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European Commission - ECHO

APPEL user account and user rights management

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Document History

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0.1	01/10/2009	Draft document	All
1.0	11/03/2010	Final version	All

1. INTRODUCTION

APPEL is the application for electronic exchange of information between DG ECHO and its partners (NGOs, International Organizations, and United Nations Organizations). It is used by DG ECHO partners to update data relating to their organisation and to manage projects through the e-SingleForm. APPEL is also used by NGOs willing to become a DG ECHO partner to submit an application for partnership. The usage of APPEL is protected by a two level system: authentication and authorisation. The authentication system implemented for connecting to APPEL is based on the “European Commission Authentication System” (ECAS) which aims at facilitating the communication between the European Commission and external organisations. It allows these organisations to access and manage safely different protected databases of the European Commission with a unique username and password per person. The authorisation system then allows each partner to manage its own users regarding the access to the data and the actions each user can perform in APPEL.

1.1. Scope

This document provides guidelines for the creation of a user account (authentication) and the management of user rights (authorisation) for the use of APPEL.

2. APPEL AUTHENTICATION SYSTEM

2.1. Overview

The APPEL authentication system is based on ECAS, the European Commission Authentication System.

For accessing APPEL you need an ECAS user account. An ECAS user account is in fact a username and a password (login). To create an ECAS user account, you just need to have your own email address and follow the steps described bellow under chapter 2.2. An ECAS user account is always linked to an email address. In case your email addresses changes, you'll have to update your ECAS account accordingly.

Users already having an ECAS user account, which they might have created before to access another European Commission information system, do not need to create a new one. They are invited to step over to chapter 3.

2.2. Create your ECAS user account

2.2.1. Go to the APPEL homepage (<https://webgate.ec.europa.eu/appel/>) and click on "Register in ECAS"

APPEL - Microsoft Internet Explorer provided by European Commission

https://webgate.training.ec.europa.eu/appel/

Important legal notice

Formation English

Contact IT support Echo FPA

Welcome to APPEL

The application for electronic exchange of information between ECHO and its partners (Non Governmental Organizations Organisations - NGO, International organizations organisations - IO, United Nations Organizations Organisations - UN...).

New authentication system (RECOMMENDED)

Quick GUIDE

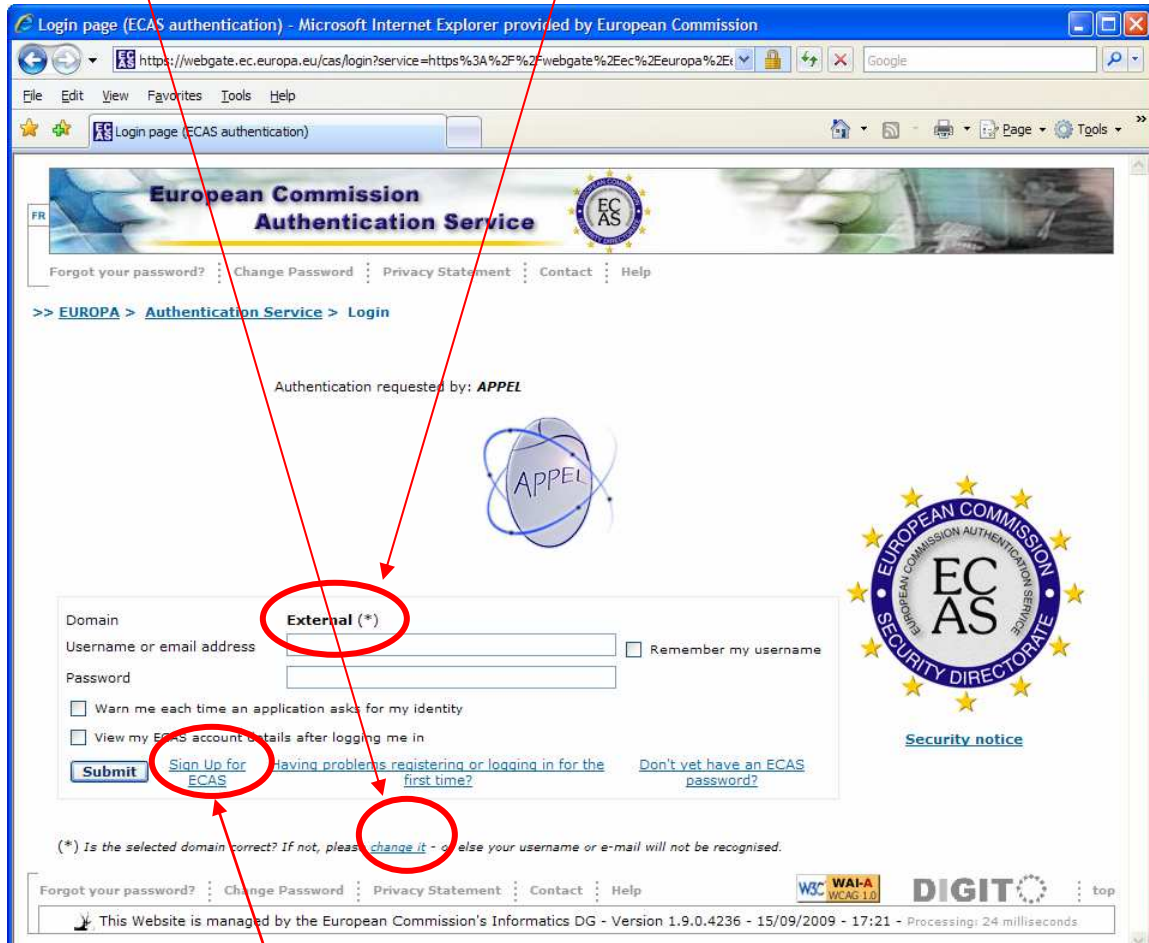
This new authentication system is recommended for connecting to APPEL. It has to be used by all new organisations wishing to apply for the Framework Partnership Agreement (FPA). In order to be able to connect to APPEL and use it safely, you first need to create your ECAS account by registering yourself in ECAS. An ECAS Account is personal and not shared between several users. Each user must create its own ECAS account. An ECAS account consists of a single personal identifier (userid or email address, password) making it possible to establish a protected connection with a wide range of Commission information systems using this same mode of authentication instead of having to create a specific identifier for each application.

1) **Register in ECAS**: if you do not yet have an ECAS username/password, you need to register yourself as a user of the **external** domain of ECAS (link "**Sign up for ECAS**"), by changing the domain if necessary (see link "**Change it**" at the bottom of the page and select "external"). You must provide all the required information among which the most important is your own working e-mail address. This e-mail address should not refer to a functional mailbox used by several people of your organisation at the same time, but rather an email address which has personally been assigned to you by your organisation. After that, a request for confirmation of your registration will be sent to this email address by the ECAS system. You will have to confirm your registration within a limited period of time which does not exceed a few minutes.

2) **Connect to APPEL**: if you already have an ECAS identifier, that you either created for connecting to APPEL, or that you created for connecting to another European Commission information system such as PADOR, please use this identifier (username or email address/password) to **connect** to APPEL.

Register in ECAS / Connect to APPEL

2.2.2. Check the **domain**. It should be **external**. If not, change the domain by using the link "**change it**" at the bottom of the connexion screen.



2.2.3. Click on "**Sign up for ECAS**"

2.2.4. Introduce the data that identifies you in the User Registration Form and **submit it**

European Commission Authentication Service (ECAS): User Registration Form

Please fill in and submit the information requested below in order to register yourself as a user of European Commission Information Systems. The username you choose (or that will be assigned to you if you do not choose one) may be used to login to any system that you are authorised to access and that uses the ECAS authentication service. When you login ECAS will present you with a page whose banner is similar to the one on this page.

Whenever you login, if you are asked to specify your domain, you must choose "External"

Fields marked with a * are mandatory

Choose a username (optional):

First name: *

Last name: *

E-mail: *

Re-enter your e-mail: *

Privacy statement:


Privacy statement for users registered with the European Commission's Identity Management Service

1. What is the Identity Management Service?

The European Commission's Identity Management Service (IMS) provides a common way for users to register or be registered for access to a number

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

Security check:



[Try a different image](#)

Please type in the characters in the above image (upper and lower case may be used interchangeably)

*

Privacy Statement : Contact : Ecas Help : Registration Help

This Website is managed by the European Commission's Informatics DG

DIGIT

If not provided, your username will be created using part of your First name and Last name.

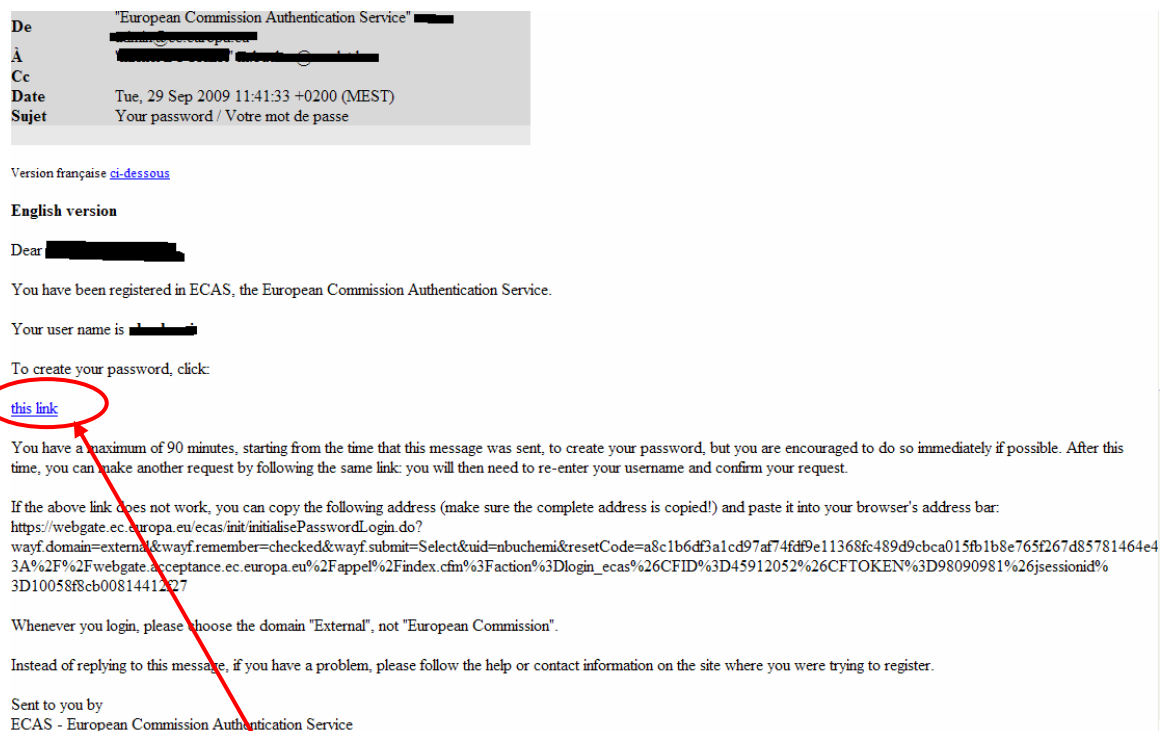
2.2.5. You will receive an activation email at the email address you have just provided while completing the user registration form. Follow the email instructions to finalise the activation of your ECAS user account.

Please note that you are given a limited period of time (currently set to 1H30) to activate your ECAS user account. The email is sent out immediately after you have submitted the User Registration Form. Depending on your internet provider, it may happen that the activation email is delayed before being delivered in your mail box. Therefore, we recommend you check up regularly your mailbox during one and a half hour following your registration as ECAS user.

2.3. Activation of your ECAS user account – username/password creation

2.3.1. Check the email account that you provided previously as your personal "email" on the ECAS user registration form (see chapter 2.2.4.)

2.3.2. Read the email with the subject "**Your password/Votre mot de passe**" (check your spambox as well)



De "European Commission Authentication Service" [redacted]
À [redacted]
Cc [redacted]
Date Tue, 29 Sep 2009 11:41:33 +0200 (MEST)
Sujet Your password / Votre mot de passe

Version française [ci-dessous](#)

English version

Dear [redacted],

You have been registered in ECAS, the European Commission Authentication Service.

Your user name is [redacted].

To create your password, click:

[this link](#)

You have a maximum of 90 minutes, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:
`https://webgate.ec.europa.eu/ecas/init/initialisePasswordLogin.do?wayf.domain=external&wayf.remember=checked&wayf.submit=Select&uid=nbuchemi&resetCode=a8c1b6df3a1cd97af74fd9e11368fc489d9cbca015fb1b8e765f267d85781464e43A%2F%2Fwebgate.acceptance.ec.europa.eu%2Fappel%2Findex.cfm%3Faction%3Dlogin_ecas%26CFID%3D45912052%26CFTOKEN%3D98090981%26jsessionid%3D10058f8cb0081441227`

Whenever you login, please choose the domain "External", not "European Commission".

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

Sent to you by
ECAS - European Commission Authentication Service

2.3.3. Click on "**this link**" in order to obtain your username and create your password

2.3.4. Write down your username, create your password and click on "Submit"

2.3.5. Your ECAS user account is now activated. You can access APPEL but your user rights still need to be defined for APPEL.

2.3.6. If your organisation is currently an **ECHO partner**, go to **chapter 4** to learn how to get your APPEL user rights.

2.3.7. If your organisation is **not an ECHO partner** and wants to apply to the FPA (Framework Partnership Agreement), go to **chapter 3**.

2.3.8. If you do not manage to activate your ECAS user account in time, you will get the following message.

>> [EUROPA](#) > [Authentication Service](#) > [Password initialisation](#)

ECAS password initialisation:

The time that has elapsed since this password reset request was confirmed exceeds the time allowed for the reset to be performed. If you still wish to initialise or reset your password, please click [here](#) to make another request.

Login : Change Password : Privacy Statement : Contact : Help

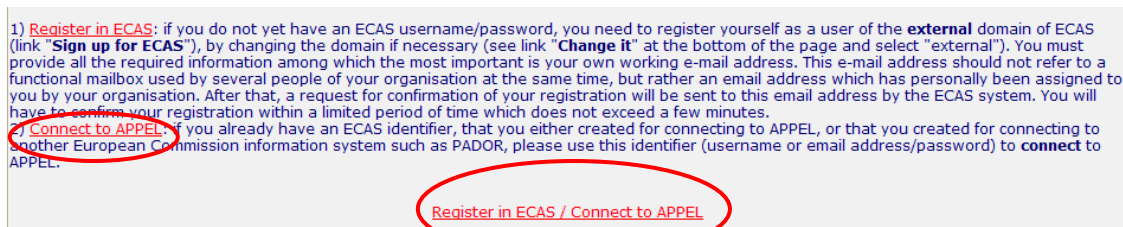
WSC WAI-A WCAG 1.0 DIGIT to

This Website is managed by the European Commission's Informatics DG - Version 1.9.0.4236 - 15/09/2009 - 17:21 - Processing: 440 milliseconds

3. APPLY TO THE FPA - NOT ECHO PARTNERS

Your organisation is **not an ECHO partner and has not already started to complete the FPA questionnaire**. You already have an ECAS user account. (If you don't, see chapter 2).

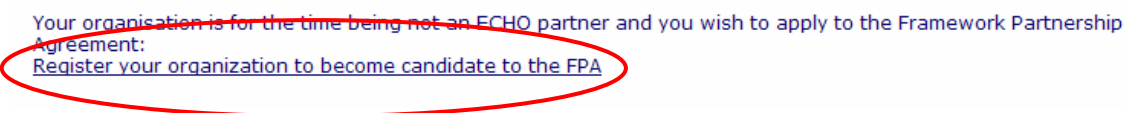
3.1.1. Go to the **APPEL** homepage (<https://webgate.ec.europa.eu/appeel>) and click on "**Connect to APPEL**"



3.1.2. Check the **domain**. It should be **external**. If not, change the domain by using the link "**change it**" at the bottom of the connexion screen. (see 2.2.2)

3.1.3. Enter your **ECAS username/password** and click on **Submit**

3.1.4. You are connected to APPEL, Click on the link "**Register your organisation to become candidate to the FPA**" and complete the registration form.



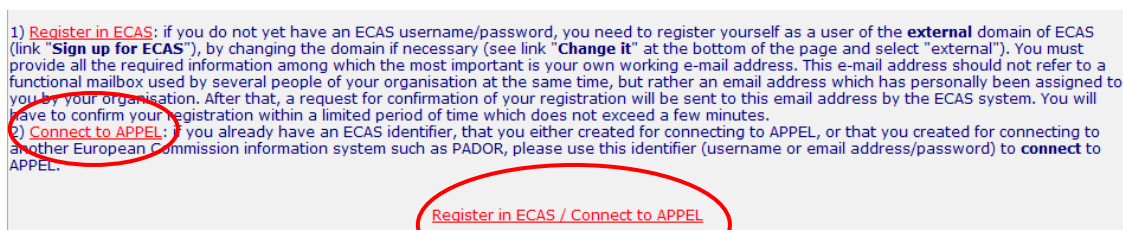
4. ACCESS APPEL FOR ECHO PARTNERS

As an ECHO partner, you should have created an ECAS user account. If not, please see chapter 2.

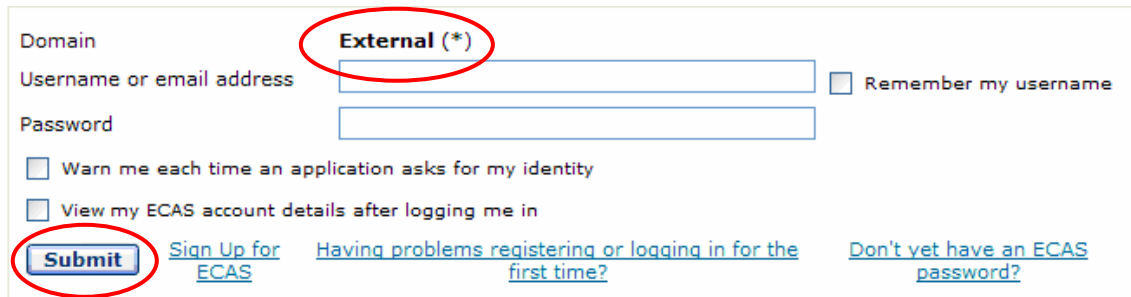
4.1. Connect to APPEL

Your organisation is signatory of the FPA. You already have an ECAS username and password.

4.1.1. Go to the **APPEL** homepage (<https://webgate.ec.europa.eu/appeel>) and click on "**Connect to APPEL**"



4.1.2. Check the **domain**. It should be **external**. If not, change the domain by using the link "**change it**" at the bottom of the connexion screen.

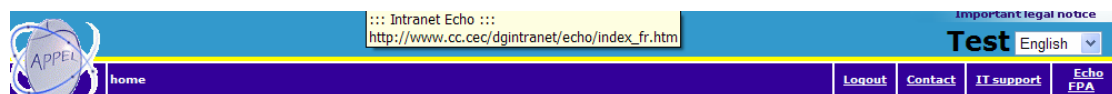


(*) Is the selected domain correct? If not, please [change it](#) - or else your username or e-mail will not be recognised.

4.1.3. Enter your ECAS username/password and click on Submit

4.1.4. If you already have been granted user rights for APPEL by your organisation's user rights administrator, you will immediately have access to the APPEL menu according to these user rights.

4.1.5. If the user rights administrator for your organisation did not already grant you your user rights, you first need to request their activation for APPEL in order to be allowed to enter/consult data. (see chapter 4.2)



Welcome Michel BUCHER

Your organisation is for the time being not an ECHO partner and you wish to apply to the Framework Partnership Agreement:
[Register your organization to become candidate to the FPA](#)

Your organisation is already an ECHO partner. In addition to your ECAS account, you need some user rights to be allowed to consult and modify your organisation's data. To ask for activation of your APPEL user rights, please click on the following link:
[Request for APPEL user rights](#)
Following your user rights activation request, the user rights administrator for your organization will be electronically informed of your request. He will keep you informed as soon as your user rights will be activated.

4.1.6. If you already requested for APPEL user rights but your user rights administrator did not yet validate your user rights, you will get the following screen where you can see that you have requested for user rights for the listed organisation(s).



Welcome [redacted]

Your organisation is for the time being not an ECHO partner and you wish to apply to the Framework Partnership Agreement:
[Register your organization to become candidate to the FPA](#)

Your organisation is already an ECHO partner. In addition to your ECAS account, you need some user rights to be allowed to consult and modify your organisation's data. To ask for activation of your APPEL user rights, please click on the following link:
[Request for APPEL user rights](#)
Following your user rights activation request, the user rights administrator for your organization will be electronically informed of your request. He will keep you informed as soon as your user rights will be activated.

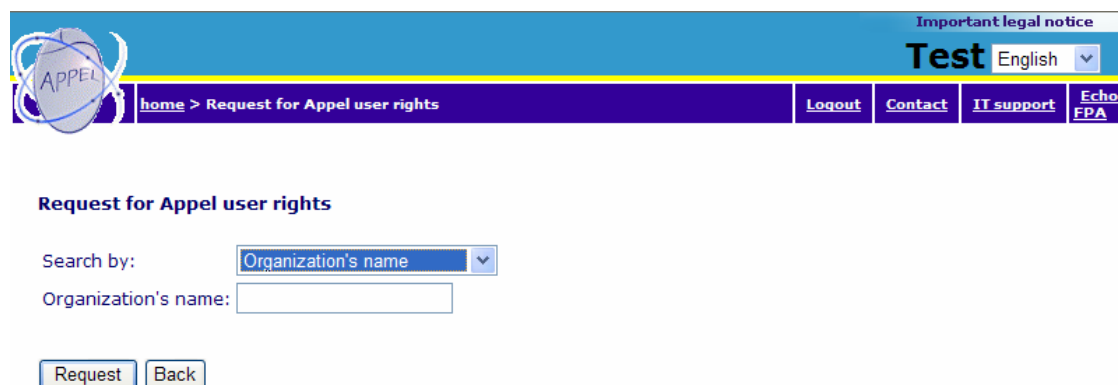
You have requested the activation of your user rights for the following organisations. You will receive an information email as soon as your user rights will have been activated:
UNITED NATIONS - [redacted]

4.2. Request for APPEL user rights

Your organisation is already an ECHO partner. In addition to your ECAS account, you need some user rights to be allowed to consult and modify your organisation's data. To ask for activation of your APPEL user rights, please click on the following link:
[Request for APPEL user rights](#)
Following your user rights activation request, the user rights administrator for your organization will be electronically informed of your request. He will keep you informed as soon as your user rights will be activated.

4.2.1. Click on "Request for APPEL user rights".

4.2.2. Choose a search criterion. If you search by Organisation's name, enter your organisation's full name or part of the name and click on "Request". You can select another search criterion in the dropdown list "Search by".



Important legal notice
Test English

home > Request for Appel user rights Logout Contact IT support Echo FPA

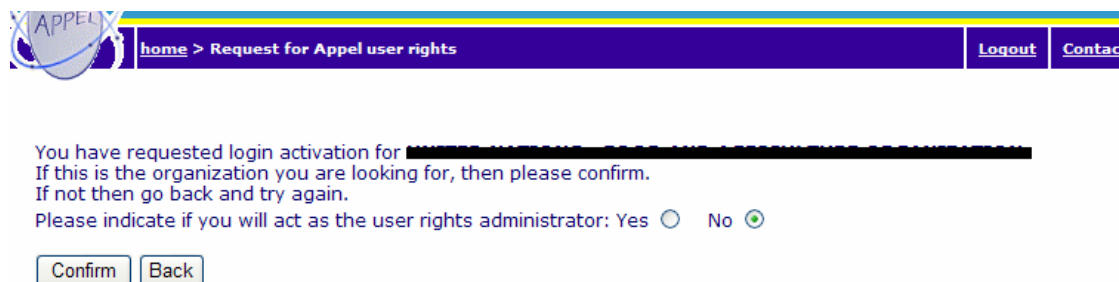
Request for Appel user rights

Search by: Organization's name

Organization's name:

Request Back

4.2.3. Confirm your choice.



home > Request for Appel user rights Logout Contact

You have requested login activation for [redacted]
If this is the organization you are looking for, then please confirm.
If not then go back and try again.
Please indicate if you will act as the user rights administrator: Yes No

Confirm Back

If you will act as user rights administrator for your organisation, please check "yes". The user rights administrator is responsible for managing the user rights of the organisation's staff: creation, modification and deletion. DG ECHO is in charge of the management of the User Rights Administrators for all partners, based on validated documents provided by the partners.

In order for ECHO to activate your access as User Rights Administrator, your organisation will have to provide DG ECHO with the following documents:

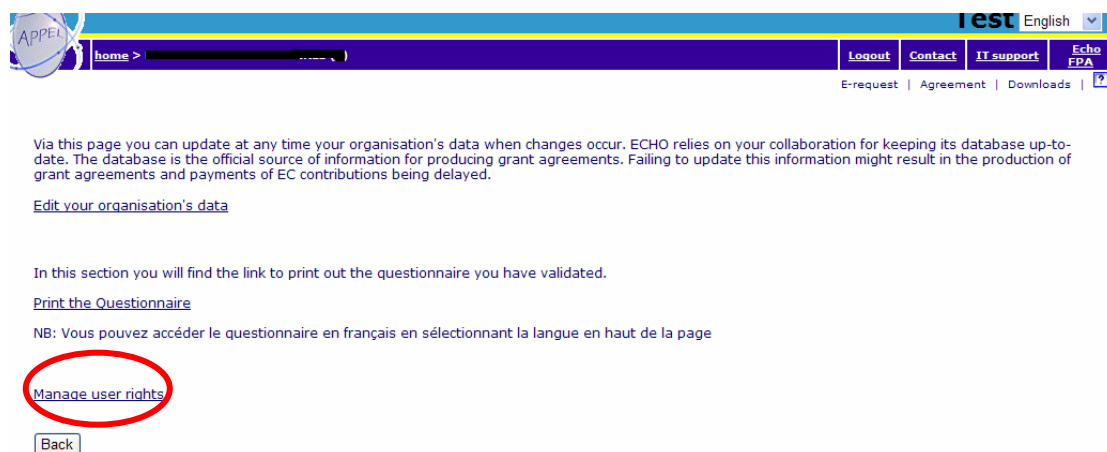
- A declaration related to the User Rights Administrator(s) signed by the legal representative of the organisation and by the User Rights Administrators, authorising DG ECHO to create or delete usernames with this role,
- A Charter establishing the rights and obligations of the APPEL Users signed by each of the User Rights Administrators to be created.

The User Rights Administrator will be informed through an email on the receipt of his/her charter and on the activation of his/her user rights.

5. MANAGING USER RIGHTS FOR YOUR ORGANISATION

Each organisation is responsible for the management of its own staff user rights. This is done by a limited set of persons nominated by ECHO for that activity after being proposed by their organisation. They are known as APPEL user rights administrators.

As such, they will have access to an additional functionality through the "Manage user rights" hyperlink.



The screenshot shows the APPEL user interface. At the top, there is a navigation bar with the APPEL logo, a search bar, and links for 'Logout', 'Contact', 'IT support', and 'Echo EPA'. Below the navigation bar, there is a main content area with the following text:

Via this page you can update at any time your organisation's data when changes occur. ECHO relies on your collaboration for keeping its database up-to-date. The database is the official source of information for producing grant agreements. Failing to update this information might result in the production of grant agreements and payments of EC contributions being delayed.

[Edit your organisation's data](#)

In this section you will find the link to print out the questionnaire you have validated.

[Print the Questionnaire](#)

NB: Vous pouvez accéder le questionnaire en français en sélectionnant la langue en haut de la page

[Manage user rights](#) (circled in red)

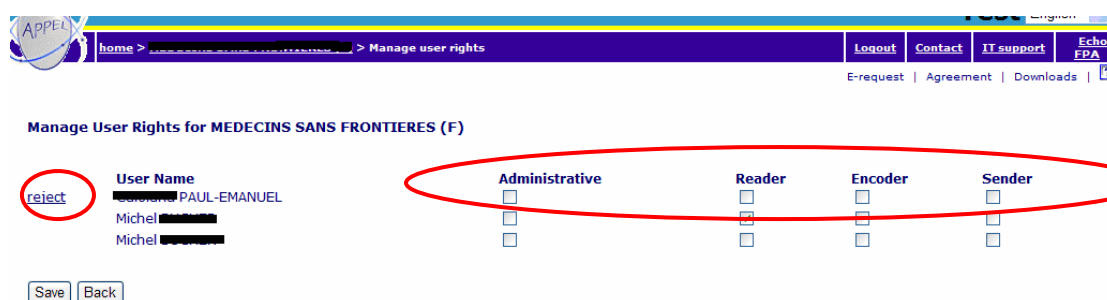
[Back](#)

The user rights administrator has two ways for managing user rights. Either he/she waits until a user requests some user rights for using APPEL, or he/she gives proactively user rights to some staff members of the organisation.

5.1. Manage received requests for user rights

5.1.1. You received an email with subject "*Appel – New user rights request*" telling that Mr X has asked for APPEL user rights, **connect** to APPEL and **click** on "*Manage user rights*".

5.1.2. Check for the name of the person (here Paul-emanuel)



The screenshot shows the APPEL user interface for managing user rights. The page title is "Manage User Rights for MEDECINS SANS FRONTIERES (F)". There is a "reject" button circled in red. Below the button is a table with the following columns: "User Name", "Administrative", "Reader", "Encoder", and "Sender".

User Name	Administrative	Reader	Encoder	Sender
PAUL-EMANUEL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Michel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

At the bottom of the page, there are "Save" and "Back" buttons.

5.1.3. If you allow the requester the use of APPEL, check the appropriate roles among the following ones (you can check more than one):

- The **Administrative role** is needed to be authorized to modify the organisation's administrative data. With the administrative role, you cannot manage E-SingleForms.
- The **reader role** only allows the user to consult information in APPEL. The user cannot encode, modify or send data to ECHO. It is possible to consult E-SingleForms.
- The **Encoder role** grants the right to encode or modify E-SingleForms in APPEL in addition to the consultation of all available information.

- The **Sender role** makes it possible to send E-SingleForms to ECHO. It also includes the same capability as the Encoder role.

5.1.4. Save the data, an email will be automatically sent to the requester informing him of the outcome of his request.

5.1.5. If you refuse the request, **click** on "*Reject*" in front of the name. You are asked to give a justification for the refusal. An email will inform the requester of your decision.

5.1.6. **Click** on **Reject** to send the email.

5.2. Create a user

5.2.1. You want to grant user rights to someone in your organisation who did not yet make a request for user rights , **click on here**

If you want to give rights to someone who is not yet in the system please **click here** to create first the user.

5.2.2. **Complete** the three fields bellow,

You need to know the email address of that person.

Make sure the email address is valid, belongs to that user and that the user will use this email address to create his ECAS user account.

5.2.3. **Click** on *CREATE*

5.2.4. **Check** the appropriate role for that person (see 5.1.2). That person will be informed by email that she was granted new user rights for APPEL.

6. TROUBLESHOOTING

European Commission
Authentication Service

Forgot your password? :: Change Password :: Privacy Statement :: Contact :: Help

>> EUROPA > Authentication Service > Login

Authentication requested by: APPEL

Domain: External (*)

Username or email address: Remember my username

Password:

Warn me each time an application asks for my identity

View my ECAS account details after logging me in

[Sign Up for ECAS](#) [Having problems registering or logging in for the first time?](#) [Don't yet have an ECAS password?](#)

(*) Is the selected domain correct? If not, please [change it](#) - or else your username or e-mail will not be recognised.

Forgot your password? :: Change Password :: Privacy Statement :: Contact :: Help

W3C WAI-A WCAG 1.0 DIGIT top

This Website is managed by the European Commission's Informatics DG - Version 1.9.1.1.4938 - 29/01/2010 - 14:30 - Processing: 39 milliseconds

In case you **forgot your password**, **did not activate your ECAS user account in time**, or **never received the ECAS confirmation email**, please follow the link "[Having problems registering or logging in for the first time](#)" and follow the instructions.



>> [EUROPA](#) > [Authentication Service](#) > [Help for external users](#)

Don't know how to register for an ECAS account?

If the Commission site you are trying to access is available to users who have registered their own accounts, a link "Sign up for ECAS" will appear on the login page below the login and password fields. It only appears if the External domain is selected.

Forgotten your password?

We can send you by e-mail a link allowing you to [reset your password](#).

You tried to register with ECAS but did not receive an e-mail?

You may have mistyped your e-mail address. If this is the case, your only option is to register again. If you typed your e-mail address correctly, please follow [this link](#) to reset your password. Please make sure that the mail was not incorrectly identified as spam or junk mail. You should check your junk/spam mail folder, if you have one, to see if the mail is there. Your organisation's e-mail service may have prevented the mail from reaching you - please contact your mail administrator if you think this may be the case.

You registered successfully but did not complete the initialisation process in time?

We can send you another e-mail to allow you to [try again](#).

You registered successfully but the link to allow you to complete the initialisation process did not work?

We can [send you the link again](#), but please make sure that the link you click on is not split across lines by your e-mail application or that you copy the entire link into the address box of your browser.

You've forgotten your username?

When logging in, you can use your e-mail address instead of your username. Once you have logged in you can find out your details by following [this link](#).

You get an error "Incorrect username or password supplied for the selected domain"?

This may be due to mistyping or one of the reasons mentioned above. It could also be caused by selecting the wrong domain: unless you are a user in one of the categories or organisations mentioned in the list of domains, your domain will be "External". Please make sure that this is the domain shown on the login page above the Username box. There is a link on the login page allowing you to [change it](#).

If none of the above solves your problem, please follow the Contact link in the page header or footer to obtain further assistance.

[Return to the login page](#)



Remember that the selected domain for accessing APPEL should always be "EXTERNAL"

In case nothing helps, please contact our IT Support:

