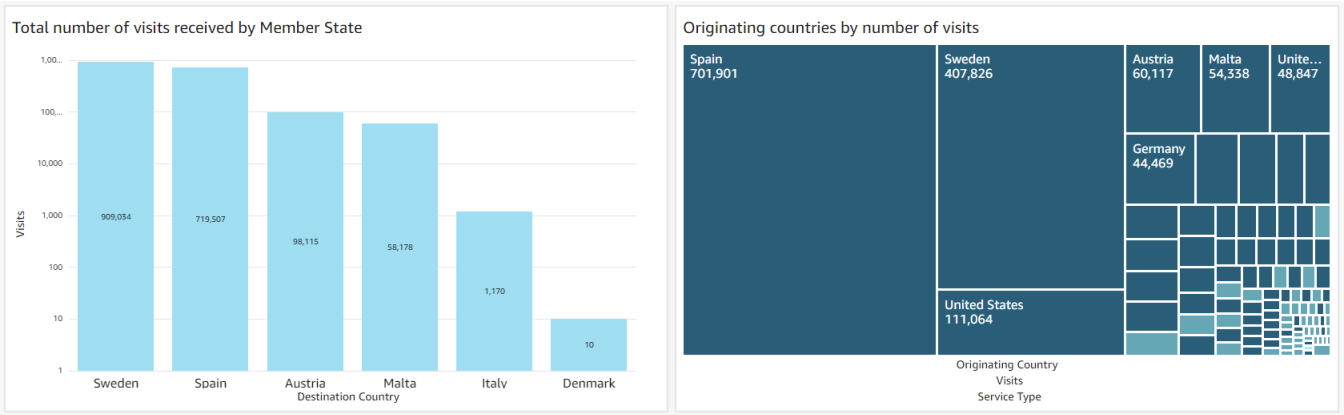


With filters applied:

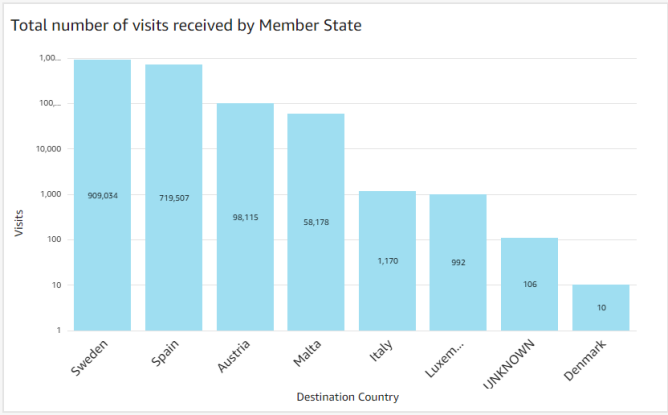


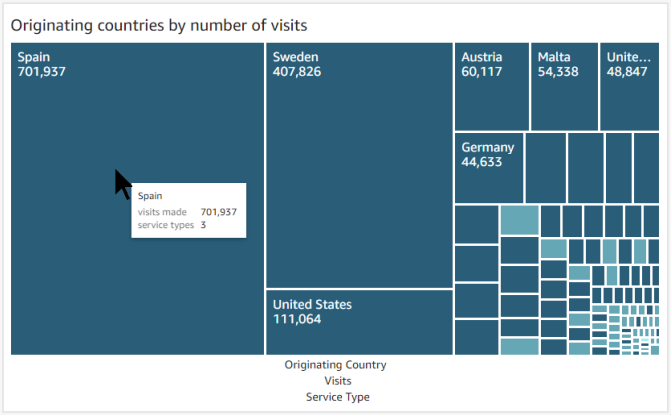
On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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



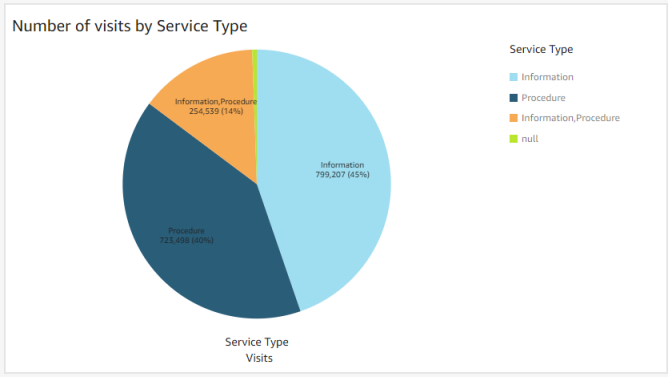
You can hover your cursor on top of the charts to get more details.

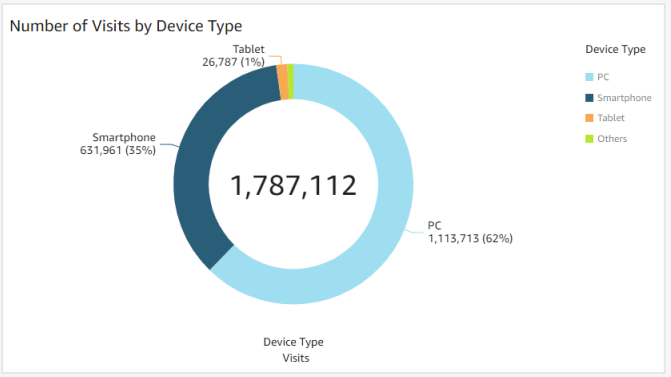




Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Number of visits by Device type**.

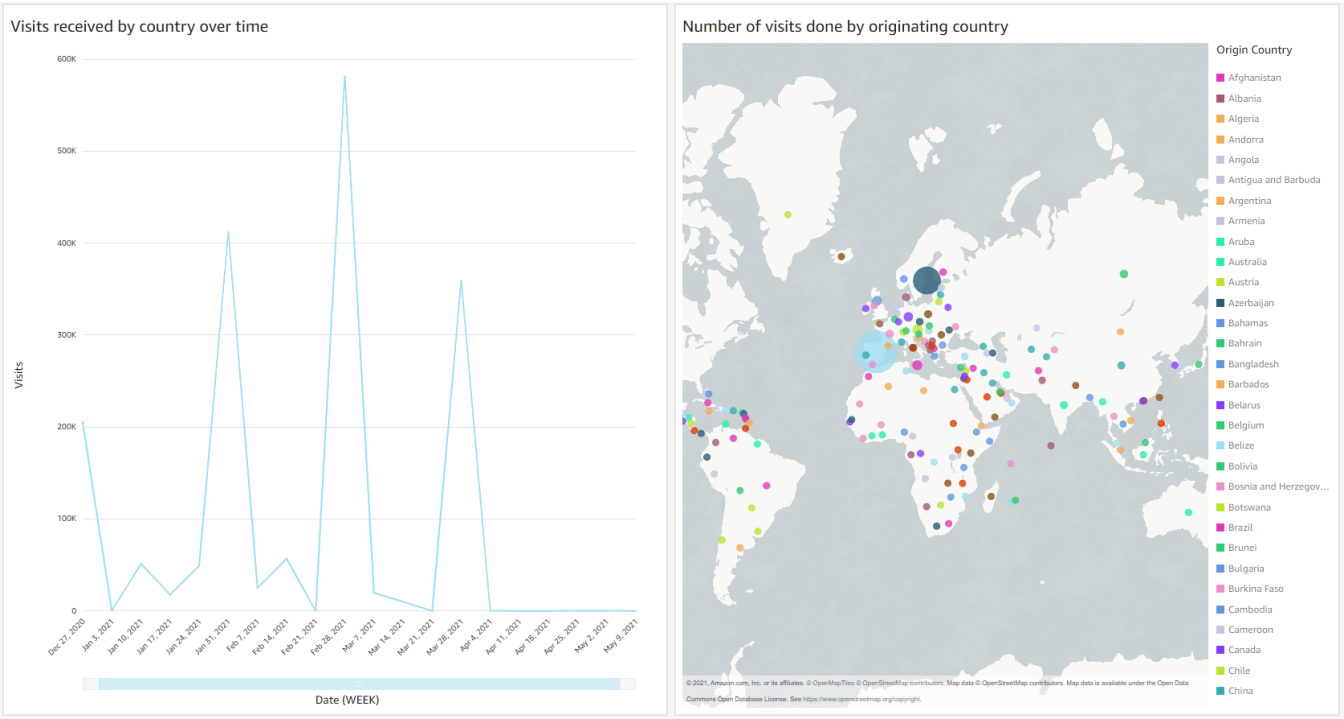
Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.





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.

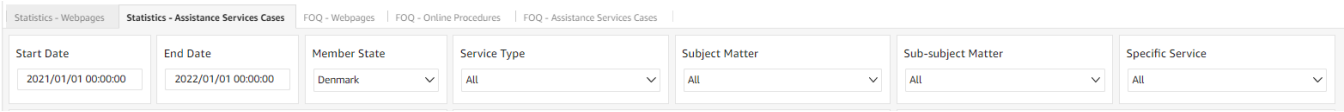


Statistics - Assistance Services Cases

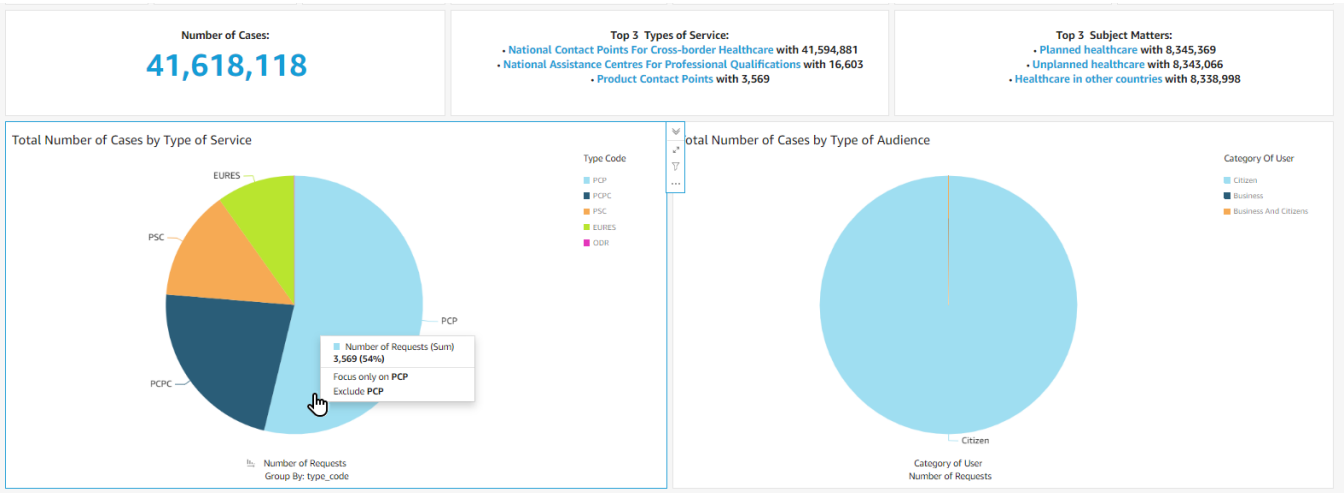
How to use the Filters

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**.



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

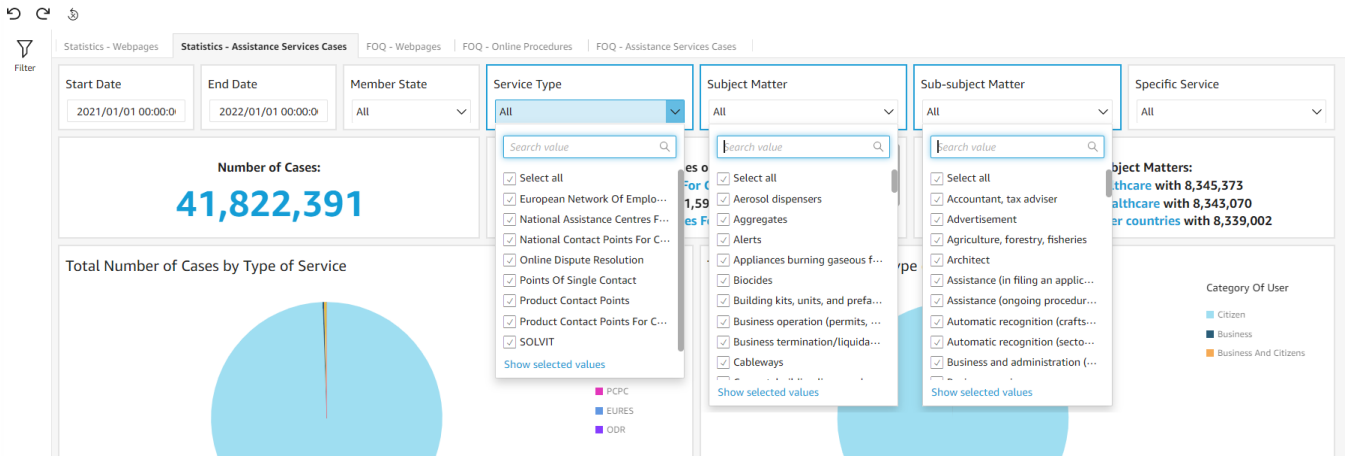


You can reset all filters you have added by clicking on the top left corner.

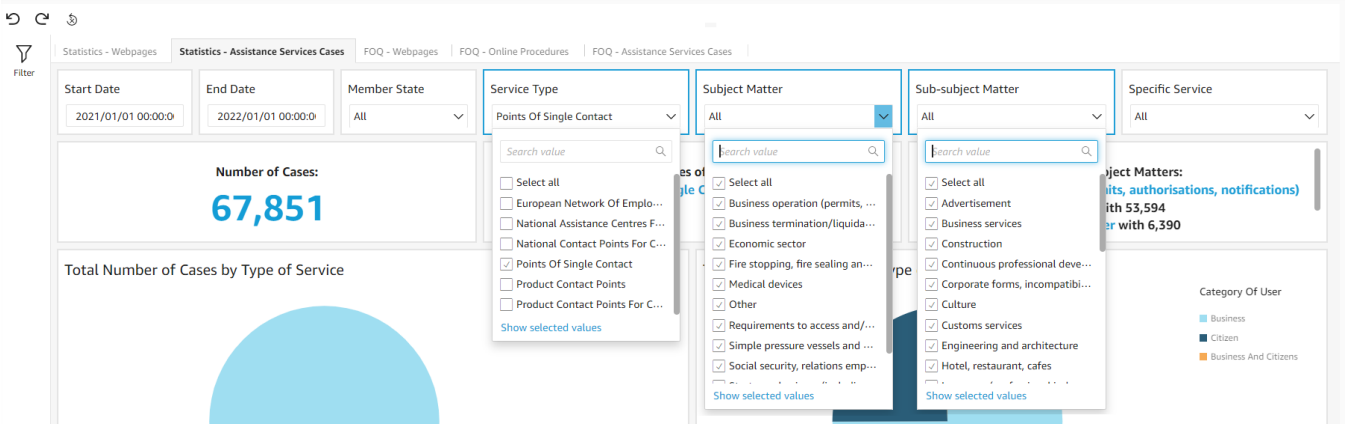
Cascading filters

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:



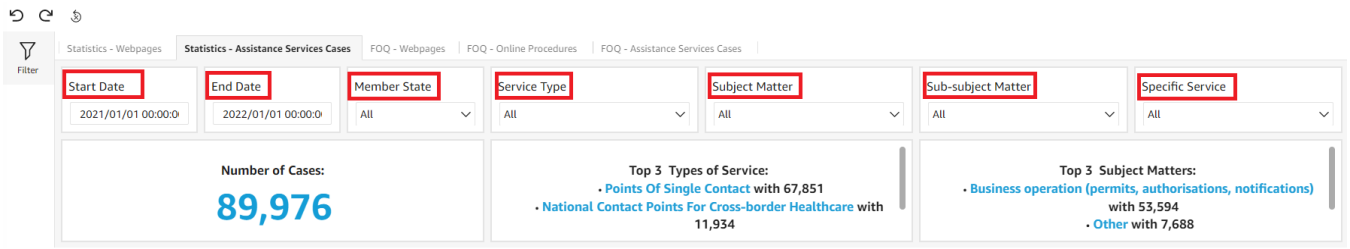
What can we consult in Statistics - Assistance services cases tab?

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.

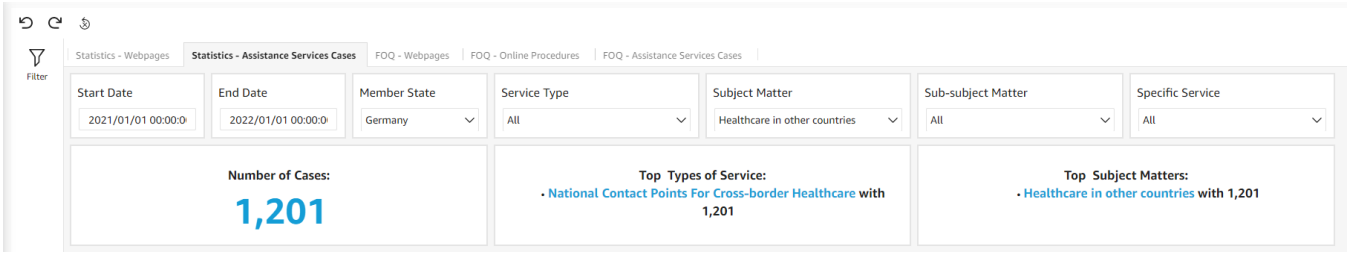
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date**, **Top 3 Types of Service, Top 3 Subject matters.**

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:

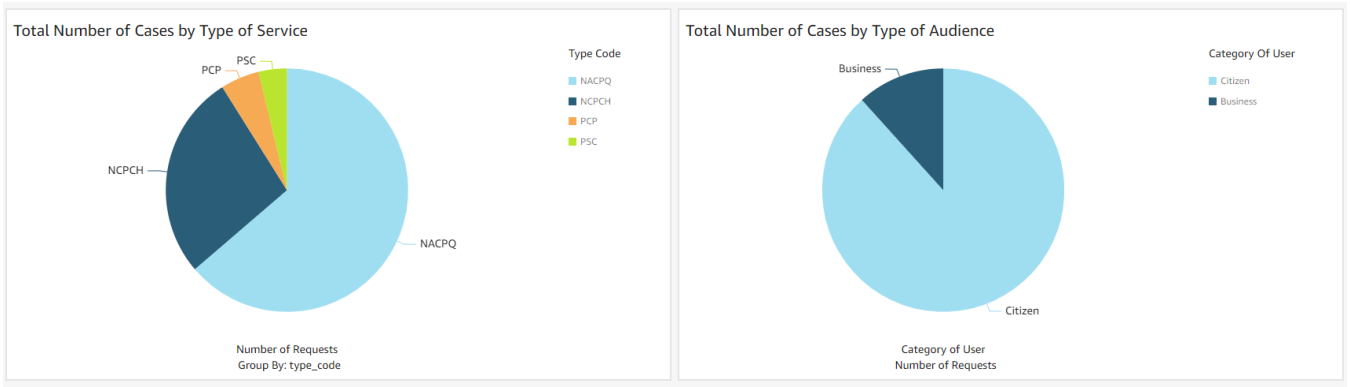


With Filters Applied:

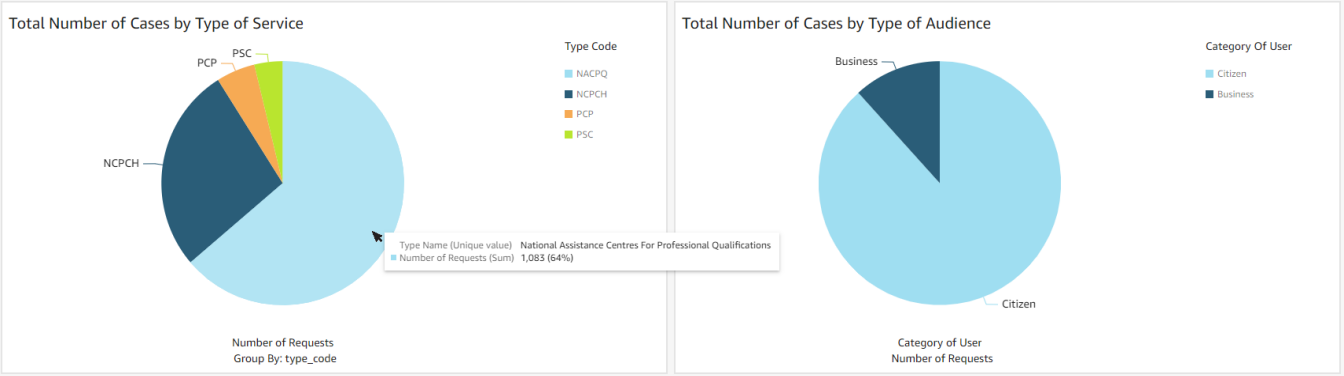


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

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

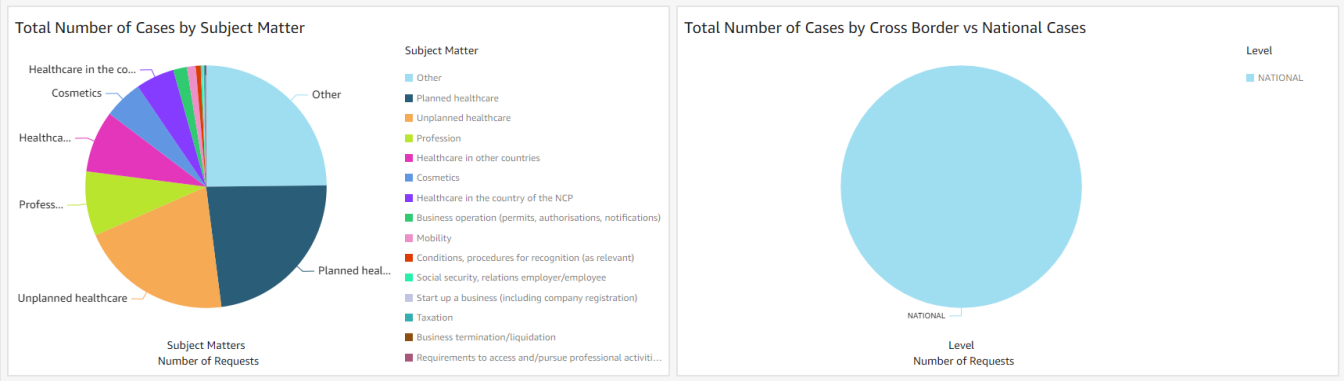


You can hover your cursor on top of the charts to get more details.



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

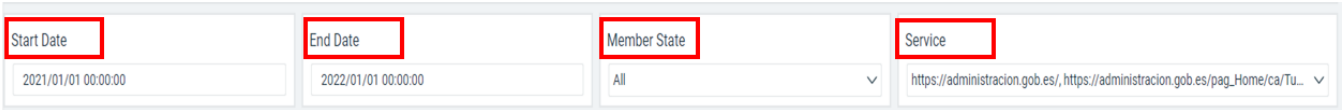


You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

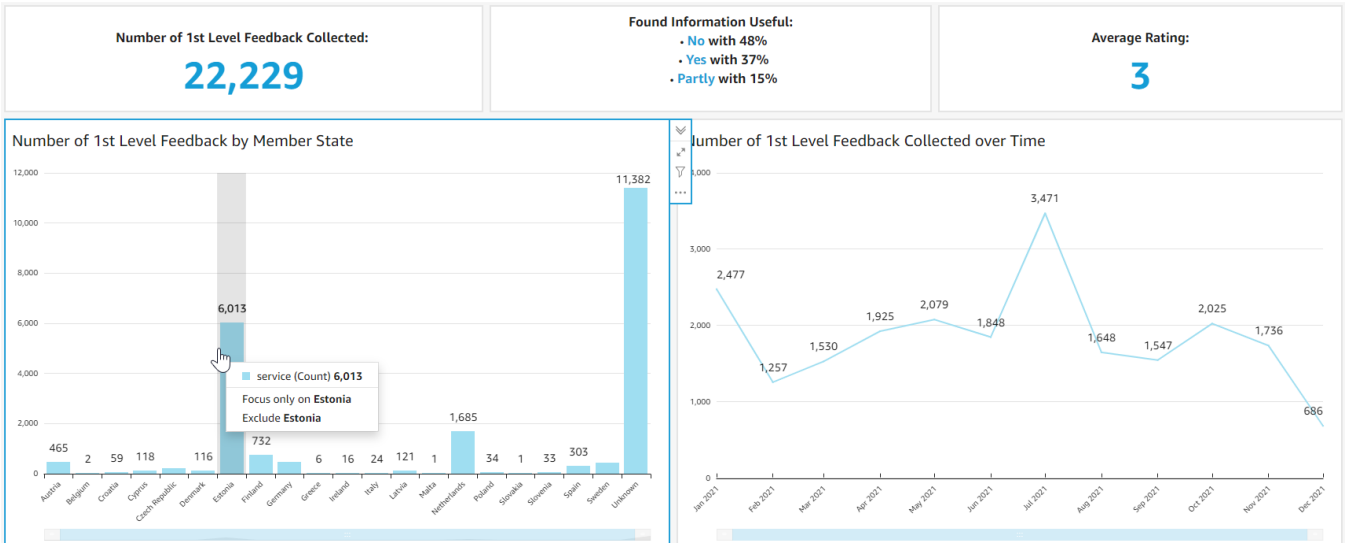
FOQ - Webpages

How to use the Filters

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

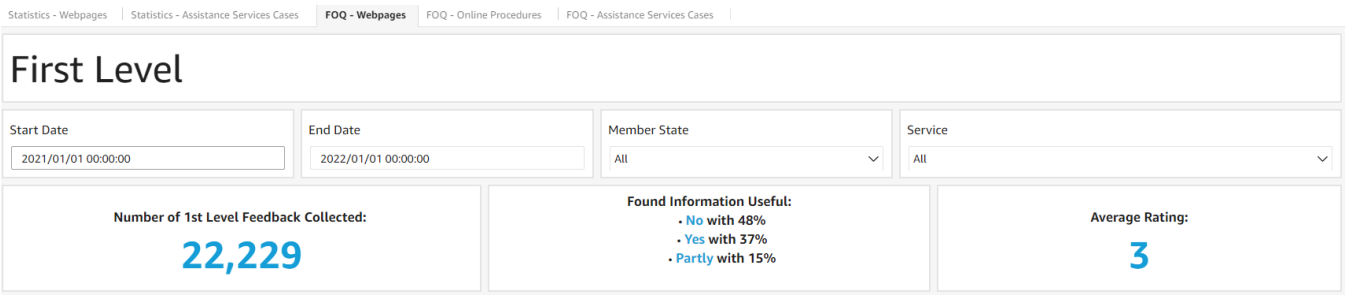


You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

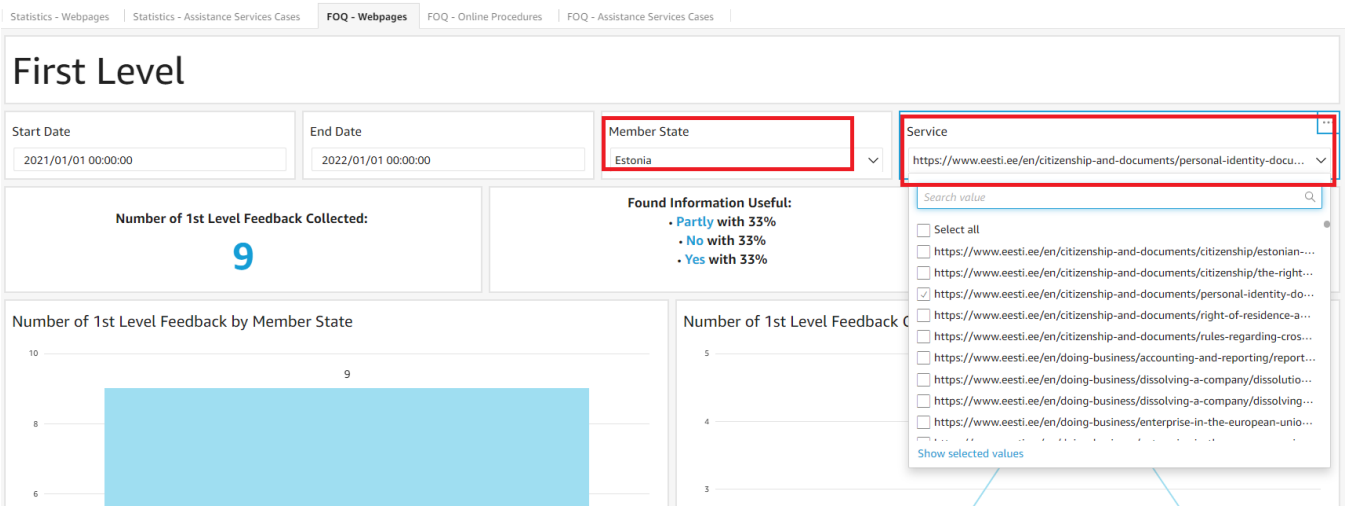


First Level

Before:

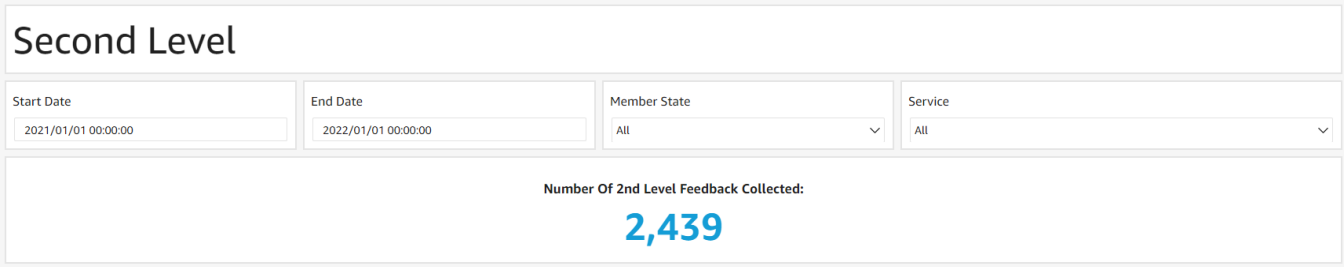


After:

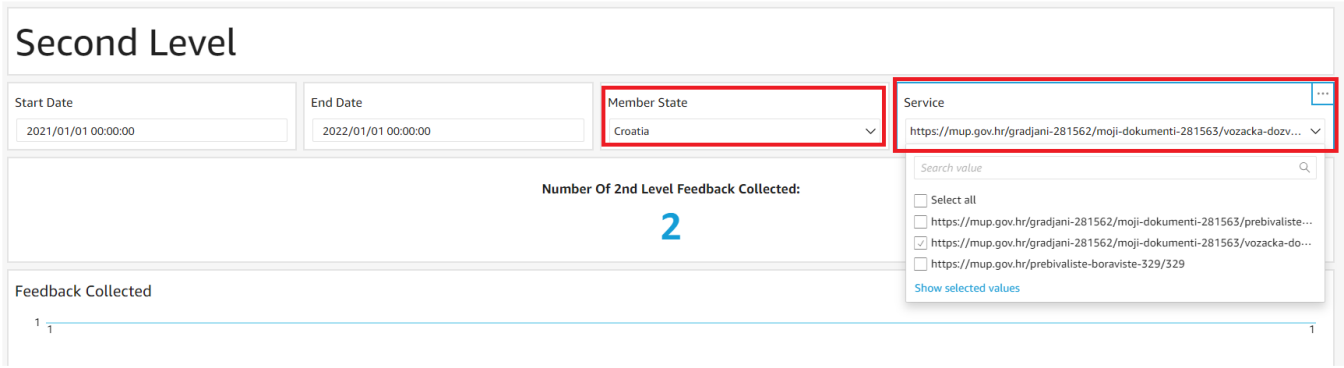


Second Level

Before:



After:



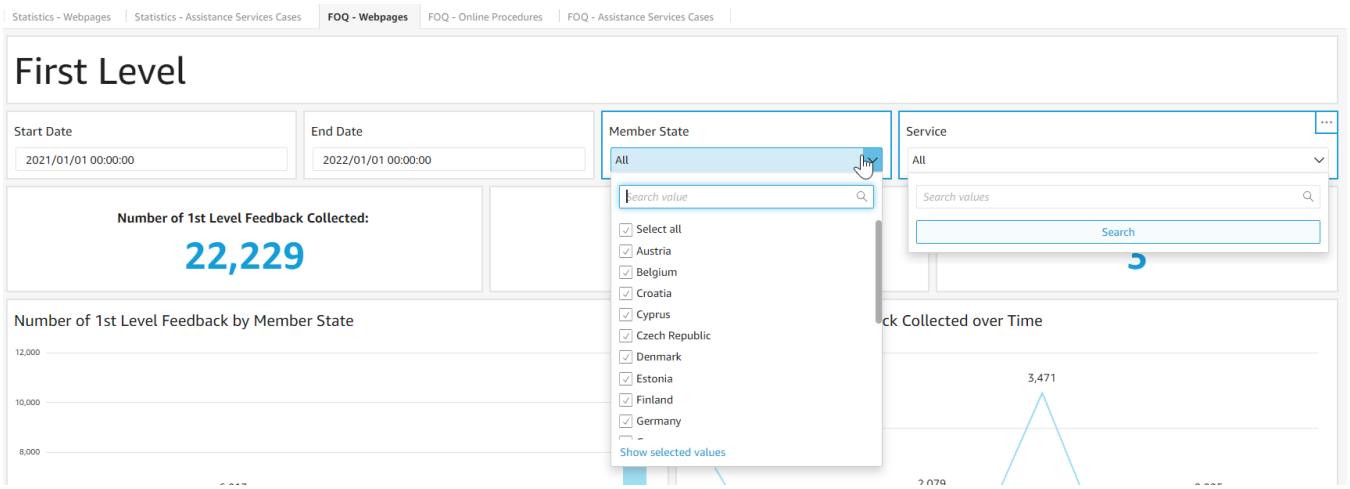
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

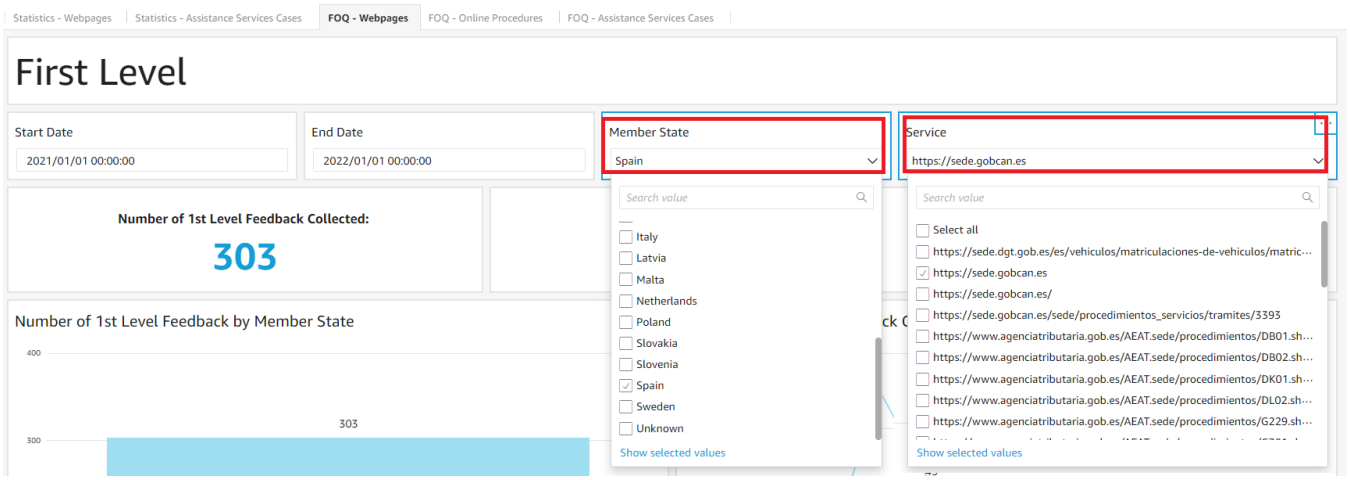
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

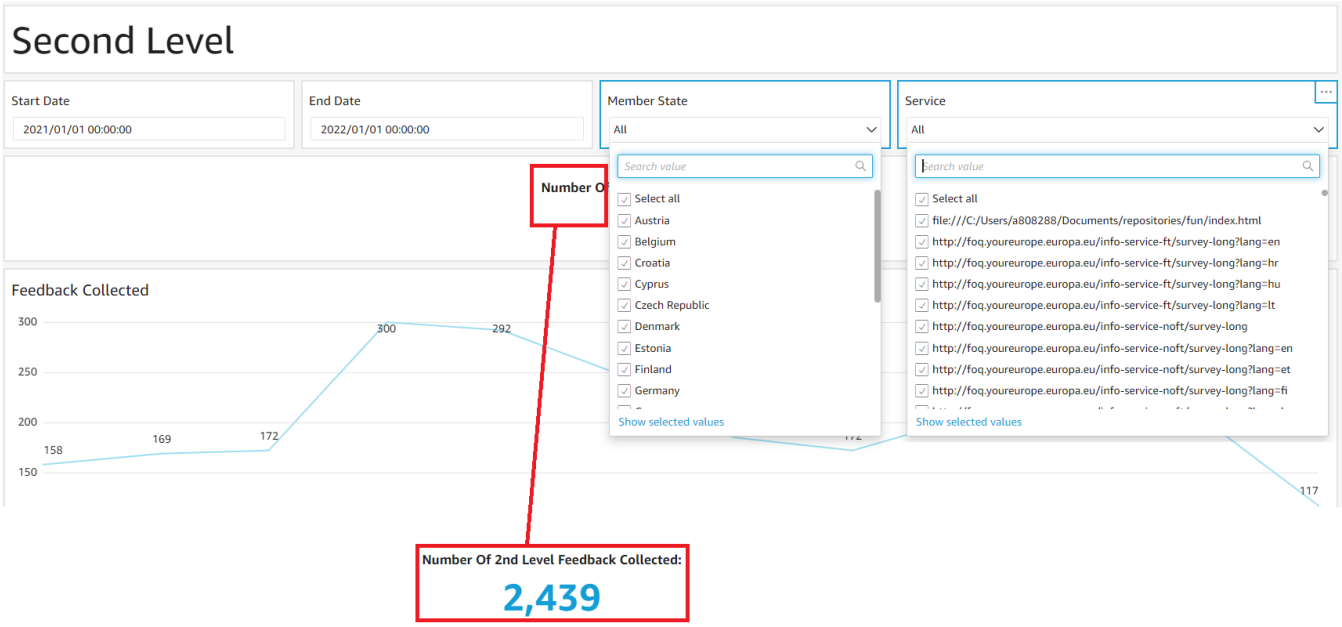


After:

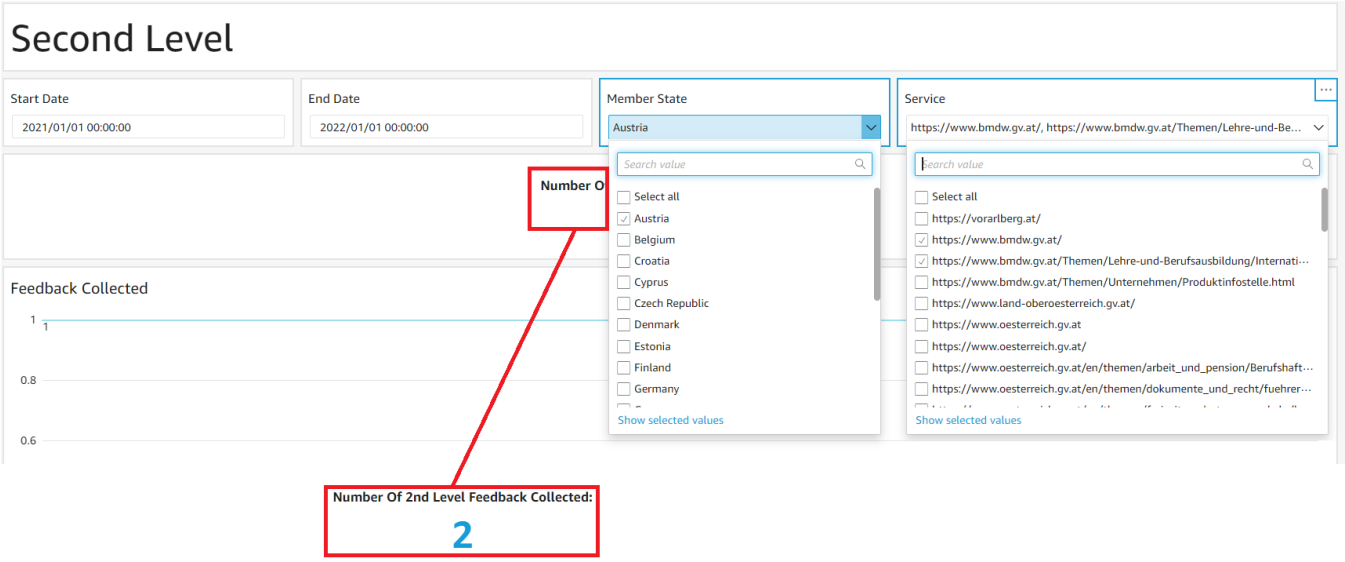


Second Level

Before:



After:



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

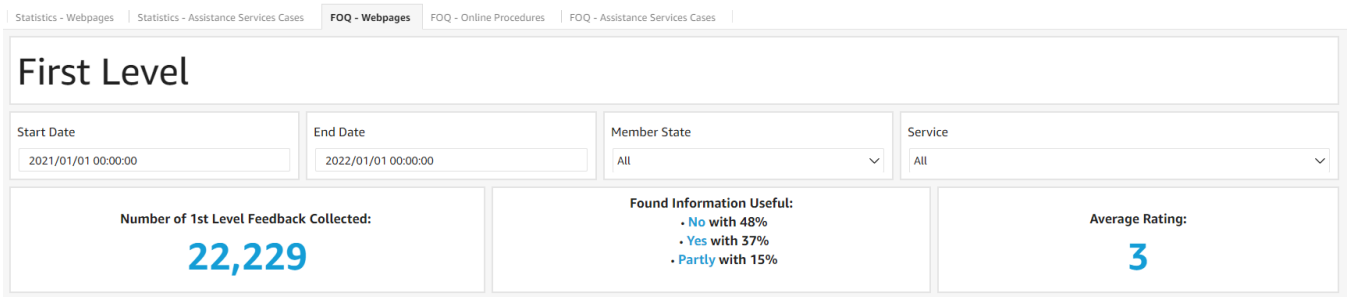
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

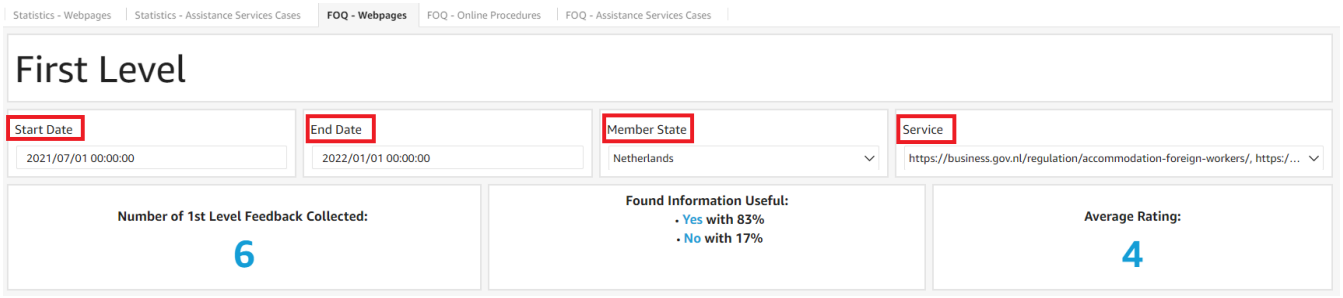
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

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

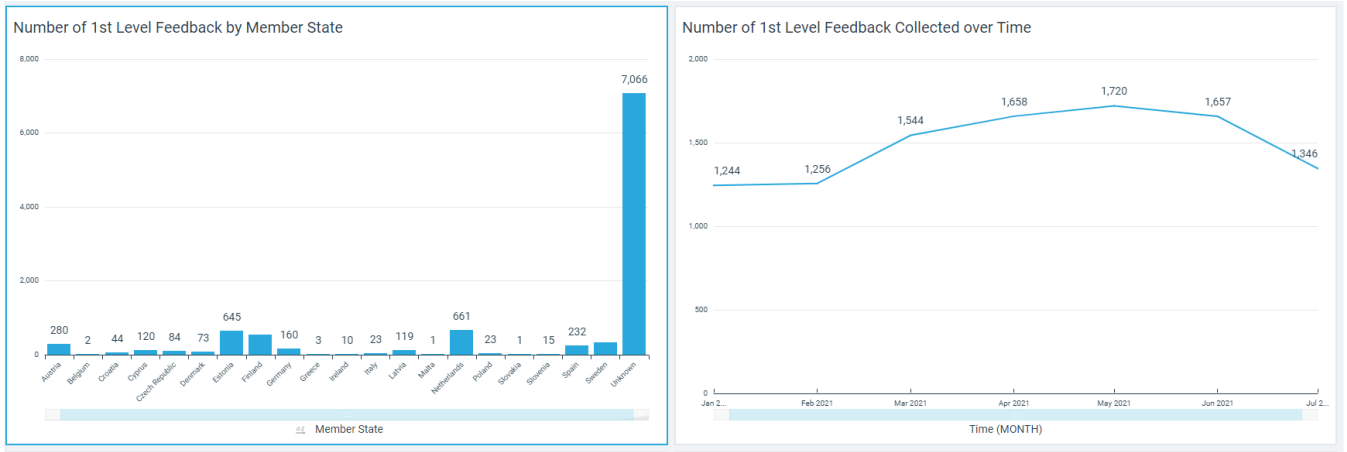
Without filters applied:



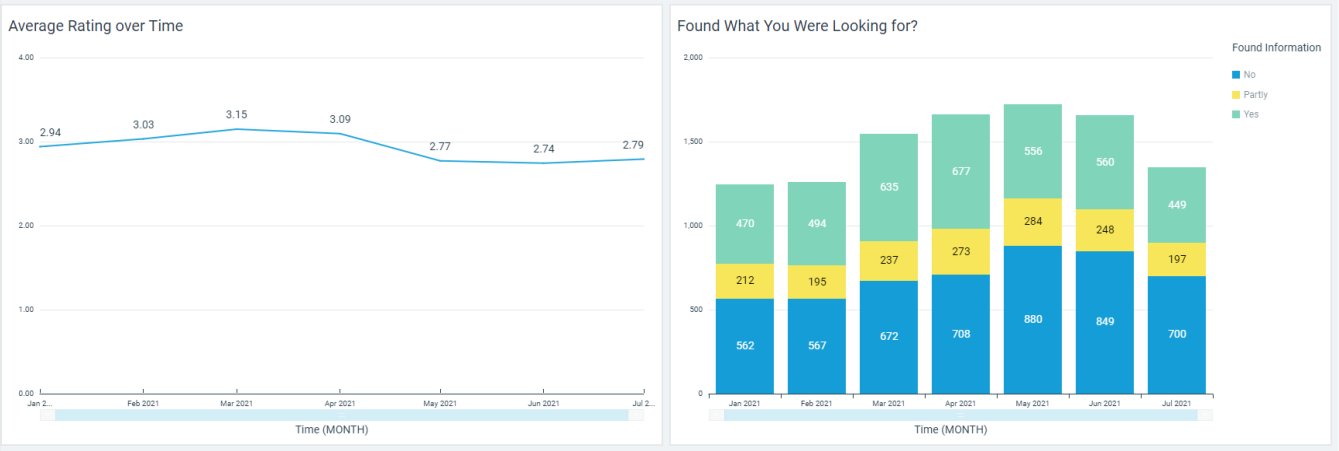
With Filters applied:



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.

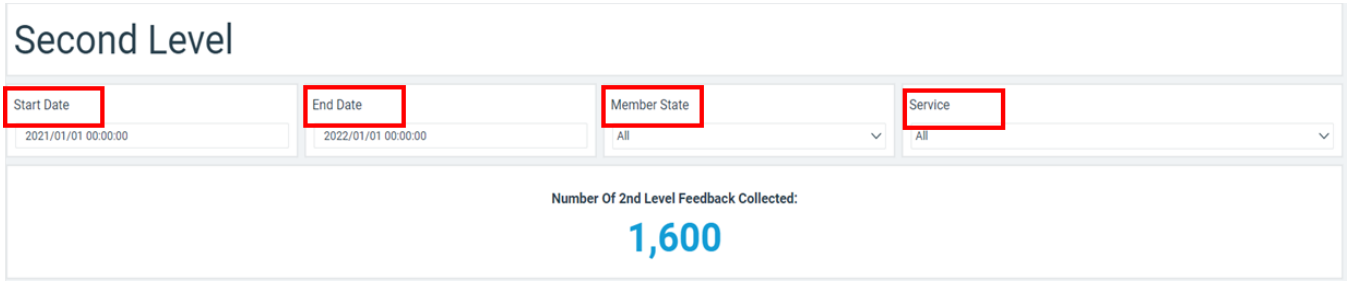


Again here you can also use filters to drill down the data.

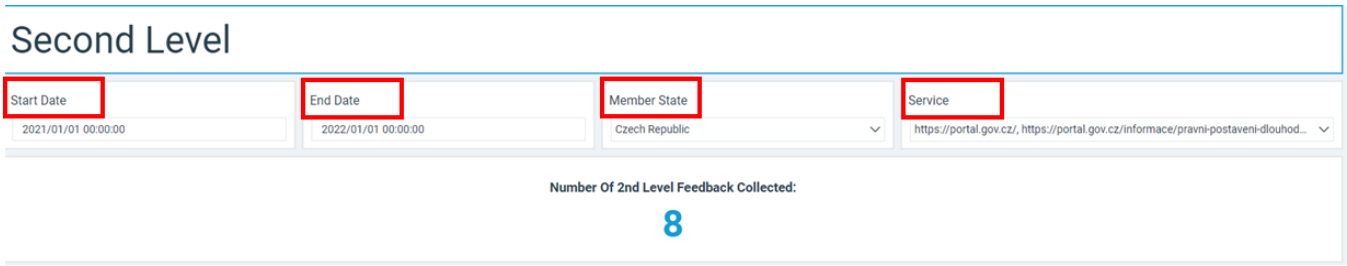
Second Level

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

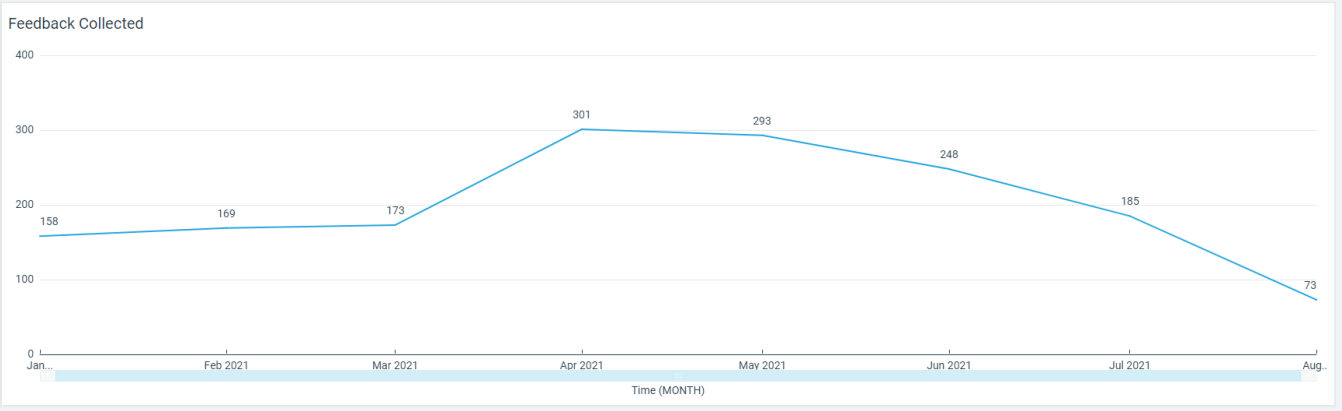
Without Filter:



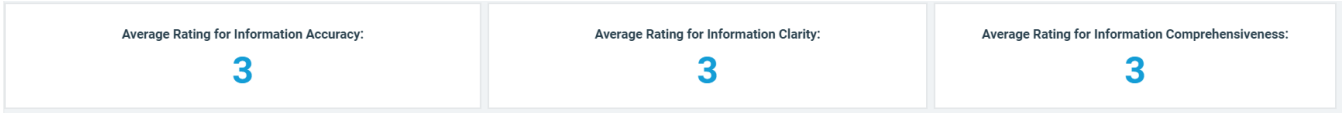
With Filters:



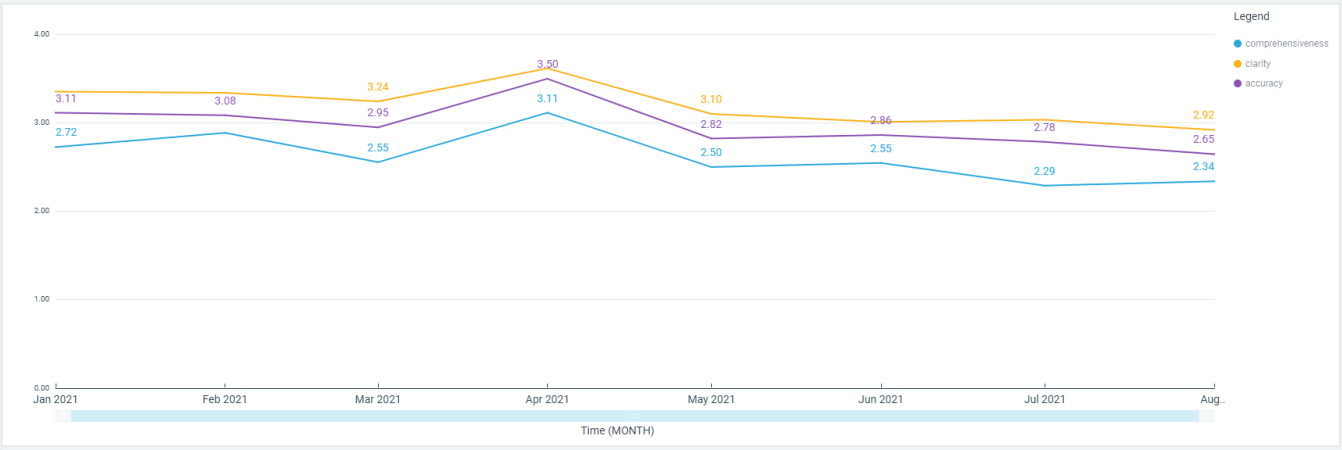
On the next block we have a line chart with the **Feedback Collected** over time.



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

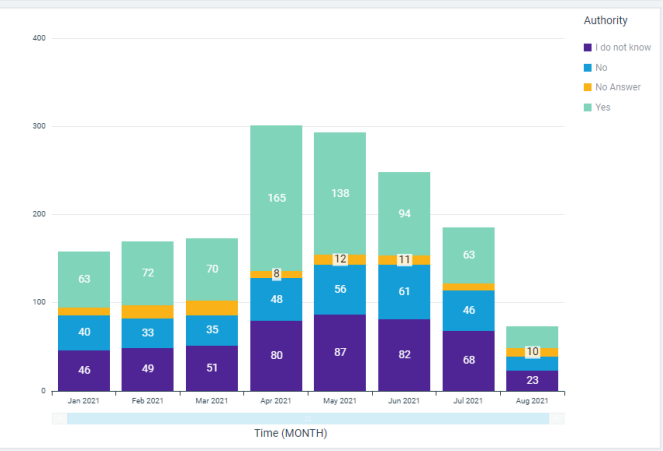


On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.

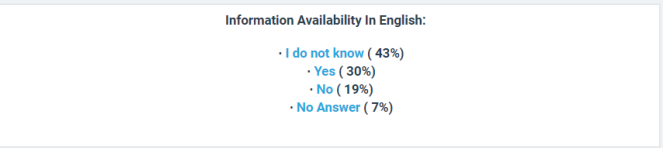


In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible.**

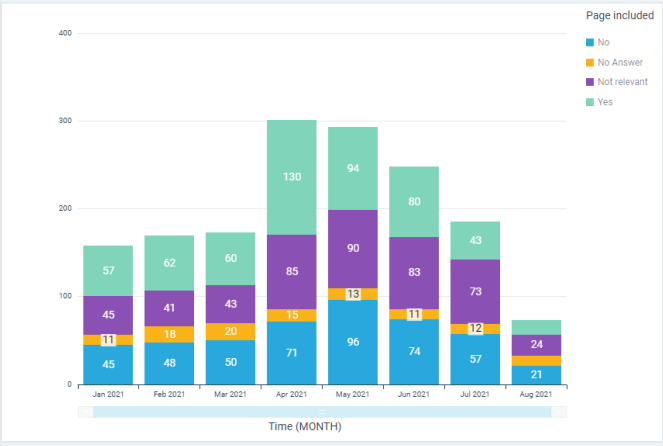
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option **'No Answer'** for the questions which are not answered by the users.

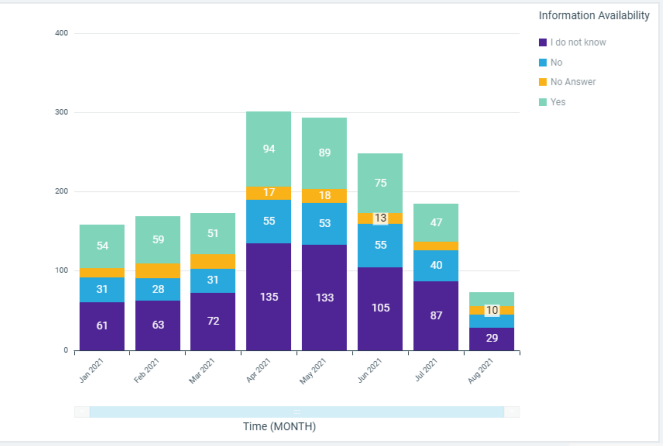


In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



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.



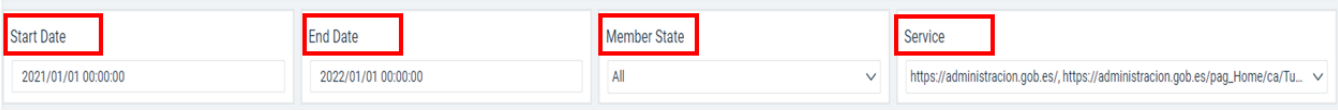


Here also you can use filters to drill down the data.

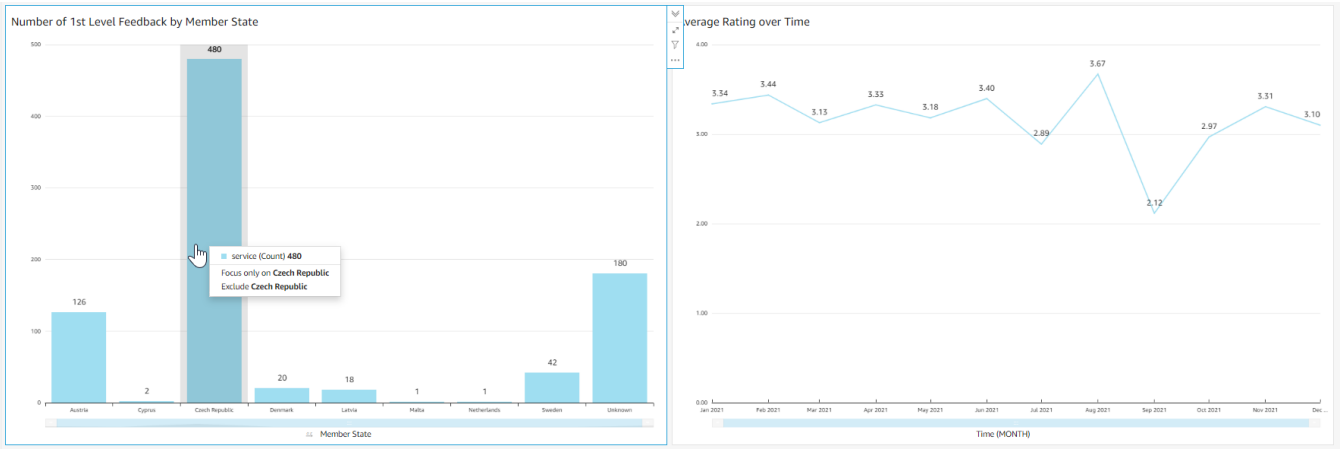
FOQ - Online Procedures

How to use the Filters

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

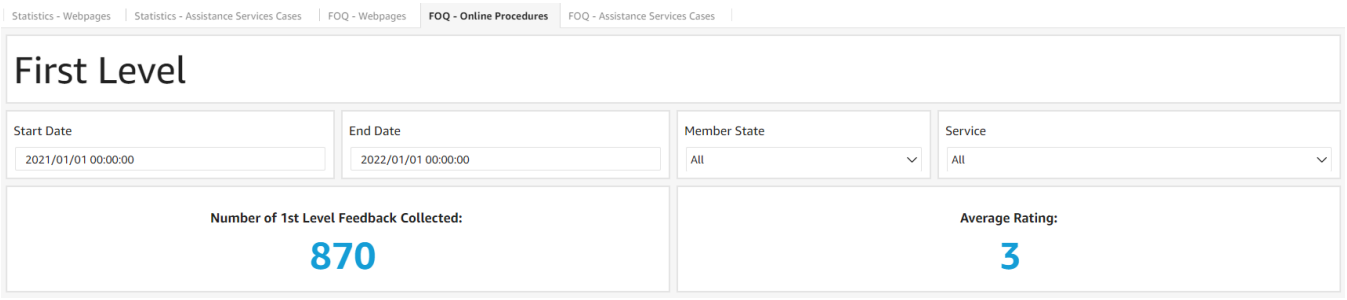


You can also drill down by just clicking on any chart for a desired value.

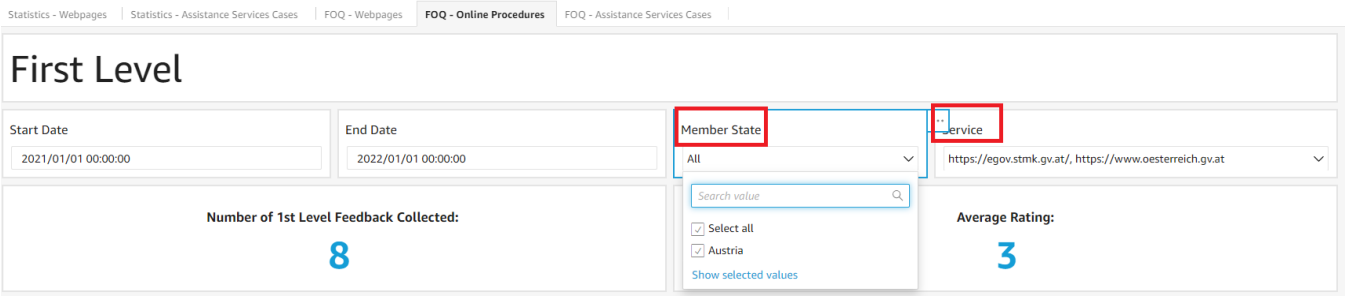


First Level

Before:

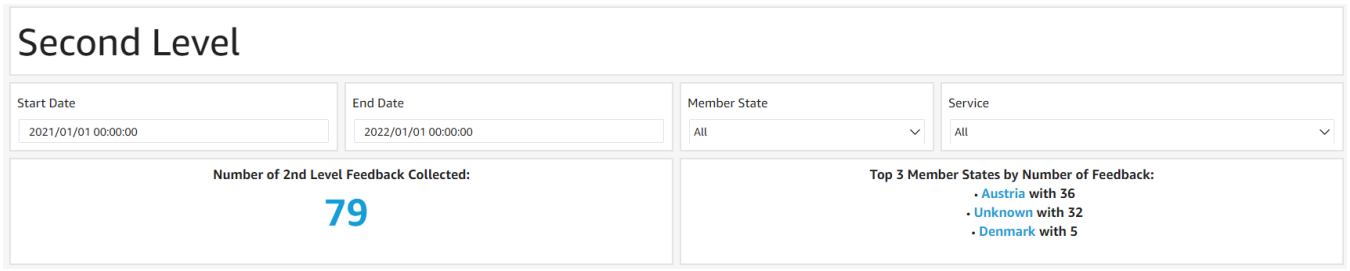


After:

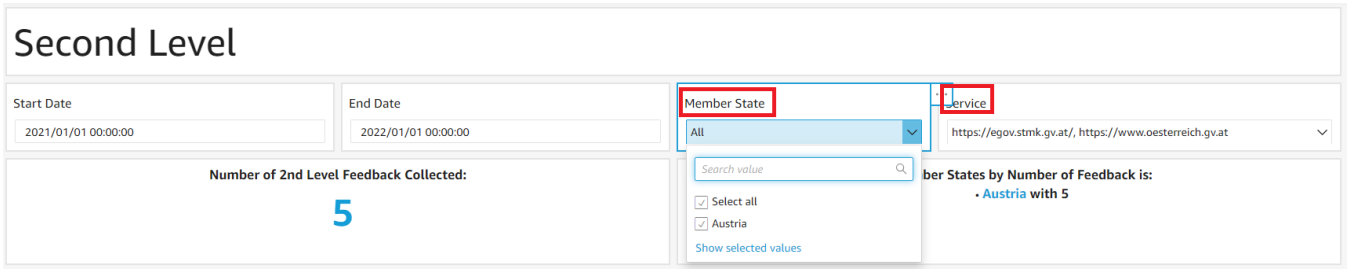


Second Level

Before:



After:



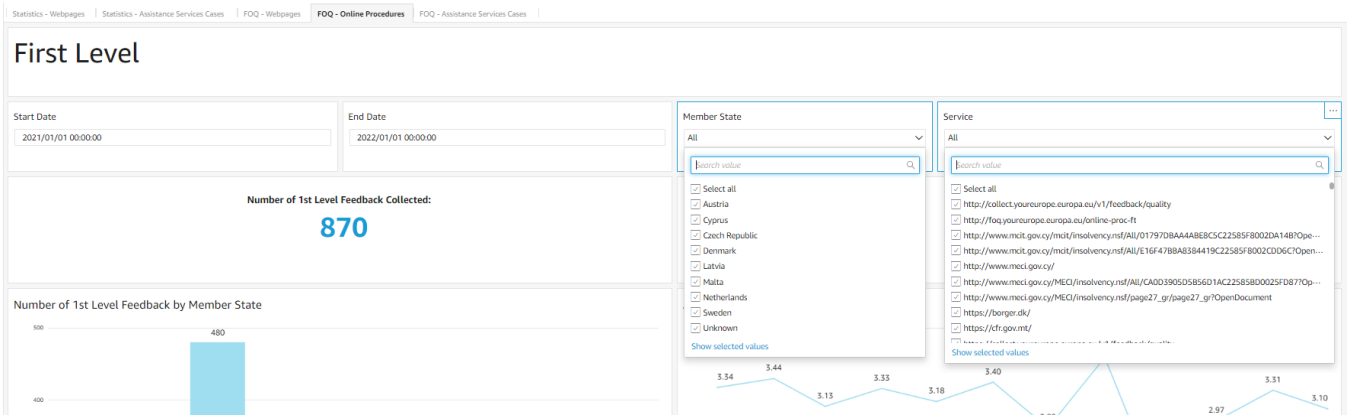
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

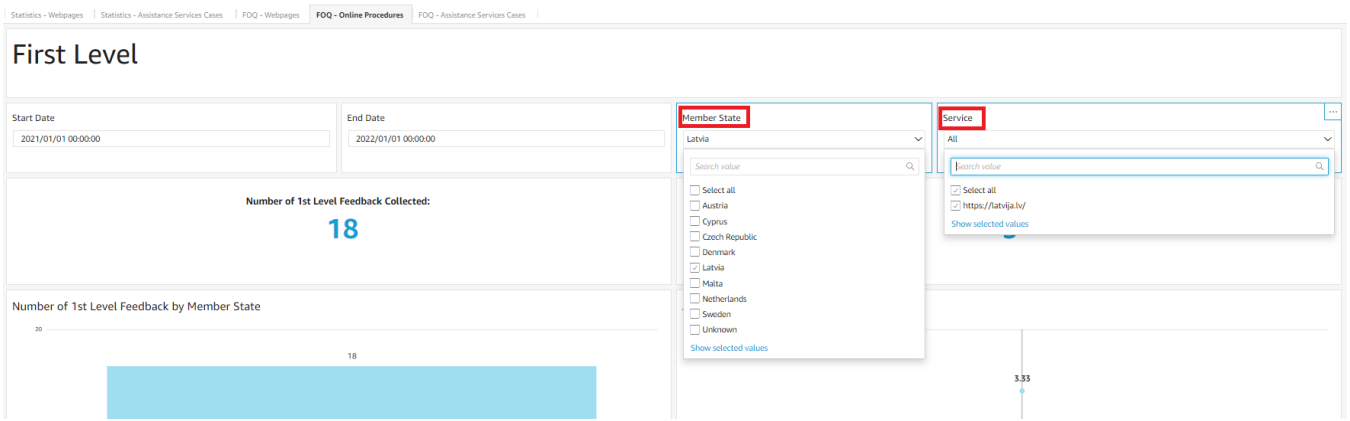
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

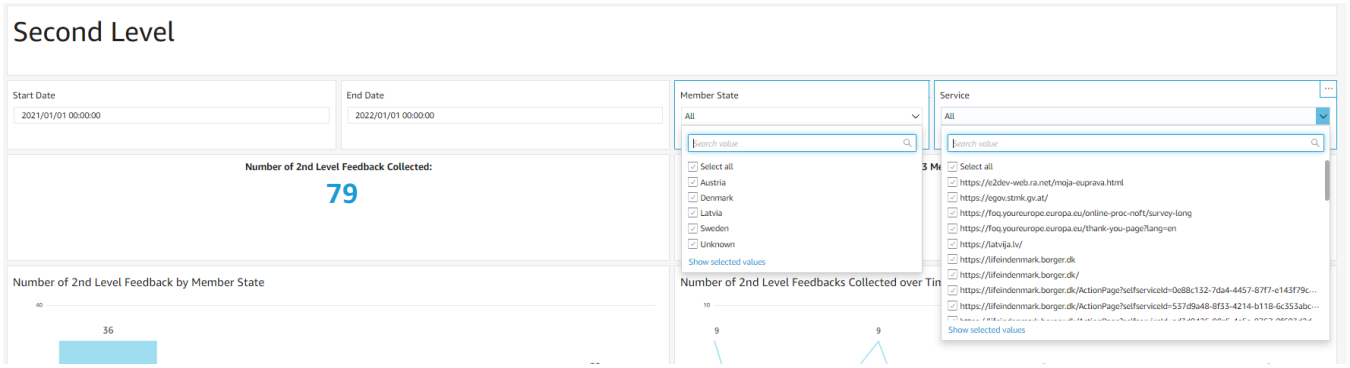


After:

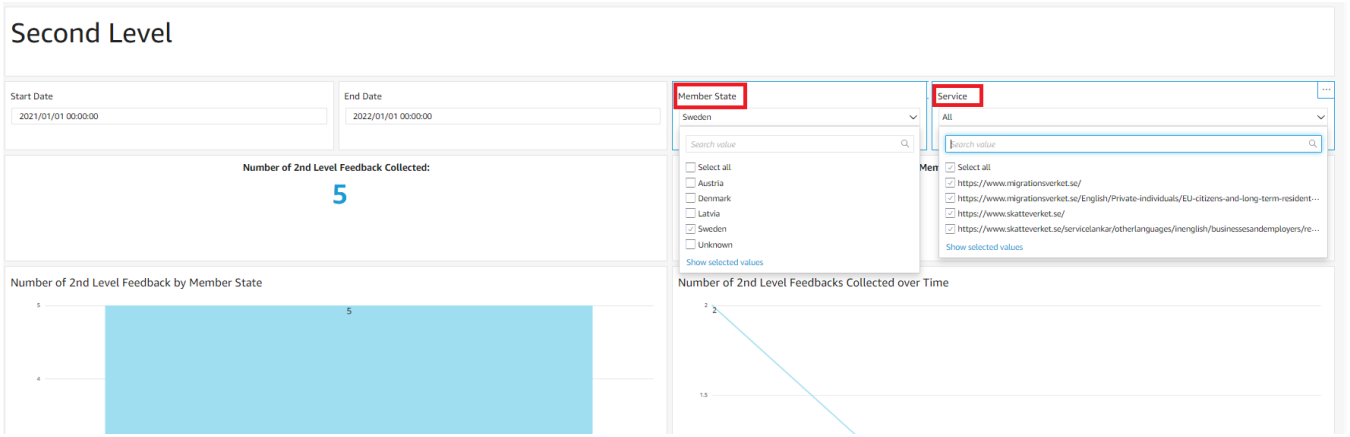


Second Level

Before:



After:

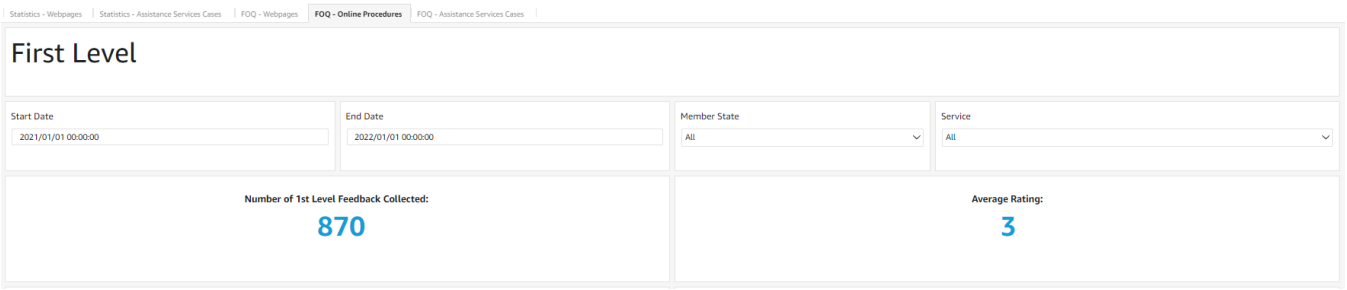


What can we consult in Feedback on Quality - Online Procedures tab?

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.

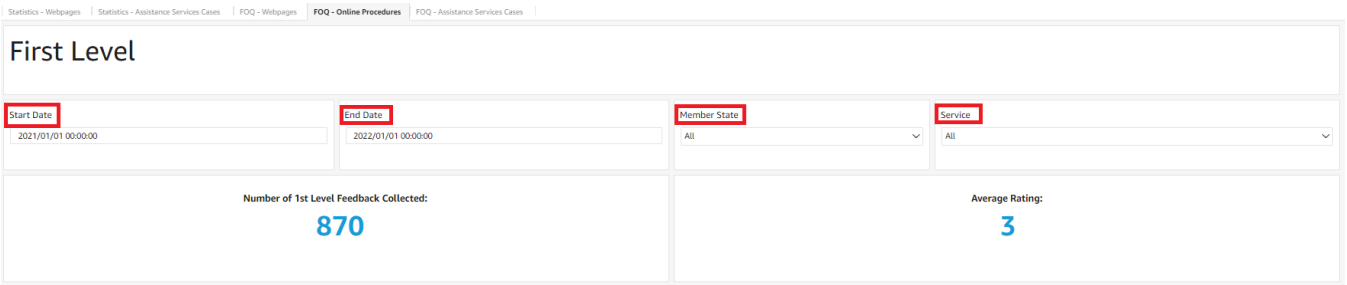
First Level

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

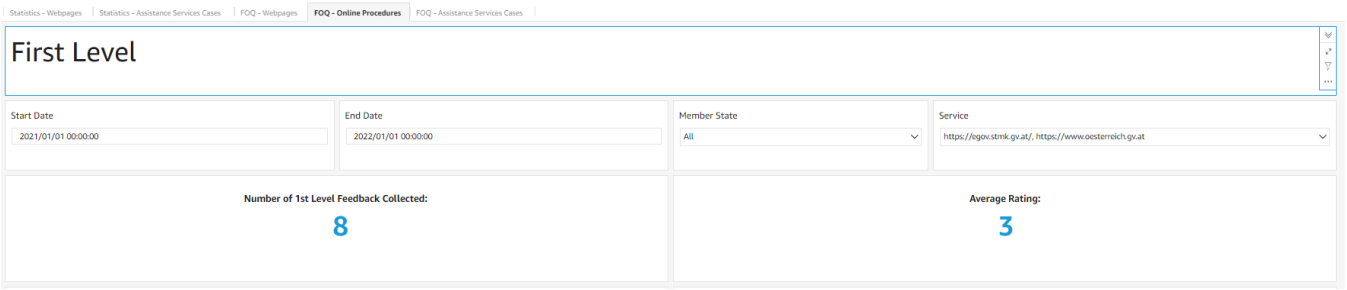


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

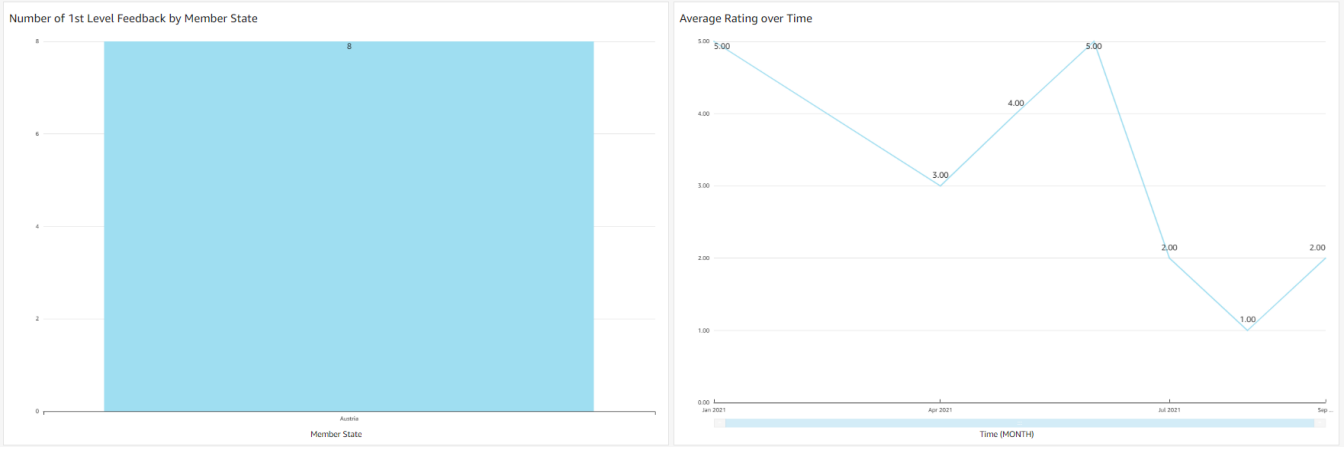
Without filters applied:



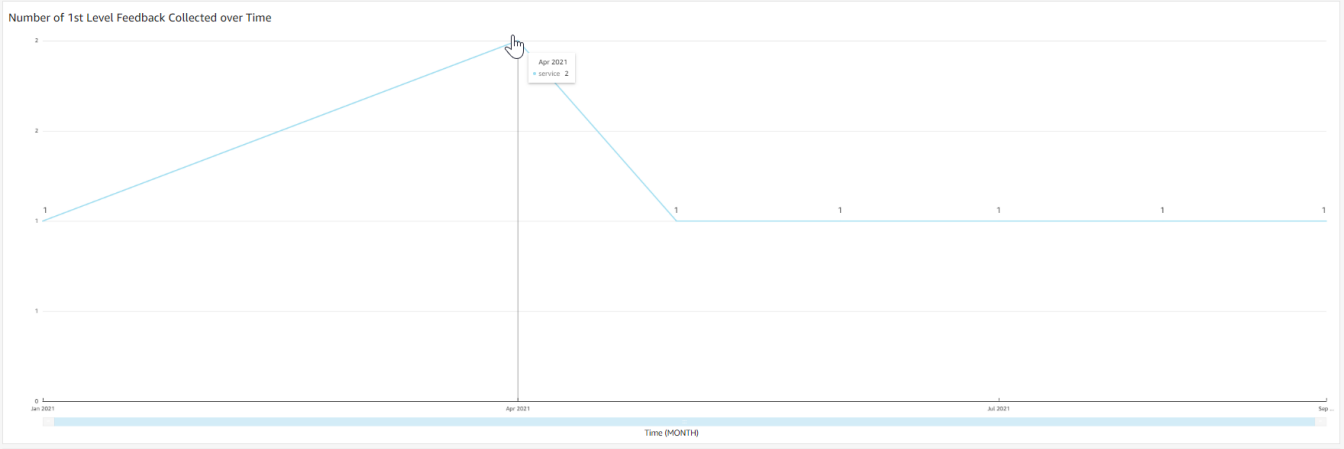
With Filters applied:



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.



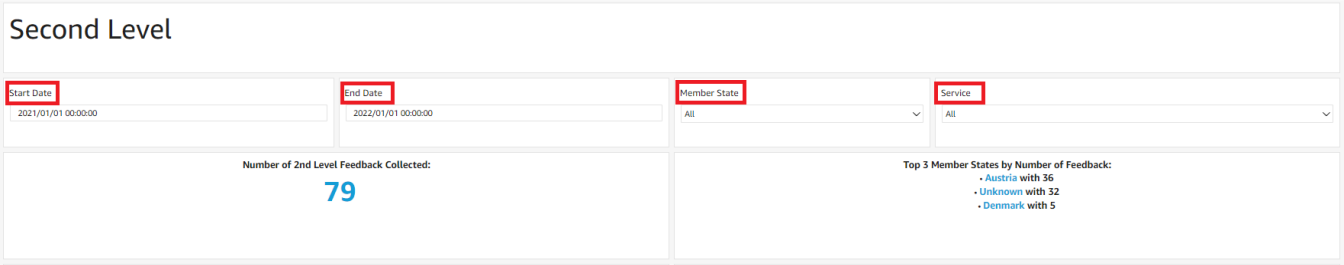
Again here you can also use filters to drill down the data.

Second Level

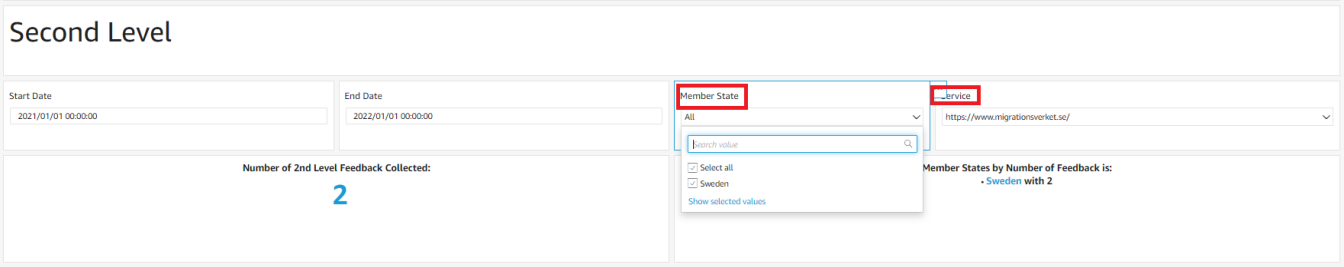
On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback.**

You can apply filters here to drill down the data.

Without Filter:



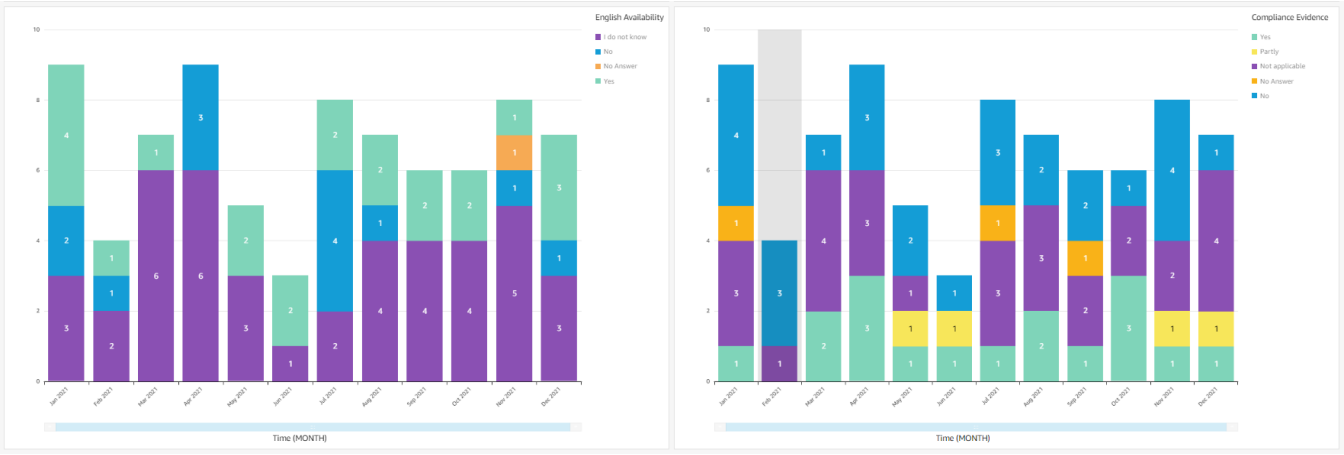
With Filter applied:



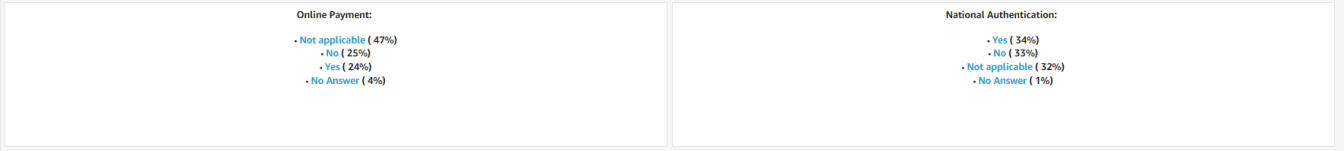
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time.**

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.**

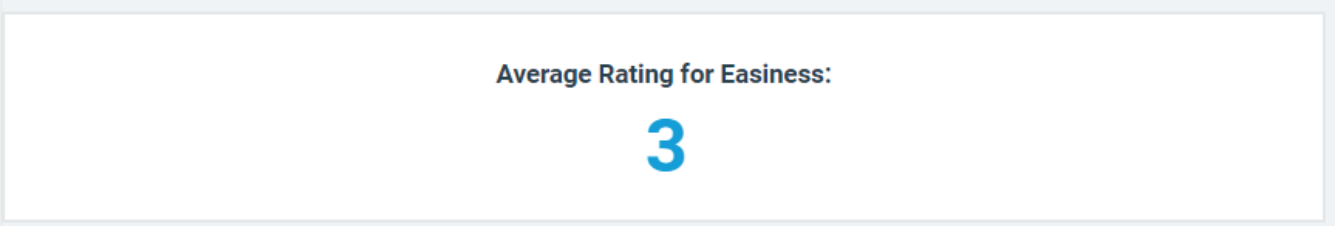


In the next block we have two cards **Online Payment** and **National Authentication.**

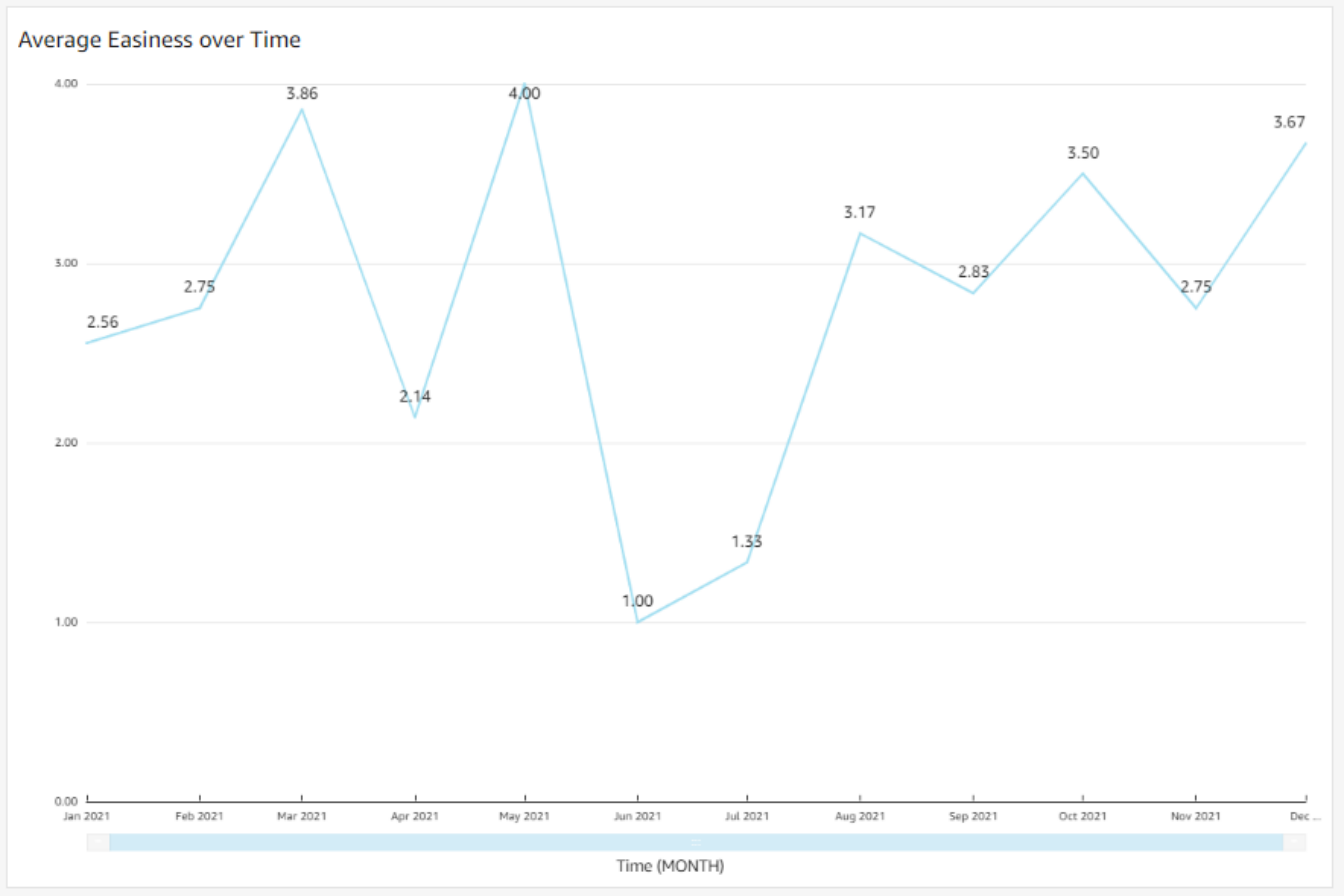


In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.

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.**

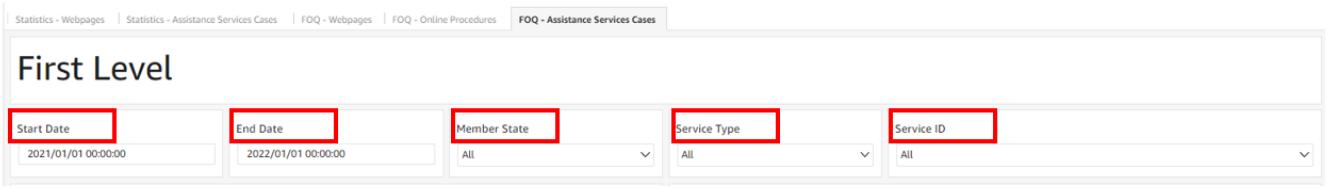


FOQ - Assistance Services Cases

How to use the Filters

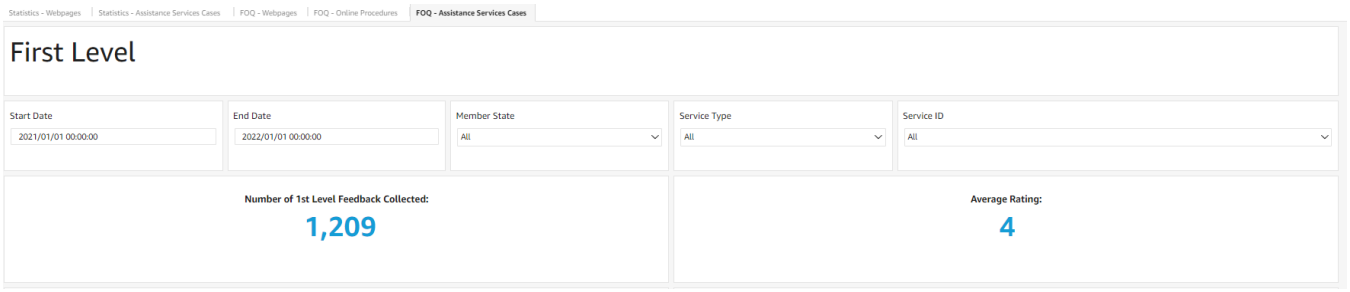
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

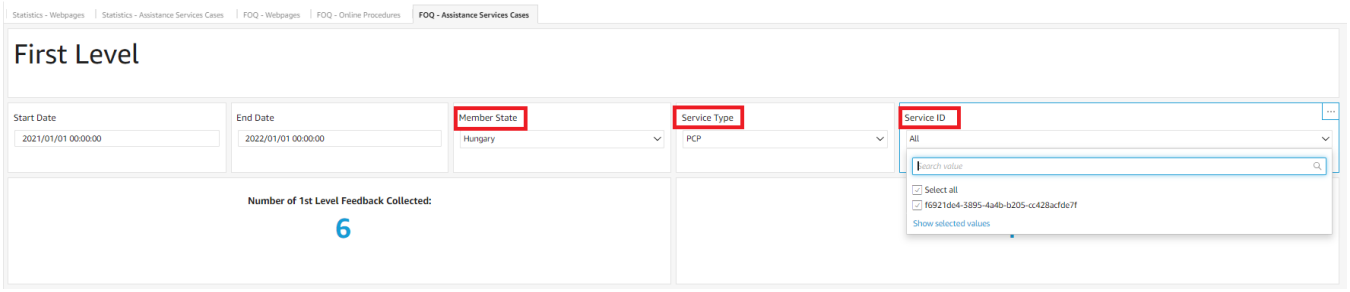


First Level

Before:

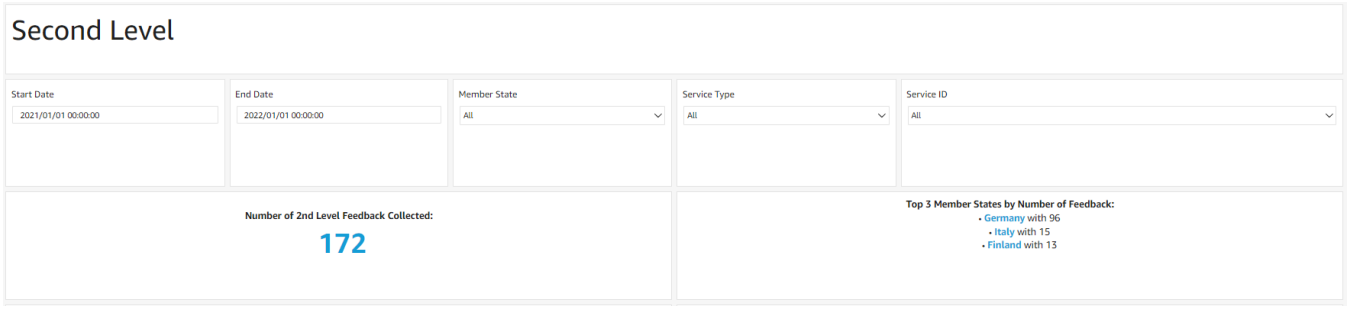


After:

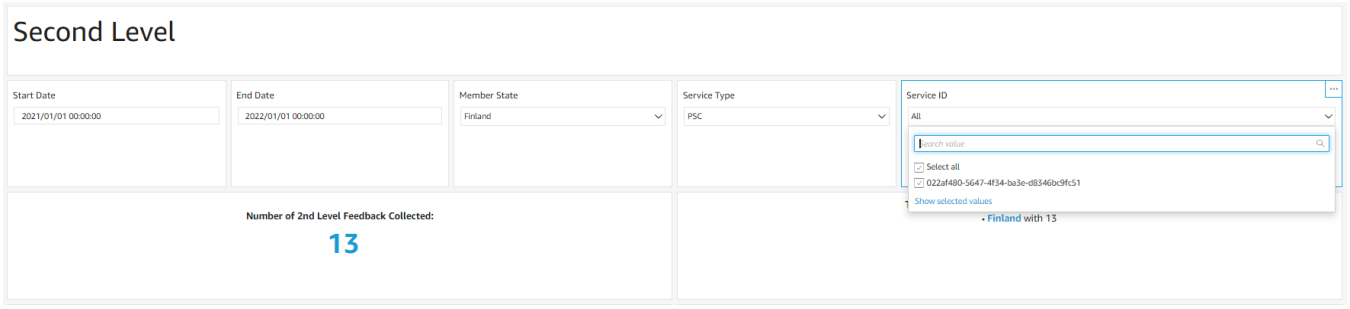


Second Level

Before:



After:



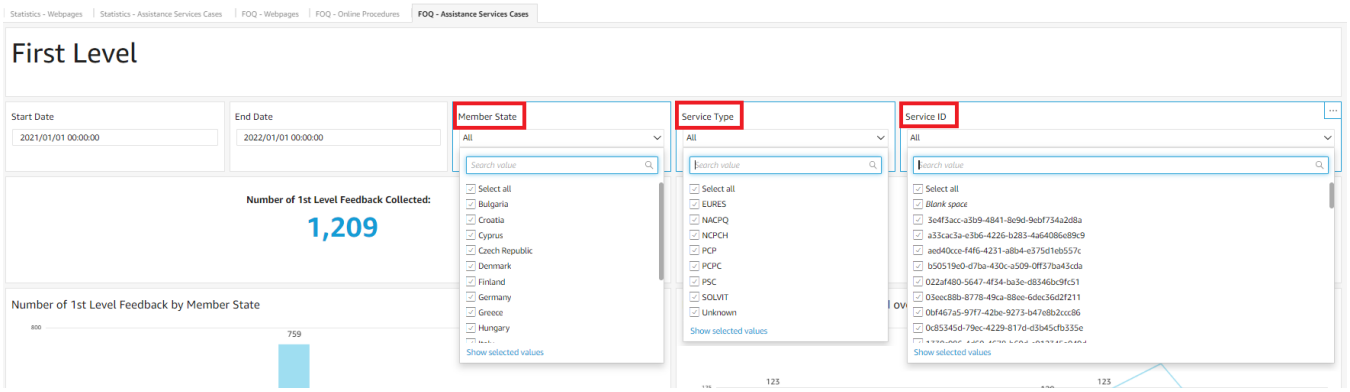
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

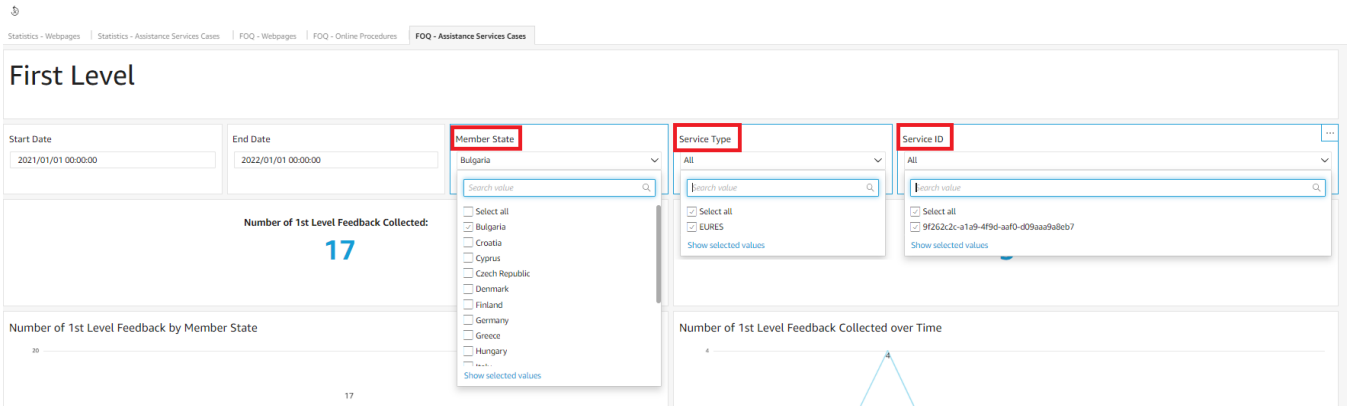
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

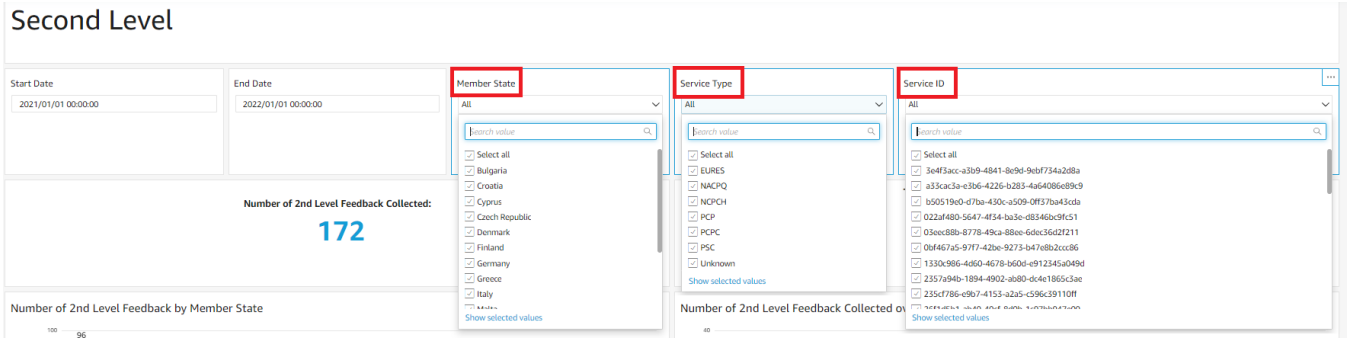


After:

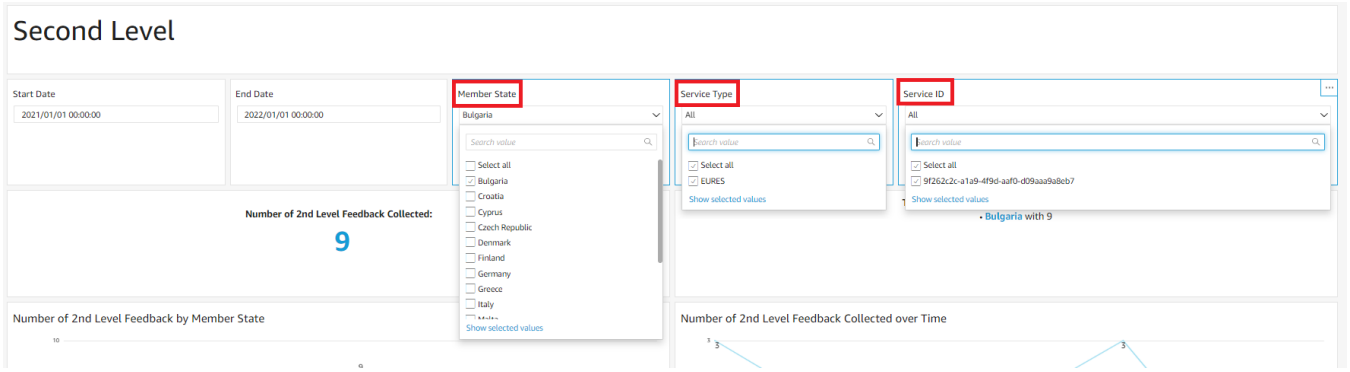


Second Level

Before:



After:



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

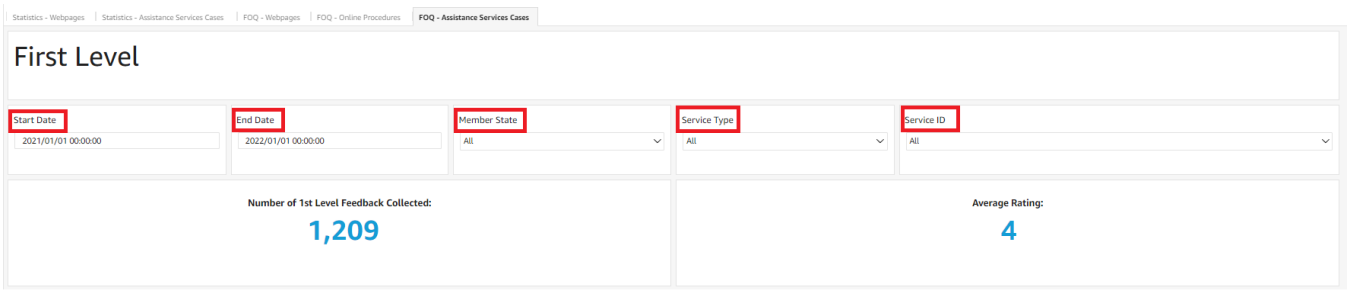
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

First Level

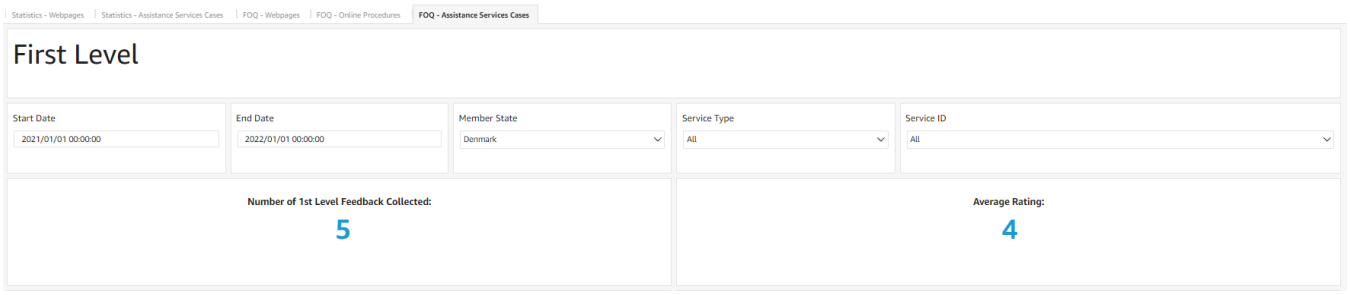
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating.**

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

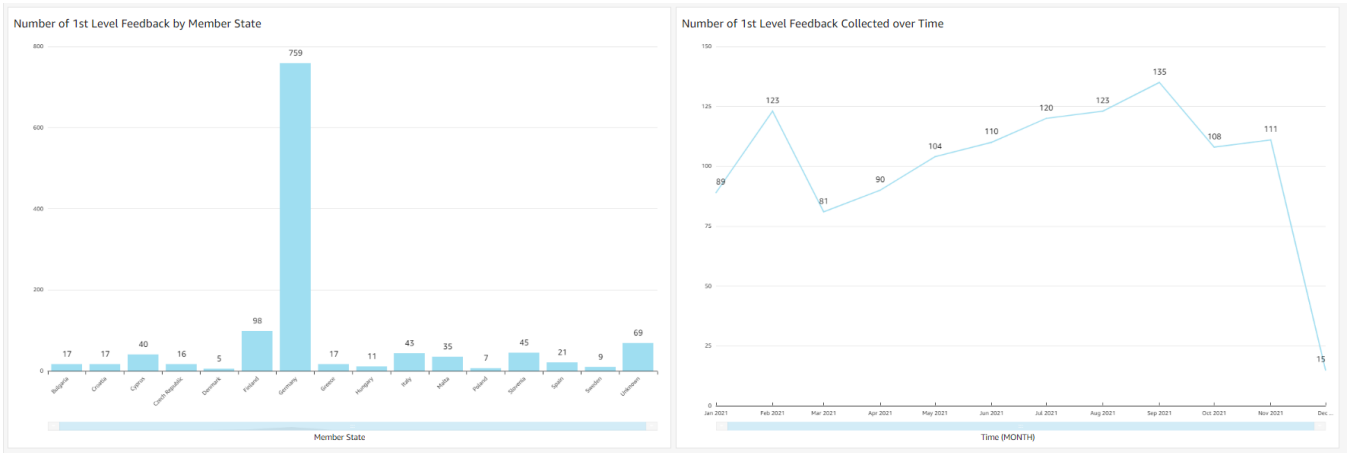
Without filters applied:



With filters applied:

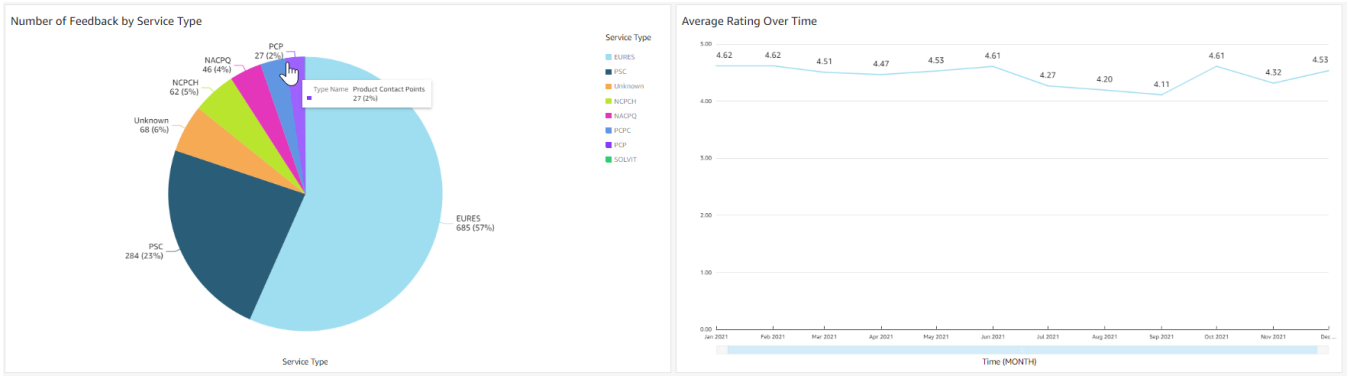


On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time.**



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.

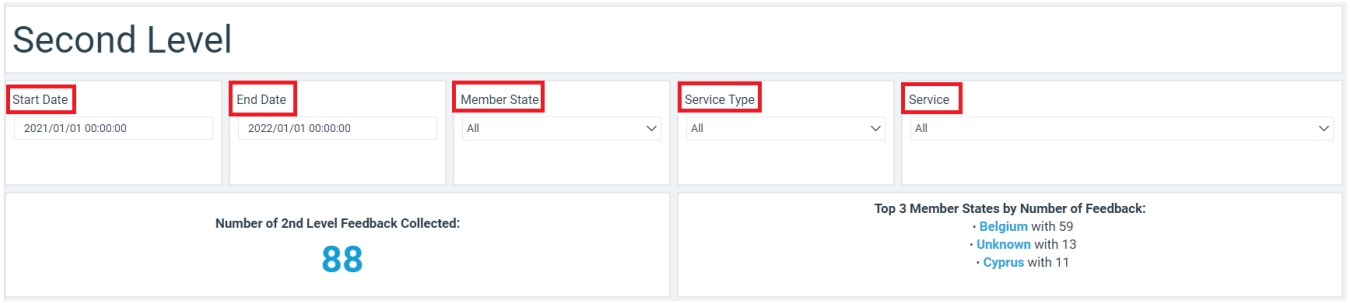
Again here you can also use filters on the top to drill down the data.



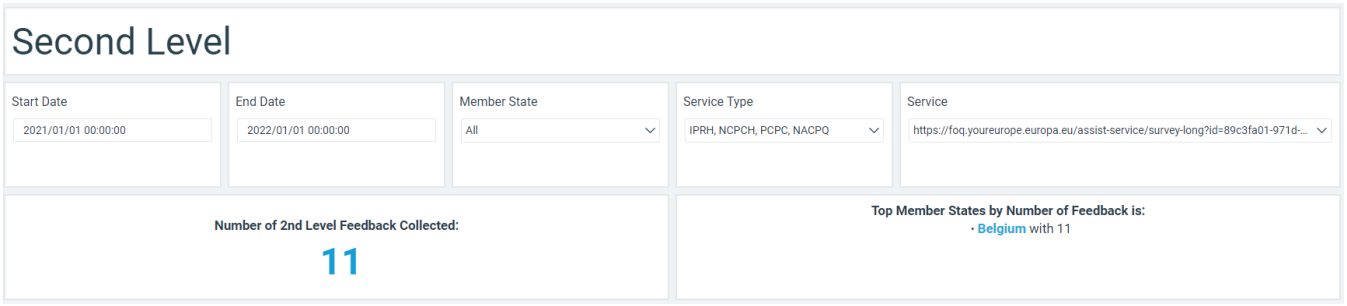
Second Level

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.**

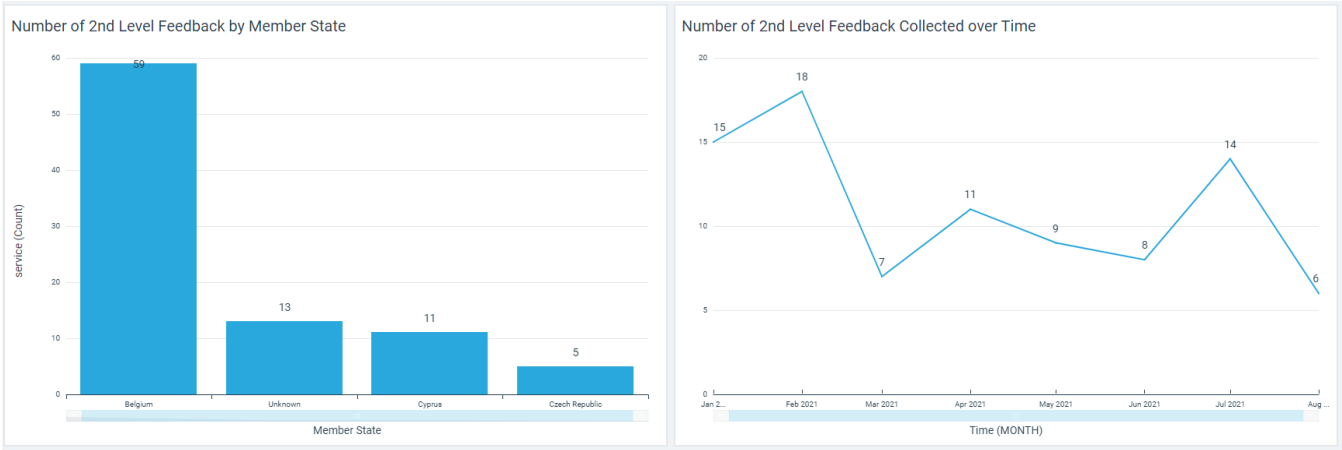
Without Filter:



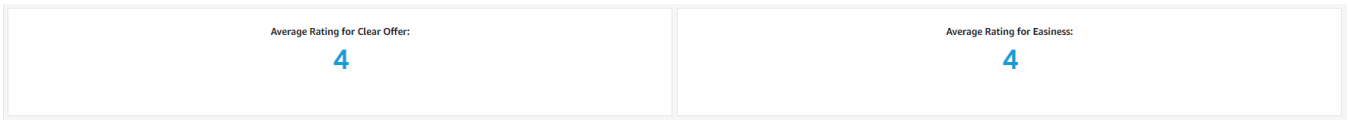
With Filter:



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.**

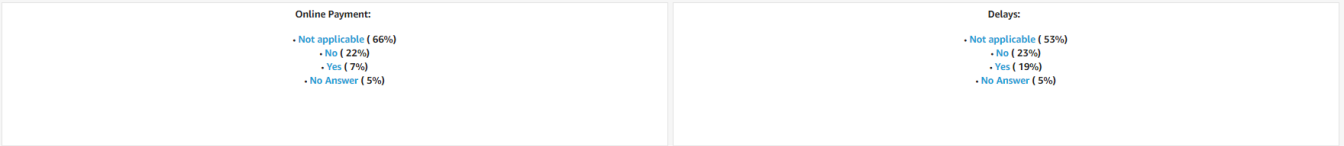


Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

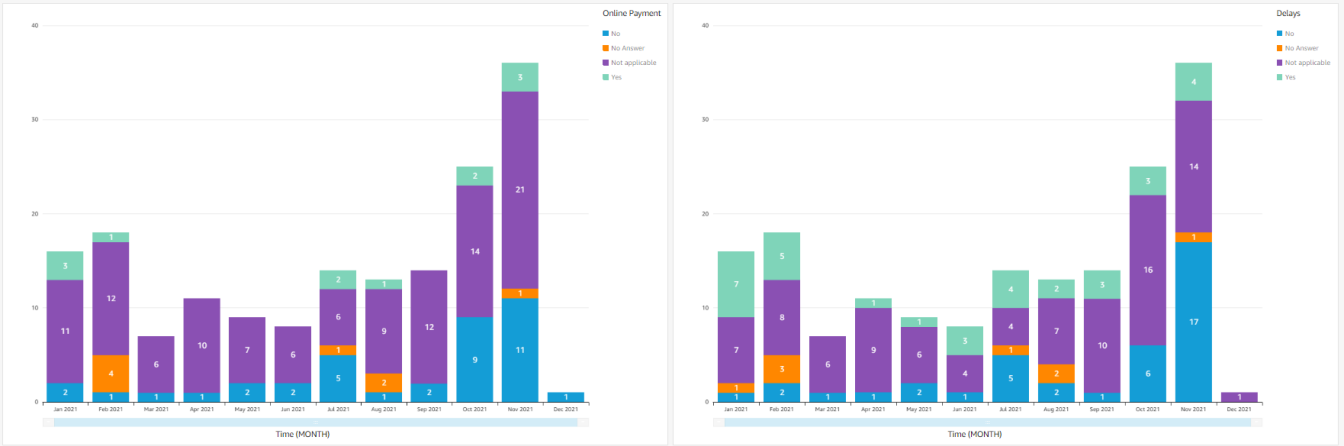


In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.

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

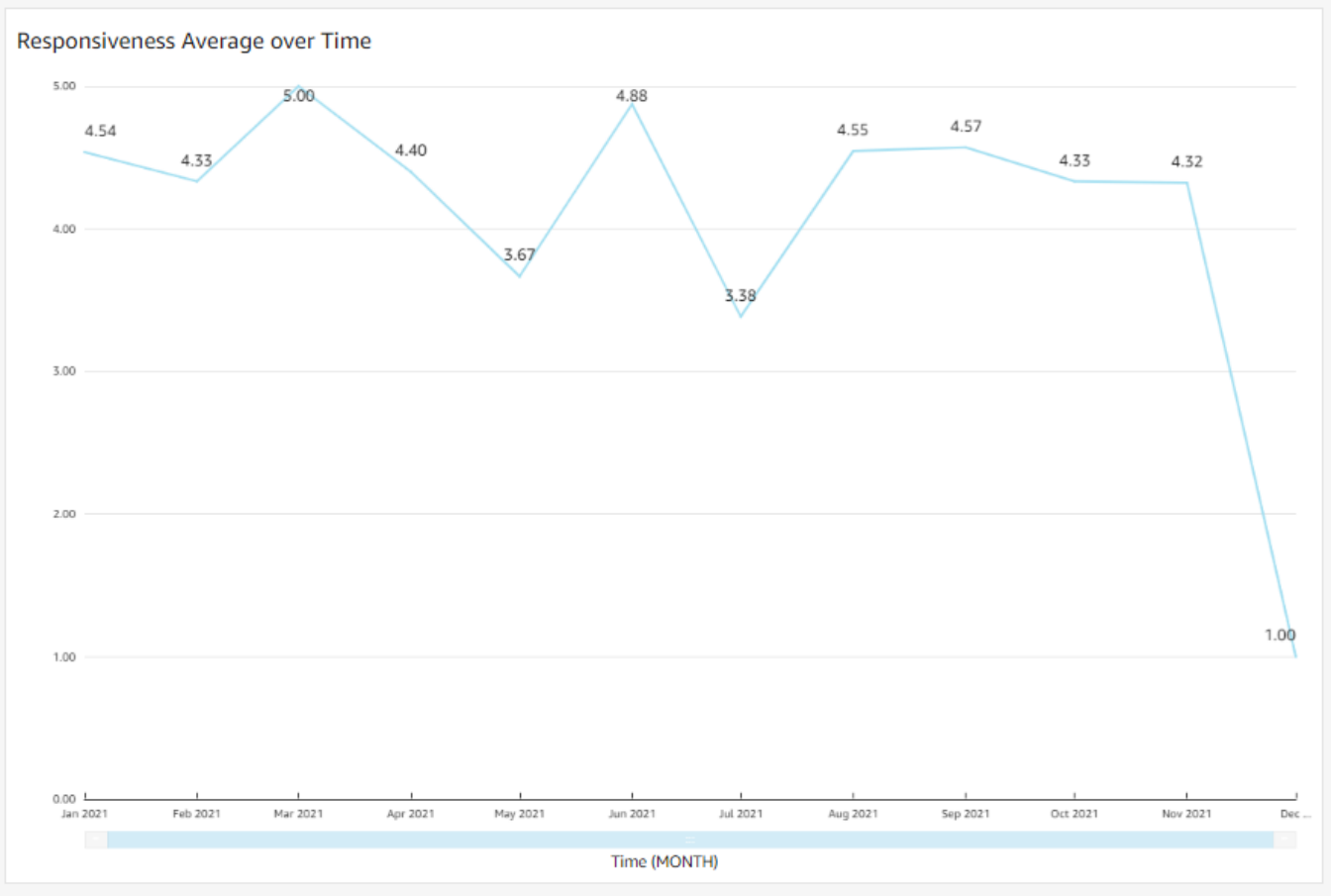


In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.



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.



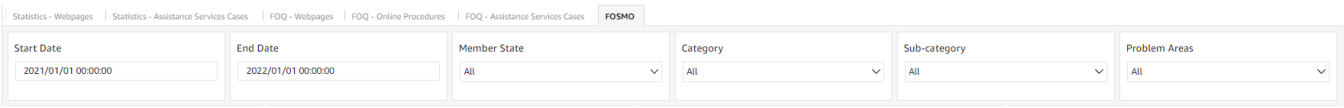
FOSMO

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

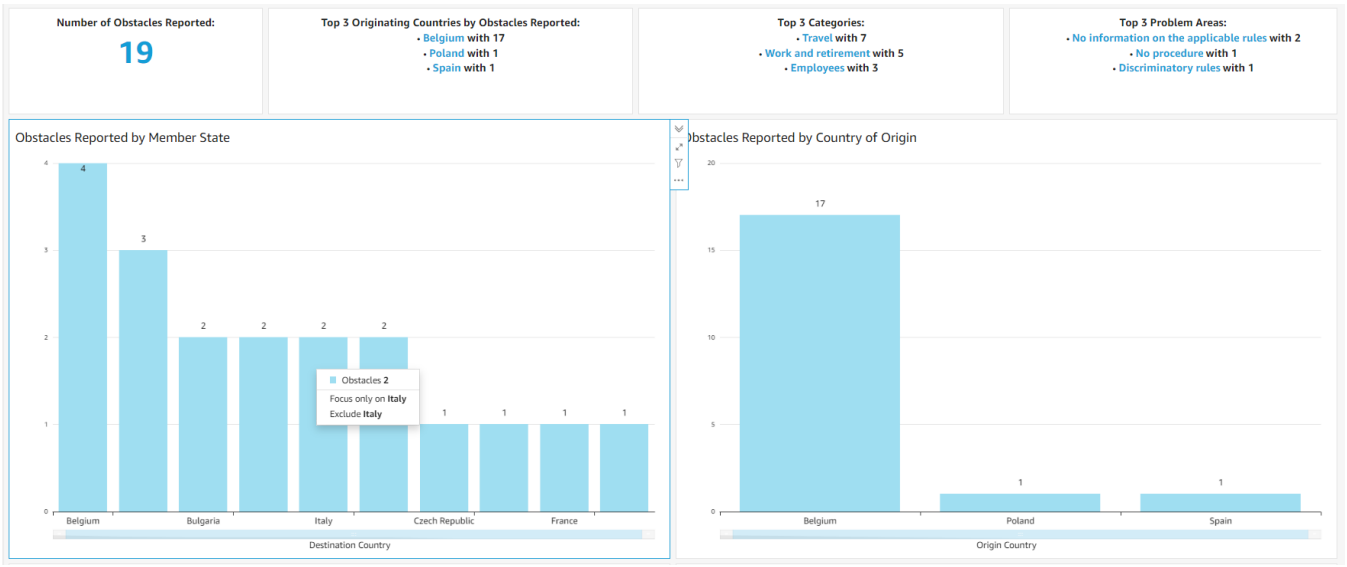
How to use the Filters

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.**



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

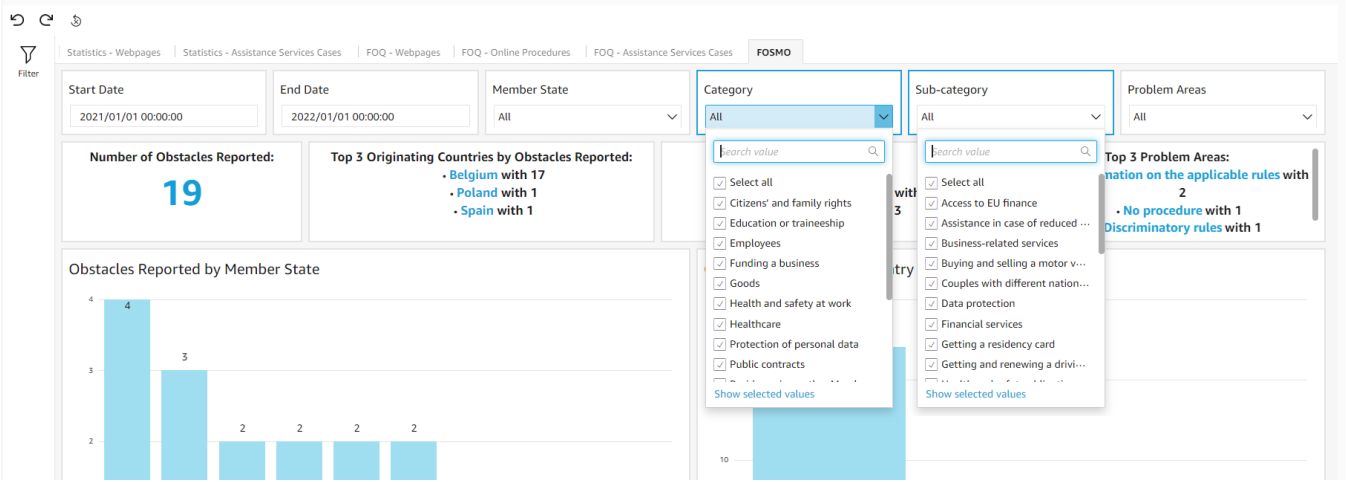


You can reset all filters you have added by clicking on the top left corner.

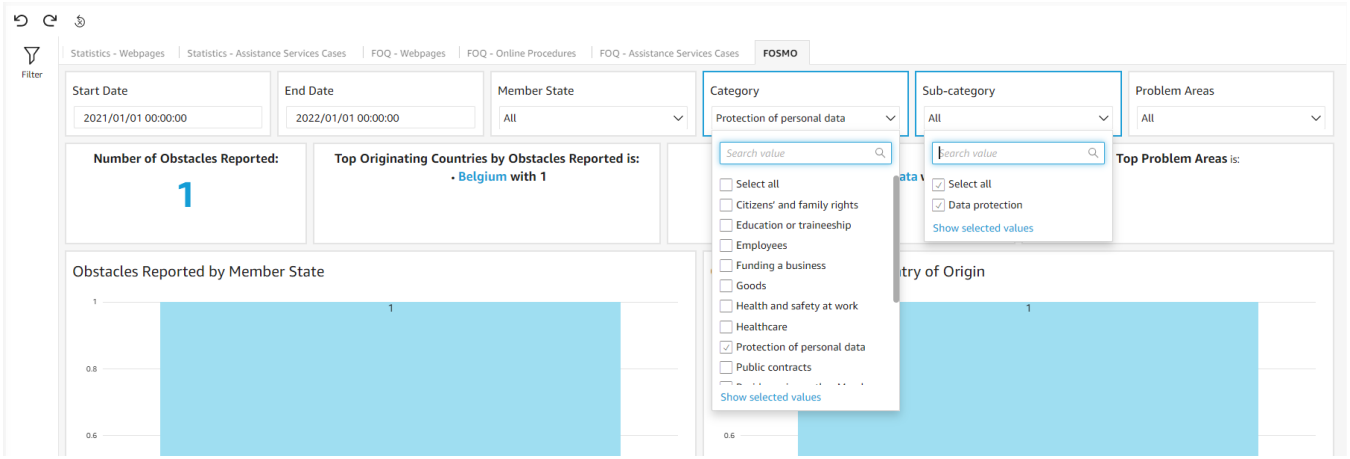
Cascading filters

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:



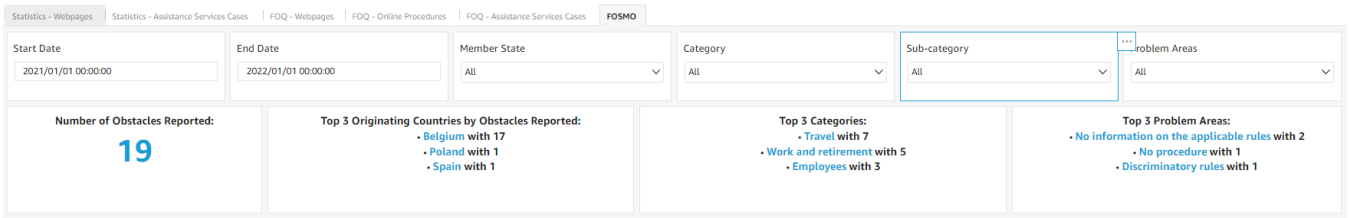
What can we consult in Feedback on Single Market Obstacles?

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.

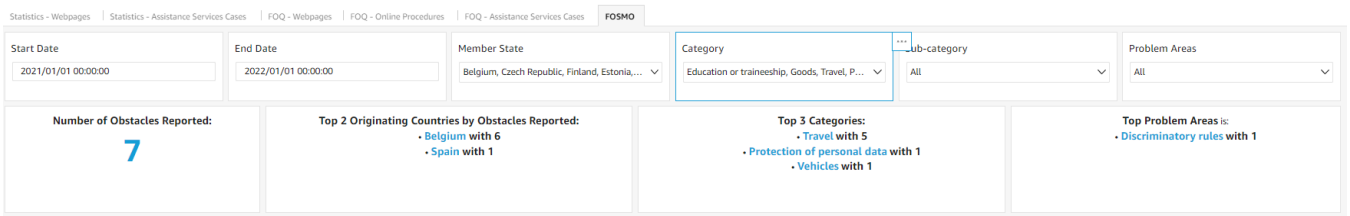
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories** and **Top 3 Problem Areas.**

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

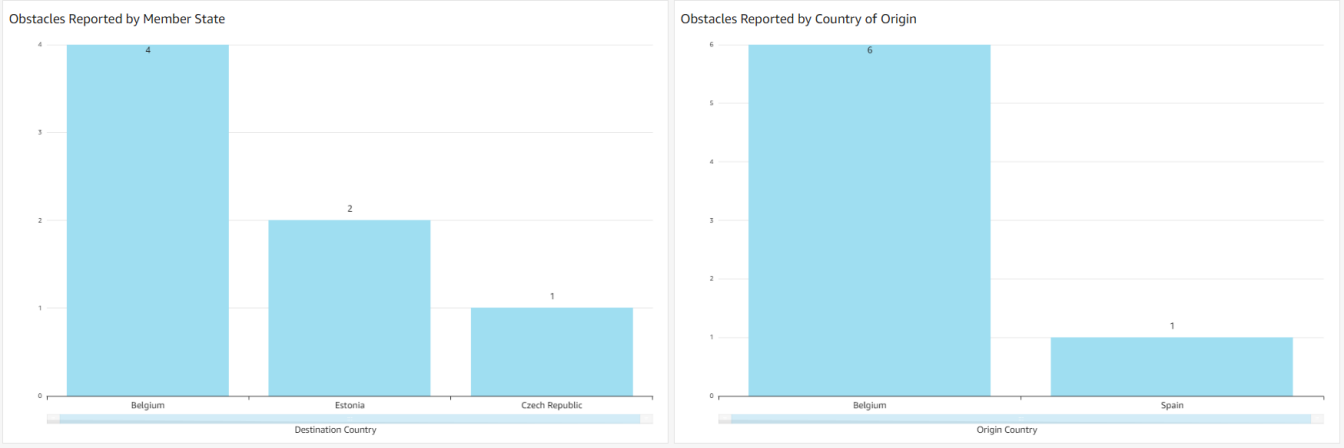
Without filters applied:



With filters applied:

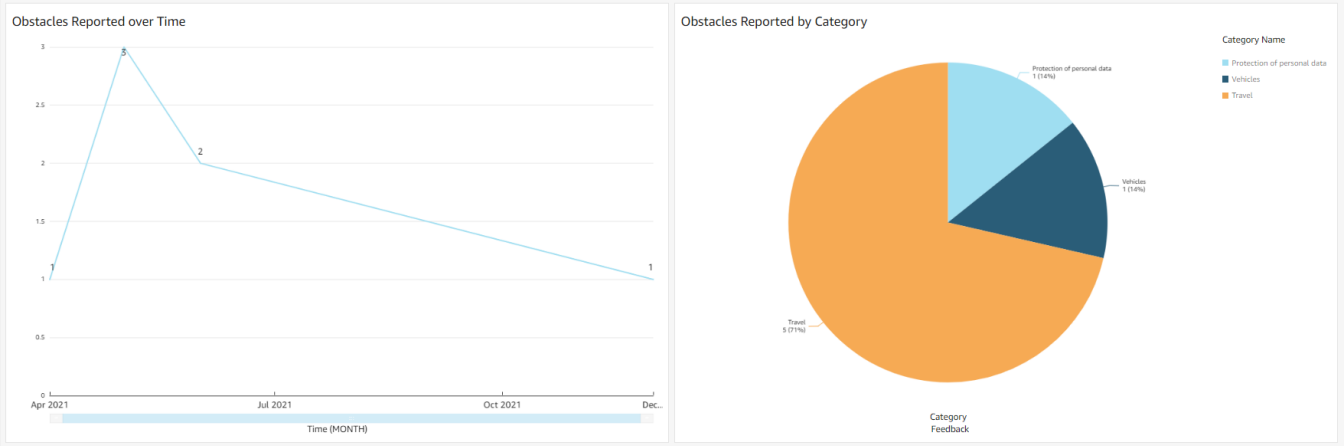


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**

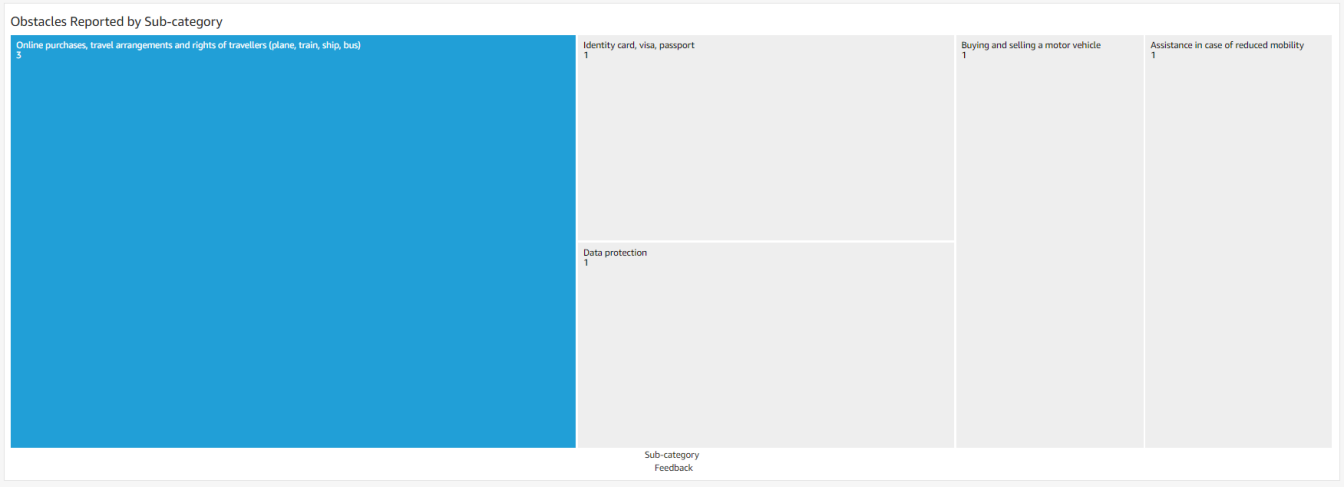


Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.

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

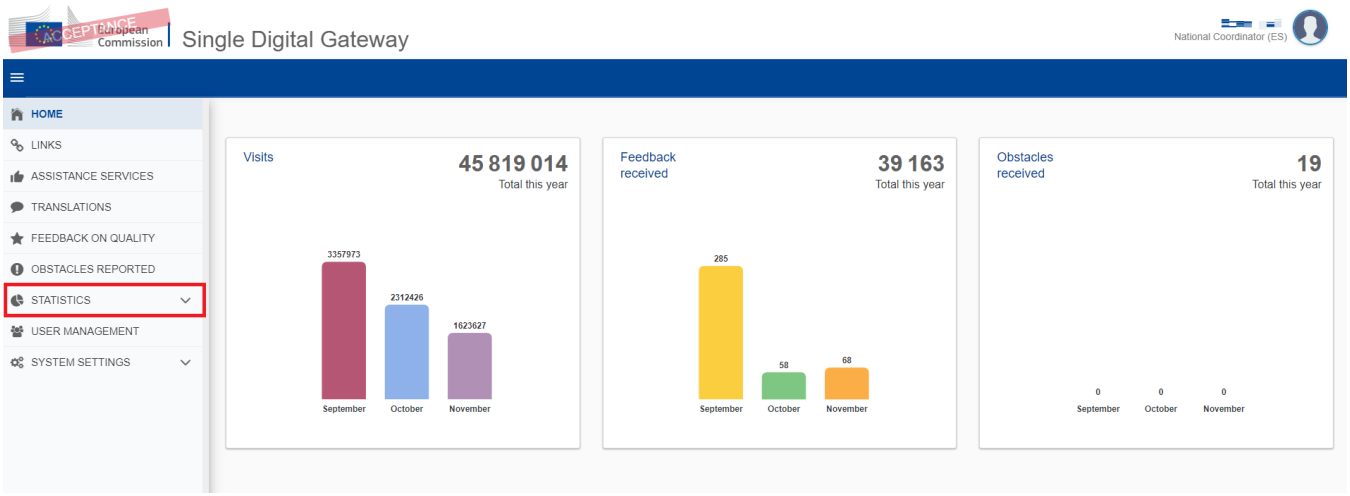
- Statistics Log IS
  - Introduction
  - How to access the Statistics Log Module?
  - How to navigate on Statistics Log Module?
    - Filters
    - Status
    - Actions

Introduction

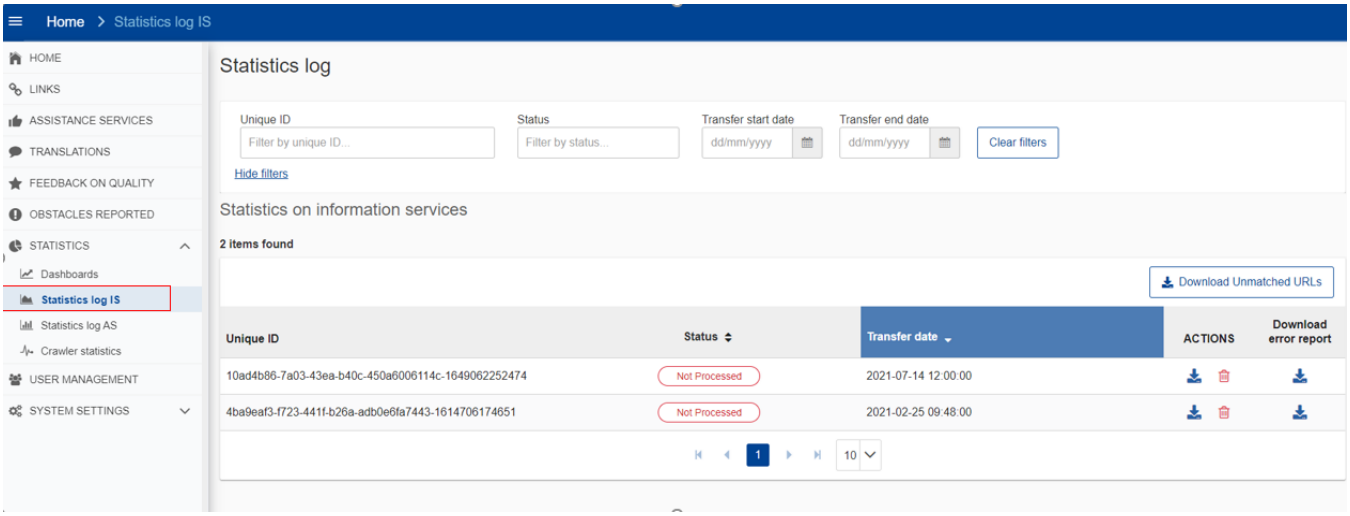
The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

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**.



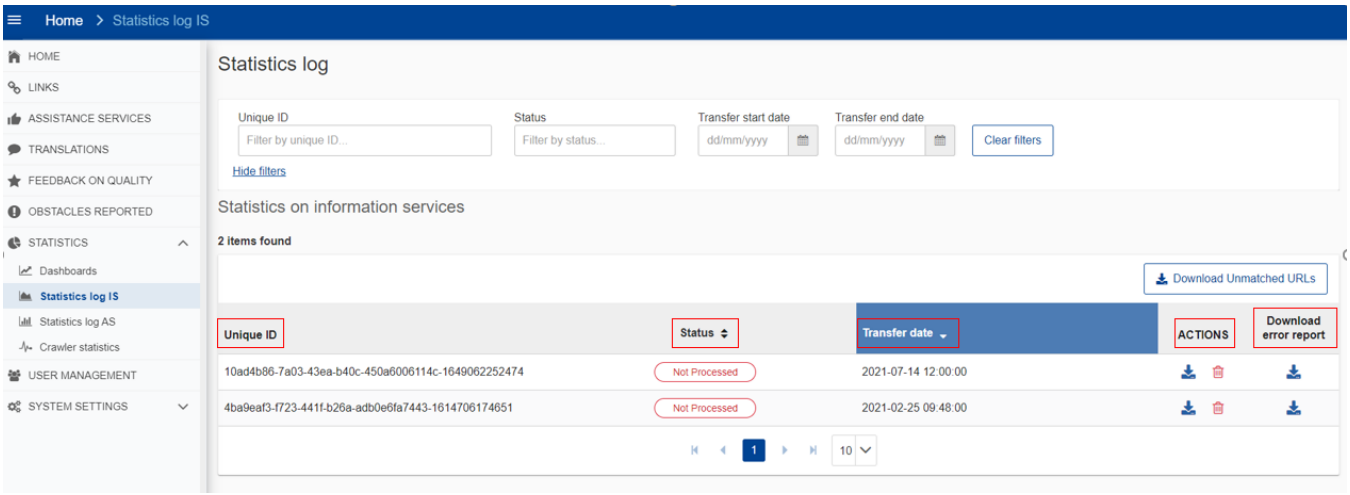
How to navigate on Statistics Log Module?

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**.



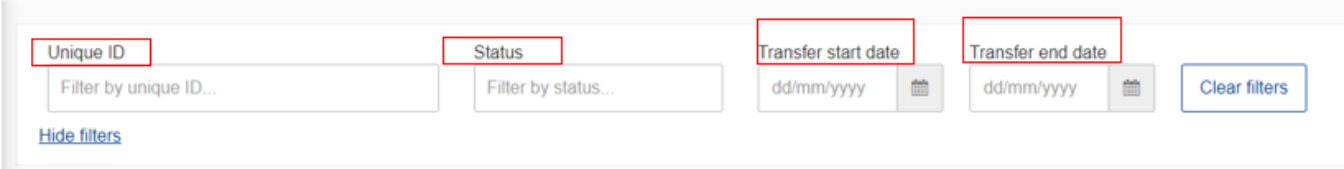
The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

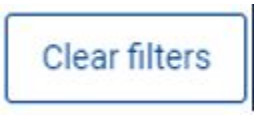
You can use **filters** to narrow your search.

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

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



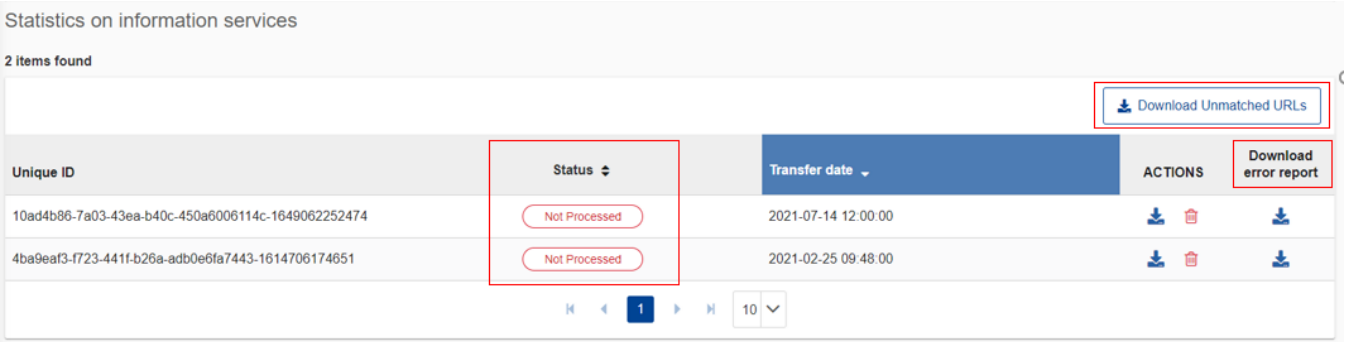
You can also clear all previously added filters using the button **Clear filters**:



Status

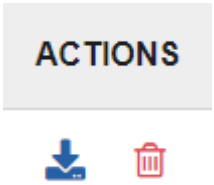
In the status filter you have a drop down with options as **Fully Processed, Not Processed, Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

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.

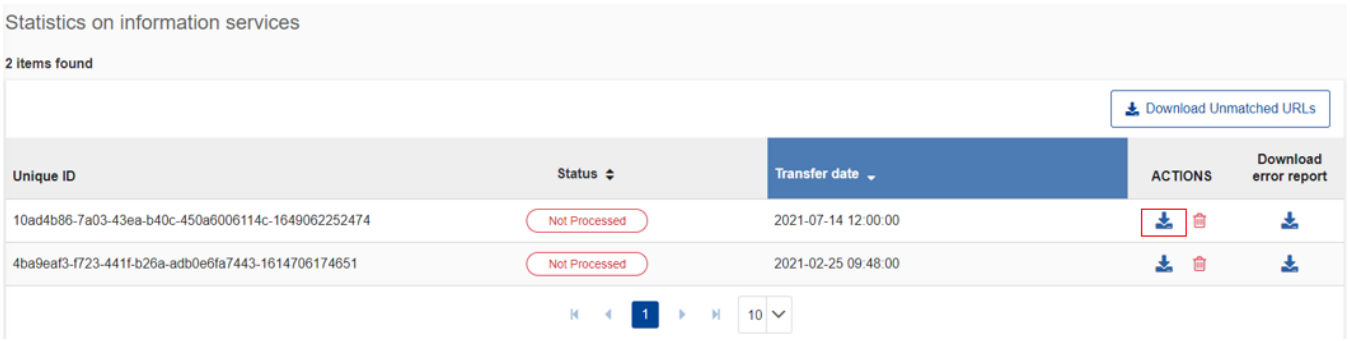


Actions

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

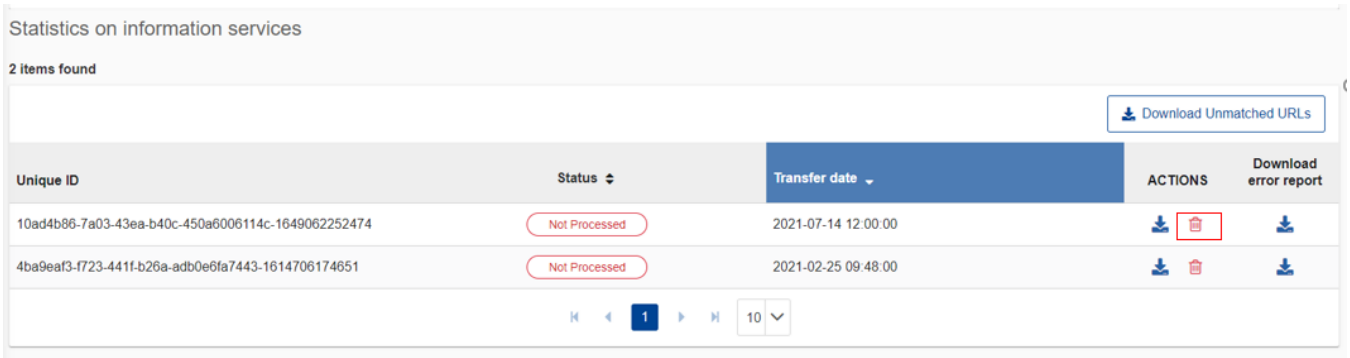


To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.

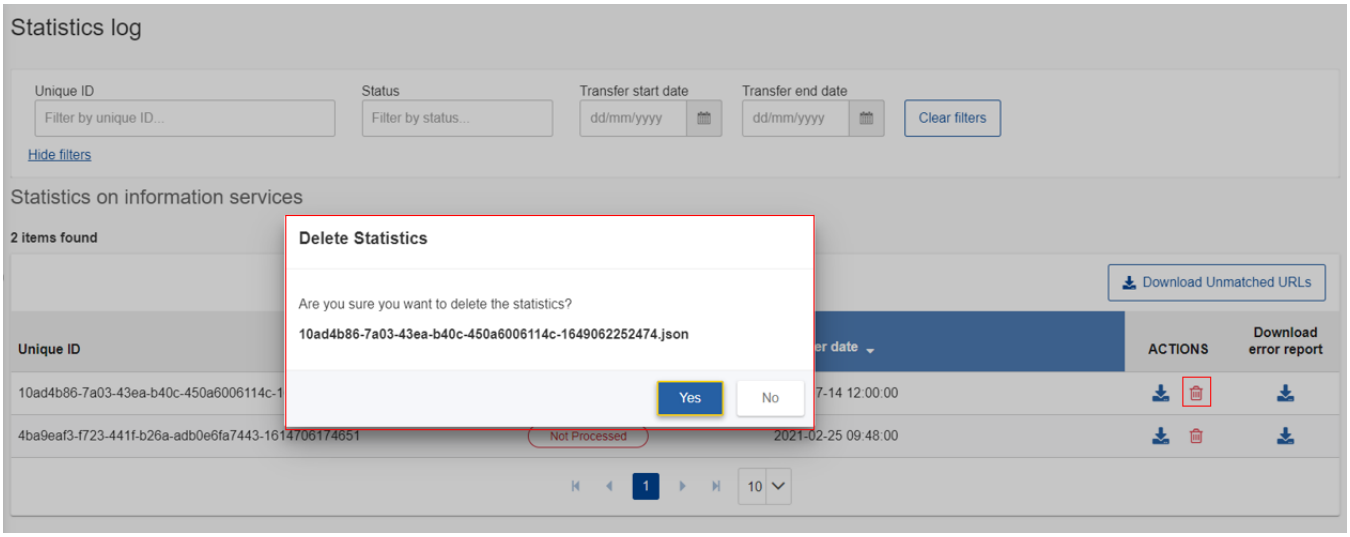


To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

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



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.



API keys

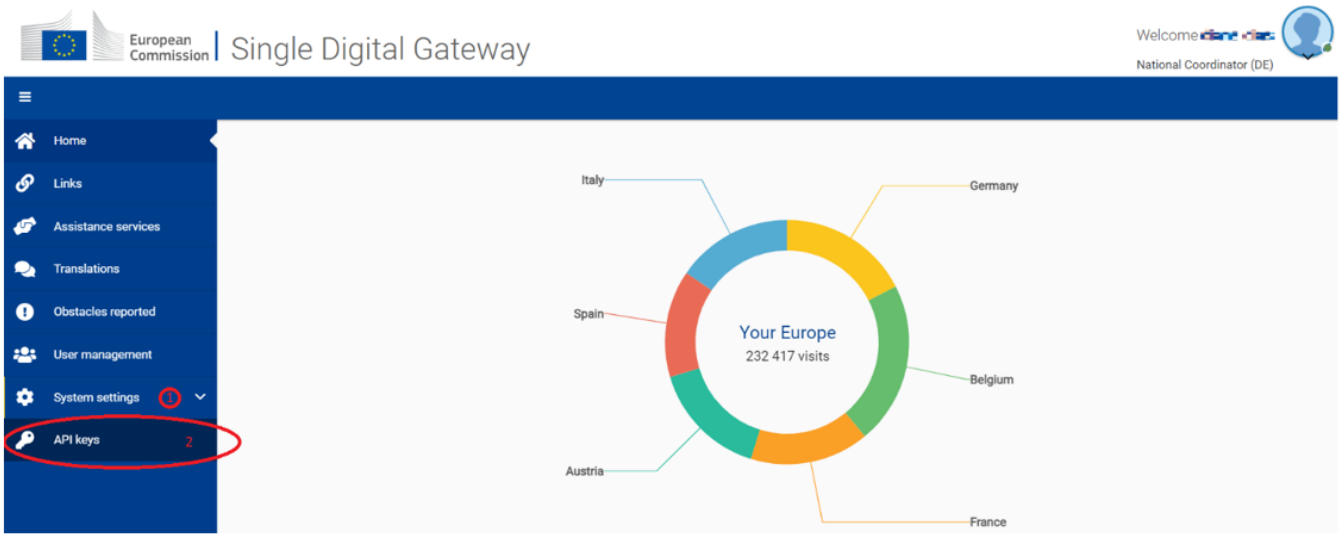
- API keys
  - Introduction
  - How to access the API keys module?

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?

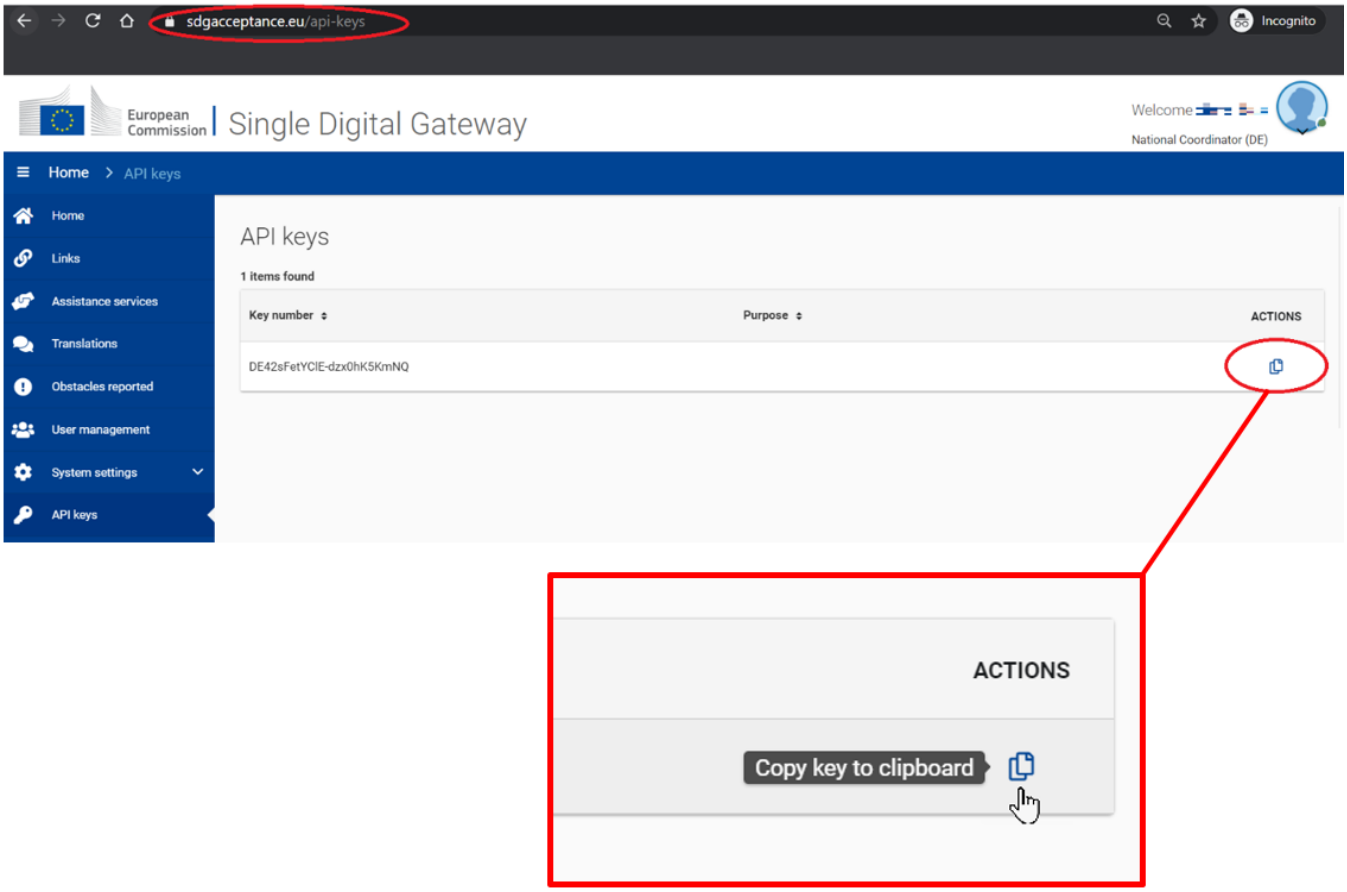
Access SDG, **click** on **System settings** and API keys



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

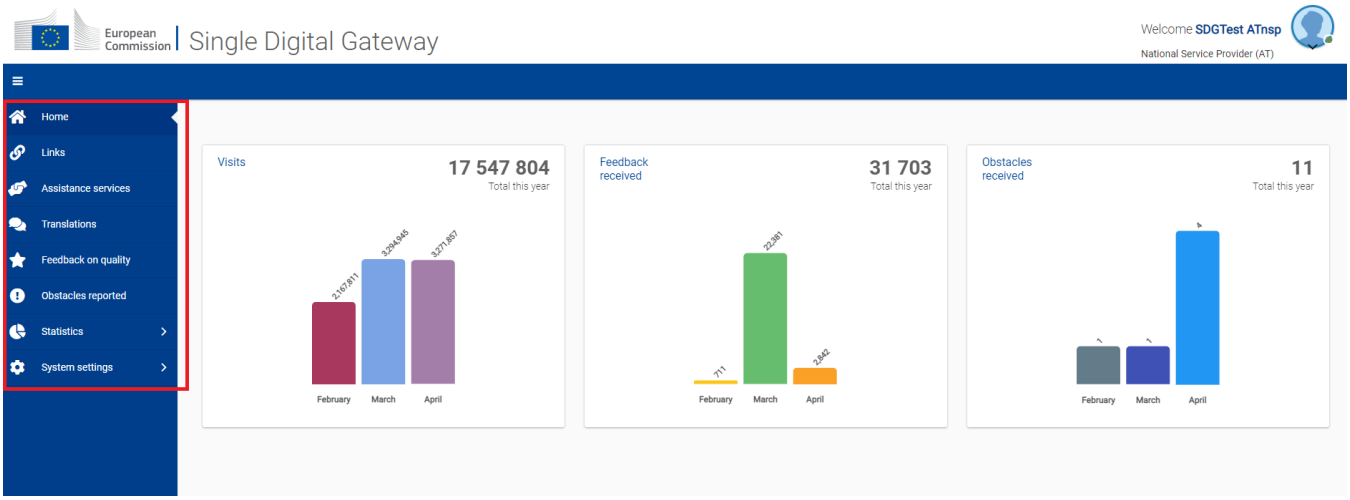
- Homepage
  - Introduction
  - What can I see in the Homepage?
  - How to change roles when National Coordinator delegation is active?

Introduction

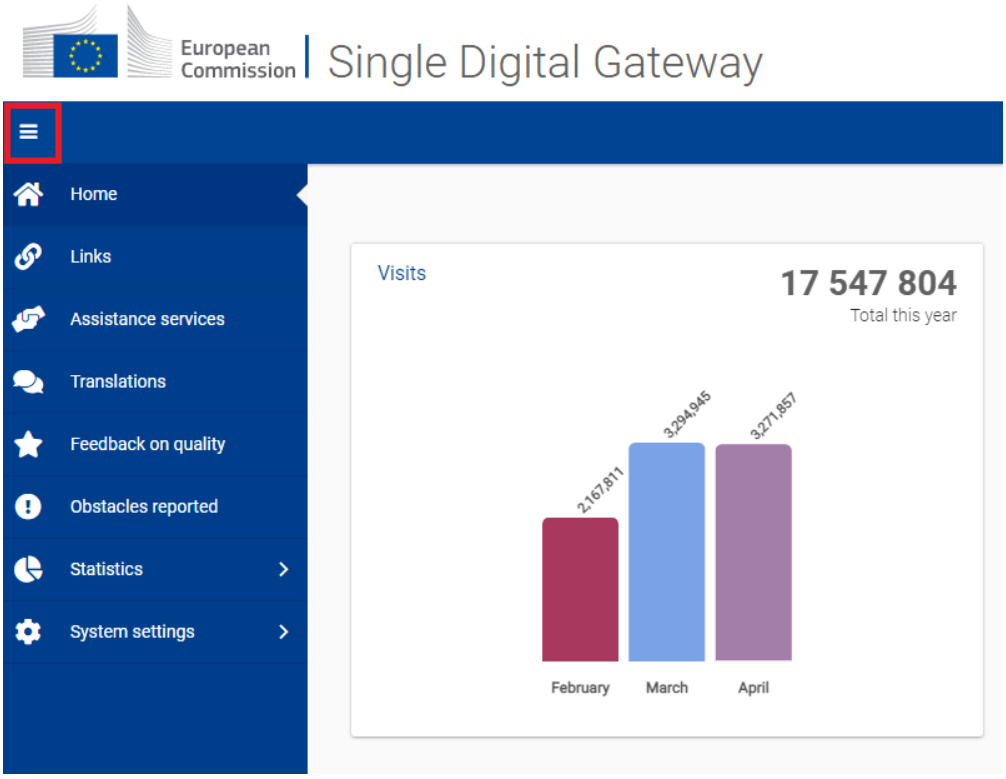
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

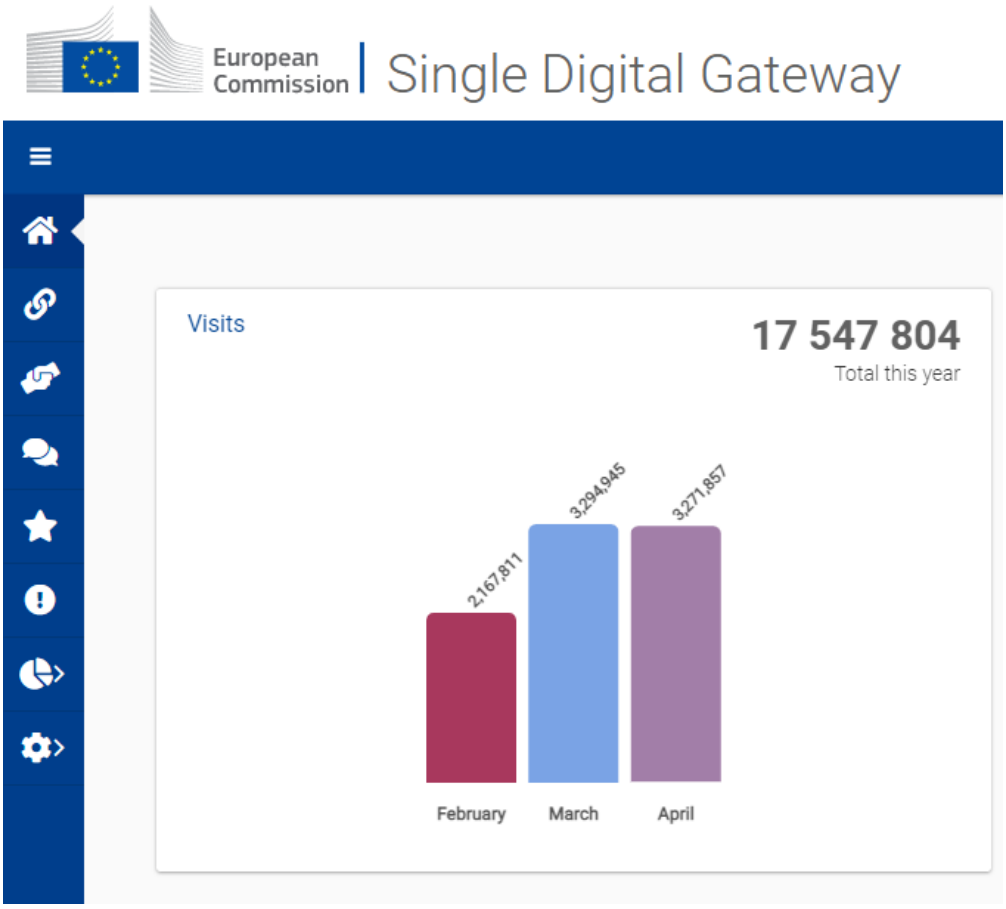
What can I see in the Homepage?

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.

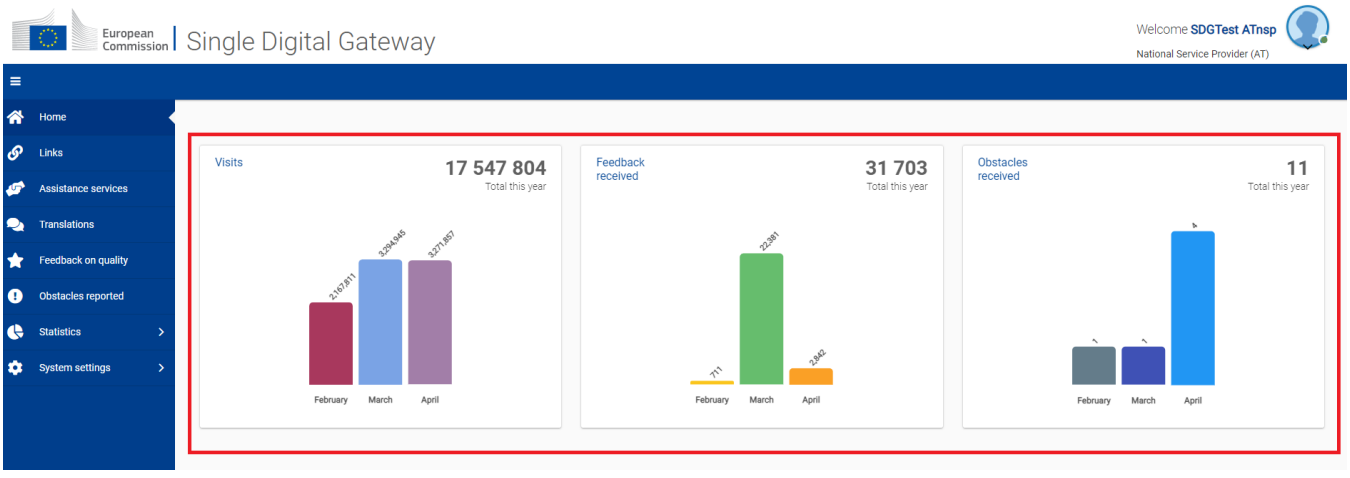


You can click on the top left corner of this menu to expand or minimize the menu.





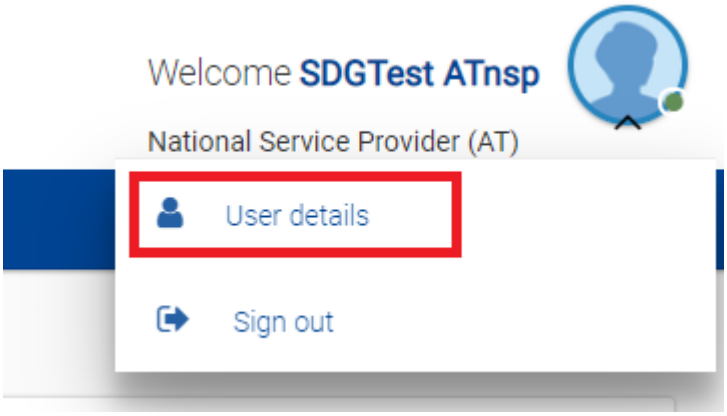
In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V isits** on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob stacles reported** 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.

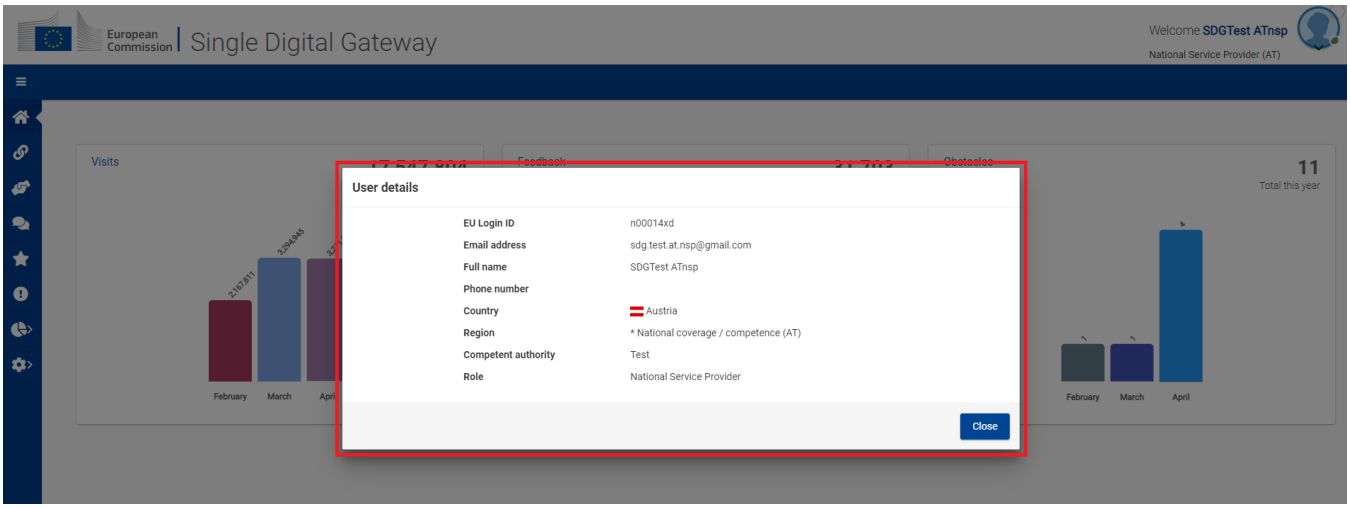


In the top right corner you can also click on the user picture and that will expand an additional menu.

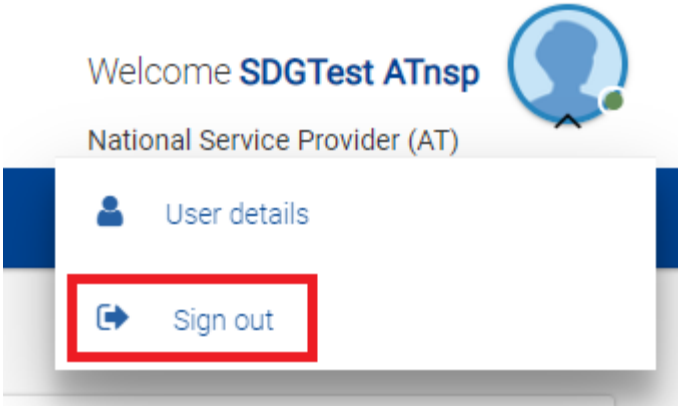
Here you can check your **User details** and **Sign out**.

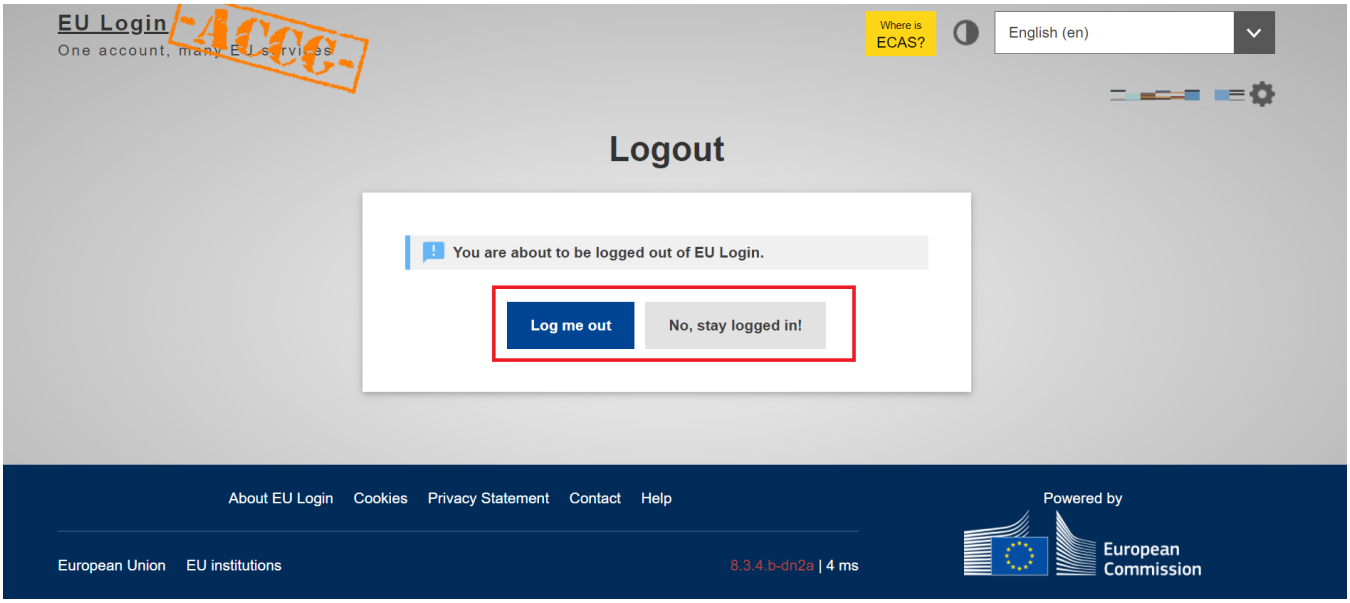
Clicking on **User details** will show you your user details.





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).





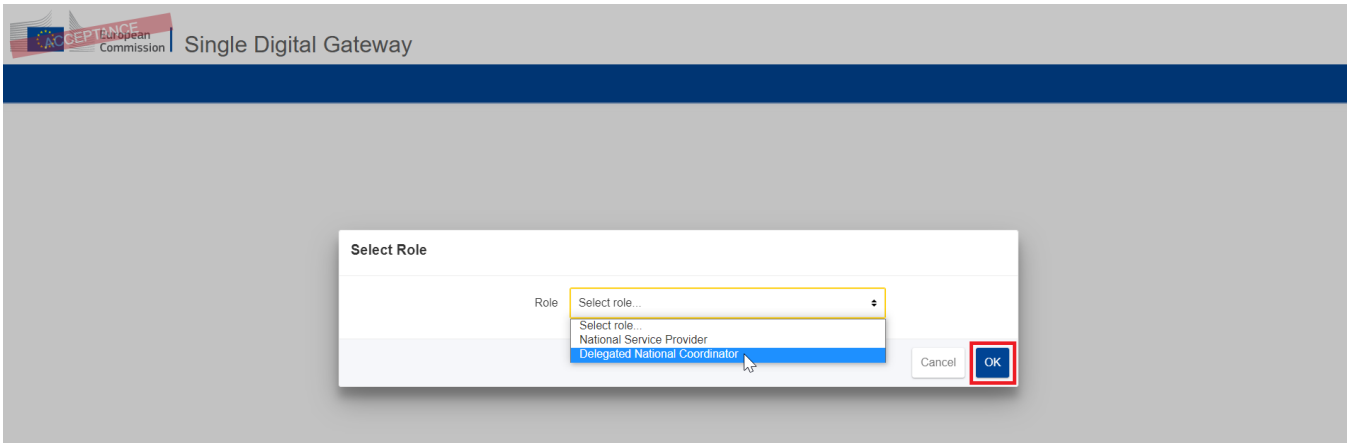
How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **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.

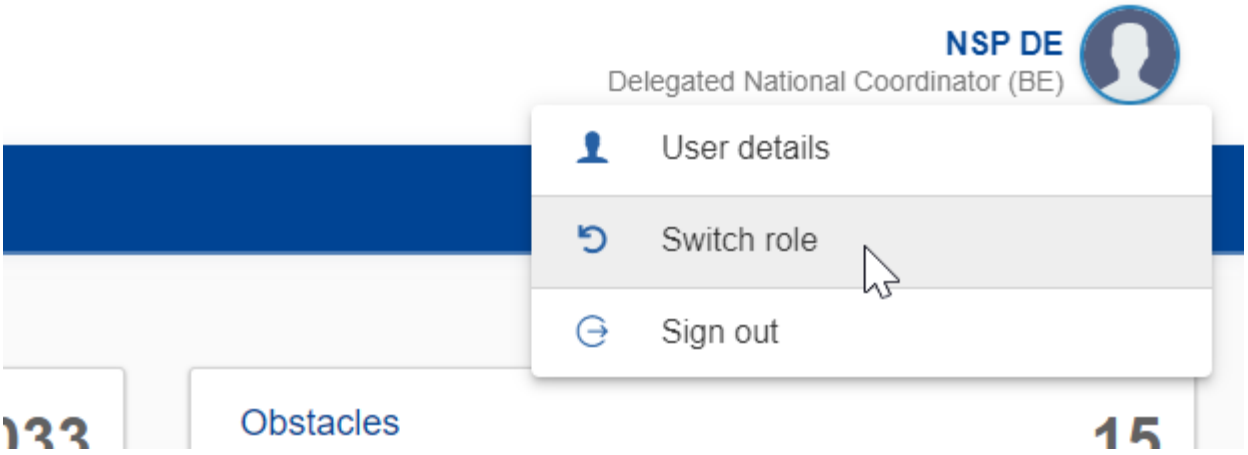
You can select from the drop down the role and click **OK** to login to SDG.



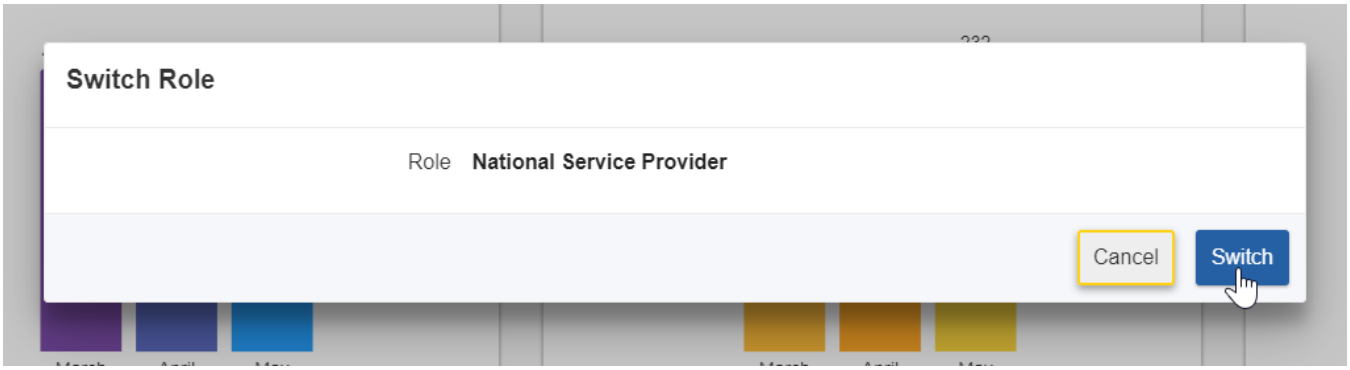
Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

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.



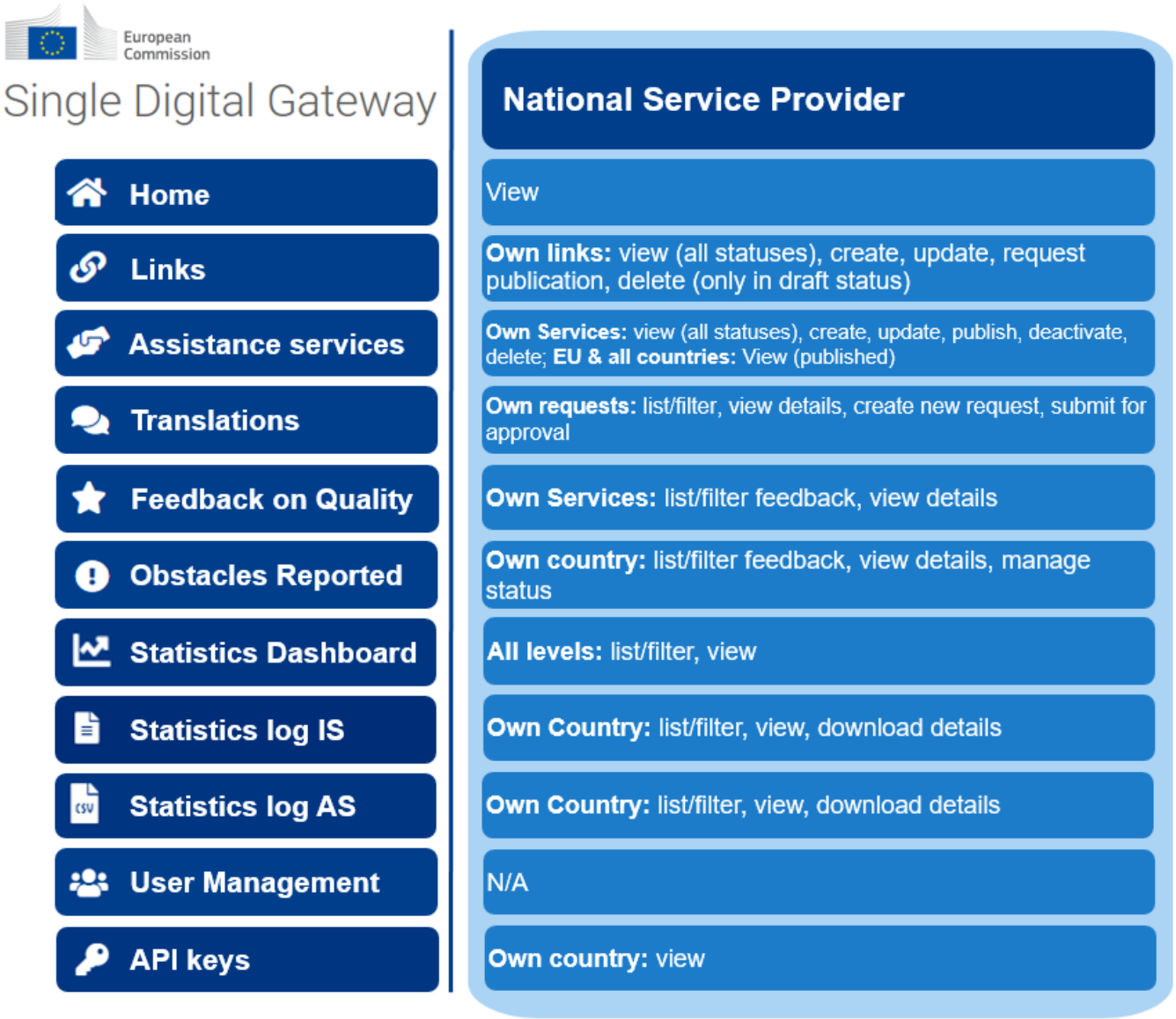
Important Note

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



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?

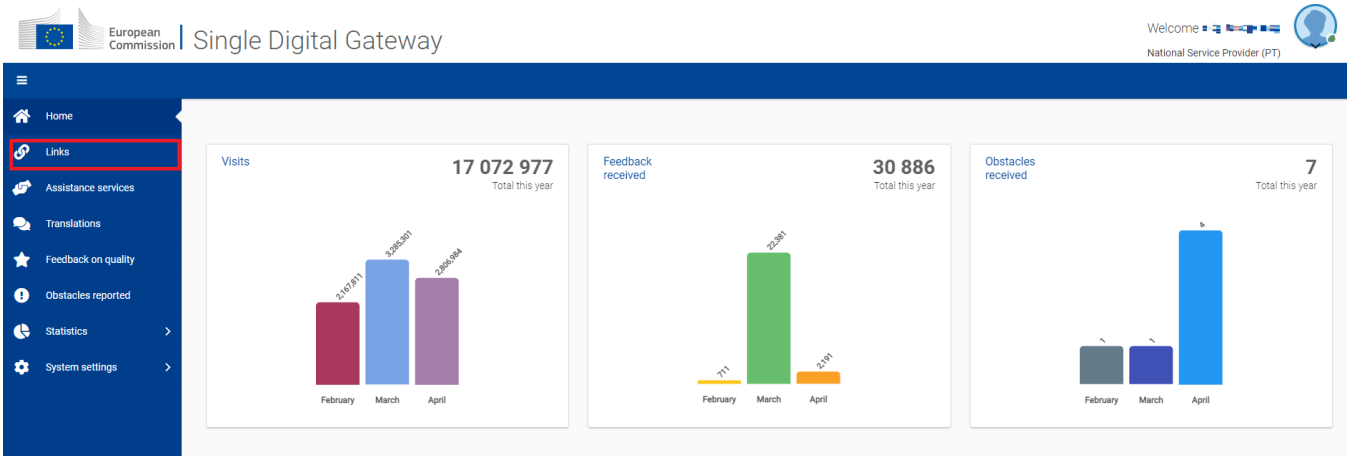
        - How to do an action to multiple Links at the same time?
        - How to export Links?
    - How to Add Links?
        - How to add a single link?
        - URL type, Web folder or Web page?
        - What options do I have available when adding a Web page?
        - How to add multiple links?
        - 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

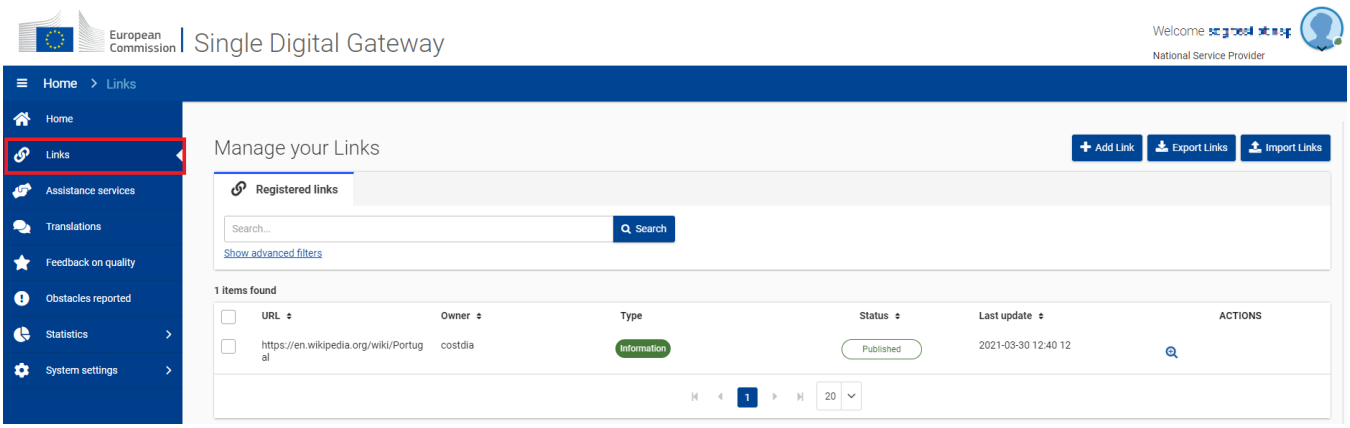
Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

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:

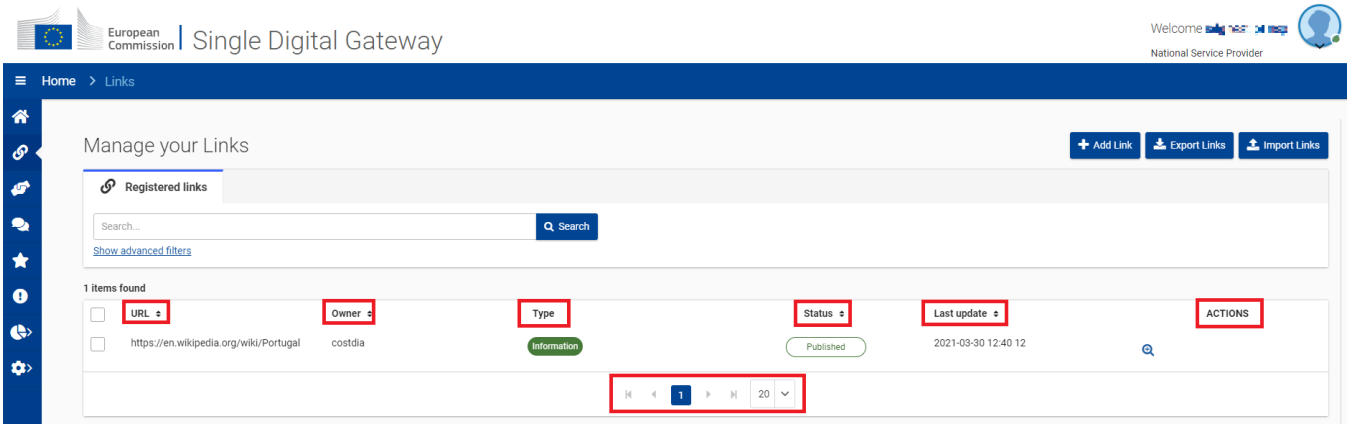


How to navigate on Links module?

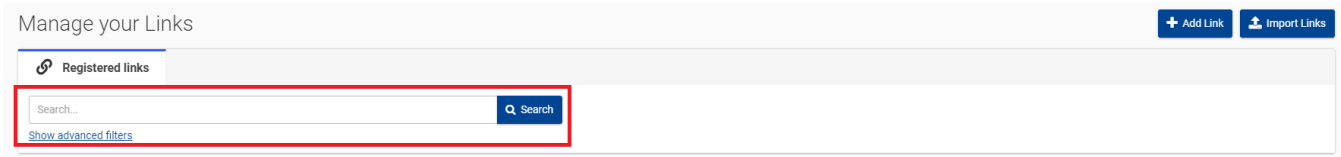
You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

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**; **Ty pe** (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).

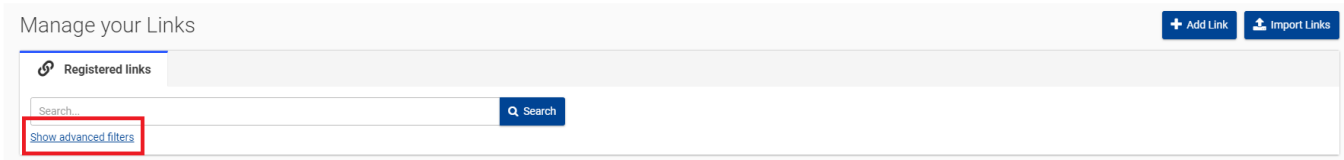


You can search for links by typing keywords on the **Search box**.

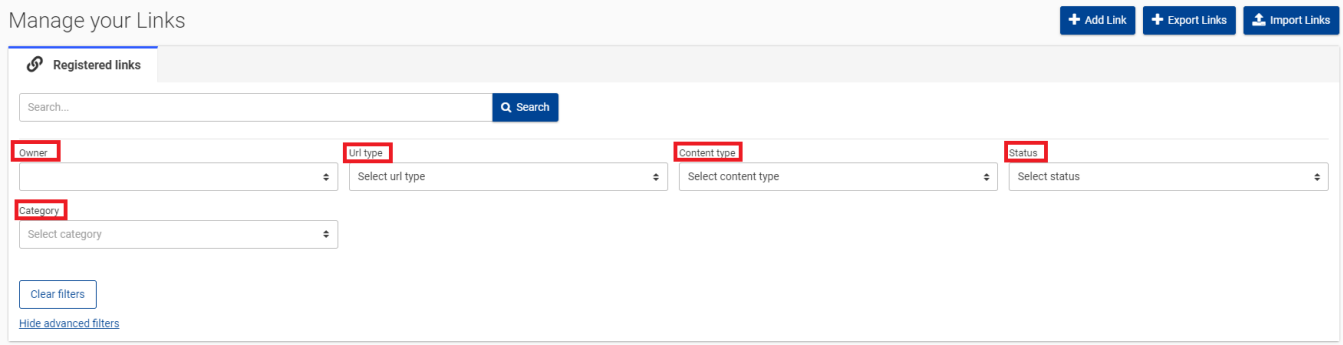


Filters

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



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



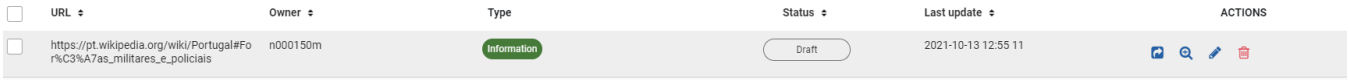
You can also clear all previously added filters using the button “Clear filters”:

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)*



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

Submit to Review

View details

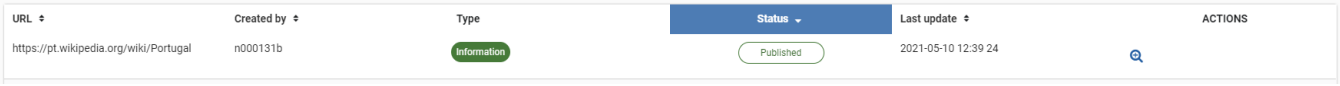
Edit

Delete

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

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)*

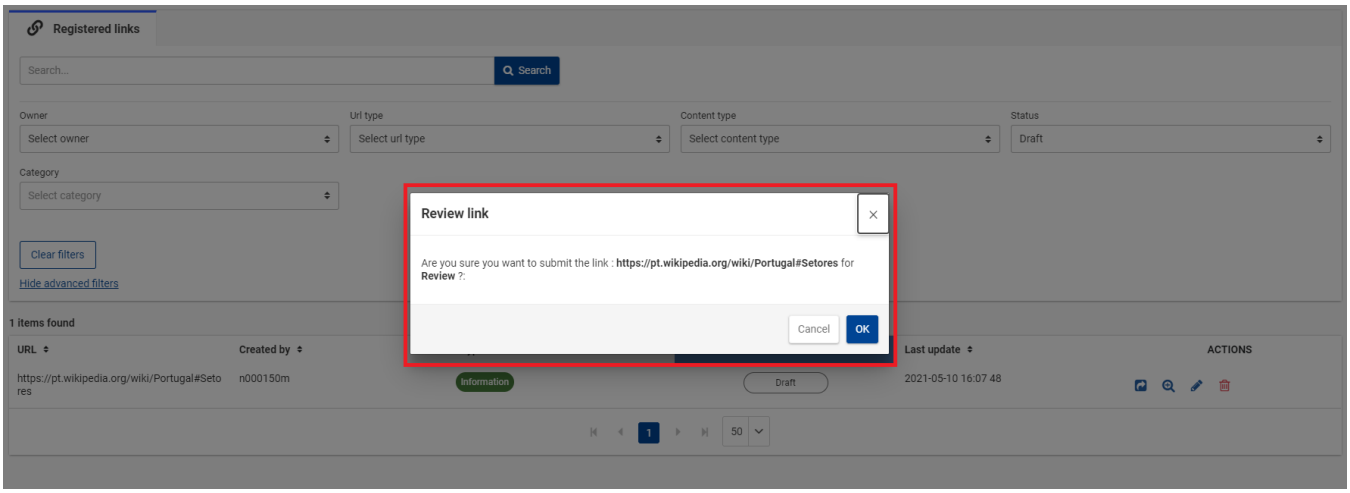


If the link is in *Published* status, you can only **View details**.

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.

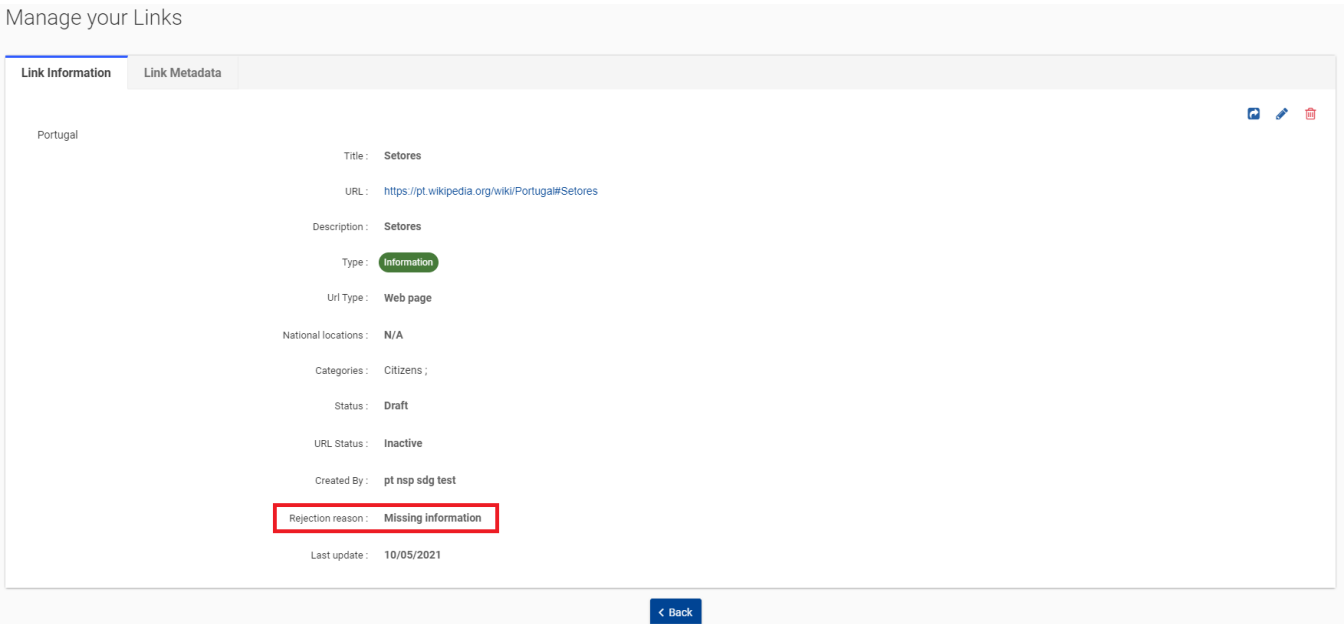


This action is only available if the status is ***Draft*** status.

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

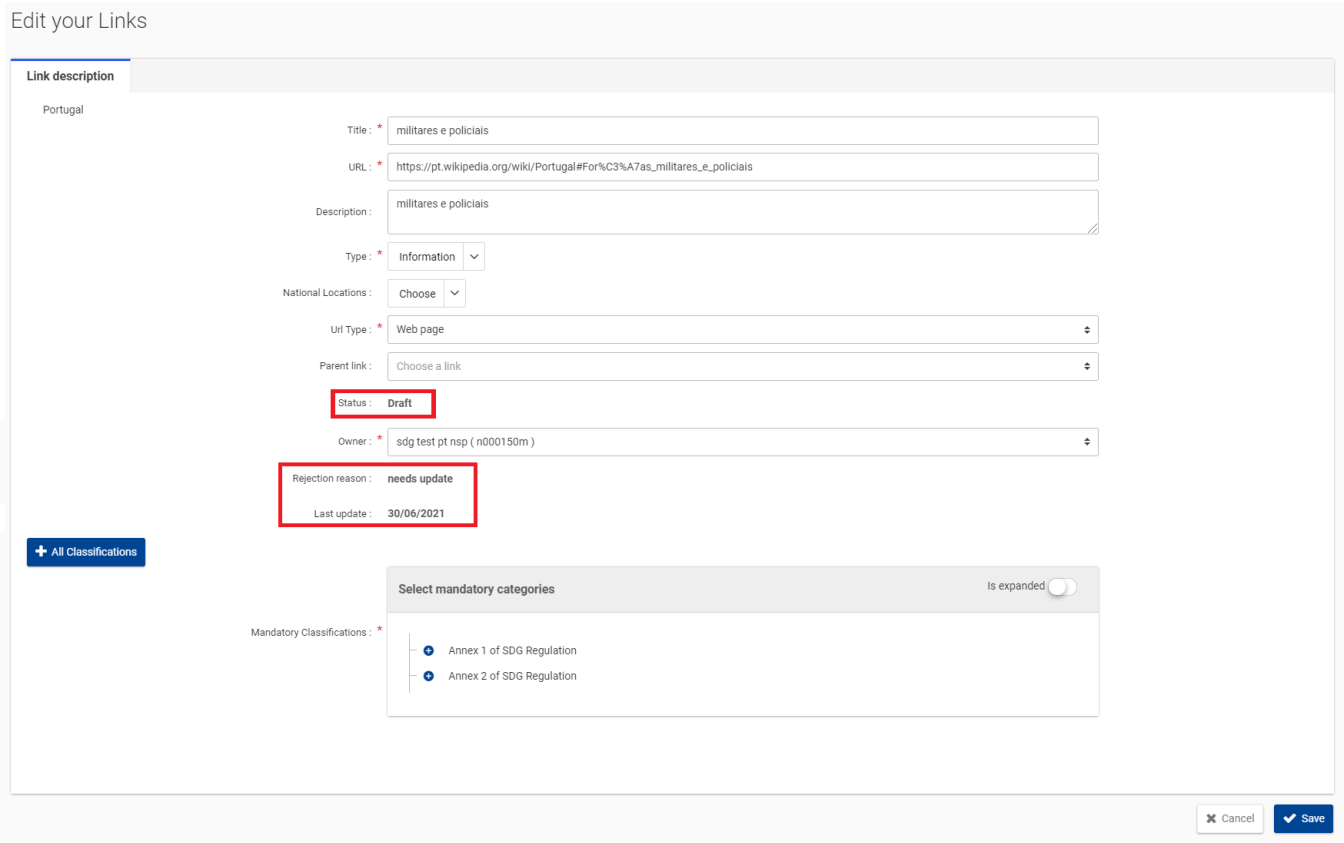
If you click on the **Cancel** button you action will be cancelled and the URL will stay in ***Draft*** status.

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**.



Edit

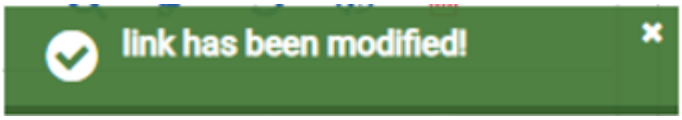
This action allows you to edit most of the fields, except the **status**, **Rejection reason** (when applicable) and **Last update**:



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 useor buttons to save or cancel your changes respectively.

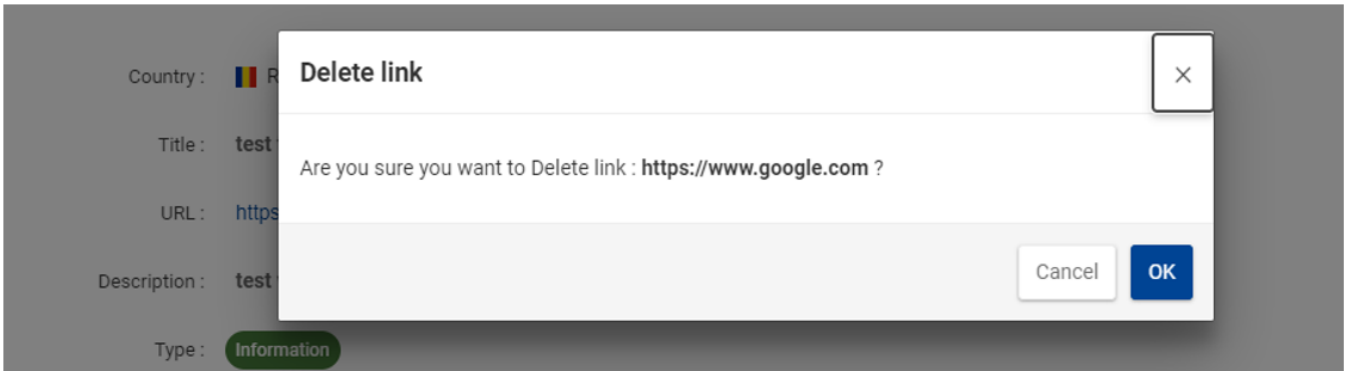
After saving your changes, you will get a pop-up window in right bottom corner of your screen informing you that your action was successful.



Delete

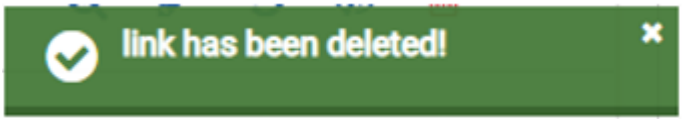
Delete allows you to delete any link in ***Draft*** status***.***

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.

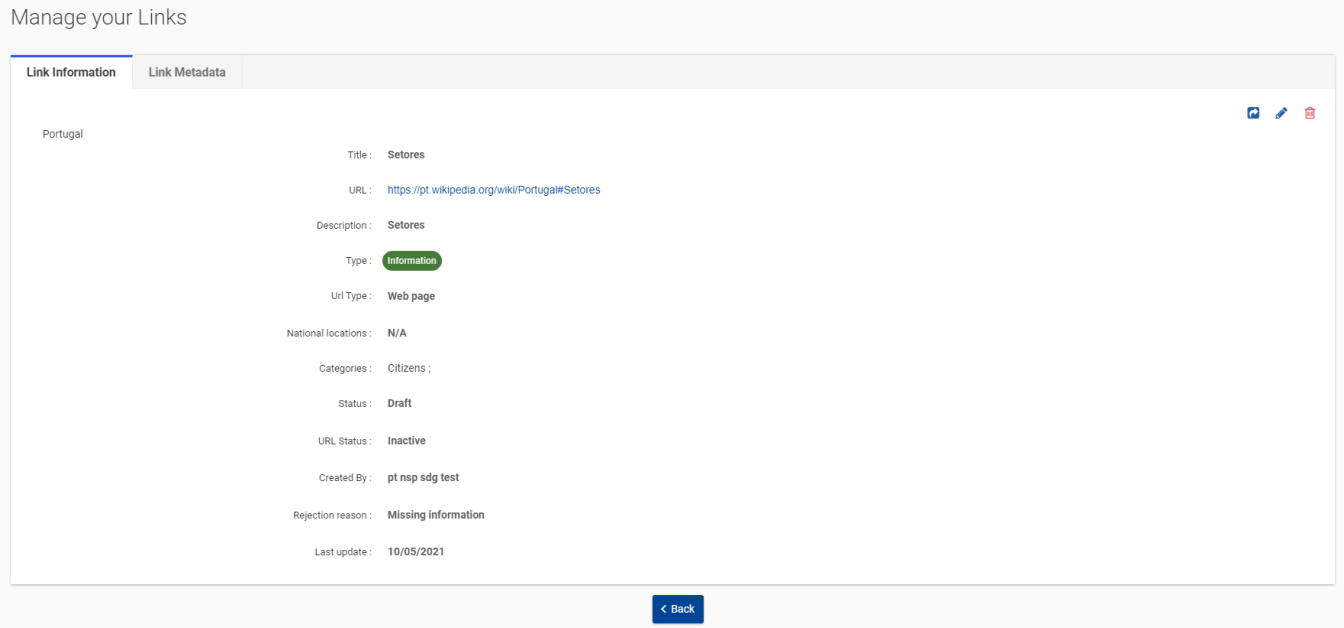


The **delete action** is a physical one, the link will be permanently removed from the repository of links.

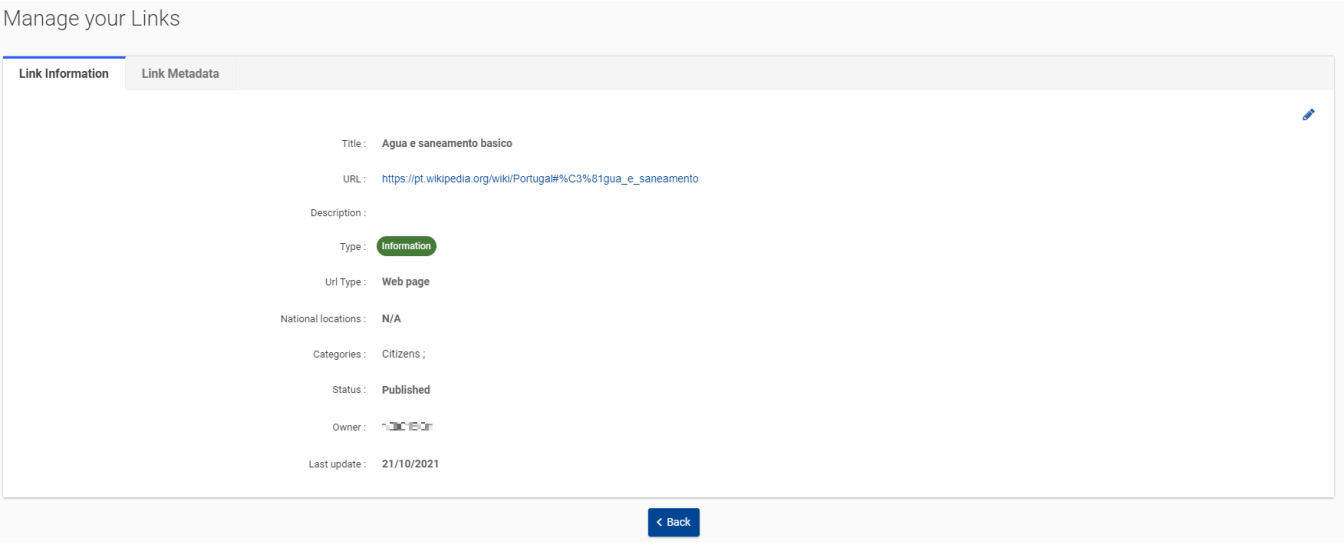
View details

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.

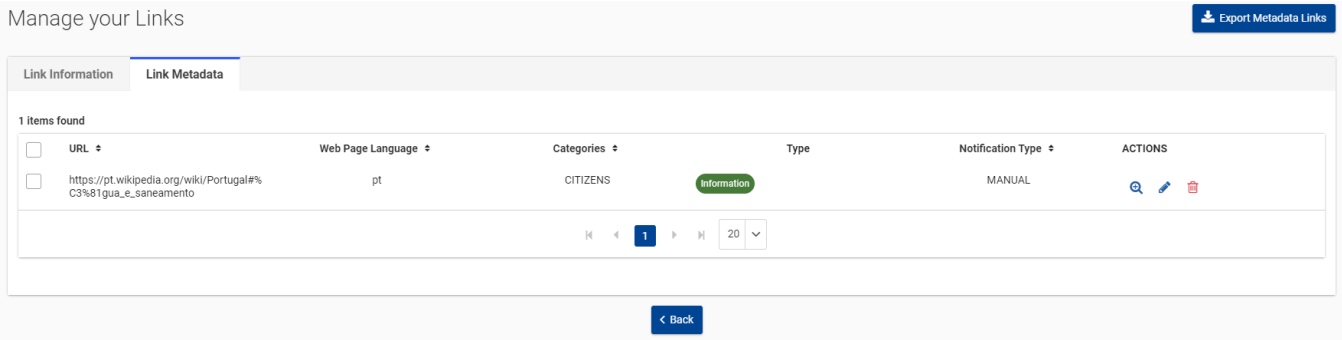
In ***Draft*** status, you will be able to see all the actions available in the list screen (**Submit to Review, Edit** and **Delete**), plus all the details related to the link you are consulting and the related ***Metadata***.



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



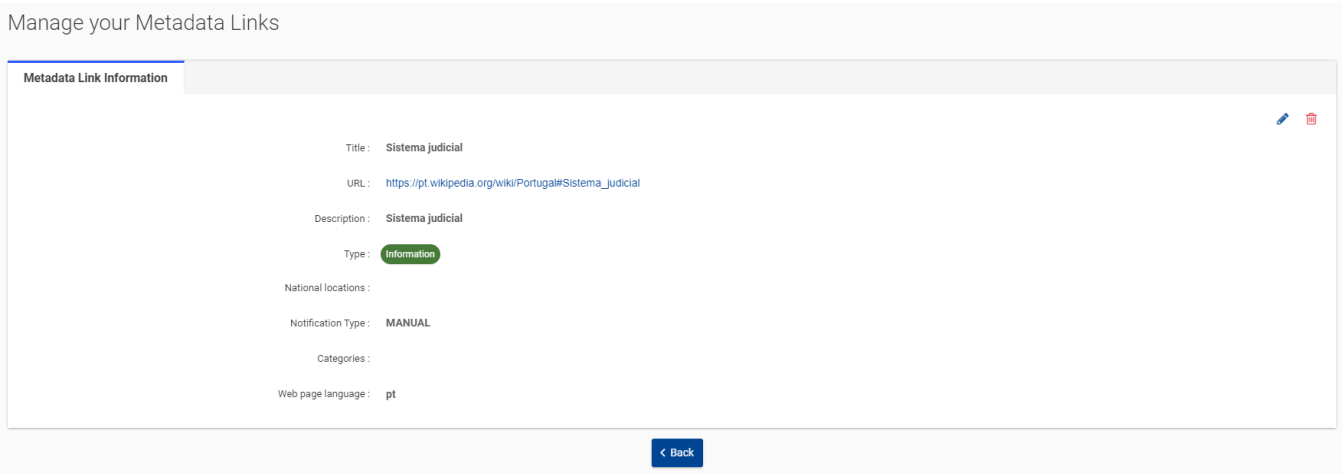
In this case the **Edit** option is available because the user consulting the link is the **Owner** of the link, additionally you can consult the **Link Metadata** tab for more details on the metadata and to export those same details, as well as some additional actions, again depending on the ownership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



What actions can I do in the Link Metadata tab?

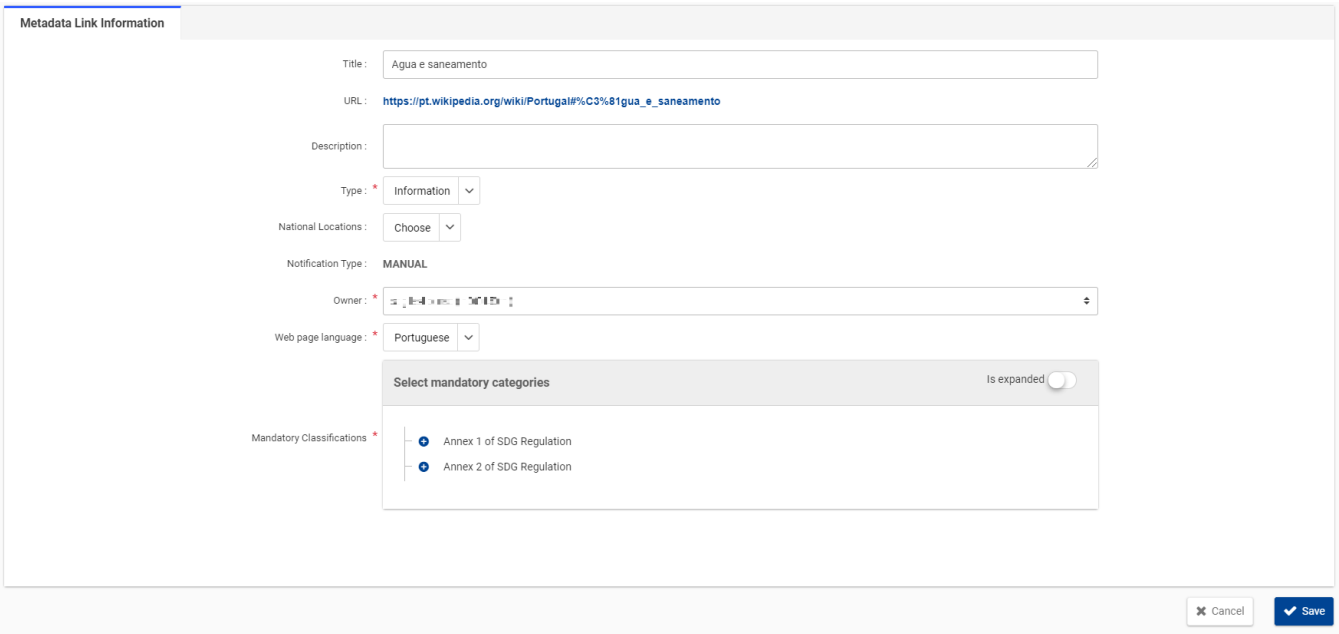
If you select the **Link Metadata** tab, you will have some additional actions available related to the link's metadata.

Here you can click on to view details:



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***).



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

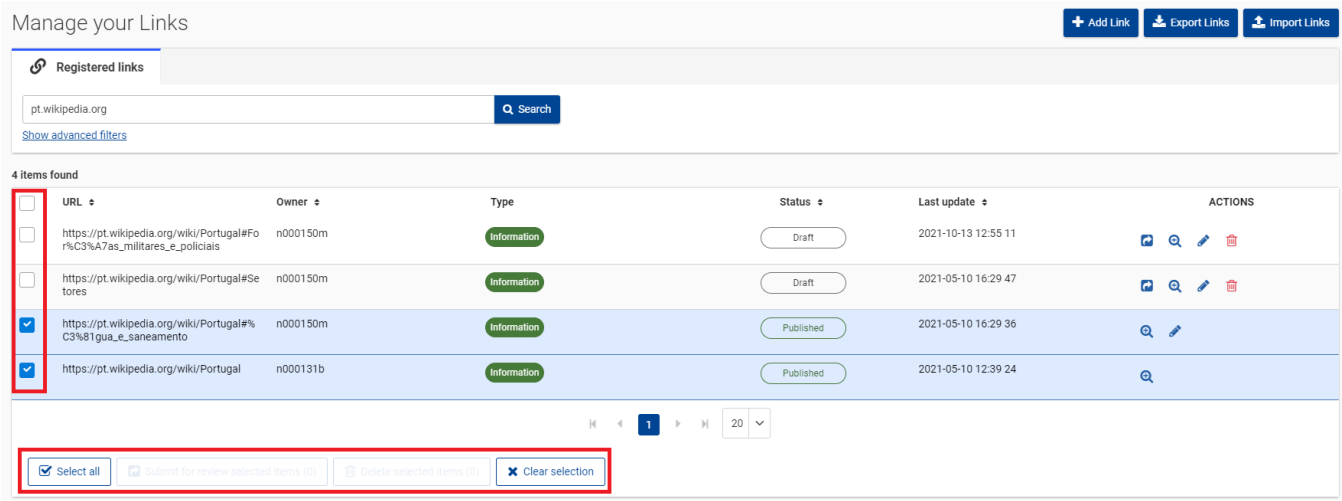
button to cancel any actions you might have done, and a

button to save any changes, 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.

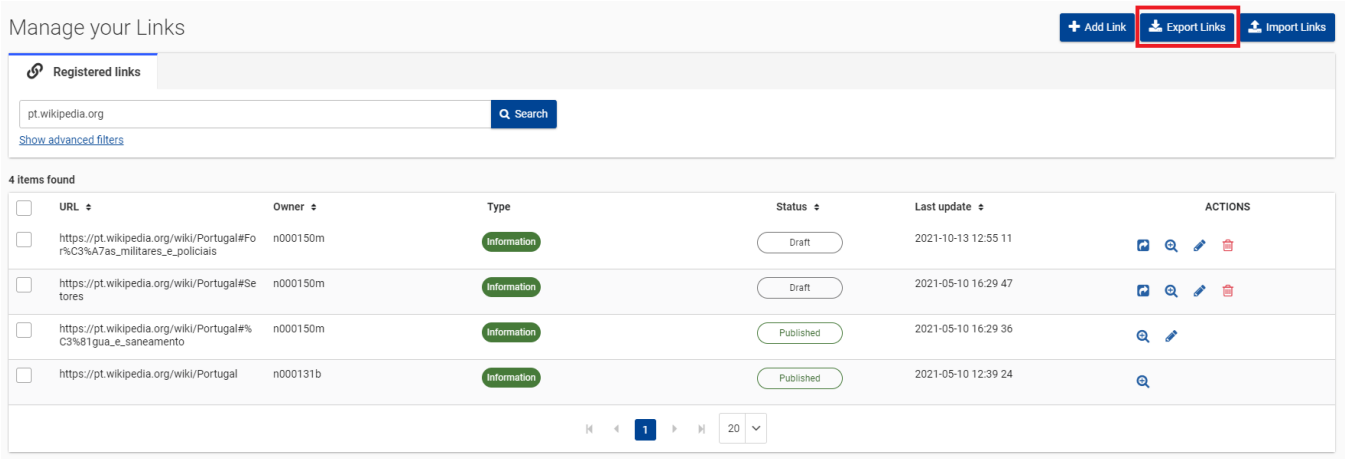


Notice that in the provided example you can only **Select all** or **Clear selection** because all links selected are already **Published**.

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 **D elete selected items** (only if you are the Owner of the url).

How to export Links?

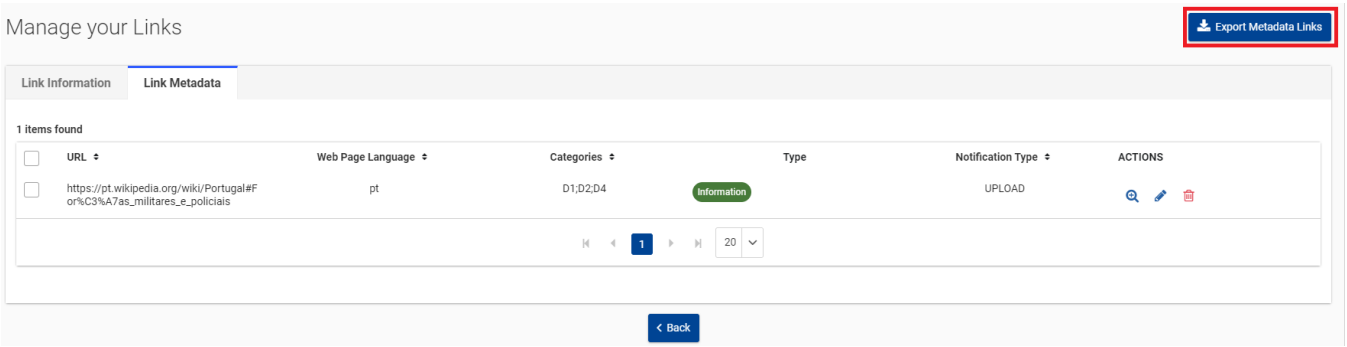
You can export a xlsx file with the links notified to SDG by clicking on **Export Links** button.



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:

	A	B	C	D	E	F	G	H	I	J
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	2021-10-13 12:55:11.181
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
5	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:



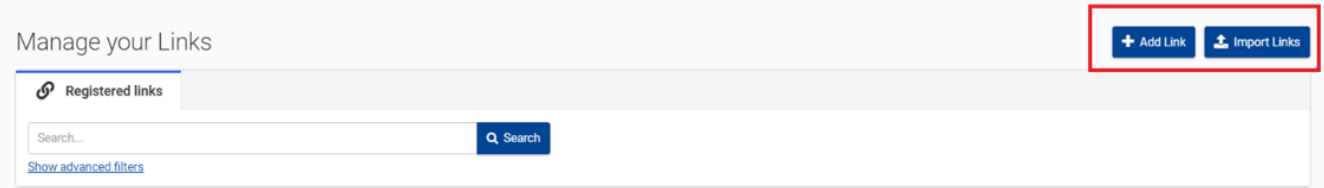
This action will export all Link Metadata for the web page or web folder you are consulting.

	A	B	C	D	E	F	G	H	I	J	K
1	Url	title	description	country	location	user	type	category	language	notificatior	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?

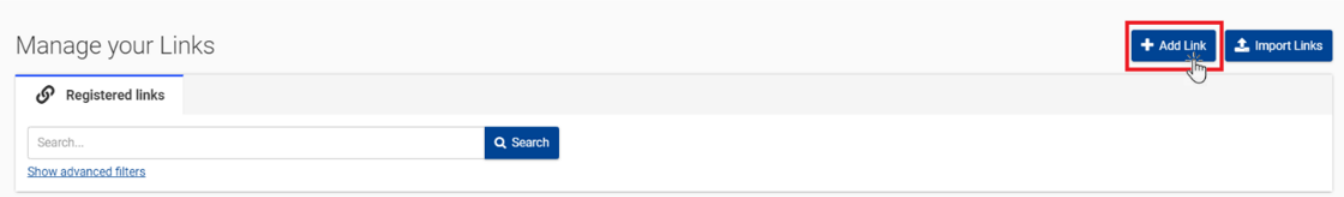
In SDG user interface, we have two options to add new links:

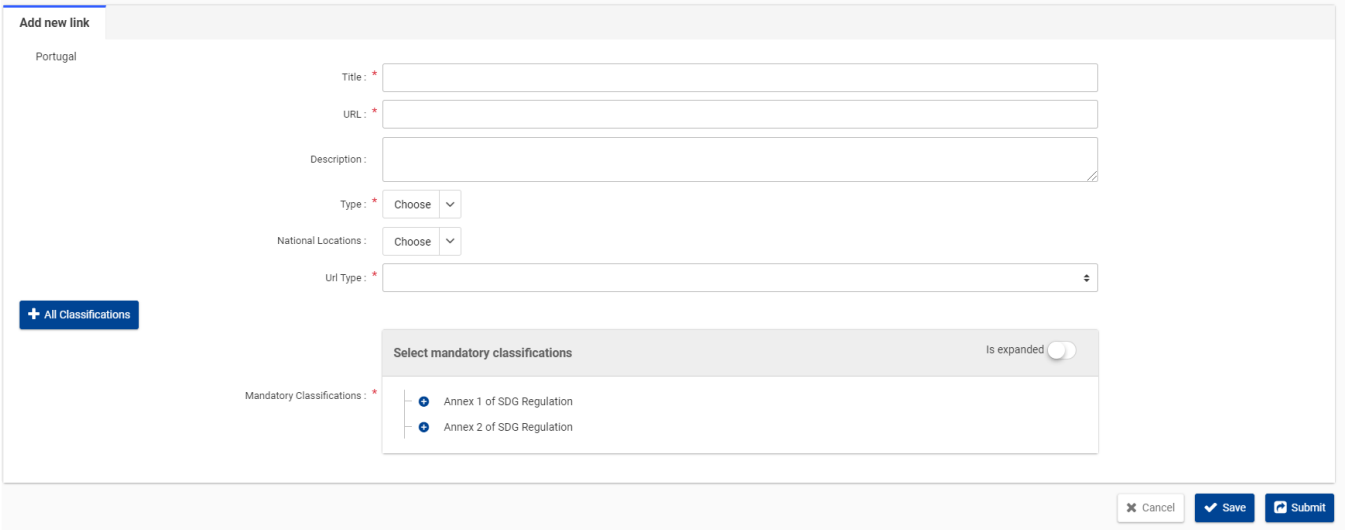
- **Add link** button to add a single link;
- **Import links** button to add multiple links in one go;



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.





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;

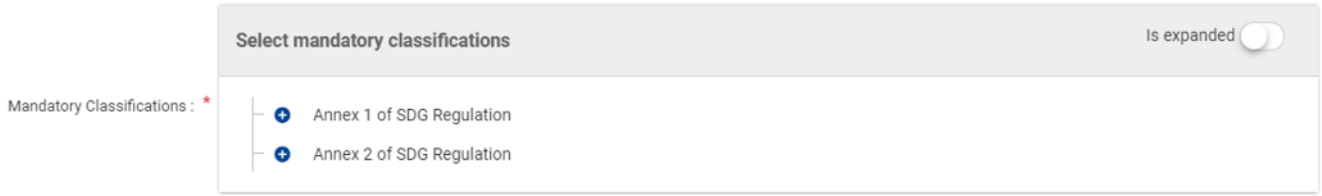
Description: A short description of the content of the web page or resource associated with the link;

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);

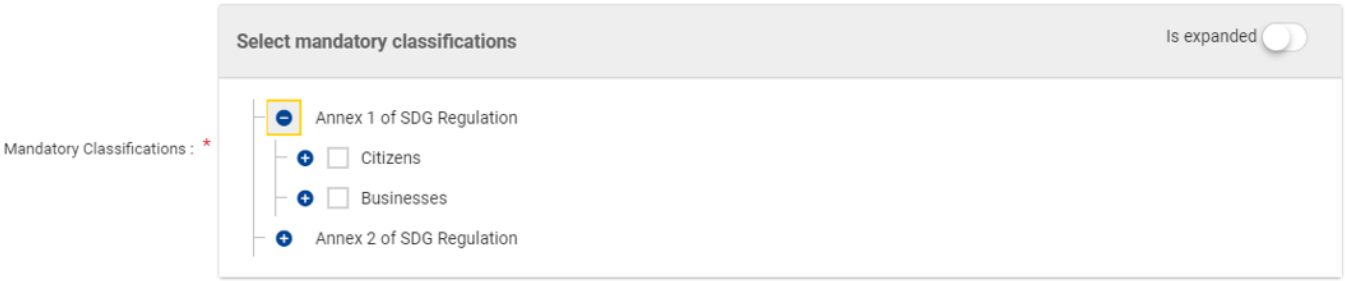
National Locations: If applicable, you can specify if your link is only valid for specific region/s of the chosen country;

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;

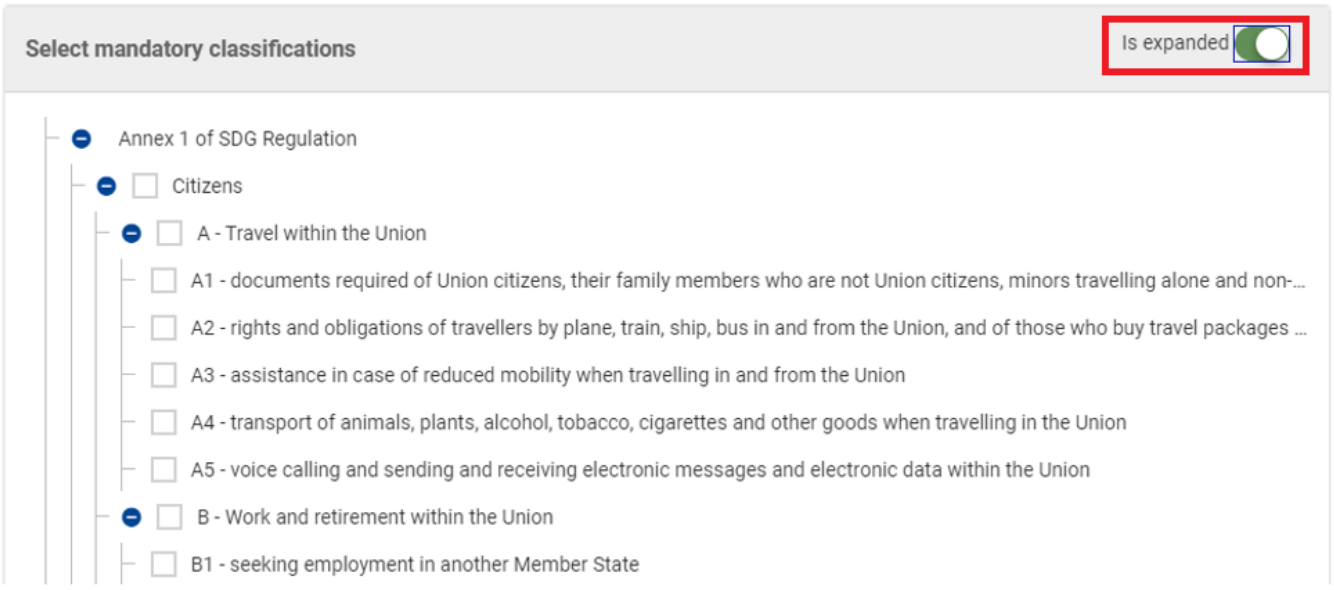
Mandatory Classifications: Select the desired thematic category or categories appropriate for the link. All the information needed about these classifications can be found here: Regulation (EU) 2018/1724 of the European Parliament and of the Council of 2 October 2018 .



You can click on the sign to expand single items:



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



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

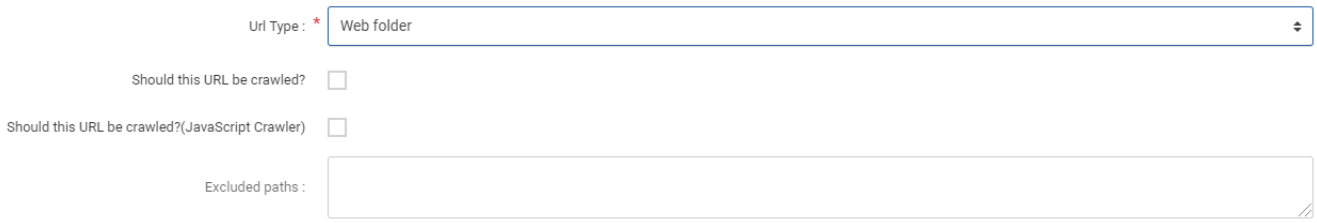
https://www.yourofficialsite.org/find_help

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:



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.

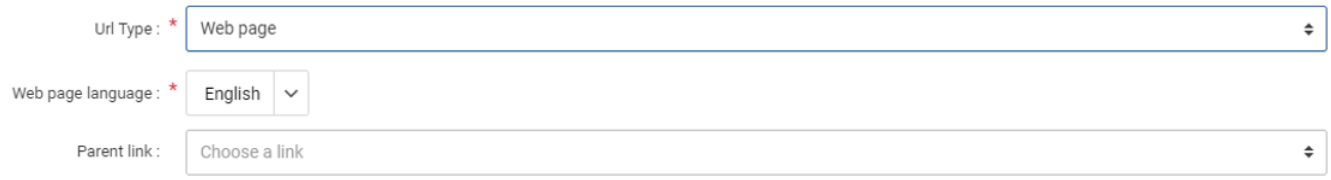
Should this URL be crawled?(JavaScript Crawler) The JavaScript crawler reads websites that have UI generated by JavaScript frameworks. They load the content after the initial response from the server is loaded in the browser. The same metatags are used for the JavaScript Crawler and the same rules apply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



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

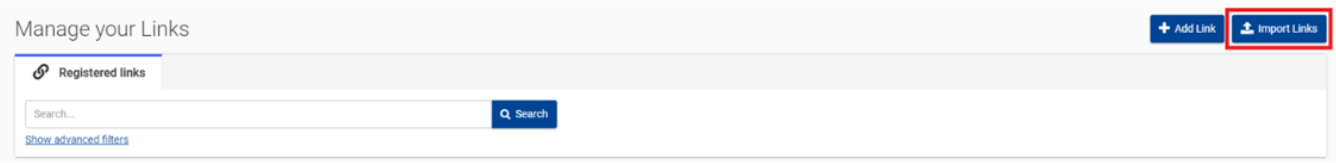
.xlsm

.xml

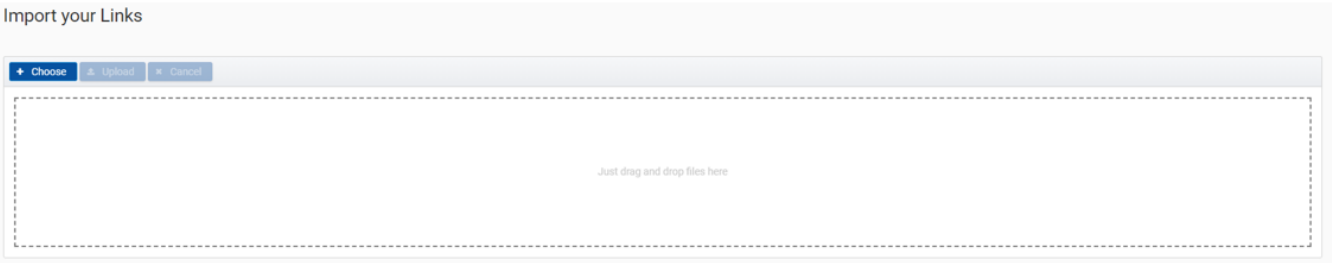
You should use one of the following templates:

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.

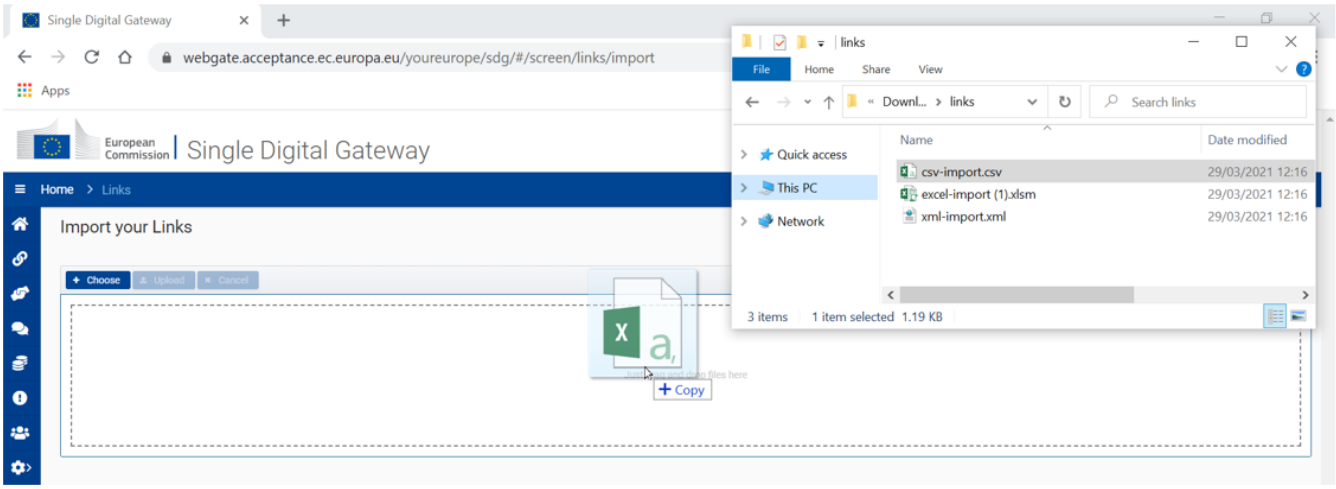
We highly encourage you to read this article to add more information on the procedure that we will describe bellow.



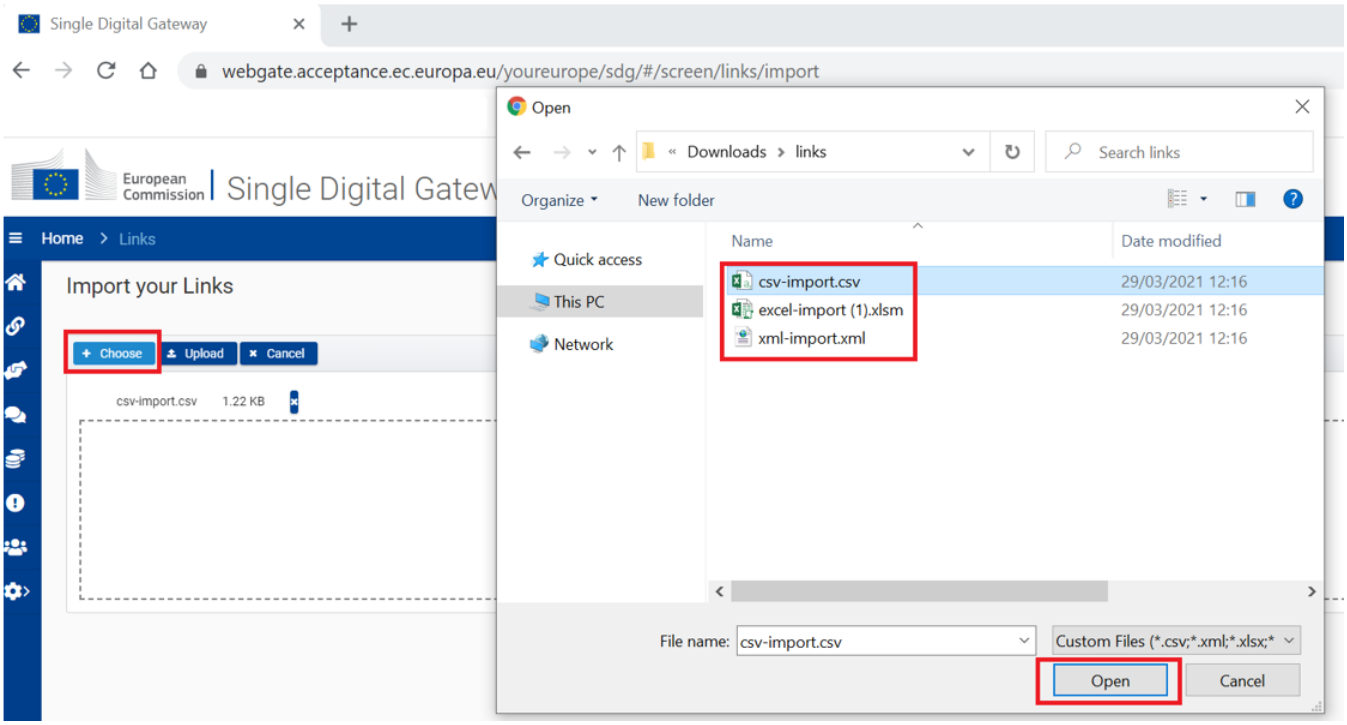
Upon clicking on the button **Import Links**, you will be redirected to another page where you can add your file with all the information needed to add links in SDG:



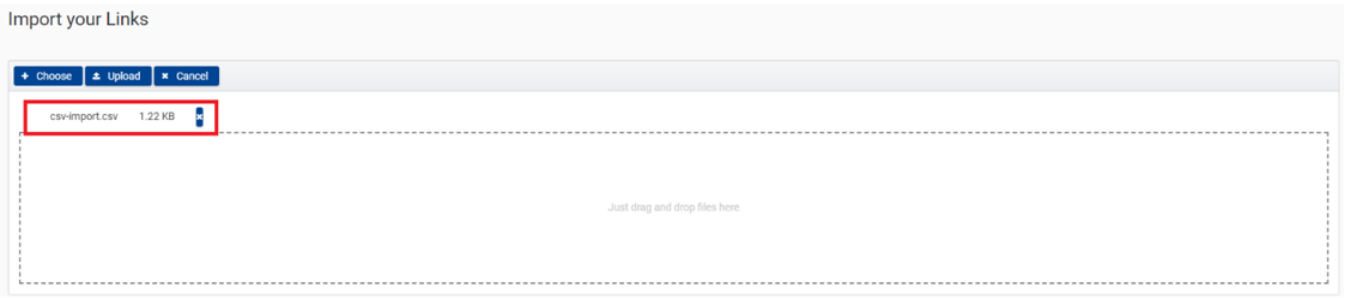
You can either ***drag and drop*** the file:



Or choose a file from the directory:

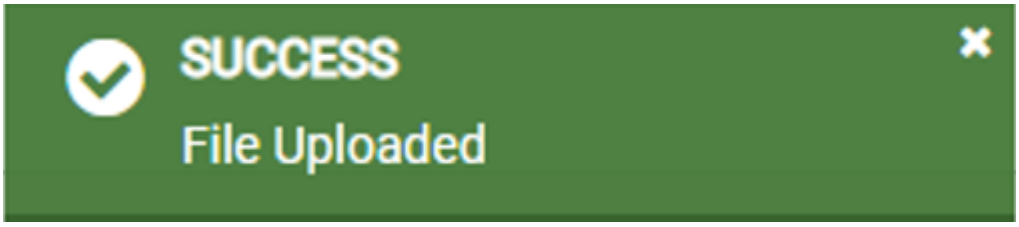


If the file is uploaded successfully, you will see it here:



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.

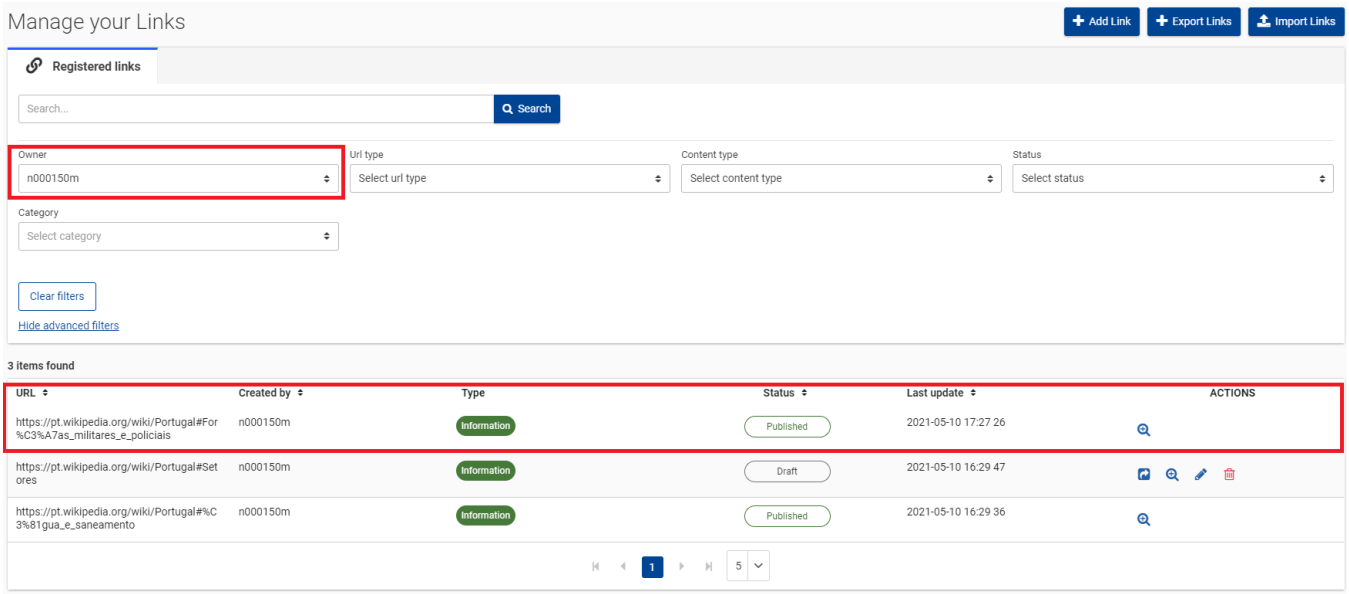
If the file is uploaded successfully, you will see a success message in bottom right corner:



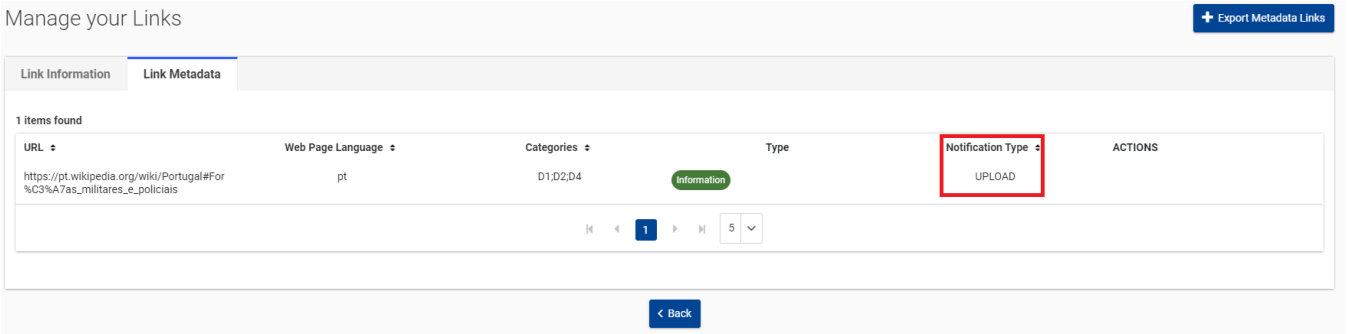
If it is not successful you will have a error message instead of the success message. One **error** that might occur for example is if you add **duplicated URLs** in your file, SDG will see that you trying to add the same link multiple times and the upload will not be successful because of this.

After the records in the uploaded file/s have been successfully processed, you will receive a notification informing you about the success of the import or about any errors that might have occurred during the process.

All the links notified using this process will go directly to the ***Published*** status and you can confirm that the upload was successful with a simple search (is this case we used the ***filter per Owner***):

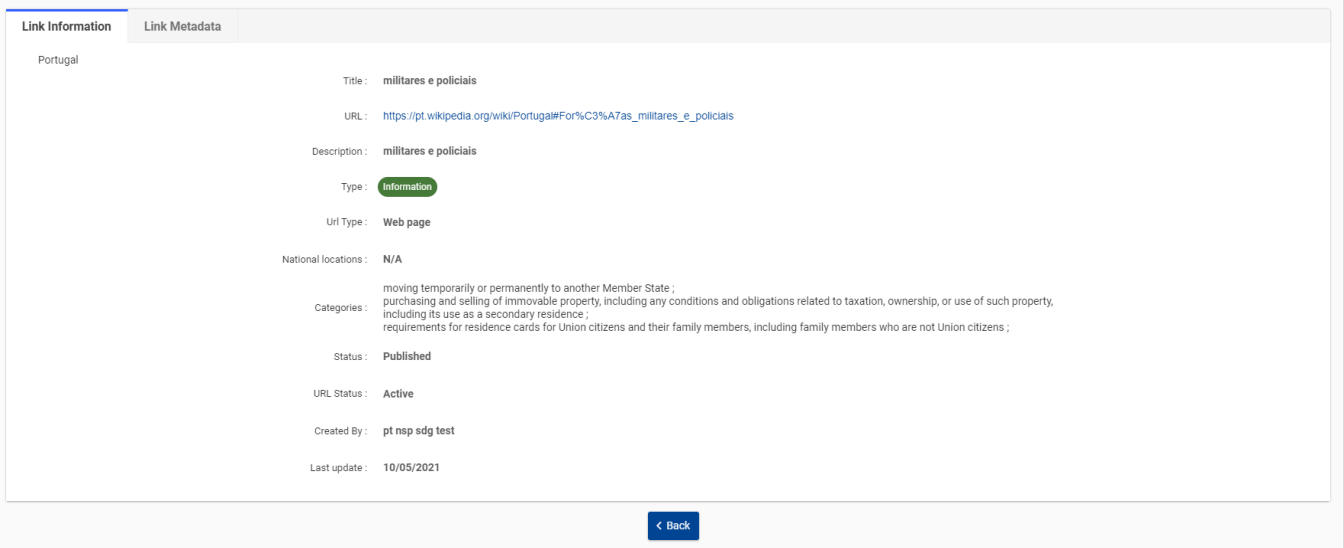


All the related metadata will be added too, and you will be to see that a given link was added through the upload when consulting the link metadata details:



And compare with the .xls file that all information is matching:

	A	B	C	D	E	F	G	H	I	J	K	L
1	title	url	description	type	categories	language	url type	national c	parent url	excluded p	ignore par	delete
2	militares e policiais	https://pt.wikipedia.org/wiki/Portugal#For%C3%A7	militares e policiais	Information	D1;D2;D4	pt	web page					n
3												



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 bellow:

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.

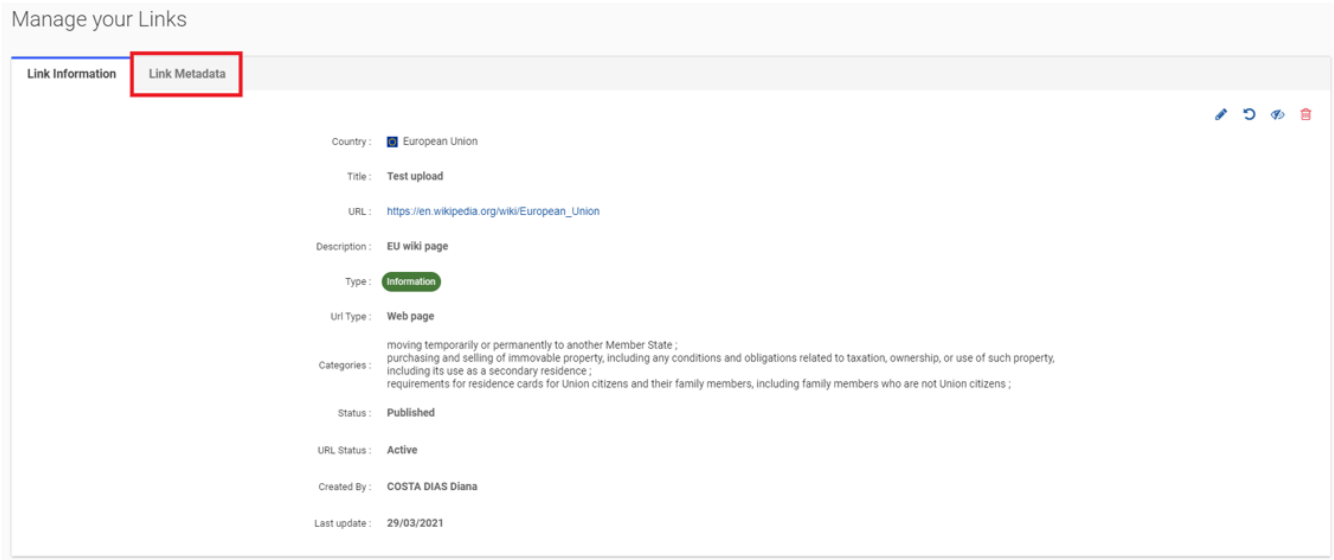
delete - In this column you can mark the items that you want to be deleted from the links repository. **n** for **No** and **y** for **Yes**.

What is Metadata and how important that is?

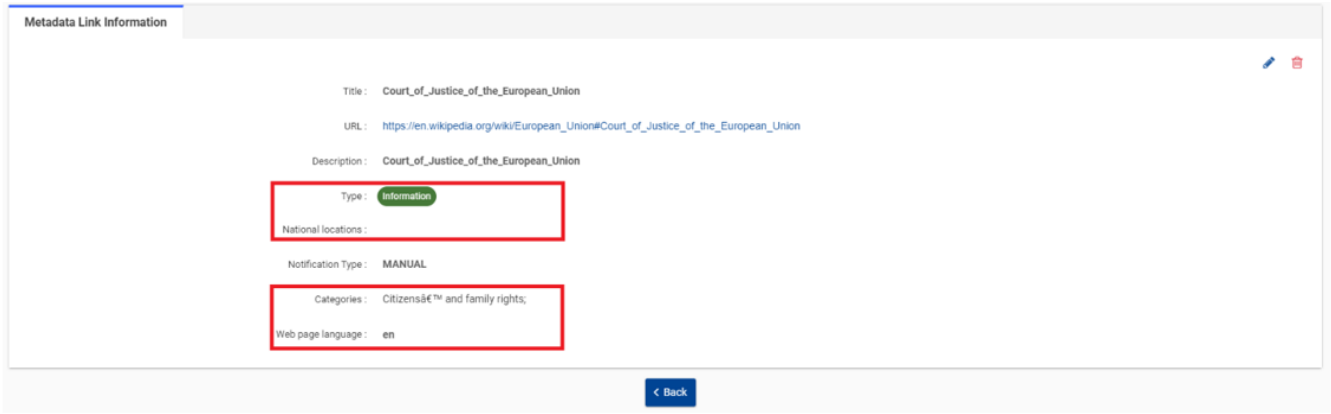
In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality 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.

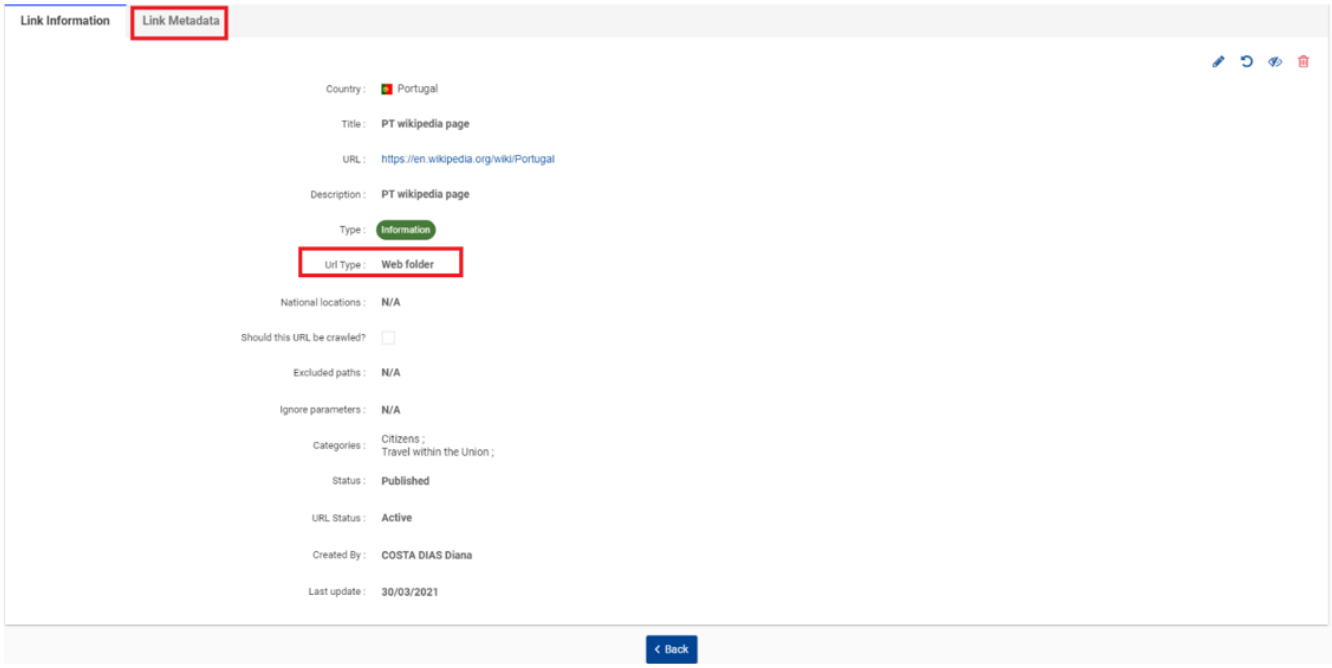
Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:

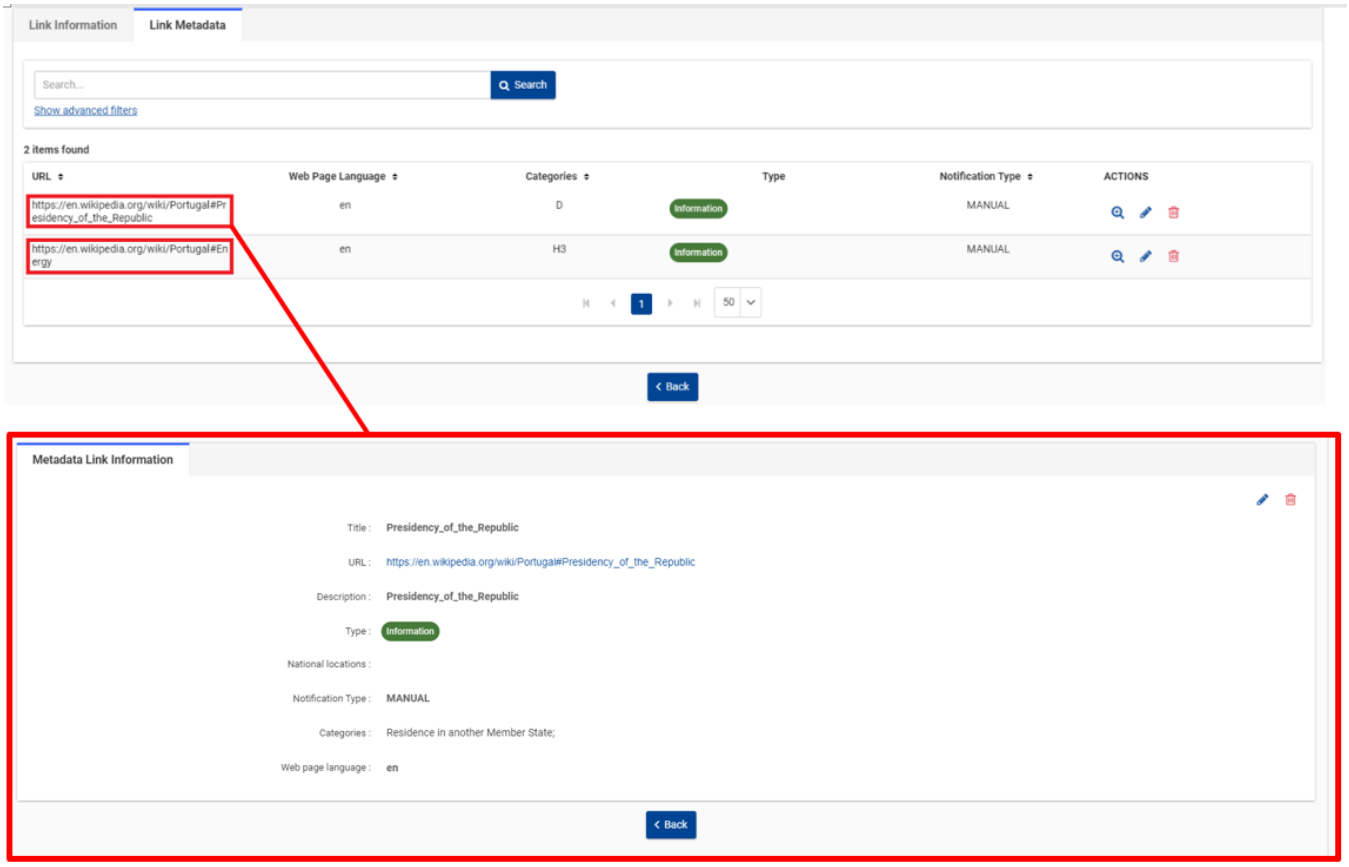


As shown before you can see the metadata details, here we are highlighting what is being used as metadata to aid in the search (for a web page with no parent):



However if 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:





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.

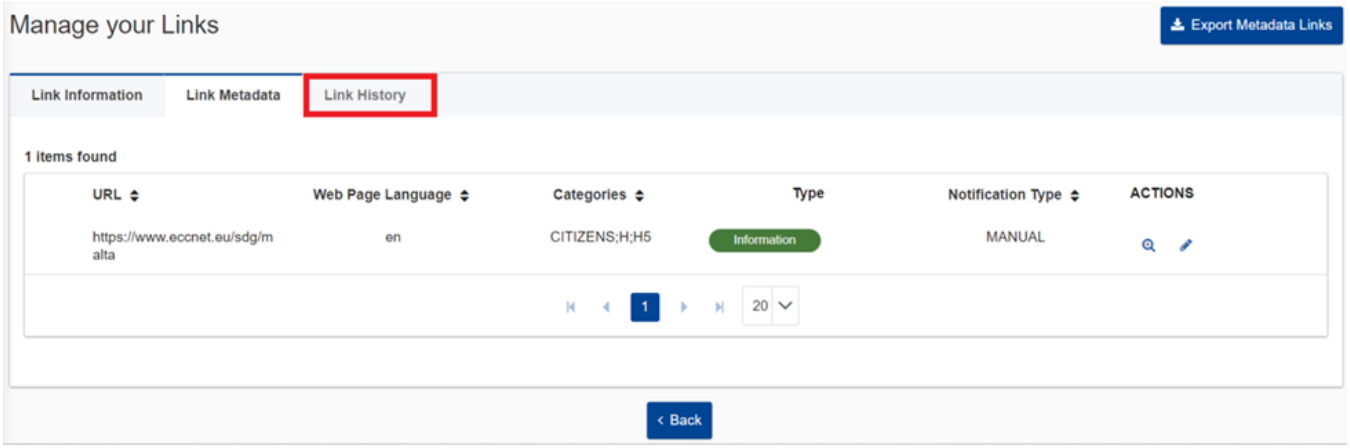
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

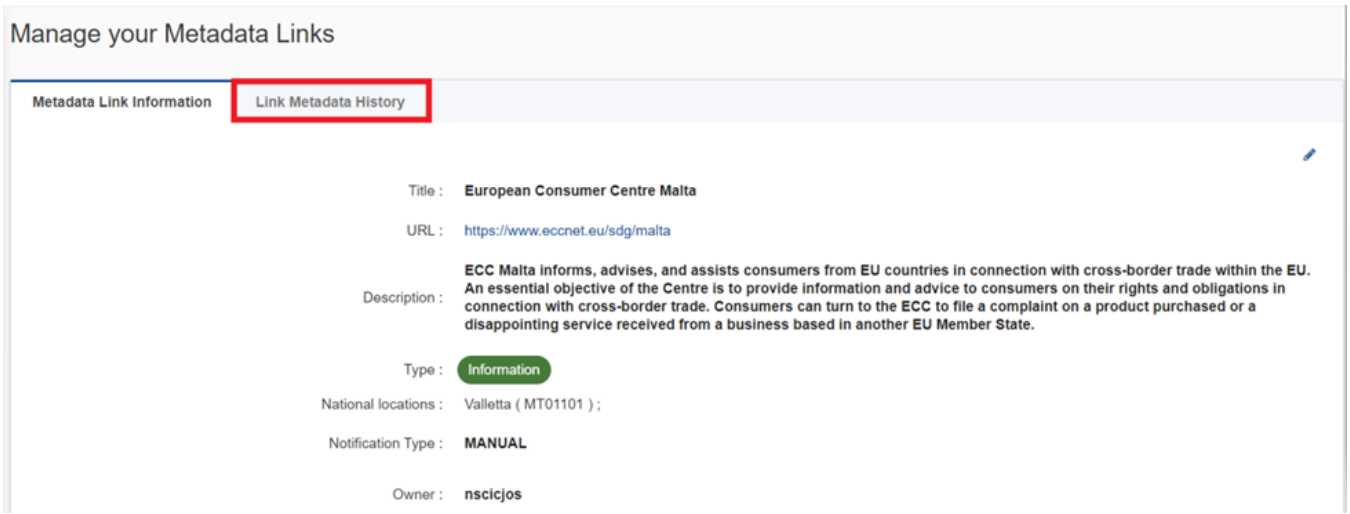
Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

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:



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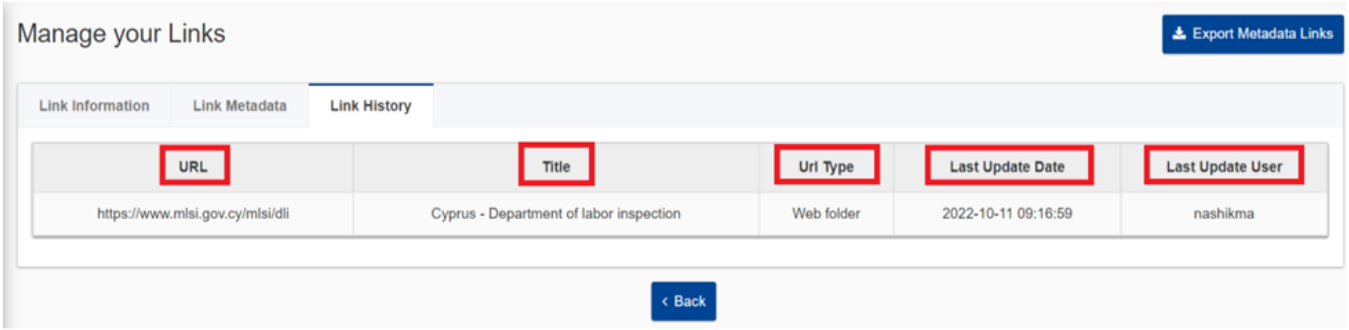
Multiple details are visible for each historical link record: **URL**; **Title; URL Type** (possible options: web page, web folder); **Last Update Date** (by default the most recent record is displayed first); **Last Update User.**



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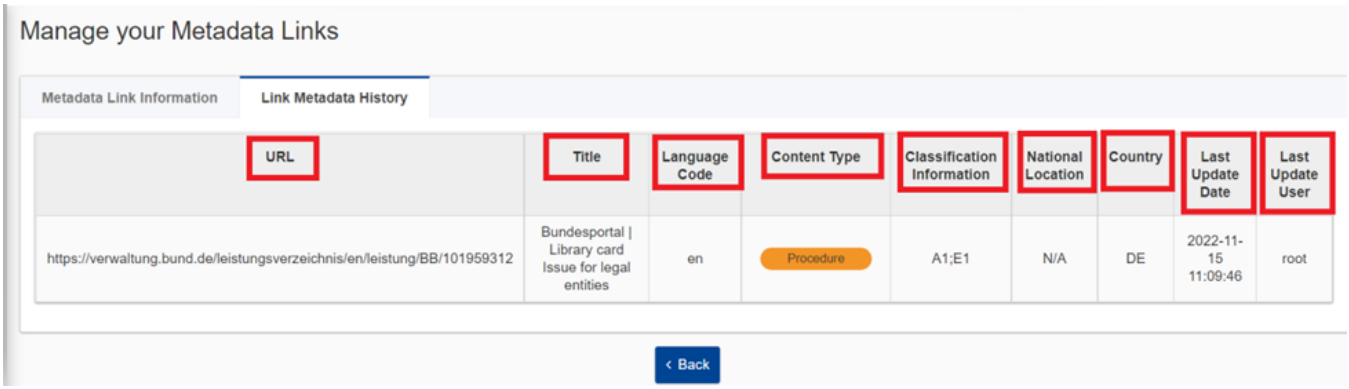

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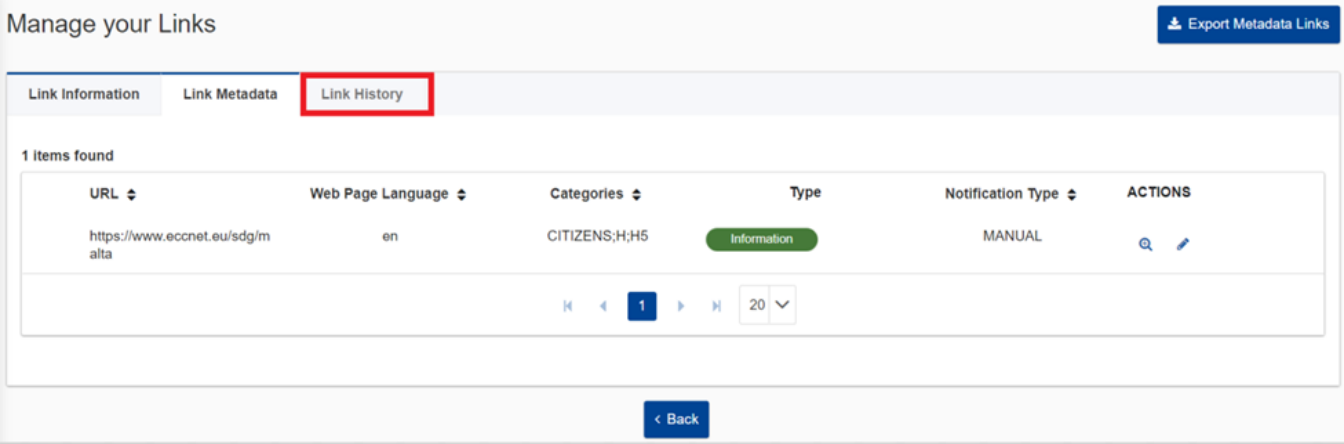

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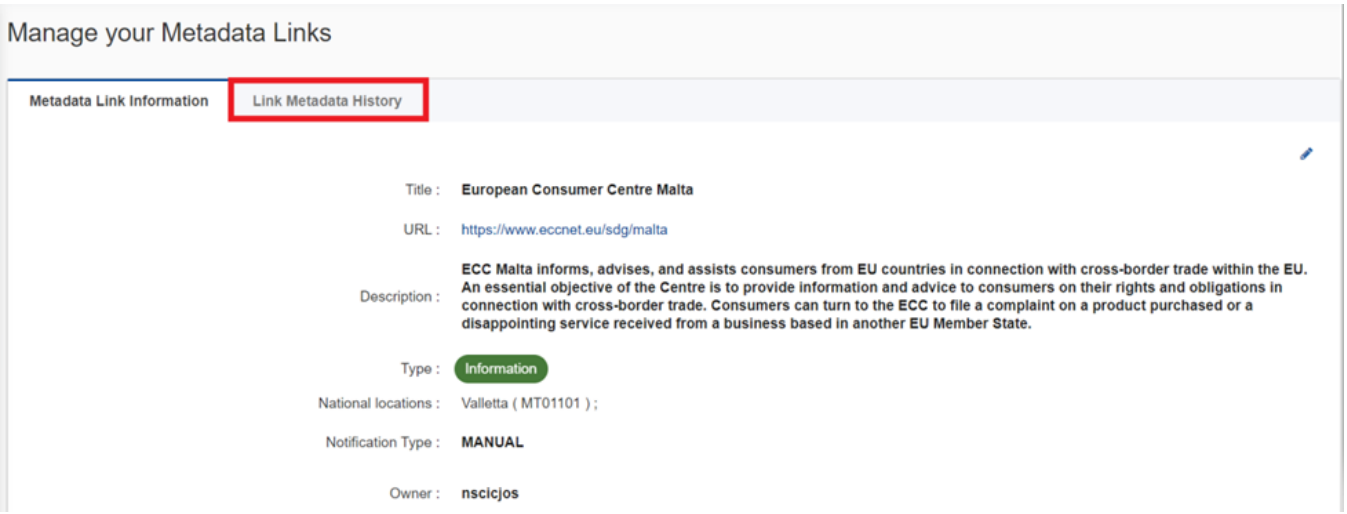

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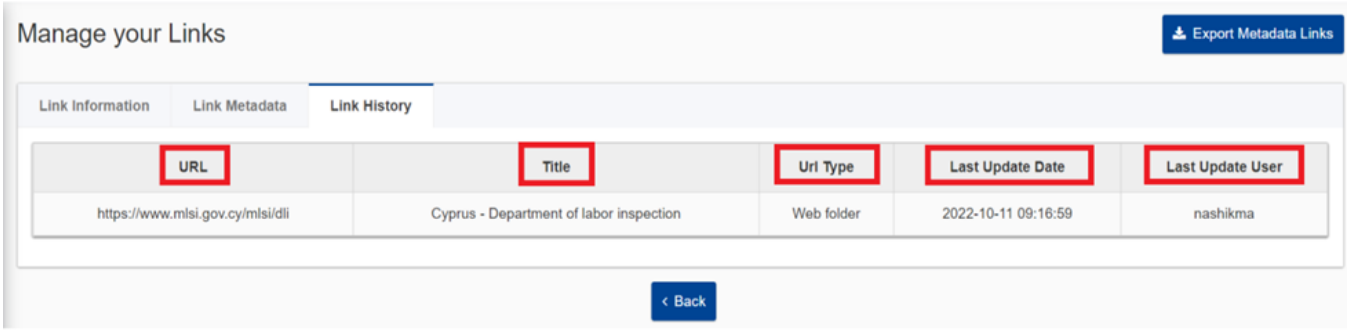

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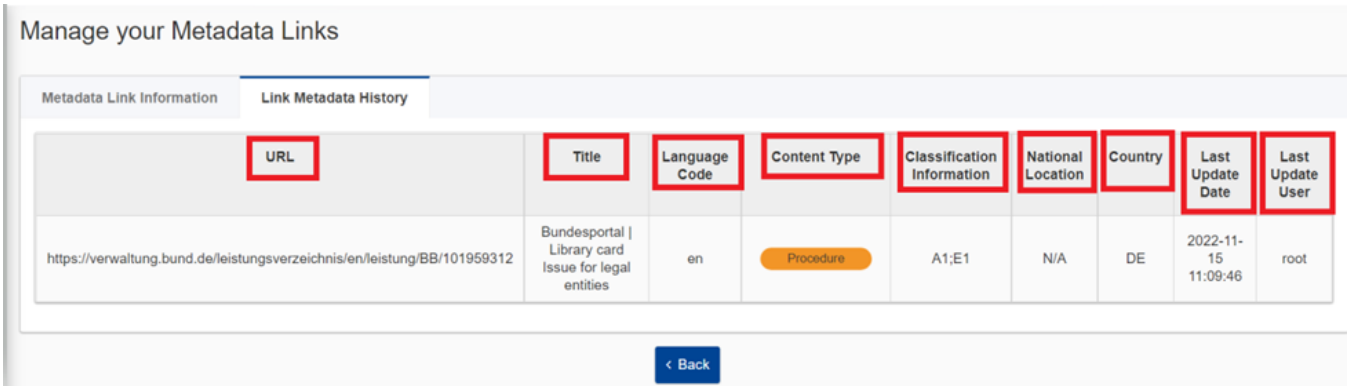


Assistance Services

- 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
  - 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

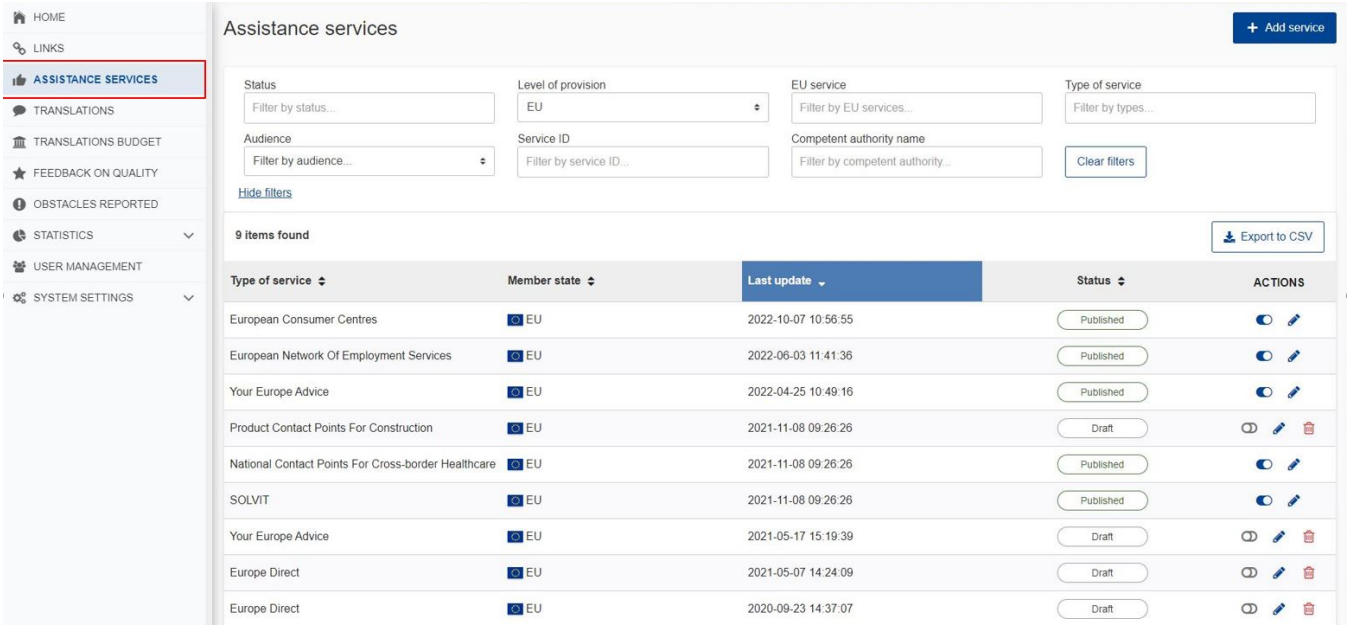
Introduction

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 Service Providers can view the entire list of all the assistance services available in all member states.



How to navigate on Assistance services module?

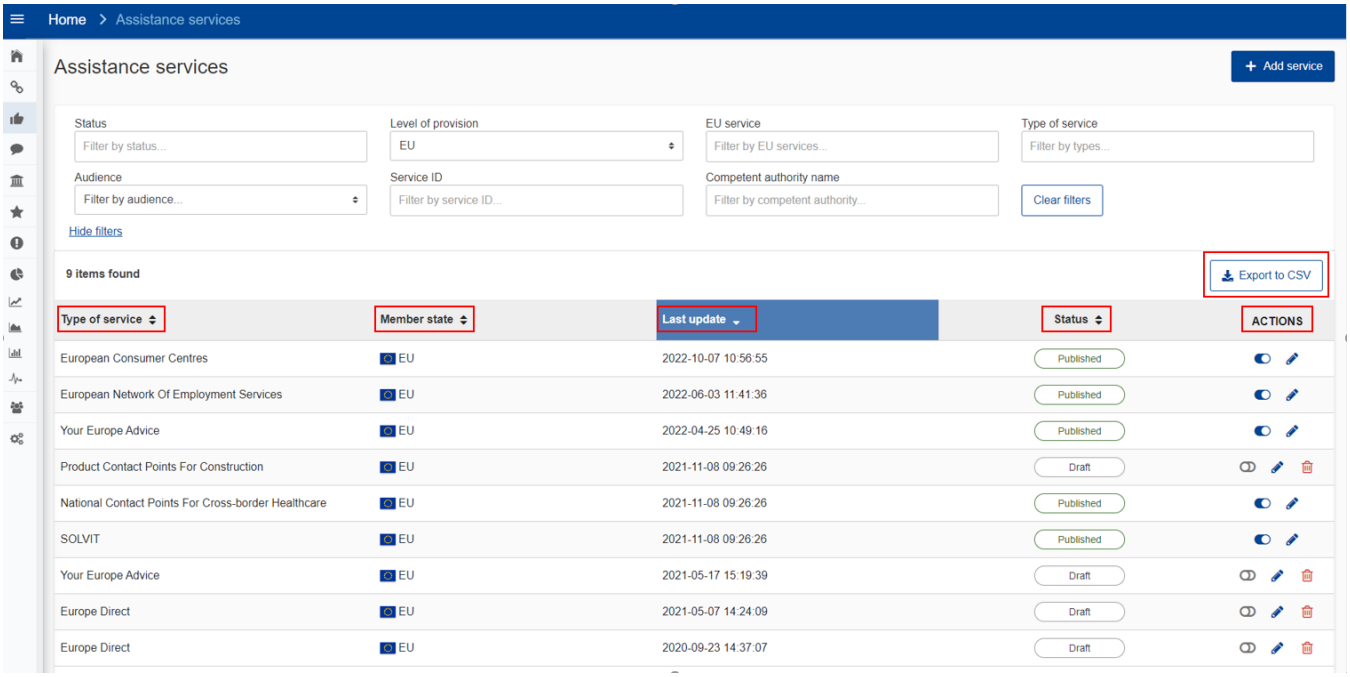
As National Service Provider you are able to view the entire list of all the assistance services available at your country level in both **DRAFT** and **PUBLISHED** status, and all **PUBLISHED** by other members.

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]



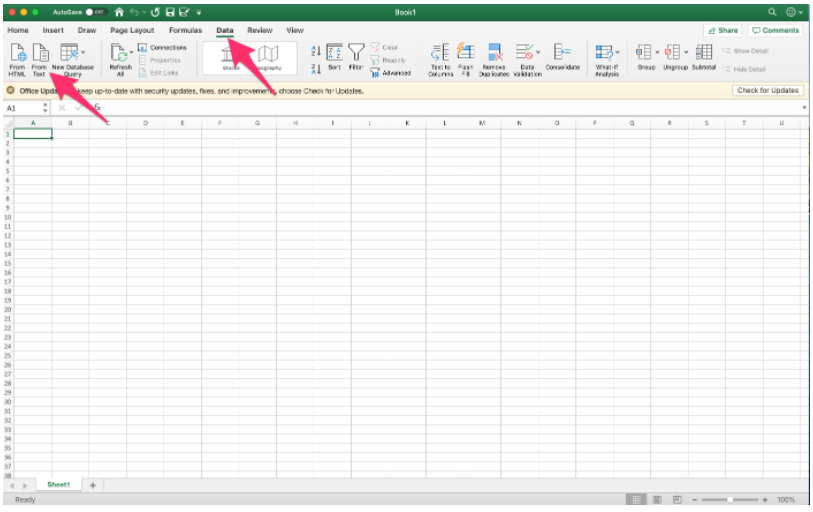
How to open a CSV in an Excel?

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:

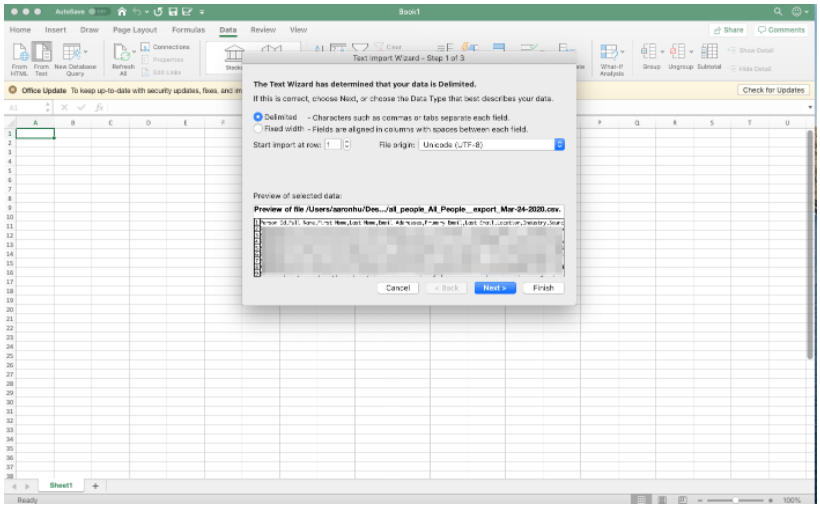
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

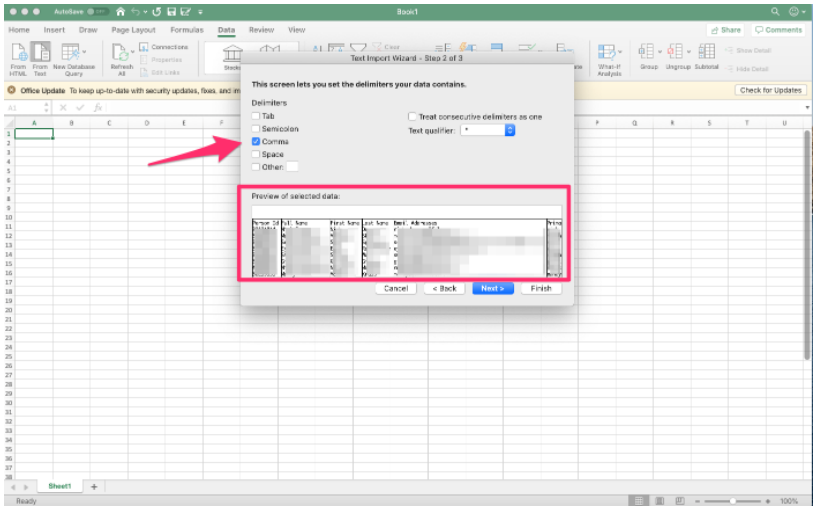


3. Select the CSV file that has the data clustered into one column.

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.

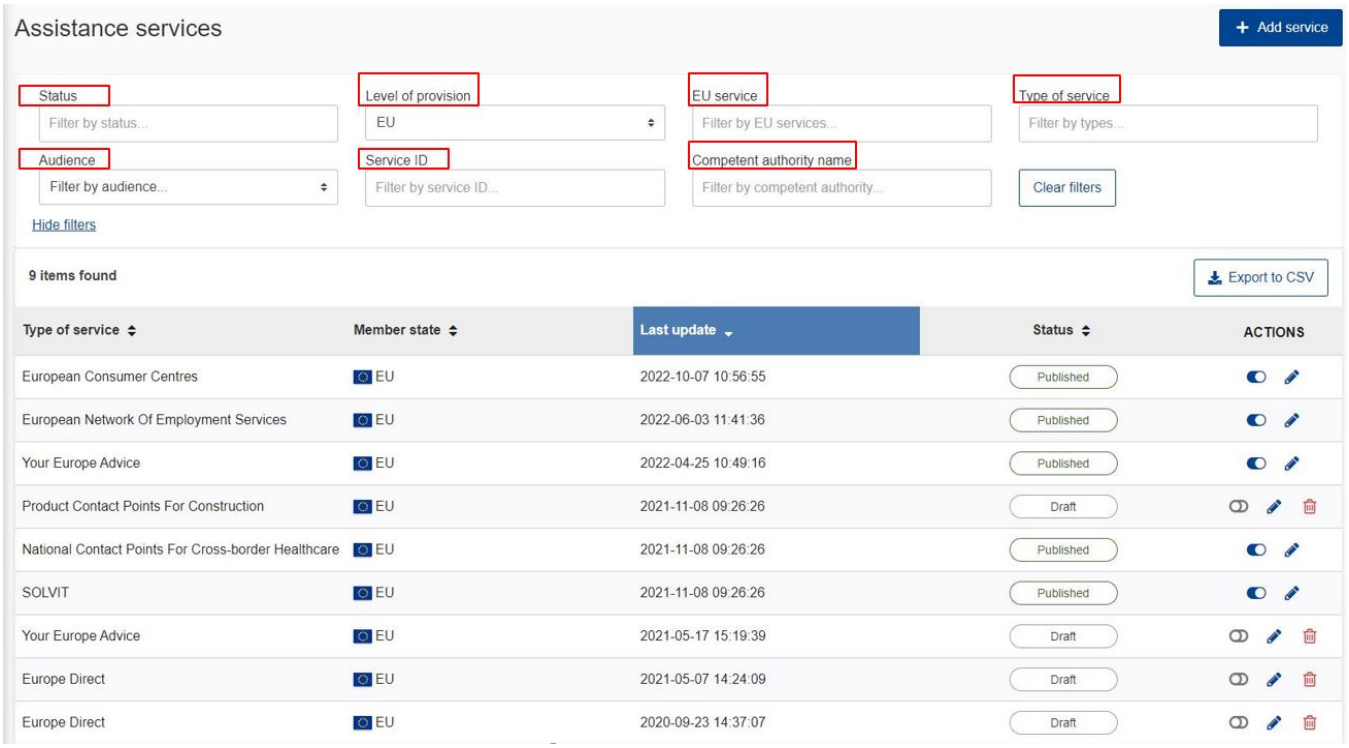


6. Finally, click Finish.

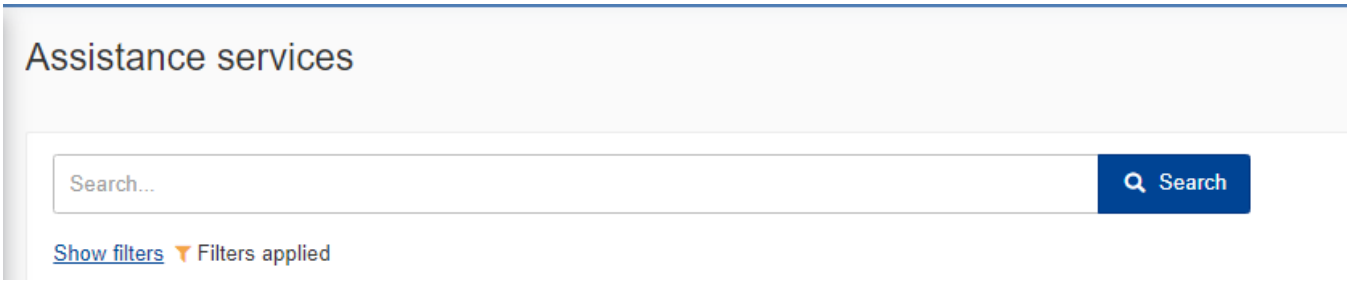
7. Remember to Save your document!

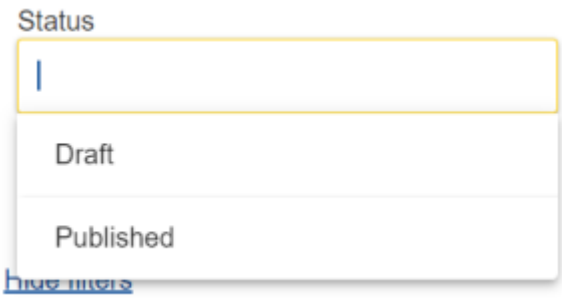
Filters

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.



You can also hide the filters by pressing "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.

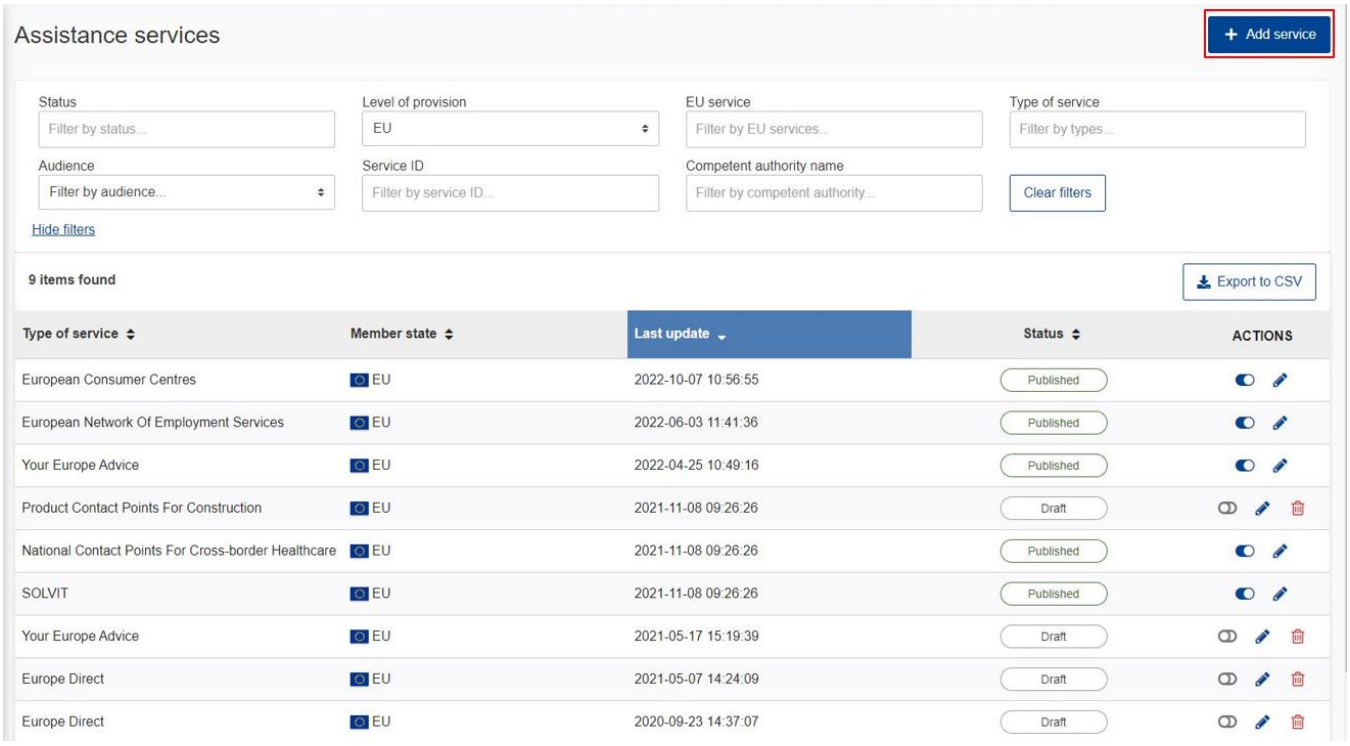
In **PUBLISHED** status, entries are visible to all users with access to the repository and they are also searchable via the Assistance Service Finder.

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

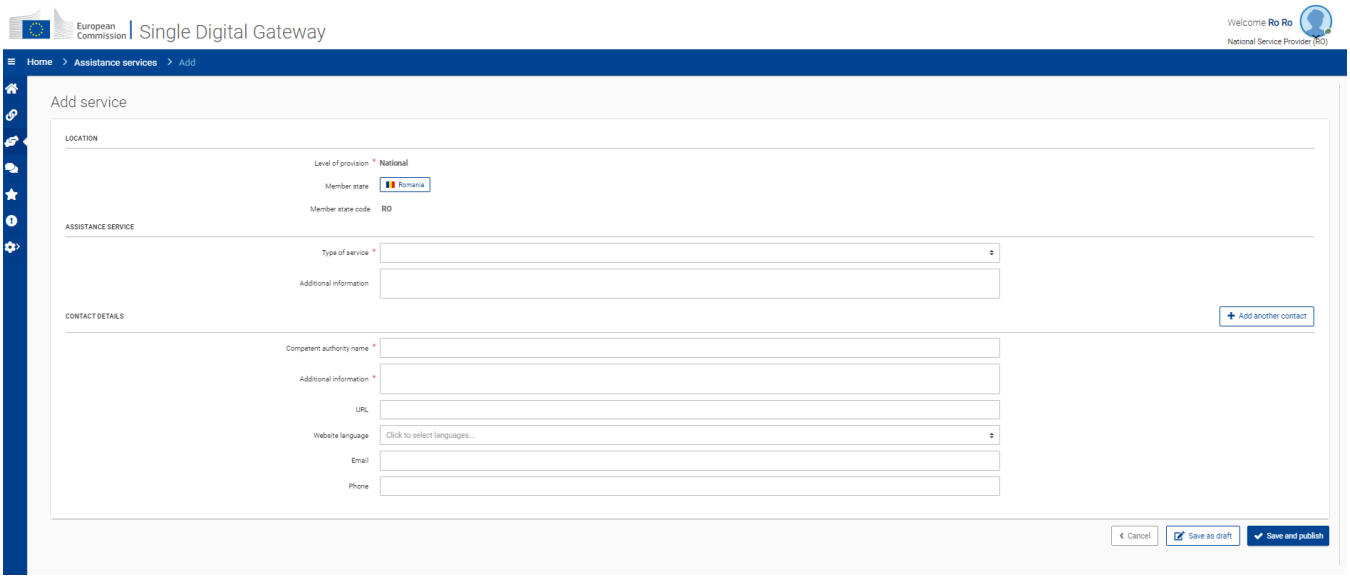
How to add an Assistance service?

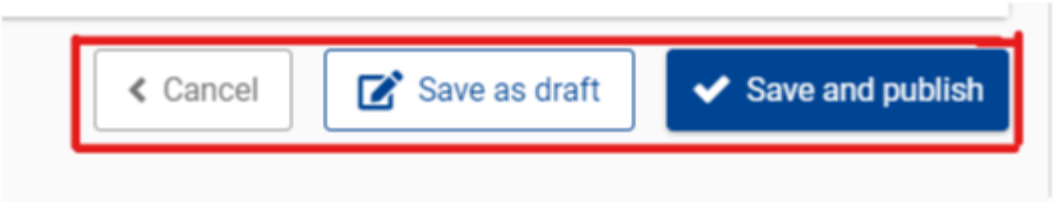
The National Service provider is required to fill the necessary details about the assistance services like Location, Type of service and contact details. The services can be either saved in Draft mode or can be Published.

Click on Add service button



Fill in all the details

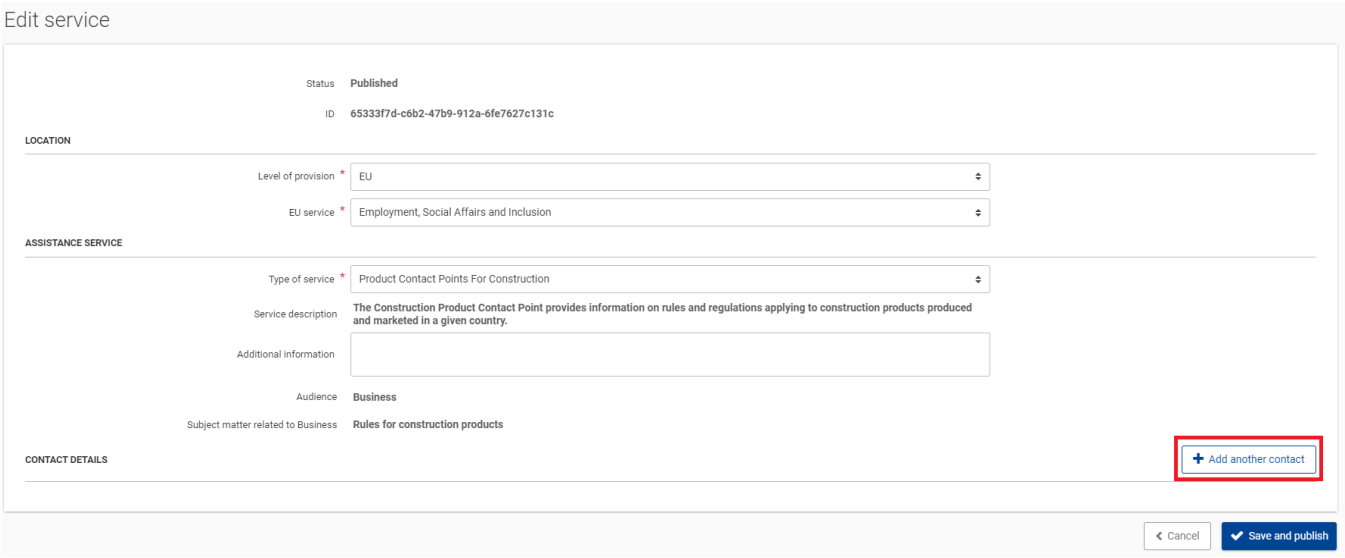




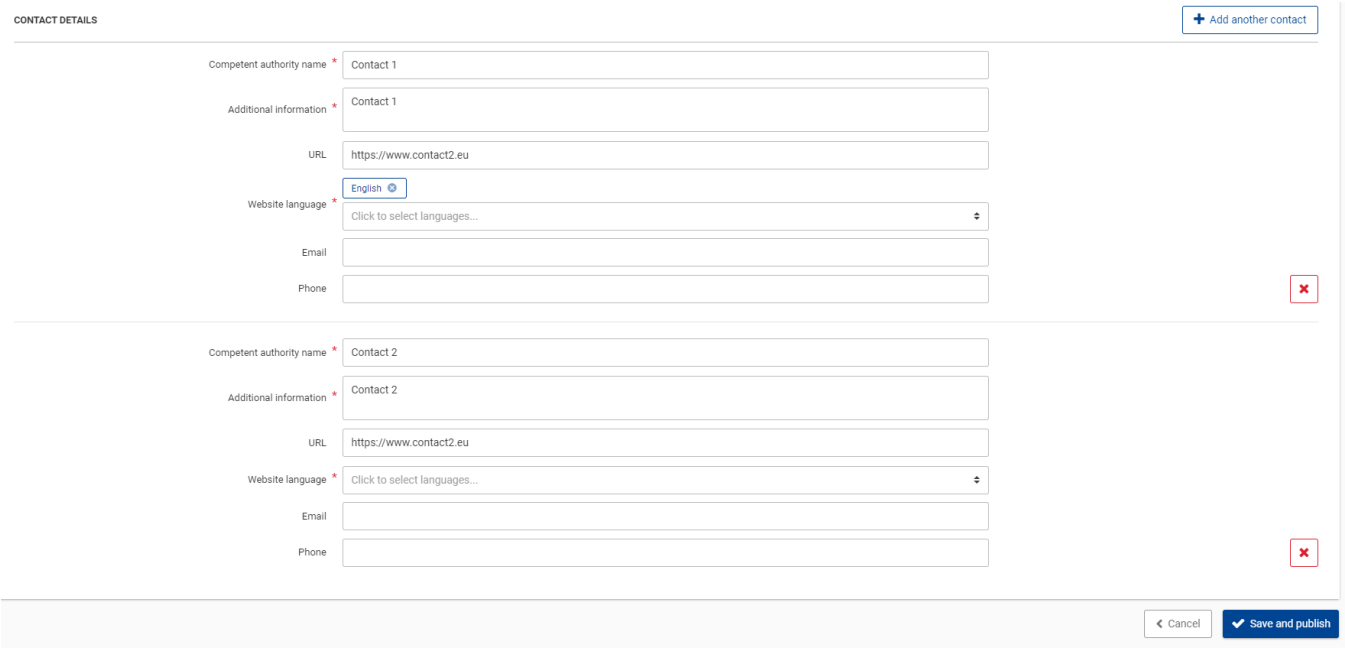
You can add as many contacts for the same service as needed.

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.



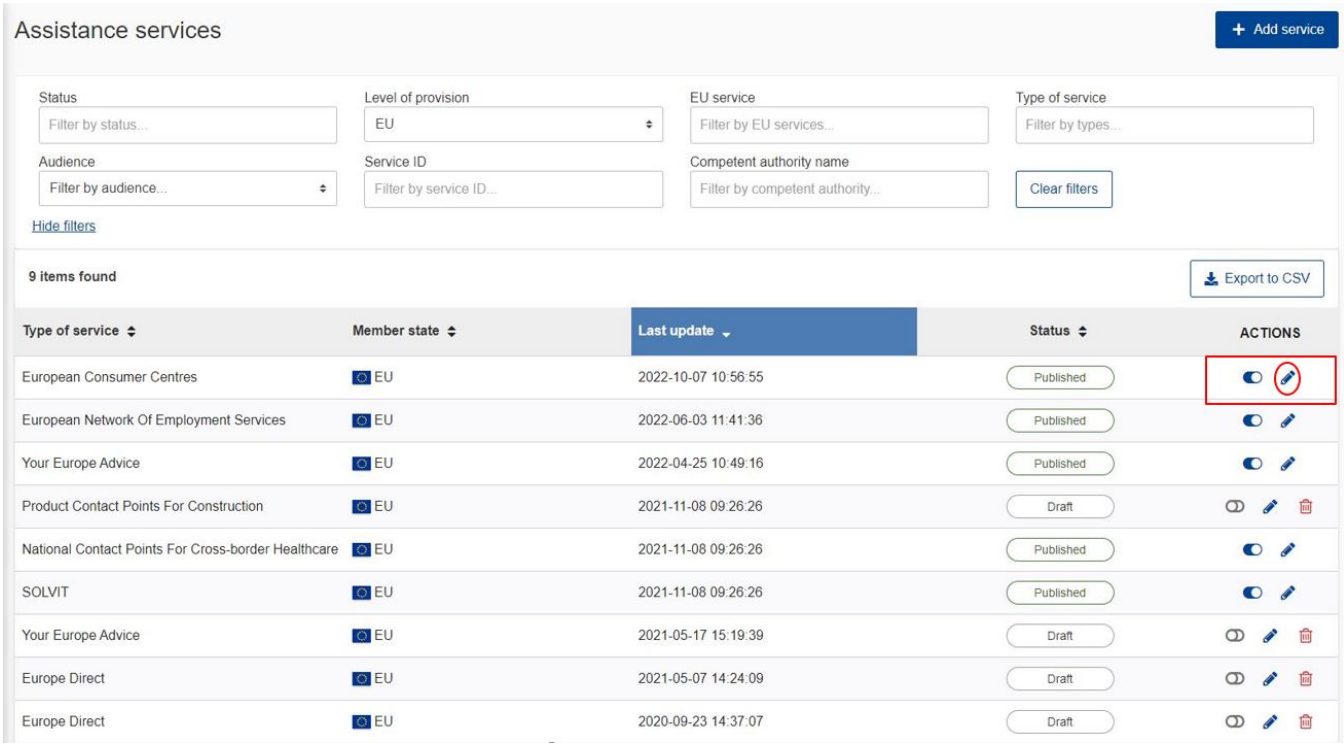
Then you just need to add the mandatory details.

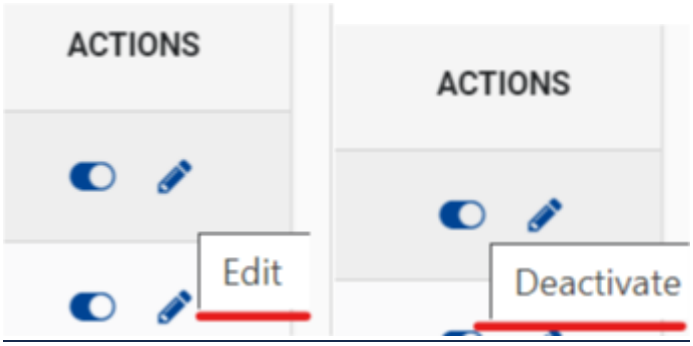


And **Save and Publish**.

How to edit a Published Service?

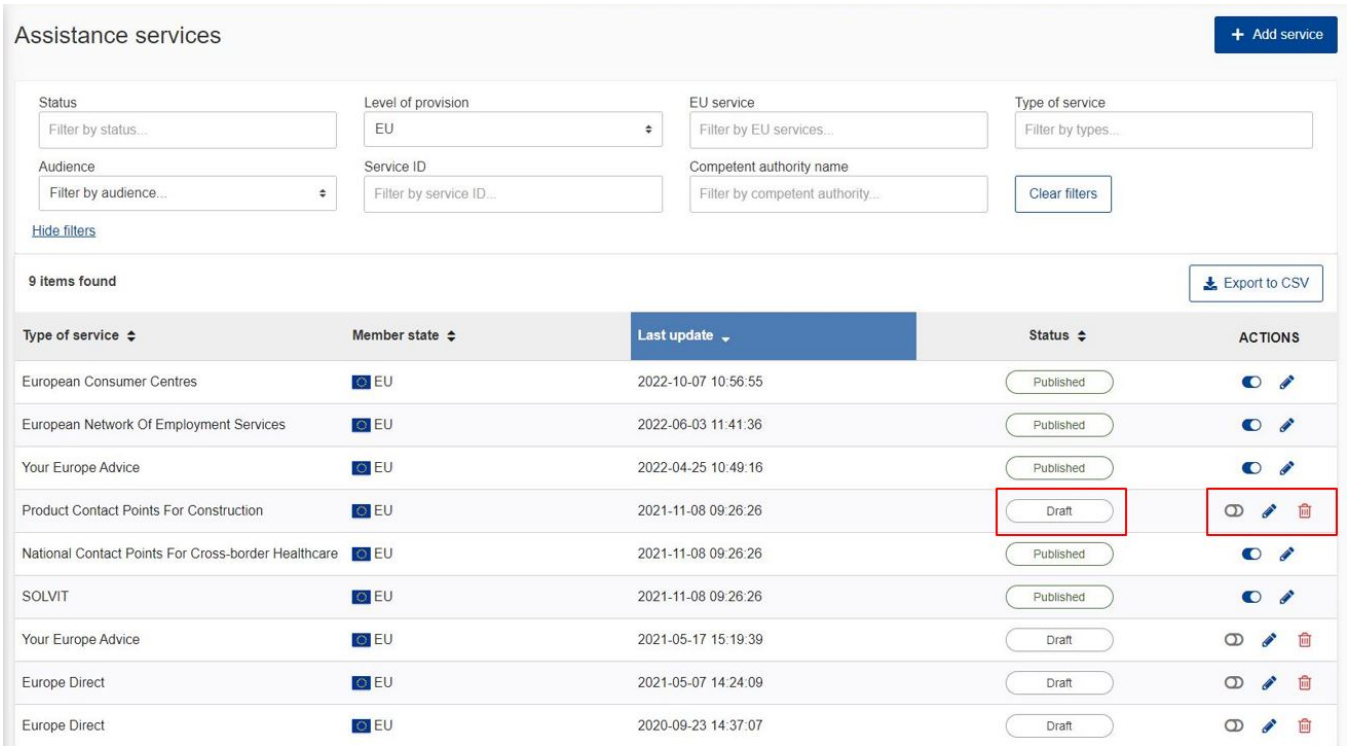
The National Service provider can edit the published Assistance service by clicking on the Edit button from Actions. The National service provider can only edit the Assistance services which are published by them.





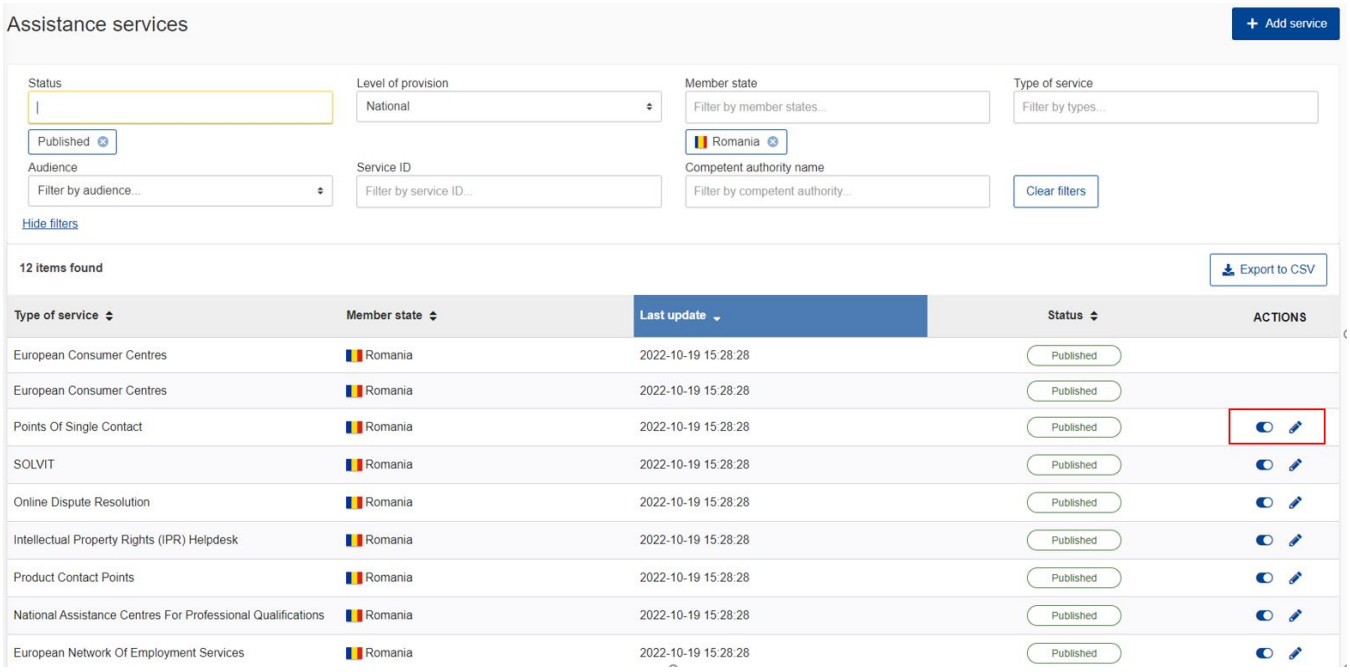
How to Remove the Assistance Service?

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.



How to Deactivate the Assistance service?

The National Service provider can only deactivate the Assistance services of their own Member state.



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

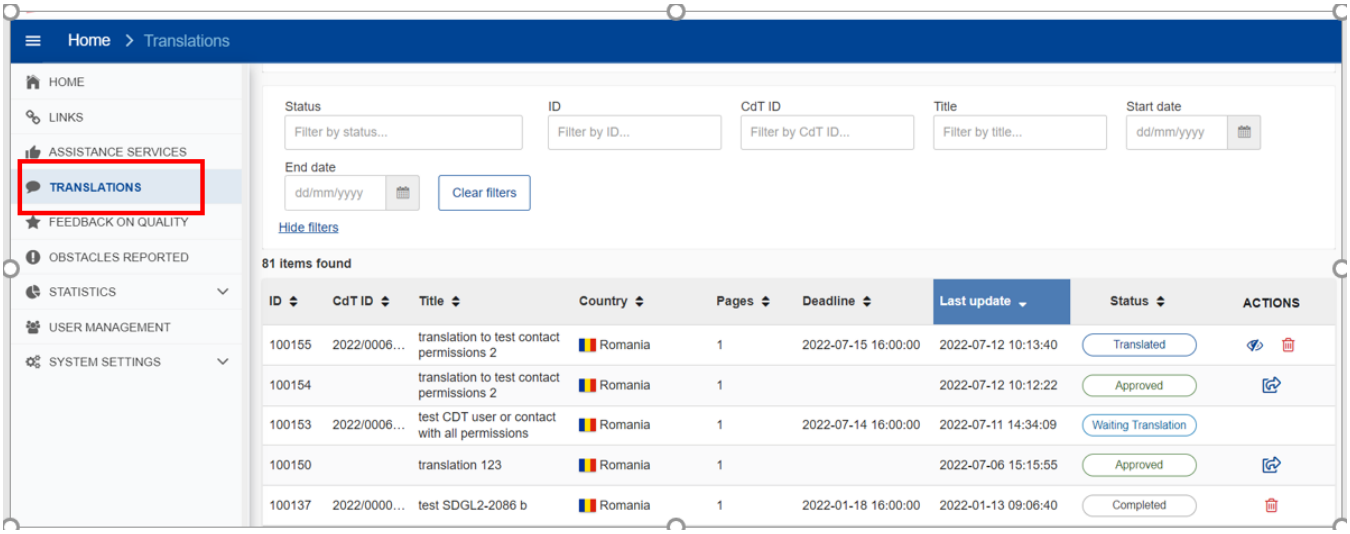
- Translations
    - Introduction
    - How to access the Translations module?
    - How to navigate on Translations module?
        - Filters
    - How to request Translation?
        - Fill in all the required details
    - Translation Request Process Flow
    - Translation Status Flow
        - Translation 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.



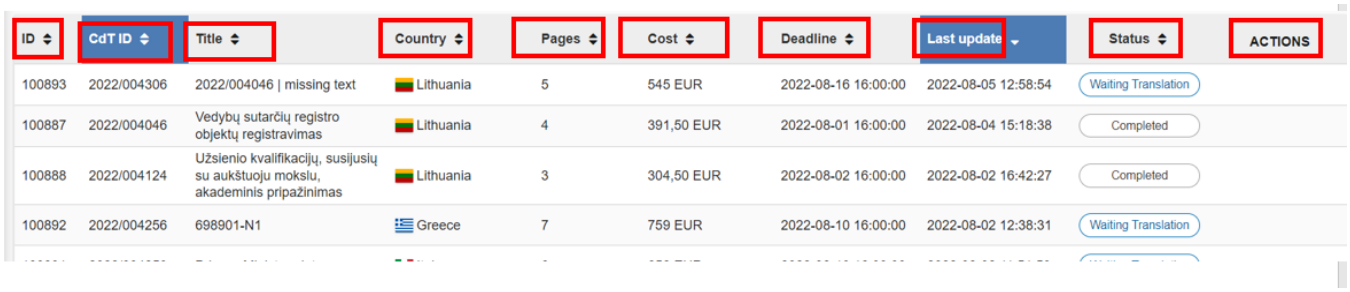
As National service provider when accessing the Translation module you will land on a list view where you will be able to see all your own translations requests and make new requests.

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.

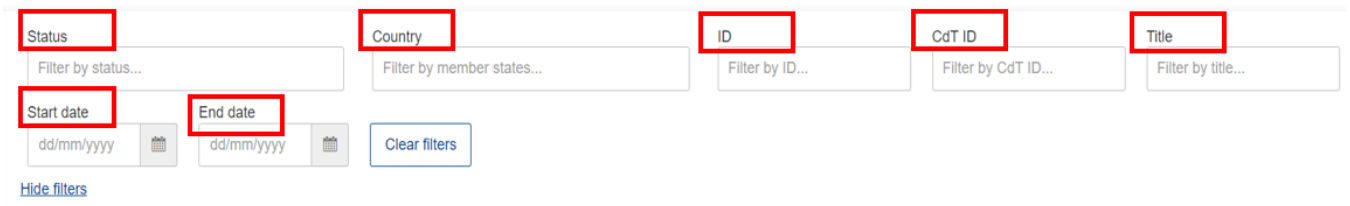
You can also select the number items displayed on each page, up to 50 items.

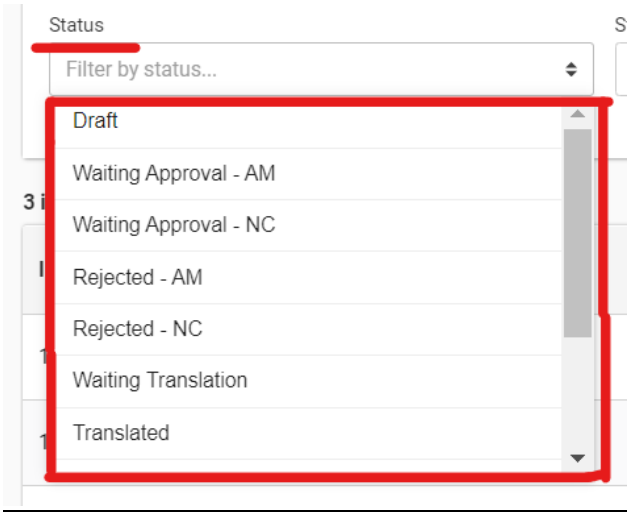
Multiple details are visible on the Translations list view and you have the ability to sort the list using any of these fields, namely, **ID**; **CDT ID, Title; Country**; **Pages** (total number of pages count) ; **Deadline** (deadline for the translation of a request from CDT); **Last update** (by 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).



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.

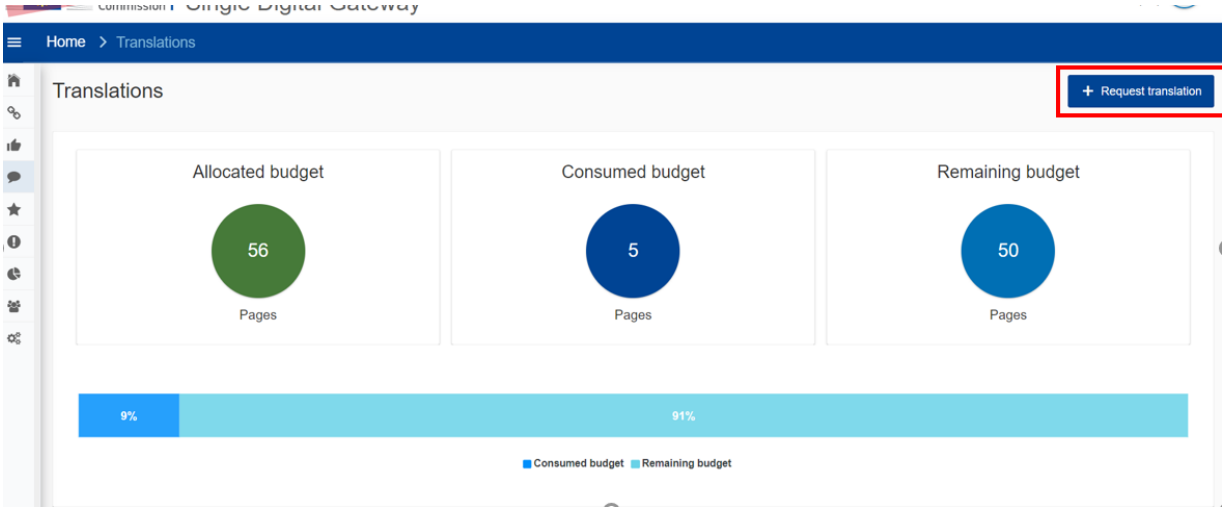




You can also clear all previously added filters using the button “Clear filters”:

How to request Translation?

Send request for Translation - The National service provider can raise a request for translation.



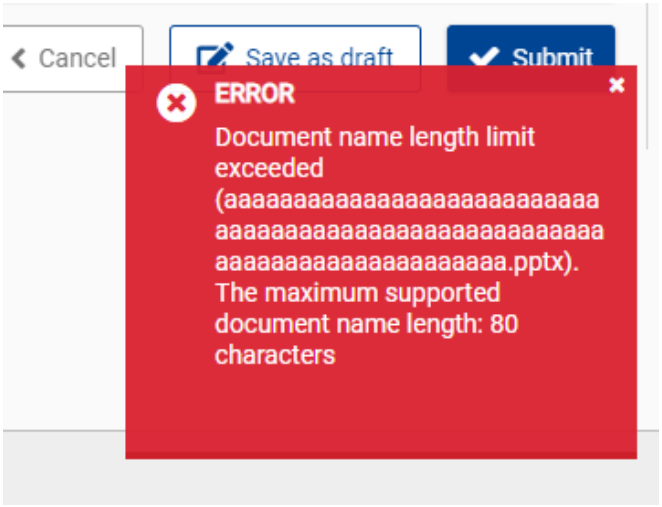
The **file type**s which are **accepted** for **translations** are as follows:-

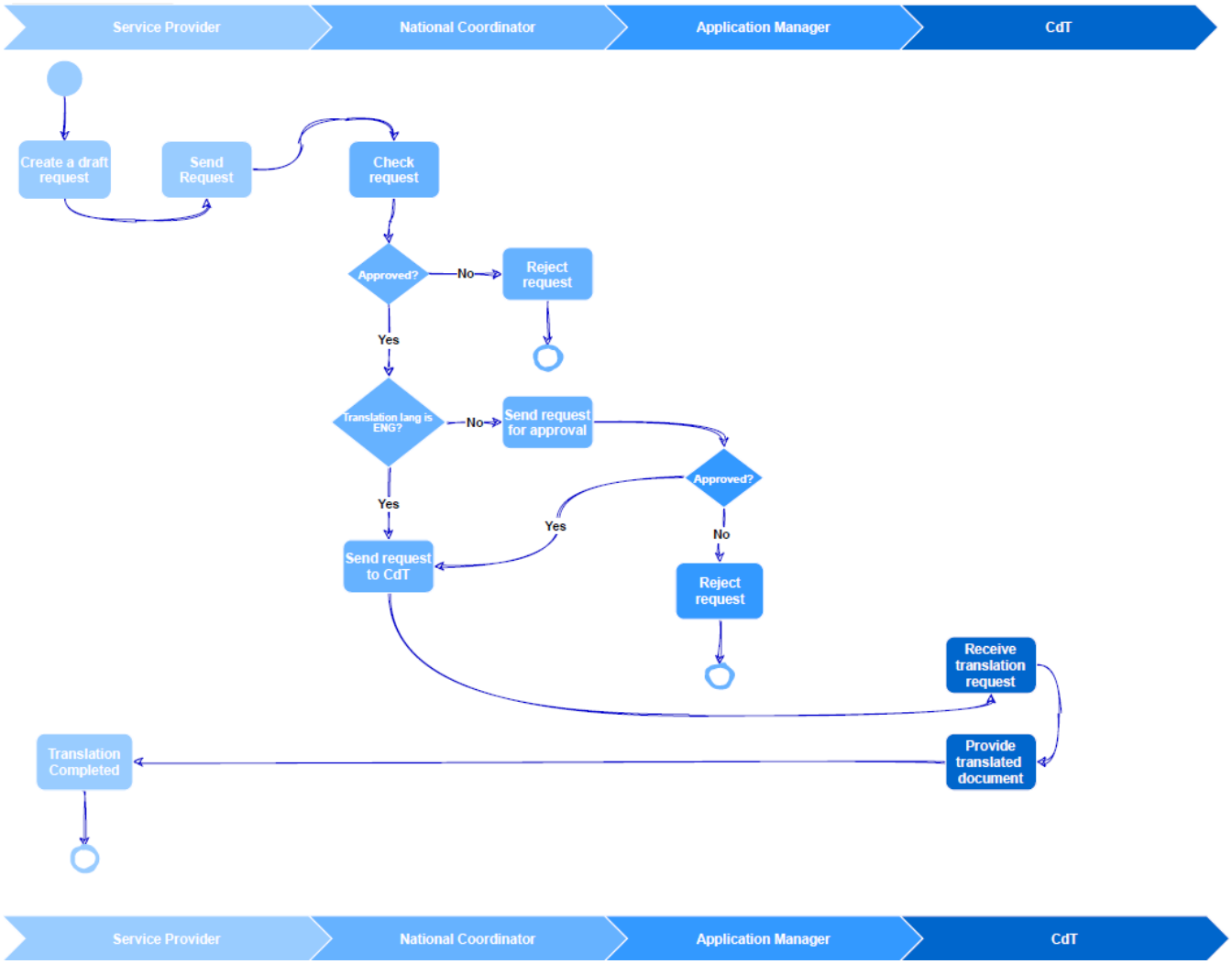
- Microsoft Word (.doc, .docx)
- PDF
- MS word (including .rtf)
- MS Excel (.xls, .xlsm)
- MS PowerPoint (.ppt, .pptx)
- HTML
- XML
- Unformatted text (.properties, .txt)

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.

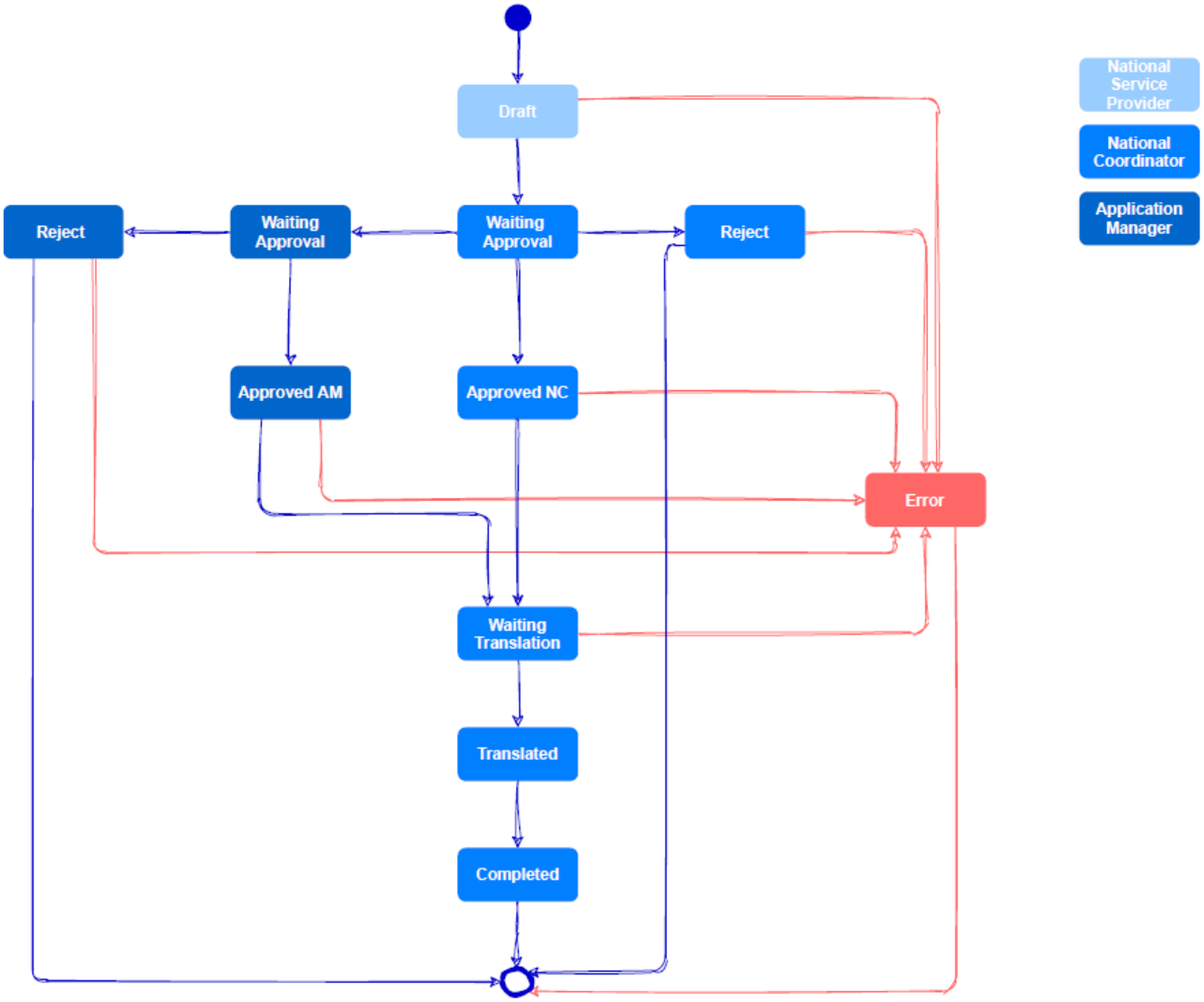
CdT system does not support file names which are longer than 80 characters, so the **file name can only contain up to 80 characters (including the file extension e.g. .docx) .**

If you try to upload a file that has a bigger title then 80 characters you will receive an error.


Cancel
Save as draft
Submit
ERROR
Document name length limit exceeded (aaaa



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 their is an error in the translation.
- **Closed** (Completed) - The service provider national coordinator can close the translation request which are processed.

Feedback on quality

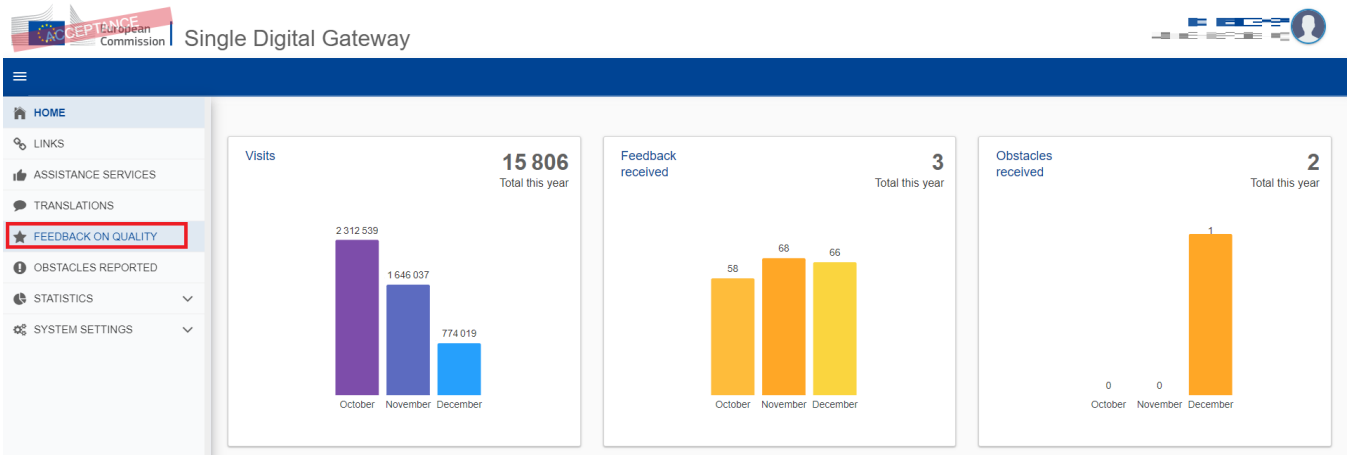
- Feedback on quality
  - Introduction
  - How to access the feedback on quality?
  - How to navigate on Feedback on quality module?
    - Filters
    - Actions
  - How to translate the text comments?

Introduction

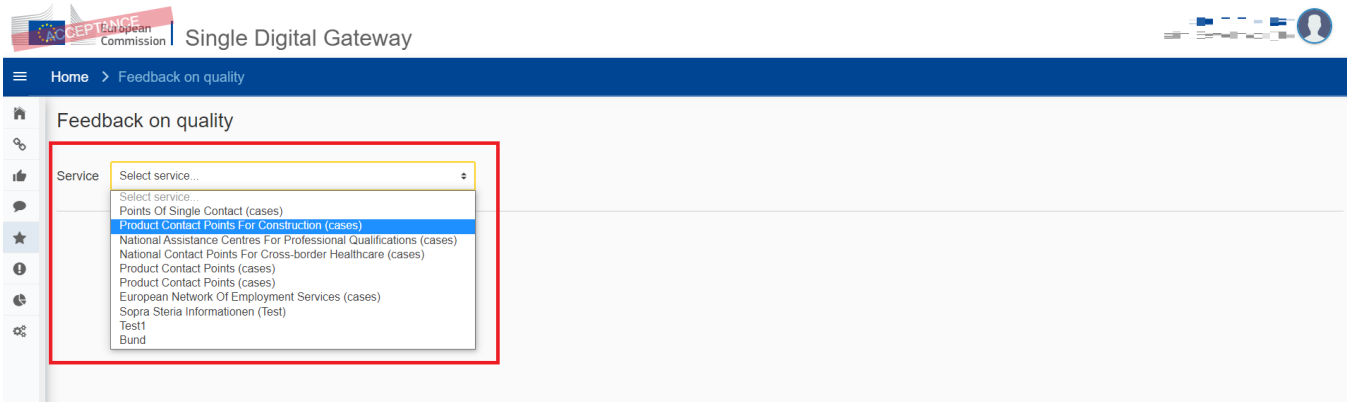
The user feedback tool on quality allows End users to provide feedback about the quality of the services requested through the SDG, both at Member State and EU levels.
The feedback data captured via the common tool will be transmitted directly to the data store in the SDG back-office.
On this module 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.

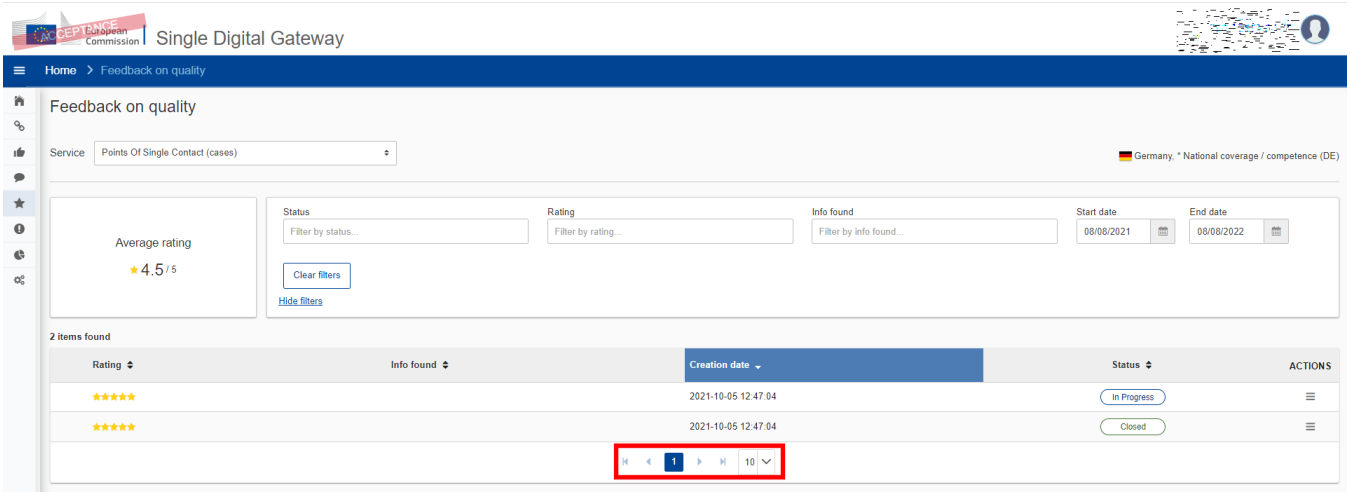
After selecting a service, a list of all collected feedback for the selected service will be displayed.

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.

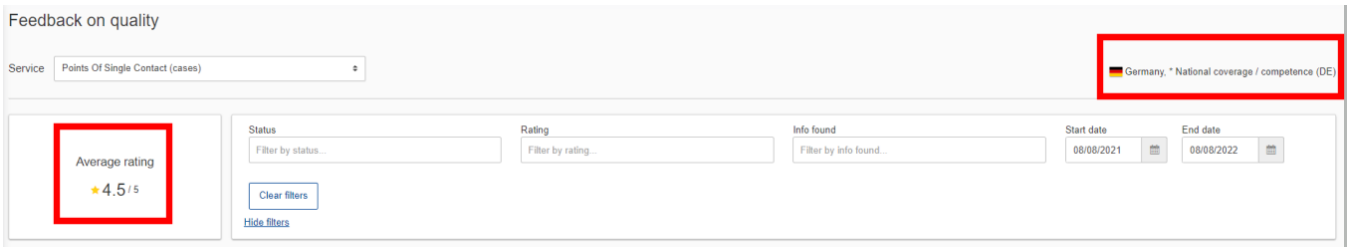
How to navigate on Feedback on quality module?

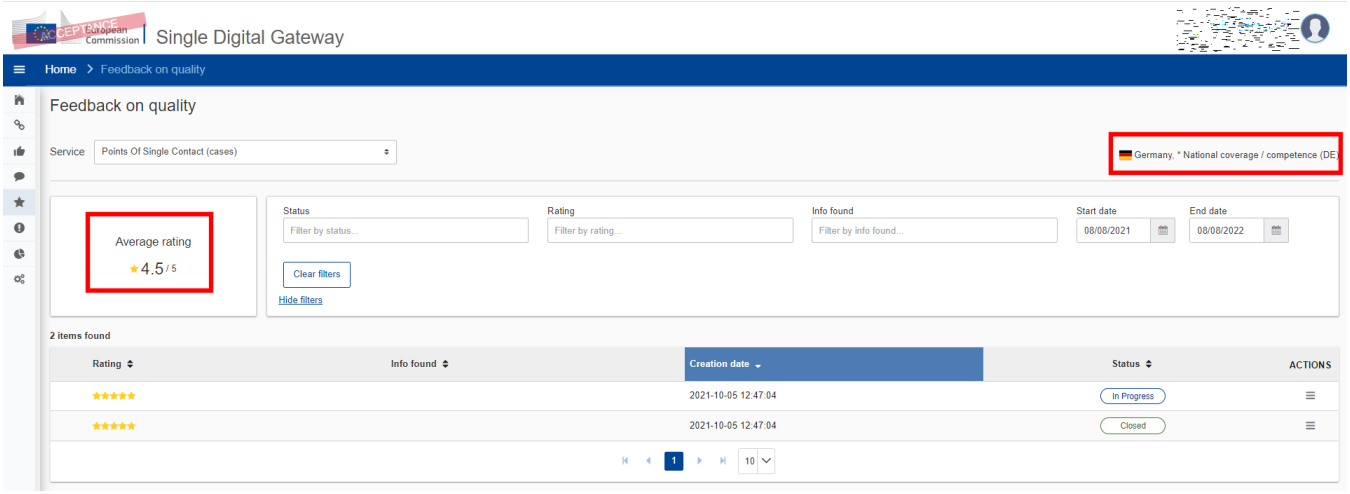
You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

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

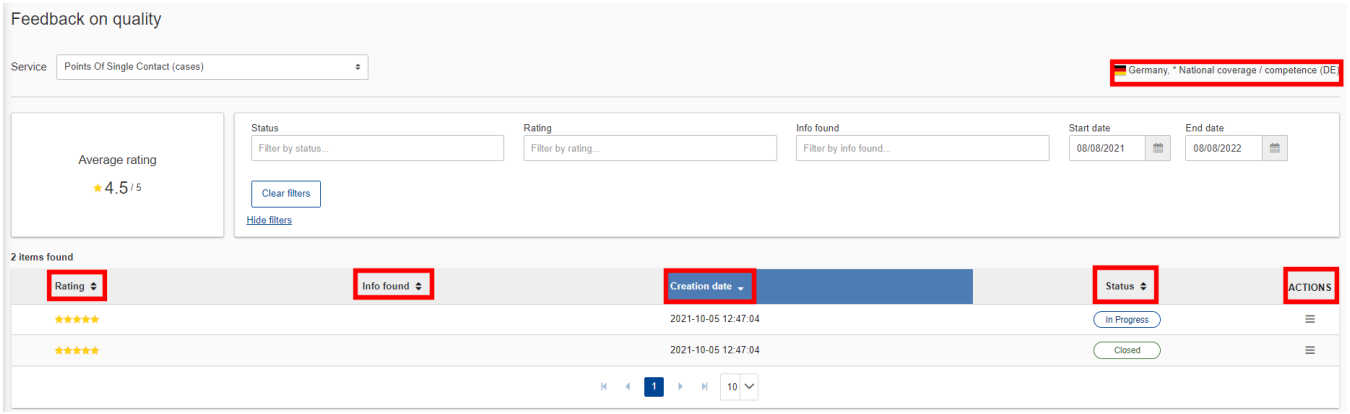


And you will have the **Average rating** displayed for the correspondent service and location.

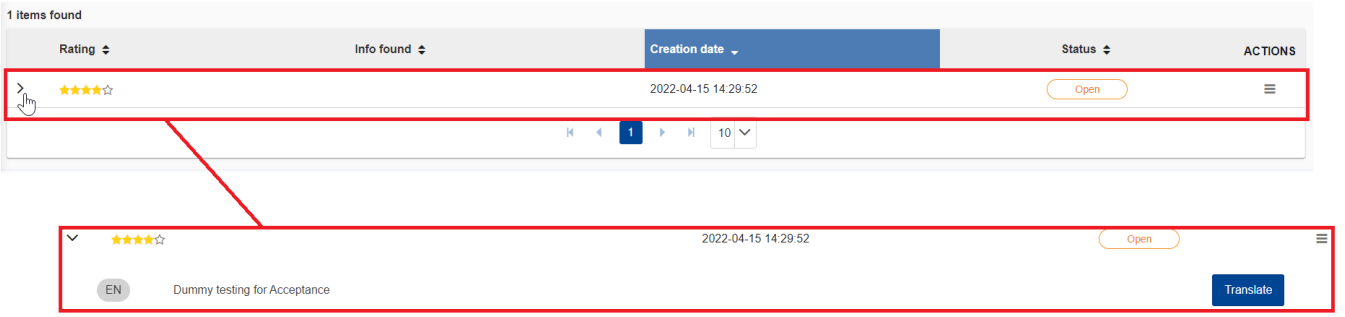




On this list view there are a number of details visible per feedback, **Location**: Member State / EU (and Region when applicable); **Rating** (you can also sort the results by Rating); **URL** (when applicable) **Info** found (you can also sort the results by Info found); **Creation date** (by default 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).

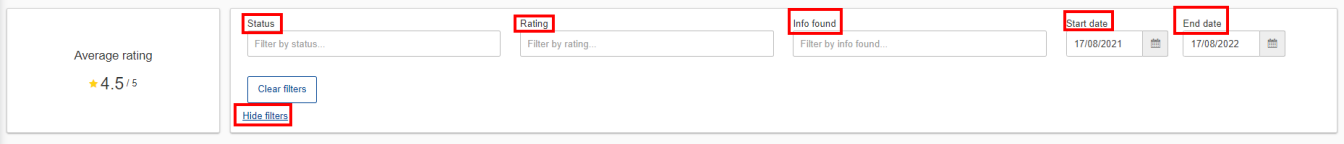


You can also click on the individual items to check their details.

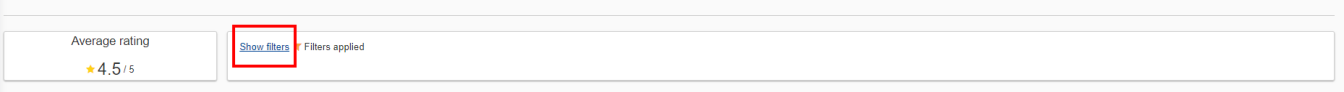


Filters

You can search Feedback on quality entries by using the filters: **Status, Rating, Info found, Start date, Start date, End date and URL**



You can hide the filters by pressing the button "Hide filters":



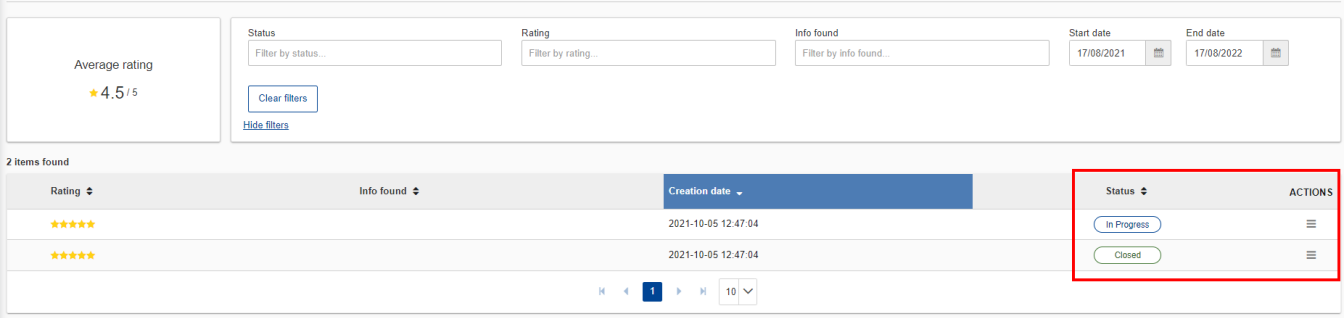
If you want to see again the filters again you press "Show filters"

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

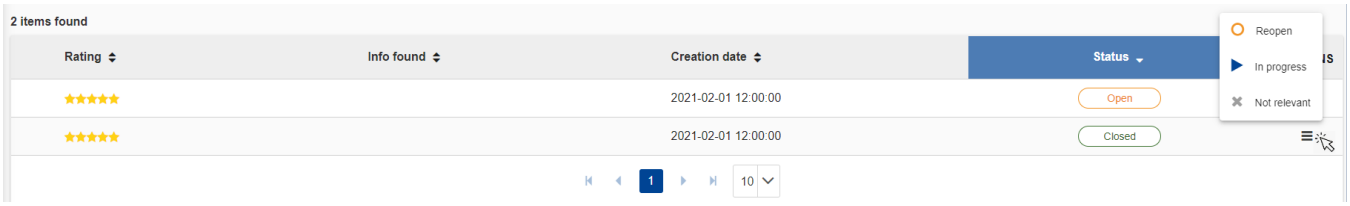
Actions

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**.



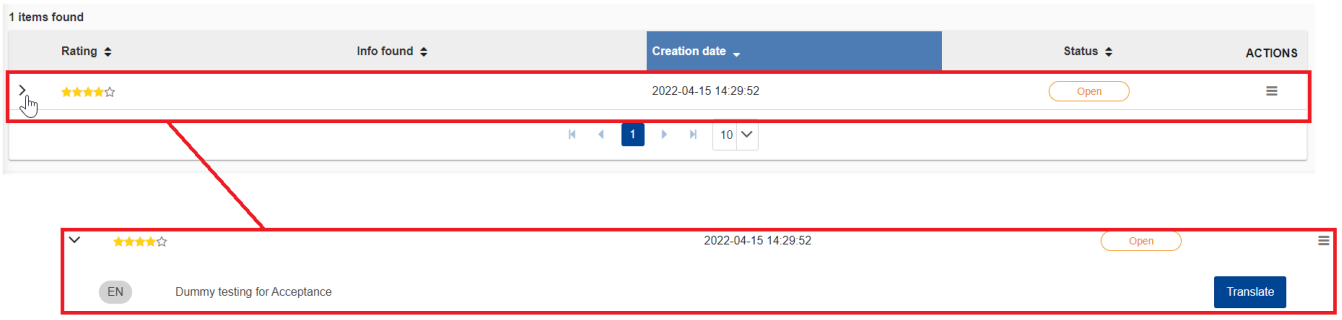
In the column **Actions**, you can change the Status from **Open** to **In Progress**, **Close** and **Not relevant**, and from each of this status you can **Reopen** to change the status to **Open** again or to any other status.



How to translate the text comments?

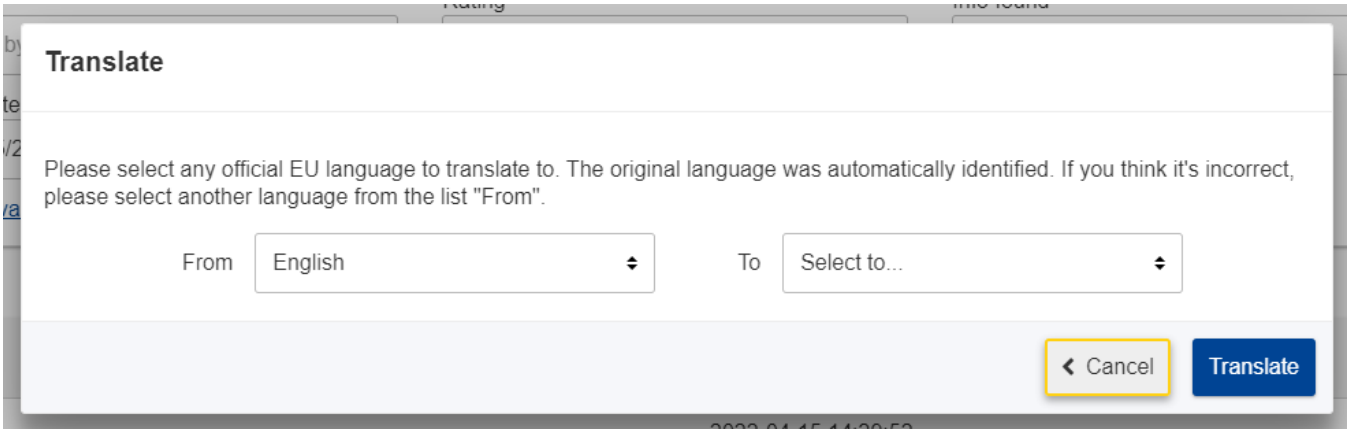
You can translate any comment added to the individual feedback.

For that you first need to expand the feedback.



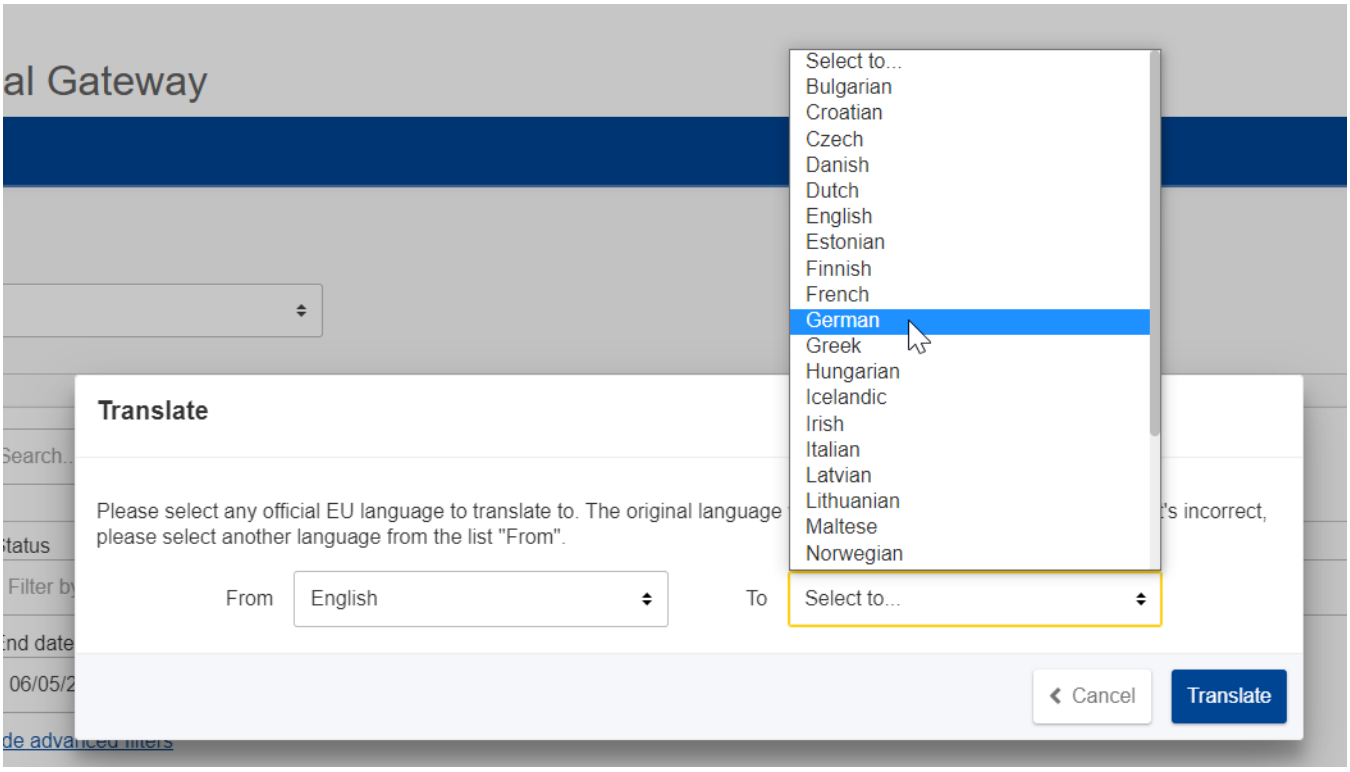
You can now click on the **Translate** button.

Which will open a pop-window.

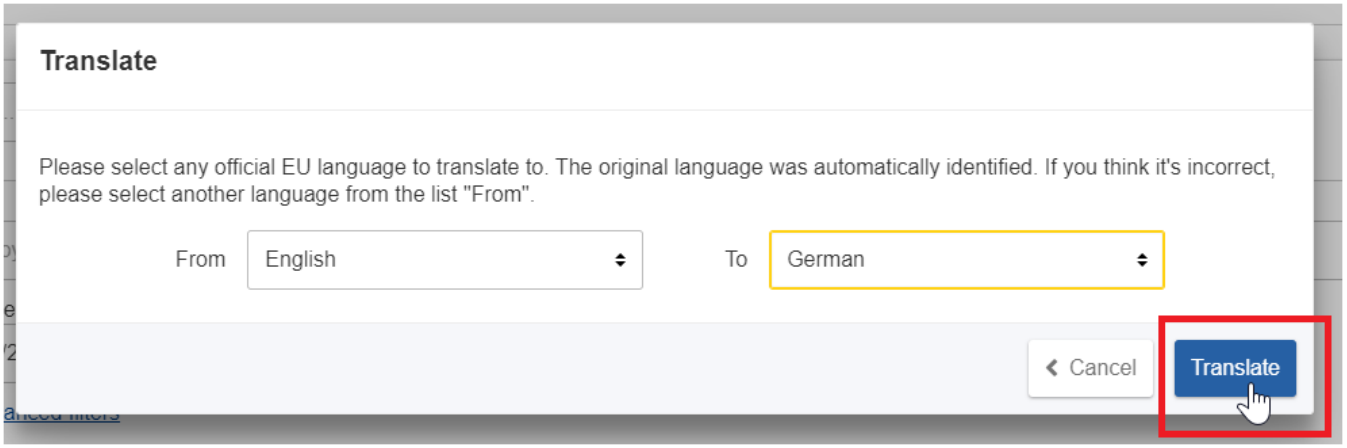


Normally you will see the original language already identified, however if the system is not able to correctly identify it you can add /correct that information.

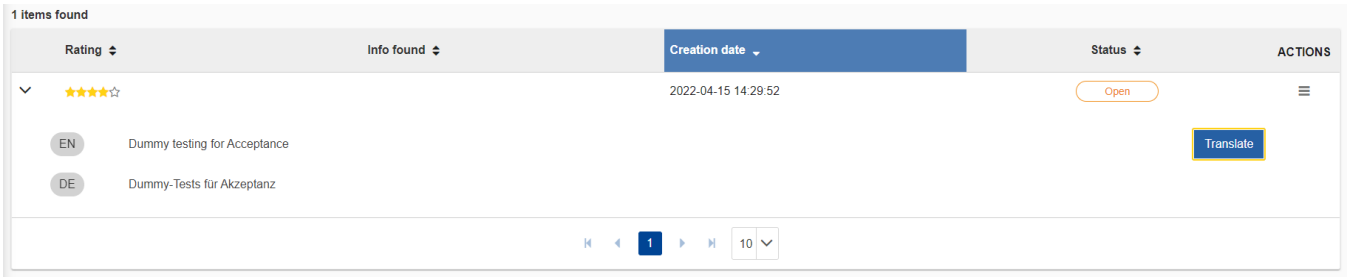
You can now select the language to which you want to translate to by selecting from the drop-down list.



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.



Obstacles reported

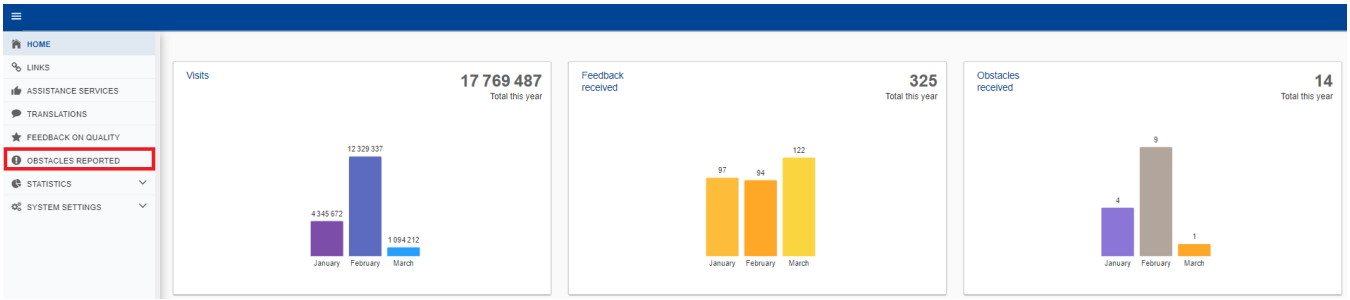
- Obstacles reported
  - Introduction
  - How to access the obstacles reported module?
  - How to navigate on obstacles reported module?
    - Filters
  - How to manage the Status of an Obstacle?
  - How to translate the free text of an Obstacle?
  - Export to CSV
    - How to open a CSV in an Excel?

Introduction

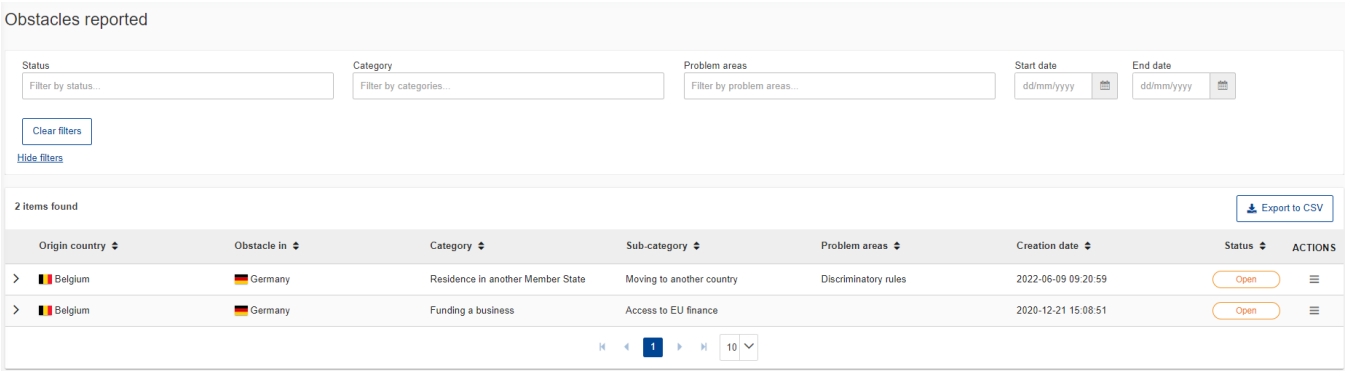
Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available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



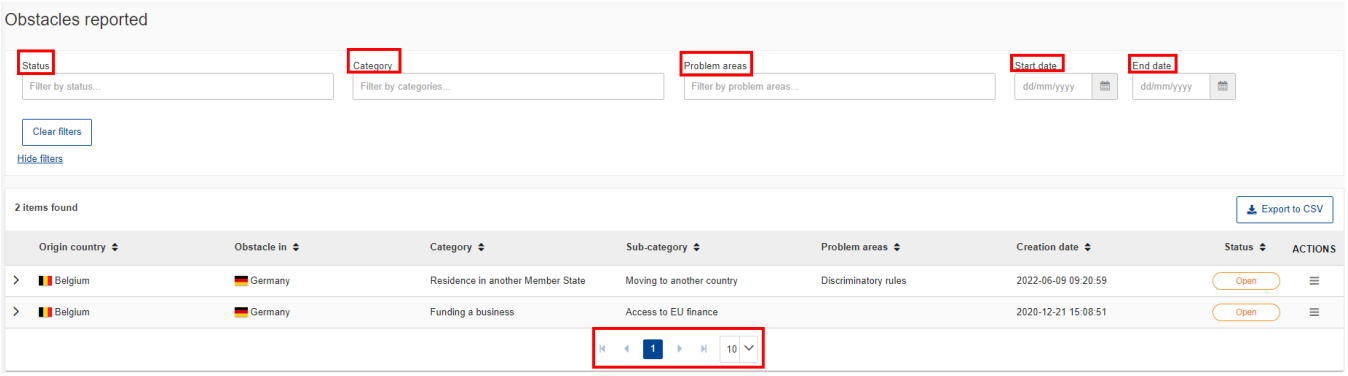
You will now be able to see the obstacles reported for your country:



How to navigate on obstacles reported module?

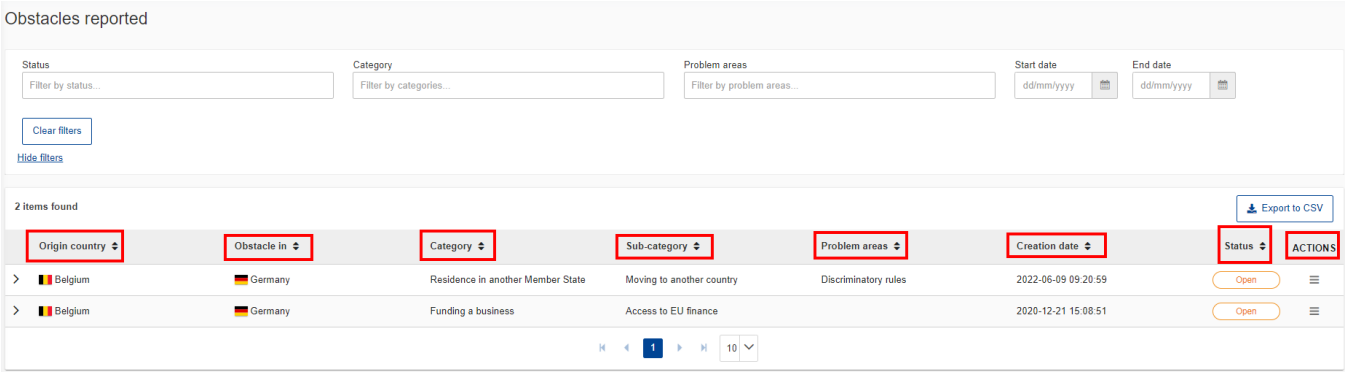
You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

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



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

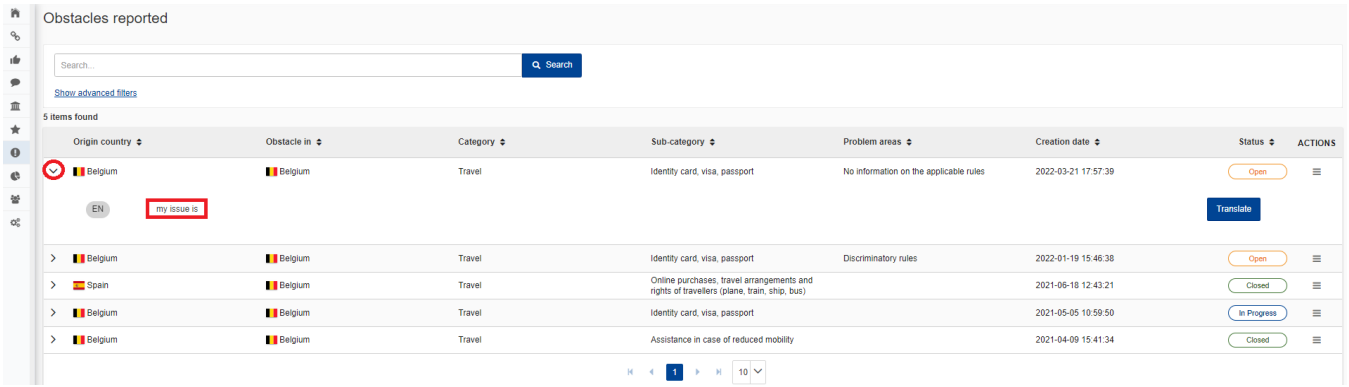
The following fields are available in the table: **Country of origin, Obstacle in** (country), **Category**, **Sub-category, Problem area(s)**, **Creation date, Status** and **Actions.**



Problem area(s) field:

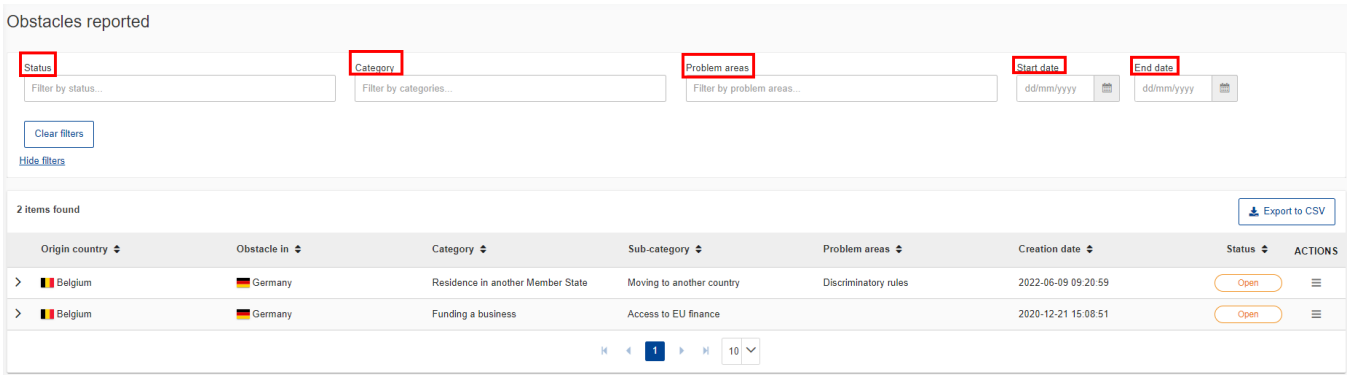
- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

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

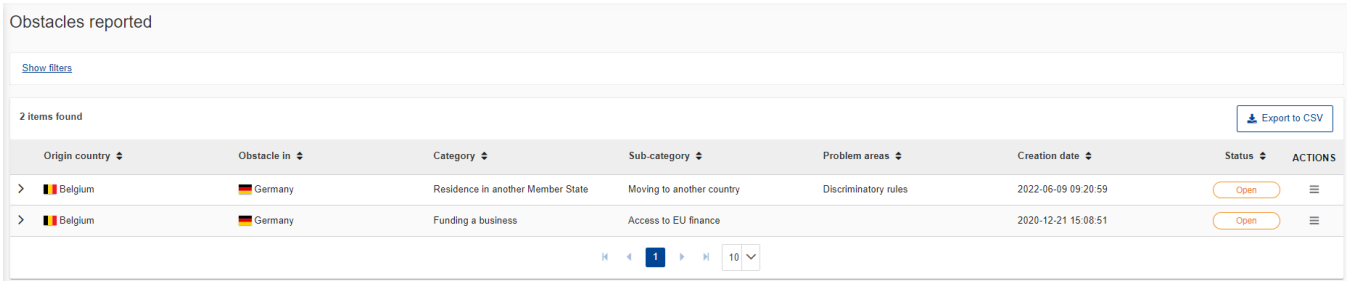


Filters

You can find the information filtering by **Category, Status, Problem area(s)**, **Start Date** and **End Date.**



You can press "Hide filters" so you can hide the showed filters above:

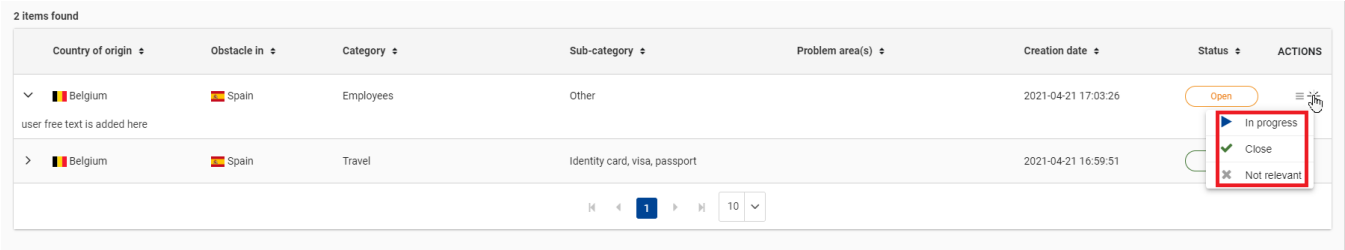


If you want to have back the filters, you can press "Show filters"

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.



The following statuses are available for each obstacle:

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

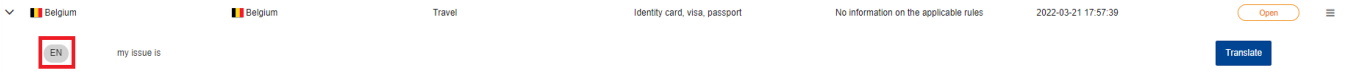
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

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?

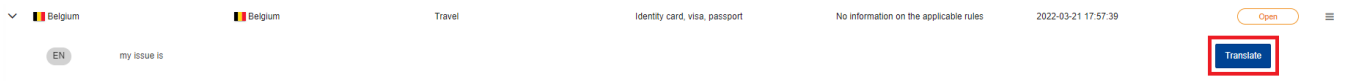
You can translate any free text in a given obstacle to a language of your preference.

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.

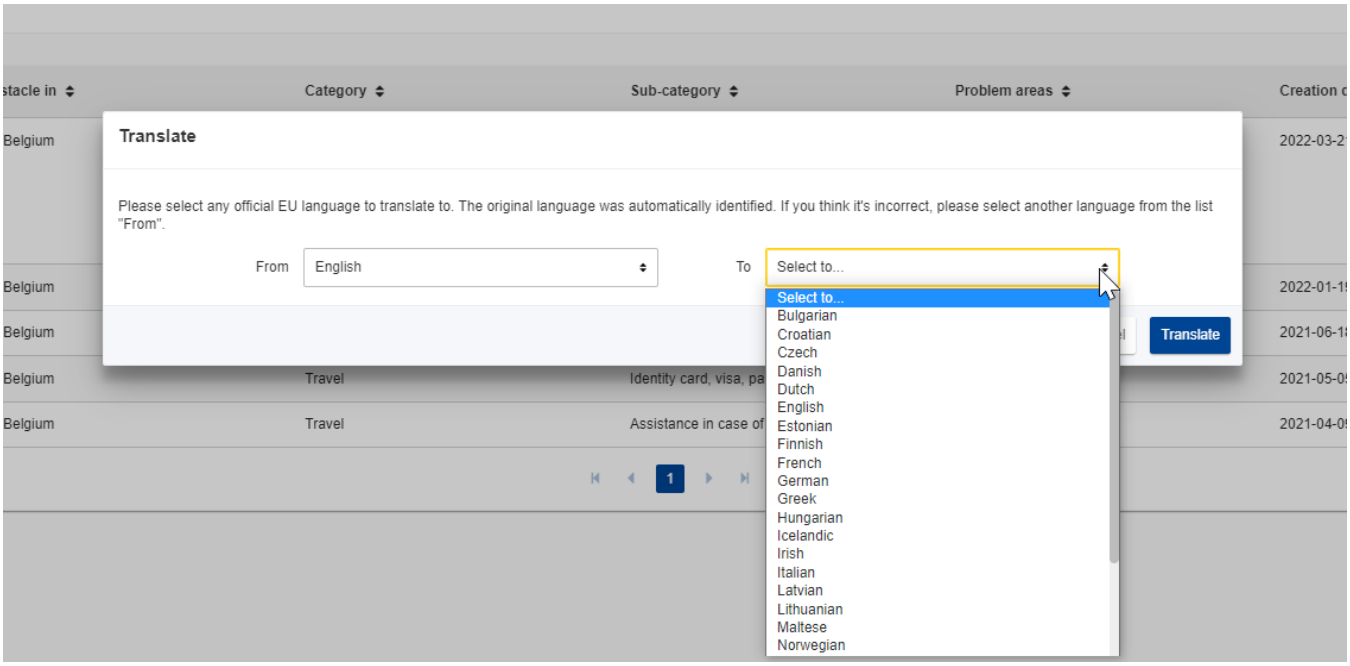


In case the original language is not identified or wrongly identified you can also select the original language.

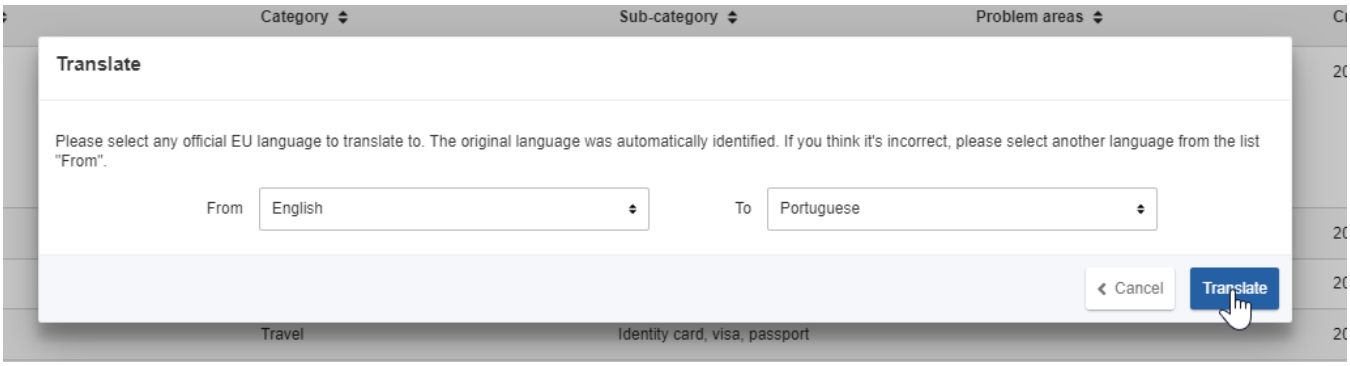
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



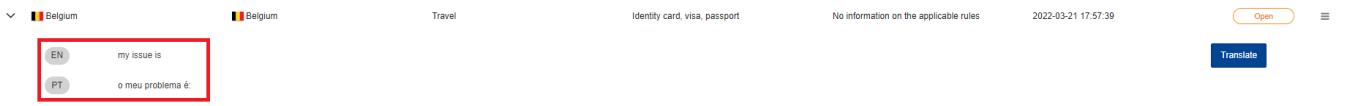
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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



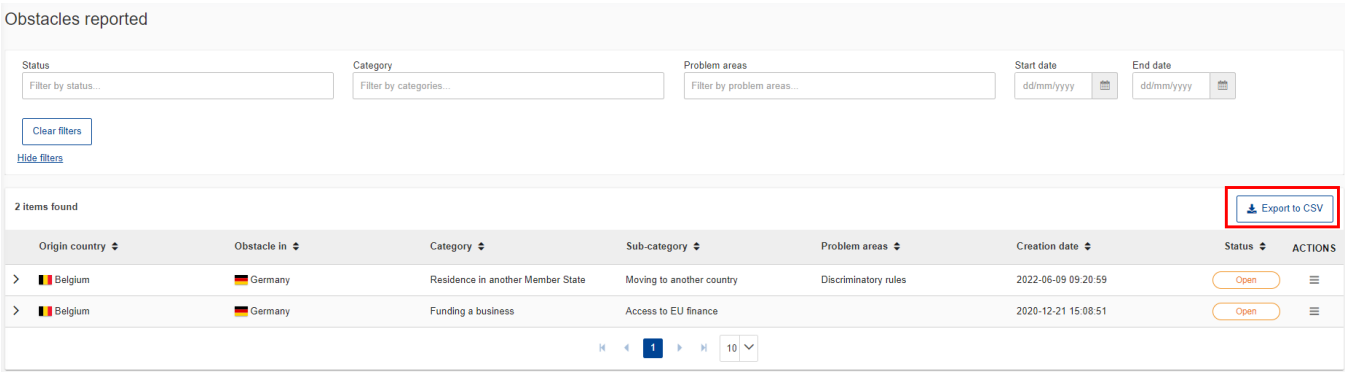
Once the translation is processed you will be able to see the original text and the translated text.



If you go to other page inside SDG and come back to the obstacles the traslated 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]



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

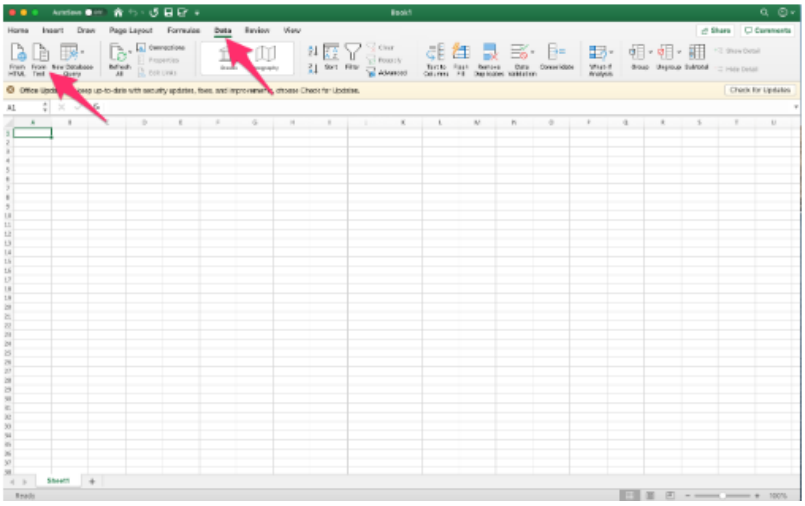
How to open a CSV in an Excel?

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:

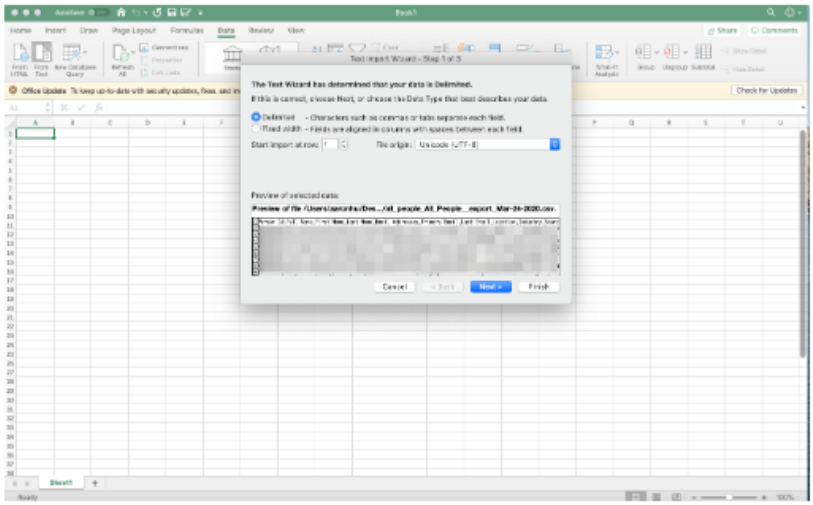
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

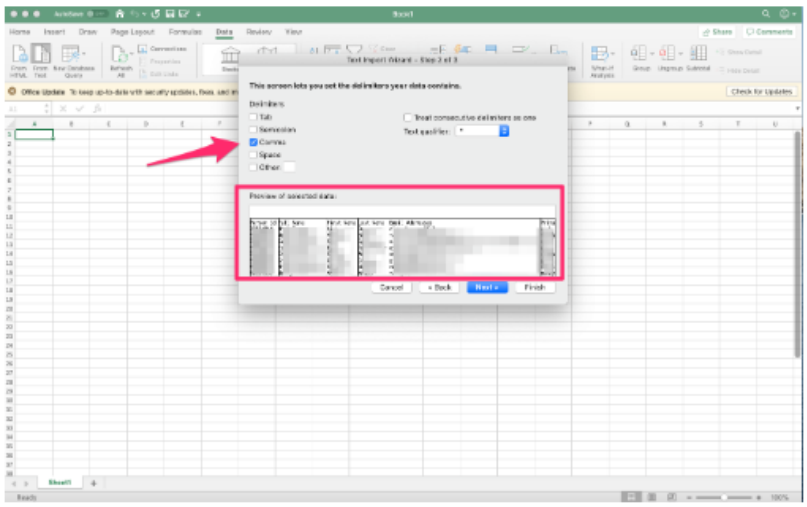


3. Select the CSV file that has the data clustered into one column.

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?

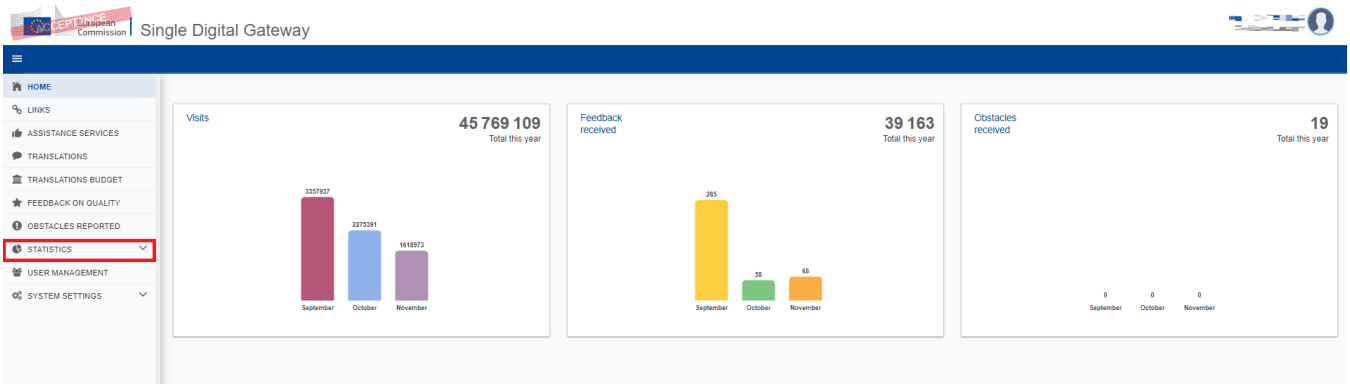
        - First Level
        - Second Level
    - FOQ - Assistance Services Cases
        - How to use the Filters
            - First Level
            - Second Level
        - Cascading filters
            - First Level
            - Second Level
        - What can we consult in Feedback on Quality - Assistance 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

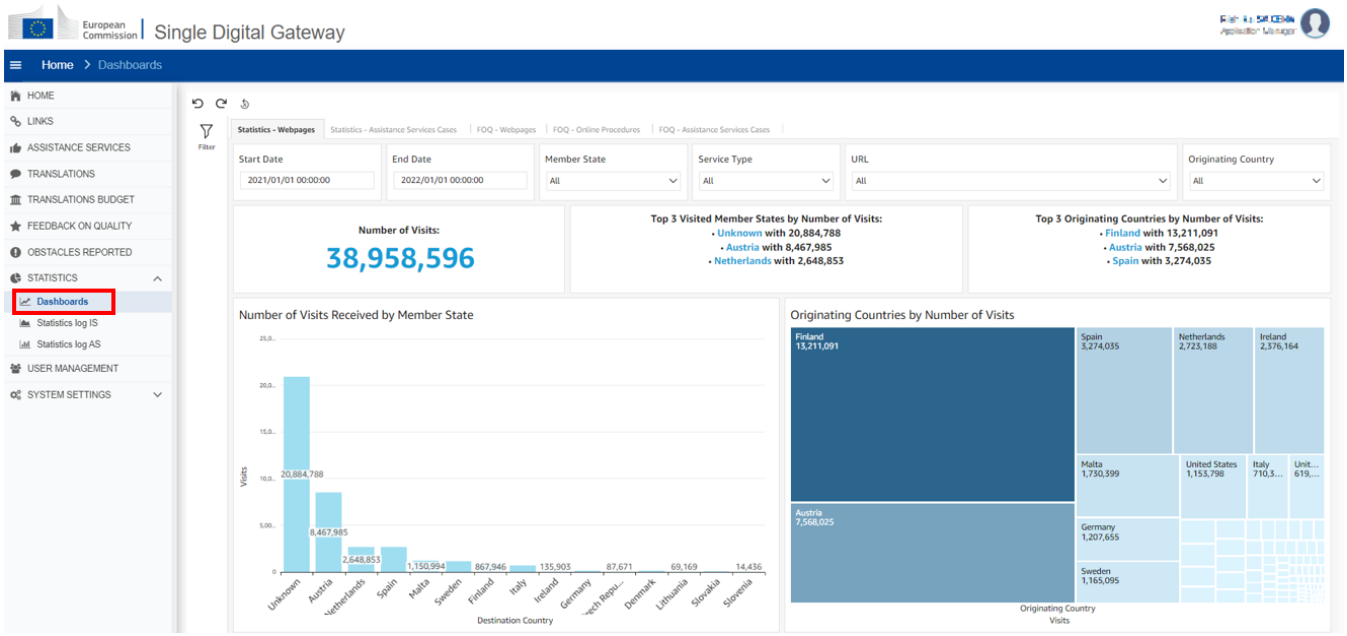
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

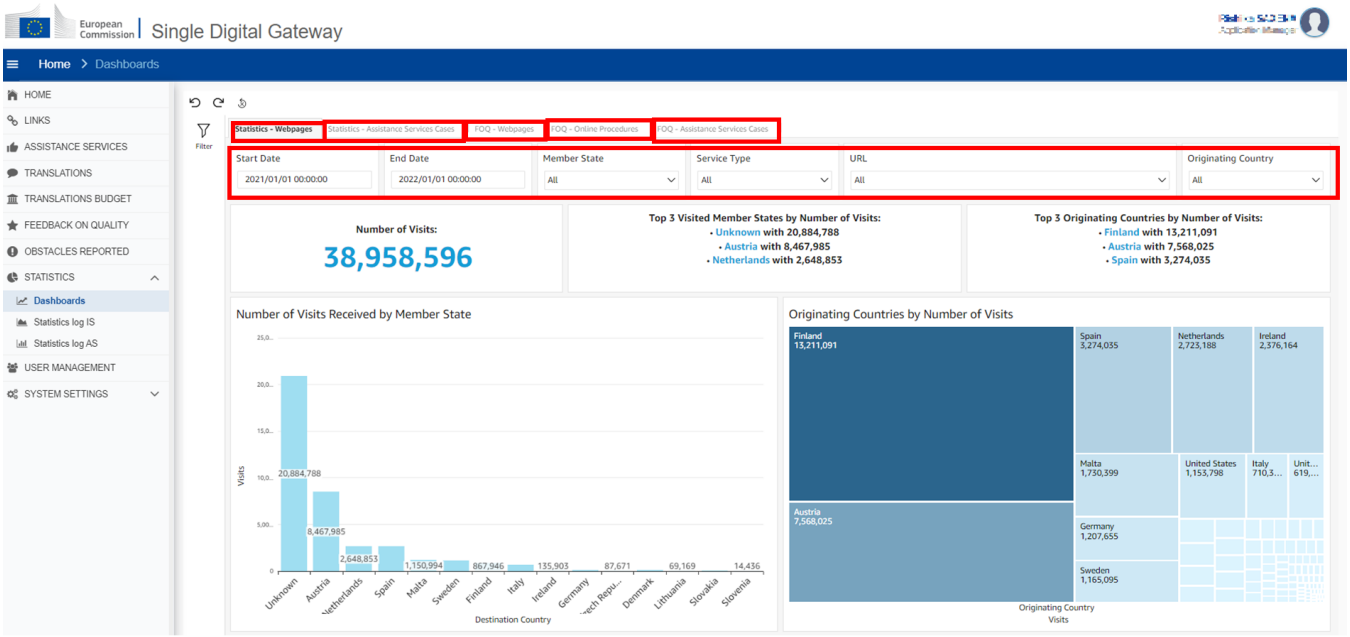


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

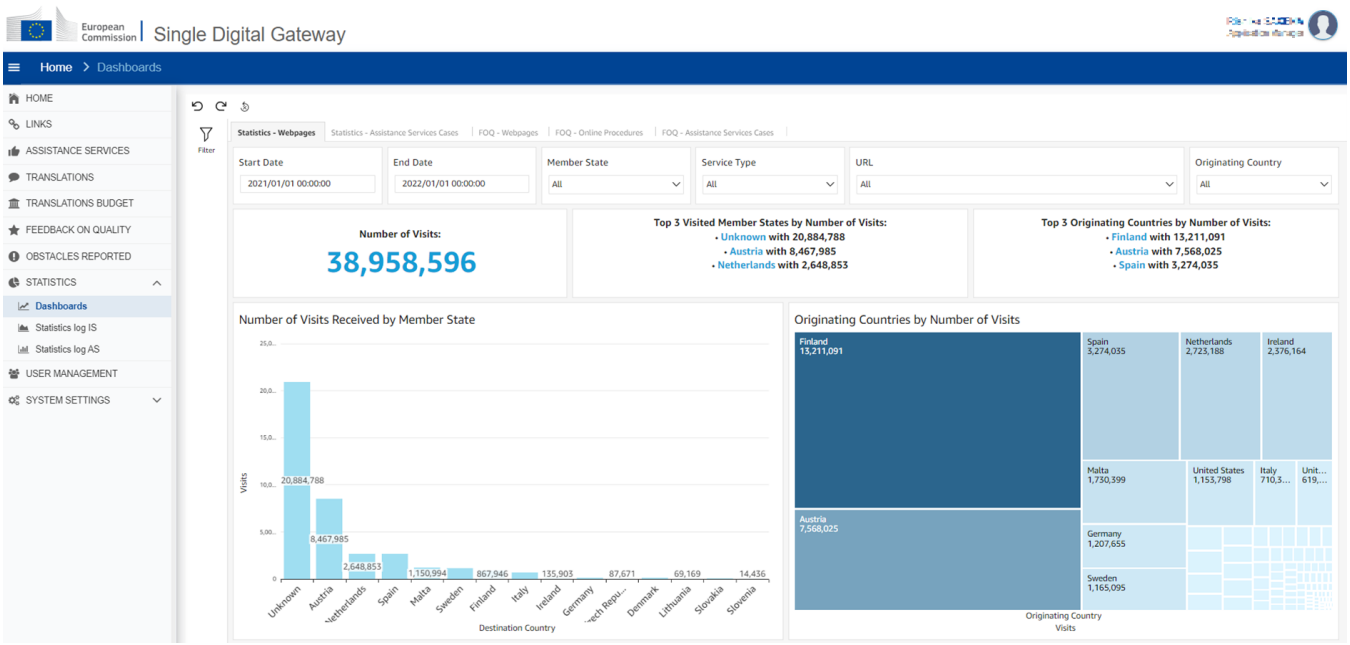
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



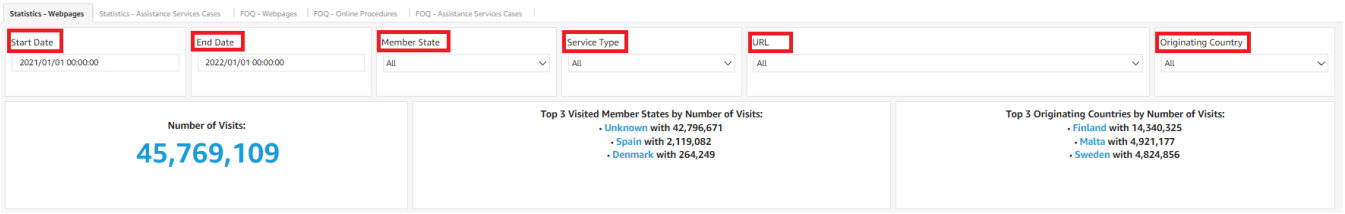
Statistics - Webpages

How to use the Filters

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

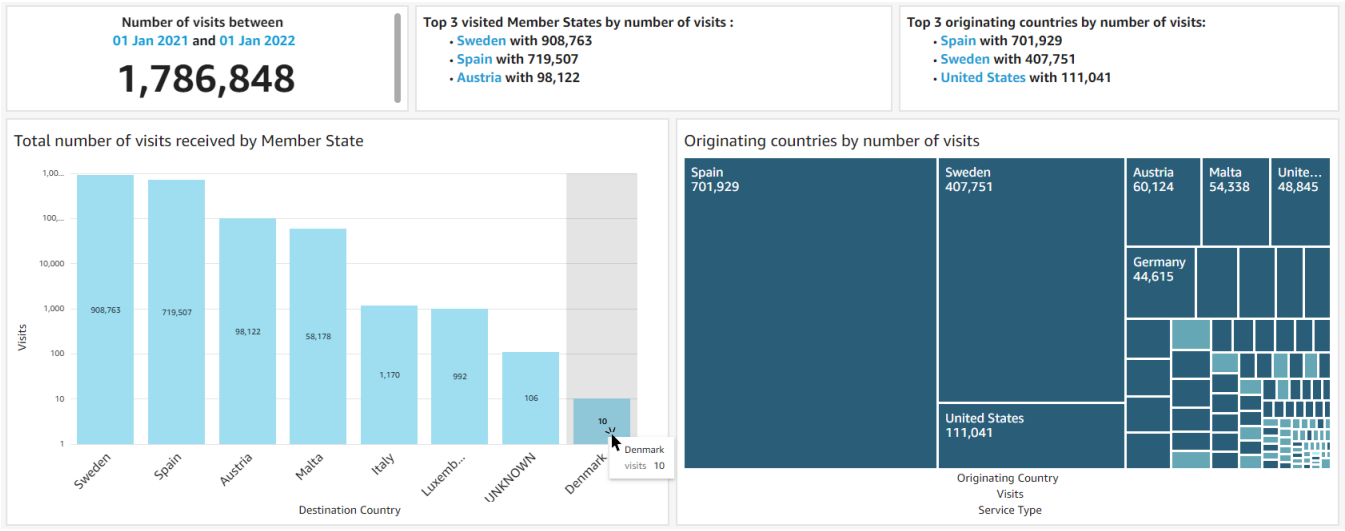


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.

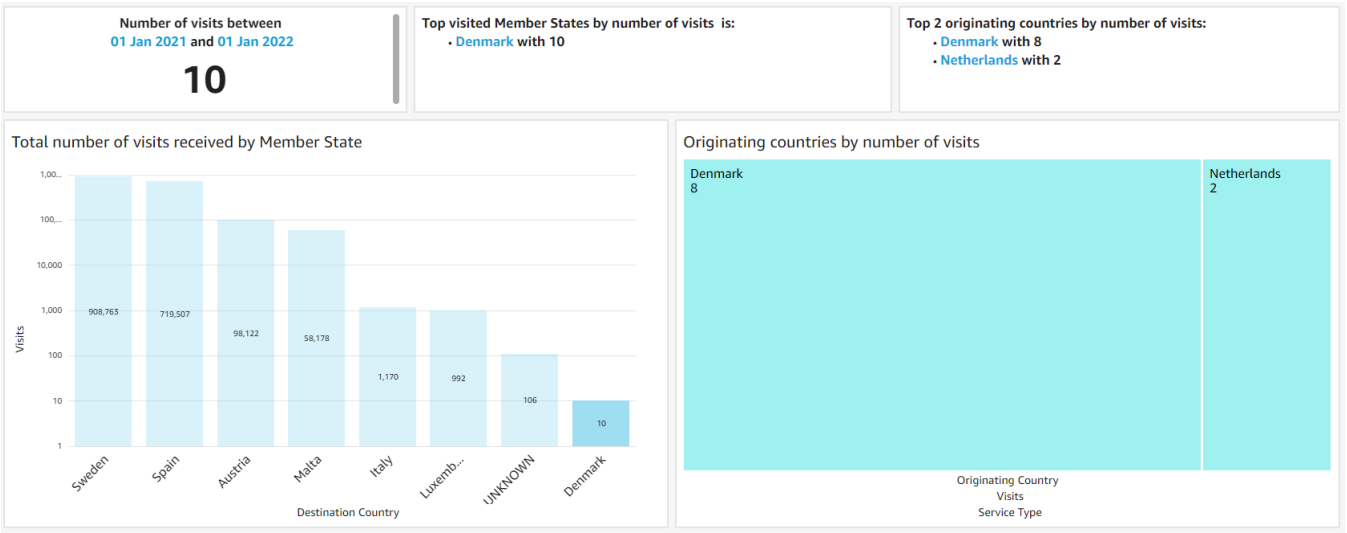


You can also drill down by just clicking on any chart for a desired value.

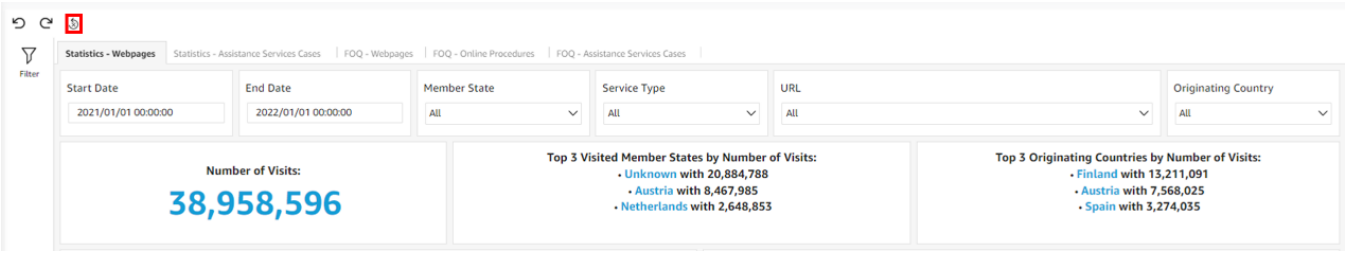
Before:



After:



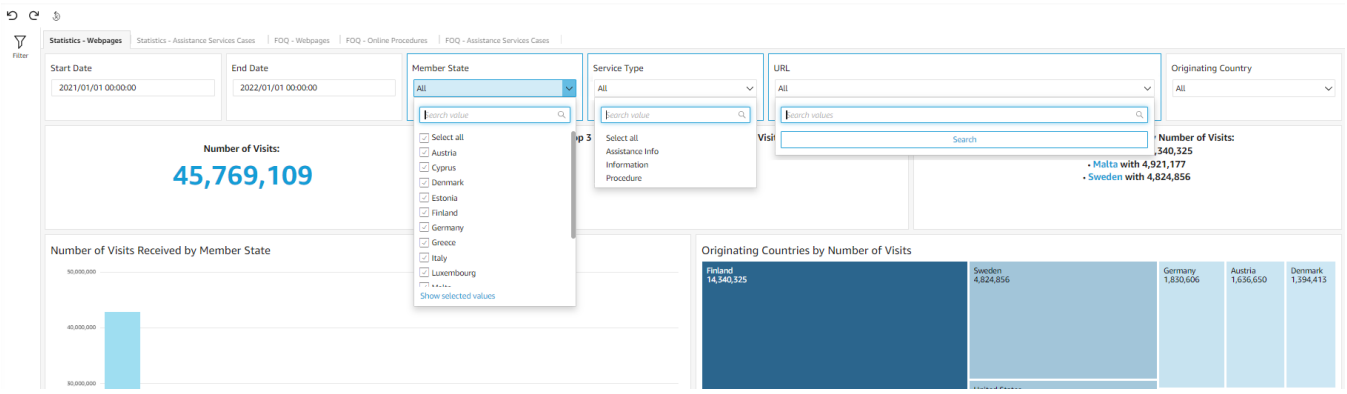
You can reset all filters you have added by clicking on the top left corner.



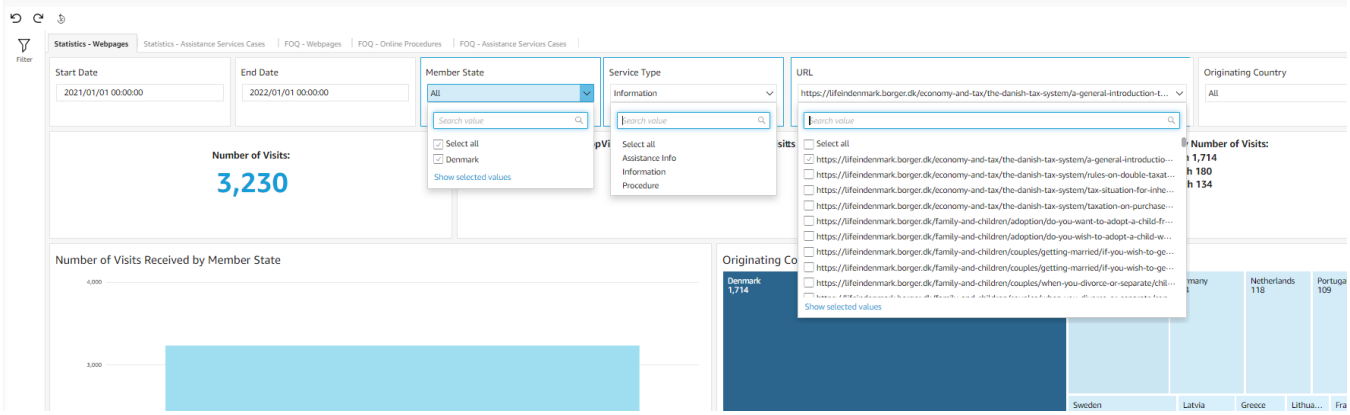
Cascading filters

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:



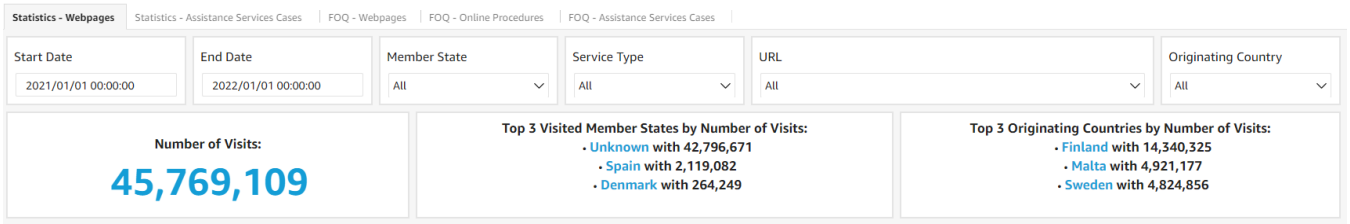
What can we consult in Statistics - Webpages tab?

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.

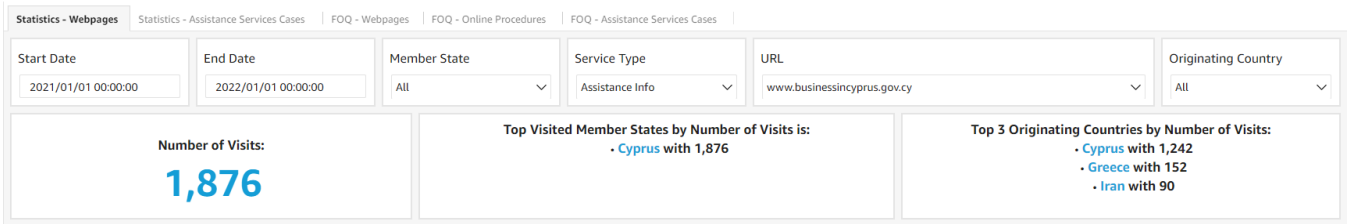
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

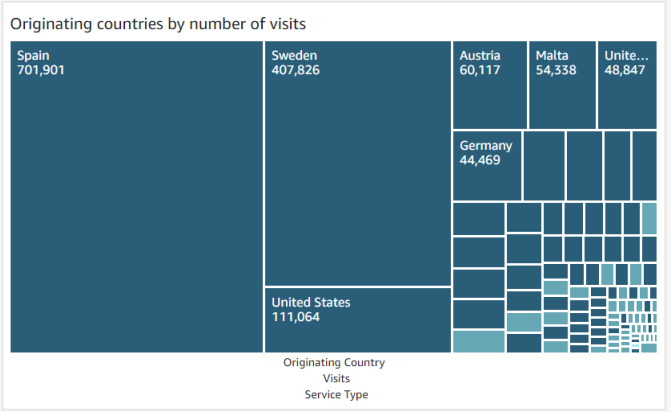


With filters applied:

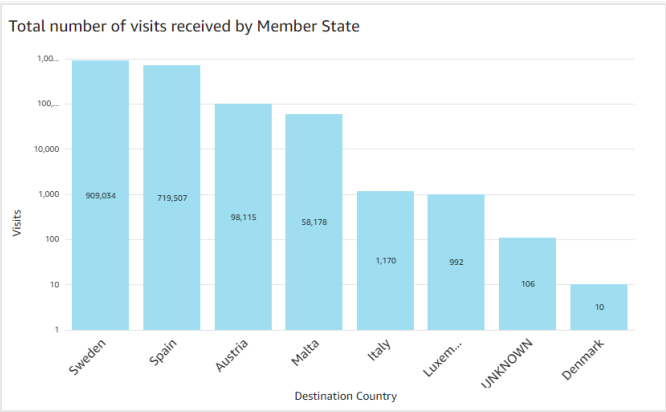


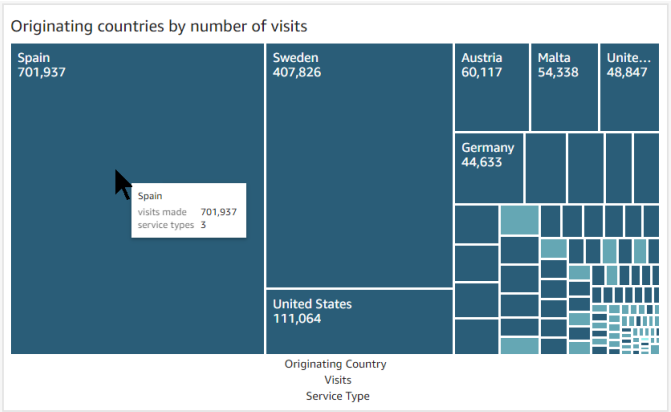
On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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



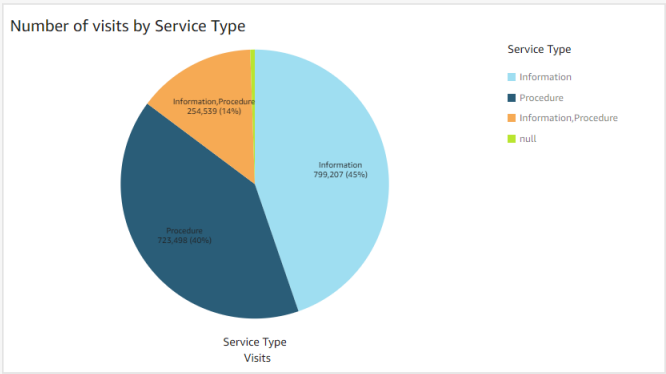
You can hover your cursor on top of the charts to get more details.

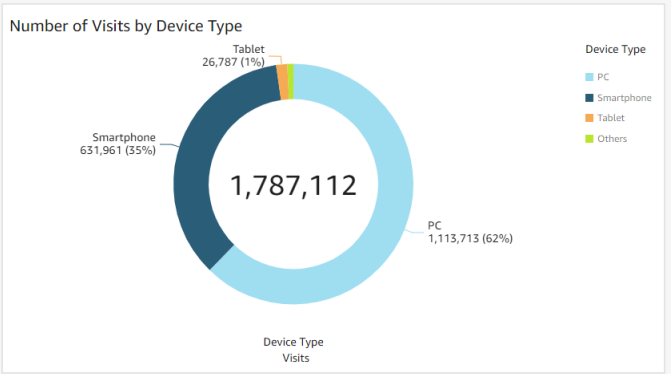




Moving down on the page we have two more visuals one pier chart with **Number of visits by Service Type**, and a doughnut chart with **Nu mber of visits by Device type**.

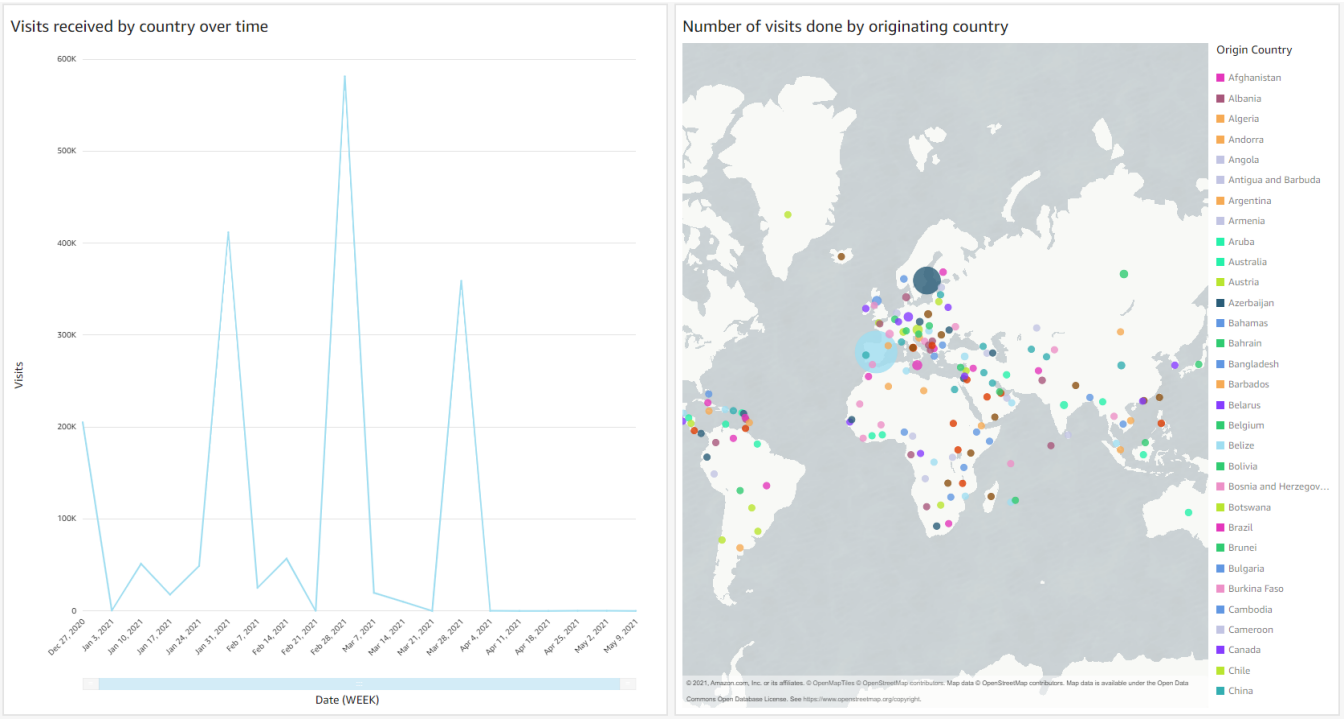
Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.





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.

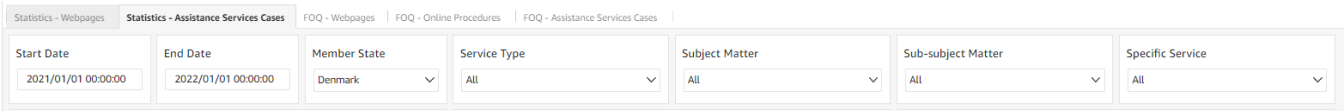


Statistics - Assistance Services Cases

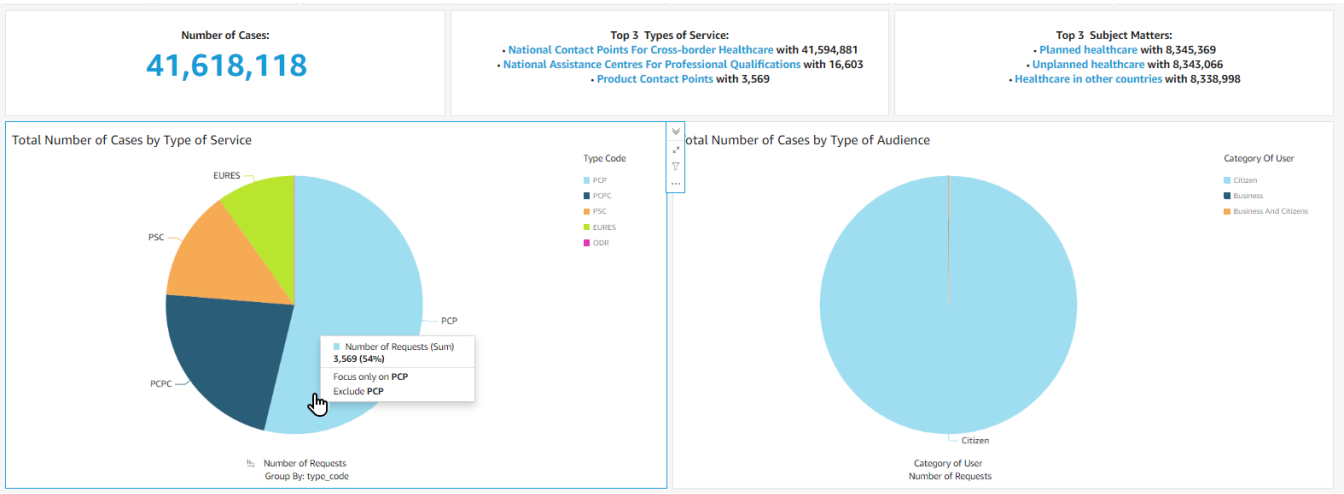
How to use the Filters

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**.



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

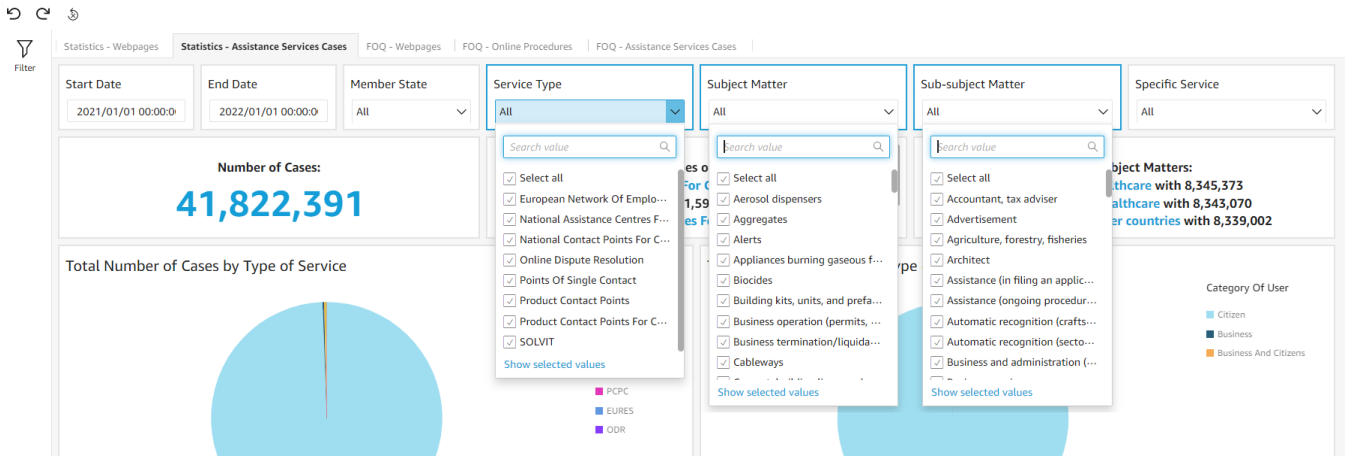


You can reset all filters you have added by clicking on the top left corner.

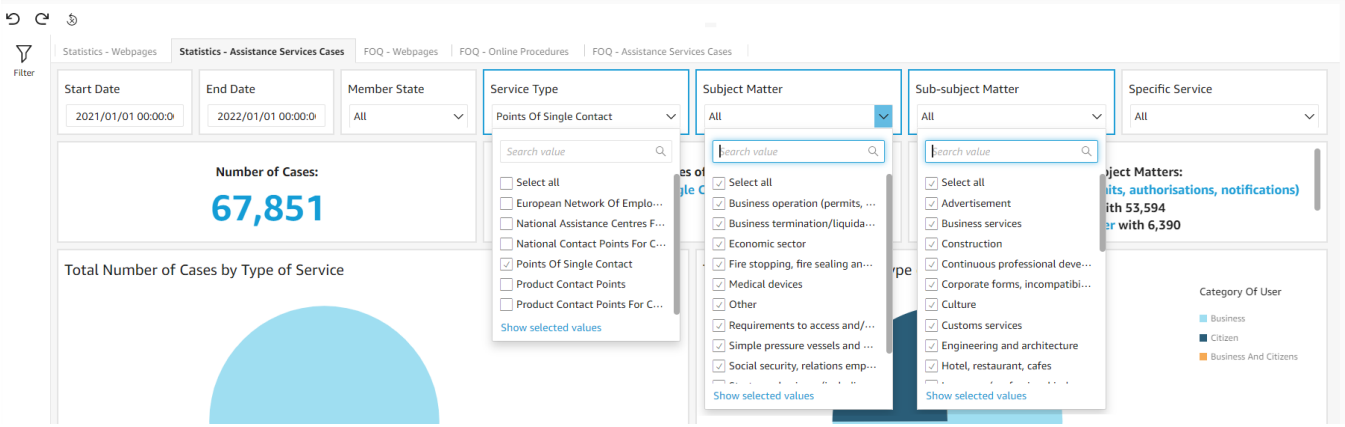
Cascading filters

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:



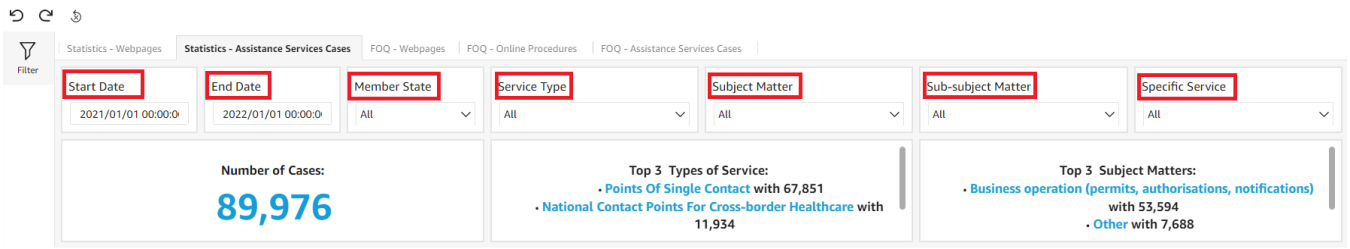
What can we consult in Statistics - Assistance services cases tab?

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.

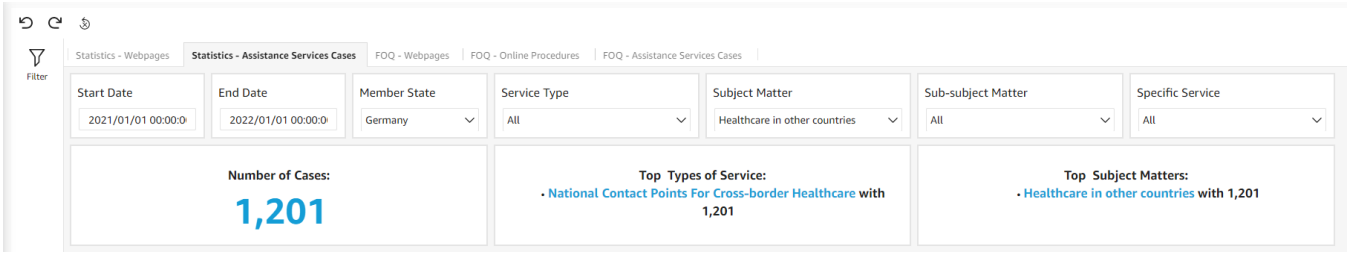
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date**, **Top 3 Types of Service, Top 3 Subject matters.**

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:

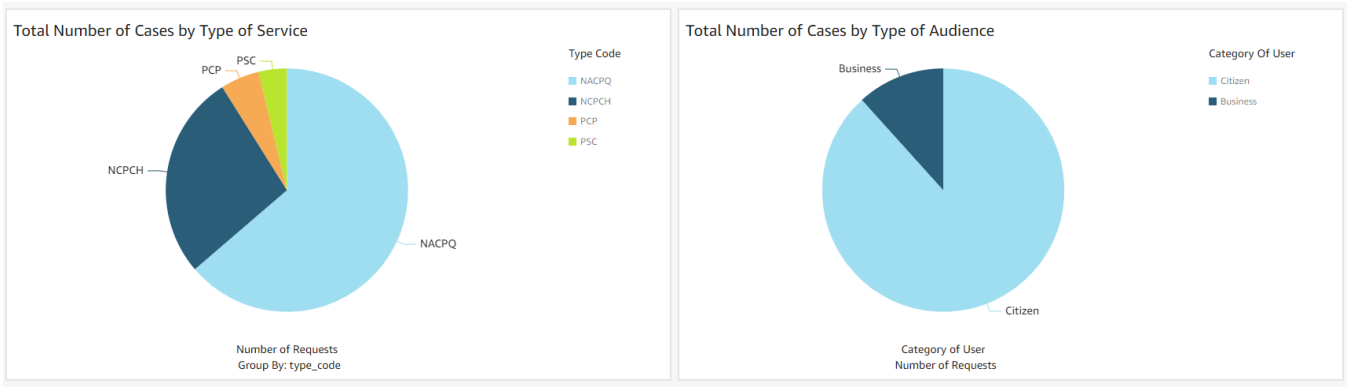


With Filters Applied:

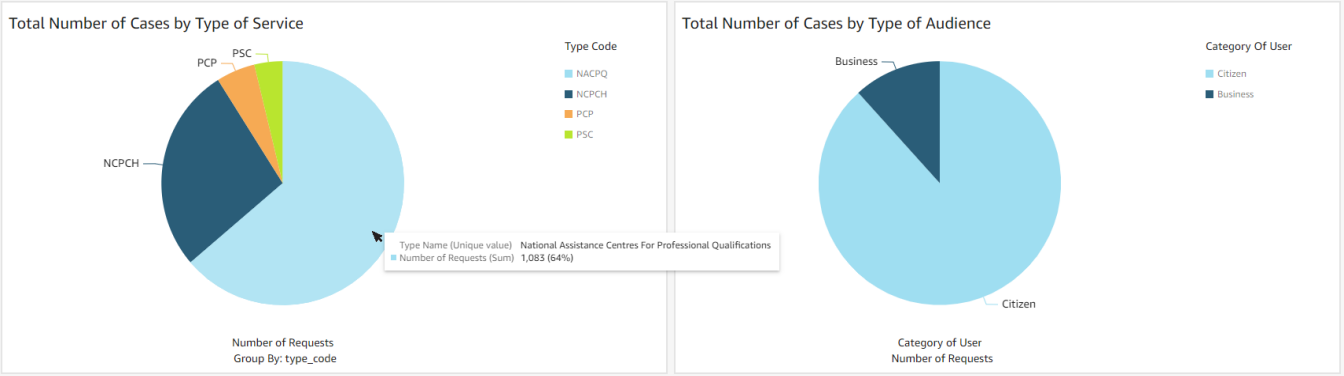


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

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

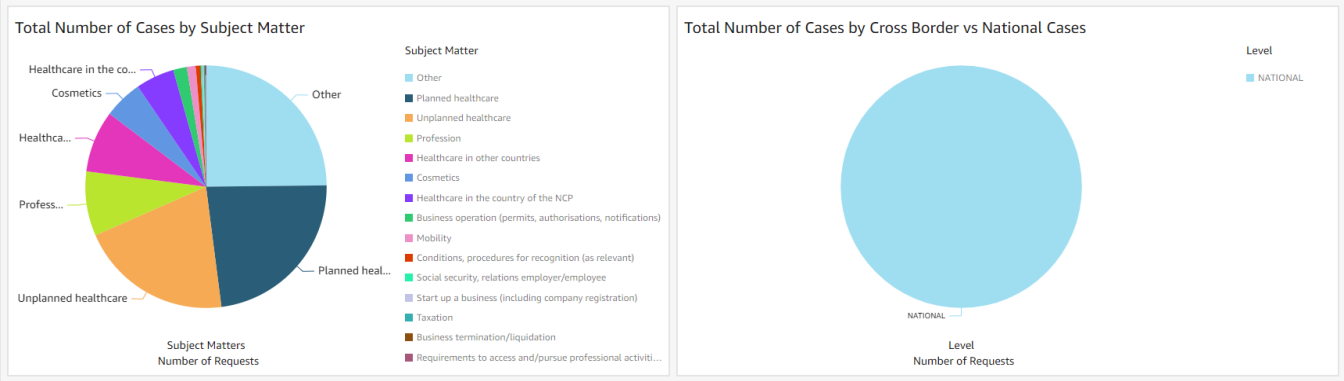


You can hover your cursor on top of the charts to get more details.



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

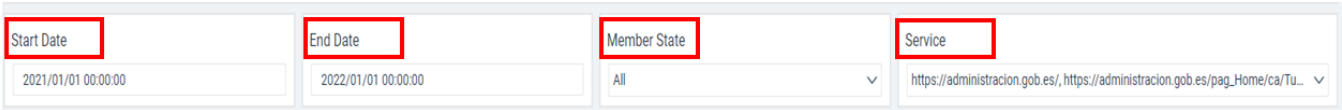


You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

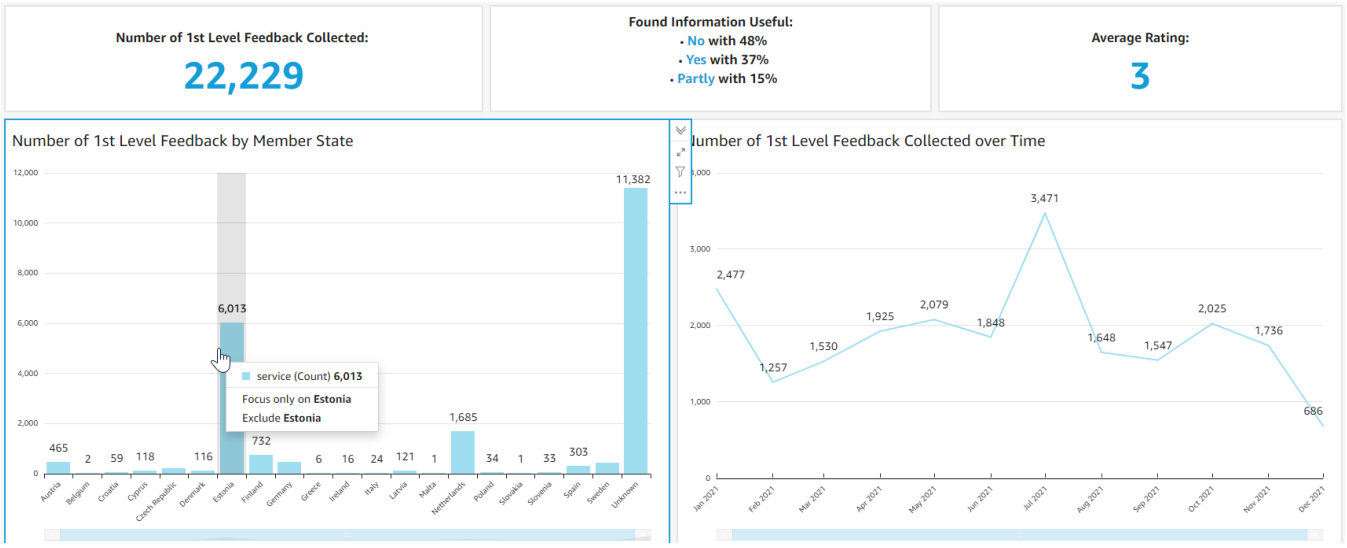
FOQ - Webpages

How to use the Filters

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

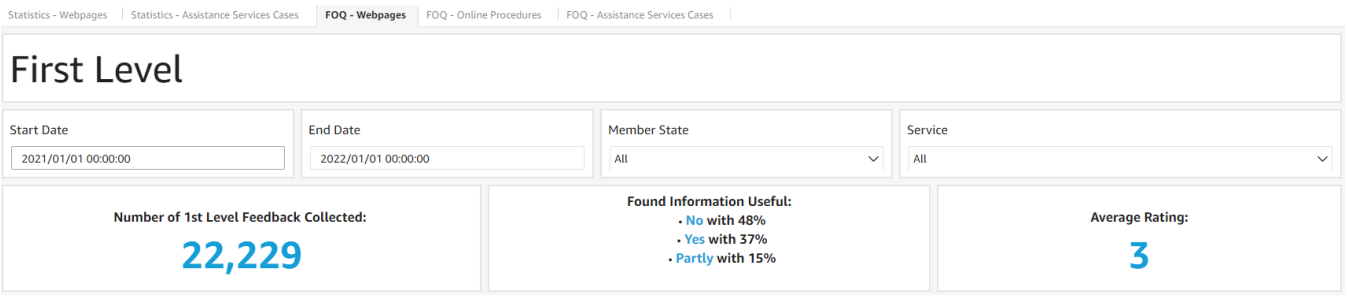


You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

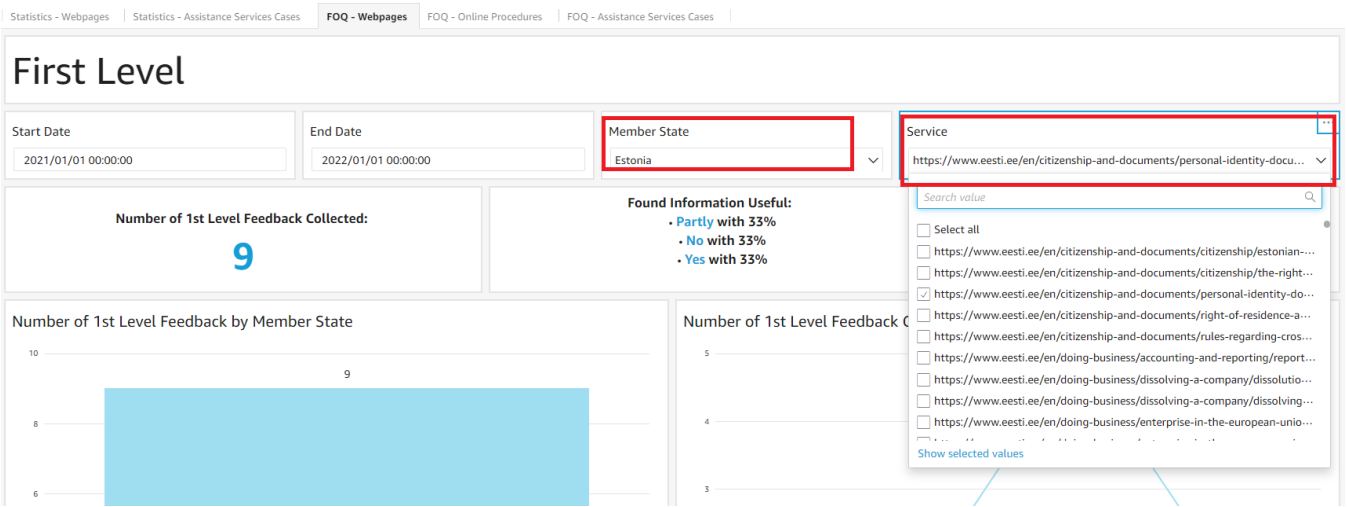


First Level

Before:

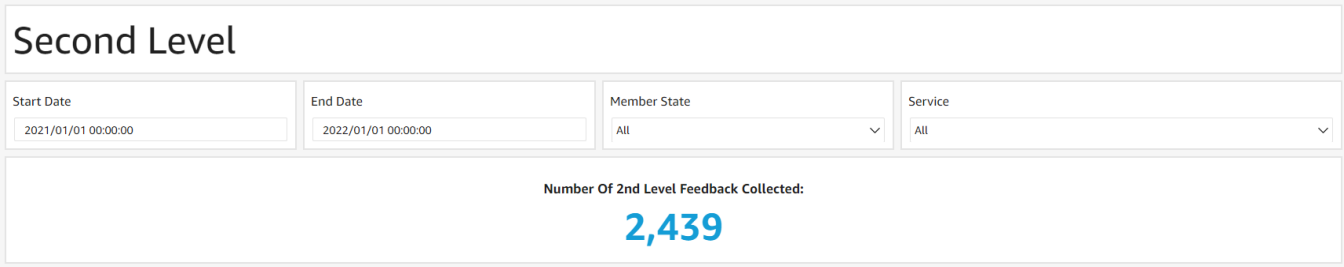


After:

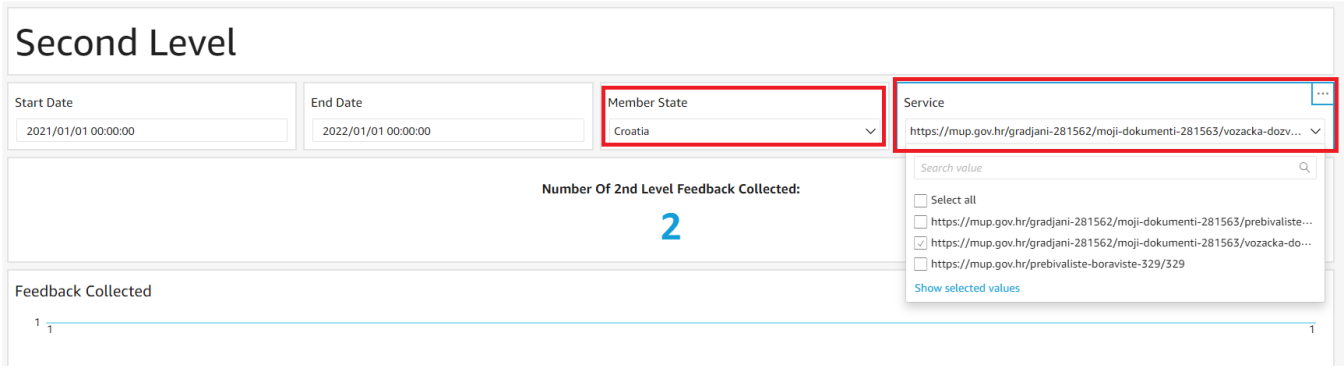


Second Level

Before:



After:



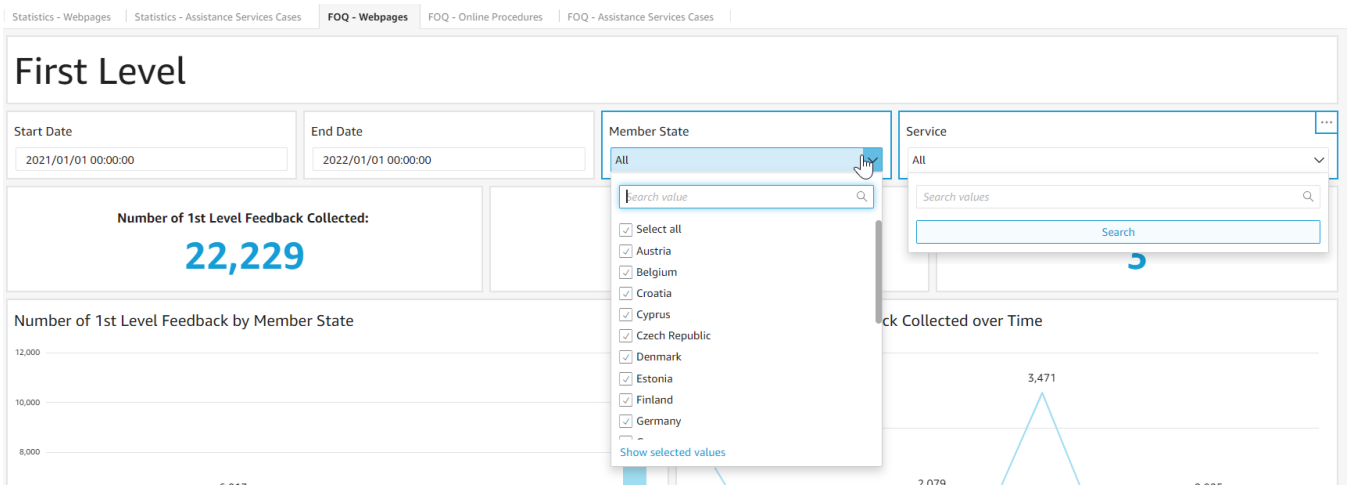
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

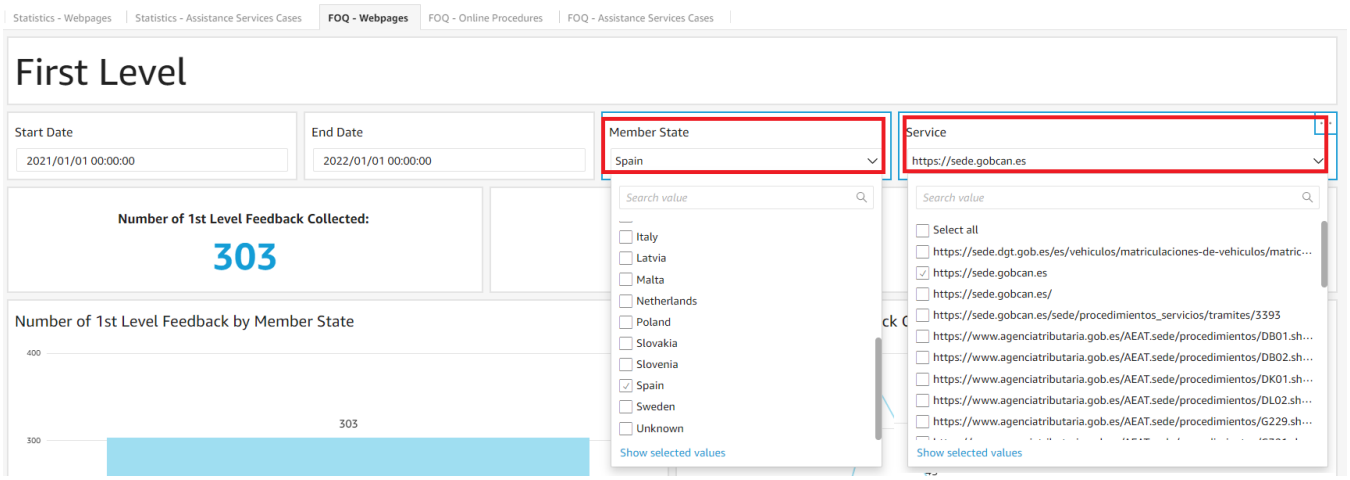
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

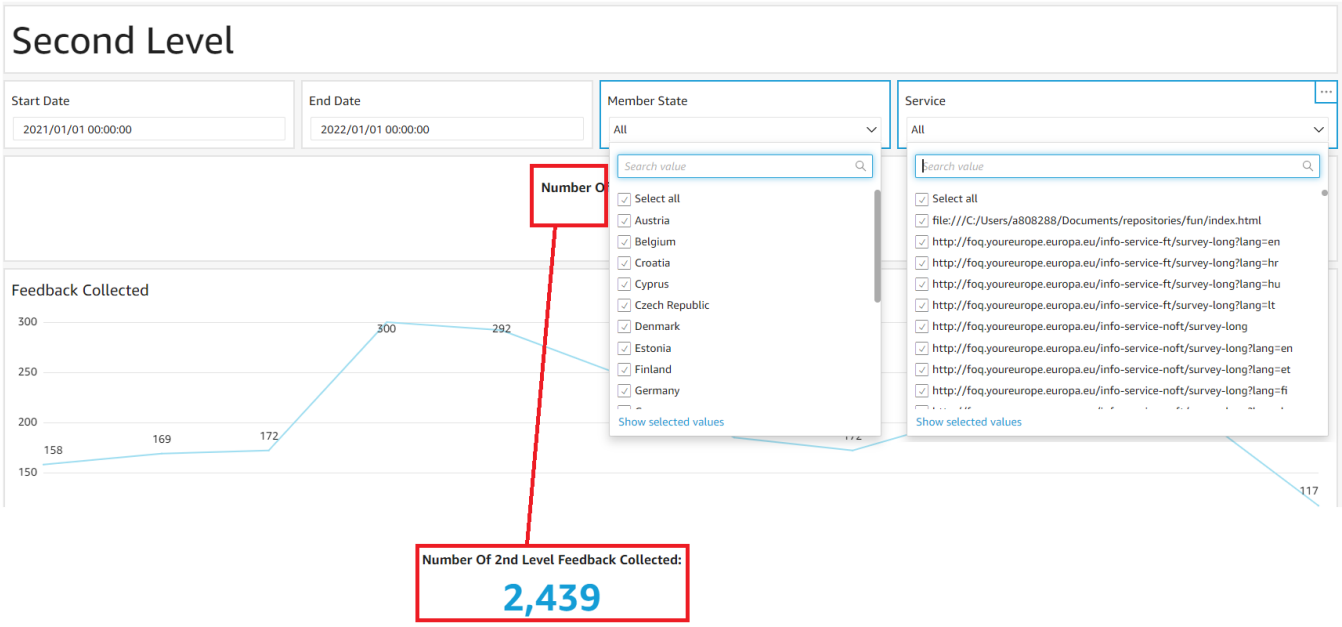


After:

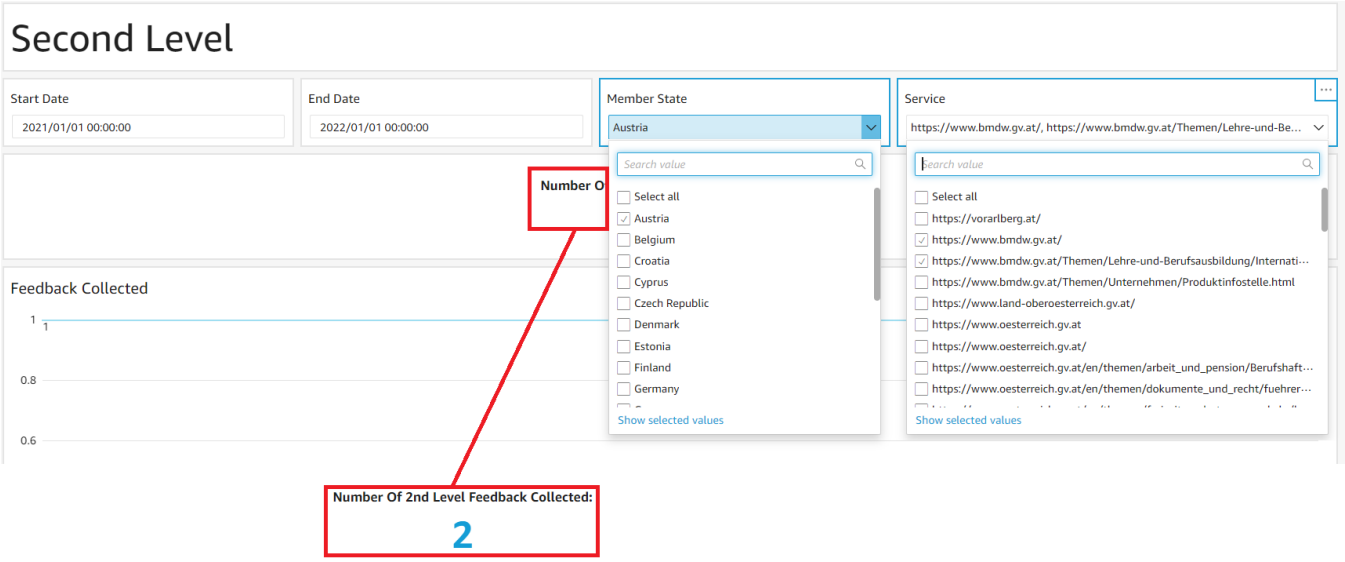


Second Level

Before:



After:



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

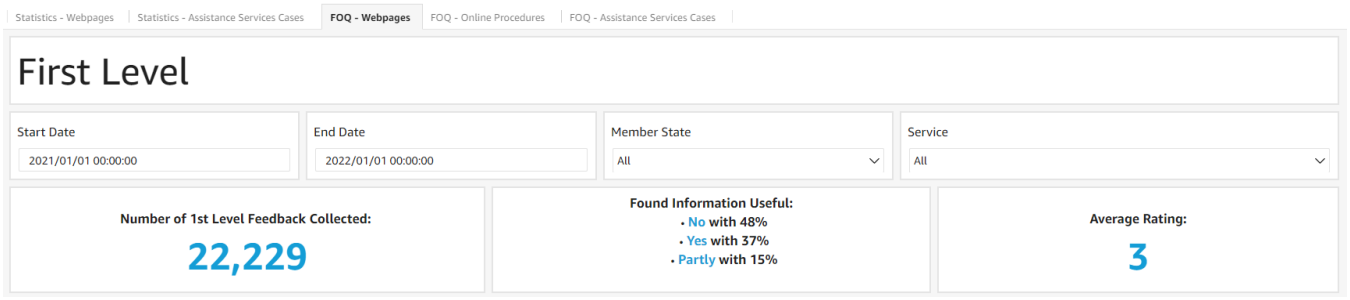
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

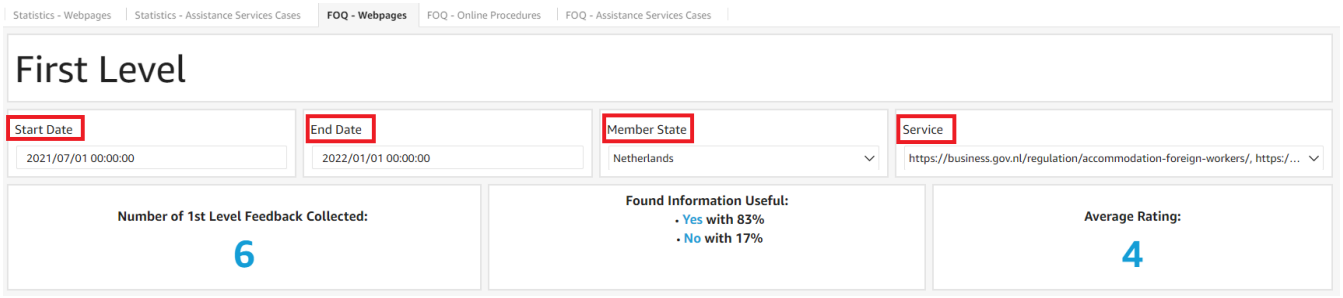
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

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

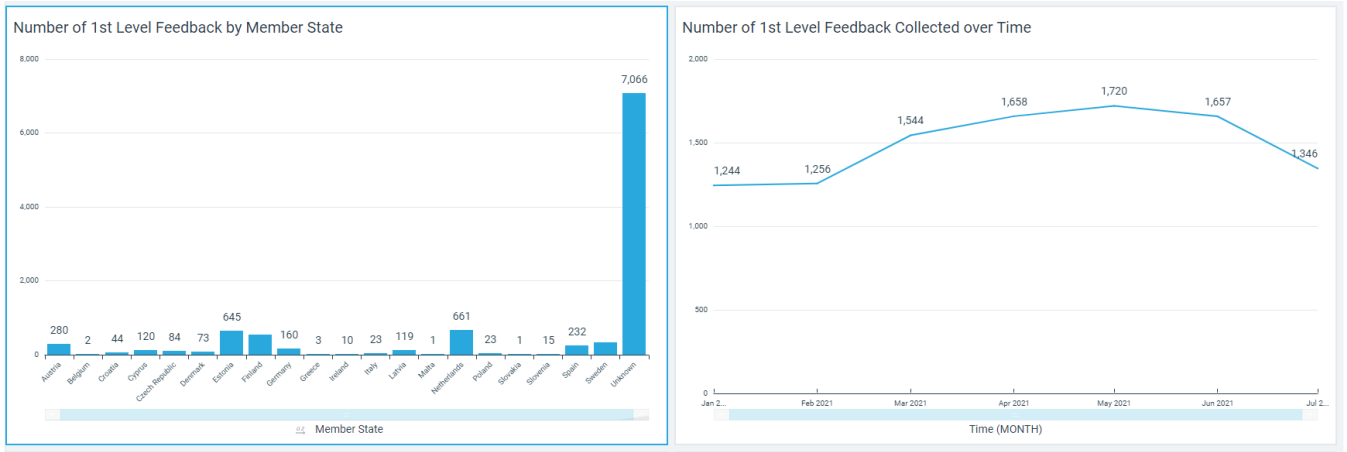
Without filters applied:



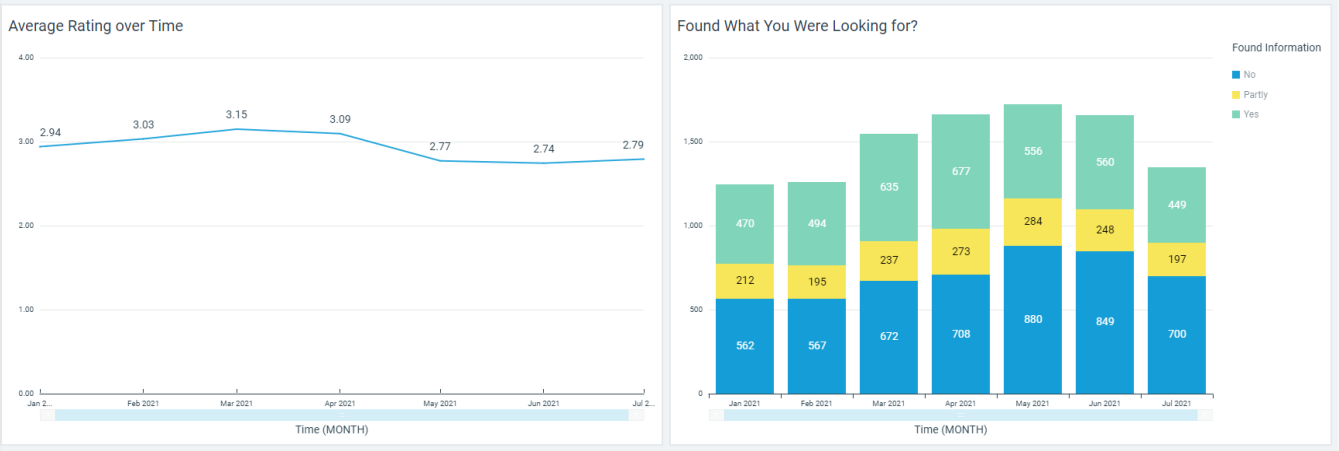
With Filters applied:



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.

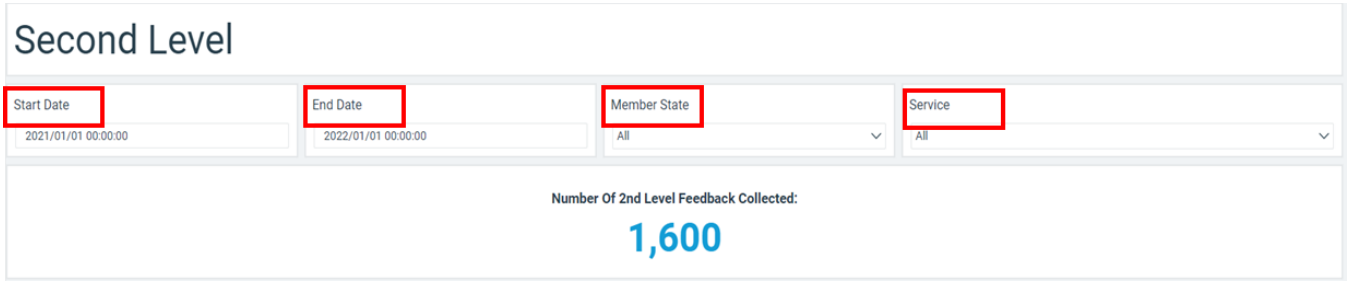


Again here you can also use filters to drill down the data.

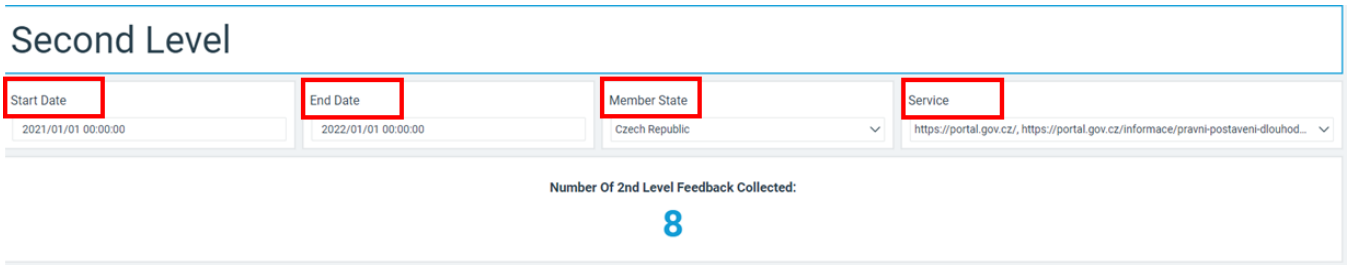
Second Level

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

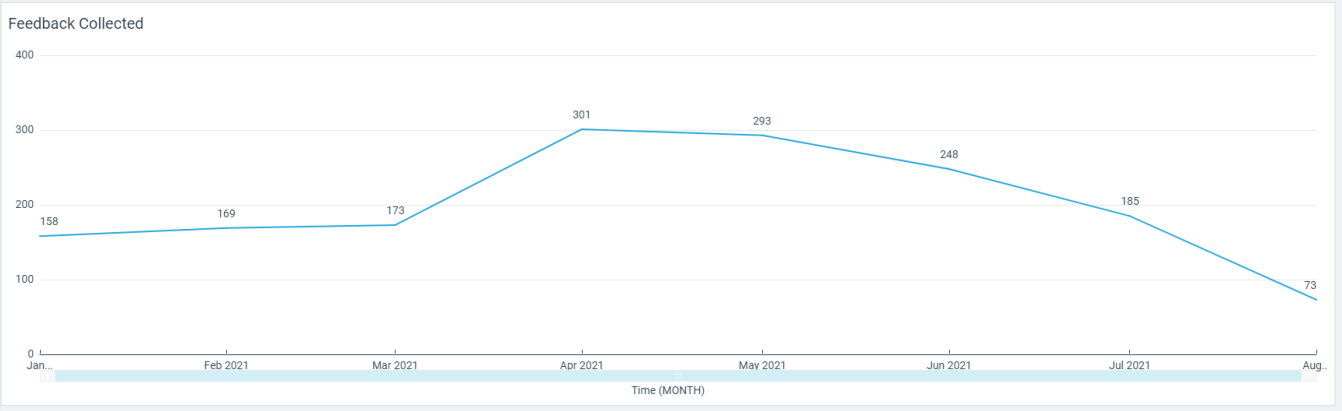
Without Filter:



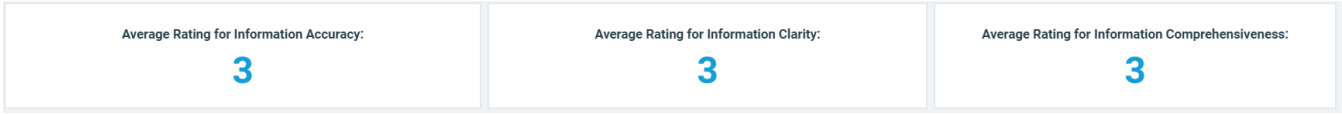
With Filters:



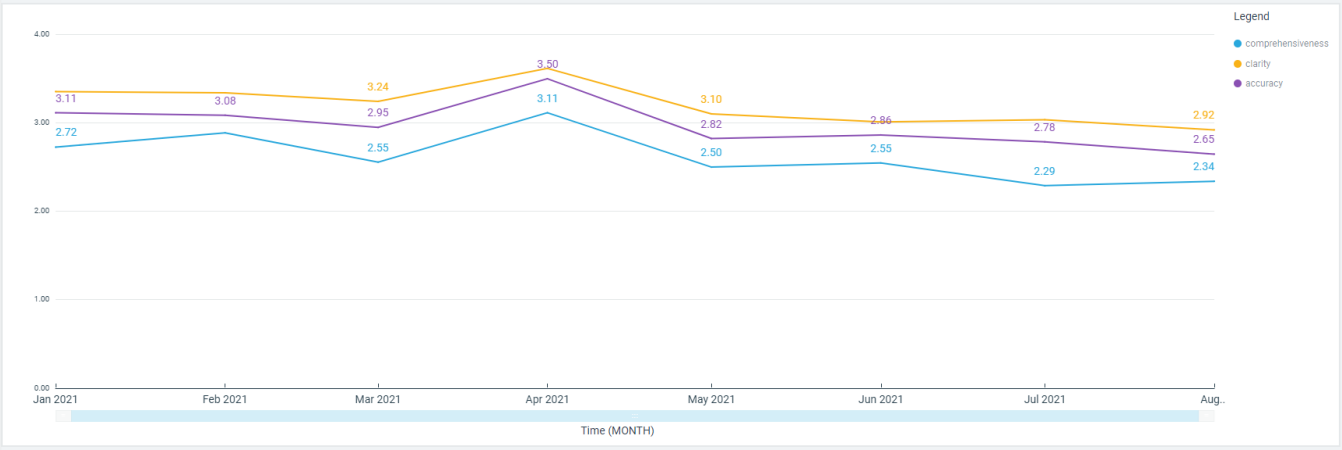
On the next block we have a line chart with the **Feedback Collected** over time.



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

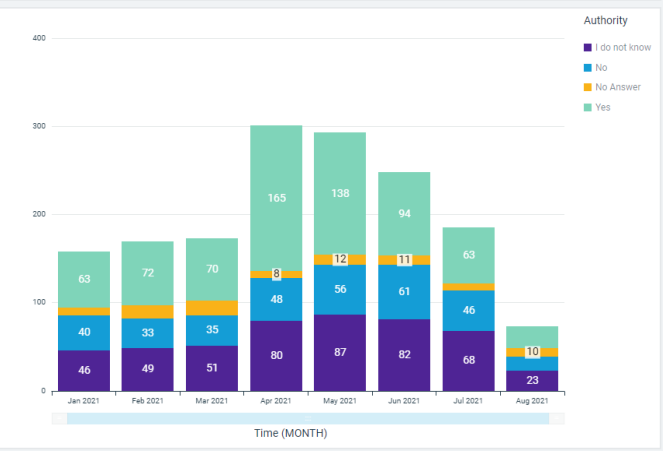


On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.

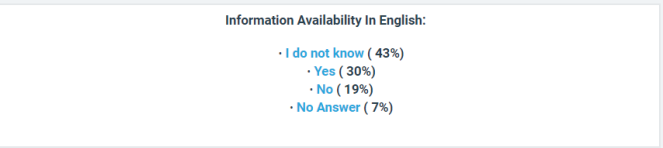


In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible.**

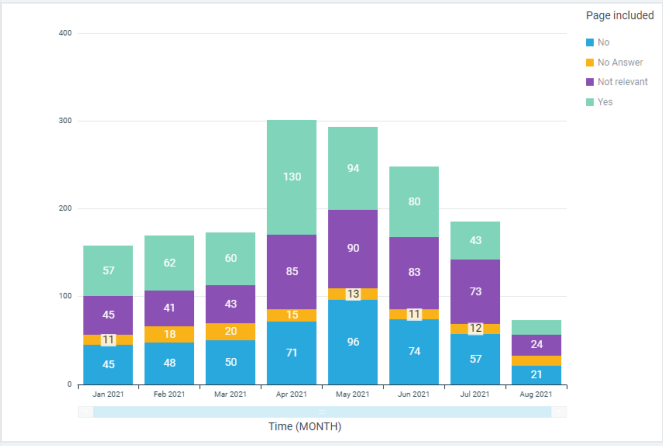
Followed by the stacked bar charts for **Date of Last Publication** and **Name of Authority Responsible** over time. You can hover on the bars to see the details. Here you have an additional option **'No Answer'** for the questions which are not answered by the users.

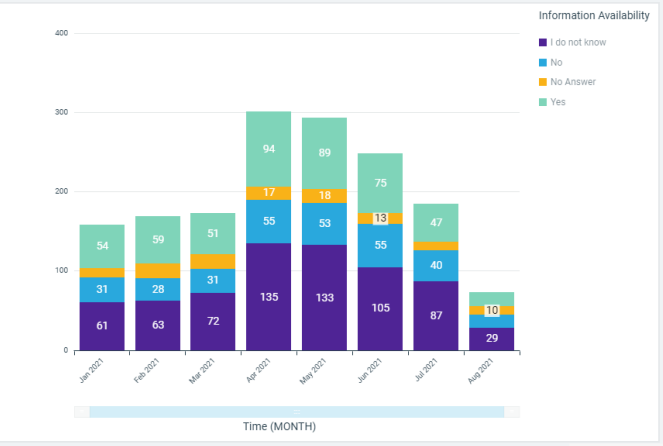


In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



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.



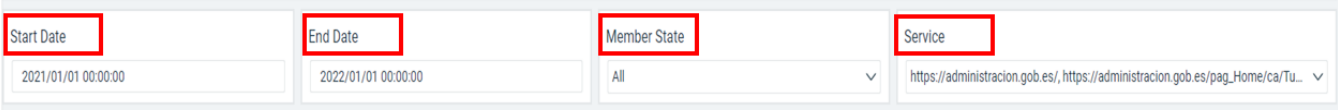


Here also you can use filters to drill down the data.

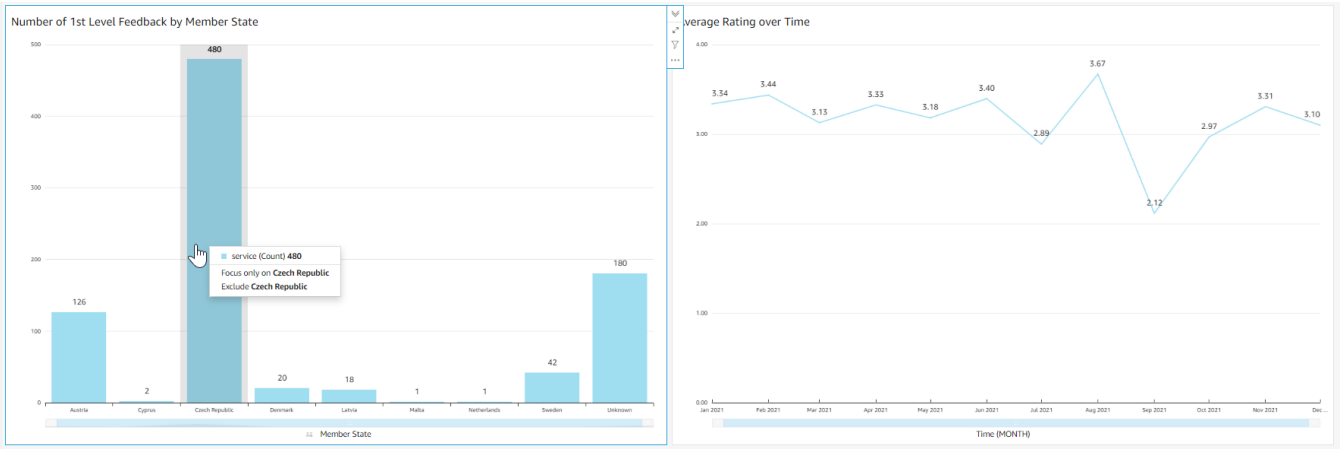
FOQ - Online Procedures

How to use the Filters

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

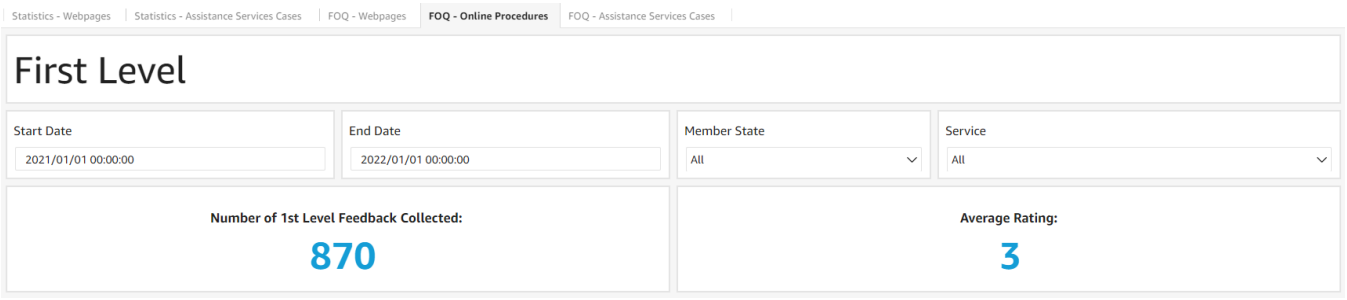


You can also drill down by just clicking on any chart for a desired value.

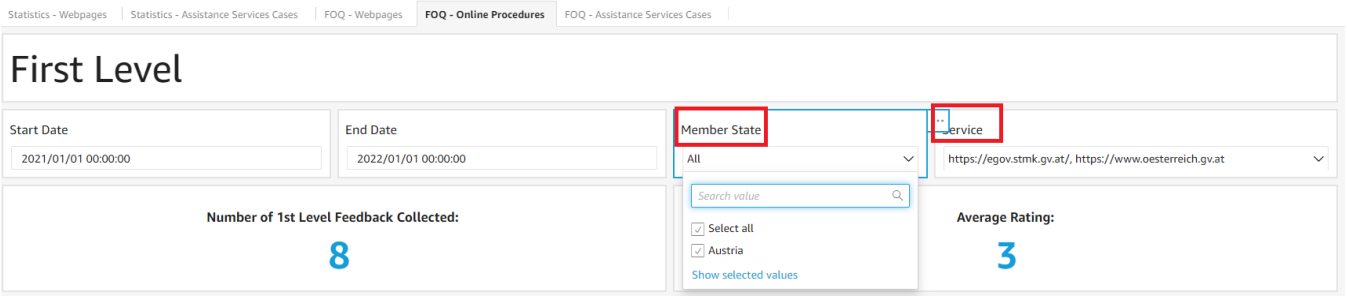


First Level

Before:

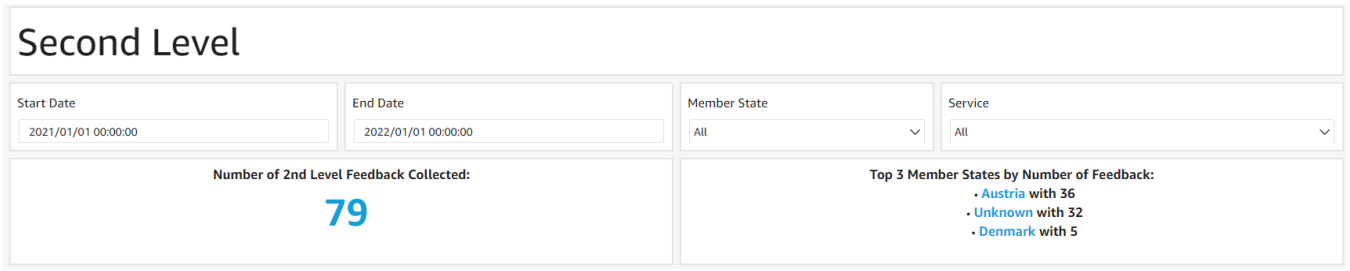


After:

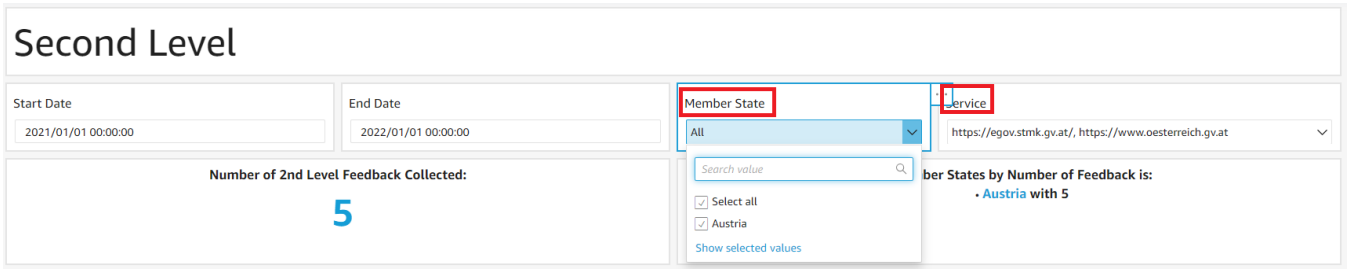


Second Level

Before:



After:



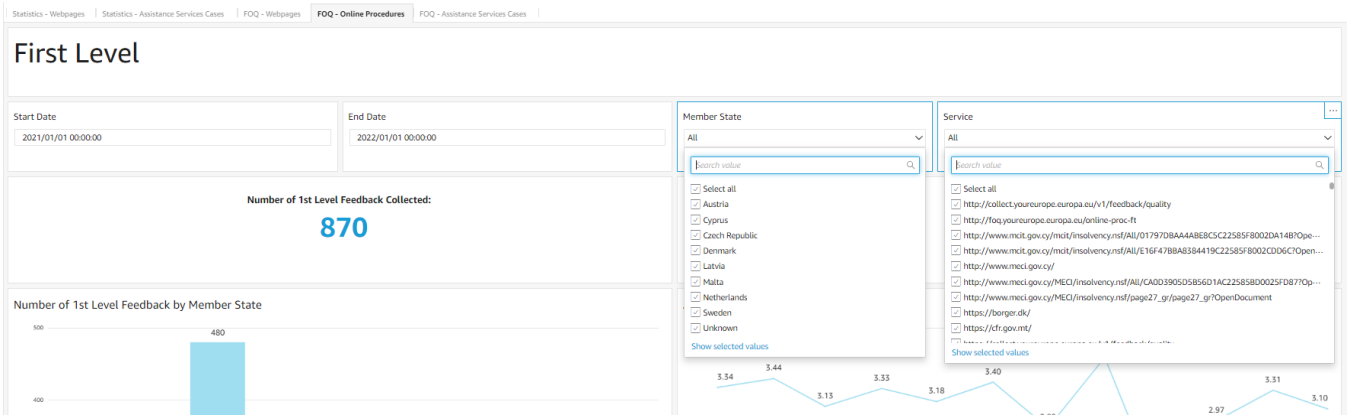
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

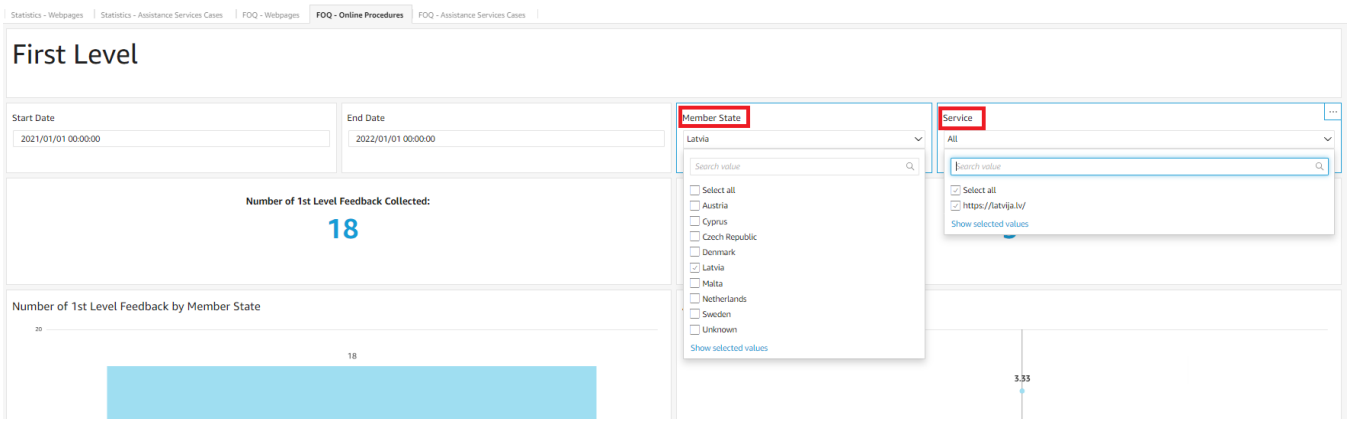
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

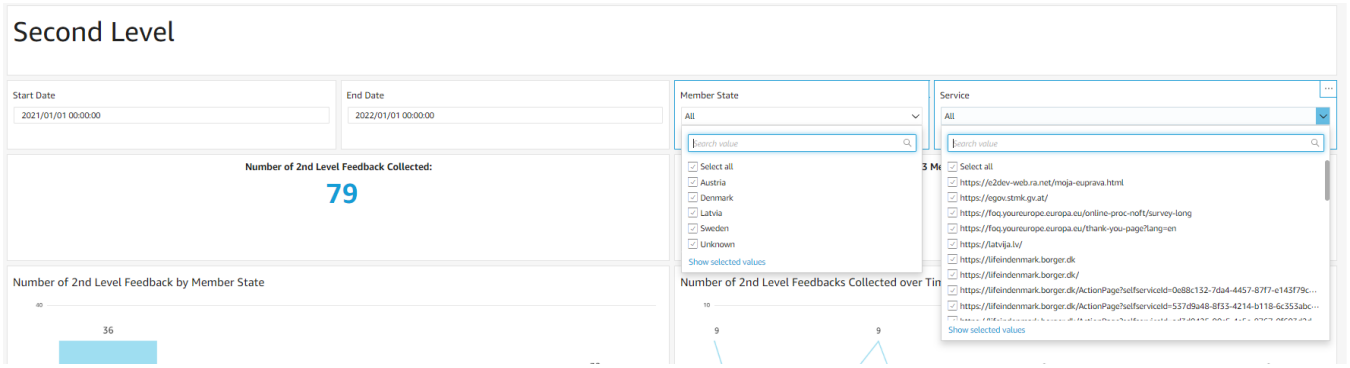


After:

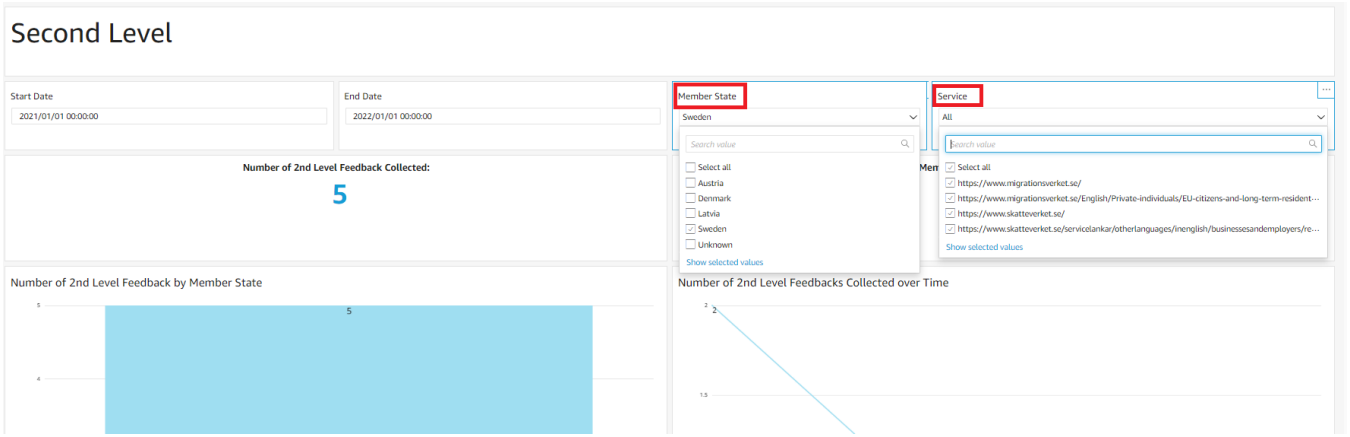


Second Level

Before:



After:

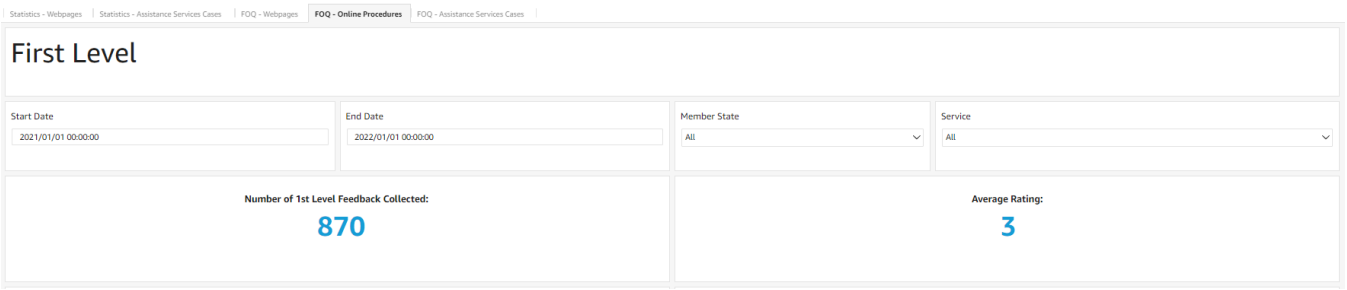


What can we consult in Feedback on Quality - Online Procedures tab?

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.

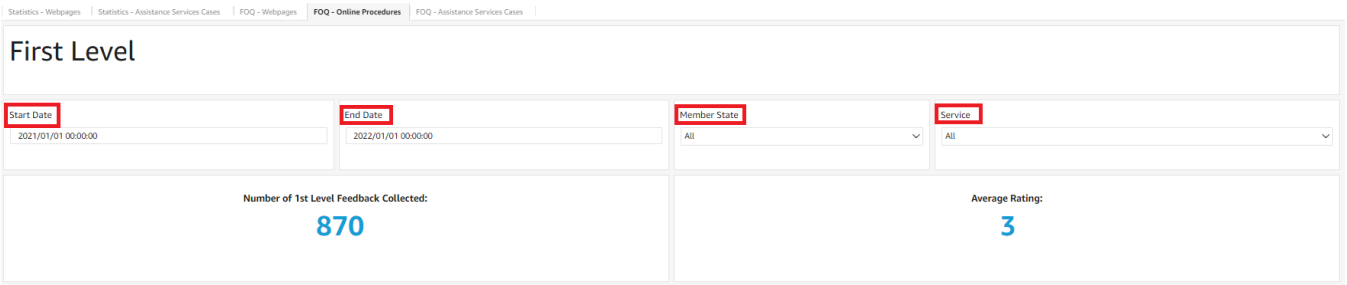
First Level

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

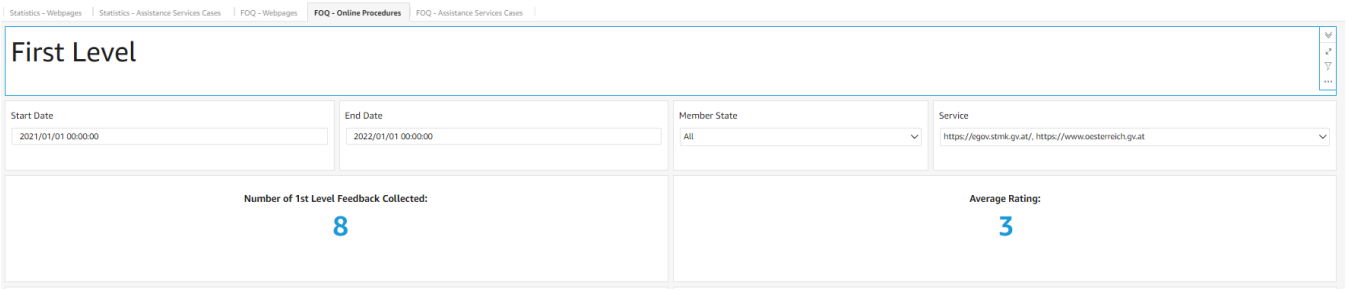


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

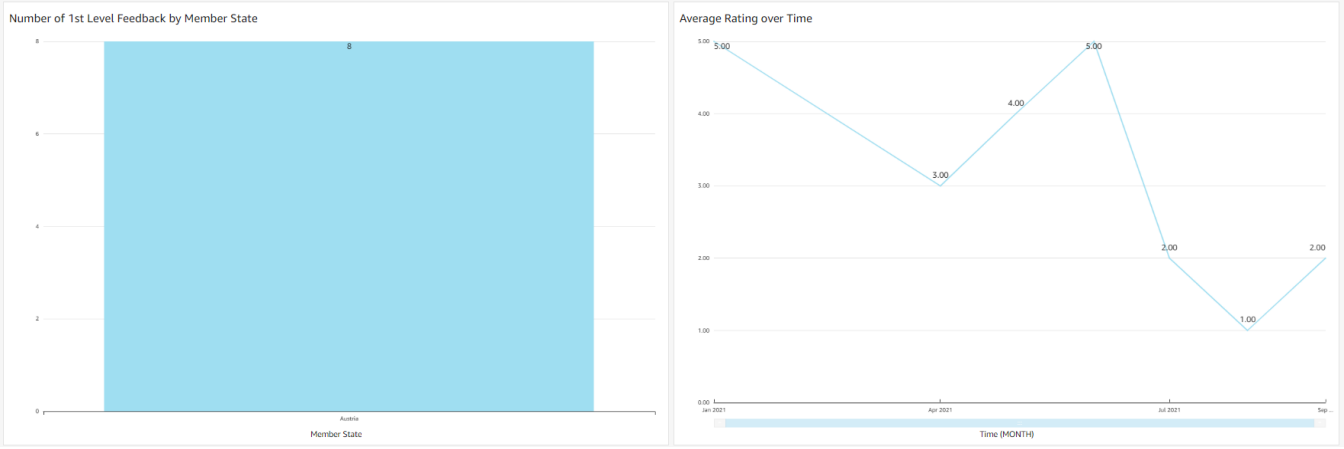
Without filters applied:



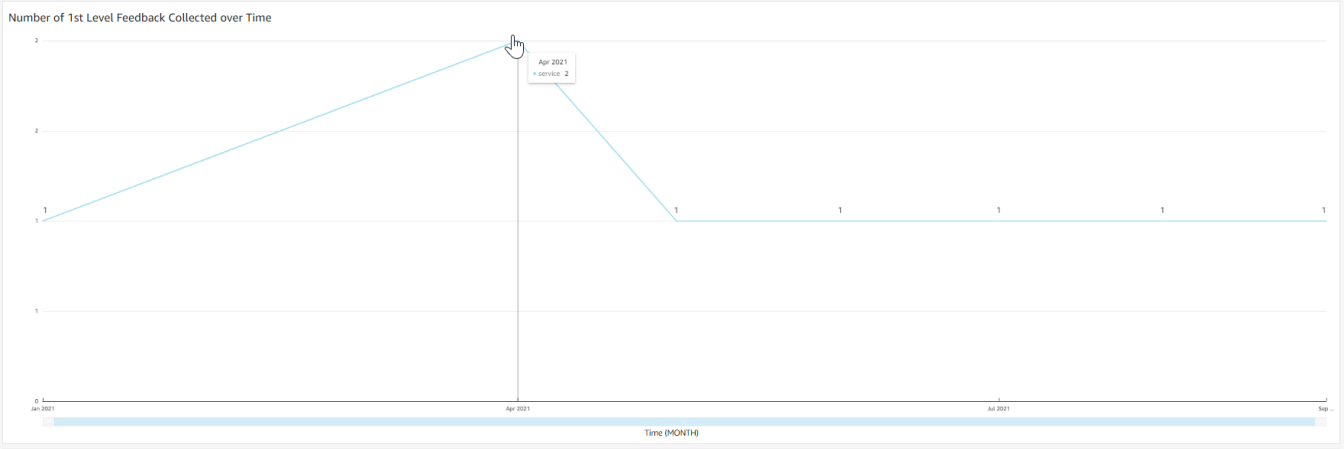
With Filters applied:



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.



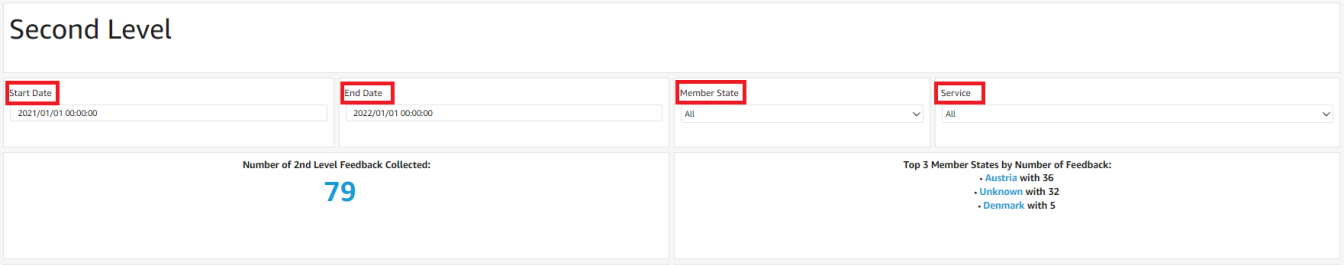
Again here you can also use filters to drill down the data.

Second Level

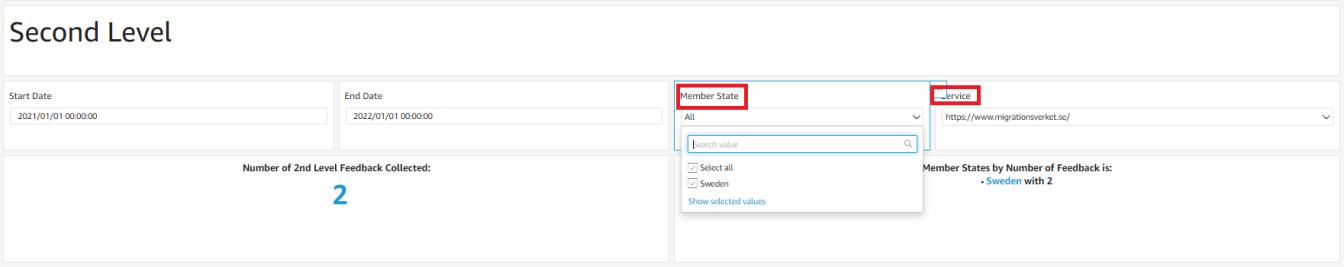
On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback.**

You can apply filters here to drill down the data.

Without Filter:



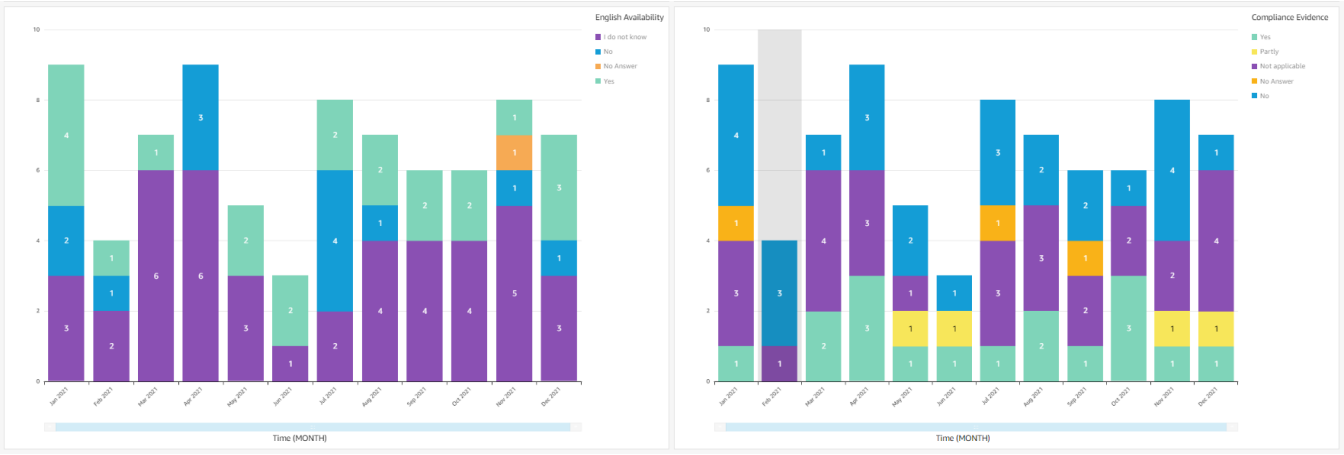
With Filter applied:



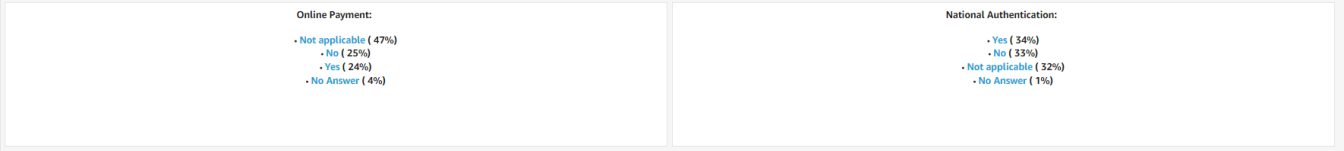
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time.**

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.**

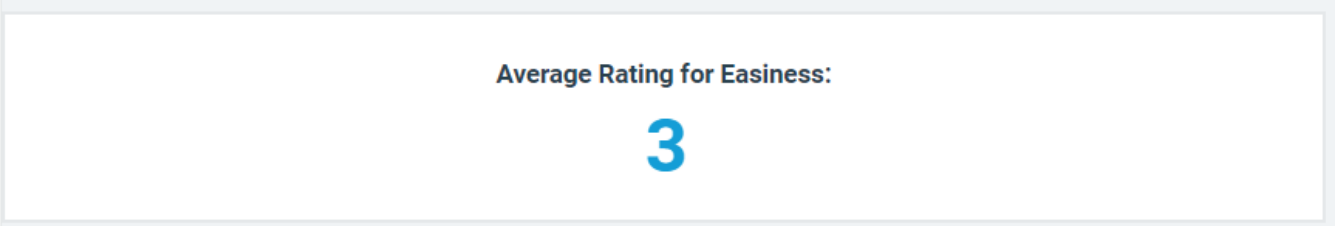


In the next block we have two cards **Online Payment** and **National Authentication.**

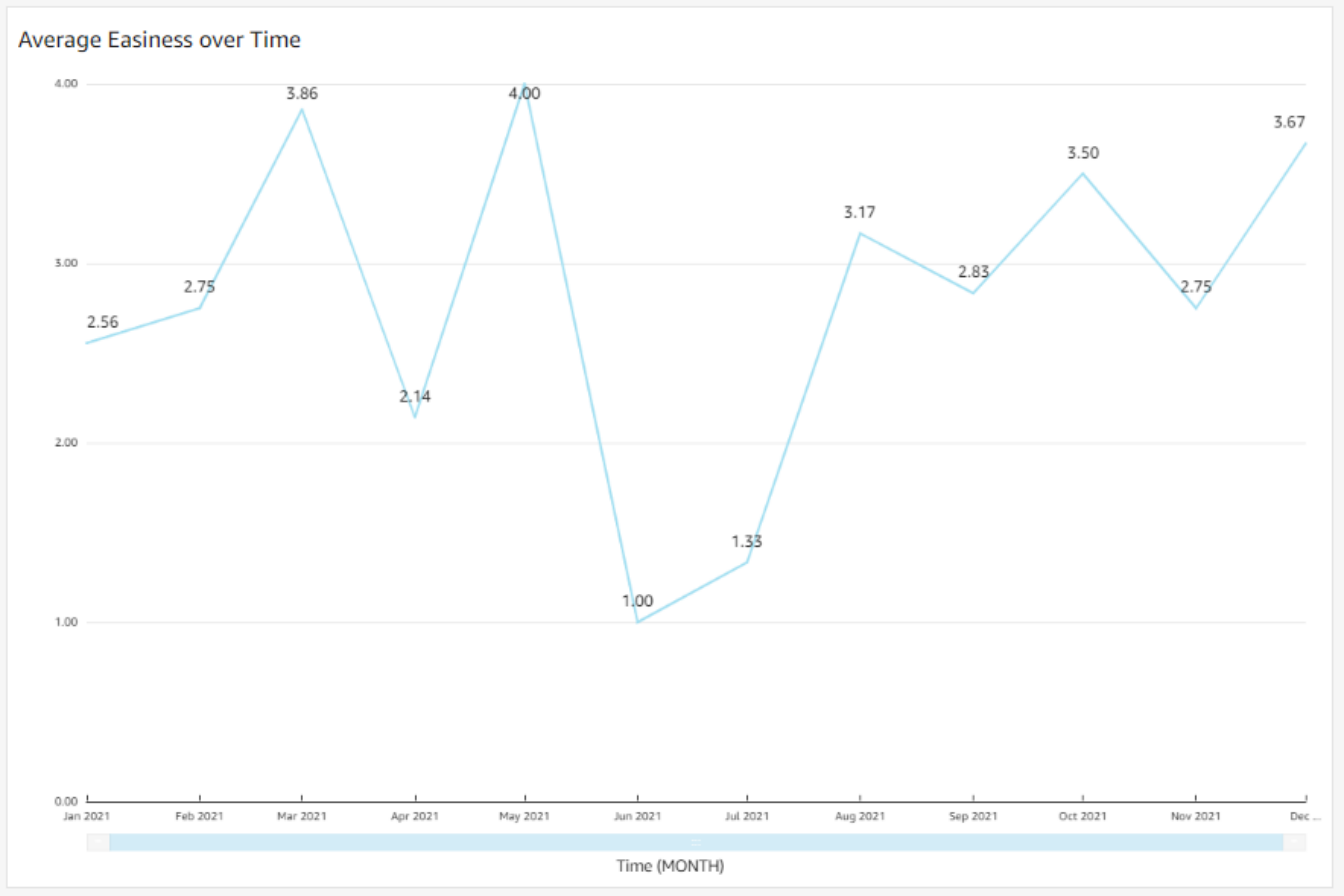


In the next block we have one stacked bar chart for **Online payment** and the other stacked bar chart for **National Authentication**.

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.**

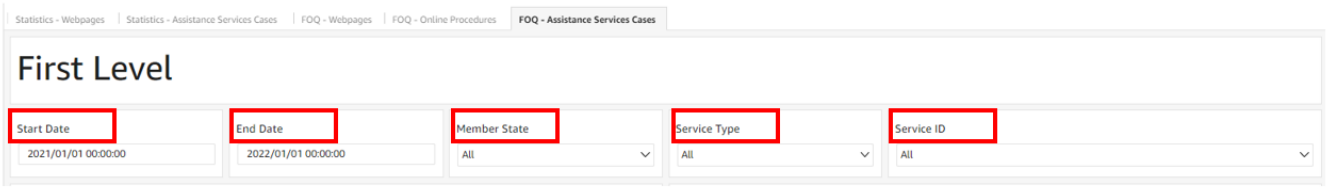


FOQ - Assistance Services Cases

How to use the Filters

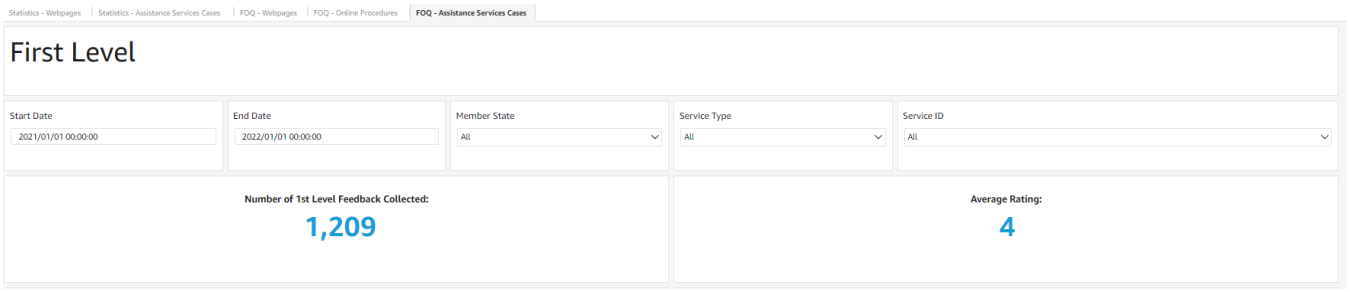
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

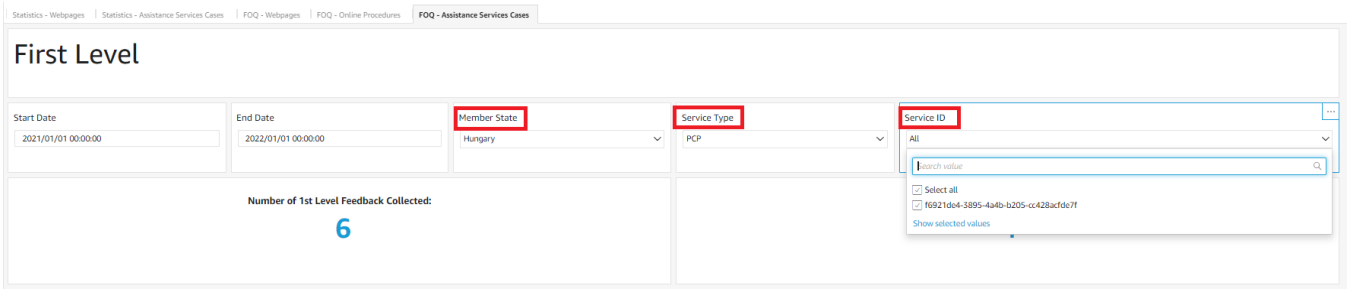


First Level

Before:

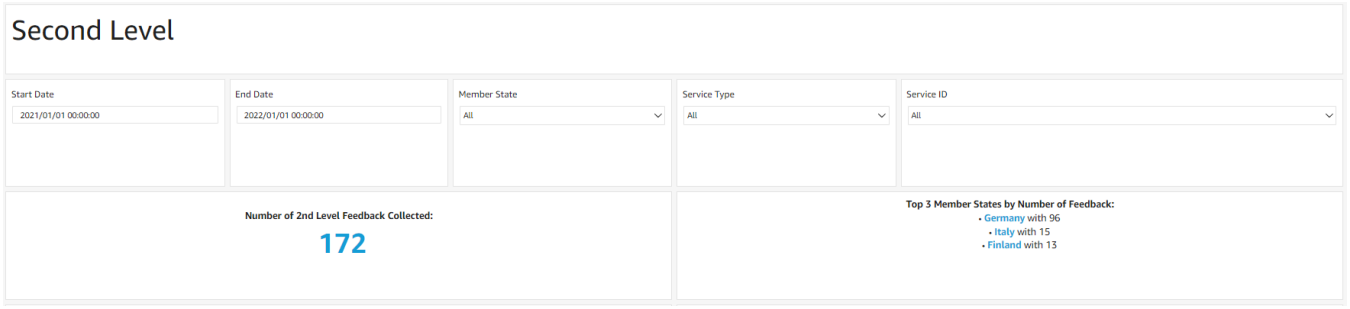


After:

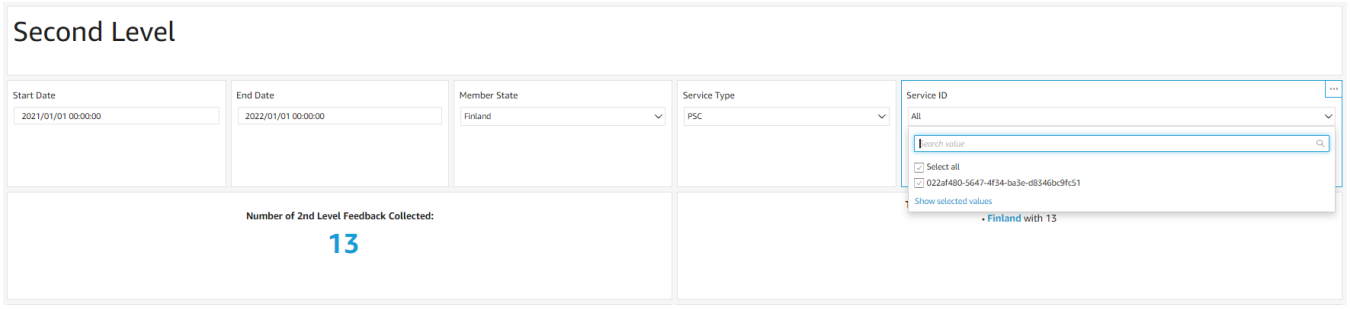


Second Level

Before:



After:



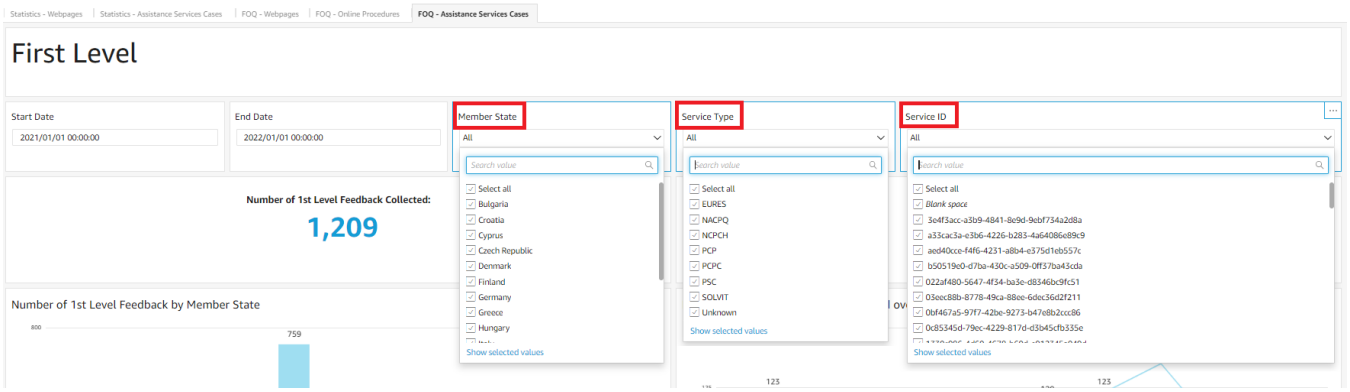
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

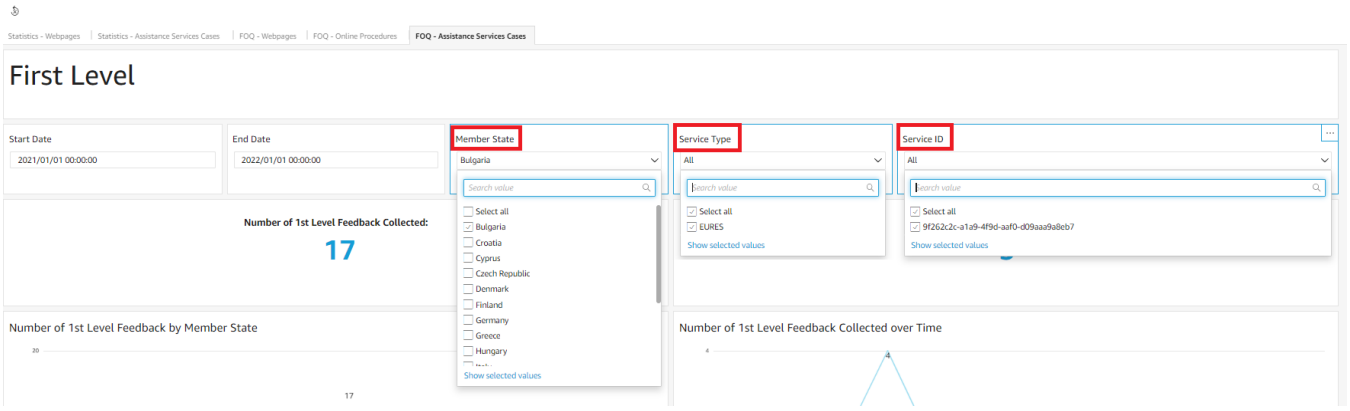
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

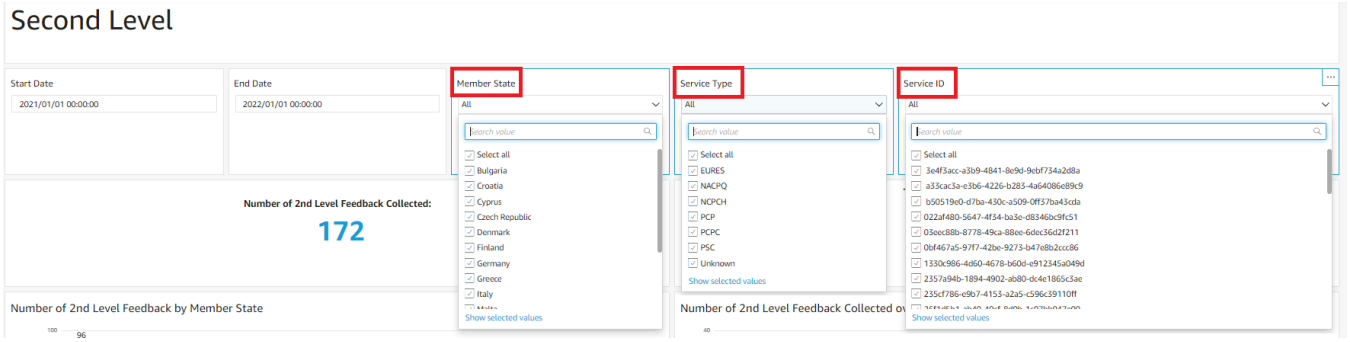


After:

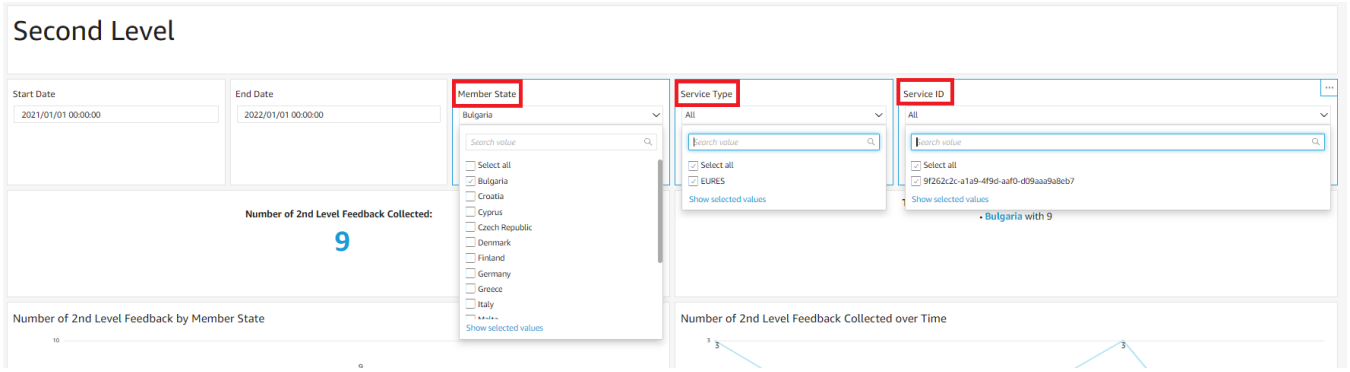


Second Level

Before:



After:



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

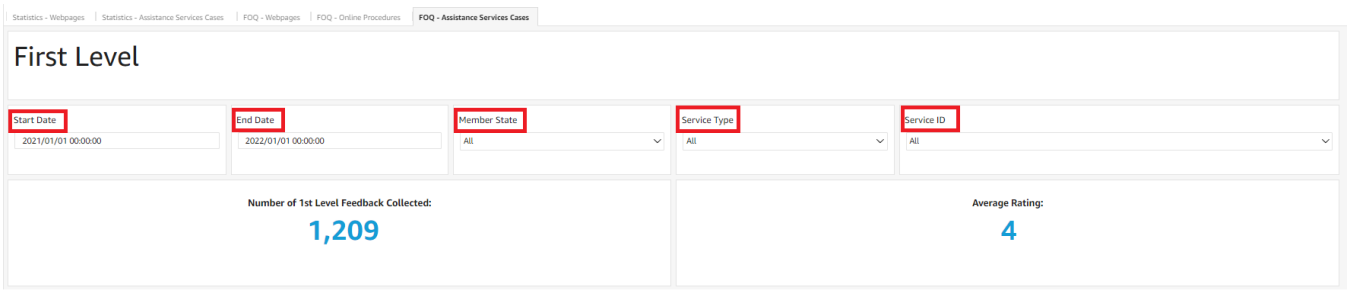
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

First Level

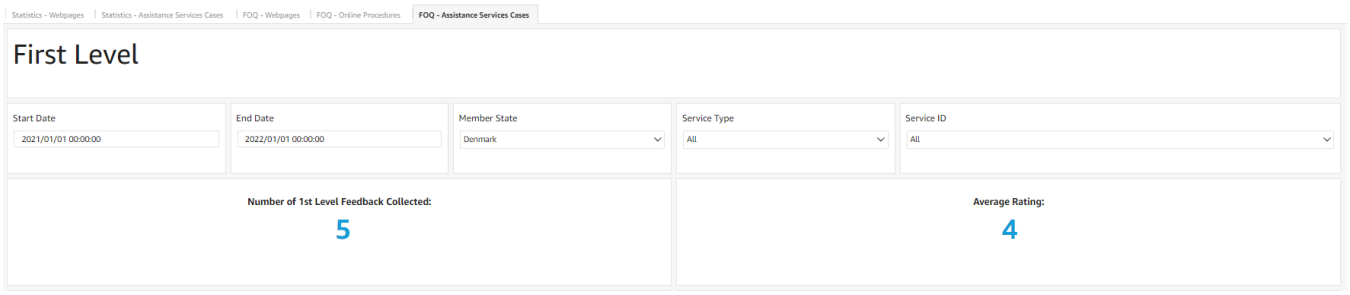
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating.**

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

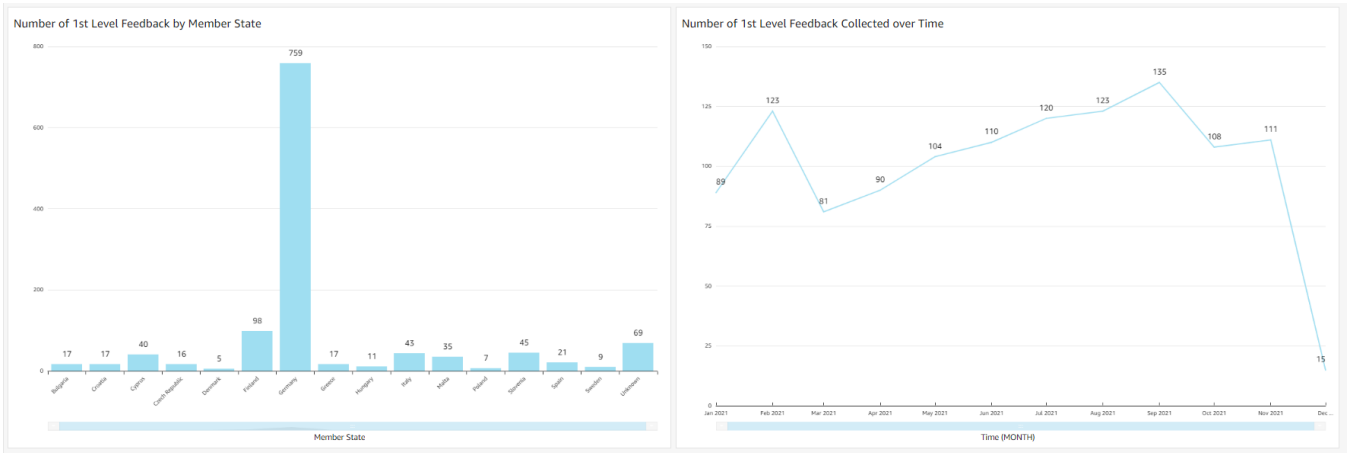
Without filters applied:



With filters applied:

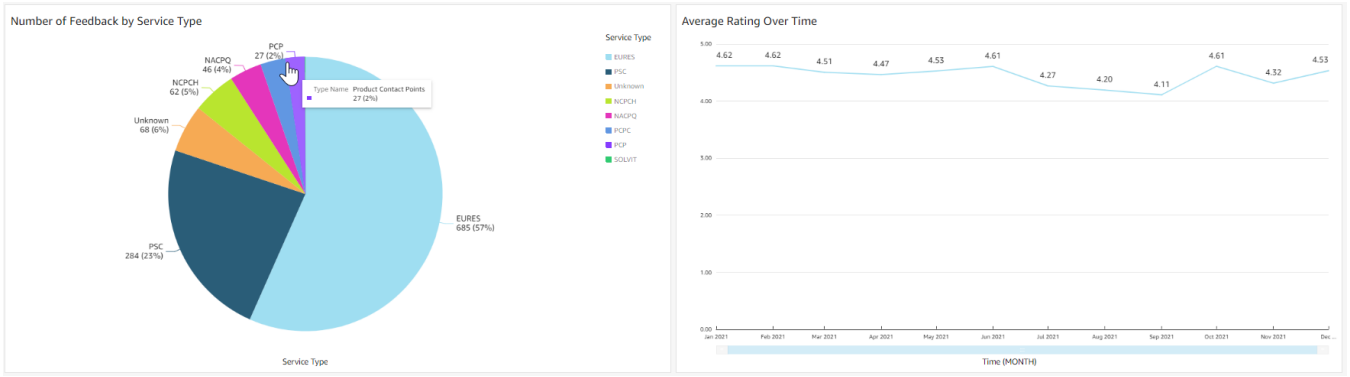


On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time.**



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.

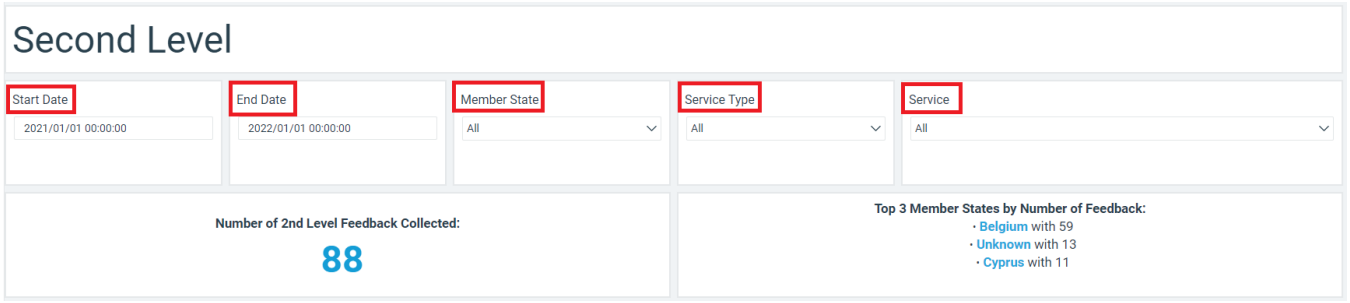
Again here you can also use filters on the top to drill down the data.



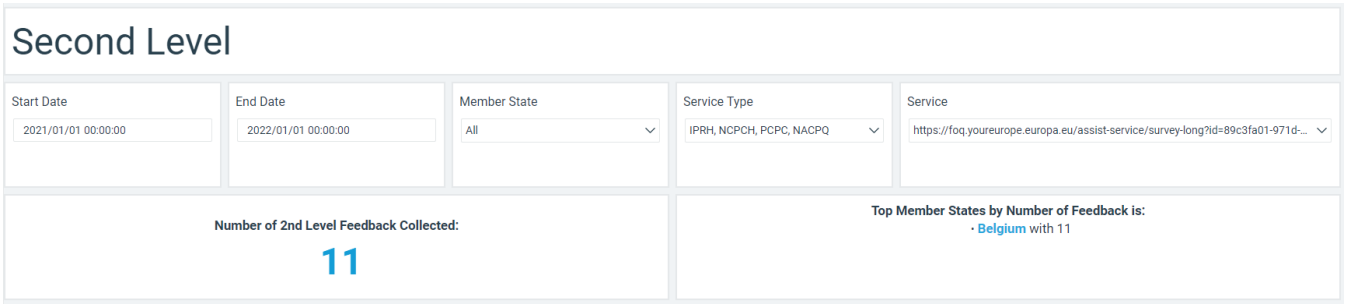
Second Level

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.**

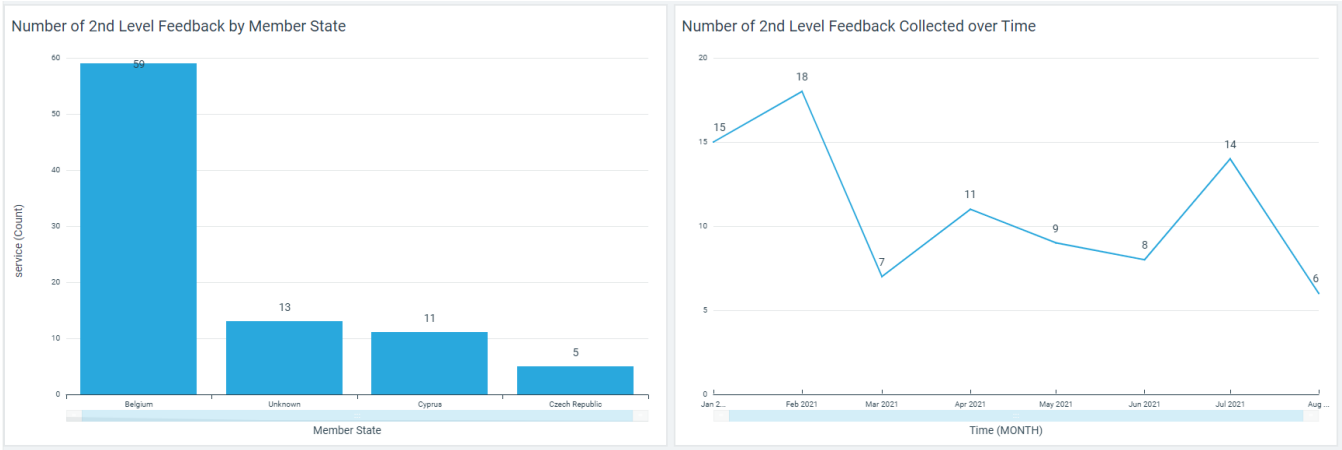
Without Filter:



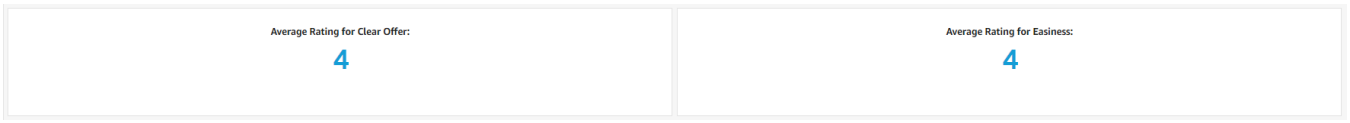
With Filter:



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.**

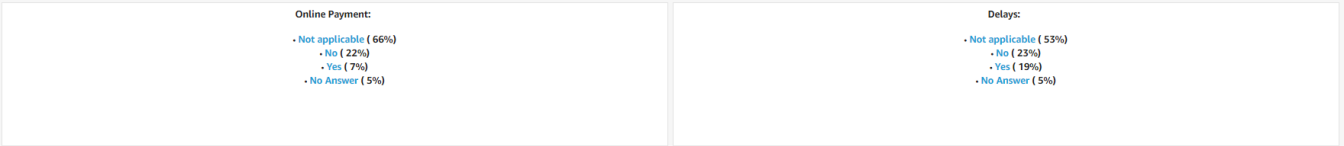


Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

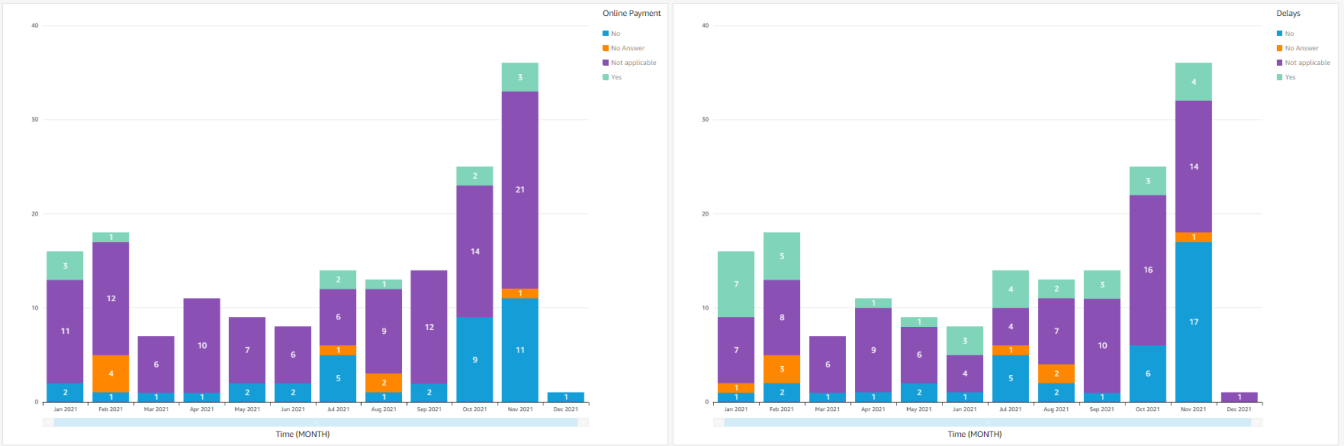


In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.

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

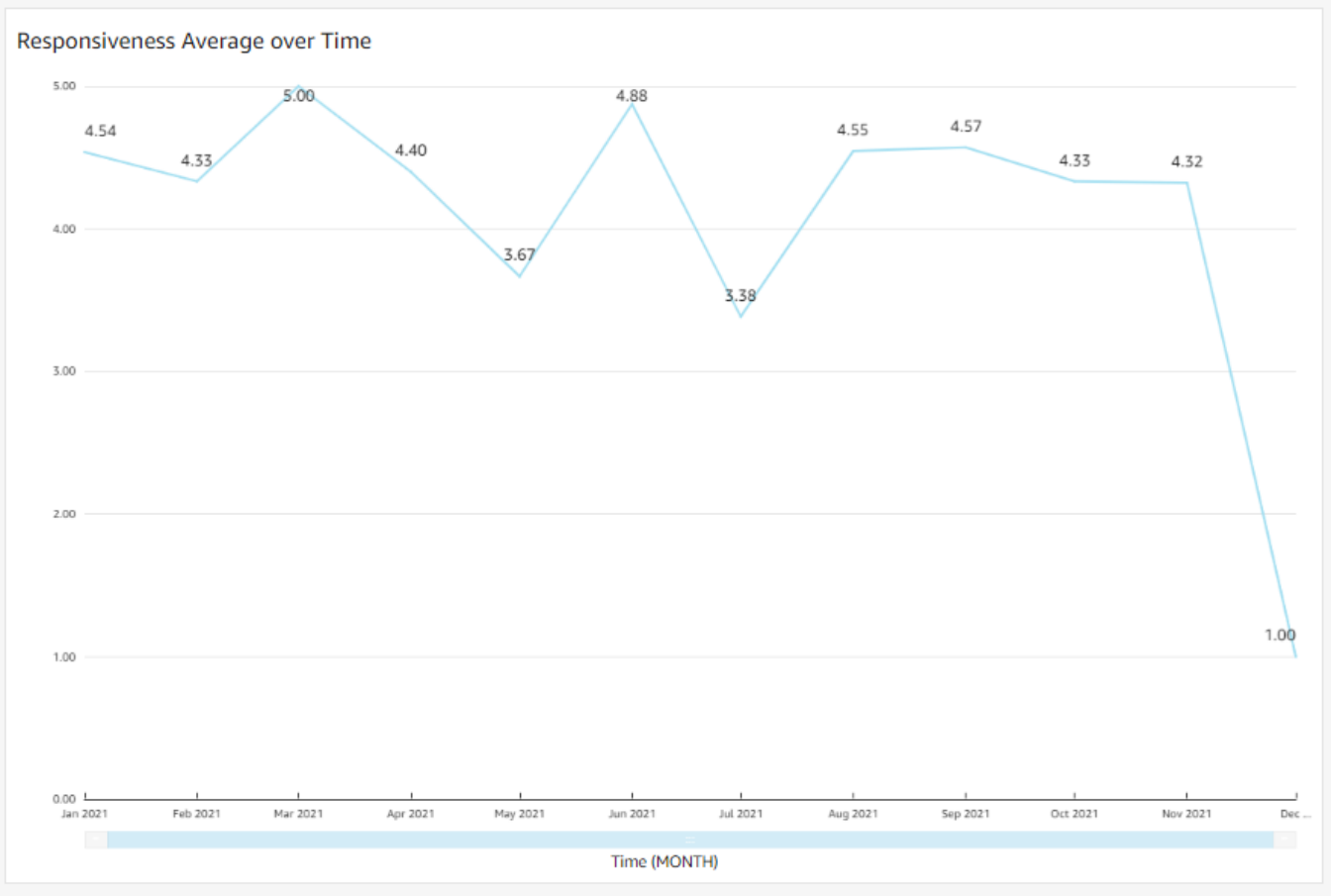


In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.



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.



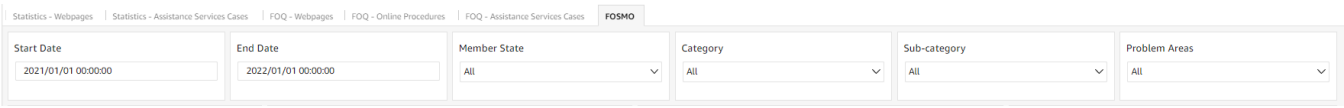
FOSMO

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

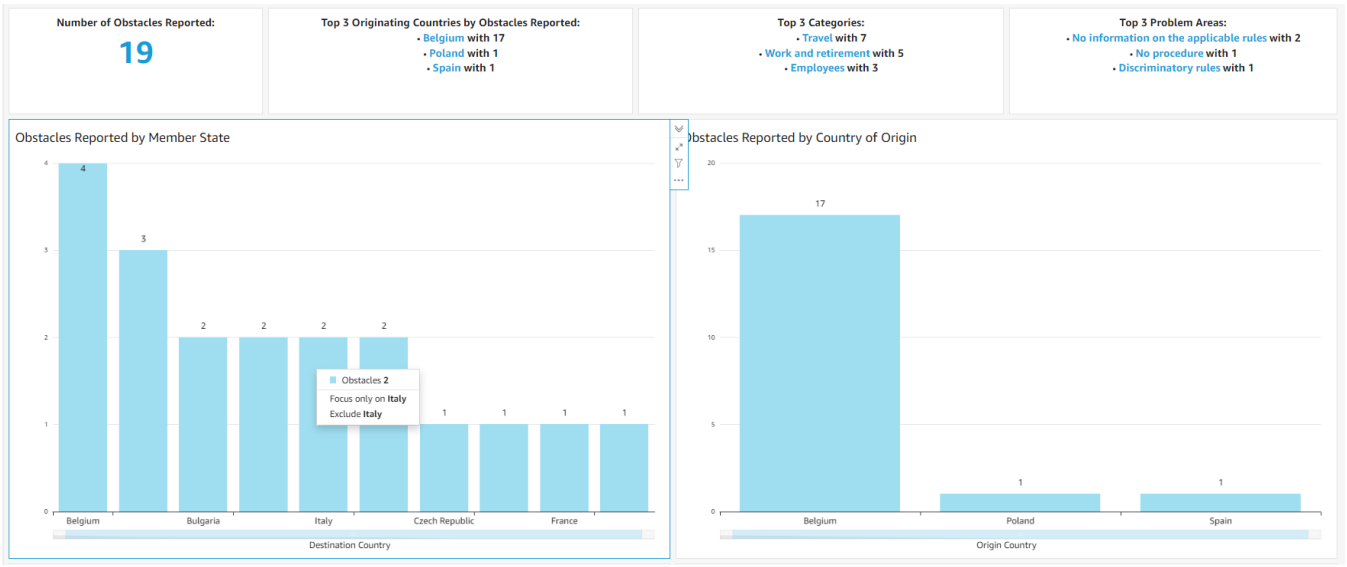
How to use the Filters

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.**



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

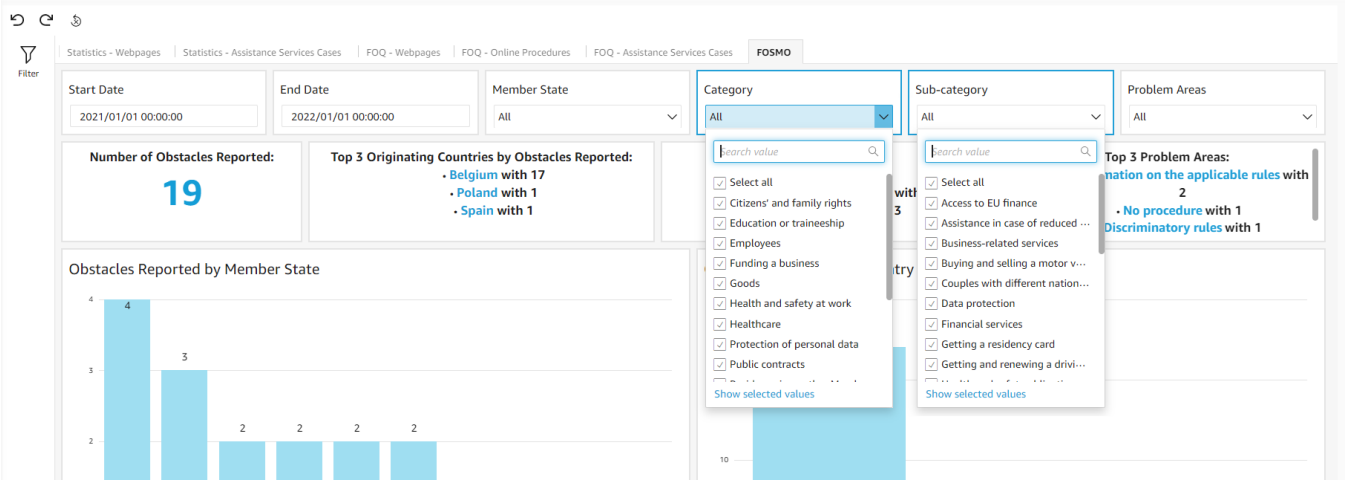


You can reset all filters you have added by clicking on the top left corner.

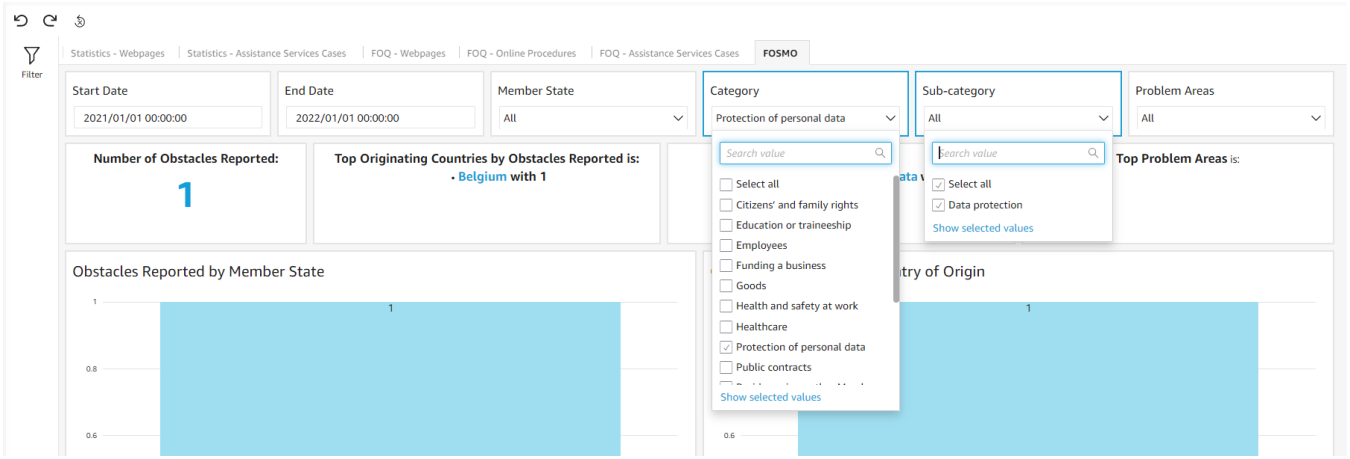
Cascading filters

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:



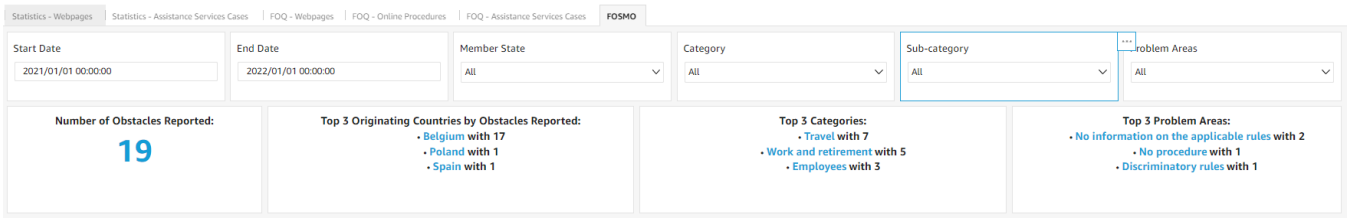
What can we consult in Feedback on Single Market Obstacles?

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.

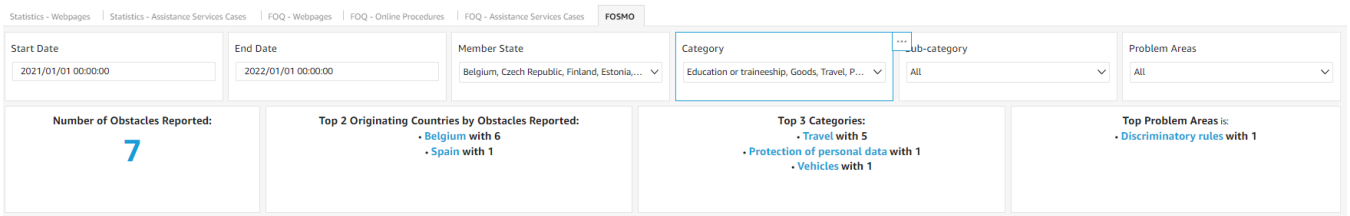
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories** and **Top 3 Problem Areas.**

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

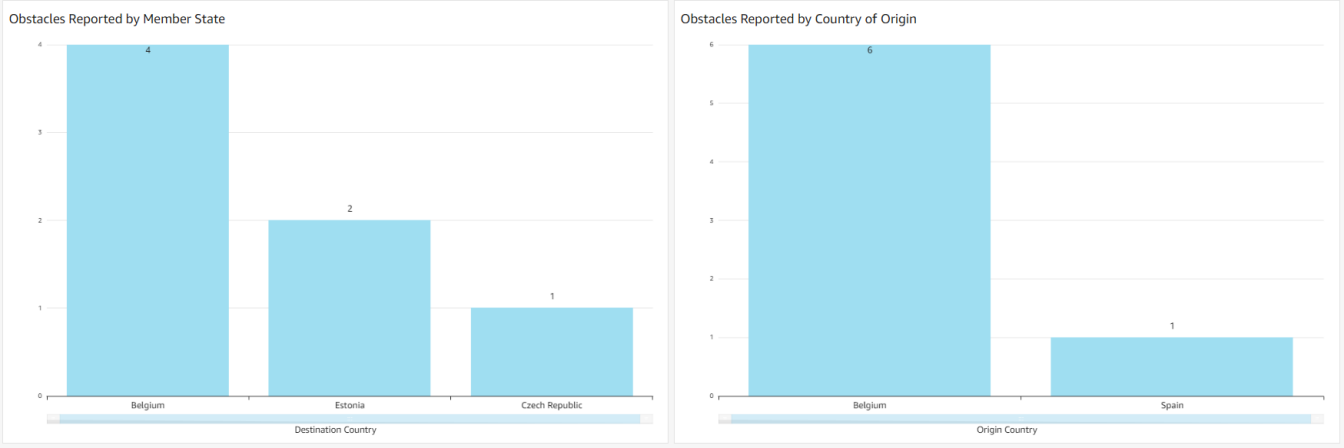
Without filters applied:



With filters applied:

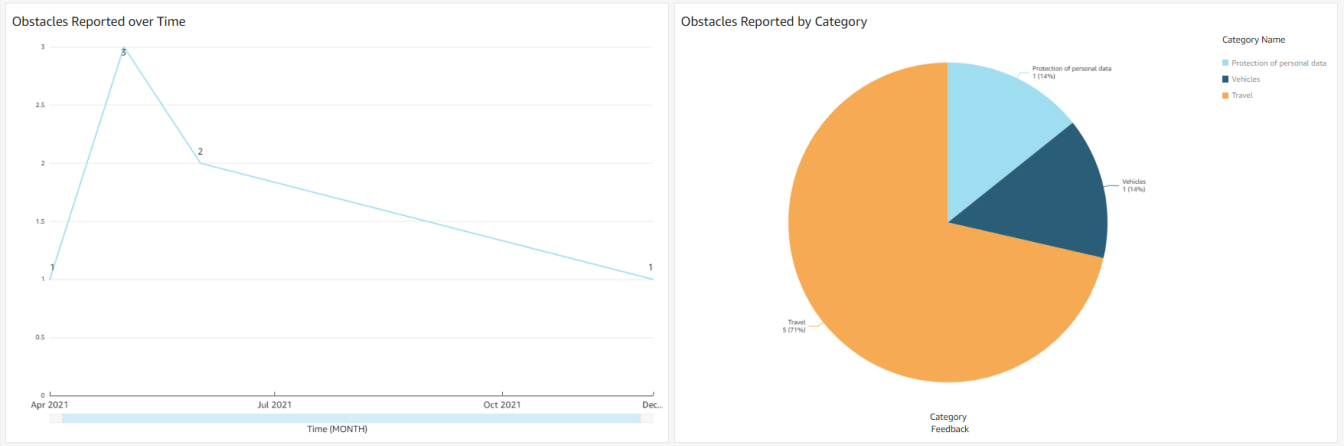


On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**

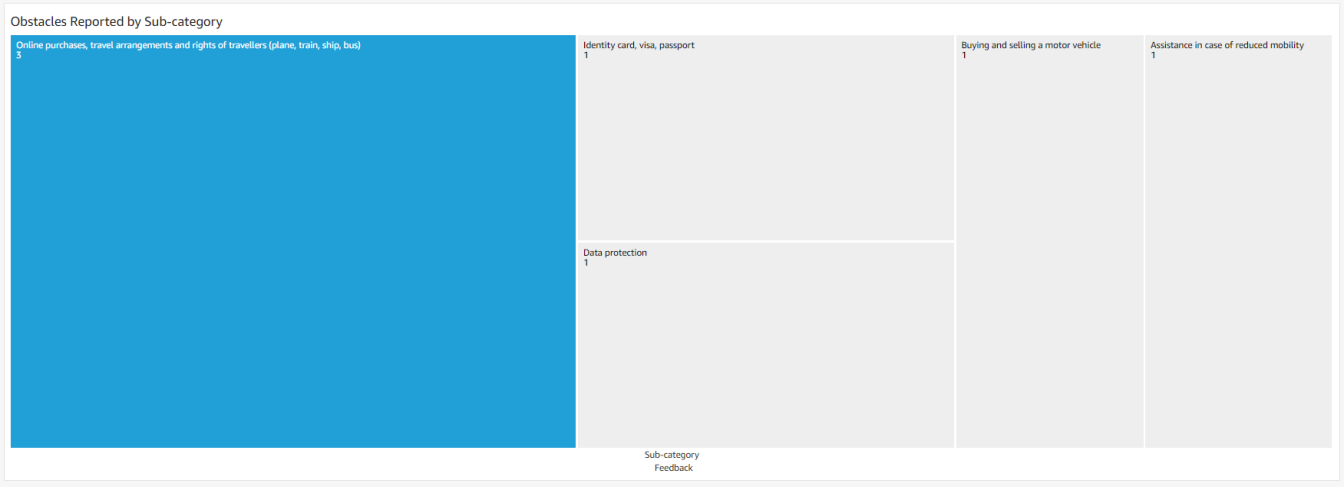


Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.

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

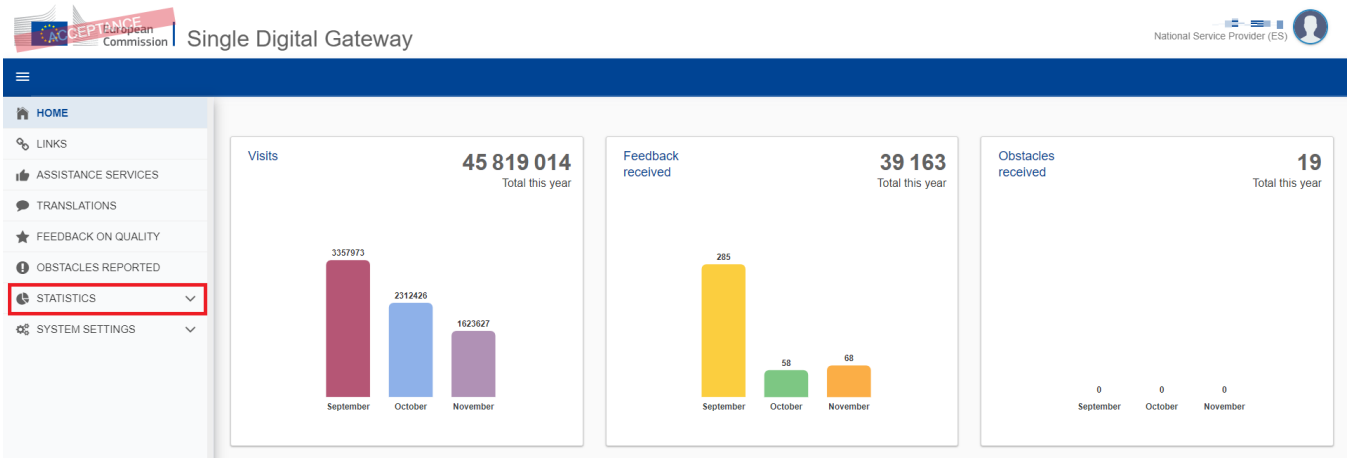
- Statistics Log IS
  - Introduction
  - How to access the Statistics Log Module?
  - How to navigate on Statistics Log Module?
    - Filters
    - Status
    - Actions

Introduction

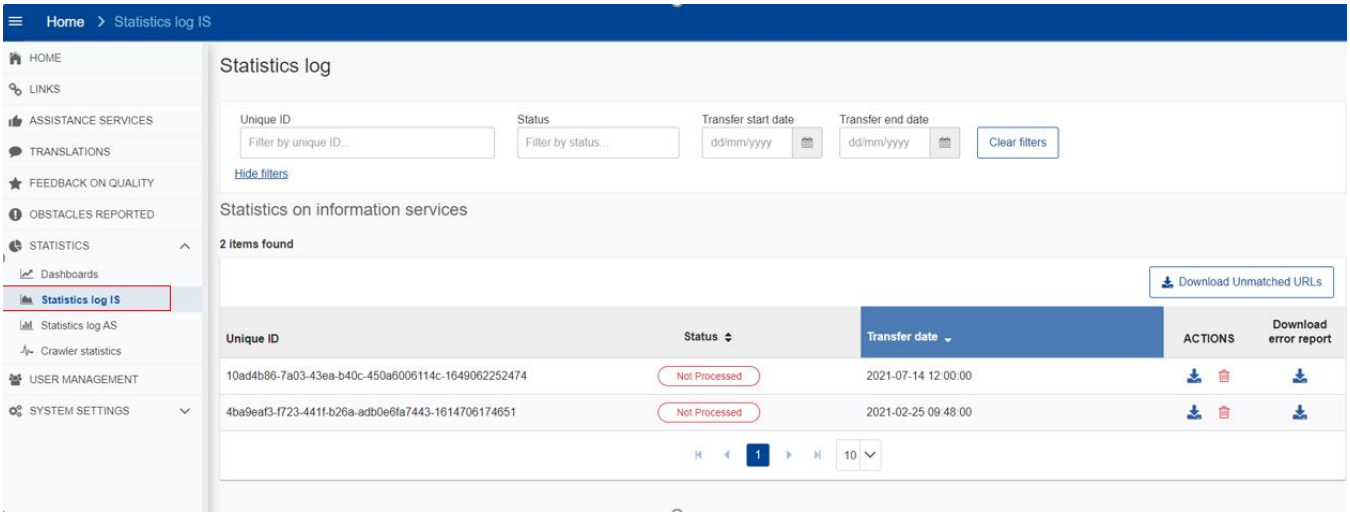
The purpose of this module is to allow users see a log on the statistics uploaded for **Information Services** (webpages) so they are able monitor when they are processed and if they were correctly processed .

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**.



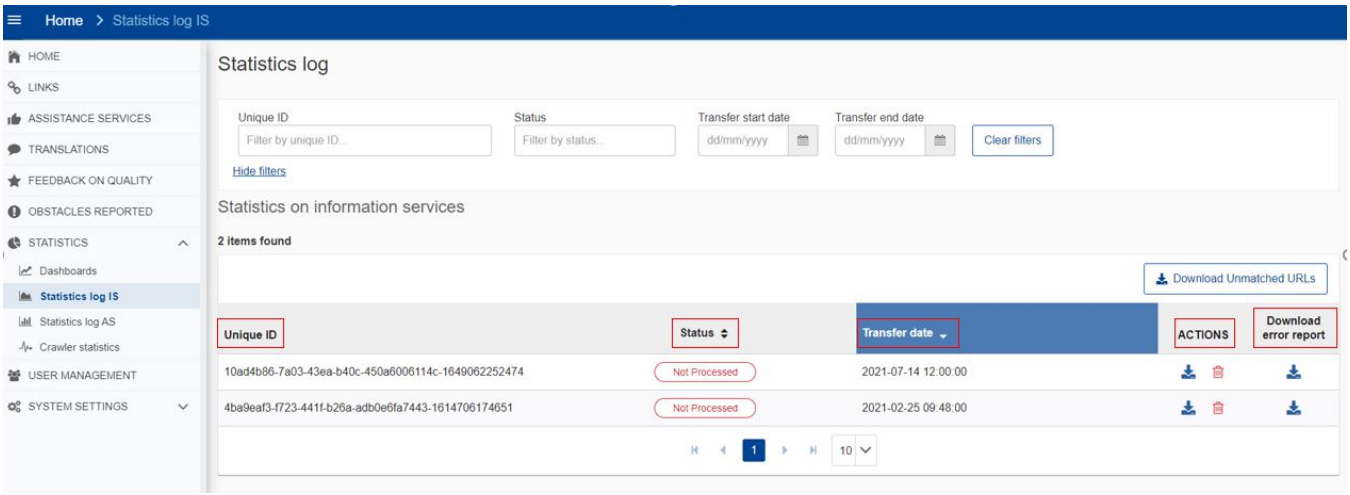
How to navigate on Statistics Log Module?

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**.



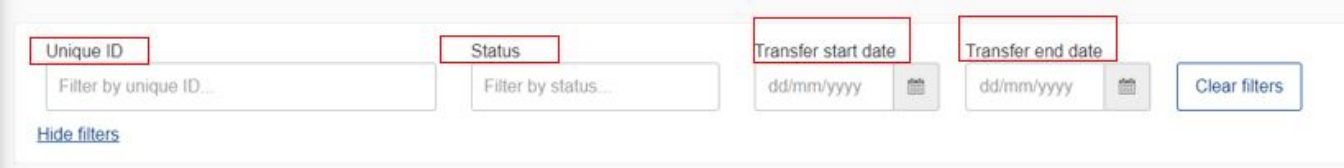
The maximum items displayed on this screen is **1000 items**, by default the most recent files provided. You should use the time period filters to refine your search, or the text box to look for a specific unique ID if the same is not displayed on the list.

Filters

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

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

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

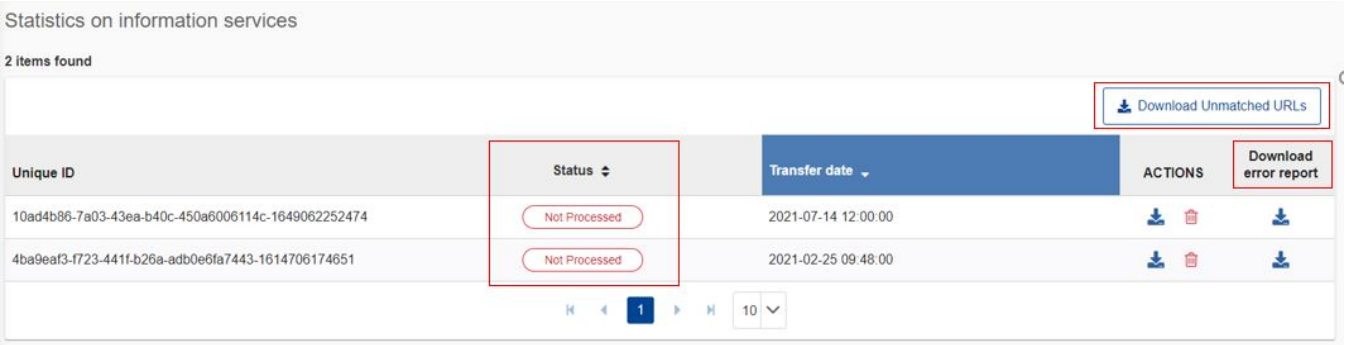


You can also clear all previously added filters using the button **Clear filters**:

Status

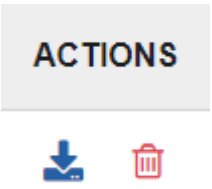
In the status filter you have a drop down with options as **Fully Processed, Not Processed, Partially Processed**. You can check if a file was correctly processed or not by looking into the status column.

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.

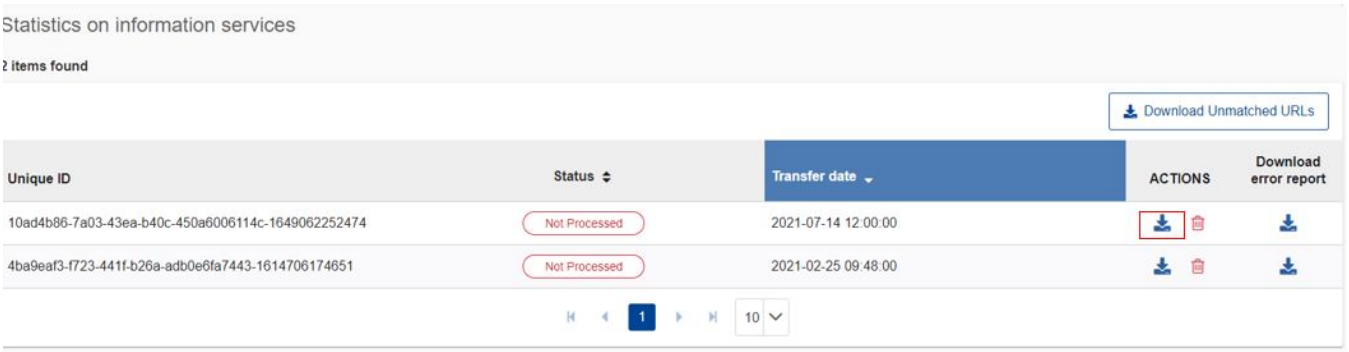


Actions

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

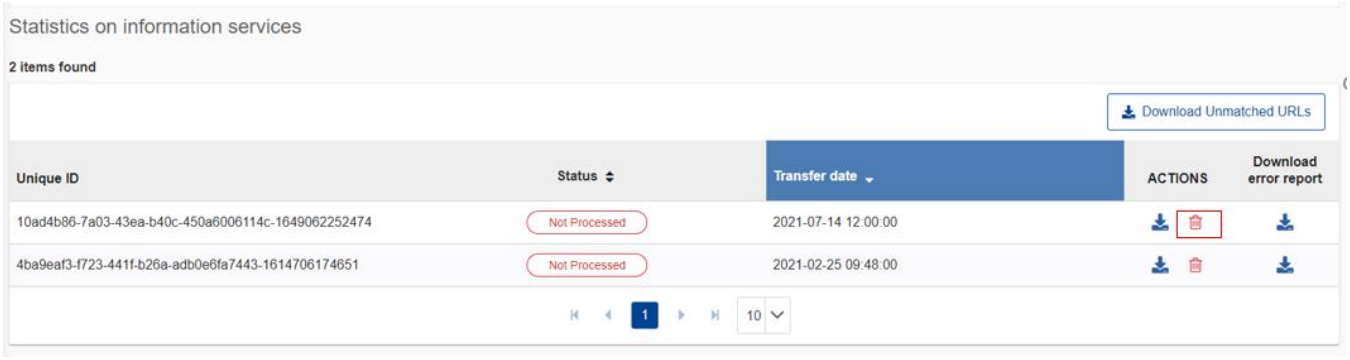


To download the json file you should click on the **Download statistics** button that is available in the **Actions** column.

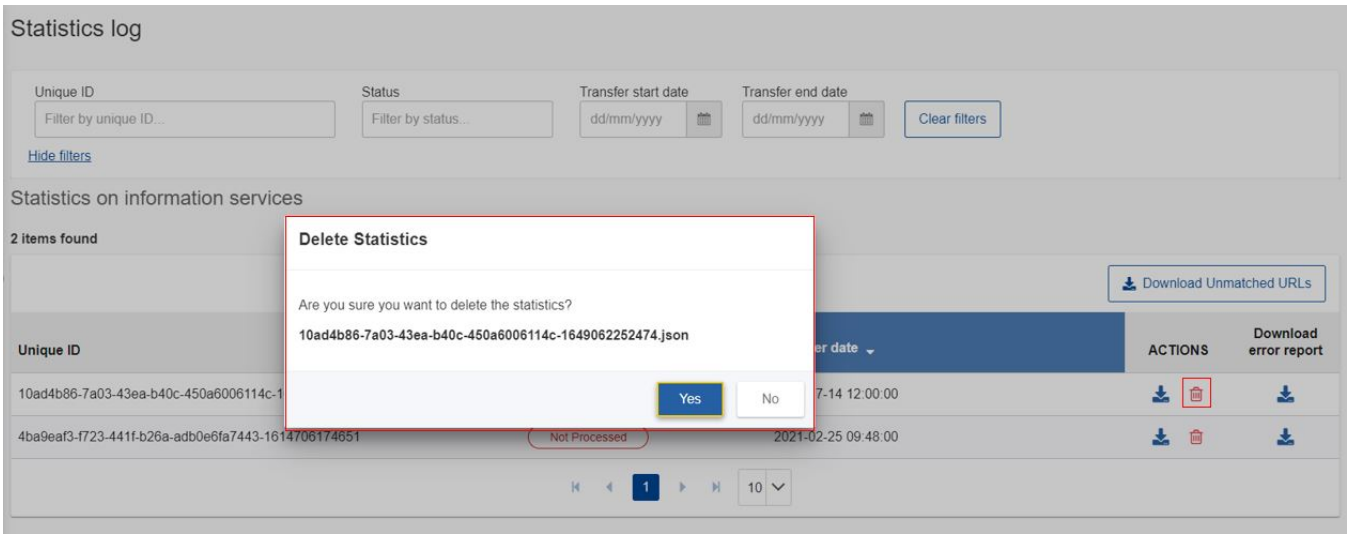


To delete a file you should click on the **Delete statistics** button that is available in the **Actions** column.

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



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.



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.

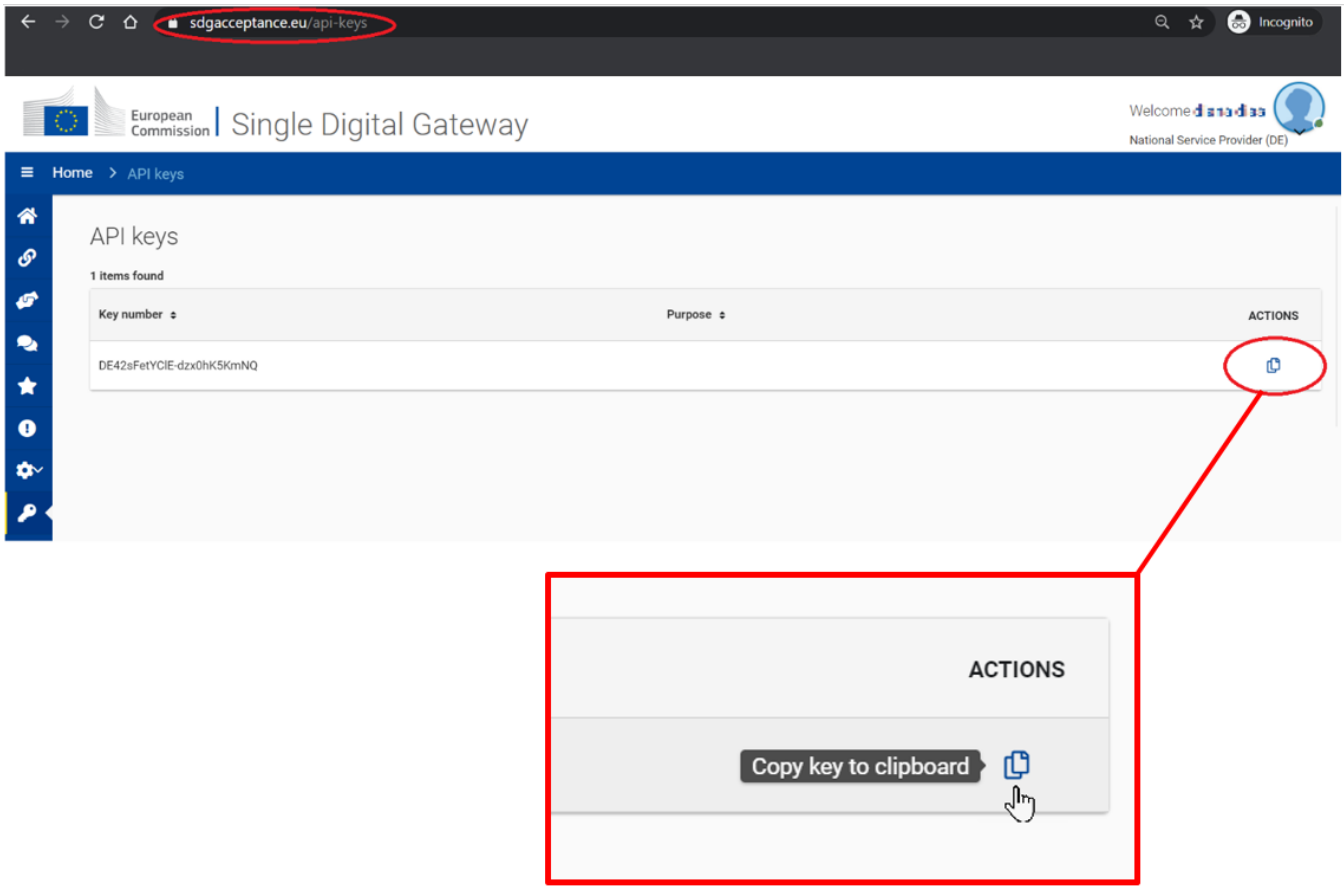
How to access the API keys module?

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 Observer

Homepage

- Homepage
  - Introduction

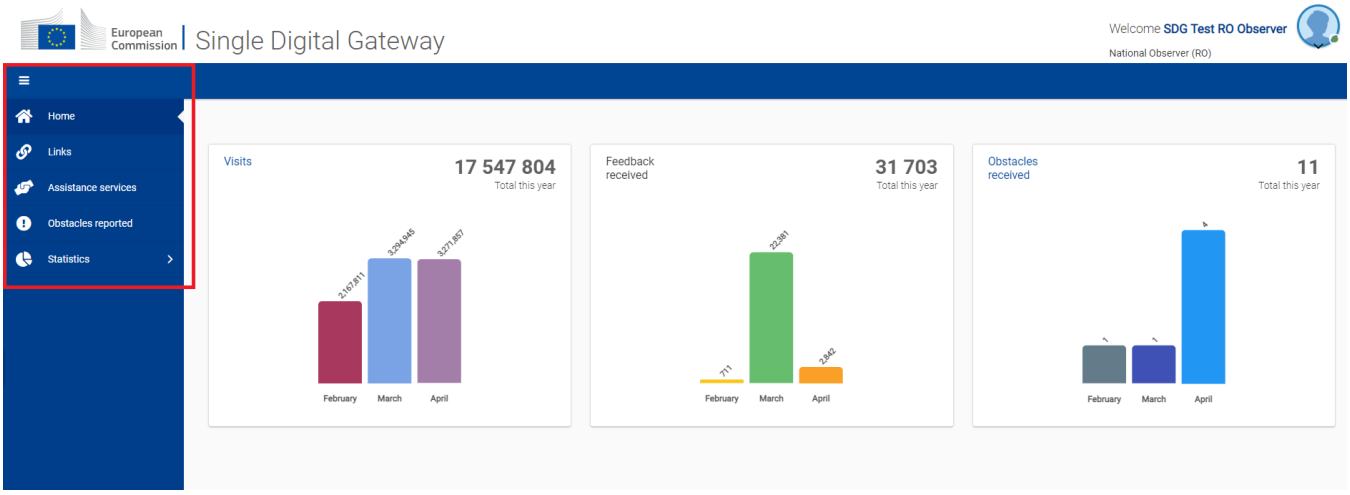
- What can I see in the Homepage?
- How to change roles when National Coordinator delegation is active?

Introduction

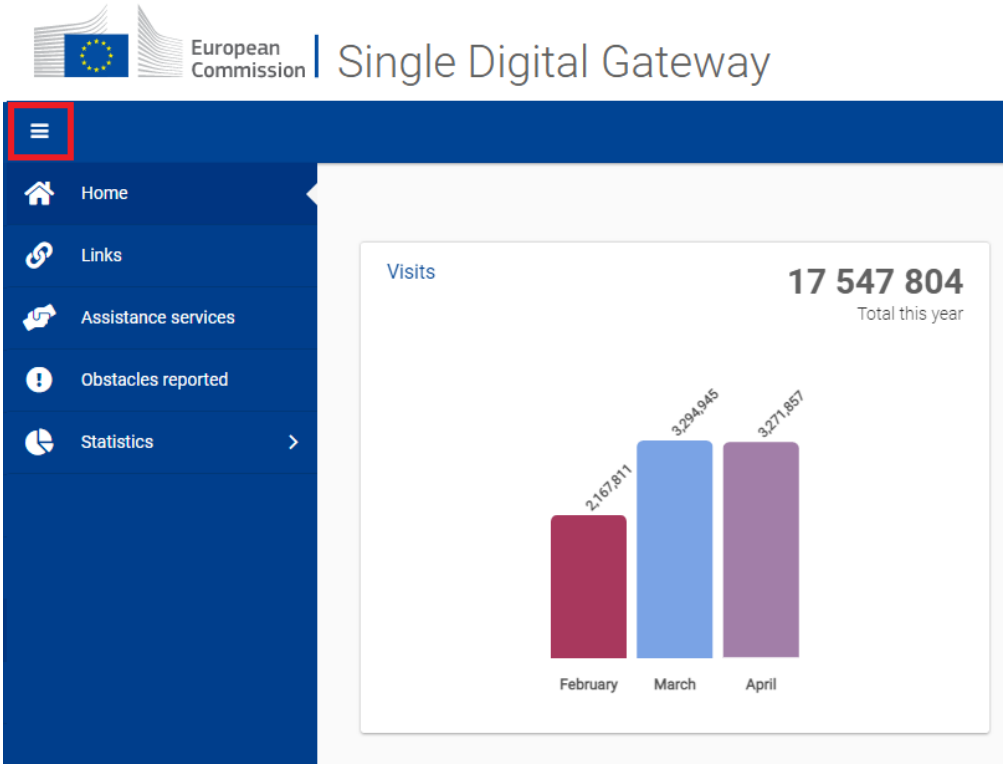
When you login in SDG you will first land in the **Homepage**, here you will be able to find some global statistics about SDG that includes all Member States, the menu to navigate to other modules and the user details.

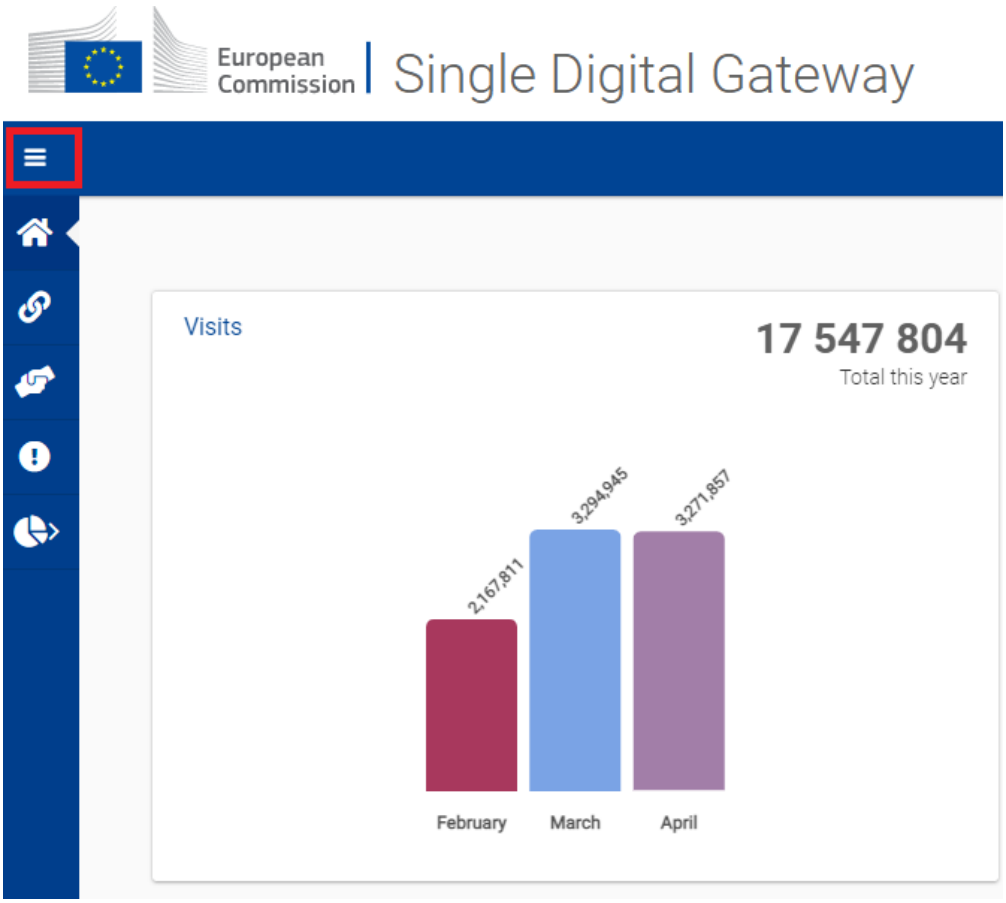
What can I see in the Homepage?

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.

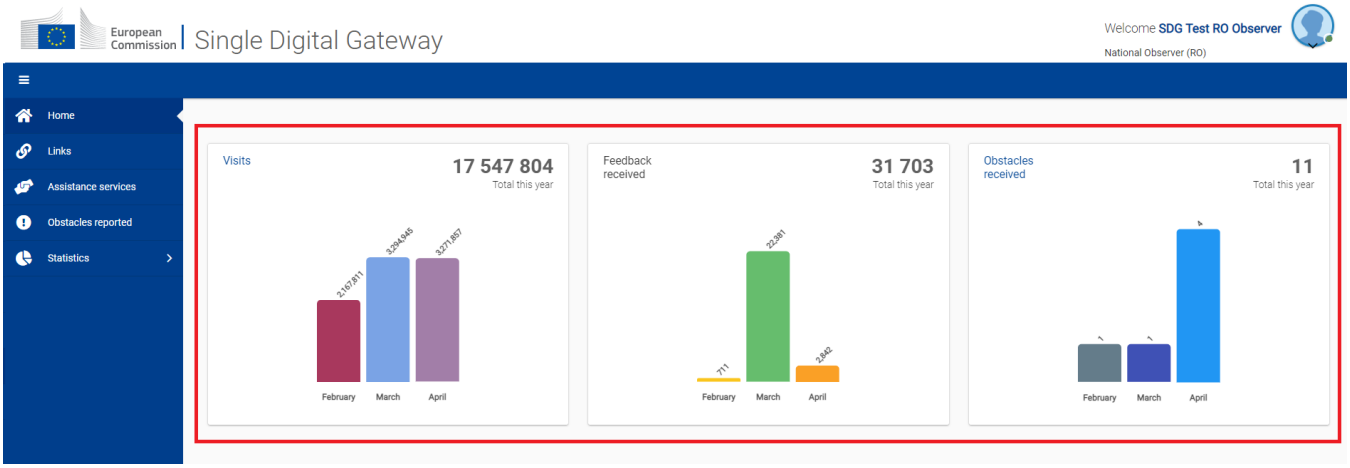


You can click on the top left corner of this menu to expand or minimize the menu.





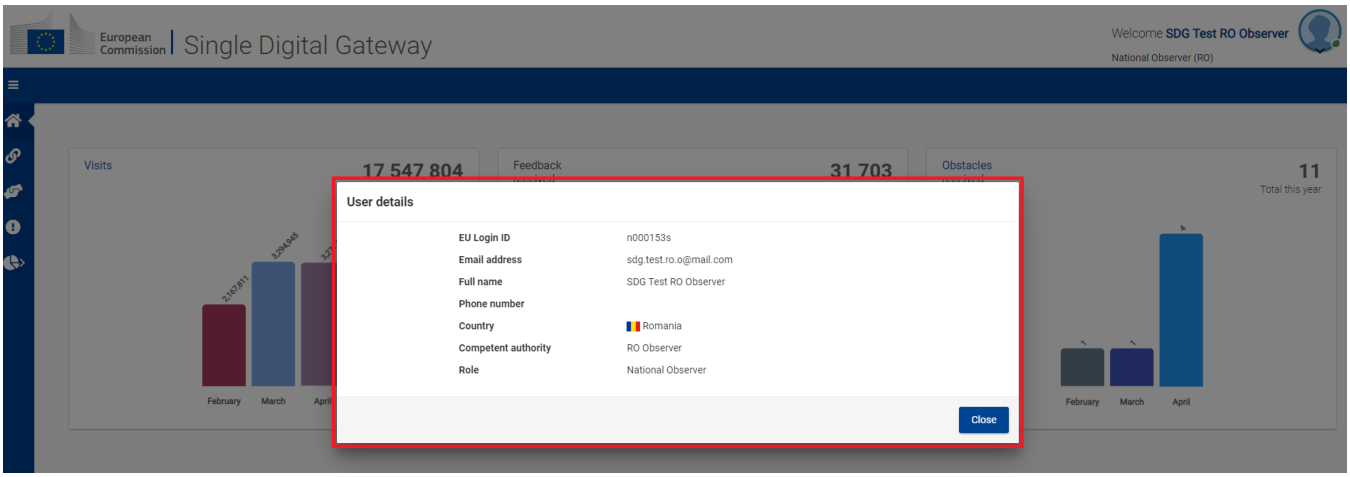
In the **Homepage** you can also consult some general statistics that includes all Member States information, namely the total number of **V isits** on the current year for all Member States, the total **Feedback received** on the current year for all Member States and the total of **Ob stacles reported** 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.



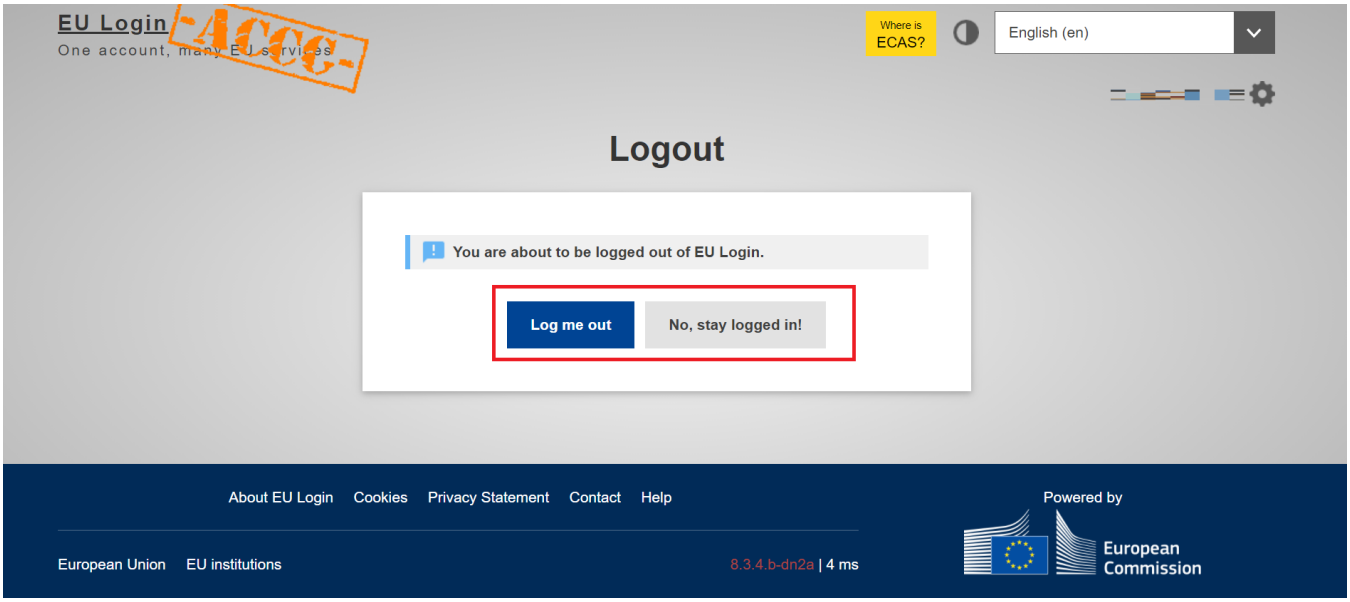
In the top right corner you can also click on the user picture and that will expand an additional menu.

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).



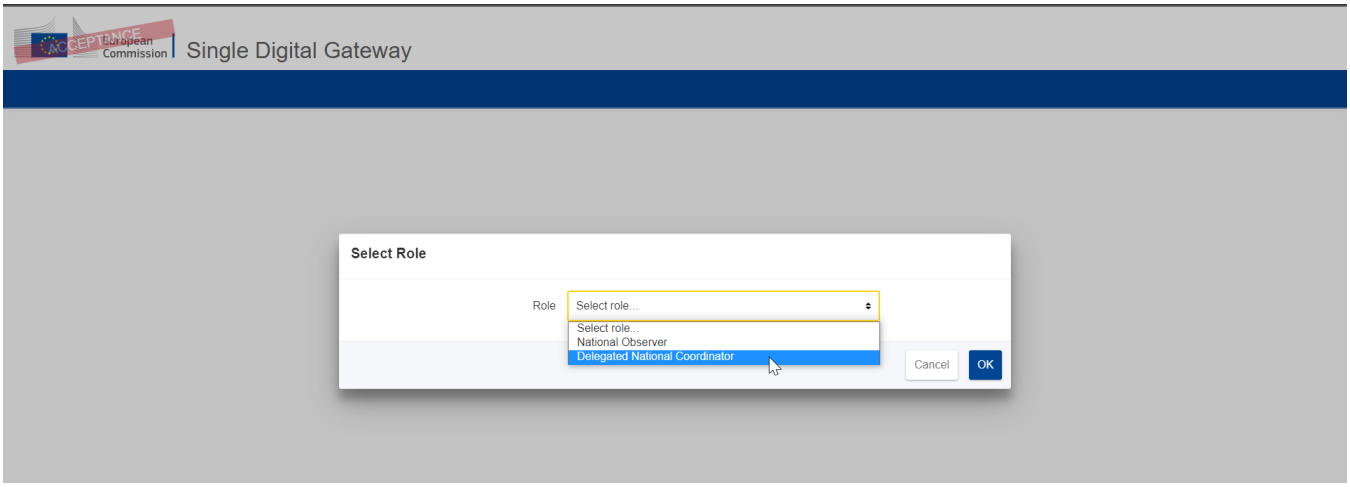
How to change roles when National Coordinator delegation is active?

Your **National Coordinator** can **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.

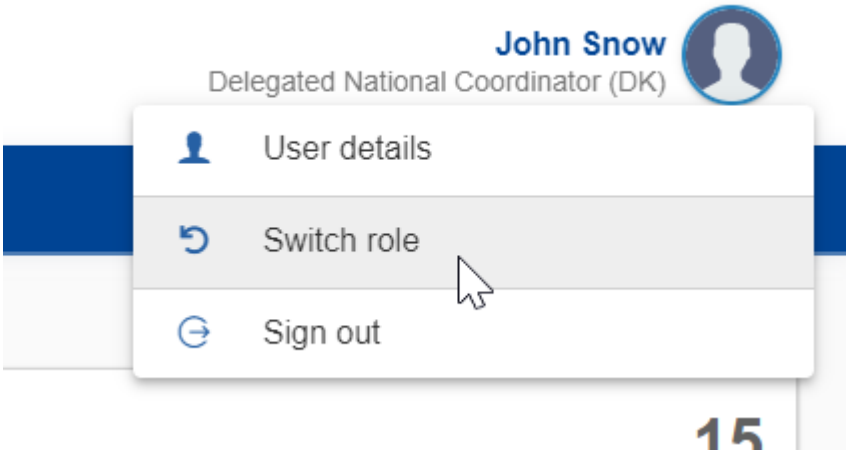
You can select from the drop down the role and click **OK** to login to SDG.



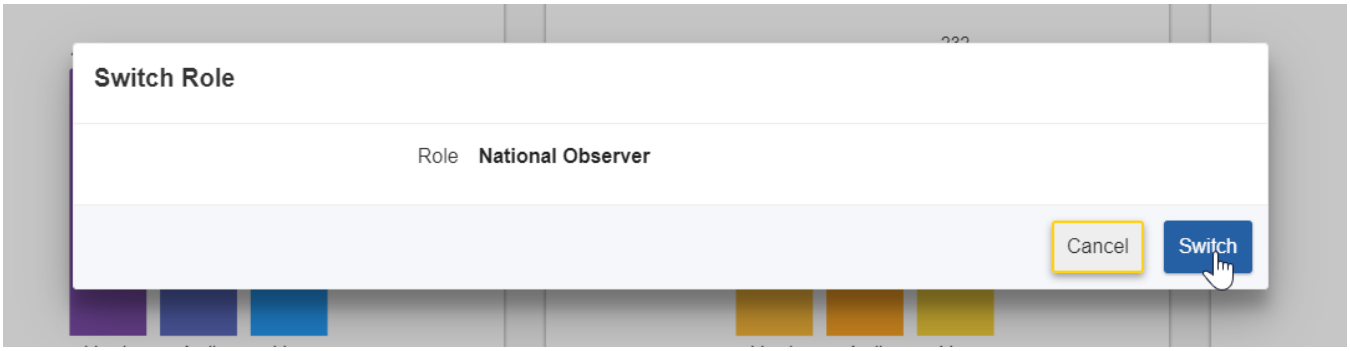
Once you are logged you can change at time the role you are using the the system will change to give visibility over the appropriate menus.

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.



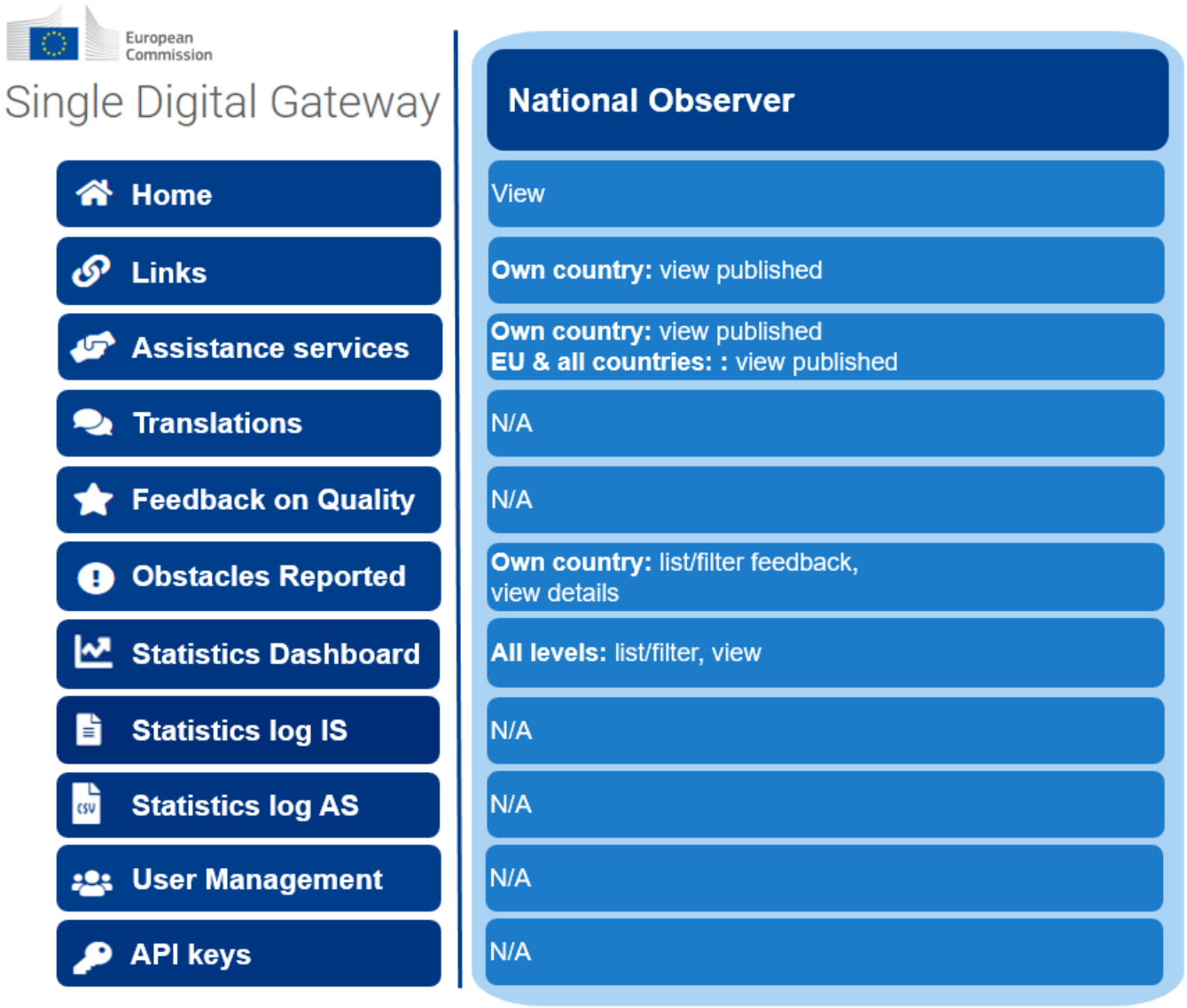
Important Note

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



- 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

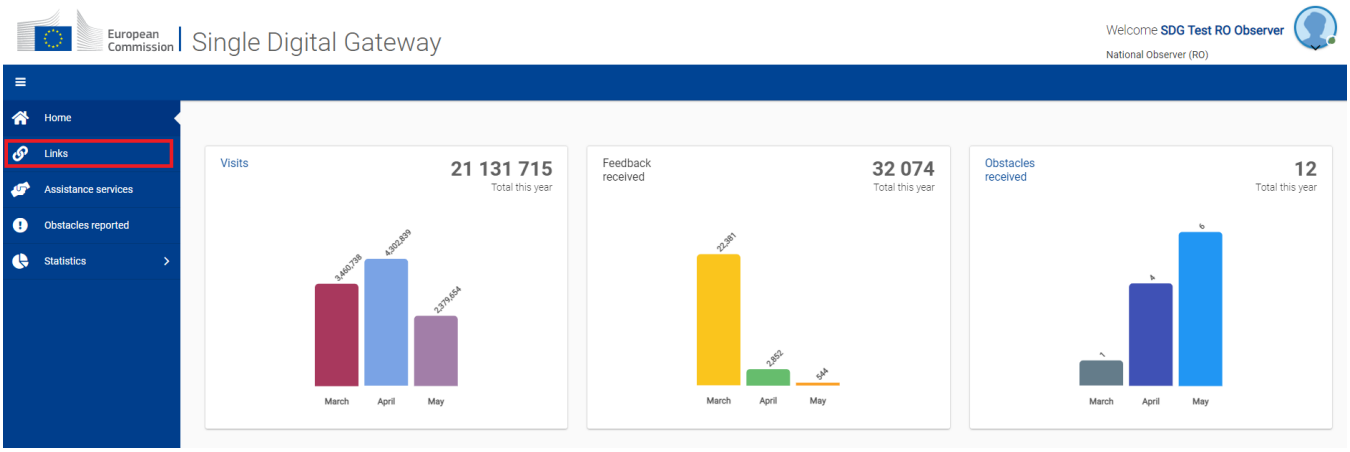
Links

Introduction

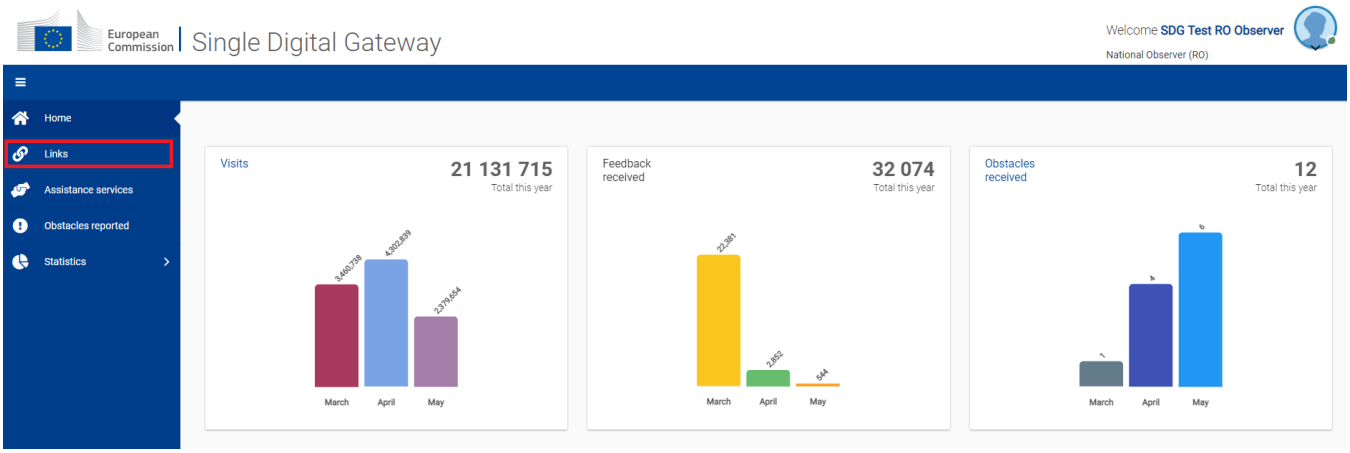
Link repository allows the Member States to submit URLs of official web pages deemed of interest to citizens and/or businesses so they are available in Single Digital Gateway search engine in Your Europe, as well as in other third-party query applications or services.

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:

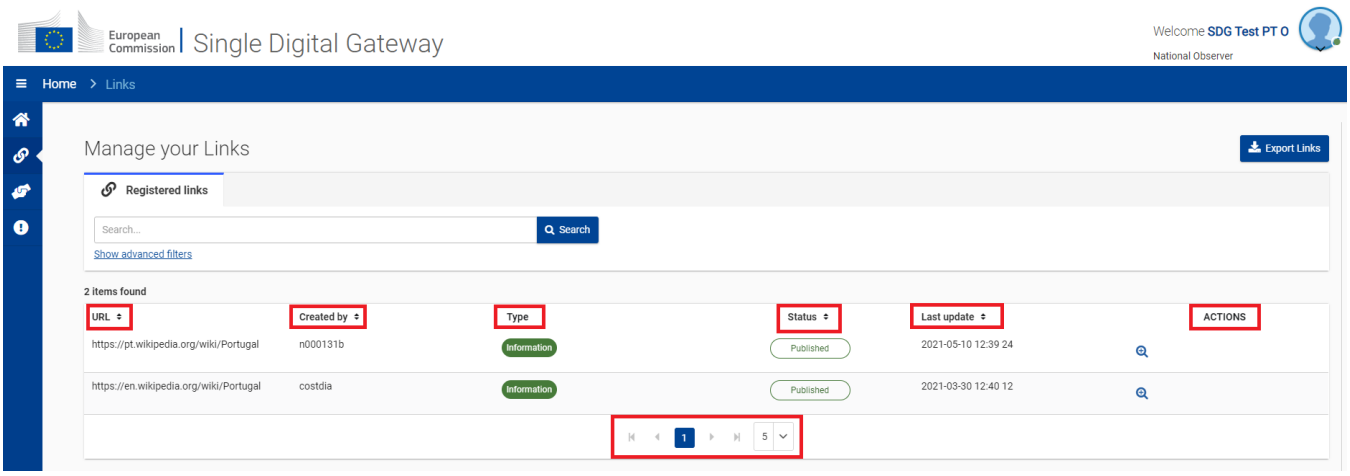


How to navigate on Links module?

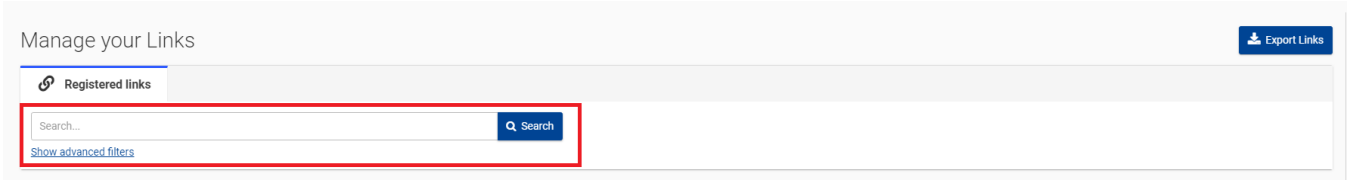
You can select the page number you want to see, and it is possible to navigate to first page, previous page, next page, last page.

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).

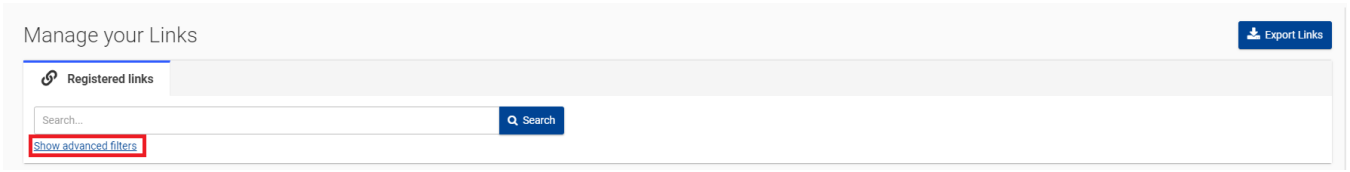


You can search for links by typing keywords on the **Search box**.

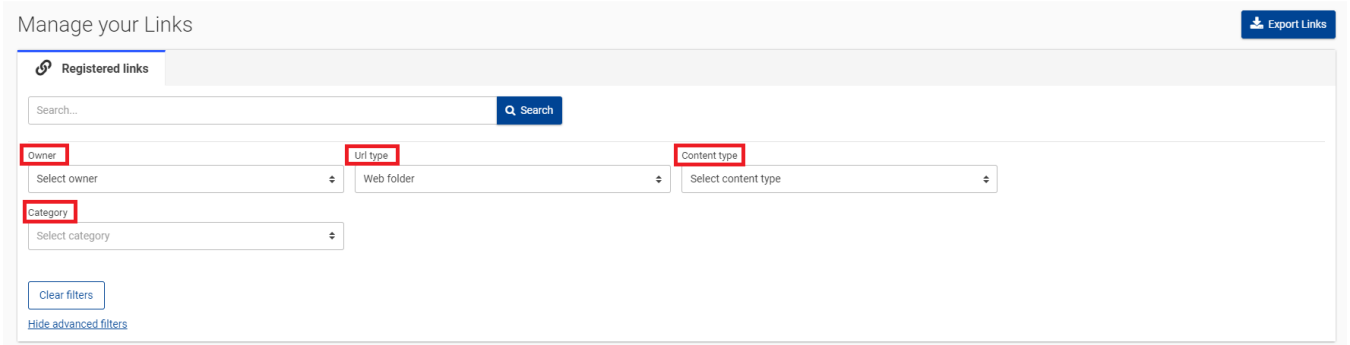


Filters

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



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



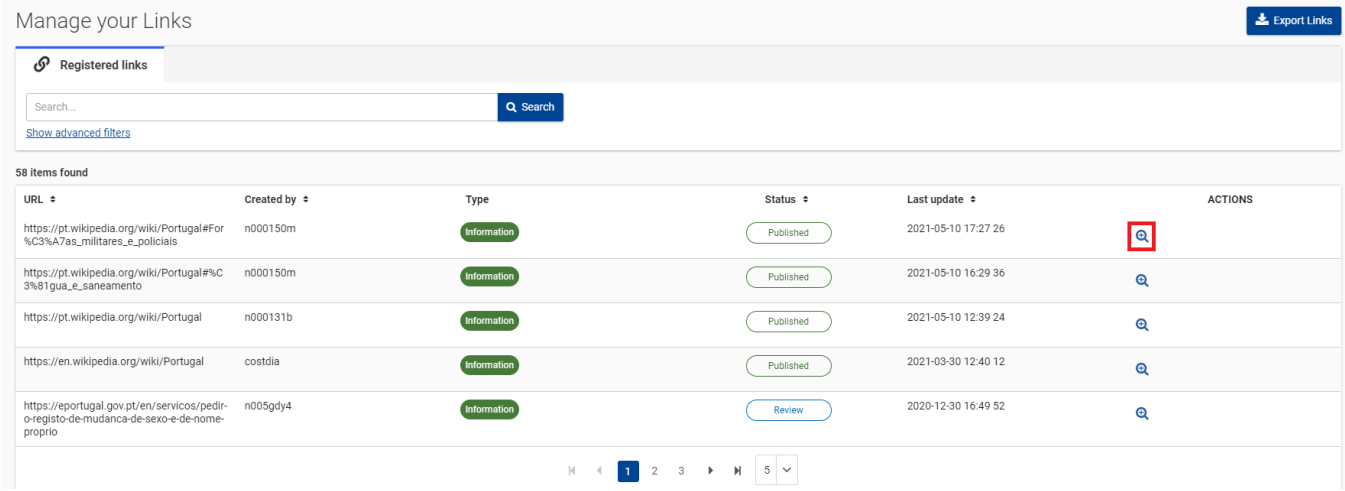
You can also clear all previously added filters using the button “Clear filters”:

What can I do on the Links list screen?

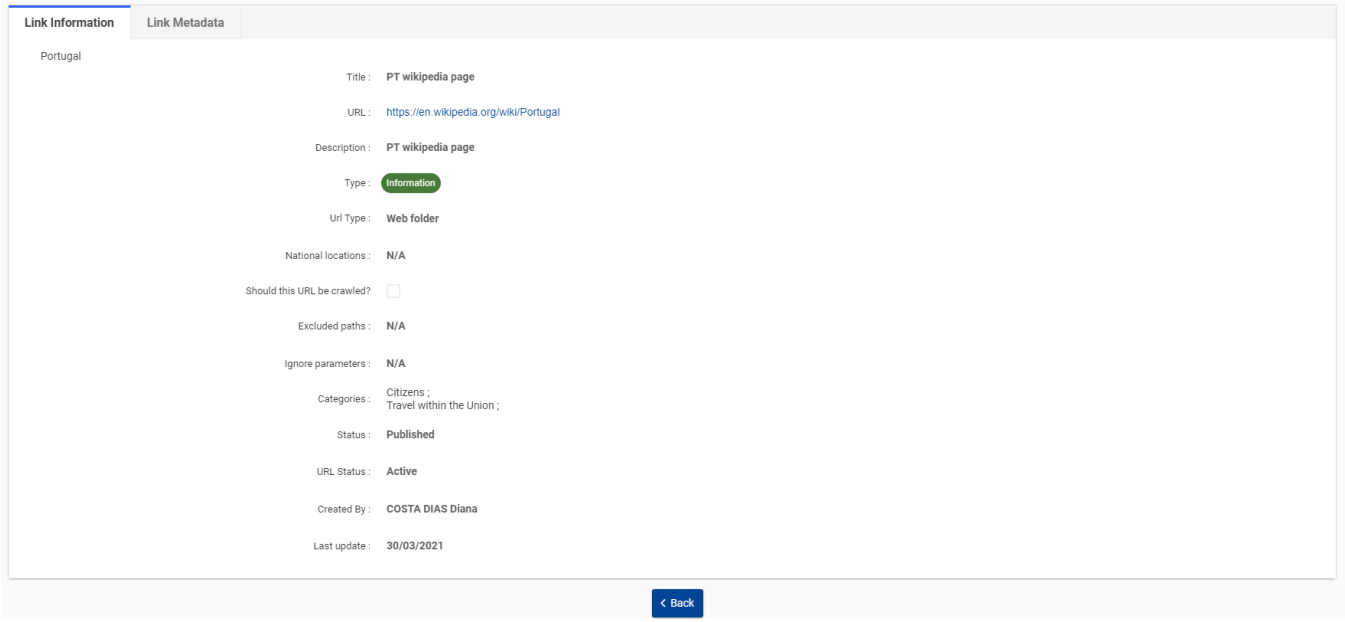
How can I view the links details?

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.



That action will show you all the details of a given link.



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.

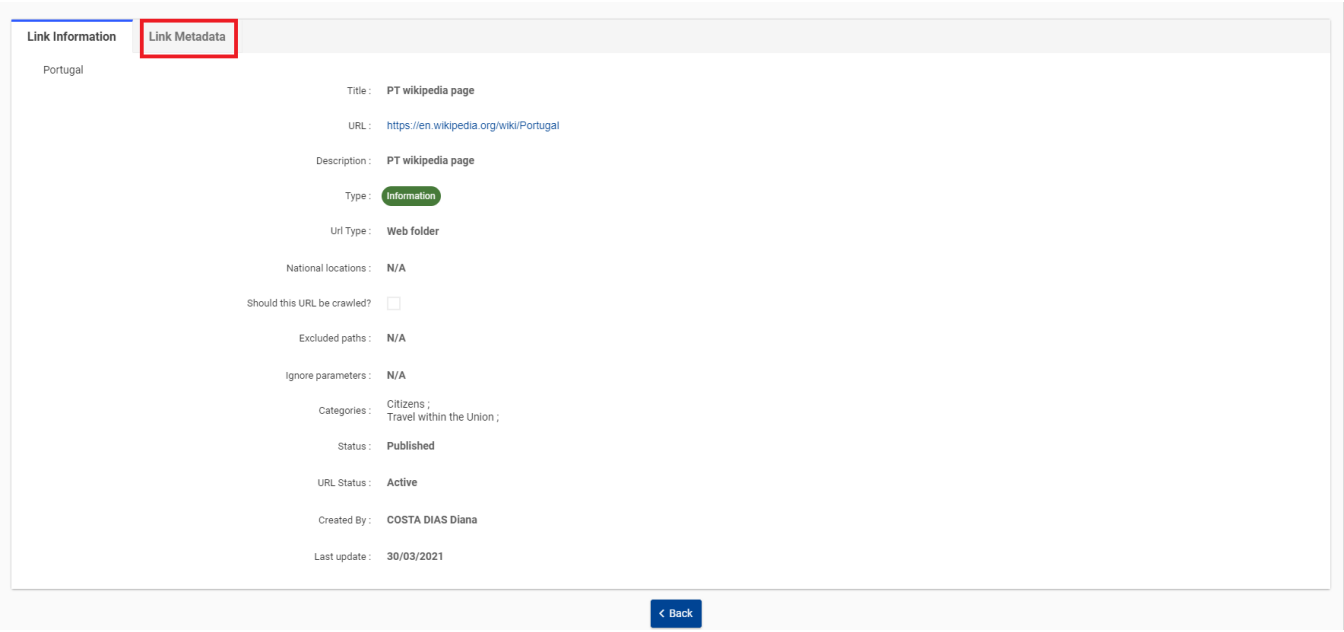
status - The link status, which always be Active, because as an Observer you can only see published links.

created by - The user who has notified this link.

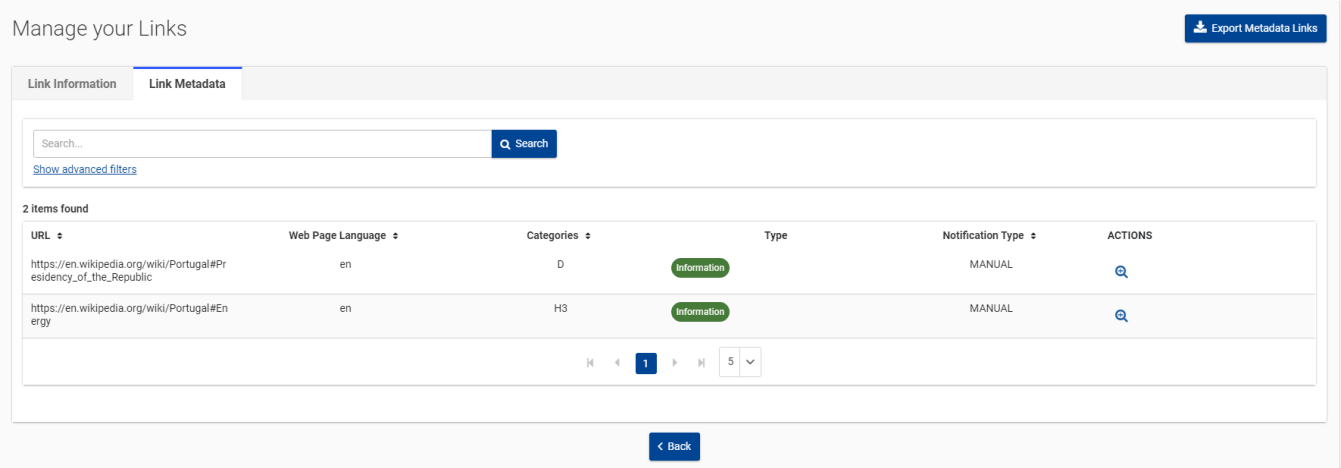
last update - Shows the the last date that the link has been updated.

How to see the Metadata?

You have tab to view the metadata details.

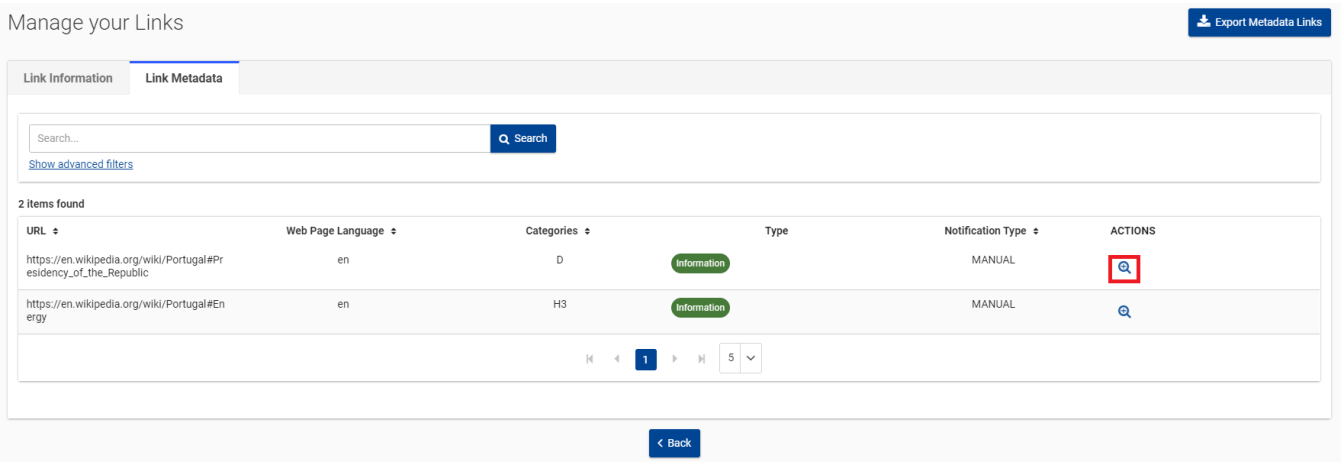


After clicking on that tab you will see a screen with the metadata details.

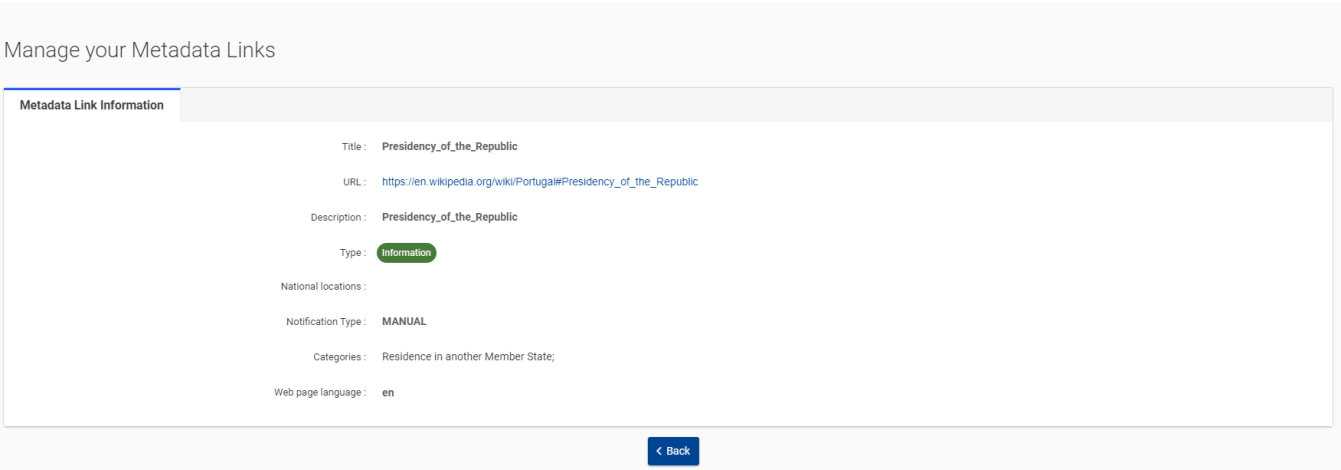


You can see here, in a list view, some details, namely, the **URL**, **Web Page Language** (in case of a notified a web page and its metadata this field will present the language of the web page. This field is compliant with ISO 639-1 code of the language, with the exception of greek, which is represented 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**.

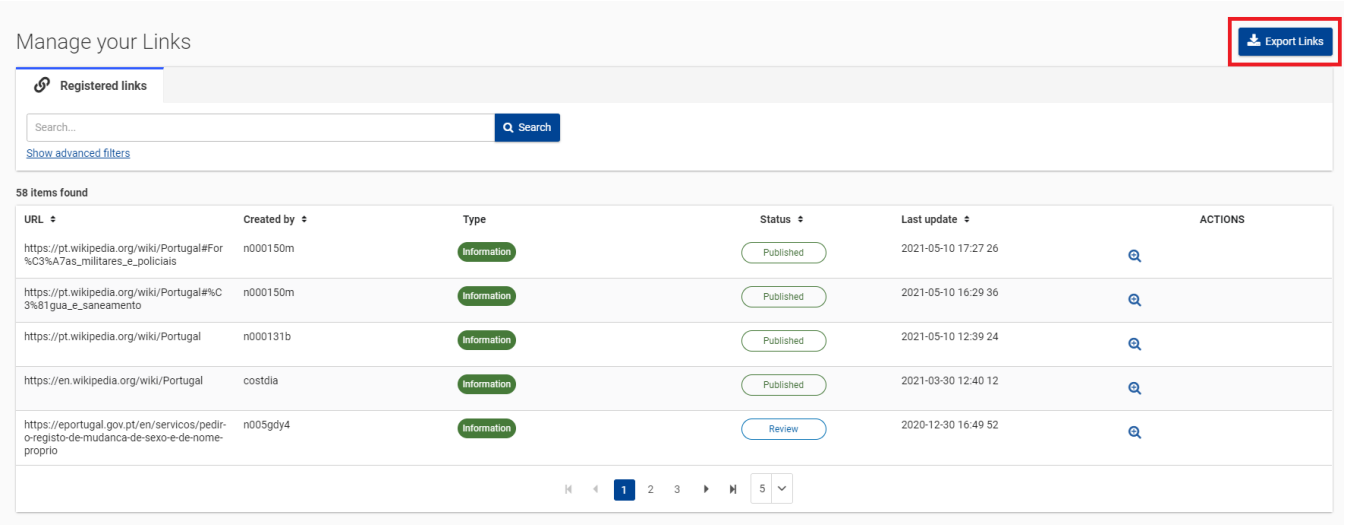


This will show you additional details, such as the **Title**, **Description**, **National locations** and **Categories** (here instead of the code you will see the name).



How to export Links?

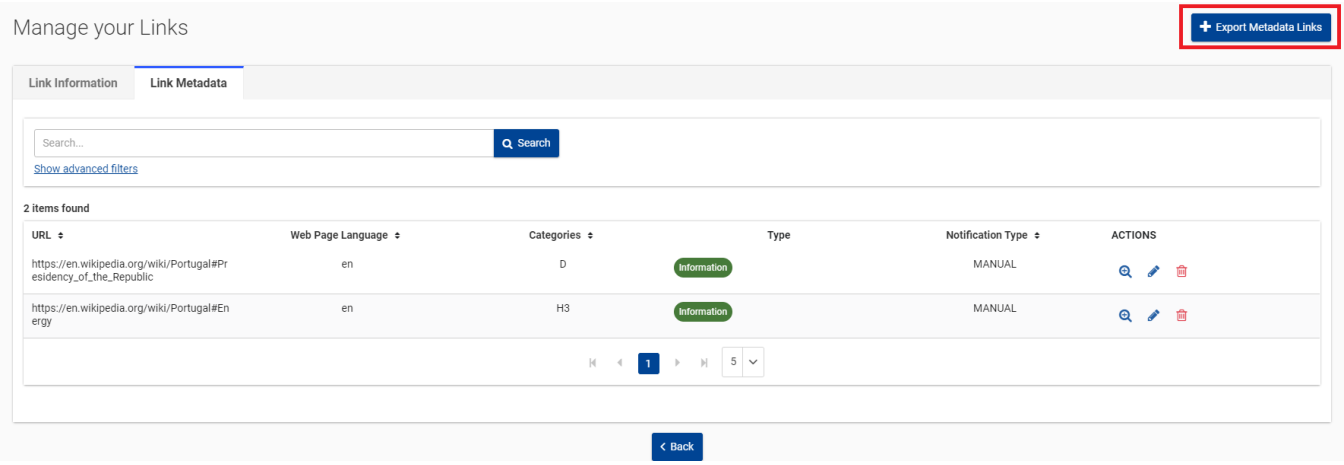
You can export a .xlsx file with the links notified to SDG by clicking on **Export Links** button.



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:

	A	B	C	D	E	F	G	H	I
1	Url	title	description	country	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	Published	2021-05-10 17:27:26.244
3	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
4									

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



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

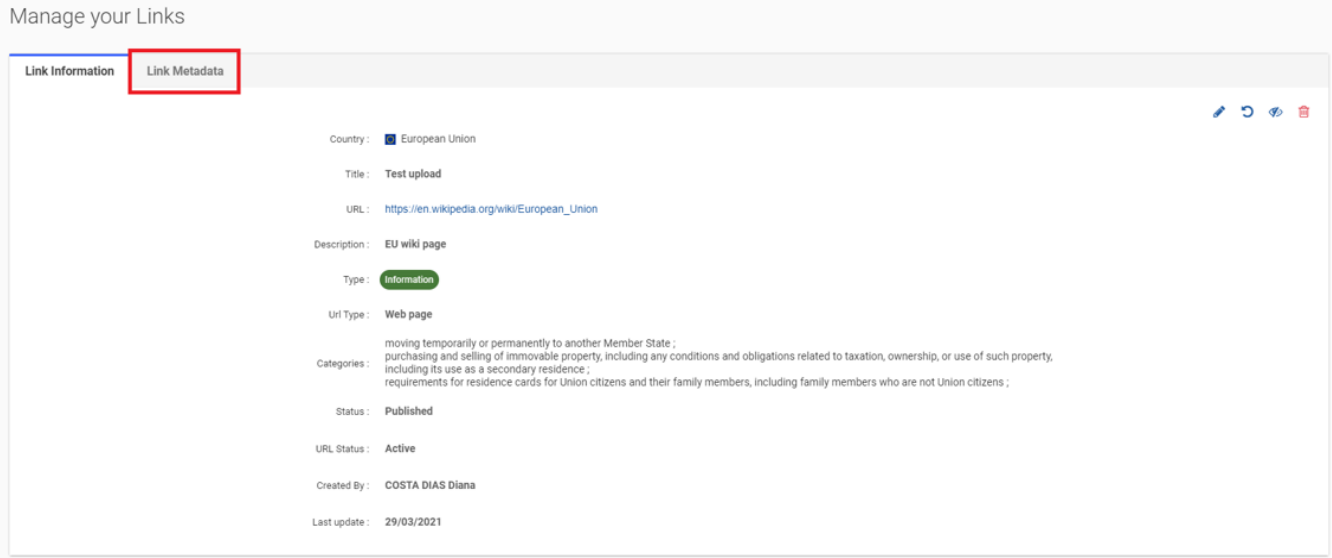
	A	B	C	D	E	F	G	H	I	J
1	Url	title	description	country	user	type	category	language	notificati	last update date
2	https://en.wikipedia.org/wiki/Portugal#Energy	Portugal#Energy	Portugal#Energy	Portugal	costdia	Information	H3	en	MANUAL	2021-03-30 12:46:43.596
3	https://en.wikipedia.org/wiki/Portugal#Presidenc	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?

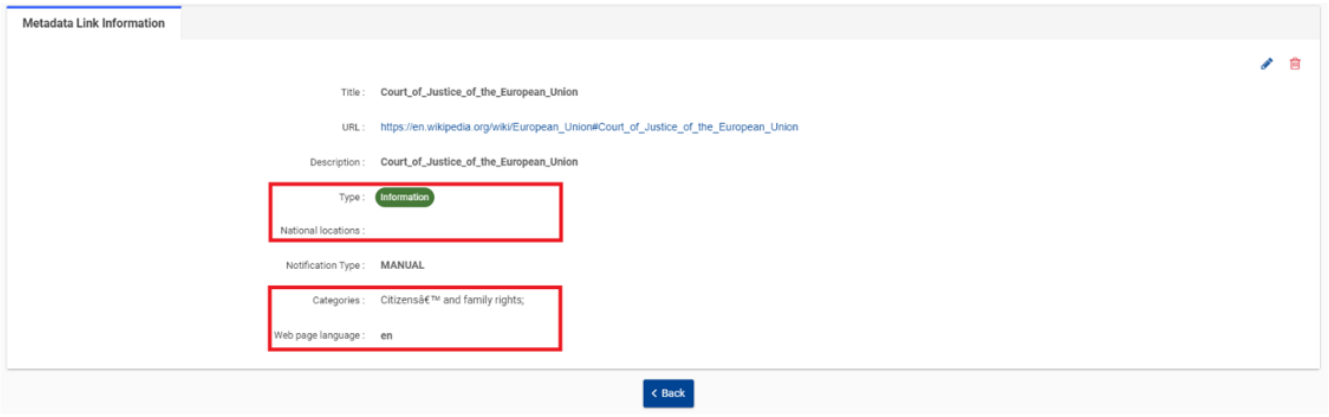
In Web pages, metadata contains descriptions of the contents of the page. Inside the SDG system, metadata is used by the **EC crawler** to find and store the relevant pages on the Member States website and by the search engine to prioritize and enable filtering of the search results. The filtering functionality 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.

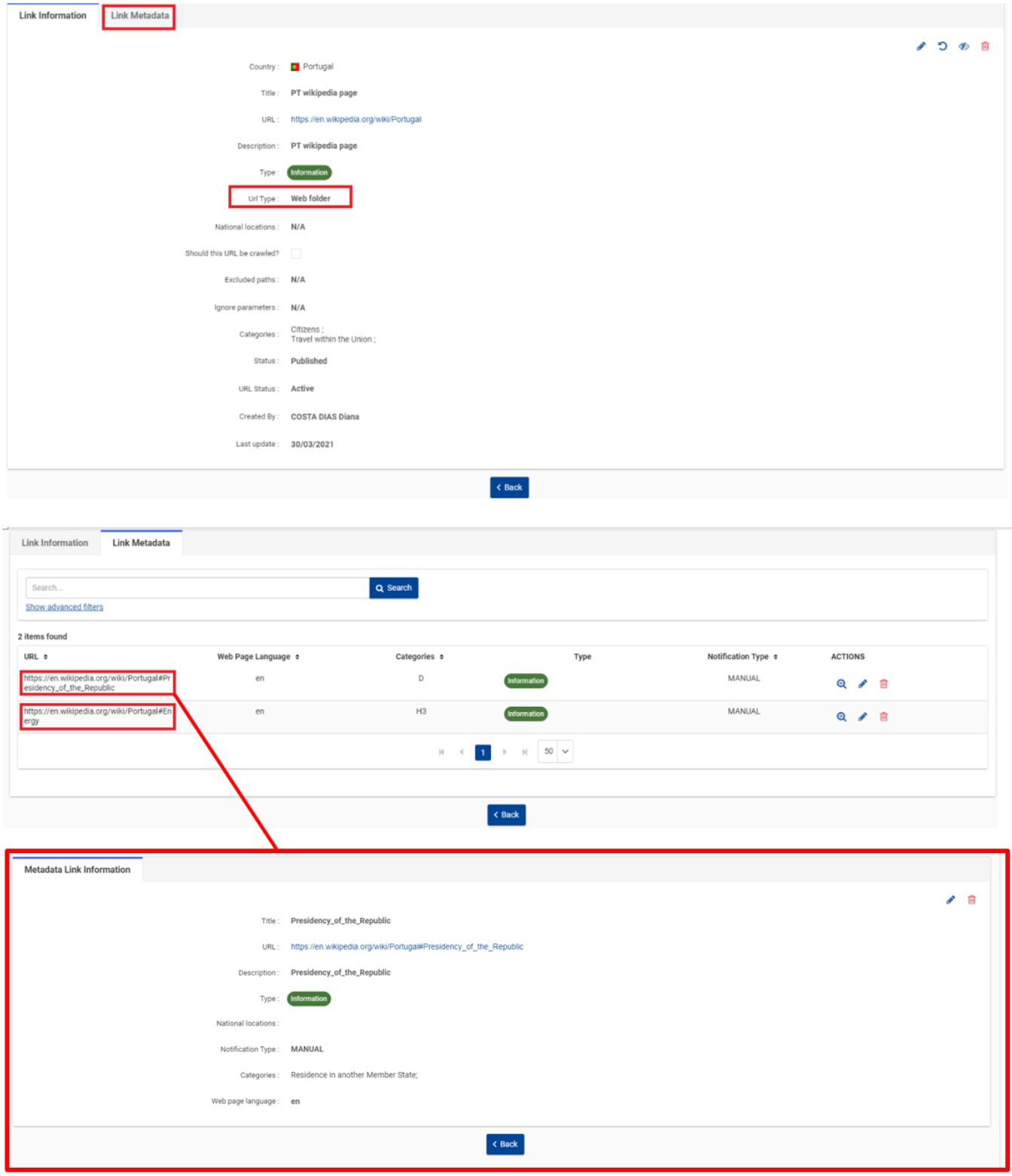
Whenever a new URL is added, you will notice that a metadata tab will also be created associated to your link:



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:



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.

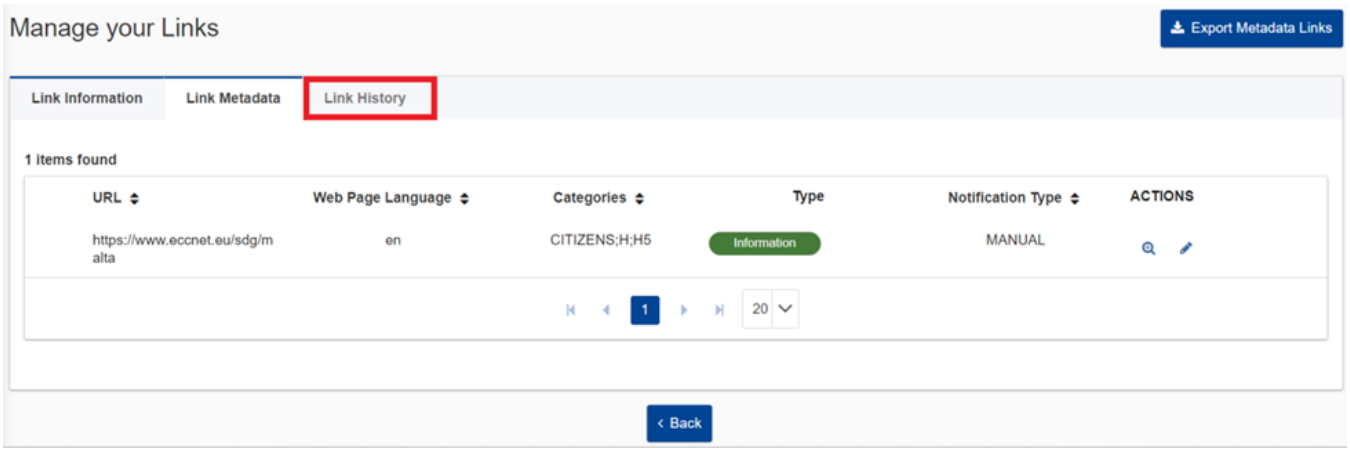
If there no location is detected in the query the search will only look at EU level websites like Your Europe.

Links and Links Metadata History

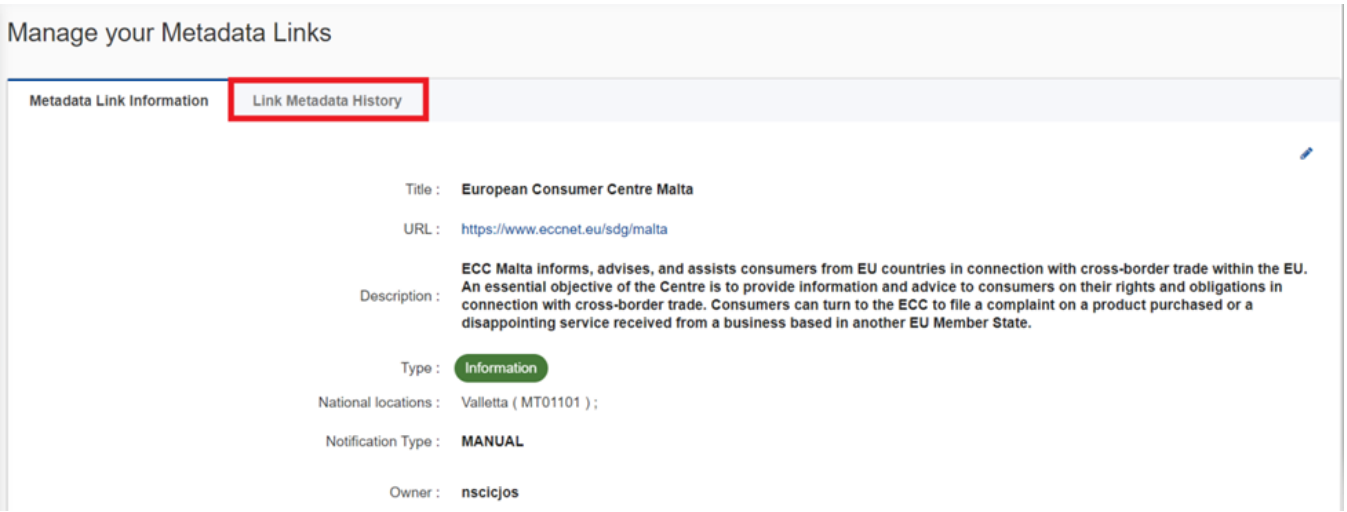
Links history is designed to keep all the previous iterations of a link in the Repository, this way the user can easily track changes across time and manage common statistics for that particular link.

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:

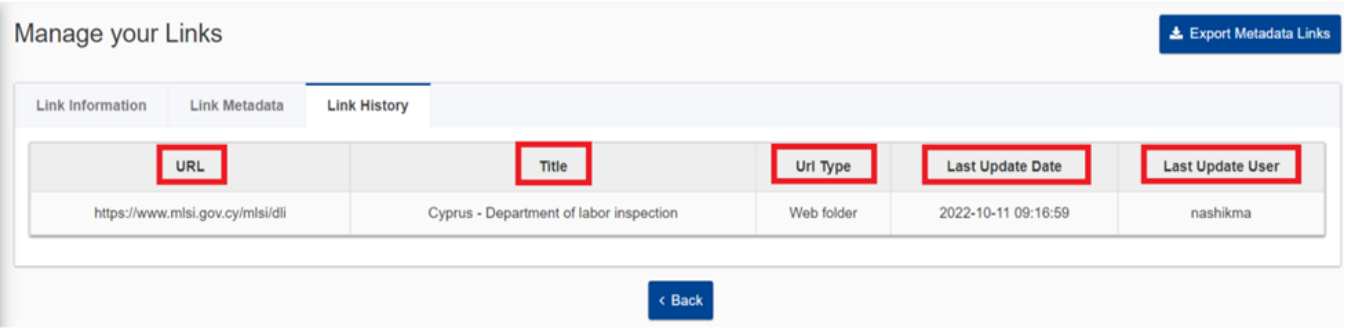


Links History

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.**

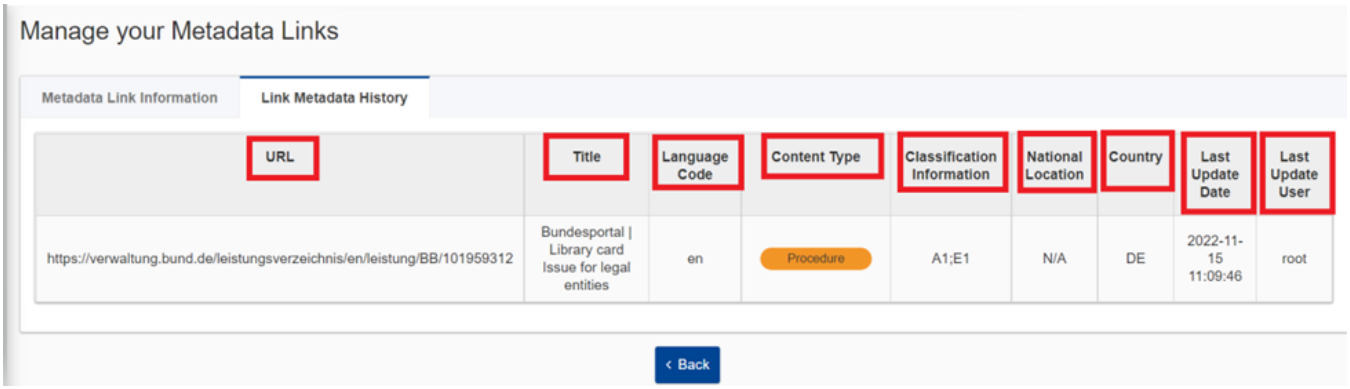


Links Metadata History

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.**



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

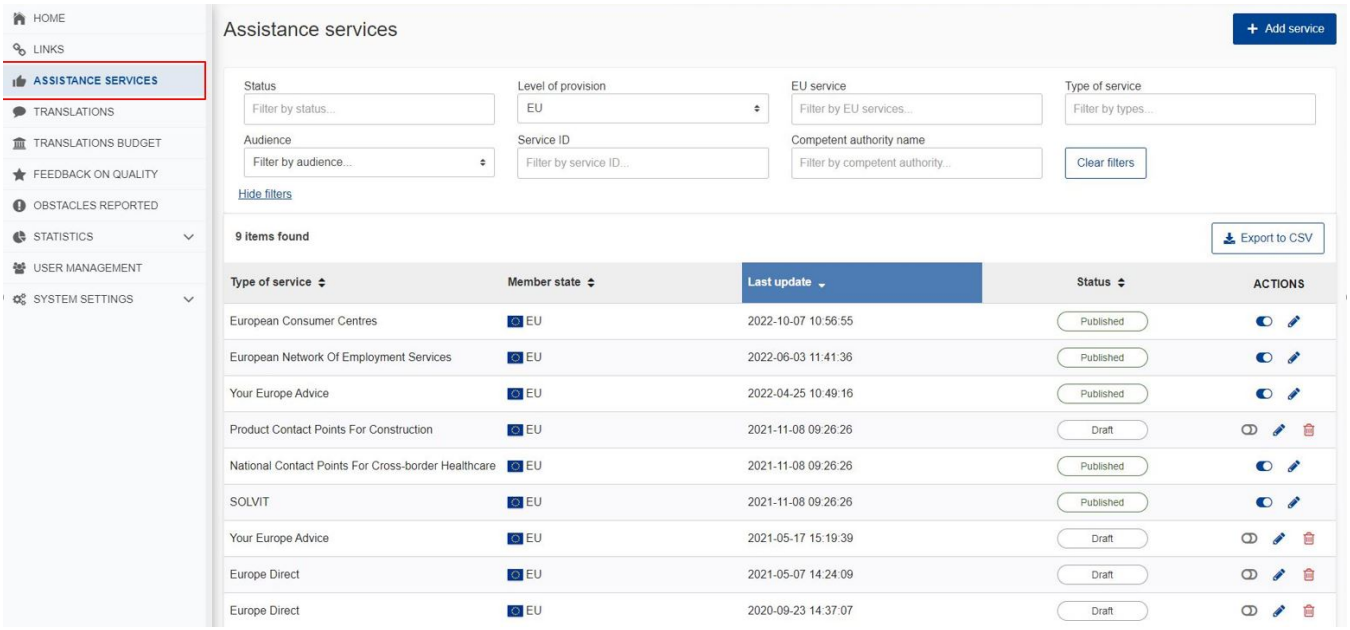
Introduction

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.



How to navigate on Assistance services module?

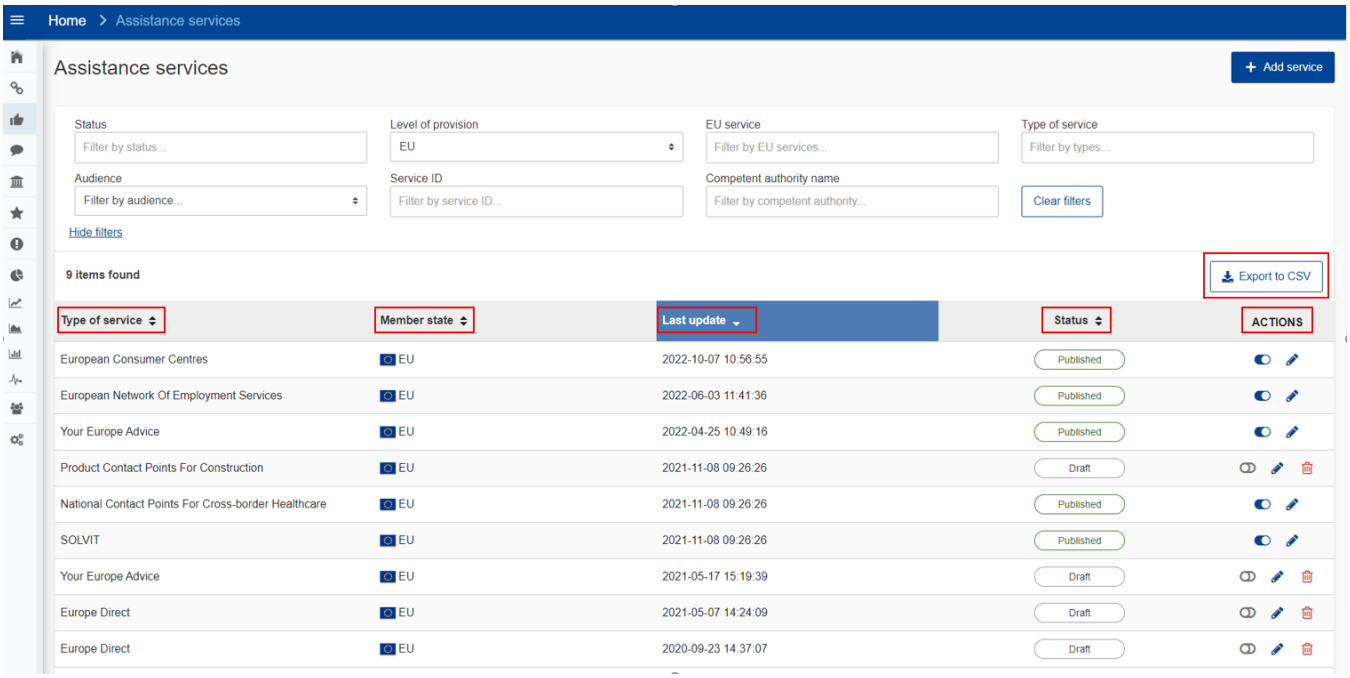
National Observers can view the the list of all the assistance services available in all Member states and EU in **PUBLISHED** status.

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** ; **Member state**; **Status** and **Last 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-[tod ay date]



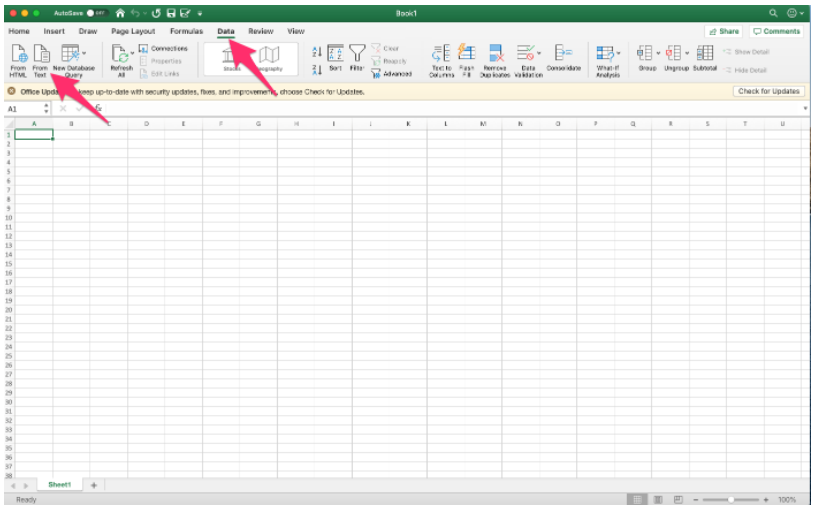
How to open a CSV in an Excel?

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:

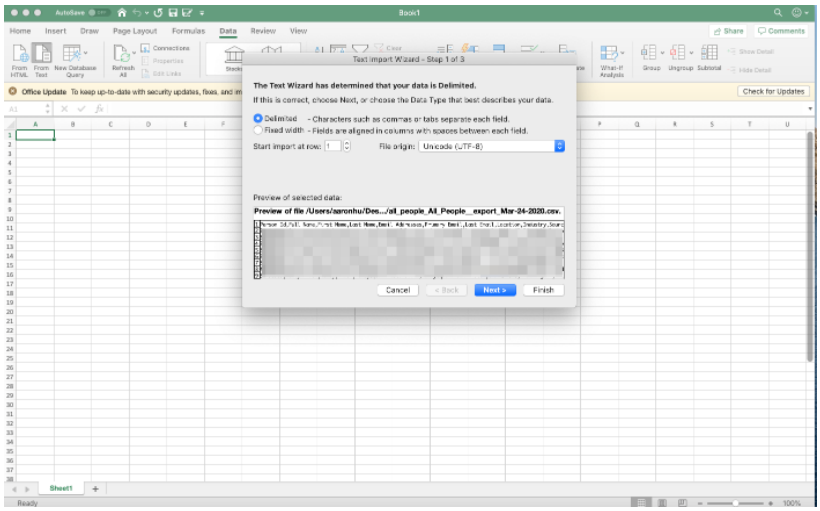
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

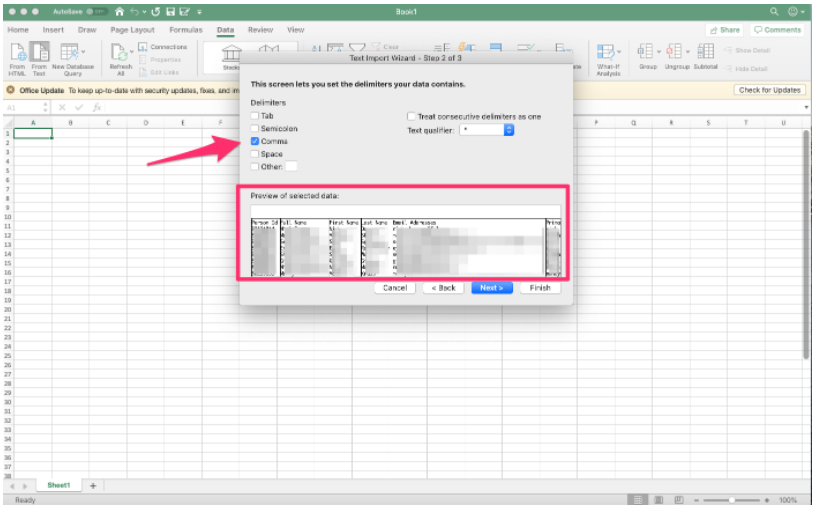


3. Select the CSV file that has the data clustered into one column.

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.

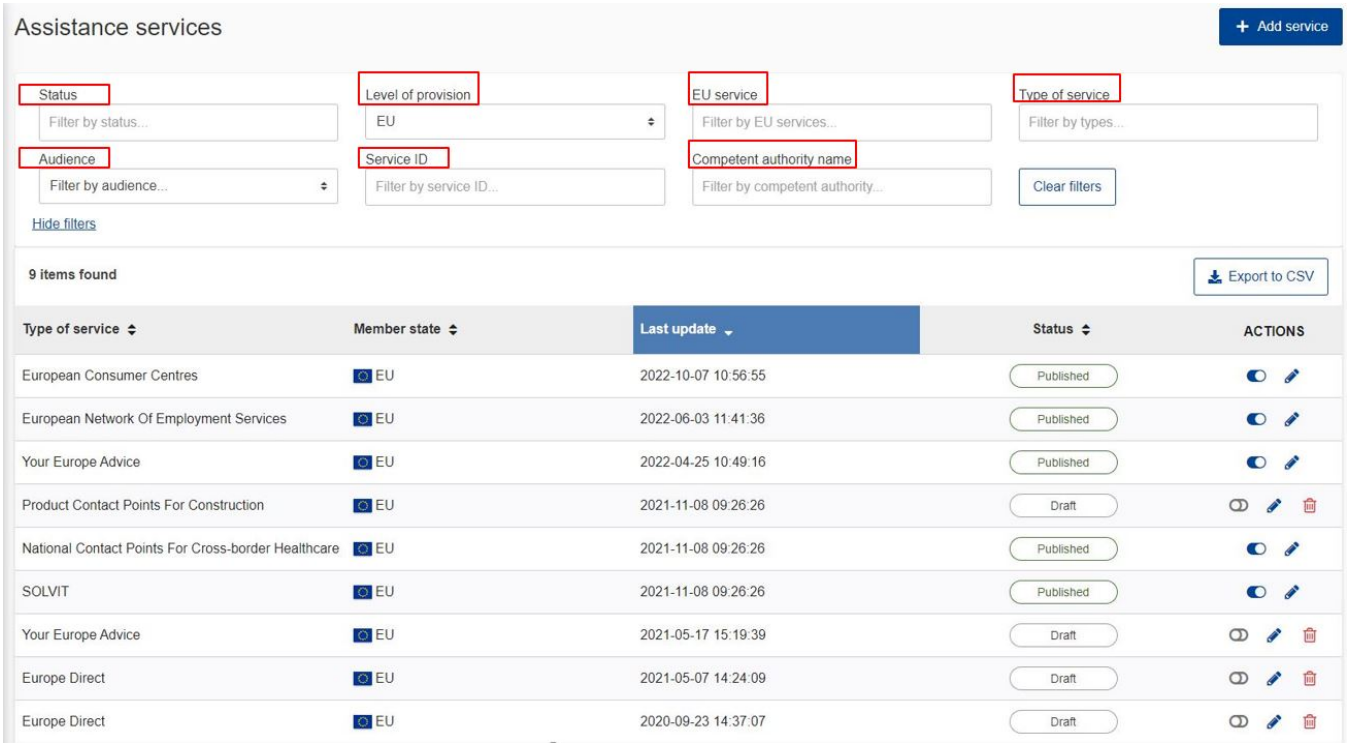


6. Finally, click Finish.

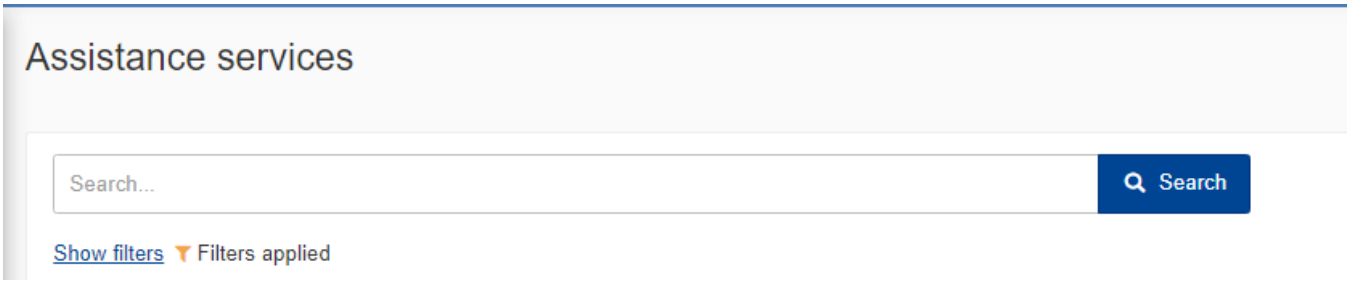
7. Remember to Save your document!

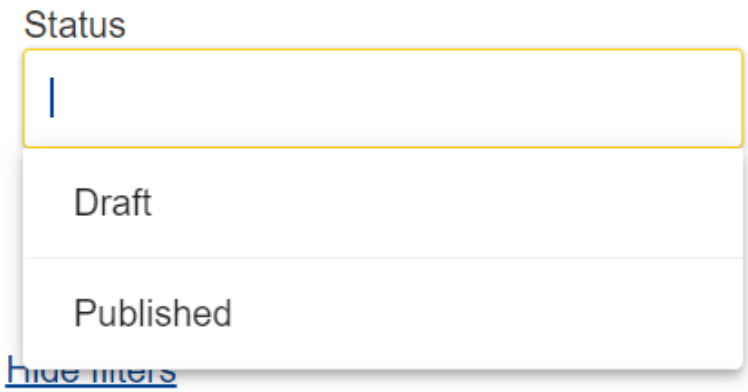
Filters

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.



You can also hide the filters by pressing "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

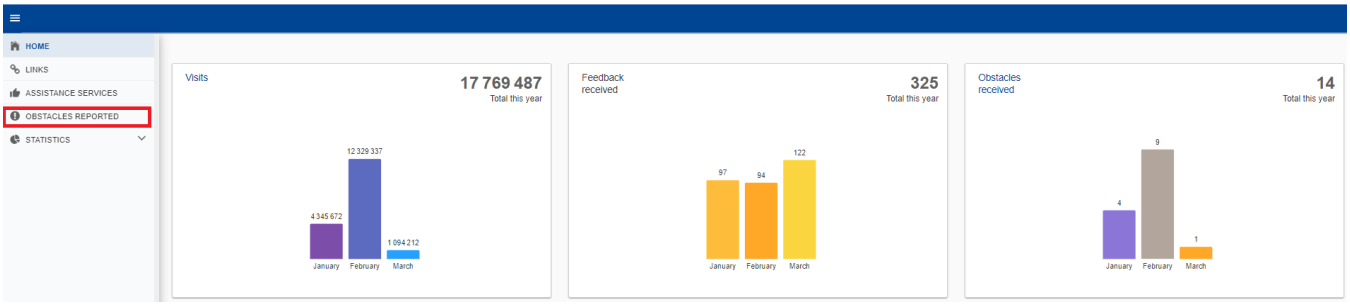
- Obstacles reported
  - Introduction
  - How to access the obstacles reported module?
  - How to navigate on obstacles reported module?
    - Filters
  - How to manage the Status of an Obstacle?
  - How to translate the free text of an Obstacle?
    - Export to CSV
    - How to open a CSV in an Excel?

Introduction

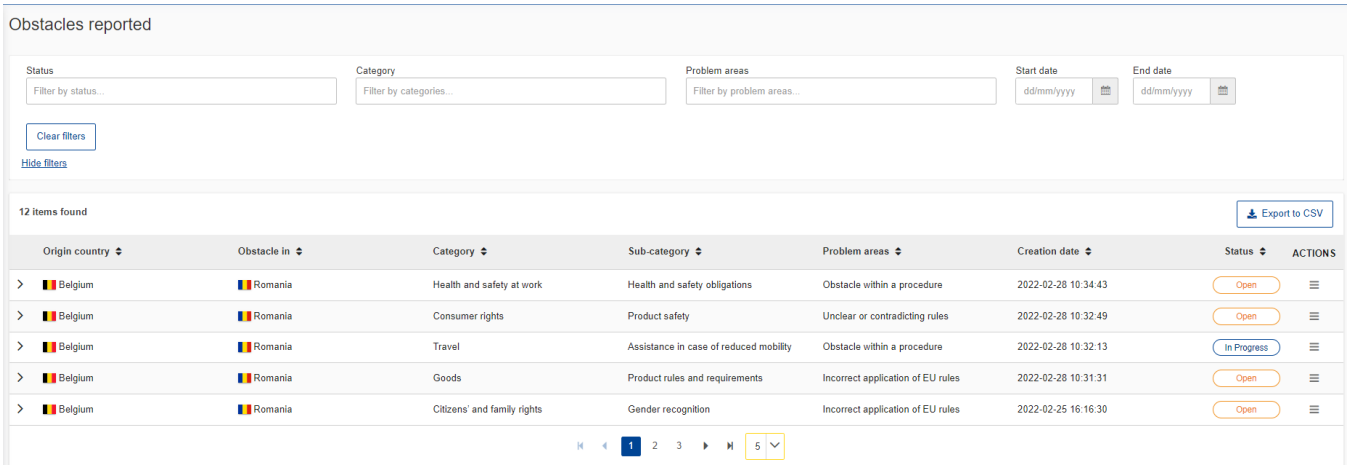
Users can provide feedback on the obstacles they face while exercising their single market rights trough the **Feedback on Obstacles** tool , in this module you will be able to consult a list of submitted feedback and manage the status of each item. The feedback collected are through forms available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

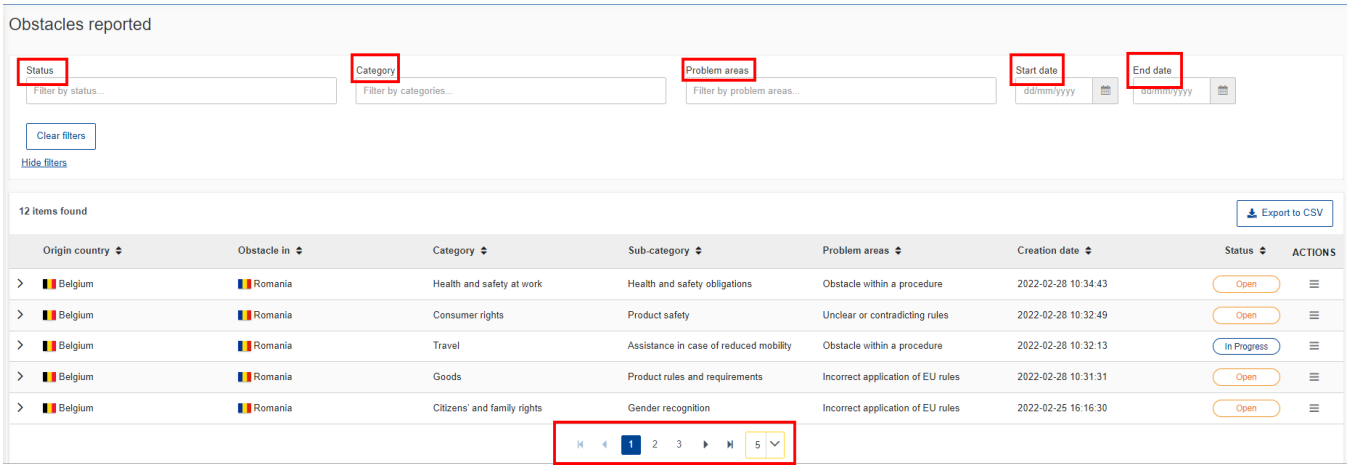


How to navigate on obstacles reported module?

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.

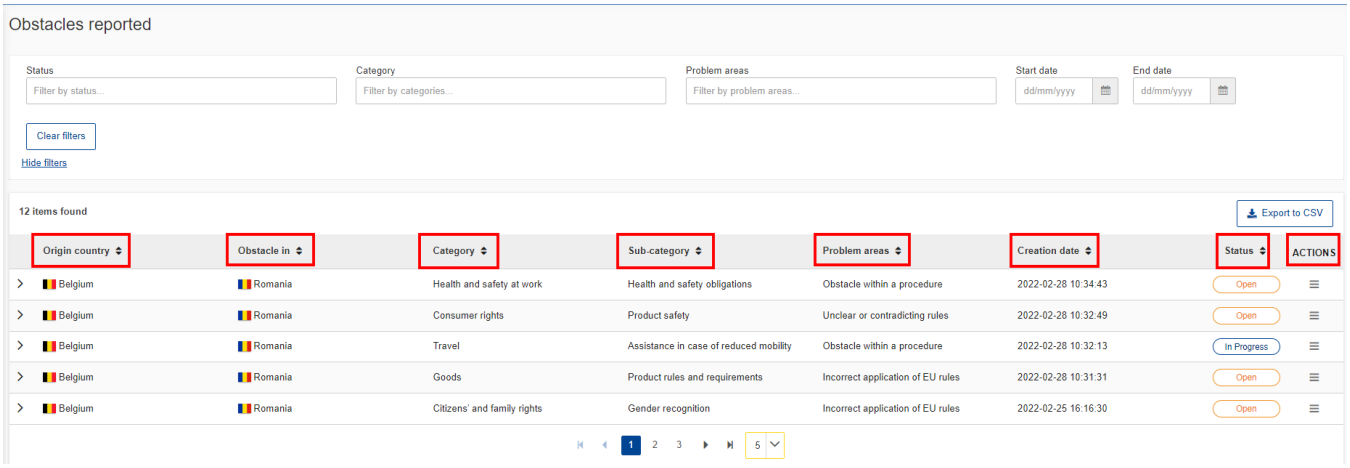
You can also select the number of items displayed on each page, up to 50 items.

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



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

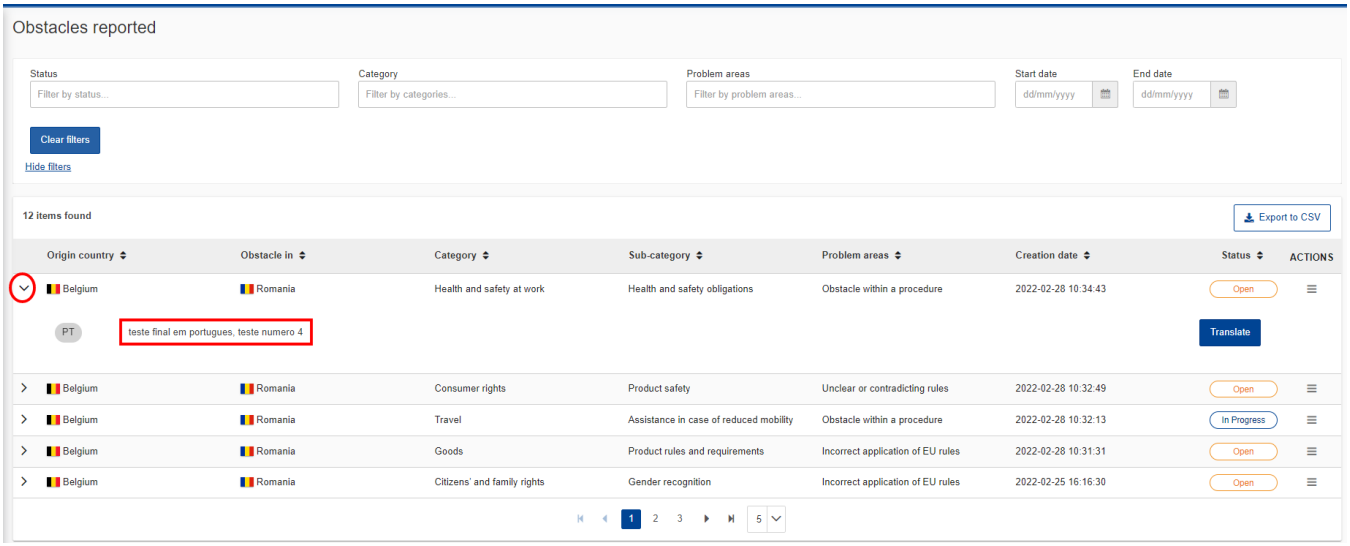
The following fields are available in the table: **Country of origin, Obstacle in** (country), **Category**, **Sub-category, Problem area(s)**, **Creation date, Status** and **Actions.**



Problem area(s) field:

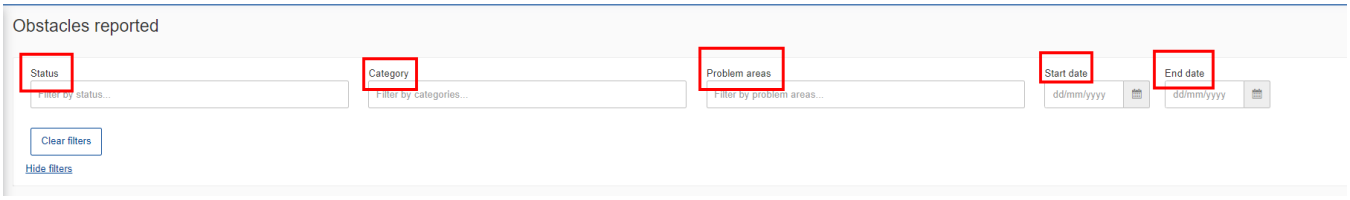
- the problem area(s) is a new field in the feedback on SMO form in the front-office, so you will only be able to see data here if the same is added in the front-office tool;
- the problem area(s) will only be available for data that was added through the updated form.

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

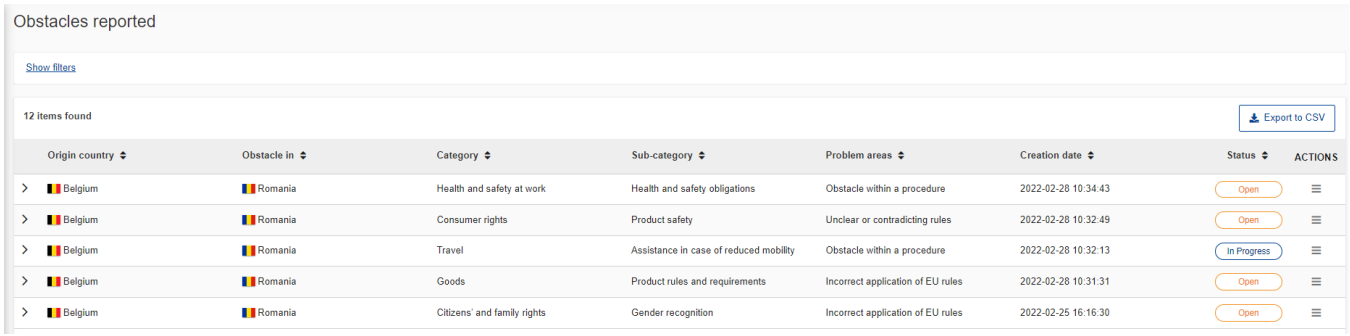


Filters

By default you can filter by **Status, Category, Problem Arias, Star date and End date.**



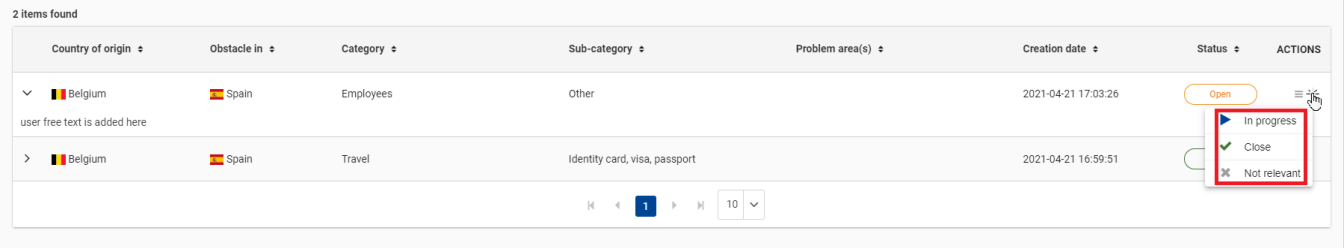
Also you can press the button "Hide filters" to hide the described filters above.



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.



The following statuses are available for each obstacle:

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

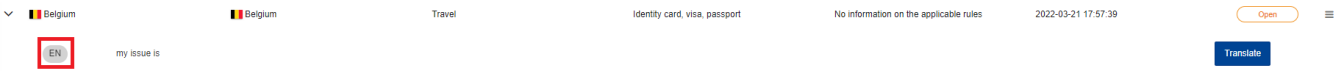
By default any new obstacle will have the status **Open**, but you can change it to any other status at any time, so you can manage the obstacles in your country.

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?

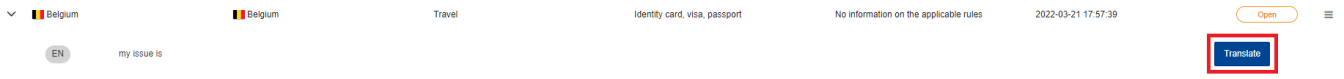
You can translate any free text in a given obstacle to a language of your preference.

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.

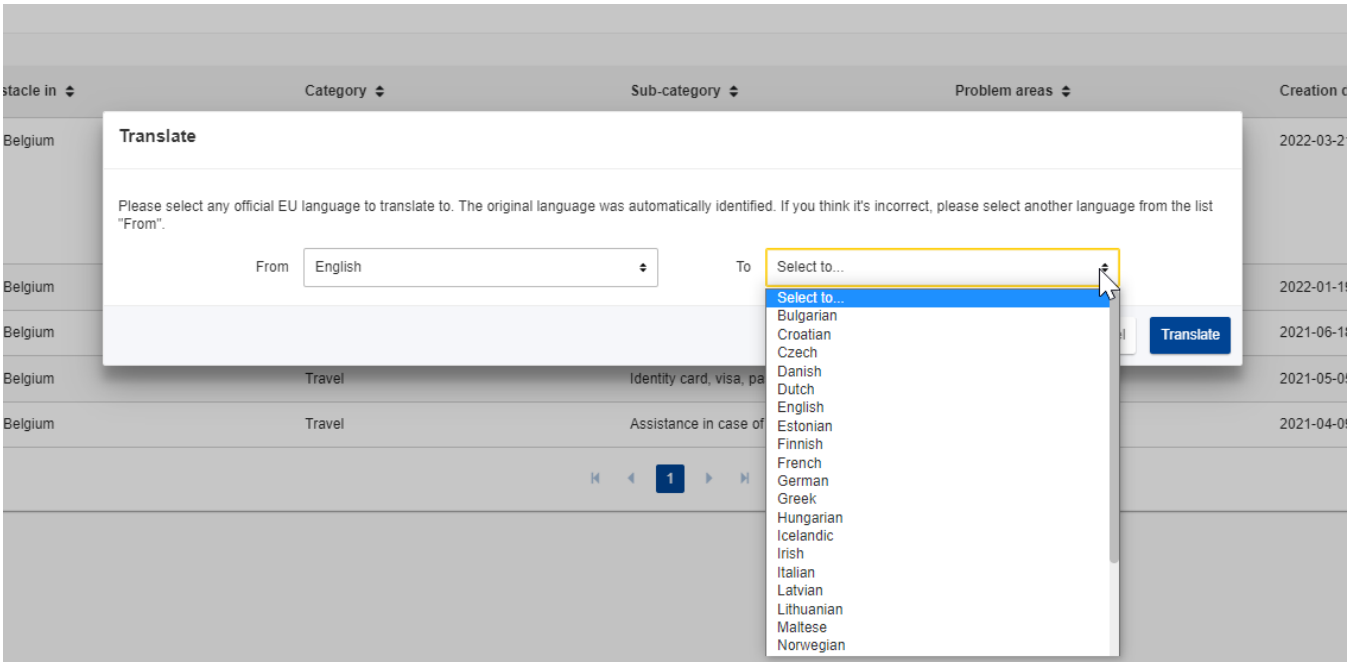


In case the original language is not identified or wrongly identified you can also select the original language.

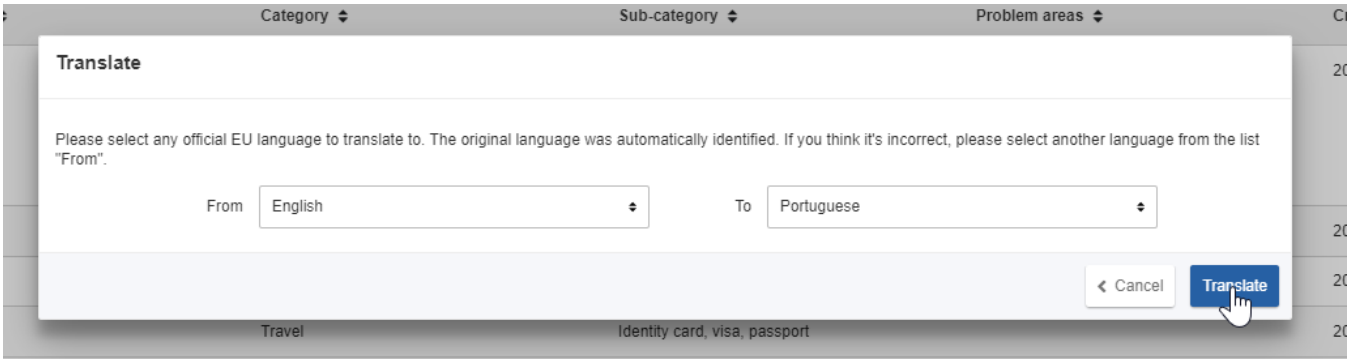
To translate the free text you need to expand the obstacle so the text is visible and then click on **Translate**.



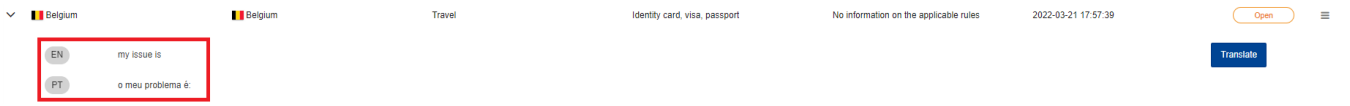
Once you click on **Translate** a pop will appear where you can select the language of the translation, and correct/select the original language if needed.



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



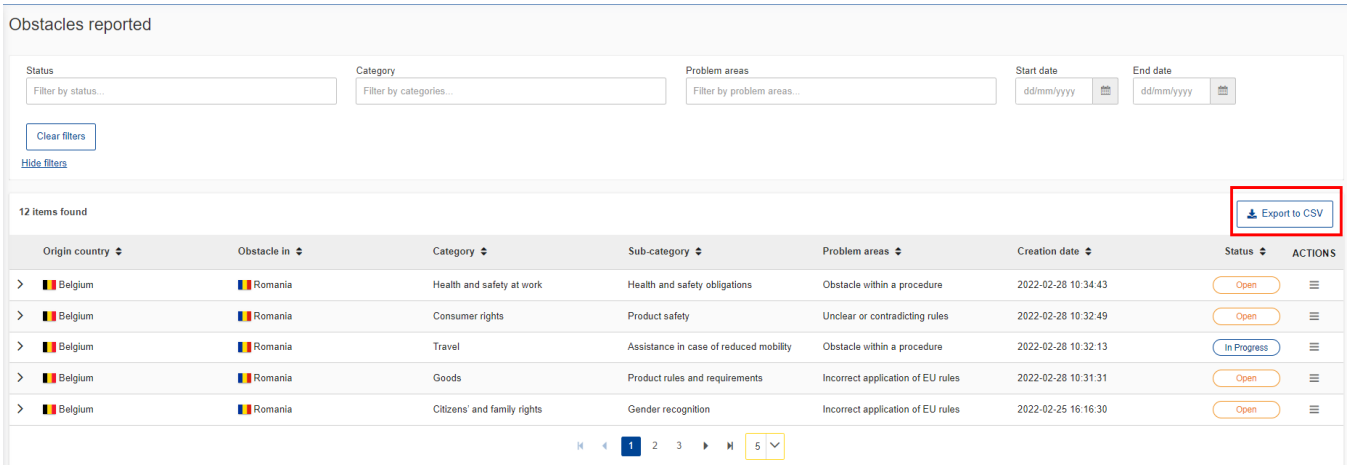
Once the translation is processed you will be able to see the original text and the translated text.



If you go to other page inside SDG and come back to the obstacles the traslated 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]



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

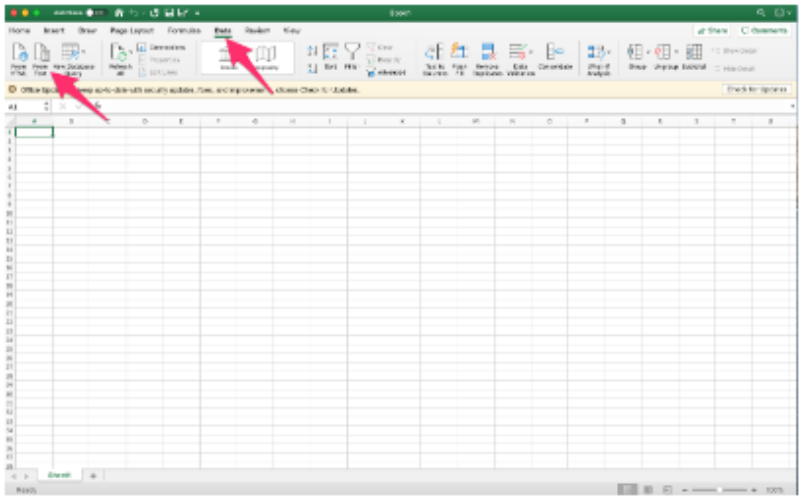
How to open a CSV in an Excel?

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:

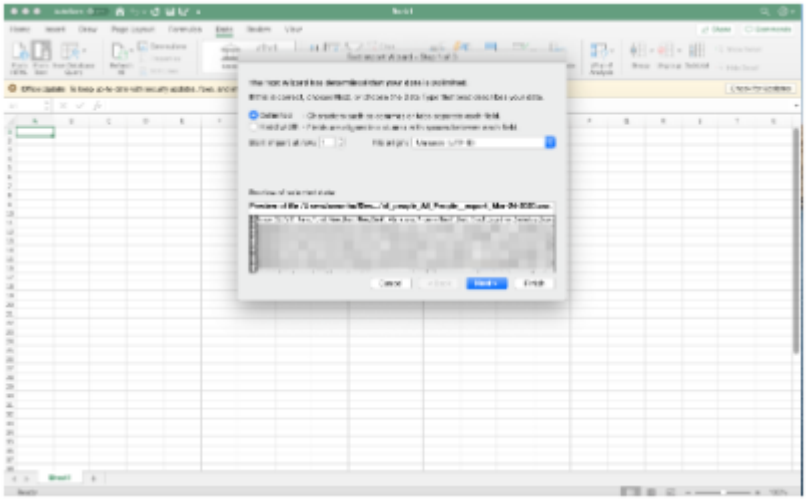
Depending on your Excel's regional setting, your default delimiter/separator may either be using **semicolons (;)** or **commas (,)** to separate items in a CSV file. This can either cause file upload issues or cluster all the field values into column A because exported files from Affinity use **commas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

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

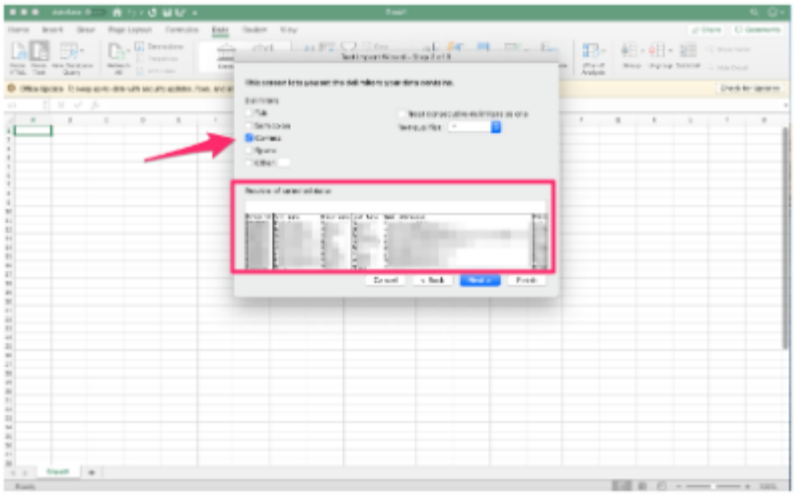


3. Select the CSV file that has the data clustered into one column.

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

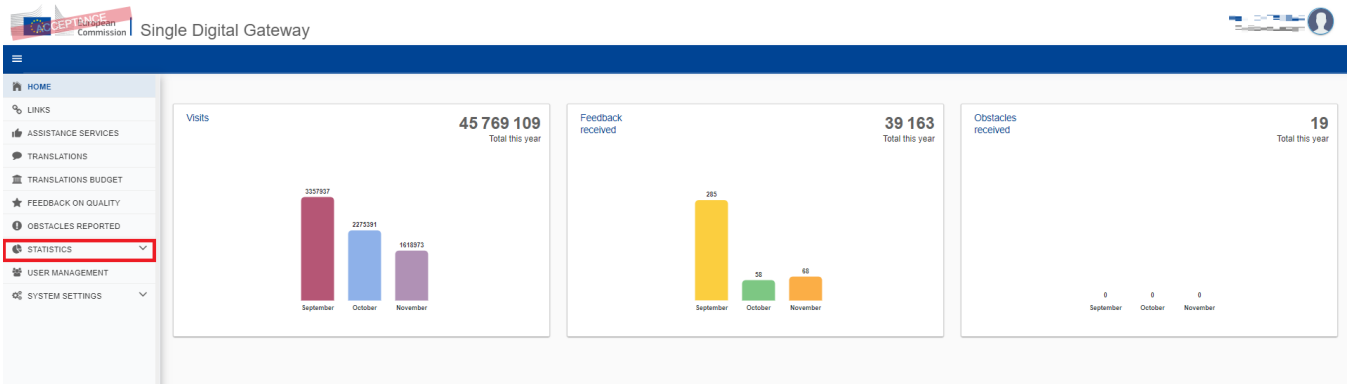
- Statistics Dashboard
  - Introduction
  - How to access the Statistics Dashboard Module?
  - How to navigate on Statistics Dashboard Module?
  - Statistics - Webpages
    - How to use the Filters
    - Cascading filters
    - What can we consult in Statistics - Webpages tab?
  - Statistics - Assistance 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

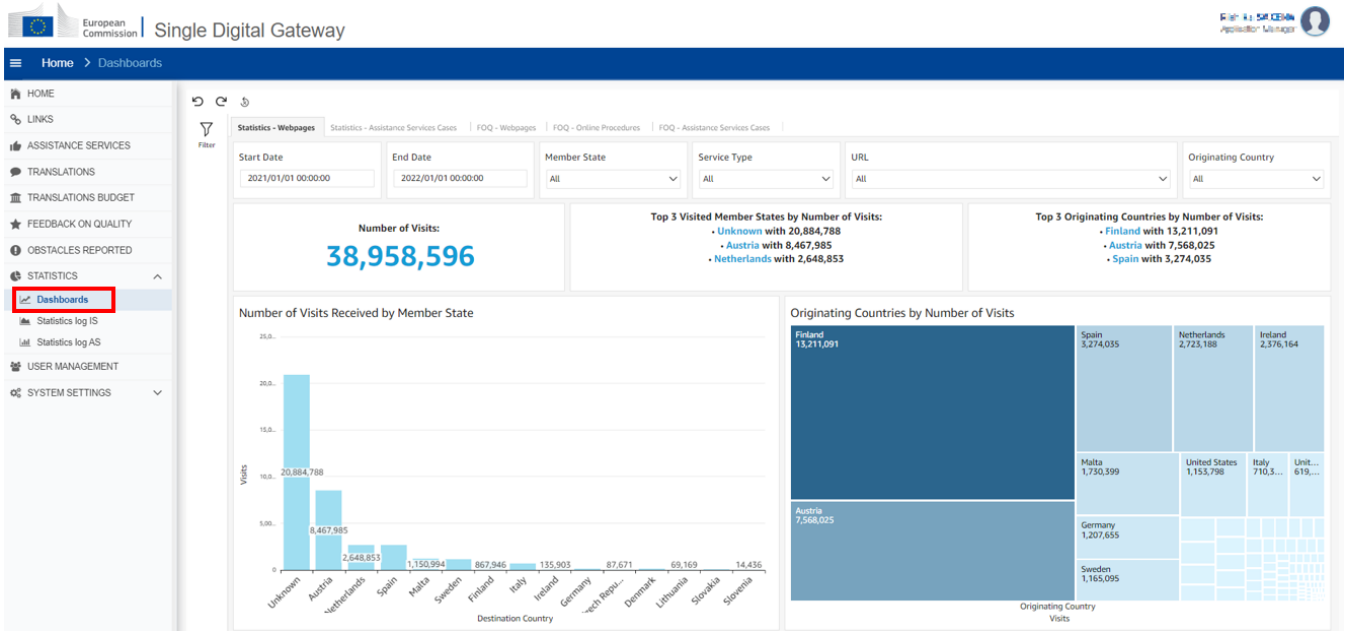
The purpose of this module is to allow users to visualize the statistics for different type of services, using the data provided by the Member States.

How to access the Statistics Dashboard Module?

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

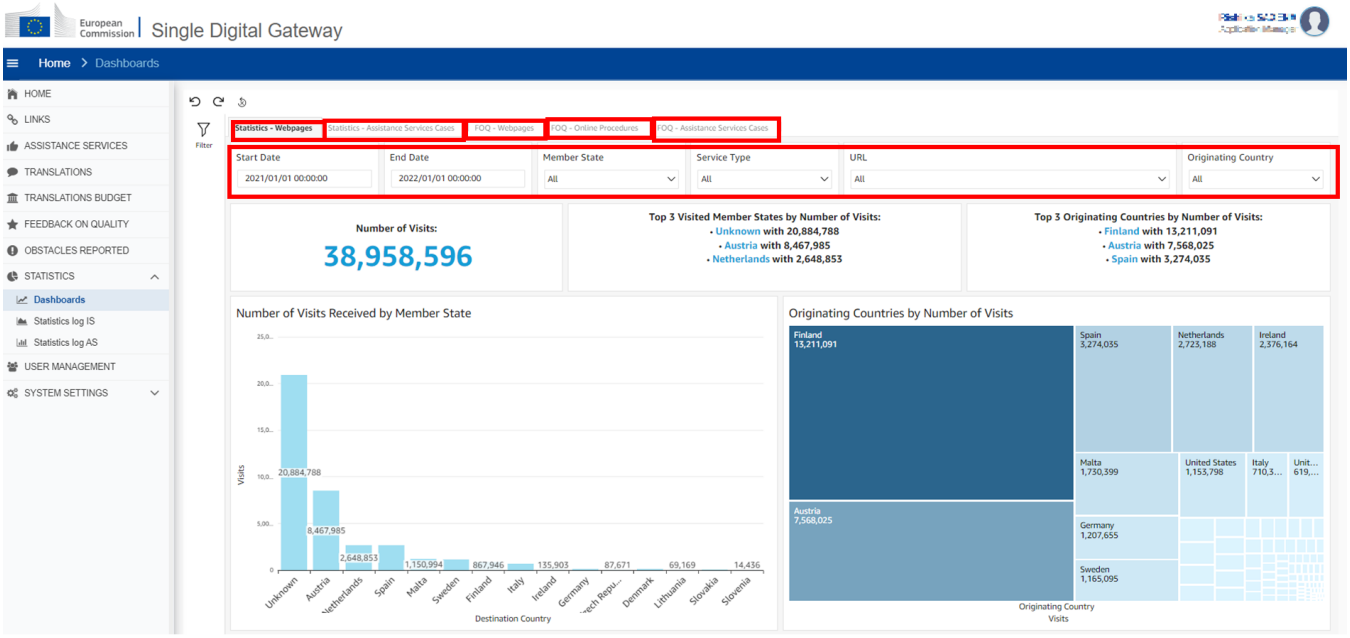


That action will expand more options, click on **Dashboards**.



How to navigate on Statistics Dashboard Module?

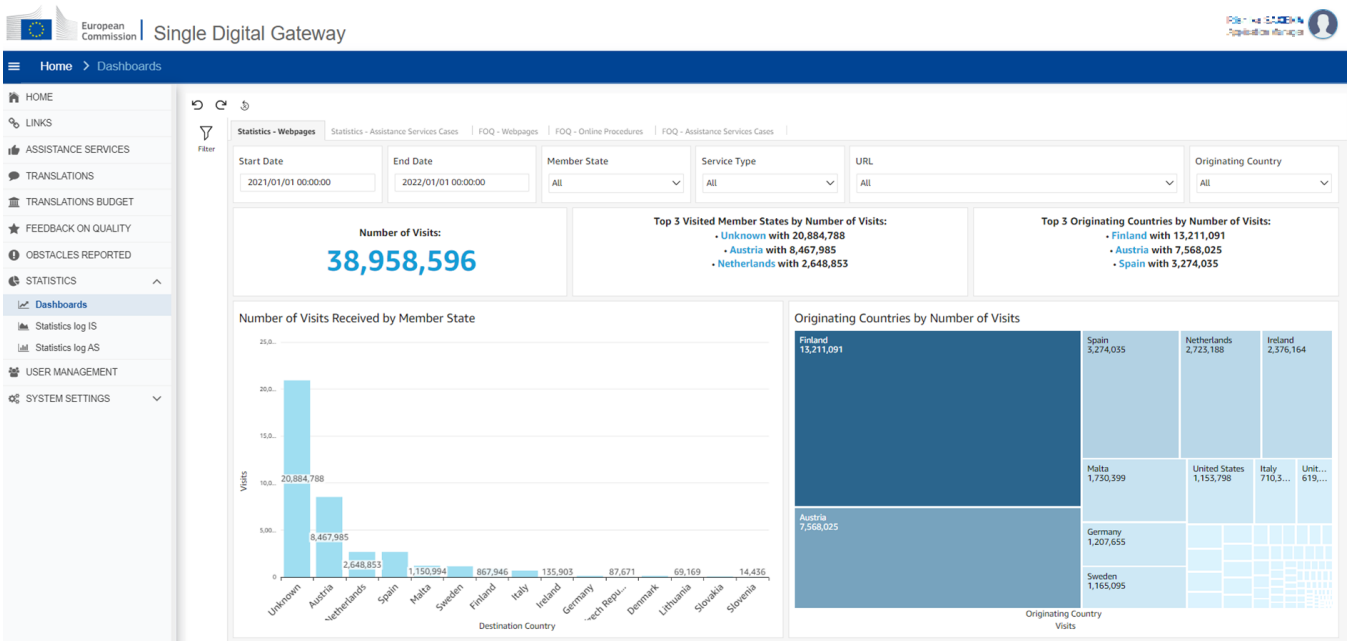
When you open the Statistics Dashboard you will have multiple charts and tabs that you can consult as well as some filters to drill down on the data available.



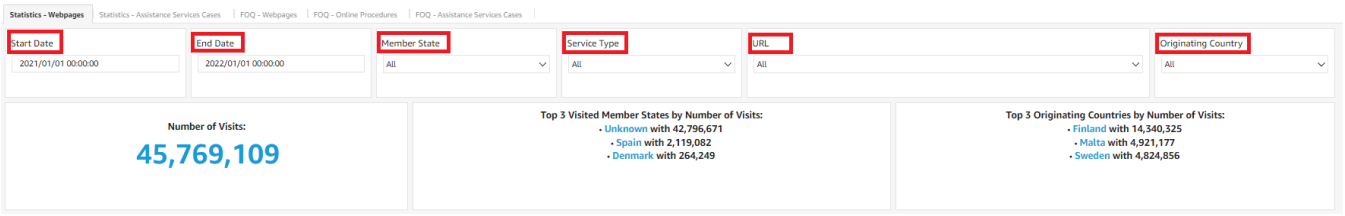
Statistics - Webpages

How to use the Filters

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

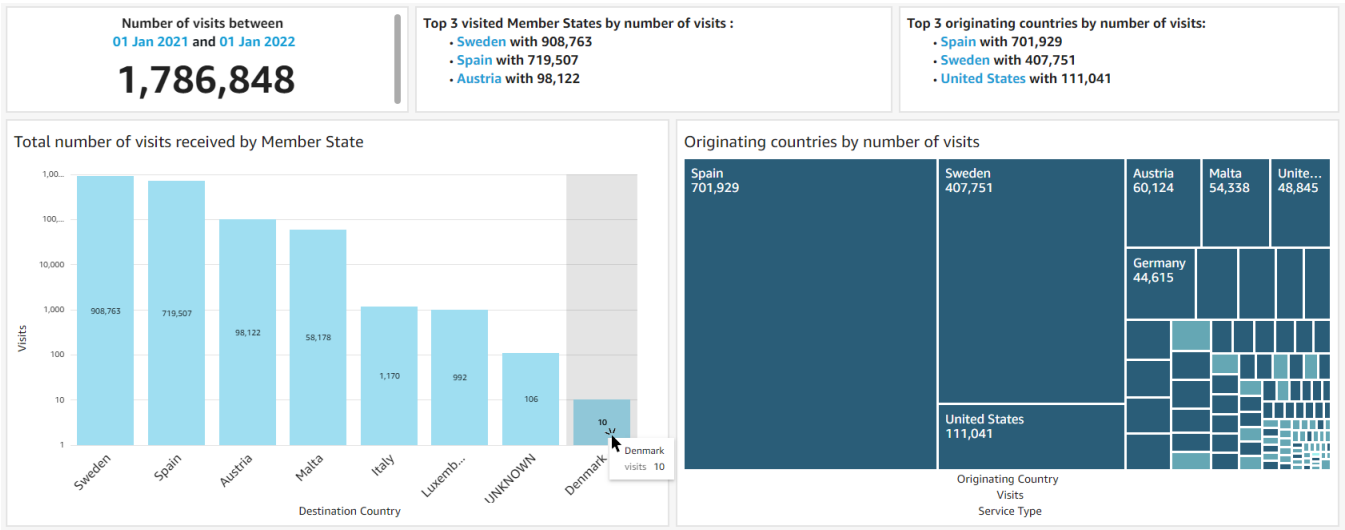


After that action you will be able to filter the data **Start Date**; **End Date**; **Member State**; **Service Type**; **URL** and **Originating Country**.



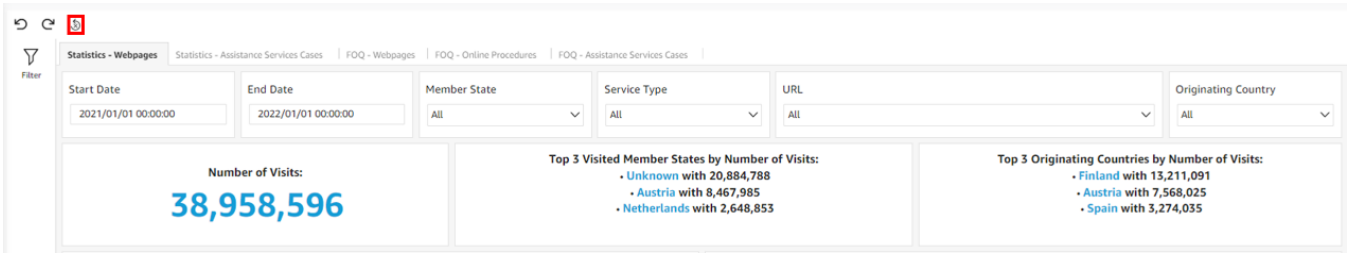
You can also drill down by just clicking on any chart for a desired value.

Before:



After:

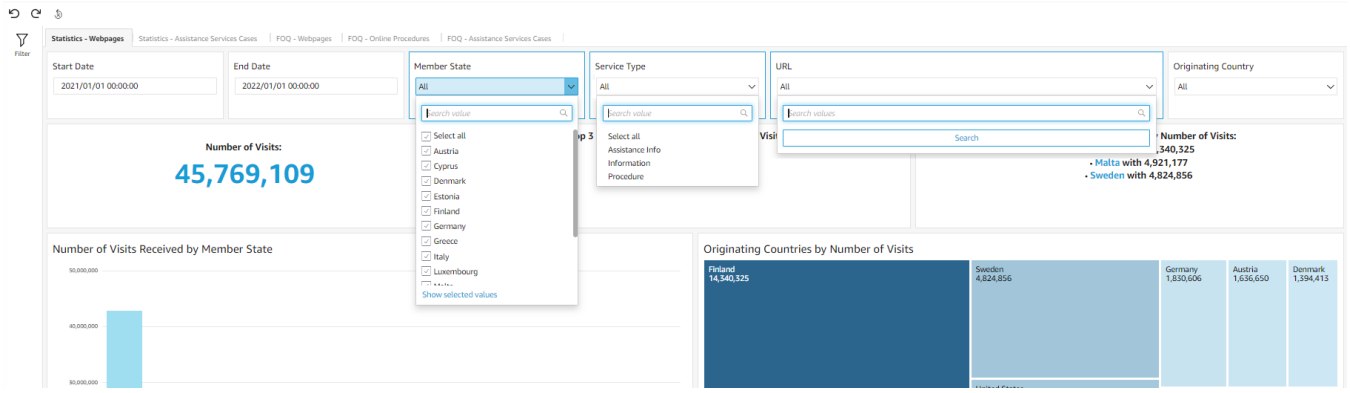
You can reset all filters you have added by clicking on the top left corner.



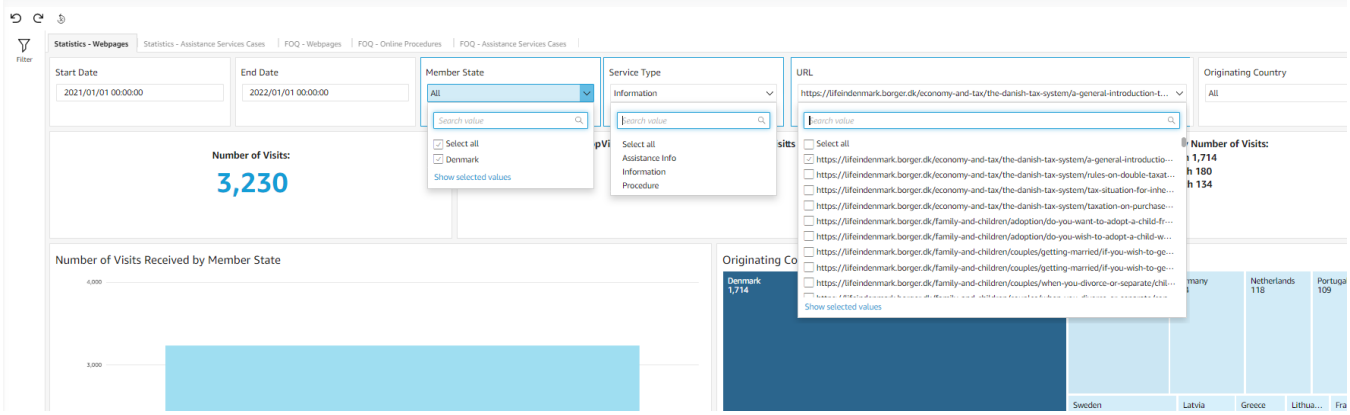
Cascading filters

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:



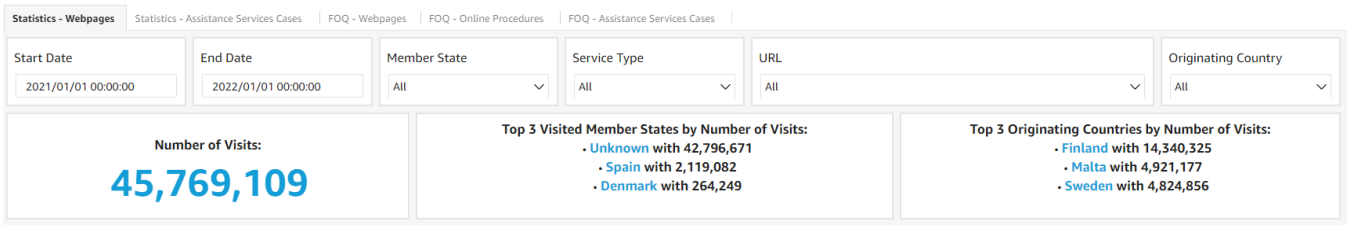
What can we consult in Statistics - Webpages tab?

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.

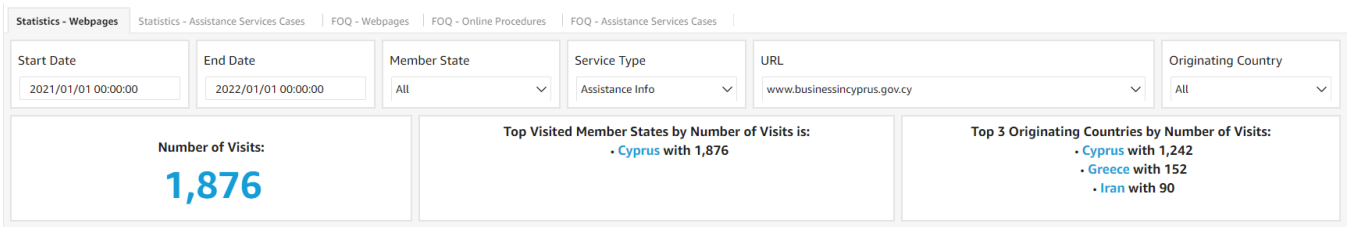
On the first block you have some cards with high level KPI's, namely, **Number of Visits between Start Date and End Date**, **Top 3 visited Member States by number of visits**, **Top 3 originating countries by number of visits**.

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

Without filters applied:

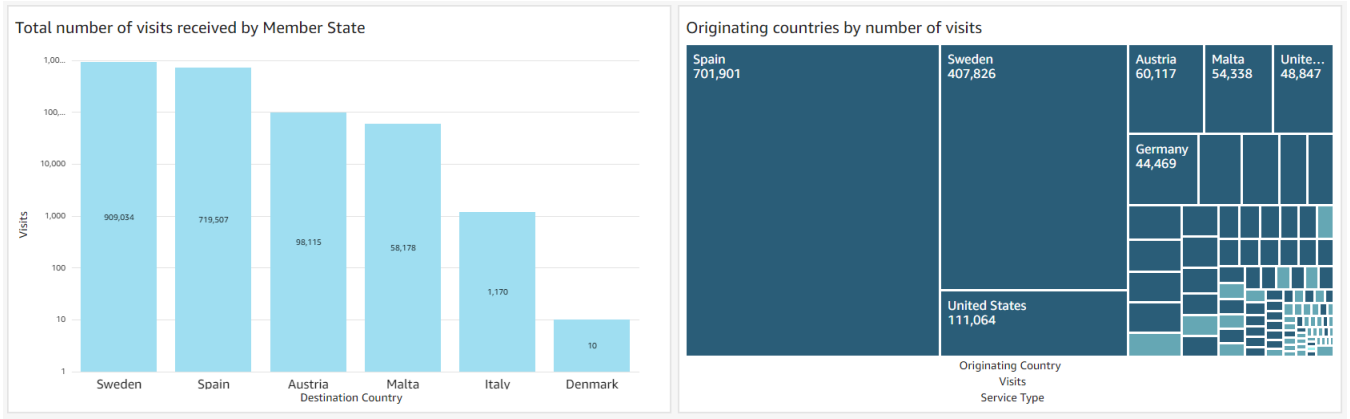


With filters applied:

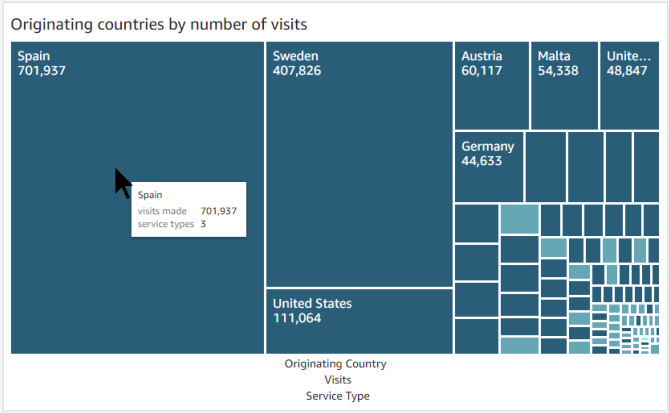


On the next block we have a bar chart with the **Total number of visits received by Member State** and tree map with **Originating countries by number of visits**.

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

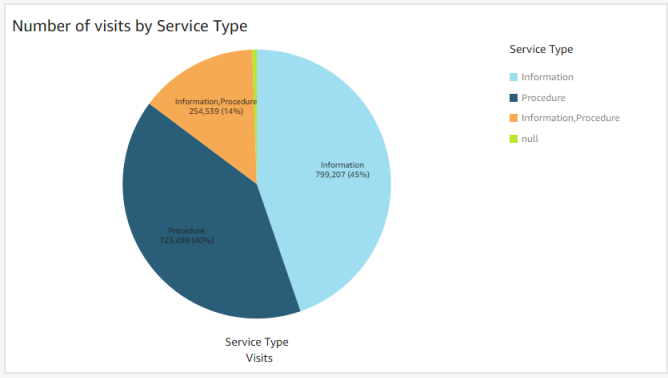


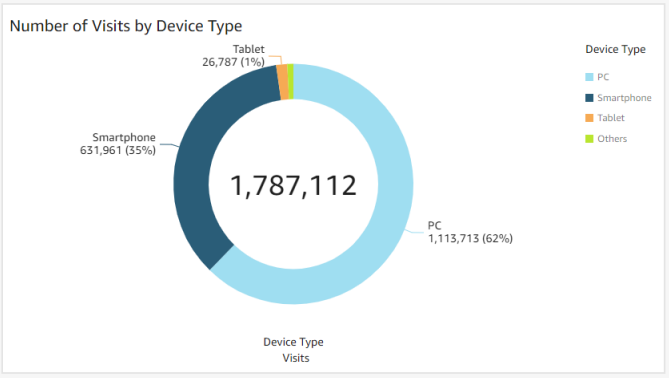
You can hover your cursor on top of the charts to get more details.



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

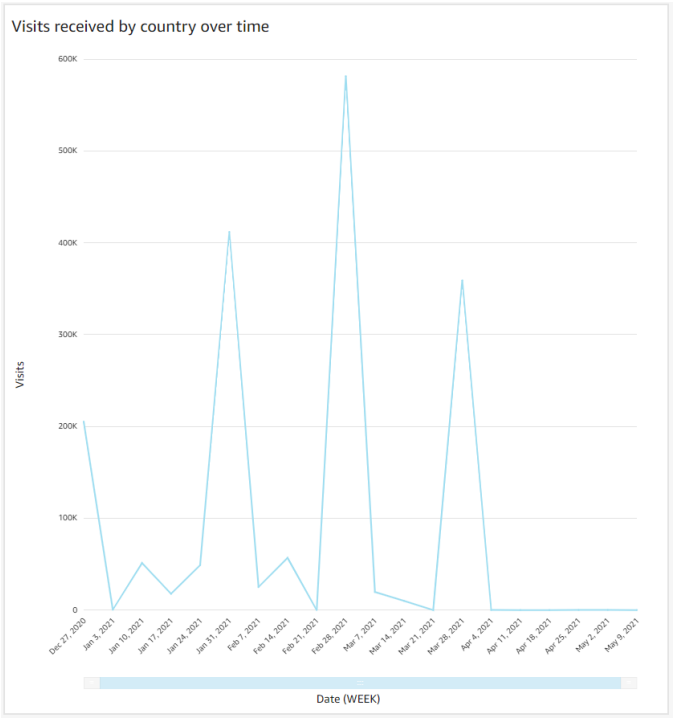
Once again you can you use all filter to display specific information and you can hover your cursor on top of the charts to get more details.

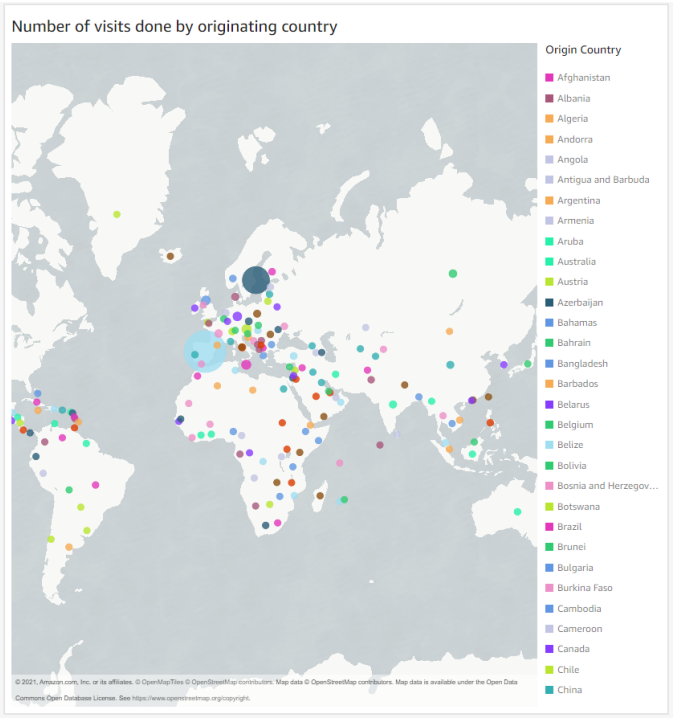




Finally the last block you have a line chart **Visits received by country over time** (if no country is selected on the filter it will show the overall evolution for all countries that have data) and a heat map with the **Number of visits done by originating country**.

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



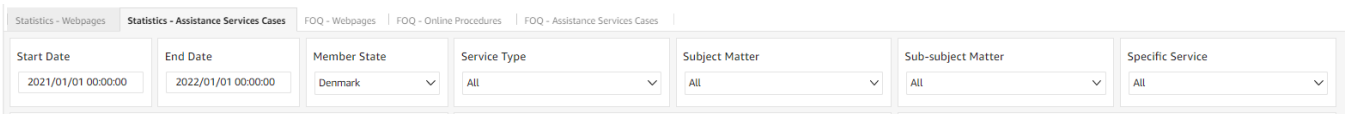


Statistics - Assistance Services Cases

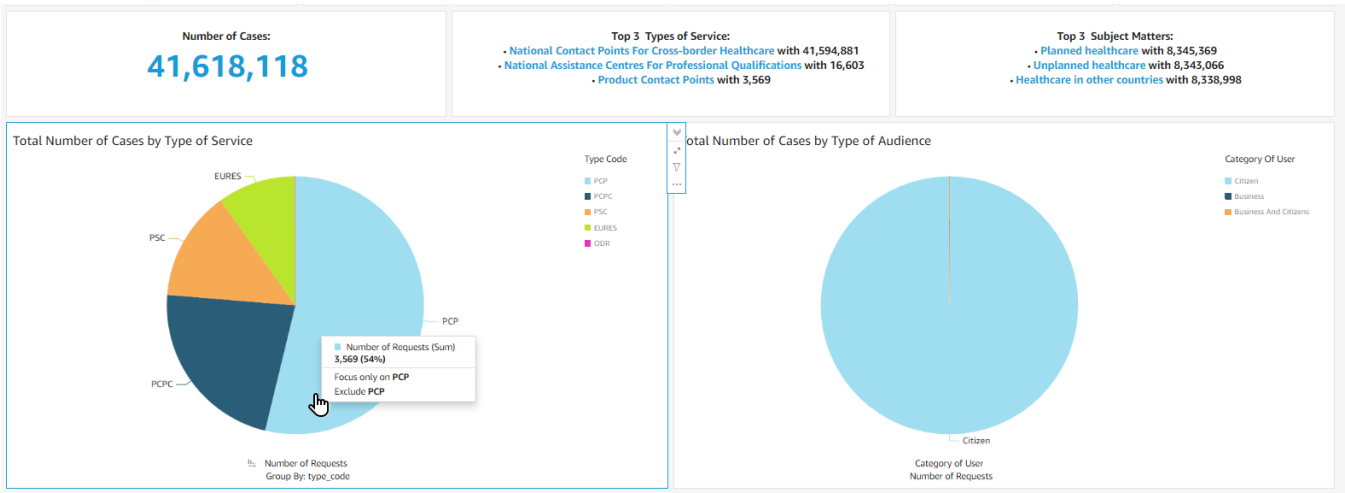
How to use the Filters

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**.



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

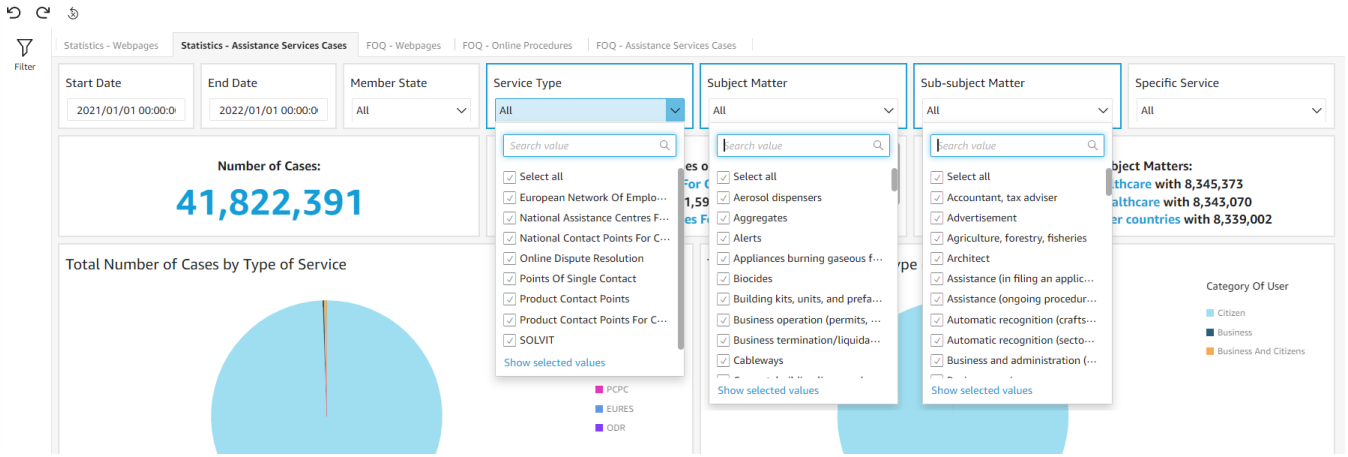


You can reset all filters you have added by clicking on the top left corner.

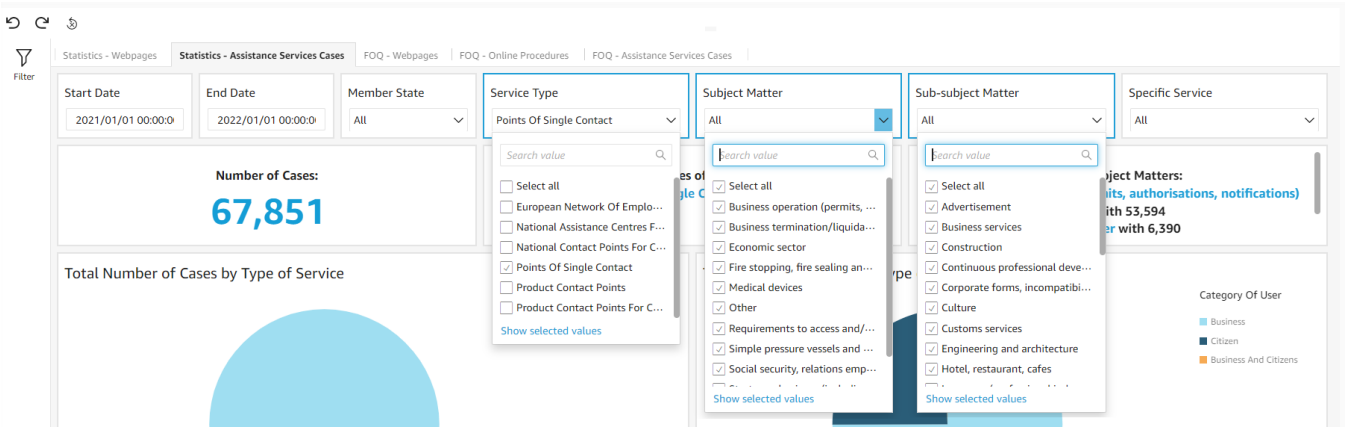
Cascading filters

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:



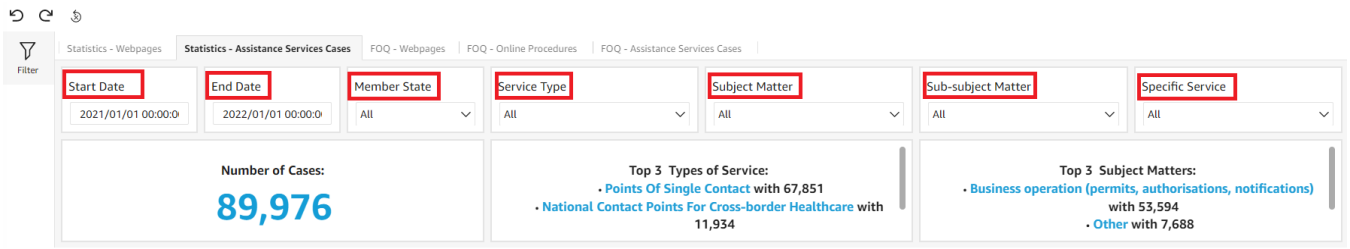
What can we consult in Statistics - Assistance services cases tab?

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.

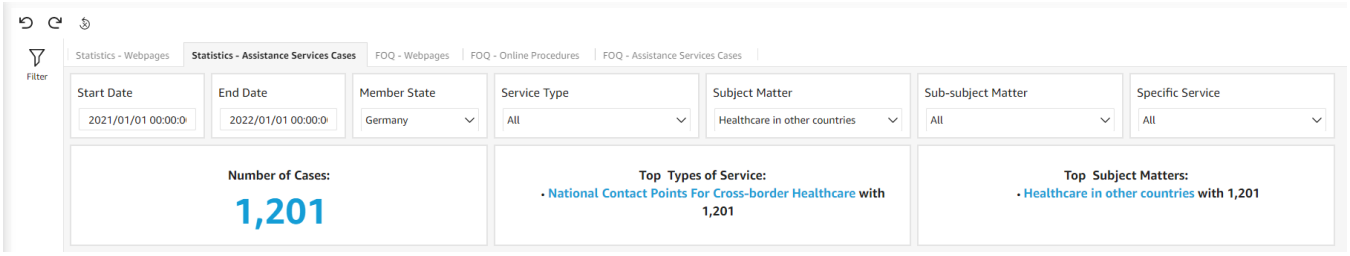
On the first block you have some cards with high level KPI's, namely, **Number of Cases of Assistance Service between Start Date and End Date**, **Top 3 Types of Service, Top 3 Subject matters.**

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:

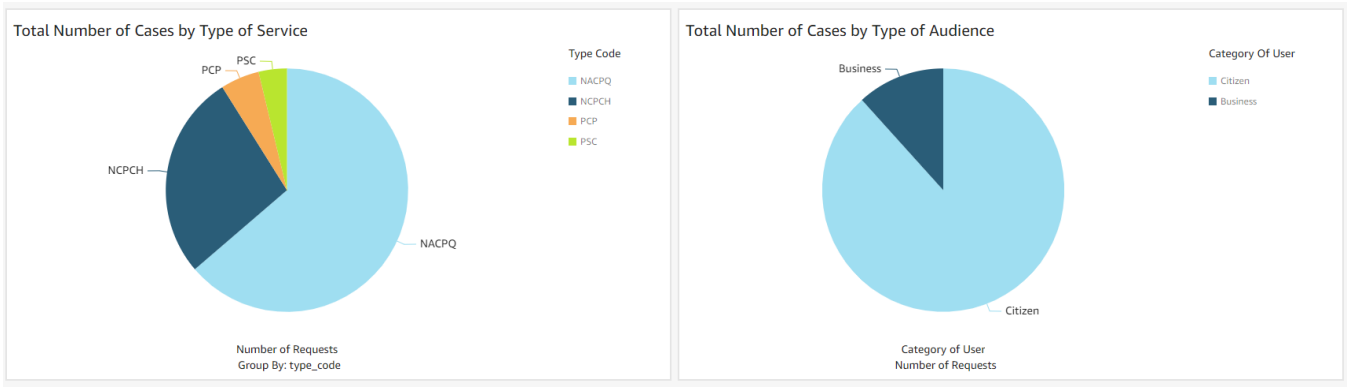


With Filters Applied:

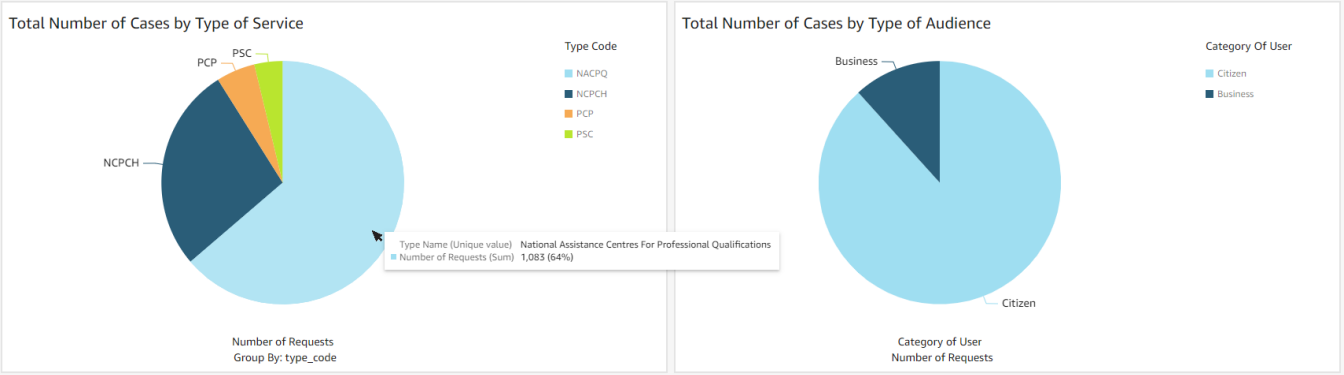


On the next block we have a pie chart with **Total number of Cases by Type of Service** and a pie chart for **Total Number of cases by Type of audience.**

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

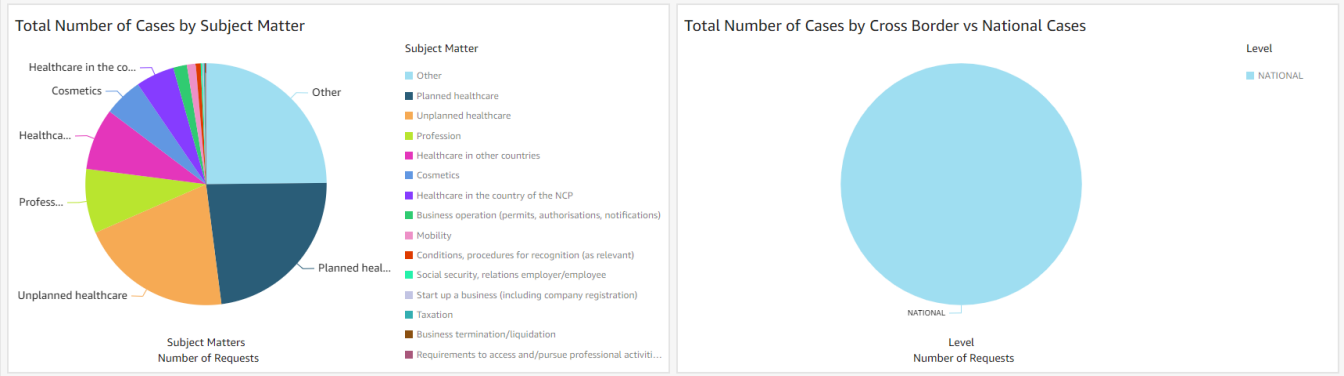


You can hover your cursor on top of the charts to get more details.



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

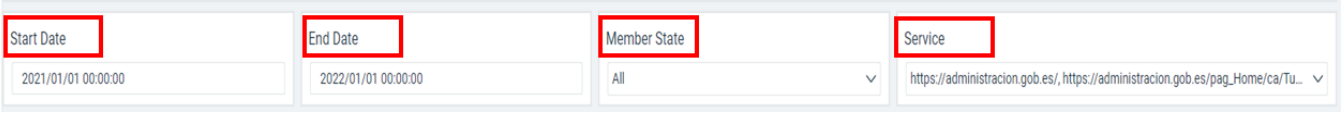


You can also use filters to focus on the information displayed and you can also hover your cursor for more details.

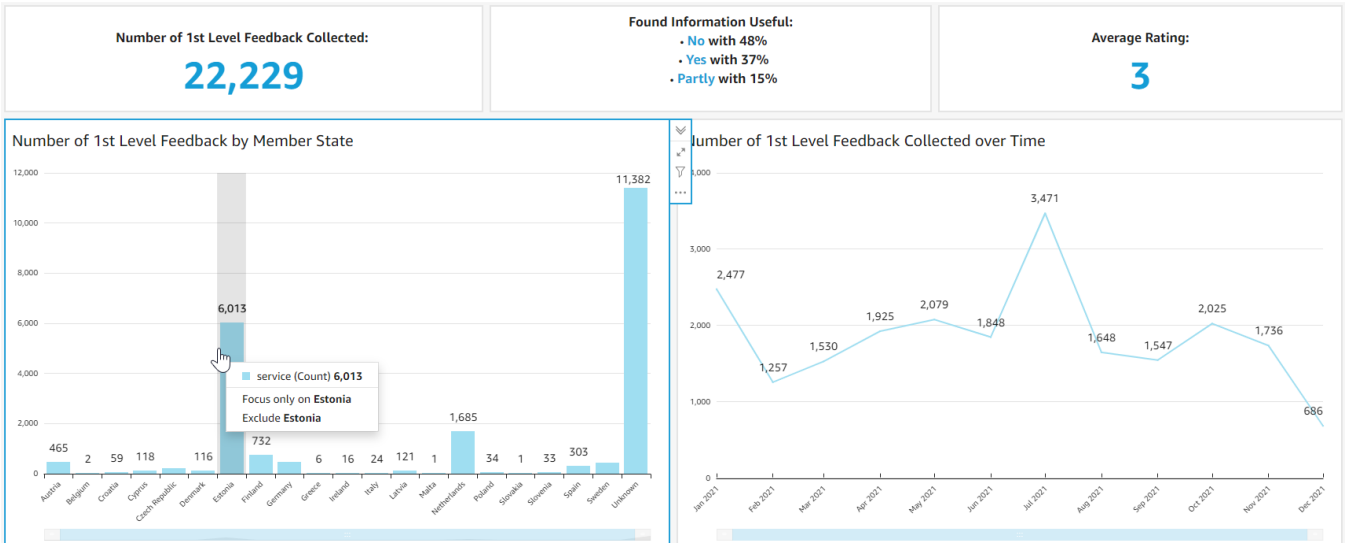
FOQ - Webpages

How to use the Filters

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

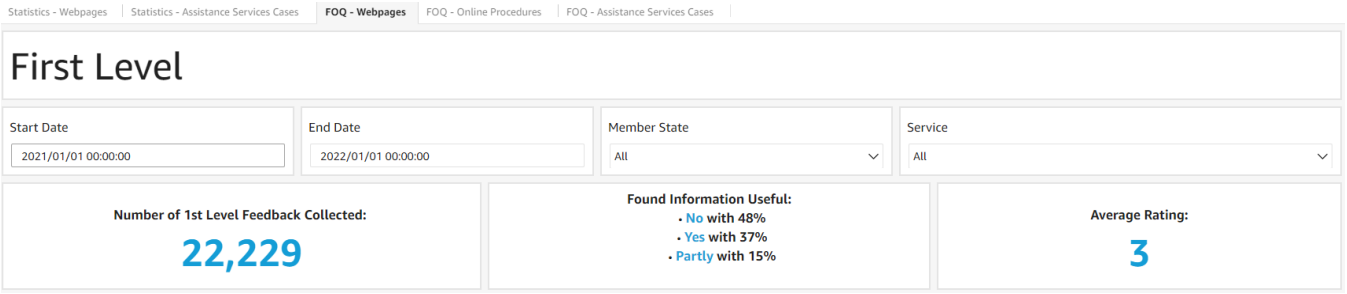


You can also drill down in a particular chart by just clicking on it to focus (or exclude) in a desired value.

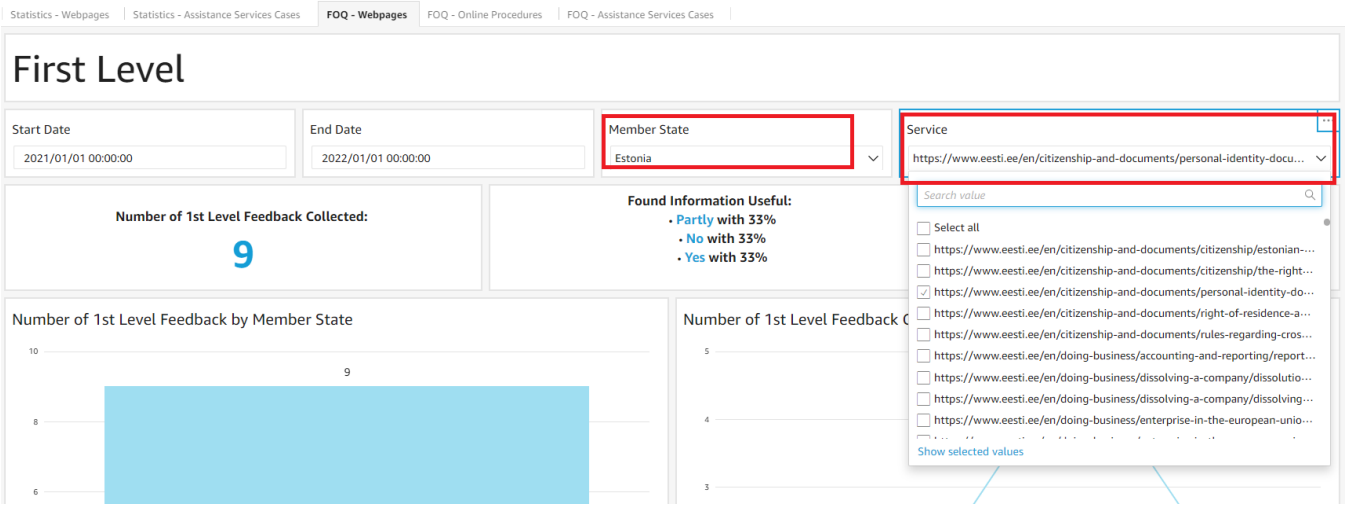


First Level

Before:

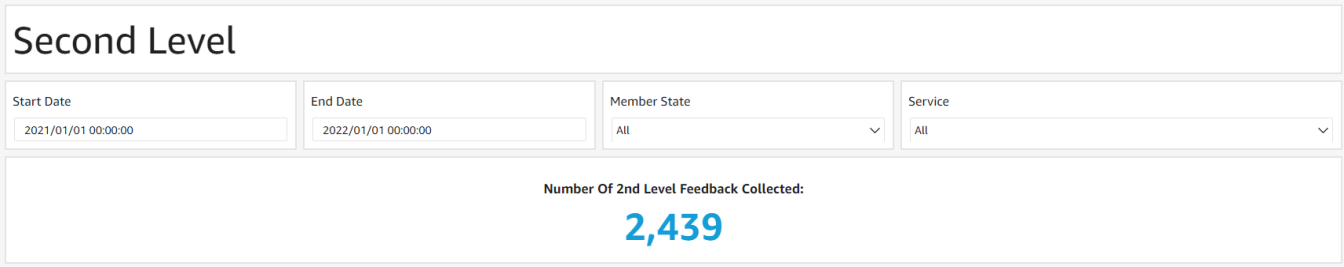


After:

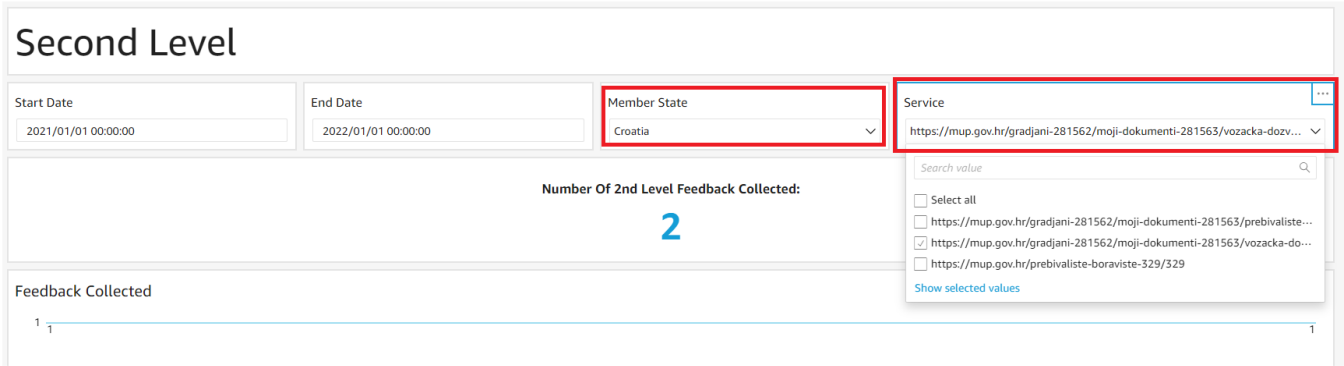


Second Level

Before:



After:



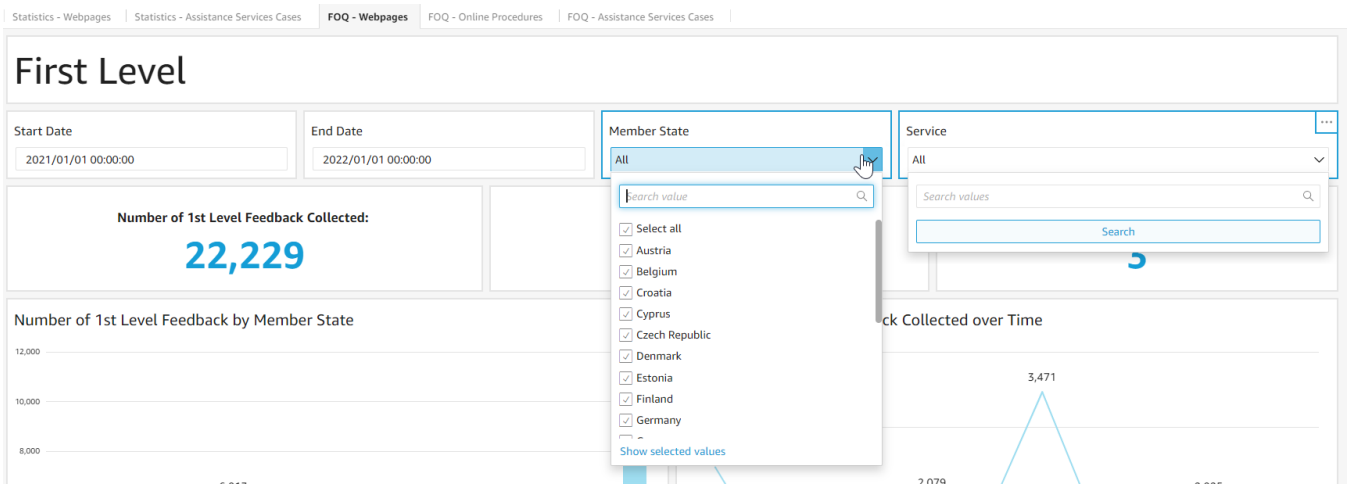
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

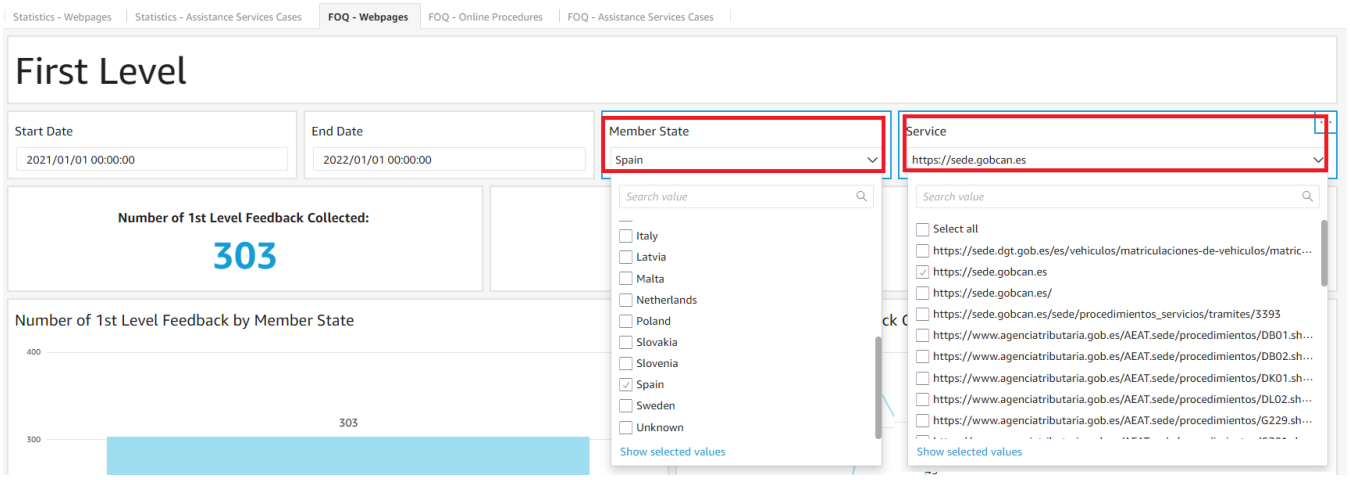
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

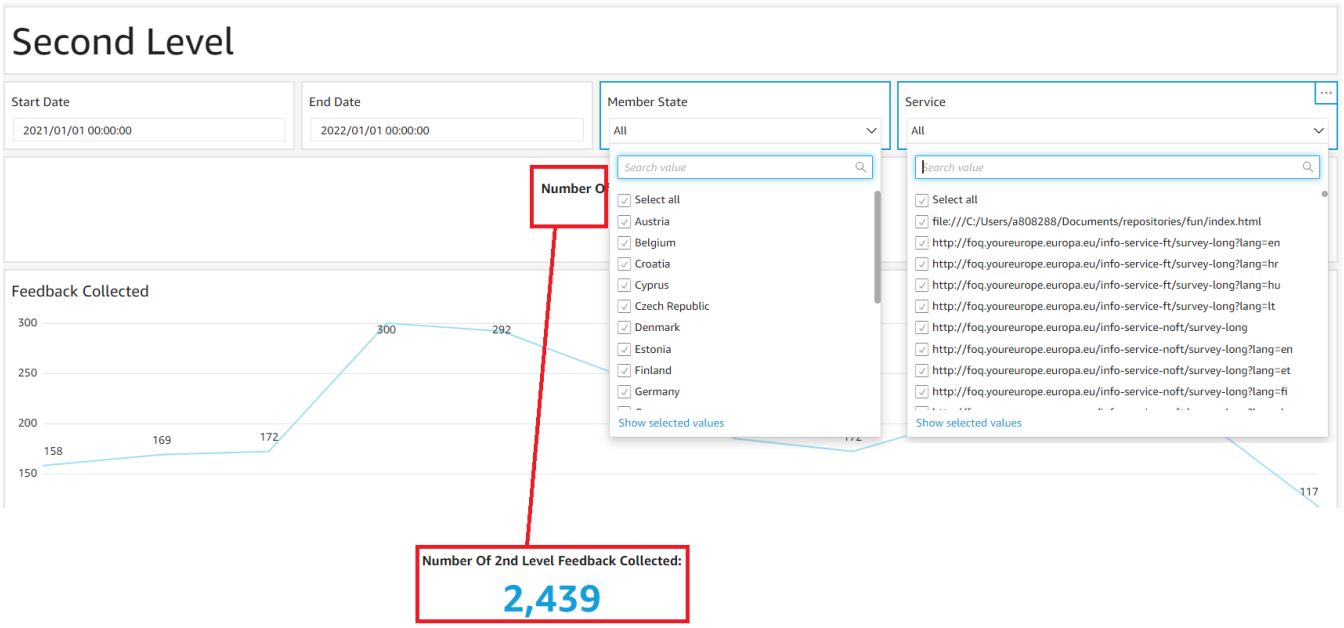


After:

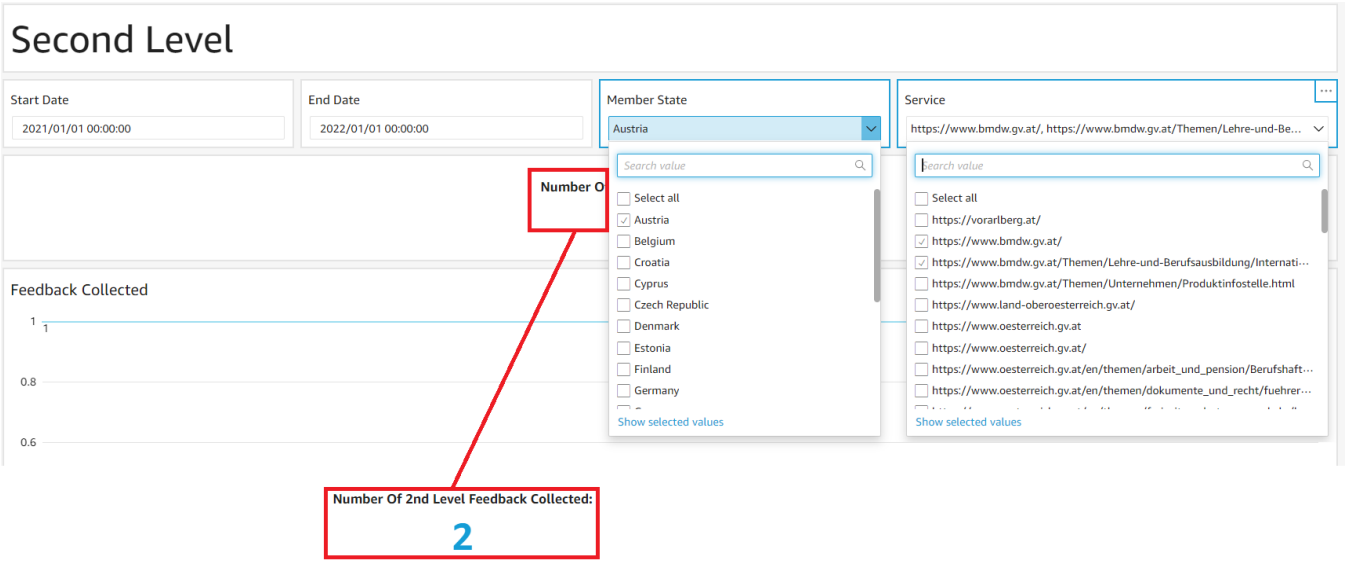


Second Level

Before:



After:



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

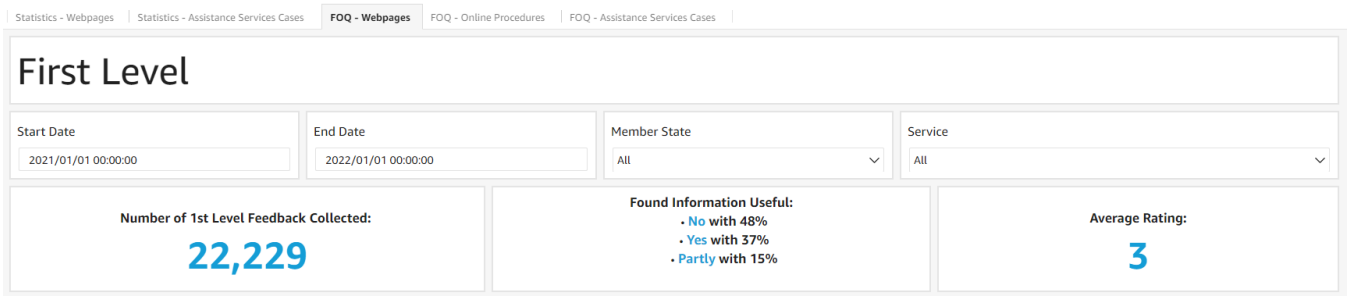
You have multiple visuals where you can check the **Feedback on Quality** for **Webpages** by Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level survey and the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

First Level

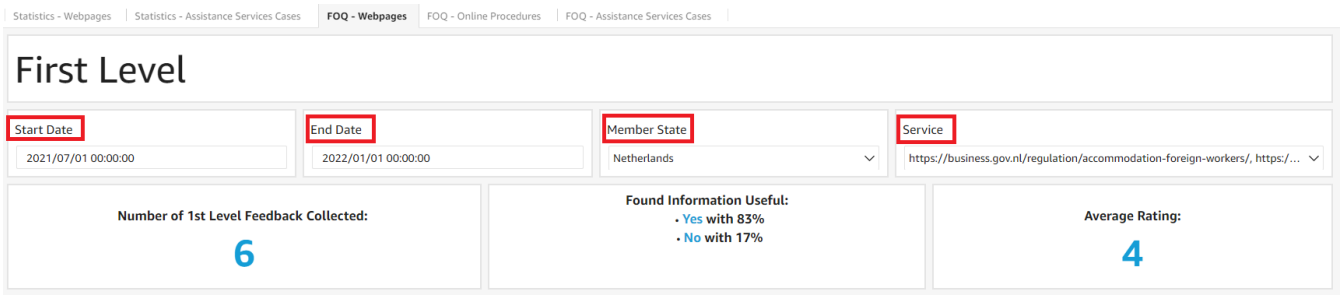
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected**, **Found Information Useful, Average Rating.**

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

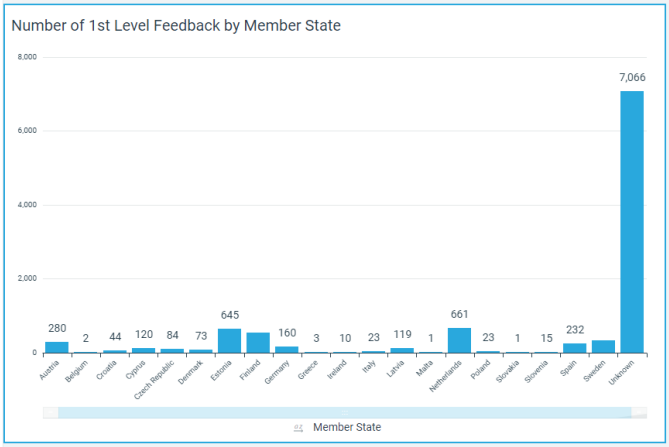
Without filters applied:

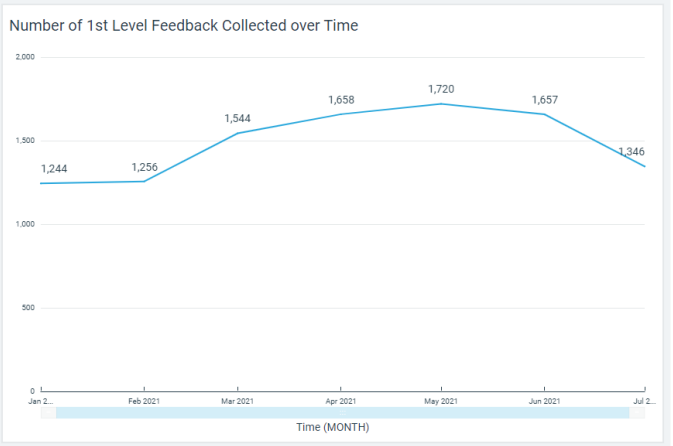


With Filters applied:

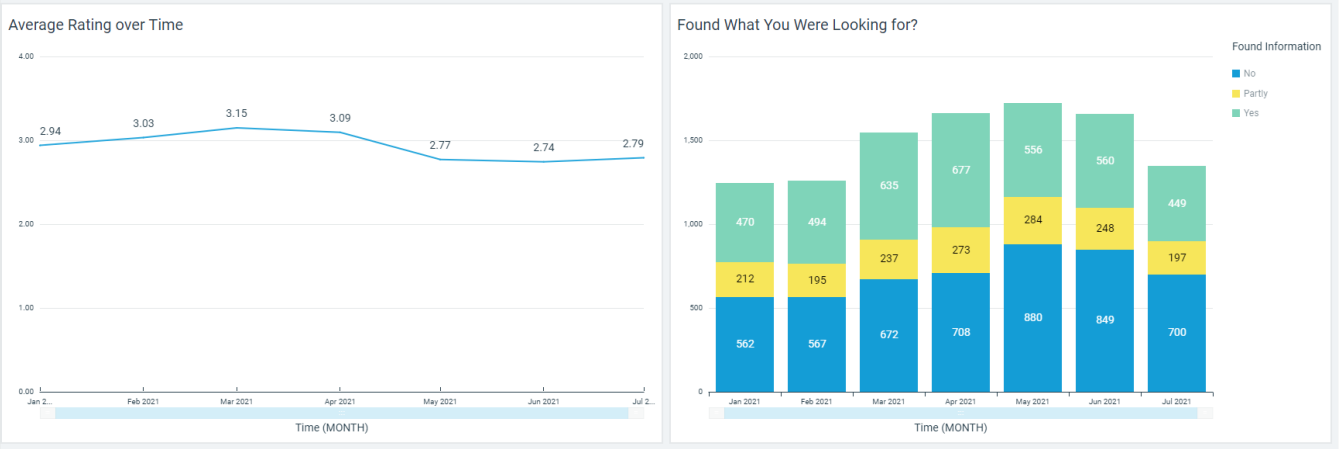


On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback collected over time**





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.

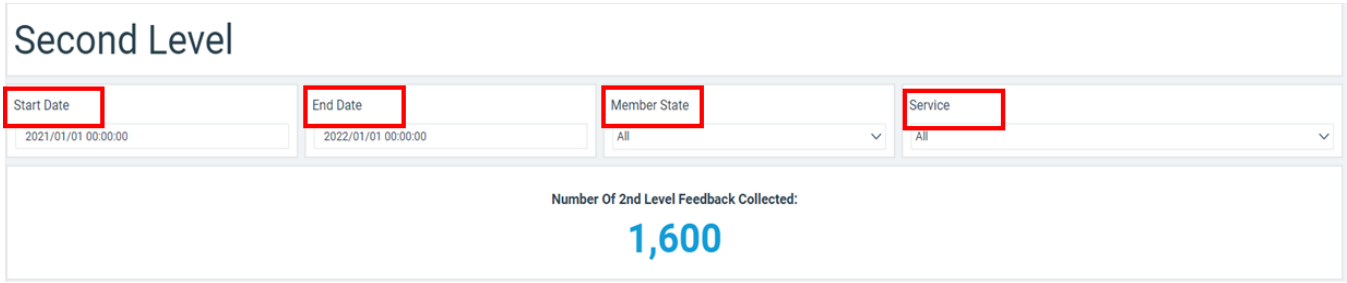


Again here you can also use filters to drill down the data.

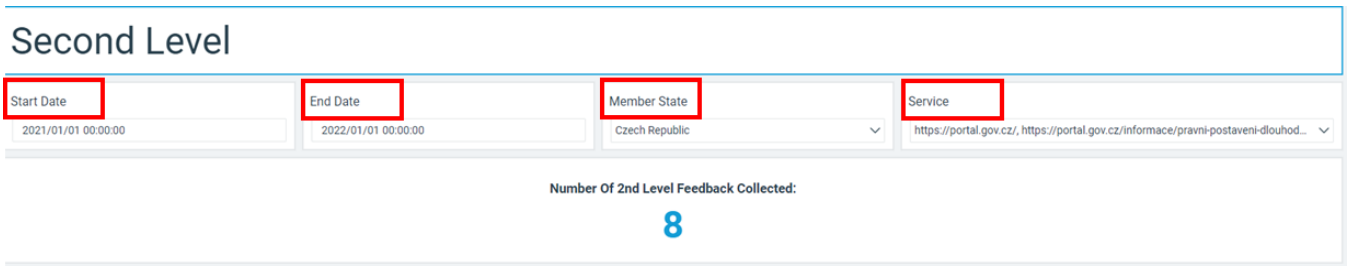
Second Level

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

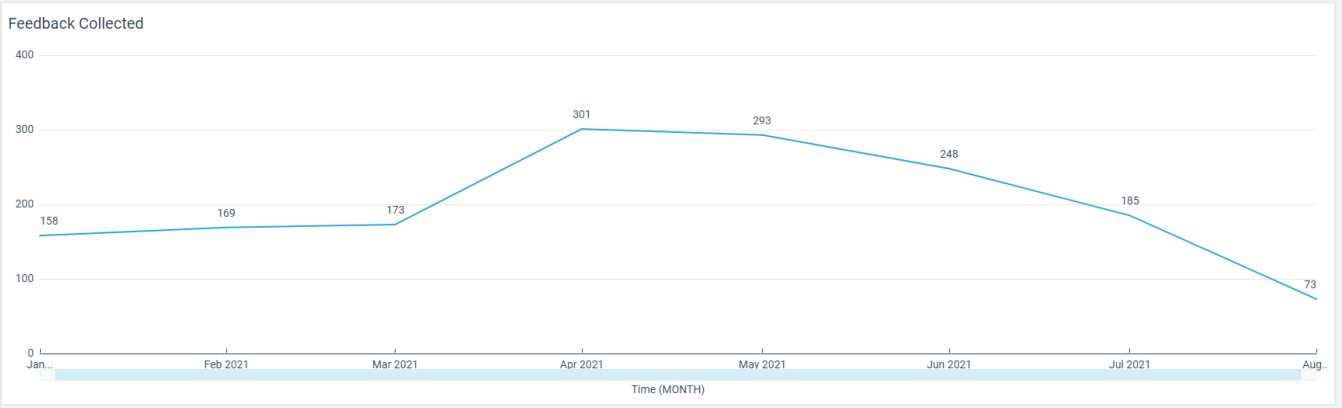
Without Filter:



With Filters:



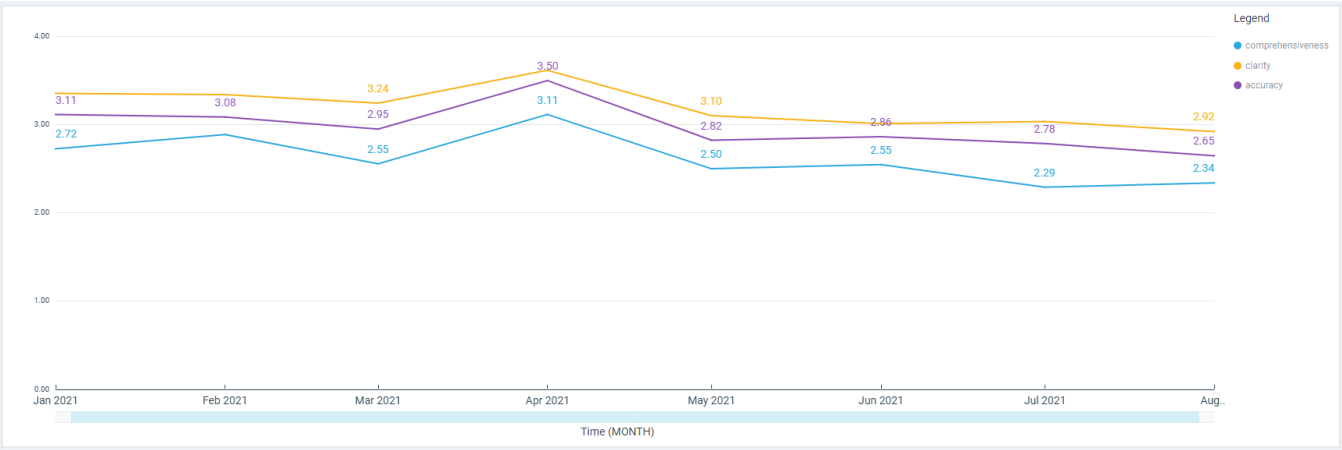
On the next block we have a line chart with the **Feedback Collected** over time.



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

Average Rating for Information Accuracy:	Average Rating for Information Clarity:	Average Rating for Information Comprehensiveness:
3	3	3

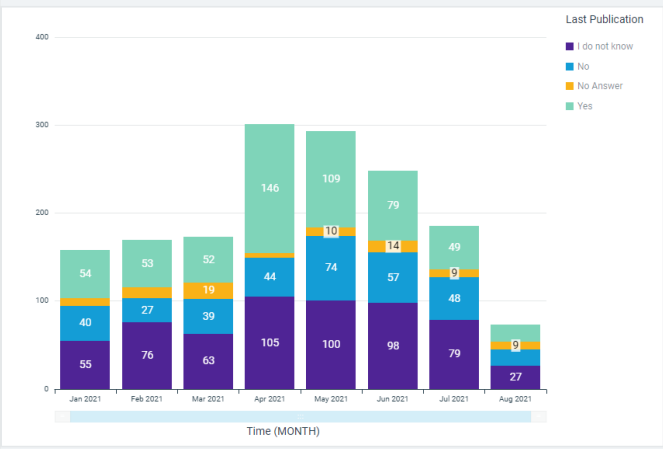
On the next block we have the trendline for the **Comprehensiveness, Clarity, Accuracy** over time with the legend on the top right corner.

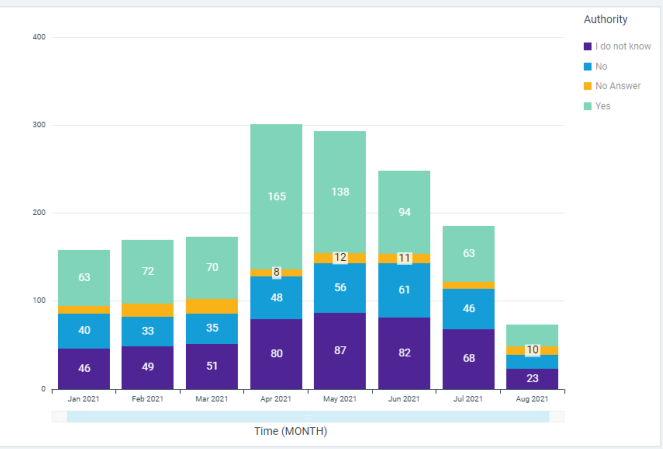


In the next block you have the card view for the **Date of Last Publication** and **Name of Authority Responsible.**

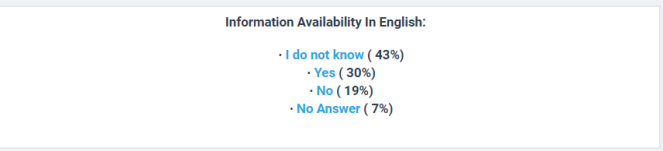
Date of Last Publication:	Name of Authority Responsible:
· I do not know (38%) · Yes (35%) · No (22%) · No Answer (6%)	· Yes (43%) · I do not know (30%) · No (21%) · No Answer (6%)

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.

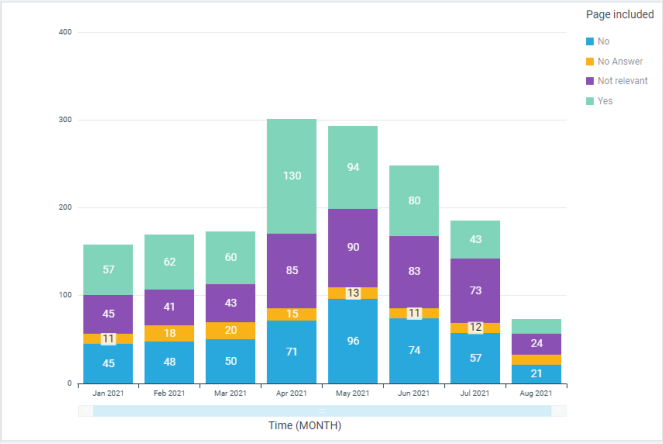


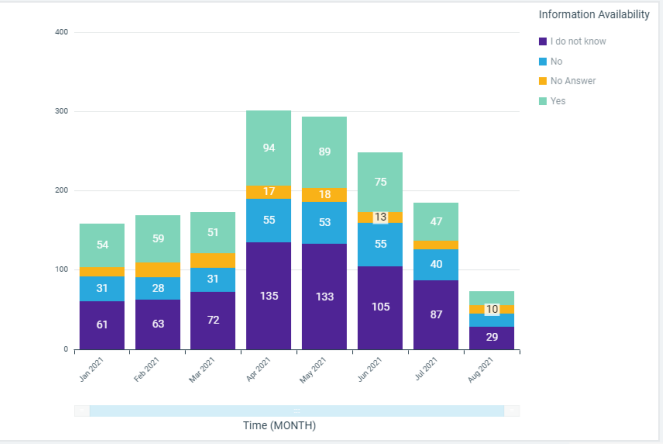


In the next block you have the cards for **Page Included Reference** and **Information Availability in English.** Here you have an additional option '**No Answer**' for the questions which are not answered by the users.



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.



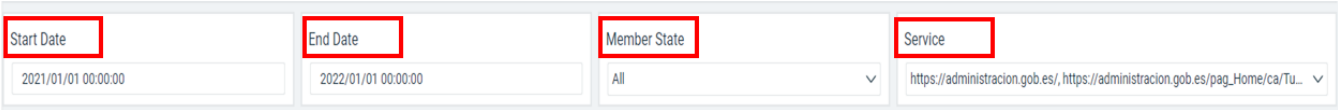


Here also you can use filters to drill down the data.

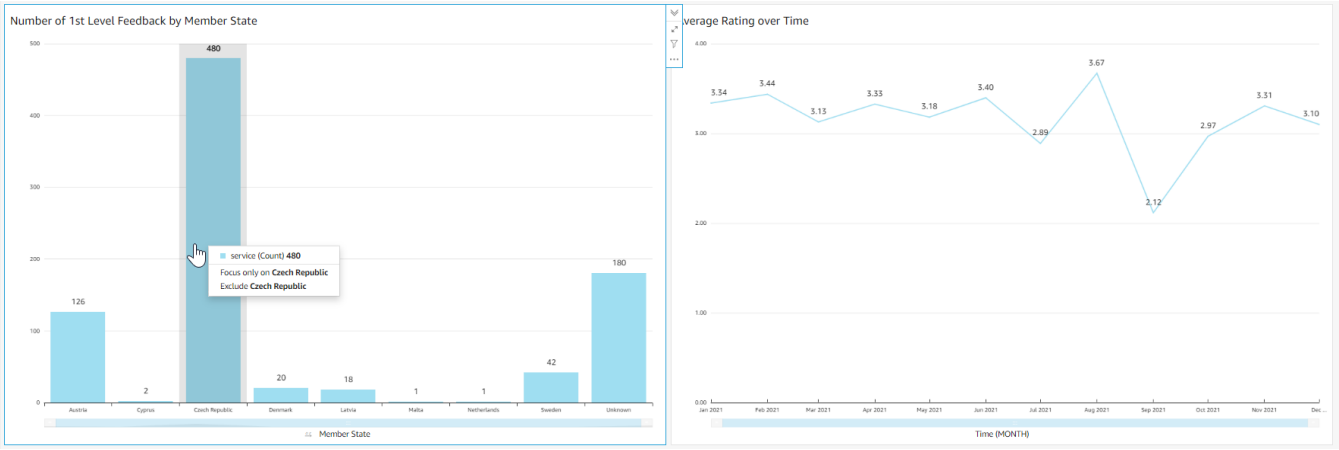
FOQ - Online Procedures

How to use the Filters

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

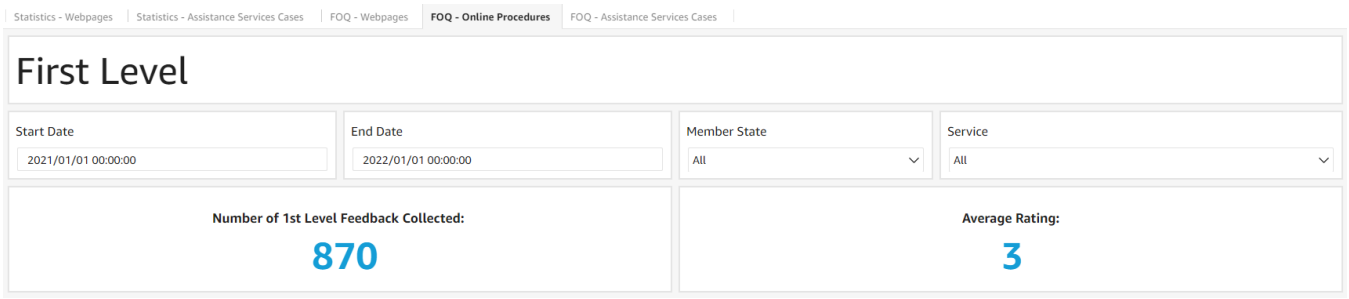


You can also drill down by just clicking on any chart for a desired value.

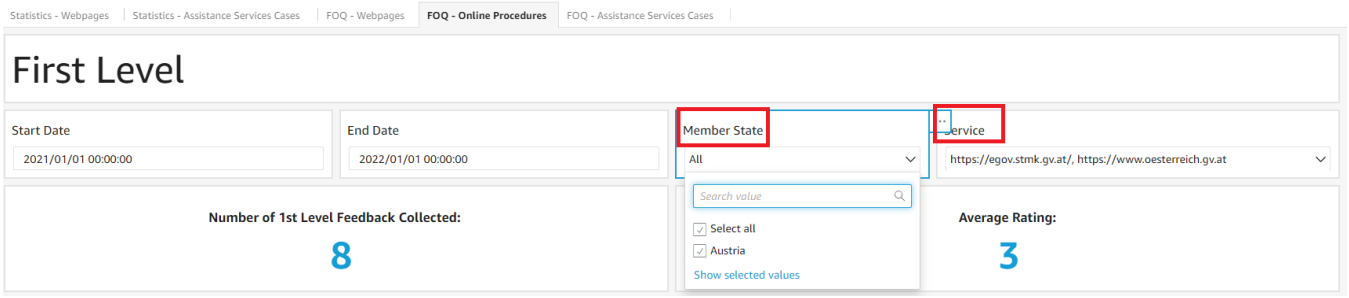


First Level

Before:

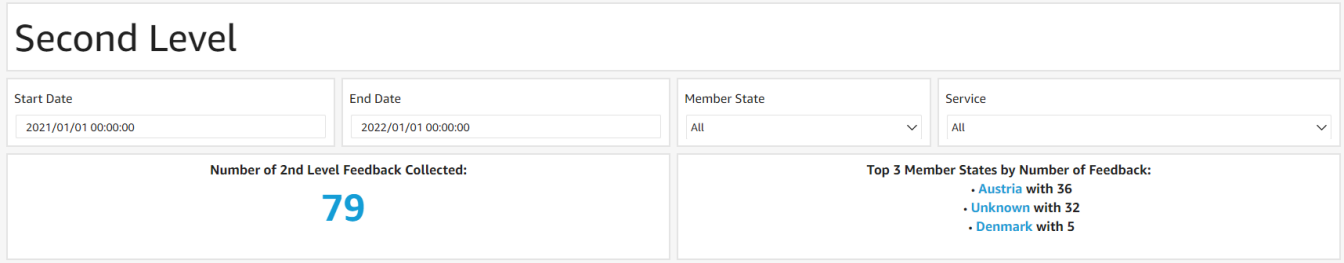


After:

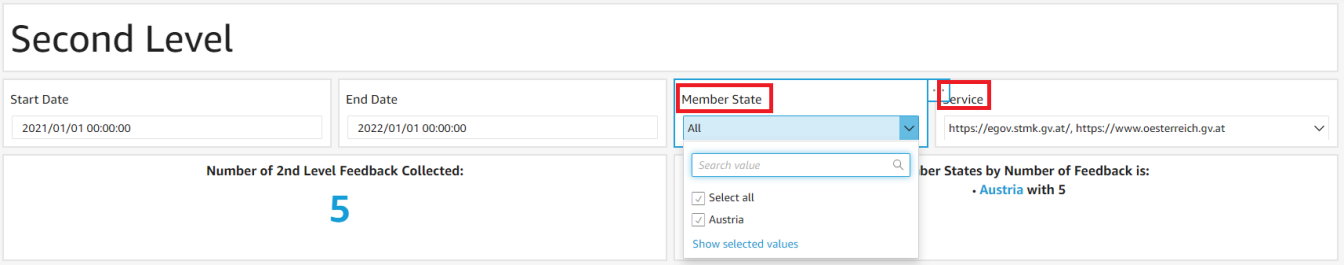


Second Level

Before:



After:



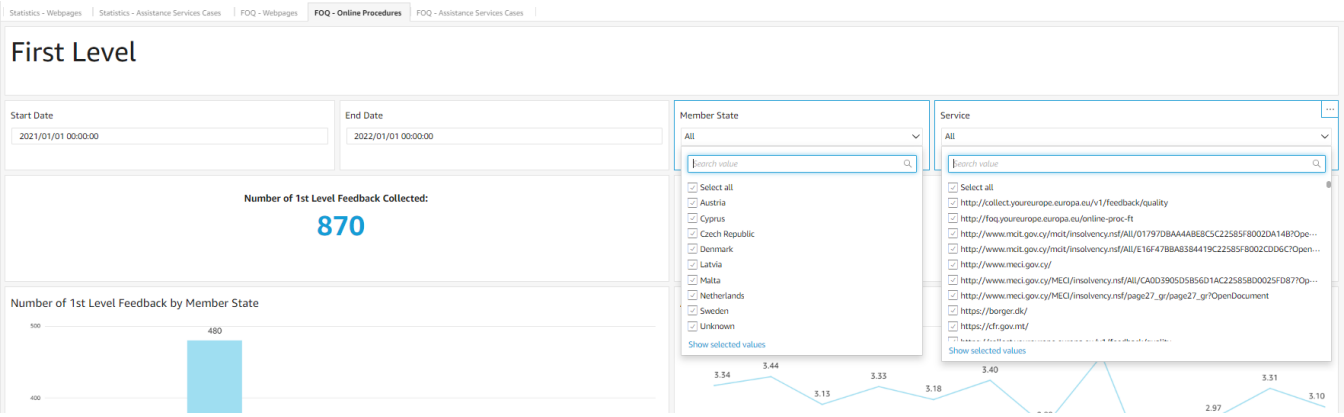
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

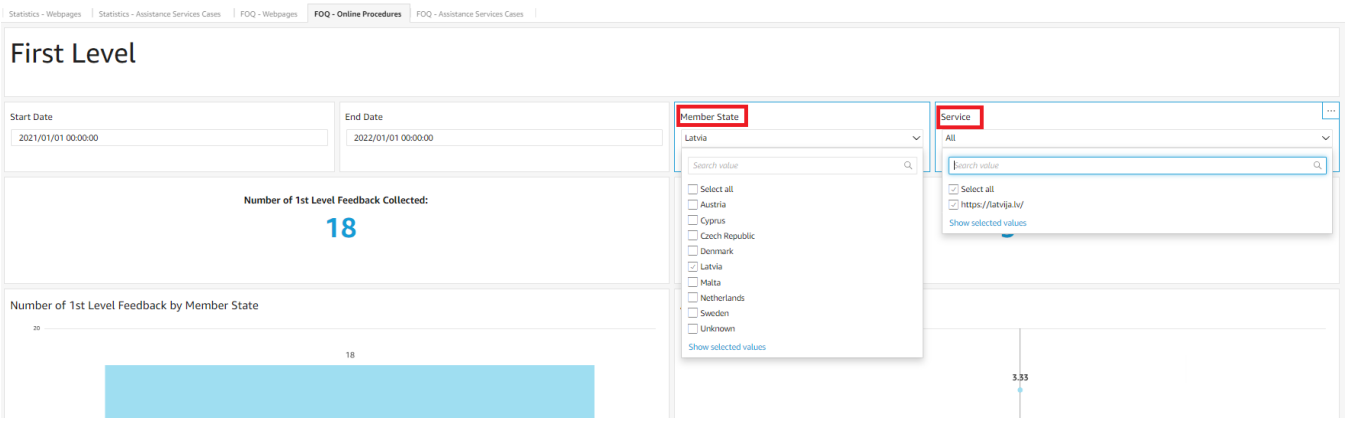
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

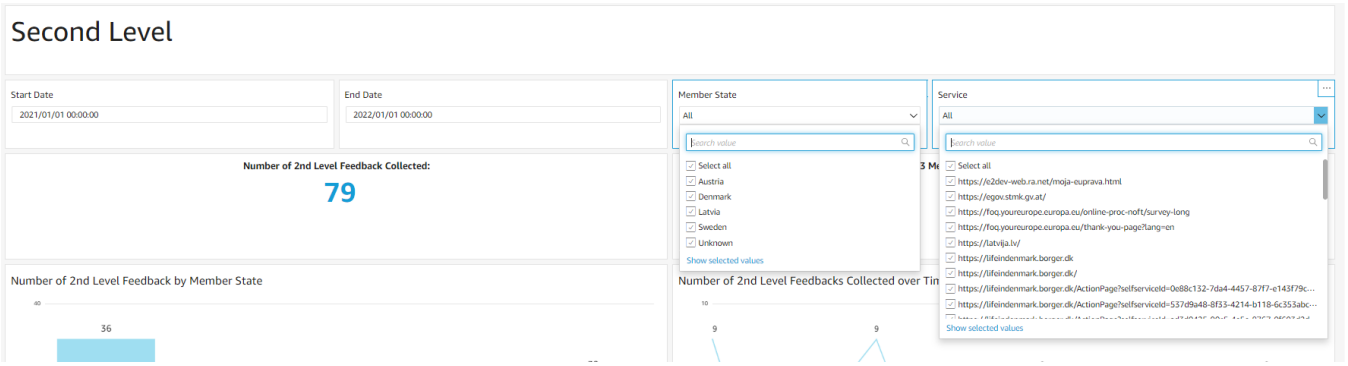


After:

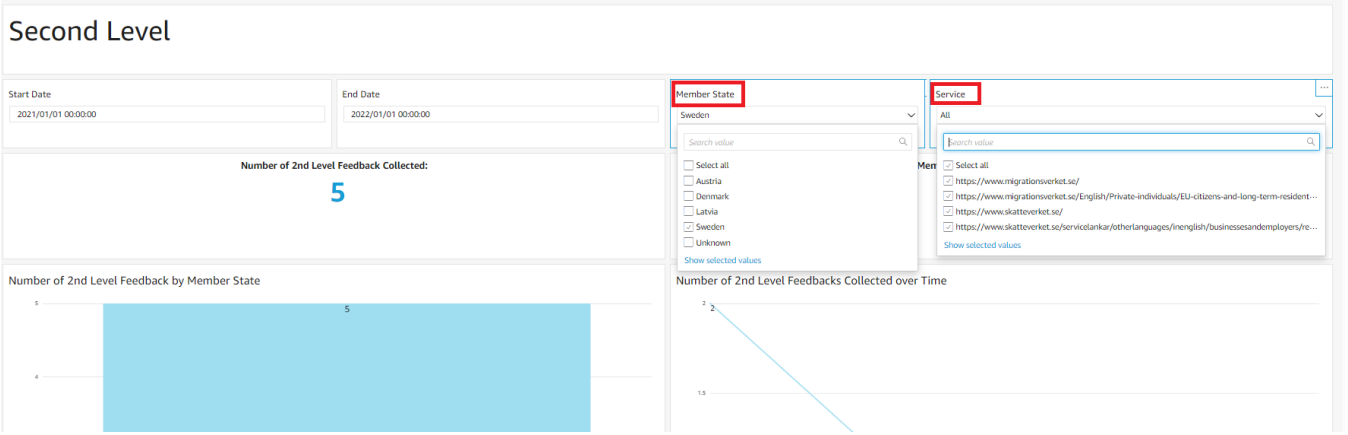


Second Level

Before:



After:

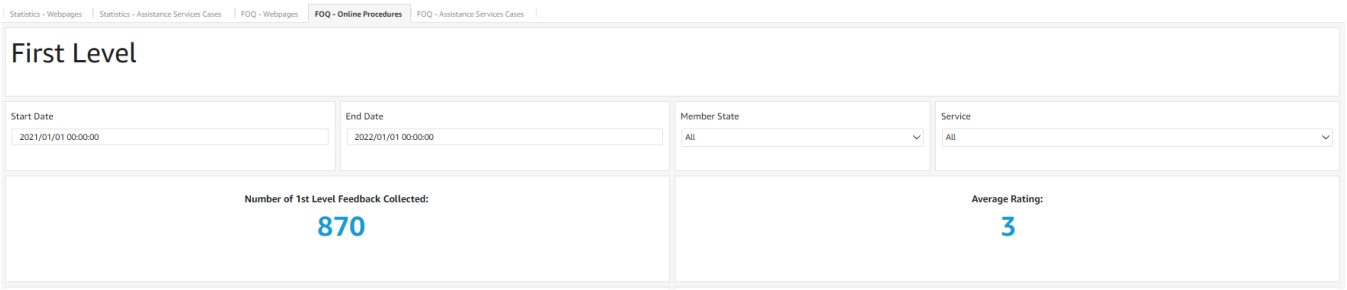


What can we consult in Feedback on Quality - Online Procedures tab?

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.

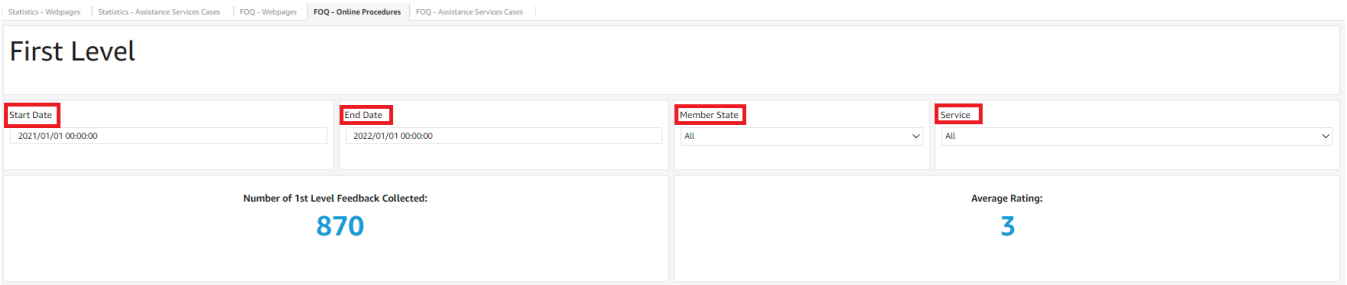
First Level

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

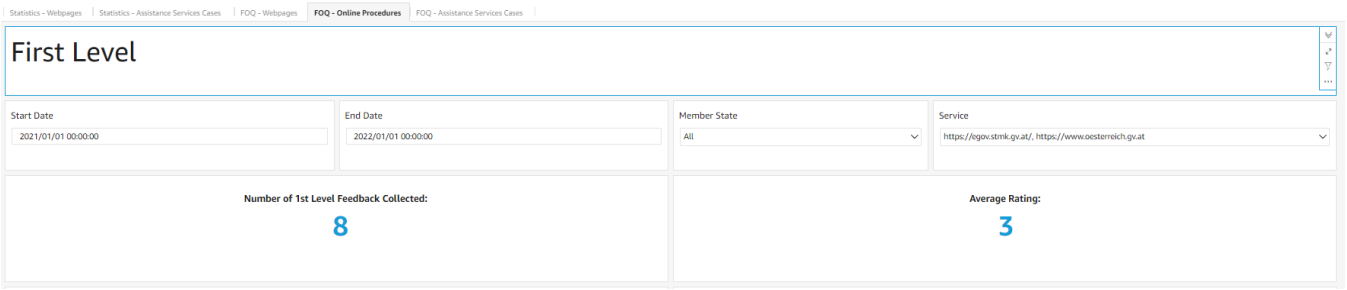


You can use the filters here to drill down the data per Member State, use other date interval, service etc.

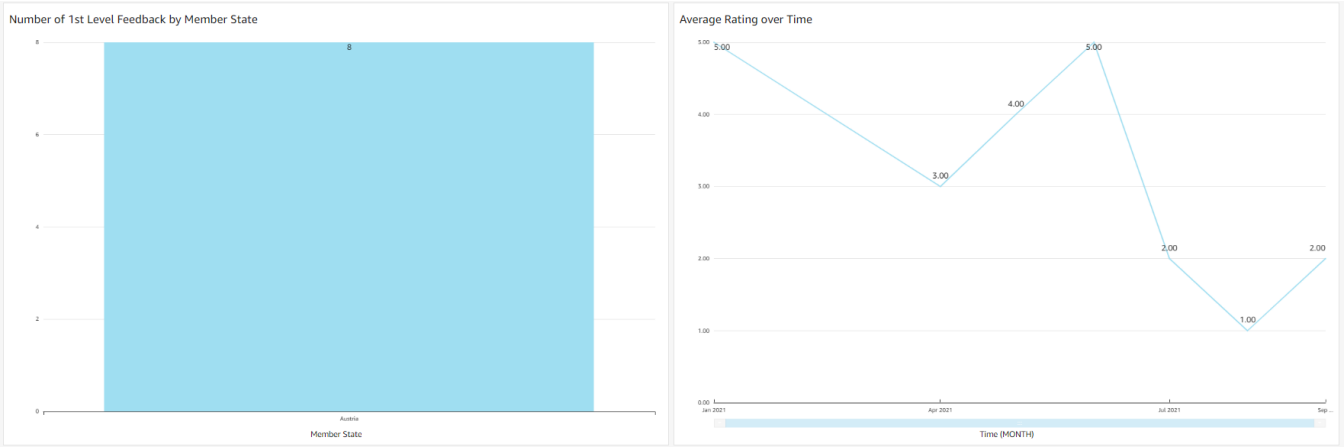
Without filters applied:



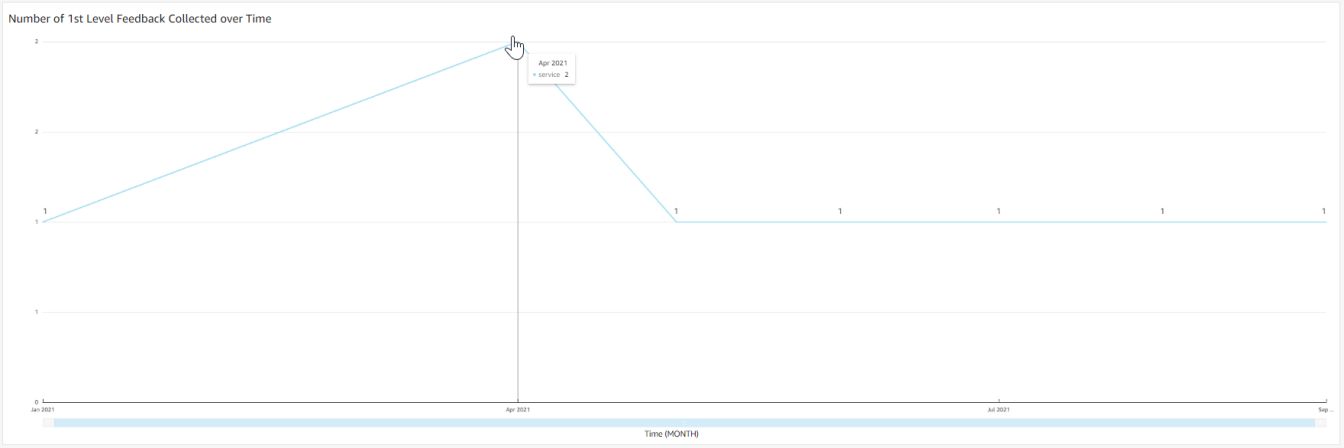
With Filters applied:



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.



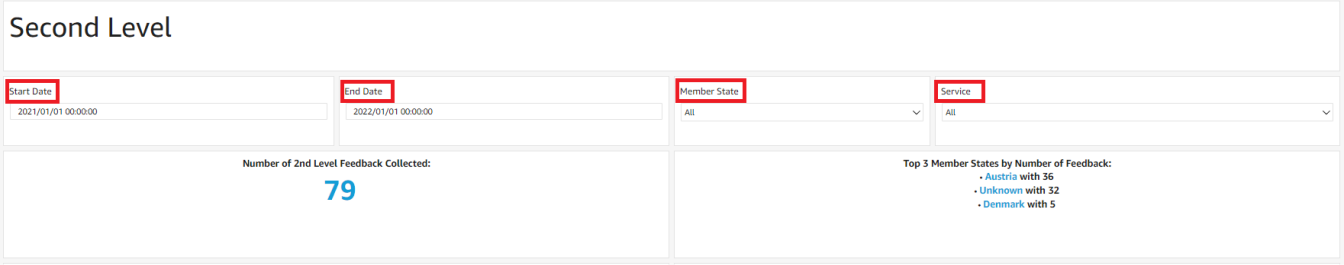
Again here you can also use filters to drill down the data.

Second Level

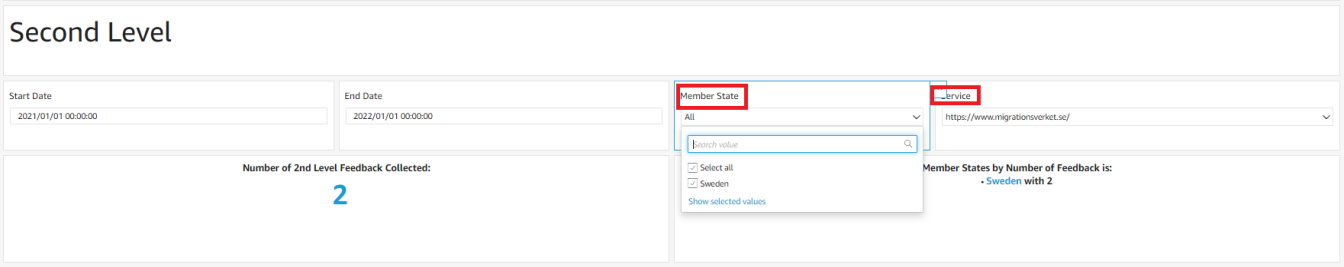
On the Second level you first have a card view for the **Number of 2nd Level Feedback Collected** and a card for **Top 3 Member States by Number of feedback.**

You can apply filters here to drill down the data.

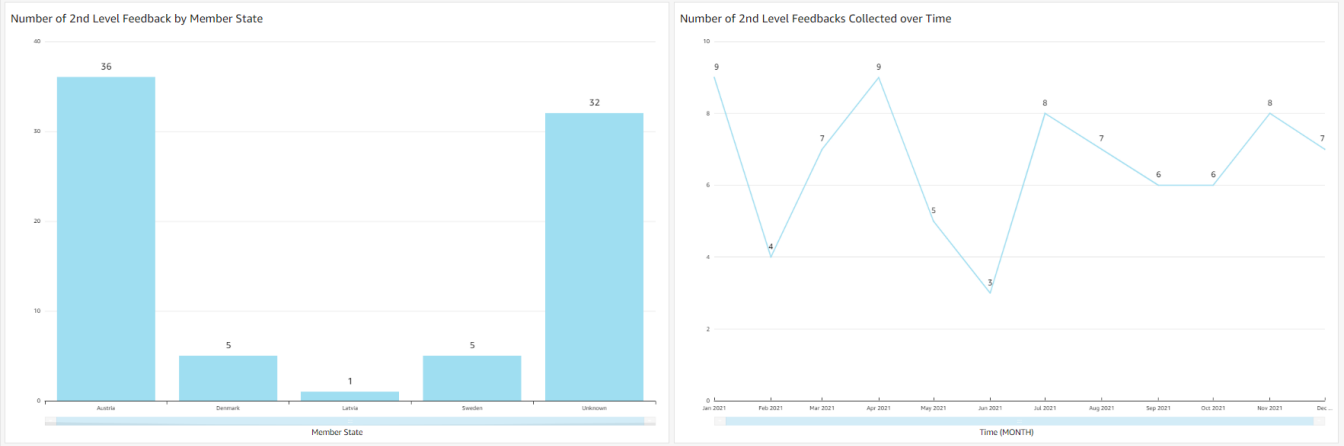
Without Filter:



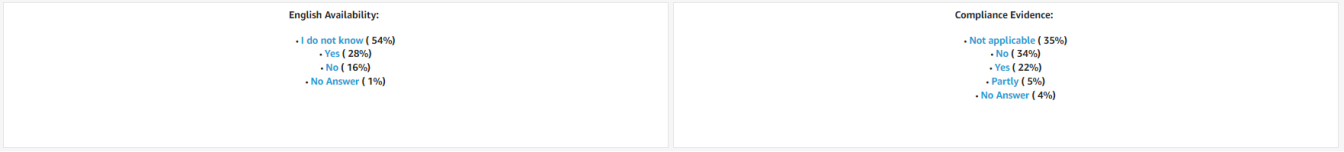
With Filter applied:



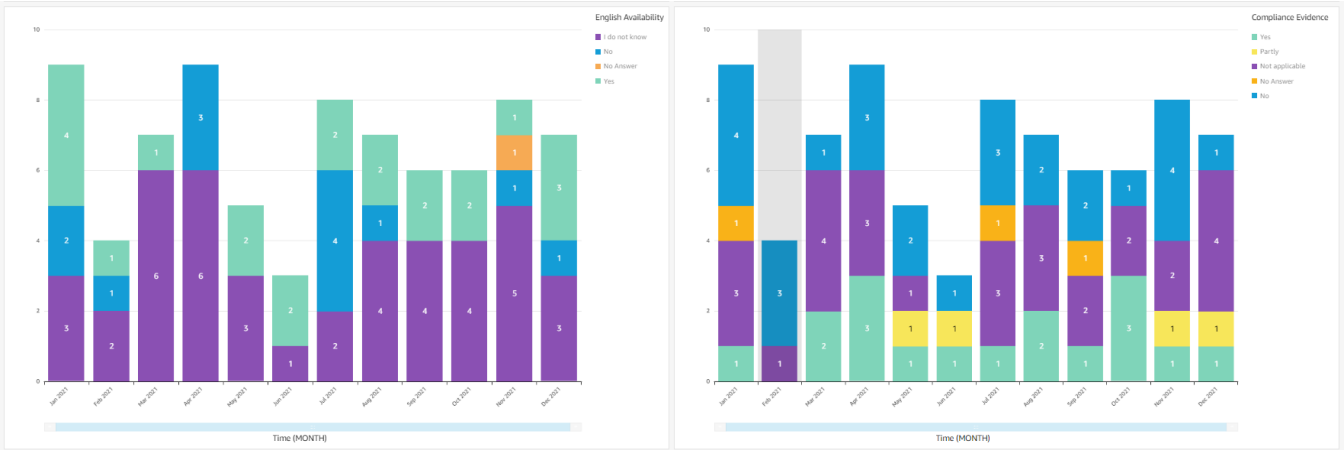
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time.**



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.**

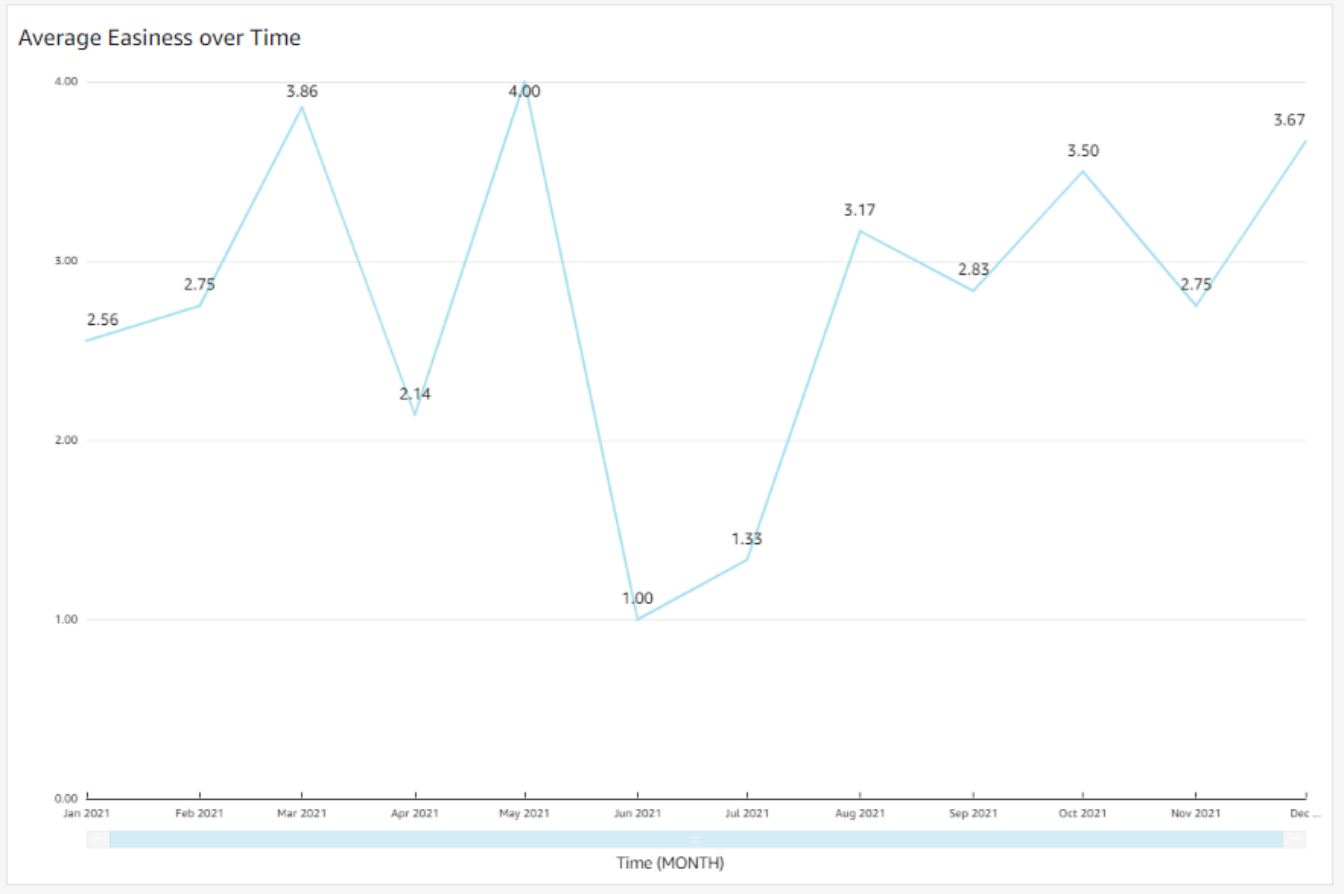


In the next block we have two cards **Online Payment** and **National Authentication.**

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.**

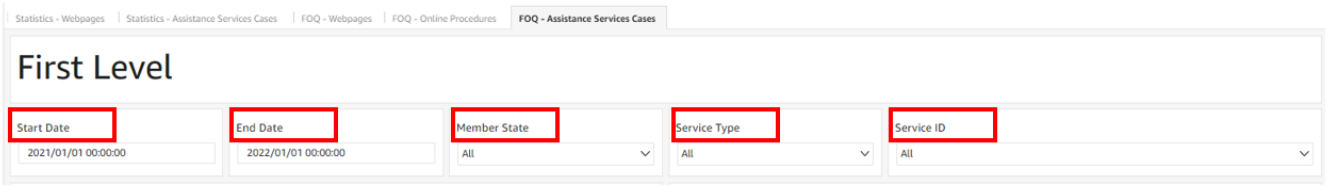


FOQ - Assistance Services Cases

How to use the Filters

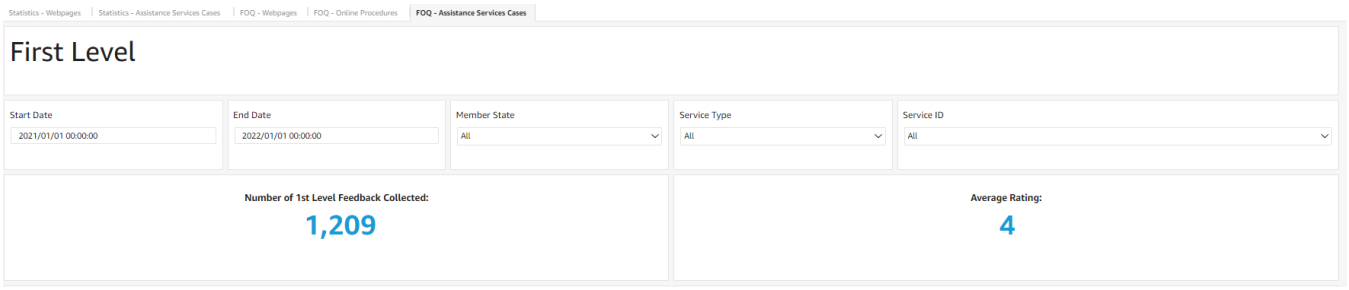
You have multiple filters you can use that will focus the information displayed on the dashboard.

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

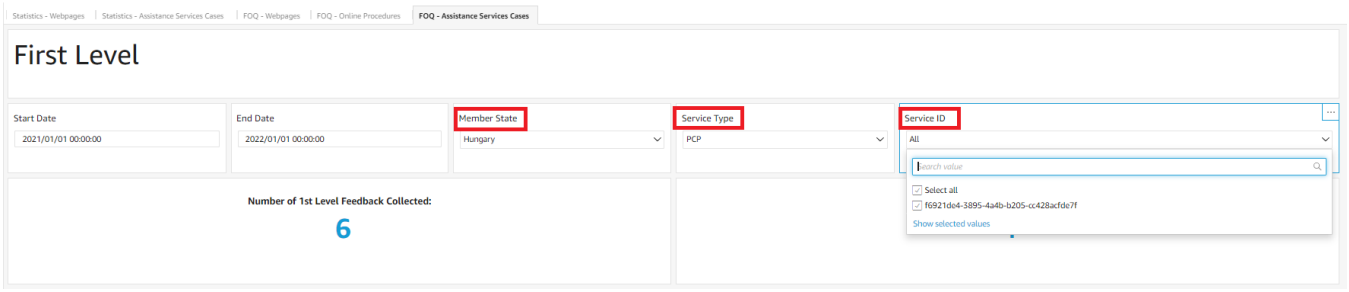


First Level

Before:

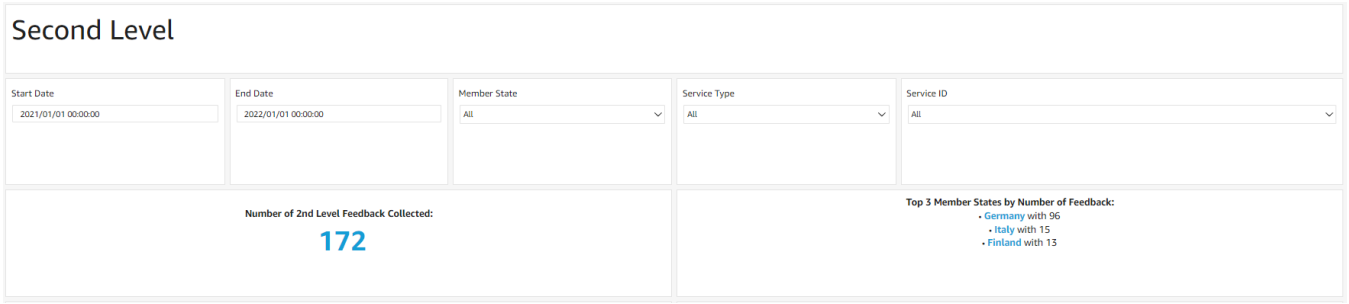


After:

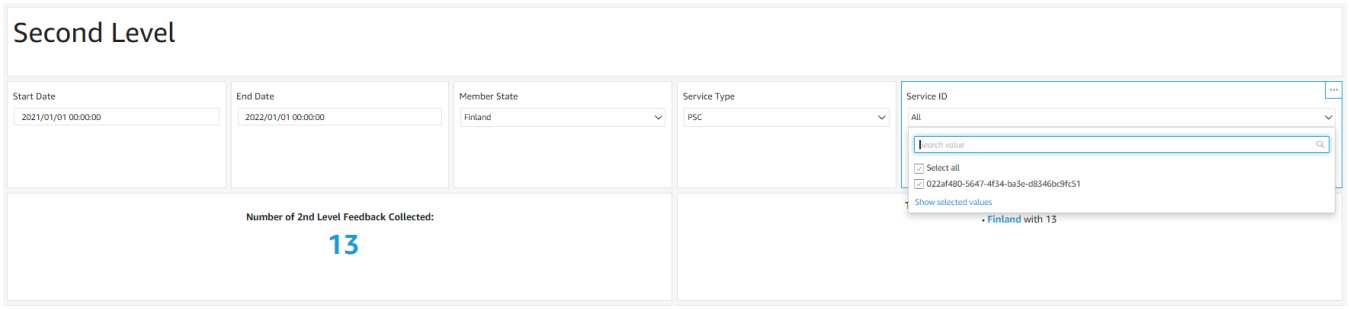


Second Level

Before:



After:



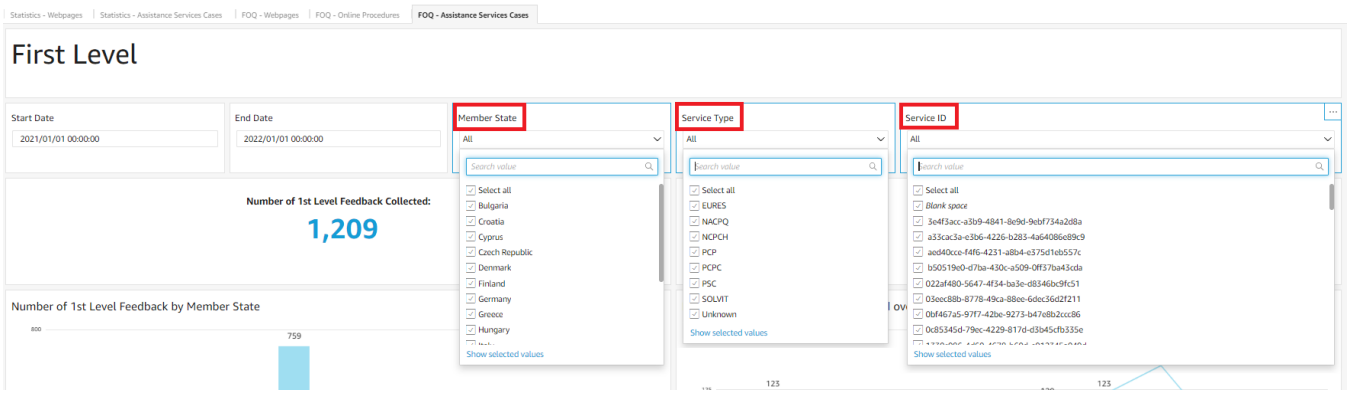
You can reset all filters you have added by clicking on the top left corner.

Cascading filters

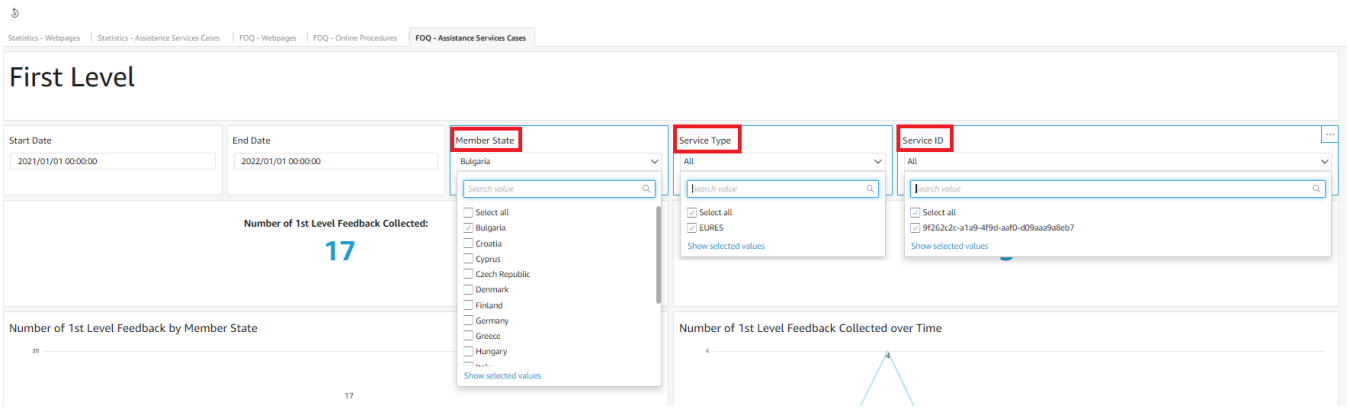
Each time you chose a filter the data available on the other filters changes, meaning that if you want to drill down, then each value that you choose in a filter will determine the available values in other filters.

First Level

Before:

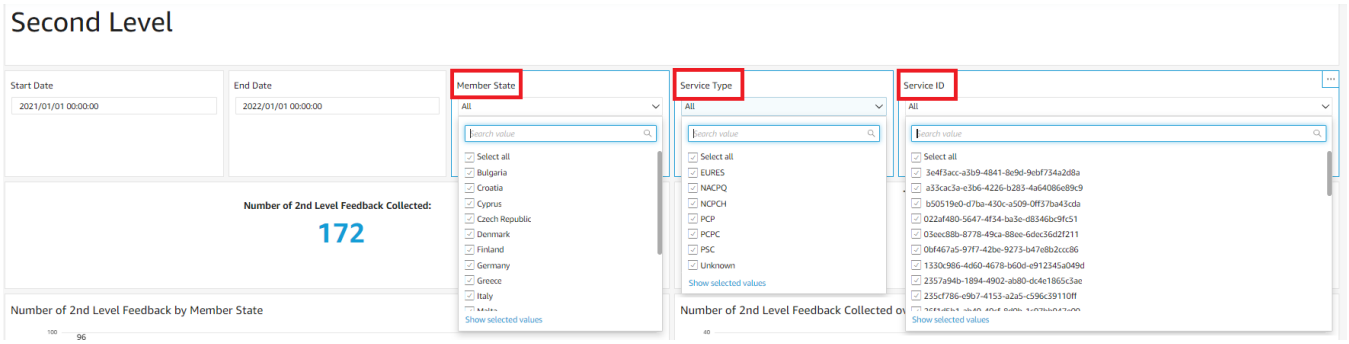


After:

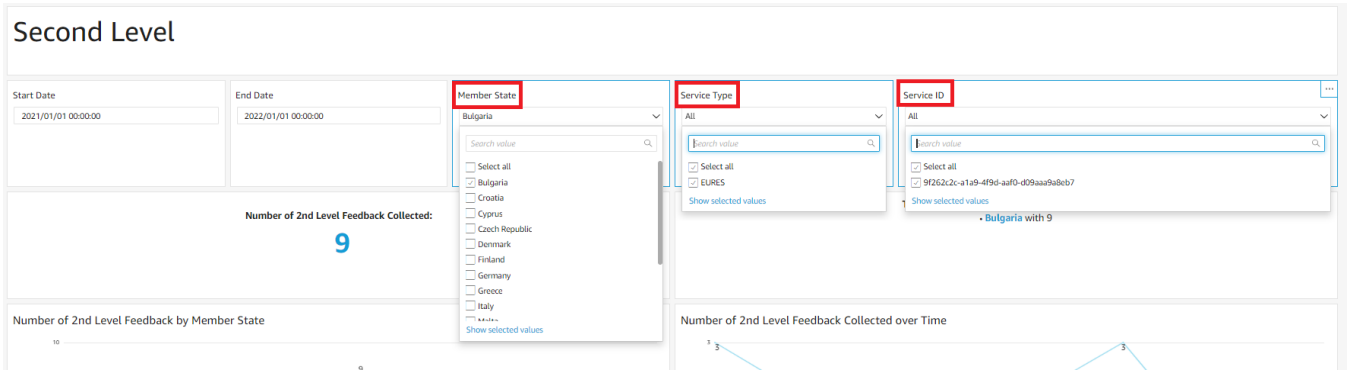


Second Level

Before:



After:



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

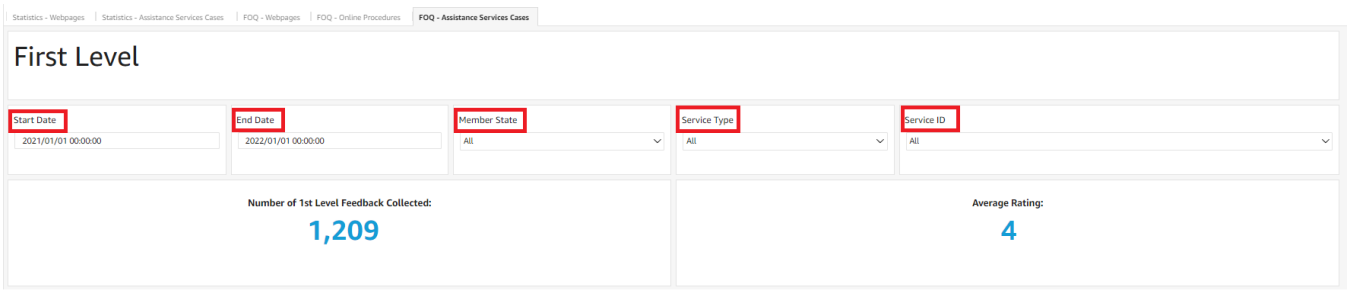
You have multiple visuals where you can check the Feedback on Quality for Assistance Services Cases tab per Member States, all visuals representations are dependent on that data provided by the Member States. The visuals are divided into two parts: The first part covers the visuals for the First level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

First Level

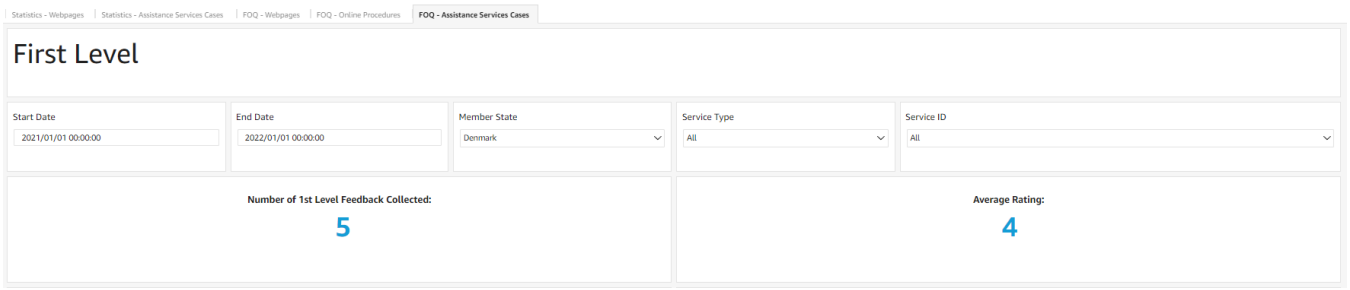
On the first block you have some cards with high level KPI's, namely, **Number of 1st Level Feedback Collected** and **Average Rating.**

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

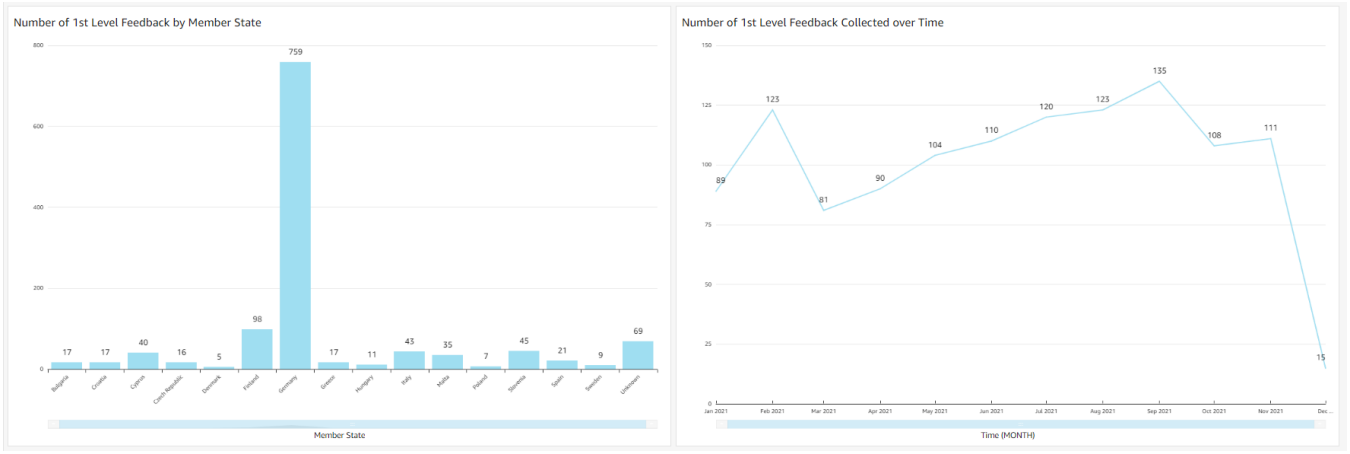
Without filters applied:



With filters applied:

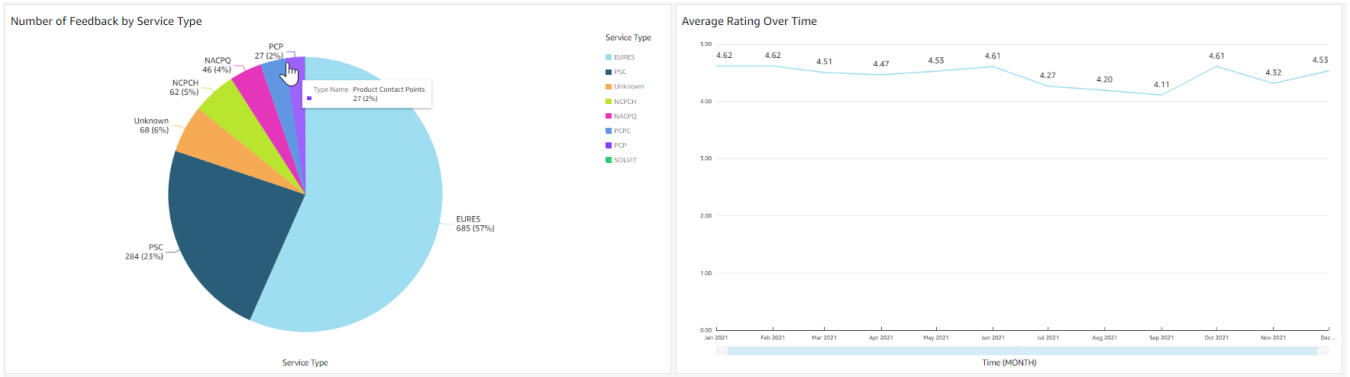


On the next block we have a bar chart with **Number of 1st Level Feedback by Member State** and a line chart with **Number of 1st Level Feedback Collected over time.**



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.

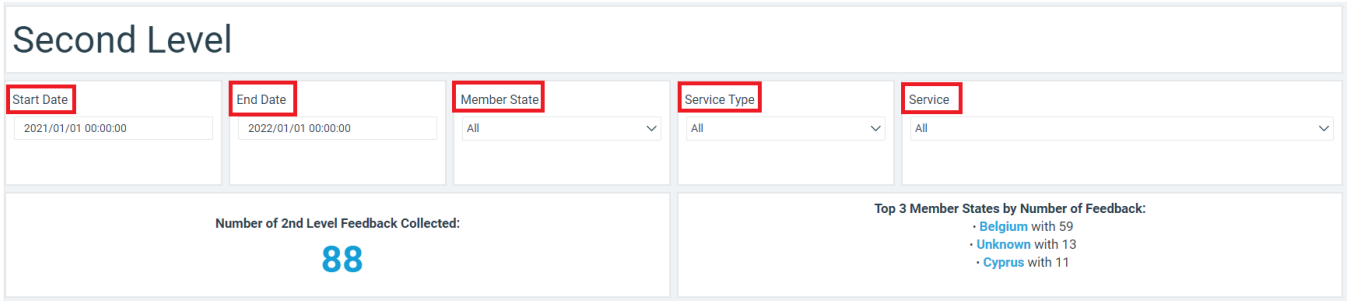
Again here you can also use filters on the top to drill down the data.



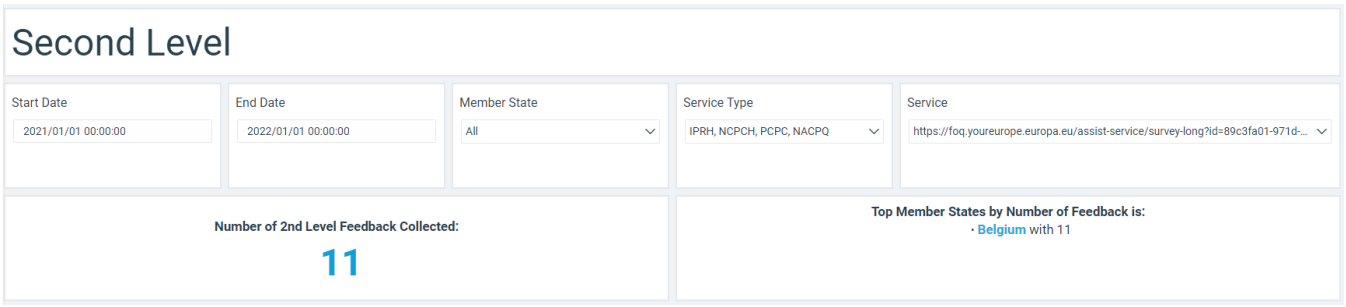
Second Level

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.**

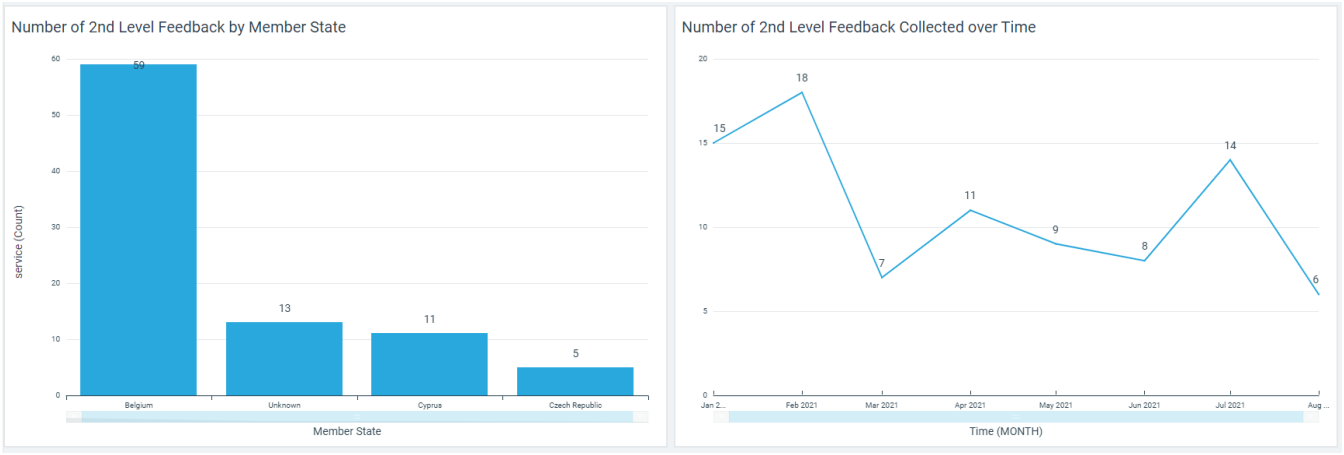
Without Filter:



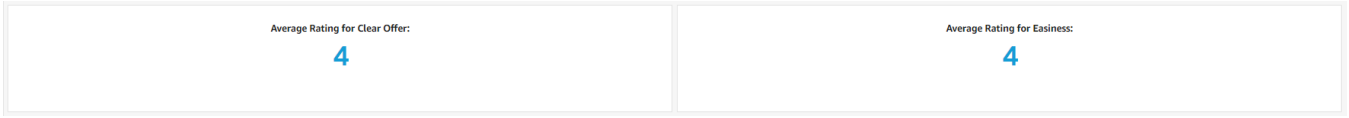
With Filter:



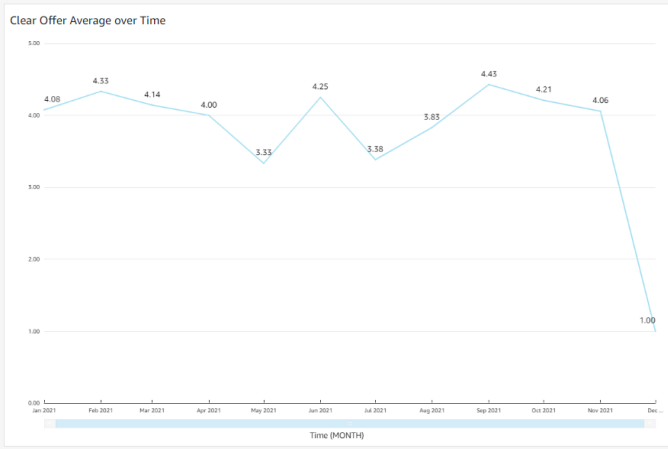
On the next block we have a bar chart for **Number of 2nd Level Feedback by Member State** and a line chart with **Number of 2nd Level Feedbacks collected over time.**

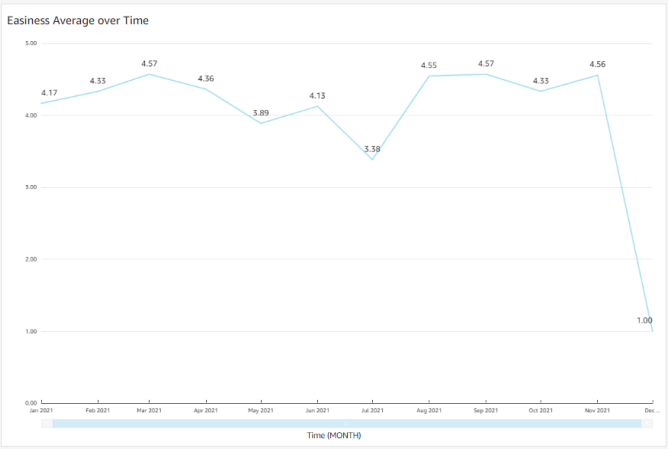


Then we have the cards for **Average Rating for Clear offer** and **Average rating for Easiness**.

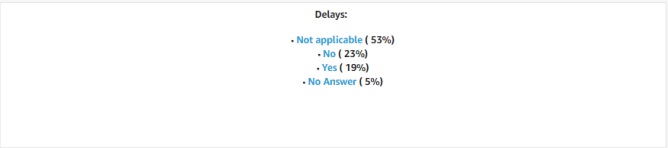


In the next block we have two line charts for **Clear offer Average over Time** and **Easiness Average over Time**.

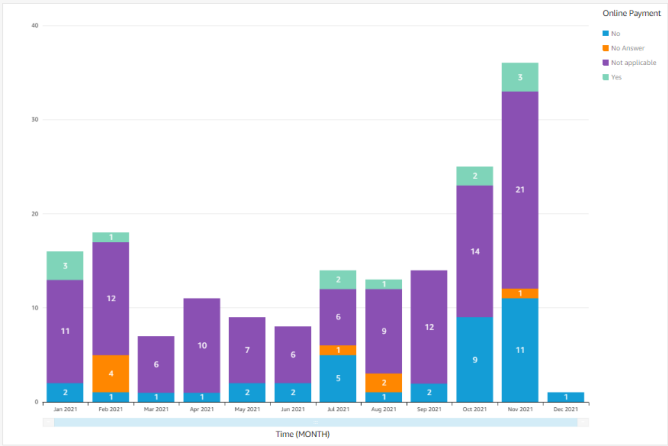


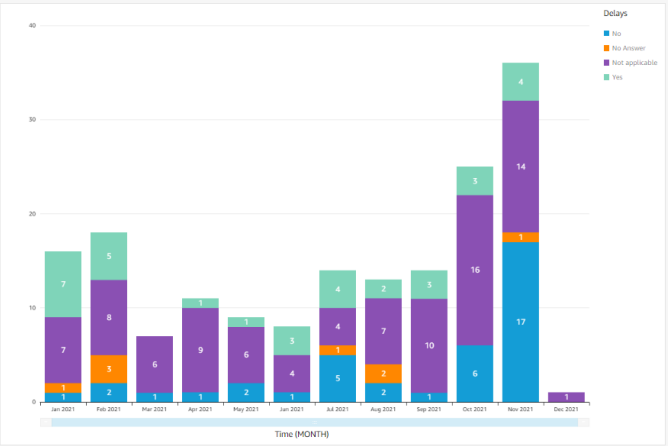


On the next block we have two cards one for **Online Payment** and other one for **Delays:**



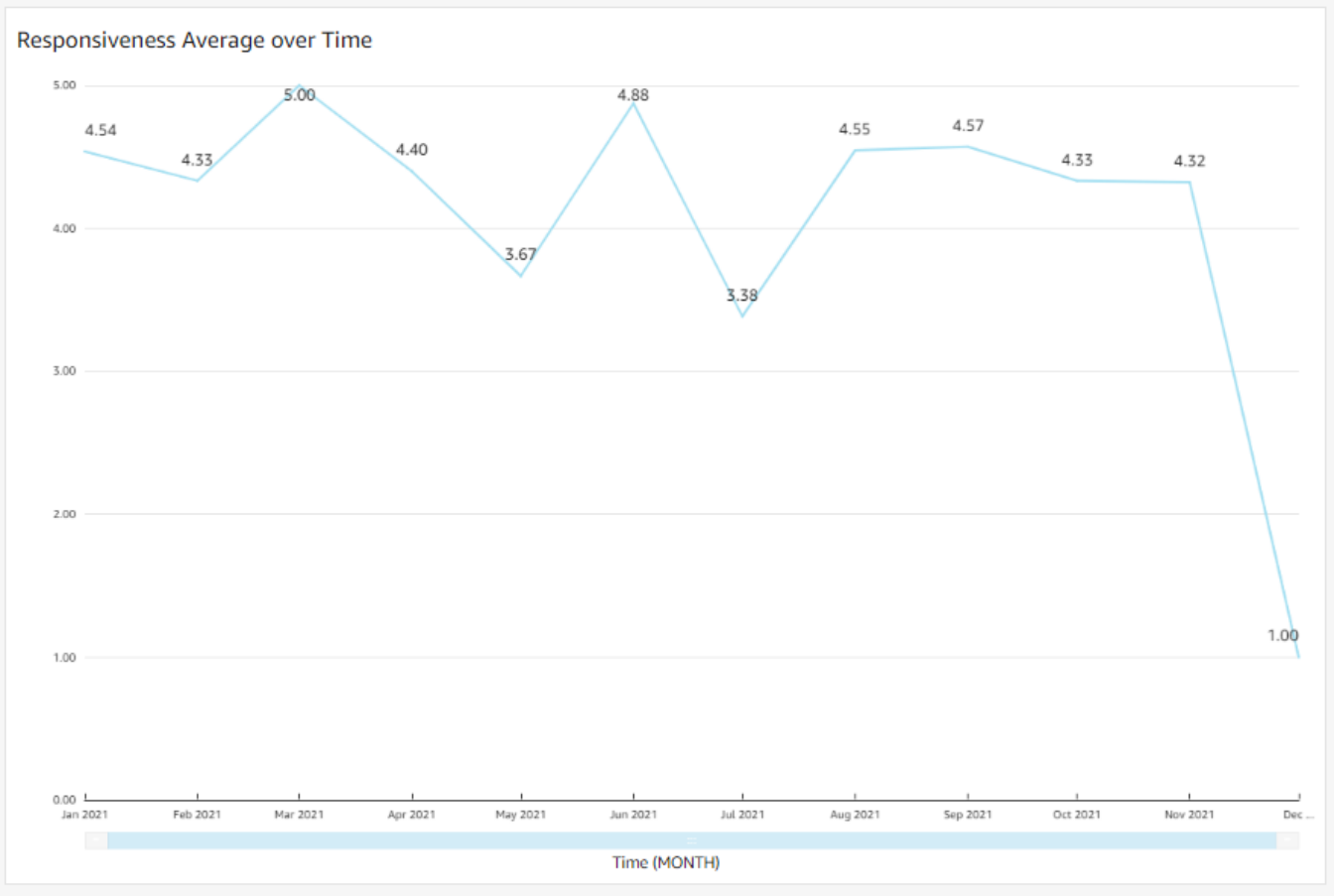
In the next block we have two stacked bar charts for **Online Payment** and **Delays.** The legends are shown on the top right corner.





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.



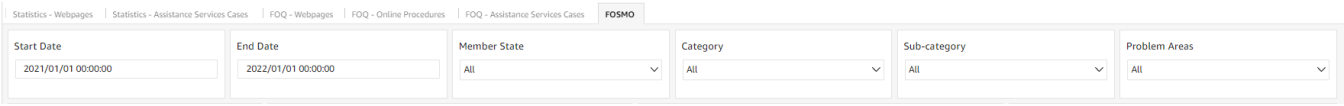
FOSMO

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

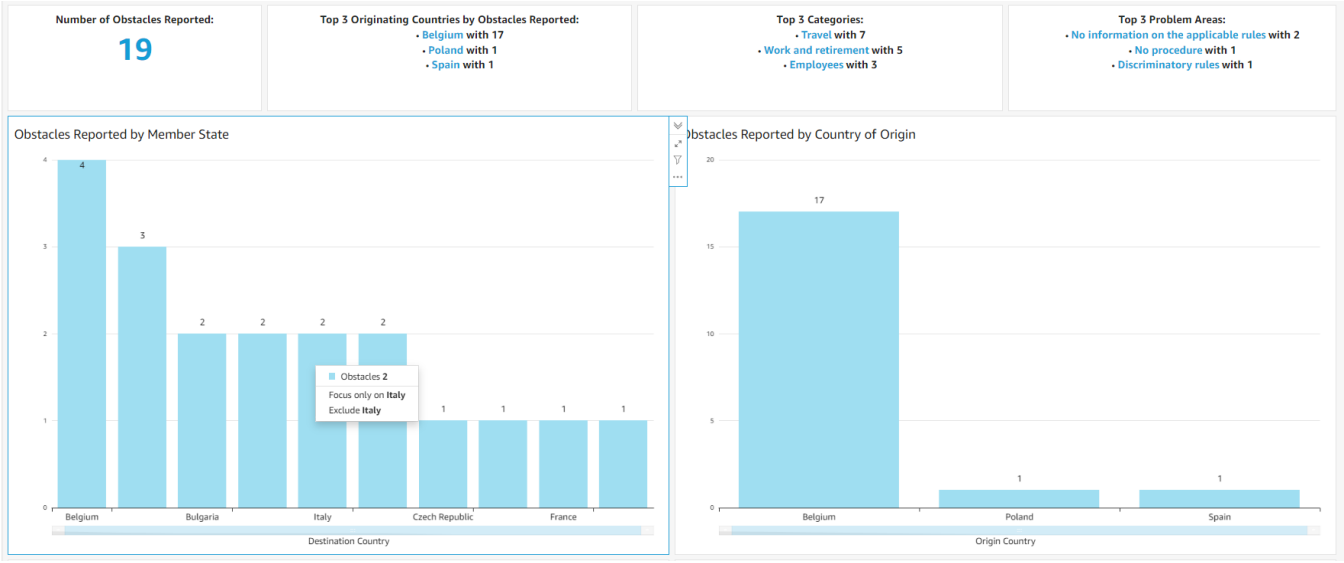
How to use the Filters

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.**



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

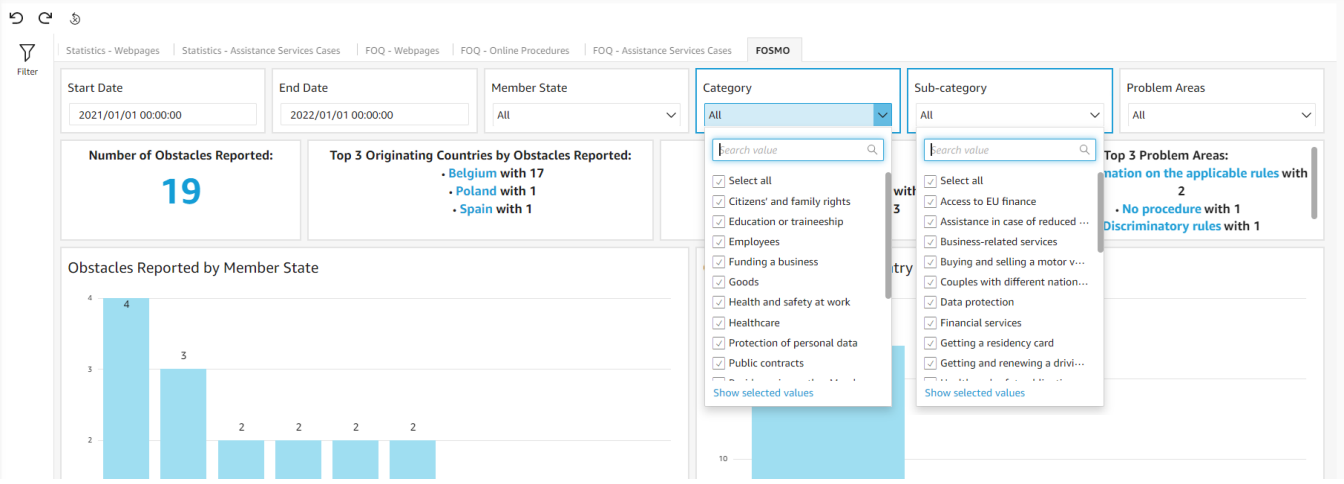


You can reset all filters you have added by clicking on the top left corner.

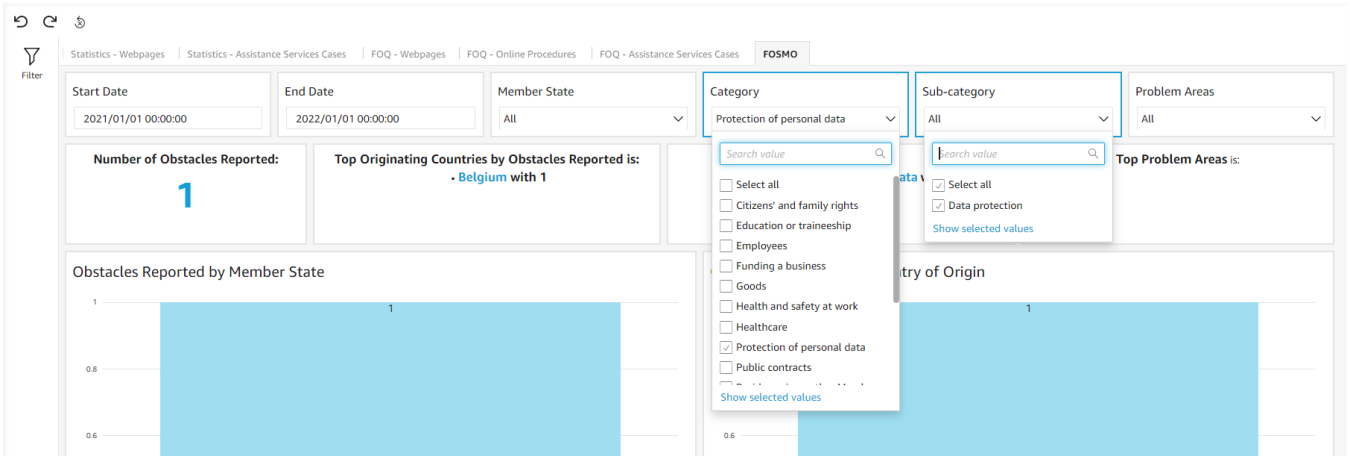
Cascading filters

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:



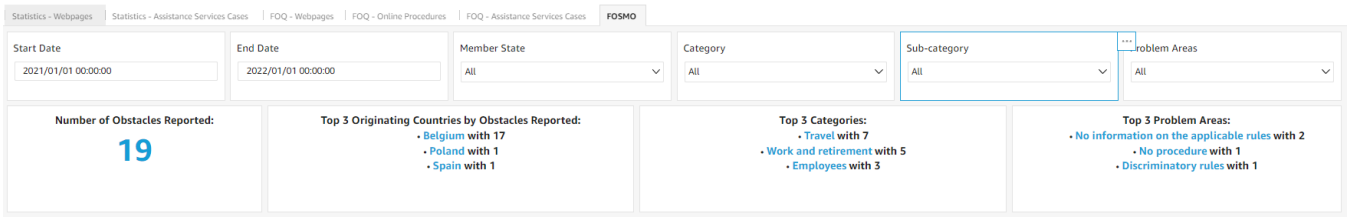
What can we consult in Feedback on Single Market Obstacles?

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.

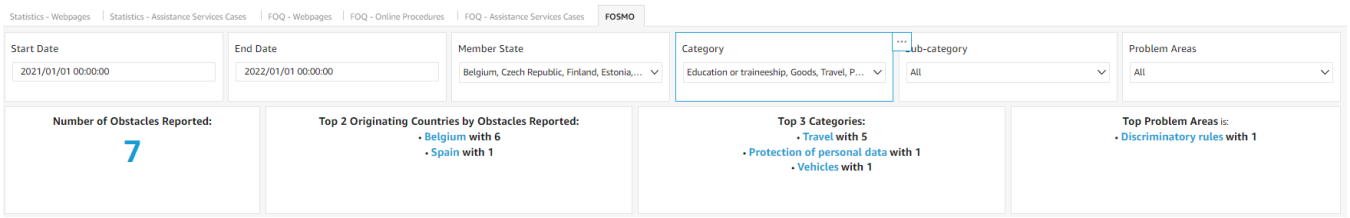
On the first block you have some cards with high level KPI's, namely, **Number of Obstacles Reported, Top Originating Countries by Obstacles Reported, Top 3 Categories** and **Top 3 Problem Areas.**

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

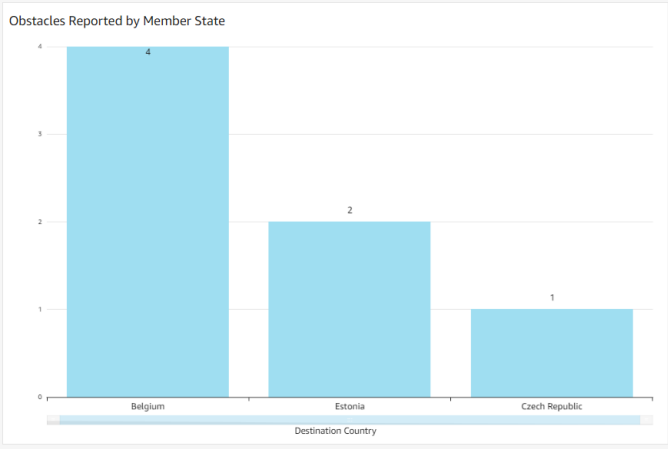
Without filters applied:

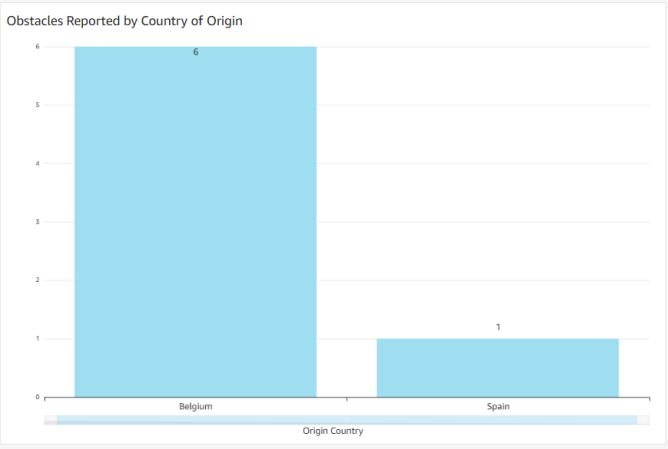


With filters applied:



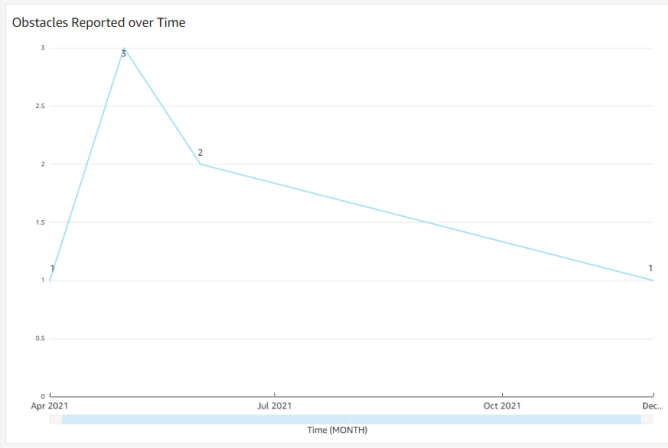
On the next block we have two bar charts one with **Obstacles reported by Member State** and the other bar chart with **Obstacles reported by Country of Origin.**

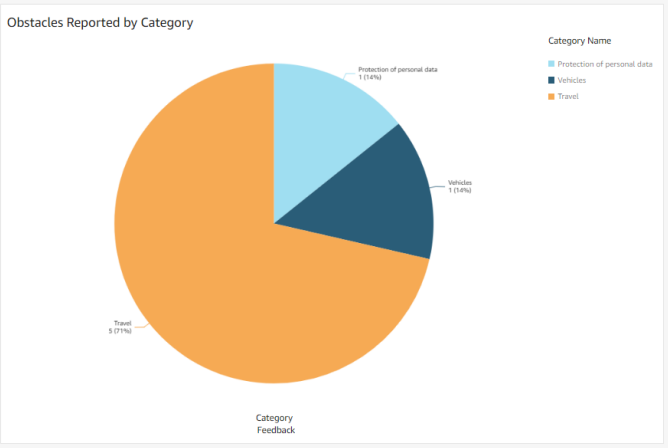




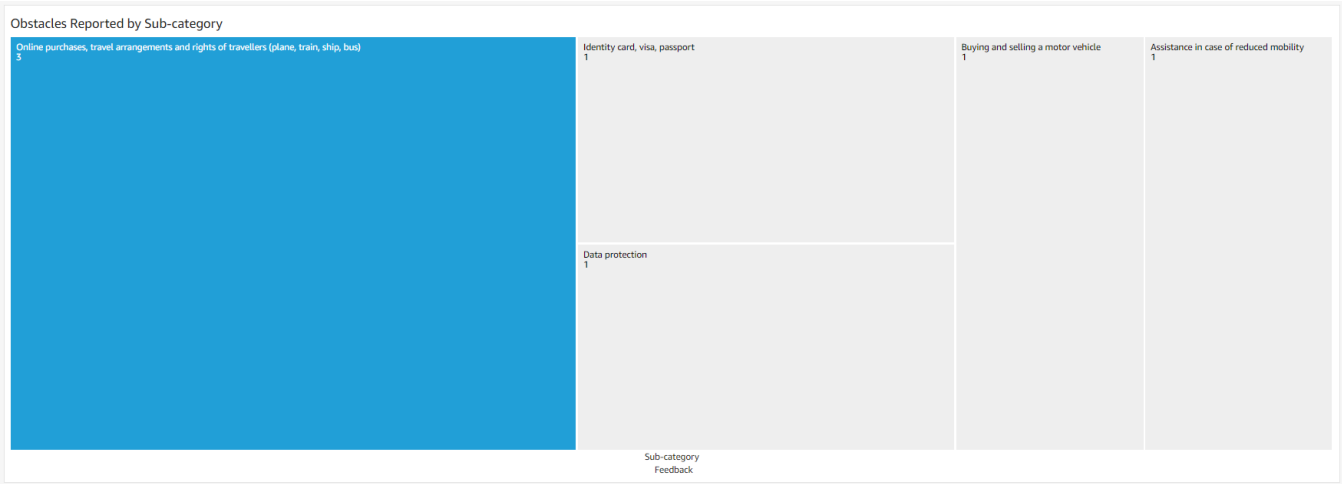
Then we have a line chart for **Obstacles reported over time** and a pie chart for **Obstacles Reported by Category.** You can hover on the pie chart to see the full name of the service type.

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 is 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.