User Guide for Organisations

Introduction to the Guide

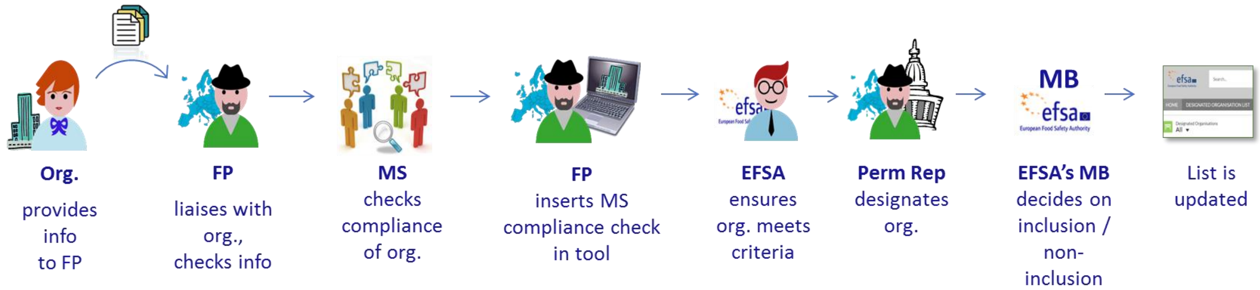
The current User Guide supports the Organisation's Admin Contact person to provide information in the new Competent Organisations Database, used to facilitate the maintenance of the List of Competent Organisations, and initiate the Assessment Request.

As a first instance, it describes how to newly insert organisations in the database. Once the List of Competent Organisations is established in the tool, changes/updates and withdrawal processes will also be described.

The parts of the process that are done outside of the tool are only briefly mentioned, if relevant.

Overall process flows

The **overall procedure** for updating the List of Competent Organisations is:



The initial part of this procedure is done at national level, namely the contact between organisation and Focal Point and checking compliance of organisations with the formal criteria[1].

When the procedure progresses, for organisations that meet the criteria and which the Member States intends to designate, EFSA's Competent Organisations Database is involved. It contains information of the organisations on the List of Competent Organisations and makes this List publically available.

The tree **main actors** driving the procedure are:

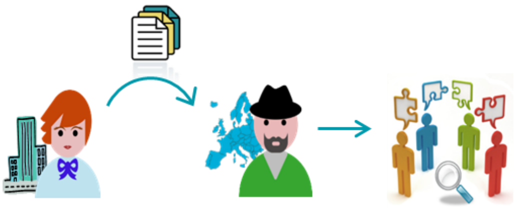
Organisation Admin Contact Person: provides information about the organisation:
a) directly to the Focal Point, via the 'Information Collection Form' and supporting documents, outside of the tool; and
b) in the tool, in the organisation profile ("*account*").

Focal Point: is the main reference point in the **Member State** (MS) to:
- liaise with the Organisation Admin Contact Person;
- facilitate the MS's assessment of organisation's compliance with the criteria and insert the results into the tool; and
- facilitate the designation process via the Permanent Representation/Mission to the EU in Brussels at national level.

EFSA Business Admin: supports actors in the process; facilitates the updating of the List, including decisions of EFSA's Management Board and publishing the official List of Competent Organisations.

[1] Criteria indicated in Article 1 of Commission Regulation 2230/2004.

Activities at national level



The Focal Point liaises with the organisations and other relevant players at national level to collect and store information to assess if organisations meet the criteria for the List of Competent Organisations.

More detailed information is provided in the Guidelines on the Compliance Assessment of Competent Organisations Designated by Member States in Accordance with Article 36 of EFSA's Founding Regulation and its Implementing Rules (*to be provided*).

Getting started in the tool

Introduction to the tool

The tool is based on Salesforce – a cloud technology platform for customer relations management, configured to accommodate the process of establishing and maintaining the List of Competent Organisations.

Please note that parts of the process occur outside of the tool. The tool is just a support to formalise and reach the objective - the establishment and maintenance of the List.

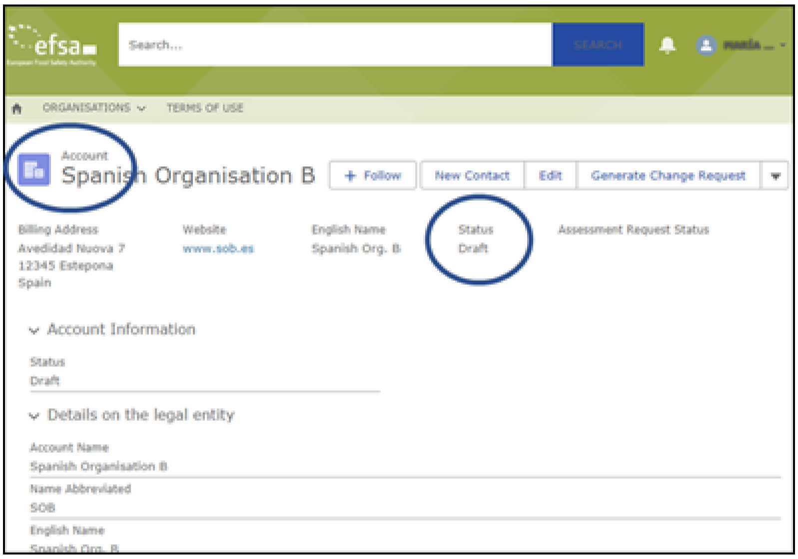
The tool has three main elements, important in establishing and maintaining the List:

1. Accounts
2. Assessment Requests
3. Public List of Competent Organisations

1. Accounts

In the tool, organisation profiles are called "Accounts". They contain information on:

- Organisation's contact details
- Names of parts of the organisation
- Organisation's remit & competences
- Contact persons contact details
- List of related Assessment Requests



An Account has a certain “status”, depending on where it is in the process flow.

The statuses are:

2. Assessment Requests

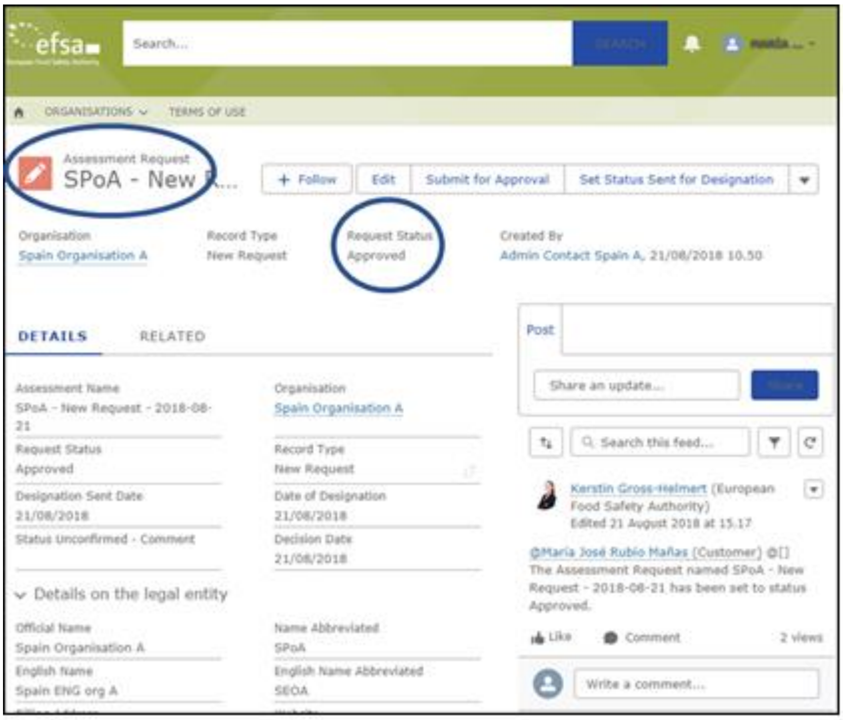
An “**Assessment Request**” starts the processes to update the List:

- To include new organisations (in Process 1. New Organisations)
- To take account of technical updates of organisations on the List (in Process 2. b. Technical Update)
- To take account of substantial changes to organisations on the List (in Process 2. c. Substantial Change)
- To delete organisations from the List for which designation has been withdrawn from a Member State (in Process 3. Withdrawal).

(Note: Process 2.a. Editorial Update does not involve an Assessment Request.)

An Assessment Request contains:

- Organisation’s contact details
- Organisation’s remit & competences
- Contact persons contact details
- Member State Assessment Summary



An Assessment Request is generated when:

- the Organisation Admin Contact wants to initiate the process of including a new organisation on the List;
- the Focal Point initiates the approval of changes/updates of an organisation on the List; or
- the Focal Point initiates the withdrawal of an organisation from the List.

An Assessment Request has a certain "status", depending on where it is in the process flow. These are described in each process section below.

Relationship Account and Assessment Request

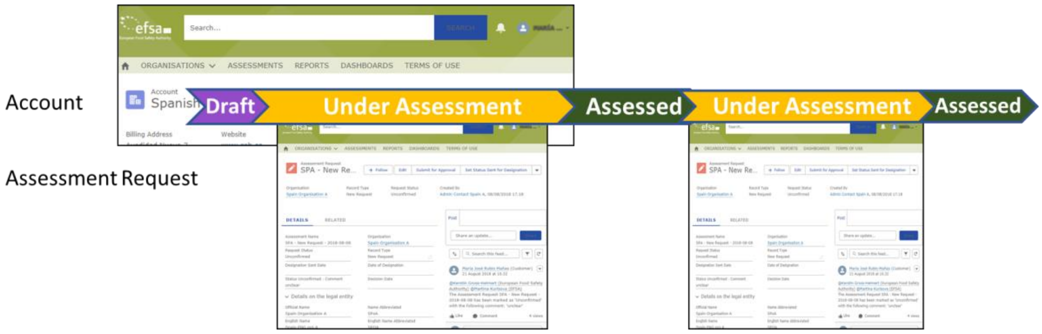
The relationship between an Account and an Assessment Request is described in the box below:

Account statuses

Draft	Under Assessment	Assessed	Removed
When an **Account** is generated, its status is: **DRAFT**.	The process of assessing the organisation is done via an Assessment Request. When an **Assessment Request is generated**, the status of the **Account** is: **UNDER ASSESSMENT**. The Account remains in the status UNDER ASSESSMENT, as long as the Assessment Request is 'open'.	When an **Assessment Request** reaches an **end**, i.e. the status "Approved", "Rejected" or "Unconfirmed", the **Account** status is: **ASSESSED**.	An **Account** is placed in status "**REMOVED**" when the **Assessment Request** to withdraw an organisation from the List reaches the end "**withdrawn**".

At any point in time, **only ONE** Assessment Request can be '**open'** (the Account is in status "Under Assessment").

Over time, an Account will have several Assessment Requests, as the information in the profile is updated. The Account will then have undergone several cycles of statuses "Under Assessment" and "Assessed".



3. Public List of Competent Organisations

When EFSA's Management Board decides to include an organisation in the List of Competent Organisations and EFSA sets the Assessment Request status to "Approved", the organisation is included in the public list under:

https://efsa.force.com/competentorganisations

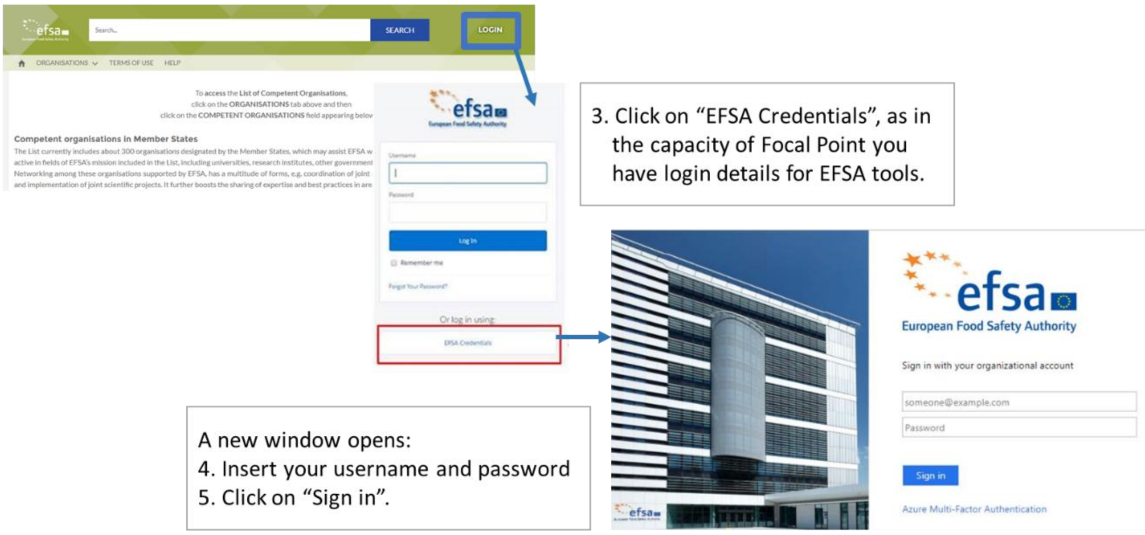
When clicking on the name of an Organisation, the Organisation details can be viewed:

To support networking, the Focal Point can also see the names and contact details of contact persons for the organisation's competences when scrolling down the page:

Login into the CompOrg Database

To log into Salesforce as Portal user:

1. Insert the following URL in your Browser: https://efsa.force.com/competentorganisations
2. Click on the Login Button (right upper corner).



3. Click on "EFSA Credentials", as in the capacity of Focal Point you have login details for EFSA tools.

A new window opens:

4. Insert your username and password
5. Click on "Sign in".

Please note that the required credentials are the same for all EFSA IT tools.

For lost password and/or password reset contact EFSA Service Desk: ServiceDesk@efsa.europa.eu

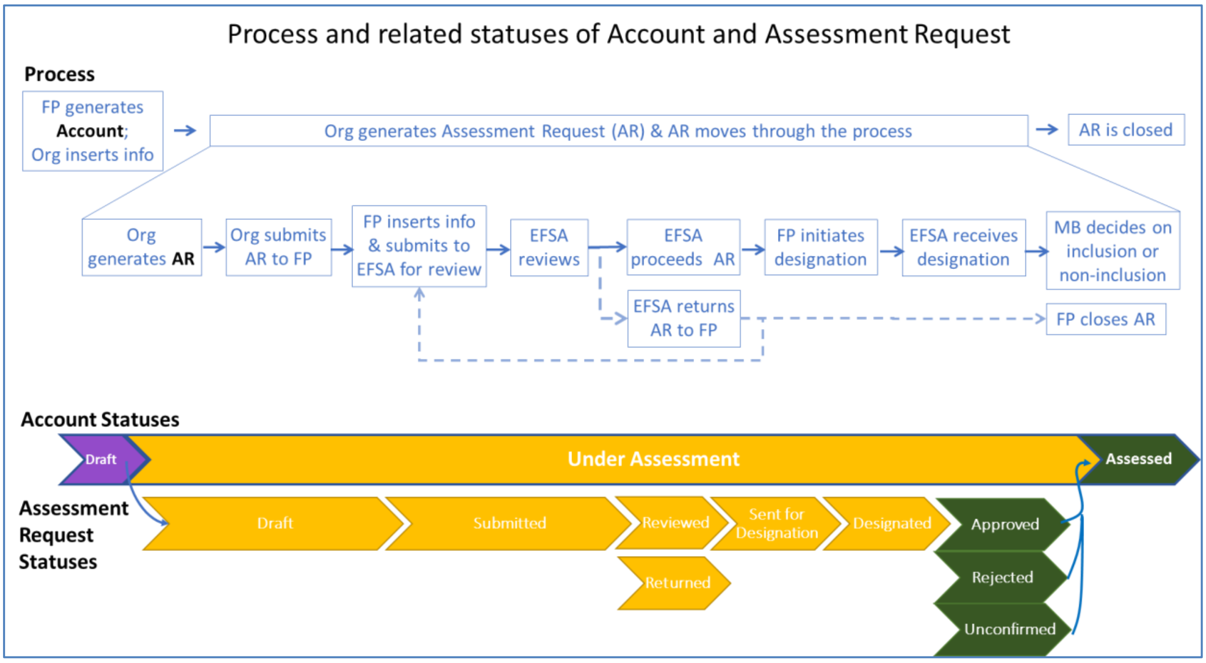
Getting an Organisation on the List

After the Member State has assessed an organisation and concluded that it complies with the criteria, the process for including it on the List of Competent Organisations can be initiated in the CompOrg Database.

Firstly, the Focal Point provides access to the Organisation Admin Contact person to its organisation profile/ Account.

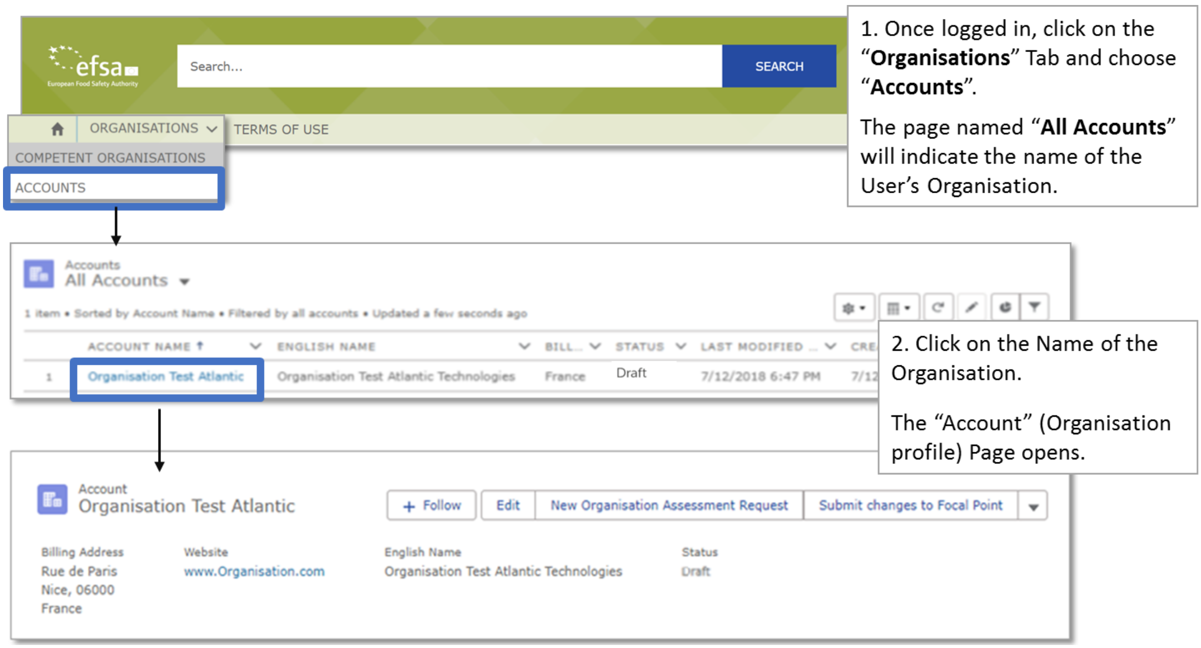
The Organisation Admin Contact can then add the needed information in the Account and initiate the process by generating an Assessment Request (AR) and submitting it to the Focal Point.

The process flow and Assessment Request statuses are depicted below:

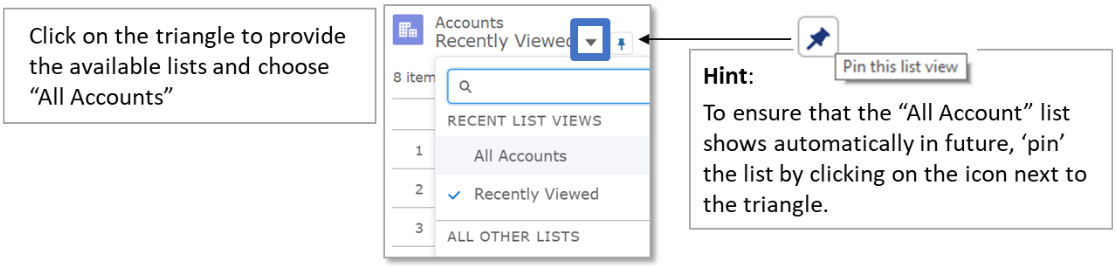


Accessing the Account

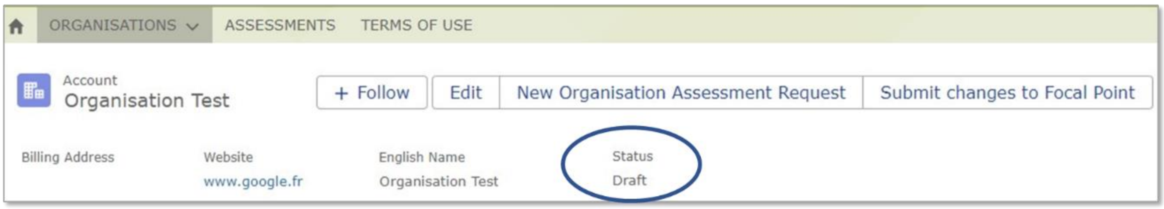
The organisation's Account is visible on the ALL Accounts page. To open it, click on the organisation's name:



Note: if you cannot see the "All Accounts" list:

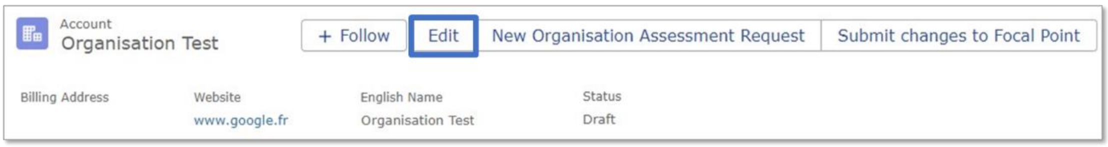


At the beginning, the status of the Account is set to: DRAFT



Edit information in the Account

To insert information, the Admin Contact Person clicks on the "Edit" button on the Account page:

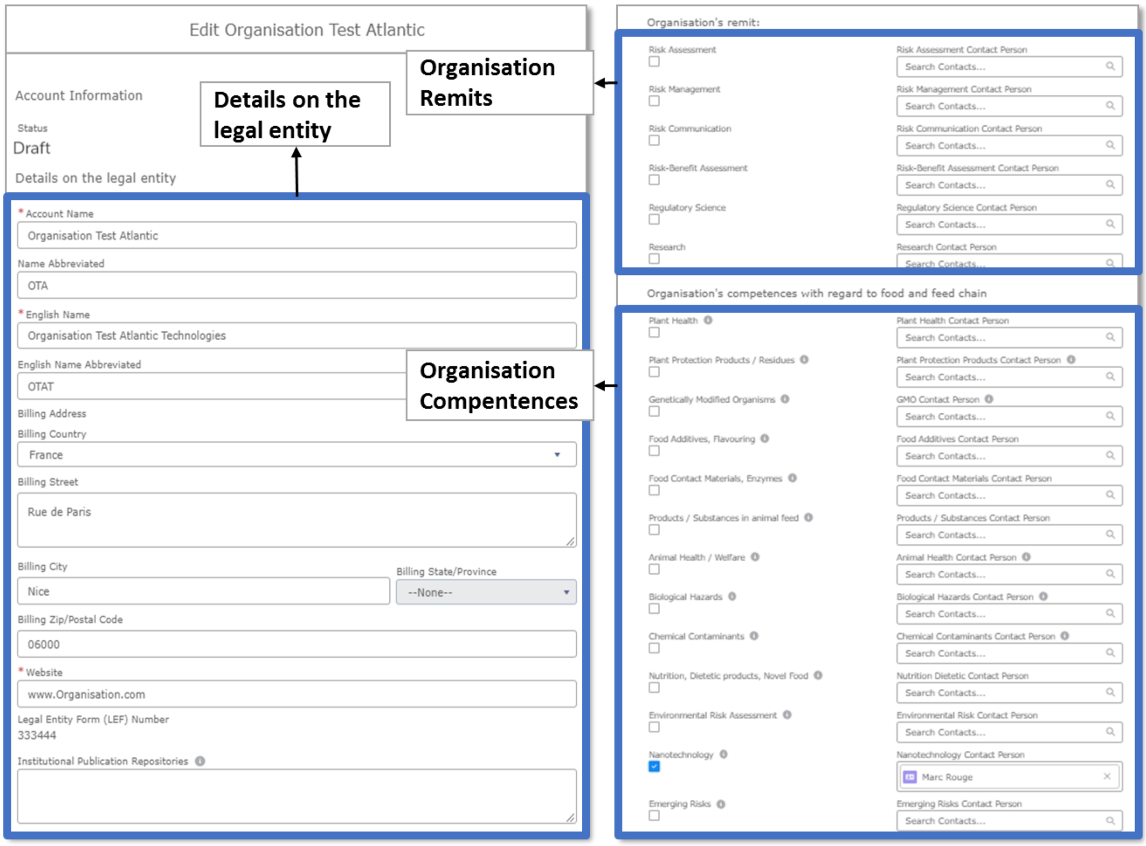


This opens a new form, where the missing information can be inserted. It is mandatory to insert:

- English name
- Address
- Website
- At least one competence for the Organisation

Information also to be added, as relevant:

- "Name Abbreviated"
- "English Name Abbreviated"
- Remit for the Organisation
- Organisation's address



Note:

The public List of Competent Organisations will show the following information:

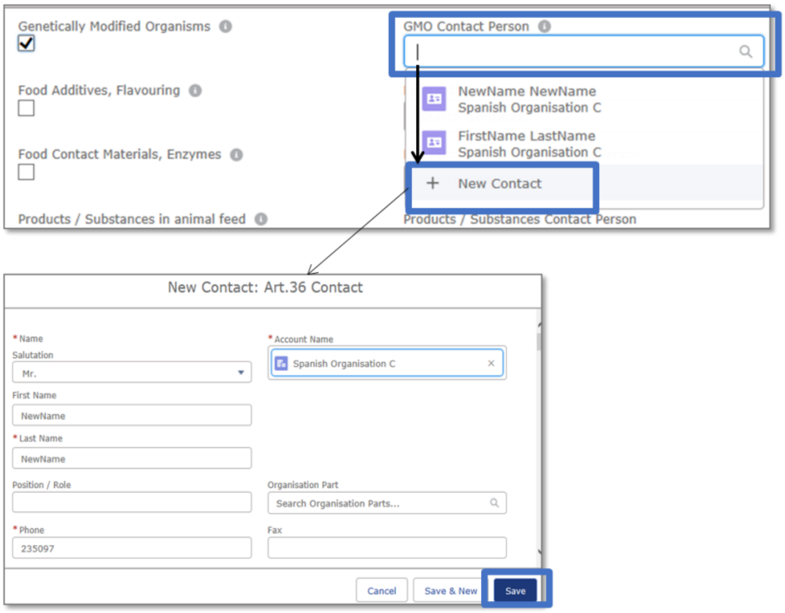
- Organisation name (full & abbreviation) in original language & in English
- Name of organisation parts (for Ministries only)
- Country
- Organisation’s remit & competence(s)
- Organisation’s address & website

Normal formatting should be used, i.e. not all capital letters.

Indicate a contact person for a competence

For each ticked competence of the organisation, at least one contact person needs to be indicated.

At a later point in time, it is envisaged to provide to these persons information related to this area of competence, for themselves and further dissemination within their organisation (or even other networks).



When inserting a competence, it is mandatory to specify a contact person for that competence.

To **add a contact**:

1. Click on the Contact Person field on the right
2. Select a person, if already available, or Click on **"+ New Contact"**.

A form opens.

3. Fill in the information
4. Click on the "**Save**" button.

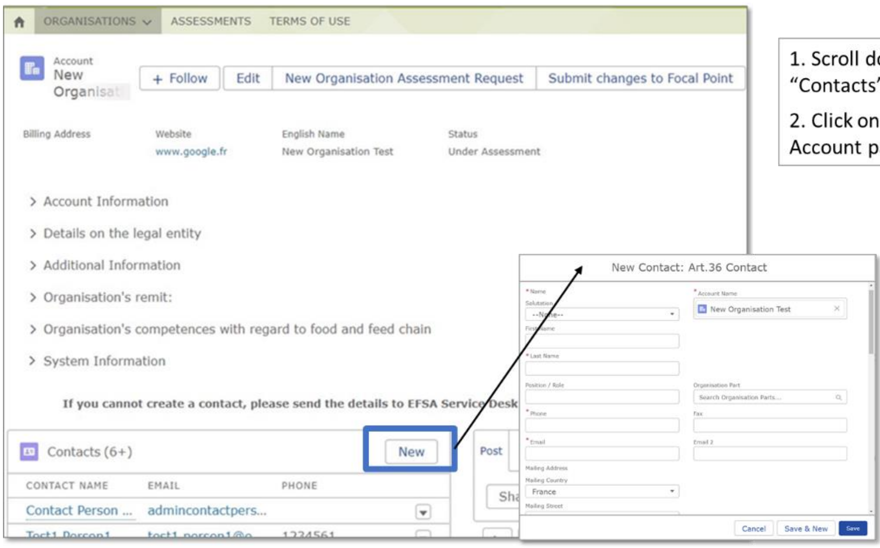
When saved, the contact person page closes, going back to the 'Edit page' of the organisation.

Once all necessary information has been added, click on the "Save" button of the 'Edit page' to save the information of the Account.

Add a new contact person for an organisation

There are two ways of adding new contact persons for an organisation:

1. When adding a competence or remit for an organisation (see above), and
2. Direct addition to the account:



1. Scroll down the Account page to "Contacts"
2. Click on the "**New**" button on the Account page.

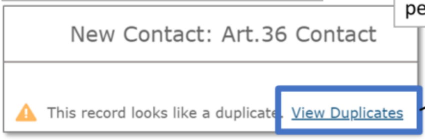
A form opens to create a contact.

3. Fill in the form. Note that the following fields are mandatory:
   - First Name
   - Last Name
   - Phone number
   - Email
4. Click on "**Save**".

Avoiding duplicate entries

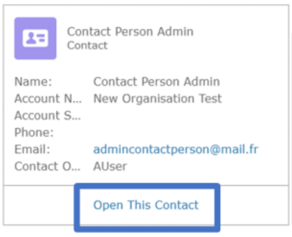
To avoid duplicate entries when filling-in a contact person's details, the tool checks the name and e-mail address. If there is a match with an already existing entry, the tool will provide an alert.

If there **is permission** to view the already existing entry, a link will be provided.



1. Click on "View Duplicates"

A new page will open, showing a summary of the person's information.



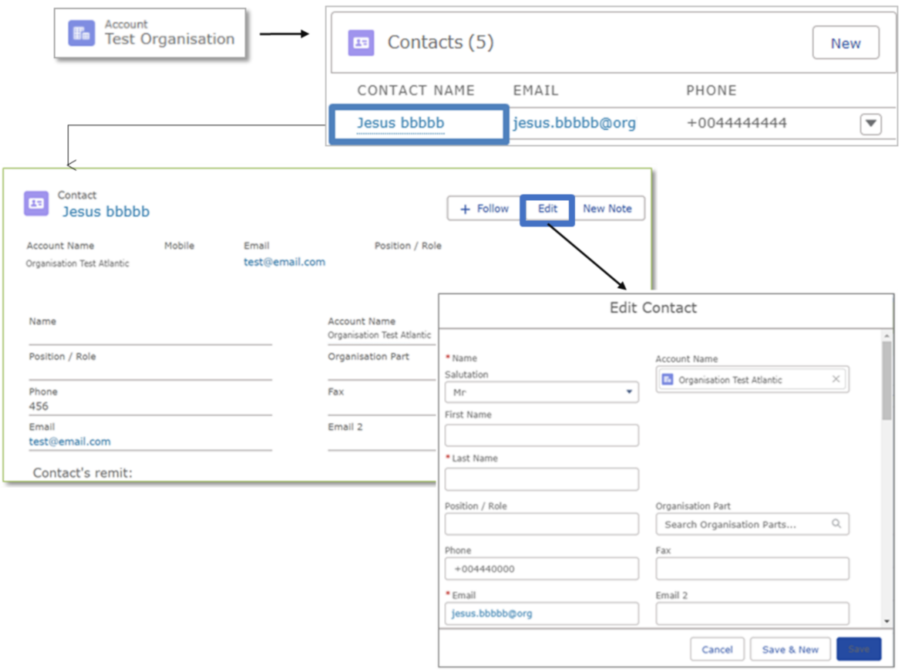
2. Click on "Open this contact" to get more information and see if the existing entry matches the one that should have been generated.

If there is **no permission** to view the already existing entry, it will not be possible to proceed for the indicated name and e-mail address.

1. Ensure that the name and e-mail address are correct.
2. Provide the details of the contact person to EFSA Service Desk (servicedesk@efsa.europa.eu), so that the contact can be linked to the organisation/account.

Modify a contact person's information

To modify information of existing contacts:



1. Scroll down the Account Page to "**Contacts**"
2. Click on the contact person's name.

A page with the person's contact details opens.

3. Click on the "**Edit**" button

A form opens.

4. Modify information or add a remit / competence for the contact, as needed.

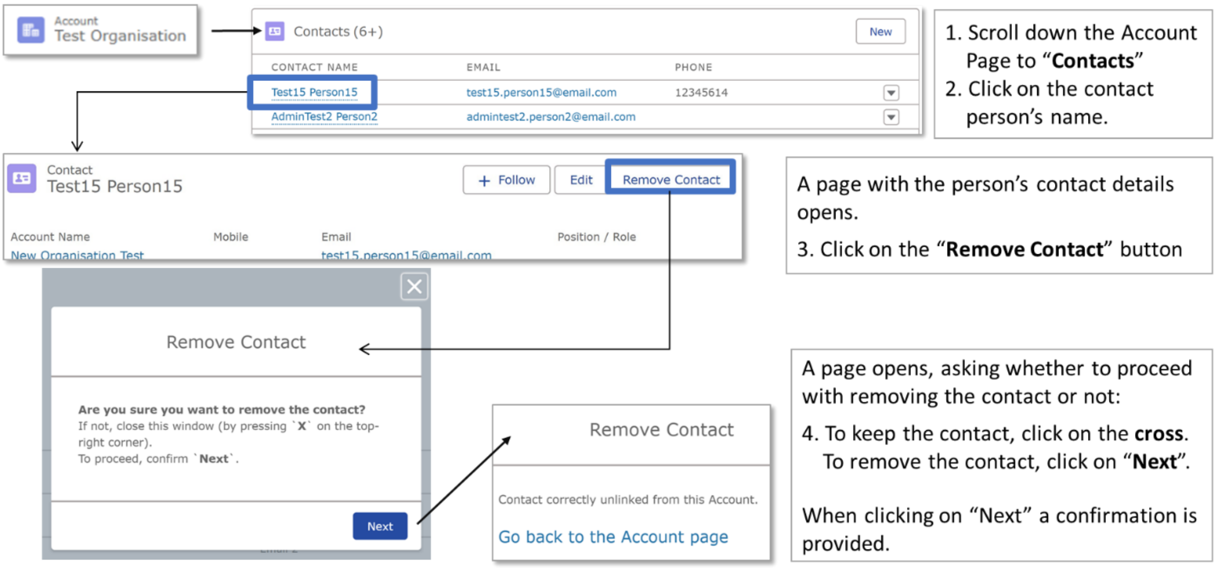
Note: Only remits/competences which have already been indicated on the Account page can be added.

5. Click on "**Save**".

Remove a contact person

When a contact is removed, it is 'unlinked' (i.e. no longer associated) with the account. It remains available in the tool but is no longer visible.

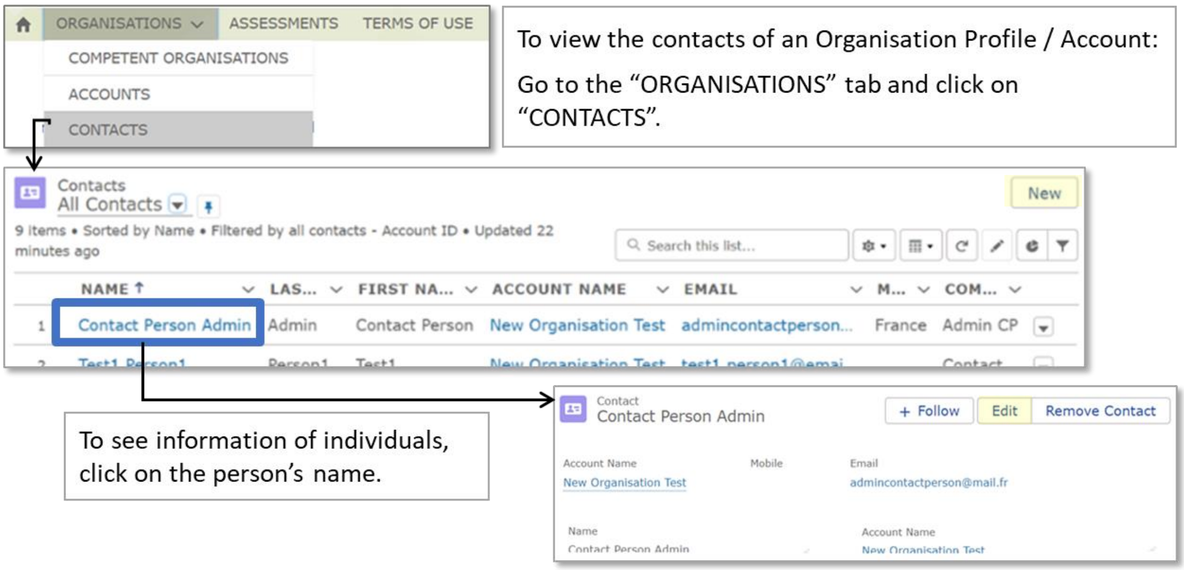
To remove a contact person from an organisation/account:



View all contact persons of an organisation

All contacts of an organisations can be viewed, as list, as well as their individual information.

To see the contacts:

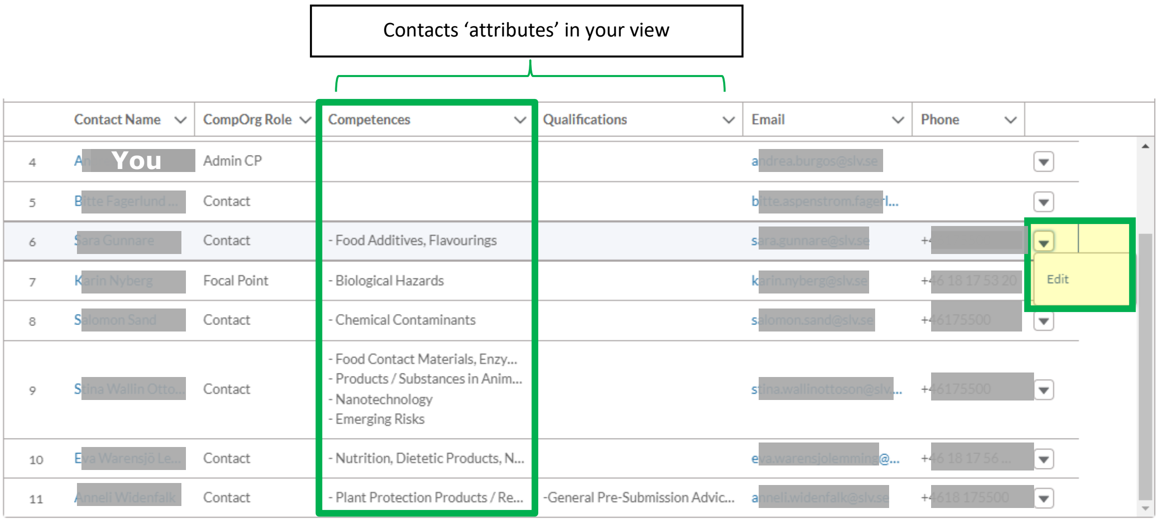


<u>Note</u>:

Edit (modify) **only** the Contacts with 'Competences' and/or **add** new Contacts, but DO NOT **remove** 'other' Contacts in your view as they are coming from other EFSA processes, in which your organisation is involved (e.g. those having attributes under 'Qualifications' column, or any attributes) and are in your view only for your information.

Please do not create duplicates, **edit** the existing Contacts or **add new**.

You, as the Admin Contact Person, could be also the Contact with Competences for your organisation. Each Competence of your organisation needs to have associated at least one Contact.



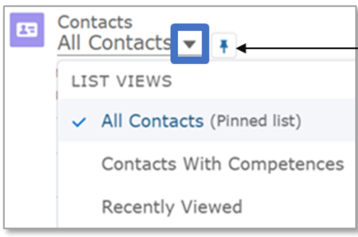
When editing your organisation’s Contacts, you can use <u>only</u> the **set of Competences**, which your organisation was included in the Art.36 list with. If you would like to add **a new competence** to your organisation, get in touch your EFSA national Focal Point (FP) and create including those new Competence(s) a ‘*Change Request*’ (see on p. 18) and submit it to FP.

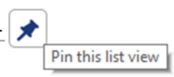
The set of competences can consist of max. 13 main areas of EFSA’s remit, namely:

1. Plant Health
2. Plant Protection Products / Residues
3. Genetically Modified Organisms
4. Food Additives, Flavourings
5. Food Contact Materials, Enzymes
6. Products / Substances in Animal Feed
7. Animal Health / Welfare
8. Biological Hazards
9. Chemical Contaminants
10. Nutrition, Dietetic Products, Novel Food
11. Environmental Risk Assessment
12. Nanotechnology
13. Emerging Risks

Different Contacts **lists view** are available, providing different information of the contacts, see:

To see the lists, click on the triangle to provide and choose one.



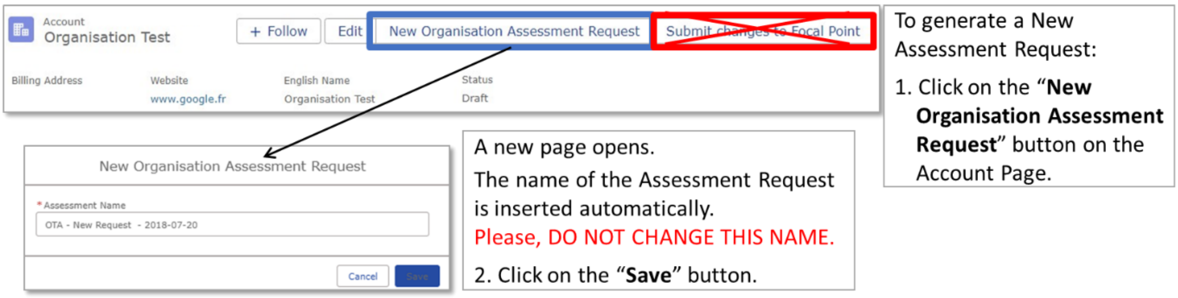


Hint:
The favourite list can be shown automatically in future, by ‘pinning’ it: Click on the icon next to the triangle.

Generate an Assessment Request

Sending the information in a profile through the process, is done via an Assessment Request. When the Assessment Request is created, the information of the Account is automatically copied on the Assessment Request Page.

It is the Organisation Admin Contact that initiates a New Assessment Request.



As a result:

- The **Assessment Request** is created in the Status: **DRAFT**.
- The **Account** is set to the Status **UNDER ASSESSMENT**.

While an **Account is Under Assessment**, as the Organisation Admin Contact, **you can**:

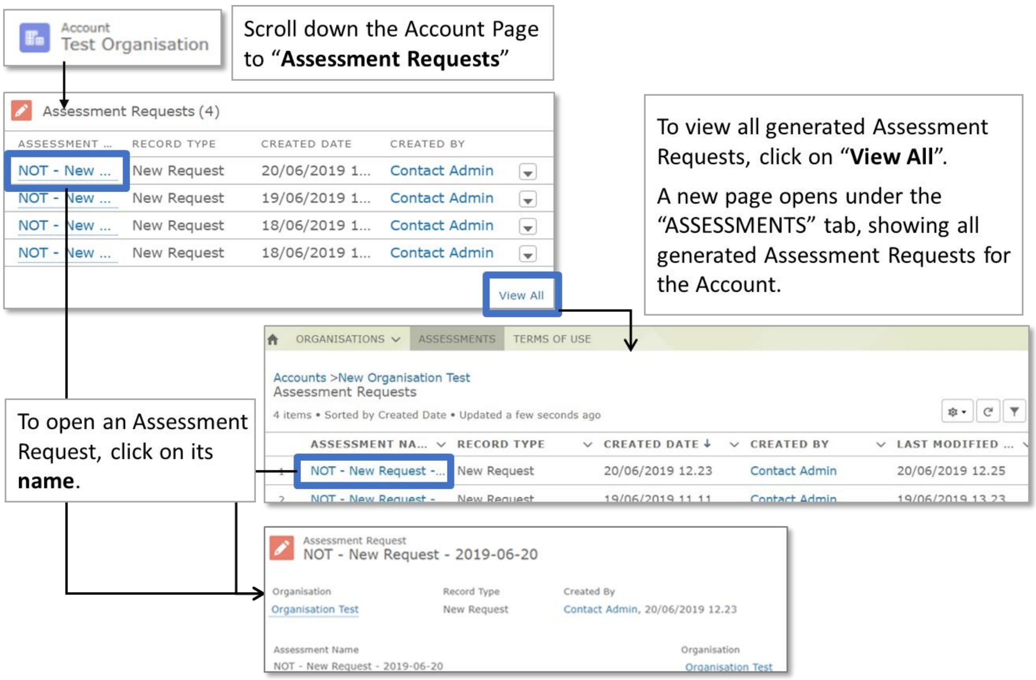
- Add a new contact
- Add a new remit or competence for a contact (for competences already selected for the organisation)

While an **Account is Under Assessment**, in order to ensure the consistency of data while the Assessment takes place, **you cannot**:

- Add new competences to the Organisation
- Modify the Contact person for an existing competence on the Account page

View an Assessment Request

To open and see an Assessment Request:



Assessment Request status “Unconfirmed”

Should any information, for which the Admin Contact is the owner, be missing in the Organisation profile / Account or formatting of the information be needed, the Focal Point will set the status of the Assessment Request to “Unconfirmed”.

When an Assessment Request is set to “**Unconfirmed**”:

- The **Assessment Request** is ‘**closed**’; it is no longer possible to proceed with the same request.
- The **Account** status is moved from “Under Assessment” to “**Assessed**”, without the organisation appearing on the List of Competent Organisations, as the process for possible inclusion was not finalised.
- It is possible to edit the information in the Account.

Once the Account information has been edited, the Admin Contact needs to generate a new Assessment Request.

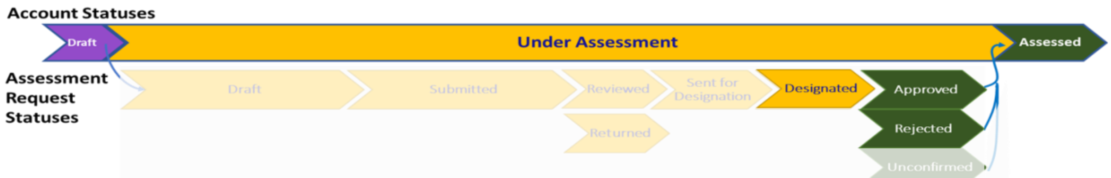
Proceeding the Assessment Request

The Assessment Request will then be moved through the process as described above under “Process: Getting Organisations on the List”.

When EFSA’s Management Board decides on inclusion or non-inclusion of the organisation on the List of Competent Organisation, the EFSA Admin registers the decision date and outcome, setting the status of the Assessment Request to either “Approved” or “Rejected”.

When an organisation is approved, it is included on the published List. Changes to the List are notified in the EU Official Journal (Series C).
When an organisation is rejected, it is NOT included on the published List.

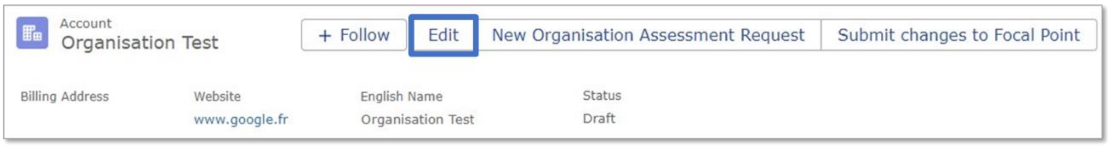
By setting the status “Approved” or “Rejected”, the Assessment Request is ‘closed’; also the status of the Account is moved to “Assessed”.



Updating the information in the Account

To update information for organisations included on the List of Competent Organisations, the Admin Contact Person accesses the Account and:

1. clicks on the "Edit" button



2. Makes changes
3. Clicks on the "Save" button.

Editorial Changes

Editorial changes involve the following information:

- Organisation's address, i.e. Street Name and Number, Postal Code, Town / City
- Organisation's Website / URL
- Personal Contact Detail fields

For information on how to change contact persons and their details, go to:

- Add a new contact person
- Modify a contact person's information
- Remove a contact person

To find out how to view all contact persons of an organisation – see here.

Changes to these fields will be immediately visible on the public List, without the need of approval.

Other Changes

Further to "editorial change", the Admin Contact Person cam also change information in the Account on:

- English name
- "Name Abbreviated"
- "English Name Abbreviated"
- Remit for the Organisation
- Competences for the Organisation

Note:

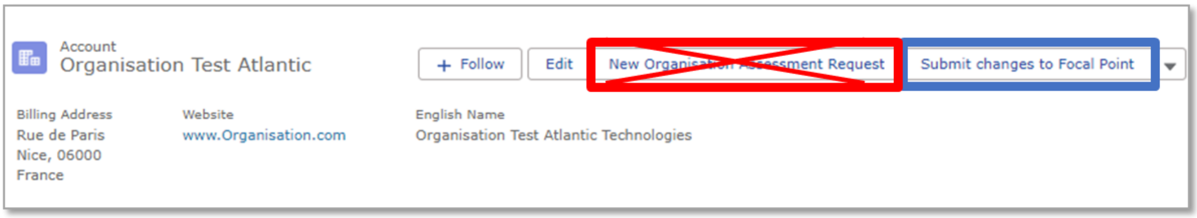
Further changes to the organisations, as well as **documents** supporting these changes, need to be sent to the Focal Point outside of the tool.

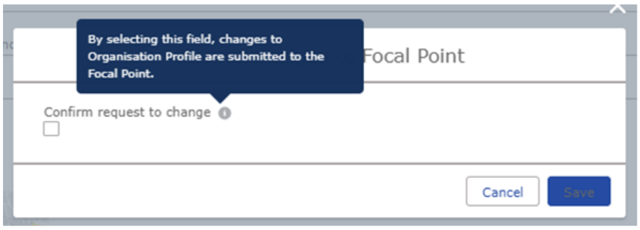
These changes need to go through an approval process. The Admin Contact Person will receive the following **notification**: "*Your changes have been processed. Please submit them to the Focal Point*."

The Focal Point then checks these changes as well as any other information provided and, if the information is complete, generates a Change Request in the tool. Once this is approved, the changes will be visible on the public List.

Submit the changes to the Focal Point

To submit the changes to the Focal Point:





1. Click on the "**Submit changes to Focal Point**" button

A new page opens:

2. select the "**Confirm request to Change**" checkbox
3. click Save.

The Focal Point is notified.