



EUROPEAN COMMISSION
DIRECTORATE-GENERAL INFORMATICS
Information Systems Directorate

EU SEND WEB

USER GUIDE

Version [0.06]

Document Approver(s):

Approver Name	Role
POPGEORGIEV Kristof	IT Project Officer – EU Send

Document Reviewers:

Reviewer Name	Role
Ilyasse Setti	Project Manager

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1. INTRODUCTION

This User Guide explains the main functionalities of EU Send Web for a new user.

Certain fonts, components, alignments and popups might look different than in the screen captures, depending on the browser and browser version.

2. DEFINITIONS




Key	Description
Entity	An entity represents the part of an organisation or user entitled to use the EU Send Web platform in order to exchange documents
User	An entity can designate one or more users. All users of an entity have access to the same messages received/sent by that entity. A user can have access to more than one entity.
Sender	An entity which is the originator of a message sent through EU Send Web
Receiver	An entity which is the recipient of a message sent through EU Send Web
Channel	A logical communication channel created to enable the communication between two entities.
EU Login credentials	EU Login is the European Commission's user authentication service. In order to access EU Send Web, the user must have valid EU Login credentials

3. COMPATIBLE BROWSERS

The application is compatible with Google Chrome, Mozilla Firefox and Microsoft Edge browsers. If the users try to login to the application with a browser that is not compatible, they will not be able to connect and will be redirected to a page that lists the compatible browsers.

The browser you are using is not supported by the application.

Please use one of the following browsers with the minimum version specified as in the table bellow:

	Google Chrome	90.0.4430.85
	Mozilla Firefox	78.10.0esr
	Microsoft Edge	90.0.818.46


4. ACCESS to EU SEND WEB

The link to the application is: <https://eusendweb.eusfx.ec.europa.eu/>

Before having access to the application, the users' profile must be configured by the Administrator of the entity in EU SEND WEB.

The following information must be provided to the Administrator: their name, their email address and their "Unique identifier at the Commission" (UID) that can be found in the users EU Login account.

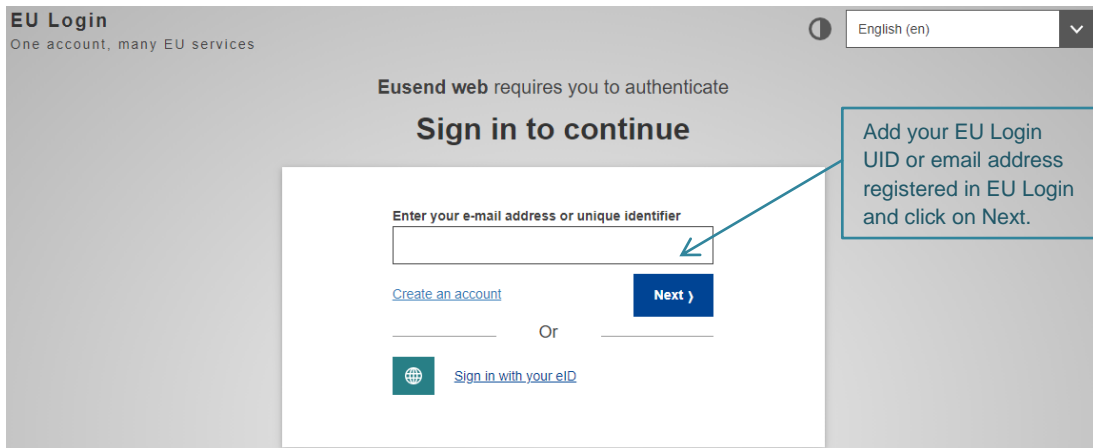
If the users have already an EU login account, the UID can be found as follows:

- Go to the page <https://webgate.ec.europa.eu/cas/login> and log in.
- Click on the icon  displayed next to your name and choose "My Account".
- Click on "My Account details". The "Unique identifier at the Commission" (or the UID) is displayed on the next page.

If you don't have an EU Login account, you can create one following the instructions in the section "Create an EU Login account" of the EU Login User Guide [https://webgate.ec.europa.eu/cas/manuals/EU_Login_Tutorial.pdf].

4.1 How to access EU SEND WEB

When the users access the link to the application, they will be redirected to an EU Login page.



EU Login
One account, many EU services

English (en) ▼

Eusend web requires you to authenticate

Sign in to continue

Welcome

n002zw25
(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

Add your password

Click on Sign in

After going through EU Login authentication, the user will be redirected to the application.

5. INBOX

The Inbox is the first page displayed after the user logs in. The available functionalities are indicated below.

EU Send Web

ENTITY DemoEntity1

Entity for which the user is logged in

n0086lvf

Help: access to User Guide from dropdown

Search message

New message

Inbox 2

Sent

Draft

Expand and collapse left menu

Inbox

Sort by: Newest

Expand and collapse full subject of messages

Unread message: White box with light blue line on the left

Read message: Grey box

Please choose a message...

The details of a message are displayed when the message is selected

Select the page

1 2 3 4 →

View: 5 items per page 1 - 5 out of 20 items

Select how many messages displayed per page

Message_2021-December-13_10-23-37-121 13/12/2021 10:23:48
From: DemoEntity4
16 files - 3.25 MB

Message_2021-December-13_10-23-23-293 13/12/2021 10:23:31
From: DemoEntity4
8 files - 851.01 kB

Message_2021-December-13_10-23-09-465 13/12/2021 10:23:17
From: DemoEntity4
8 files - 851.01 kB

Message_2021-December-13_10-22-55-502 13/12/2021 10:23:02
From: DemoEntity4
3 files - 51.89 kB

Message_2021-December-13_10-22-42-747 13/12/2021 10:22:49
From: DemoEntity4
3 files - 51.89 kB

The Read/Unread message visual indication is specific to each user. Even when different users have access to the Inbox of same entity, they will see which messages they have or haven't read.

The screenshot shows the EU Send Web interface for 'DemoEntity1'. The left sidebar has a 'New message' button and a list of sections: 'Inbox' (20), 'Sent', and 'Draft'. A callout box points to the 'Inbox' section with the text '20 unread messages'. The main area displays a list of five messages, all from 'DemoEntity4'. Each message has a blue header bar, indicating it is unread. A callout box labeled 'Unread messages' points to these blue bars. The top right shows the user 'n006a7q1' and a help icon. A callout box labeled 'Different user' points to the user profile. The bottom right has a button that says 'Please choose a message...'. The bottom of the inbox shows pagination: '1 - 5 out of 20 items'.

NOTE: If the entity is only Receiver and is not allowed to send messages, then the Inbox page will not display the links to Draft, Sent and New message sections.

The screenshot shows the EU Send Web interface for 'DemoEntity2'. The left sidebar only shows the 'Inbox' section with 3 messages. A callout box points to it with the text 'Only the Inbox'. The main area displays a list of five messages, all from 'DemoEntity1'. The messages have white headers, indicating they are read. A callout box labeled 'Entity configured only as Receiver' points to the entity name 'DemoEntity2' at the top. The bottom right has a button that says 'Please choose a message...'. The bottom of the inbox shows pagination: '1 - 5 out of 21 items'.

5.1 Message Details

When the user selects a message, the details of that message are displayed on the right side.

European Commission | EU Send Web

ENTITY DemoEntity1

13/12/2021 10:23:02

Message_2021-December-13_10-22-55-502

From: DemoEntity4

Sender

Message

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the [show more...](#)

Expand/collapse if content is too long

List of files

3 files - 51.89 kB

Number and size of all files

Name	Size
Excel1.xlsx	17.29 kB
Excel2.xlsx	17.30 kB
Excel3.xlsx	17.30 kB

Link to download single file

Download

Unread messages

Select/deselect all files

Select/deselect individual files

1 - 5 out of 20 items

5.2 Download Files

There are two options to download files:

- By clicking on the name of the file, to download only that file
- By selecting the files and clicking on the download button.

07/07/2021 15:33:54

Message_2021-July-07_15-33-46-847

From: Demo_Entity_4

Message

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the [show more...](#)

List of files

4 files - 2.69 MB

<input type="checkbox"/>	Name	Size
<input type="checkbox"/>	Excel1.xlsx	17.29 kB
<input checked="" type="checkbox"/>	JPG1.jpg	2.13 MB
<input checked="" type="checkbox"/>	PDF1.pdf	534.00 kB
<input type="checkbox"/>	Word1.docx	28.14 kB

Click on the name of the file to download only that file

Select the files to download and then click on Download button

Download

NOTE: If the entity is configured with encryption, please refer to Section 9 for more information.

6. NEW MESSAGE

Only Entities configured as Sender have access to the “New Message” section.

From the Inbox section click on the “New Message” link button on the top left corner of the application to be redirected to the new message section.

For two entities to be able to exchange messages, a channel of communication needs to be created between Sender and Recipient entities.

If an entity configured as Sender has more than one Recipient, there will be a dropdown list in the recipient field for new messages with the list of all possible entities. The user must select one.

← Back to inbox

EU Send Web ENTITY DemoEntity1

Click on the input field to select from the list

To*
DemoEntity4
DemoEntity2
DemoEntity3

Subject*

Message

Save as Draft Send

Drop your file or folder here to upload
Or
Add files Add folder

If the entity is configured to exchange with just one other entity, the recipient entity will be displayed and there will be no dropdown.

The user needs to fill in the form and add at least one file before sending the message.

← Back to inbox

EU Send Web ENTITY DemoEntity4

Link to go to Inbox

Recipient entity

To* DemoEntity1

Subject*

Message

Save as Draft Send

Save a draft to continue later

Area to drop the files/folders to be added

Drop your file or folder here to upload
Or
Add files Add folder

Individual files can be added using the Add files button
A folder and its content can be added using the Add folder button

Before adding files, the user has the option to save a Draft to continue editing later. It is only possible to save drafts if there are no files added to the message. If files were already added, they need to be removed before saving the draft.

After adding the files, the upload button will be displayed at the bottom of the list of files and the user needs to click on it to upload them.

European Commission | EU Send Web

ENTITY DemoEntity1

n0086lvf

← Back to inbox

Sending files

To* DemoEntity2

Subject* Subject of message

Message Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the

Send

Drop your file or folder here to upload

Or

Add files Add folder

Change the view of the files

Sort the files by Name, size or status

Tree view

<input type="checkbox"/>	Name	Size	Status	Action
<input type="checkbox"/>	1 jotka ovat sitoutuneet työske...	14.73 kB	Pending	
<input type="checkbox"/>	2 La Unión europea (UE) es un...	15.14 kB	Pending	
<input type="checkbox"/>	3 L-Ewropej magħqdatirrappr...	15.85 kB	Pending	

Upload Files Upload

List of added files with size and status

If at least one file is selected, an 'Actions' button will be displayed, where the user can perform actions on the selected files like deletion of several files at once. The actions button is only available in the List view.

← Back to inbox

≡ Sending files



To* DemoEntity2 ▼

Subject* Subject of message


Message Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the




Send >

Drop your file or folder here to upload
Or

Add files  Add folder 

Actions button

Actions ▼ Tree view 

<input checked="" type="checkbox"/>	Name	Size	Status	Action
<input checked="" type="checkbox"/>	1 jotka ovat sitoutuneet työsk...	14.73 kB	Success	
<input checked="" type="checkbox"/>	2 La Unión europea (UE) es un...	15.14 kB	Success	
<input checked="" type="checkbox"/>	3 L-Ewropej magħqudatirrappr...	15.85 kB	Success	

Select files to perform actions

When a file is uploaded correctly, it will have status `Success`. All files need to be in status `Success` before sending the message. The user can add new files after the upload, but the new files will also need to be uploaded.

European Commission | EU Send Web

ENTITY DemoEntity1

Back to inbox

Sending files

To* DemoEntity2

Subject* Subject of message

Message

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the

Send

Mandatory fields

Send the message

Drop your file or folder here to upload

Or

Add files Add folder

Actions Tree view

<input checked="" type="checkbox"/>	N° Name	Size	Status	Action
<input checked="" type="checkbox"/>	1 jotka ovat sitoutuneet työske...	14.73 kB	Success	
<input checked="" type="checkbox"/>	2 La Unión europea (UE) es un...	15.14 kB	Success	
<input checked="" type="checkbox"/>	3 L-Ewropej maghqdatirrappr...	15.85 kB	Success	

All files with Status Success

NOTE: It is mandatory to have at least one attachment to be able to send a message.

After sending the message, the user will be redirected to the Inbox section. The user can verify the message just sent in the Sent section.

7. SENT MESSAGES

Only entities configured as Senders have access to the Sent section.

The screenshot shows the 'EU Send Web' interface for 'DemoEntity1'. The sidebar on the left contains a 'New message' button and a list of sections: 'Inbox' (2 items), 'Sent' (selected), and 'Draft'. The main content area is titled 'Sent' and shows a list of five sent messages. Each message entry includes a subject, recipient ('To: DemoEntity2'), sender ('Sent by: automation'), a 'Download' link with a PDF icon, and file details. Callouts with arrows point to specific elements: 'Filter by message status' points to the 'Sort by: All' dropdown; 'Receiver' points to the 'To: DemoEntity2' field; 'Message status' points to the 'SENT' or 'READ' status badge; 'User that sent the message' points to the 'Sent by: automation' field; 'Links to the sections' points to the sidebar navigation; 'List of sent messages' points to the message list; 'Download PDF with the details of the sent message' points to the 'Download' link; and 'The details of a message are displayed when the message is selected' points to a message selection icon and a 'Please choose a message...' prompt.

As we can have more than one user with rights to access the same entity, in the Sent message is possible to check which user has sent the message.

We can also extract a PDF file containing the details of the sent message by clicking on the download link beside the PDF icon for each message.

7.1 Sent Message Details

When the user selects a message, the details of that message are displayed on the right side.

European Commission | EU Send Web

ENTITY DemoEntity1

n0086lvf

Date and time the message was sent. If same day just the time

Status

13/12/2021 10:08:24 SENT

Message_2021-December-13_10-08-17-084

To: DemoEntity2

Sent by: automation

Receiver Entity

Sender

Message

13/12/2021 10:08:55 SENT

Message_2021-December-13_10-08-29-755

To: DemoEntity2

Sent by: automation

8 files - 2.82 MB

13/12/2021 10:08:40 SENT

Message_2021-December-13_10-08-17-084

To: DemoEntity2

Sent by: automation

2 files - 551.29 kB

13/12/2021 10:08:11 READ

Message_2021-December-13_10-08-03-913

To: DemoEntity2

Sent by: automation

4 files - 69.19 kB

13/12/2021 10:07:57 READ

Message_2021-December-13_10-07-48-881

To: DemoEntity2

Sent by: automation

6 files - 751.17 kB

List of files

2 files - 551.29 kB

Number and size of all files

Name	Size
Excel1.xlsx	17.29 kB
PDF1.pdf	534.00 kB

List of all files sent

View: 5 items per page 1 - 5 out of 21 items

7.2 Sent Message Status

There are three possible statuses for the sent messages: Failed, Sent and Read.

Message_2021-June-03_09-17-58-958	09:18:08	SENT
Message_2021-June-03_09-17-37-604	09:17:50	READ
Message_2021-June-03_09-17-21-298	09:17:29	FAILED

Status

- The **Failed** status indicates that there was an issue when the application tried to send the message and it was not successfully sent. The message did not reach the recipient.
- The **Sent** status indicates that the message was successfully sent.
- The **Read** status indicates that the message has been read for the first time in the recipient entity inbox.

8. DRAFT MESSAGES

Only entities configured as Senders have access to the Draft section.

When a message is saved as Draft it will be listed in the Draft section.

The screenshot shows the 'Draft' section of the EU Send Web interface. The left sidebar contains a 'New message' button and a list of folders: 'Inbox' (2), 'Sent', and 'Draft' (selected). The main area displays a list of draft messages. Annotations include:

- 'List of draft messages' pointing to the draft list.
- 'Receiver' pointing to the 'To' field of the first draft.
- 'Date and time the message was last saved. If same day just the time' pointing to the timestamp '10:47:07'.
- 'User that saved the draft for the last time' pointing to 'Saved by: DemoUser'.
- 'Delete a draft' pointing to the trash icon.
- 'The details of a message are displayed when the message is selected' pointing to a modal window titled 'Please choose a message...'.

At the bottom, there is a pagination bar showing 'View: 5 items per page' and '1 - 4 out of 4 items'.

8.1 Saving a Draft

From New message section, the user has the option to save a Draft.

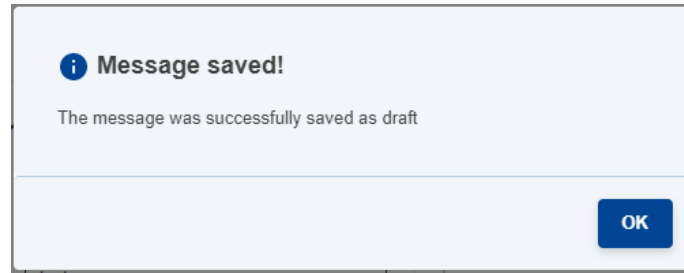
The screenshot shows the 'Sending files' form in the EU Send Web interface. The left sidebar has a 'Back to inbox' button. The form fields are 'To*', 'Subject*', and 'Message'. Annotations include:

- 'Mandatory field before saving the draft.' pointing to the 'To*' and 'Subject*' fields.
- 'Save Draft' pointing to the 'Save as Draft' button.

At the bottom right, there is a file upload area with a dashed border, a circular upload icon, and the text 'Drop your file or folder here to upload'. Below this are two buttons: 'Add files' and 'Add folder'.

The user can save the message as draft as many times as needed.

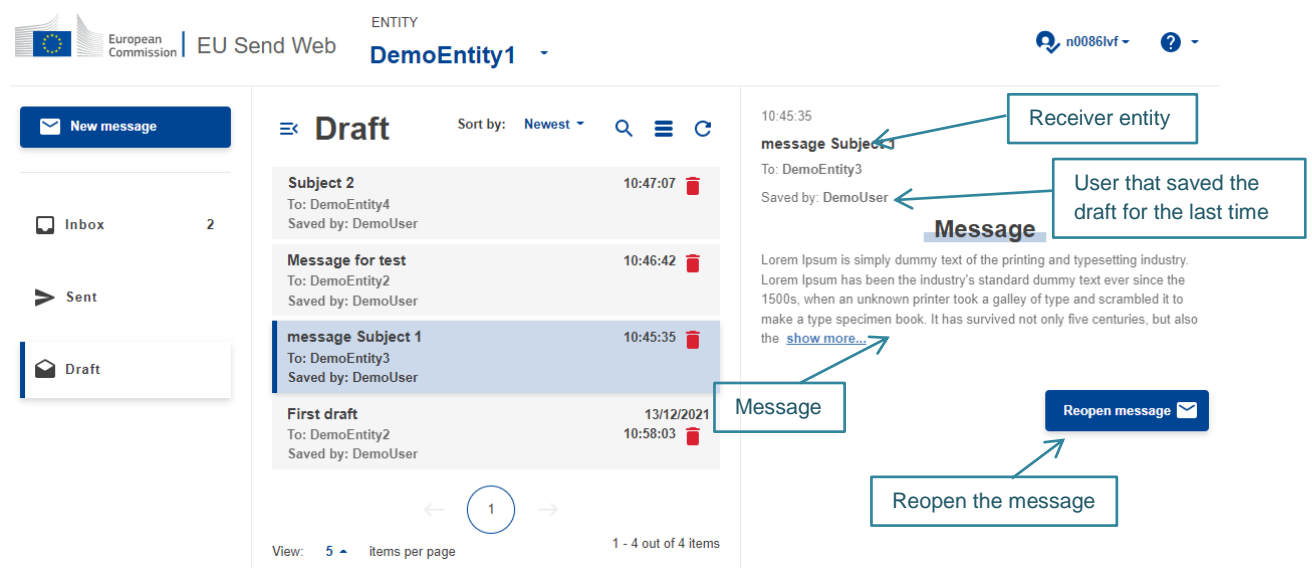
A confirmation message will be displayed when the message is saved and the user can continue to work on the message.



When a user sends a message that was saved as draft, the message will not be available anymore in the draft section.

8.2 Draft Details

When the user selects a message, the details of that message are displayed on the right side.



From the details of the message the user is able to reopen it. The message will be reopened in the New message section for the user to be able to continue to work on it.

9. NOTIFICATIONS

There are two types of notification: New Message and Status.

The users account can be configured to receive only new message notifications, only status notifications, or both.

8.1 New Message Notification

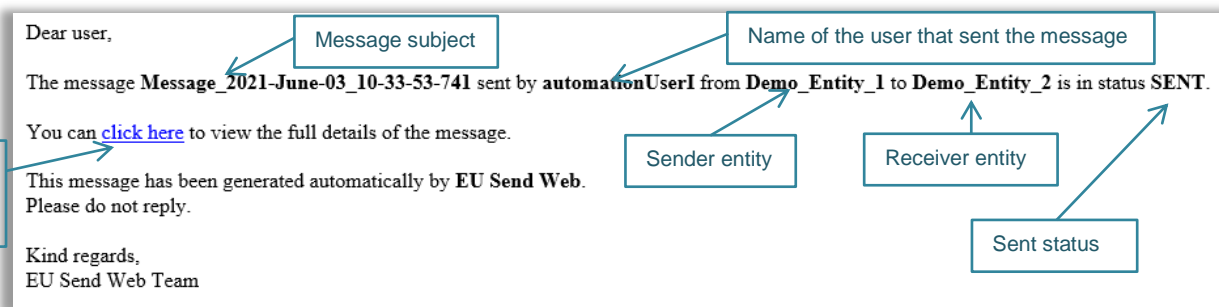
When a new message arrives in the Inbox of an entity, a notification is sent to all users that belong to that entity and are registered to receive notifications for new messages.



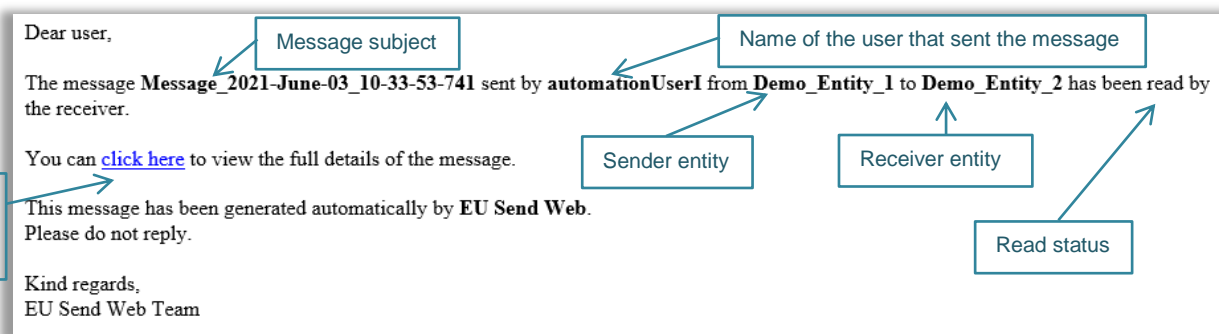
From the link in the notification, the user is redirected to the application and to the respective message in the Inbox.

8.2 Status Notification

When a user sends a message, if the message was successfully sent, the users configured to receive notifications and belonging to the entity that is sending messages will receive a notification that indicates the message has status Sent.



Once the message has been **Read** by the Receiver entity for the first time, the users of the Sender entity will receive a notification that indicates the message has been Read.



From the link in the notification, the user is redirected to the application and to the respective message in the Sent section.

10. ENCRYPTION

All files sent through EU Send Web are encrypted.

As soon as the user uploads files in the New Message section, the files always get encrypted client side during the upload. They will be sent with encryption and the application will decrypt them server side when the Receiver downloads the files unless the recipient is configured to use end-to-end encryption.

The application supports end-to-end encryption as an extra layer of security for entities. If an entity is configured with this type of encryption, a public key is used in the encryption process, the Receiver will need to add the corresponding private key to be able to download the files and the decryption will be done client side. In that way the server does not have the information for decryption and the files will only be readable by the intended recipient.

NOTE: the application only encrypts files. The messages are not encrypted.

9.1 Download Encrypted Files

If the entity is configured with end-to-end encryption, the users of that entity need the private key to decrypt and download files. In the message details there is a section related to the encryption certificate. The user needs to add the correct private key before downloading the files.

The screenshot displays the EU Send Web interface. On the left, a sidebar shows 'Inbox' with 1 item. The main area shows an 'Inbox' list with five messages. The selected message is 'Message_2021-December-14_11-12-10-027' from 'DemoEntity1', containing 2 files (551.31 kB) and is encrypted. The right panel shows the message details, including a 'List of files' section with two files: 'Excel1.xlsx' (17.30 kB) and 'PDF1.pdf' (534.02 kB). Below this is a 'Certificate' section with a 'Select a certificate' button, a 'No file chosen' message, and a 'Load Identities' button. A 'Certificate Password*' field is also present. A 'Download' button is at the bottom right. Annotations with arrows point to the 'Select a certificate' button, the 'Certificate Password*' field, and the 'Download' button, with text explaining the steps: 'Click to select the private key of the entity', 'After selecting the certificate add the password', and 'Download'.

European Commission | EU Send Web | ENTITY DemoEntity4

11:12:17
Message_2021-December-14_11-12-10-027
From: DemoEntity1

Message

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the [show more...](#)

List of files

2 files - 551.31 kB Encrypted

Name	Size
Excel1.xlsx	17.30 kB
PDF1.pdf	534.02 kB

Certificate

Certificate* [Select a certificate](#) No file chosen

Certificate Password* [Load Identities](#)

[Download](#)

View: 5 items per page 16 - 20 out of 20 items

In case the certificate has more than one identity, the correct one should be selected to download the files.

Certificate

Certificate* Select a certificate

TestConfidential_2.p12 When the certificate is selected the name will be displayed

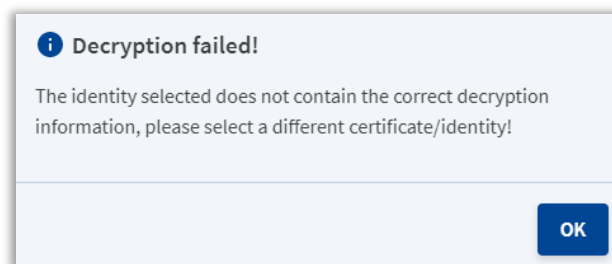
Certificate Password* ***** Load Identities

✓	<input checked="" type="radio"/>	gui2_i1c2 C: BE; ST: BE; L: BXL; O: B2; OU: digit; CN: gui2_i1c2	valid from 19/10/2016 13:04:59 valid until 19/10/2026 13:04:59
✓	<input type="radio"/>	gui2_2 C: BE; ST: BE; L: BRUSSELS; O: EC; OU: DIGIT; CN: gui2_2	valid from 30/09/2019 10:56:59 valid until 30/09/2029 10:56:59

Select the Identity to use for decryption

After adding the password the identities of the certificate are listed

If the identity selected has the correct decryption information, the files will be decrypted and downloaded successfully, otherwise, an error message will be displayed.



NOTE: when the user loads a certificate, the certificate remains selected and loaded while still in the same session. The user can select different messages and doesn't need to add the certificate again.

11. CONTACT INFORMATION

EU Send Service Desk

Standard Service:

- **8:00 - 18:00 CET on normal Commission working days**
- **Only by email: DIGIT-EU-SEND@ec.europa.eu**

Standby Service:

- **18:00 - 8:00 CET on normal Commission working days**
- **Available 24 hours on weekends, Commission and public holidays**
- **Only by phone: +32 2 298 96 00**
- **Only for critical and urgent incidents in production environment**