EUROPEAN COMMISSION
DIRECTORATE-GENERAL FOR JUSTICE AND CONSUMERS

Directorate H – Horizontal Affairs
Unit H.4 – IT, Document and Knowledge Management

User Manual for the Reference Implementation Software Service Providers Web-based Interface connected to the Decentralised IT System

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Public:	Member State authorities, relevant EU JHA agencies and bodies, DG JUST staff, Service Providers and their legal representatives and designated establishments

Table of Contents

List of Figures

List of Tables

1 Introduction

1.1 Objective of the document

This manual provides comprehensive information on how to use the Reference Implementation Software for Service Providers' web-based interface, within the framework of:

- Regulation (EU) 2023/1543 of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings [AD1], and on
- Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings [AD2].

This document specifically describes the functionalities of the Reference Implementation, enabling the management and exchange of requests associated with the following certificates:

- European Production Order Certificates (EPOC)
- European Preservation Order Certificates (EPOC-PR)

Herein, "the Reference Implementation" will be referred to as "RI".

By using RI, authorized users, assigned to appropriate roles, can fill in the available forms and communicate with the competent authorities in other Member States in response to the received EPOC/ EPOC-PR. Users without appropriate roles do not have access to the application and received cases.

This document is specifically intended to describe the functionalities and usage of the Reference Implementation Software for the Service Providers Web-based Interface connected to the Decentralised IT System. The module designed for Member States will be thoroughly detailed in a separate document.

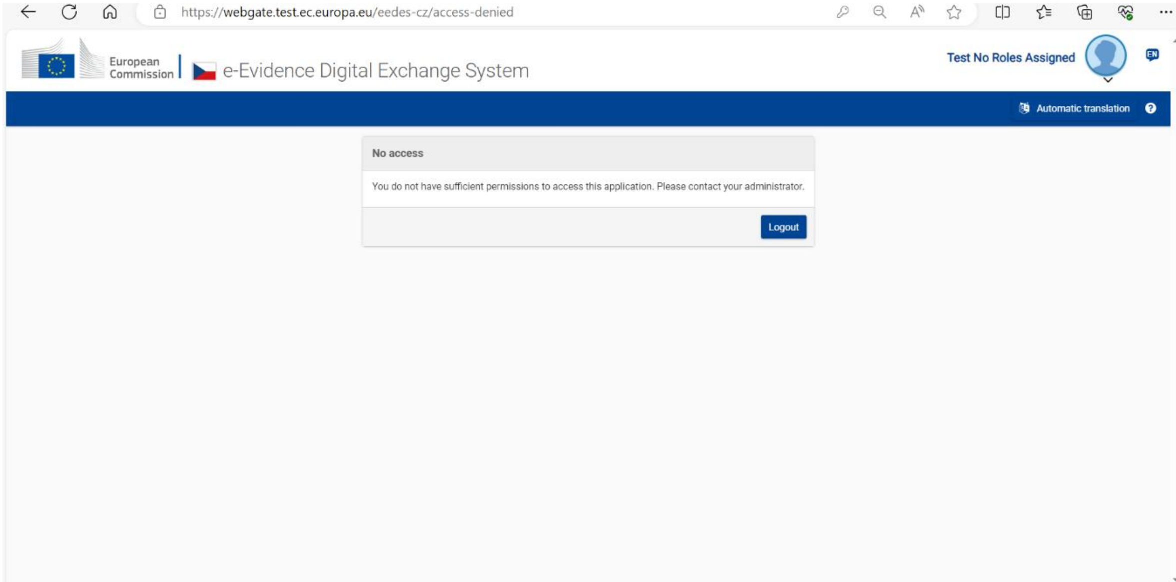


Figure 1-1: Home Page of the RI without having roles assigned to the user

1.2 Intended Audience

The intended audience of this document is composed of the following stakeholders:

- DG JUST technical and business staff,
- The Member States' technical and business staff adopting/using the RI,
- Representatives of Service Providers, including their designated establishments and/or legal representatives.

1.3 Applicable Documents

ID	Document Title	Reference
[AD1]	Regulation (EU) 2023/1543 of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings.	Regulation (EU) 2023/1543
[AD2]	Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings.	Directive (EU) 2023/1544

Table 1: Applicable documents

1.4 Referenced documents

ID	Title
[RD 01]	Public REST APIs Document
[RD 02]	Installation and Administration Guide

Table 2: Referenced documents

1.5 Documents conventions

Referenced documents are shown in brackets [].

2 Getting started

2.1 User Manual Design

The Reference Implementation has been designed to provide an intuitive and user-friendly experience, minimizing the risk of errors and ensuring a consistent look. To achieve this, the portal's interface is dynamically updated based on the user's role and the context in which they are working.

- **Active Functions**: When a function is available, the corresponding button is visible and clickable, allowing users to perform the desired action.
- **Permissible Actions**: Buttons are enabled only when the corresponding action is permissible, preventing users from attempting to perform unauthorized actions.
- **Inactive Functions**: When a function is inactive, the corresponding button is disabled, clearly indicating that the action is not available.

2.2 Accessing the Portal

The RI can be accessed only by authorised and authenticated users. There is no public access page. **All information related to accessing the RI will be provided by the enforcing State' technical team, where the service provider is established or has a legal representative appointed.**

Follow the steps described below to access the RI:
① Enter the address of the RI in your web browser.
② You will be redirected to the login page:

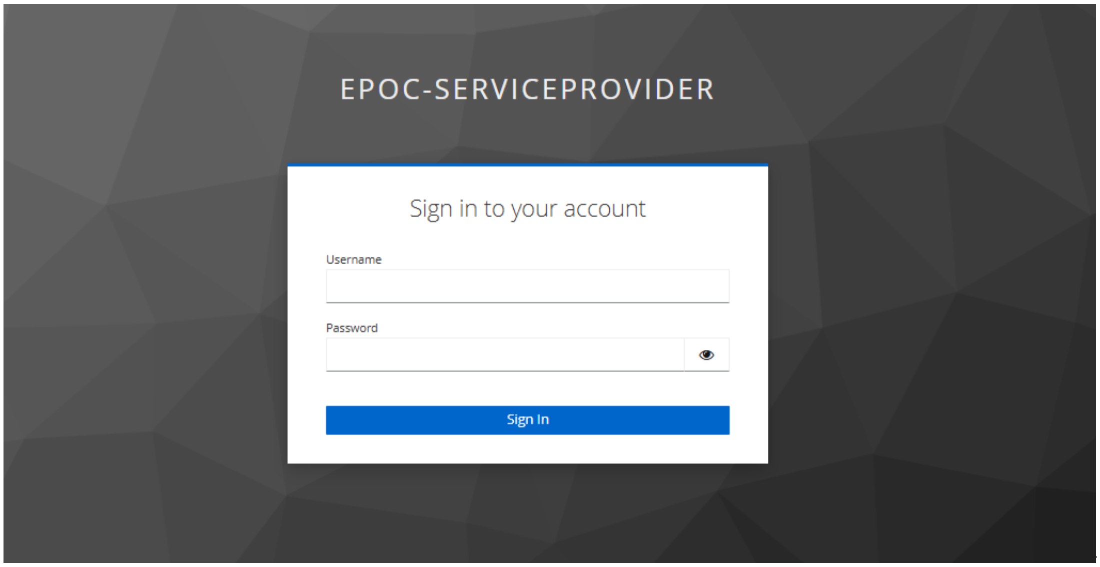


Figure 2-1: Login authentication screen

③ Sign in with your credentials.

Exceptions

- **Access to the RI is denied -** an error occurred during the connection to the RI in the following cases:
    - You have no access to the domain(s) and sub-domain(s) of the RI;
    - You have no right to access the page of the RI you wanted to access.
- **Error message -** if the provided login and password are not correct, an error is raised. In that case, a message is displayed explaining that the authentication failed.

2.3 User roles

The RI supports role-based access control in order to ensure that access to online data and to the features of the system is limited only to user roles that have been previously granted such access rights. The set of access rights of a given user consists of all the combined access rights of all the roles granted to the respective user.

For Service Provider's module of the RI, the Supervisor role has been proposed and implemented. The description of this role and its permissions related to EPOC and EPOC-PR is specified in chapter 8.1.3.

3 Common Layout and Navigation

Following successful log in, you can see the content of the portal, and its persistent navigational elements:

① The header
② The top bar
③ The left-hand menu

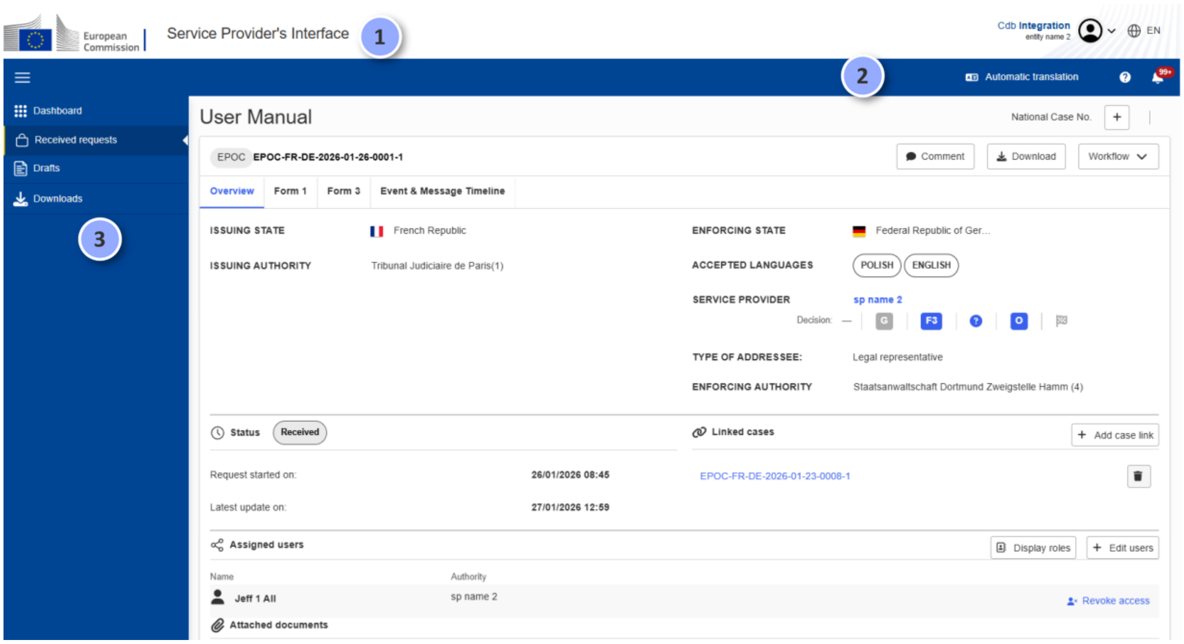


Figure 3-1: Common Layout and Navigation

3.1 The header

In the header, in addition to the Commission logo and the site name, you can find the following actionable elements: a language switch, information about user's profile and log out button.

3.1.1 Select desired language of the RI

① Click **the language switch**, located in the top right corner of the header:

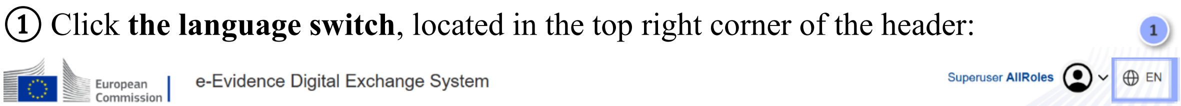


Figure 3-2: Language switch icon

② Select the language from a pop-up window:

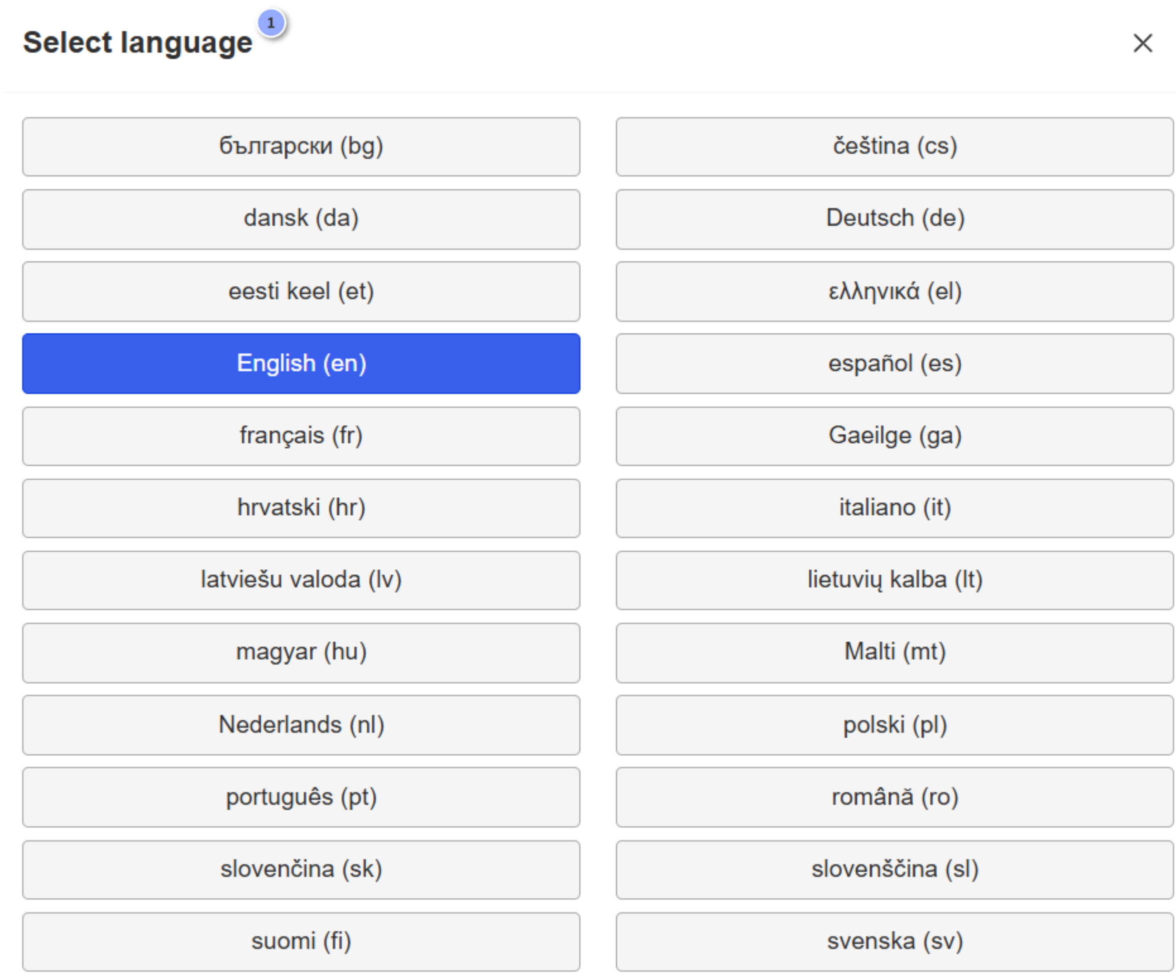


Figure 3-3: Select language

The language of the portal will switch to your selected language.

NOTE: Due to some languages not being delivered yet, this may cause errors in the RI.

3.1.2 User's Profile

In the top right corner, you can find information about the logged in user.
(1) Click **the profile picture** to display additional buttons:

Figure 3-4: User's profile

- See my profile
- Logout

② When selecting **"See my profile"**, one will see the "User details" pop-up window displaying the name of the entity which the user belongs to, and the roles they have been assigned to, as shown in the picture below.

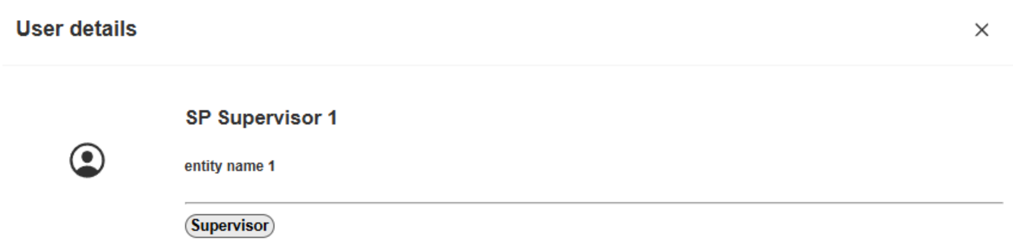


Figure 3-5: User details

3.1.3 Logout/Exit the Portal

Figure 3-6: Logout/Exit the portal

If you want to exit the Portal, the most secure way is to log out from your account:
① Click your profile picture in the top bar:
② Click Logout from a dropdown menu.

When the logout process succeeds, you will experience a successful logout and application closure.

3.2 The top bar

In the top bar, you can find additional actionable functionalities:

- Support information

- Notification bell
- Automatic translation

3.2.1 *Display support information*

① Click the **question mark** icon located on the right side of the top bar.

Figure 3-7: Support information

The information box about how to contact the support from the enforcing Member State will be displayed. Click anywhere outside the information box to close the information.

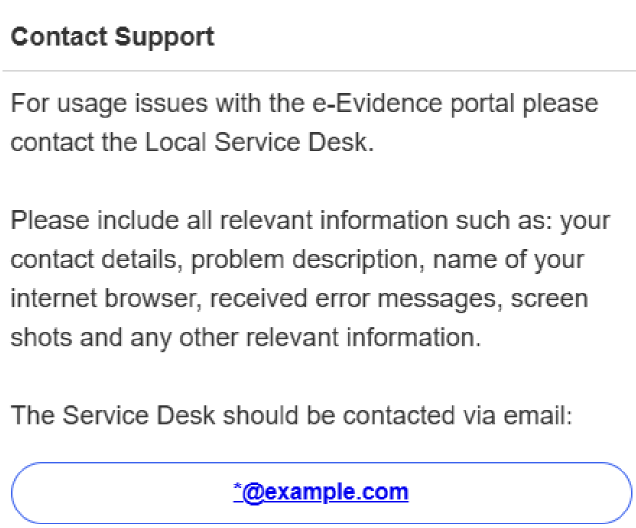


Figure 3-8: Contact Support

3.2.2 *Notification bell*

① Click the **Notification bell** icon located on the right side of the top bar.

This icon also features a red circle with a number relating to the number of notifications available.

Figure 3-9: Notification bell

When the Bell is selected, all open actions and unread messages are listed.
If one of the notifications is selected by the mouse pointer (i.e., action “read”), the number will decrease by one and the user will be redirected to that case which the selected notification refers to.

② Alternatively, all notifications can be cleared by selecting “Clear notifications”.

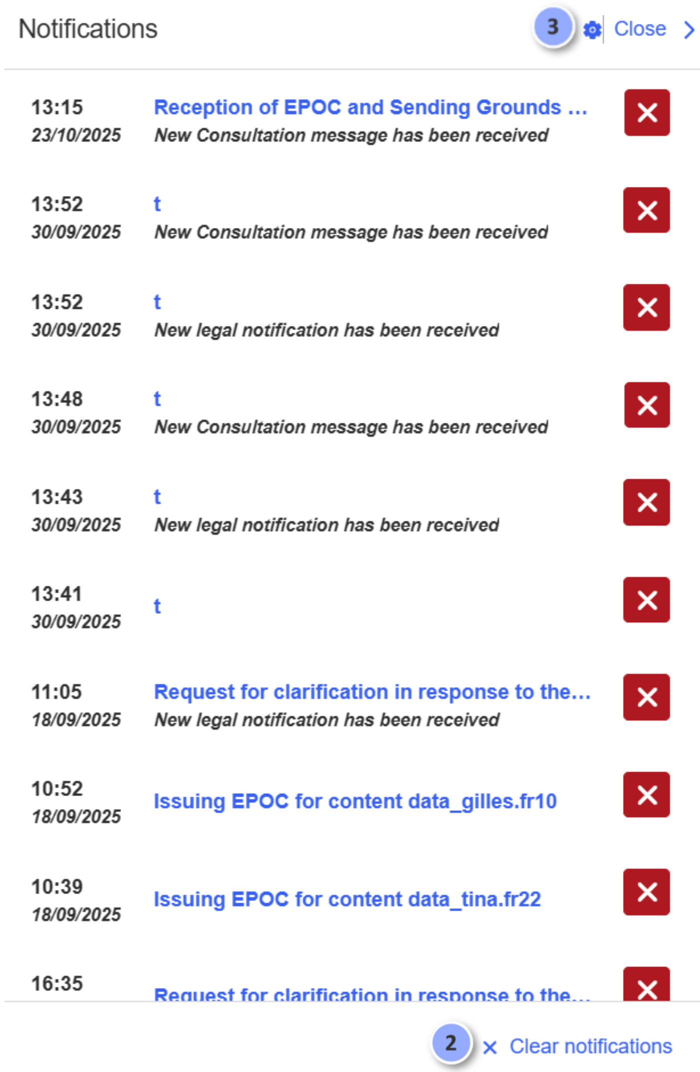


Figure 3-10: Notifications

Users are also able to choose the type of notifications they want to receive.

③ Select settings icon.

The following pop-up window should appear:

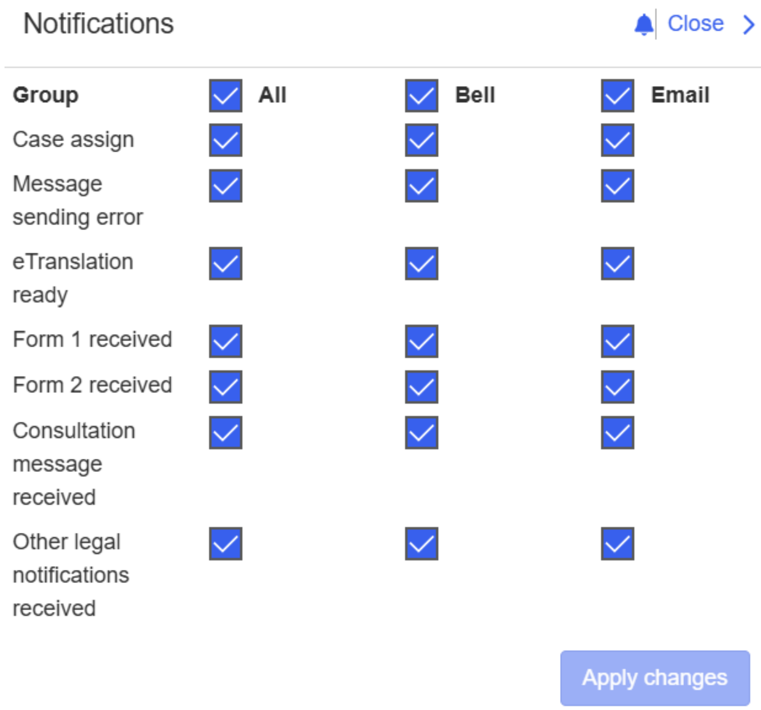


Figure 3-11: Notification settings

From this perspective, the user can check/uncheck all the types of notifications listed in the picture above that he/she wants to receive.

3.2.2.1 E-mail notification

In order for a given user to receive the e-mail notification, two conditions must be met.

1. The given user’s e-mail address must be configured in an identity provider software used by the enforcing member State:

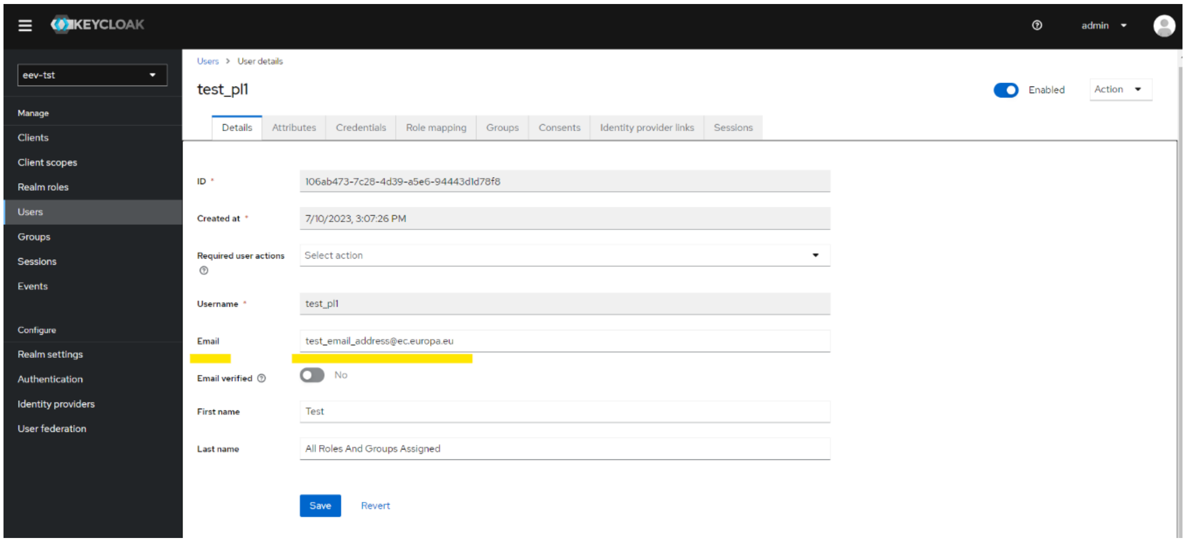


Figure 3-12: Adding e-mail address: example

2. Make sure that the e-mail checkboxes in the notification's settings in the portal are selected.

3.2.3 Automatic translation

① Click the **Automatic translation** icon located on the right side of the top bar.
This feature allows to translate input text into an official EU target language. For example, this text could be from our national language into the language of the authority we are working with, or vice versa. This is very handy if one would like to send a message in another language or if one has received a message in a language~~,~~ one does not understand. Although the translation may not be perfect, the gist of the message should be clear.

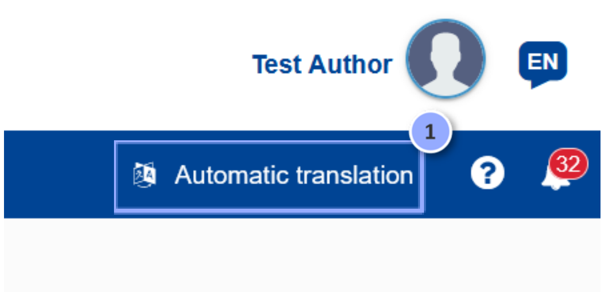


Figure 3-13: Automatic translation

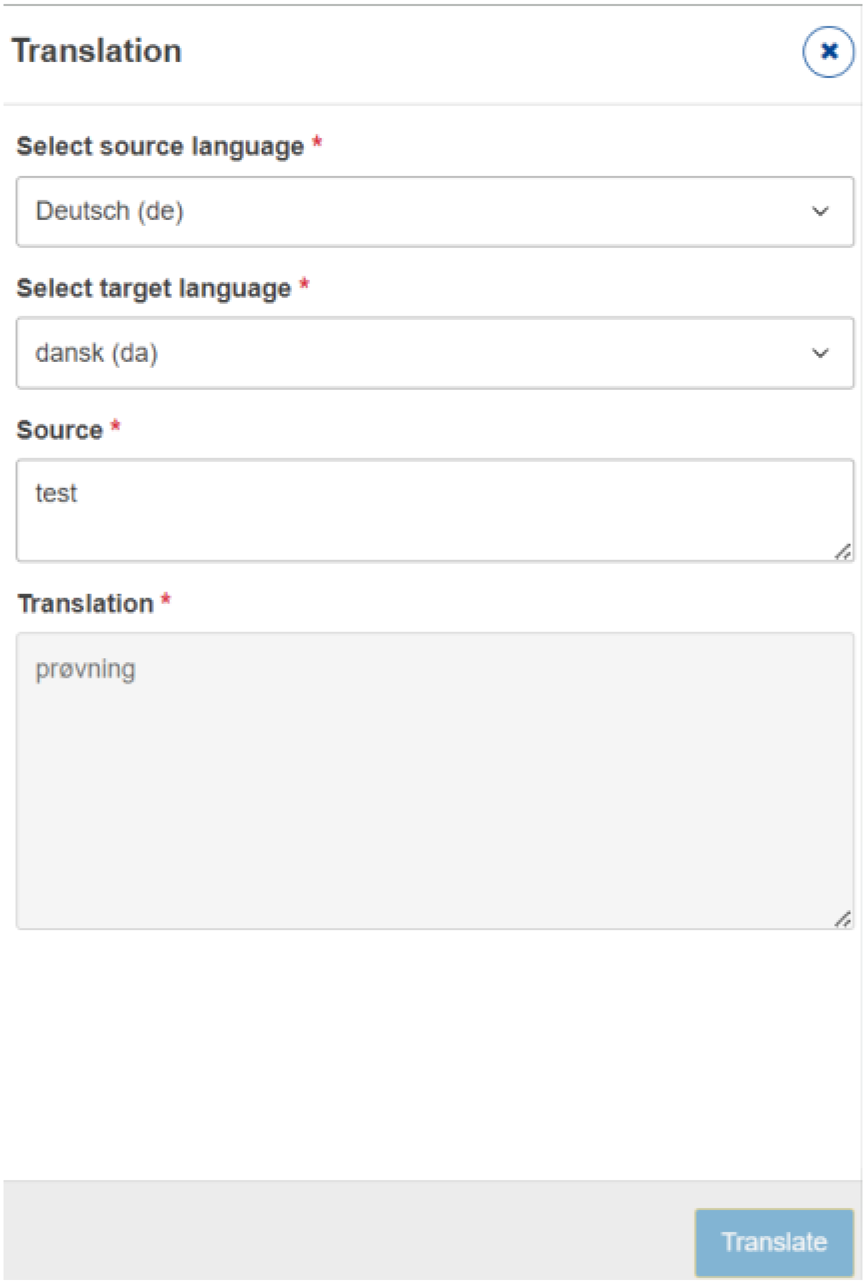


Figure 3-14: Automatic translation pop-up window

3.3 The left-hand menu

In the navigation menu you can find links to the main sections of the Portal:

3.3.1 Hide/unhide left menu

Get more space for the content of the page by hiding the menu:
① Click an icon located on the left side of the top bar.

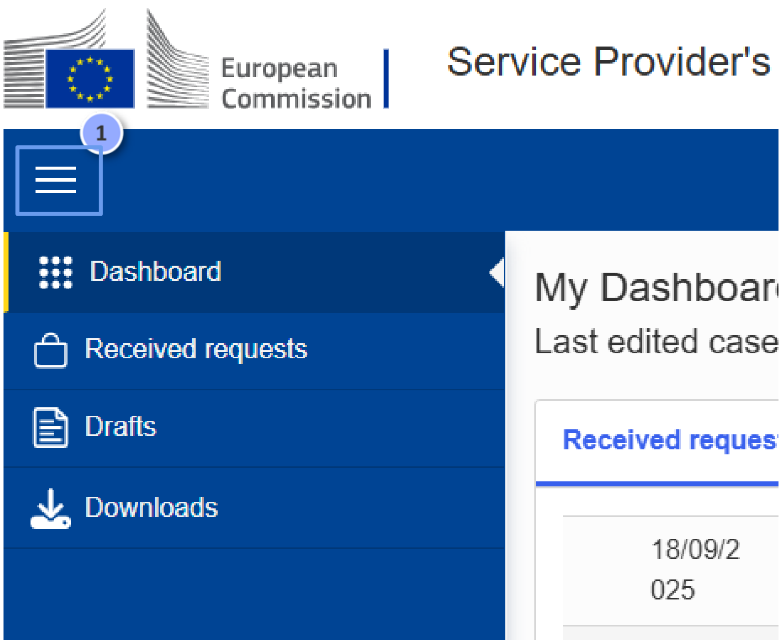


Figure 3-15: Hide/unhide left menu

② The menu will collapse. If you want to unhide the full menu again, click the same icon again.

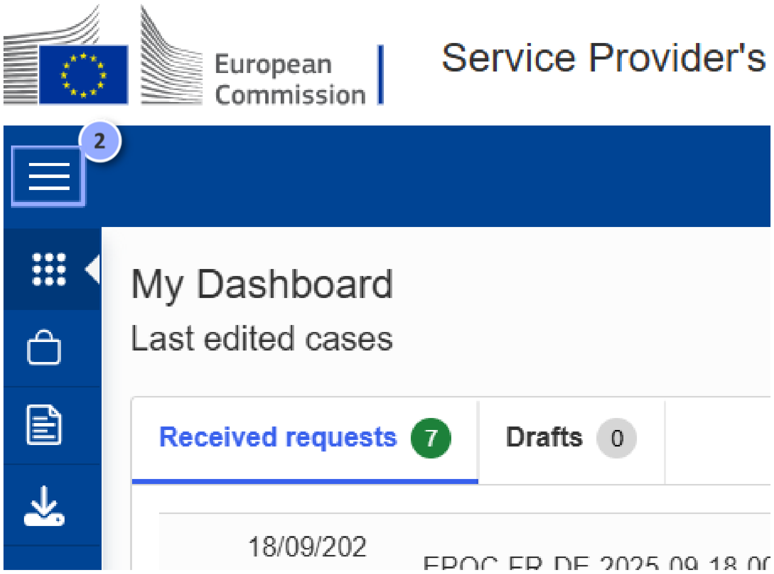


Figure 3-16: Hide left menu

3.3.2 Dashboard

This view appears right after logging in.

① On this page, the user will find a list of last edited cases.
② Additionally, all users will see "My tasks" table on the right side of the screen, where they can see the cases to which they are assigned.

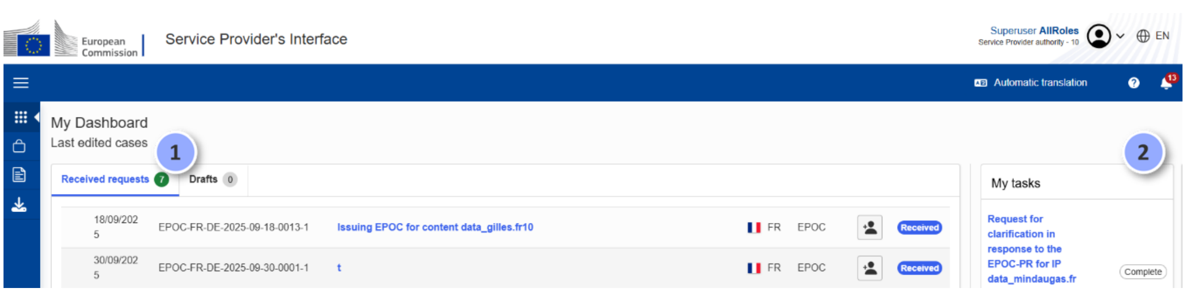


Figure 3-17: Dashboard

3.3.3 Cases

Cases are categorized based on their status and stage of advancement. The visibility of these categories varies depending on the user's role and module.

- **Service Provider's Module**: Only the "Received Requests" tab is available, as service providers respond to requests but do not initiate them.
- **Competent Authorities' Module**: A more comprehensive view of case categories is available, reflecting their responsibility for issuing and managing requests.

In the Service Provider's module of the RI, the “Received requests” tab, the user with Supervisor role sees all cases that are in the Received status. When a case is received by service provider, it is visible on a list of RECEIVED REQUESTS. To display the list:

① Click **Received requests** in the menu.

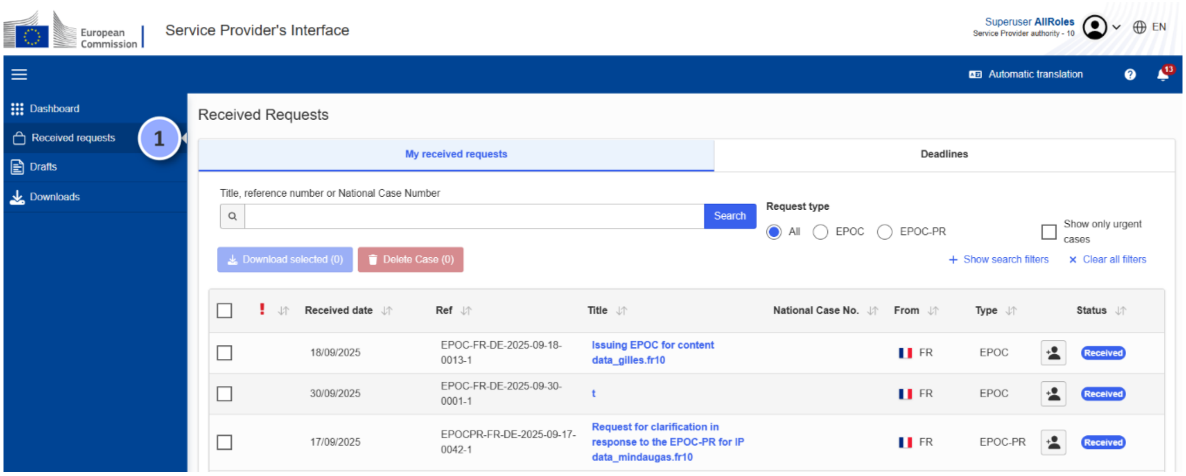


Figure 3-18: Received requests

You can also find deadlines list for all received cases in “Deadlines” tab.

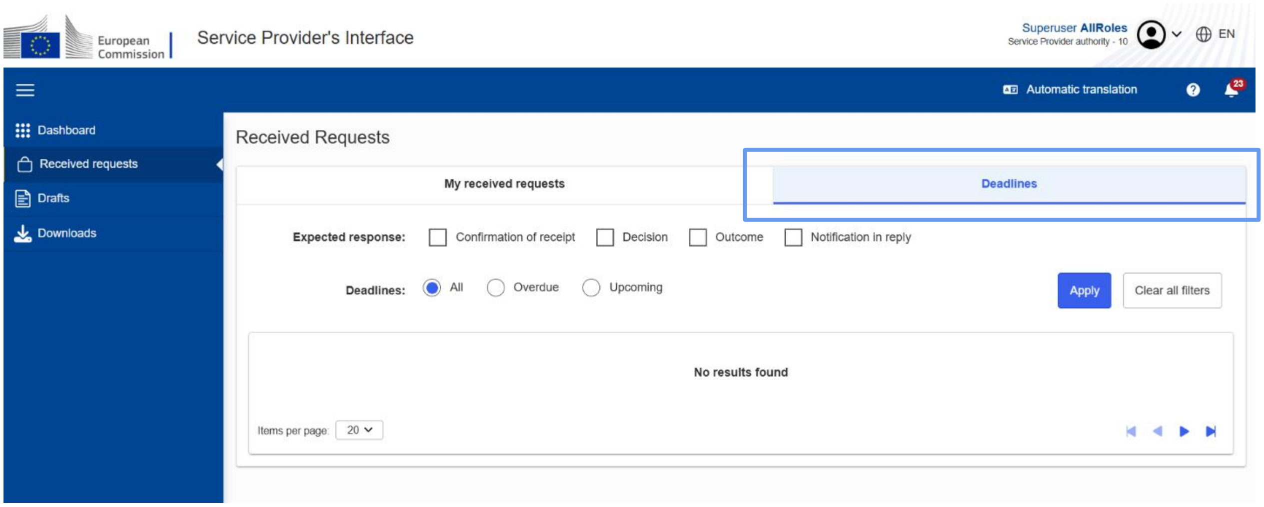


Figure 3-19: Deadlines tab

3.3.4 Downloads

This section contains files that have been downloaded by users using the Download button in the specific case view. To see more details please check section: 10.3

4 Search for a case

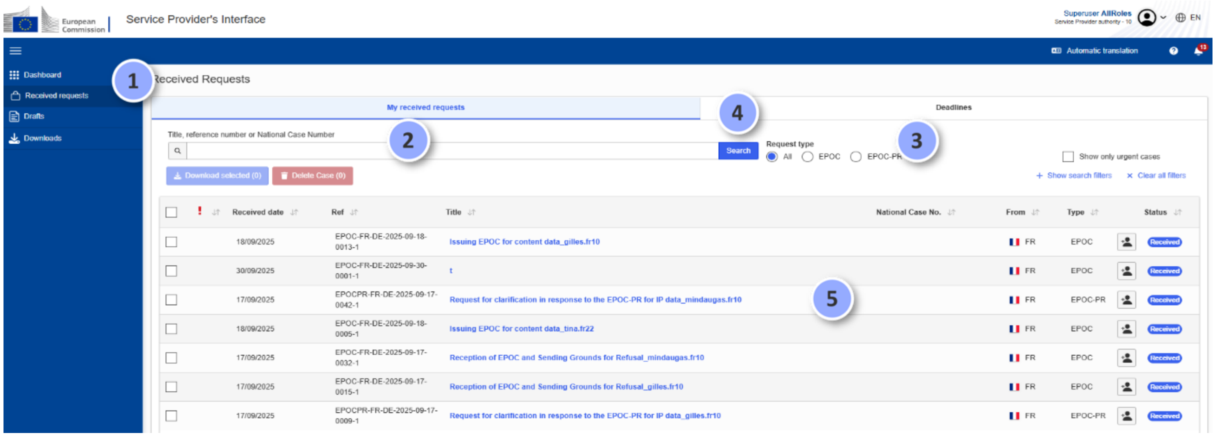


Figure 4-1: Search for a case

① Open a list of received case requests in the menu, which will indicate the context of a search.

② Enter full or partial **title** or **reference number** or **National Case number** of the case you are searching for.

③ Select the type of a case you are searching for.

④ Click **Search**.

⑤ Matching search results from: Title or Reference Number will be returned.

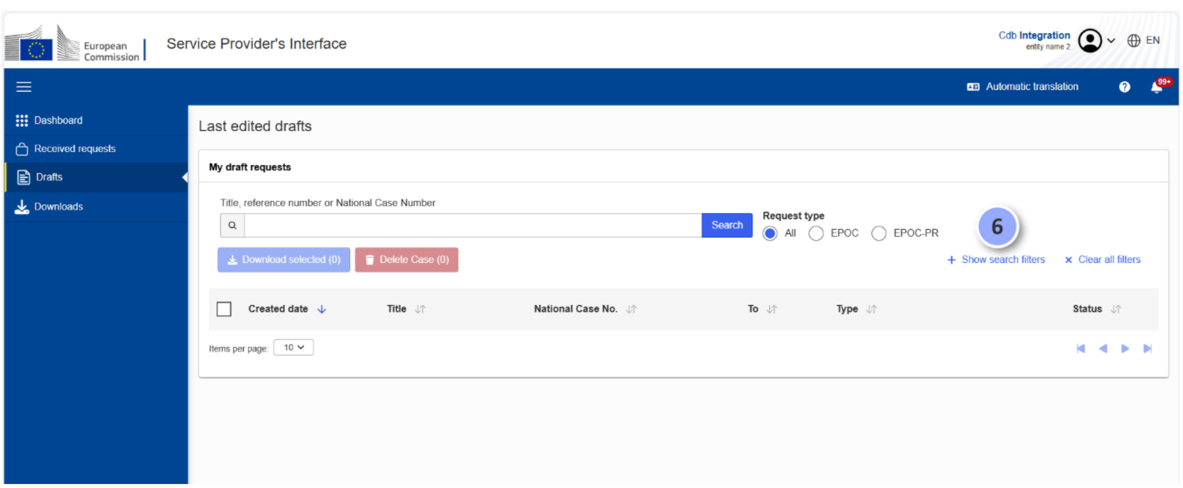


Figure 4-2: "Search filters" button

Optionally, you can filter the list of received requests by applying filters:

⑥ Click **Show search filters** to expand the panel.

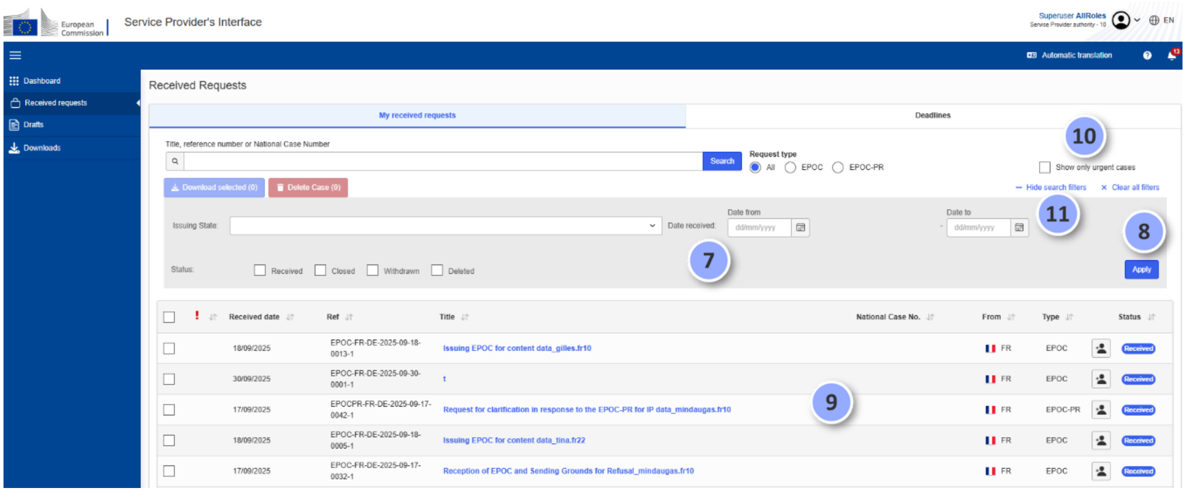


Figure 4-3: Search criteria fields

⑦ Select filtering options on the panel.
⑧ Click **Apply.**
⑨ Results will be returned.
⑩ You can filter out cases that are not urgent using the embedded filter "Show only urgent cases".
⑪ To collapse the expanded view, click "**Hide search filters**".

4.1 View closed cases

If a user wants to view closed cases, they should choose the relevant category from the left-hand menu to see the type of case they are interested in.

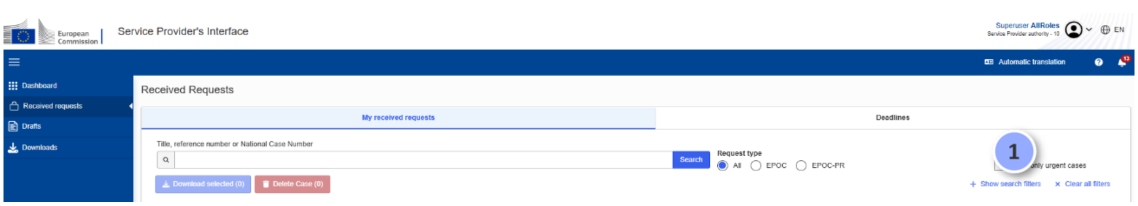


Figure 4-4: Searching for closed cases

① Select "**Show search filters**"

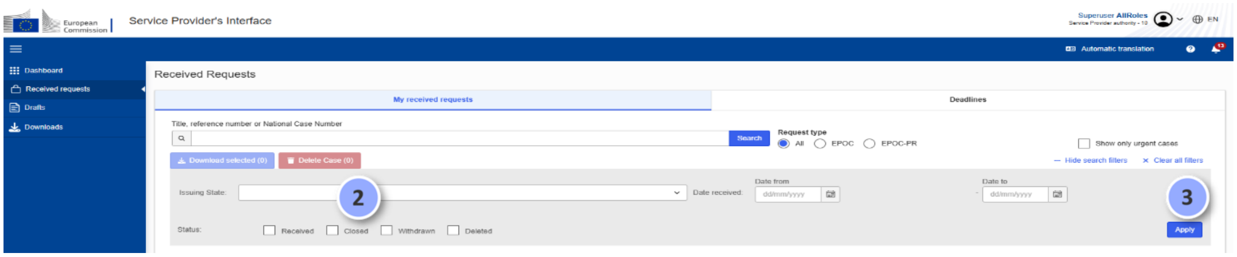


Figure 4-5: Applying filters to search for closed cases

② Select Closed checkbox and then ③ "**Apply**" button.

All Closed cases will be displayed.

To narrow down the search criteria further, additional search filters can be added.

4.2 Clear all filters

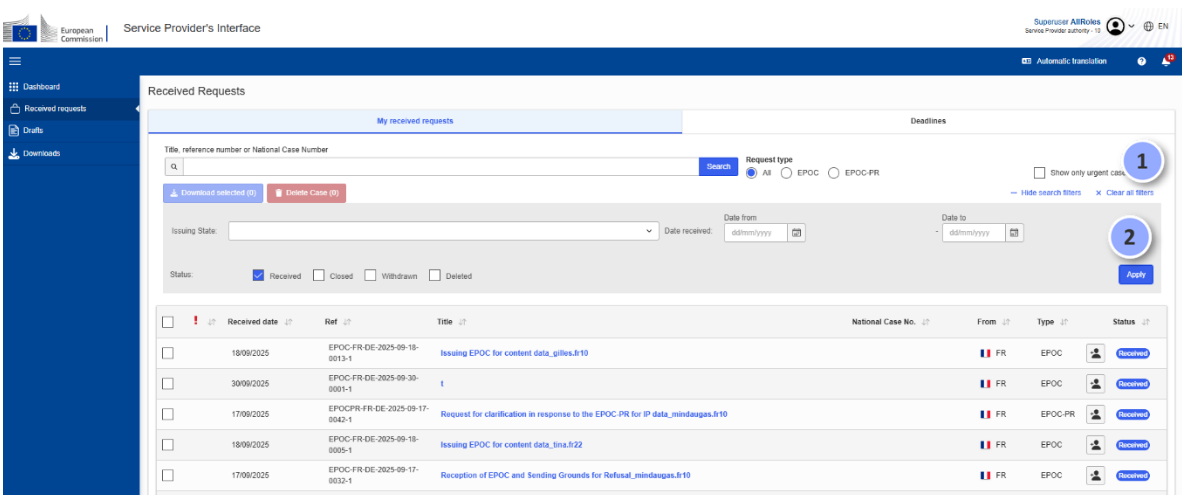


Figure 4-6: "Clear all filters" button

① Click "Clear all filters".
② Click „**Apply**" button.

A list will be refreshed to a default state.

5 View a case

To view details of a received case:

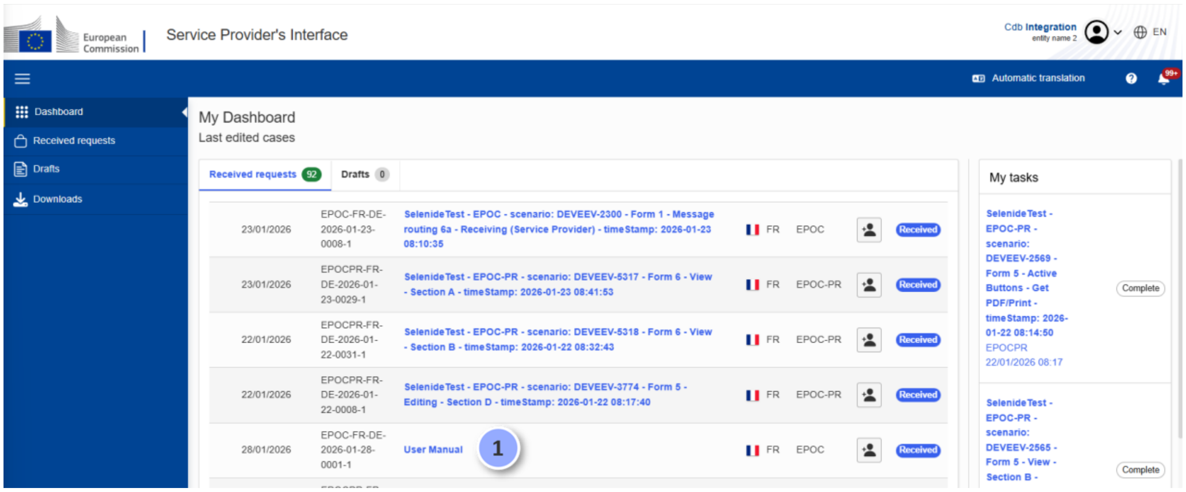


Figure 5-1: Viewing case details

① Click an individual row from a list of Received requests.

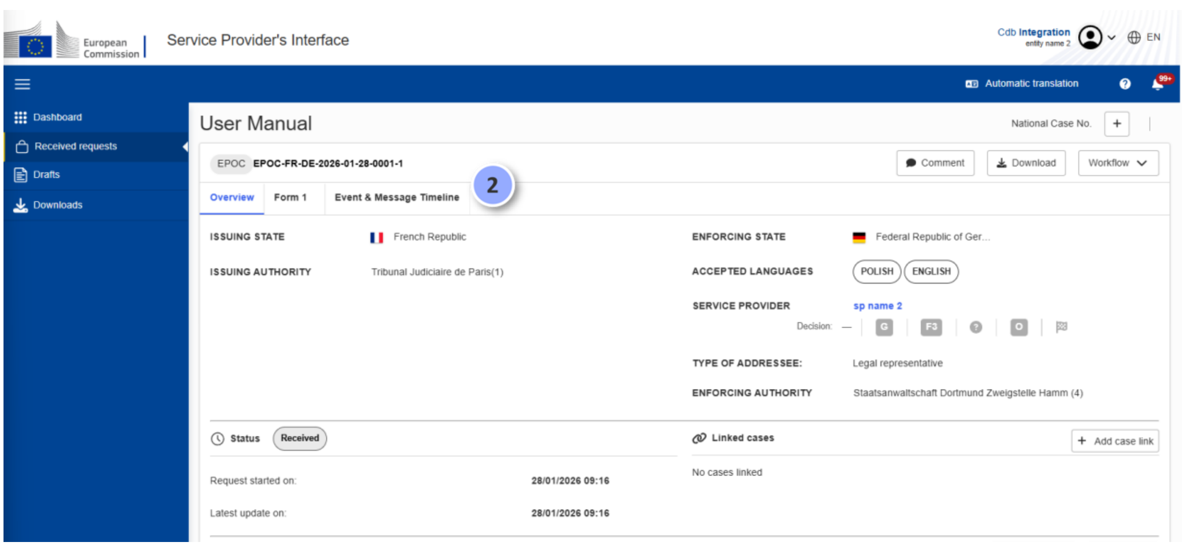


Figure 5-2: Viewing case details: Overview tab

② A case with details will be displayed. Click through available tabs to view available information.

6 Icons of messages

The purpose of this section is to provide a concise overview of the messages exchanged within a case, focusing on the most important events. This allows the user to quickly see which key messages have been sent to the counterparties.

- **Blue icon** indicates that a message has been sent by service provider.
- **Grey icon** indicates that a message has not been sent by service provider yet.

6.1 EPOC Message Icons

An EPOC section with one service provider may look like in the example below:

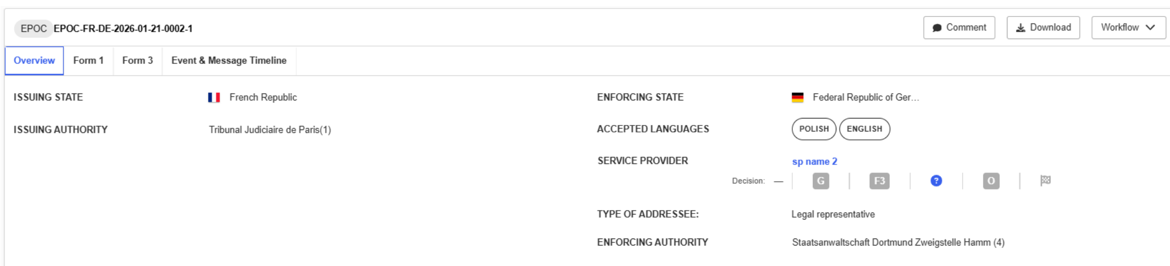


Figure 6-1: EPOC Message Icons

Hover the icon to see the description.
Click the name of the addressee to see the details.

6.2 EPOC-PR Message Icons

For EPOC-PR, there is a different set of icons available.

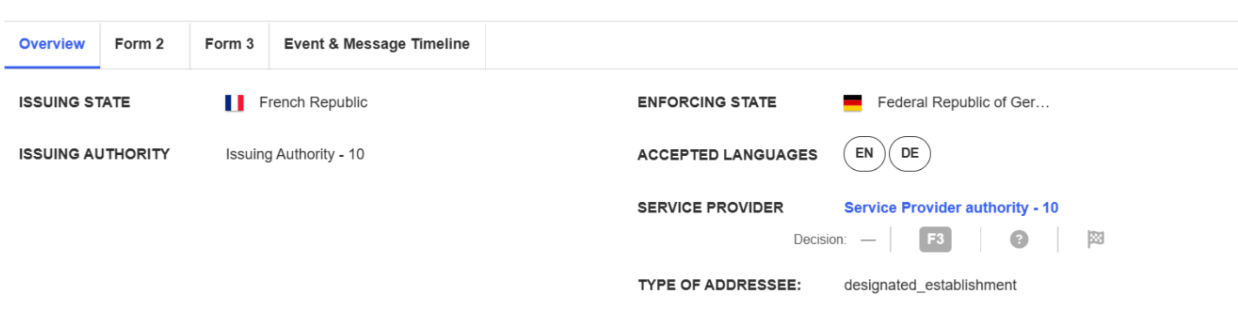


Figure 6-2: EPOC-PR Message Icons

7 Case ownership

Each case marked with a Global Case ID can have many local instances.

The first instance of the case appears at the very moment of a new case creation. This instance is owned by the issuing State authority to which the creating user with an Author role belongs. Regardless of how many users from many competent authorities collaborate over the Draft edition, this Case instance will be owned by the issuing State authority and all messages coming out within that case, sent by anyone having access to the case, from any authority, will be sent in lieu of the issuing State authority.

Any comments added to the Case are never sent to another party. They are accessible only locally, to users of one Case instance.

Every time the Case is being received by a competent authority/ service provider, a **new Case instance** is being created, owned by competent authority/ service provider that received the Case.

Please remember that communication between competent authorities and service providers is always two-way only, never multi-party. In case we have two service providers that can communicate with the issuing authority, they do it independently as there is no way of direct communication between the two service providers, because each of them has a separate Case Instance.

8 EPOC

8.1 Introduction

A European Production Order Certificate (EPOC) is a certificate issued by a judicial authority of a Member State, which requires a service provider offering services in the European Union to produce electronic evidence, such as subscriber data, content data, traffic data, or data for the sole purpose of identifying the user, for the purpose of criminal proceedings.

The EPOC is based on the principle of mutual recognition and is issued in accordance with the rules and procedures set out in EU Regulation 2023/1543. The certificate is used to obtain electronic evidence from service providers established or represented in another Member State, in order to facilitate the investigation and prosecution of criminal offences.

8.1.1 Overview

The Internal Workflow encompasses the entire process from the creation of a new case to the transmission of the EPOC to a service provider's legal representative or designated establishment (and enforcing authority, if applicable). This process takes place within the Competent Authority's module of the RI and is restricted to authorized users from the issuing State authority.

Once all steps of the Internal Workflow are completed, the EPOC can be sent to a chosen service provider/ enforcing authority. The communication between the issuing authority and the addressee takes place within the **External Workflow**.

8.1.2 High Level End to End Process

1. A competent authority from the issuing State creates an EPOC, specifying the electronic evidence to be produced.
2. In some cases, and in some Member States, the EPOC may require validation by a judicial authority in the issuing Member State.
3. The EPOC is transmitted to an appropriate addressee in another Member State (and enforcing authority, if applicable).
4. Communication between service provider and competent authorities takes place, allowing for the exchange of information and potential issues related to the EPOC.
5. The service provider can raise concerns or objections regarding the EPOC through a dedicated regulatory form (Form 3), which may lead to modification of the request.

6. The requested electronic evidence is provided by the service provider within 10 days (or 8h in emergency cases) of receiving the EPOC, unless the enforcing authority raises grounds for refusal or the issuing authority withdraws the request.
7. The issuing authority may withdraw the EPOC at any time, which will terminate the production of electronic evidence.
8. Case is Closed once the requested data are provided.

8.1.3 Roles and responsibilities

Within the RI, users can be assigned one or multiple roles, which grant them the ability to perform specific actions. For the Service Provider's module of the RI, only the Supervisor will be available, and users assigned to this role will have the corresponding permissions and capabilities.

8.1.3.1 Supervisor

The Supervisor role offers broad privileges, enabling users to manage and oversee EPOC and EPOC-PR cases without requiring assignment to a specific case. Key responsibilities and capabilities of the Supervisor role include:

1. Viewing all incoming EPOC and EPOC-PR cases within their entity.
2. Adding and/or removing users to/from the received EPOC/EPOC-PR(s).
3. Creating and sending all messages available within the context of EPOC and EPOC-PR cases.
4. Closing a case.
5. Deleting a case.
6. Reopening a closed case.
7. Adding internal comments.
8. Scheduling the download of a complete EPOC/EPOC-PR case to a ZIP file and subsequently downloading the generated file.

8.2 Execute EPOC

Upon receipt of a new EPOC case, the service provider assesses the certificate.

8.2.1 *Submit Form 3*

In case the service provider cannot provide the requested data, they inform without undue delay both the issuing, and the enforcing authority if applicable, about reasons for non-execution by sending back Form 3.

① View the incoming Form 1.

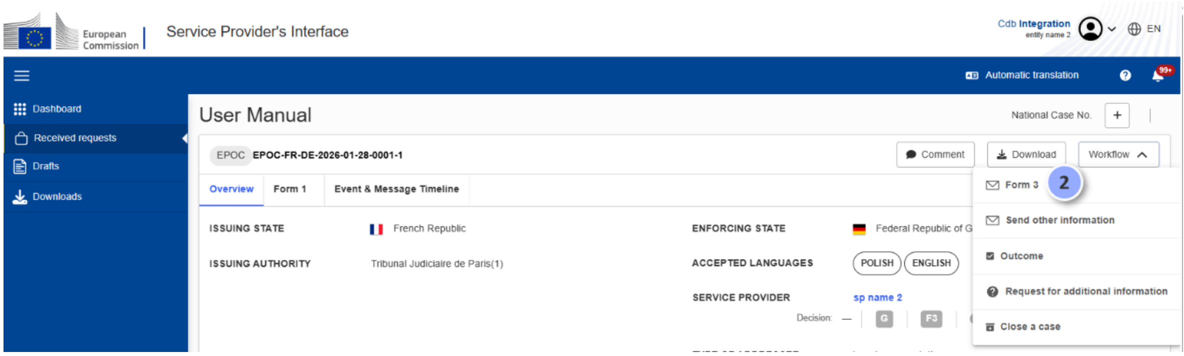


Figure 8-1: Creating Form 3

② Click **Workflow** > **Form 3**.

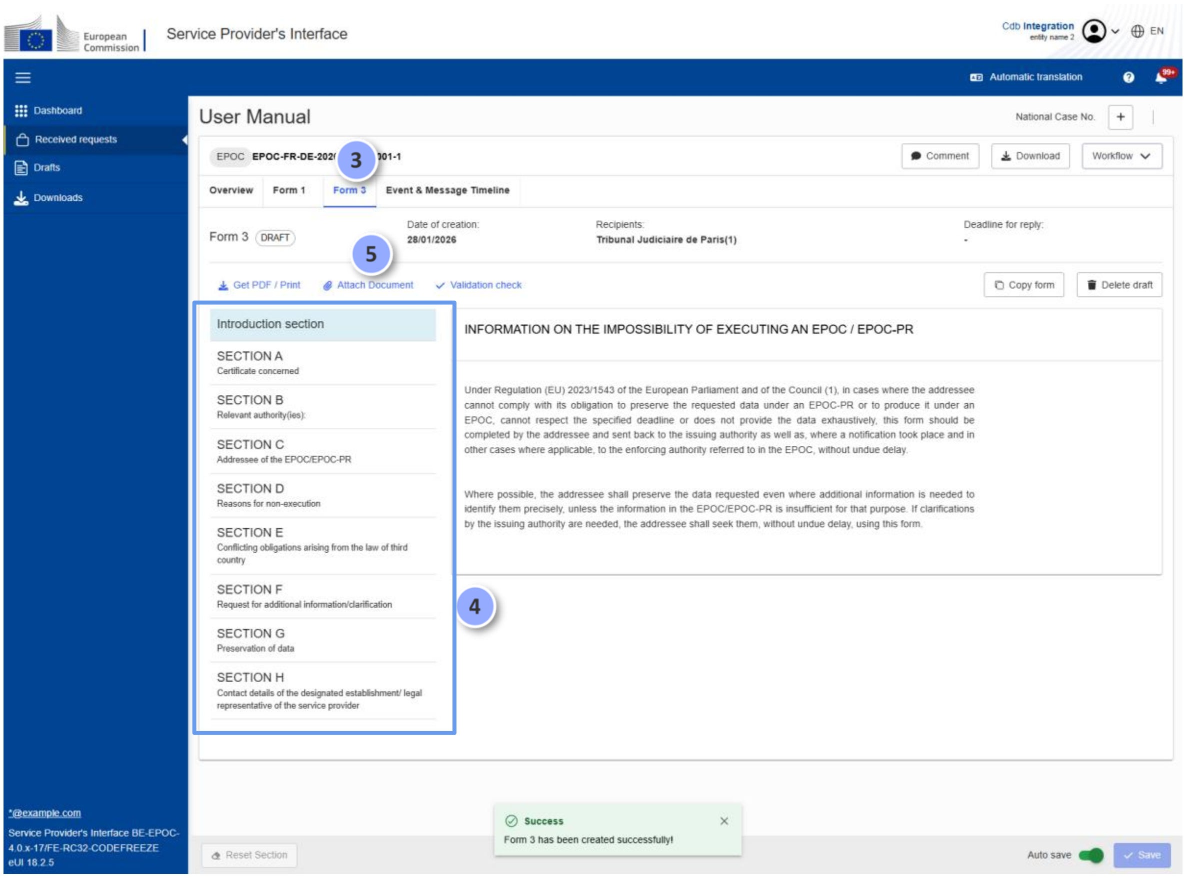


Figure 8-2: Form 3 tab displayed

③ A new draft will be created and displayed in a dedicated tab with Form 3 ready for completion.
④ Complete **Sections A-H** of Form 3 by using the List of Sections menu.
⑤ Attach documents, if needed.

8.2.1.1 Mandatory fields

All mandatory fields must be filled in before Form 3 can be electronically submitted. These mandatory fields are checked by a validation check. This validation consists of set of syntactical and semantical validations of the data contained in the form. A check is performed to verify that all required (mandatory) fields of Form 3 have been filled. You can **trigger validation manually** at any time, while you edit a form.

To trigger validation:

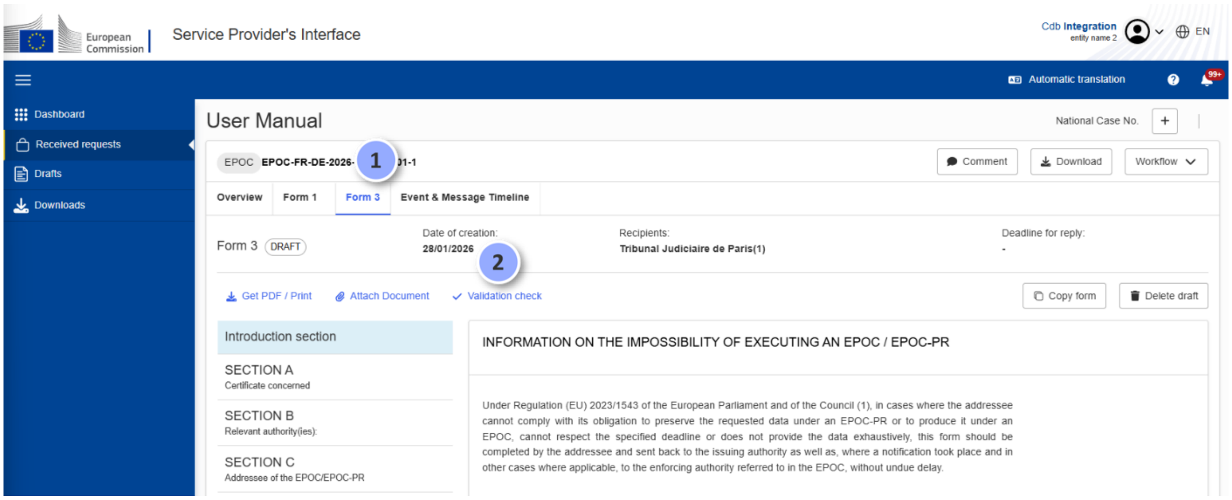


Figure 8-3: Form 3 validation

① View a received case and select **Form 3** tab.
② Click **Validation check**.

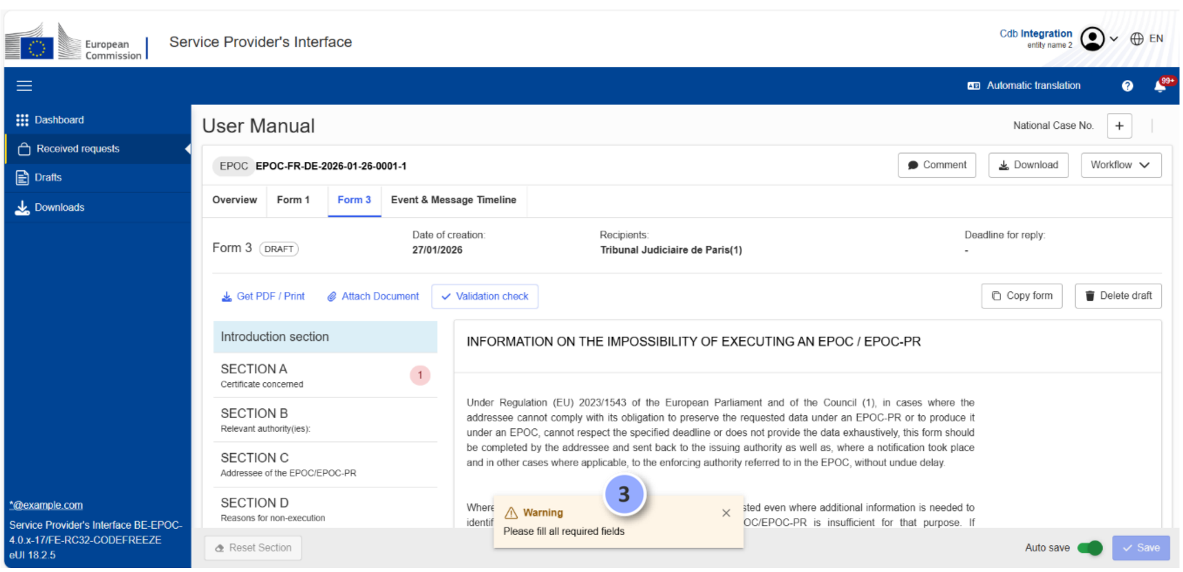


Figure 8-4: Form 3 mandatory fields

③ Validation will be performed and the warning or success message will be displayed. If there are validation errors, fields and sections containing errors will be highlighted.

8.2.1.2 *Complete Form 3*

Figure 8-5: Form 3: Complete

① In the edited form, click **Workflow > Complete:**

- A success message will show up in the bottom.
- A new status: "**Completed**" will show up in the Accordion view display.

8.2.1.3 *Review Form 3*

Upon reviewing the form content, the user can choose to: accept the review, return the form for amendments, or reject it entirely.

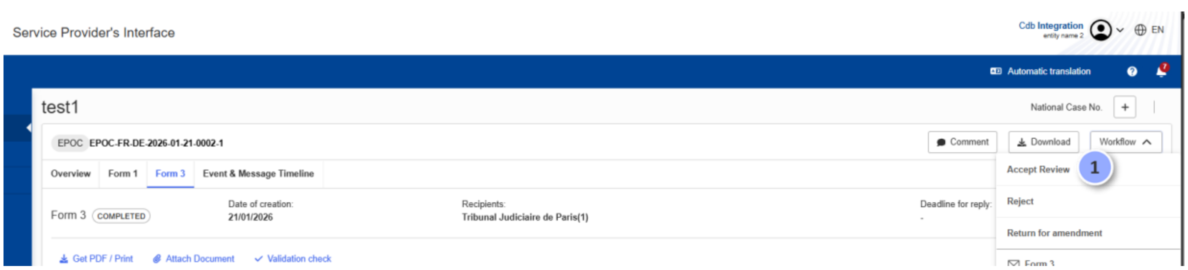


Figure 8-6: Form 3: Accept review

① In a completed form click **Workflow > Accept Review:**

- A new status: "**Positively Reviewed**" will be displayed in Form 3 Accordion view.

Alternatively, the user can take one of the following actions**:**

A. **Return the form for amendment**: Click **Workflow > Return for amendment** and enter an optional message. This will revert the form to an editable draft version, allowing the user to make amendments and then click **Workflow > Complete** to proceed.

B. **Reject the form**: Click **Workflow > Reject** and enter an optional message. This will result in the form being rejected, and the Workflow buttons will be disabled, preventing further actions from being taken for this form.

8.2.1.4 Sign Form 3

Once the form has been reviewed and approved, the next step in the internal workflow is to apply a digital signature to Form 3. Please note that the form can still be edited at this stage, prior to selecting **"Sign"** from the **Workflow** dropdown menu,

Step 1: Download Signed PDF

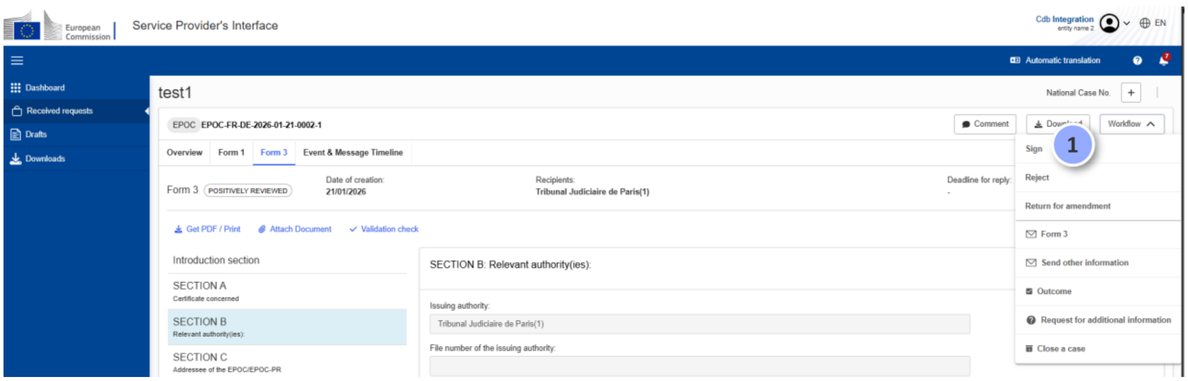


Figure 8-7: Form 3 signing

① In a positively reviewed form click **Workflow > Sign**

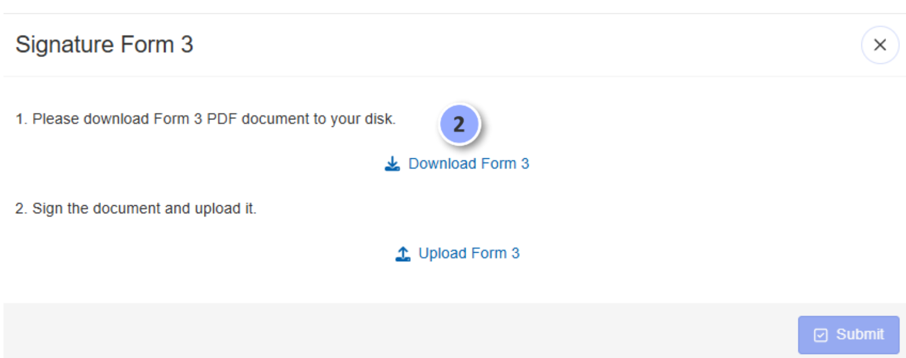


Figure 8-8: Form 3 download

② Download PDF to your computer by clicking **Download Form 3**.

Open the PDF in **Adobe Acrobat Reader** software.

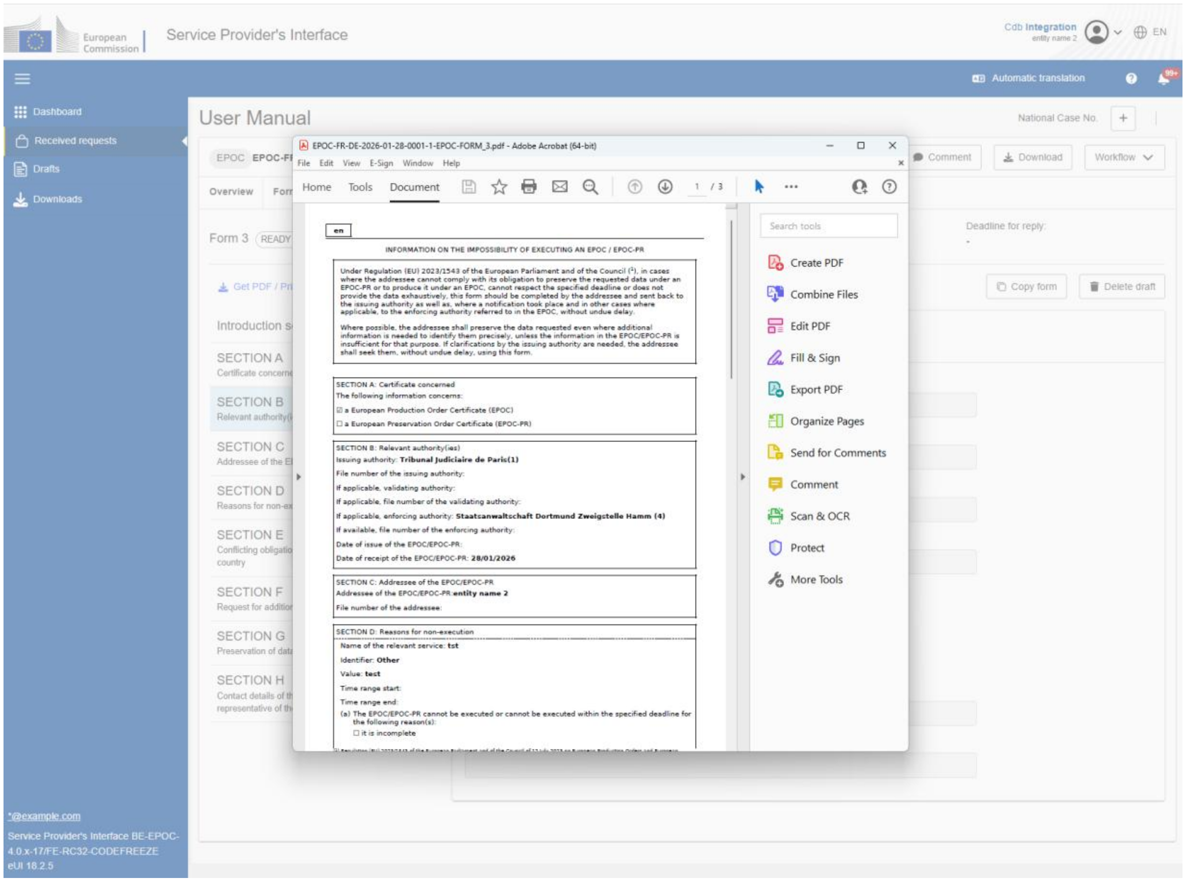


Figure 8-9: Opening Form 3 in a PDF form

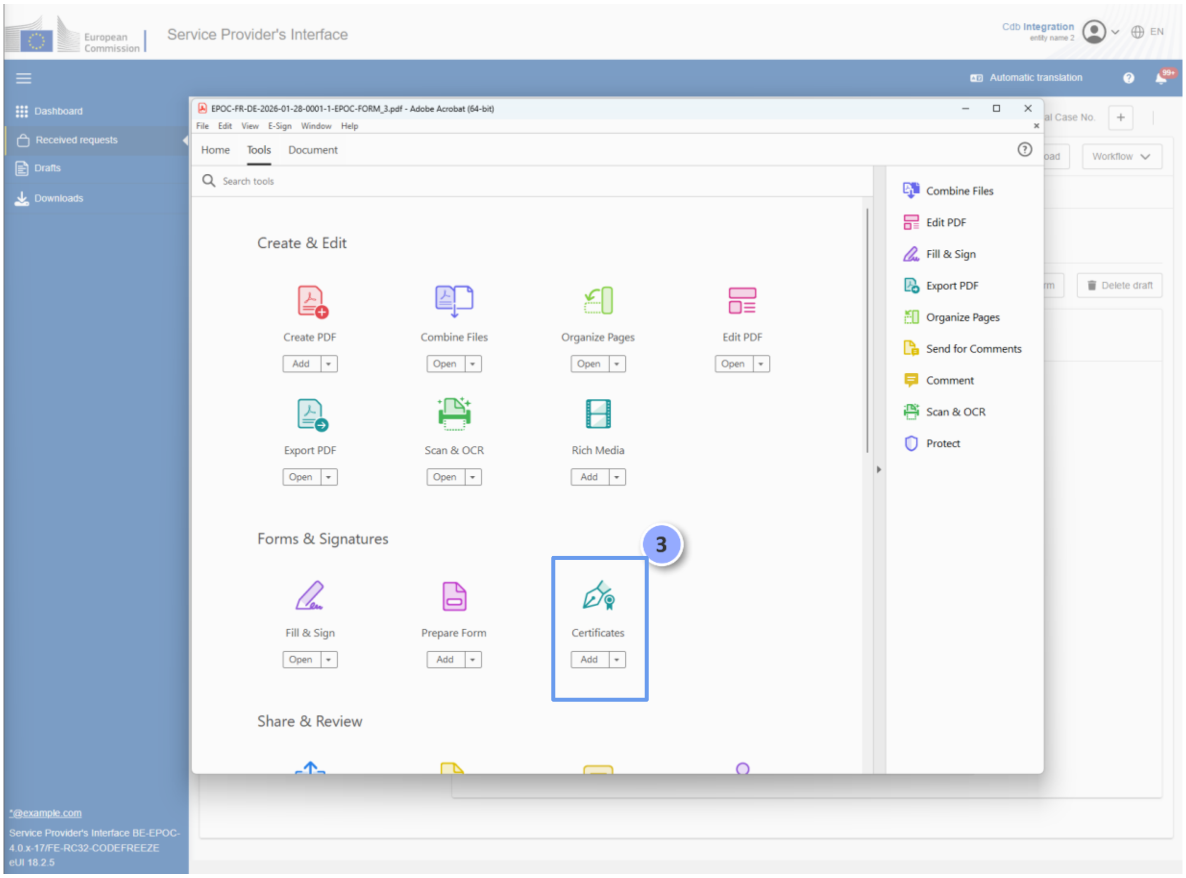


Figure 8-10: Signing Form 3 in a PDF: "Tools" tab

③ Click **Tools > Certificates**.

Figure 8-11: Signing Form 3 in a PDF: "Digitally Sign" icon

④ Click **Digitally Sign**.

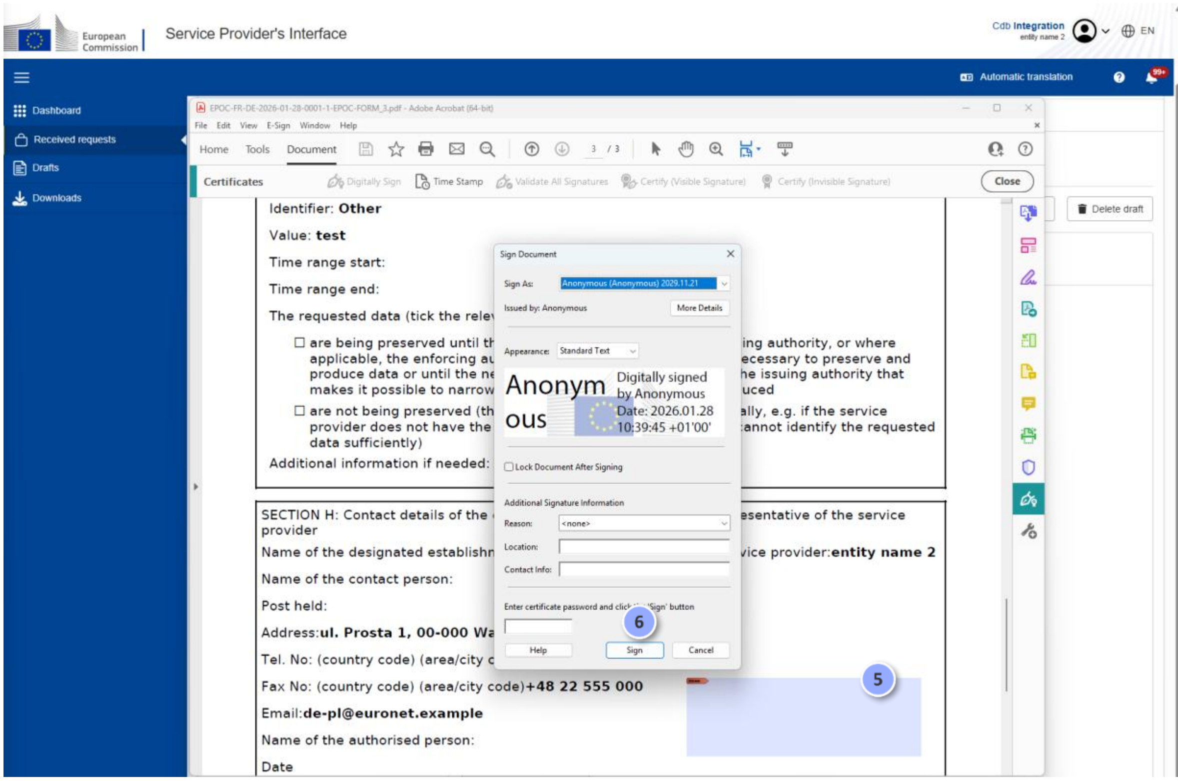


Figure 8-12: Signing Form 3 in a PDF: Choosing appropriate area

⑤ Using your mouse, click and drag to draw the area where you would like the signature to appear.
⑥ A modal window will appear. Click **Sign**.
⑦ Choose a location to save the signed document. Click **Save.** Use your own signing method. A possible method is outlined below.

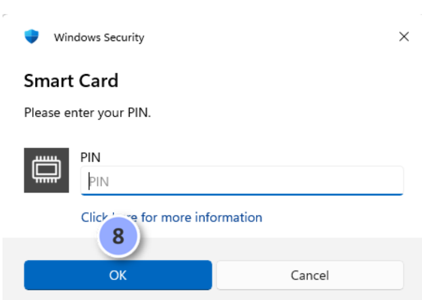


Figure 8-13: Signing Form 3 in a PDF: Entering your PIN number

⑧ Enter your PIN number and click **OK**. A signed PDF will be generated and saved.

Step 2: Upload Signed PDF

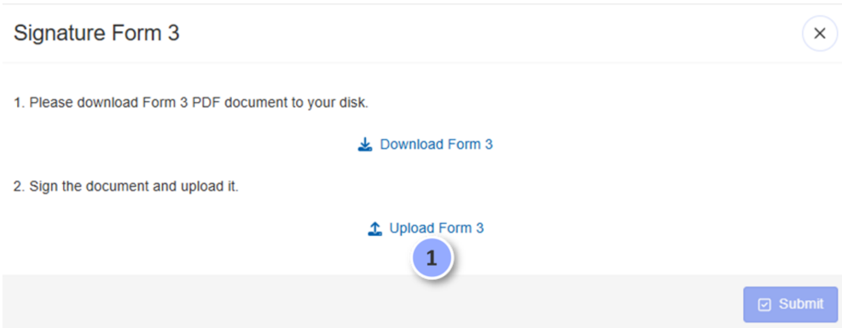


Figure 8-14: Uploading Signed Form 3

① Return to the RI and click **Upload Signed Form 3**.
② Browse for **your signed** PDF file and click **Open**.

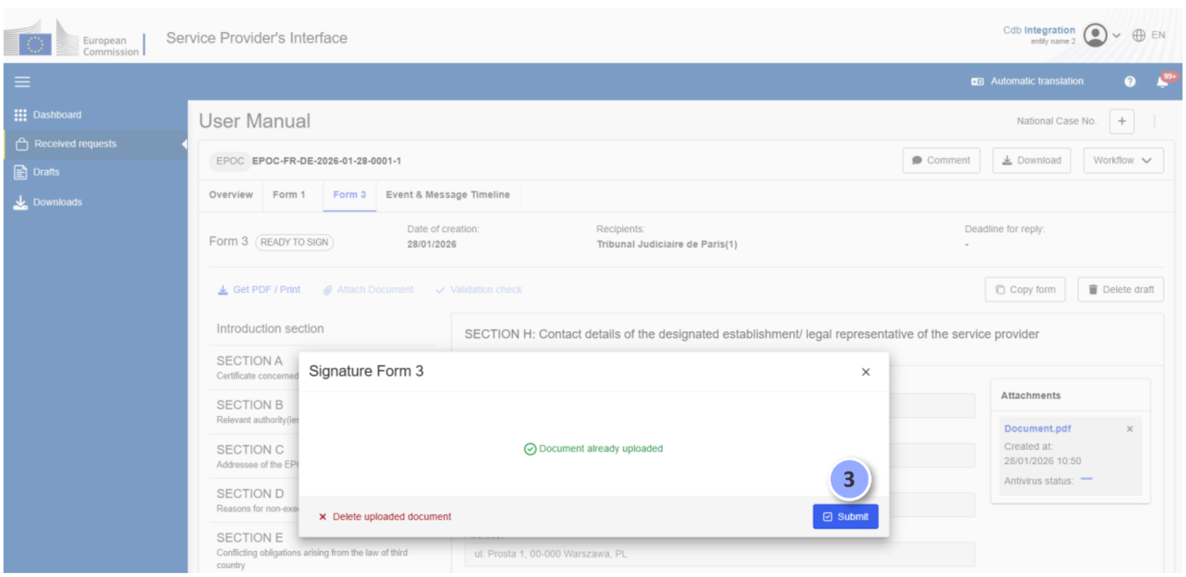


Figure 8-15: Submitting Form 3

③ If the signature is positively verified during the upload, a pop-up with success message will appear. Click **Submit**.

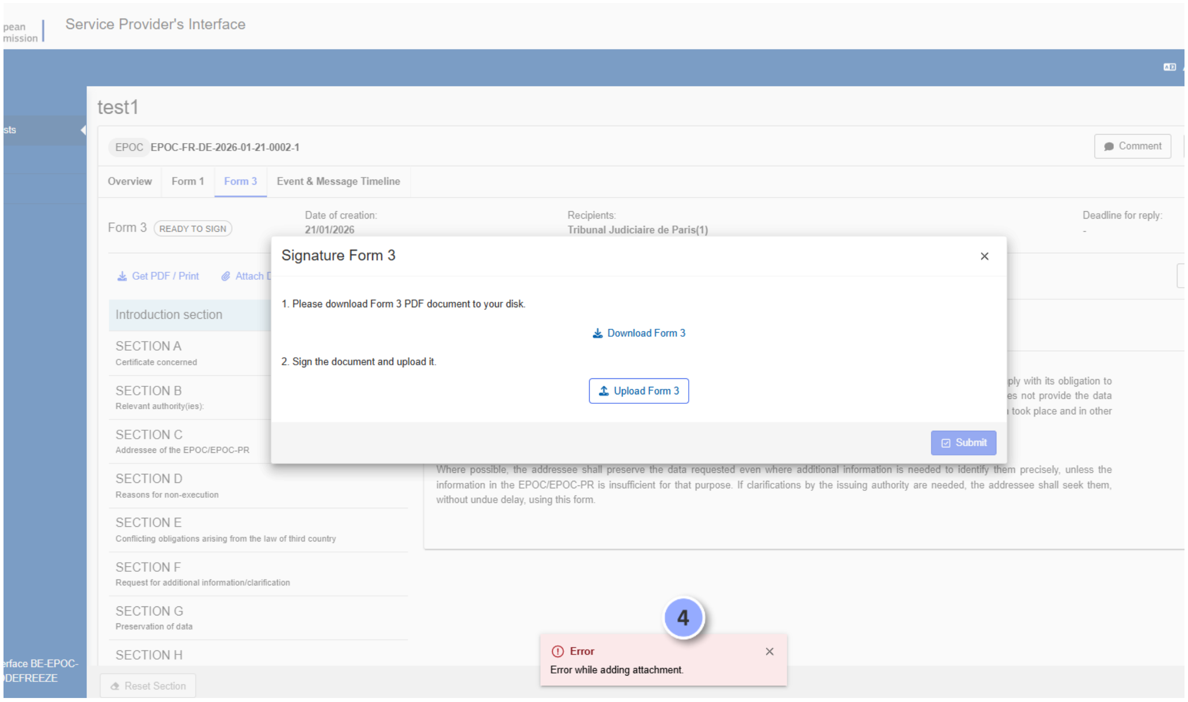


Figure 8-16: Error message during the wrong PDF upload

④ If the signature is not positively verified or a wrong file has been selected for upload, an error message will appear. Check that you have uploaded a correct file.

The status of a form will change to "**Signed**".

Alternatively, before signing the form, the user can take one of the following actions**:**

- **Return the form for amendment**: Click **Workflow > Return for amendment** and enter an optional message. This will revert the form to an editable completed version, allowing the user to make amendments and then click **Workflow > Complete** to proceed.
- **Reject the form**: Click **Workflow > Reject** and enter an optional message. This will result in the form being rejected, and the Workflow buttons will be disabled, preventing further actions from being taken for this form.

8.2.1.5 Send Form 3

The last step of internal workflow is to send the form.

① Open the signed Form 3.

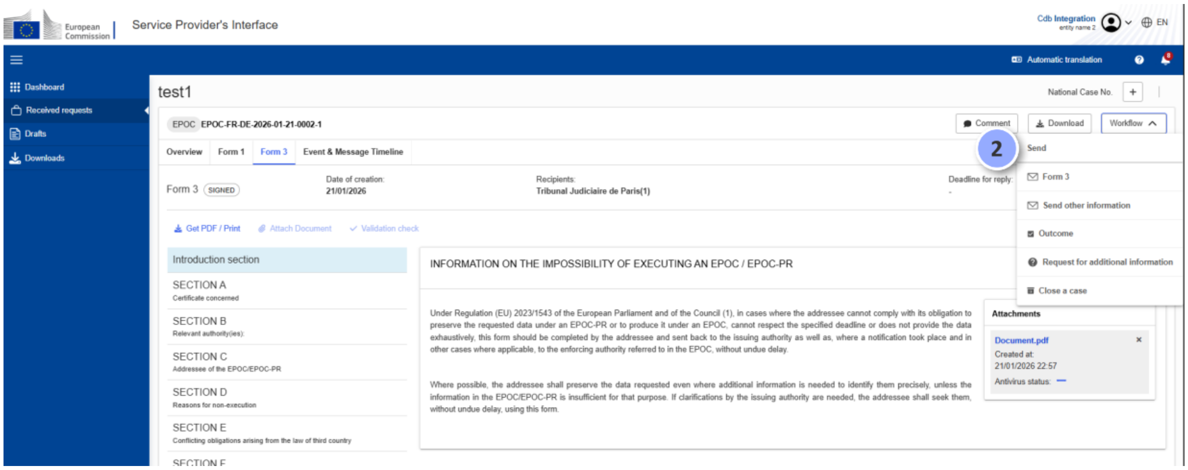


Figure 8-17: Sending Form 3

② Click **Workflow > Send**

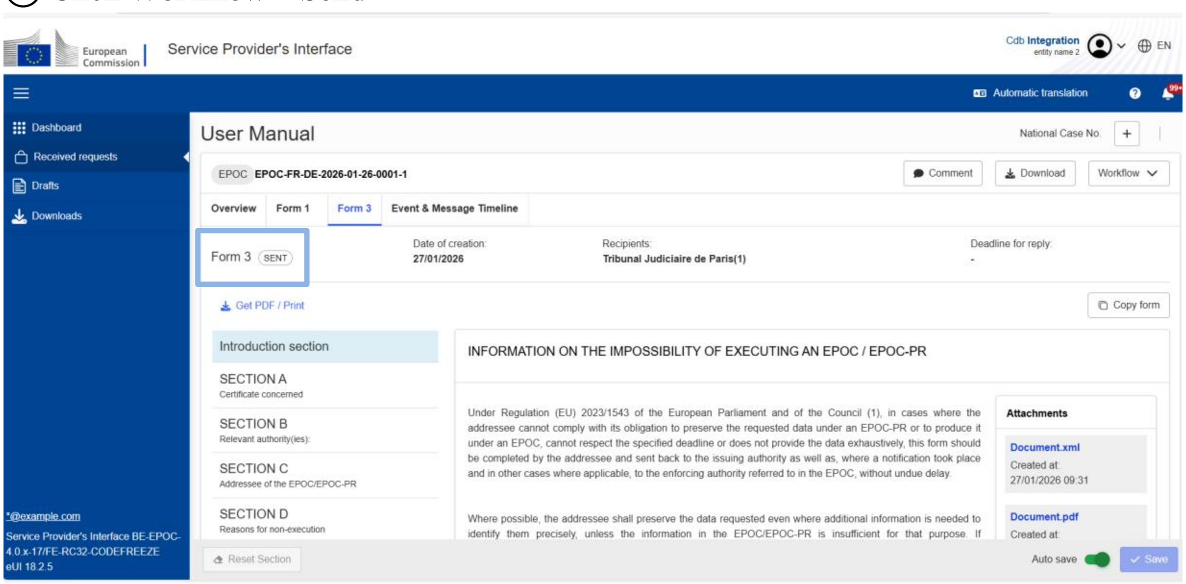


Figure 8-18: Form 3 Sent

The system will perform a validation check. If validation is performed successfully, the form will be sent, and the form status will change to "**Sent**".

Exceptions:

- Validation error – in this situation you will be able to correct errors in your form and resend.

- Sending error – in this situation you will be able to resend a using a **Resend** button on the Timeline.

NOTE: Form 3 can be deleted while in draft mode, and a copy function is available, enabling you to duplicate the form and populate it with existing data.

8.2.2 Terminate a process upon withdrawal of the request

If you receive a Withdrawal request from the issuing authority, then you should terminate all ongoing actions, send confirmation to issuing authority and manually delete all gathered evidence, especially sensitive content. The EPOC status will change to "Withdrawn".

To manually confirm the withdrawal:

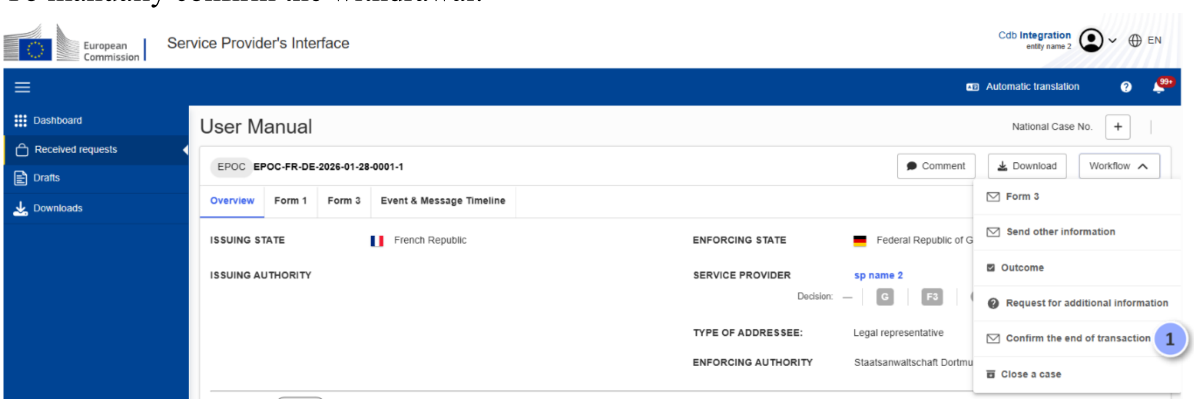


Figure 8-19: Confirm withdrawal

① Click **Workflow > Confirm the end of transaction**.

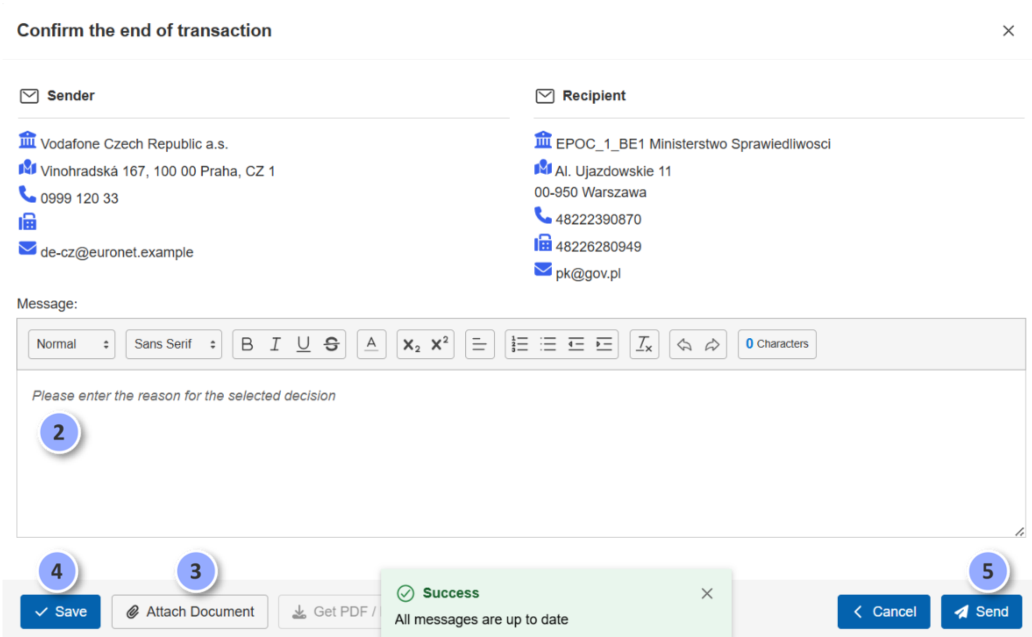


Figure 8-20: Confirmation of withdrawal pop-up

② Type your message in the text area.
③ Attach documents, if needed.
④ Click **Save**, to keep the message in the system as a draft.
⑤ Send the confirmation of withdrawal to the issuing authority.

8.2.3 Provide the requested data

Follow the steps below to send either partial data requested by the issuing State authority or the full data requested:

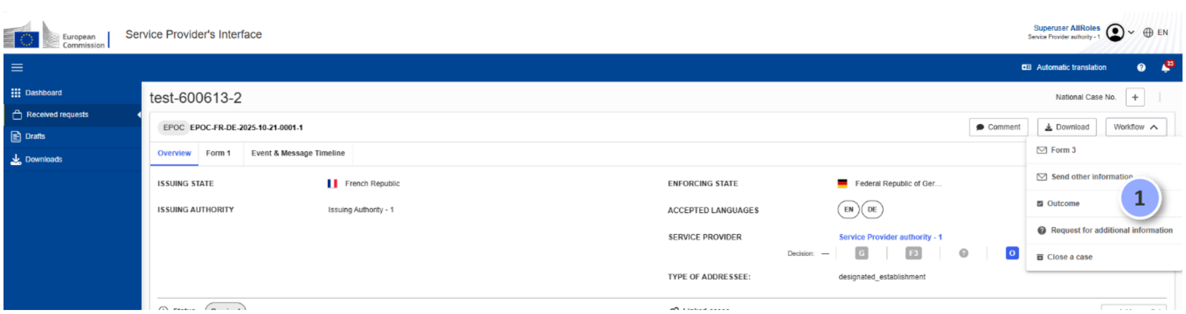


Figure 8-21: Create Outcome: Workflow menu

① Click **Workflow > Create Outcome**

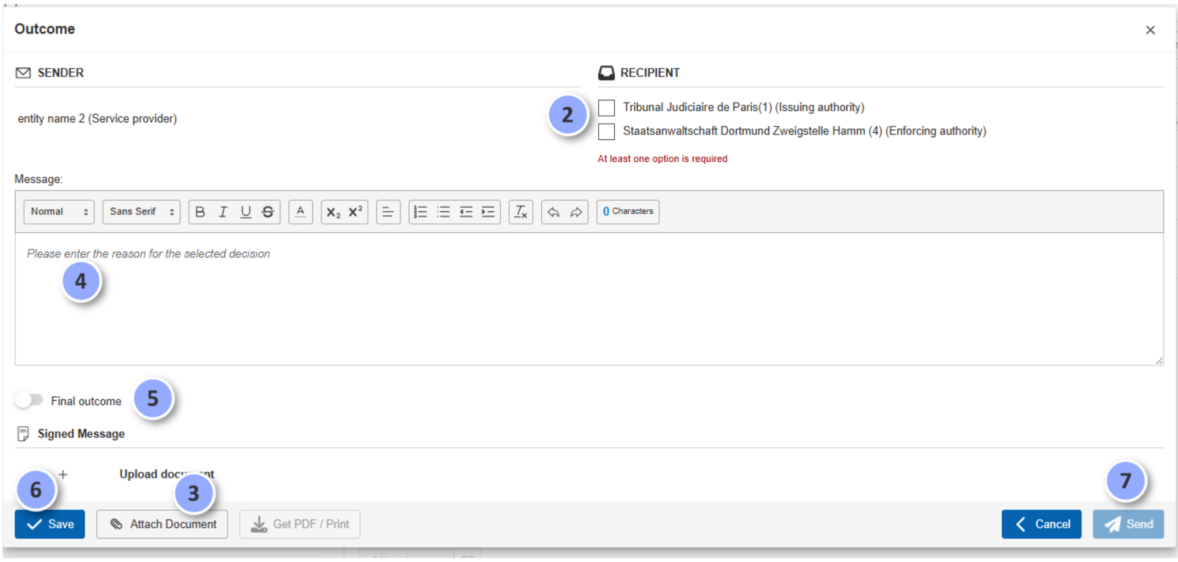


Figure 8-22: Outcome: Pop-up window displayed

② Select the recipient(s) of the message.
③ Attach documents, including evidence.
④ Type your message in the text area.
⑤ Select the **"Final Outcome"** switch if this is a full outcome (all requested data is provided and no further data will be sent). Leave the switch unselected if this is a partial outcome (only part of the requested data is provided, and the remaining data will be sent in a subsequent message).
⑥ Click **Save**, to keep the message in the system as a draft.
⑦ Click **Send** to send the outcome to the selected authority(ies).

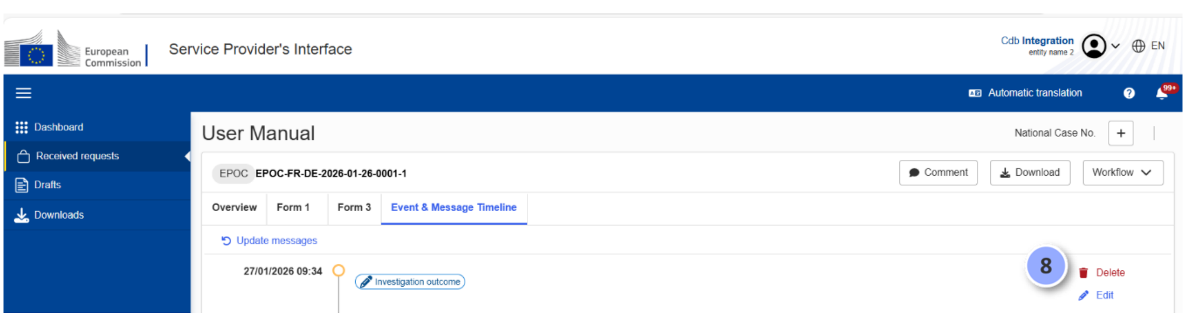


Figure 8-23: Deleting data: Outcome tab

⑧ If needed, it is possible to **Delete** Outcome draft from the Event & Message Timeline.

NOTE: You can create another Outcome message(s), following the steps above.

8.3 EPOC Deadlines execution

This feature is not available in version 4.0.0. [WIP]

8.4 Import/Export Webservices

Import/ Export Webservices are described in the document “Public REST APIs Document” [RD 01], but in summary:

EPOC and EPOC-PR legal cases can be exported from the RI to a service provider’s own system via REST services. However, service providers cannot import cases into the RI.

Export creates a specially structured zip file of the already existing EPOC/EPOC-PR Legal Case. Outgoing and incoming Legal Cases can be exported independently of its status.

9 EPOC-PR

9.1 Introduction

A European Preservation Order Certificate (EPOC-PR) is a certificate issued by a judicial authority of a Member State, which requires a service provider offering services in the European Union to preserve electronic evidence, such as subscriber data, content data, traffic data, or data for the sole purpose of identifying the user, for the purpose of criminal proceedings.

The EPOC-PR is based on the principle of mutual recognition and is issued in accordance with the rules and procedures set out in EU Regulation 2023/1543.

9.1.1 Overview

The **Internal Workflow** encompasses the entire process from the creation of a new case to the transmission of the EPOC-PR to service provider’s designated establishment or legal representative. This process takes place within the Competent Authority’s module of the RI and is restricted to authorized users from the issuing State authority.

Once all steps of the Internal Workflow are completed, the case can be sent to a chosen addressee. The communication between the issuing authority and the addressee/enforcing authority occurs within the **External Workflow**.

9.1.2 High Level End to End Process

1. A competent authority creates an EPOC-PR, specifying the electronic evidence to be preserved.
2. In some cases, and in some Member States, the EPOC-PR may require validation by a judicial authority in the issuing Member State.
3. The EPOC-PR is transmitted to an appropriate addressee in another Member State.
4. Communication between issuing authority and service provider takes place, allowing for the exchange of information and potential issues related to the EPOC-PR.
5. The service provider can raise concerns or objections regarding the EPOC-PR through a dedicated regulatory form (Form 3), which may lead to modification of the initial certificate.
6. The requested electronic evidence shall be preserved by the service provider for an initial period of 60 days, which may be extended by an additional 30 days, provided that the issuing authority does not withdraw the original EPOC-PR or notify the service provider that preservation is no longer required.

7. The issuing authority may withdraw the EPOC-PR at any time, which will terminate the preservation of electronic evidence.
8. Case is Closed once the requested data are preserved for the requested period.

9.1.3 Roles and responsibilities

For EPOC-PR use cases, users accessing the Service Provider's module will be assigned the Supervisor role, which entails the privileges outlined in [8.1.3]

9.2 Execute EPOC-PR

Upon receipt of Form 2, the service provider assesses the EPOC-PR.

9.2.1 Submit Form 3

In case the service provider cannot preserver the requested data, they inform without undue delay the issuing, and the enforcing authority if applicable, about reasons for non-execution by sending back Form 3.

Submitting Form 3 in the context of EPOC-PR follows the same steps as outlined for EPOC; please refer to Section 8.2.1 for detailed instructions on completing this process.

9.2.2 Terminate a process upon withdrawal of the request

If you receive a Withdrawal request from the issuing authority, then you should terminate all ongoing actions, send confirmation to issuing authority. The EPOC-PR status will change to "Withdrawn".

For more details on sending confirmation of withdrawal, please see section 8.2.2

9.3 EPOC-PR Deadlines execution

This feature is not available in version 4.0.0. [WIP]

10 Basic functionalities

10.1 Communication between actors

10.1.1 View incoming message

To see a message/form received from an issuing/enforcing State authority:

① Select **Received Requests.**
② Click a case you wish to view.

Depending on the type of a message:

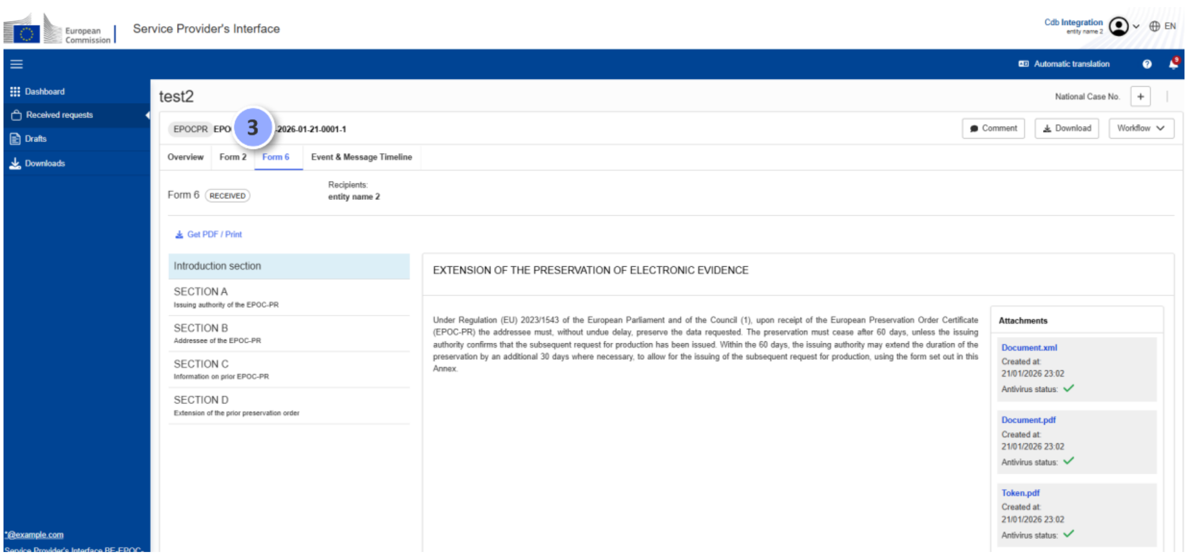


Figure 10-1: Form 6 tab: Overview

③ If you receive a statutory form (Form 6, 5), it will be visible as a separate tab. Click it to see its contents.

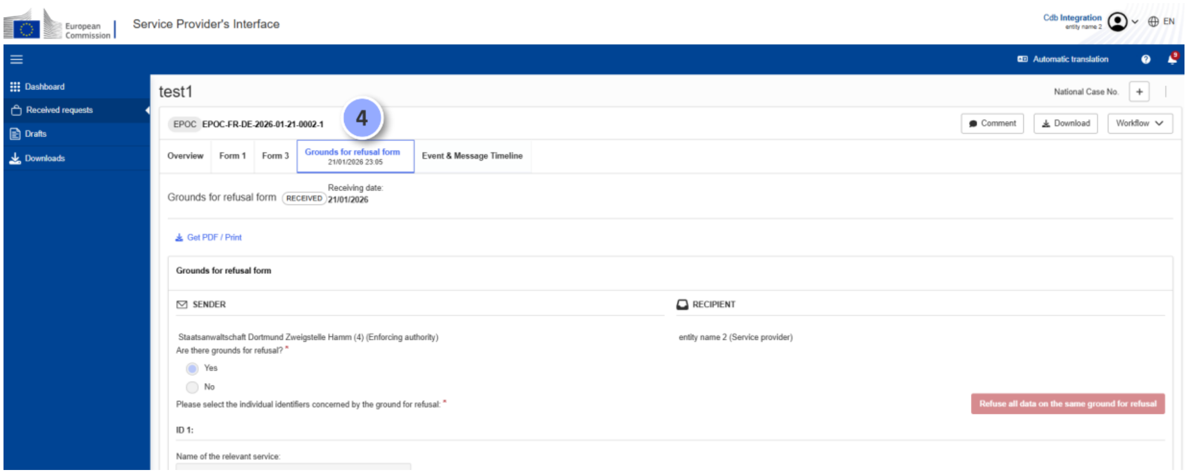


Figure 10-2: Grounds for Refusal: Overview

④ If you receive a **Grounds for Refusal** predefined message (used in the context of EPOC), it will also be visible in a separate tab. Click it to see the detailed information.

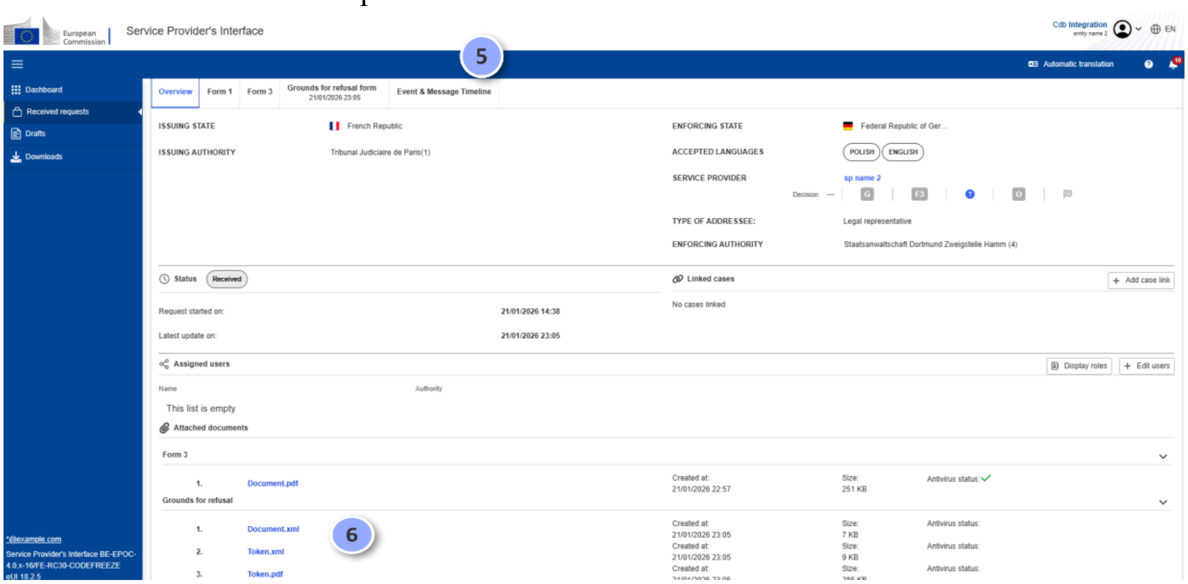


Figure 10-3: Other messages and attachments received from a Competent Authority

⑤ Some messages do not have a dedicated tab and will instead appear in the **Event & Message Timeline**.

⑥ All attachments, messages exchanged in a process of communication, are displayed in the Overview tab and in corresponding tabs.

10.1.2 Send a request for additional information

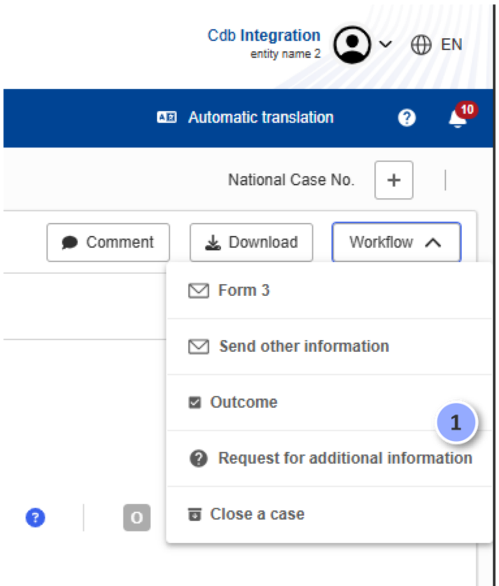


Figure 10-4: Selecting a "Request for additional information" button

① Click **Workflow > Request for additional information**.

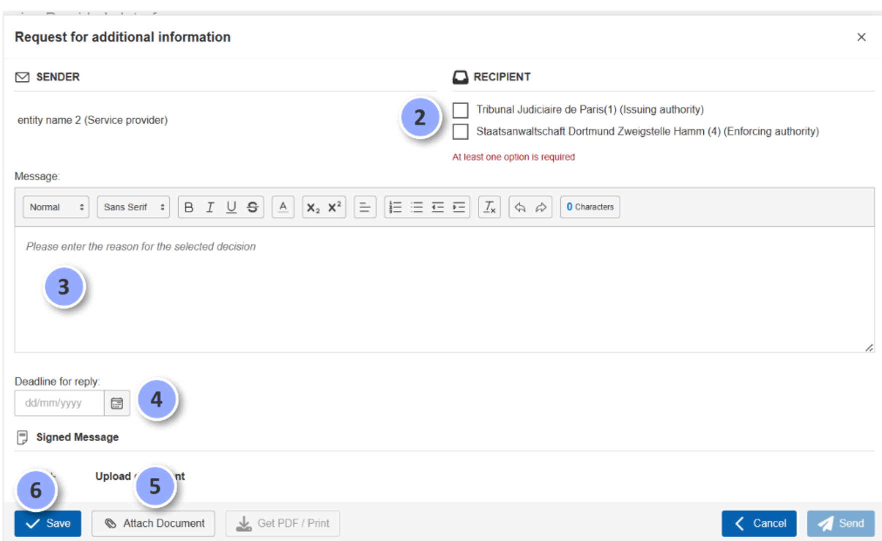


Figure 10-5: Steps to send a request for additional information

② **Select** the recipient(s) of the message**.**
③ Type a message in the text area.
④ Select a deadline for reply, if needed.

⑤ Attach documents, if needed.
⑥ Click **Save**, to keep the message in the system as draft.

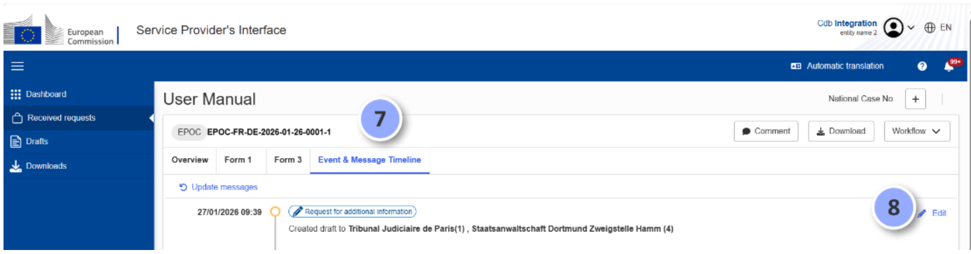


Figure 10-6: Viewing a draft request for additional information

⑦ Click **Event & Message Timeline tab** to see a draft message.
⑧ Click **Edit** on the right side of message to edit your message and access **Send** button.

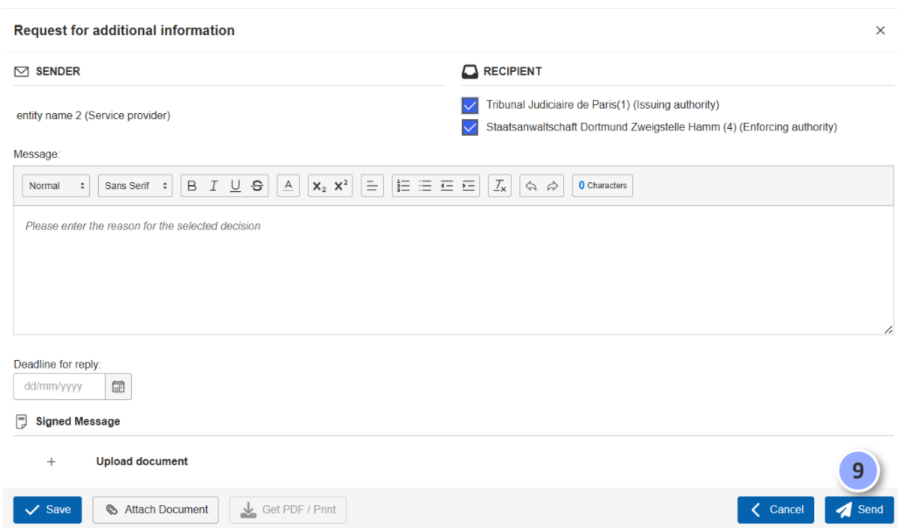


Figure 10-7: Sending a request for additional information

⑨ Click **Send** to send the message to the selected recipient(s).
Your message and a future reply from the message recipient(s) can be accessed from the Event & Message Timeline tab.

10.1.3 Reply to a request for additional information

You can respond to a request for additional information received from a competent authority by replying directly. This will associate your response with the original request and display it as part of a threaded conversation.

Figure 10-8: Reply to request for additional information: Clicking" Reply" button

① View **the Timeline of a case,** where the Request for additional message is displayed and click a **Reply** button.

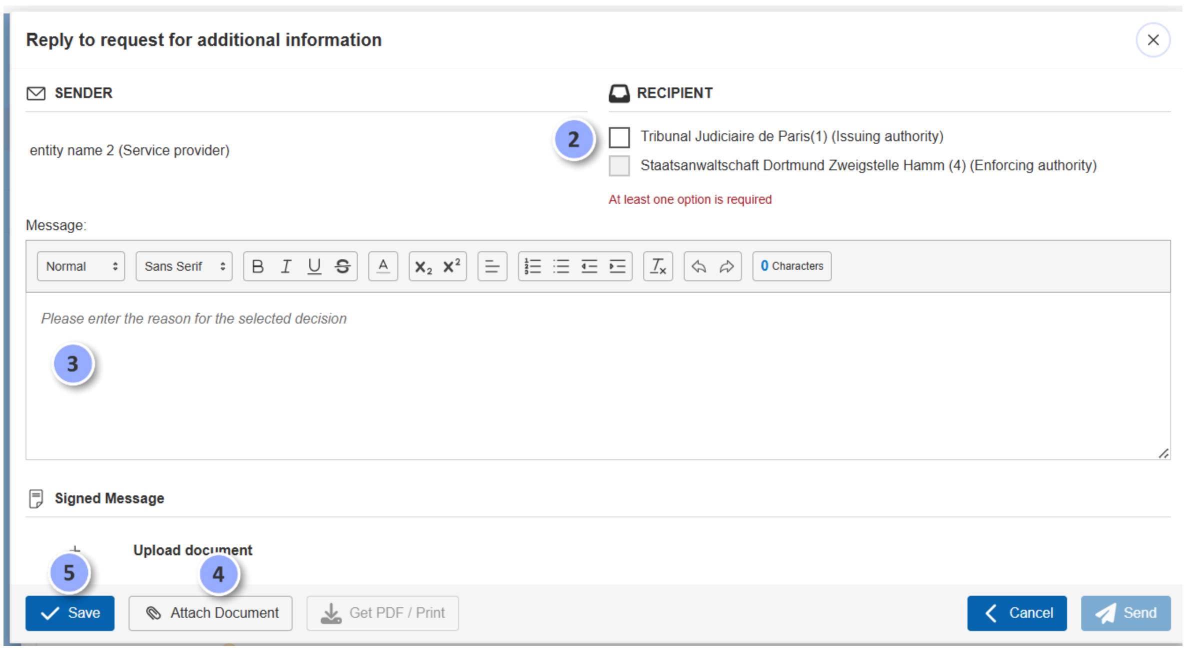


Figure 10-9: "Reply to request for additional information" pop-up window

② Select the recipient of the message.
③ Type a message.
④ Attach documents, if needed.
⑤ Click **Save**, to keep the message in the system as a draft.

Draft will appear in **Event & Message Timeline** tab if the user clicks "Close".

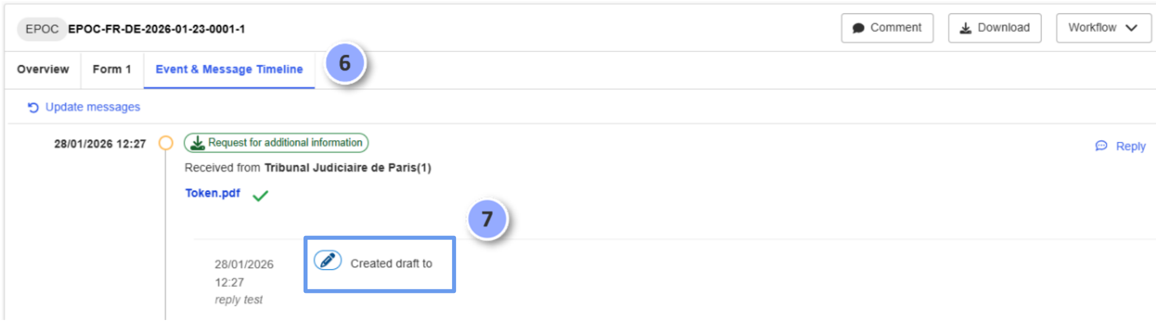


Figure 10-10: Reply to request for additional information: Editing a draft

⑥ Click **Event & Message Timeline tab** to see a draft message.
⑦ Click on the message icon. A pop-up where you can edit the message and attachments will appear.

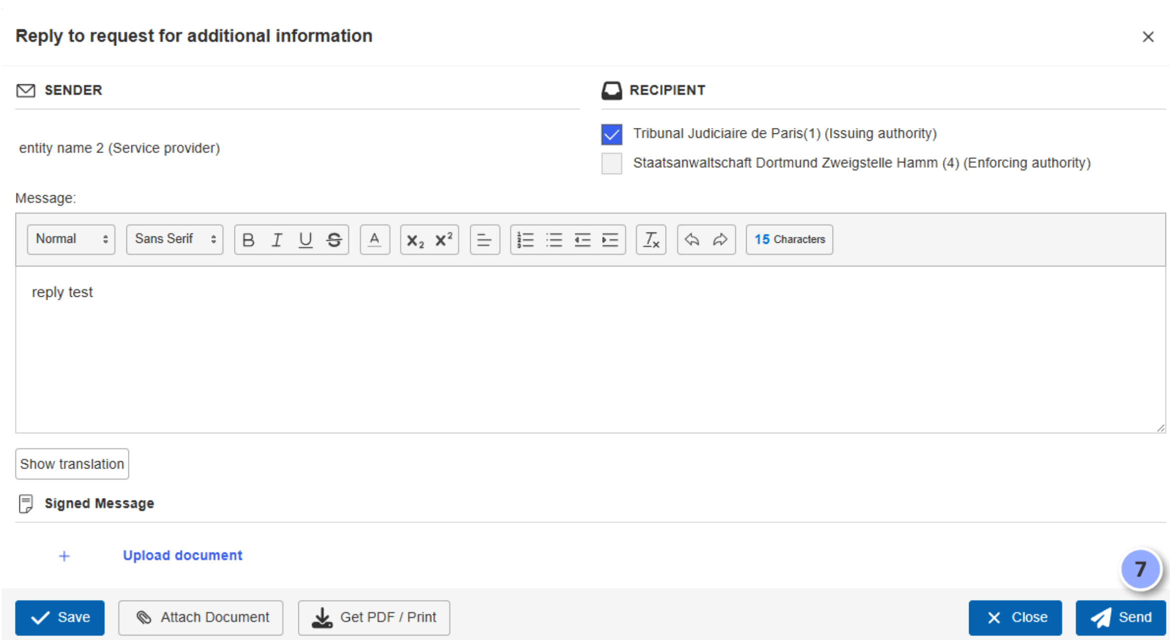


Figure 10-11: Replying to a request for additional information

⑦ Click **Send** to send a message to the originator of the message.
Your message can now be accessed from Event & Message Timeline tab.

10.1.4 Send other information

Through the Workflow menu one can send any other information to the parties involved in case processing.

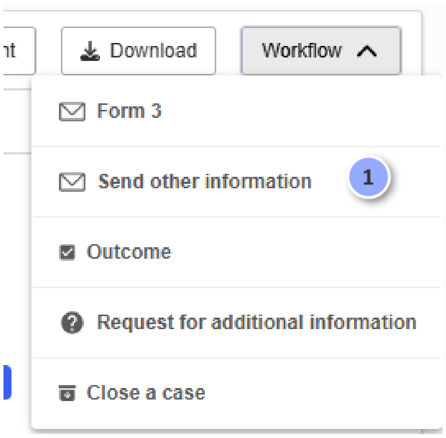


Figure 10-12: Send other information: Workflow menu

① Click **Workflow > Send other information**.

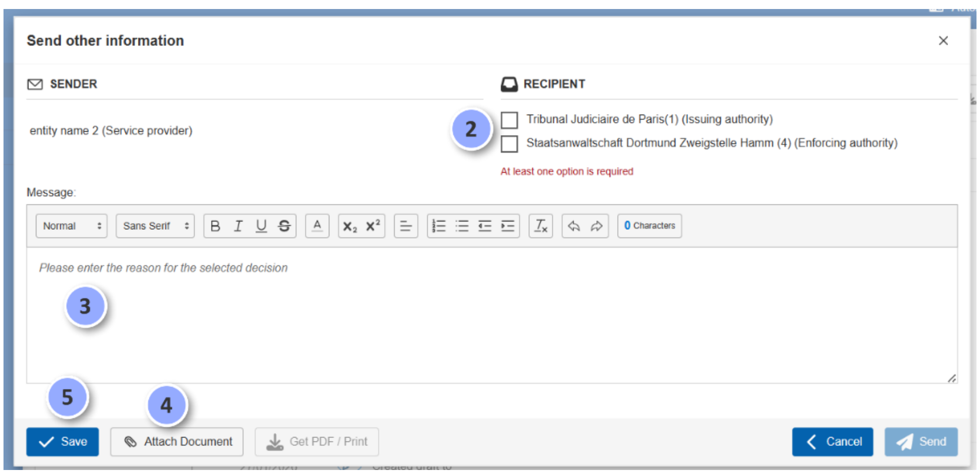


Figure 10-13: Send other information: Fields to fill-in

② Select the recipient(s) of the message.
③ Type a message in the text area.
④ Attach documents, if needed.
⑤ Click **Save**, to keep the message in the system as a draft.

The draft will appear in Event & Message Timeline tab if the user clicks “**Close**”.

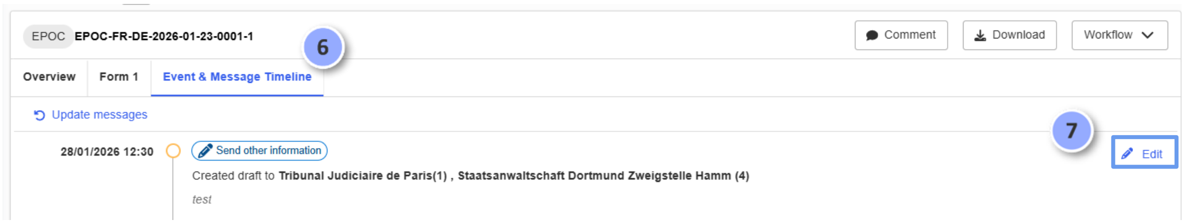


Figure 10-14: Send other information: Editing a draft message

⑥ Click **Event & Message Timeline tab** to see the draft message.
⑦ Click **Edit** on the right side of the message. A pop-up where you can edit the message and attachments will appear.

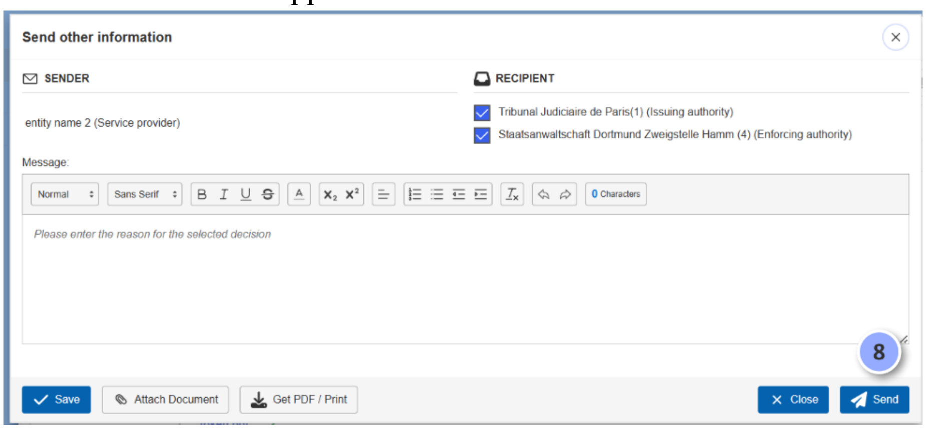


Figure 10-15: Sending other information

⑧ Click **Send** to send a message to the selected recipient(s).
Your message can be accessed from Event & Message Timeline tab.

10.1.5 Reply to "Send other information" message

When you receive a 'Send other information' message, you can reply directly to it. The system will automatically associate your response with the original message and display it in a threaded conversation.

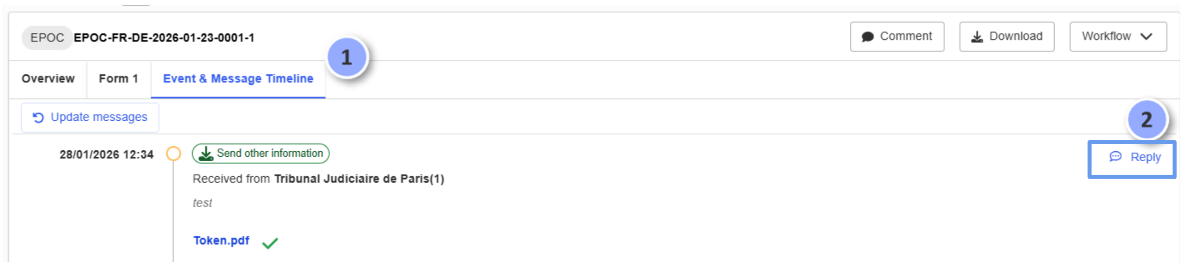


Figure 10-16: Reply to "Send other information" button

① View **the Timeline of a case,** where the "Send other information" message is displayed and click a ② **Reply** button.

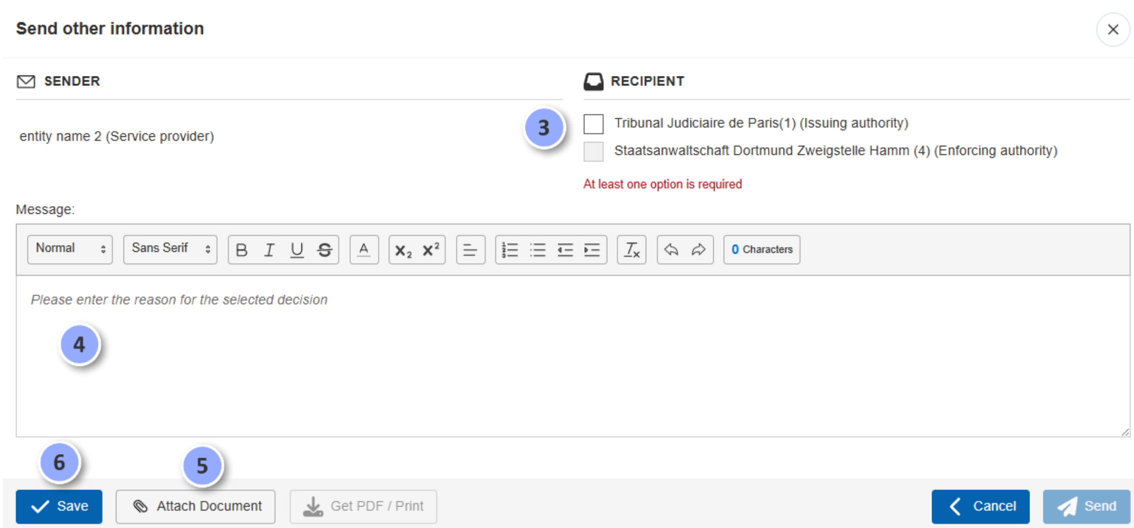


Figure 10-17: Reply to "Send other information" message pop-up window

③ **Select** the recipient of the message.
④ Type a message in the text area.
⑤ Attach documents, if needed.
⑥ Click **Save**, to keep the message in the system as a draft.

Draft will appear in Event & Message Timeline tab if the user clicks "Close".

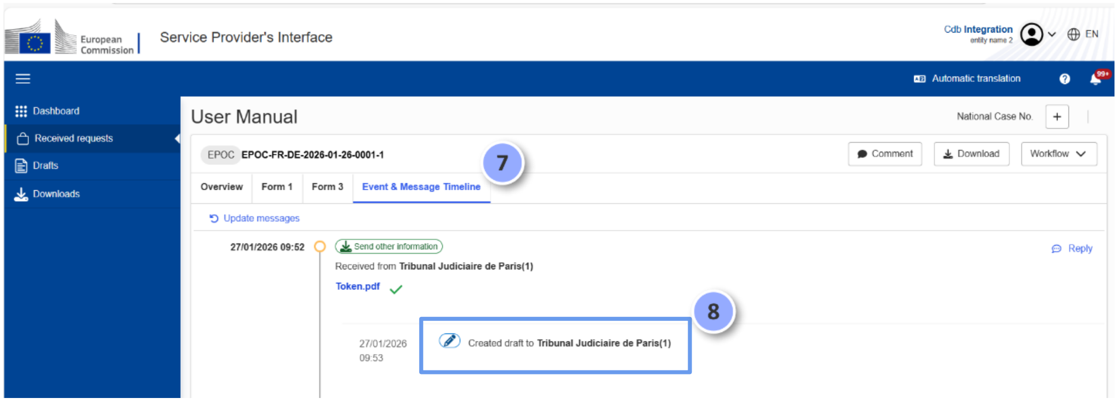


Figure 10-18: Reply to "Send other information" message: Editing a draft message

⑦ Click **Event & Message Timeline tab** to see a draft message.
⑧ Click on the draft reply to the Send other information message. A pop-up where you can edit the message and attachments will appear.

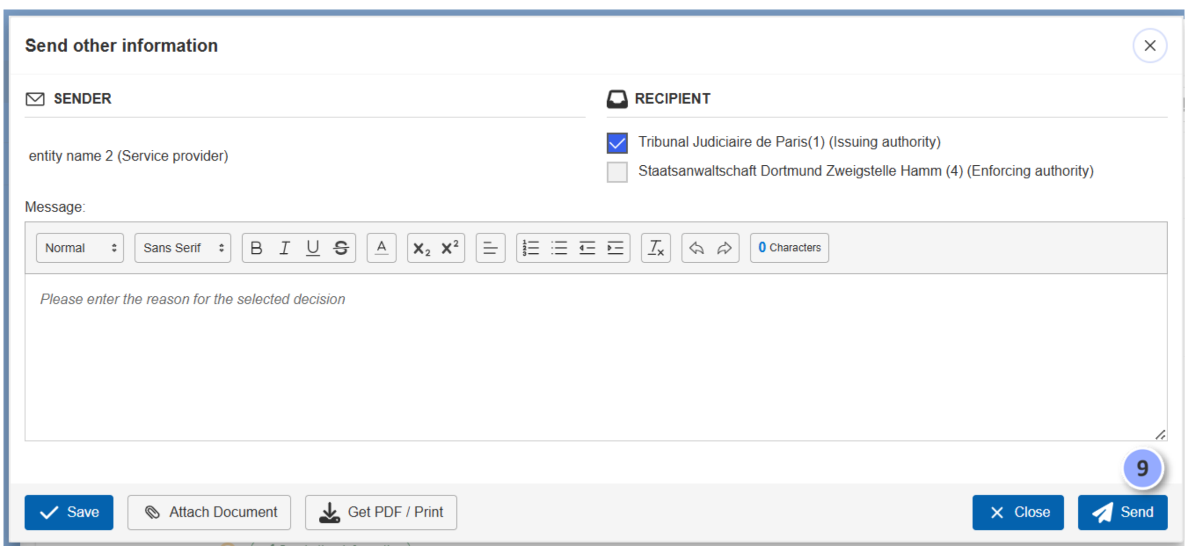


Figure 10-19: Sending a reply to "Send other information" message

⑨ Click **Send** to send a message to the sender of the original message.
Your sent message can now be accessed from Event & Message Timeline tab.

10.1.6 Signing (optionally) additional messages

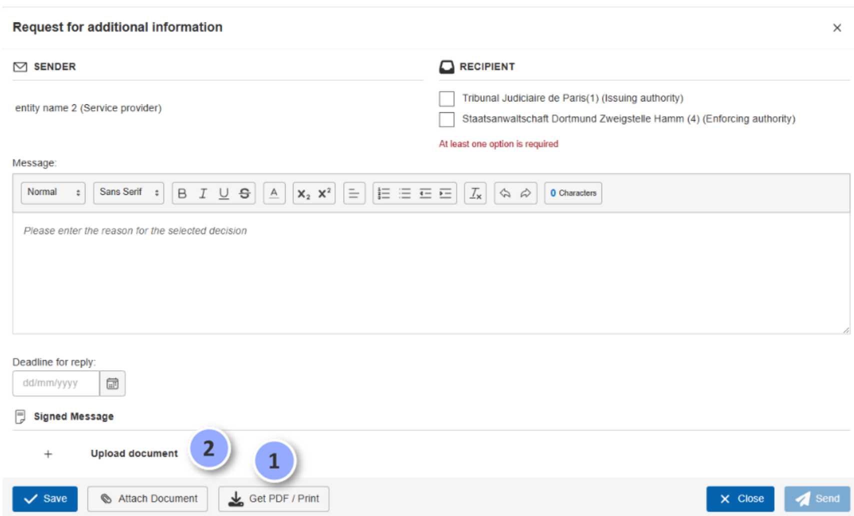
The RI allows the service provider's module users to optionally sign the messages listed below:

EPOC:

- Manifest for External Transmission of Data (*not available in version 4.0.0*),
- Outcome,
- Request for additional information.

EPOC-PR:

- Request for additional information.



1 **Click** “GET PDF/Print” button and save the message in PDF format on your local disc.
2 Sign the downloaded message and **upload** it to the RI by clicking the “Upload document” button.

NOTE: Please be aware that the **Get PDF/Print** button will not be accessible until the user saves the changes by clicking the **Save** button.

10.2 Technical Evidence

Received messages within cases contain technical evidence that can be accessed and downloaded, consisting of a Token.xml and a Token.pdf. These assure the receiver of the validity of the document received from the counterpart and can be found in the Overview tab under the “Attached documents” section.

e-CODEX

e-Justice Communication via Online Data Exchange

Trust OK-Token

General Information

	Issuing Country	AT
	Advanced Electronic System	Authentication-based
	Document Information	application/pdf, "Document.pdf"
	Time of Issuance	2025-09-16 12:32 UTC

Legal Result

	Evaluation of the Document	Successful

e-CODEX approves the validity of the document. It is attested that it fulfils the requirements to be legally valid in the sending country.

Further details can be found in the attached validation report and its technical assessment.

Figure 10-20: Technical Evidence

10.3 Download the complete case

All users having access to the case (by assignment or by privilege) have the possibility to download the complete case to the local storage (PC or network shared disk).

The user can request to prepare a file for such download at any time while having access to the case. This request is triggering the process of completion of all case information, which can take some time, especially if the case has many large attachments. The case (e-forms, all messages and attachments) will be compressed into a ZIP file. This ZIP file is accessible later, even in the event that the user meanwhile has been revoked from handling the case or the case has been deleted.
Downloaded ZIP file contains comments, forms, messages.

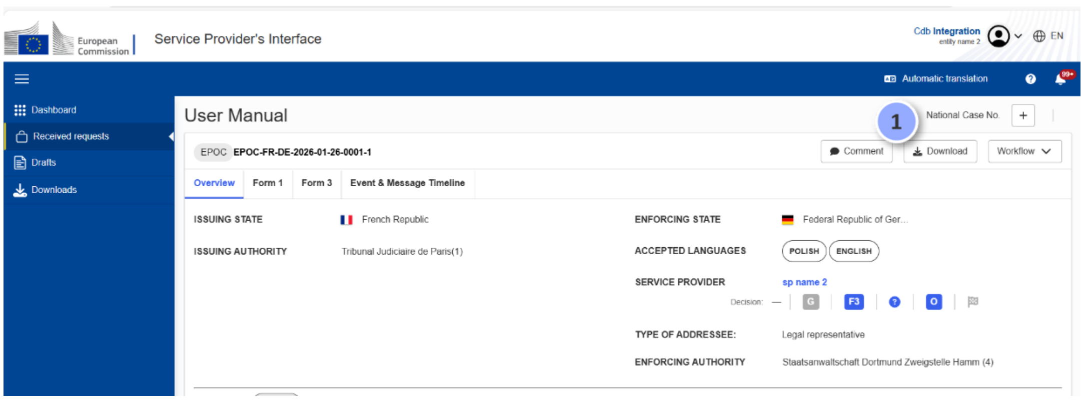


Figure 10-21: "Download" button

① To schedule a download, go into the case details screen and use the "**Download**" button.

Figure 10-22: Downloading a ZIP file

② Set the name of the ZIP file with case details.
③ Click the „**Download**" button again.

If everything went smoothly, user should receive this confirmation pop-up:

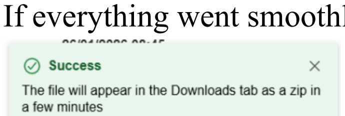


Figure 10-23: Download confirmation

Downloaded ZIP-file lands in DOWNLOADS section, on the left-hand menu.

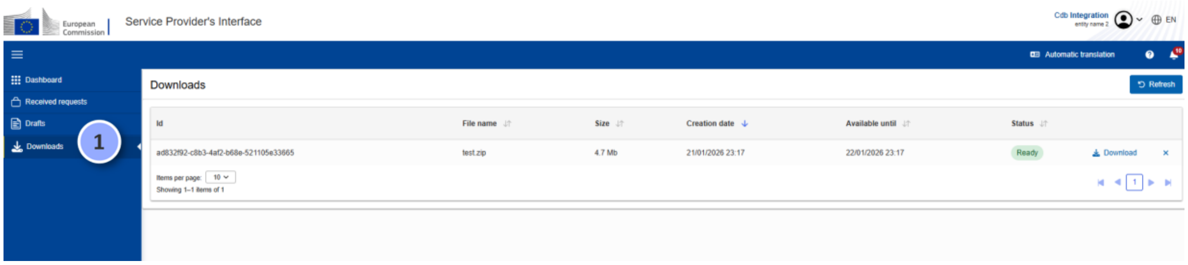


Figure 10-24: "Downloads" section

The files that will be downloaded may have several statuses:
Ready - this means the file is ready to download;
Scheduled - this means that the file is waiting in a queue to be ready for download;
Error - means that the action to prepare the document for download has failed.

10.3.1 Deleting files from DOWNLOADS

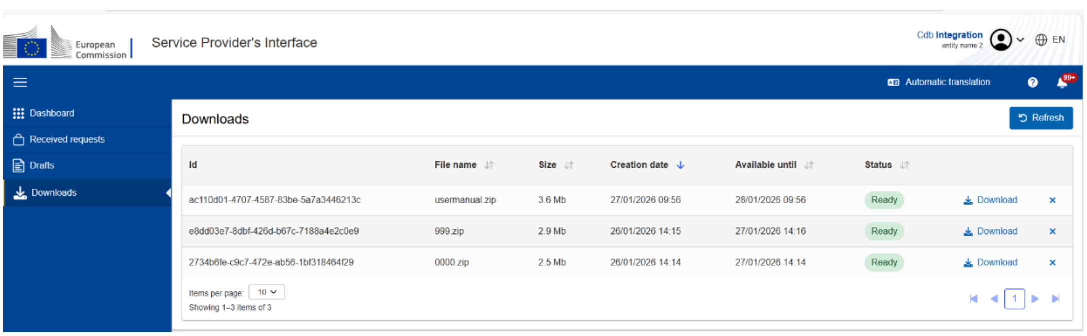


Figure 10-25: Deleting files from "Downloads" section

You can delete unnecessary downloads by using the "**x**" icon.

10.4 Internal Comments

Internal comments can be added to a case along with attachments. These comments and attachments are only visible in the service provider's module timeline.
Comments are only visible internally and not transmitted anywhere.
Any user having access to the case can place a new comment or edit (add or delete an attachment, edit the text) and delete an existing comment.

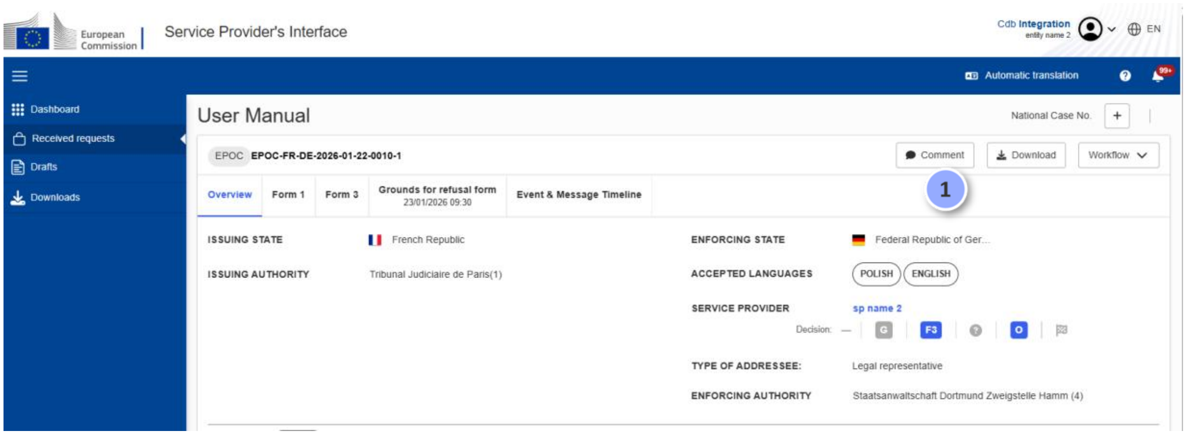


Figure 10-26: "Comment" button

① To add a comment, a user needs to be inside an EPOC or EPOC-PR case and select a "**Comment**" button.

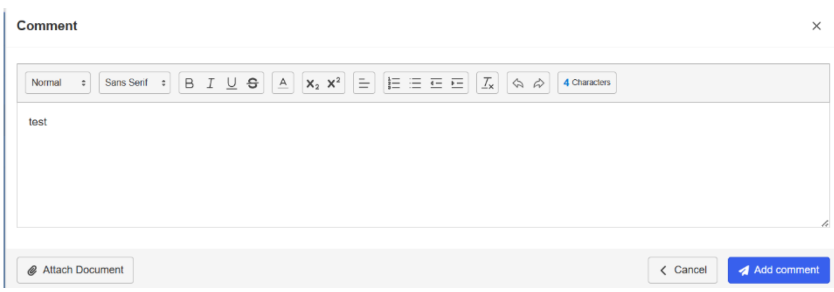


Figure 10-27: Adding internal comments

② Once an internal comment is added, internal attachments can be added, and both can be saved.

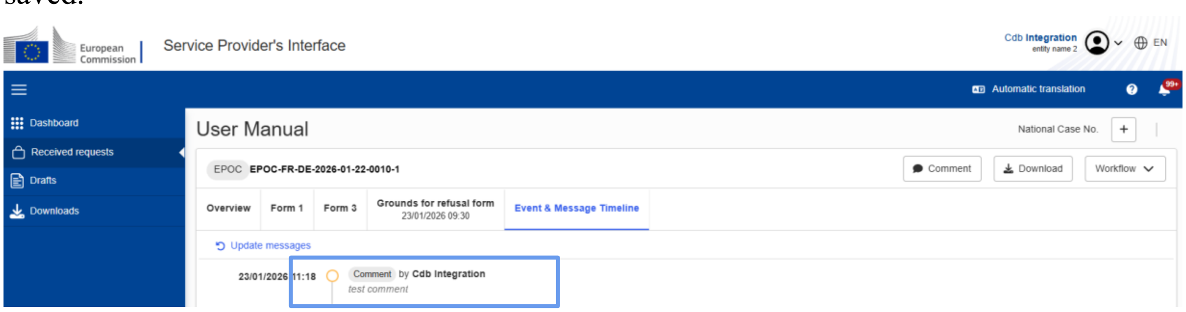


Figure 10-28: Comments displayed in the "Event and Message Timeline"

③ All comments made are visible in the Event & Message Timeline of that single case. After deletion of the comment, it is no longer visible in the timeline.

10.5 Workflow menu

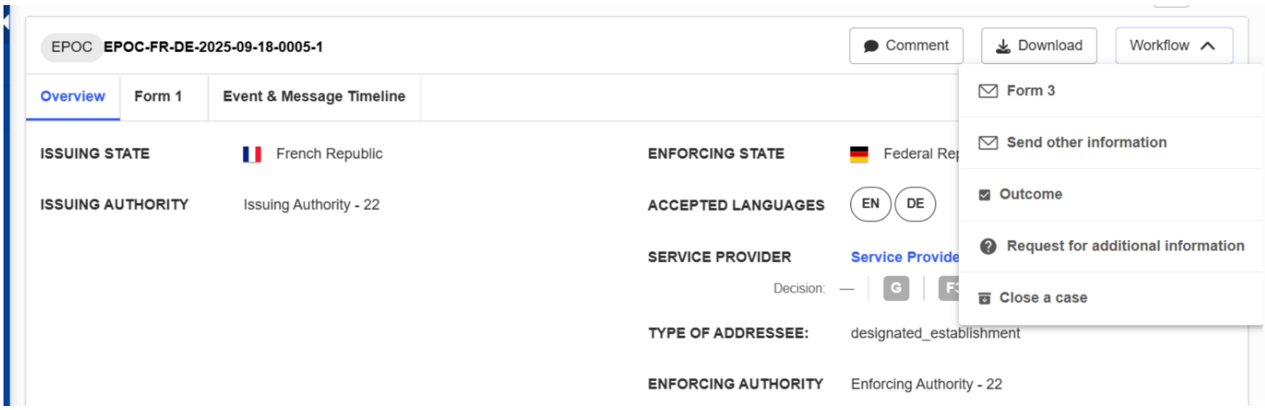


Figure 10-29: Workflow menu

The Workflow menu provides actions possible for the Service Provider's module of the RI. Additionally, it allows sending of messages to the involved national competent authorities. Available options set-in drop-down menu depend on the workflow state of the Case.

10.6 Close case

Closing a case takes effect only on the closing party's side. Counterparties are not notified of the case closure, and this action is not reflected as a status on their Event and Message timeline.

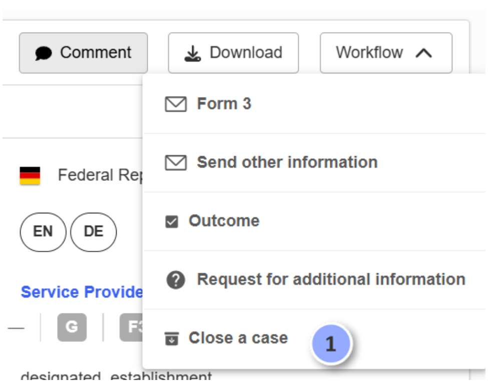


Figure 10-30: Closing a case: Workflow menu

① Click **Workflow > Close a case**

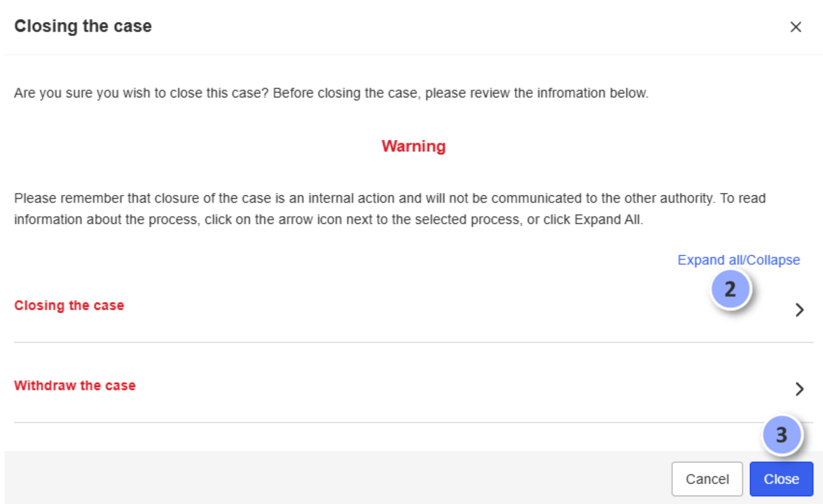


Figure 10-31: Close a case pop-up warning

② A pop-up confirmation window will be displayed, with the possibility to **collapse/expand** all the necessary information.

③ Click 'Close', the status will be changed to **Closed**.

NOTE: If the user decides to "Cancel" the action, the case will not be closed.

Remarks:

- After case closure, some actions of the Workflow dropdown menu are no longer available. However, you can still use Workflow menu to:
    - Send any other information,
    - Reopen the case.

10.6.1 Re-open closed case

Reopening a case takes effect only on your module's side. The counterparties are not notified about the reopening of a case, and this action is not reflected as a status on their Event and Message timeline.

To reopen a case:

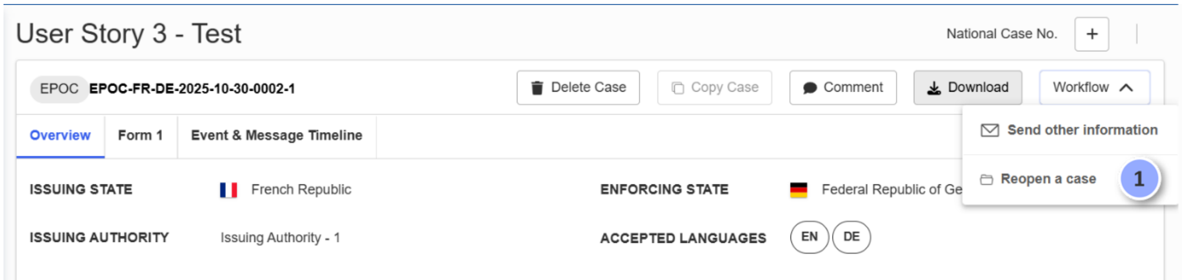


Figure 10-32: Reopening a case: Workflow menu

① Click **Workflow > Reopen a case**.
② The status will be changed back to **Received**.

10.7 Download PDF and Print

The button is available for all types of messages (statutory forms, predefined messages and free form messages) related to EPOC and EPOC-PR.

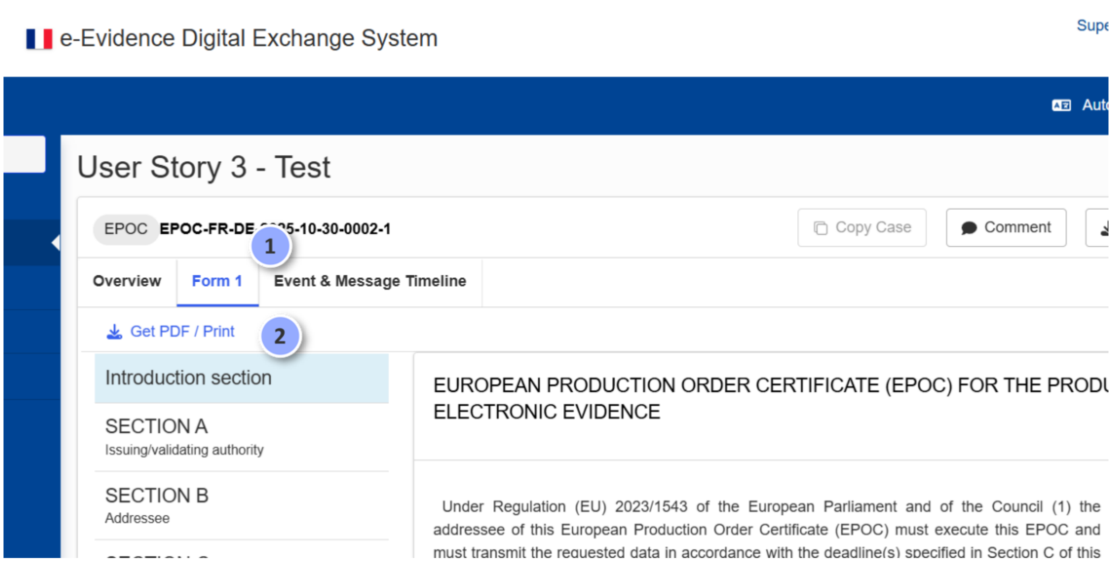


Figure 10-33: Form 1/ Form 2/ Form 3 "Get PDF / Print"

① Enter a Form/message you wish to download.
② Click "**Get PDF / Print**", which will trigger downloading PDF file to your computer.

Wait until download of PDF completes. Depending on the connection and PDF size, delay in download may occur. Open the downloaded file in a web browser or PDF reader (Adobe

Acrobat or other). Use Print feature of your browser or PDF reader to print a file.

10.8 Attaching files to a form

The button is visible for messages/forms in **draft stage**.

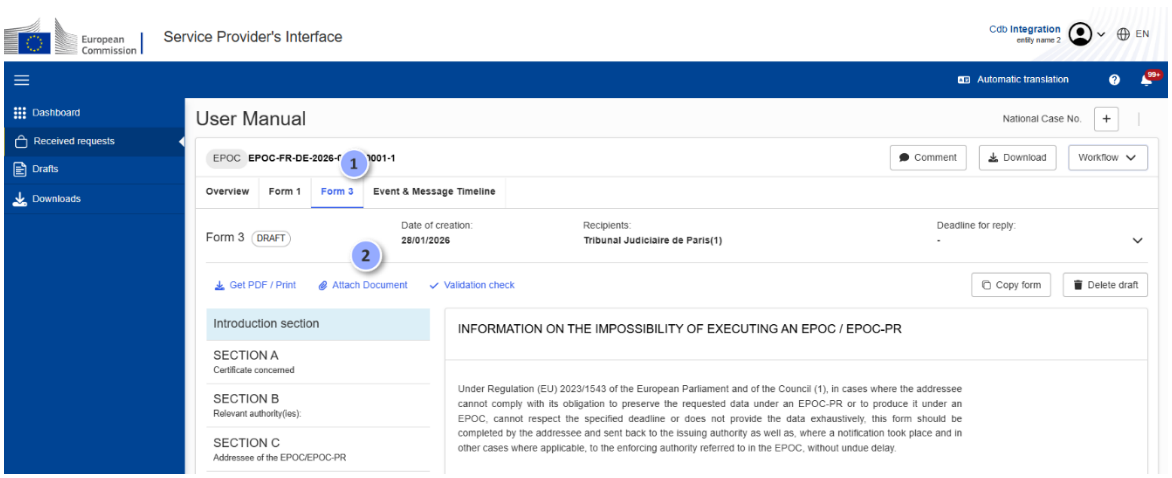


Figure 10-34: Attaching files

① Open a form for EPOC/ EPOC-PR received case
② Click **Attach Document** button**.**
③ A dialog box allowing you to browse the file system will be displayed.
④ Browse your system and select a file to attach OR select the file and Drop onto the RI.
⑤ The file will be added to Attachments and saved in the draft.

- Repeat steps 3-5 to add another file, if needed.
- To remove an attachment (Be careful! You can remove also attachments added by someone else), click ‘**x**’ icon visible in the attachments box.

10.9 Mandatory fields

Mandatory fields are marked with an asterisk (*) symbol. See example below:

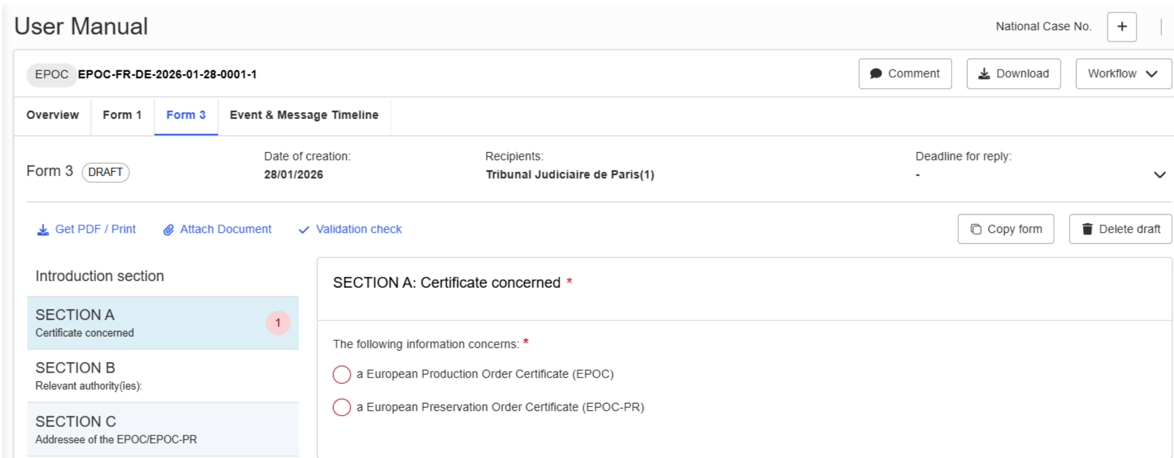


Figure 10-35: Mandatory fields

There are also conditional validation fields which are mandatory only if certain conditions are met/certain options selected. In these cases, these fields are marked by a red border and an error message.

10.10 Virus checking

A virus check is automatically performed, whenever a file is attached to and/or when a file is downloaded from a received communication.

Clam Anti-Virus software, developed by Cisco Systems, is provided. It is a cross-platform open-source antivirus software with a GNU (General Public License). Anti-virus checks are performed automatically.

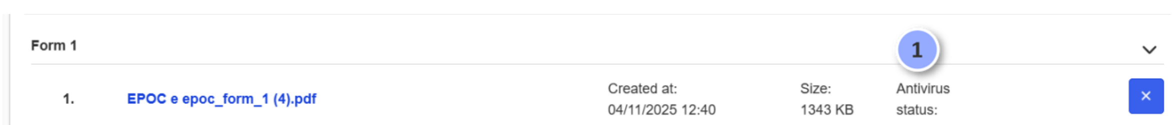


Figure 10-36: Virus checking

(1) When an attachment is being added and the virus scan is being performed, a blue dash will be displayed.

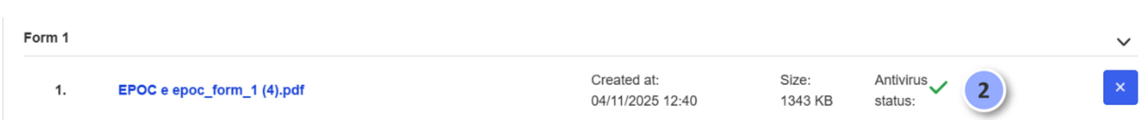


Figure 10-37: Successful virus scan icon

② Once an attachment has been successfully scanned against viruses, a green tick will appear.

If a virus threat was to be found, a red cross would appear. Files with viruses can be attached and transmitted as a part of evidence.

If a virus check cannot complete, then a message will be displayed to the user that the check could not complete.

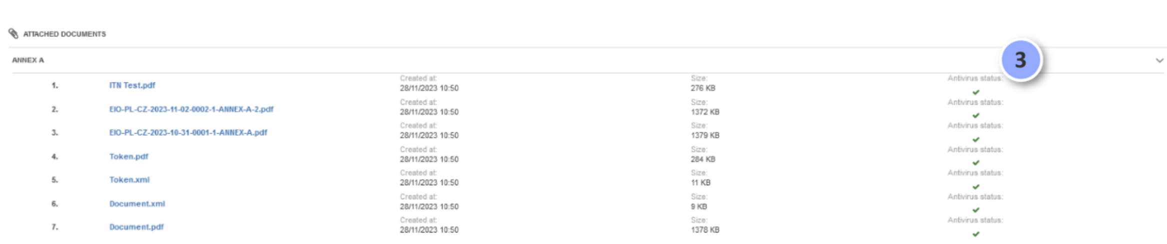


Figure 10-38: Virus checking: Receiving authority's side

③ When an attachment is received, the anti-virus scan will be performed on the receiving party's side.

10.11 Save a draft

The button is visible at the bottom of Form 3 in **draft mode.**

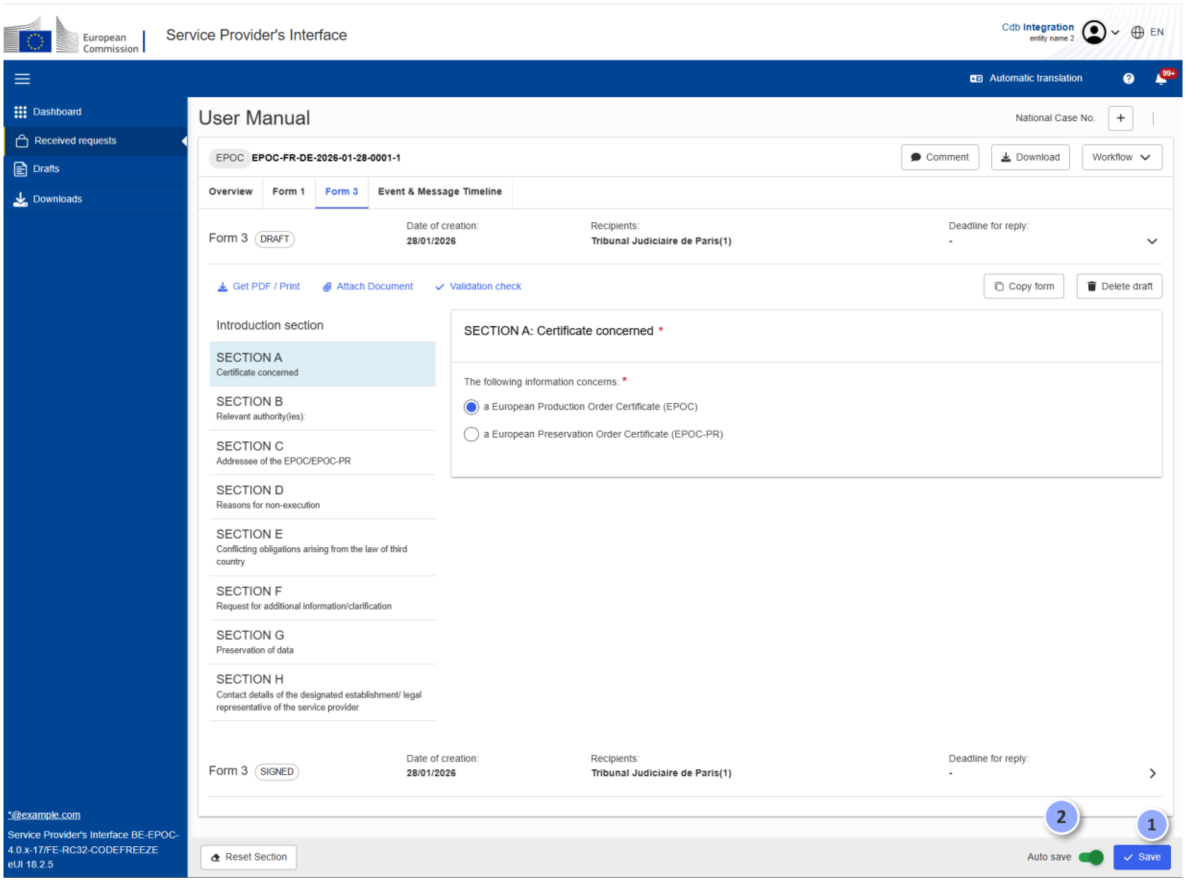


Figure 10-39: Saving a draft

① Click an active **Save** button. The button is not active if the form has been saved previously/automatically and there are no new changes that could be saved.

② **For Form 3 drafts there is an additional "Auto save" option**. When the auto save is enabled, changing a selected section in a navigational menu of Form 3 automatically saves the currently displayed section. If you accidently change the section without clicking the Save button, the entered data will still be saved automatically.

When the Auto save is **disabled,** you must manually click the **Save** button to save new data in the draft.

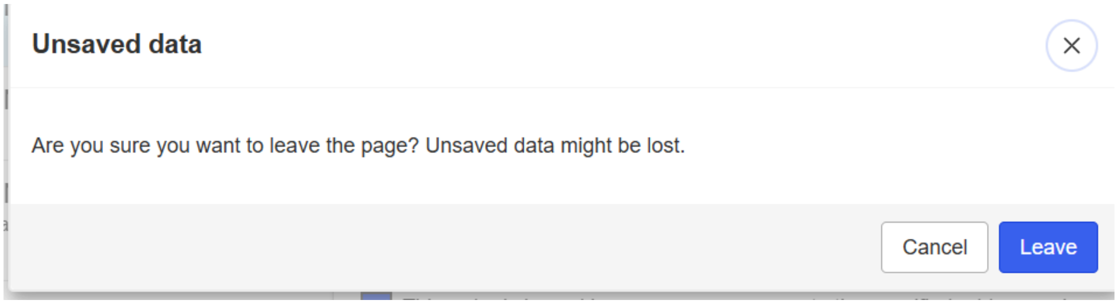


Figure 10-40: Unsaved data notification

NOTE: If the user does not save manually, the system will display a pop-up reminder after switching to another section or window.

10.12 Error, warning, and success messages

Confirmation messages are displayed as a message at the bottom of the screen. These messages disappear after a couple of seconds.

Success message (green) confirms the requested action was completed successfully.
Example of a success message:

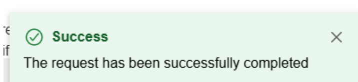


Figure 10-41: Success message

Warning message (orange) warns that some actions or information required is still missing so that the system cannot complete the desired action properly.
Example of a warning message:

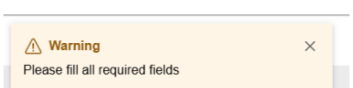


Figure 10-42: Warning message

Error message (red) informs that the requested action was not completed due to lack of information, insufficient access rights or by malfunction of the internal components of the system.
Example of a warning message:

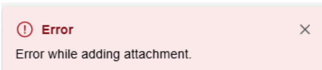


Figure 10-43: Error message

10.13 Delete a case

Case deletion is available under specific conditions. To delete a case, one of the following conditions must be met:

- the case must be **Closed**, or
- the case must be in a **Withdrawn** status.

User with the Supervisor role does not have to be assigned to the cases to be able to perform this operation. According to their privileges, they see all cases in their authority. This functionality is available for the EPOC and EPOC-PR use cases.

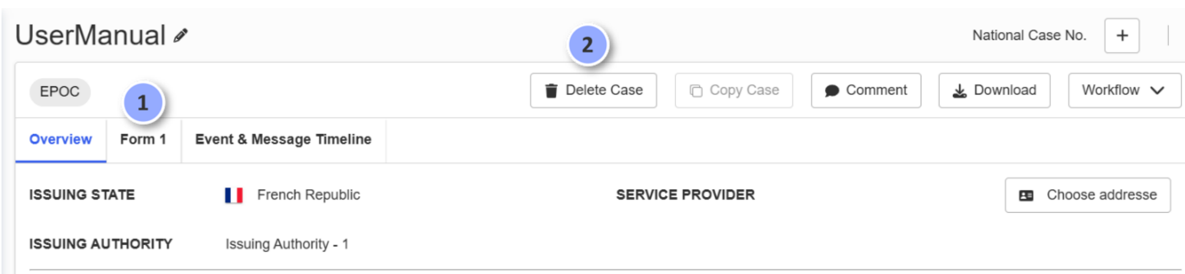


Figure 10-44: "Delete Case" button

① Enter a received EPOC or EPOC-PR.
② Click "**Delete Case**" from the case view

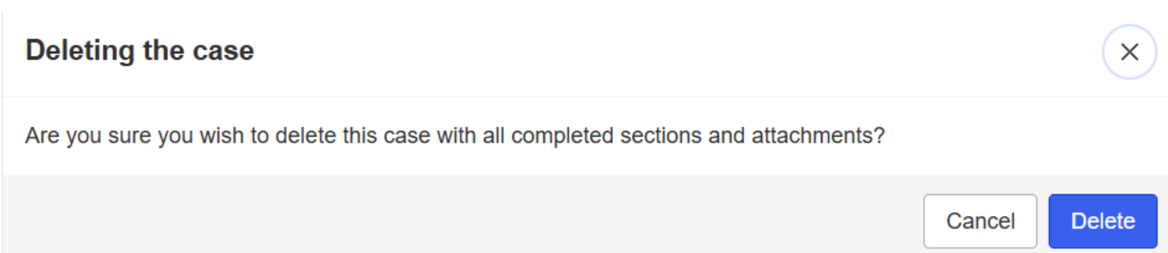


Figure 10-45: Deleting a case

③ A pop-up requesting confirmation of the operation will be displayed.

10.14 Cases and tabs content

10.14.1 Overview tab

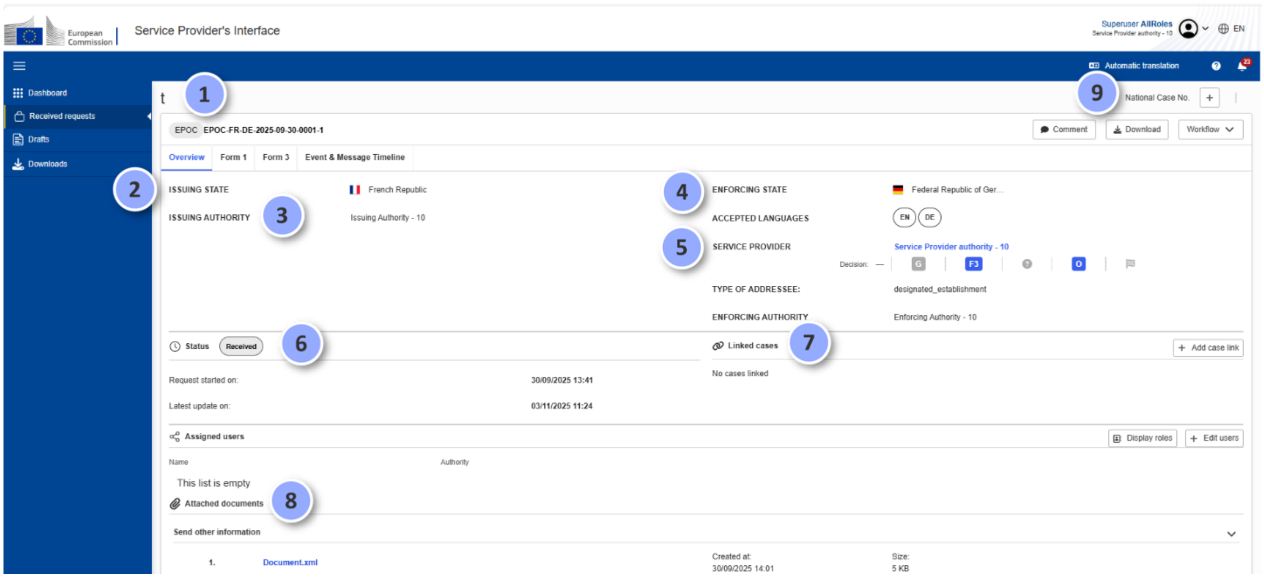


Figure 10-46: Cases and tabs content

It contains information such as:

① Subject of a case
② Issuing State
③ Issuing Authority
④ Enforcing State, and underneath accepted languages for communication with the addressee
⑤ Name of the addressee, and underneath, the type of addressee (designated establishment or legal representative)
⑥ Case Status
⑦ Linked cases, if any
⑧ Attached case documents
⑨ National Case Number / reference

10.14.1.1 Creating a link to another case

Creating links to other cases is possible for all case statuses. Such references may provide relevant information of complementary value to the case. Links are displayed on the Overview tab in the "Linked cases" section.

See the example below:

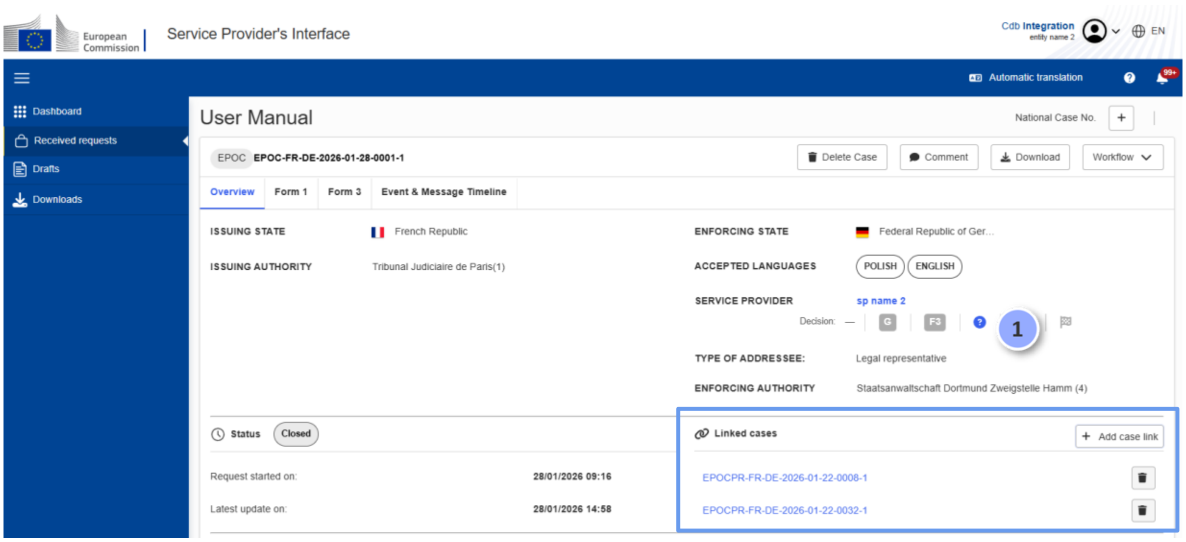


Figure 10-47: Creating a link to another case

Follow the steps below to add a link to another case:

① Click **Add case link**

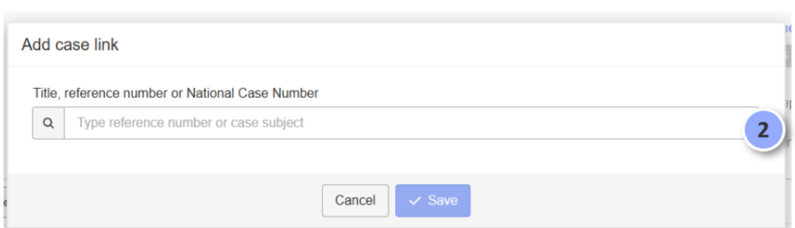


Figure 10-48: Add case link: Typing reference number or the subject

② Type a **reference number or the subject**. The System will search for Global Case IDs through cases and if a result is found, the reference number of the matching case will be displayed for selection in the dropdown. Otherwise, a new manually typed case reference can be added to the system.

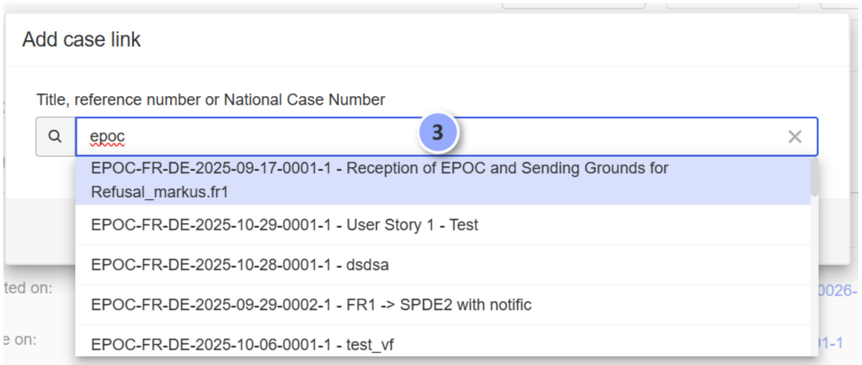


Figure 10-49: Add case link: Selecting the reference number

③ Select the **reference number** from the list.

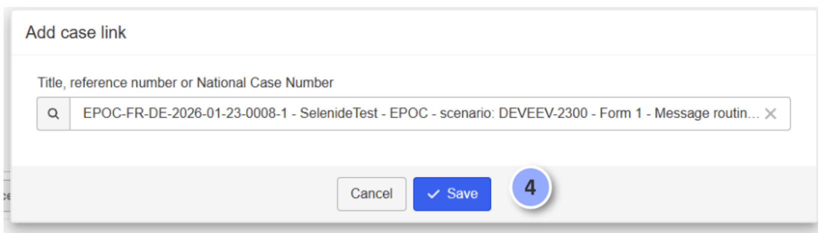


Figure 10-50: Add case link: Saving the selected link

④ Click **Save.**

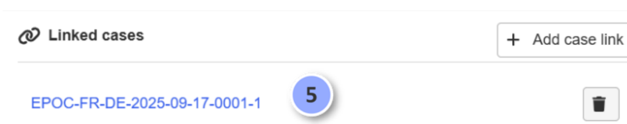


Figure 10-51: Linked cases displayed

⑤ The reference will be added to the section and automatically saved.

10.14.1.1.1 Deleting linked cases

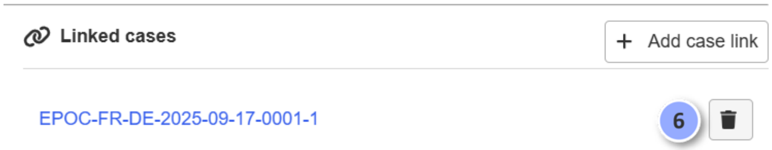


Figure 10-52: Removing linked references

⑥ You can remove linked references by clicking the Trash bin icon.

NOTE:

1. *Links/references to other cases are not transmitted to the competent authority(ies).*
2. *Linking is possible to existing cases in the RI or to any external "paper" cases. The reference is a free text allowing practitioners to enter their custom references.*
3. *Where a reference that already exists in the RI is added, then the linked case can be easily retrieved and opened.*
4. *Adding these references may provide links to other EPOCs/EPOC-PRs and/or other external sources.*

10.14.2 Event & Message Timeline

This tab is visible for all case types.

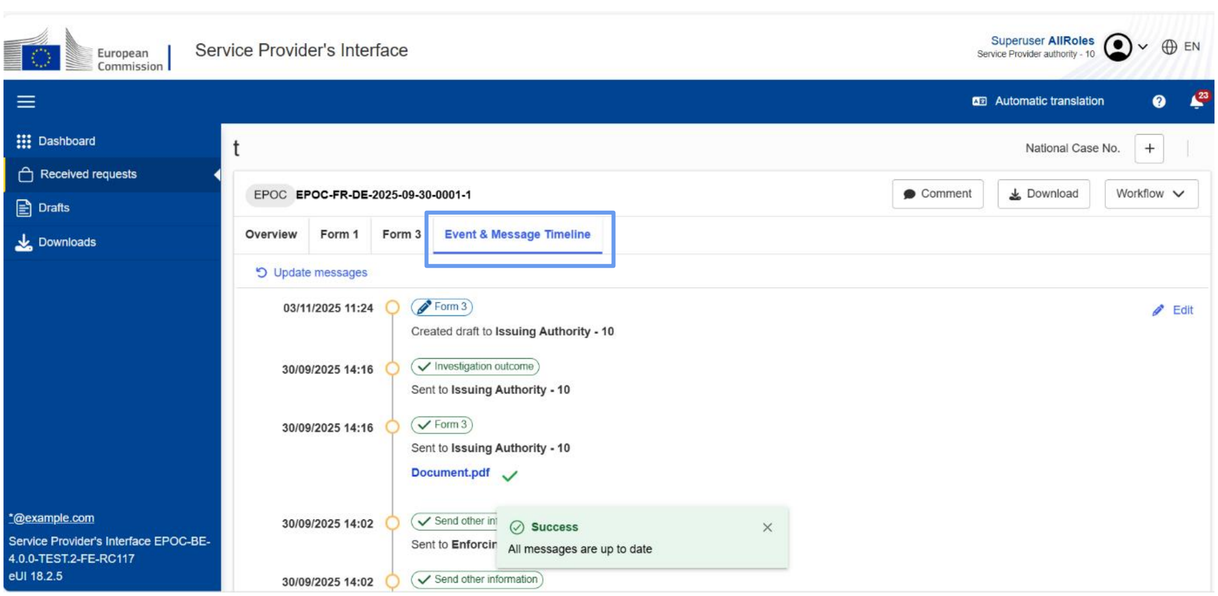


Figure 10-53: Event & Message Timeline: Overview

It contains a timeline with:

- Status Changes

- Messages exchanged with competent authorities within a case
- Local user's comments (not transmitted)
- Confirmation that a sent message has successfully reached its destination (green tick)

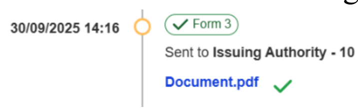


Figure 10-54: Event and Message Timeline: Confirmation that a sent message has successfully reached its destination

- If a message fails to arrive at destination, after automatic three re-sends, a red coloured message will be visible with an option to re-send.

10.15 Assigning Users to a case

The "Supervisor" is a privileged role that can see all cases within their authority. The user with that role assigns users to a case, so that they can handle the internal workflow.

Users with Supervisor role can assign individuals to all cases in their authority at any time.

10.15.1 Display roles

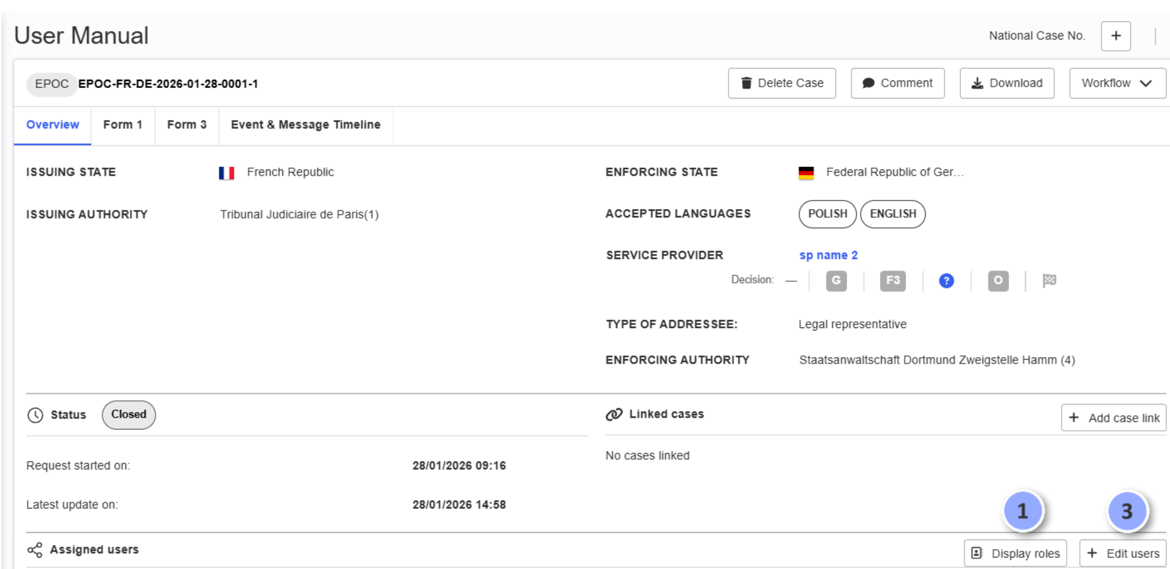


Figure 10-55: Assigning users to a case: "Display Roles" button

① The Supervisor can see the assigned roles of other users assigned to a case by using the "Display Roles" button on the Overview tab.

② Then, the RI expands the field to all users assigned to the case and shows their roles under the name of the authority.
③ To collapse the expanded view, click "**Hide roles**" button.

10.15.2 Assign users to a received case

Steps below apply for users with "Supervisor" role and are universal for all types of cases.

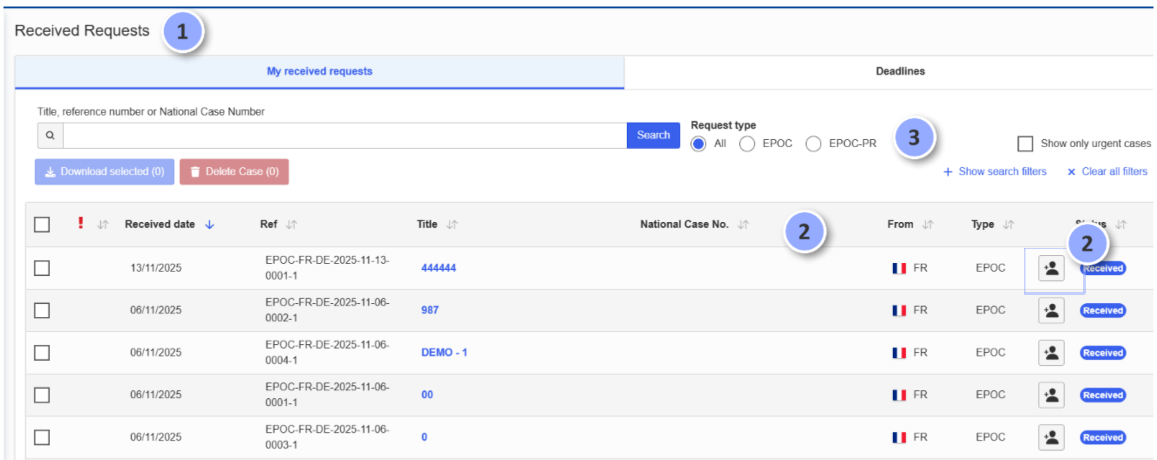


Figure 10-56: Assign users to a received case

① View a list of received requests.
② Click the "**Assign**" icon.

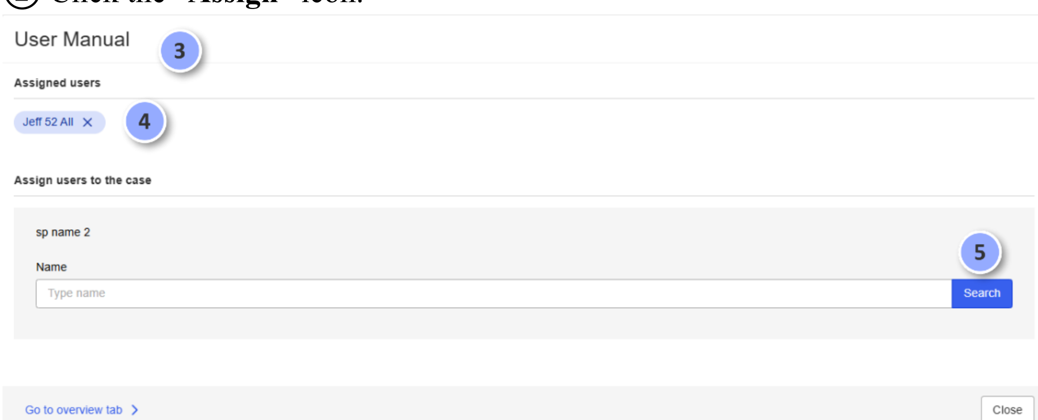


Figure 10-57: "Assign users to the case" pop-up window

③ The "Assign users" pop-up will appear. ④ The names of users already assigned to the case are displayed. Searching is done by a particular user. **Type a user Name** and click ⑤ "**Search** "

Figure 10-58: Assigning selected user to the case

⑥ A list of users with their roles will be displayed.
⑦ Click "**Assign**" to assign selected user to the case. Supervisor(s) can assign any number of users to the case.

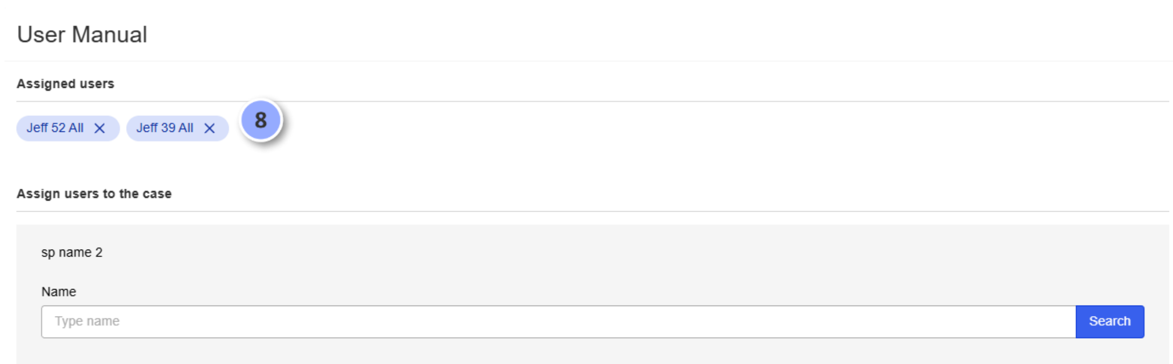


Figure 10-59: Assign users to the case: Names of newly added users displayed

⑧ The names of newly added users will be displayed.

10.15.3 Assign users pop-up from the Overview tab:

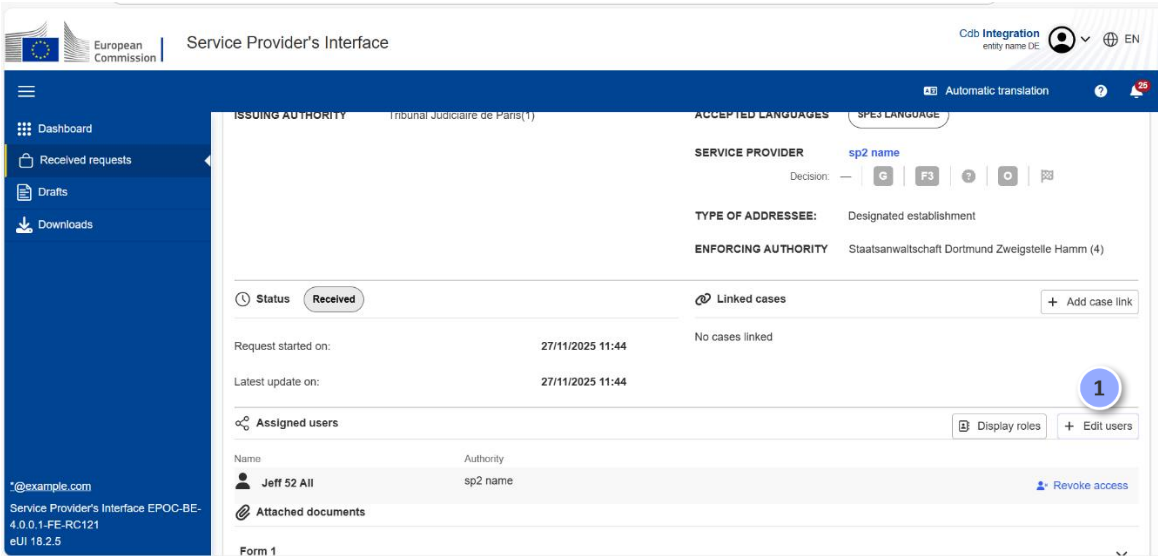


Figure 10-60: Assign users pop-up from the Overview tab

① Supervisor can also access the "Assign users" pop-up from the Overview tab by clicking "**Edit users**" button.

10.16 Revoking access to a case

As mentioned in the previous section, users with the roles of Supervisor have privileged permissions. In addition to adding users, these roles can also revoke access to cases within their authority.

10.16.1 Revoking access

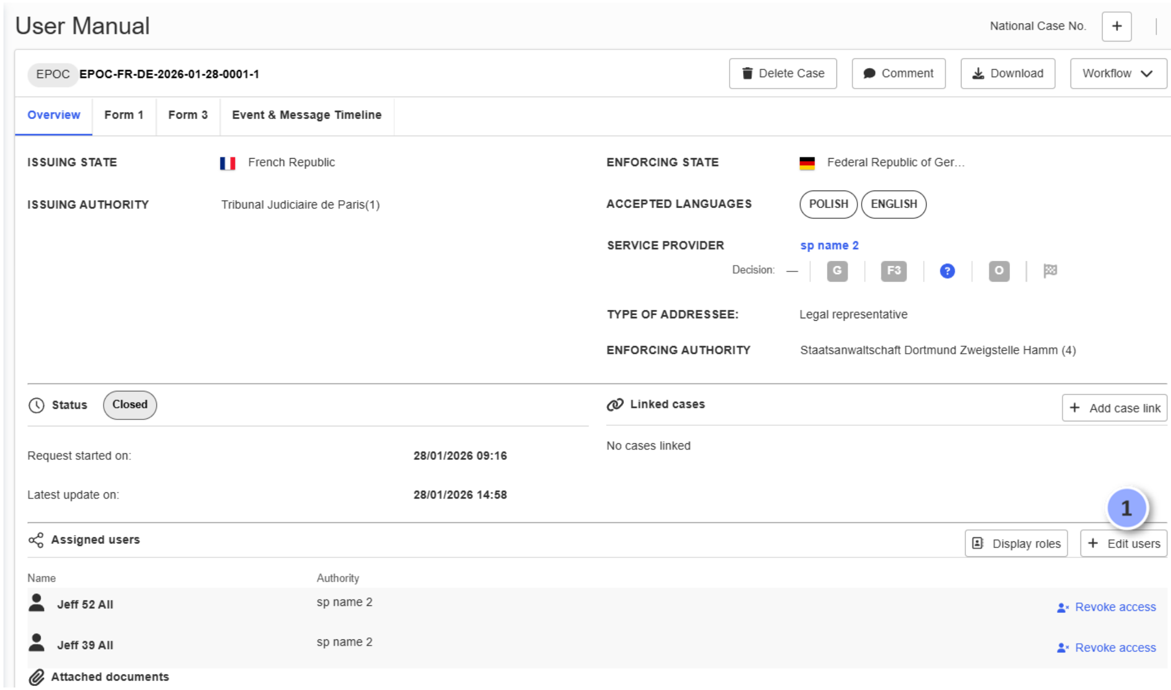


Figure 10-61: Revoking access to a case: Overview tab

① A user with role Supervisor selects "**Edit users**" button

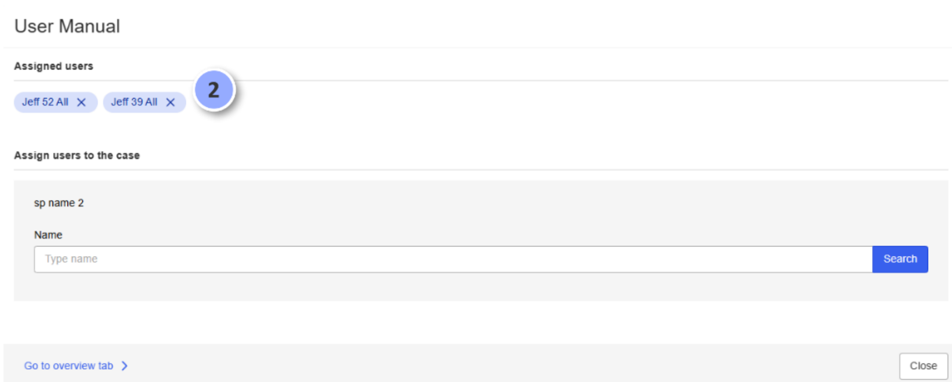


Figure 10-62: Revoking access to a case

② Click "**x**" icon near username to remove a user.

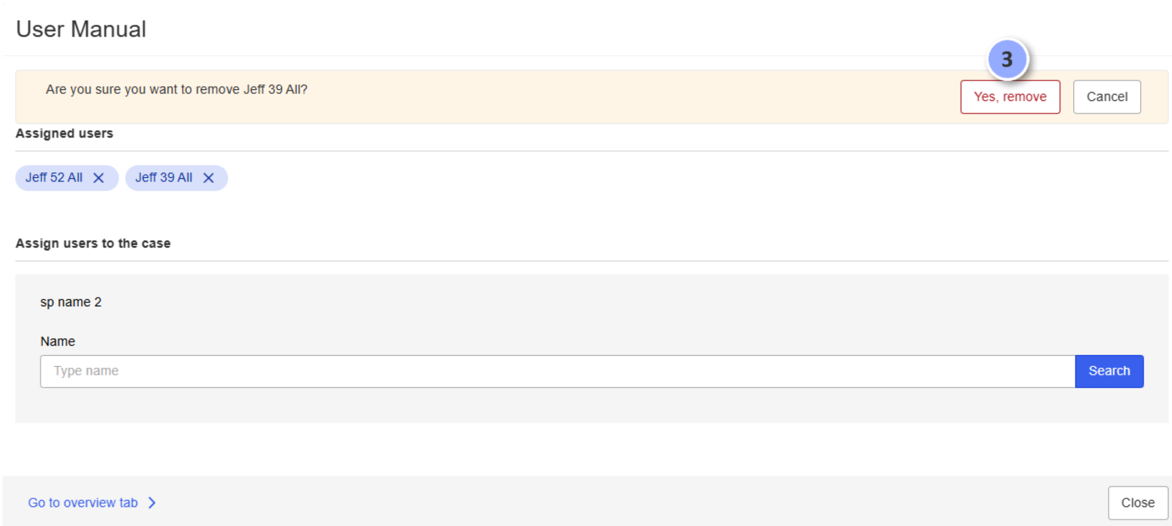


Figure 10-63: Revoking access to a case: Warning message

Then, the RI displays an action to be confirmed. The Supervisor should select ③ "Yes, remove", if they want to revoke access to the case for the selected user. Alternatively, they can cancel the action.

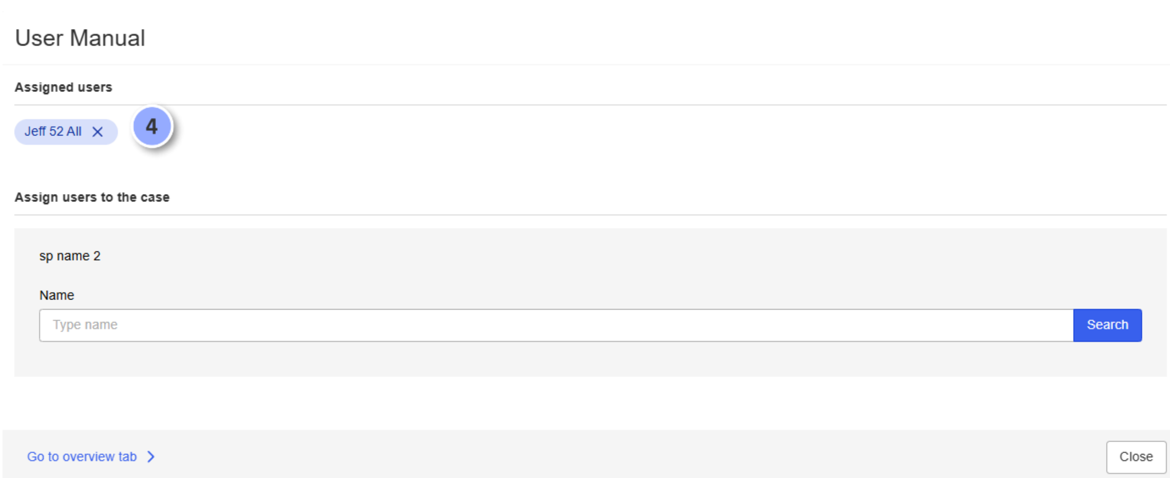


Figure 10-64: Revoking access to a case: Assigned users section

④ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

10.16.2 Revoking access to the case from the Overview tab

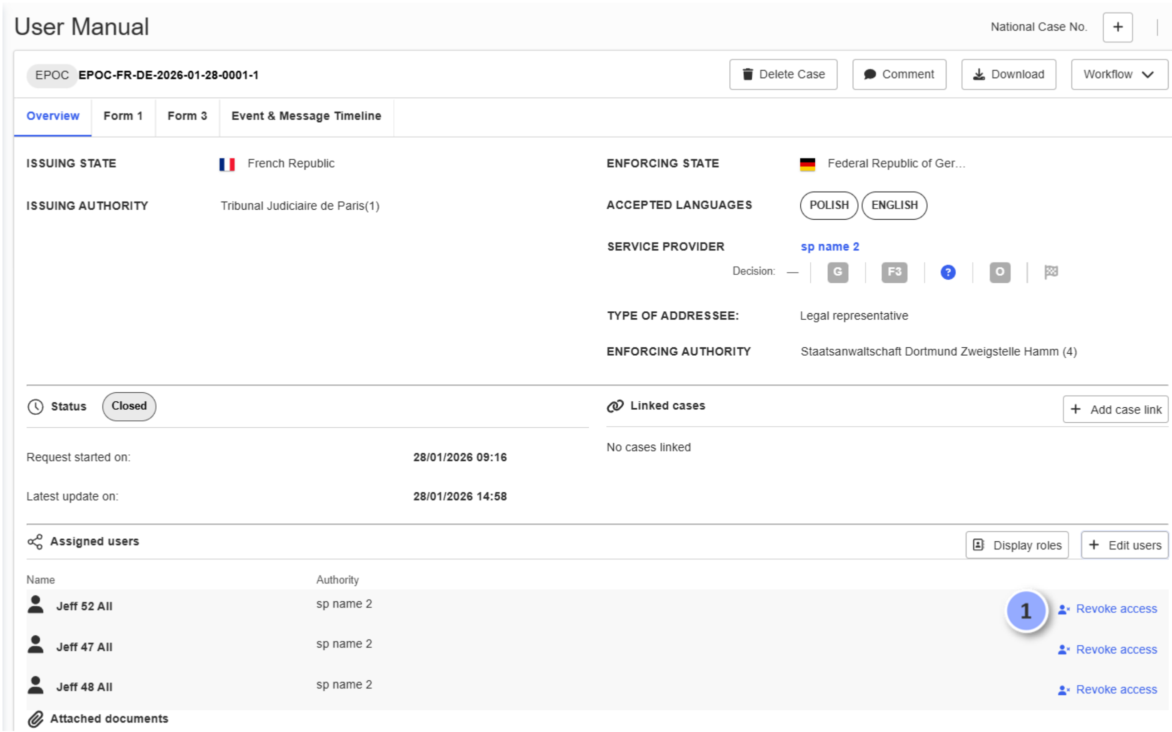


Figure 10-65: Revoking access to the case from the Overview tab

① A user with the Supervisor role selects "**Revoke access**" button.

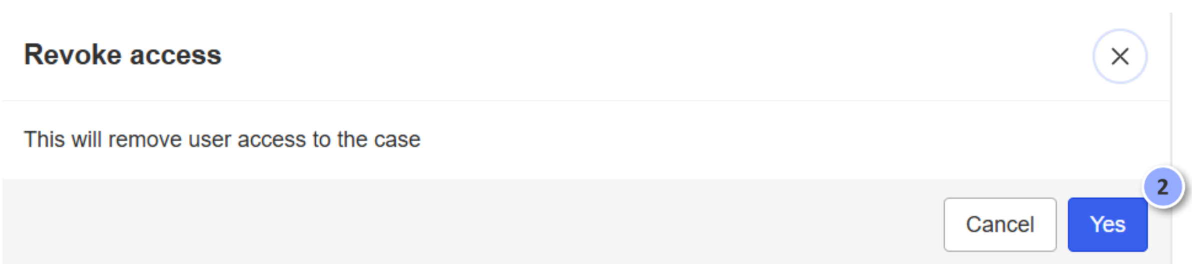


Figure 10-66: Revoking access to the case from the Overview tab: Notification

② Then a pop-up window to confirm this operation is displayed.

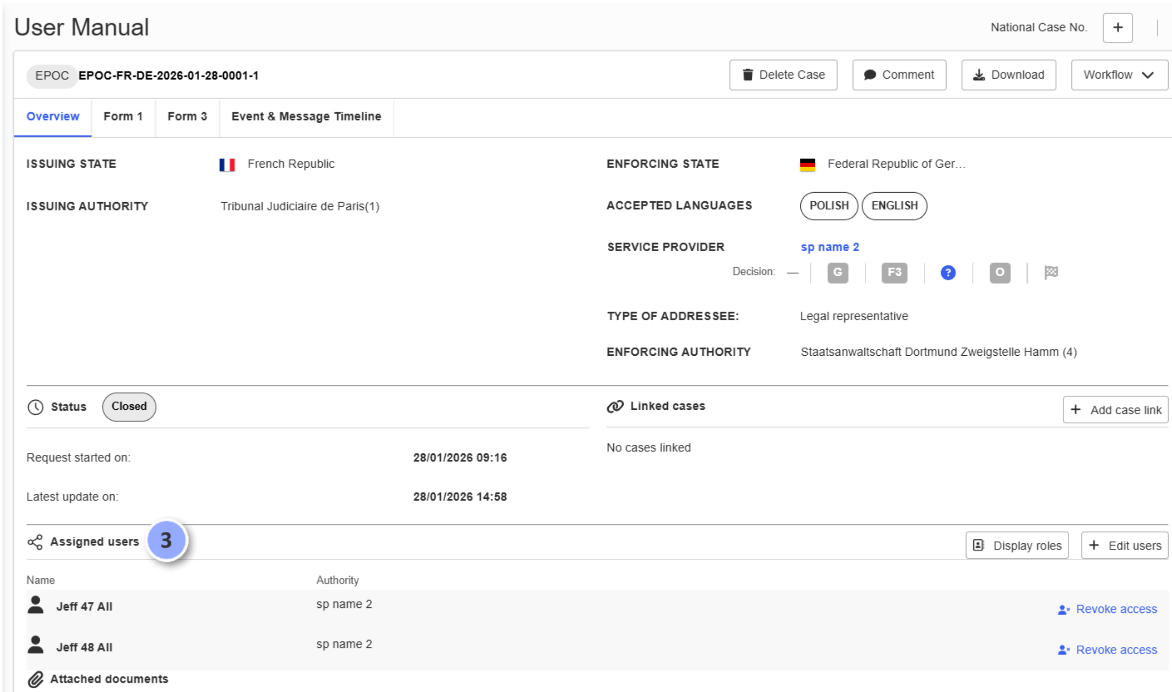


Figure 10-67: Revoking access to the case from the Overview tab: Assigned users section

③ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

10.17 Translate

Chapter to be updated at a later stage [WIP].

11 Reference Implementation Portal Support

For usage issues with the Reference Implementation please contact the DG Justice and Consumers Support Team.

The Support Team should be contacted by email:

JUST-E-EVIDENCE-SUPPORT-TEAM@ec.europa.eu

Please include all relevant information such as your contact details, problem description, type and version number of your internet browser, received error messages, screenshots and any other relevant information.

The Support Team looks forward to receiving further feedback from the Member States so that the Development Team can make additional enhancements to make the RI further suited to your needs.