

WEB USER AREA

FREQUENCY	DESCRIPTION
N/A	<p>The user area is a complete control panel on the Office's website from where users can manage their portfolio of trade marks and designs.</p>
<p>DEPARTMENTS INVOLVED</p> <ul style="list-style-type: none"> ○ Customer Department ○ Operations Department ○ Digital Transformation Department ○ Finance Department ○ Boards of Appeal ○ Academy ○ Observatory ○ Communication ○ Legal Department 	<p>METHODOLOGY</p> <p>To access the user area, users need to sign up for an EUIPO account (a valid email address is needed).</p> <p>In the user area the following tabs are available:</p> <ul style="list-style-type: none"> ○ Options: here users can modify their account details, account settings and manage sub-profiles; ○ Dashboard: here users can access and manage dossiers; ○ Online services: direct access to all the Office's online services; ○ Communications: here users can read and manage their correspondence with the Office; ○ Goods & Services Administrator: here users can manage lists of G&S and propose new terms for the HDB; ○ Drafts: here users can store saved drafts for applications; ○ Current account: here users can consult and manage financial information and movements; ○ Alerts: receive and manage alerts based on selected criteria; ○ News: direct access to the Office's latest news; ○ Fight against counterfeit: quick access to the IP Enforcement Portal to protect IP rights; ○ Training: direct access to a wide range of IP e-learning content; ○ Events calendar: upcoming events organised by the Office; ○ Schedule a Call: here users can book a slot to receive a call from the Office.
<p>REFERENCE DOCUMENTS/LINKS</p> <ul style="list-style-type: none"> ○ LINK TO USER AREA FAQs ○ LINK TO USER AREA Decision No ADM-21-24 on establishing an Integral Quality Framework at the EUIPO 	<p>Official Office communications will be sent and stored for up to 30 days in the communication tab. After these 30 days have passed, users can go to the detailed file view in eSearch plus.</p> <p>BENEFITS</p> <ul style="list-style-type: none"> ❖ A centralised repository of customer actions. ❖ Straightforward communication with the Office. ❖ Environmentally friendly paperless solution. ❖ Increased customer satisfaction.