## In order to submit the application (register your organisation in the Transparency register):

1) On the main page of the Transparency register, select 'Register a new organisation':

$\leftarrow$ (	<ul> <li>C Annual report on the functioning of the Transparency Register 2022</li> <li>Transparency Register</li> </ul>						
				Home	Search/Register or Update ~ Guidance Find out more ~ Conditionality Complaints FAQs and Contact	d	
				Ho	Register a new organisation Update a registration		
					Search the register		
				11			

Picture description: Transparency register homepage with the highlighted main menu item 'Register a new organisation'.

2) You will be redirected to EU login page:

Sign in to continue
Enter your e-mail address or unique identifier
If you do not wish to create an EU Login account, you can sign in by using one of the following third-party

Picture description: EU login webgate.

3) Enter your EU login credentials and select the authentication method..

If you do not have EU login account, please take a look at this <u>dedicated FAQ</u> explaining how to create it.

4) Once you have logged in via your EU Login account, you will then be redirected to your restricted space on the Transparency register website. In your restricted space you will see the application form, which you need to complete.

For more information concerning the information to be provided in that form, please go to the <u>guidelines</u> and <u>dedicated FAQ</u>:

+ SUBMIT THE NEW APPLICATION	Created by Application status: Dratt
MY APPLICATIONS	Created on: 20/03/2024 16:04:08 GMT+1 Deadline for submission: 10/04/2024 16:04:08 GMT+2
MY REGISTRATIONS	Last modification: 20/03/2024 16:04:20 GMT+1
+ MAKE A NEW COMPLAINT	Completion
MY COMPLAINTS	
+ SUBMIT A QUERY	Interest representative details Correspondences
? MY QUERIES	✓ Contact details ▲ Fields marked with eye slash <sup>™</sup> will not be publicly visible.
	Activities     Fields marked with an asterisk * are mandatory

*Picture description: Transparency register restricted space, displaying the new application form.* 

5) When your application is completed you can submit it. You will then receive the email confirmation and your application will appear in 'My applications' in your restricted space:

+ SUBMIT THE NEW APPLICATION	My Applications
MY REGISTRATIONS	APP Number
+ MAKE A NEW COMPLAINT	Search
MY COMPLAINTS	18392
+ SUBMIT A QUERY	
? MY QUERIES	

*Picture description: Transparency register restricted space, displaying 'My applications' subpage.* 

6) The Transparency register Secretariat will now review your application and, if the eligibility criteria provided for in the Interinstitutional Agreement are met and the quality of the data provided is satisfactory, will validate it. The validated application will then become a registration, which will appear in 'My registrations' on your restricted space, as well as on Transparency register public website:

	European Commission	Accepta	nce	Q Logged in ♥ 🛛 🛤 English
+ SUBINIT THE NEW APPLICATION	My registrations			
MY REGISTRATIONS	💂 REG number	Organisation name	Organisation status	Action
+ COMPLAINT	Search	Search	Search	
MY COMPLAINTS				
+ SUBMITAQUERY	3563526108225-92	Absolutely new org	Activated	Partial update Annual update
? MY QUERIES	2241453108221-78	organizacja testowa	Activated	Partial update Annual update
	$\hat{\mathbf{U}}$			

Picture description: Transparency register restricted space, displaying 'My registrations' subpage.

## In order to log in to the existing registration:

1) On the main page of the Transparency register, select 'Update a registration':

$\leftrightarrow$ $\rightarrow$ C $\widehat{\alpha}$	https://transparency-register.europa.eu/index_en				
	IMPORTANT: Accessing the Transparency Register - New authentication method (EU login)				
	Transparency Register				
	Home Search/Register or Update ^ Guidance Find out more ^ Conditionality Complaints FAQs an Contact				
	Register a new organisation Update a registration Search the register				

*Picture description: Transparency register homepage with the highlighted main menu item 'Update registration'.* 

2) You will be redirected to the EU login page:

Sign in to continue
Enter your e-mail address or unique identifier  Create an account  Or  Or
can sign in by using one of the following third-party sign-in options ("Sign-in Service"). <u>Read more</u>

Picture description: EU login webgate.

3) Enter your EU login credentials and select the authentication method..

In order to log in, you need to have access rights. This means your name and email address must be on the list in heading 6 of the registration ('Persons with access to the registration'). Please take a look at this <u>dedicated FAQ</u> explaining how to grant access rights to the registration.

4) Once you have logged in via your EU Login account, you will then be redirected to your restricted space on the Transparency register website. In your restricted space, please select 'My registrations':



Picture description: Transparency register restricted space, displaying 'My registrations' subpage.

5) Open the registration you want to update by selecting 'Partial update' or 'Annual update':

	Commission I			• •• •
	My registrations			
	REG number	Organisation name	Organisation status	Action
+ COMPLAINT	Search.	Search	Search	
MY COMPLAINTS	3563526108225-92	Absolutely new ora	Activated	Partial update Annual update
+ SUBMIT A QUERY				
? MY QUERIES	2241453108221-78	organizacja testowa	Activated	🎽 Partial update 🛛 Annual update

*Picture description: Transparency register restricted space, displaying 'My registrations' subpage and the 'Partial/annual update' buttons highlighted..* 

6) You will see the details of the registration you can edit/update. For more information concerning the information to be provided, please go to the <u>guidelines</u> and <u>dedicated FAQ</u>.

## In order to submit a complaint:

1) On the main page of the Transparency register, select 'Complaints' and then 'Submit a complaint':

https://transparency-register.europa.eu/complaints_en					
Transparency Register					
Home Search/Register or V Guidance Find out V Conditionality Complaints Complaints Contact Accreditation pro					
Home > Complaints					
Complaints 4					
If you have information that a registrant is not observing the code of conduct for the Transparency Register, you can lodge a complaint (click the button below).					
In response, the Secretariat may open an investigation (in accordance with Annex III to the interinstitutional agreement).					
Your complaint must be made <b>no later than 1 year</b> after the alleged non-observance and must be supported by <b>evidence</b> .					
We <b>cannot accept anonymous complaints</b> – but we will not reveal your identity publicly (unless you want us to).					
See here about how we will handle your personal data.					
Submit a complaint					

*Picture description: Transparency register homepage with the highlighted main menu item 'Complaints' and the 'Submit a complaint' button.* 

2) You will be redirected to EU login page:

	Sign in to continue
	Enter your e-mail address or unique identifier
Picture description: EU login we	ebgate.

3) Enter your EU login credentials and select the authentication method.

If you do not have EU login account, please take a look at this <u>dedicated FAQ</u> explaining how to create it.

4) Once you have logged in via your EU Login account, you will then be redirected to your restricted space on the Transparency Register website. In your restricted space, you will find a form to be completed:



Picture description: Transparency register restricted space, displaying the complaint form.

5) After completing the form, select 'Submit'. For more information on complaints please consult the <u>dedicated FAQ</u>.

	4000	
l authorise the Secretariat of the	Transparency Register to transmit my personal data to the registrant concerned	L*
◯ Yes ◯ No	······································	7
I read and agree to the Transpa	arency Register's joint data privacy notice. *	$\sim$

*Picture description: Transparency register restricted space, displaying the complaint form with the 'submit' button highlighted.* 

6) You will see your submitted complaint in 'My complaints' in your restricted space. Select the complaint's reference number to open the details of the complaint:

-	SUBMIT THE NEW APPLICATION MY COMPLAINTS						
1		Complaint reference	Complaint creation date	REG number	Registrant concerned	💂 Complaint status	
Ē		Search		Search	Search	Search	
1		TR-C-2024-15345	19/02/2024 16:15:38	2241453108221-78	organizacja testowa (OT)	Closed	
-	MY QUERIES	TR-C-2024-107	07/02/2024 18:11:58	955856281-33	test organisation (test org)	Assigned	

*Picture description: Transparency register restricted space, displaying 'My complaints' subpage.* 

7) All communication regarding your complaint will be through your restricted space. All exchanges will be available in the 'Correspondence' tab of your complaint. If you would like to send a message to the Transparency Register Secretariat, select 'New message'.



*Picture description: Transparency register restricted space, displaying the 'Correspondence' tab in 'My complaints' subpage.* 

You will also receive email notification whenever a new message is available in the restricted space. Please note that in order to access your restricted space on the Transparency register you will have to log in via EU Login.

## In order to submit a query ('Contact us'):

1) On the main page of the Transparency register, select 'FAQ and contact':

← C A thtps://transparency-register.europa.eu/faqs-and-contact_en									
An official website of the	e European Union How o	o you know? 🗸							
	European Union			English					
Transparency Register			ister		-				
	Home Conditionali	y Find out more ~	Complaints	FAQs and Contact	Guidance	EP Accreditation	Search/Register or Update	✓ Leg pro	gal r otect
	Home > FAQs and C	ontact							
	FAQs ar	nd Cont	tact						

Before contacting us please consult our frequently asked questions (FAQs) bellow, you may find the answer to your question

*Picture description: Transparency register homepage with the highlighted main menu item 'FAQs and contact'.* 

2) Please note that the FAQs already contain answers to the most frequent queries submitted by registrants, it is therefore very likely that your question has already been answered. Please read carefully the list before sending a contact form. If your query is not addressed by the already published FAQs, scroll down the page and select 'form'.

Who should register?	Can I apply for a permanent access badge to the European Commission +
Registration	buildings?
Managing my registration	
Code of conduct and complaints	I did not find the answer
About the register	_
Access to the European institutions	
I did not find the answer	I still have a question
	If after looking at all the questions above you still not have find the answer you are searching for, you can contact us via the following form (requires EU login authentication).

*Picture description: Transparency register FAQ page with the highlighted hyperlink to the 'contact us' form.* 

3) You will be redirected to EU login page:

Sign in to continue
Enter your e-mail address or unique identifier
can sign in by using one of the following third-party sign-in options ("Sign-in Service"). <u>Read more</u>

Picture description: EU login webgate.

4) Enter your EU login credentials and select the authentication method.

If you do not have EU login account, please take a look at this <u>dedicated FAQ</u> explaining how to create it.

5) Once you have logged in via your EU Login account, you will then be redirected to your restricted space on the Transparency register website. You will find the form to complete in your 'Restricted space':



*Picture description: Transparency register restricted space, displaying the 'contact us' form in 'Submit a query' subpage.* 

6) When you complete the form, select 'Send':

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Please attach documents or other material to support your complaint (we cannot accept unfounded complaints) You may send do extension .pdf .doc .docx .png .jpeg .jpg .msg .odt .odg .odg .odg .odi .rtf .ppt .pptx .xls .xlsx Altogether you can attach documents <b>Option to upload files via drag &amp; drop or select and upload:</b>	ocuments with the following file s up to a size of 5MB
	Add documents
I read and agree to the Transparency Register's joint data privacy notice. *	
	Cancel SEND

Picture description: Transparency register restricted space, displaying the 'contact us' form with 'send' button highlighted.

7) Replies to your queries are available in your 'restricted space', under 'My queries':

+	SUBMIT THE NEW APPLICATION	My queries				
	MY APPLICATIONS					
	MY REGISTRATIONS	Query reference	Query date	Query subject	🗘 Status	Action
+	MAKE A NEW COMPLAINT	Search		Search	Search	
盦	MY COMPLAINTS					
+	SUBMIT A QUERY	TR-H-012024-105	07/02/2024 17:06:23	Question	In progress	
?	MY QUERIES	TR-11-012024-104	07/02/2024 16:53:20	djflkf;lkf;l;lfd'l	Closed	

*Picture description: Transparency register restricted space, displaying 'My queries' subpage.* 

+ SUBMIT THE NEW		
MY APPLICATIONS	Query reference: TR-H-012024-105	
MY REGISTRATIONS	Query date: 07/02/2024 17:06:23	Query status; In progress
	Query type: About an existing registration	
	Query details Correspondence	
+ SUBMIT A QUERY		
? MY QUERIES	Query details	

8) Select query and go to 'Correspondence' tab:

*Picture description: Transparency register restricted space, displaying 'My queries' subpage, with 'correspondence' tab highlighted.* 

9) The system displays the red envelope icon whenever there is a new message concerning your query:

	? MY QUERIES	TR-H-012024-105	07/02/2024 17:06:23	Question	In progr	ress 💌
ľ		TR-H-012024-104	07/02/2024 16:53:20	djflkf;lkf;l;lfd'l	Closed	$\wedge$
	行					U

*Picture description: Transparency register restricted space, displaying the list of queries in 'My queries' subpage.* 

You will also receive an email notification. Please note that in order to access your restricted space on the Transparency register you will have to log in via EU Login.