

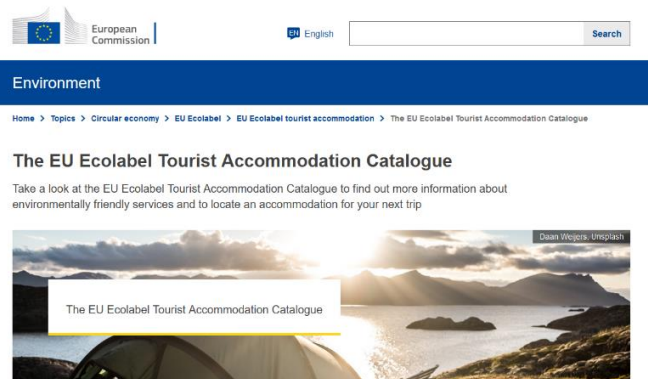
User Manual: EU Ecolabel Catalogue (ECAT) For Applicants and Licence Holders - May 2023



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INTRODUCTION: WHAT IS ECAT?

The [EU Ecolabel Products Catalogue](#) and the [EU Ecolabel Tourist Accommodation Catalogue](#) are public databases allowing all stakeholders to quickly find EU Ecolabel products and services. Licence Holders (LHs) can manage their EU Ecolabel licences in the ECAT administration platform (ECAT Admin) so that the EU Ecolabel products and services appear in the EU Ecolabel catalogues (ECAT).



How to register your licence on ECAT – in a nutshell

1. Create a new [EU Login user account](#), confirm the incoming mail and create a new password within 90 minutes.
2. With your new credentials, please log-in to [ECAT Admin](#). Either register your new organisation in ECAT or if the organisation already exists in ECAT, ask your colleagues to add you as a member in the organisation list.
3. A new organisation must be activated by the responsible Competent body (CB). This is usually done within one day. You can also contact your CB directly to speed up the process.
4. After your account has been activated, log-in to [ECAT Admin](#) and click on "Create new licence". Select a product group and add a product/service to your licence by clicking on "Add" under the section "Manage products/services".
5. Click on the button "Send to CB" - your Competent Body will check and publish your licence
6. Enjoy a higher visibility of your EU Ecolabel licence in [the Public EU Ecolabel Tourist Accommodation Catalogue](#) or [Public EU Ecolabel Product Catalogue](#).

The following chapters will give you more details and explanations on how to register your licence on ECAT.



If you have a question on your ECAT_Admin account that cannot be solved with this User Manual, please address your issue to the [EU Ecolabel Helpdesk](#) or your [Competent Body](#).

In your email, please include:

- A clear description of the issue;
- The licence number;
- Your ECAT_Admin username;
- Country in which the company is located;
- A screenshot of the issue.

Since technical issues may be forwarded to the European Commission IT Department, please account for a 5–7 day waiting period until your issue is resolved. Certain issues may take longer to resolve.

To access ECAT Admin, use the following link, enter your ECAT Admin login credentials and select the EU Ecolabel domain: <https://webgate.ec.europa.eu/declare/web/home>

The screenshot shows the 'WELCOME TO DECLARE' page. At the top, there is a header with the European Commission logo and navigation options like 'EN' and 'Logout'. Below the header, the main content area is titled 'WELCOME TO DECLARE' and includes a brief description of the tool. There are four main content boxes, each with a title and a short description. The 'EU ECOLABEL - CATALOG AND SPECIFIC TOOLS' box is highlighted with a green border. The other boxes are: 'AARHUS REGULATION - INTERNAL REVIEW REQUESTS', 'ALURES - ANIMALS USED FOR SCIENTIFIC PURPOSES', and 'ENV DATA - CATALOGUE AND INDICATORS LIBRARY'.

Figure 1: Welcome page

After selecting “EU Ecolabel”, you will be directed to the homepage of your user account where you can choose between several options. You can create a new licence, manage existing licences or download an excel list of your registered licences.

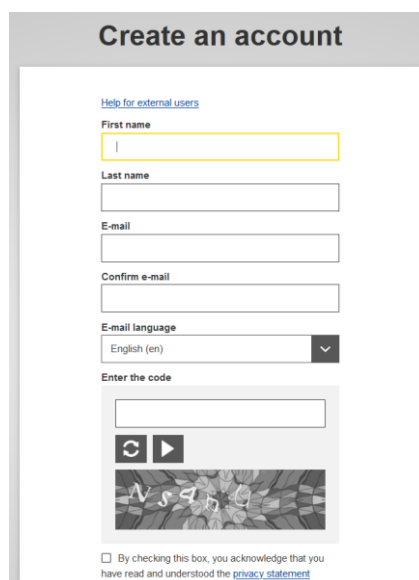
The screenshot shows the 'testAT Licence Holder' homepage. At the top, there is a header with the European Commission logo and navigation options like 'EN' and 'Logout'. Below the header, there is a navigation bar with 'Home', 'Licences', 'Bulk', and 'Organisations'. The main content area is titled 'testAT Licence Holder' and features three main options: 'Create new service licence', 'Manage licences', and 'Download the product list'. The 'Create new service licence' and 'Download the product list' options are highlighted with a green border.

Figure 2: ECAT homepage

CHAPTER 1: ACCESS TO ECAT ADMIN

1.1. CREATING AN ECAT ADMIN USER ACCOUNT

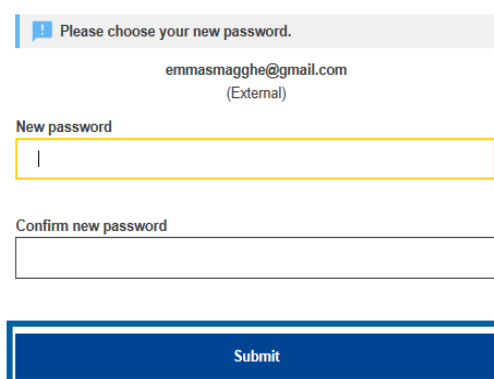
1. Create new EU Login credentials: [Create an account \(europa.eu\)](#). The EU Login authentication service is a point for user authentication to a wide range of Commission information systems, such as the EU Ecolabel Catalogue (ECAT).
2. Insert the requested information and click on “Create an account”.



The screenshot shows a web form titled "Create an account". At the top, there is a link for "Help for external users". The form fields include: "First name" (with a yellow border), "Last name", "E-mail", "Confirm e-mail", "E-mail language" (set to "English (en)"), and "Enter the code" (with a refresh and play button). Below the form is a checkbox for acknowledging the privacy statement.

Figure 3: Login homepage

3. Upon clicking “Create an account”, an automatic email will be sent to your email address. The system gives 1½ hours to follow the link indicated in the email to create a password and finalise your EU Login account creation ([Figure 4](#)).



The screenshot shows an email interface for password creation. It includes a message: "Please choose your new password." followed by the email address "emmasmagghe@gmail.com (External)". There are two input fields: "New password" (with a yellow border) and "Confirm new password". A blue "Submit" button is at the bottom.

Figure 4: Password creation

4. With your new credentials visit [ECAT Admin](#) and select “EU Ecolabel – Catalog and Specific Tools”.
5. As a new user, you will have no role allocated. Please choose a) or b)
 - a. **If your company does not exist yet in ECAT:** Create a new company by clicking on “Register new organisation” ([Figure 5](#)). Select the available organisation type “Company” and insert

the company details. The responsible CB or the EU Ecolabel Helpdesk will afterwards validate the provided details and the new company.

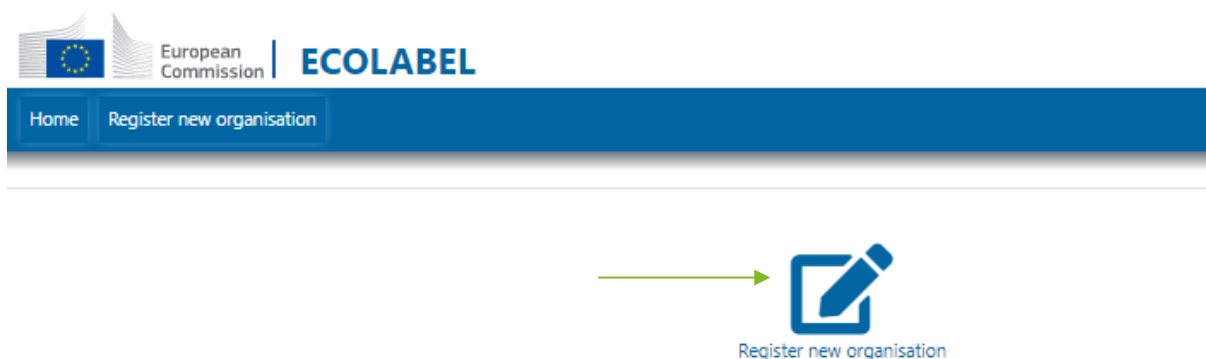


Figure 5: Register new organisation

- b. **If your company already exists in ECAT:** Please ask a colleague with a valid user account or your CB add you to the organization (see [1.4](#)).
- c. **If you are unsure if your company already exists in ECAT:** Click on “Register new organization” and enter your VAT number. If the provided VAT already exists in the selected location, an error message is displayed. Please refer to b. above.

1.2. HOW TO CHANGE ACCOUNT DETAILS

You may at any time modify your account information by clicking on the left icon on the top banner ([Figure 6](#)) and then on “My profile”. You may change the company address, change the company logo or any other relevant contact information (phone, webpage).

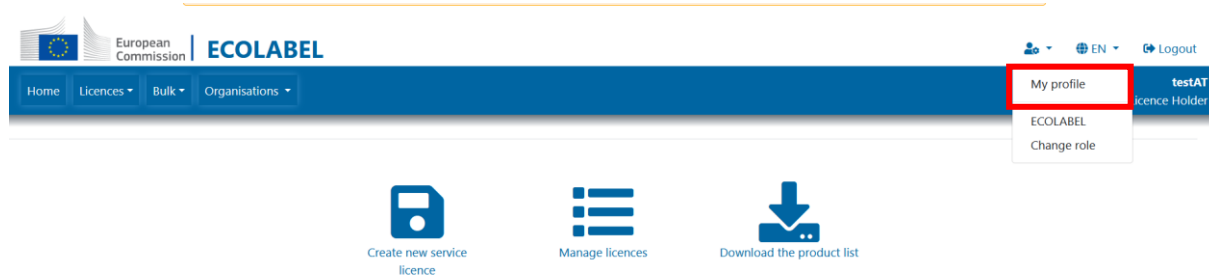


Figure 6: Changing account details

1.3. HOW TO RETRIEVE LOG-IN CREDENTIALS

1.1.1. FORGOTTEN EMAIL/USERNAME

If you forget which email/username is associated with your EU Login account, send an email to the EU Ecolabel [Helpdesk](#) from your company domain email address indicating the following details:

- Company name
- Attributed Competent Body
- Country of production

The EU Ecolabel Helpdesk will look up your associated account within its back-end system and will indicate which email/username is associated with your EU Login account.

1.1.2. FORGOTTEN PASSWORD

If you forget the password associated with your EU Login account, click on ‘**Lost your password?**’ link at <https://webgate.ec.europa.eu/cas/login>

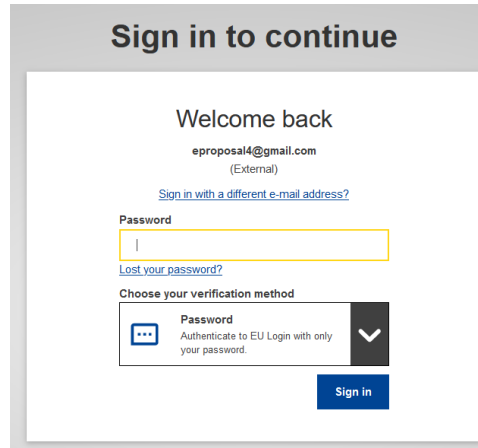


Figure 7: Lost your password

The system prompts you to undertake a security verification test before clicking on the ‘Get a password’ link. Afterwards, an email is sent to the email registered to your account with instructions on how to change the password and recover access to your EU Login account.



The system only allows one password change every 24 hours.

1.4. HOW TO ADD NEW MEMBERS TO AN ORGANISATION

In the new ECAT, several users can now have access to a licence if they are associated as members of that organisation. An existing member of the organisation or your CB can provide this access by associating the user to the organisation or restrict the access by removing the member from the organisation.

The user needs to have an EU-Login account – they can create the EU login and their password [here](#). Afterwards, please select the organisation in the organisation list, click on “Add new member” under *Actions* and enter the email address and click on “Add new member”.

ADD NEW MEMBER TO ECOLABEL AT TEST COMPANY

Select role:* Email:* First name: Last name:

Licence Holder

Add new member

Cancel

Figure 8: Add new member to the organisation

Chapter 2: Manage your product or service licences

2.1 CREATE A NEW PRODUCT OR SERVICE LICENCE IN ECAT

In order to create a new product or service licence, select the “Create new licence”-button on the homepage or select the tab “Licences” to open a drop-down menu and select Accommodations or Products in the “Create new licence” category.



Figure 9: Register for a new product or service licence

Choose the correct product group and click “Select”.

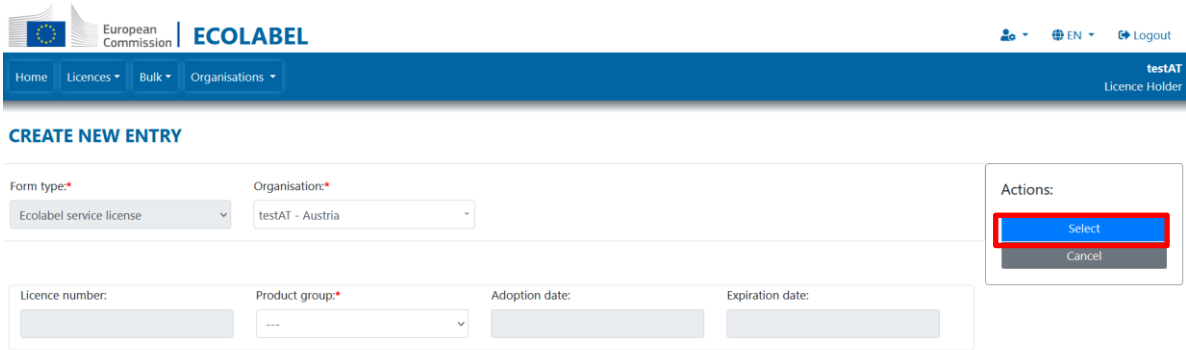


Figure 10: Select a product group

On the Details page, click on “Add” to add a product or a service to your licence.

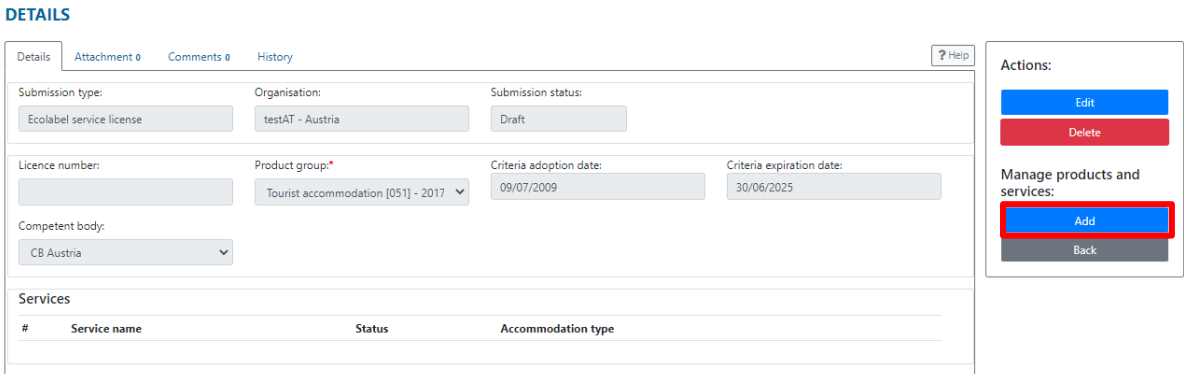


Figure 11: Add a product or service

After inserting all required information, click “Save” and “Send to CB”. Your Competent Body will need to check and award the licence on ECAT. **Therefore, please do not forget to send the registration to your Competent Body for validation!**

DETAILS

Details Attachment 0 Comments 0 History ? Help

Submission type: Ecolabel service license Organisation: testAT - Austria Submission status: Draft

Licence number: Product group: Tourist accommodation [051] - 20 Criteria adoption date: 09/07/2009 Criteria expiration date: 30/06/2025

Competent body: CB Austria

Services

#	Service name	Status	Accommodation type
1	test1	Draft	Hostel

Actions:

- Edit
- Send to CB**
- Delete

Manage products and services:

- Add
- Delete
- Back

Please see more details on how to fill out the data fields for products and services below.

2.1.1 PRODUCTS – SPECIFIC EXPLANATIONS ON REQUIRED FIELDS

This concerns licences from all EU Ecolabel product groups (except Tourist Accommodation Services, see [chapter 2.1.2.](#))

Select the countries in which your products are sold, by ticking the box of single countries or by choosing all EU countries.

CREATE PRODUCT

Product status: DRAFT Product name: Product group: test_products Subcategory: Product descriptions: Language Content Countries of availability: Available: EU Member, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece Selected: Move selected, Move all, Move selected

Actions: Confirm, Cancel

Figure 12: Required information for services

Please make sure to insert a product code in ECAT (preferably the EAN13 code). Product codes are necessary for e-retailers to verify that a product (both B2B and B2C) is indeed certified with the EU Ecolabel and to display the EU Ecolabel logo next to a certified product on their marketplace. The EU Ecolabel collaborates with several e-retailers such as Amazon and provides the data extracts from ECAT as verification source (see figure below).



E-Commerce platforms only display the EU Ecolabel next to a product if they have proof of the certification...



E-Commerce platforms check which products are registered in the EU Ecolabel Catalogue (ECAT).



E-Commerce platforms highlight sustainable products and provide information on the label

PRODUCT CERTIFICATION (1)



EU Ecolabel certified products have a reduced environmental impact across multiple stages of the product lifecycle.

Simply enter your product codes in the product section: Click on the “+”, select the code type from the drop-down menu and insert the value. Click on the blue tick to save the change.

Codes:

Type	Value
<input type="text"/>	<input type="text"/>

Codes:

Type *	Value *
<input type="text" value="..."/> <ul style="list-style-type: none"> Other EAN13 GTIN14 GTIN12 GTIN8 GSIN SSCC Internal Producer ID ITF 	<input type="text"/>

Figure 13: Inserting product codes

2.1.2 SERVICES – SPECIFIC EXPLANATIONS ON REQUIRED FIELDS

This concerns Tourist Accommodation Services only. Indoor cleaning services must be registered as a product licence see [chapter 2.1.1.](#)!)

CREATE NEW SERVICE

Status: Service name: Accommodation type:

Service address:

Same as company address?

Street name: House number: Postal code:

Actions:

Booking agencies are not mandatory. Only if you selected an “Agency”, it becomes mandatory to add a link of this selected Booking agency in the field “Link”.

To edit *Agency*, *Link*, *Language* and *Content*, you need to click on the “+” or the pen in the right corner. The “-“ allows you to delete your content. If you deleted the text by mistake, you can click on the green clock icon that appears after deletion. Afterwards don’t forget to click on the blue tick to save the change (see screenshot below).

Upload the mandatory cover image in one of the accepted formats (jpg, png, tiff) by clicking on the “+” symbol and selecting the image from your server (blue arrow in screenshot below).

Service descriptions:

Language *	Content *
English	

Images:

Cover *	Others

(Accepted formats: JPG, PNG, GIF, TIFF...)

Booking agencies:

Agency *	Link *

Figure 14: Adding Booking agencies and service descriptions

2.2 EDIT AN EXISTING PRODUCT OR SERVICE

If you want to **edit an existing product or service**, click on a product or service on the licence details page.

DETAILS

Details | Attachment 0 | Comments 0 | History | ? Help

Submission type: Ecolabel Product Submissic | Organisation: testAT - Austria | Submission status: Awarded

Licence number: AT/003/003 | Product group*: test_products [000] - 2017 | Criteria adoption date: 25/01/2017 | Criteria expiration date: 30/06/2025

Competent body: CB Austria

#	Product name	Product status
<input type="checkbox"/> 1	vxvcv	Awarded

Actions:
Cancel
Manage products and services:
Add
Cancel
Back

Figure 15: Edit service (1)

Edit the product or service details and afterwards click on “Confirm”.

EDIT PRODUCT DETAILS

Product status: AWARDED | Product name*: TEST

Product group: test_products | Subcategory: Other

Actions:
Confirm
Cancel

Figure 16: Edit service (2)

Your Competent Body needs to approve the changes. Therefore, please send the registration to your Competent Body by clicking on “Send to CB”.

DETAILS

Details | Attachment 0 | Comments 0 | History | ? Help

Submission type: Ecolabel Product Submissic | Organisation: testAT - Austria | Submission status: Awarded (Modi)

Licence number: AT/003/003 | Product group*: test_products [000] - 2017 | Criteria adoption date: 25/01/2017 | Criteria expiration date: 30/06/2025

Competent body: CB Austria

#	Product name	Product status
<input type="checkbox"/> 1	TEST	Changed

Actions:
Send to CB
Manage products and services:
Add
Delete
Back

Figure 17: Edit service (3)

2.3 DELETING A LICENCE OR A PRODUCT/SERVICE

Deleting a **licence** is possible for Licence holders when the Submission status is still on “Draft” (see red arrow in figure below).

To delete a single **product/service** within a licence, the product/service status has to be “Draft”. The “Delete” button is enabled when at least one eligible product/service is selected in the list (see green arrow in figure below).

DETAILS

Details Attachment 0 Comments 0 History ? Help

Submission type: Ecolabel service license Organisation: testAT - Austria Submission status: Draft

Licence number: Product group*: Tourist accommodation [051] - 2017 Criteria adoption date: 09/07/2009 Criteria expiration date: 30/06/2025

Competent body: CB Austria

Services

#	Service name	Status	Accommodation type
<input checked="" type="checkbox"/> 1	test	Draft	sub-category-1

Actions:

- Edit
- Send to CB
- Delete

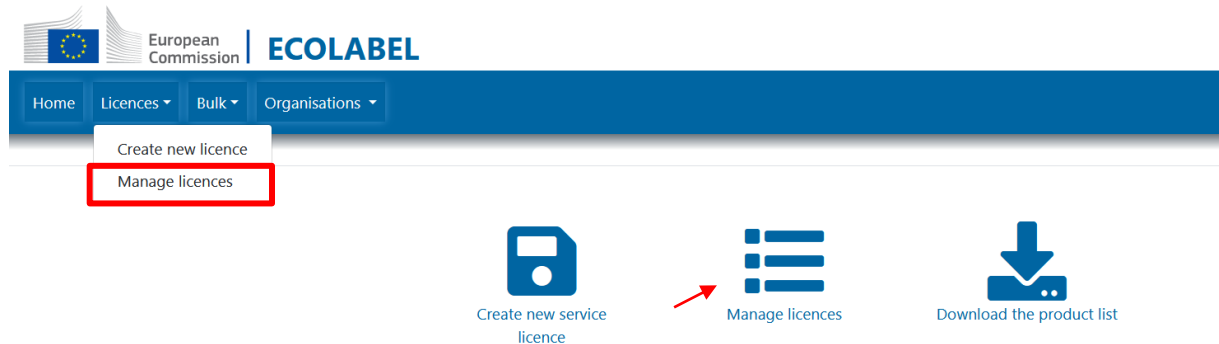
Manage products and services:

- Add
- Delete
- Back

Figure 18: Deleting a draft licence or a draft product/service

CHAPTER 3: EXPLANATION OF THE DIFFERENT STATUS OPTIONS OF YOUR LICENCES IN ECAT

To see a list of your licences in ECAT, select the “**Manage licences**”-Button on the homepage or use the drop-down menu by clicking on the tab “**Licences**” and select “**Manage licences**”.



When registering your services on ECAT, your application/licence will go through various statuses, depending on the different actions that you as Licence Holder (LH) or your Competent Body (CB) needs to perform. Depending on the current status of your licence in ECAT, you will have different modification rights. Only awarded applications will be visible in the public catalogues.

Licence number	Licence status	Licence type	Licence group	Company name	Competent body
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	New application request	Ecolabel licence service	Tourist accommodation	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	Draft	Ecolabel licence service	Tourist accommodation	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
	Draft	Ecolabel licence service	Campsites	testAT	CB Austria
AT/051/456	Awarded	Ecolabel licence service	Campsites	EcoLabel AT Test Company	CB Austria
AT/002/003	New application request	Ecolabel licence service	Campsites	testAT	CB Austria
AT/002/003	Awarded (CB Modified)	Ecolabel licence service	Campsites	testAT	CB Austria
AT/001/001	Awarded	Ecolabel licence service	Tourist accommodation	testAT	CB Austria

Figure 19: Example of applications/licences with different registration statuses



To filter products/services by status, click on the arrows next to Licence status (see purple box, Figure 19).

Please see below an explanation of the different status option and the respective modification rights:

Application status	Explanation of the status	Modification rights	Visible on Public ECAT
Draft	The applicant has created an application but has not yet sent it to the Competent Body for validation.	Applicant: you can modify your draft, add new products/modify information or delete the application. Please finalize the application and click on "Send Registration to Competent Body".	No
		Competent Body: you don't have access to the applicant's draft.	
New application request	The application has been sent for validation to the Competent Body.	Applicant: you can no longer modify your application. You are now pending approval or refusal from your Competent Body.	No
		Competent Body: you can Award (→Awarded), Update, Send Back (→Draft), Refuse (→Draft – refused) and Delete the application	
Draft – refused	The application has been refused by the Competent Body.	Applicant: you can modify your application and send it for validation to your Competent Body.	No
		Competent Body: you don't have access to the applicant's refused draft.	
Awarded	The application has been validated by the Competent Body and appears on the Public ECAT.	Licence Holder: you may modify the licence and add new products or renew the registration. If you modify it, you need to send it to your Competent Body for validation by clicking on "send registration to Competent Body"	Yes
		Competent Body: you can view and update the licence.	
Awarded – Partial	The application has been partially validated: some products have been awarded, others have not yet been approved or have been refused by the Competent Body. The awarded products appear on the Public ECAT.	Licence Holder: you can delete the non-validated products and/or create new products in the licence. Afterwards please send the application back to your Competent Body by clicking on "Send Registration to Competent Body".	Partially: Yes, for awarded products
		Competent Body: there is no need for any modifications at this point. However, you can also add new products or delete others if applicable.	

Awarded Modified	–	The Licence Holder has started to modify an awarded licence.	Licence Holder: you have made updates on the products level (change, add new products, etc.). Please send the modified licence to your Competent Body for their final validation, by clicking on “Send Registration to Competent Body”.	Partially: No, for all products that were updated.
			Competent Body: you cannot modify the licence until the Licence Holder has sent it to you for validation.	Yes, for all products that were not updated.
Awarded Modification request	–	The modified licence has been sent to the Competent Body for validation.	Licence Holder: you can no longer modify the licence as you have already sent it to your Competent Body.	No, for all products that were updated.
			Competent Body: you can approve, send back or refuse the modification request or you can modify it further as well. Please award the full licence again by clicking on “Award and publish” on the licence level.	Yes, for all products that were not updated.
Awarded Modification	–	The Competent Body made some updates at the product level of an awarded licence.	Licence Holder: you cannot perform any changes to the licence. Please ask your Competent Body to finalize and approve the modifications.	Yes
			Competent Body: you have made updates on the products level. Please award the full licence by clicking on “Award and publish” on the licence level.	
Awarded Renewal Request	–	The Licence Holder has requested the renewal of the licence, i.e. adopting of the latest criterion. → Not yet implemented in current version of ECAT	Licence Holder: you can no longer modify the licence, please wait for your Competent Body to renew the licence.	Yes
			Competent Body: you can both refuse or accept the renewal request or modify it.	
Awarded Renewal with modification	–	The Licence Holder has requested the renewal of the licence and additionally performed some updates on the products within the licence. → Not yet implemented in current version of ECAT	Licence Holder: you can no longer modify the licence, please wait for your Competent Body to renew the licence.	Yes
			Competent Body: you can both refuse or accept the renewal with modification request or modify it.	
Awarded Renewal refused	–	The renewal of the licence has been refused by the Competent Body. As long as	Licence Holder: If you wish to renew your licence please contact your CB.	Yes, as long as expiration

→ Not yet implemented in current version of ECAT	the Product Group criterion is still valid, the licence has the status "Awarded".	Competent Body: there is no need for any modifications at this point.	date of the licence remains valid.
Cancelled	The Competent Body has cancelled the licence.	Licence Holder: you can no longer perform modifications.	No
		Competent Body: you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on "Award registration".	
Marked for Cancellation	The Licence Holder intends to ask for a cancellation of a licence.	Licence Holder: you have marked services/products to be cancelled. Please send the cancellation request to your CB.	Yes
		Competent Body: ask your licence holder to submit the cancellation request.	
Cancellation requested	The Licence Holder has asked for a cancellation of a licence.	Licence Holder: you sent the marked services/products, but the cancellation is not yet approved by the CB.	Yes
		Competent Body: you can approve the cancellation request from your licence holder.	
Cancelled - Criteria expired → Not yet implemented in current version of ECAT	A criterion expired and all related licences are cancelled automatically.	Licence Holder: you can no longer perform modifications. Please contact your Competent Body.	No
		Competent Body: you can reopen cancelled licences by following three steps: 1) selecting the appropriate valid criterion and product group 2) award at least one of the products in the product list and 3) award the full licence by clicking on "Award registration".	