

# EU CYBERSECURITY INDEX PLATFORM

USER MANUAL V3.14  
10/3/2025

MEMBER STATE USERS  
PPOC/POC/OPERATORS

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# 1. INTRODUCTION

This document presents the EU Cybersecurity Index (EU-CSI) platform from the end-user perspective, and more specifically the Members State (MS) user roles (Primary Point-of-Contact, Point-of-Contact, Operator), explaining the services and functionalities offered to those users. The website has been designed using ENISA's colour scheme to give a look & feel that is coherent to other sites of the organization, as shown in the image below, where the common layout for all pages is also presented.



Index Surveys Management Documents ■ About EU-CSI

Top menu

[Home](#) / [About EU-CSI](#)

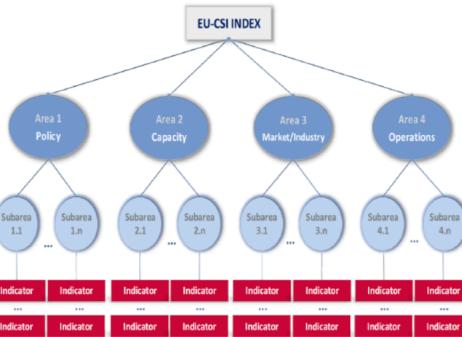
Breadcrumb navigation

## About EU-CSI

To support the EU in making informed decisions on identified challenges and gaps in cybersecurity, insights on the cybersecurity maturity and posture of the Union and Member State's policies, capabilities and operations are required. The objective of the EU-CSI is to provide this insight by:

- assessing the current level of maturity of cybersecurity and relevant cyber capabilities,
- identifying opportunities for collaborative and local cybersecurity enhancements,
- identifying areas of network and information system security weaknesses which may provide a risk to the Union and its MS as well as its citizens, governmental structures, CI/CII and digital services, and small, medium, and large enterprises.

The EU-CSI is a Composite Index, and its structure is depicted in the following figure:



Page content

Footer & Links

Data Privacy Statement  
End User Statement  
Contact us

Connect with ENISA :



## 2. USERS AND ROLES

The following matrix summarized the user roles for member state representatives that participate in the completion of the MS Survey.

#	Role name	Privileges
1	MS Primary Point of contact (PPoC)	<p>The role is assigned to a single person that has the overall responsibility to submit the MS survey for his/her country.</p> <p>The PPoC can perform any action that the PoC can perform.</p> <p>In addition, the PPoC is responsible for managing users for the country (invite, enable/block).</p> <p><b>Note:</b> There should always be one and only one PPoC per MS. If a user is changed to PPoC, then the current PPoC is automatically assigned the role of PoC.</p>
2	MS Point of contact (PoC)	<p>Access to visualisations, reports and data exports, surveys (can assign indicators to Operators, can see/answer assigned indicators, can accept/request changes to indicators answered by Operators), survey dashboard, survey summary page, and user management (enable/block operators/viewers) for their country only. The PoC cannot see or send invitations to new users.</p> <p><b>Note:</b> There can be as many PoCs per MS as needed.</p>
3	MS operator	<p>Access to surveys (can only see/answer assigned indicators) for their MS only. Access to My account, About EUCSI and Documents library pages.</p>
4	ENISA Administrator	<p>When a MS Survey is submitted by the MS PPoC, the ENISA Administrator approves or requests updates, before giving the final approval for the MS Survey data to be used for the calculation of the index values for that MS.</p>

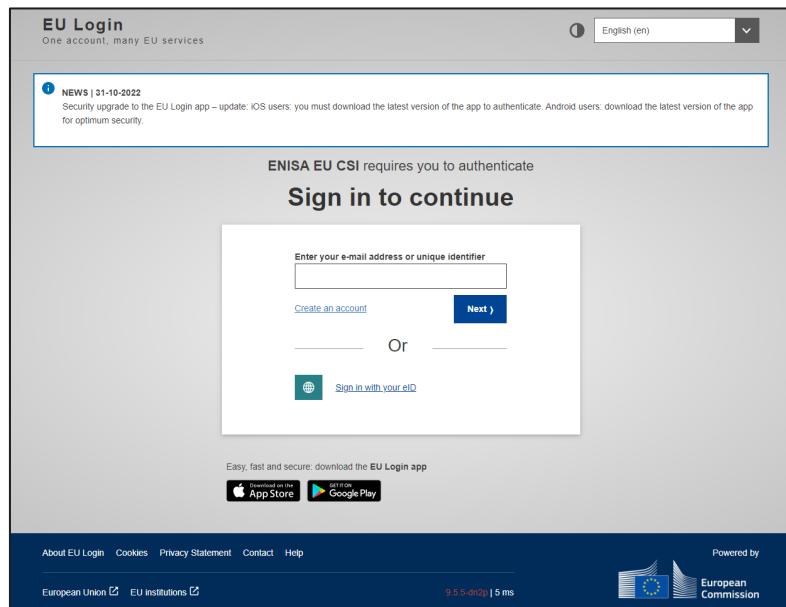
## 3. EU/ECAS LOGIN

The EU-CSI platform is available on: <https://eu-csi.enisa.europa.eu/>.

To access the EU-CSI platform you need:

- a) a valid EU/ECAS Login account.
- b) an invitation link, send via email by either the PPoC or an ENISA admin.

Note that **two-factor authentication** has been enabled for the EU-CSI platform. In addition to your credentials, you will be asked to select a preferred complementary means to verify your identity, including the EU-Login mobile app, or SMS/QR code for secure login.



## 4. USER ACCOUNT

After successfully logging in with your EU/ECAS credentials, you should be able to see the main page of EU-CSI. To access your account, on the top right part of the screen, click:

<your name> → *My account*

On “My Account” page, you can see your full name and email as registered with your EU/ECAS account, your country and, optionally, a contact phone number and a description.



Name	Jason BOURNE
Email	Jason.BOURNE@ec.europa.eu
Country *	Choose...

**Save changes**



## 5. REPORTS AND EXPORT DATA

Registered users, more specifically PPoC and PoC roles, have access to the full data of the calculated EU-CSI every year, including their Member State report, excel files with detailed collected and calculated indicator data, as well as the EU27 report. More specifically, the files that they can view or download are:

- EU/MS report 2024 in HTML view
- EU/MS reports of 2023 and 2024 in PDF
- EU/MS reports of 2023 and 2024 in Excel
- MS Raw data, including initial, intermediate and final calculated results for all parts of the index

Reports and data to be downloaded can be found under the top menu: Index Reports & Visuals → Reports & Data. The following view is then shown.

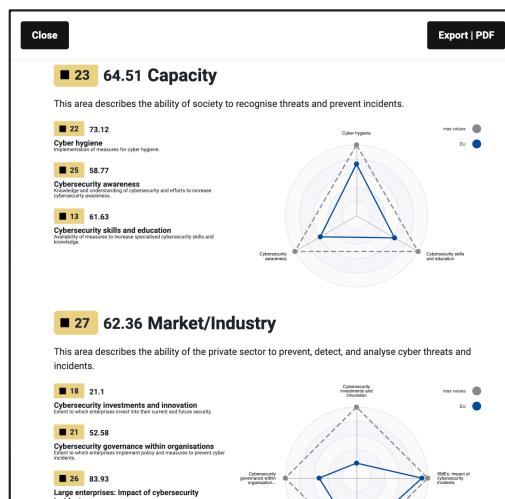


The screenshot shows the 'Reports & Data' section of the EU-CSI Platform. At the top, there is a dropdown menu labeled 'Year - 2024'. Below it is a table titled 'Reports & Data' with three rows:

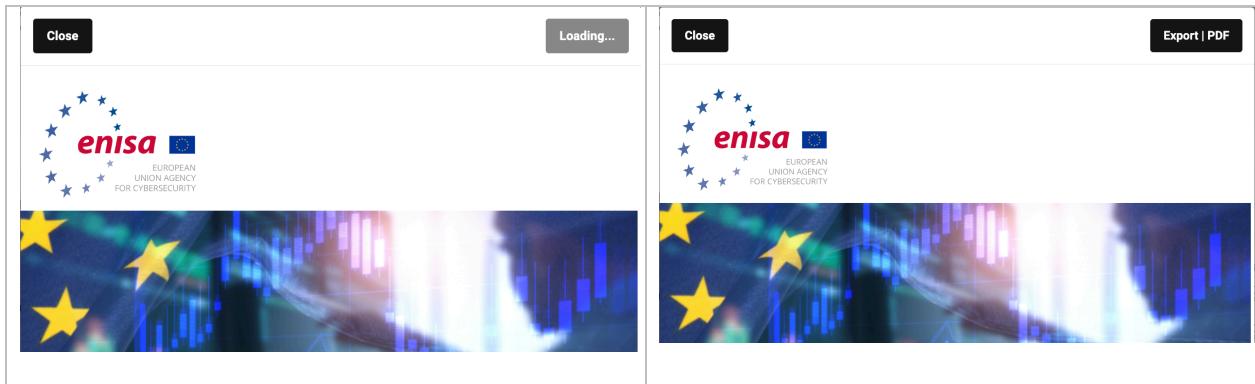
Type		Actions
MS Report - [redacted] 2024		
EU Report - 2024		
MS Raw Data - [redacted] 2024		

From the dropdown menus, the user can select any index year and country. Then the table named Reports & Data will be updated to show the relevant files that are available for download.

The user can use the PDF/Excel icons to directly download that file on their computer. Additionally, for the MS/EU reports the user can click the arrow icon to preview the report, as shown below.

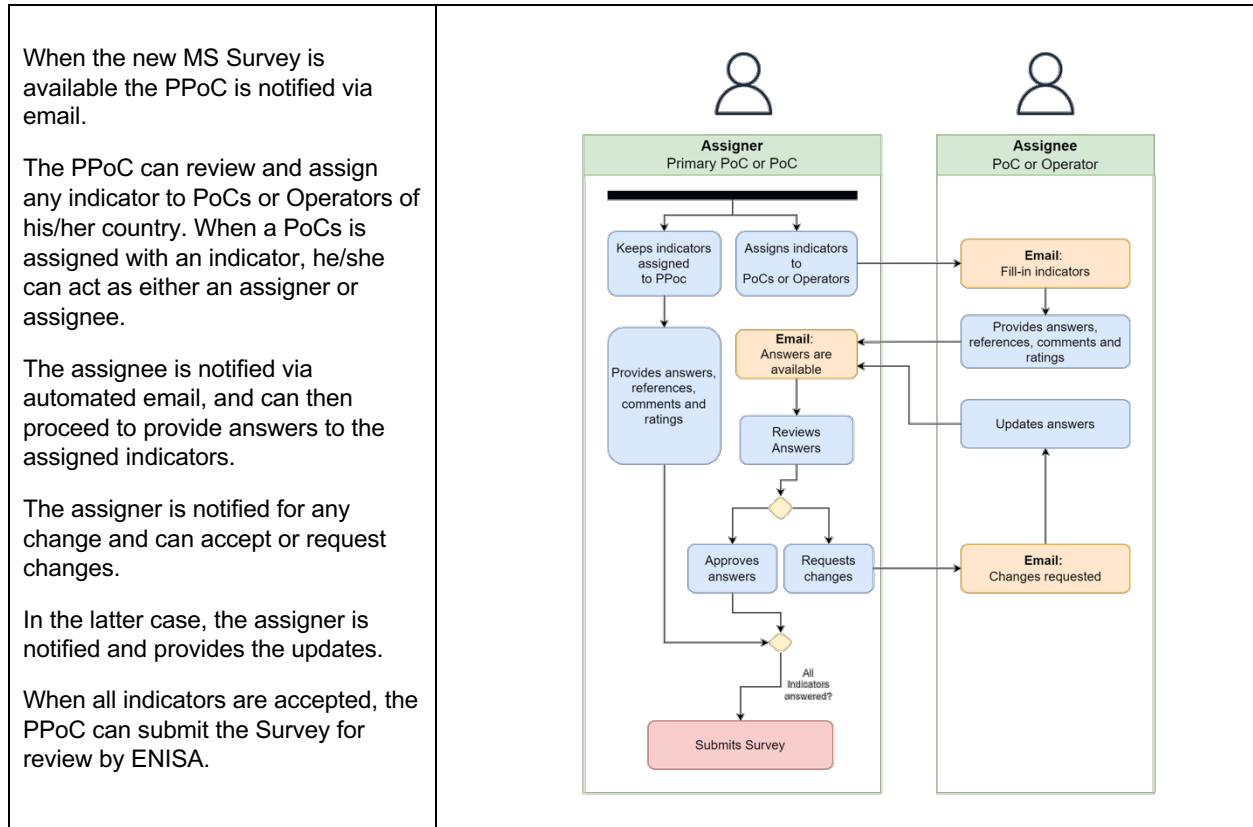


**Note:** Depending on the network connection and laptop speed, the charts take a few (undetermined) seconds to load. As of v3.9, the Export | PDF button is disabled with label “Loading ...” until the graphs are loaded. When loading is completed, the button is again enabled and labelled “Export | PDF”, as shown in the images below.



## 6. MS SURVEY

**Description:** The EU-CSI platform supports the online collection of data related to the current Index's MS Survey. The PPoC/PoCs of each country (**assigners**) have the option to assign one or more indicators to other PoCs or Operators (**assignee**) of their MS to provide the required answers to questions for those indicators. The overall workflow of collaboration between assigners and assignees is presented in the figure below. Please note that the final step for the **assigner** (Submit Survey) can be performed **only by the PPoC**.



The remainder of this section shows how the above workflow is implemented and presented from the assigner point of view. When a new MS Survey is published by ENISA, all PPoC users registered to the EU-CSI platform will receive an email notification with a link to the published survey. The email is show in the image below.



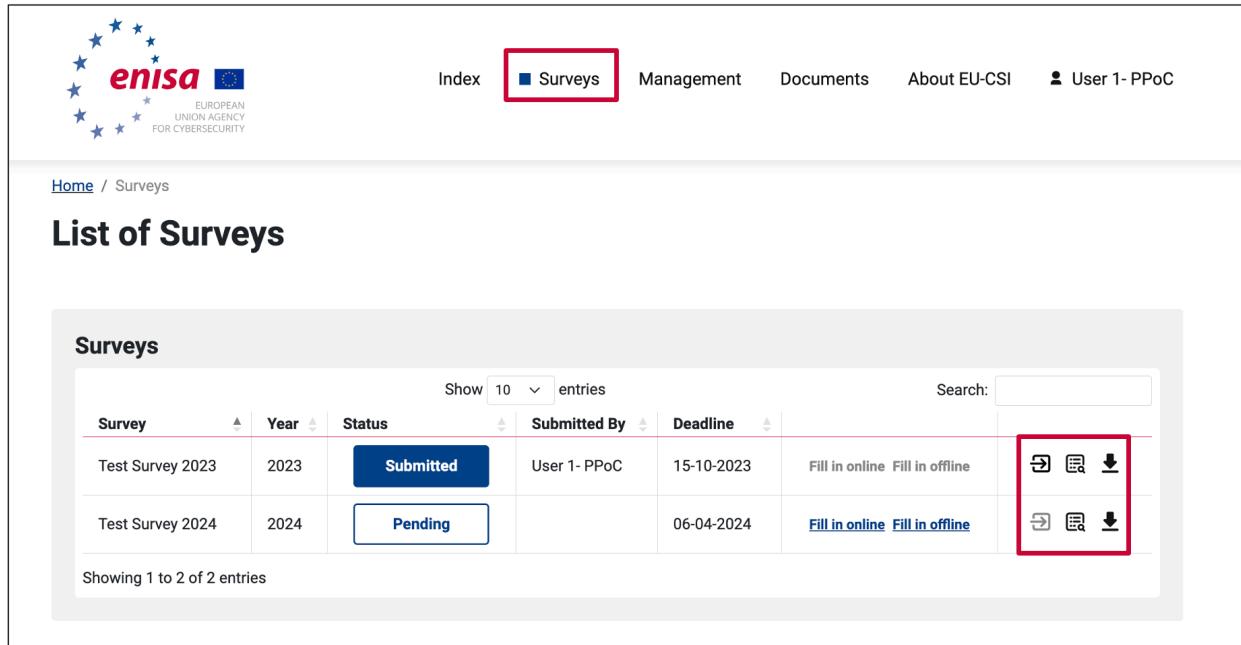
Upon clicking on the MS Survey button of the above email message, the PoC is redirected to the EU-CSI platform, and is asked to login (if not already logged in).

## 6.1 ACCESS THE SURVEY

There are two ways to access the list of available surveys:

1. By clicking the link on the email invitation shown in the previous section.
2. By logging into the platform and selecting Surveys on the top menu.

These options load the following page.



The screenshot shows the EU-CSI Platform's Surveys page. At the top, there is a navigation bar with links for Index, Surveys (which is highlighted with a red box), Management, Documents, About EU-CSI, and a user profile for 'User 1- PPoC'. Below the navigation bar, the URL 'Home / Surveys' is visible. The main content area is titled 'List of Surveys' and contains a table with the following data:

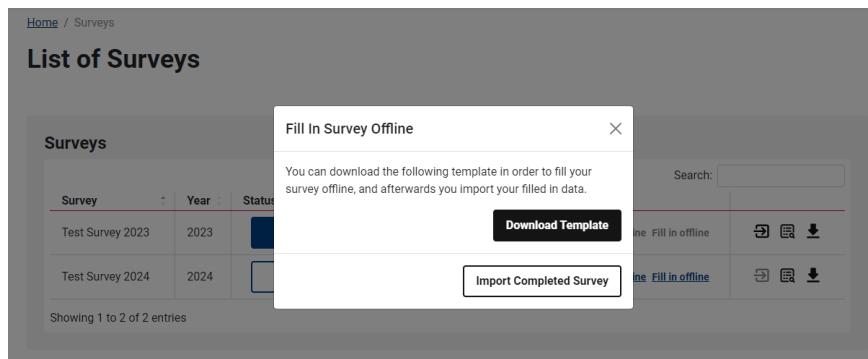
Survey	Year	Status	Submitted By	Deadline	Action
Test Survey 2023	2023	Submitted	User 1- PPoC	15-10-2023	<a href="#">Fill in online</a> <a href="#">Fill in offline</a>
Test Survey 2024	2024	Pending		06-04-2024	<a href="#">Fill in online</a> <a href="#">Fill in offline</a>

Below the table, it says 'Showing 1 to 2 of 2 entries'. To the right of the table, there are three icons in a red-bordered box: a right arrow, a magnifying glass, and a download icon.

In the page shown above, you can see the name and year of the available survey, its status (pending, completed, submitted to ENISA), the name of the person that submitted the survey, the deadline, and options to fill online or offline.

By clicking “**Fill in online**”, you are redirected to the pages shown in section 5.3 below.

By clicking “**Fill in offline**”, you are shown a modal window to download an excel file with the contents of the survey to fill-in offline, as shown in the image below. There are two buttons: a) the Download Template button which directly downloads the excel file on your local hard drive, and b) Import Completed Survey which allows you to upload your completed excel file.



The screenshot shows the EU-CSI Platform's Surveys page with a modal window titled 'Fill In Survey Offline'. The modal contains the following text: 'You can download the following template in order to fill your survey offline, and afterwards you import your filled in data.' It features two buttons: 'Download Template' (highlighted with a red box) and 'Import Completed Survey'.

By clicking the **right arrow icon** in the area marked in red above, you can view the online version of the Survey.

By clicking the **inspect icon** in the middle, you are redirected to the pages shown in section 5.2 below, that describe the process of assigning certain indicators to PoCs/Operators.



By clicking the **down arrow icon** on the right, you can download a PDF version of the Survey.

## 6.2 INDICATOR ASSIGNMENT TO POCS/OPERATORS

The PoC is able to see the indicators assignment dashboard.

It is important to note that the purpose of indicator assignment is to let other users provide answers to indicator questions, but not review or submit the Survey. For this purpose, the PPoC is the appropriate role. Note that assuming an assignee has provided some answers to indicators, if these indicators are re-assigned, the corresponding answers will be cleared for the new assigner to provide unbiased answers.

The initial view of this dashboard is shown in the image below for a logged in PPoC user.

### Survey Dashboard - Test Survey 2024

**Dashboard** Progress: 0%

Indicator	Show 10 ↓ entries	Search:		
Indicator	Assignee	Status	Deadline	
<input type="checkbox"/> 1. National-level cybersecurity trainings	User 1- PPoC (you)	Assigned	06-04-2024	 
<input checked="" type="checkbox"/> 2. Tools and training to fight cybercrime	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 3. Cooperation at a national level	User 1- PPoC (you)	Assigned	06-04-2024	 
<input checked="" type="checkbox"/> 4. Cybersecurity exercises at national and international level	User 1- PPoC (you)	Assigned	06-04-2024	 
<input checked="" type="checkbox"/> 5. Dedicated cybercrime establishment within law enforcement and prosecution offices	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 6. Establishment of a national reporting scheme for significant cyber incidents	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 7. Establishment of operational cooperation mechanisms against cybercrime	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 8. Incident reporting implementation	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 9. Participation by essential and important entities in a national or EU-level ISACs	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/> 10. Cybersecurity threat monitoring at national level	User 1- PPoC (you)	Assigned	06-04-2024	 

Showing 1 to 10 of 24 entries Previous 1 2 3 Next

Edit Selected Indicators
Submit Requested Changes
Review Survey

The image above shows the list of indicators available in this Survey. On the top right, the data collection Progress (in %) is shown. In the main table on the image above, for each indicator, the following information is shown:

- Indicator number and title The assigner can click on any indicator to see a brief description and the questions associated with this indicator.
- The person assigned to that indicator (full name). By default, all indicators are assigned to the PPoC, who has the option to answer any indicator, or assign them to Operators.
- The status of the data collection for that indicator. The statuses available are:
  - Assigned, the initial status, before the PoC or Operator provide data for that indicator.
  - In Progress, when the answers have been given but have not been submitted yet.
  - Completed, when the answers have been submitted.
  - Approved, when the answers have been approved by any PoC
- The deadline for submission



- The pencil button for editing the assignment for this indicator (see image below)
- The arrow button for opening this indicator to validate answers

The image below shows the popup that appears when the PPoC clicks the “Edit selected Indicators”.

## Survey Dashboard - Test Survey 2024

**Dashboard**

Progress: 0%

Show 10 entries	Search:		
Indicator	Assignee	Status	Deadline
1. National-level cybersecurity trainings	User 1- PPoC (you)	Assigned	06-04-2024
2. Tools and training to fight cybercrime	User 1- PPoC (you)	Assigned	06-04-2024
3. Cooperation at a national level	User 1- PPoC	Assigned	06-04-2024
4. Cybersecurity exercises at national level	User 1- PPoC	Assigned	06-04-2024
5. Dedicated cybercrime establishment and prosecution offices	User 3 - PoC (PoC) ✓ User 2 - Operator (operator) User 1- PPoC (you)	Assigned	06-04-2024
6. Establishment of a national reporting system for cyber incidents	User 1- PPoC (you)	Assigned	06-04-2024
7. Establishment of operational cooperation against cybercrime	User 1- PPoC (you)	Assigned	06-04-2024
8. Incident reporting implementation	User 1- PPoC (you)	Assigned	06-04-2024
9. Participation by essential and important entities in a national or EU-level ISACs	User 1- PPoC (you)	Assigned	06-04-2024
10. Cybersecurity threat monitoring at national level	User 1- PPoC (you)	Assigned	06-04-2024

Showing 1 to 10 of 24 entries

**Edit Indicators**

Choose...  
User 3 - PoC (PoC)  
✓ User 2 - Operator (operator)  
User 1- PPoC (you)

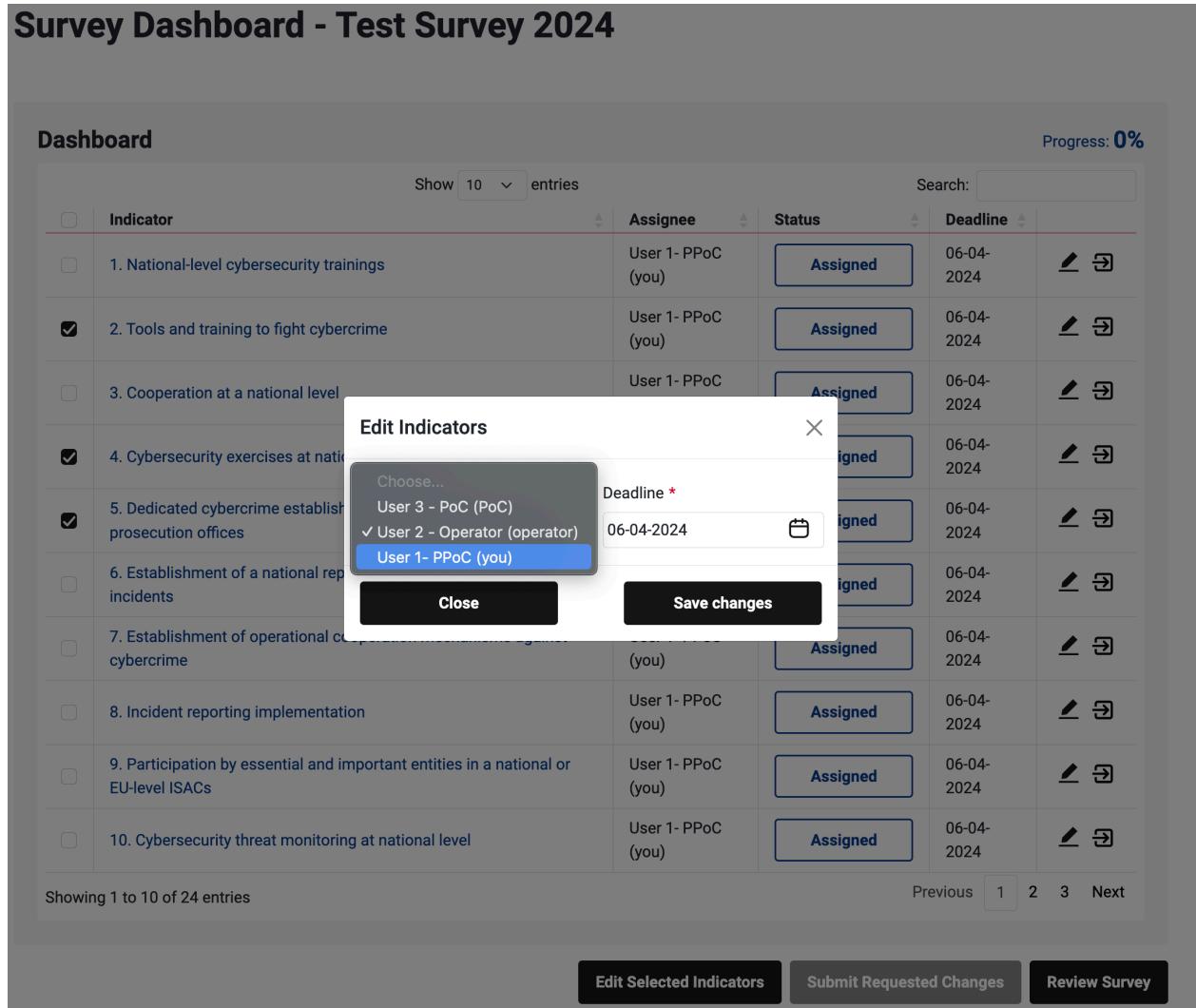
Deadline \*  
06-04-2024

**Save changes**

**Close**

Previous 1 2 3 Next

**Edit Selected Indicators** **Submit Requested Changes** **Review Survey**



In the image above, the popup asks the PPoC to select the assignee for the selected indicators 2, 4, and 5. Note that candidate assignees that appear in the dropdown menu are only registered PoCs and Operators for the same MS. Also, the assigner has the option to provide a deadline for submission, other (earlier) than that of the official submission of the MS Survey. After clicking the “Save changes” button, the assignee receives an automated email notification with links and information about the assigned indicators.



### 6.3 ASSIGNEES FILL-IN INDICATOR DATA

This section demonstrates how the Assignee can go through the Survey and provide the required answers. The first page of the Survey shows the personal info of the Assignee and a notice that only this information will be used internally in the platform to track back to any changes that this user has made on the Survey. Then, click Start.

By clicking the “Next” or “Previous” buttons, the Assignee navigates to the next or previous indicator. In each of these pages, the Assignee sees the following view.

Validated by: Jason BOURNE (you)
Last saved: 2025-02-27 13:39:24

Indicator 1 of 24 - 4%

---

Capacity / Cybersecurity skills and education
[Pre-fill 2024 Answers](#)

1. National level cybersecurity trainings

Score (%) = SUM ( Score for Qx\* ) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"

Questions

\* 1.1. Indicate the actions performed by the national authorities of your country in order to provide cybersecurity trainings to employees from the public and private sector. Select all that apply

Choose answer    Data not available/Not willing to share [Clear All Answers](#)

National Authorities do not offer this kind of training at a national level  
 National Authorities do not offer this kind of training yet, but they are planning/in the process of doing so  
 National Authorities organise annual information security events (e.g., hacking contests or hackathons)  
 National Authorities encourage/fund dedicated cybersecurity courses and training plans for employment agencies  
 National Authorities urge personnel in the private and public sector to be accredited or certified  
 Cybersecurity training or mentorship programs have been developed in the country to support start-ups and SMEs  
 National Authorities assess the skill gap (cybersecurity workers shortage) in the area of information security on a regular basis  
 National Authorities have mechanisms in place to ensure that training programs are constantly relevant regarding current and emerging technological developments, changes to the threat landscape, legal regulations and national security directives

\* Reference Year

2024

\* Reference Source

Include here the source of data. Note that you should use the latest data available.

\* Please rate the relevance of the indicator by selecting 1-5 stars. The rating of the indicator will be used to calculate the weight for this indicator.  
Rating: ★★★★☆

Include here any remark that could be useful in the processing of data e.g. explaining if / why your country does not collect data for a specific question; or if your country does not want to share the data.

[Previous](#) Save [Next](#)

For each indicator, the Assignee can see:

- The Assigned person's full name, on the top left
- The number of this indicator over the total number of indicators in this Survey, on the top right



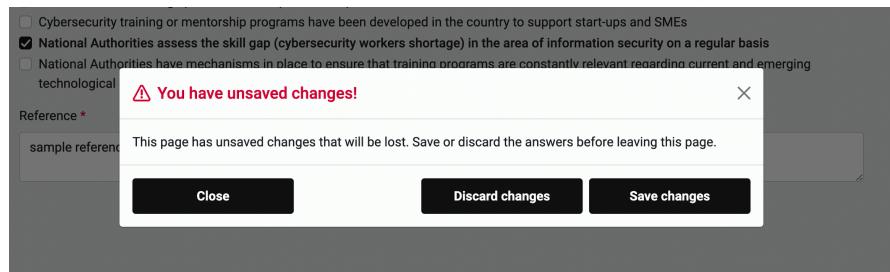
- The area and subarea to which this indicator contributes (Policy / Legal framework for Cybersecurity for this example)
- The number and title of this indicator.
- A text that provides more information on this indicator, e.g., the algorithm that is used for this indicator.
- The list of questions for this indicator, organized in sections. Each section can be expanded or collapsed using the arrow icon on the right of each section.
- A comments section where the Assignee can provide more information on their answers or provide any comment on this indicator.
- Additionally, there is 5-star rating button on the right, for indicator evaluation purposes which is required

For each question the Assignee has two options:

- Choose answer.** If this option is selected, then the Assignee must not leave the question unanswered. In this case, they should provide a valid answer and a reference for that answer, that may include any source, URL or other reference as a justification for their answer. If any of the above is missing, the platform will notify the user at the last step, just before submission, that this indicator is incomplete.
- Don't know.** If this option is selected, the answers and reference are disabled, and the Assignee can submit this indicator normally. We encourage the Assignee to leave a justification for not providing an answer in the comments section at the end of the indicator page.
- Clear all answers:** This option is used to clear any selections made on this question.

### Saving answers

Before moving to the next or previous question, the assignee must Save the answers, either by clicking the Save button or, if he/she clicks Next/Previous or the Survey navigation, by confirming on the modal that appears to “Save changes” on this indicator, “Discard changes”, or “Cancel” to stay on the current indicator page. This modal is shown in the image below.



### Prefill form with 2024 answers

At the top of each Indicator page, the Assignee can use the “Prefill 2024 Answers” button, shown below. By clicking this button, all answers, references, comments and ratings are loaded from the 2023 Survey of this MS. Additionally, the full name of the person that provided the answer and the date the answer was provided, is shown on the page.

The Assignee can click the button “Reset 2024 answers” to load **the last saved version of this indicator**.

The screenshot shows the EU-CSI Platform interface with the following elements:

- Header: "Indicator 1 of 24 - 4%"
- Section: "Capacity / Cybersecurity skills and education"
  - Sub-section: "1. National level cybersecurity trainings"
  - Text: "Score (%) = SUM ( Score for Qx\* ) / Maximum total score \*Scoring based on adapted NCAF maturity levels, objective 7 "Strengthen training and educational programmes"
- Buttons: "Pre-fill 2024 Answers" (highlighted in blue), "Close", and "Save changes".
- Section: "Questions" with an upward arrow icon.

### Survey navigation

As there are 24 total pages on this Survey, clicking Next/Previous to navigate may be time consuming. As a shortcut for navigation, the Survey navigation option is provided on the top right, showing the complete list and status of available indicators. By clicking on any indicator on this list, the Assignee is redirected to that page directly.

## 6.4 POCS REVIEWS THE ANSWERS

After an Assignee is submitting the answers, all assigners (the Primary PoC and all PoCs of the MS) are notified via automated email. In the Survey Dashboard, the see the indicators in question as Completed, as shown below.

	Indicator	Assignee	Status	Deadline	
<input type="checkbox"/>	1. National-level cybersecurity trainings	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	2. Tools and training to fight cybercrime	User 3 - PoC	Assigned	06-04-2024	 
<input type="checkbox"/>	3. Cooperation at a national level	User 2 - Operator	Completed	06-04-2024	 
<input type="checkbox"/>	4. Cybersecurity exercises at national and international level	User 2 - Operator	Completed	02-04-2024	 
<input type="checkbox"/>	5. Dedicated cybercrime establishment within law enforcement and prosecution offices	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	6. Establishment of a national reporting scheme for significant cyber incidents	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	7. Establishment of operational cooperation mechanisms against cybercrime	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	8. Incident reporting implementation	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	9. Participation by essential and important entities in a national or EU-level ISACs	User 1- PPoC (you)	Assigned	06-04-2024	 
<input type="checkbox"/>	10. Cybersecurity threat monitoring at national level	User 1- PPoC (you)	Assigned	06-04-2024	 

Showing 1 to 10 of 24 entries

Previous 1 2 3 Next

[Edit Selected Indicators](#) [Submit Requested Changes](#) [Review Survey](#)

The user that sees this page (in this example the PPoC) is now able review and approve or request changes to the answers. For this example, let's assume that the PPoC will approve indicator 3 and request changes for indicator 4.

The PPoC clicks on the arrow button on the right of indicator 3 to review it. The following view appears to the PPoC.



Home / Surveys / Survey Dashboard - Test Survey 2024 / Test Survey 2024

## Test Survey 2024

This indicator needs validation.

Survey navigation

✓ Accept
Request changes

Assigned to: User 2 - Operator  
Indicator 3 of 24 - 13%

Last saved: 21-02-2024 11:56:24

**Operations / Operational cooperation**  
**3. Cooperation at a national level**

Score (%) = SUM ( Score for Qx ) / Maximum total score (5)

**Questions**

3.1. Has your country taken any action to ensure cooperation between competent authorities, the single point of contact and the CSIRTs of your country according to NIS2 Art.13 (1,2)? ⓘ

Choose answer    Data not available/Not willing to share

No action has been taken  
 Cooperation mechanisms are in the process of being defined  
 Cooperation mechanisms have been defined and are in the process of being established  
 Cooperation mechanisms have been officially documented and established  
 Cooperation mechanisms are dynamically updated and adapted to the needs

Reference \*

ref

Note that at the top of the page, a new ribbon has appeared, with a prompt on the left side ("This indicator needs validation"), and buttons "Accept" and "Request changes" on the top right. For this example, the PPoC reviews the answers and references that the Operator has provided and clicks "Accept". The following view shows that this indicator has been marked as accepted by the PoC.

Home / Surveys / Survey Dashboard - Test Survey 2024 / Test Survey 2024

## Test Survey 2024

Indicator has been accepted. By: User 1 - PPoC (you)

Survey navigation

Assigned to: User 2 - Operator  
Indicator 3 of 24 - 13%

Last saved: 21-02-2024 11:56:24

**Operations / Operational cooperation**  
**3. Cooperation at a national level**

Score (%) = SUM ( Score for Qx ) / Maximum total score (5)

**Questions**

3.1. Has your country taken any action to ensure cooperation between competent authorities, the single point of contact and the CSIRTs of your country according to NIS2 Art.13 (1,2)? ⓘ

Choose answer    Data not available/Not willing to share

No action has been taken  
 Cooperation mechanisms are in the process of being defined  
 Cooperation mechanisms have been defined and are in the process of being established  
 Cooperation mechanisms have been officially documented and established  
 Cooperation mechanisms are dynamically updated and adapted to the needs

Reference \*

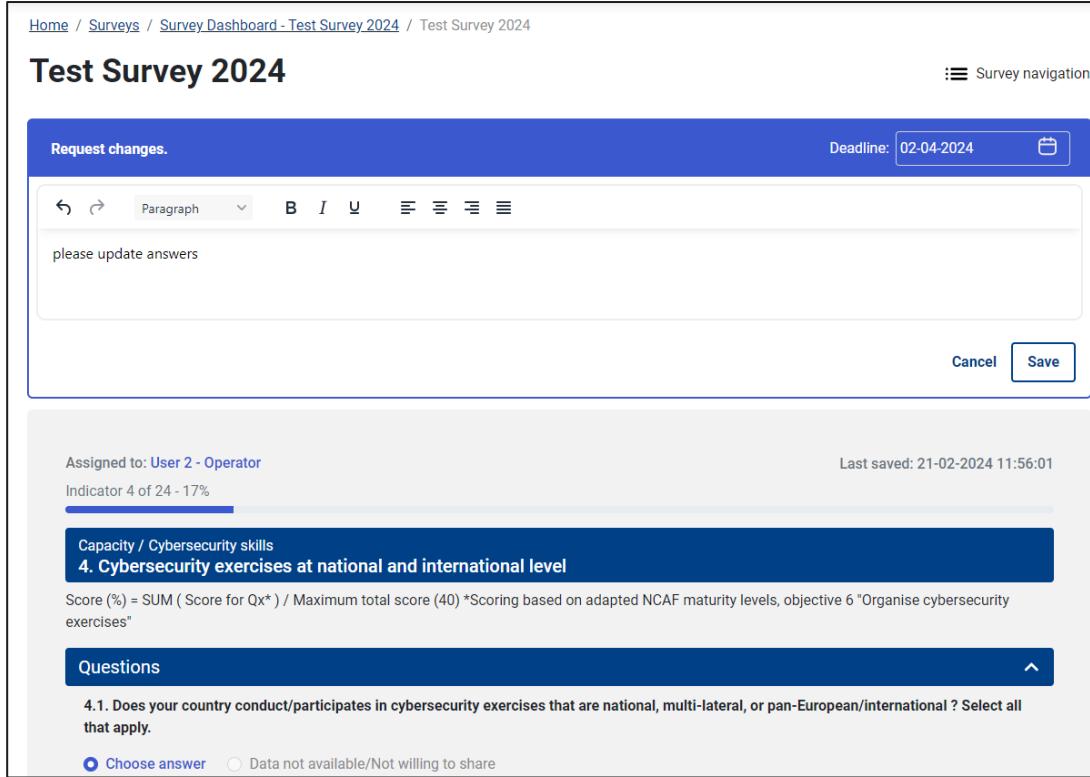
ref

3.2. Has your country taken any action to ensure the notification flow of incidents, cyber threats and near misses in your country according to NIS2 Art.13 (1,2)? ⓘ



The ribbon on the top has changed to green, showing the information that the indicator has been accepted by the PPoC. An email is sent to the Operator and the indicator status has been changed to Approved, in the Surveys Dashboard.

When reviewing Indicator 4, the PPoC finds, for example, some incomplete answers, clicks on the “Request changes” button and sees the following page. In the text box that appears, the PPoC writes any requests or instructions to the Operator.



The screenshot shows a survey dashboard for "Test Survey 2024". At the top, there's a blue header bar with the text "Request changes." and a deadline of "02-04-2024". Below this is a text editor with a toolbar containing icons for back, forward, paragraph style, bold (B), italic (I), underline (U), and alignment. The text area contains the placeholder "please update answers". At the bottom right of the editor are "Cancel" and "Save" buttons. The main content area below the editor shows the survey details: "Assigned to: User 2 - Operator", "Indicator 4 of 24 - 17%", and "Last saved: 21-02-2024 11:56:01". A section titled "Capacity / Cybersecurity skills" contains the question "4. Cybersecurity exercises at national and international level". A note below it states: "Score (%) = SUM ( Score for Qx\* ) / Maximum total score (40) \*Scoring based on adapted NCAF maturity levels, objective 6 "Organise cybersecurity exercises"" . Below this is a "Questions" section for "4.1. Does your country conduct/participates in cybersecurity exercises that are national, multi-lateral, or pan-European/international ? Select all that apply." There are two radio button options: "Choose answer" (selected) and "Data not available/Not willing to share".

**Important note:** When the Assigner clicks Save, the Assignee is not notified immediately. The reason for that is that the Assigner may want to send a number of request changes for different indicators to the same assignee. When the Assigner decides to conclude with all Request Changes, he/she clicks on “Submit all Request changes” to notify the Assignee with a single email notification.

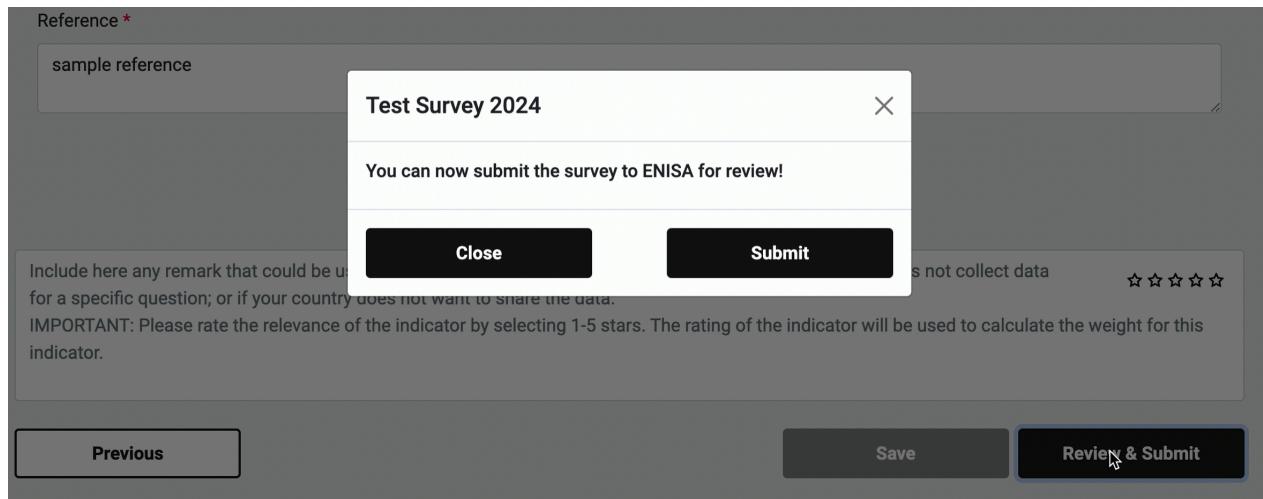
The Assignee (Operator in the example above) is notified via email for the requests, which he/she should provide before the deadline set. When the answers are submitted, the process is identical to the one described above, more specifically:

- The PPoC/PoCs receive an email notification that the requested changes for that indicator have been submitted by the Operator
- The PPoC or any PoC review the answers and clicks “Accept” or “Request changes”.
- The Operator receives an email notification that informs him/her on the action of the PPoC/PoC, either that the indicator has been accepted or more changes are requested.

## 6.5 PPOC SUBMITS SURVEY – REVIEW BY ENISA ADMINS

When all indicators are marked as approved, the PPoC is able to submit the survey to ENISA administrators for approval. The PoC reviews the survey answers for the last time and when he/she reaches the final question, he/she can submit the Survey, by clicking the “Review & Submit” button. If all indicators are approved, the confirmation page appears, as shown in the image below.





Upon submission, the ENISA administrators receive a notification email so that they can proceed with reviewing the submitted survey.

From the point of view of the ENISA administrators, the process is similar to the review process between the Assignee and Assigner presented above. More specifically:

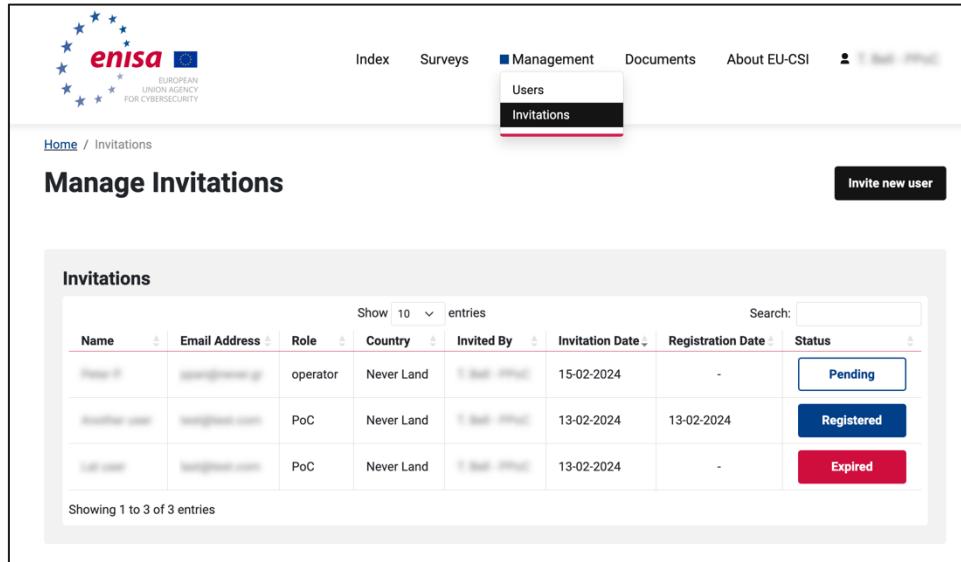
- The ENISA administrators are notified via email that the MS Survey has been submitted.
- They can review the submitted answers
- They can mark an indicator as “approved”. The PPoC of that MS receives a notification email for the approval of this indicator.
- They can mark an indicator as “requested changes”. The PPoC of that MS receives a notification email for the changes requested, including the description of requested changes and the deadline for submission.
- In the latter case of requested changes, the PPoC can follow the process described above, i.e.:
  - Provide the requested changes him/herself
  - Assign the indicator to a PPoC or an Operator
- When the answers have been updated, the PPoC submits the survey
- When the ENISA administrators accept the changes, the Survey is marked as Finalized and is ready to be used for the calculation of the MS Index.

# APPENDIX

## USER INVITATIONS AND MANAGEMENT

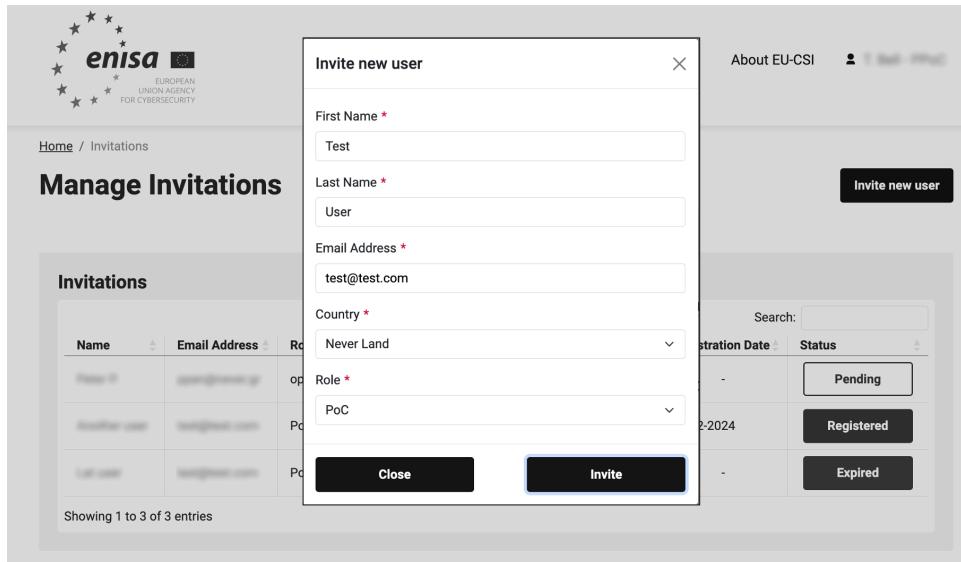
Users can register and access the platform only after they receive an invitation from either the PPoC of their country, or an ENISA admin. These two roles can send invitations to new users via the platform.

They can visit the inviatations page from the navigation menu: *Management → Invitations*



Name	Email Address	Role	Country	Invited By	Invitation Date	Registration Date	Status
User 01	user01@enisa.eu	operator	Never Land	Never Land	15-02-2024	-	Pending
Another user	anotheruser@gmail.com	PoC	Never Land	Never Land	13-02-2024	13-02-2024	Registered
Last user	lastuser@enisa.eu	PoC	Never Land	Never Land	13-02-2024	-	Expired

In this page, they can see the list of sent invitations and their status, and send a new invitation by clicking the “Invite new user” button. After clicking that button they can see the following modal window.



After completing all fields on the modal above, they can click **Invite**. Then, the system sends an email to the provided email address, containing an activation link, valid for 48 hours. The recipient can use that link, enter their EU Login credentials on the main page, and then be able to access the EUCSI platform.



The PPoC can access the User Management page from the navigation menu: *Management → Users*

The description below is for the PPoC role, which can see all registered users for their MS. The PoC role has access to the same features, but only for users of their MS with less privileges than them.

## Description

The PPoC role can execute the following tasks with regards to user management:

- see the list of all users that have access to their country's data
- change the role of other users for their country
- block the accounts of other users, or enable blocked accounts of other users

When the PPoC access the User Management page, a table with the current users is shown, with their name, email address, role in the tool, country, phone number, date of last login to the platform, and status (enabled or blocked). As PPoC, you can change the role, and status of the users, as the rest of the information comes from the EU/ECAS authentication system.

User Roles								
Show: <select>10</select> entries <span style="float: right;">Search: <input type="text"/></span>								
Name	Description	Email	Role	Country	Phone	Last Login	Status	Action
<input type="checkbox"/> <a href="#">User 1</a>	-	user1@enisa.eu	-	-	-	12-12-2022	<input checked="" type="checkbox"/> Blocked	
<input type="checkbox"/> <a href="#">User 2</a>	-	user2@enisa.eu	operator	Austria	-	13-12-2022	<input type="checkbox"/> Enabled	
<input type="checkbox"/> <a href="#">User 3</a>	-	user3@enisa.eu	operator	Austria	-	-	<input type="checkbox"/> Enabled	
<input type="checkbox"/> <a href="#">User 4</a>	-	user4@enisa.eu	operator	Austria	-	-	<input type="checkbox"/> Enabled	
<input type="checkbox"/> <a href="#">User 5</a>	-	user5@enisa.eu	PoC	Austria	-	09-12-2022	<input type="checkbox"/> Enabled	
<input type="checkbox"/> <a href="#">User 6</a>	-	user6@enisa.eu	viewer	Austria	-	-	<input type="checkbox"/> Enabled	

Showing 1 to 6 of 6 entries

[Edit Selected Users](#)

## Interactions

- You can click on the edit/pencil icon for any user and change their role, country, or status
- You can select multiple users using the check boxes on the left, and then click on the Edit Selected Users button, to change their status to Enabled/Blocked.

