

The Executive Director

**DECISION No EX-26-03 of the
Executive Director of the Office of
8 June 2026 on communication by
electronic means**

The Executive Director of the European Union Intellectual Property Office (the Office),

Having regard to [Regulation \(EU\) 2017/1001](#) of the European Parliament and of the Council of 14 June 2017 on the European Union trade mark (EUTMR) and, in particular, [Articles 31\(3\)](#), [98\(3\)](#) and [100\(1\)](#), [Article 157\(4\)\(a\) and \(o\)](#) and [Article 164](#) thereof,

Having regard to Commission Delegated [Regulation \(EU\) 2018/625](#) of 5 March 2018 supplementing Regulation (EU) 2017/1001 of the European Parliament and of the Council on the European Union trade mark, and repealing Delegated Regulation (EU) 2017/1430 (EUTMDR) and, in particular, [Article 57](#) thereof,

Having regard to Commission Implementing [Regulation \(EU\) 2018/626](#) of 5 March 2018 laying down detailed rules for implementing certain provisions of Regulation (EU) 2017/1001 of the European Parliament and of the Council on the European Union trade mark, and repealing Implementing Regulation (EU) 2017/1431 (EUTMIR) and, in particular, [Article 3\(5\)](#) thereof,

Having regard to [Regulation \(EU\) 2026/715](#) of the European Parliament and of the Council of 11 March 2026 on European Union designs (EUDR) and, in particular, [Article 42\(5\)](#), and [Articles 85](#), [88](#) and [140](#) thereof,

Having regard to [Regulation \(EU\) 2023/2411](#) of the European Parliament and of the Council of 18 October 2023 on the protection of geographical indications for craft and industrial products and amending Regulations (EU) 2017/1001 and (EU) 2019/1753 (CIGIR) and, in particular, [Article 22\(6\)](#) and [Article 67](#) thereof,

Having regard to Commission Implementing [Regulation \(EU\) 2025/1956](#) of 29 September 2025 laying down the rules for the application of Regulation (EU) 2023/2411 of the European Parliament and of the Council on geographical indication protection for craft and industrial products (CIGI IR) and, in particular, [Article 38](#) thereof,

Having regard to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC (EUDPR),

Whereas:

- (1) It is necessary to determine:
 - (i) in proceedings relating to European Union trade marks (EUTMs) and registered European Union designs (EUDs), the details regarding the specific electronic means of notification to be used by the Office, the manner in which these means will be used, and the time limit for notification by electronic means;
 - (ii) to what extent and under which technical conditions any applications for EUTMs or EUDs, or communications addressed to the Office in related proceedings, may be submitted electronically, including the means to be used, the technical details of communication, and methods of identifying the sender;
 - (iii) the formats and size of the electronic file, as well as any other relevant technical specifications, when a representation of an EUTM application or EUD application is filed by electronic means;
 - (iv) access to the digital system of the Office that is required for the electronic submission of applications for registration of CIGs, as well as for the reception and submission of all notifications, communications, documents and information required for the implementation of the procedures at Union level, including the direct registration of CIGs (GIportal).
 - (2) Where the competence for the taking of decisions required under the EUTMR does not fall within that of an examiner, an Opposition Division, a Cancellation Division, the Department in charge of the Register, or the Boards of Appeal, it is opportune to appoint an official or unit.
 - (3) The technical implementation of new design representation requirements in the context of the legislative changes of the EUDR must take into account the integrity of the Office systems and their smooth functioning.
 - (4) The ability to file non-static means of representation and up to 50 designs per application may result in significant extra demand on the IT systems of the Office, which raises security and operational considerations. Some technical limitations to the number of views and the size of a design application are therefore appropriate.
 - (5) Proper administration requires the Office to inform users about changes in its communications policy through the same means it used to communicate with these users in the past.
 - (6) Technical details and requirements may, from time to time, undergo changes in order to facilitate use of the systems, and such changes need not be reflected in this decision but will be made available on the Office's website in a separate document on conditions of use.
 - (7) Communications in relation to the activities of the Mediation Centre are regulated by Article 3 of Decision EX-25-9 on the administration of mediation processes ('Rules on Mediation').
-

- (8) Multi-factor authentication (MFA) is required for all User Area account holders, in accordance with the [EU Cybersecurity Regulation 2023/2841](#)⁽¹⁾, which requires the Office to apply MFA as a standard cybersecurity risk-management measure across its network and information systems.
- (9) It is necessary to repeal Decisions EX-18-5 and EX-25-12 in view of the legislative changes in the EUDR.

HAS ADOPTED THE FOLLOWING DECISION:

Article 1

Means of electronic communication

- (1) In procedures relating to EUTMs and EUDs, the accepted means of electronic communication with the Office is a secure electronic communications platform maintained by the Office that enables account holders to submit applications and other communications, receive notifications and documents sent by the Office, reply to such notifications and perform other actions (User Area).
- (2) In procedures relating to CIGIs, the GIportal (accessible through the User Area) is the digital system to use for submitting electronic applications, as well as for submitting and receiving notifications, communications, documents and other information required for procedures at Union level (including the direct registration of CIGIs).
- (3) Paragraphs 1 and 2 do not apply to mediation processes insofar as the Rules on Mediation provide otherwise.

Article 2

User account

- (1) The User Area can be accessed via a personal account (user account) by registering on the Office's website. An account holder may register for sub-accounts that are dependent on an existing user account. The user account and its dependent sub-accounts shall only be used directly by the registered account holder or by other members of the account holder's organisation who operate under the registered account holder's direct control, responsibility and supervision.
- (2) The account holder is responsible for the proper use and maintenance of confidentiality as regards their account, passwords, the email accounts associated with the user account and, where appropriate, corresponding sub-accounts. The account holder must not inform anybody of their credentials for accessing the User Area. Further rules on proper use of the user account, and the consequences of non-compliance, are set out in Annex I to this decision.
- (3) Account holders can request the deactivation of their user account at any time. The account will be deactivated as soon as technically possible.

(1) See Article 8(3)(c) of Regulation (EU, Euratom) 2023/2841 of the European Parliament and of the Council of 13 December 2023 laying down measures for a high common level of cybersecurity at the institutions, bodies, offices and agencies of the Union ('EU Cybersecurity Regulation').

- (4) The Office may deactivate a user account where it is unused for a period of 3 years. The user account can be reactivated on request.
- (5) The Office may also deactivate the account where improper use is established. For this purpose, the Executive Director appoints the Business Operations Department as the competent instance for taking decisions in connection with the closure of User Area accounts and non-compliance with any of the 'Conditions of Use for the User Area' as set out in Annex I to this decision.

Article 3

Notification by the Office through the User Area in EUTM and EUD procedures

- (1) The Office shall issue all notifications by electronic means via the User Area accounts of the parties to the proceedings, as established in Article 1(1). An account holder may not opt out of this means of receiving electronic communications from the Office as long as the User Area account remains active.
- (2) In EUTM-related proceedings, where notification by electronic means is impossible because the recipient does not have an active User Area account, the Office shall use registered post or courier services pursuant to [Article 58 EUTMDR](#); where necessary, pursuant to [Article 59 EUTMDR](#), notification shall be effected by way of public notice.
- (3) In EUD-related proceedings, where notification by electronic means is impossible because the recipient does not have an active User Area account, the Office shall notify by way of public notice pursuant to [Article 85\(3\) EUDR](#).
- (4) Account holders have the option of activating an alert to inform them of notifications sent to them through the User Area. This alert only serves to inform the account holder that a document has been placed in their inbox and does not constitute their notification. Failure or an error in the alert shall not be the Office's responsibility and shall not affect the date of notification or the calculation of the relevant time limits.
- (5) The date on which the document is placed in an account holder's inbox will be recorded by the Office and mentioned in the User Area.
- (6) Notification will be deemed to have taken place on the fifth calendar day following the day on which the Office placed the document in the account holder's inbox.

Article 4

Communications to the Office through the User Area in EUTM and EUD procedures

- (1) Account holders can submit applications, communications and other documents to the Office and reply to notifications received from the Office electronically through the User Area.

- (2) When submitting an EUTM application through the User Area, the list of goods and services applied for must be entered solely in the field provided for that purpose. If the goods and services applied for are not entered solely in the field provided for that purpose, instead being submitted in a separate document as an annex or being filed subsequently, the application will not be considered as an application filed by electronic means and the corresponding fee for applications not filed by electronic means will apply.
- (3) Once an application, communication or other document submitted via the User Area has been received by the Office's electronic data processing system, an electronic receipt will be issued, which may be in the form of:
 - a confirmation screen on the account holder's device,
 - a communication via the User Area, where available, or
 - another form of receipt as specified in Annex I to this decision.

The time of receipt of applications, communications or documents submitted by electronic means is the local time in Alicante (Spain).

Article 5

Back-up in cases of malfunction in EUTM and EUD procedures

- (1) In the event of a malfunction during the electronic transmission of an application, communication or other document through the specific e-operation or e-filing tool in the User Area, the transmission must be resubmitted either by post or courier in EUTM-related proceedings; or for both EUTM and EUD-related procedures, the transmission may be resubmitted using the back-up solutions provided for in paragraph (2). The relevant time limits are not affected.
- (2) In order to facilitate resubmission, the Office will make two electronic back-up alternatives available.
 - (i) An upload solution, which is located in the Communications section of the User Area; this is a general upload platform that allows documents to be attached and sent to the Office.
 - (ii) A file-sharing solution, outside the User Area; the Office will provide the account holder with access to a secure file-sharing location where the document(s) in question can be uploaded.

Technical details on the accessibility and functionality of both back-up alternatives are available in Annex I to this decision.

- (3) Submissions made through either of the two back-up solutions identified in paragraph (2) will be deemed to have been made on the date the relevant application, communication or other document are uploaded to the relevant platform. However, in the case of applications for the registration or renewal of EUTMs and EUDs, that filing date can be secured only if:
 - (i) the applicant resubmits, within three working days, the **application for registration of an EUTM or an EUD** with the same content through the Office's EUTM or EUD e-filing form (accessible through the User Area); failure to comply with this requirement will result in the original submission being deemed as not having been received;

- (ii) the owner/holder or authorised person submits the **application for renewal of an EUTM or EUD** through either of the two back-up solutions within the last three working days before the expiry of the initial or extended statutory time limit for renewal; any submission for a renewal of an EUTM or EUD through either of the two back-up solutions outside the respective three-working-day period will be deemed not to have been received.

Article 6

Conditions of Use for the User Area

- (1) The electronic tools available through the User Area, the conditions of their use and the technical conditions of electronic communication with and by the Office are set out in Annex I to this decision, namely the 'Conditions of Use for the User Area'.
- (2) Only applications, communications or other documents submitted electronically that comply with these conditions will be accepted.
- (3) Non-compliance with these conditions may also entail further sanctions as provided for in the present Decision.

Article 7

Technical requirements of the representation of an EUTM application

- (1) Where the representation of an EUTM application is provided electronically, the size of the electronic file is the following:
 - maximum size per attachment:
 - 2 MB for JPEG and MP3;
 - 20 MB for MP4, OBJ, STL and X3D.
 - maximum total size of attachments: 20 MB;
 - name length restriction for attachment files: 25 characters.
- (2) Where the representation of an EUTM application is provided electronically, the formats of the electronic file are the following:
 - (i) JPEG
This is the standard file format to be used for representing the mark applied for (available for all trade mark types except for word and multimedia marks), and should conform to the following standards:
 - maximum image size: 2835 x 2010 pixels;
 - printing resolution: minimum 96, maximum 300 DPI;
 - colour mode: RGB, Grayscale, BW, CMYK, YCbCr, YCCK or YCC.

Images are automatically scaled to 250 x 250 pixels. The uploaded image will be displayed as it will appear later in the registration certificate.

CMYK images will be converted before being displayed into RGB images using specific software for the conversion. In some CMYK images converted to RGB, certain colours might look different from the original. Therefore, it is advisable to

change the colour mode before uploading the image in order to keep its original colours.

(ii) MP3:

This file format can be used when applying for the registration of a sound mark (together with JPEG), and should conform to the following requirements:

- sampling rate: 8 kHz for voice only, 11.025 kHz for sound effects, 22.05 kHz or 44.1 kHz for music;
- bit depth: 8 or 16 bits;
- channels: 1=Mono; 2=Stereo.

(iii) OBJ, STL and X3D:

These file formats can be used when applying for the registration of a shape mark.

X3D cannot be uploaded using Internet Explorer under version 11.

(iv) MP4:

This file format can be used when applying for the registration of motion, multimedia and hologram marks, and should conform to the following requirements:

- ISO standard: ISO/IEC 14496-14:2003 (MPEG-4 Part 14);
- video codecs: MP4 accepts different video codecs (MPEG-1, MPEG-2, MPEG-4, VP6, VP5, H.263, etc), but the recommended codec to use is H.264;
- audio codecs: MP4 accepts different audio codecs (MP3, MP2, WMA, WMA Pro, PCM, WAV) but the recommended codec to use is AAC-LC;
- frame rate between 24 and 30 fps;
- a bit rate between 1 200 and 8 000 Kbps;
- media types: video/MP4, audio/MP4, application/MP4;
- minimum resolution: 360 × 270 pixels;
- maximum resolution: 1920 × 1080 pixels.

Article 8

Technical requirements for the representation of an EUD application

(1) The size for the electronic file is the following:

- maximum size per attachment:
 - 2 MB for JPEG;
 - 20 MB for OBJ, STL and MP4.
- maximum total size of attachments: 20 MB (equivalent to 10 static representations (10 × 2 MB); or 1 dynamic representation (1 × 20 MB));
- maximum total size of the application: 1 GB;
- name length restriction for attachment files: 25 characters.

(2) The formats of the electronic file are the following:

(i) JPEG

This is the standard file format to be used for a static representation. A **maximum of 10 files** in this format can be uploaded **per design representation**, and these should conform to the following requirements:

- minimum image size: 800 × 800 pixels;
- printing resolution: minimum 72, maximum 600 DPI;
- colour modes: RGB and YCbCr;
- views per file: any one file may contain only one view;
- JPEG progressive images are not accepted.

(ii) OBJ and STL

These are the standard file formats to be used for a dynamic representation. Only **one file** in either of these formats can be uploaded **per design representation**.

(iii) MP4

This is the standard file format to be used for an animated representation. Only **one file** in this format can be uploaded **per design representation**, and should conform to the following requirements:

- ISO standard: ISO/IEC 14496-14:2003 (MPEG-4 Part 14);
- video codecs: only accept codec H.264;
- frame rate: between 24 and 30 fps;
- bit rate: between 1 200 and 8 000 Kbps;
- minimum resolution: 1280 × 720 pixels;
- media types: video/MP4, application/MP4;
- duration: limited by the maximum file size per design;
- sound: no audio track(s).

Article 9

Repeal of previous decisions

Decision No EX-25-12 of the Executive Director of the Office of 1 December 2025 concerning communication by electronic means, is hereby repealed.

Decision No EX-18-5 of the Executive Director of the Office of 3 September 2018 concerning the hours the Office is open to receive submissions by personal delivery relating to Registered Community Designs (RCDs), is hereby repealed.

Article 10
Entry into force

This Decision will enter into force on **1 July 2026** and will be published in the Official Journal of the Office.

Done at Alicante, 8 June 2026.



João Negrão
Executive Director

Annex I – Conditions of Use for the User Area