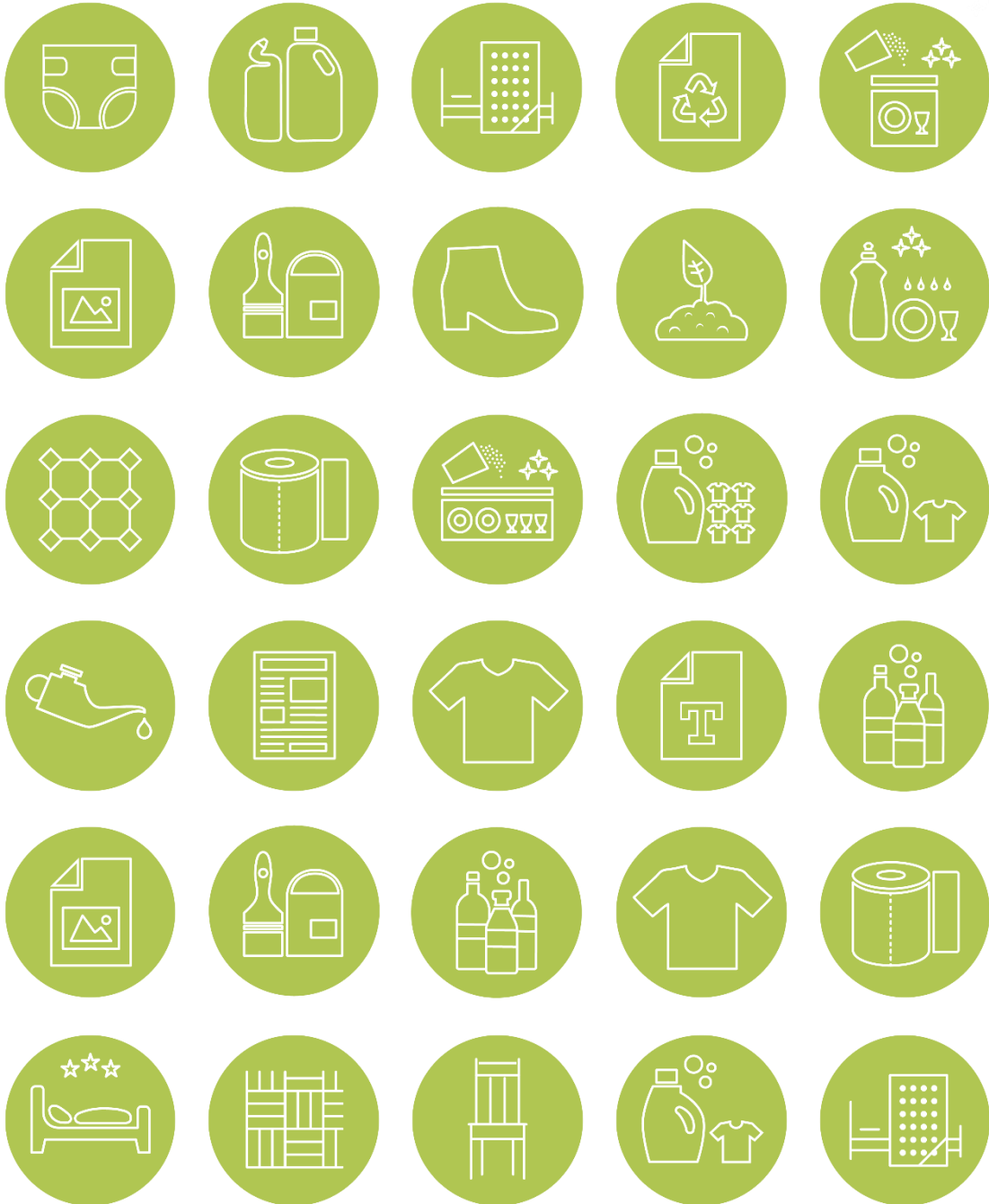


# User Manual: EU Ecolabel Catalogue (ECAT) For Applicants and Licence Holders



June 2021

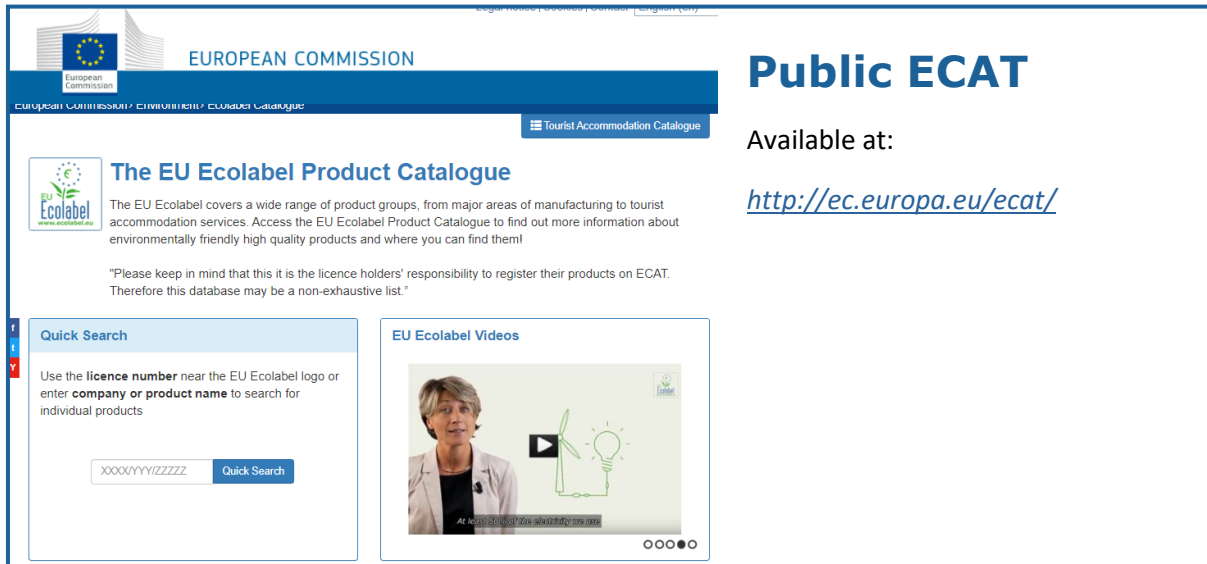


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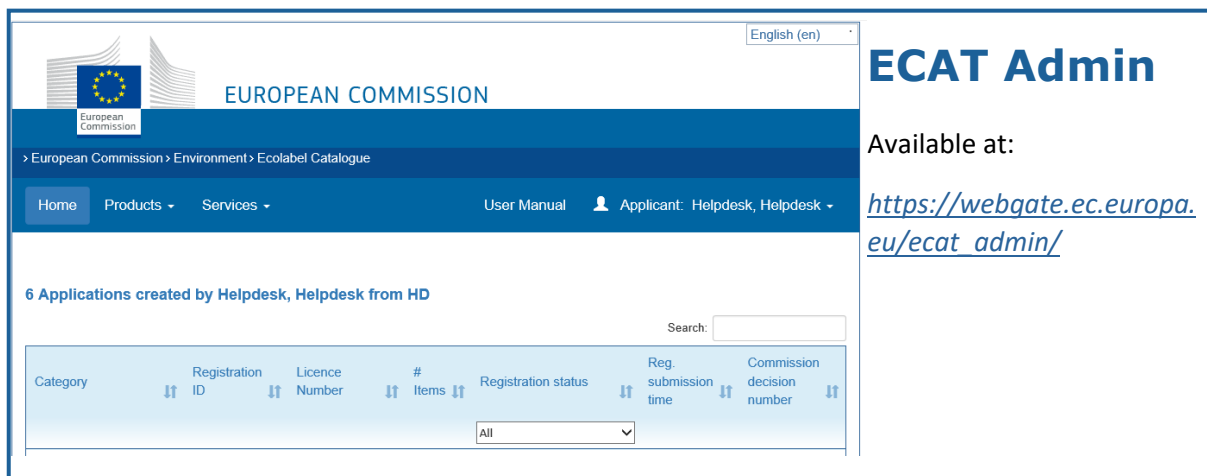
## Introduction – What is ECAT?

The **EU Ecolabel Catalogue (ECAT)** is a public database allowing all stakeholders to quickly find EU Ecolabel products and services.



The screenshot shows the 'Public ECAT' website. At the top, it features the European Commission logo and the text 'EUROPEAN COMMISSION'. Below this is a navigation bar with 'European COMMISSION' and 'ENVIRONMENT' and 'Ecolabel Catalogue'. A 'Tourist Accommodation Catalogue' button is also visible. The main heading is 'Public ECAT'. Below the heading, it says 'Available at:' followed by the URL <http://ec.europa.eu/ecat/>. The main content area is titled 'The EU Ecolabel Product Catalogue' and includes a description: 'The EU Ecolabel covers a wide range of product groups, from major areas of manufacturing to tourist accommodation services. Access the EU Ecolabel Product Catalogue to find out more information about environmentally friendly high quality products and where you can find them!'. A note states: 'Please keep in mind that this it is the licence holders' responsibility to register their products on ECAT. Therefore this database may be a non-exhaustive list.' There are two side panels: 'Quick Search' with a search box containing 'XXXXYYYYZZZZ' and a 'Quick Search' button, and 'EU Ecolabel Videos' featuring a video player with a play button and a lightbulb icon.

This **User Manual** covers **ECAT Admin** - the EU Ecolabel Catalogue administration system, an online tool that allows Licence Holders **to manage EU Ecolabel licences and products/services**.



The screenshot shows the 'ECAT Admin' website. At the top, it features the European Commission logo and the text 'EUROPEAN COMMISSION'. Below this is a navigation bar with 'European Commission' and 'Environment' and 'Ecolabel Catalogue'. A 'Home' button is visible. The main heading is 'ECAT Admin'. Below the heading, it says 'Available at:' followed by the URL [https://webgate.ec.europa.eu/ecat\\_admin/](https://webgate.ec.europa.eu/ecat_admin/). The main content area is titled '6 Applications created by Helpdesk, Helpdesk from HD'. There is a search box with the text 'Search:'. Below the search box is a table with the following columns: 'Category', 'Registration ID', 'Licence Number', '# Items', 'Registration status', 'Reg. submission time', and 'Commission decision number'. The table is currently empty. There is a dropdown menu below the table with the text 'All'.



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;**
- **Indicate the licence numbers and application numbers involved in the issue;**
- **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.*

## Chapter 1: Access to ECAT Admin

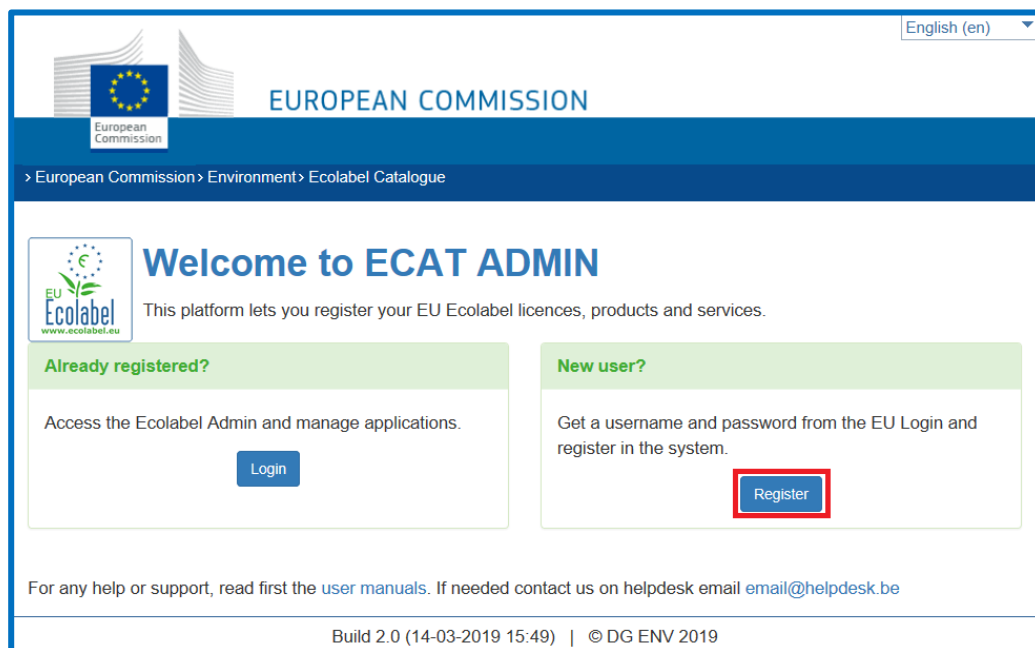


Only one ECAT account per licence holding business/organisation can be attributed to your EU Ecolabel licences. If you need to change the email address attributed to your existing licences, please [create a new EU Login account](#) with the new email-address and contact the [EU Ecolabel Helpdesk](#) who will transfer the applications from your organisation to your account.

### 1.1 Creating an ECAT Admin user account

1. To connect to the EU Ecolabel Catalogue administration information system (ECAT\_Admin) as an applicant and create a new account, use this link: [https://webgate.ec.europa.eu/ecat\\_admin/](https://webgate.ec.europa.eu/ecat_admin/), see [Figure 1](#).

Figure 1: Login home page



2. Click on 'Register' to be redirected to the EU Login account creation webpage ([Figure 2](#)). The EU Login authentication service (previously ECAS) is a point for user authentication to a wide range of Commission information systems, such as the EU Ecolabel Catalogue (ECAT).

Figure 2: Creation of the EU Login 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

 Do not forget to check the box to acknowledge the understanding of the privacy statement before clicking on 'create an account'.

3. Upon clicking 'create an account', an automatic email will be sent to your email address ([Figure 3](#)).

Figure 3: Automated email

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

4. 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](#)).

Figure 4: Password creation

Please choose your new password.

emmasmagghe@gmail.com  
(External)

New password

Confirm new password

Submit

5. Afterwards please log-in to ECAT ([https://webgate.ec.europa.eu/ecat\\_admin/](https://webgate.ec.europa.eu/ecat_admin/)) - the system will prompt you to add in additional information such as your country of residence, phone number, etc. Please note that it is mandatory to add your VAT number. Click first on 'save', then on 'send for validation' ([Figure 5](#)).

Figure 5: Account Details



Keep in mind that all fields with \* are required in order to create an account.

- You will receive an automated email once your account has been validated. Please note that the validation process can take up to 24 business hours. After receiving the automated validation notification, your access to the system will be granted.

## 1.2 How to change account details

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

Figure 6: LH account

## 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:

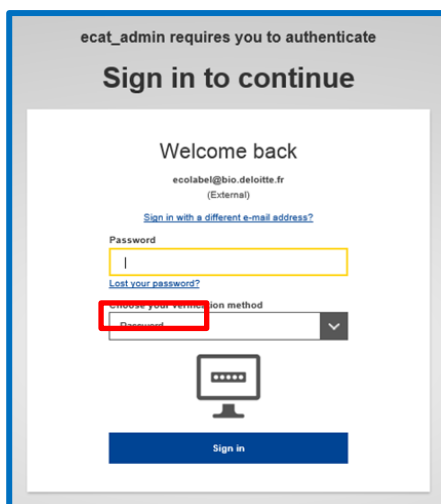
- Company name
- Attributed Competent Body
- Country of production

The 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 ([Figure 7](#))

*Figure 7: Lost your password*



ecat\_admin requires you to authenticate

## Sign in to continue

Welcome back  
ecolabel@bio.deloitte.fr  
(External)

[Sign in with a different e-mail address?](#)

Password

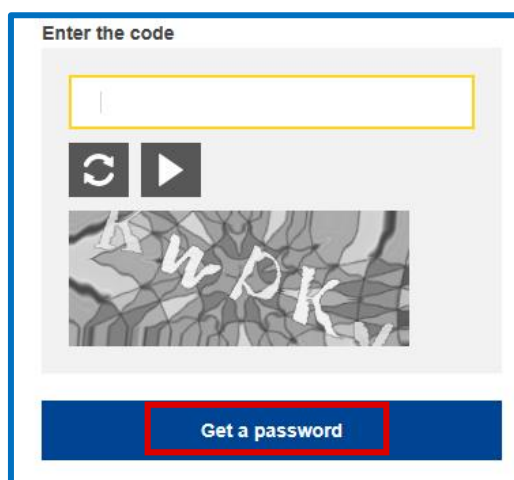
[Lost your password?](#)

Choose your authentication method


Document

The system prompts you to undertake a security verification test before clicking on the 'Get a password' link ([Figure 8](#)).

*Figure 8: Get a password*



Enter the code



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 ([Figure 9](#)).

*Figure 9: Automated email*

In the next few minutes, you will receive an e-mail containing a link to this site.  
If you need assistance, use [this link](#) to go to the contact page.



*The system only allows one password change every 24 hours.*

## Chapter 2: Apply for a new product or service licence



If you are applying for a new licence for the first time, please contact your [Competent Body](#) before starting your ECAT application.

### 2.1 New application for a product licence

See the screenshot below on how to **apply for a new product licence**. To add products to your existing licences, please refer to [Chapter 3.1](#).

Figure 10: Register for a new licence (product)

From the ECAT\_Admin homepage, click on **'Products'** which will open a drop-down menu. Click on **'Register for Licence'** to create a new blank product application.

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	Commission decision number
Absorbent hygiene products	23125	N/A	1	DRAFT		2014/763/OO

### 2.2 New application for a service licence

(e.g. Tourist Accommodation Services and Cleaning Services)

See the screenshot below on how to **apply for a new service licence**. To add services to your existing licences, please refer to [Chapter 3.2](#).

Figure 11: Register for a new licence (service)

From the ECAT\_Admin homepage, click on **'Services'** which will open a drop-down menu. Click on **'Register for Licence'** to create a new blank service application.

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	Commission decision number
Furniture	25161	N/A	0	DRAFT		2016/1332/EC



## 2.3 Step by step explanation on registering a new application

Figure 12: Registering the licence information

The screenshot displays the registration interface for a new application. At the top, the European Commission logo and navigation menu are visible. The main content area is titled 'Registration ID:' and includes a 'status: DRAFT' indicator. The 'Application Details' section contains several input fields: 'Company name' (CHRISTEYNS France), 'Company country' (France), 'Product Group' (Absorbent hygiene pro), and 'Competent Body' (France (Ministry)). A 'Company logo' field is present with a 'Browse...' button and an 'Upload' button. Below this is a 'Products list (0 Products)' table with columns for '#', 'id', 'Product name', 'status', 'Images', and 'All products'. An 'Add Product' button is located at the bottom right of the table. The 'First Signatory' section includes fields for 'Title', 'First name', 'Last name', and 'Position'. Below this is an 'Application history' table with columns for 'First name', 'Last name', 'Email', 'Action', and 'Date'. At the bottom of the page, there are four buttons: 'Save Registration', 'Send Registration to Competent Body', 'Renew Registration', and 'Delete current Registration', along with a 'Back to Registration List' link.

Upload the company logo (size: 100px. X 100px.)

Overview of the products/services comprised within each licence, its status and display of the images uploaded by you.

Click here to change the Product Group and Competent Body

Click here to add a product (refer to [Chapter 3](#))

Confirm the information for the primary contact who has exclusive access to the licence in ECAT

Click here to view your other applications. Make sure to "Save Registration" before clicking this button

Click here to save your application (if you want to continue to work on the application at a later point.)

Click here to submit the application to your CB for validation!

Click here to delete your application.



Only white fields are editable by you, the other fields are only editable by your Competent Body. If you want to change account details, such as your company name or company country, click on your login name on the top banner and then on "My profile" (see [Chapter 1.2](#))

# Chapter 3: The products and services pages

## 3.1 Add and manage your products

This chapter will help you managing and adding new products. The product page is accessible via the home page where your existing licences are listed. Select one licence to edit the information on the licence level (Figure 12). In the Products list, you can **see the existing products, add new products** and access the products level to **amend the details of each registered product** (Figure 13).

Figure 13: Add and manage your products/services

The screenshot shows a web interface for managing products. At the top, it displays 'Registration ID: 23173' and 'status: DRAFT'. Below this is the 'Application Details' section with various input fields for company information, product group, and dates. A 'Products list (1 Products)' table is shown below, with one row containing product details. At the bottom of the table, there are 'Delete' and 'Add Product' buttons.

#	id	Product name	status	Images	All products
1	928669	gd	DRAFT	no images	<input type="checkbox"/>

Click on the product id or product name to see/amend details of your products (product description, etc.)

Click here to add a new product

### Product codes:

It is strongly recommended that you include your product code in ECAT (EAN, GTIN, GSIN or SSCC, etc.) There is an increased interest by e-retailers/e-commerce platforms to promote products awarded with an EU Ecolabel. Product codes (EAN, GTIN, GSIN or SSCC, etc.) are used by e-retailers to verify that a product carries the EU Ecolabel. Please make sure to **insert a product code in ECAT (preferably the EAN13 code), so your products can be identified by e-commerce platforms as products awarded with the EU Ecolabel** (see blue box in Figure 14).

Figure 14: Registering your products information

> European Commission > Environment > Ecolabel Catalogue

Home Products Services User Manual Applicant: Helpdesk, Helpdesk

Product ID: status: NEW NOT SAVED

[« BACK TO APPLICATION](#)

**Product details**

Product Name \*

Product production country \* Afghanistan

**Product descriptions**

Description in ENGLISH (recommended language) \*

Other Descriptions

Other Description Language Dansk

[Add description](#)

**Product codes**

#	id	type	value
No data available in table			

[Add code](#)

**Product Availability**

**Available online**

Selected countries: AUSTRIA, BELGIUM, BULGARIA, CROATIA

[Add selected](#)

[Add all EU Countries](#) [Add all Non EU Countries](#)

Products will be retailed in.

[Remove Selected](#) [remove all EU countries](#) [remove all non EU countries](#)

**Available in-store**

Selected countries: AUSTRIA, BELGIUM, BULGARIA, CROATIA

[Add selected](#)

[Add all EU Countries](#) [Add all Non EU Countries](#)

Products will be retailed in.

[Remove Selected](#) [remove all EU countries](#) [remove all non EU countries](#)

Fill in the required information

Add your product description here (recommended: in English)

Select each country that your product is available in. This is **mandatory** for your products to appear on the ECAT.

Click here if your product is sold online and available for purchase worldwide

Select the right language and click here to add your description (recommended: English)

Click here to add your product codes (EAN, GTIN, GSIN or SSCC)

Repeat the same process for your products physically sold in-store

Check this box if you want to hide some company details in the public ECAT

Add your retailers' details here

Add your product image here – Recommended size: 200x200px

The screenshot shows a web form with several sections. At the top is a blue header 'Company name privacy controls'. Below it is a checkbox labeled 'Confidentiality of licence holder'. A note below the checkbox says: 'Note: Check this box if you want to hide some company details in the public ECAT: - Companies name - companys website - companys phone number - companys address Only products / services details remain visible, for example licence number, product/service name, etc'. Below this is a section titled 'Product retailers' with a text input field for 'Retailer name' and an 'Add new retailer' button. The next section is 'Product Images' with a 'Browse' button and an 'Add new image' button. At the bottom of the form are three buttons: 'BACK TO APPLICATION', 'Delete Product', and 'Save product'.

Click here to save your product

Click here to go back to the licence level page of your application (see [Figure 12](#) for more details)



**Important: To finalize the application, click on “Send Registration to Competent Body” on the bottom of the licence level page!**

A horizontal row of five buttons: 'Save Registration' (blue), 'Send Registration to Competent Body' (green, highlighted with a yellow border), 'Renew Registration' (light blue), 'Delete current Registration' (red), and 'Back to Registration List' (grey).



**If you have multiple products to add (>50), contact your CBs who will be able to facilitate the upload with the help of an import tool and Excel sheet.**

## 3.2 Add and manage your services

Figure 15: Registering your services information

The screenshot shows the 'Registration ID:' page with a status of 'DRAFT'. The 'Application Details' section includes fields for 'Company name' (CHRISTEYNS France), 'Company logo' (with a 'Please upload the logo' warning and a 'Browse...' button), 'Company country' (France), 'Service Group' (Tourist Accommodatio), 'Competent Body' (France (Ministry)), 'Licence No', 'Submitting date', and 'Expires' (24-Jan-2022). Below this is a table for 'Service \*' with columns for '#', 'id', 'Service name', 'status', 'Images', and 'Actions'. The table is currently empty with the message 'No data available in table'. An 'Add service' button is located at the bottom right of the table area.

Click here to add a new service



For Tourist Accommodation services, it is important to name only the "Company country" in which the service is located. Multiple countries should not be indicated. If you want to modify your account information and the country, click on your login name on the top banner and then on "My profile" (Figure 6).

The 'Service ID:' page has a status of 'NEW NOT SAVED'. It features a 'Service details' section with fields for 'Service name \*', 'Accommodation Type \*' (Airport Hotel), and 'Rating' (1 Star). There is also a 'Facilities' field. Below this is the 'Service descriptions' section, which includes a 'Description in ENGLISH (recommended language) \*' field and an 'Other Descriptions' field. A 'Language' dropdown menu is set to 'Dansk', and an 'Add description' button is at the bottom right.

Fill in the required information

Fill in your service description (recommended in English) and click here to add it

Check this box if you want to hide some company details in the public ECAT

The screenshot shows a form with three main sections: 'Company name privacy controls', 'Service online booking agencies', and 'Service Images'. The 'Company name privacy controls' section has a checkbox and a note. The 'Service online booking agencies' section has input fields for 'Name' and 'Website' and an 'Add new agency' button. The 'Service Images' section has a 'Browse...' button and an 'Add new image' button. At the bottom, there are buttons for '« BACK TO APPLICATION', 'Delete Product', and 'Save product'.

Add the names and websites of your booking agencies

Add an image of the service:  
Recommended size:  
200x200px

Click here to save your service as draft

Click here to go back to the licence level page of your application (see [Figure 12](#) for more details)



**Important: To finalize the application, click on “Send Registration to Competent Body” on the bottom of the licence level page!**

A row of buttons: 'Save Registration' (blue), 'Send Registration to Competent Body' (green, highlighted with a yellow border), 'Renew Registration' (light blue), 'Delete current Registration' (red), and 'Back to Registration List' (grey).

## Chapter 4: Managing existing licences

### ○ Registration status options

When registering your products/services on ECAT, your application 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 your application is in, you will have different modification rights. Only awarded applications will be visible on [public ECAT](#).

Figure 11: Example of applications with different statuses

Category	Registration ID	Licence Number	# Items	Registration status	Reg. submission time	Commission decision number
Absorbent hygiene products	23125	N/A	1	DRAFT		2014/763/OO
Bed mattresses	23120	FR/002/FOR_CB_A	2	AWARDED modified	09/6/2020	2015/345/EU
Absorbent hygiene products	23126	N/A	1	NEW APPLICATION REQUEST	03/8/2020	2014/763/OO
Converted paper products	23124	TESTING	3	AWARDED modification request	29/6/2020	2014/256/EU
Bed mattresses	23121	FR/002/FOR_LH_B	4	AWARDED	09/6/2020	2015/345/EU
Bed mattresses	23122	FR/002/FOR_CB_B	5	AWARDED	09/6/2020	2015/345/EU
Bed mattresses	23119	FR/002/FOR_LH_A	3	CANCELLED criteria expired	09/6/2020	2009/564/EC (expired)
Absorbent hygiene products	23126	N/A	1	DRAFT refused application request	03/8/2020	2014/763/OO



To filter products and services by status, click on the drop-down menu under the application status (see purple box, [Figure 11](#)).

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 Application has created an application but has not yet sent it to the Competent Body for validation.	<b>Applicant:</b> you can modify your draft and add new products/modify information. Please finalize the application and click on “Send Registration to Competent Body”.	No
		<b>Competent Body:</b> you don’t have access to the applicant’s draft.	

<b>New application request</b>	The application has been sent for validation to the Competent Body.	<b>Applicant:</b> you can no longer modify your application. You are now pending approval or refusal from your Competent Body.	No
		<b>Competent Body:</b> you can Award (→Awarded), Update, Send Back (→Draft), Refuse (→Draft – refused) the application	
<b>Draft – refused</b>	The application has been refused by the Competent Body.	<b>Applicant:</b> you can modify your application and send it for validation to your Competent Body.	No
		<b>Competent Body:</b> you don't have access to the applicant's refused draft.	
<b>Awarded</b>	The application has been validated by the Competent Body and appears on the Public ECAT.	<b>Licence Holder:</b> you may modify the application, add new products, 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
		<b>Competent Body:</b> you can view and update the application.	
<b>Awarded – Partial</b>	The application has been partially validated: some products have been awarded, others have been refused by the Competent Body. The awarded products appear on the Public ECAT.	<b>Licence Holder:</b> 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
		<b>Competent Body:</b> there is no need for any modifications at this point. However, you can also add new products or delete others if applicable.	
<b>Awarded – Modified</b>	The Licence Holder has started to modify an awarded licence.	<b>Licence Holder:</b> you have made updates on the products level (change, add new products, etc.). Please send the modified application to your Competent Body for their final validation, by clicking on "Send Registration to Competent Body".	Partially: No, for all products that were updated.  Yes, for all products that were not updated.
		<b>Competent Body:</b> you cannot modify the application until the Licence Holder has sent it to you for validation.	
<b>Awarded – Modification request</b>	The modified application has been sent to the Competent Body for validation.	<b>Licence Holder:</b> you can no longer modify the application as you have already sent it to your Competent Body.	No, for all products that were updated.  Yes, for all products that were not updated.
		<b>Competent Body:</b> 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" on the licence level.	



<b>Awarded – CB Modification</b>	The Competent Body made some updates at the product level of an awarded licence.	<b>Licence Holder:</b> you cannot perform any changes to the application. Please ask your Competent Body to finalize and approve the modifications.	Yes
		<b>Competent Body:</b> you have made updates on the products level. Please award the full licence by clicking on “Award” on the licence level.	
<b>Awarded – Renewal Request</b>	The Licence Holder has requested the renewal of the registration, i.e. adopting of the latest criterion.	<b>Licence Holder:</b> you can no longer modify the application, please wait for your Competent Body to renew the application.	Yes
		<b>Competent Body:</b> you can both refuse or accept the renewal request or modify it.	
<b>Awarded – Renewal with modification</b>	The Licence Holder has requested the renewal of the registration and additionally performed some updates on the products within the licence.	<b>Licence Holder:</b> you can no longer modify the application, please wait for your Competent Body to renew the application.	Yes
		<b>Competent Body:</b> you can both refuse or accept the renewal with modification request or modify it.	
<b>Awarded – Renewal refused</b>	The renewal of the application has been refused by the Competent Body. As long as the Product Group criterion is still valid, the licence has the status “Awarded”.	<b>Licence Holder:</b> If you wish to renew your application please contact your CB.	Yes, as long as expiration date of the licence remains valid.
		<b>Competent Body:</b> there is no need for any modifications at this point.	
<b>Cancelled</b>	The Competent Body has cancelled the licence.	<b>Licence Holder:</b> you can no longer perform modifications.	No
		<b>Competent Body:</b> you can reopen cancelled licences by changing an expired criterion or change the product group, award minimum 1 product/s; award licence.	
<b>Cancelled - Criteria expired</b>	A criterion expired and all related applications are cancelled automatically.	<b>Licence Holder:</b> you can no longer perform modifications. Please contact your Competent Body.	No
		<b>Competent Body:</b> you can reopen cancelled licences by changing an expired criterion or change the product group, award minimum 1 product/s; award licence.	