EUROPEAN COMMISSION

Climate Action

Emissions Trading: Registry System

End-User Guide

Aircraft Operator Holding Accounts

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Contact Helpdesk

You can contact the National Helpdesk for all your Registry System and emission trading related questions.

Contact details:

- Email: @@@ Please, insert: National Helpdesk email address
- Phone: @@@ Please, insert: National Helpdesk phone number
- Fax: @@@ Please, insert: National Helpdesk fax number

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1. INTRODUCTION

1.1 Emissions Trading: Registry System

The EU Emissions Trading System (EU ETS) is a cornerstone of the European Union's policy to combat climate change and its key tool for reducing industrial greenhouse gas emissions cost-effectively. Being the first and biggest international scheme for the trading of greenhouse gas emission allowances, the EU ETS covers some 11,000 power stations and industrial plants in 30 countries.

The EU ETS started on 1 January 2005 and covered only energy-intensive industrial installations, which are collectively responsible for nearly half of total EU CO2 emissions. Following the EU legislation adopted in 2009, aircraft operators will also be covered from 2012. Like industrial installations, airlines will receive tradeable allowances covering a certain level of CO2 emissions from their flights per year. After each year, operators must surrender a number of allowances equal to their actual emissions in that year.

The new Union Registry system has been built to replace existing national registries that have been operational since 2005 and to support the inclusion of aircraft operators into the scheme. The Registry System ensures the accurate accounting of all allowances issued under the EU ETS and keeps track of the ownership of allowances in the same way as a banking system keeps track of the ownership of money.

1.2 Security

The European Commission is highly concerned with the protection of user privacy, the protection of user details and unauthorized access to the system. Therefore, below, you can find terms of use on how to work with the Registry System.

In addition, to assure maximum security of data flows in the Registry System, for specific actions a secondary authentication check is executed, through two-way SMS-authentication. For more information, see 1.2.2 SMS authentication.

1.2.1 Terms of use

Username and password

- The username and password are managed by the European Commission Authentication Service (ECAS), which ensures that a user logging into the Registry

System with a specific set of credentials is always the same user. The main guidelines are set out below.

IMPORTANT

- If you are asked for your login details by any other method than via ECAS, contact the National Helpdesk immediately. You find the contact details in the beginning of the document.
- If you suspect that other people have, or might have had, knowledge of your username and password and thereby access to your account, immediately contact the National Helpdesk. In case of weekend or holidays, connect to the Registry System (or any other method to be used for the concerned Member State Registry) and execute the un-enrolment procedure (for more information see chapter 2.3 Un-enrol from the Registry System). Then contact the National Helpdesk on the first working day. You find the contact details in the beginning of the document.

- You will also need to register at least one mobile phone with ECAS.
- Your password must be composed of a minimum of 10 alphanumerical characters, and must be changed at least every 180 days. It should not be made of elements easily related to your personal details (e.g. first name, family name, birth date, etc.).
- A previously used password should never be re-used.
- Your password for logging in into the Registry System is strictly personal. Never share your password with anyone, including National Administrators, the National Helpdesk or other Authorized Representatives.

Certificates

The Registry System is a web application that is opened in a browser. A browser can check the security certificate of the server on which the application is running. Click the links below to learn how to check the server certificate in the most commonly used web browsers:

- In Mozilla Firefox: http://support.mozilla.com/en-US/kb/Site%20Identity%20Button
- In Microsoft Internet Explorer 9: http://windows.microsoft.com/en-GB/windows7/When-to-trust-a-website-IE9.
- In Google Chrome: https://www.google.com/support/chrome/bin/answer.py?answer=95617&&hl=en

NOTE

Please contact your National Helpdesk if you have any doubt about the way your browser manages server certificates or if you cannot reach the browser page showing its certificates. You find the contact details in the beginning of the document.

Machine and Network Security

- You must use and update anti-virus software and firewall software regularly, as a minimum on a weekly basis. Run a full and in-depth antivirus check at least every two weeks.
- You should update your operating system (e.g. Microsoft Windows, Mac OS X, Linux, etc.) and any other software installed on your PC with the latest security patches released by its manufacturing software house.
- To access the Registry System, you should always type the URL directly into the address box of your browser or bookmark the page and navigate to it via your favourites.
- You should never use links in emails to access the Registry System. Your national registry will never send you emails with links and/or attachments. Nor will it ever ask you for your password, ask you to download a new certificate or any kind of software.
- You should only open attachments to emails that do not come from the Registry System after careful consideration of their source and content, and never open any attachments with, e.g. in Microsoft Windows, a .com, .bat, .vbs, .wsh or .exe extension on the filename.
- If you have any cause for suspicion regarding received emails, you should contact the National Helpdesk. You find the contact details in the beginning of the document.
- Administrator accounts should be used by trusted people only and should only be used to install authorized and trusted programs. In fact, your PC should be as-well-protected-as-possible.
- To connect to the Registry System you should use a PC where you log in as a “user”, never as an “administrator”.
- Do not save your username and password in the browser. And you must never use “auto log in” systems. When you log in into the Registry System your password should always be asked.
- You should use a screensaver that after almost 3 minutes of inactivity logs out the user.
- You must avoid (using setup of PC BIOS) booting from CD/DVD and/or USB devices. You should protect BIOS access with a strong password (see above) different from the log in password and you should avoid sharing the PC used to connect to the Registry System with other people.
- Do not share resources (e.g. folders and/or printers) or run servers (e.g. http(s), ftp, etc.) or filesharing (e.g. BitTorrent) on the PC that you use to connect to the Registry System.

- Do not connect any non-trusted USB device to your PC.
- If your session expires, you should close down your browser completely before logging in again.
- When leaving your computer, you should log out of the Registry System so that unauthorized persons cannot gain access to your account in the Registry System.

Registry news

Check the home page (@@@ Please, insert: URL of your home page here) of the Registry System at least once a week for regular news and system updates concerning the Registry System and emissions trading.

National Helpdesk

- You can contact the National Helpdesk for all your Registry and emission trading related questions. You find the contact details in the beginning of the document.
- The National Helpdesk informs you directly by email. Where applicable, important messages are also displayed on the homepage of the Registry System after log in.
- The National Helpdesk sends all emails from one and the same address: @@@ Please, insert: National Helpdesk email address. If you receive an email from a different email address claiming they are the National Helpdesk and requesting you to provide any kind of information, you should contact the National Helpdesk immediately. You find the contact details in the beginning of the document.
- The National Helpdesk will never ask you for your password.

1.2.2 SMS authentication

SMS authentication is used to login. Through SMS authentication, you as a user of the Registry System reconfirm your identity and confirm the action to be executed. During a SMS authentication procedure, ECAS sends a challenge to your mobile phone, which you then need to fill in on the ECAS page and confirm. After ECAS has verified the challenge you entered, your action is completed.

For more information, see 2.1.2 Log in to the Registry System using ECAS.

Mobile phone security

Please consider the specific security recommendations on mobile phones:

- You should always use a PIN code to unlock your phone's keypad and functions and do not reveal the code to anyone.
- The mobile device that receives the SMS authentication challenge must not be used for transactions on the Internet at the same time.
- When using your mobile phone for Registry System processes, you should remain aware of your surroundings and do not use it in crowded areas or where you feel unsafe.
- You should disable Wi-Fi and Bluetooth when you are outdoors. These functions are easy to exploit for sending malicious code or viruses. It is also possible that sensitive information could be intercepted by a sniffer when these functions are enabled. The safest place to use these functions is at home or in trusted locations.
- You should watch for unauthorized GPRS connections. If you find your mobile phone is auto-connected to GPRS (General Packet Radio Service), then your mobile phone might be infected with a virus that is sending your data to other parties. If you discover this problem, disconnect the device immediately and install anti-virus software to remove the malware.
- When using a smartphone, you should use the same precautions as you would for your Windows laptop or desktop computer. The majority of large security software vendors now have a mobile version of their anti-virus solutions. If you have a smartphone you should give it the same protection you give your laptop or desktop computer.
- The 15-digit serial or IMEI number helps to identify your phone. This can be accessed by looking behind the battery of your phone – it should be visible as a 15- digit number. Make a note of this number and keep it separate from your mobile phone, as this number could help the police to trace ownership quickly if it is stolen. This digit can also be used to call your network provider and instruct them to "blacklist" the mobile phone. This will render the mobile phone useless on that network.

1.2.3 Suspicious behaviour

If you have any cause for suspicion, for example:

- The Registry System asks for your username and password again, after you have logged in.
- The Registry System sends you an email asking for your username and password.
- Etc.

…contact the National Helpdesk immediately. You find the contact details in the beginning of the document.

2. LOGIN IN TO THE REGISTRY SYSTEM

Visitors that want to follow-up on Registry news or look at public reports or request the creation of an aircraft operator holding account can do so without a login. Users who will work within the Registry System (e.g. aircraft operators or National Administrators) need to create a login, through a procedure, called enrolment, in the application.

2.1 First time user: Enrolment

Before you can create and view accounts in the Registry System you need to enrol. Once you are enrolled in a specific Member State, you only have to log in (for more information, see 2.2) and you can continue with your work.

The enrolment procedure consists of 5 steps:

1. Open the Registry System
2. Log in to the Registry System using ECAS
3. Complete your details in the Registry System
4. Get appointed as a representative
5. Enter your enrolment key

2.1.1 Open the Registry System

To open the Registry System, click: @@@ Please, insert here: the direct link to your Member State page in the Registry System:

@@@ Please, insert here: screenshot of the homescreen of your Member State

2.1.2 Log in to the Registry System using ECAS

The Registry System relies on the European Commission Authentication Service (ECAS), which ensures that a user logging into the Registry System[1] with a specific set of credentials is always the same user.

Thanks to this single sign-on you can easily switch between the different Member State Registry pages without having to log in for each Member State page separately. However, login is different from registration (see chapter 2.1.3 Complete your details in the Registry System). Registration to one Member State doesn't mean you are registered in all Member States. You need to complete your personal details for each

[1] And other EC applications

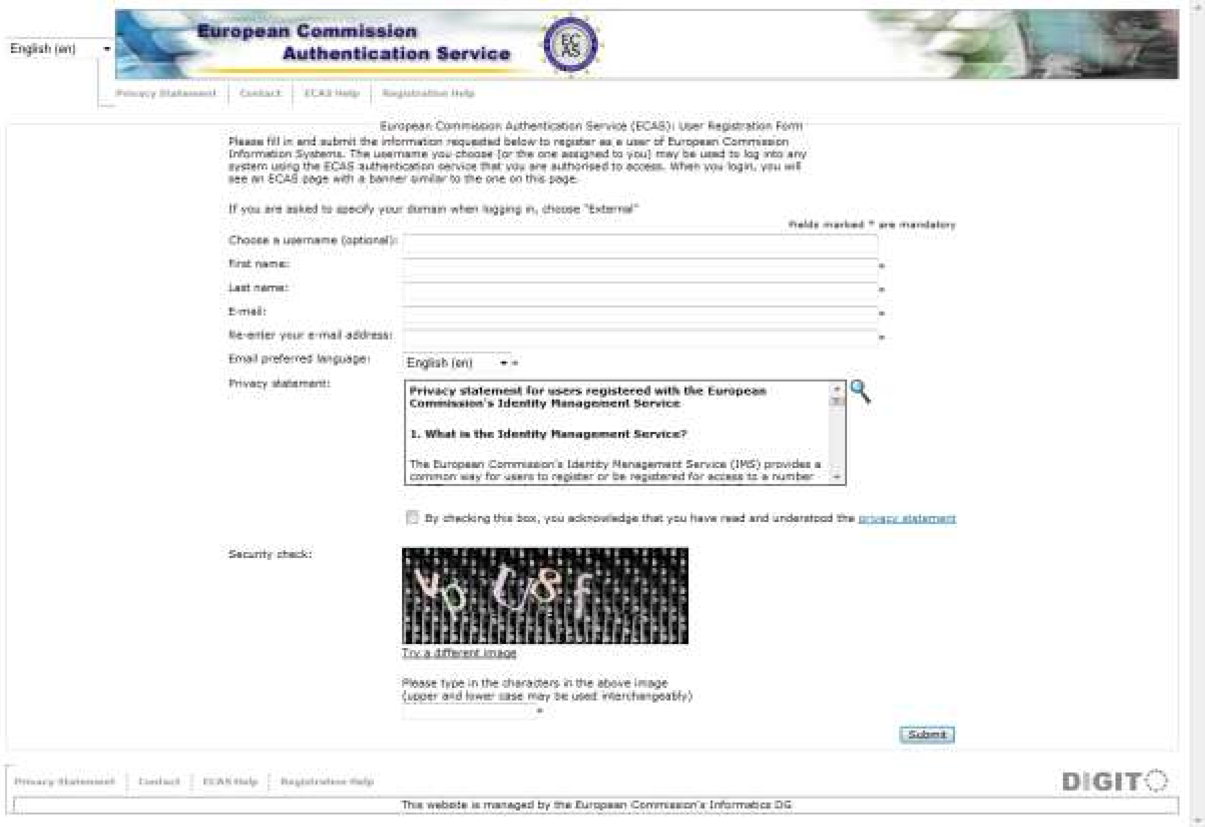
Member State in which you want to be active. To change the active Member State, see 3.2 Open another Member State.

If you do not have an ECAS login

If you do not have an ECAS login, you first need to create one before you can login to the Registry System:

1. On the Registry home screen, click *First Time User* (see screenshot below).
   The *Enrolment* page opens:

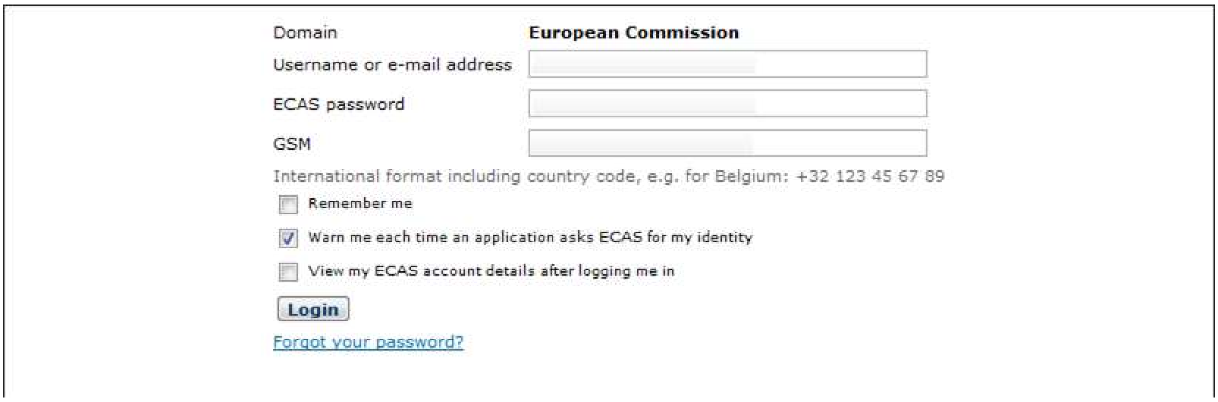
2. On the *Enrolment* page, you click Create an ECAS Login.
   You are redirected to the ECAS registration form:



3. After completing the procedure, you receive your ECAS login with which you can log in to the Registry System.

If you already have an ECAS login

1. Click *Login* in the enrolment pane on the home screen.
   You are redirected to ECAS:



2. Complete the required details: your username, your ECAS password and your GSM number (i.e. mobile phone number).

3. Click Login to continue.
A new ECAS page opens and you receive a text message containing an SMS challenge:


Authentication By SMS Challenge

Authentication requested by: *eucr-dev*

Please enter the *challenge* sent to your mobile phone by SMS.
It might take up to 10 minutes for the message to reach your mobile phone.

Username or e-mail address

GSM

SMS challenge - -

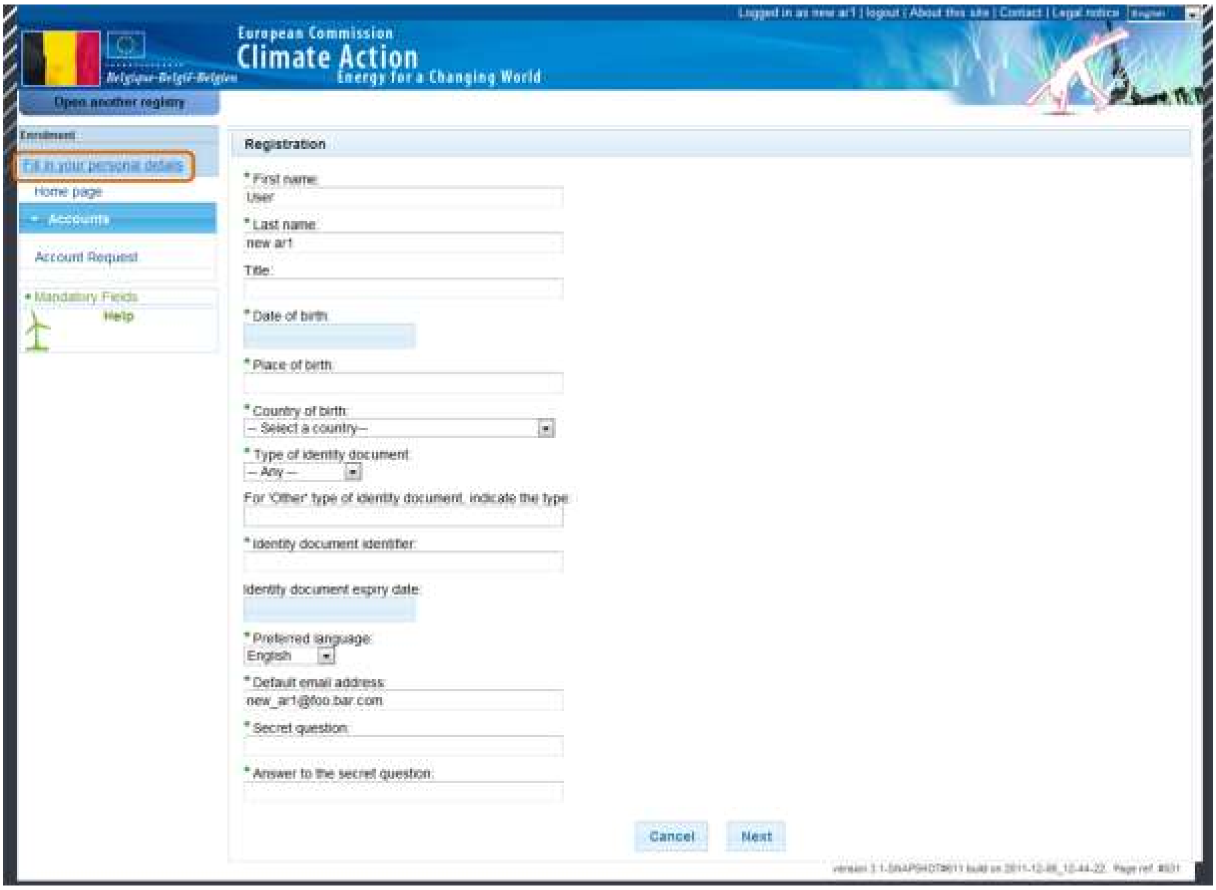
Login

4. Complete your username, your GSM number (i.e. mobile phone number) and enter the SMS challenge you received on your mobile phone in the completion field on the ECAS page.
5. Click Login again.
ECAS automatically redirects you back to the Registry System and you are logged in:

2.1.3 Complete your details in the Registry System

Once you have logged in with your ECAS login, the Registry System opens. In order to register, you must fill in your personal details for each Member State for which you will be managing accounts. To change the active Member State, see 3.2 Open another Member State.

In the enrolment pane, click *Fill in your personal details*. On the *Registration* page you complete your details for the active Member State:



In the registration form, you complete your personal details and indicate your preferred language in which all communications between you and the National Administrator will be performed. The Registry System foresees a number of security measures to withstand fraudulent use of the application. Therefore, upon registration, you need to provide your credentials:

- **ID type**: select national ID card, special ID card, international passport or other.
- **ID number**: complete the ID number. In case of ID type “other”, you provide a description of the ID in plain text.
- **Expiry date**: complete the expiry date of your ID.
- **Secret question and answer**: complete a secret question and answer. They are a security measure for a National Administrator to verify your identity when contacting you.

After completing the details, click Next to continue. A summary page opens where you can verify all the details you completed. Click to Submit continue.

After you have verified and submitted your personal details, the Registry System issues a unique registry identifier (URID). For each Member State in which you are registered, you receive a URID. When you login, your URID in the active Member State is shown in the enrolment pane.

> You have now been enrolled.
> Your unique Registry Identifier is BE488217661227.
>
> Please communicate this identifier to your account holder(s) for use in account opening requests.

The URID does not give you access to Registry functions, apart from requesting a new account (see chapter 4.1 Request a new account). To be enrolled in the Registry System, you need to complete the next two steps:

- 2.1.4 Get appointed as a representative
- 2.1.5 Enter your enrolment key

Note

The URID of a Registry System user allows that user to be appointed as an Authorized Representative without having to disclose the name behind the URID. This prevents malicious users from guessing information and trying to open illegitimate accounts.

2.1.4 Get appointed as a representative

In order to get enrolled in a Member State, after completing your personal details, you also need to be appointed as an Authorized Representative for an account in the active Member State. Once you have been appointed as an Authorized Representative, the National Administrator can validate your enrolment. You can either be:

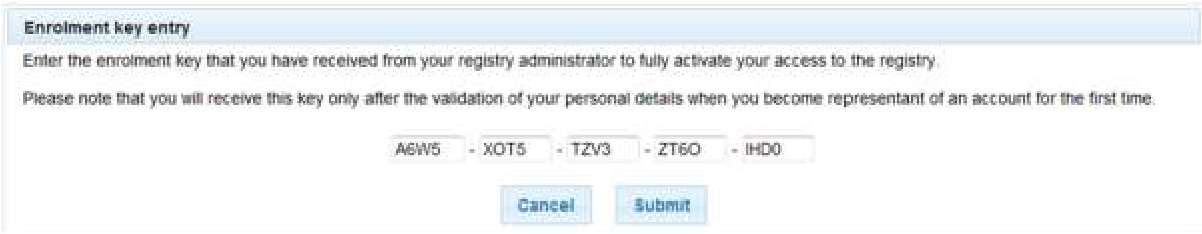
- An Authorised Representative
- An Additional Authorised Representative

For more information on appointing authorized representatives, see chapter 4.1.3. Step 3: appoint representatives.

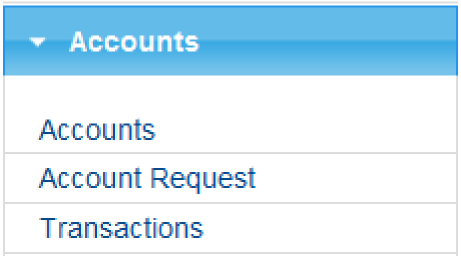
2.1.5 Enter your enrolment key

Once your enrolment has been validated by the National Administrator, you receive an enrolment key (e.g. OD8U-OIGY-RXE9-02OI-DPMQ) to fully activate your access to the Registry System.

Click *Enter your enrolment key* in the enrolment pane to navigate to the *Enrolment key entry* page where you can finalize your enrolment:



After you have submitted the enrolment key, depending on your role in the management of your accounts (e.g. if you are an authorised representative or an additional authorised representative), you gain full access to the Registry System, allowing you to:



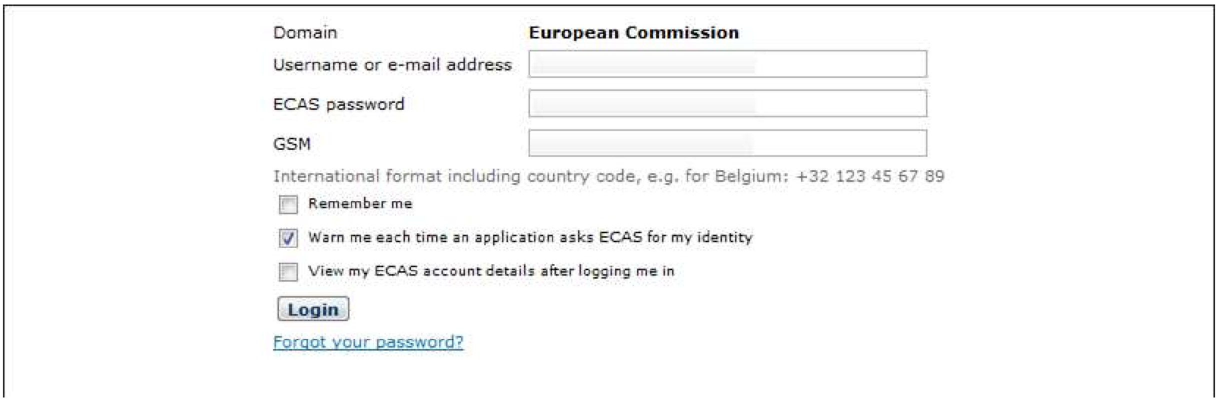
- view the details of the accounts for which you are a representative.
- view allocations to accounts for which you are a representative.
- request a new account.
- view unit transactions that occurred from and to accounts for which you are a representative.

2.2 Recurrent user: Login

When you already have an ECAS login, you can immediately login into the Registry System:

@@@ Please, insert here: screenshot of the homescreen of your Member State

1. Click *Login* on the homepage.
   You are redirected to ECAS:



2. Complete your login credentials on the ECAS site.

Note

Bear in mind that the ECAS login is **case sensitive**. E.g. if your username and or password have capitals, and you don't type them, you cannot login.

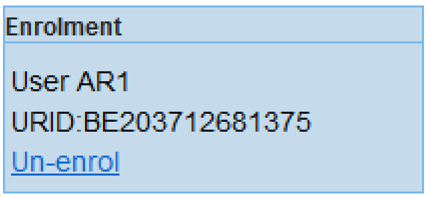
3. Click Login.
4. Complete the SMS authentication code that you received on your mobile phone

5. Click Login.
   You are redirected and logged into the Registry:

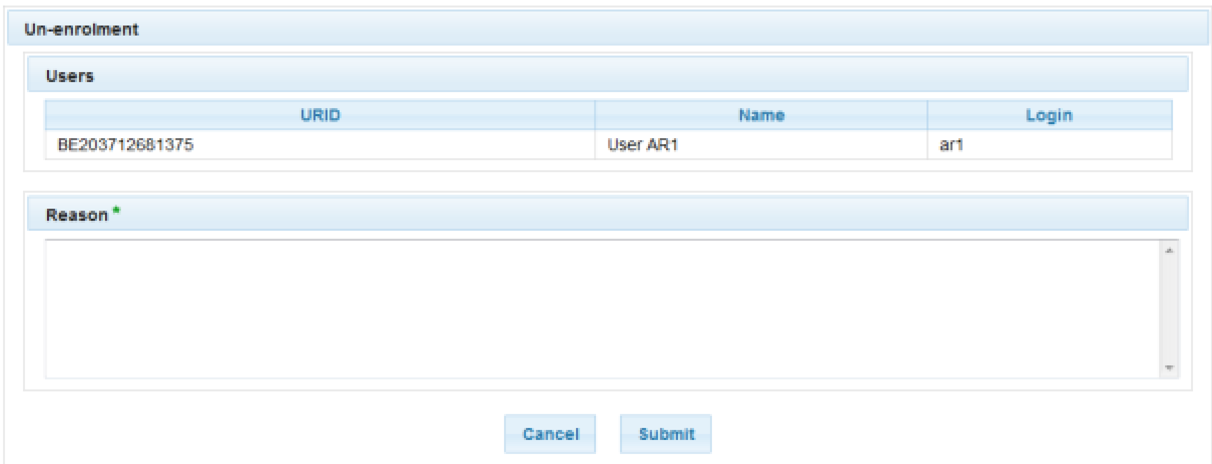
@@@ Please, insert here: screenshot of the homescreen of your Member State

2.3 Un-enrol from the Registry System

You can un-enrol from the Registry System. By doing so, any roles you have are removed and any personal or business details are archived and rendered inaccessible. Any reference to your URID will then be prevented.



To un-enrol, click *Un-enrol* in the Enrolment Pane:



Complete the reason why you want to un-enrol from the active Member State and click **Submit** to submit your un-enrolment.

3. HOW DOES THE REGISTRY SYSTEM WORK

In this chapter you can read about:

- the different interface elements of a Registry System page
- how to navigate to the different Member State pages
- the different types of system feedback

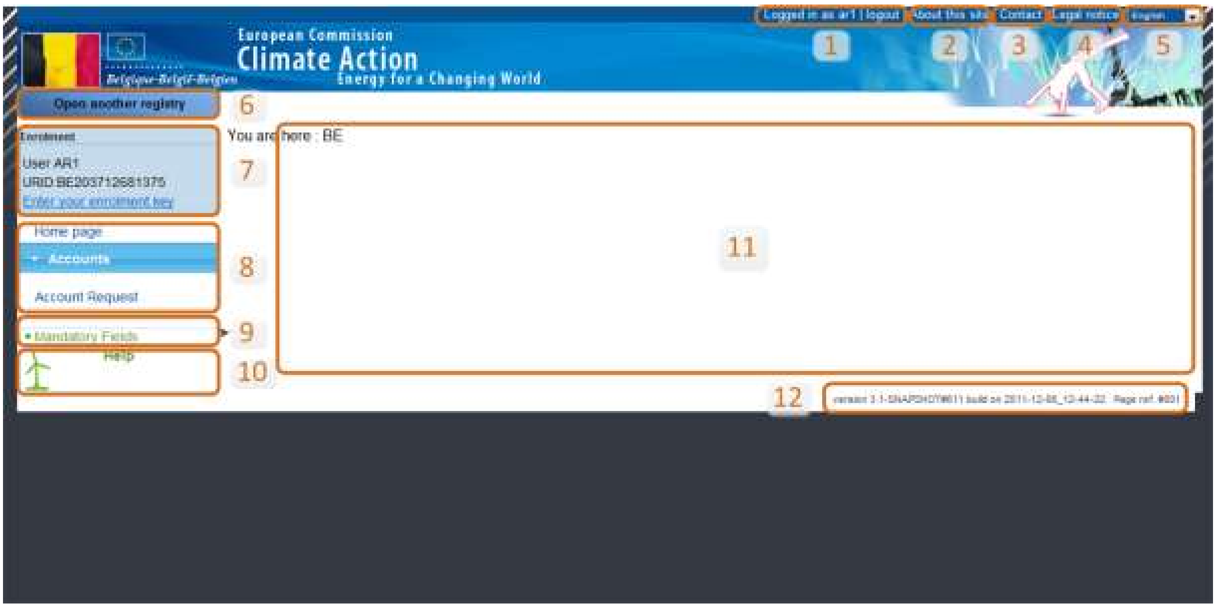
3.1 General Registry System interface elements

In this chapter you learn about the concepts used in the Registry System and how you will use them:

- General page layout
- Specific page elements
- Help

3.1.1 General page layout

Every page you visit in the Registry System consists of the following elements:



Nr.	Name	Description
1	ECAS login id and logout	ECAS identification of the logged in user and the possibility to logout of the Registry System.
2	About this site	Information about the Registry System.
3	Contact	Contact details for the National Helpdesk of the active Member State. You find the contact details in the beginning of the document.
4	Legal notice	Legal information about the Registry System.
5	Changing language	Language selection for the application (EU and EEA languages are available).
6	Open another Member State registry environment	Here you select in which Member State Registry System you want to work. The Member States referred to are all Member States of the EU and the EEA countries (i.e. 27 countries plus Iceland (IS), Liechtenstein (LI) and Norway (NO).
7	Enrolment	When you have logged in into the Registry System: in this pane you can see your user name and URID. Also, you can change your personal details when you click the hyperlink. • When you are not logged in: you can log in from here or navigate to the First Time User page. • When you are logged in, but not registered: you can register by entering your personal details.
8	Registry menus	Specific menu-related functionalities, e.g. for the Account menu: view accounts, create accounts, etc.
9	Mandatory fields	Indication that all fields in the application with a green asterisk are required fields.
10	Help	Access to the on-line help.
11	Content area	Area where the different screens of the Registry System will appear.
12	Version control	Indicates the application version.

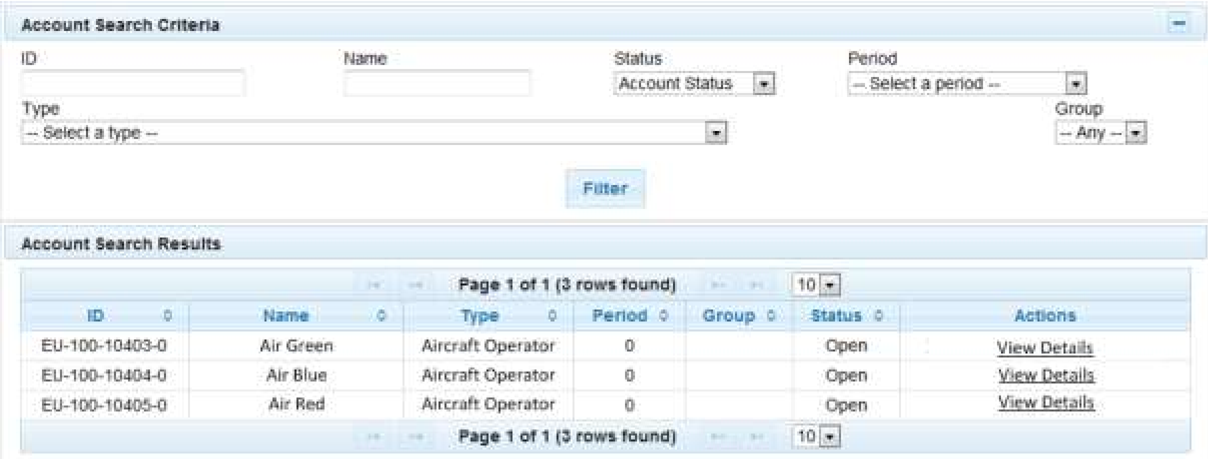
3.1.2 Specific page elements

In the Registry System there are numerous elements that assist you in keeping an overview of all the information, whereas other elements help you to complete information:

- Filters and results lists: to filter large overviews.
- Tabs: to logically group and structure information.
- Drop down lists: to facilitate correct adding and/or editing of information.
- Help: to provide assistance where and when need.

Filters and results lists

Overview pages such as *Accounts*, *Transactions*, etc. can list large amounts of data. Filtering options are provided so you can adapt the amount of data shown to your needs:



1. Complete your filter criteria.

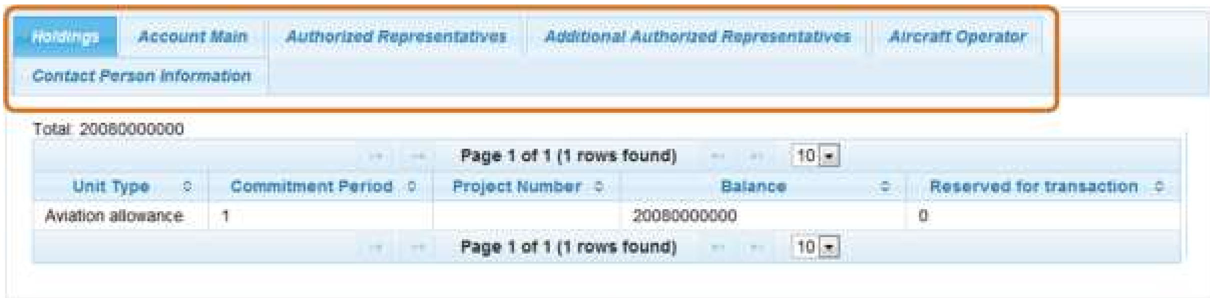
2. Click Filter.
   The results list shows only the data matching all the criteria you entered.

The results list has its own navigation options:

- 10 : show 10, 20 or 50 results per page.
- : navigate to the first page.
- : navigate to the previous page.
- : navigate to the next page.

- : navigate to the last page.

Tabs



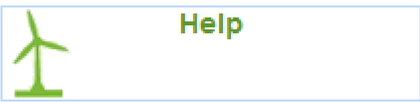
Wherever a lot of information is available, the Registry System has categorized it in tabs, e.g. on the Account details page (image above). Simply click on the tab to view the content of that information category.

Drop down lists

When you have to complete specific data, the Registry System assists you in entering the correct data by offering only the correct options to you. When you click ▾ a list drops down, showing the possible options. This also saves you time typing the data.

Help

The Registry System offers assistance to facilitate your work:

- : next to a specific item; move your mouse over this icon to view additional information about a label or a field within the application.
- 

: click in the navigation on the left to open the online help in another window or browser tab.

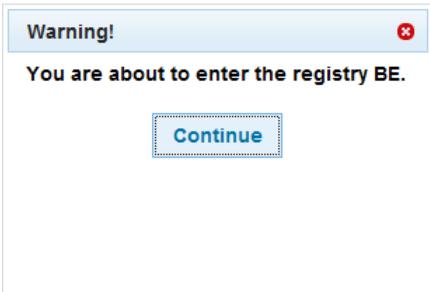
3.2 Open another Member State Registry Environment

All Member State registries are incorporated in the Registry System, so every Member State has its own section in the Registry System. In the upper left corner of the application, you can see in which Member State registry you are currently working: the flag and the name of the Member State are indicated (see screenshot above).

> **IMPORTANT**
>
> It is important to note that this functionality simply changes the Member State registry that you are working in at any given time. **You CANNOT use this functionality to change the administering Member State of an aircraft operator**.

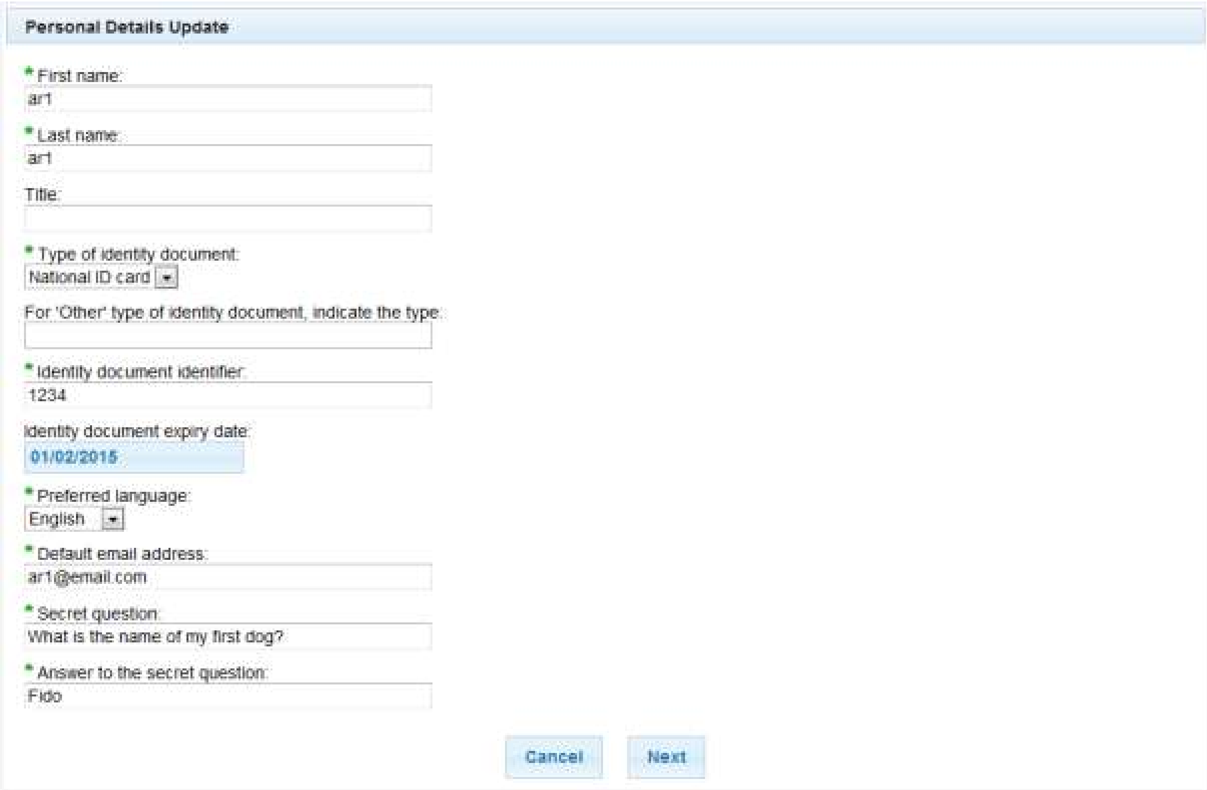
To select another Member State, click *Open another registry* in the left navigation under the flag of the active Member State. The *Open another registry* pop-up opens:

In the pop-up, click the Member State registry you want to access. A new pop-up appears, in which you have to confirm your selection:



3.3 Edit your personal details

Once your account becomes active, you can edit your personal details (for more information on the personal details, see chapter 2.1.3 Complete your details in the Registry System). Click on *Edit your personal details* in the enrolment pane. In the Personal Details Update page, make the necessary changes. To make the changes, you go through the wizard. For more information on the wizard, see 3.4 Requests: the request wizard.


Personal Details Update

* First name:
ar1

* Last name:
ar1

Title:

* Type of identity document:
National ID card

For 'Other' type of identity document, indicate the type:

* Identity document identifier:
1234

Identity document expiry date:
01/02/2015

* Preferred language:
English

* Default email address:
ar1@email.com

* Secret question:
What is the name of my first dog?

* Answer to the secret question:
Fido

Cancel Next

Click Next to confirm the changes you made. The *Personal Details Update* page opens where you can submit the changes. After you have submitted your changes, a confirmation message appears with the request identifier:

Your personal details update request has been submitted for approval.
The request identifier is 10062.

Note

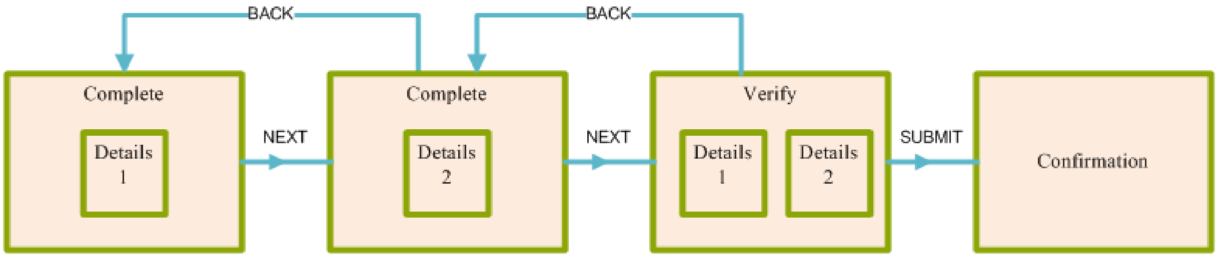
The changes are not applied immediately, because an the National Administrator of the active Member State needs to approve the changes. In the meantime, the link to change your personal details remains invisible.

3.4 Requests: the request wizard

When you are requesting the creation of a new account, this needs to be validated by a National Administrator. The Registry System is set up in such a way that each time you make changes a request to validate these changes is created for your National Administrator. You execute the request creation in a wizard-like process. The number of steps in the wizard depends on the specific action and the amount and type of data you are editing.

The request wizard

A wizard allows you to make changes to your data in a step-by-step process. In a wizard you can navigate back and forth, which allows easy editing before changes take effect. Only at the end of the wizard, after you confirm the data you entered, are the changes executed in the application.

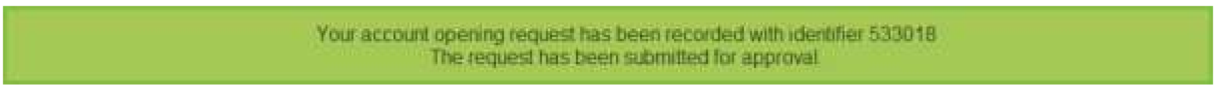


Navigation in the wizard:

- Next: click to continue to the next step.
- Back: click to navigate to the previous step, which allows correction of data.
- Submit: at the end of the wizard, click to confirm the changes you are about to make.
- Confirm: click to cancel the wizard and navigate back to the home page.

At the end of the wizard you have to confirm your changes. Some changes require the approval of the National Administrator. Hence, depending on the type of change, the new data is immediately sent to the application or a change request is sent to the National Administrator.

In case of a change request, the confirmation screen generates a request identifier. You can use the identifier in all your communication related to the request, e.g.:

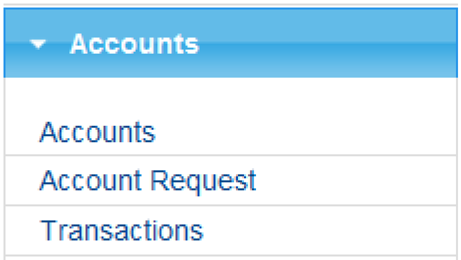


3.5 System feedback

When you are completing actions in the Registry System you can get different types of system feedback, that all have their distinctive purpose:

Feedback	Purpose	User action
Your access to the registry has been activated.	indicates a confirmation; no change request has been sent to the National Administrator	no action in the application is required from you
Your account opening request has been recorded with identifier 533018 The request has been submitted for approval.	indicates a confirmation; a change request has been sent to the National administrator; the identifier can be used for further reference;	no action in the application is required from you
The email address is invalid. e.g. albert.einstein@princeton.edu	indicates data validation error	check the marked fields to see whether you have correctly completed the fields
Do you wish to close account with identifier 10161?	indicates a warning	verify whether you want to complete the mentioned action or cancel it
An unrecoverable error has occurred. Please retry later or contact your help desk if the problem persists. Refer to the error 8A532A06 in your communications with the help desk.	indicates a system error	Contact the National Helpdesk mentioning the error code shown in the screen

4. ACCOUNT MANAGEMENT

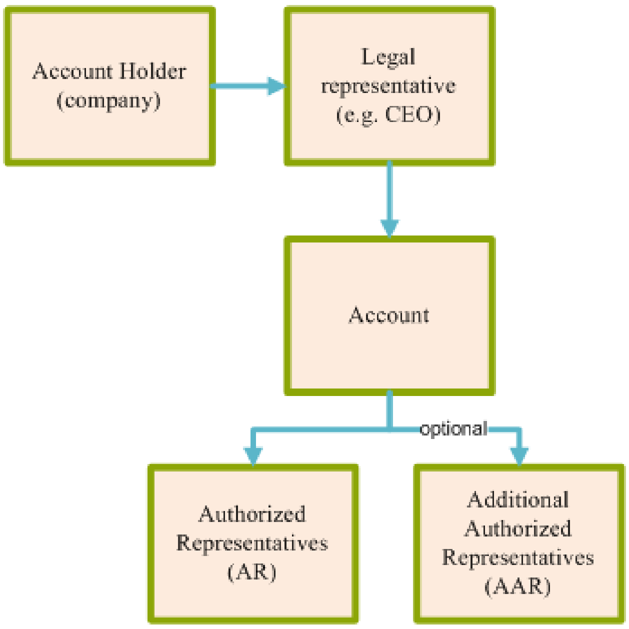


The specific actions related to aircraft operator account management are:

- Request an account
- View an account
- Edit account
- View transactions

4.1 Request a new account

Using the *Account Request* option in the **Accounts** menu allows you to send an account creation request to the National Administrator of that Member State. In the request, you complete the details of the account. Every account has an account holder, which in turn is represented by authorized representatives:



The *Account request* procedure is executed in a wizard-like procedure (for more information, see 3.3) and consists of 5 steps:

1. Select account type
2. Indicate account holder
3. Appoint authorized representatives
4. Complete monitoring plan and details
5. Complete contact details

4.1.1 Step 1: select account type

To create a new account for the active Member State, click *Account Request* in the left navigation bar, under **Accounts**. The *Account Opening Account Details* page opens:

Here you complete:

- **Account type**: select the type of account you want to create: “Aircraft Operator Holding Account”.
- **Name**: complete the name of the account.

When you have completed the minimum required details of the account type, click Next to continue.

4.1.2 Step 2: indicate account holder

In step 2, you identify who the owner of the account is, the account holder. You can either enter the details for a new account holder or select an existing account holder and attribute it to the new account.

To select the account holder, select one from the following radio buttons. After you made your selection, the page refreshes and you can continue completing the details. Select as appropriate:

- ***Account Holder is already linked to the user*** (i.e. you): in the drop-down list that appears, you see all the account holders for which you have been identified as a representative in the active Member State. Select an existing account holder to attribute it to the new account request.
- ***Account Holder is already recorded in the active Member State***: enter the ID (e.g. 10240) of an account holder in the active Member State. This ID can be provided to you by the account holder.
- ***Account Holder is new***: complete the account holder details and indicate whether it is a natural person or a company (legal person):
  - **Natural person**: complete the date of birth, place of birth, country of birth and that person's ID number (national ID card, special ID card, international passport).
  - **Company**: complete the company registration number (the format is different in every country) and the VAT Registration Number with Country Code (e.g. for Romania: "RO 1235").

Note

If you did not log in to the Registry System or if you have no previously created account holders to which you are linked, you can only create the account holder manually and cannot link it.

4.1.3 Step 3: appoint representatives

In step 3 the account representatives need to be appointed and their business details completed in the Registry System. There are two types of representatives: authorized representatives (AR) and additional authorized representatives (AAR). Each account is required to have at least two ARs identified. The AARs are optional.

You will be given options in order to appoint account representatives as follows:

The Account Holder is new

If the Account Holder you identified in the previous step is new, you can only select *Representative is not yet related to the Account Holder*. Enter the representative URID and provide its business details to appoint a new account representative for the new account request.

The Account Holder exists in the Member State

If you selected an existing Account Holder, you can select:

- ***Representative is already related to the Account Holder***: in the drop-down list all the representatives of the identified account holder in the active Member State are listed. Select an existing representative to attribute it to the new account.
- ***Representative is not yet related to the Account Holder***: enter the representative URID and provide business details to appoint a new representative of the account holder to the new account.

Note

After you made your selection, the page refreshes automatically and you can complete the details.

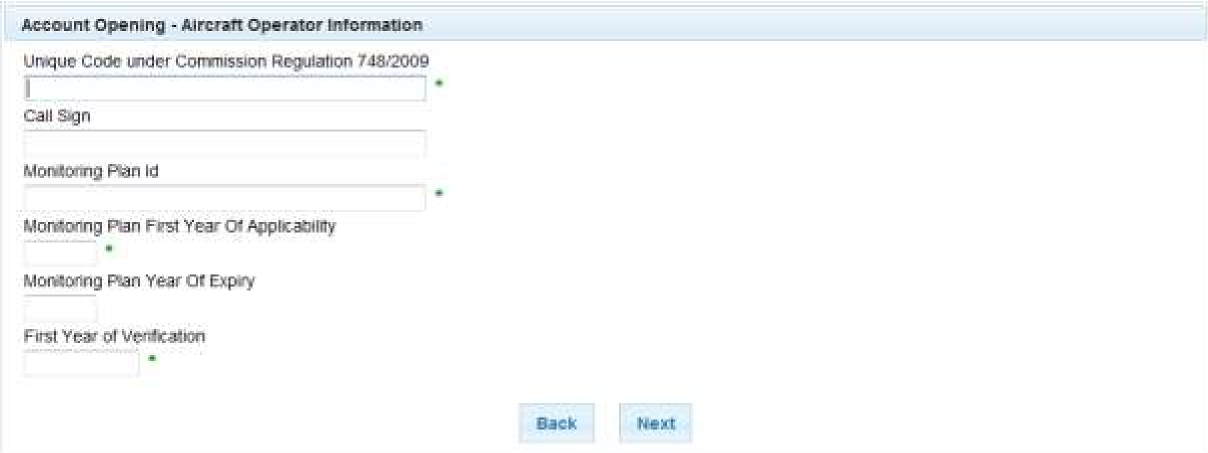
Adding more authorized representatives

The wizard first requires you to complete the minimum required number of ARs. After that you get the option to add more ARs and to add AARs to your account:

After completing the details, click **Next** to continue. If you want to make changes to the details you completed, you can click **Back**.

4.1.4 Step 4: complete aircraft operator information

In step 4 you include the requested information about the emissions monitoring plan for your aircraft operator.



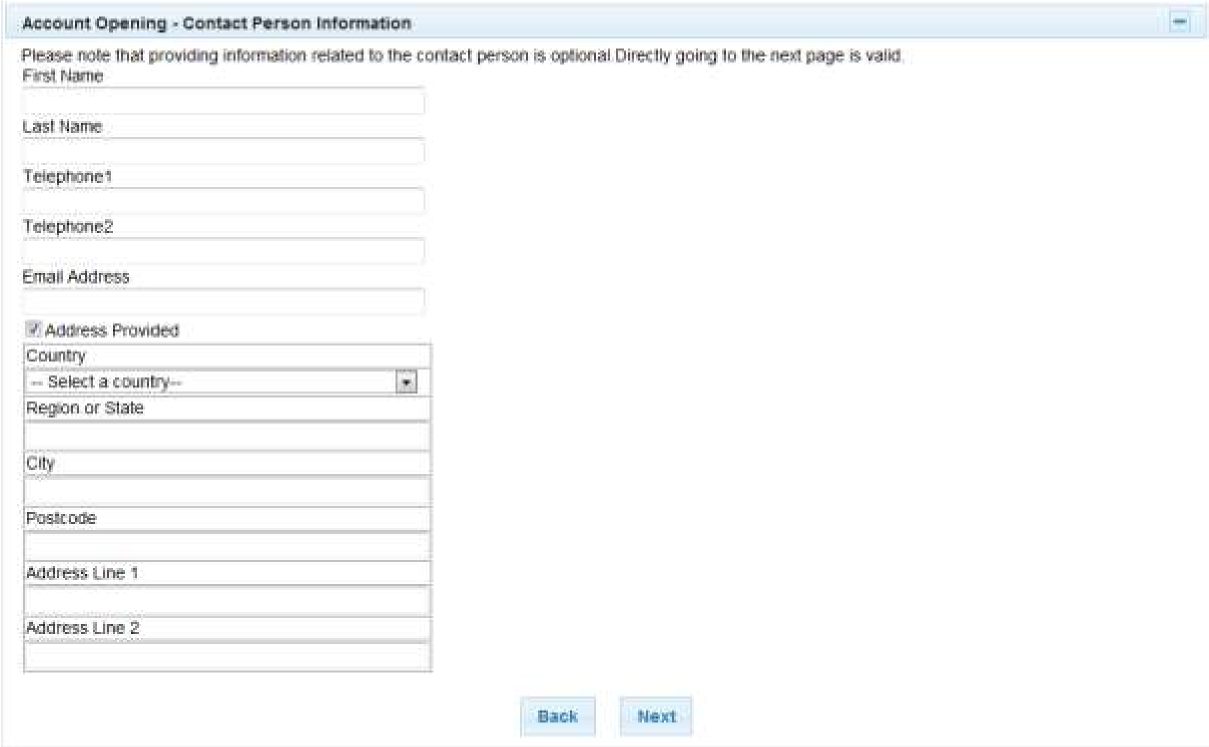
The following information is very important:

- **Monitoring plan ID**: the identification number of the aircraft operator monitoring plan;
- **Monitoring Plan first year of applicability**: the year in which the aircraft operator applied the monitoring plan for the first time;
- **First year of verification**: first year for which the aircraft operator was obliged to report emissions under the Emissions Trading System (ETS).

After completing the details, click Next to continue.

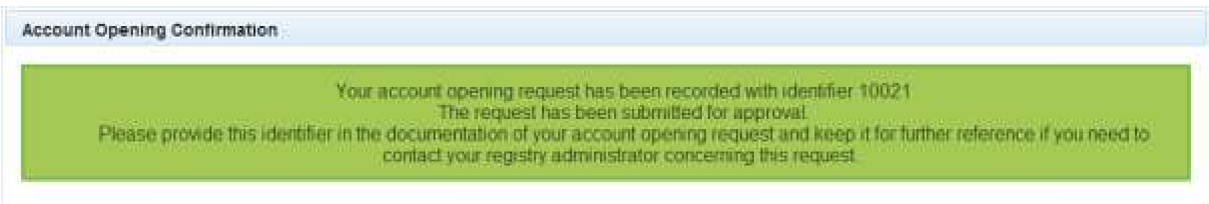
4.1.5 Step 5: complete contact person information

In step 5, you can add the contact person information.



Click **Next** to continue. If you want to make changes to the details you completed, you can click **Back**.

When you click **Submit** after verifying all the details of the new account, a confirmation message with an identifier appears. This means that the account is up for approval by your National Administrator.



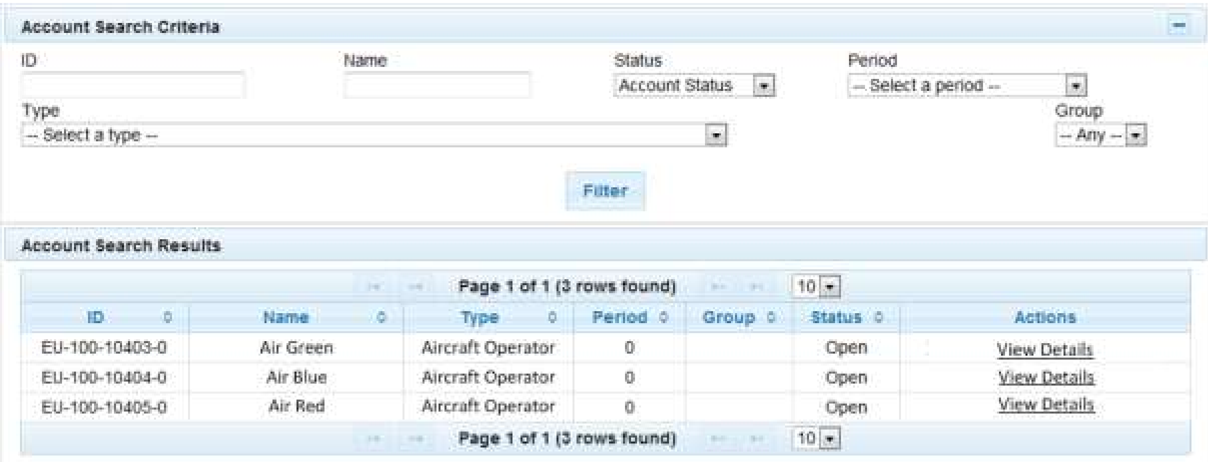
As soon as the account has been approved, you get a confirmation email.

4.2 View your account details

You can get an overview of all the accounts for which you have been identified as an AR in the active Member State. To view your accounts, click *Accounts* in the **Accounts** menu.

Note

If you do not see the account you are looking for, verify that you are on the correct Member State page.



Filtering the overview

You can narrow down the listed number of accounts per page or you can use the filter to look for a specific (set of) account(s). You can filter the overview by entering:

- **ID**: enter the account identifier to look-up an account via its ID. Of the ID only the account identifier is relevant: e.g. SE-100-10140-0-97 (in bold),
  - EU is the European Union registry where the account exists;
  - 100 is the UNFCCC account type identifier, here holding account;
  - 10140 is the account follow-up identifier;
  - 0 is the applicable commitment period identifier, here commitment period 0;
  - 97 is a verification identifier, used for security purposes.
- **Name**: enter a name to search for a specific account.
- **Status of the account**: select to filter the overview so it only shows accounts with a specific status. An account can have the following statuses:
  - **Open**: the account is active and any action can be performed on the account;
  - **Blocked**: the account is active but it can no longer transfer units except for surrendering;

- **Inactive**: the account can no longer receive units;
- **Suspended**: the account can no longer initiate any activities nor receive units and the account details cannot be consulted;
- **Closed**: the account can no longer initiate any activities nor receive units; the account details can still be consulted.

- **Period**: select commitment period to filter the overview so it only shows accounts that are active in a specific commitment period.
- **Type of account**: select the EC type of account to filter the overview so it only shows a specific type of accounts.
- **Account Group**: select the type of account group to filter the overview so it only shows a specific group of accounts.

Click Filter to filter the overview based on your criteria.

View the details of a specific account

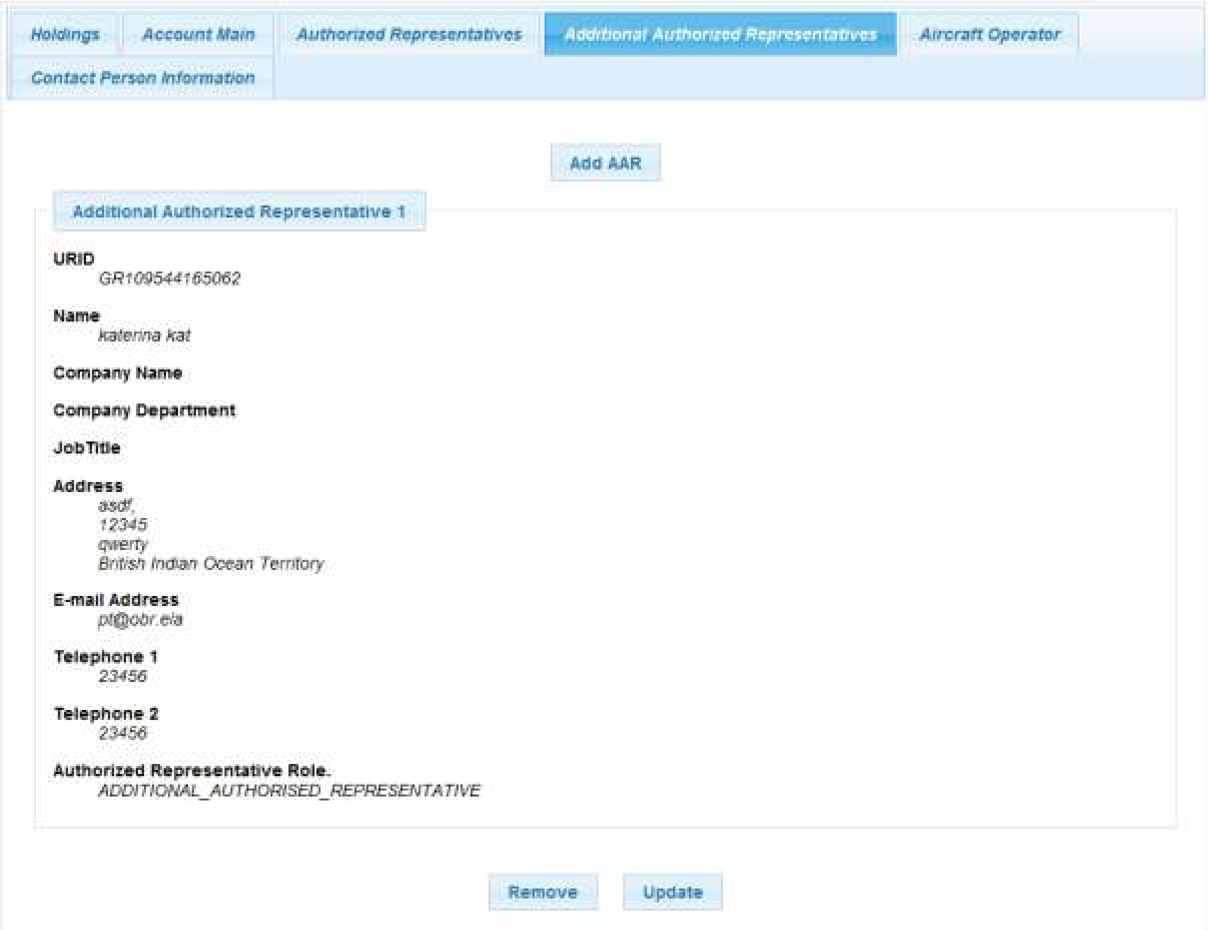
In the overview, click *View Details* next to the account to view the details of that account. The *Account* page opens where you find all the details of the account:

The information is organized in tabs:

- **Holdings**: unit/allowance holding information.
- **Account Main**: general account information.
- **AR**: Account Representative information.
- **AAR**: Additional Account Representative information.
- **Aircraft Operator**: aircraft operator and monitoring plan information.
- **Contact Person**: contact details.

4.3 Edit representatives

Navigate to the *Authorized Representatives* or *Additional Authorized Representatives* tab on the details page of an account. There, you can add, update or remove account holder representatives:



Click:

- Add AR: to add an Authorized Representative (only on the AR tab).
- Add AAR: to add an Additional Authorized Representative (only on the AAR tab).
- Update: to update the Representative.
- Remove: to remove the Additional Authorized Representative (only on the AAR tab).

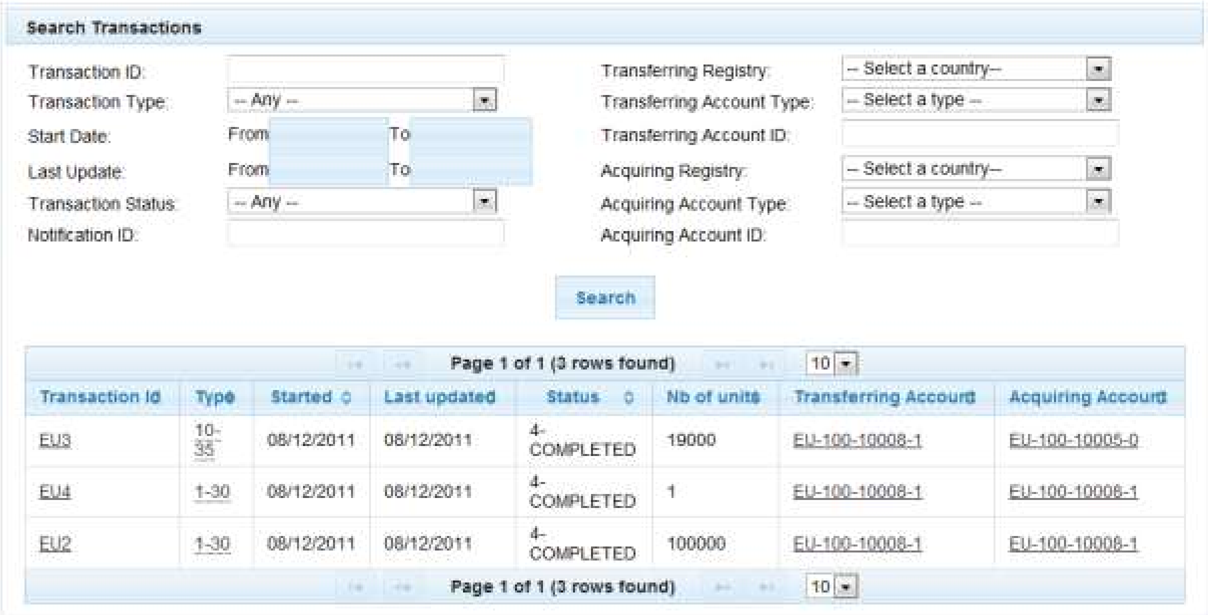
To make the changes, you go through the wizard. For more information on the wizard, see 3.4 Requests: the request wizard.

4.4 View transactions

You can get an overview of all transactions for all accounts for which you are the authorized representative in the active Member State.

Overview of transactions

To get an overview of transactions, click *Transactions* in the **Transactions** menu. The *Search Transactions* page opens:



You can narrow down the number of transaction listed per page or you can use the search to look for a specific (set of) transaction(s):

- the **Transaction ID**: search for a specific transaction using the transaction identifier e.g. EU404.
- the **Transaction Type**: select the type of transaction to filter the overview so it only shows transactions of the selected type.
- the **Start period**: enter a starting period to filter the overview so it only shows transactions that would start in the indicated period.
- the **Last Update** period: enter an updating period to filter the overview so it only shows transactions that have been updated in the indicated period.
- the **Transaction Status** of the account: select the transaction status to filter the overview so it only shows transactions with the selected status:
  - **Delayed**: the execution of the transaction is in the delay status. For security reasons, transfers of units are automatically delayed for 26 hours. Also, they are only processed during working hours (10 am – 16 pm CET). E.g. when a transaction is created at 9am on 21/09/11, it is executed 23/09/11 at 11 am (if the due date is set for 21/09/11).
  - **Delayed_Cancelled**: the transaction was cancelled when it was in status DELAYED; typically this occurs when fraud is suspected.
  - **Proposed**: the transaction is initialized.

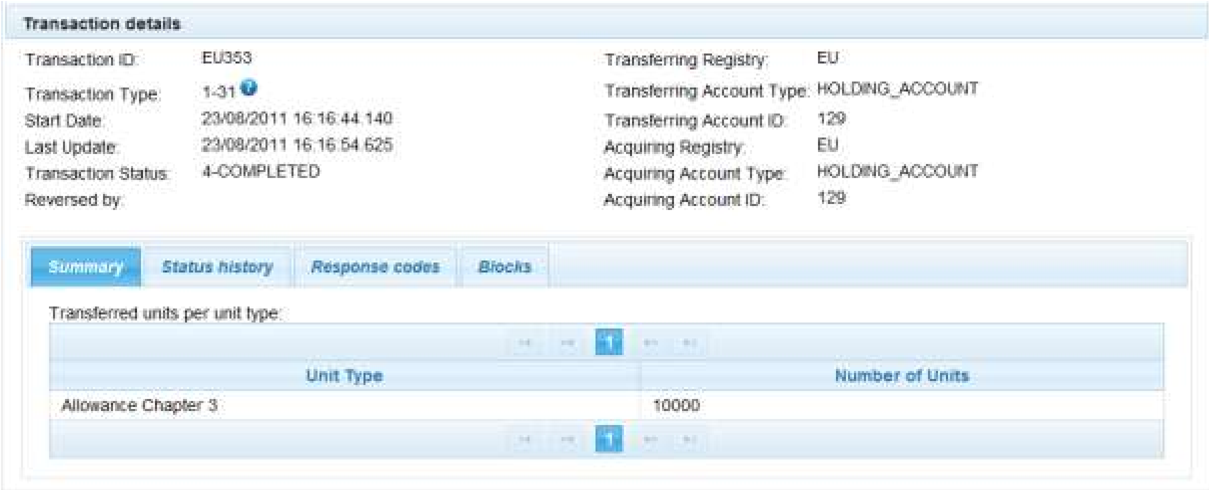
- **Accepted**: the Acquiring account accepts the proposal.
- **Rejected**: the Acquiring account rejects the proposal.
- **Terminated**: ITL, EUTL or the acquiring account have found discrepancies or rejected the transaction.
- **Completed**: the transaction has been accepted by all parties and the Registry System executed it.
- **Cancelled**: the transaction has been cancelled either by the Transaction Log or because it failed to be processed by the all the systems within the allowed time frame.
- **Reversed**: the transaction has been reversed.

- the **Notification ID**: search for a specific transaction using the notification identifier e.g. EU404.
- the **Transferring Registry**: select a Registry to filter the overview so it only shows transactions that were sent from the active Member State Registry.
- the **Transferring Account** Type: select an account type to filter the overview so it only shows transactions that were sent from the selected account type.
- the **Transferring Account ID**: enter the ID, e.g. EU-100-10140-0 (in bold), of the account from which the transaction was created to filter the overview so it only shows transactions that were sent from the selected account.
- the **Acquiring Registry**: select a Registry to filter the overview so it only shows transactions that were sent to the active Member State Registry.
- the **Acquiring Account Type**: select an account type to filter the overview so it only shows transactions that were sent to the selected account type.
- the **Acquiring Account ID**: enter the ID (e.g. 10140) of the account to which the transaction was sent to filter the overview so it only shows transactions that were sent from the selected account.

Click Filter to filter the overview of the request based on your criteria.

View the details of a transaction

In the overview, click the *Transaction ID* to view the details of a transaction. The *Transaction details* page opens:



Next to an overview of the details, per transaction you see different tabs:

- **Summary**: the type and amount of units.
- **Status history**: the different statuses of the transaction.
- **Response codes**: an overview of the different system-generated EC response codes in regards to the transaction in general and/or the specific unit blocks. There are two types of codes.
- **Blocks**: the different unit blocks involved in the transaction. In case of many transferring and/or acquiring accounts[2], only those blocks transferred or acquired by an account for which the user is a representative are shown.

Click on the specific tab to see the details.

[2] This type of transaction you can receive from an external registry.

5. HELP

In this chapter you find explanations and assistance on common issues and questions in regards to the Registry System. More detailed information about the EU ETS is on the website (http://ec.europa.eu/clima/policies/ets/registries/index_en.htm):

- Training documents
- FAQs
- Documentation

5.1 Overview of the numbers and identifiers (IDs)

Every account, every transaction, every request, etc. in the Registry System has a number. Each number consists of 1 or multiple identifiers:

- **URID** (user ID): **BE488217661227** (created by the system). The same user, enrolled in another Member State has a different URID:
  - BE: Member State identifier: indication of in which Member State this user is enrolled, here Belgium;
  - 488217661227: user's unique registration identifier for the selected Member State.
- **Account number**: **FR-100-10140-0-62** (created by the system):
  - FR is the registry identifier, here France;
  - 100 is the account type identifier, here holding account;
  - 10140 is the account follow-up identifier;
  - 0 is the applicable commitment period identifier for a holding account, here 0;
  - 62 is a verification identifier and is used for security purposes.
- **Installation number**: **FR-123**:
  - FR: Member State identifier: indication of in which Member State the installation is registered, here France;
  - 123: installation follow-up identifier.
- Unique code in the **Commission Regulation 748/2009**: Aircraft operator code, no format defined.
- **Aircraft Operator Monitoring plan**: no format defined.
- **Installation Permit**: no format defined.
- **Account Holder identifier**: 10222 (created by the system).
- **Account request identifier**: 534057 (created by the system).

- **Task Request identifier**: **537056** (created by the system).
- **Transaction number**: **SE 504** (created by the system).
  - SE: transferring registry identifier: indication from which registry this transaction is sent, here Sweden;
  - 504: transaction follow-up identifier.
- **Project number**: **CZ1232** (when trading KP allowances)
  - CZ: the country in which the project occurs;
  - 1231: project follow-up identifier;
- **Reconciliation number**: **CZ1232**
  - CZ: the country in which the reconciliation occurs;
  - 1231: reconciliation follow-up identifier.

5.2 Unrecoverable error

> An unrecoverable error has occurred.
>
> Please retry later or contact your help desk if the problem persists.
>
> Refer to the error 8A532A06 in your communications with the help desk.

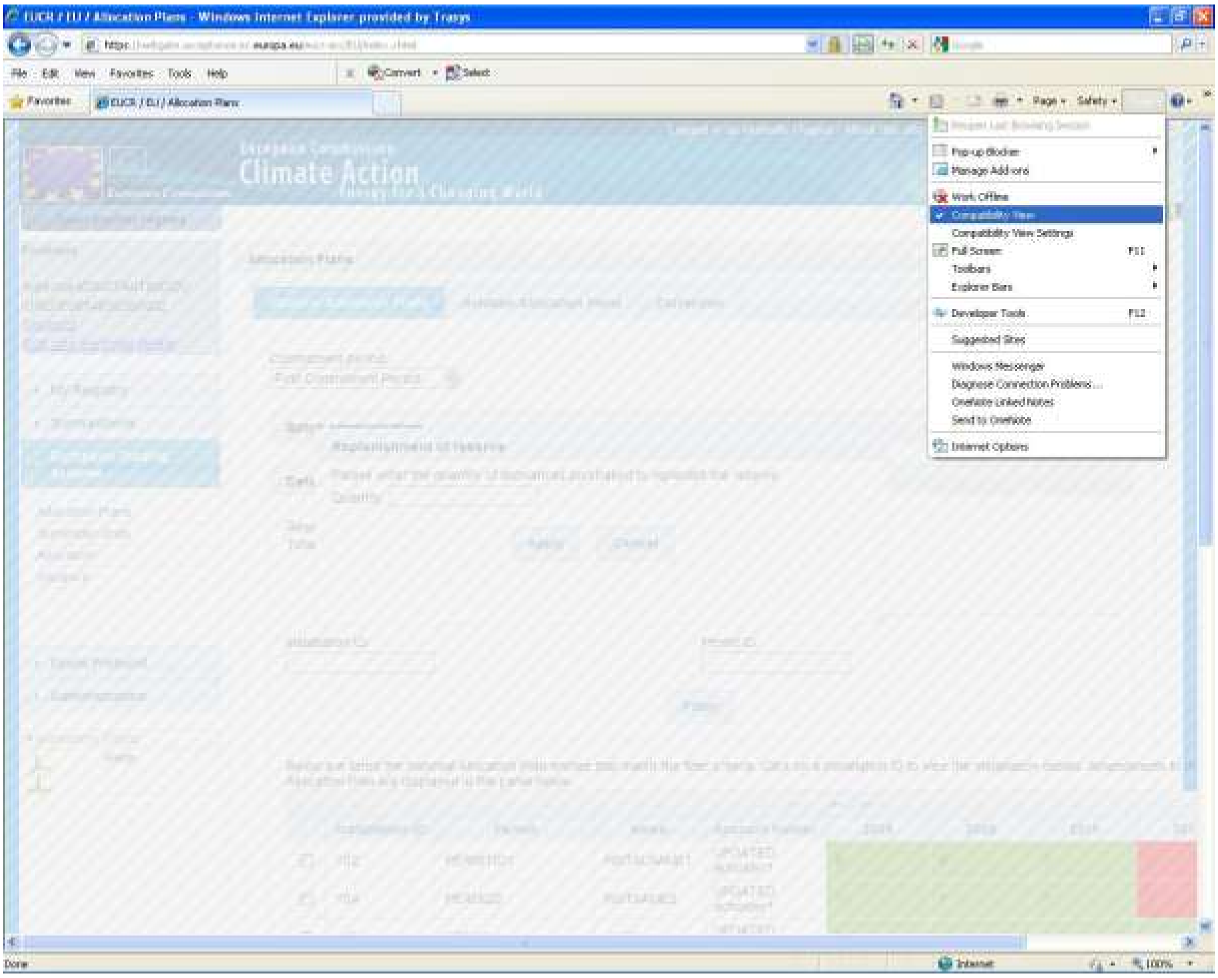
What is it

When an unrecoverable error occurs, contact the National Helpdesk and refer to the error number. With this number you can help us to locate the problem and resolve the matter so you and other the Registry System users do not encounter this problem again.

What to do

To continue working afterwards, you need to logout and login again.

5.3 Blurry page/no confirmation pop-ups appear

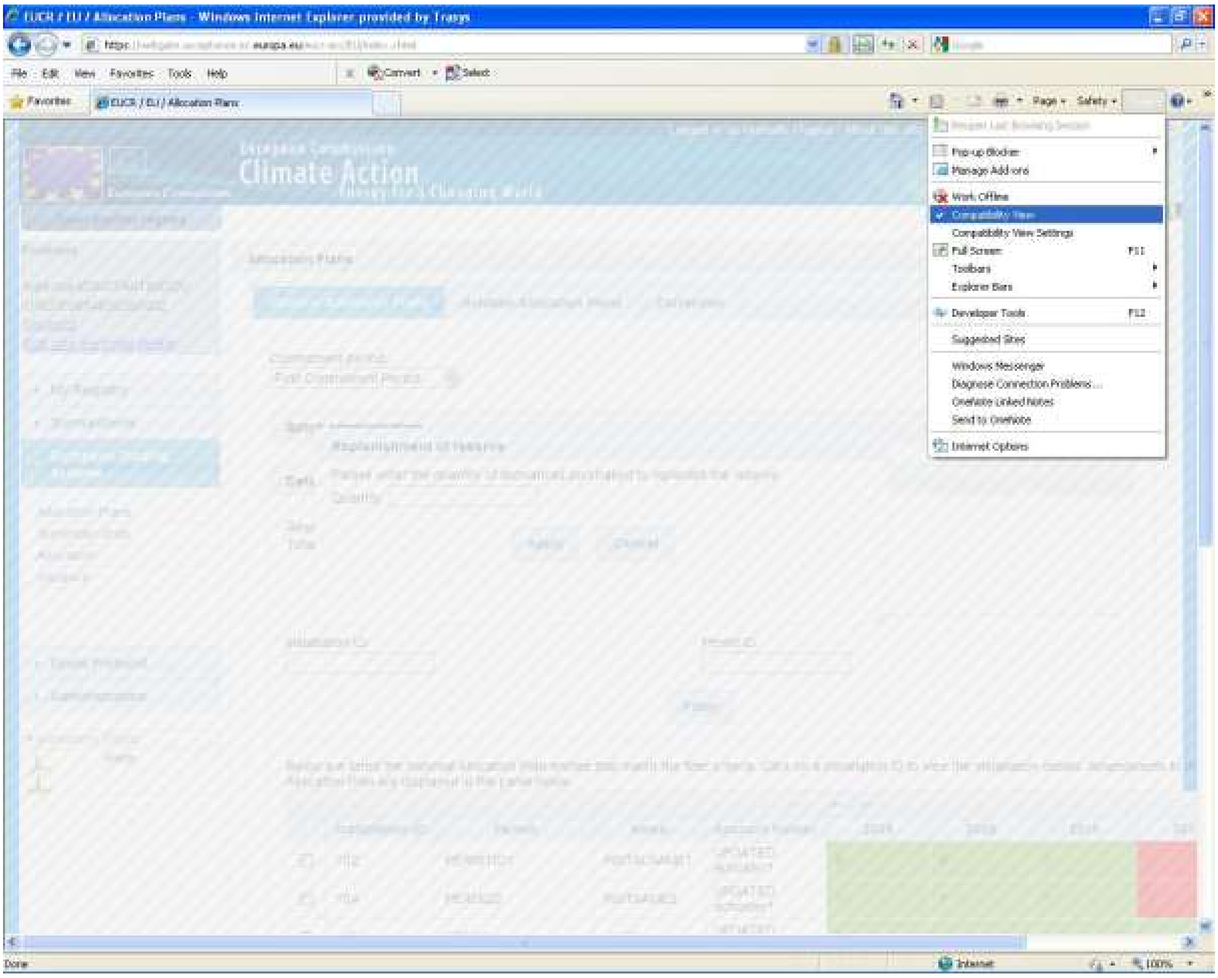


What is it?

Depending on the browser version that you have (Microsoft Internet Explorer 7 or 8) the browser runs in a so-called ‘compatibility view’ emulating previous versions of Internet Explorer in your browser, the pop-up does not appear and the page you were on becomes blurry.

What to do

Switch off compatibility view. In Microsoft Internet Explorer 7 or 8, navigate to Tools. In the drop down list click on *Compatibility View* to deactivate it.


EUCR / EU / Allocation Plans - Windows Internet Explorer provided by Trasys
File Edit View Favorites Tools Help
Convert Select
Favorites
EUCR / EU / Allocation Plans
Page Safety
Pop-up Blocker
Manage Add-ons
Work Offline
Compatibility View
Compatibility View Settings
Full Screen F11
Toolbars
Explorer Bars
Developer Tools F12
Suggested Sites
Windows Messenger
Diagnose Connection Problems...
OneNote Linked Notes
Send to OneNote
Internet Options
Climate Action
Done
Internet
100%

6. ANNEX: ACRONYMS

6.1 Business Acronyms

Below, you find the business terms used in the field of climate change. These terms are found in the regulation and are used in the Registry System.

Table 6-1 Business Acronym Definitions

Acronym	Explanation
AAR	Additional Authorized Representative
AH	Account Holder
AOHA	Aircraft Operator Holder Account
AR	Authorized Representative
CP	Commitment Period (CP0, CP1, …)
ETS	Emissions Trading System
EUA	European Allowance
EUAA	European Aviation Allowance
EUTL	European Transaction Log
GHG	Greenhouse Gas
ITL	International Transaction Log
MS	Member State
NR	National Registry
OHA	Operator Holding Account
PHA	Person Holding Account

6.2 Registry specific terminology

Below, you find specific names, terms and acronyms that are used across the registry to maintain the consistency of the information provided to the user.

Table 6-2 Registry Specific Terminology

Term	Explanation
Union Registry	This registry holds the EU KP accounts, specific EU accounts required for the proper operations of the Registry System and the aircraft operator and personal accounts for the Registry System.
KP Registry	Registry of a Member State containing its KP specific accounts. The Union Registry is also a KP registry in the sense that it contains the KP accounts of the EU (who also signed the KP).
Requesting an account	Submitting an account opening request. This request must be approved by a National Administrator before the account is effectively open and usable.
Opening an account	A pending account request is approved by a National Administrator. Upon opening, the account becomes available to the users.
Enrolment	A user must enrol before being granted a role in a registry. Enrolment requires the user to login and provide his personal information.
User	User designates an end user of the application. To avoid confusion with the KP/ETS accounts the use of terms such as “User Account” to refer to the user related data held by the system is prescribed.
Logged in user	Refer to a User who was successfully authenticated by ECAS.
Unlogged user	Refer to an unauthenticated User.
Anonymous User	A User that has not yet completed the Enrolment process. The Anonymous User can be authenticated or not, depending if he logged into ECAS or not.
Enrolled User	A User that completed the Enrolment process. The user is identified by his ECAS login.

Term	Explanation
Account	The Account holds the Kyoto units or the ETS allowances. The use of the term “Account” shall never be used to indicate that a User is known by the application (see User).
Top menu bar	Menu bar at the top of the screen containing information such as the name of the user and links like Logout, Contacts or the language of the web site.

6.3 Definitions

Below, you find references to the key stakeholders and units found in the climate change world along with common words used not only in the regulation but also at the European Commission.

Table 6-3 Definition of Legal Terms

Term	Explanation
Allowance	Allowance to emit one ton of carbon dioxide equivalent - among carbon dioxide, methane, nitrous oxide, hydro fluorocarbons, per fluorocarbons and sulphur hexfluoride - during a specified period, which shall be valid only for the purposes of meeting the requirements of this Directive and shall be transferable in accordance with the provisions of this Directive.
Central Administrator	Person designated by the Commission to operate and maintain the CITL; the Central Administrator shall conduct an automated check on each transaction in registries through the independent transaction log to ensure there are no irregularities in the issue, transfer and cancellation of allowances; if irregularities are identified, the Central Administrator shall inform the Member State(s) concerned who shall not register the transactions in question or any further transactions relating to the allowances concerned until the irregularities have been resolved.
Data Centre	The Data Centre is often used to describe the services offered by Directorate C of DIGIT and concerns the provision of hosting facilities (infrastructure, hardware, software, network, etc.) to run and operate the information systems.
DIGIT	Group at the European Commission responsible for the IT systems of the Commission.
Installation	Stationary technical unit where one or more activities - related to energy activities, production and processing of ferrous metals, mineral industry, production of pulp, paper and board - are carried out and any other directly associated activities which have a technical connection with the activities carried out on that site and which could have an effect on emissions and pollution.

Operator	Person who operates or controls an installation or to whom decisive economic power over the technical functioning of the installation has been delegated.
Unit	Generic term for AAU's, RMU's, ERU's and CER's