

April 2019
EMA/722987/2012

How to register for the Web Client

Guidance for applicants

Official address Domenico Scarlattilaan 6 • 1083 HS Amsterdam • The Netherlands

Address for visits and deliveries Refer to www.ema.europa.eu/how-to-find-us

Send us a question Go to www.ema.europa.eu/contact **Telephone** +31 (0)88 781 6000

An agency of the European Union



Table of Contents

1. Accessing the online registration form 3

2. Completing the online registration form 3

3. Submitting a completed online registration application 6

4. Confirmation that registration has been completed 7

5. Password Management..... 7

The various steps that need to be completed in the registration process are outlined below. **Please note that you will only be able to access the Web Client if you have successfully registered and received email confirmation that registration has been completed.**

1. Accessing the online registration form

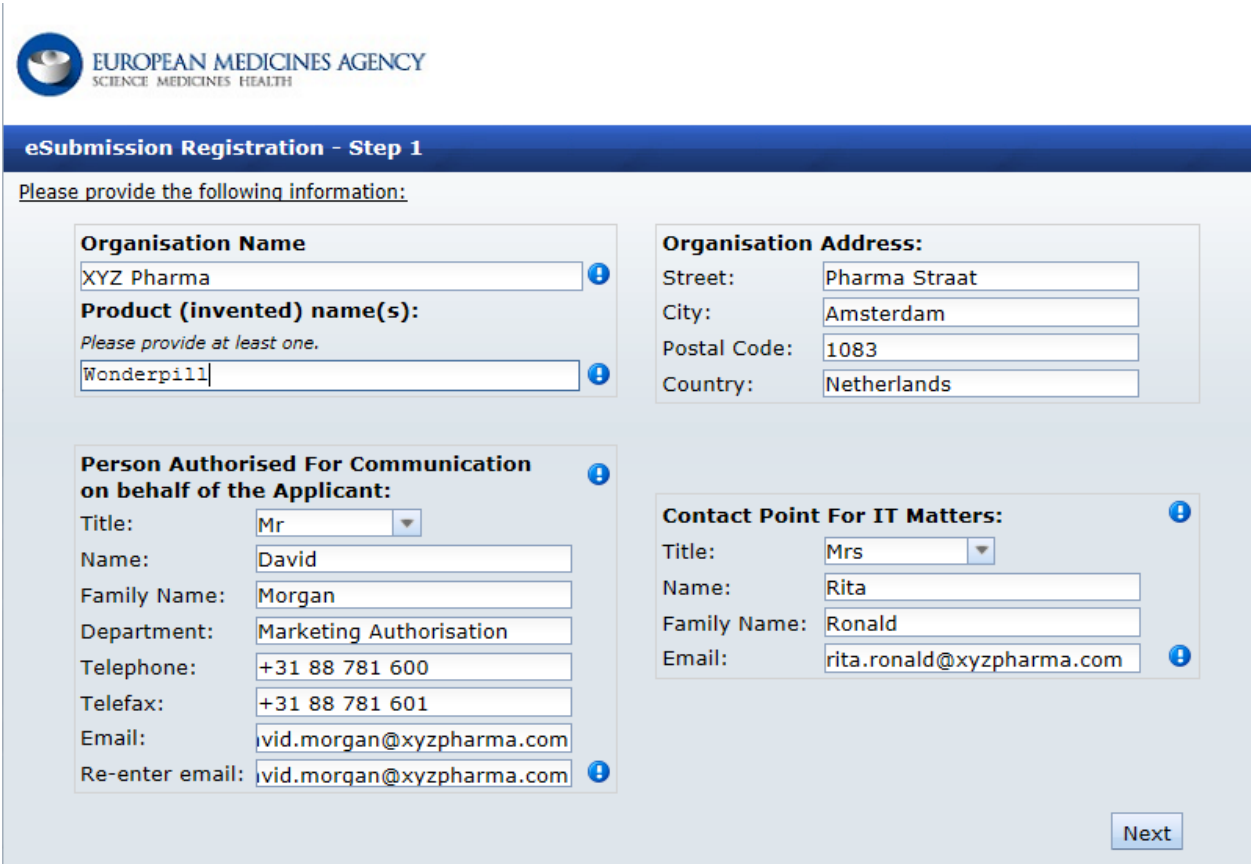
- a) Please access the registration form via

<https://esubregistration.ema.europa.eu/registration>

This link will enable you to register for both the External Compliance Testing and production environments. During UAT you will submit files to the External Compliance Testing environment.

2. Completing the online registration form

- a) Please follow the on screen instructions displayed in “” and complete the registration form.
b) The first page of the completed form will look like the example below:



The screenshot shows the 'eSubmission Registration - Step 1' form. At the top left is the European Medicines Agency logo. The title 'eSubmission Registration - Step 1' is in a blue header bar. Below the header, a blue bar contains the text 'Please provide the following information:'. The form is divided into four main sections, each with a title and a help icon (blue circle with an exclamation mark):

- Organisation Name:** Includes a text field for 'XYZ Pharma'.
- Product (invented) name(s):** Includes a text field for 'Wonderpill' and a note 'Please provide at least one.'.
- Organisation Address:** Includes fields for 'Street: Pharma Straat', 'City: Amsterdam', 'Postal Code: 1083', and 'Country: Netherlands'.
- Person Authorised For Communication on behalf of the Applicant:** Includes fields for 'Title: Mr', 'Name: David', 'Family Name: Morgan', 'Department: Marketing Authorisation', 'Telephone: +31 88 781 600', 'Telefax: +31 88 781 601', 'Email: vid.morgan@xyzpharma.com', and 'Re-enter email: vid.morgan@xyzpharma.com'.
- Contact Point For IT Matters:** Includes fields for 'Title: Mrs', 'Name: Rita', 'Family Name: Ronald', and 'Email: rita.ronald@xyzpharma.com'.

A 'Next' button is located at the bottom right of the form.

- c) Once the registration form has been correctly completed, click "Next" to complete the second page as shown below:

The screenshot shows the 'eSubmission Registration - Step 2' form from the European Medicines Agency. At the top is the EMA logo and the text 'EUROPEAN MEDICINES AGENCY SCIENCE MEDICINES HEALTH'. Below this is a blue header bar with the text 'eSubmission Registration - Step 2'. The main form area contains two input fields for 'Organisation Routing Id in Test:' and 'Organisation Routing Id in Production:', each with a dropdown menu (ESUBT- and ESUBP- respectively) and a blue information icon. Below these is a 'Register to :' dropdown menu with a yellow warning icon and a tooltip that says 'This value is required.' The dropdown menu is open, showing three options: 'Web Client', 'Gateway AS/2', and 'Gateway AS/3'. Below the dropdown is a text prompt 'Please type in the letters displayed above:' followed by an empty text box. At the bottom of the form are two buttons: 'Back' and 'Submit'. The footer of the form contains the text 'Copyright © 2012 European Medicines Agency'.

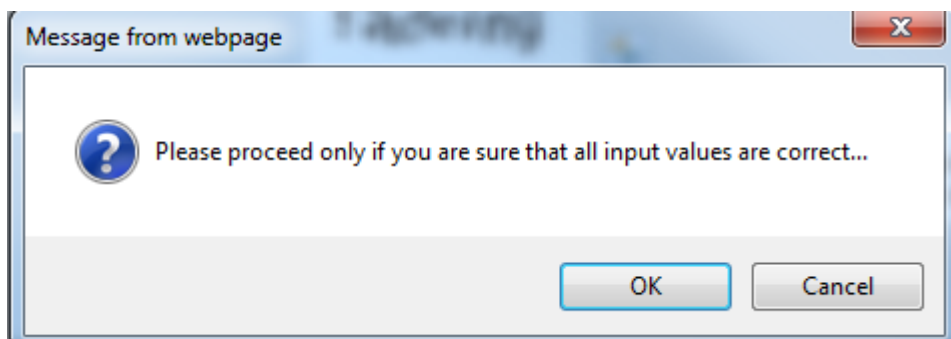
- d) Please enter the "Organisation Routing ID" of your choice for test & production (as per instruction shown in "i"). **The routing IDs for test and production must be between 3-10 characters.**
- e) Next, select Web Client and enter your proposed password for the test and production environments.
- The password must be at least 6 characters with
- At least one upper-case letter and one lower-case letter
 - At least one number (0-9)
- f) Next, check the information you entered on this screen carefully. Also click the "Back" button to review the information you entered on the first screen.

- g) Type in the letters displayed on the image underneath the password and click "Submit".

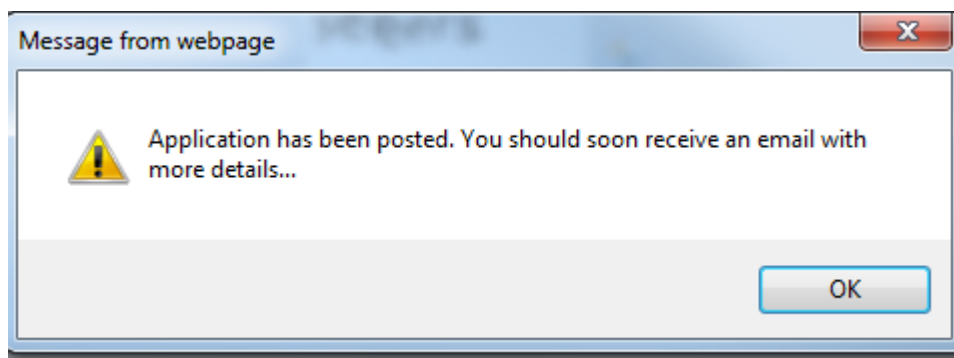
The screenshot shows the 'eSubmission Registration - Step 2' form from the European Medicines Agency. At the top is the EMA logo and the text 'EUROPEAN MEDICINES AGENCY SCIENCE MEDICINES HEALTH'. Below this is a blue header bar with the text 'eSubmission Registration - Step 2'. The form contains several input fields: 'Organisation Routing Id in Test:' with a dropdown menu showing 'ESUBT-' and 'TEST', and 'Organisation Routing Id in Production:' with a dropdown menu showing 'ESUBP-' and 'PROD'. Below these is a 'Register to:' dropdown menu showing 'Web Client'. A section titled 'Web Client Configuration' has two tabs: 'TESTING' and 'PRODUCTION'. Under 'TESTING', there is a 'Proposed Password' field with a masked password '.....'. Under 'PRODUCTION', there is another 'Proposed Password' field with a masked password '.....'. Below the password fields is a CAPTCHA image showing the word 'elehout' in a stylized font. Below the CAPTCHA is a text input field with the word 'elehout' typed in. At the bottom of the form are 'Back' and 'Submit' buttons. The footer of the page reads 'Copyright © 2012 European Medicines Agency'.

3. Submitting a completed online registration application

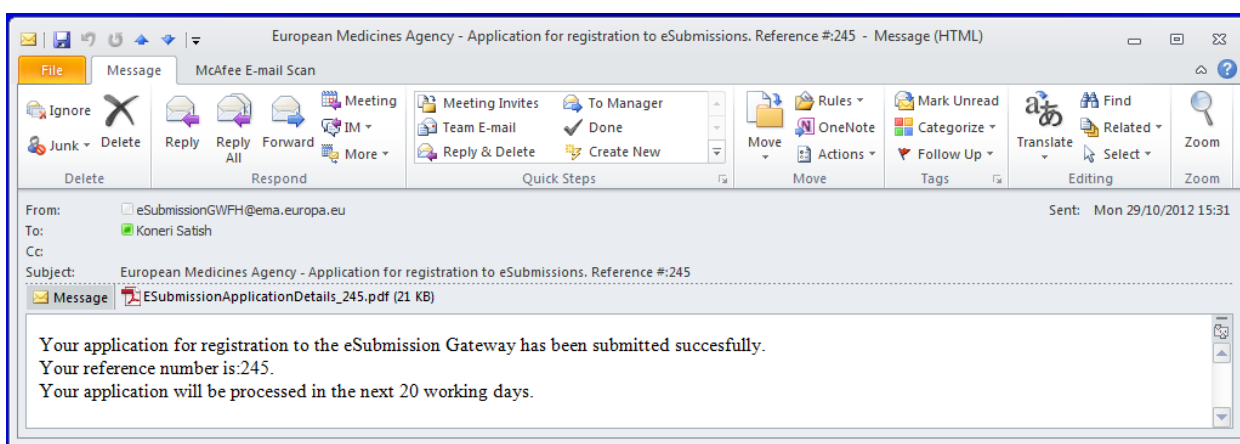
- a) When "Submit" is clicked, you will receive the message below to confirm that you are sure you want to proceed. If you would like to change any of the details entered click on "Cancel" as **once you click "OK" there is no opportunity to go back and amend any of the entered information.**



- b) A message will appear confirming that your online registration application has been sent as shown below:



- c) You will also receive an auto-generated email from the Agency confirming the receipt of your application and your password (as shown below). The email will be sent to the email address you mentioned in the communication section of your online registration form.



4. Confirmation that registration has been completed

- a) When your profile has been enabled you will receive an email confirmation. You may then transfer files via the External Compliance Testing Environment link using the test credentials you supplied in your application initially. These details are also provided in the PDF attachment of the email confirmation you receive.

5. Password Management

- a) At the time of registration an email is sent to all applicants containing the password they specified in the online registration form. When you log in to the Web Client you will be able to change your password. This is at the discretion of the user and not a mandatory requirement.

Please note that if you do change your password from within the Web Client, the EMA will not be able to re-issue the password if it is lost or forgotten. In this instance you will need to contact the EMA service desk via the online portal <https://servicedesk.ema.europa.eu/> for your password to be reset.

We advise that you keep the email containing the PDF attachment in an appropriately secure location for future reference.

If you experience any issues with the online registration please contact: [EMA service desk](#)