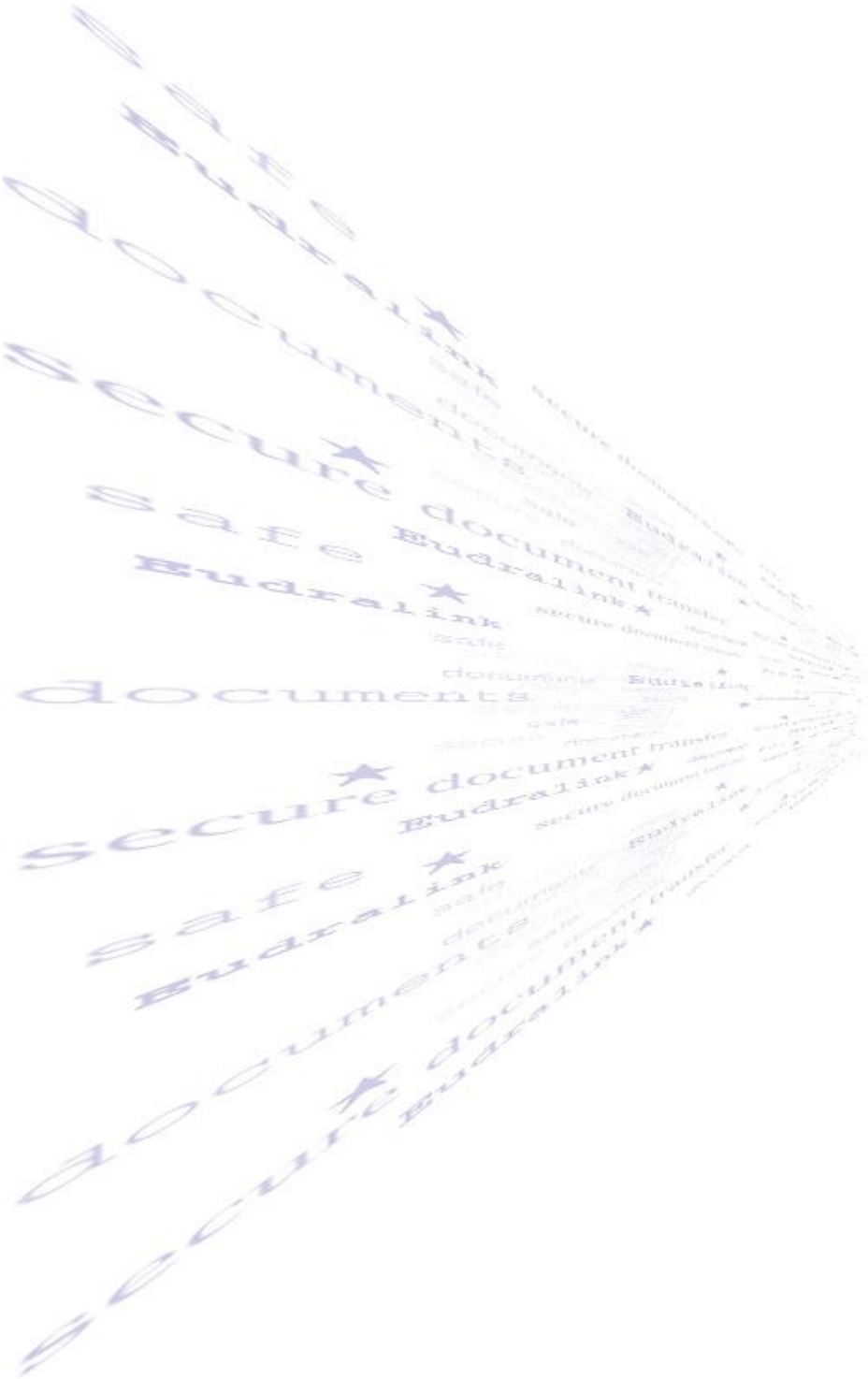
EudraLink v1.10




# EudraLink

*User Guide*

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# Introduction

## *About Eudralink*

The Eudralink system has been designed to enable files to be sent securely over the Internet via a user-friendly Web interface.

Eudralink Users can create Packages containing one or more files, up to a maximum size of 200 Megabytes per file, to be collected by specified recipients.

For security purposes Packages are encrypted when in storage and in transit using 128bit Strong Encryption.

A Package Tracking facility allows Eudralink Users to monitor when the Packages they have sent have been collected, to re-send Packages and perform other useful tasks.

Built in Address Book functionality allows users to create personal distribution lists and to Import e-mail addresses from MS Outlook.

Eudralink Users are also able to modify certain Eudralink settings in the User Options screen.

## *Who can use Eudralink*

Access to Eudralink is available to the EMA, Member State Agencies, Industrial Pharmaceutical Companies1, Members of Working Parties / Committees and National Experts. A Eudralink account can be requested via https://servicedesk.ema.europa.eu/.

## *Eudralink Usage Policy*

Users involved in the distribution of EMA restricted and/or confidential documentation between the EMA, Member State Agencies and Industrial Pharmaceutical Companies over the Internet should take the following security precautions:

(i) **Avoid using any personal e-mail accounts for transmission of information** (e.g. hotmail or similar), as e-mail attachments are stored on non-EMA servers during transit to the remote destinations and can be intercepted.

Furthermore, users need to be aware of the inherent security risks associated with e-mail. Not only is it possible (e.g. because of human error) to send a confidential e-mail to the wrong place, but the content of e-mails is generally not encrypted during transmission and maybe vulnerable to unauthorised interception.

(ii) Use Eudralink for the distribution of all EMA Restricted or Confidential information, where an e-mail is sent requesting the recipient to pick up an electronic package.

With Eudralink, the sensitive content of any message is kept separate from an e-mail instructing the recipient of its location. This way, should the e-mail fall into the wrong hands, either accidentally or maliciously, the content is in no way compromised.
Eudralink manages these security issues with a layered defence. Whenever a document is sent using Eudralink, the recipient receives an e-mail with a hyperlink on it. Following that link takes the user to a secure website where they are also prompted for a password before being allowed to download the document using an encrypted file transfer.

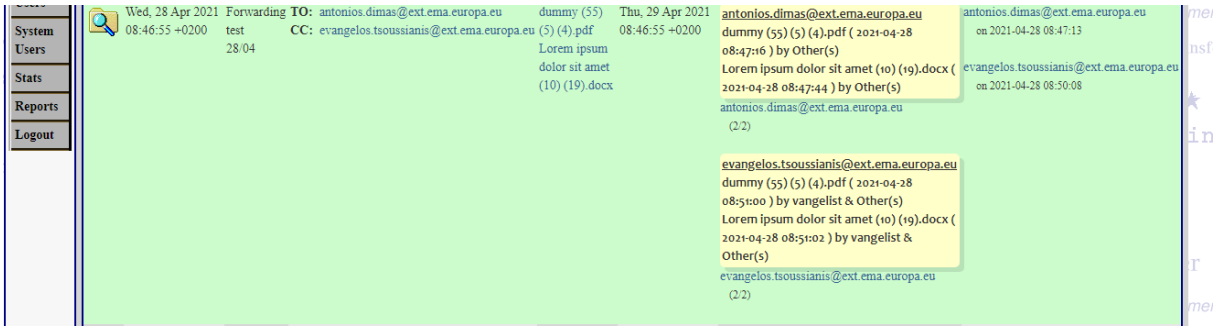
## *What's New in EudraLink v1.9.0 up to v1.9.9*

Version 1.9.0 fixes minor bugs and introduces a security reinforcement by providing an antivirus scan on the files that are uploaded as part of a user package.

When a user selects a file to be uploaded on the package creation, the system checks the file against known viruses from the virus database definitions and allows or not the uploading of the file. The same process takes place in the download section of the package received. The system checks the file(s) and allows or not the downloading of the corresponding file(s).

Version 1.9.1 & 1.9.2 fixes minor bugs. Also, when sending a package, the autocomplete functionality for emails has been improved. The address book results are sorted alphabetically, and search is triggered by 1 character

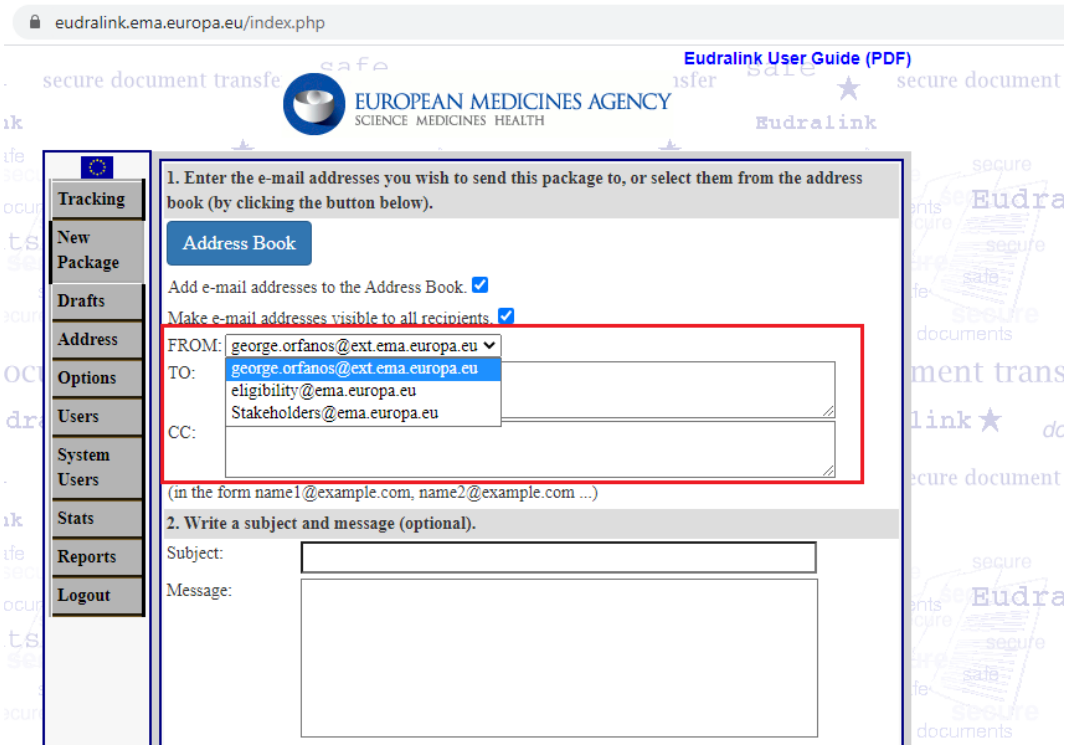
The version 1.9.3 in Tracking, users can see if the file they have sent has been collected by the original recipient by hovering on corresponding column. They can also see if the package has been accessed by Other(s) who were forwarded the packages:




To obtain a full report of packages that have been sent, detailing when they were collected and whether by recipient or others, users should open a ticket with ServiceDesk and indicate the date range they wish the report to track.

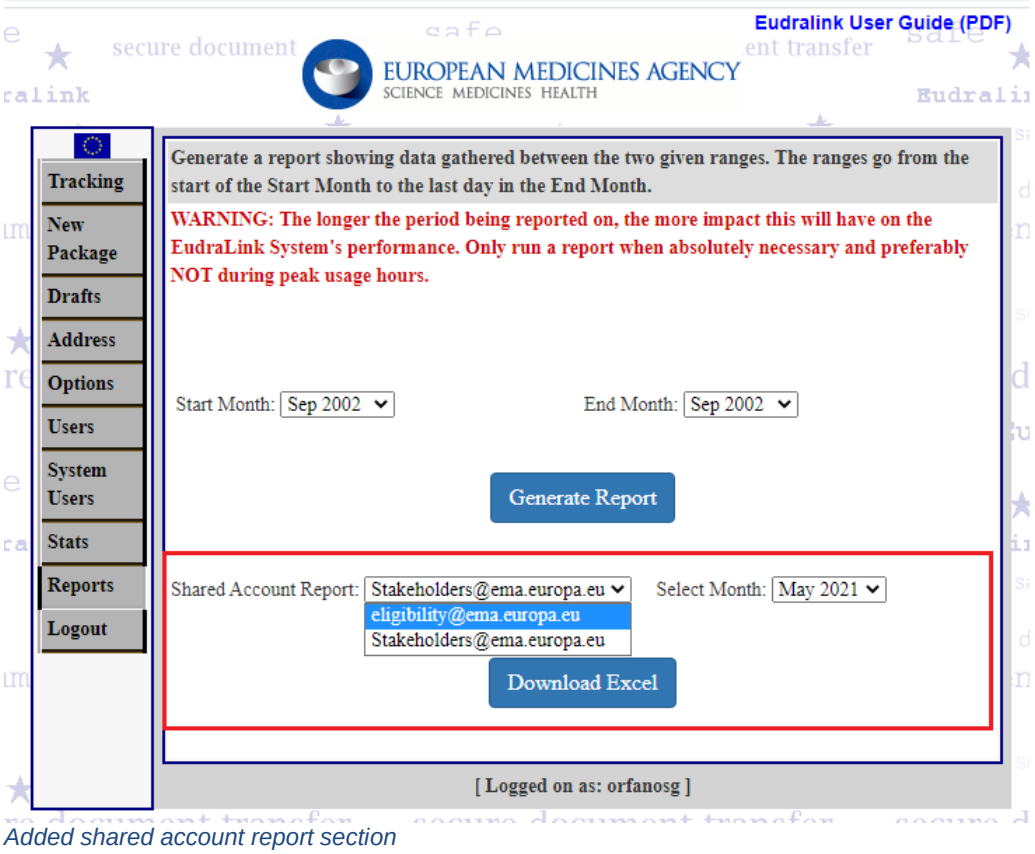
The version 1.9.5 adds an option group that allow users to modify default value of "Make e-mail addresses visible to all recipients" and "Add e-mail addresses to the Address Book"

The 1.9.8 release introduces shared accounts. These are selected accounts that are nominated as shared and each can be linked to one or more personal Eudralink accounts. So, a user related to one or more shared accounts, is able not only to use his/her personal Eudralink account but also to send packages on behalf of the connected shared account(s).



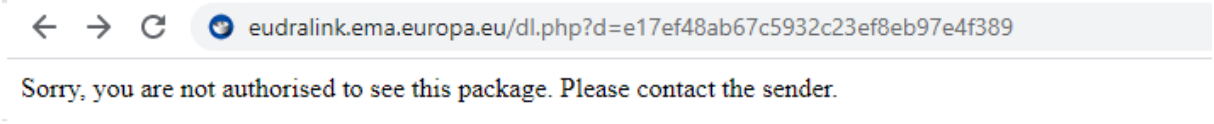

*From dropdown with personal or the connected shared account(s) as options*

In the tracking screen, the user can filter between personal packages or packages sent via a connected shared account. Lastly, an additional section in the reports page has been added to download the tracking information of the connected shared account(s) for a specified month.




*Added shared account report section*

The 1.9.9 release limits the ‘forwarding’ of packages. Recipients should only forward packages with colleagues within the same company and who share the same domain, or users within the EMA and NCA network.
If packages are forwarded to recipients with different domains, or who are not on the EMA and NCA network whitelist, will see the following screen, showing them that they do not have access.




If you see the above message, please contact the sender and ask them to create and send a new package rather than forward the package. For more information on this, please read this knowledge base article.

The latest 1.10.0 release improves performance and security of the application.

## *How do I get Help with EudraLink?*

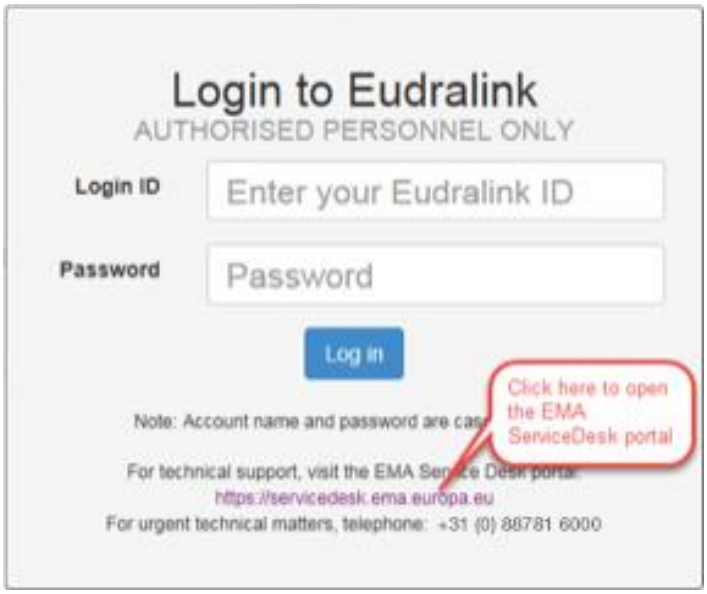
| | |
|---|---|
| For technical support, visit the EMA Service Desk portal: | https://servicedesk.ema.europa.eu |
| For urgent technical matters, telephone: | +31 (0)88781 6000 |

# Accessing EudraLink

To access EudraLink enter the following Web Address (URL) into your Web Browser:

**https://eudralink.ema.europa.eu**

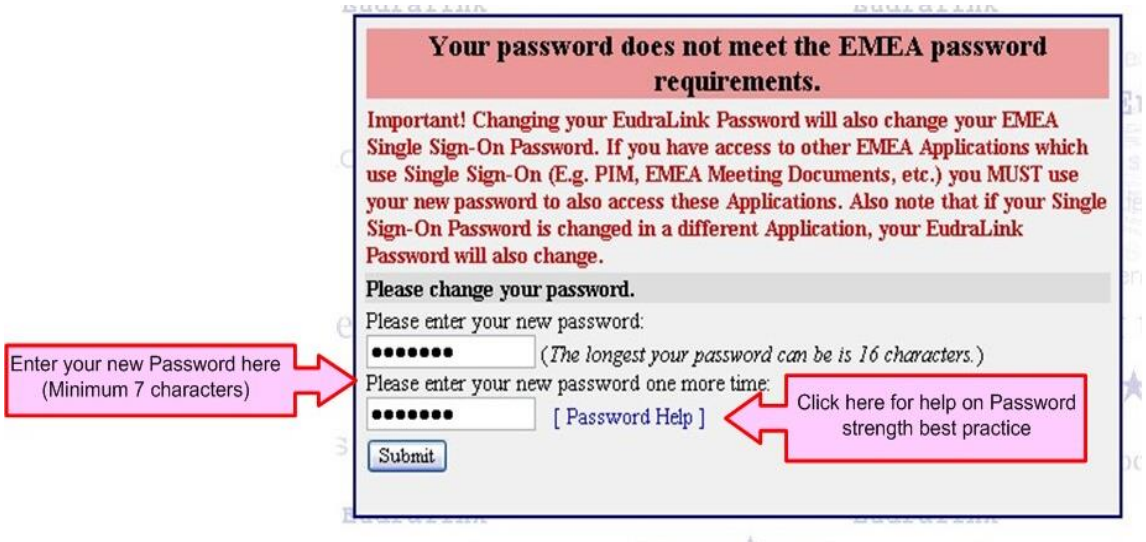
A secure connection to the EudraLink Server will be established and the EudraLink Login screen will be displayed.




Once you have entered your Login ID and Password click the Login button to Log in to EudraLink.

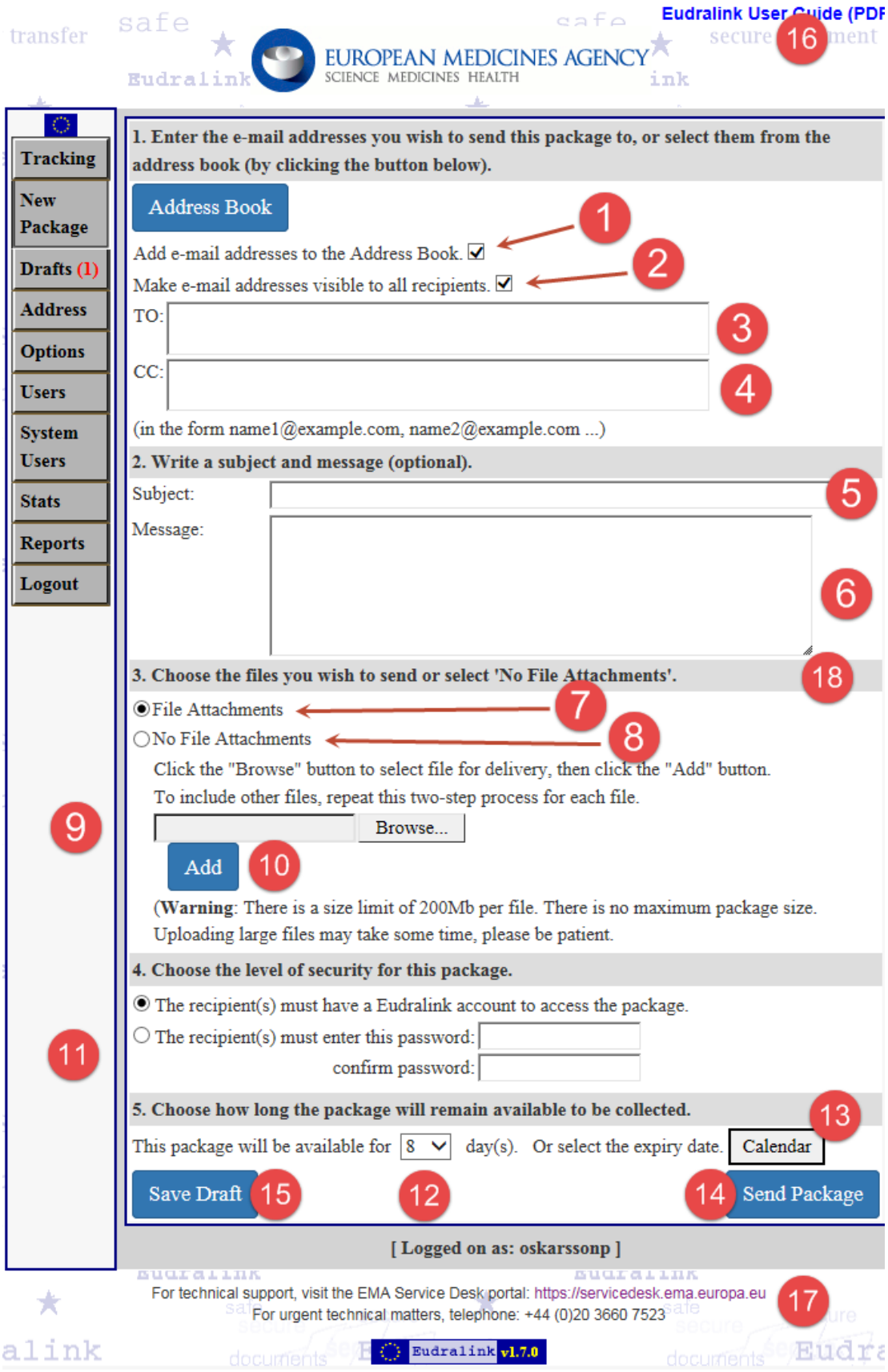
If you need assistance, clicking on '***Support***' will enable you to send an email to the Eudra Service Desk – '**eudralink@ema.europa.eu**'.

If you are a new EudraLink User, you will be required to change the password supplied to you by the ICTService Desk. Go to Options



# Sending a EudraLink Package

When you log into EudraLink the default display is the ‘New Package’ screen.



1. Tick this box if you wish each email address you enter to be added to your EudraLink Address Book. (Default = Ticked)

2. Un-Tick this box if you do not wish every recipient's email address to be visible to all recipients (Default = Ticked)

3. Enter the TO email addresses of Package recipients here. Multiple email addresses should be separated by a comma '**,**'.

4. Enter the CC email addresses of Package recipients here. Multiple email addresses should be separated by a comma '**,**'.

5. Type the Subject of the Package here. The Subject will be visible on the Notification Email that EudraLink will send to the Package recipient(s).

   **IMPORTANT: Do NOT include any confidential information in the Subject Field because this information will be sent via the Internet unencrypted.**

6. Type a Message here. This message will only be available to Package recipients once they have accessed the Package by clicking on the secure hyperlink sent within the Notification Email.

7. Tick this box if you wish to attach a file to the EudraLink Package. (Default = Ticked)

8. Tick this box if you DO NOT wish to attach a file to the EudraLink Package. (Default = Not Ticked).

9. Enter the Filename (including path to location) of the File you wish to attach, or click on 'Browse' to select a file.

10. Click the 'Add' button to Add the specified file to the EudraLink Package. The file will be uploaded to the EudraLink Server and the name and file size will be displayed.

11. Here you can choose the level of security you wish assigned to the EudraLink Package.

12. Select the number of days before the EudraLink Package will expire and no longer be accessible to recipients, or

13. Click on the 'Calendar' button to display a popup Calendar which will enable you to select the desired Package Expiry Date.

14. Click the 'Send Package' button to send the EudraLink Package to the specified recipients.

15. Click the 'Save Draft' button to save a Draft version of the current EudraLink Package.

16. Click to access a PDF version of the current EudraLink User Guide.

17. Clicking here opens a new browser window/tab so you can send an enquiry to the Eudra Service Desk.

18. Drag this handle to resize the message area

# More about Sending a EudraLink Package

## *Selecting e-mail addresses from your EudraLink Address Book*

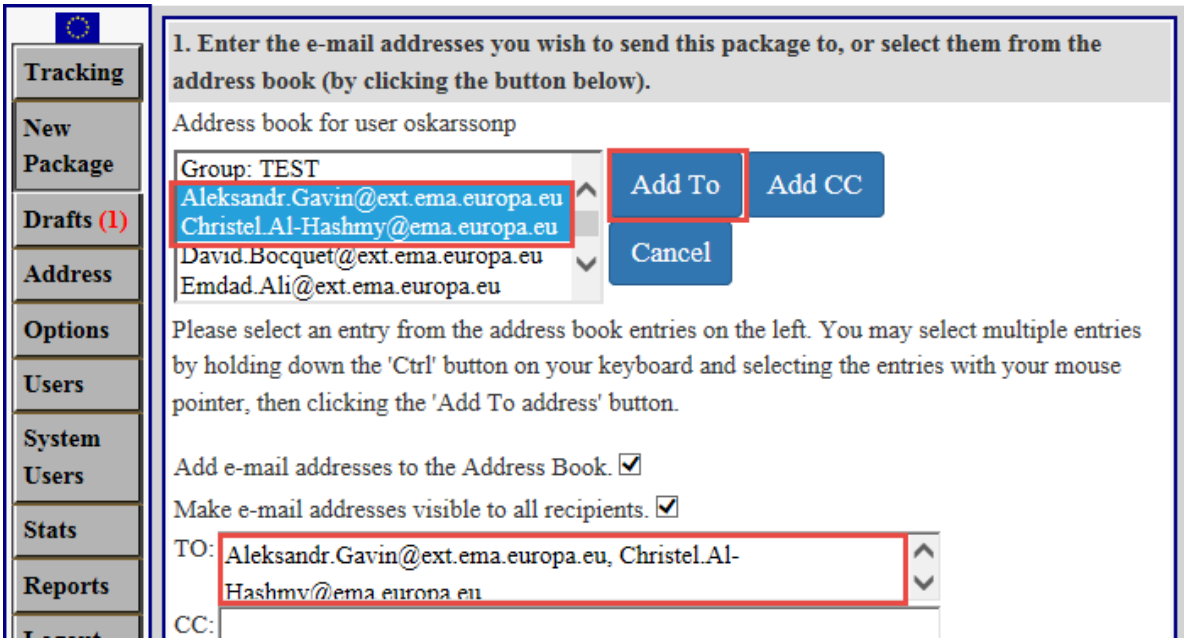
If you have added email addresses to your EudraLink Address Book, either automatically by ticking the '*Add e-mail addresses to the Address Book*' check-box, or manually using the Address Book screen (see Using the EudraLink Address Book section below), you can select e-mail addresses to insert into the '*To*' box in two ways:

### Direct Selection

Click on the Address Book button to access a list of e-mail addresses from your EudraLink Address Book.




Select an e-mail address from the displayed list of e-mail addresses, or select multiple e-mail addresses by pressing your CTRL-Key and clicking on the required addresses. Once you have made your selection click on the '*Add To address*' button. The selected e-mail addresses are then inserted into the '*To:*' box.

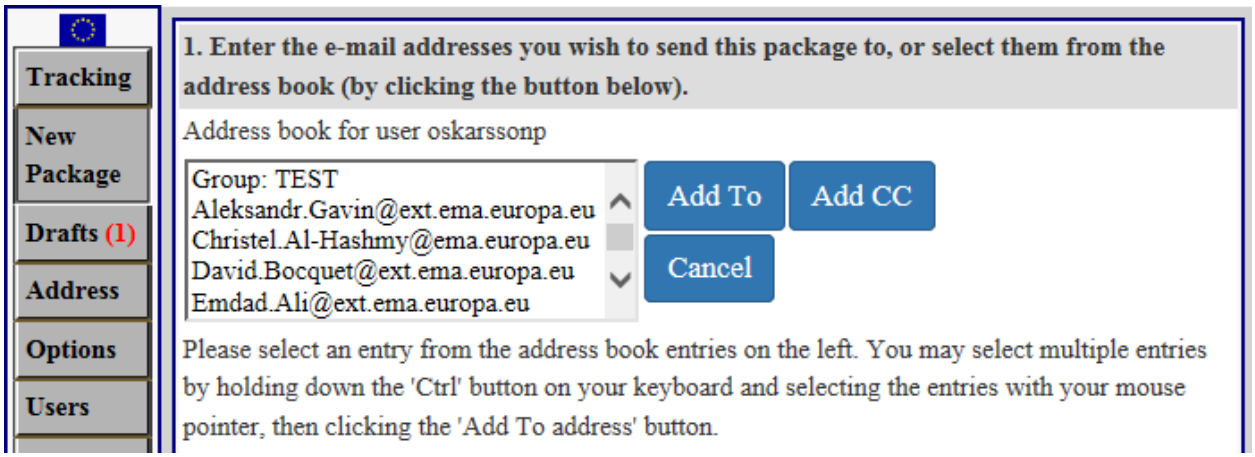


## TAB Completion Selection

If you have many email addresses in your EudraLink Address Book you may find it useful to limit the number of addresses to choose from by using the TAB Completion functionality.

For example, if you only want to display a list of email addresses containing the name 'john' you should enter the text '*john*' in the '*To:*' box then press the TAB-Key on your keyboard. This will display the Address Book listing (as in the Direct Selection method described above), but will only list email addresses which contain the matching text 'john'.

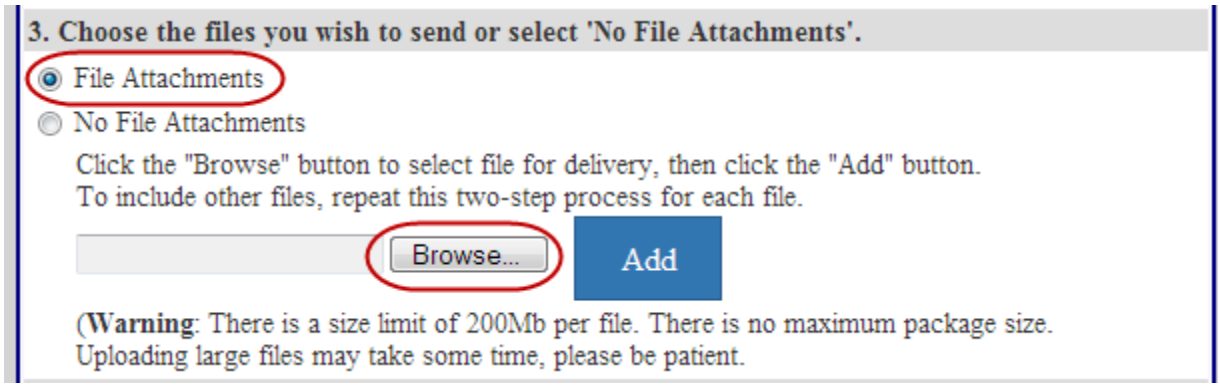
The required e-mail address(es) can then be selected and inserted into the '*TO:, 'CC: & 'BCC'"* boxes by clicking on the appropriate *Add* button.




# *Attaching / Not Attaching Files to a EudraLink Package*

## Attaching Files

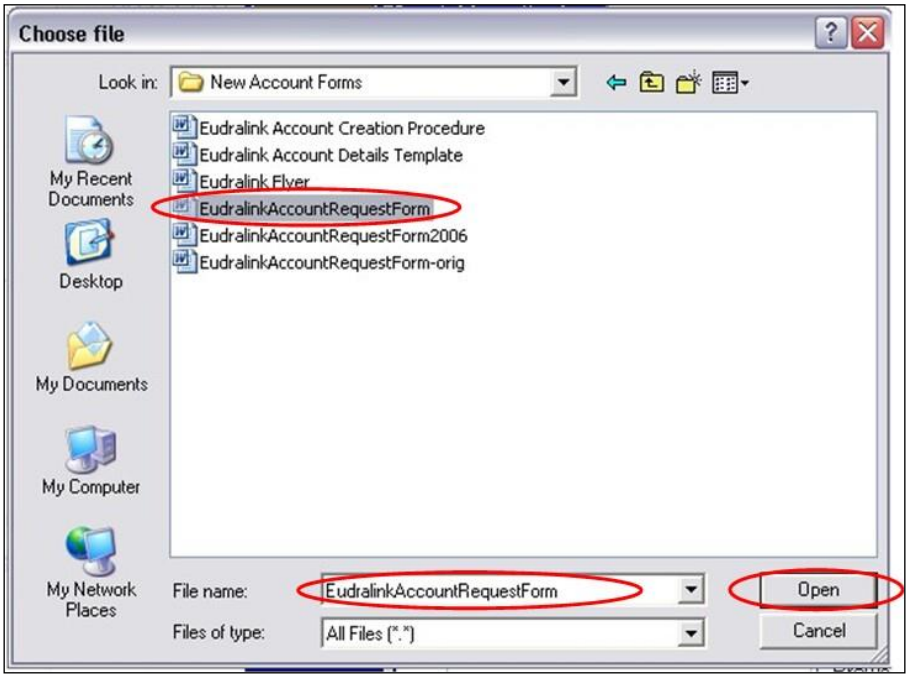
To attach Files to a EudraLink Package make sure the '*File Attachments'* option is ticked, then click on the '*Browse*' button.



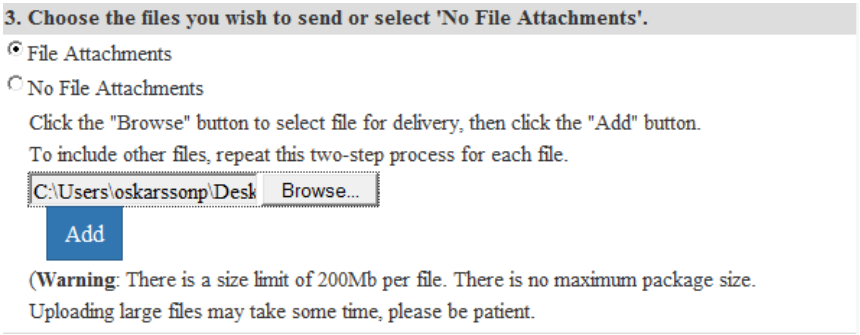

A file selection dialogue box will open. Navigate to the folder that contains the file you wish to attach, select the file and click '*Open'*.

**IMPORTANT:** DO NOT upload a file if it is 200 Mb (Megabytes) or more in size. Try '*Zipping*' the file to reduce its size. If that does not sufficiently reduce the file size, try

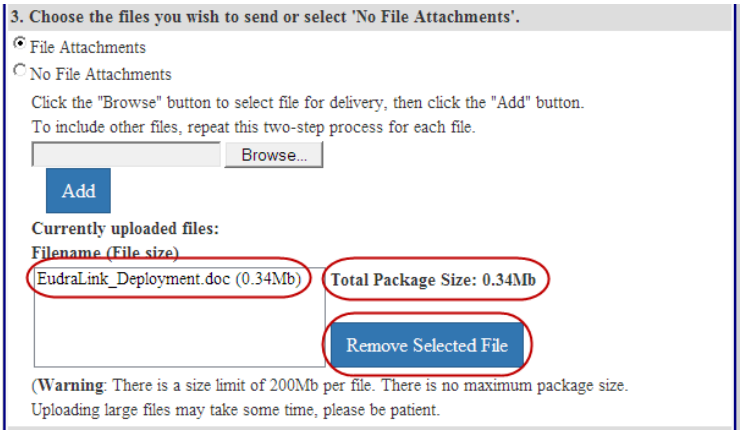
creating a Zip Archive that is split into several pieces, with each piece less than 200 Mb in size.




The selected filename will appear in the filename box. Click the '*Add*' button to upload this file for attachment to the EudraLink Package.

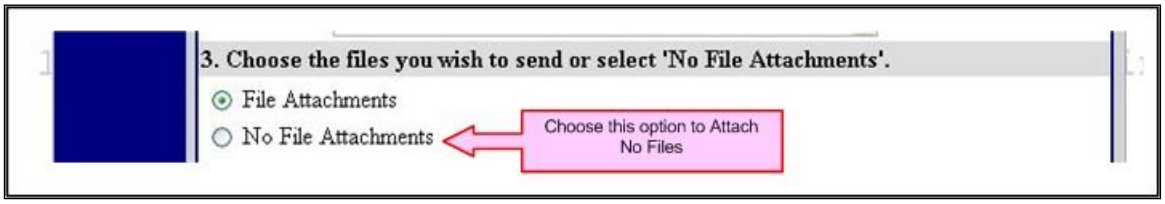



Once the upload is complete the Filename and File Size of the attached file will be displayed in the '*Currently uploaded files:*' box. Attached files can be removed by clicking on the attached file to select it, then clicking the '*Remove Selected File*' button.

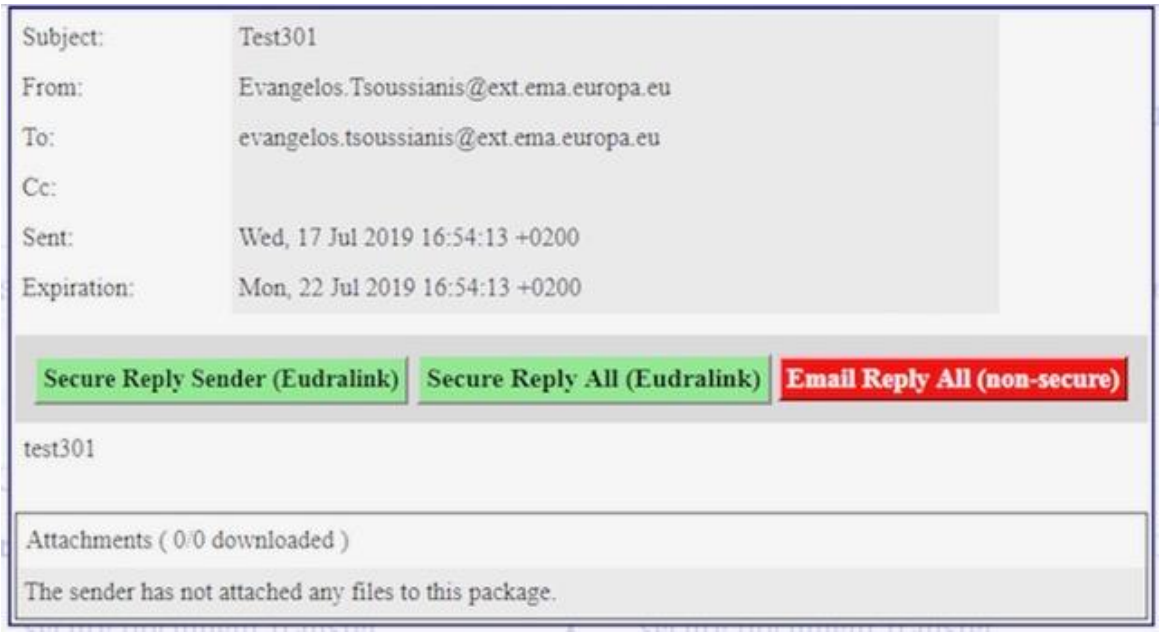


## Not Attaching Files

You now have a choice whether or not to attach files to a EudraLink Package. If you simply wish to send a secure message via EudraLink you are no longer forced to attach a file to the Package before it can be sent. (By default the File Attachments option is selected.)

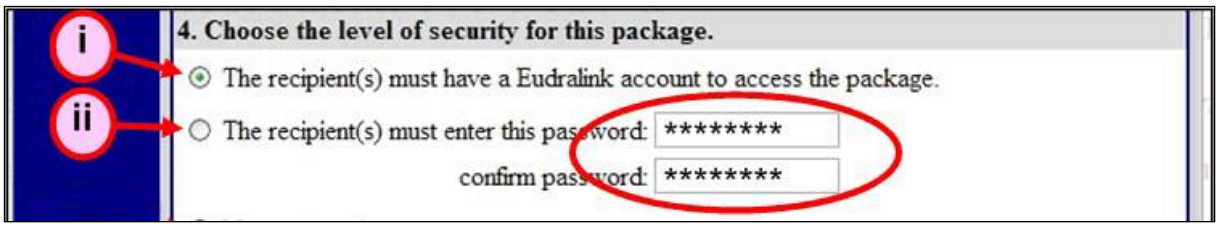



When a recipient accesses the Package they have been sent, they will see that No Files are attached to the Package, and a notice in the Package screen confirms that the sender has chosen not to attach files to the Package.



## *Package Security*

Eudralink provides three Security Options for sending different classifications of document:




**(i) The recipient(s) must have a Eudralink account to access the package**

Documents classified as **Confidential** should be sent using this option. This is the highest securiy option and and only recipients that have a Eudralink Account will be able to retrieve the documents. **NOTE**: This is the default setting for sending documents.

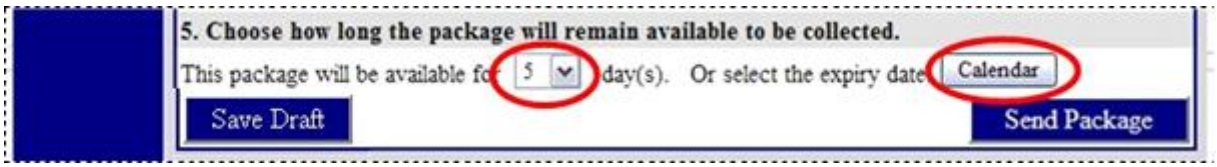
**(ii) The recipient(s) must enter this password**

Documents classified as **Restricted** should be sent with this option or with the above highest security option. You need to specify a password that the recipient will need to use to access the Package contents. A EudraLink Account is not required to retrieve documents sent using this option. You are strongly advised NOT to send details of this password to recipients via email because this is not secure.

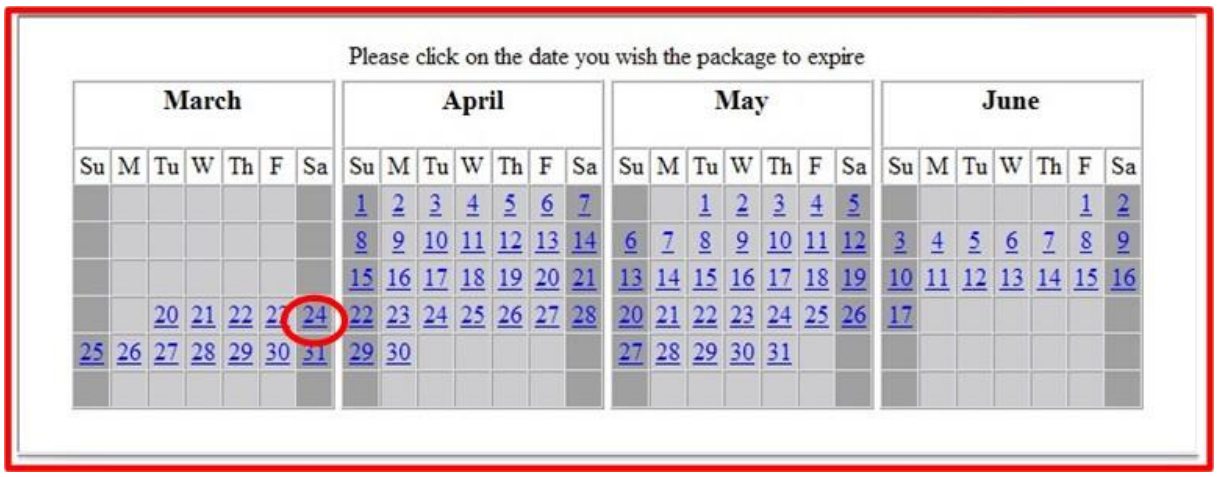
.

## *Package Expiry*

You can control how long a EudraLink Package will be available for collection by specifying the number of days until the Package will expire. Values up to a maximum of 90 days can be selected via a drop down selection box.



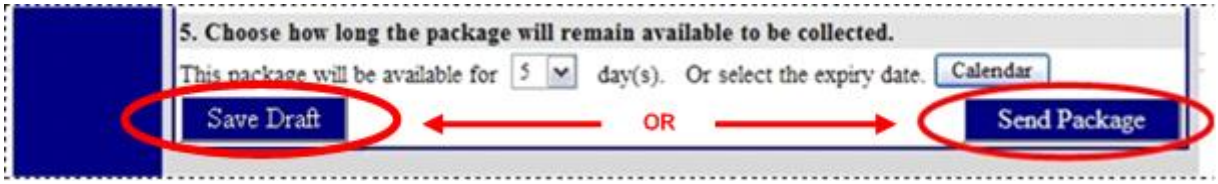

If a Package has to expire on a specific date, a popup expiry Calendar is available which automatically calculates the number of days to Package expiry depending on the expiry date selected. **NOTE:** The expiry Calendar will popup in a new browser window. If it fails to do so, you should check your browser's popup control settings.




## *Sending the Package or Saving a Draft Package*

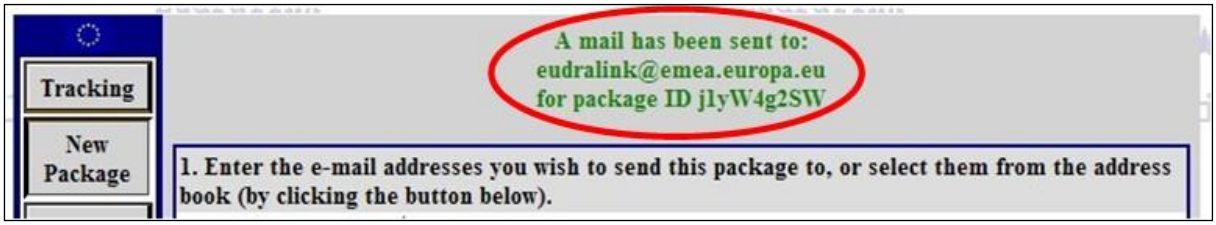
If you have finished constructing your EudraLink Package, you are ready to send it. Perform a final check to ensure that your Package is correctly constructed, then click on the '*Send Package*' button.

If you have not finished constructing your EudraLink Package you can save a Draft Package that you can return to when you are ready to complete the Package and send it.




## Sending the Package

When you click on the Send Package button, if the Package has been correctly constructed, a confirmation message will appear at the top of the New Package window listing the email addresses to which the Package has been sent.



## Saving a Draft Package

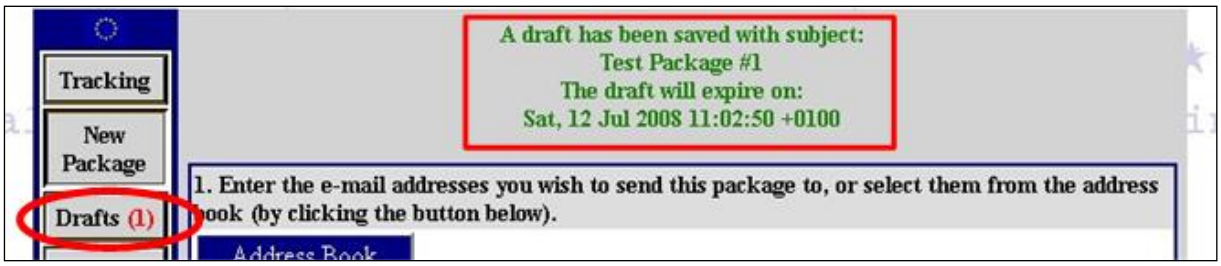
When you click on the Save as Draft button a confirmation message will be displayed at the top of the New Package window. The confirmation will consist of the following information:

- **The Subject of the Draft Package**
- **The Date and Time that the Draft Package will expire**

If you have no previously saved Draft Packages, the number "**(1)**" will appear on the Drafts Button. If you DO have previously saved Draft Packages, the number displayed on the Drafts Button will be incremented by "1".

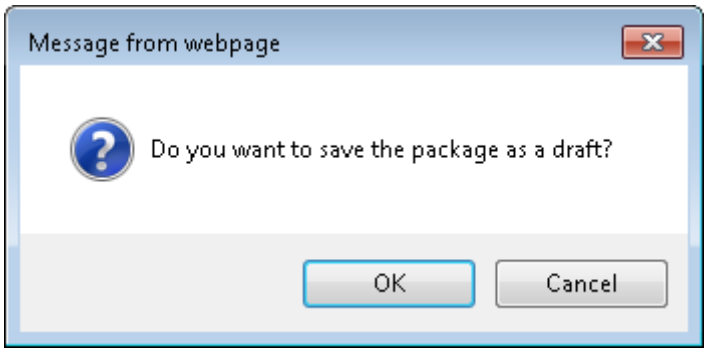
**NOTE:** To save a Draft Package you MUST enter some text in the Package's Subject box. If you do not specify a Subject an error message will be displayed to remind you of this requirement. The subject must also be different from the other drafts subjects.

**NOTE:** Draft Packages can be saved for a maximum of 10 days. After 10 days the Draft will be automatically deleted. However, accessing the saved Draft within this 10 day period and once again Saving the Draft will extend the life of the Draft Package by a further 10 days.



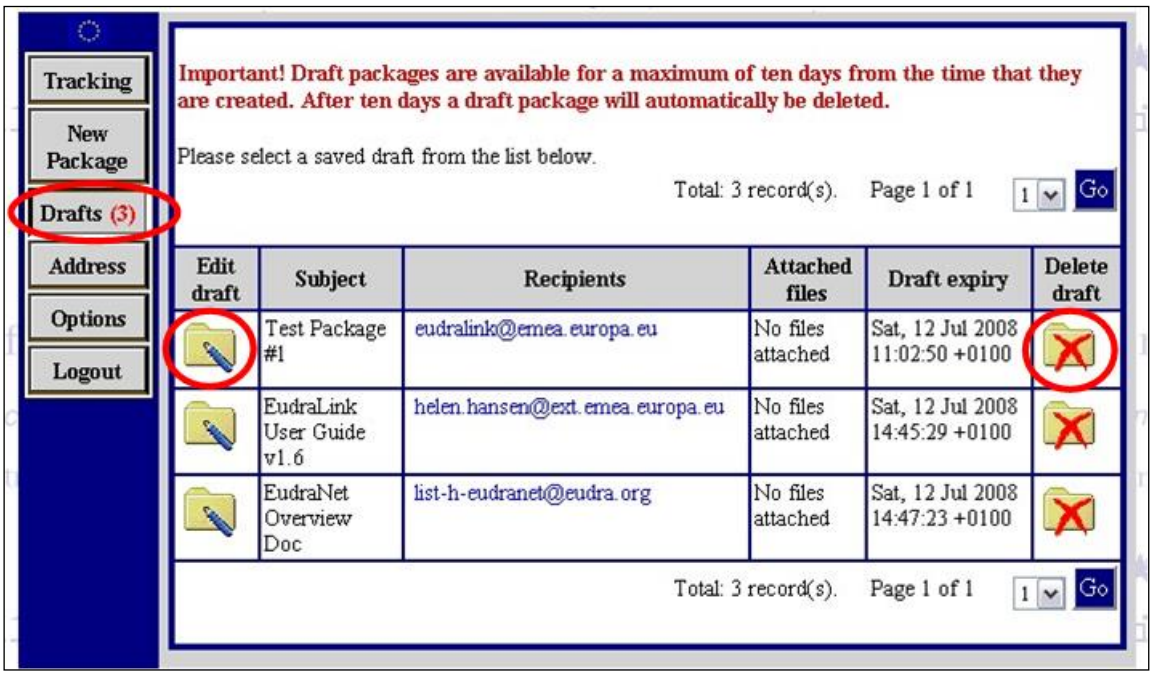

## Automatic saving of a draft

Eudralink, since version 1.7, warns you if you try navigating away from editing a package and give you a chance to save the package as a draft and thus not losing your edits.



## *Managing Draft Packages*

Click on the Drafts button to view a list of your Draft Packages. In this screen you can Delete a Saved Draft or Edit a Saved Draft.

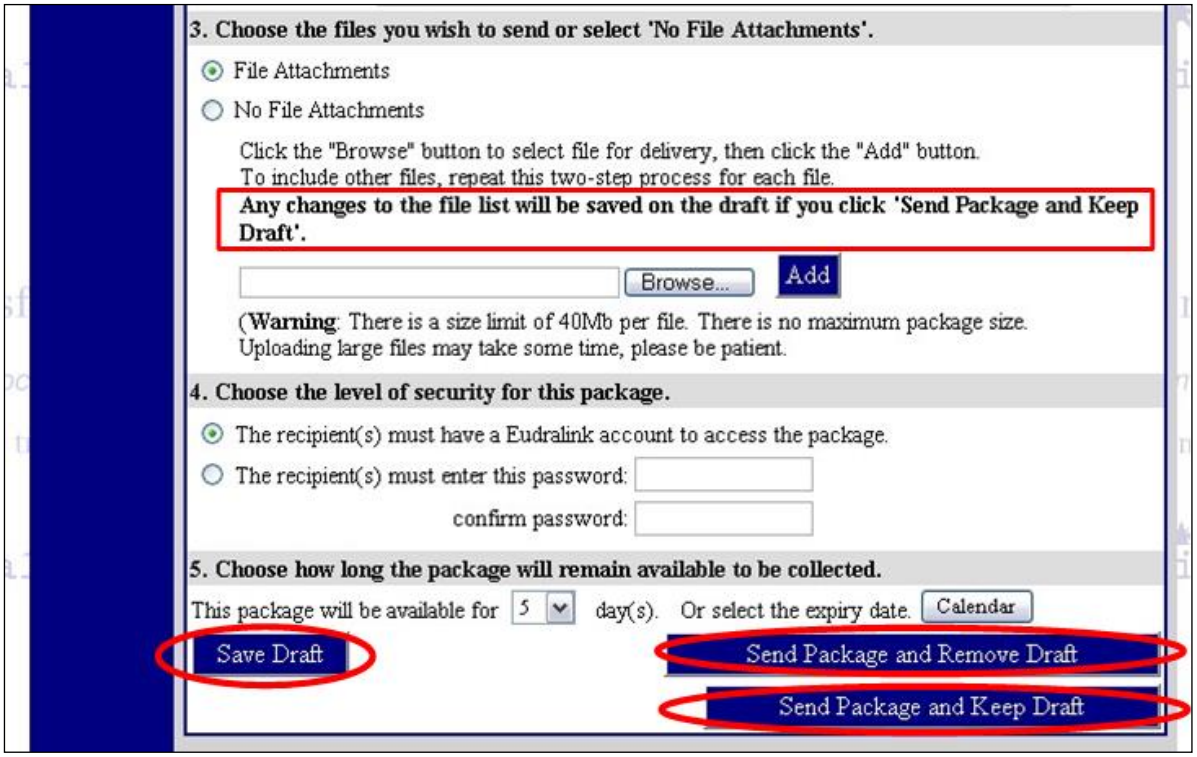



### Deleting a Saved Draft

To Delete a Saved Draft click on the  icon. The Saved Draft will be removed from the list of available Saved Drafts. The number displayed on the Drafts button will be reduced by one.

### Editing a Saved Draft

To Edit a Saved Draft click on the  icon. The Draft contents will be displayed in a New Package Screen for you to edit.




Once you have finished editing a Saved Draft you have three options:

- **Save Draft**

  Clicking this button will update your Saved Draft with the changes you have made and Save the Draft for a further 10 days

- **Send Package and remove Draft**

  Clicking this button will Send the Package and remove the Draft from the list of available Saved Drafts. The number displayed on the Drafts button will be reduced by one.

- **Send package and Keep Draft**

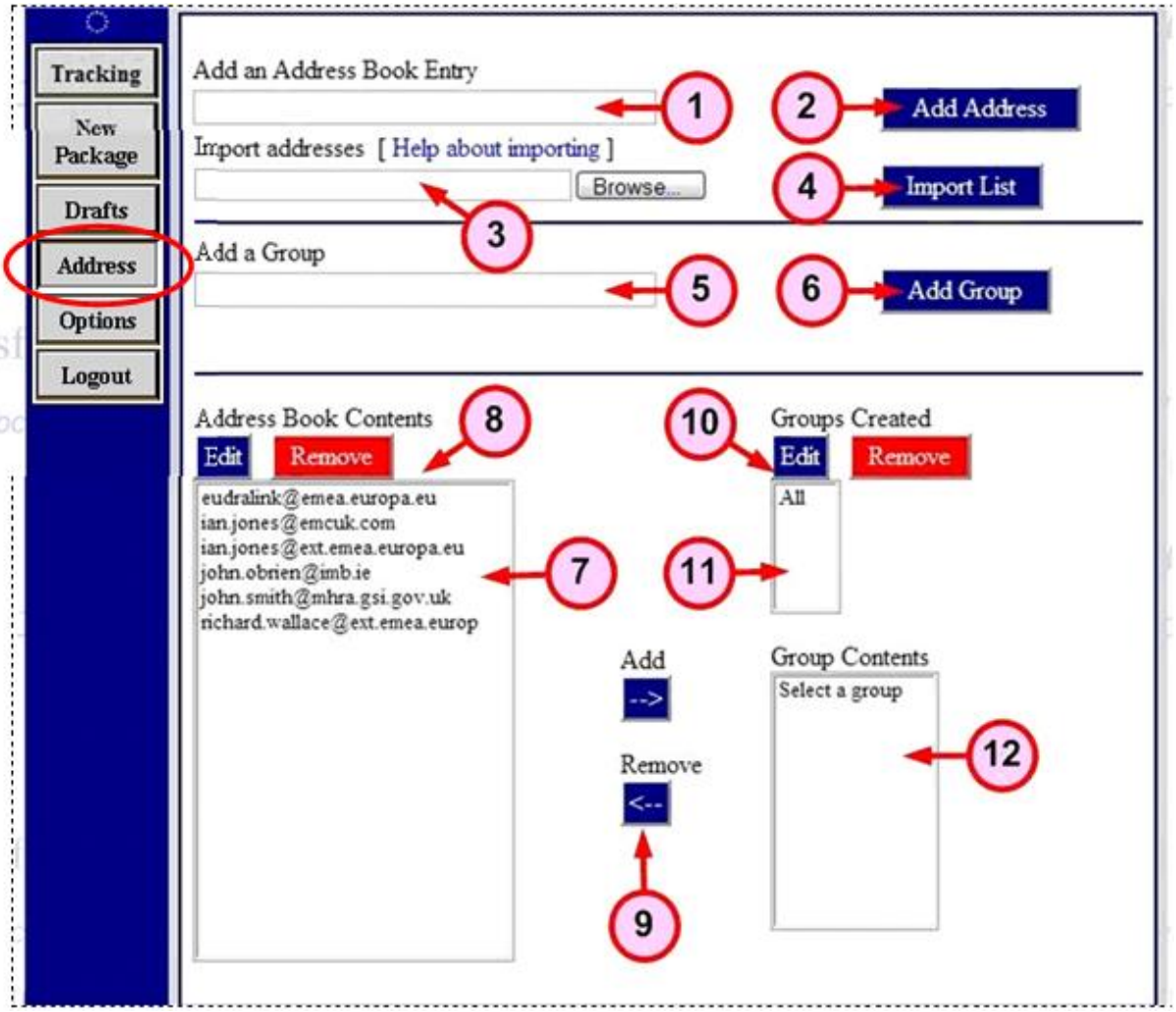
  Clicking this button will Send the Package with the modifications you have made but does not modify or delete the original Saved Draft.

  **NOTE**: Any changes to the list of files attached to a Draft Package WILL be saved to the Saved Draft.

## *Using the EudraLink Address Book*

The EudraLink Address Book allows a user to store recipient email addresses and create Email Groups to help simplify the email address selection process.

Click the '*Address*' button on the EudraLink Menu Bar to access the Address Book.




1. Enter the email address to be added to your Address Book here

2. Click the '*Add Address*' button to add the email address to your EudraLink Address Book. The email address will then appear in the Address Book Contents list, (See **7** below)

3. Type the full location path of the file containing your exported Outlook Addresses, or navigate to the file and select it using the '*Browse*' button. Click on the '*Help about importing*' link to view detailed instructions on the procedure to follow to export the contents of your Outlook Address Book.

4. Click the 'Import List' button to import the contents of the export file into your EudraLink Address Book. The imported email addresses will appear in the Address Book Contents list. (See **7** below)

5. You can specify the name of a new Group mailing list by typing its name in this field.

**6.** Click the '*Add a Group*' button to create Group with the specified name. The new Group name will appear in the '*Groups Created*' listing (see **11** below).

**7.** The Address Book Contents listing displays all the email addresses which you have added, or imported, to your Address Book. Some long email addresses may appear incomplete, but this is just due to the truncation of the address for the sake of tidiness.

**8.** You can remove one or more email addresses by clicking (or CTRL-clicking for multiple selections) the target email address(es). You can also Edit an email address by selecting the target email address and clicking on the '*Edit*' button. The selected email address will appear in the '*Add an Address Book Entry*' filed and the field description will change to '*Edit an Address Book Entry*'. The '*Add Address*' button will also change to read '*Edit Address*'. Once you have edited the email address you should click the 'Edit Address' button. The modified address will replace the original address in the Address Book Contents listing. A confirmation of the change will also appear at the top of the Address Book window in the format "Entry changed to *example@address.com*" (where the email address displayed is the modified address).

**9.** If you have created a Group mailing list (see **5** and **6** above) you will need to add email addresses to the Group. To do this, select one or more email addresses by clicking (or CTRL-clicking for multiple selections) the target email address(es) in the Address Book Contents listing then click on the 'Add' button (→). The selected email address(es) will then appear in the Group Contents listing. Likewise, to remove addresses from the Group select an address by clicking the target email address in the Group Contents listing then click on the 'Remove' button (←). The selected address will disappear from the Group Contents listing.

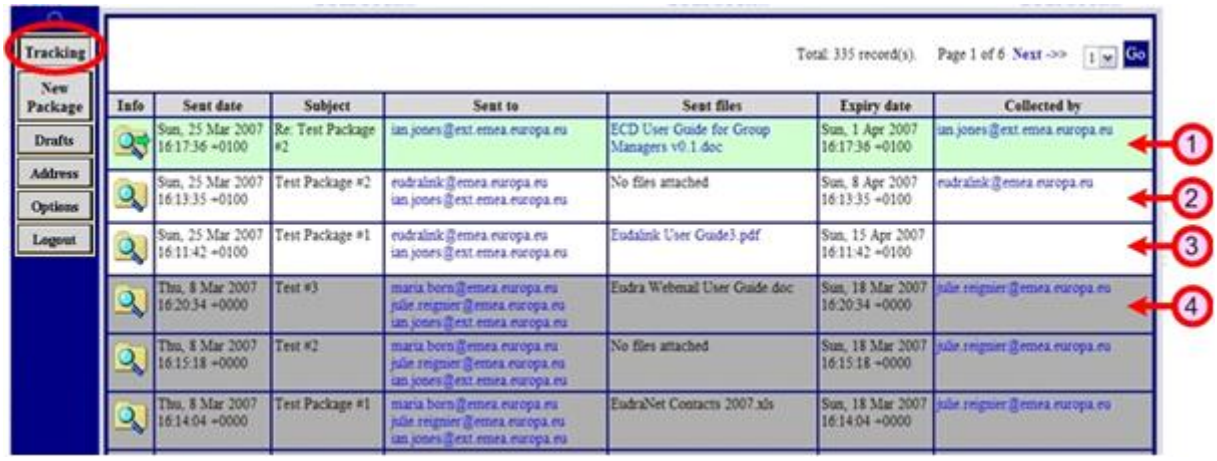
**10.** You can remove a Group by selecting a Group from the Groups Created listing then clicking the '*Remove*' button. NOTE: You can only remove a Group mailing list once all of the email address in that Group have been removed (see **9** above). Similarly to **8** above, you can also Edit the name of Group by selecting the desired Group then clicking on the '*Edit*' button. The selected Group name will be displayed in the '*Add a Group*' field for editing and the '*Add Group*' button will change to read '*Edit Group*'. Once you have edited the Group you should click on the '*Edit Group*' button. The modified Group name will replace the original Group name in the Created Groups listing. A confirmation of the change will also appear at the top of the Address Book window in the format "Entry changed to *Groupname*" (where the Group name displayed is the modified Group name).

**11.** The Group Created listing displays the Groups you have setup.

**12.** The Group Contents listing displays the list of email addresses you have added to each Group.

# EudraLink Package Tracking

Eudralink's Package Tracking facility enables you to monitor the status of Packages you have sent. Click on the '*Tracking*' option on the EudraLink Menu Bar to access this facility.




Each Package appears as a separate row in the table and each row is made up of the following columns:

- **Info**: Clicking on the folder icon opens the Package Info screen (see '*Viewing Package Information*' below). A folder icon that has a Green Arrow indicates that the Package was sent in reply to a package you had received.
- **Sent Date**: The date the Package was sent.
- **Subject**: The Subject you specified when you sent the Package.
- **Sent to**: The email addresses of the people the Package was sent to.
- **Sent files**: The names of the files attached to the Package. If a file is deleted from a package, its name will be displayed in black font color.
- **Expiry date**: The date and time upon which the Package will expire
- **Collected by**: The email addresses of Package recipients who have downloaded a file(s). Upon hovering on the email address, there is a specific description of the date and the name of the file that is downloaded.

In the above Package Tracking screenshot are examples of what you should expect to see over time. Explanations follow for clarity:

1. This Package was sent in reply to a Package received. The reply was sent to a single recipient and had a single file attached. The expiry date was set to 7 days from the time the Package was sent. The recipient has confirmed that the Package has been received. NOTE: When all recipients have confirmed receipt of a Package the tracking entry for the Package is highlighted Green.

2. This Package was sent to 2 recipients and had a single file attached. The Package was set to expire 14 days after sending. Only 1 of the 2 recipients have confirmed receipt of the Package.

3. This Package was sent to 2 recipients and the sender chose not to attach any files to the Package. The Package was set to expire 21 days after sending. Only 1 of the 2 recipients have confirmed receipt of the Package.

4. This Package was sent to 3 recipients and had a single file attached. The Package was set to expire 10 days after sending. Only 1 of the 3 recipients have confirmed receipt of the Package. This Package has Expired and so can no longer be accessed by the intended recipients. NOTE: When a package Expires it is shaded Grey and it is moved within the Tracking Table to the top of list of Expired Packages. Packages which have not expired are always listed first.

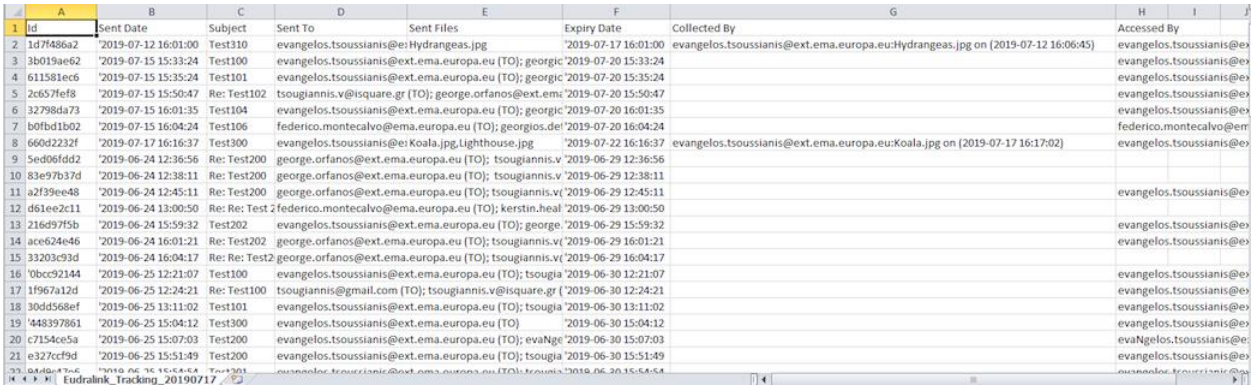
## *Package Status Report*

The new Eudralink Download Excel button in the tracking view provides an easy way to download the tracking data for the last 30 days.

To download the report click on the *Download Excel* (see image below) button in the upper right corner and when prompted click *YES*.




The resulting file will show (column F) when the recipient accessed or opened the message and if they clicked to confirm receipt (column H) in an Excel file that looks like this:

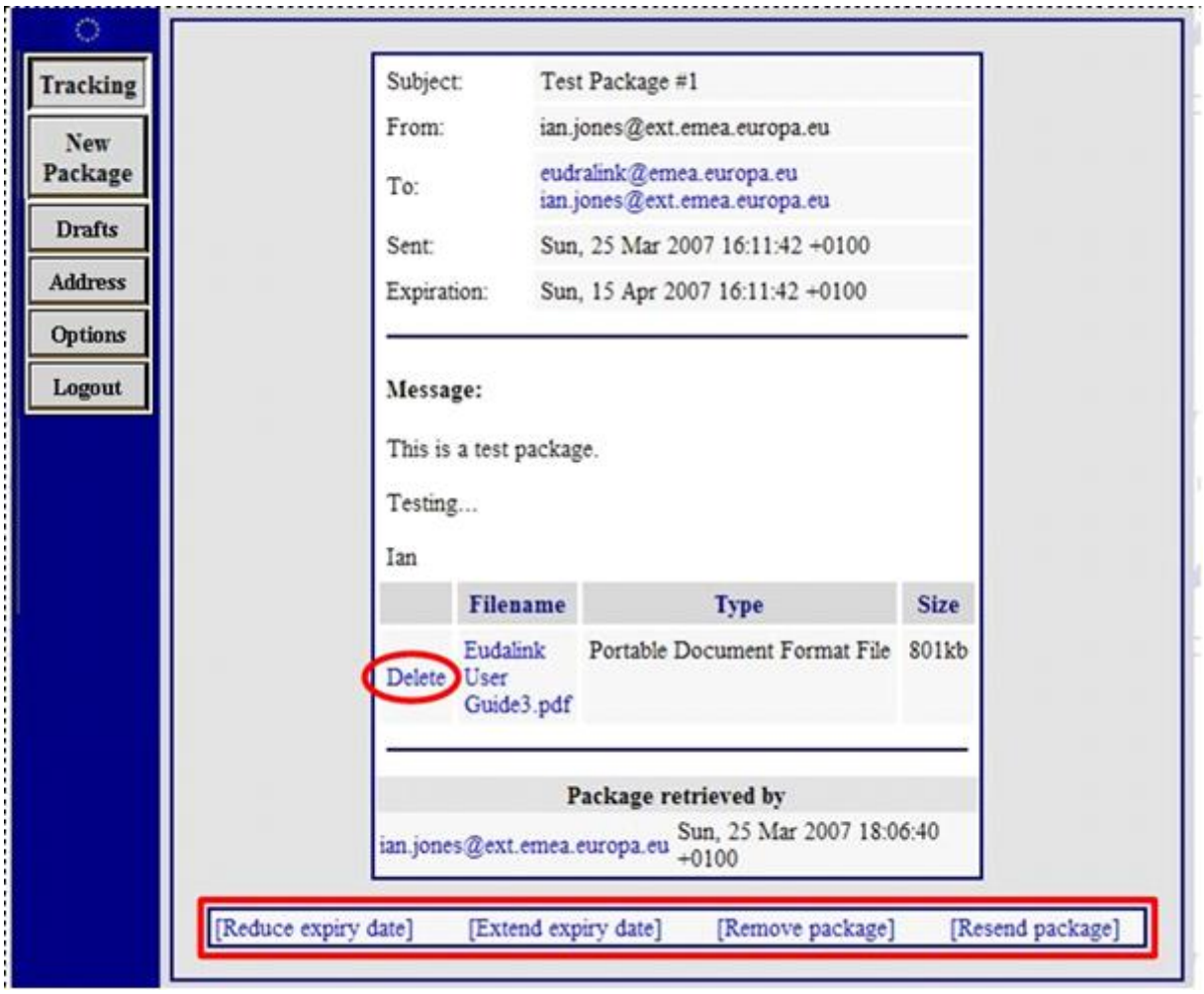


| Id | Sent Date | Subject | Sent To | Sent Files | Expiry Date | Collected By | Accessed By |
|---|---|---|---|---|---|---|---|
| 1d7f486a2 | '2019-07-12 16:01:00 | Test310 | evangelos.tsoussianis@e: | Hydrangeas.jpg | '2019-07-17 16:01:00 | evangelos.tsoussianis@ext.ema.europa.eu:Hydrangeas.jpg on (2019-07-12 16:06:45) | evangelos.tsoussianis@ex |
| 3b019ae62 | '2019-07-15 15:33:24 | Test100 | evangelos.tsoussianis@ext.ema.europa.eu (TO); georgic | | '2019-07-20 15:33:24 | | evangelos.tsoussianis@ex |
| 611581ec6 | '2019-07-15 15:35:24 | Test101 | evangelos.tsoussianis@ext.ema.europa.eu (TO); georgic | | '2019-07-20 15:35:24 | | evangelos.tsoussianis@ex |
| 2c657fef8 | '2019-07-15 15:50:47 | Re: Test102 | tsougiannis.v@isquare.gr (TO); george.orfanos@ext.ema | | '2019-07-20 15:50:47 | | evangelos.tsoussianis@ex |
| 32798da73 | '2019-07-15 16:01:35 | Test104 | evangelos.tsoussianis@ext.ema.europa.eu (TO); georgic | | '2019-07-20 16:01:35 | | evangelos.tsoussianis@ex |
| b0fbd1b02 | '2019-07-15 16:04:24 | Test106 | federico.montecalvo@ema.europa.eu (TO); georgios.de | | '2019-07-20 16:04:24 | | federico.montecalvo@em |
| 660d2232f | '2019-07-17 16:16:37 | Test300 | evangelos.tsoussianis@e: | Koala.jpg,Lighthouse.jpg | '2019-07-22 16:16:37 | evangelos.tsoussianis@ext.ema.europa.eu:Koala.jpg on (2019-07-17 16:17:02) | evangelos.tsoussianis@ex |
| 5ed06fdd2 | '2019-06-24 12:36:56 | Re: Test200 | george.orfanos@ext.ema.europa.eu (TO); tsougiannis.v | | '2019-06-29 12:36:56 | | |
| 83e97b37d | '2019-06-24 12:38:11 | Re: Test200 | george.orfanos@ext.ema.europa.eu (TO); tsougiannis.v | | '2019-06-29 12:38:11 | | |
| a2f39ee48 | '2019-06-24 12:45:11 | Re: Test200 | george.orfanos@ext.ema.europa.eu (TO); tsougiannis.v( | | '2019-06-29 12:45:11 | | evangelos.tsoussianis@ex |
| d61ee2c11 | '2019-06-24 13:00:50 | Re: Re: Test 2 | federico.montecalvo@ema.europa.eu (TO); kerstin.heal | | '2019-06-29 13:00:50 | | |
| 216d97f5b | '2019-06-24 15:59:32 | Test202 | evangelos.tsoussianis@ext.ema.europa.eu (TO); george. | | '2019-06-29 15:59:32 | | evangelos.tsoussianis@ex |
| ace624e46 | '2019-06-24 16:01:21 | Re: Test202 | george.orfanos@ext.ema.europa.eu (TO); tsougiannis.v( | | '2019-06-29 16:01:21 | | evangelos.tsoussianis@ex |
| 33203c93d | '2019-06-24 16:04:17 | Re: Re: Test2 | george.orfanos@ext.ema.europa.eu (TO); tsougiannis.v( | | '2019-06-29 16:04:17 | | |
| '0bcc92144 | '2019-06-25 12:21:07 | Test100 | evangelos.tsoussianis@ext.ema.europa.eu (TO); tsougia | | '2019-06-30 12:21:07 | | evangelos.tsoussianis@ex |
| 1f967a12d | '2019-06-25 12:24:21 | Re: Test100 | tsougiannis@gmail.com (TO); tsougiannis.v@isquare.gr ( | | '2019-06-30 12:24:21 | | evangelos.tsoussianis@ex |
| 30dd568ef | '2019-06-25 13:11:02 | Test101 | evangelos.tsoussianis@ext.ema.europa.eu (TO); tsougia | | '2019-06-30 13:11:02 | | evangelos.tsoussianis@ex |
| '448397861 | '2019-06-25 15:04:12 | Test300 | evangelos.tsoussianis@ext.ema.europa.eu (TO) | | '2019-06-30 15:04:12 | | evangelos.tsoussianis@ex |
| c7154ce5a | '2019-06-25 15:07:03 | Test200 | evangelos.tsoussianis@ext.ema.europa.eu (TO); evaNge | | '2019-06-30 15:07:03 | | evaNgelos.tsoussianis@e |
| e327ccf9d | '2019-06-25 15:51:49 | Test200 | evangelos.tsoussianis@ext.ema.europa.eu (TO); tsougia | | '2019-06-30 15:51:49 | | evangelos.tsoussianis@ex |

Eudralink_Tracking_20190717

## *Viewing EudraLink Package Information*

The EudraLink Package Information screen displays details about the Package you have sent.




Even after a Package has been sent you still retain control of the Package and can adjust the availability of certain package elements or of the Package as a whole.

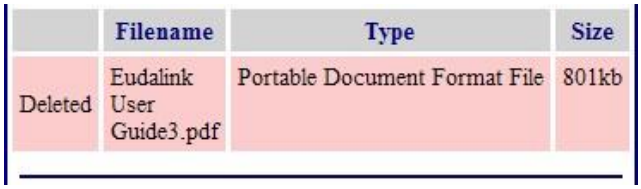
## Deleting Attached Files

You can remove attachments from a Package by clicking on the '*Delete*' option next to the attachment you wish to delete.

You will be asked to confirm that you wish to delete the attached file. Click the '*[Continue]*' option to proceed with the deletion or click the '*[Cancel]*' option to cancel the deletion.



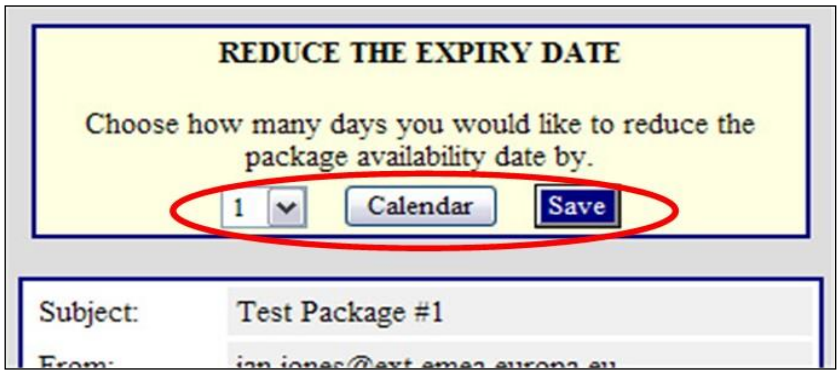

If you continue, the selected file attachment will b deleted and the file attachment details in the package information screen will be updated to show that the attachment has been removed from the Package.




## Reducing the Package Expiry Date

The Expiry Date of a Package can be reduced by clicking on the '*Reduce expiry date*' option at the bottom of the Package Information screen.

A dialogue box will appear at the top of the package Information screen so that you may specify the number of days by which to reduce the Package Expiry date. The number of days can be selected either by means of a pull down list of days, or by clicking on the '*Calendar*' button to display a Calendar in a popup window to assist you in specifying a specific new expiry date. (As described in the Package Expiry section of the More about Sending a EudraLink Package topic above).



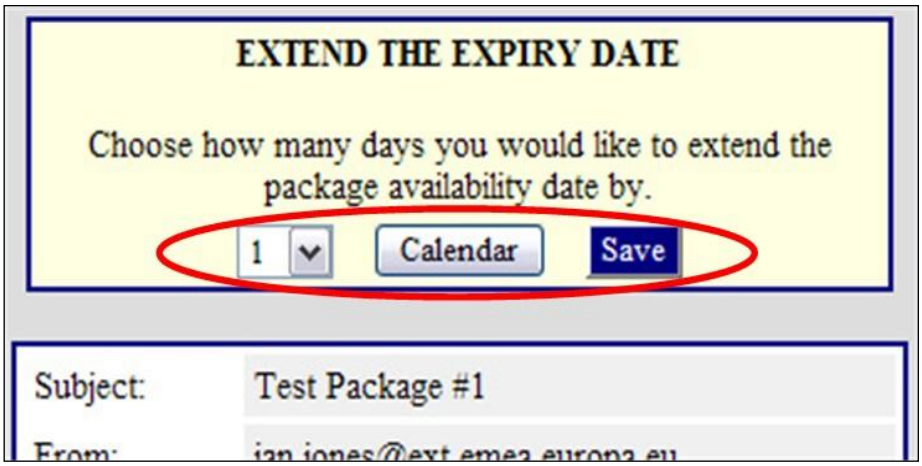

Once you have selected the number of days by which to reduce the Expiry Date you must click on the '*Save*' button to apply this change. A confirmation message detailing the reduced Expiry Date will be displayed at the top of the Package Information screen.



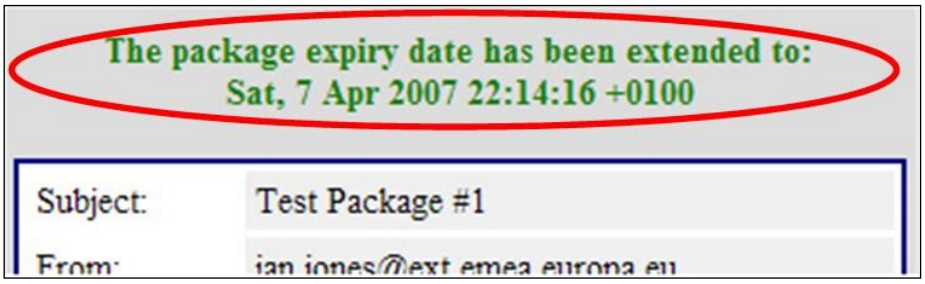
## Extending the Package Expiry Date

The Expiry Date of a Package can be extended by clicking on the 'Extend *expiry date*' option at the bottom of the Package Information screen.

A dialogue box will appear at the top of the package Information screen so that you may specify the number of days by which to extend the Package Expiry date. The number of days can be selected either by means of a pull down list of days, or by clicking on the '*Calendar*' button to display a Calendar in a popup window to assist you in specifying a specific new expiry date. (As described in the Package Expiry section of the More about Sending a EudraLink Package topic above).




Once you have selected the number of days by which to extend the Expiry Date you must click on the '*Save*' button to apply this change. A confirmation message detailing the extended Expiry Date will be displayed at the top of the Package Information screen.

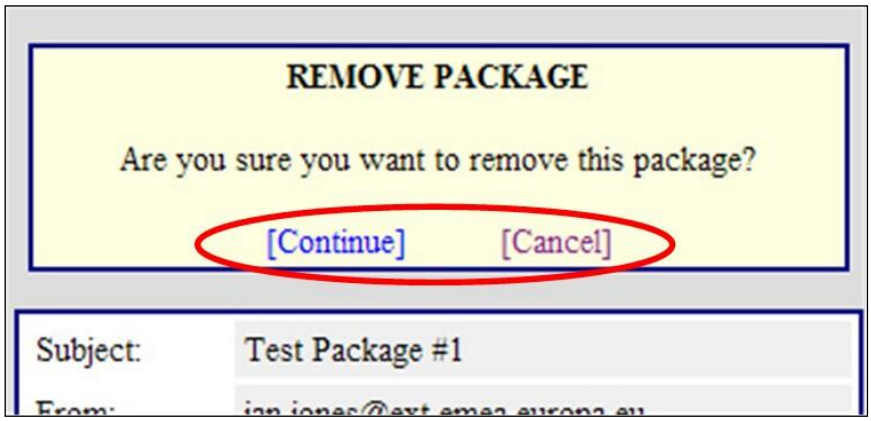


## Removing a Package

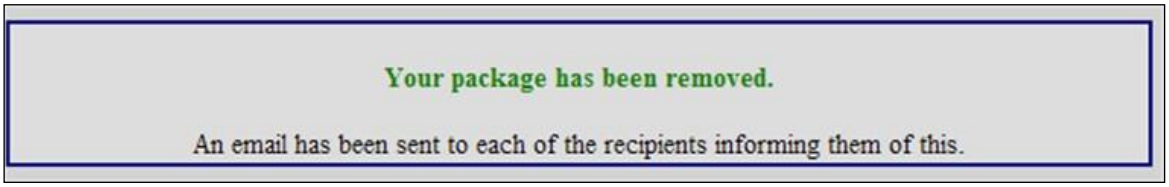
You can remove the entire EudraLink Package by clicking on the '*Remove package*' option at the bottom of the Package Information screen.

A dialogue box will appear at the top of the Package Information screen so that you may either confirm the Package Removal by clicking on the '*[Continue]*' option or cancel Package Removal by clicking on the '*[Cancel]*' option.

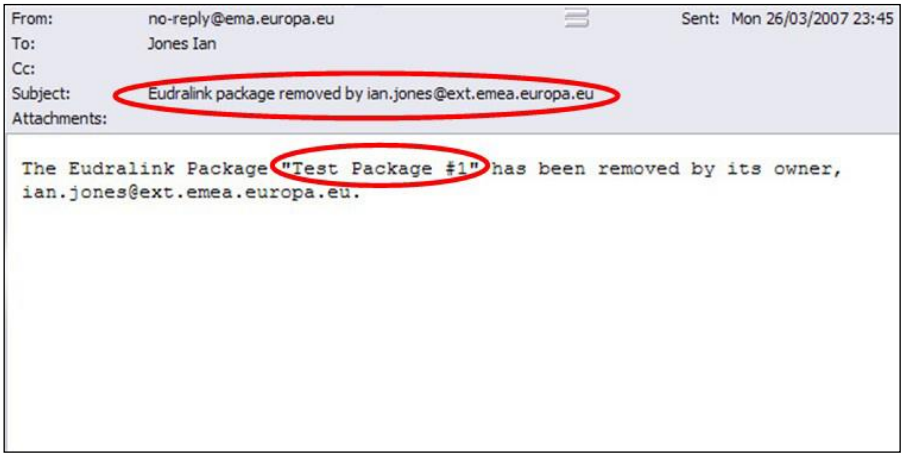
NOTE: Once a Package has been removed it cannot be recovered




If you choose to '*[Continue]*', the package Information screen will clear and a confirmation of Package Removal message will be displayed.




The recipients of the Package that has been removed will receive an email with the subject '*Eudralink package removed by…*' followed by the your email address. The body text of the email will specify the subject of the package that has been removed.



## Resending a Package

Once a Package has been sent, you can choose to resend the Package to colleagues or within your network by clicking on the '*[Resend package]*' option at the bottom of the Package Information screen.

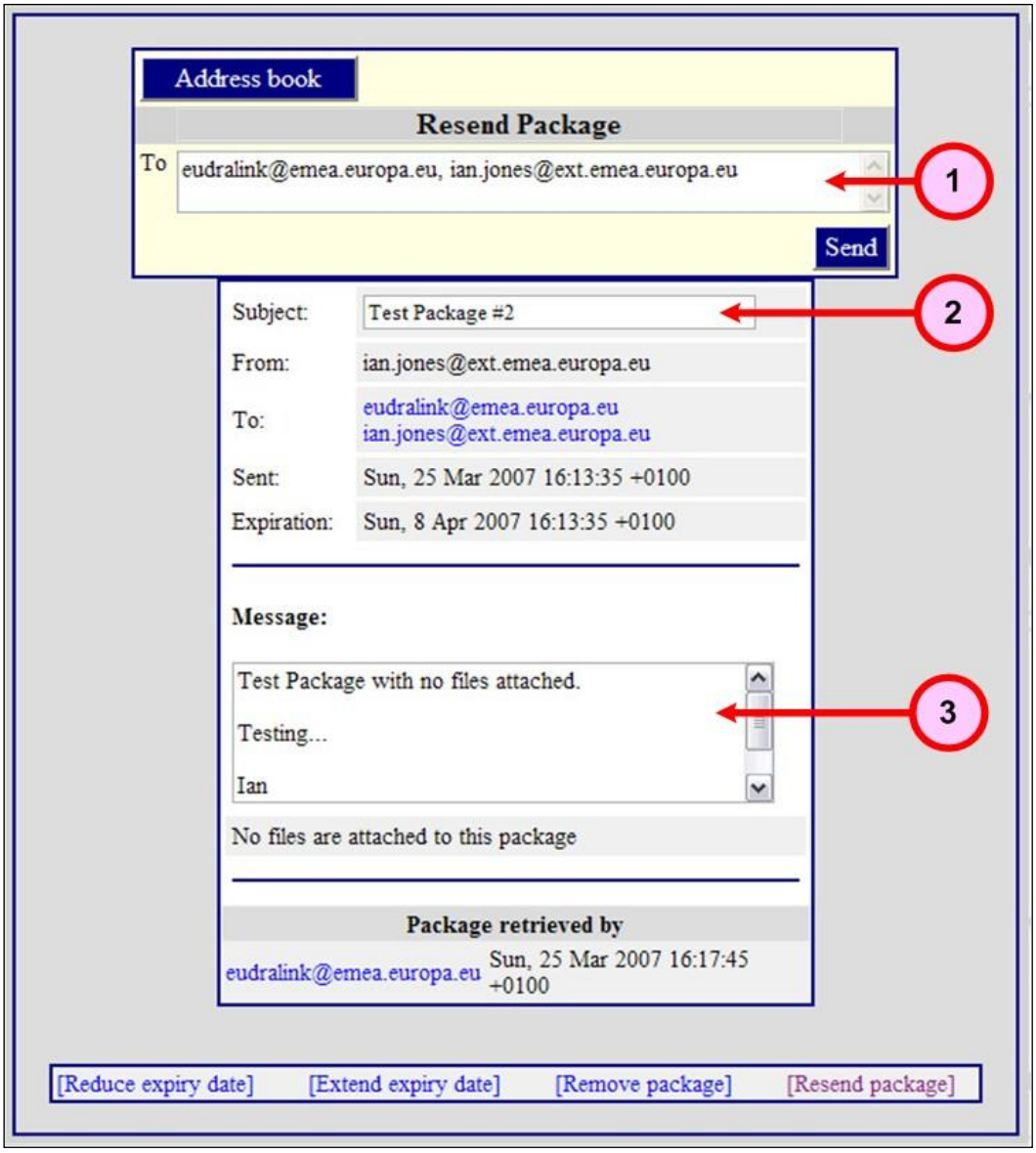
There are a number of reasons why you may wish to Resend a EudraLink Package:

- You may wish to remind an original recipient that they have not yet retrieved the Package you sent.

- You may need to distribute the Package to colleagues within your company or contacts within the EMA/NCA network. Please note that the Resend package feature is designed for use within companies or within the EMA/NCA network. For Eudralink to recognise that you are in the same company, you must share the domain name (i.e. email address ends in @sameco.com) or your NCA must be listed on EMA's EU Network Domains list

- You may need to distribute the Package to additional recipients

- Alternatively, you may wish to modify either the Package Subject or Package Message or both, in order to correct an error or provide extra information.

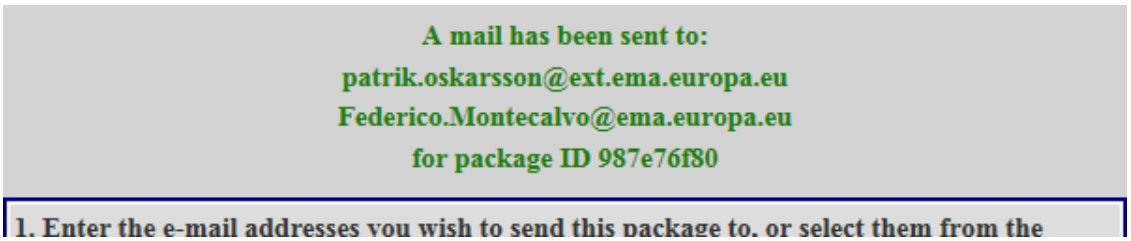



1. The original list of recipient email addresses will appear in the '*To*' box. If you wish to send the Package to an extra recipient, and not to the full list, you should remove all the original email addresses and add only the additional recipient's email address. Email addresses can be added manually (separating each email address with a comma and a space ', ') or from your EudraLink Address Book by clicking on the '*Address book*' button.

2. You can modify the Package Subject text to add or remove information.

3. The Package Message text is also fully editable.

Once you are ready to resend the Package click on the '*Send*' button. A confirmation message will appear at the top of the Package Resend screen detailing the email addresses to which the Package has been sent.



**PLEASE NOTE:**

- If you modify either Package Subject text and/or the Package Message text, EudraLink will create a new Package which will appear in your Package Tracking screen. A new Package is created to preserve your Package Tracking History and maintain a record of the Package content in its original form.

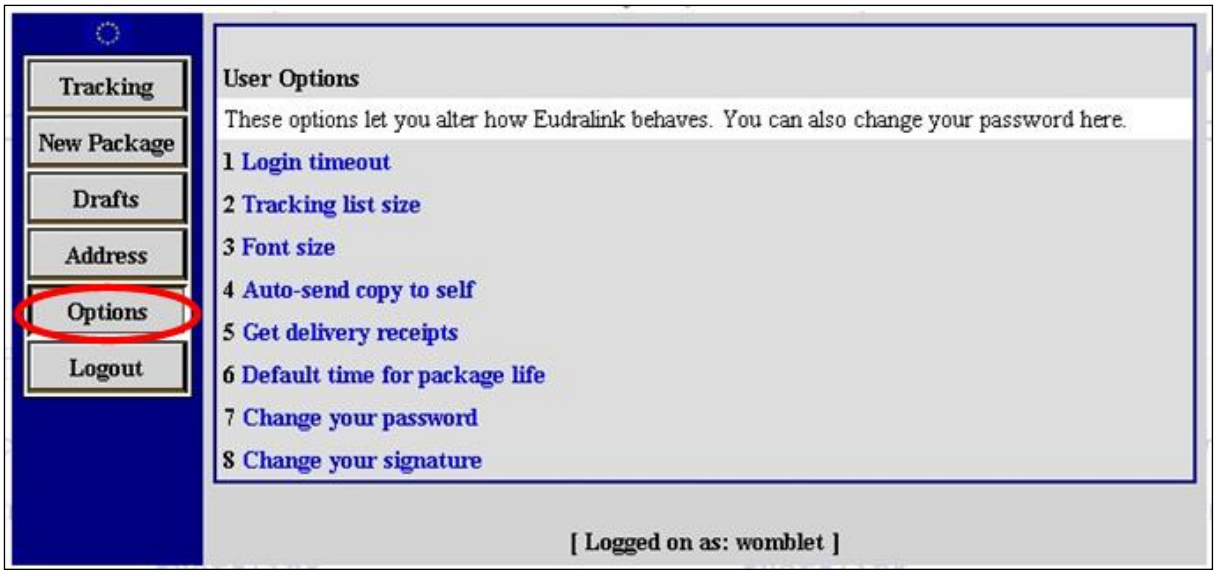
- If you add extra email addresses to the recipient list but do not modify the Subject or Message, the additional email addresses will be added to the original Package's recipient list. A new Package is not created.

- You cannot attach additional files to a Package you are resending.

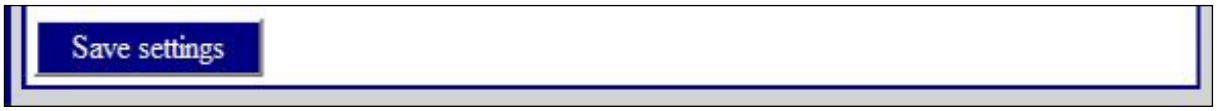
- You cannot resend a EudraLink Package if the original Package had file attachments that have been subsequently deleted.

# EudraLink User Options

You can adjust the way EudraLink appears and change default settings by clicking on the '*Options*' button on the EudraLink Menu Bar and then selecting from the 7 available User Options.

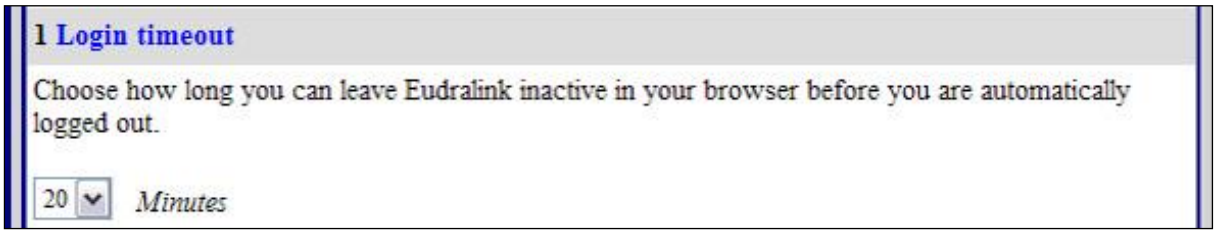



**NOTE**: Always click on the '*Save settings*' button after making changes to each User Option. The button will appear at the bottom of the page when you access any of the User Options



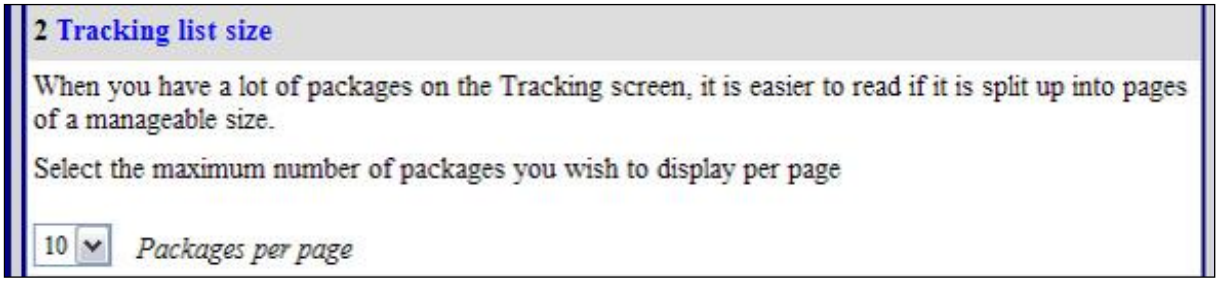

## *Login timeout*

The default period before an inactive EudraLink session expires is 20 minutes. You may wish to increase this period if you are working on a Package that may take more than 20 minutes to construct. Available values range from 5 to 60 minutes in 5 minute increments. Save any changes by clicking on the




## *Tracking list size*

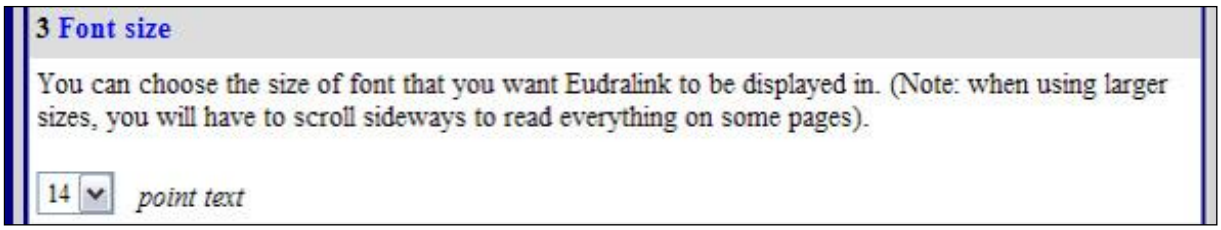
Adjust this value if you want more or less Packages to be listed per page in your Tracking screen. The default value is 10 Packages per page. Available values range from 5 to 60 Packages in 5 Package increments.




## *Font size*

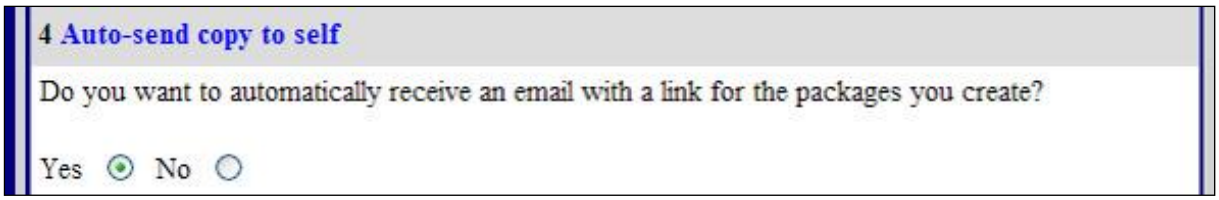
You can increase or decrease the size of the Fonts used in EudraLink. The default Font size is 14 points. Available Font size values range from 5 to 30 points in 1 point increments.

NOTE: The ability to change the EudraLink Font size is dependent on your Browser settings. Some Browsers may not permit Font sizes to be modified.



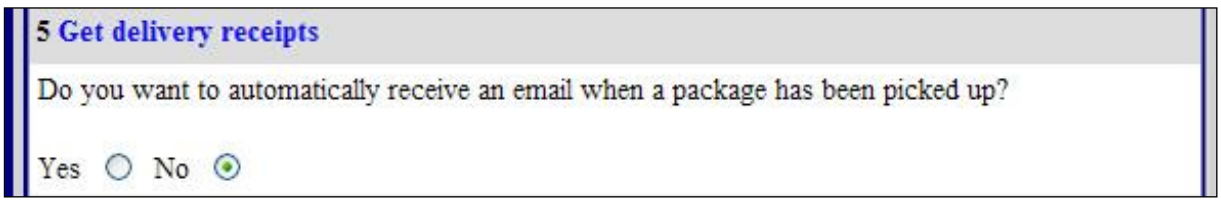

## *Auto-send copy to self*

If you wish to have a copy of every Package you send to be sent to your registered EudraLink Account email address, select the '*Yes*' option. This is the default setting.




## *Get delivery receipts*

If you set this Option to '*Yes*' a Delivery Receipt will be sent to your registered EudraLink Account email address when each Package recipient *Confirms*[*] that they have successfully retrieved the Package you sent.




[*] See the Receiving a EudraLink Package Section later in this User Guide

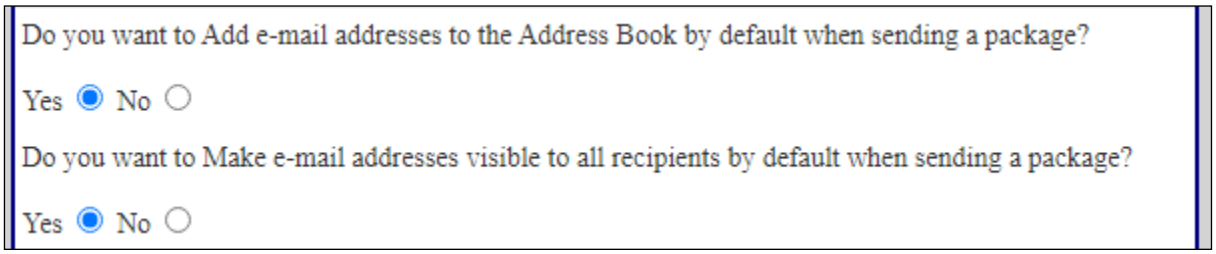
## *Default time for package life*

Here you can select the default number of days a Package will be available to recipients before it expires. The default is 5 days. Available values range from 1 to 30 days in 1 day increments. This default setting can be overridden in the New Package Screen before you send your Package.




## *Default email addresses*

Here you can control the default behaviour of the email addresses checkboxes of the new package page




## *Change your password*

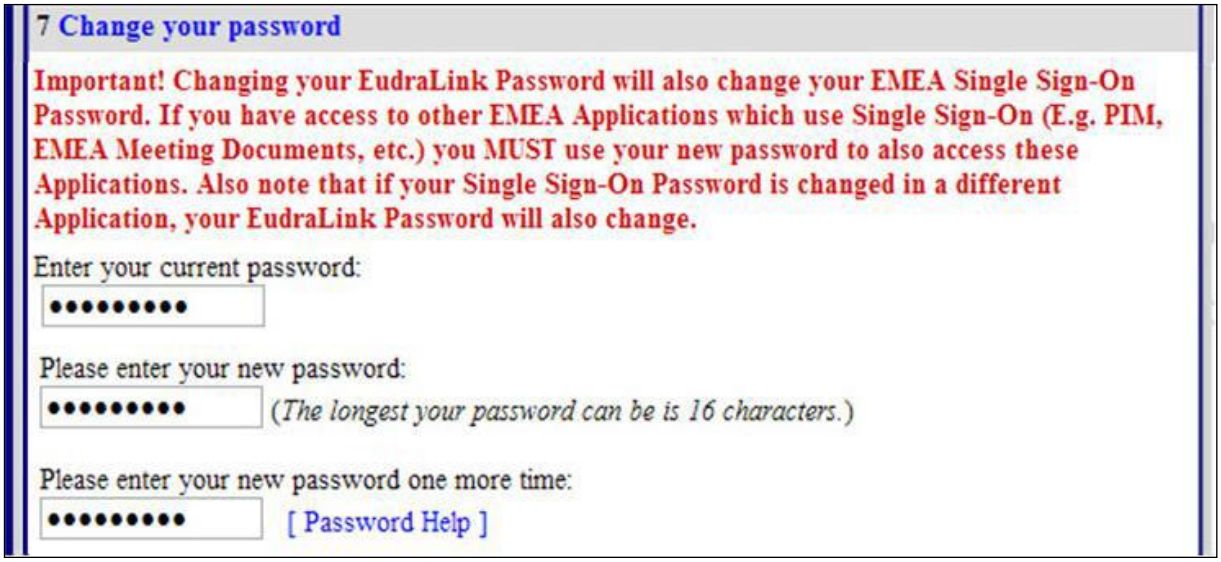
It is good practice to change your password periodically (eg. At 3 monthly intervals). Change your password by firstly typing in your current EudraLink password and then typing in your new EudraLink password. You will need to type in your new EudraLink password a second time for verification.

Your new password must consist of at least 7 characters and must include characters from 3 of the following 4 character types:

- Upper Case (eg. ABCDEFG )
- Lower Case (eg. abcdefg )
- Numbers (eg. 1234567890 )
- Symbols (eg. !£$%&* )

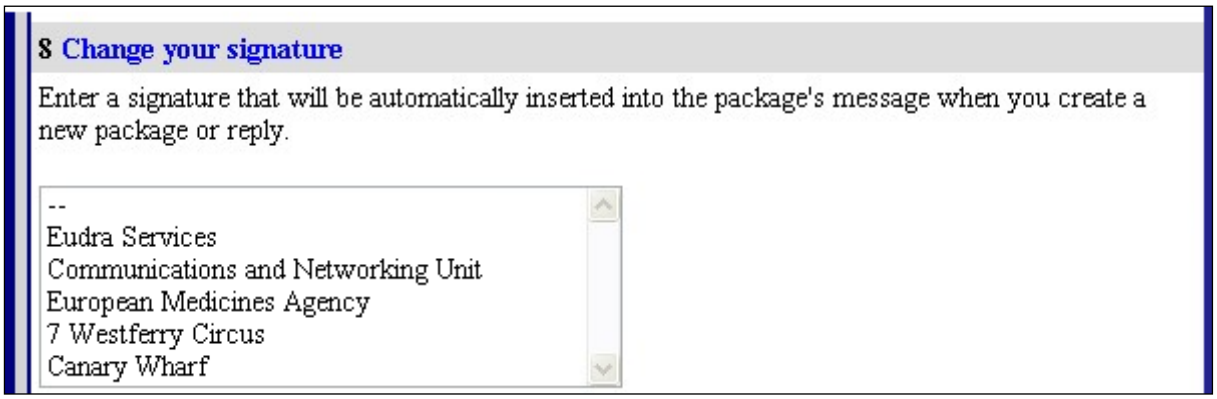
If your password does not meet this standard it will not be accepted and you will have to chosse a new password. For more help on how to choose a good password click on the '*[Password Help]*' link at the bottom of this Option.

**NOTE**: Please take note of the impact of a password change on EMA Single Sign-On access, as described in the red coloured text.

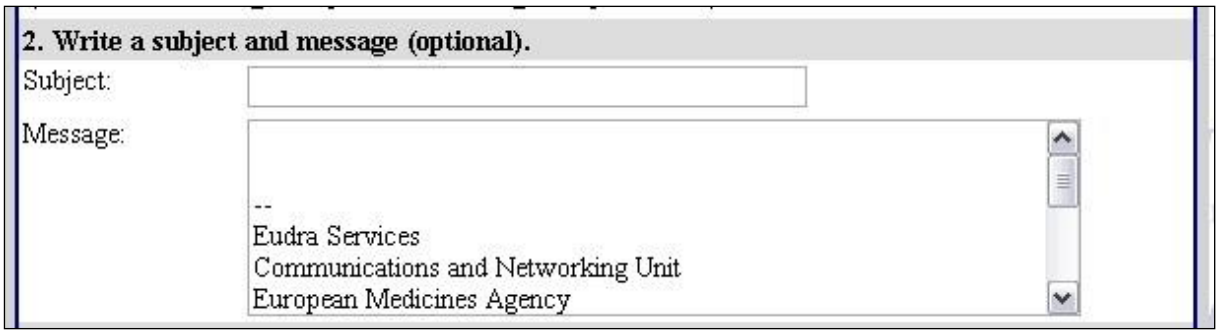



## *Change your signature*

Any text you enter in this box will be automatically inserted into the Message box of the New Package screen, preceded by 2 blank lines. This is useful if you close every message in the same way.



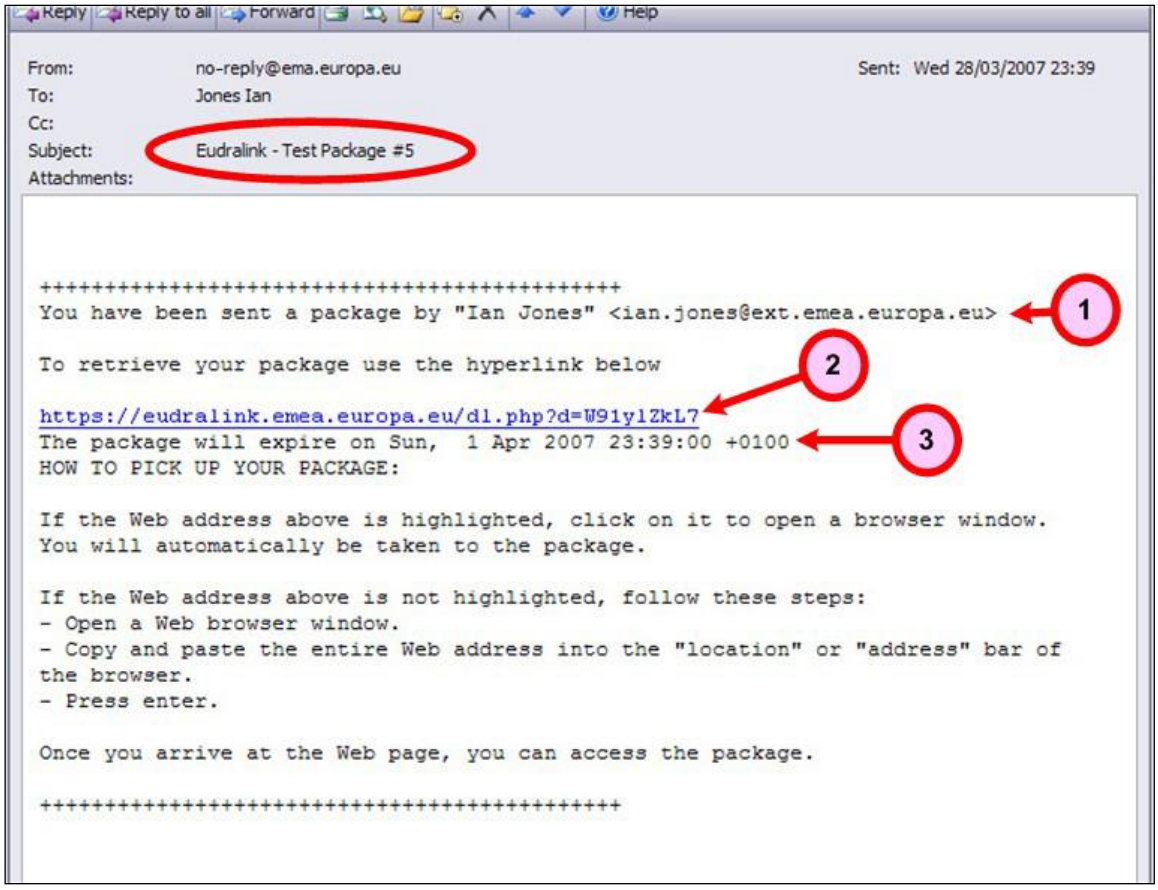

Message box of the New Package screen with signature automatically inserted.



# Receiving a EudraLink Package

## *EudraLink Package Notification Emails*

If someone sends you a EudraLink Package, you will receive a notification email with a link to the EudraLink Package.




The Subject of the Package Notification Email will always start with '*Eudralink –*' (unless it is as a result of a Reply to a EudraLink Package, then it will start with '*Re: EudraLink –*'). This may be of assistance if you intend to setup a Rule or Filter to process your inbound emails.

The important pieces of information within the body of the Package Notification Email are:

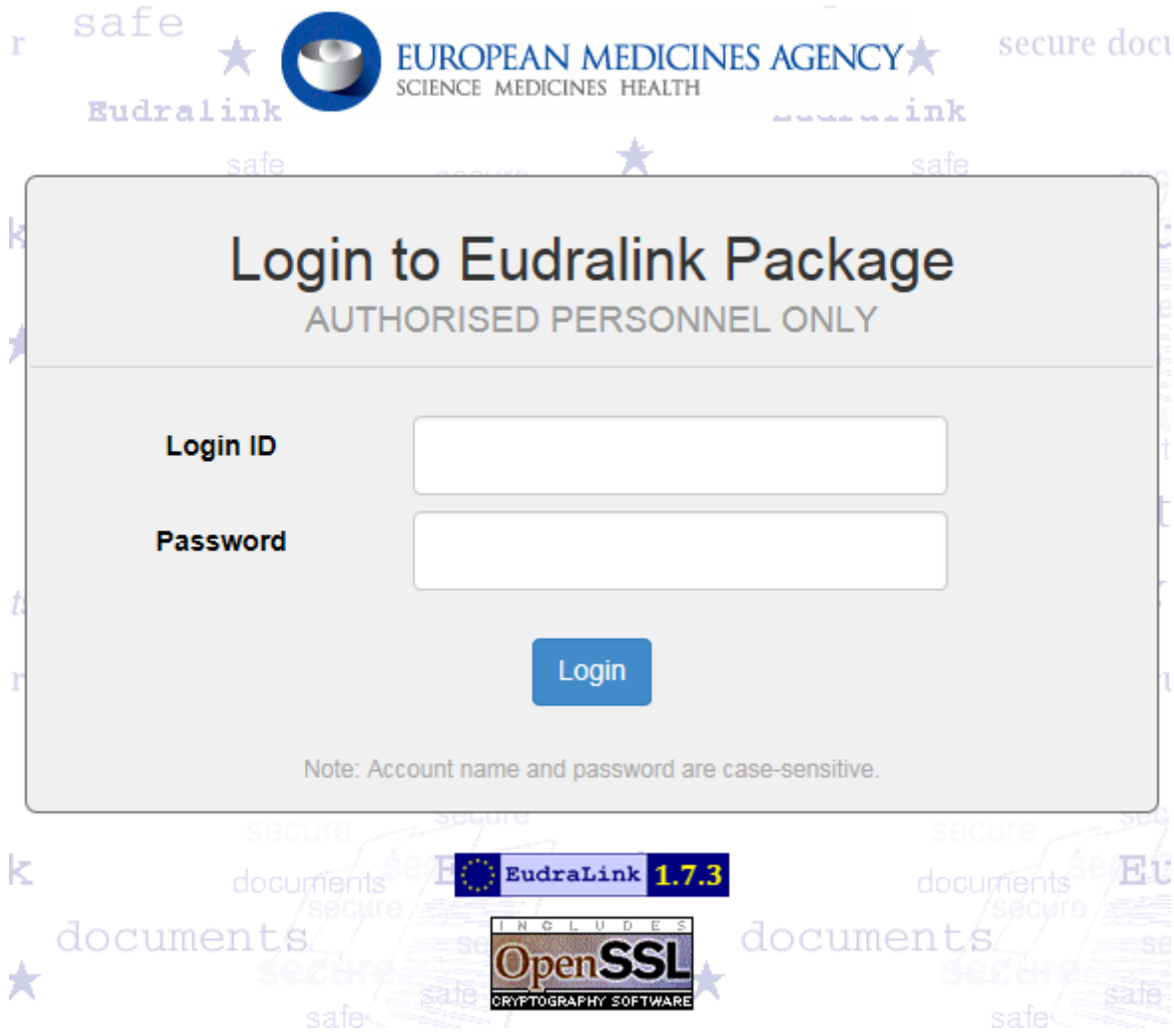
1. The name and email address of the Package Sender
2. A secure link to the EudraLink Package
3. The Date and Time that the EudraLink Package will expire.

To access the EudraLink Package click on the link in the Package Notification Email. A secure connection to EudraLink will be established and, depending on the level of security that the Package sender has selected, you will access the EudraLink Package in one of 3 ways:

**(i) The recipient(s) must have a Eudralink account to access the package**

If the sender has specified that you must have a EudraLink Account in order to access the Package, you will be prompted to enter your EudraLink Login Id and Password. Enter this information and click on the '*Login*' button.

*Note. If you have already logged in, you will not need to log in again for each package unless your session expires (after 15 minutes of inactivity) or you have closed your browser (this also ends the user session)*



**(ii) The recipient(s) must enter this password**

If you do not have a EudraLink Account, the Package Sender can still send you a EudraLink Package by supplying you with a password defined specifically for this Package. (The sender should not send the password to you via email as this is insecure.) When the following EudraLink Password prompt is displayed, enter the supplied Password and click on the '*Login*' button



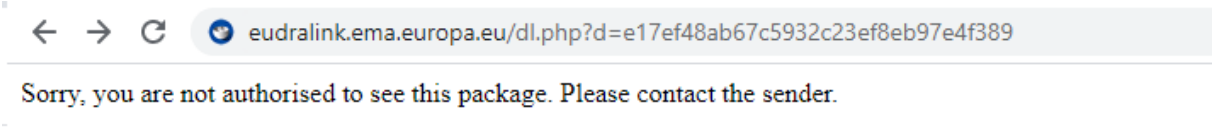

**(iii) No password**

If no confidential information is being sent, the sender may have chosen to send the EudraLink package without any security settings. If you access a link to a EudraLink Package that has no security settings, you will immediately gain access to the Package contents without being required to enter any authentication credentials.

## *Accessing a EudraLink Package*

When sending a Eudralink package, a unique personal url is created for each of the recipients and it is sent via email. Only the original recipient is supposed to access and view the contents of the package. On the latest update of Eudralink, forwarding is restricted.

If you do not have the rights to open a Eudralink package, the following message will appear:




To determine if a specific package should be accessible or not to you, answer the following questions:

1. Is the person trying to access the package the original intended recipient? And does the recipient's email match an email on an active ECD card? Yes – package will open
   *e.g. Anne Green tries to access a Eudralink package sent to anne.green@acme.com. She logs in to Eudralink. Eudralink checks Anne's active ECD cards. One of them lists anne.green@acme.com, so the package opens.*
2. Does the person accessing the package have the same domain name (includingextension) as the original Eudralink Recipient? Yes - package will open
   *The recipient is jim.brown@acme.com. He can open the package, even though his original ECD business card lists jimb@acme.com (because the domain main matches). Jim forwards the package to jane.anderson@acme.com. She can also open the package.*

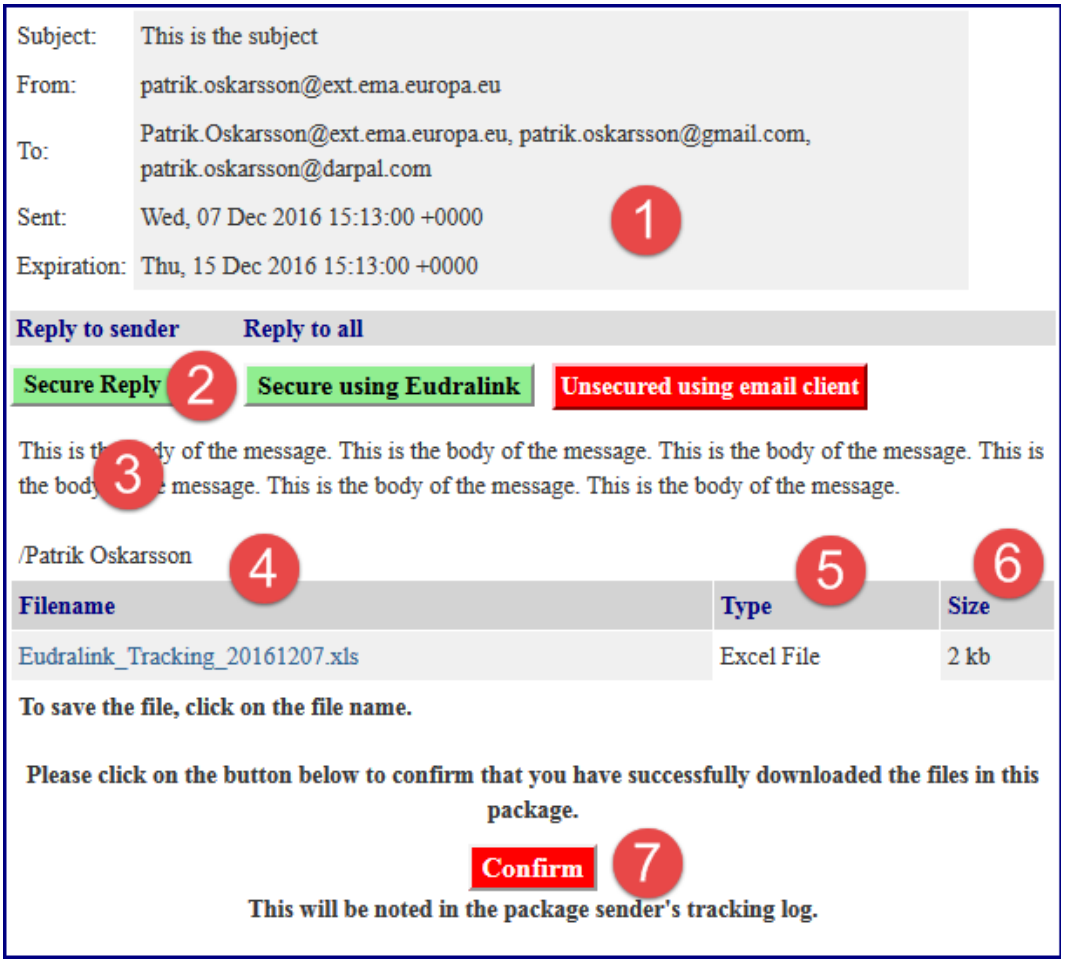



*Jim also forwards the package to carlos.gomez@acme.**es** and to maryg@gmail.com. Neither of them can open the package. A new package must be created.*

3. Can Eudralink packages be forwarded between NCAs and EMA? Yes.
   *A Eudralink package is sent to mark@dimde.de. The package is forwarded to ana@aemps.es and pierre@anses.fr. They can forward it to colleagues at EMA or across the main NCA network. All these recipients can access the package. NCA recipients' primary ECD business card must match that NCA email address.*

## *Viewing the EudraLink Package*

A EudraLink Package is comprised of several pieces of information.




**1.** The Package Header contains:

- The email address of the Package Sender
- The email address(es) of the TO and CC Package Recipient(s) – only you email address will appear here unless the sender has chosen to make all recipient addresses visible.
- The date and time the Package was sent

- The date and time upon which the Package will expire.

2. The Reply Button (see the '*Replying to a EudraLink Package*' section below.'

3. The Message Body contains the message that the sender has included with the Package

4. If the sender has chosen to attach files to the Package, a list of filenames will be displayed here. **NOTE**: Clicking on an attached filename will either open the file within your Browser Window or prompt you to either open the file or to save the file to disk.

5. The attached Document Type is displayed in this column

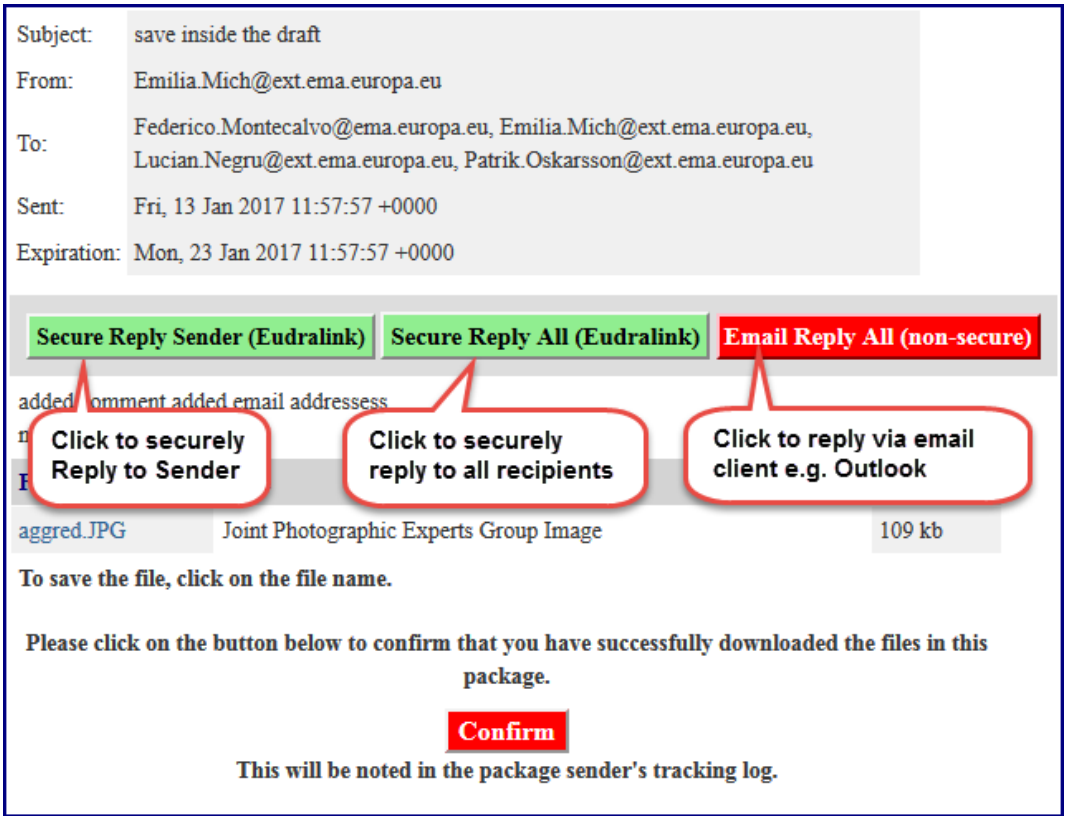
6. The size of the attached file(s) is displayed in this column.

7. Once you have accessed the Package and any attached files, you should always click on the '*Confirm*' button to let the sender know that you have successfully accessed the Package. The sender's Package Tracking information will be updated.

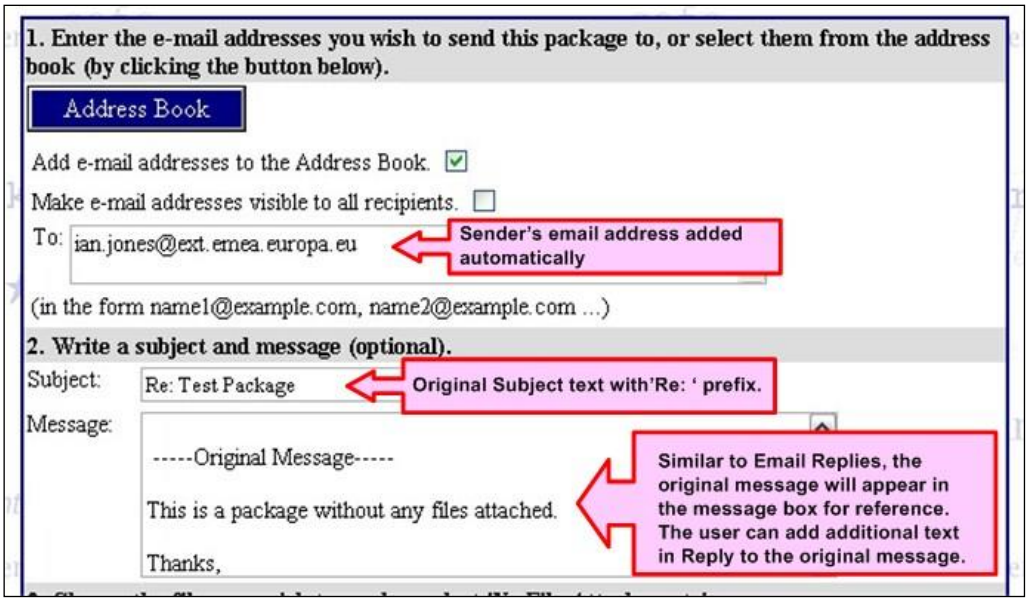
## *Replying to a EudraLink Package*

Registered EudraLink Users have the ability to create a '*Secure Reply*' to the sender of a EudraLink Package from within the Package. **NOTE** If the sender has chosen to make the all recipients of the Package visible then the option to '*Reply to All*' will also be available.

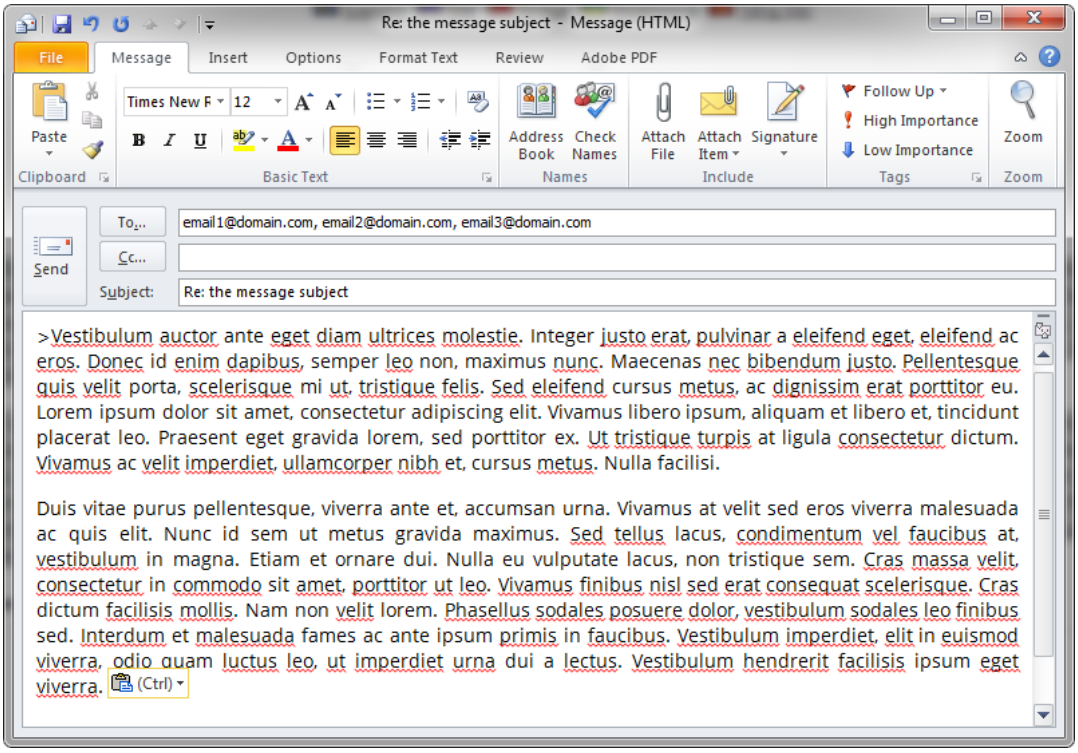
New from version 1.7 of Eudralink is the possibility to reply to all (insecurely) via a normal email client e.g. Microsoft Outlook.




Clicking on the 'Secure Reply' button displays a page similar to the New Package screen. The reply email address will automatically be displayed in the '*To*' box and a copy of the Original Message is included in the '*Message*' box, preceded by '-----*Original Message*-----' to separate it from the Reply message.




Clicking on the '*Unsecured using email client'* button will launch a new email in your email client like complete with subject and body texts as in the screen dump below.



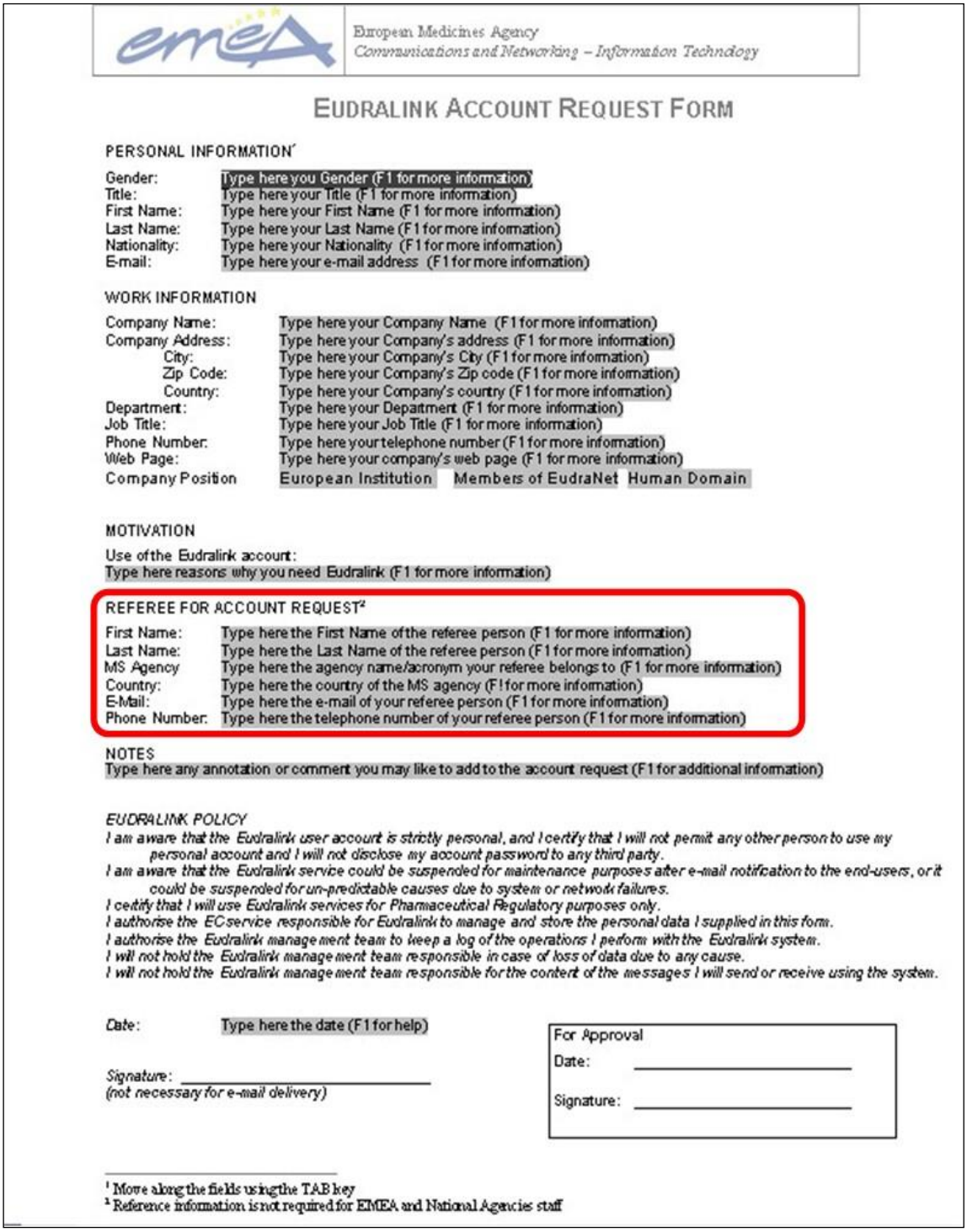

**NOTE**: If any files were attached to the original EudraLink Package, they will not be included in the Reply. Files can be attached to the Reply, in the same way as when creating New Packages, or you can choose not to attach files by using the '*No File Attachments*' option.

# Applying for a EudraLink Account

To obtain a EudraLink Account Request Form send an e-mail to the EMA's Eudra Service Desk at the following e-mail address: **eudralink@EMA.europa.eu**

Complete all sections of the Request Form and return the completed form via email to the above Eudra Service Desk e-mail address. Service Desk staff will contact the applicant once the EudraLink Account Request has been approved.

**REFEREE NOTE**: National Competent Authorities (NCAs) do not need to complete this section. All others must supply the contact information of someone at the EMA or a NCA who can act as a Referee and vouch for the legitimacy of the EudraLink Account Request.



European Medicines Agency
*Communications and Networking – Information Technology*

## EUDRALINK ACCOUNT REQUEST FORM

PERSONAL INFORMATION[1]

| | |
|---|---|
| Gender: | Type here you Gender (F1 for more information) |
| Title: | Type here your Title (F1 for more information) |
| First Name: | Type here your First Name (F1 for more information) |
| Last Name: | Type here your Last Name (F1 for more information) |
| Nationality: | Type here your Nationality (F1 for more information) |
| E-mail: | Type here your e-mail address (F1 for more information) |

WORK INFORMATION

| | |
|---|---|
| Company Name: | Type here your Company Name (F1 for more information) |
| Company Address: | Type here your Company's address (F1 for more information) |
| City: | Type here your Company's City (F1 for more information) |
| Zip Code: | Type here your Company's Zip code (F1 for more information) |
| Country: | Type here your Company's country (F1 for more information) |
| Department: | Type here your Department (F1 for more information) |
| Job Title: | Type here your Job Title (F1 for more information) |
| Phone Number: | Type here your telephone number (F1 for more information) |
| Web Page: | Type here your company's web page (F1 for more information) |
| Company Position | European Institution Members of EudraNet Human Domain |

MOTIVATION

Use of the Eudralink account:
Type here reasons why you need Eudralink (F1 for more information)

REFEREE FOR ACCOUNT REQUEST[2]

| | |
|---|---|
| First Name: | Type here the First Name of the referee person (F1 for more information) |
| Last Name: | Type here the Last Name of the referee person (F1 for more information) |
| MS Agency | Type here the agency name/acronym your referee belongs to (F1 for more information) |
| Country: | Type here the country of the MS agency (F1 for more information) |
| E-Mail: | Type here the e-mail of your referee person (F1 for more information) |
| Phone Number: | Type here the telephone number of your referee person (F1 for more information) |

NOTES
Type here any annotation or comment you may like to add to the account request (F1 for additional information)

*EUDRALINK POLICY*

*I am aware that the Eudralink user account is strictly personal, and I certify that I will not permit any other person to use my personal account and I will not disclose my account password to any third party.*
*I am aware that the Eudralink service could be suspended for maintenance purposes after e-mail notification to the end-users, or it could be suspended for un-predictable causes due to system or network failures.*
*I certify that I will use Eudralink services for Pharmaceutical Regulatory purposes only.*
*I authorise the EC service responsible for Eudralink to manage and store the personal data I supplied in this form.*
*I authorise the Eudralink management team to keep a log of the operations I perform with the Eudralink system.*
*I will not hold the Eudralink management team responsible in case of loss of data due to any cause.*
*I will not hold the Eudralink management team responsible for the content of the messages I will send or receive using the system.*

*Date:* Type here the date (F1 for help)

*Signature:* _____
*(not necessary for e-mail delivery)*

For Approval
Date: _____
Signature: _____

[1] Move along the fields using the TAB key
[2] Reference information is not required for EMEA and National Agencies staff

# Frequently Asked Questions

**Q.** I cannot remember my EudraLink Password, how do I get a new Password?

**A.** Contact the Eudra Service Desk by Phone or E-mail and we will issue you with a new EudraLink Password.

**Q.** How to I change my EudraLink Password?

**A.** See the instructions in the '***EudraLink User Options***' section above.

**Q.** Why is my EudraLink Account Blocked?

**A.** A EudraLink Account can become blocked if:

- ◊ You mistype your Login ID – check you have entered your Login ID in the correct format.
- ◊ You fail to Login successfully after 5 consecutive attempts.
- ◊ You have not used your EudraLink for over 3 months.

If this happens you should contact the Eudra Service Desk and request that your EudraLink Account is unblocked.

**Q.** When I click on an attached PDF Document it doesn't diplay correctly in my browser. How can I open PDF Documents?

**A.** Some browsers do not have the necessary PDF plugin or do not recognise the attached PDF file format correctly. If you cannot open a PDF Document from within EudraLink you should right-click on the file name and choose the option 'Save target as' to save the PDF Document locally. Once saved locally you should be able to open the PDF Document.

**Q.** Can I change my Login ID?

**A.** You cannot change your Login ID once it has been assigned to you.

# Revision History

| Date | Document version | Comments |
|---|---|---|
| 17/03/2021 | 3.1 | Minor additions for 1.9.0 to 1.9.3 |
| 30/01/2018 | 3.0 | Amends for the changes in the upcoming version 1.7.3.0 |
| 02/03/2017 | 2.5 | Amended for the CC functionality |
| 12/01/2017 | 2.2 | KH confirms contents accurate for v1.7 |
| 19/12/2016 | 1.2 | Document filename updated to reflect Eudralink 1.7. New enhanced features explained:<br>• Drafts saved automatically (SD-29744)<br>• Excel download of package status (SD-11106)<br>• Regular email reply (SD-31831)<br>• CC & BCC Recipients (SD-11123)<br>• Package size limited to 200Mb (SD-33906) |
| | | |