

EBA Extranet User Manual

The scope of this document is to present the actions that an extranet user can perform on the EBA extranet website. It includes details on the “Login” process for extranet users who received access credentials; actions to perform in case password is forgotten; details on the management of “My Account” as well as functionalities related to the EBA Groups (Meeting documents, Document library, Calendar). Finally, a section on the registration of new users will also detail the “Membership Request” process.

Table of Contents

EBA Extranet User Manual	1	
Table of Contents	2	
Login	3	
Initial Login		3
Forgot Password		5
My Account	8	
Access to EBA Governing Bodies and Working Groups		9
Meeting documents		9
Document library		10
Calendar		11
Exchange Forum for Competent Authorities		11
Voting tool (only for “Management Board” or “Board of Supervisors” members)		11
Registration process for new users	12	
Request membership to an EBA group	16	

Login

To access the EBA extranet, users need to click on the “Extranet” link located on the header of the EBA website homepage www.eba.europa.eu, as shown in Figure 1 below:

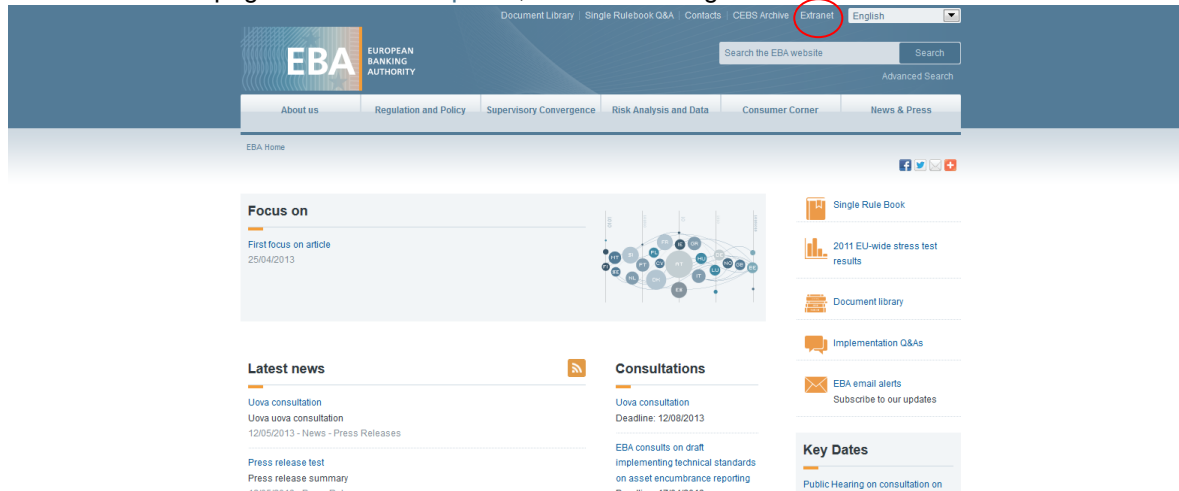


Figure 1: EBA website home page

Initial Login

The first time that an extranet user tries to login, he should provide the *password* and the *email verification code* he received via email. Sample email messages can be found below:

Email message containing user's password

Dear *firstname/lastname*,

Following the redesign of the EBA's website, an extranet account has been created for you. Please login to the extranet from the top navigation menu of the EBA website (www.eba.europa.eu), using the credentials below.

You will need also a verification code which you will receive in a separate email:

Email: *xyzw*

Password: *xyzw*

Sincerely,
European Banking Authority

Email Verification

Dear *firstname/lastname*,

Following the redesign of the EBA's website, an EBA extranet account has been created for you.

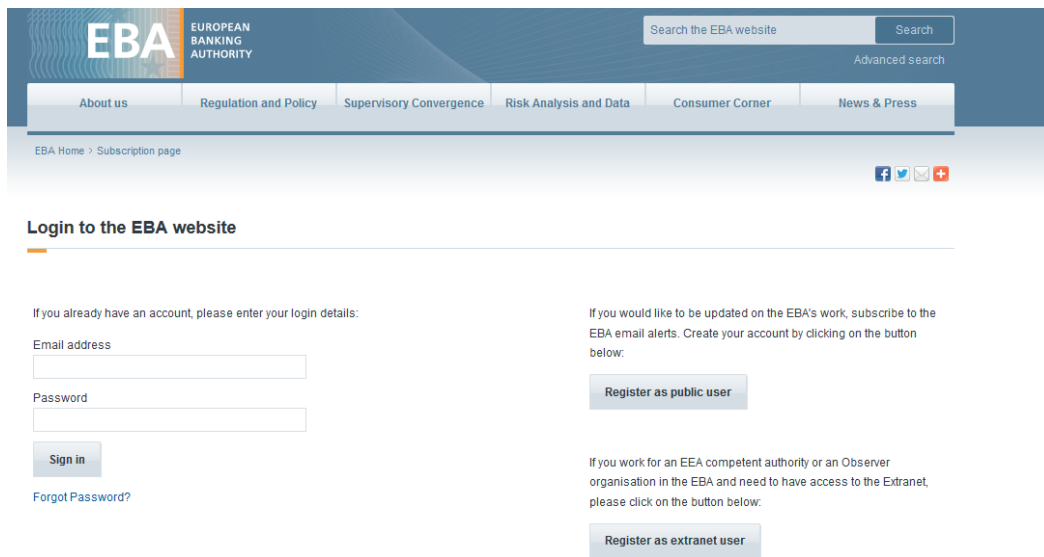
Please login to the Extranet from the top navigation menu of the EBA website (www.eba.europa.eu), using the credentials you received in a separate email.

Please find below the verification code that will be needed to conclude your registration.

Verification code: *xyzw*

Sincerely,
European Banking Authority

It does not make any difference if the user logs in first and then verifies his email, or if he first verifies his email and then sets the password. The first approach will be detailed below: user logs in entering the *password* received via email (Figure 2):



Login to the EBA website

If you already have an account, please enter your login details:

Email address

Password

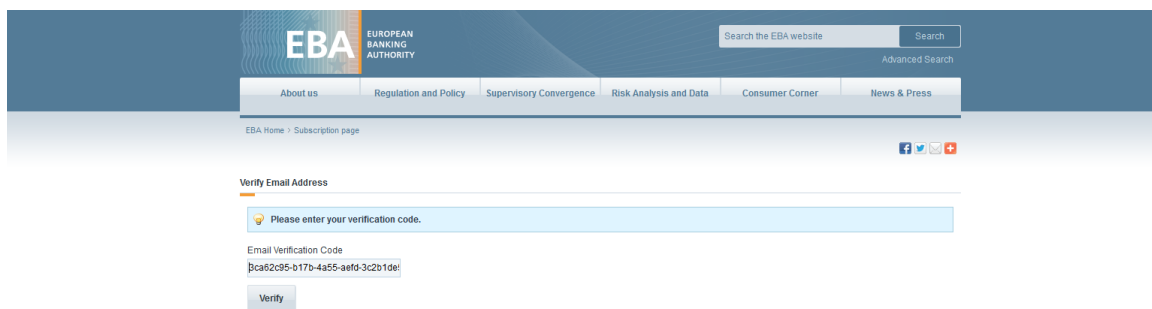
[Forgot Password?](#)

If you would like to be updated on the EBA's work, subscribe to the EBA email alerts. Create your account by clicking on the button below:

If you work for an EEA competent authority or an Observer organisation in the EBA and need to have access to the Extranet, please click on the button below:

Figure 2: Initial login

Upon successful login, the user needs to insert the *email verification code* that was provided in one of the aforementioned emails (Figure 3).



Verify Email Address

Please enter your verification code.

Email Verification Code
jca62c95-b17b-4a55-aef9-3c2b1de

Figure 3: Email verification code

In case of wrong insertion of values, either in the password or the verification field, the user is asked to try again. The user is then requested to change the initially submitted password, typing the new password twice (Figure 4). Following this, the user will have to select a reminder question and provide the respective answer. This combination will be used in case the user forgets his password (Figure 5).

The screenshot shows the 'New Password' form on the EBA website. At the top, there is a search bar and navigation tabs. Below the navigation, the breadcrumb trail reads 'EBA Home > Subscription page'. The form itself has a light blue header with the text 'Please set a new password.' and a 'New Password' label. There are two input fields: 'Password' and 'Enter Again', both containing masked characters. A 'Save' button is located at the bottom of the form.

Figure 4: Insert new password

The screenshot shows the 'Password Reminder' form on the EBA website. At the top, there is a search bar and navigation tabs. Below the navigation, the breadcrumb trail reads 'EBA Home > Subscription page'. The form has a light blue header with the text 'Please choose a reminder query.' and a 'Password Reminder' label. There is a 'Question' dropdown menu with 'What's your favorite color?' selected, and an 'Answer' input field with 'blue' entered. A 'Save' button is located at the bottom of the form.

Figure 5: Reminder question

Following the previous steps, the user will land in the extranet homepage (Figure 6).

The screenshot shows the EBA Extranet landing homepage. The navigation bar includes 'Home', 'Training & staff exchange', 'Governing bodies & working groups', 'Interactive tools', and 'Practical information'. The breadcrumb trail reads 'EBA Home > Extranet > Home'. The main content area is titled 'Welcome to the EBA's Extranet Area' and contains a welcome message: 'This is a restricted area, accessible only to registered users. Here you can find useful information on Trainings and Staff Exchange. If you are member of a Governing Body or Working Group and need to have access to the group workspace, please submit your [membership request](#). If you have a problem with your membership request, please contact the authorising member for your Organisation. See [full list of authorising members](#).' A sidebar on the left contains 'Home' and 'Training & Staff Exchange'.

Figure 6: Extranet landing homepage

Forgot Password

In the event that a user forgets his password, he can click on the “Forgot Password?” link located in the login page. The user is asked to insert his *email address*, *captcha* value, click next and then answer to the reminder question that he has selected during the initial login.

EBA EUROPEAN BANKING AUTHORITY
 Search the EBA website Search
 Advanced Search
 About us Regulation and Policy Supervisory Convergence Risk Analysis and Data Consumer Corner News & Press
 EBA Home > Subscription page
 Login to the EBA website
 Email Address *
 0902 Try different image
 Text Verification *
 Next

Figure 7: Forgot password

EBA EUROPEAN BANKING AUTHORITY
 Search the EBA website Search
 Advanced Search
 About us Regulation and Policy Supervisory Convergence Risk Analysis and Data Consumer Corner News & Press
 EBA Home > Subscription page
 Login to the EBA website
 A new password will be sent to publicuser@delos.eurodyn.com if you can correctly answer the following question.
 What's your favorite color?
 Send Password Reset Link

Figure 8: Reminder question

An email containing a link for setting a new password will be then sent to the user. The body of the email will have the following format:

Dear firstname, lastname,

*You can reset your password for the EBA's website: <http://eba.europa.eu/> by clicking on the following link:
http://eba.europa.eu//c/portal/update_password?p_l_id=12782&ticketKey=8563fd70-fcb2-4156-8517-df161fcbcf6*

*Sincerely,
 European Banking Authority*

The user is prompted to click on the link provided in the email and to follow the steps in order to change the password. The new password will need to be typed twice (Figure 9).

In the event where the user loses the above email he may click again to the "Forgot Password?" link in the login page. A new email will be sent and the user has to follow the exact same steps described above.

The screenshot shows the EBA website's 'New Password' form. At the top, there is a navigation bar with the EBA logo and 'EUROPEAN BANKING AUTHORITY' text. A search bar is located on the right side of the navigation bar. Below the navigation bar, there are several menu items: 'About us', 'Regulation and Policy', 'Supervisory Convergence', 'Risk Analysis and Data', 'Consumer Corner', and 'News & Press'. The main content area is titled 'New Password' and contains a message: 'Please set a new password.' Below this message, there are two input fields for the password, labeled 'New Password' and 'Enter Again'. A 'Save' button is located at the bottom of the form.

Figure 9: New Password

Note that the new password should be different from the last valid password.

My Account

The user may access his account details by clicking on the link “My Account” located in the header of the website/extranet homepage.

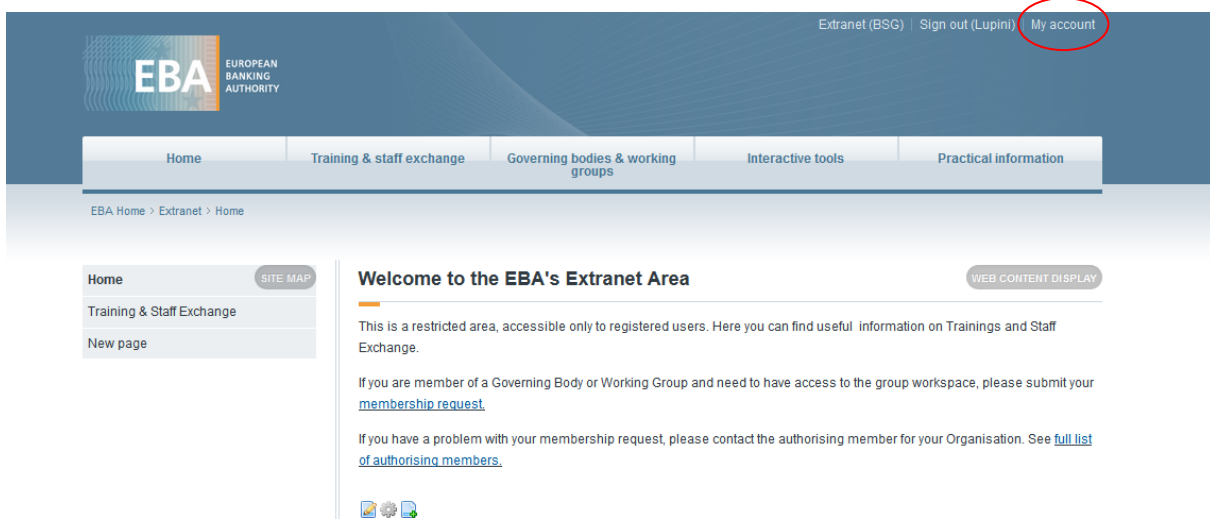


Figure 10: Extranet homepage

“My Account” section contains information related to first, last name, email address, organisation, address, phone numbers as well as alerts notifications.

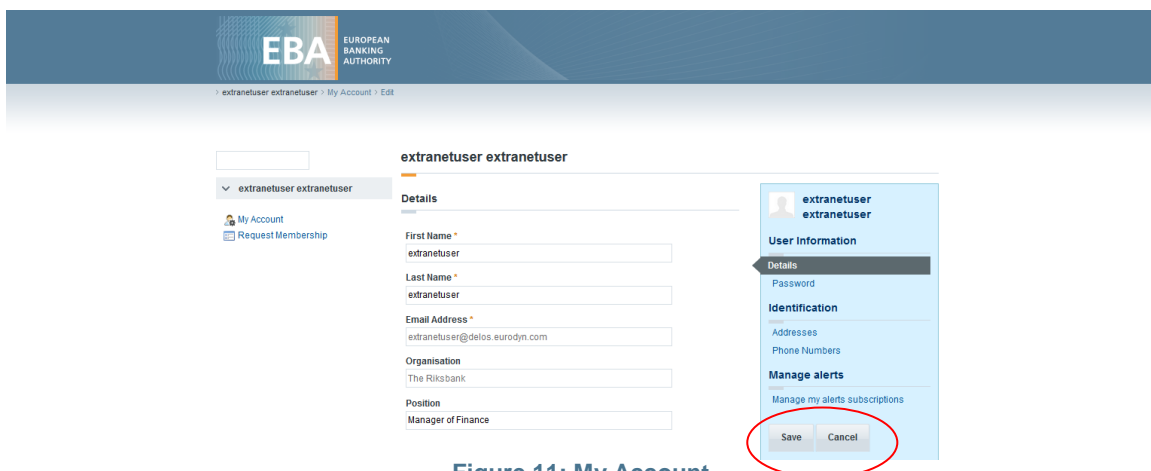


Figure 11: My Account

The user may choose to update his details and click on “Save” button. Any invalid input or missing field will prompt an error message. Setting a new password which is identical to the old one is not permitted. However, extranet users cannot modify their email address and organisation.

Also, extranet users can access the ‘Manage alerts’ section and the ‘Manage my alerts subscriptions’ option in order to modify their preferences regarding the email notifications that they will receive from EBA.

Access to EBA Governing Bodies and Working Groups

An EBA group member can access the group he belongs to by following the path Extranet → Governing Bodies & Working Groups. In the hierarchy of all the EBA groups, after selecting the group he will be redirected to the corresponding homepage (a prerequisite for this action is being an approved member/helper in the group). User will be able to request membership of EBA groups, following the procedure detailed in the [corresponding section](#) of this manual.



Figure 12: Group hierarchy

Meeting documents

All the events of a group are presented automatically in the 'Meeting documents' page together with a link to the folder of the event. Events are grouped per year. The root page retrieves the events of the current year (Figure 13).

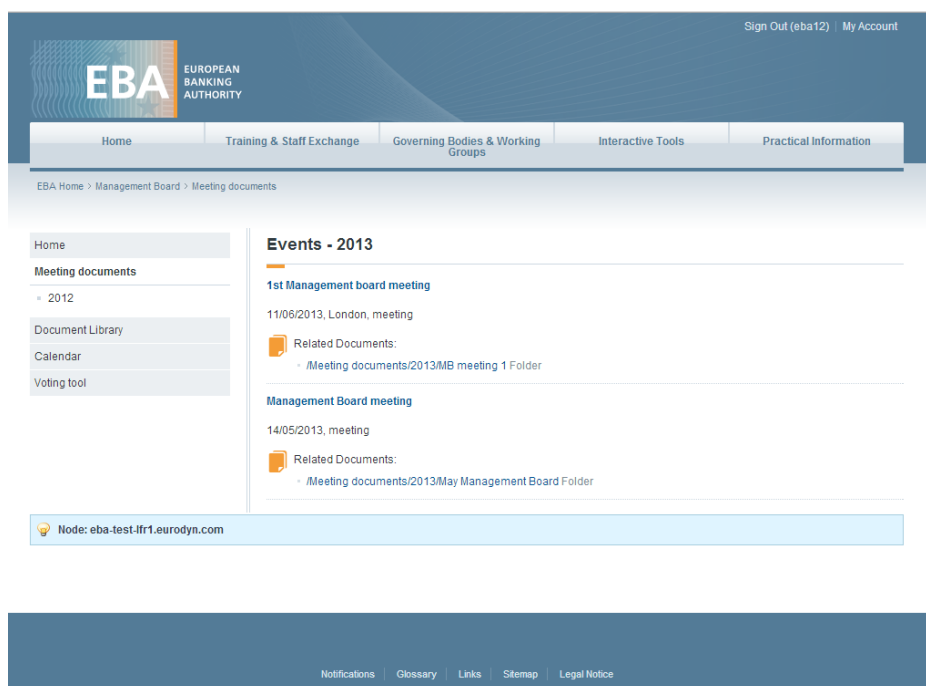


Figure 13: Meeting documents

Clicking on the 'Related documents' of an event, the user will be redirected to the Document Library page containing the documents of the event (Figure 14).

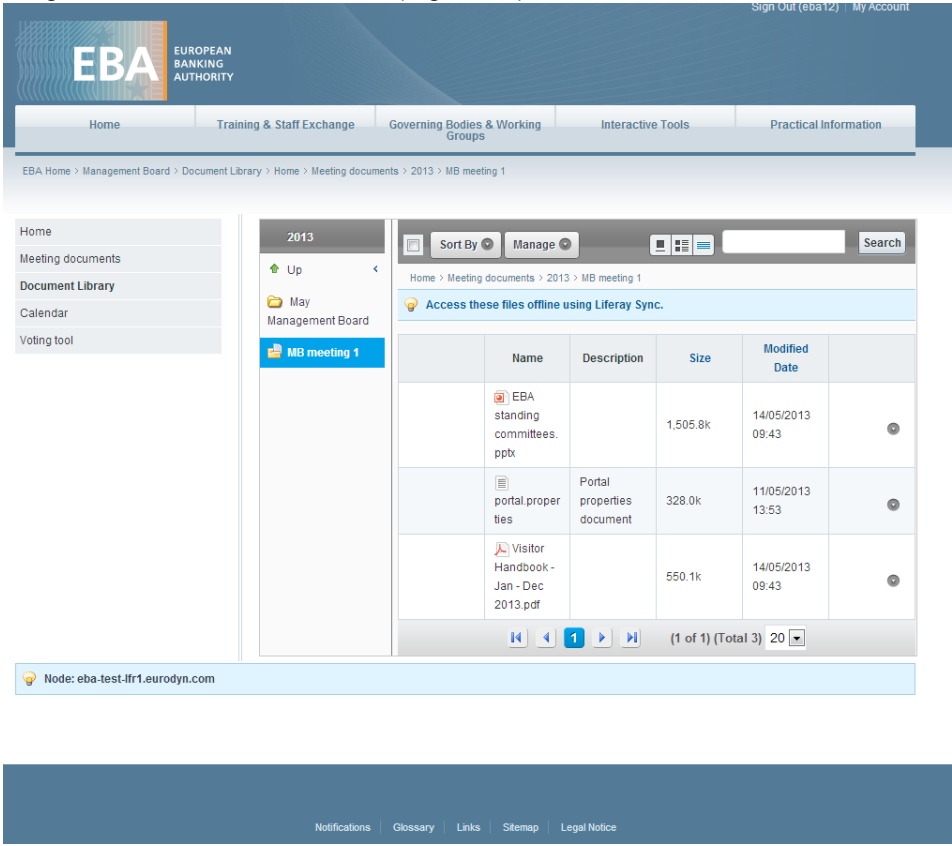


Figure 14: Documents of an event

Document library

In the Document library an extranet user can access all files and folders related to the EBA Groups (Figure 15).

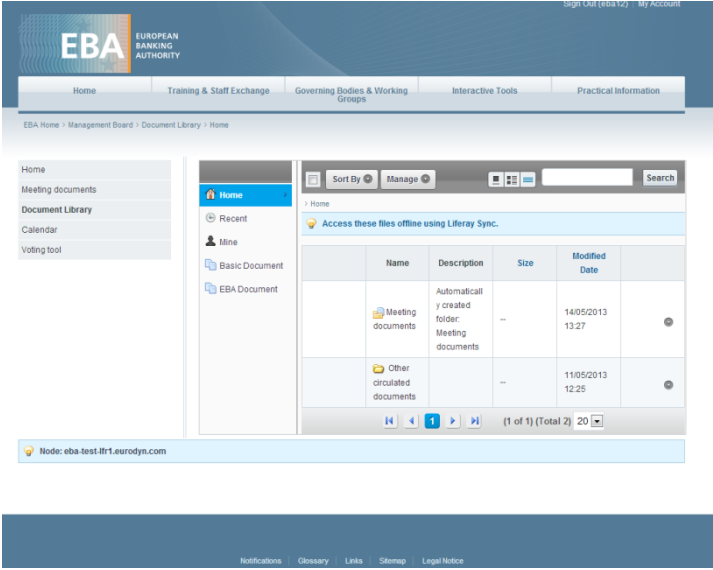


Figure 15: Document library

Calendar

An extranet user can view all the created events from all the EBA groups. The calendar displaying the EBA events is available under Practical Information (Extranet → Practical Information → Calendar). The same calendar can be also accessed from the EBA groups' workspace (Extranet → Governing Bodies & Working Groups → EBA Group → Calendar).

Events can be browsed by day, week, month or year. All events are also displayed in the 'Events' tab ordered by date. In both calendars, extranet users can narrow the displayed events by selecting one group from the 'Filter by group' section (hierarchy of groups is available there).

Extranet users, who belong to an EBA group, can also view the documents of its subgroups. Therefore, if an event of group X has supporting documents these can be viewed by extranet users of the specific group (X) and extranet users of all the parent groups of X.

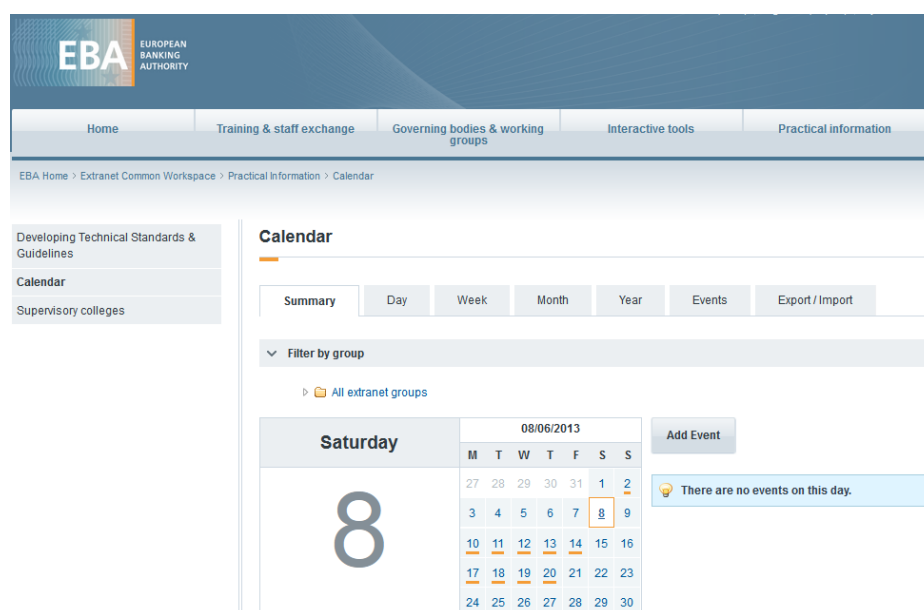


Figure 16: Calendar

Exchange Forum for Competent Authorities

Extranet users who are also members of at least one EBA group, have access to the Exchange Forum for Competent Authorities (Extranet → Interactive tools → Exchange forum). Extranet users can submit questions and other extranet users can reply. 30 days later, the submitter of the question is requested to provide a summary of the answers received. A reminder (email) is sent 30 and 70 days after the submission of the question. The discussion can continue even after the summary has been provided.

Voting tool (only for “Management Board” or “Board of Supervisors” members)

Extranet users who have voting rights in the “Management Board” or “Board of Supervisors” groups have access to the Voting tool page. These subpages contain various ongoing or expired voting campaigns. Each user with voting rights is able to vote (Yes, No, Abstain) just once for each campaign before the expiration date of the campaign. Moreover users can provide their comments along with their voting.

Registration process for new users

Extranet registration

All users with a valid email address from an EEA competent authority or an Observer organisation in the EBA, can register to the EBA extranet. After clicking on the “Extranet” link located on the header of the EBA website homepage www.eba.europa.eu, users are redirected to the Login page (Figure 17) To start the registration process the user should click on the button “Register as extranet user”:

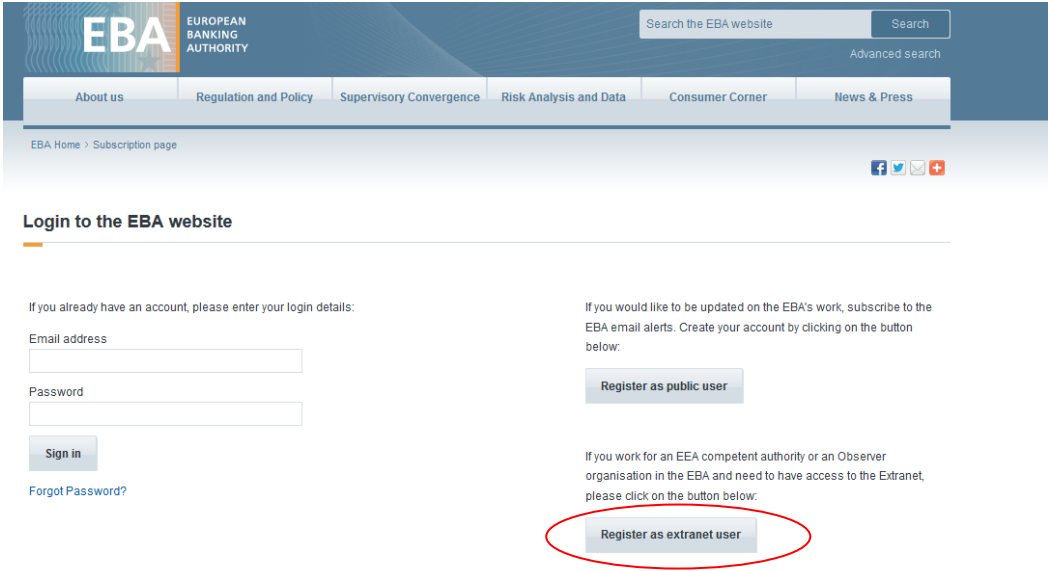


Figure 17: EBA Login Page

The user needs to fill in the mandatory fields, which are marked with asterisk along with the *captcha* value. In case captcha is not readable, the user may click on the “Try different image” link until a clear picture is presented. Note, that the user has to check also the “Confirmation of agreement with the EBA Privacy Policy and Terms of Use”, located just before the captcha, as shown in the following screenshot (Figure 18).

The screenshot shows the EBA website registration process. At the top, there is a navigation bar with links for Document library, Single Rulebook Q&A, Contacts, CEBS archive, Extranet, and a language dropdown set to English. A search bar is also present. Below the navigation bar, there are tabs for About us, Regulation and Policy, Supervisory Convergence, Risk Analysis and Data, Consumer Corner, and News & Press. The main content area is titled "Login to the EBA website" and contains a registration form with the following fields:

- First name *
- Last name *
- Email address *
- Confirm email address *
- Organisation * (dropdown menu)
- Position
- Country * (dropdown menu)
- Phone
- Mobile
- Postal address

Below the form is a section titled "Manage my alerts subscriptions" with a table:

Type	Daily alerts
News & Press	<input type="checkbox"/>
Consultations	<input type="checkbox"/>
Careers	<input type="checkbox"/>
Procurement	<input type="checkbox"/>
Latest news	Instant alerts <input type="checkbox"/>

Below the table, there is a checkbox for "Confirmation of agreement with the EBA Privacy Policy and Terms of Use *". Below this, there is a paragraph of text: "The personal data you give us are used by the EBA to provide you with the services described on this webpage. You may access, update your personal data, or restrict their use by contacting our personal data officer as mentioned in the Legal notice." Below this text is a note: "* Mandatory fields".

At the bottom of the form, there is a captcha verification step. It shows a captcha image with the number "816" and a "Try different image" link. Below the image is a "Text verification *" field. At the very bottom, there is a "Submit" button.

Figure 18: Registration process: confirmation of agreement

In case the user misses a required field or adds invalid data, the application presents an error message. For example in the case presented in the following Figure 19, the provided email addresses do not match:

The screenshot shows a registration form with the following fields and values:

- First Name *: extranetuser
- Last Name *: extranetuser
- Email Address *: extranetuser@delos.eurodyn.com
- Confirm Email Address *: extranetuser@delos.eurodyn.comm
- Organisation *: The Rixsbank
- Position: Manager of Finance
- Country *: Greece
- Phone: (empty)

Two error messages are displayed at the top:

- "Your request failed to complete."
- "Emails do not match."

Figure 19: "Emails do not match" message

Field "Confirm Email Address" does not support right click functions and keyboard shortcuts related to copy and paste functions, to make sure that user will re-type the email address.

Should the user wish to register to EBA email alerts, he can check the respective boxes (Figure 20). All registration fields can be later updated from "My Account" section (except the email and the organisation).

The screenshot shows the "Manage my alerts subscriptions" page with the following table:

Type	Daily alerts
News and Press	<input type="checkbox"/>
Consultations	<input type="checkbox"/>
Careers	<input type="checkbox"/>
Procurement	<input type="checkbox"/>
Latest news	<input type="checkbox"/> Instant alerts

Below the table, there is a checkbox for "Confirmation of agreement with the EBA Privacy Policy and Terms of Use" and a note: "The personal data you give us are used by the EBA to provide you with the services described on this webpage. You may access, update your personal data, or restrict their use by contacting our personal data officer as mentioned in the Legal notice." A footnote indicates "* Mandatory fields".

Figure 20: Manage My Alerts Subscription

There are five types of alert subscriptions:

1. News and press
2. Consultations
3. Careers
4. Procurement
5. Latest news

While for the first four options an email is sent every day at 17:00 UK time containing new published content (e.g. a new consultation or a new vacancy), “Latest news” is a custom email, created by EBA for any *ad hoc* news or announcements.

Note: Users who wish to become Extranet users should work for an EEA competent authority or an Observer organisation in the EBA. That means that they must belong to one of the organisations provided in the drop-down menu. Their email should match with the email domains that the selected organisation supports.

After successful registration, users will receive two emails: the first one contains the password, whereas the other contains the email verification URL. Sample emails messages can be found below:

Email Message containing user’s password

Dear extranetuser extranetuser,

You recently created an account on the EBA’s website: eba.europa.eu.

Your password is cnz2m1Hy

Sincerely,

European Banking Authority

Email Verification

Dear extranetuser extranetuser,

You recently created an account on the EBA’s website <http://eba.europa.eu>.

To activate your account, please click on the link below:

http://eba.europa.eu/c/portal/verify_email_address?ticketKey=3ca62c95-b17b-4a55-aefd-3c2b1de52b64&p_l_id=12782

Your verification code is 3ca62c95-b17b-4a55-aefd-3c2b1de52b64

Sincerely,

European Banking Authority

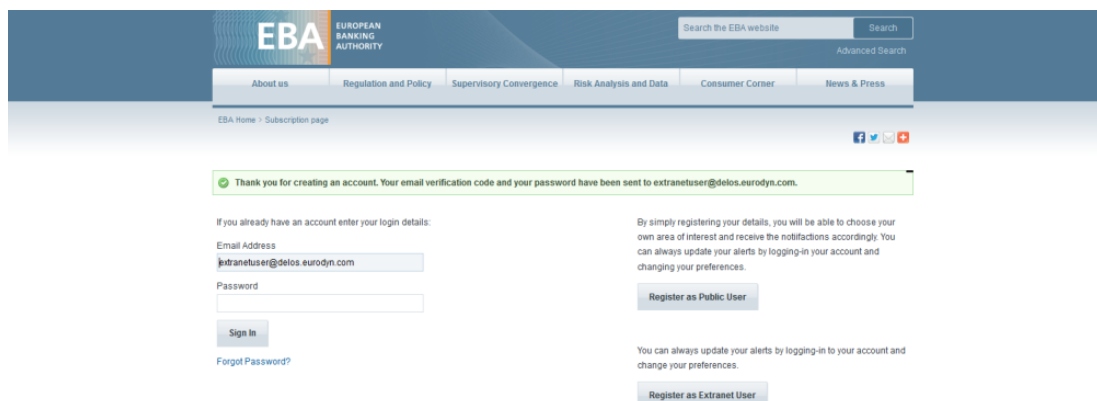


Figure 21: Successful registration

Request membership to an EBA group

An Extranet user may request to become member of an EBA Group, upon authorisation. After login, he needs to access “My Account” page and finally click on the link “Request Membership” (Figure 22):

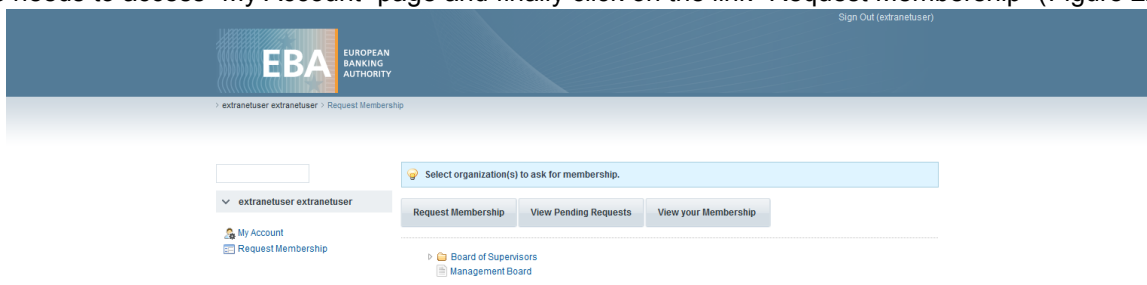


Figure 22: Request Membership screen

As shown in figure 22, there are three tabs: “Request Membership”, “View Pending Requests” and “View Membership”. Below a description for each tab will be provided.

In the first tab (Request Membership), the user can view all the available EBA Groups, presented in a hierarchical and alphabetical order. Most of the EBA Groups contain subgroups which can be seen by simply expanding the parent groups.

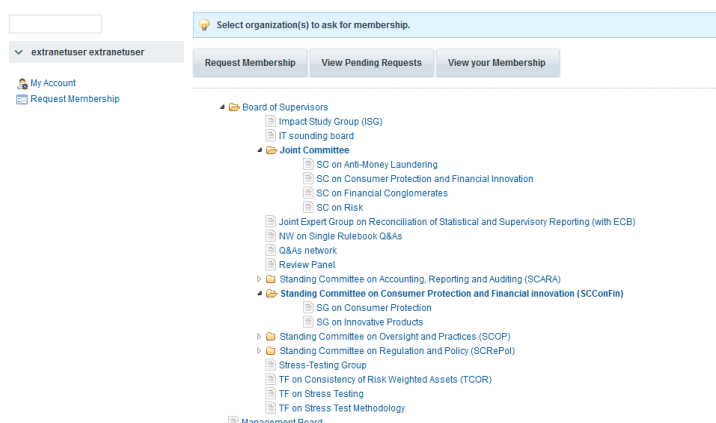


Figure 23: EBA Groups for registration

In order to submit a request for membership the user has to click on the corresponding EBA Group. A pop up window will ask for a confirmation (Figure 24). By clicking on “OK” the user will be forwarded to a new screen where he must select one of the available roles, while clicking “Cancel” will keep them to the same screen.

The available roles for all the groups are “Full member” and “Helper”. For ‘Board of Supervisors’ and ‘Management Board’ there additional roles: “Alternate”, “Non-Voting Member” and “Observer”.

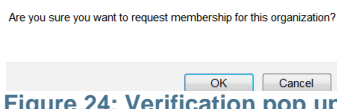


Figure 24: Verification pop up

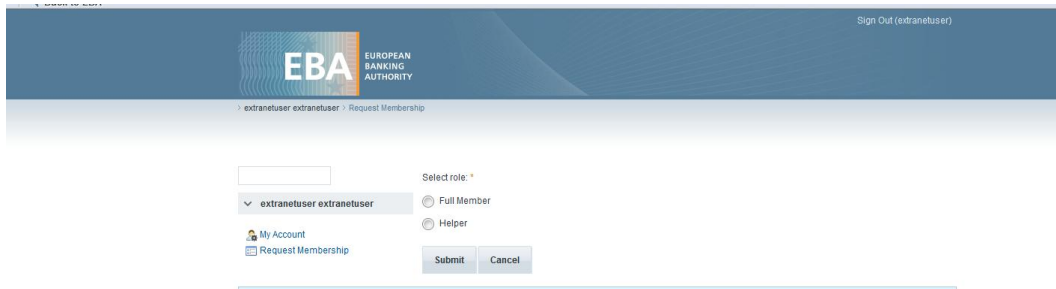


Figure 25: Roles for EBA Groups other than "Board of Supervisors" and "Management Board"

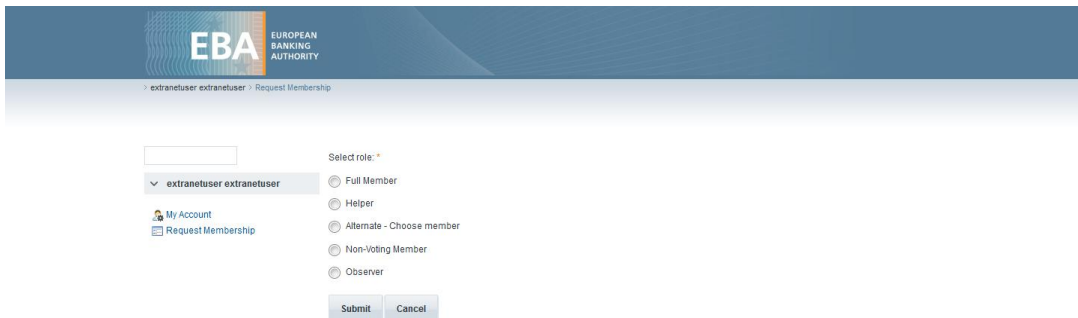


Figure 26: Roles for Board of Supervisors and Management Board

In the following example a user requests membership as a "Full Member" for the EBA Group "Board of Supervisors" (Figure 27).

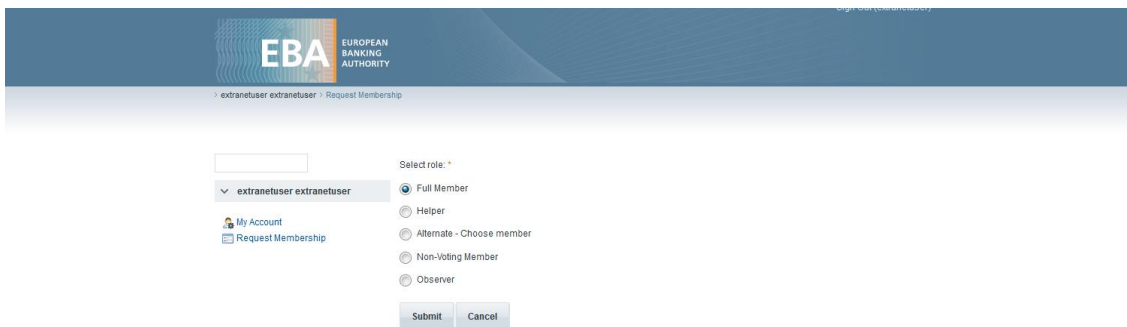


Figure 27: Request Membership as "Full Member"

The request will be forwarded to the designed Authorising Member(s) (i.e. managing requests from the user's organisation) and to the respective EBA Coordinators for acceptance or rejection.

As long as this procedure takes place the request is considered "pending" and the user can view it by clicking on the "View Pending Requests" tab (Figure 28).

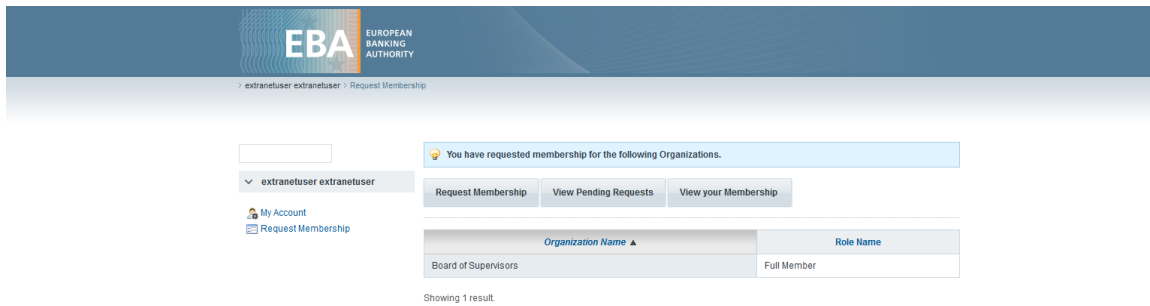


Figure 28: Pending Requests

By clicking on the tab “Request Membership” the user is redirected to the initial screen where more requests for other groups can be submitted. Please note that, in the described example, the EBA group “Board of Supervisors” becomes not clickable anymore, although any of its subgroups can be selected (Figure 29). This is because there is a pending request or because the user already belongs to that group. In case of rejection this group will be clickable again after some hours.

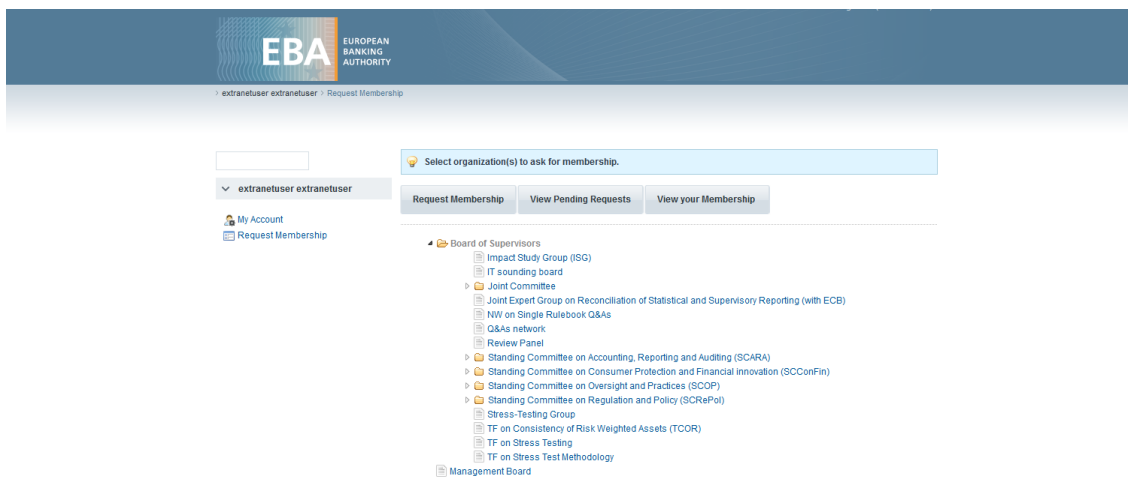


Figure 29: "Board of Supervisors" is not selectable

Upon acceptance or rejection of their request by “Authorising member(s)” and “EBA Coordinator(s)” user will receive an informative email. Two samples can be found below:

Approval Email Sample

Dear EBA extranet user,

Your request for membership to the group Board of Supervisors has been approved.
You can now log-in to the EBA extranet and access the information related to this group.

European Banking Authority

Rejection Email

Dear EBA Extranet user,

Your request for membership to the group Management Board has been rejected.
Please contact the authorizing member in your organization to find out more.

European Banking Authority

Finally the user may also click the “View Membership” tab where all the current memberships (and the role) of the user can be seen (Figure 30).

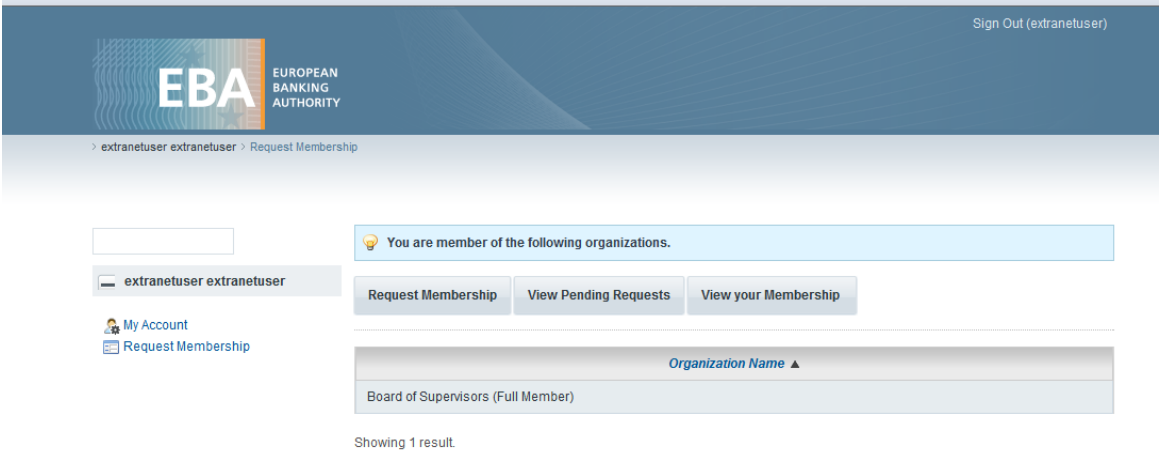


Figure30: View your membership

Please note that, in all groups (except ‘Board of Supervisors’ and ‘Management Board’) Members and Helpers have the same access rights. For ‘Board of Supervisors’ and ‘Management Board’ different rules apply, since only “Full Members” and “Alternates” will have access to the voting tool. (Figure 31).

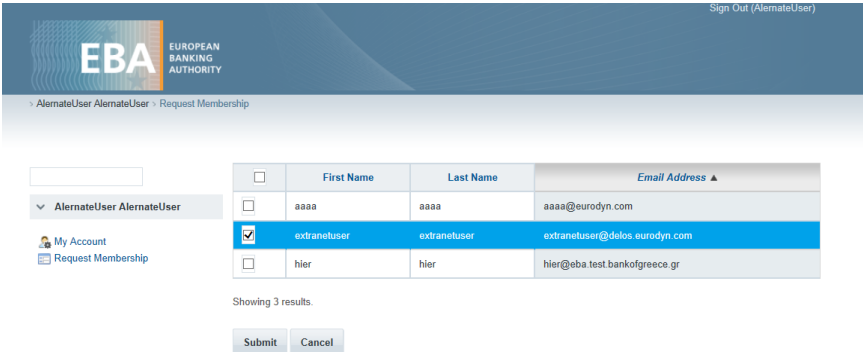


Figure 31: Full member selection

Upon approval of the aforementioned request users can view their association by clicking on the tab “View your Membership” in the ‘My Account’ section (Figure 3).

Sign Out (AternateUser)

The screenshot shows the EBA user interface. At the top left is the EBA logo (European Banking Authority). The user is logged in as 'AternateUser'. The breadcrumb trail is '> AternateUser AternateUser > Request Membership'. On the left, there is a search bar and a dropdown menu for 'AternateUser AternateUser' with links for 'My Account' and 'Request Membership'. The main content area has a light blue header that says 'You are member of the following organizations.' Below this are three buttons: 'Request Membership', 'View Pending Requests', and 'View your Membership'. A table lists the organizations, with one entry: 'Board of Supervisors (Alternate, Full Member: extranetuser extranetuser)'. Below the table, it says 'Showing 1 result.'

Figure 32: Alternate and Full Member info

Finally, an extranet user who has been accepted as member of an EBA Group, is also member of any of its subgroups. This means that the extranet user can view this subgroup along with its content. However, the user is just a member of these subgroups without any specific role. For example, a user can be a 'Helper' in the group X but a simple member in the subgroups of X. In order to achieve a specific role in one of the subgroups, a new request membership should be submitted.

END OF DOCUMENT