



# User Manual: EU Ecolabel Catalogue (ECAT) For Applicants and Licence Holders of Tourist Accommodation Services



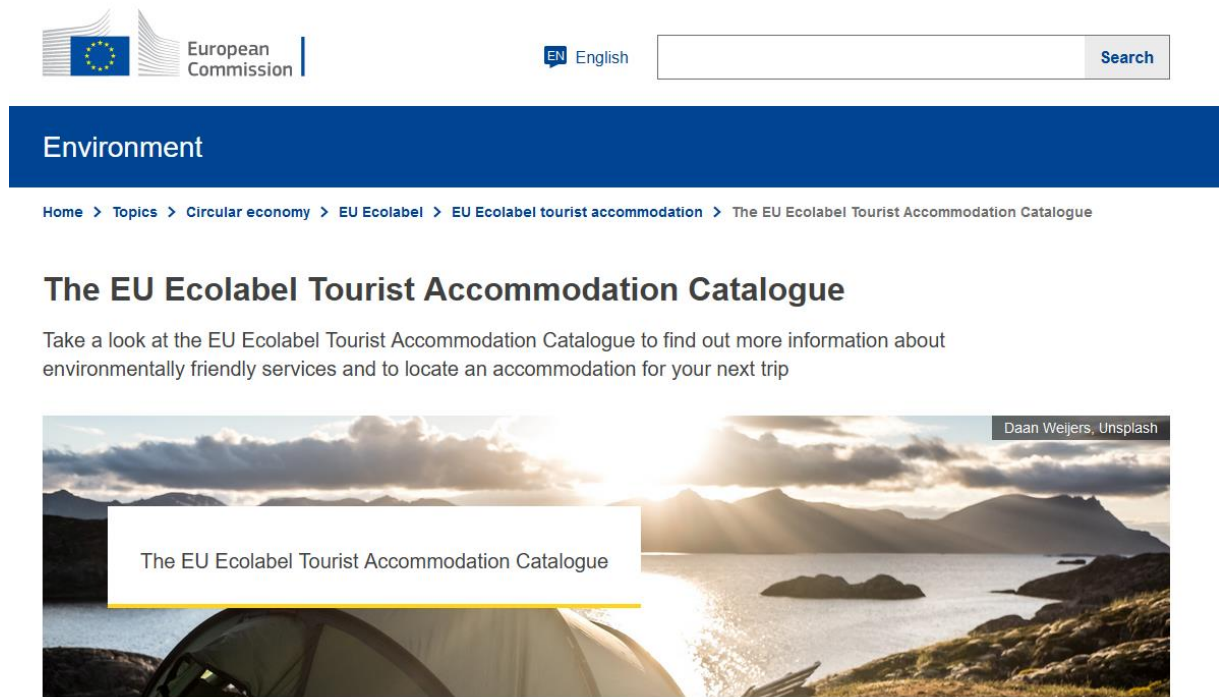
**January 2023**

# ECAT USER MANUAL

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# INTRODUCTION: WHAT IS ECAT?

The [EU Ecolabel Tourist Accommodation Catalogue](#) (ECAT) is a public database allowing all stakeholders to quickly find EU Ecolabel Tourist Accommodation Services.



This User Manual covers the new ECAT administration platform for Tourist Accommodation Services, that allows Licence Holders **to manage EU Ecolabel licences and services** so that they appear in the public Catalogue. A new ECAT Admin system was published in January 2023.

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

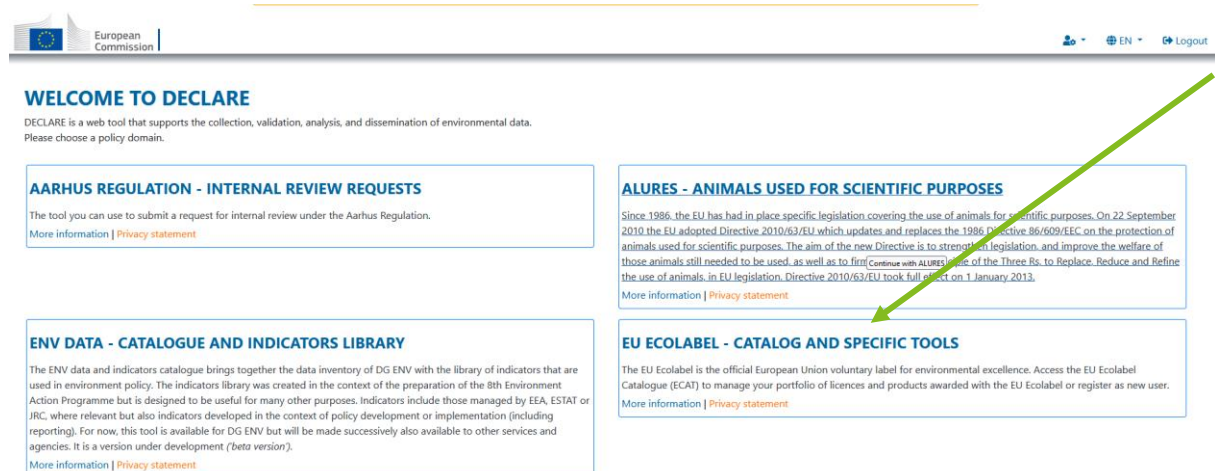


Figure 1 : Welcome page

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 service licence, manage existing licences or download an excel list of your registered services.



Figure 2 : ECAT Homepage



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:**

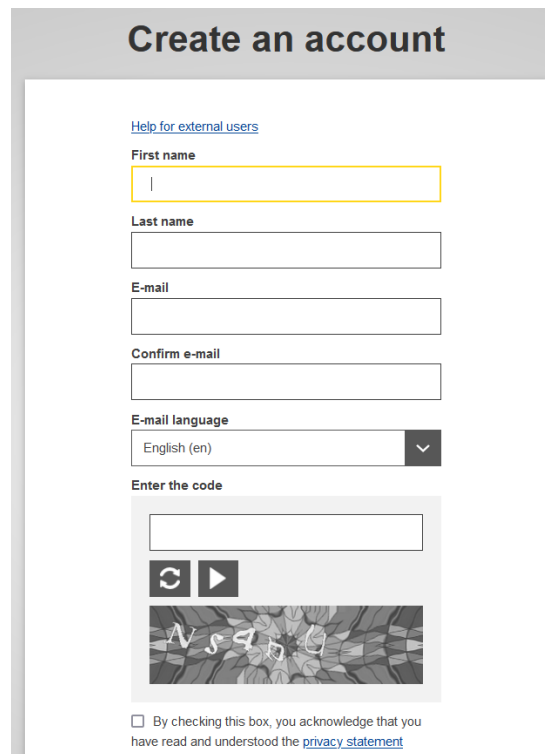
- **A clear description of the issue;**
- **Indicate the licence numbers and licence ID;**
- **Your ECAT\_Admin username;**
- **Country in which the company is located;**
- **A screenshot of the issue.**

*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

## 1.1. CREATING AN ECAT ADMIN USER ACCOUNT

1. To connect to the EU Ecolabel Catalogue administration information system (ECAT\_Admin) and create a new account, use this link: [Create an account \(europa.eu\)](https://ecata.europa.eu). 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).
2. Insert the requested information and click on “Create an account”.



**Create an 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](#)

Figure 3: Login home page



*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.

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

Figure 4: Automated email

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 5](#)).

Figure 5: Password creation

5. After you created the EU Login, go to the ECAT Admin and select “EU Ecolabel – Catalog and Specific Tools” at <https://webgate.ec.europa.eu/declare/web/domain>
6. As a new user, you will have no role allocated.
  - a. **If your company does not exist yet in ECAT:** Create a new company by clicking on “Register new organisation” (Z). 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.

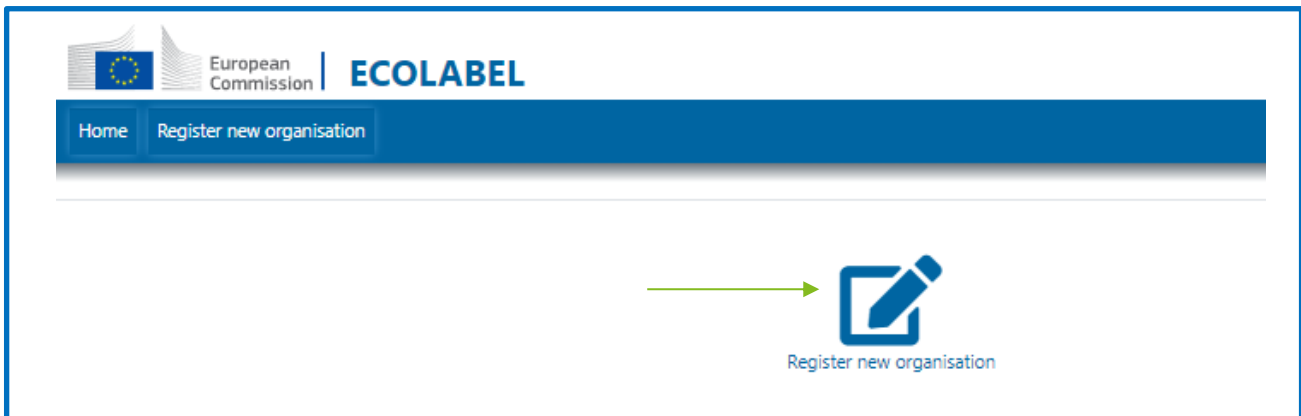


Figure 6: Register new organisation

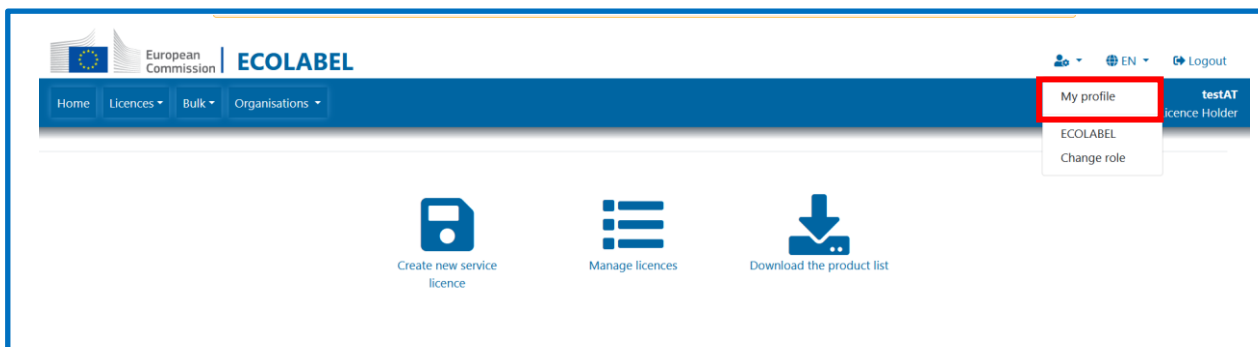
- b. **If your company already exists in ECAT:** Please ask a colleague with a valid user account, your CB or the EU Ecolabel [Helpdesk](#) to add you to the organisation.

Figure 7 : Add new member to the organisation

- 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 (***Fehler! Verweisquelle konnte nicht gefunden werden.8***) and then on “My profile”. You may change the company address, change the company logo or any other relevant contact information (phone, webpage).



*Figure 8: 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 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>

Sign in to continue

Welcome back

eproposal4@gmail.com  
(External)

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

Password

Lost your password?

Choose your verification method

Password  
Authenticate to EU Login with only your password.

Sign in


Figure 9: 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 (**Fehler! Verweisquelle konnte nicht gefunden werden.10**).

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.

Figure 10: Automated email

 The system only allows one password change every 24 hours.



## Chapter 2: Apply for a new 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 TOURIST ACCOMMODATION SERVICE LICENCE

In order to create a new service licence, select the “**Create new service licence**”-button on the homepage or select the tab “Licences” to open a drop-down menu. (To add services to your existing licences, please refer to [Chapter 3.1](#).)

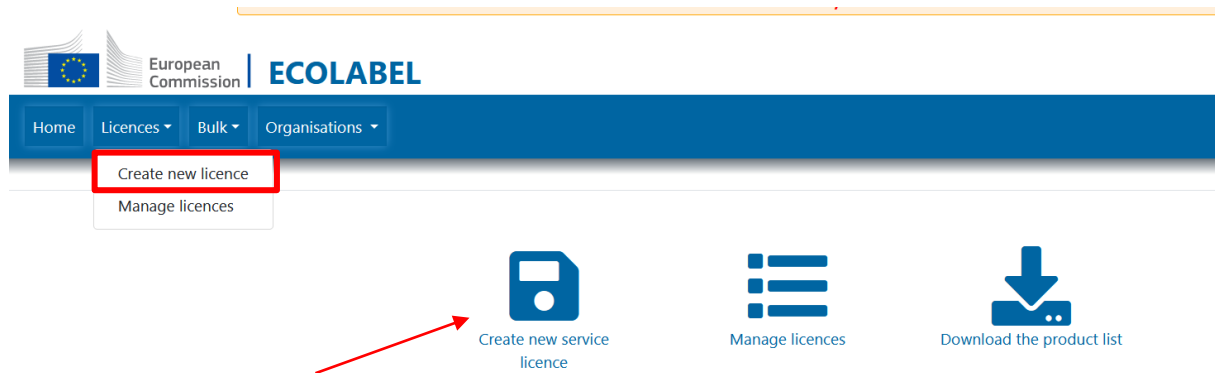


Figure 91: Register for a new service licence

Choose the correct product group and click “**Select**”.

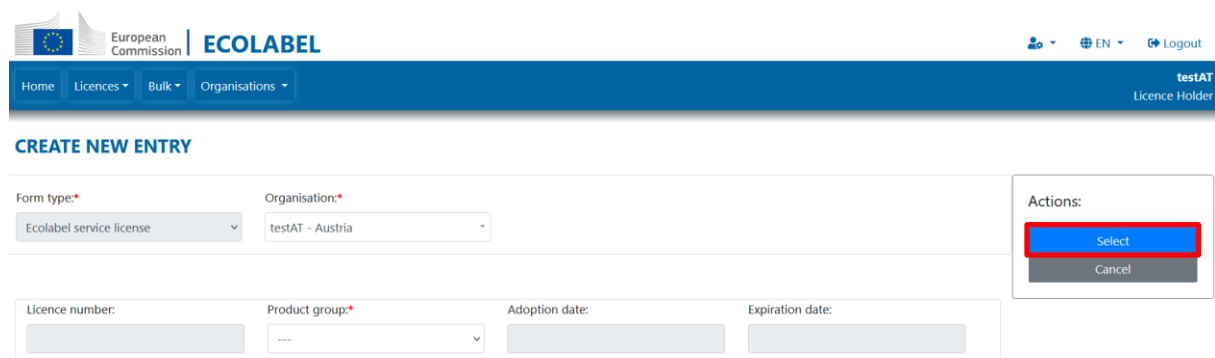


Figure 102: Choosing a product group

Afterwards add a service to your licence (see next Chapter 3.1)



Only white fields are editable by you, the other fields are editable by your Competent Body.

# CHAPTER 3: ADD AND MANAGE TOURIST ACCOMMODATION SERVICES

## 3.1 ADD A SERVICE

In order to add a new service, select the **“Manage licences”**-Button on the homepage or use the drop-down menu by clicking on the tab **“Licences”** and select **“Manage licences”**. In the licence list, select the respective licence.

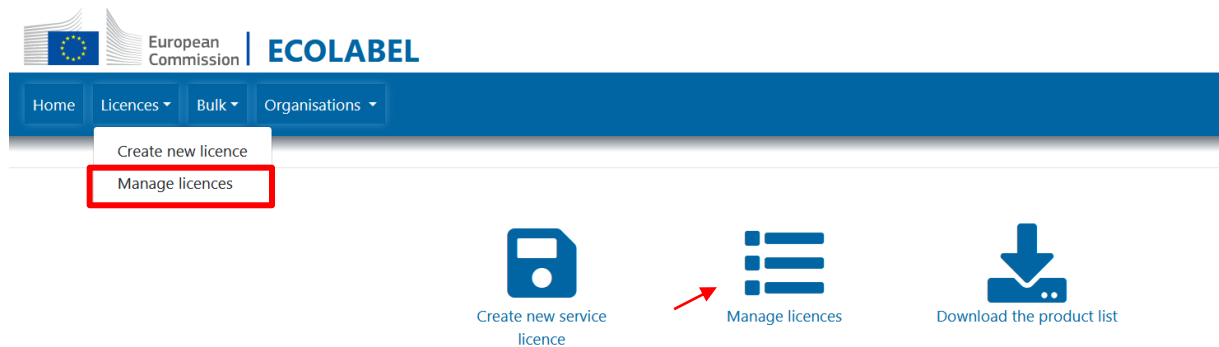


Figure 113: Managing licences

On the Details page click on **“Add”** to add a new service to your licence.

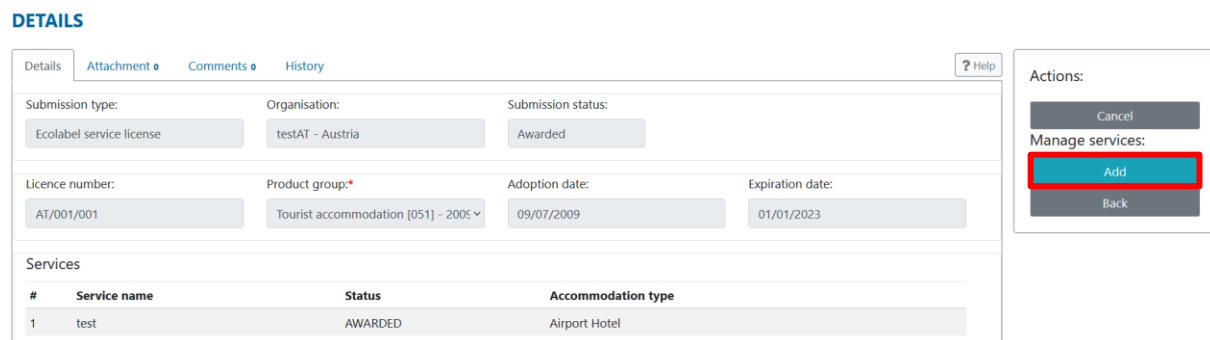


Figure 124: Licence details page

Please insert all information on the service. Make sure to fill in all the mandatory fields (marked with a red asterisk) and upload the cover image in one of the accepted formats by clicking on the **“+”** and selecting the image from your server.

**CREATE NEW SERVICE**

Status:

Service name:\*

Accommodation type:\*

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

Service address:

Same as company address?

Street name:\*

House number:\*

Postal code:\*

Actions:

Figure 135: Creating a new service

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.

Booking agencies:

Agency \* Link \*

Service descriptions:

Language \* Content \*

English

Actions:

Actions:

Actions:

Figure 146: Adding Booking agencies and service descriptions

After inserting all required information, click “**Save**”.

Your Competent Body will check and award the licence on ECAT. Therefore, please send the registration to your Competent Body for validation.

Actions:

Manage services:

Figure 157: Send registration to CB

## 3.2 EDIT AN EXISTING SERVICE

If you want to **edit an existing service**, select the service on the licence details page.

**DETAILS**

Details Attachment Comments History ? Help

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

Licence Number: Product group: Tourist accommodation [051] - 2017 Adoption date: 09/07/2009 Expiration date: 30/06/2025

Services

#	Service name	Status	Accommodation type
<input checked="" type="checkbox"/> 1	TEST	DRAFT	Airport Hotel

Actions:

- Edit
- Send to CB

Manage services:

- Add
- Back

Figure 168: Edit service

Edit the service details and afterwards click on “Save”.

**EDIT SERVICE**

Status: AWARDED Service name: test

Accommodation type: Airport Hotel

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

Service address:

Same as company address? Yes

Street name: testroad House number: 1 Postal code: 11111

City: testcity Country: Austria Other details:

Actions:

- Save
- Cancel

Figure 179: Edit service (2)

Your Competent Body needs to approve the changes in the existing service licence. Please send the registration to your Competent Body.

Actions:

- Edit
- Send to CB

Manage services:

- Add
- Back

Figure 20: Send registration to CB

## CHAPTER 4: MANAGING EXISTING LICENCES – EXPLANATION OF THE DIFFERENT STATUS OPTIONS OF YOUR LICENCES IN ECAT

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

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 21: Example of applications/licences with different registration statuses



To filter products and services by status, click on the drop-down menu under the registration status (see purple box, Figure 21).

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
<b>Draft</b>	The applicant 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.	<p><b>Applicant:</b> you can modify your application and send it for validation to your Competent Body.</p> <p><b>Competent Body:</b> you don't have access to the applicant's refused draft.</p>	No
<b>Awarded</b>	The application has been validated by the Competent Body and appears on the Public ECAT.	<p><b>Licence Holder:</b> 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"</p> <p><b>Competent Body:</b> you can view and update the licence.</p>	Yes
<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.	<p><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".</p> <p><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.</p>	Partially: Yes, for awarded products
<b>Awarded Modified</b> –	The Licence Holder has started to modify an awarded licence.	<p><b>Licence Holder:</b> 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".</p> <p><b>Competent Body:</b> you cannot modify the licence until the Licence Holder has sent it to you for validation.</p>	Partially: No, for all products that were updated. Yes, for all products that were not updated.
<b>Awarded Modification request</b> –	The modified licence has been sent to the Competent Body for validation.	<p><b>Licence Holder:</b> you can no longer modify the licence as you have already sent it to your Competent Body.</p> <p><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.</p>	No, for all products that were updated. Yes, for all products that were not updated.

<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 licence. 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 licence, i.e. adopting of the latest criterion.	<b>Licence Holder:</b> you can no longer modify the licence, please wait for your Competent Body to renew the licence.	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 licence and additionally performed some updates on the products within the licence.	<b>Licence Holder:</b> you can no longer modify the licence, please wait for your Competent Body to renew the licence.	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 licence 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 licence 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 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”.	
<b>Cancelled – Criteria expired</b>	A criterion expired and all related licences 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 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”.	