ARES Advanced Records System

User Guide

Ares 3.7.1

User guide v 8.2

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Open video
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1. **WHAT IS ARES?**

1.1. **Ares in a nutshell**

Ares is the common information system used by all the Commission's Services, the Cabinets, EEAS, the EU delegations, the executive agencies and other institutions such as the Service of the European Ombudsman, agencies like BEREC, EU-Lisa... for registering and filing the official documents of the Commission in the same electronic common repository. It follows the e-Domec rules for Document Management.

On top of registration and filing, Ares offers multiple functionalities, such as creation of workflows, e-signatories, full-text searches, security management... Ares is interfaced with the NomCom application (filing plan of the Commission and all DGs) which facilitates the operations of filing. In Outlook an <AresLook> button connects Outlook to Ares since it allows end-users to register and file e-mails in Ares.

1.2. **Where to find useful information about Ares?**

For e-Domec procedures and many interesting information about guidelines, check the related SG website: Records management & archival policy (e-Domec) (europa.eu)

Check also the DIGIT HAN Support wiki: Home page of HAN project - HAN - EC Extranet Wiki (europa.eu)

You can find there all the users guides (this documentation guide focuses on Ares. You can also read NomCom's and too), but also Quick Reference Cards, information about the trainings on Ares, Frequently Asked Questions and many more.

💡 Do not hesitate also to subscribe to our Ares Newsletter and receive monthly tips and tricks, useful information about latest releases and many more: DIGIT - Manage My Newsroom Account (europa.eu)

AresTV is another interesting tool. We propose many educational HAN related videos: AresTV - HAN - EC Extranet Wiki (europa.eu)

Throughout this user guide, the icon is shown when there is a matching AresTV. A direct link to the video in EU learn is provided.
2. **ACCESSING ARES**

2.1. **Connecting to Ares**

2.1.1. *How to connect to Ares?*

**Context**

Ares has a web-type user interface, requiring an EU login authentication.

**Method**

(1) Launch your web browser (Internet Explorer for instance).

(2) Enter the address [https://webgate.ec.testa.eu/Ares](https://webgate.ec.testa.eu/Ares)

(3) The EU login homepage asks for authentication. If you are not yet connected to an EU login application, enter your email address.

(4) Click on **Next** button.

(5) Type your EU login password.
(6) Click **Sign in** button.

(7) You are then connected to Ares with your own login, first and last names.

### 2.1.2. **How to log out from Ares?**

(1) Click on the arrow next to your name at the top of the screen.

(2) Select the **Logout** button:

(3) Confirm:
(4) You can choose whether to stay connected through EU login or to be completely disconnected:

Notes

• Since 2017, Ares and Nomcom use the more secure HTTPS for data communication in their hyperlinks, rather than the older, unsecured http protocol which does not encrypt data. Since that date, we automatically redirect from the old address to the secure one. Because all document URL links since 2017 use https and to optimise performance, the automatic redirection has been stopped. Please update your old bookmarks (if you have such) if they are still pointing to the former http address since these will not work anymore.

• If you are already authenticated on EU login to another application that uses this service, you will not be asked to authenticate yourself again.

• You can use a different authentication method. Check EU login information on DIGIT Service catalogue for info.

• You can access Ares remotely. Details here: https://webgate.ec.europa.eu/fpfis/wikis/x/HrjGCw

• For data protection reason, the timeout of the application occurs after 30 minutes of inactivity.

2.1.3. How to change the role displayed when connecting?

---

1 HTTPS stands for Hypertext Transfer Protocol Secure. It is the encrypted version of HTTP, an application protocol to transfer resources across the internet. It is most commonly used for transferring data from a web server to a browser to view web pages.
By default, you are automatically connected with your own account, with your own first and last names. However, you can do actions on behalf of a person (who previously gave you a delegation) or a virtual entity you belong to.

(1) Click on the arrow next to your name at the top right of the screen and select the radio button representing the relevant role: your own role (EU login user), a virtual entity you are a member of, the profile of a person who gave a delegation to you or to the virtual entity you belong to. Click on the corresponding link:

(2) Both your own name, the name of the virtual entity and the profile of the virtual entity appear in the identification field at the top of the screen.

From this point on, you have been authenticated as the virtual entity. You can access the Document menu belonging to the virtual entity in question. You can now perform certain actions, determined by the profile or the virtual entity. A single user can have different profiles depending the role s/he's using, her/his own or a virtual entity's.

(3) When you are connected with a delegation or a virtual entity, the toolbar colour is changed accordingly. You can then quickly check which profile you are working on:
(4) You can also specify a default role: this role will then always be displayed directly after the EU login authentication. For example, if you want to connect directly to the virtual entity of your secretariat, you do not need to go through your own login first. Click the button, then confirm:

![Set as default button screenshot]

(5) You can see your default role under the menu Preferences, in the tab "Main":

![Preferences menu screenshot]

2.2. Home page

2.2.1. What do you see on the home page?

**Context**
The Ares screen is composed of a menu (information area and its tree view) and the work screen (working area).
The work screen and the homepage offer different links and shortcuts:

- **e-Signatory**: displays all your e-signatory tasks
- **Assignment**: displays all your assignment tasks
- **Received documents**: displays all the registered documents where you are indicated as a recipient
- **Get started by creating a/an**: new document or an internal message
- **Search criteria/ Advanced search**: gives you access to the detailed search for documents, files or tasks

### 2.2.2. Ares menu

The menu (tree view) allows you to navigate easily and directly between the different Ares functionalities. It can be minimised, if necessary, by clicking on the arrow\(^2\). The menu gives you access to the following information:

\(^2\) Click on the arrow again to "maximise" the menu.
You can create a document via button or create a new internal message via button.

In Document are displayed all the tasks assigned to you, the registered documents where you are indicated as recipient and the list of the last 200 documents you have opened. You can also create the list of your 200 favourite documents.

The File menu allows you to manage your favourite files where you can add documents directly to the relevant files and search files of your service. The filing plan offers a direct access to your headings and files. You are offered a direct link to NomCom to directly open the concerned elements.

The Follow up menu displays all tasks you, all non closed tasks assigned to the users from your unit / direction or DG, external transmissions and available reports (according to your rights).

The menu Administration is different according to your profile. For tasks requiring administrator rights, see the manual for administrators. By default, everyone can unlock documents, create/modify distribution and workflow lists and search/create external entities.

2.2.3. What buttons on the top right of the screen are there for?

At the top right, there are several hyperlinks, available from every Ares screen:

- allows you to connect as a virtual entity or under the profile of somebody who would have given you his/her delegation. Your current connection profile is shown.

- The EN/FR (French/English) buttons allow you to quickly set and change the interface language for the current session.

- Preferences allows you to define your personal options, such as language of the application, start page, delegation choices and even the Adonis/Ares parameters.
– **Help** gives you access to Ares (and NomCom) online documentation available from Digit Ares Support Wiki. You are also offered useful links as the link to register to a training. You are also provided with the link to the "privacy statement".

– **News**: when a new release is to be deployed with major changes/ features or when an important information is to be known, a news pop-up is displayed upon Ares connection. It presents the major release improvements and changes, a link to the complete documentation, to an explanatory movie and to Digit Ares Support wiki. You can also rate the movie you have watched. When you do not want that pop-up to be launched automatically, tick the button <Close and no longer show>. You can still view it again, at any time, from **News** menu at the top right of the screen.

– **AresTV**: direct link to **AresTV** on the home page. It offers you fun explanatory movies about several Ares and NomCom features. Do not hesitate to click it regularly!

– **Go to Nomcom** provides direct access to the NOMCOM 3 application.

**Notes**
- If you click on the Ares logo (on the top left of each screen) you are redirected automatically to the application homepage (except when you are creating/ modifying a document).
Informative and warning messages will be shown at the top of the screens whenever Ares will be unavailable for deployment, maintenance ...
3. **PREFERENCES**

3.1. **Set your preferences**

**Context**
All users can configure their personal preferences (for display language, Adonis properties, favourite files display, etc.) as well as their delegation. Ares allows you to choose another person, or several people to work on your behalf in Ares. You can also decide to have them receive directly your tasks.

⚠️ When your delegate connects to Ares on your behalf, s/he cannot access the *Preferences* menu of your profile. A delegation does not allow the other person to modify your preferences.

3.1.1. **How to define your language and display options?**

**Method**

1. Click on *Preferences* at the top right of any screen.

2. This automatically takes you to the "Main" tab, in reading mode.
(3) This tab helps you to set the main Ares options. You have to click the **Edit** button to modify your parameters. You can then select the options you need either from the radio buttons or from the dropdown menus. If a radio button is highlighted in light blue, it means it is has been selected:

```
<table>
<thead>
<tr>
<th>Main</th>
<th>User Delegation</th>
<th>Task Delegation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Save</td>
<td>Cancel</td>
</tr>
</tbody>
</table>

**Default Role**

**Interface Display**

- **Start Page**
- **Language**
- **Left Menu**
- **Narrow Search**
- **Document Creation**
- **Document Details**
- **Registration Confirmation**

- **Default role**: You can specify a default role. This role will then always be displayed directly after EU login authentication. For example, you want to connect directly to the virtual entity of your secretariat; you do not need to pass by your own login first. [More details? See chapter 2.1.2](#)

  **Interface display:**

- **Start page**: homepage selected automatically on connection. Choose the page from the dropdown list menu.

```
Home
All my assignments
All my e-signatures
Document
Favourite documents
Favourite files
Filing Plan

Home
Home With Left Menu
Received documents
Search
```

- **Language**: language of the application when connecting to Ares ("French" or "English"). Select the language:

```
English  French
```

- **Left menu**: "Normal" shows the default display of the left menu. Select "Advanced" to expand it.

```
Normal  Advanced
```
• **Narrow search:** allows you to enable/disable the "narrow result" panel for the search.

  - **Enabled**
  - **Disabled**

• **Document creation:** to specify if you want the additional fields below to be always open when you are in the document creation window:
  - **Extended Screen**
  - **Compact Screen**

  *By default, the document creation window's form is set to* **Compact Screen**.

• **Document details:** to specify if you want the additional fields below to be always open when consulting a document details:
  - **Extended Screen**
  - **Compact Screen**

  *By default, it is set to* **Compact Screen**.

• **Registration confirmation:** An Ares document is registered right after clicking on the button which triggers a last **confirmation message**. If you do not wish to see this warning each time you register a document, you can **disable** it selecting **Disabled** button:

![Registration Confirmation](image)

**Document details:**

• **Assignment tab/assignee service:** the assignments display filters are now customised for each user, meaning you are proposed the different levels linked to your own situation and presented the name of your DG, directorate, service and section (if applicable). "All" displays all the document assignments. Your directorate is selected by default- you can change it.
**e-Signatory visibility**: set the parameter for the default access of your e-Signatories **after registration**. “Restricted” (default option): your e-Signatory will be accessible only by the document creator and the e-Signatory actors/managers. “Extended”: all users having access to the document will be able to see the e-Signatory. The chosen option applies automatically on all the new e-Signatories you will create after saving those preferences (not on former documents; please modify those manually if necessary on the corresponding e-Signatory tab).

**File:**

- **My service/Lead department**: type the service that would be used by default in files searches (including searches done from the left entry menu "My service"). You can also request to display all the files of your unit in the preferences. Use the operator you need from the drop-down menu (Be aware that it may affect the system performance). <Include CFA>: when ticked, will take also into account "Associate Lead Department" value ("Chef de File Associé") in the search.

- **Favourites grouping/sorting**: the files may be gathered by heading decimalisation, specific codes, file owner or desk officer. The files may be sorted by file title, specific code, file owner or desk officer.💡 The sorting/grouping can be chosen directly from the Favourite files menu.

**Adonis:**

- If you wish to perform documents searches in an Adonis database, insert your login, password and choose your DG database from the list.

**CNS Preferences:**

- The button CNS leads you to the CNS preferences in order to parameter the sending of notification emails. [More details? See chapter 3.1.4](#)

(4) Click on Save button to confirm your selection.

**Note**

You are warned when the user/virtual entity you have selected as "default role" no longer exists (for example if the person has left the Commission, the virtual entity was deleted...)

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3.1.2. How to delegate your complete Ares profile and its consequences?

**Method**

(1) Click on **Preferences** at the top right of any screen.

(2) Click on the tab "**User delegation**":

This tab enables you to delegate your full profile in Ares. You can fully or partially delegate all you can see in Ares (documents, tasks, received documents, etc.) as well as all you can do (your delegates can then create documents on your behalf). You can define several delegates, either individuals or virtual entities.

(3) Click **Create Delegation** button.

(4) Parameter your delegation options for a person/virtual entity:
(a) Type the name of your delegate using the autocomplete (either a person or a virtual entity).

(b) You must then specify the period of delegation in the fields "From" and "to": complete the two date fields corresponding to this period by entering them manually (DD/MM/YYYY) or by clicking in the field to access an interactive calendar pop-up. A double-click in that field defines the current date. (Mandatory fields).

**Delegation start date cannot be set in the past, i.e. prior to today’s date. The system will never validate a delegation that starts before the day when you put the delegation’s parameters. (Then, if you modify an ongoing delegation, you will be requested to put at least today’s date as "start of the delegation", even if the delegation has been started for a few days/weeks...).**

(c) Tick the permissions (rights access) you wish to give to your delegates:

- **Permissions to sensitive data:** you can limit your delegates" access to some documents.
  - **Sensitive Non Classified:** when this box is ticked, your delegates can see and create documents with a confidentiality level "Sensitive Non Classified"
  - **RESTREINT UE/ EU RESTRICTED:** when this box is ticked, your delegates can see and create documents with a confidentiality level RESTREINT UE/UE RESTRICTED

**Time limitation** delegation is useful for your current activities in your daily work: a delegate receives access to the documents whose registration date (or creation date for only saved documents) equals the start of the delegation. However, you can authorise this type of access in your preferences, for the documents created during your current post: you may set a date up to three months prior to it. In order to define a date prior to the current date, modify the Date field.

**None of the boxes** is ticked by default: delegates with no access to documents bearing the confidentiality level "Sensitive Non Classified" and "RESTREINT UE/ EU RESTRICTED" have not access to the documents created prior to the start of the period of delegation.

(5) Click on **Save** button to validate the delegation.
A virtual entity cannot delegate its own profile. When you are connected with the role of a virtual entity in Ares, the tab “User delegation” is greyed out. A user can of course delegate her/ his profile to a virtual entity.

3.1.3. How to delegate automatically certain types of tasks you receive?

(1) Click on **Preferences** at the top right of any screen.

(2) Click on the "Task delegation" tab:

![Task Delegation Tab](image)

This tab enables you to delegate certain types of tasks, based on their action code, either to a person or to a virtual entity. Thus, the specified tasks are automatically sent to the user you have delegated.

(3) Click **Create Delegation** button

(4) Fill the fields:

![Create a Delegation](image)

(a) **Action code**: select the action code corresponding to the type of task you wish to delegate from the dropdown list

(b) **Delegate**: type the name of the person (or the virtual entity) – using auto complete – to whom you wish to delegate the task.

(c) **From/To**: enter the beginning and the end of the delegation. Type it manually (DD/MM/YYYY) or click in the field to access an interactive calendar pop-up. (Mandatory data).

(5) Click on **Save** to confirm your selection.
Notes

- You cannot automatically delegate the Q-SIGN and QES-OUT/IN tasks through a task delegation (under the “Preferences” tab). Those codes are not available in the list.

- When you specify a profile (user) delegation, you will still have access to the delegated tasks in your Tasks menu. When you choose a task delegation, however, the task which was in your name will be closed automatically and a new task (with the same action code) will be generated for the person in receipt of your delegation.

- When you are preparing a task delegation, you cannot put two different persons for the same action code and for the same period. If so, an error message is displayed:

  Can not create 2 delegations of the same task with an overlap of time.

- button: to modify an existing delegation.

- button: to delete a delegation.

- You can set up several delegations for different action codes.

- The delegation introduced via Preferences will automatically affect all incoming tasks that correspond to your chosen criteria. If you receive a task that you wish to delegate manually, use the Delegate button on the "Assignment" tab page.

- If you have given a delegation to a person and/or a virtual entity and this delegation is about to expire, your delegates and yourself will receive a warning, 30 days before the end of the delegation. In Ares, the dates of the delegation that is going to expire appear in orange, with an explanatory tooltip:

  The delegation will expire in less than 30 days

CNS also sends notification emails

- If the delegation is not extended, it will be automatically deleted and a warning notification is sent.
• A delegation is deleted if one of the following rules is met:

(1) the current organisation of the delegator has changed and is now different from the organisation he belonged to when he set the delegation

(2) the current organisation of the delegee has changed and is now different from the organisation he belonged to when the delegation was set

(3) the delegation is obsolete (the end of the delegation is reached)

(4) the delegator has left

(5) The delegee has left

If the contract of a user ends for a day but the new contract begins the following day, the delegation is not deleted. There are no exceptions to the first 2 rules: even if the delegator and the delegee go both to the same service, the delegations will be suppressed. In case of reorganisation, contact DIGIT ARES MIGRATION before the reorganisation.

3.1.4. How to be informed by email of the new elements in Ares?

CNS button enables you to customise the notifications you can receive either from CNS (Corporate Notification System). CNS is a corporate application designed to manage email notifications coming from various applications in the Commission. For more details check CNS full documentation: https://webgate.ec.europa.eu/fpfis/wikis/display/DIGITB2Support/CNS+-+Corporate+Notifications+System
4. ACCESS RIGHTS AND SECURITY

4.1. Access rights and available options in Ares

In Ares, you must make a distinction between the possibility to do an action on a document and the right to do it on a specific document/file. Indeed, being able to perform actions on a document is also closely linked to your access rights on the document itself. For instance, you may only modify a document if you are the document’s owner or if you have the current e-Signatory task on this document.

Under Hermes/Ares/NOMCOM 3, users are sorted into "groups". These groups may be created for operational (IRM, heads of unit, etc.) or organisational reasons (SG.B.3, DIGIT.B, etc.). A user may belong to several groups. The users and organisational groups appear by default in Ares. They are managed in the application by automatically importing from systems such as Sysper 2 or ComRef. The operational groups are managed manually by the DMO.

Ares uses "profiles", which group together a set of actions that can be performed. Summary of all Ares available profiles:

<table>
<thead>
<tr>
<th>No Ares Access</th>
<th>Base</th>
<th>User</th>
<th>Advanced User</th>
<th>Advanced Secretary</th>
<th>CAD</th>
<th>DMO</th>
<th>USM</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Save</td>
<td>File</td>
<td>Search</td>
<td>Create EE</td>
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To read the summary: a person with a “advanced user” is able to perform the following actions: save and register a document, file, search, create external entities, create distribution and workflow lists (at personal, unit and direction level) and visualise the deadlines.
Using operational groups helps you to follow the "need to know" principle, i.e. the people directly concerned by a case must always be able to access the document in question. (Once a user has been given access to a document, he will retain this access.)

At Commission level, one or more users with the role of "supermanager" are responsible for central management (and in particular, for defining which operations are associated with the roles) and assigning the "DMO" profile to the designated users in each DG.

As agreed with DMOs, the service providers’ staff (intra and extra muros) for all DGs will by default be automatically put in the group "No Ares access". If an external provider should access Ares, his/her DMO should now take him/her out manually from that profile and assign him/her another Ares profile. (Check the Ares “Administration” guide to know more about profiles management).

4.2. Restricting the access to a document

4.2.1. How to choose the confidentiality level of my document?

**Context**

The security is very important in Ares. It ensures that the information is properly categorised and handled in order to reduce the risk of information leaks and loss. Each document must receive a **sufficient and appropriate level of confidentiality**. This ensures that everything processed in Ares is protected to the required degree. Security rules are defined³.

You can restrict the access to a document via the filing (if you restrict the access to the file readers) or put a restriction directly on a document (for instance when choosing a confidentiality other than “Normal”).

**Should you apply a marking or file the sensitive document in a limited file?**

⚠️ **If a document contains sensible information, it is legally compulsory to add a marking on it, regardless of the visibility of the file. The sensible document security is clearly visible at the top, above the document title.**

If your document contains **sensitive personal data**, you can use the related in your document (without a marking). **Check chapter 4.2.6 for more details.**

⚠️ **If you only limit the access to the document through the filing**: if your document is filed in another file, which is accessible to the whole Commission for instance, your document will be

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visible. The file security is also more volatile. Indeed it is quick and easy to modify it, whereas modifying a document with a marking.

⚠️ The document stakeholders (creator, sender(s), recipient(s) and the workflow actors: assignment and e-Signatory) can always see the registered document, whatever the marking is.

There are four levels of confidentiality levels in Ares:

- **Normal** (default option): for any non sensitive document, for “Commission use”, as described in the document C(2019)1903, executive agencies included. For any EU organisation using HAN\(^4\), the visibility is only authorised within their organisation.

- **Sensitive Non Classified** (SNC): (replacing Handling restriction). Information or material the Commission must protect because of legal obligations and/or because of its sensitivity. The unauthorised disclosure could damage the document stakeholders or the EC as a whole, but which cannot cause damage to the EU or to the Member States' interest.

- **RESTREINT UE/ EU RESTRICTED**: the unauthorised disclosure of which could be disadvantageous to the interests of the EU or of one or more of the Member States.

- **EURA-Restricted**: may only be applied on documents related to nuclear safety (Euratom treaty) and is only for use by DG ENER in Luxembourg.

A 5\(^{th}\) sensitivity level « Publicly available » is automatically given to PAV documents (linked to a finalised Access to Documents request). This level cannot be selected by the user when creating/ modifying a document. **See chapter 14.4 for more details about the PAV.**

**Method**

1. When encoding the document metadata, go to the field “Confidentiality level”.

2. From the dropdown list, select the required level of confidentiality from the three available:

![Dropdown list of confidentiality levels](image)

3. According to the confidentiality level chosen, options might be available. Read the details in the coming chapters.

\(^4\) For instance, the European Ombudsman, agencies such as BEREC, EMSA...
4.2.2. How to indicate that my document is Sensitive (Non Classified)?

Context
If your document is sensitive because of legal requirements or because it contains personal data, you must restrict it, for instance with a marking. Examples of sensitive non classified documents: sensitive briefings, personal information, draft policies or speeches, unpublished financial information, legally protected information….

A document may also contain sensitive personal data, that do not imply a marking. A flag is available for this case: the “personal data » flag. See chapter 4.2.6 for more details.

Please find a description of all the security markings on our wiki: https://webgate.ec.europa.eu/fpfis/wikis/download/attachments/110233543/Nouveaux%20Timbres.xlsx

Method
(1) Choose the confidentiality level “Sensitive Non Classified”.

(2) Select a security marking: “SENSITIVE” or “SPECIAL HANDLING”:

(a) SENSITIVE: the standard handling procedure applies. In order to define the audience that must access your document, you can combine it with: (Those are mutually exclusive, meaning you cannot edit both simultaneously).

- a distribution marking (Security matter, Staff matter, Medical secret…): you give only access to the marking group members

- One or several service(s) (ex: DG CLIMA.A1…)

- a working group: list of persons working on specific projects. This list is created (and managed) by the DMO, in collaboration with the LSO

⚠️ The access to a distribution marking/group depends on your DG/ rights. Members of the distribution marking/service/working group have only access to the document if they also belong to the file readers of the document.

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When used on its own, “SENSITIVE” is very restrictive as it gives only access to the document stakeholders.

(b) SPECIAL HANDLING must be used when stricter handling instructions apply. It is compulsory to add a distribution marking (such as OLAF investigations…):

(3) A marking expiry date, an “Unlimited” time frame or a marking expiry event may be added for some markings.

(4) The document security is clearly visible at the top, in the yellow-coloured banners, above the document title. The security is also shown in the document additional information:
Security instructions can be found by the hyperlink in the yellow banner. The same banners are shown on older documents with the label “Sensitive Non Classified”.

Notes

- A document may receive only one marking at a time.

- The reduced visibility of a document with a marking applies to filed documents. Before the filing, a registered document is visible only to its stakeholders (i.e. all those involved: document creator, senders, recipients and where applicable, workflow participants).

- For saved documents, the only persons authorised to modify a marking are the creator of the document and the person that has the active task of the document. It is not possible to modify a registered document. If the security of a registered document should be modified the DMO/CAD must do it through the option "Classifications and marking" where he can declassify the document or edit the marking.

- If it seems no one has access anymore to a document containing only “SENSITIVE”, i.e. with no distribution marking, no service nor working group (for instance if all stakeholders left the EC), the DMO can open a ticket to Digit Ares Support through the helpdesk. If it is confirmed that the access is lost, the support can add an INFO task to the document.

4.2.3. Which markings are available and for whom?

The security and distribution markings are not available to all users. Some markings are new, other markings are not available anymore. Check the corresponding at the end of this manual and consult the markings description on our wiki:
https://webgate.ec.europa.eu/fpfis/wikis/download/attachments/110233543/Nouveaux%20Timbres.xlsx
It is not possible any longer to apply/update a document with the old security values. The old markings are still visible for the already marked documents (with “Sensitive Non Classified” mentioned in the yellow banner) but will not be available when a marking should be edited/added.

Specific markings:


Then, if you have imported/scanned a file and you choose afterwards one of these markings, a warning message is displayed:

![Warning]

- For the following markings « SENSITIVE: Court procedural documents », « SENSITIVE: COMP operations », « SENSITIVE: IAS operations », « SENSITIVE: CLIMA » and « SENSITIVE: Pharma investigations »: the users who are not stakeholders of a document marked with one of the above-mentioned markings may access the metadata, but have no longer access to the attachments when they are acting as a virtual entity or from a delegation. To have access to the attachments, they must become stakeholders, for instance by assigning themselves an INFO task. From that time onwards, they can see the attachments without changing role.

- “Person concerned” option is available when you choose one of the following distribution markings: SENSITIVE: "Staff matter", "Medical matter" and "Investigations and disciplinary matters".

- It is not possible to use external transmission for documents bearing the « SPECIAL HANDLING: CLIMA» and « SPECIAL HANDLING: Pharma investigations ».

4.2.4. **How to classify a document?**

**Context**

The classification allocates the appropriate level of security to prevent unauthorised disclosure of a document. It helps managing the level of confidentiality and the markings. Classification can only be put on restricted registered documents, with the level of confidentiality "RESTREINT UE/UE RESTRICTED" and "EURA-Restricted" without attachment.
Method

(1) Choose the confidentiality level “RESTREINT UE/ EU RESTRICTED”:

(2) You can also add a Classification expiry date or a Classification expiry event:

Notes

- Adding an expiry date means that the document will eventually lose its classification and will have a "normal" level of confidentiality once the expiry date has been reached. When the document is declassified by the system following an expiry date there will be no attachments added by the system. A new report is added to list all the documents that have been declassified by the system where there are no attachments. Users can use this list of documents to upload the required attachments.

- When a document is declassified, any classification is removed after review. The declassification must be authorised by the creator of the document/ the head of unit of the concerned service. When declassifying the document, inputting the name of the person who provided the declassification authorisation is mandatory. The user can optionally as well add proof documents on the declassification authorisation via the Add link button where a link of type Declassification note will be created.
• Markings are not affected by the declassification. If a marking was added then the level of confidentiality will turn into "Sensitive Non Classified". In other words, if the document had a marking before the declassification then this marking will be still applicable post-declassification.

4.2.5. How to specify that a recipient is the person concerned on a document and its consequences?

Context
The notion "Person concerned" points out the real recipient of the document (whom the document is about). A person concerned will always be one of the recipients of the document (To or Cc, internal or external). Defining a person concerned allows the user to limit the access to the document with the delegation. It also indicates (for example to the DMO) that this document shall not be filed in her/his DG (as the document is addressed to a particular person and not to a service).

For example, that notion may be useful when a mail requires confidentiality (personal mail) for the recipient: an answer to a request for social or financial support, a career change, etc. The recipient would not like all his delegates to see his personal documents as they have received his delegation for work purpose. If a delegate connects to Ares on his behalf (and if that option has been set in the user’s preferences), he will not be able to see the "person concerned" documents of the person who has delegated his profile.

That option is available when you choose one of the following distribution markings: SENSITIVE : "Staff matter", "Medical matter" and "Investigations and disciplinary matters".

⚠️ The only visible consequence of "person concerned" in a document is with a delegation. Indeed, even if the delegates have access to the sensitive documents, they cannot see the documents when the delegator is specified as “Person concerned”.

Method
(1) When you choose one of those markings ("Staff matter", "Medical matter" or "Investigations and disciplinary matters", the field “Person concerned” is enabled.

(2) A drop-down list proposes all the recipients of the document (To or Cc). Select the person concerned from the list. (If you do not want to choose a recipient, keep Not applicable-default value selected).
After saving or registering the document, the person concerned will be visible in the identification of the document:

Note
If you do not choose a “Person concerned” and do not tick “Not applicable”, a blocking error message is shown.
4.2.6. How to indicate that my document contains sensitive personal data?

Context
The former “Personal data” marking is no longer available in Ares. However, there is still a need to indicate when an Ares document contains sensitive personal data and guarantee an adequate level of protection for such a document. The document metadata called “Sensitive personal data” may then be used to indicate documents with sensitive personal data and to protect them adequately. The default protection is that this flag affects the filing of documents, as it adds a limitation to which files you can file such documents into, as explained below. A document with the flag and a marking can be filed in any file since the marking limits access to the document.

In principle, the following categories of personal data are sensitive and therefore have to be flagged (and marked where the file visibility in Ares does not sufficiently limit who can access them):

1. **Behavioural data** like an individual’s location information, traffic information, data on their personal preferences and habits, assessment of performance, appraisal reports, etc.
2. **Financial data** like an individual’s bank account references (IBAN and BIC codes), bank statements, debit/credit card numbers and PINs, VAT number, information about salary, pension or financial entitlement, expenses, investments, invoices, etc.
3. **Special categories of personal data** (art. 10 of Regulation (EU) 2018/1735: data revealing a person’s racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade-union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation;
4. **Personal data relating to criminal convictions and offences** or related security measures (see art. 11 of Regulation (EU) 2018/1725);
5. Personal data of vulnerable categories of data subjects (information specific to children, individuals with special needs, minority persons, etc.
6. **Operational data**: all personal data processed by Union bodies, offices or agencies when carrying out activities in the domains of judicial cooperation in criminal matters or police cooperation in the area of freedom, security and justice.

For all other categories of personal data, the person introducing a document in Ares should always carry out a case-by-case assessment of their sensitivity (i.e. depending on the context, additional categories of personal data than the ones listed above could be considered as “sensitive”).

Method
(1) Set the “Sensitive personal data” flag when creating/ modifying a document or an internal message: the choices are “Yes”, “No” or “Unknown” (default value).

---

6 The “Personal data” marking did not restrict the document visibility when filed.

7 There is no formal definition of “sensitive personal data”. It is an operational term used to refer to categories of personal data that require an additional level of protection.
(2) The flag is visible in the document details and in the lists assignments, e-Signatories, received, favourite and recent documents:
Impacts on the filing:

In order to ensure the best protection for a document with the “Sensitive personal data” flag, setting this flag on a document has an impact on the filing: a document with the flag “Sensitive personal data” (and no marking) can only be filed in a file with reduced visibility. Filing rules and warning messages have been adapted consequently.

The system performs a visibility check\(^8\) on the coherence between the filing rules and the “Sensitive personal data” flag whenever a document is filed: for instance, if you try to file a document with the flag in a file with a wider visibility (i.e. in a file with “DG” or “Institution” visibility), you get a blocking message:

You cannot file a document containing 'Sensitive personal data' in a file with wide visibility. Please choose a red file ('Limited') or add a marking on the document.

You are also warned before actually trying to file the document:

The document contains 'Sensitive personal data' and is not marked. The document can only be filed in red ('Limited') files.

Notes

- There is no link between applying a flag and a marking, except for the following specific markings where the proposed value for the flag will be “yes” (modifiable): “SENSITIVE: Investigations and disciplinary matters”, “SENSITIVE: Mediation service”, “SENSITIVE: Medical secret” and “SENSITIVE: Staff matter”.

- In order to be consistent, the system updates the flag “Sensitive personal data” present in the tab grouping all “Transparency” related properties of a given file. For active files with only HAN content:

\(^8\) These visibility rules do not affect ‘Blue’ PMO files.
- the file-level flag is automatically set to “Yes” when at least one document has the “Sensitive personal data” flag set to “Yes”;
- the file-level flag is automatically set to “Unknown” when at least one document has the “Sensitive personal data” flag as “Unknown”;
- the file-level flag is automatically set to “No” when all have the “Sensitive personal data” flag set to “No”.

- For files whose only content is outside the HAN repository (paper documents, documents in other repositories...), the file-level flag has to be updated manually. For files with HAN content and content outside the HAN repository, the system first calculates on the basis of the HAN content. If a file contains documents with the flag, you cannot change the security of the file.

- A temporary lock on the file (preventing any file modification) has been added. As a consequence, whenever you are trying to file a document with the “Sensitive personal data” flag but without marking, the file’s security cannot be modified. The system only locks while it checks the filing conditions.

- You can search for documents using the flag “Sensitive Personal data” in the advanced search, in the dedicated dropdown menu.

- The filing constraints and warnings are also shown when the DMO uses “Bulk operations” and “Mass Operations” tools.

- The documents that bear the former “Personal data” marking will not be impacted automatically by the new flag. If needed, the flag can be updated manually for certain older documents (by clicking “Modify/register” for saved documents or, exceptionally, via “Modify special” for registered documents).
4.2.7. How to encrypt the attachments of my document?

**Context**

You may need to *(temporarily) encrypt Ares document attachments so their content is extra protected from unauthorised access.* Encryption can be an effective way to reduce security breach risks stemming from unauthorised access to Ares document attachments directly on the servers, since encrypted attachments can only be decrypted by someone in possession of the decryption key. Without this key, the attachments are unreadable for someone that has gained unauthorised access.

Please note that the option to directly encrypt Ares document attachments inside the system:

- is applied to **all attachments** (originals and PDF renditions) of a saved/registered Ares document (at encryption, a deadline for the attachments’ decryption can be indicated). You cannot choose a specific attachment from all. The document metadata cannot be encrypted;

- **does not impact access to these attachments for users that are authorised to access them.** For these users, the system automatically decrypts them. Indeed, the document stakeholders (i.e. the creator, sender(s), recipient(s) and the workflow actors) and file readers (if there are) keep their access on the document and its attachments;

- is primarily intended for **Ares documents with attachments that contain sensitive information and that (temporarily) require an additional layer of protection at infrastructure level.** For all other Ares document attachments, the default system security measures and functionalities remain in force.

⚠️ The encryption functionality is not available by default to all Ares users. It can be authorised to a whole DG or a set of users (a service, a specific entity...). Please contact your DMO for more info. If necessary, s/he will open an incident to the helpdesk for HAN USM to request access.

**Method**

(1) When creating the document, check the box next to the ‘Encryption’ field:
(2) You may insert a deadline (optional) typing the date or through the calendar. At that date, the encryption will be erased.

(3) Save or register your document.

(4) The encryption is visible in the document additional details and in the list of documents (search results, received and recent documents…) with the icon 📝:
Notes

- In addition to this option, the system also allows that documents that have been encrypted outside of the system are added as an Ares document attachment. For these attachments, decryption will happen by the same external means as those that ensured their initial encryption.

- After registration of the document, the DMO of the person who registered the document may modify the encryption (under special exceptional circumstances) via the dedicated button: ‘Modify encryption’:

The other document metadata have to be modified with the ‘Modify special’ button.

- The encryption does not impact the search: encrypted attachments may be found in the search results (the access rights are maintained).

- It is not possible to encrypt attachments for documents with the sensitivity level ‘RESTREINT UE/ EU RESTRICTED’ as this level does not allow attachments.

- DMOs have access to a report ‘Documents registered by my service with an encryption due to expire’. See Ares Administration guide for more details.
5. Creating an Ares document

5.1. What is a document?

For the purposes of this manual, “a document is any content independent of medium, which concerns the policies, activities and decisions of the Commission (or the concerned Institution/ agency)”. In other words, it does not matter if it is text written on paper or in an e-mail, sound registered on a tape, or pictures stored in an electronic format on a CD-ROM. No matter what type of information, what format, what physical support, as long as it concerns the work of the Commission it is a document.

A document contains metadata and attachment(s). The attachment format evolves depending on the document status. See chapter 5.3 for more details about the attachments.

The document status may be different, along its lifecycle in Ares. When a document is active, it can be “saved” or “registered:

- a **saved document** is a document in the preparatory phase (a draft). It is modifiable by the authorised users. Only the title is compulsory when creating it and it is not compulsory to file it. It is only accessible by its creator and, if so, the persons who have received a task on it (e-Signatory or assignment). You may also generate an e-Signatory validation workflow on a saved document. A saved document receives a saved number starting with the creator’s service, the creation year and a sequential number. For instance, echo.b.3(2021)12789. See the following chapter to see how to create a new document.

- a **registered document** is finalised and approved. It cannot be modified anymore (except by the DMO, under special circumstances) and must be filed. It has a registration number starting with Ares, followed by the creation date and a sequential number (different from the save number’s): Ares(2020)45932. Many metadata are compulsory when creating it. See chapter 5.5 for more details.

As the case may be, you can directly register the document or first save it. A document may also be frozen, transferred or eliminated - for instance if the file(s) he is filed into is transferred to the Historical archives or deleted. Check the summary table of the rights on documents, in the annexes of this user guide, chapter 15.2

5.2. Ares document metadata

5.2.1. How to encode the metadata to create a new document?

Context

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9 Regulation (EC) No 1049/2001, article 3. The following media are explicitly mentioned: written on paper; stored in electronic form; sound, visual or audio-visual recording. From SG e-Domec.
How to create a document in Ares, complete the different fields of the document, add an attachment to the document.

For a clear definition of a «document», check chapter 1.1

**Method**

1. Click on the button on the home page or click on the button in the left navigation *Menu*.

2. This gives you the entry screen allowing you to create a new document:
Press the [tab] key to jump from one field to another.

(3) If you should insert an attachment at this stage, see chapter 5.2.1.

(4) From/ To/ Cc: enter the sender(s), recipient(s). Simply type what you know about the entity you are looking for and then select it from the drop-down list or launch a search. You can also insert a distribution list.

You can use a virtual entity as recipient/ sender of a document. However, if this virtual entity contains no members, no one can follow up. That is why the system warns you with an orange icon if you are trying to insert an empty virtual entity:

![Warning message](image)

(5) You do not need to select the document type (incoming mail/internal mail/outgoing mail), this is calculated automatically by the system based on the sender(s) and recipient(s) you have entered:
(6) You can provide the different dates (Document date, and also Received/ Sent dates available from option) according to the document format: those dates are optional and might be hidden by the system after registration (see the table above). Based on the mail type, the system displays Sent date or Received date on the document details:

- **Sent date**: when the mail type is Outgoing, Internal (or Inter-institutional), Note to the file.
- **Received date**: when the mail type is Incoming, External or Other.

If necessary, type the date manually (DD/MM/YYYY) or click in the field for an interactive pop-up calendar. If you double-click, you add the date of today.

(7) Enter data in the **Title** field manually or copy & paste (max. 255 characters, incl. spaces). Make sure it reflects the document's content.

(8) If needed, indicate whether your document contains sensitive personal data (see chapter 4.2.6 for details) and/or choose a level of confidentiality other than” Normal” and/or Marking (see chapter 4.2)

(9) Additional information: clicking the option gives access to two additional fields:

---

10 In your Ares Preferences, you can specify if you want the additional fields to be always open when creating and/or modifying a document. See chapter 3.1.1 for more details.
• Comments (maximum 1000 characters including spaces).
• Sent/Received date

(10) You can file your document now or later. Filing (or assigning a filing task) is compulsory at registration. More details about the filing? See chapter 12

(11) Confirm your data by clicking on Save button.

(12) The document metadata is summarised in the “General” tab:

![Image of metadata summary]

The document receives a save number with the name of your department (DG), year of creation and an incremented number.

The creation date is recorded automatically by the system.

💡 If you have a ‘Base’ profile that prevents you from registering or if you do not know how to launch an e-Signatory, you can create an automatic follow-task on the document see chapter 11.1.7 for more details.

5.2.2. How to delete a recipient or modify the order of recipients?

Click the button × behind each name to delete a single entity. When you have more than 5 recipients, the button Remove all recipients (To) enables you to delete them all at once:

![Image of recipient deletion]
You can drag and drop the entities to change the display order or move them, e.g. from *sender* to *recipient* or from *To* field to *Cc*... 

**Notes**

- Special characters are authorised in the titles of documents. For example, if you insert a semicolon, a question mark or a coma, the system will keep it after saving/registering. However, newline, carriage return, null character and tabs are replaced by a space. Control characters are still automatically removed (ex: unreadable characters)

- **Cancel** button allows you to delete all the fields of the document, including the attachment(s).

- If one of the mandatory fields does not contain the required data, an error message appears when you try to save:

![Error Message](image)

5.2.3. *How to copy the metadata of a document to create a new one?*

**Context**

Ares gives you the possibility to copy documents. Some metadata/attachments are copied from a document to prepare a brand new one.

You can choose the format of your reply (a “document” or an “internal message”) and you can decide the metadata to be copied. The `<title>`, `<sender>`, `<recipients>` and the `<filing>` are ticked by default but may be unticked manually:

- "General" tab metadata: you can copy the title, the sender, the recipients, the comments and the stamp

- "Filing": the copy document can be automatically filed in the same file(s) as the original document if the creator of the copy document is at least "file user" on the corresponding files and if this file is "active".
- "E-signatory": E-signatory tasks of the original document can be copied. Tasks will be then saved (the tasks will not be launched). You can then modify or delete any task. Instructions and comments will also be copied.

- Original link(s)

- Attachment(s): choose the type of attachment to copy. You can include or not the linked translations (Copying attachments is for example useful in case of framework contracts containing several identical annexes).

⚠️ The following metadata are never copied: assignments, dates, FWUP e-Signatory tasks.

**Method**

1. Press "Copy" at the top right, under the button of the document:

![Image of the document with options to copy metadata](image)

2. Tick the metadata you would like to copy:

![Image of metadata options](image)
(3) Click **Copy** button to continue or **Cancel** to stop the process.

(4) Fill in the fields of the new document (you can modify each field).

(5) Then click **Save** or **Register and send**.

**Notes**
- It is not allowed to copy the attachments of an internal message.
- Changing the format is not allowed when you try to copy a “document” containing external entities into an “internal message”. You also cannot copy an e-Signatory and/or attachments of a “document” into an “internal message”.
- E-Signatory: if the original document was registered directly after the copy, the e-signatory cannot be copied. If the original tasks had not been launched, the tasks will be copied though.
- If an original sender or recipient has left the Commission or has changed post, s/he will be automatically deleted during the copy.
- The linked documents you do not have access to will not be copied.
- You can also only copy some metadata of the document and put them in the clipboard. Click **Copy metadata** in the tooltip available in each list (received and recent documents, tasks inboxes, favourites).
Then use Windows "paste" function to copy the metadata in an email, a Word document...

5.2.4. **How to create a document from a favourite file?**

**Context**
How to create a document in Ares from a favourite file.

**Method**
(1) Click on **Favourites** in the **File** menu.

(2) A screen listing your favourite files is displayed:

(3) Click on **Actions** under the file from which you would like to create a new document.
(4) Select Add a new document.

(5) This gives you the entry screen allowing you to create a new document. More details about the creation of the new document? See chapter 5.

(6) Click Save or Register and send.

(7) The document will be automatically filed in the file chosen at the outset. You can check this by clicking on the "Filing" tab of the document.

Notes
- Click on to view the detailed contents of the file.
  (a) file or sub-file
  (b) To see the documents filed in the selected file (or sub-file), click View content under Actions.

The documents and their details are listed and you can navigate through the results by clicking the arrow.
• The icon displays the information linked to the file, sub-file or document.

• You can export the list of documents contained in a file or a sub-file if you click on under then View content.

• To delete a file from the list of favourite files, click on Remove from favourites under

5.2.5. How to create a new document from the Filing Plan?

**Context**
How to create a new document in Ares from a file via the tree structure of the filing plan.

**Method**
(1) In the left navigation menu, click on Filing Plan menu, under File menu.

(2) Expand the tree structure of the filing plan until you reach the file from which you want to create a new document.

(3) Click the button next to the file. Ares checks whether you have the required rights to perform actions in this file. Please wait a moment. The available options are displayed in black.
Select *Add a new document*:

![Add a new document](image)

You are redirected to the "Document" tab page to enter the metadata of your new document.

This gives you the entry screen allowing you to create a new document. More details about the creation of a new document? See chapter 5.

Click **Save** or **Register and send**.

The document will automatically be filed in the file initially chosen via the filing plan. You can verify this by clicking on the "Filing" tab in the identification area or in the filing plan in the corresponding file.

**Notes**

- You can select in the dropdown list to view the complete filing plan or just the part of the filing plan that corresponds to your DG. You can also filter according to the files’ status: tick the status you want to display then click **Apply filters** button:

![Filing plan](image)

- You have the option of completely closing the filing plan by clicking on icon at the far right of the screen:

![Close the entire tree](image)
5.2.6. How to reply to a document or an internal message?

**Context**
A registered document or an internal message can be used to generate a reply. The system automatically fills some fields and links the two documents if you use the button.

**Method**
1. Open the document concerned.
2. You have 2 choices. Either you reply to a the document with the same format (i.e. you reply to a “document” with a “document” type and you reply with an “internal message” with an “internal message”) or you reply with the format you want:
   - To keep the same format: click the button at the top right of the screen
   - To be able to choose the format, click the right arrow next to the button:

3. Fill in the fields of the new document/ internal message. Some metadata will be inserted from the original document:
   - **Mail type:** as during the creation of a new document, Ares will calculate automatically the reply typology, according to the type of the original document.
   - The original title is entirely kept. The text [Re] is added at the beginning of the document title. If the title already contains other occurrences of Re: or RE:, the text [Re] will replace them all.
   - **Senders** and **recipients** will be kept from the initial document:
     - The original senders (internal and external) will be put as recipients in the field “To”
     - The original recipients in copy in “Cc” (internal and external) will be put as well as recipients in copy in “Cc”
Specific cases:

- If the original document contains one or more external recipients in “To”:
  - The original external recipients in “To” will be put as senders
  - The original internal recipients in “To” will be put as recipients in “Cc”
The recipients in “To” belonging to the same DG as the creator of the response document will be put as senders.

The other “To” recipients will be put as recipients in “Cc”.

(d) The previous filing will be kept (but only if the creator of the reply is at least "file user" of the corresponding files and if the file is "active")

(e) If there was a marking it will be kept in the answer document

(4) Click [Save] or [Register and send].

Notes

- The [Reply] button under the “Actions” menu is no longer displayed on a saved document.

- The following metadata will not be kept: the attachments, the comments, the person concerned and the dates.

- The original registered document is automatically inserted on the "Link" tab page of the answer (with a link of the type “Request”).

- If a sender or a recipient has left the Commission or changed post, s/he will be automatically deleted in the reply.

**5.2.7. What happens when a document is created with a virtual entity?**

(1) If a virtual entity creates a document, the name that appears in the Creator field for the document will be the name of the virtual entity, followed, between brackets, by the name of the user who logged in.

(2) In our example, then, you can see that the document was registered by *KAKURU RADHA Madhava* on behalf of the virtual entity *ve_digit.dmo*.

You can then see which user actually created the document for the virtual entity.
5.2.8. What happens if a document is created from a delegation?

1. When a user creates a document on behalf of another person: the Creator field shows the name of the person who gave her/his delegation, followed, between brackets, by the name of the user who is logged in (i.e. the EU login user).

2. In our example, then, you can see that the document was created and registered by [ ] on behalf of [ ].

It is then possible to see which user actually created the document on behalf of another person.

5.2.9. How to create a document "Note to the file"?

Context

A "note to the file" is used to document the decisions taken during a case/project. Therefore, this document must be filed in the corresponding case/project file. If the document commits the service (the decisions taken are not written in another document), then it should be registered. If the note only sums up the content of documents already registered, then it should not be registered.

Method

It is fully automatic. When you encode a document without any recipient in the “To” field, the system alerts you that this document will be treated as a “note to the file”. You can choose to continue or not:

The “Note to the file” typology is visible in the document details (after clicking on the button):
5.3. Attachments

Depending on the document status and its current lifecycle step, a document may contain attachment(s) [see details chapter 5.1]. The attachment format evolves following this lifecycle (conversion in PDF, addition of a stamp...)

5.3.1. How to add an attachment to a document?

Context
You can attach a file through importation of scanning. After importing or scanning an attachment, click on its type to open it. You can add as many attachments as possible, but for technical reasons it is better not to go over 200.

⚠ You cannot enter the following special characters in the Attachment name: ' /: * ? " <>!%. Ares automatically detects these as they are entered (the text becomes red) and it is impossible to continue:

<table>
<thead>
<tr>
<th>terre dpc</th>
<th>Type ext. referen</th>
</tr>
</thead>
<tbody>
<tr>
<td>The name of the attachments may not contain the following characters: ' /: * ? &quot; &lt;&gt;!%</td>
<td></td>
</tr>
</tbody>
</table>

It is also not recommended to upload attachment whose title contains a dot "." Indeed they might be refused by an external anti-virus. If so, a warning is displayed:
Method

- **Importing**

1. Click on the button to import the attachment.

2. Select the type of attachment: *Cover note*, *Main document* or *Annex*.

3. Browse to find the document you need and select it.

4. The *Attachment name* and its format are automatically detected and entered. An icon representing the format is displayed next to the attachment name. You can open directly the attachment clicking on this icon:

5. You can modify the attachment name typing directly in the related field:

6. After registration, all attachments will be converted in pdf and stamped with the Ares number and the registration date. You can however choose not to apply the stamp on an annex\(^\text{11}\).

   Untick the box when you do not want the stamp on an attachment and then confirm:

---

\(^{11}\) This can be useful for attachments that previously have been integrated in Decide frome-Greffe (and already have an official COM number) or for annexes relating to a long correspondence with external partners when signing contracts (where the last version of the contract is the most relevant).
(7) Enter the external reference if there is in the field *Type ext. reference*, e.g. the reference given in a mail received from outside the Commission.

(8) Select the *Language* of the text from the drop-down list. (The default value for the field is *no language*)

You can delete the attachment through the bin icon.

💡 When there are at least five attachments in a document, a new hyperlink “Set language to all” is shown. On click, it opens a pop-up window to assign the same language to all the attachments. (The choice is not retained for possible future attachments; “No language” will be selected by default for those).

You can also use the *drag & drop* method to drop one or several more attachments in your document:
• **Scanning with Ares**

(1) Click on the **Scan** button to add the divider that will allow you to use scan to Ares.

(2) Select the type of attachment: *Cover note, Main document* or *Annex*

(3) The *Attachment name* is automatically displayed, it is entitled *Scan* by default.

💡 To ensure a smooth scanning and registration process, it is advised to modify the name, especially if the document contains several attachments to scan. The name modification can be done directly typing directly in the related field:

(4) Enter the external reference if there is in the field *Type ext. reference*.

(5) Select the *Language* of the text from the drop-down list. (The default value for the field is *no language*)
You can delete the attachment through the bin icon ✯.

(6) Enter a title in your document and Save it.

(7) In the “General” tab of the document, click on the barcode ✕ corresponding to the attachment.

(8) To print the divider, enter first the divider information:
– The *Attachment name* is entered automatically based upon the title entered at point (4).

– Tick the “Two-sided scanned document” checkbox to scan the document on both sides. ! The same “Two-sided” option must also be selected on the copier/multifunctional device. The divider’s verso side will not be scanned. (If the box has not been ticked for a two-sided document, the first scanned page will be empty).

– Indicate the total number of sides, regardless the format of the document (resto, recto-verso)

– Tick the following checkbox if you authorise the modification of the document.

– Tick the last checkbox if you want to set an expiry date for using the divider\(^\text{12}\).

– Click on **Print** button to start printing the divider.

(9) Continue the procedure on your copier/multifunctional device:

– Place the divider you have printed in the appropriate tray, followed by the document(s) to be scanned.

– Select the **button** to scan to Ares (it may be called differently according to the device you use: Scan to Ares, Scan and Send/To Ares sided, To Ares 2-sided…. ) \(^\text{\#}\) If the Ares document to register contains at least one recto and one recto-verso documents, the documents will have to be scanned separately if you want to avoid scanning blank pages.

– The document is automatically scanned and sent to Ares as an attachment in .tif format. (All scanned attachments will be converted into .pdf after registration. When an e-Signatory is launched, the .tif is also converted in pdf in the saved document to allow the preview).

5.3.2. *How are displayed the attachments in Ares?*

When the document is registered, clicking on an attachment’s title opens its PDF rendition.

\(^{12}\) These two last options have not been activated in the current version of the application.
For each attachment, specific information and actions are displayed. They may vary according to the type of attachment, the type of document (save/register) and your rights on the document/attachment.

With the button you can download several attachments at once: select the attachments you need, then confirm with the button.
**Notes**

- The attachments in Ares open with the default application defined in Windows. For instance, if pdf attachments open by default with Acrobat Reader on your computer, attachments in Ares will be opened in Acrobat, and no longer in the browser as it is with Edge. When opening Ares pdf attachments with Acrobat Reader, you directly see the stamp and the signatures.

💡 In order to check what default application is defined for your computer for pdf, right-click on one of your pdf files, then select “Open with”. You can then see the default app specified. Click “Choose another app” to change it if necessary. Do not forget to tick « Always use this app to open .pdf files » to save your choice.
If you are working on Edge Chromium: you should first open the pdf file in Ares, then right-click on the icon, next to its name, at the bottom of the screen. Then, choose “Always open with system viewer” option. You can then define Acrobat Reader as the app to use when opening pdf files (see image above). Do not forget to tick “Always use this app to open .pdf files” so that your choice is kept.

- You must check that the file has been scanned before registration. Indeed you have to scan the attachment in the saved document before registration. If you do not scan, the system will not allow you to continue with registration.

- You cannot upload an empty attachment.
• Moreover, it will not be possible to scan after registration: neither the printing of the divider nor the scanning will be allowed.

• You may use several times the same type of attachment in the same document.

• The attachments are displayed in the following order: Cover page, Main document then Annex. You may choose not to order them automatically (i.e. not to follow this order). Then, move up or down the arrow displayed when you mouse over the area at the right of an attachment:

![Attachment Display]

The automatic sorting is then disabled:

![Manual Sorting]

⚠️ It is then not possible to return to the automatic sorting, unless you delete all attachments and re-import/scan them again.

• You can scan out of Ares and then attach it into an Ares document.

⚠️ After each registration, Ares automatically converts each attachment in pdf. Thus two different file formats will be available: the original format (ex: Word, Rtf…) and the rendered pdf format. Only the pdf version will be stamped.

• The attachments are compulsory for registered documents with a "Normal" or "Sensitive Non Classified" security level. However, documents with an "RESTREINT UE/UE RESTRICTED" confidentiality level must not have attachments.
• When an attachment is added and contains track changes: if nobody else has done a clean up before, the system accepts all changes at the end of the e-Signatory and before registration.

5.3.3. How to see the attachments of a document at one glance: check their preview!

Context
Attachments in documents (including the supporting documents) containing a saved or launched e-Signatory can be previewed (as is the case for registered documents).

The preview shows the attachments rendered in PDF (if their format is supported by the conversion) but the text recognition is not available. A preview might not be directly available due to the rendition waiting time.

They are not stamped with the save number either. Each time an attachment is added or modified (via check-in/out, files modification or modification of supporting documents), a new conversion is automatically launched.

Method

(1) In the document details, click on the button "Preview attachments":

Or on the menu "Preview attachments" at the right of the screen
(2) You can do a direct search in the PDF files (through "CTRL+F" feature) and a useful zoom:
Notes

- You can print directly from the attachments preview (only available in Mozilla Firefox, Internet Explorer 11 and Chrome).

- To print with Microsoft Edge: after clicking “Print” button, a separate window opens. Simply print from there via the Microsoft Edge print window.

- ! These PDF conversions will be deleted after registration and the preview is only accessible when the conversion is complete (a warning waiting message is displayed in the meantime).

- You can launch a check-out from the Preview attachments window:
Once you click it, the attachment opens in its original format (for example MS Word). When your modifications are saved, your browser redirects you to the document details screen to do the check-in (or cancel the check-out). See chapter 5.3.2 for more explanations.

5.3.4. How to add a translation to a document?

**Context**

You can add a translation to a saved or registered document. A translation is always linked to a parent original document. An original document can also have several translations.

This action can be performed by:

- for saved documents: the document creator and to the current e-signatory actor
- for registered documents: the document creator and users with a DMO or CAD profile

It is also possible to remove translations in a saved document (if the document is registered, only DMO/CAD profiles can perform that action).

💡 You have the possibility to send a notification when a translation is added to a registered document.

⚠️ If you delete a "parent" attachment, all the linked translations will be automatically deleted.

**Method**

1. Click [link icon] in the panel of the attachment to which you would like to link the translation to:
(2) Select the translation:

- **Specify the metadata and import the translation:**
  - **Type:**
  - **Attachment:**
  - **Attachment name:**
  - **External reference:**
  - **Language:**
  - **Notify the recipient(s) of the new translation:**
  - **Add**

**Warning:**
Please indicate the language of the translation before adding the document. You may not remove or replace existing translation documents. Contact your DMO to remove translation documents.

- Browse and import the attachment corresponding to the translation
- Fill the external reference if necessary
- Specify the language
- If you want to send a notification to a recipient, tick the box: “Notify the recipient(s) of the new translation”
- Click **Add** button
If needed, choose (tick/untick) who you would like to send the notification to and confirm:

To view the translation: click icon next to the concerned attachment:

Notes

- The stamp on translations will be identical to the stamp on the original "parent" document (same registration date and registration number).

- It is not possible to do a check-in/check-out on translations.

- To remove a translation in a saved document: click on button.

- To remove a translation in a registered document: you should contact your DMO/CAD.

- It is not possible to add a translation on documents with a level of confidentiality "EU Restreint", "EURA restricted" or "Sensitive Non Classified" with a marking "Court procedural documents/Comp special handling/OLAF investigations/OLAF investigations - special handling/Security matter/Pharma investigations -special handling"

5.3.5. How to add an acknowledgement of receipt?

Context
This option is available after the registration of the document and allows you to insert the image of an acknowledgement of receipt of your document. You can for instance insert the scan proving that you have sent the document physically.

**Conditions:** you have to be the creator or the registration author of the document or have a DMO/CAD profile to import an acknowledgement. Only a user with DMO/CAD profile can remove it via the "Modify special" button. Only one acknowledgement of receipt allowed per registered document and it is not available for documents with a confidentiality level/a marking preventing the addition of attachments.

A tooltip specifies the exact time of its addition. The receipt is also visible in the preview of attachments and a stamp with the registration date and Ares number is added.

**Method**

1. At the right of the screen click on "Add Ack. of receipt":

2. Then, import the receipt you have previously scanned, out of Ares:

   [Image of import interface]

   **Specify the metadata and import the acknowledgement of receipt:**
   
   **Type:** Acknowledgement of receipt  
   **Attachment:** K:\WET1.cec.eu.int\HOMES\108\kadeem\Doc.  
   **Attachment name:** LUB_introduction.docx  
   **External reference:**  
   **Language:** ES – Spanish  
   **Support:** Scanned

   ![Add button]

   **Warning:** You may not remove or replace an existing acknowledgement of receipt. If removal is necessary, please contact your DMO.

   Click **Add** button.

3. The receipt is added in the list of attachments:
It is also available in the preview of attachments:

Notes

- The receipt can only be an image type (extensions allowed: pdf, bmp, jpeg, jpeg2000, jpg, tif, tiff, png).

- It is not possible to add an acknowledgement of receipt on documents with a level of confidentiality "EU Restreint", "EURA restricted" or "Sensitive Non Classified" with a marking "Court procedural documents/ COMP Special Handling/ OLAF investigations/ OLAF investigations Special Handling/ Security matter/ Pharma investigations -special handling".

5.4. Modifying a document

5.4.1. Who can modify a document?

A saved document may be modified by its creator. If the document is transmitted via an e-Signatory workflow, the current task actor is also authorised to modify it. An assignment task does not authorise the modification.

A registered document cannot be modified, except by the DMO/CAD team of the DG of the person who registered the document, under special exceptional circumstances.\(^\text{13}\)

\(^{13}\) See Ares “Administration” guide for more info about “Modify special” option.
5.4.2. How to modify the metadata of a document?

Method
(1) Find the document that you want to modify.
(2) Access the document details by clicking on the hyperlink in its title.
(3) Click the Modify / Register button (at the top right corner):

![Modify / Register button]

(4) Modify the desired fields

(5) Click on Save or Cancel. Or click on Register and send button to exit the document without saving the changes.

Notes
- The icon next to certain values allows you to delete the value in those fields.

- Saved and registered documents filed in a file that is closed are then automatically frozen. For the saved documents, the corresponding e-Signatory tasks are then closed. Frozen documents can no longer be modified, unfiled or deleted.

Frozen documents are clearly recognizable:

![EU Learn: Début du cours Canon]

If the file is re-opened, modifications are still not possible. However, persons with a CAD/DMO profile can add and update comments on frozen registered documents (if the document has been
registered in the DG of the CAD/DMO DG) through “Add comments”\textsuperscript{14} option (and not “Modify special”). After the file reopening, the document can then be deleted or unfiled.

5.4.3. How to modify the attachment of a document?

**Context**

An attachment to a saved document may be modified (if you have the required rights) through button or by creating a new version of this attachment (by "check out-check in" or with the button to manage versions).

**Method**

- "Modify/ Register" button

1. Click option at the right of the screen:

   ![Modify/Register button](image)

2. Click the icon next to the attachment to delete:

   ![Attachment delete icon](image)

3. A warning is displayed. Click button to confirm the deletion:

   ![Delete button](image)

\textsuperscript{14} See “Administration” user guide, for DMO/CAD for more details.
(4) Click Attach or Scan to insert another attachment.

(5) Save or register the document.

💡 There is a tracking of deleted attachments, acknowledgements of receipts and translations. When such attachments are deleted through a modification (via the "Modify/ Register" or "Modify special" buttons), a corresponding new line is automatically added in the "History" menu.

- **Through Check out-check in**:

1. Check-out/ Check-in only works for Office documents. Use Manager Versions button for other file types.

(1) Find the document you want to modify.
(2) Access the document details by clicking on the hyperlink in its title.

(3) Click on the check-out icon (in the attachment panel) in order to book the document and prevent other users from modifying it at the same time:

(4) The attachment opens in its native Microsoft Office online application (MS Word, Excel or PowerPoint). No local copy is saved; the document is now kept directly in the server.

(5) The first time, you need to select <Allow> to continue and open the related MS application. If you do not want this window to be displayed next time, tick <Do not show me the warning for this program again>.
If you are working on Office 365, you might see an intermediate screen asking you to choose the linked application for the attachment. (Click “Remember my choice for ms-word links” to use this link to the next Word check in-check outs).

(6) Make the necessary changes on the attachment.

(7) When you have completed your changes, save your document.

(8) Close the application.

(9) You are automatically back to Ares. To upload your new version into Ares, click the <Check-in> button. You may insert comments:
(10) Check-in is completed and your changes saved: your version is uploaded. The lock is removed and the document and attachment may be used by other users again. This version is now the current version of the attachment. To see all versions, click the <Manage versions> button.

💡 The option <Edit version> button gives you the possibility to re-open the document in Office (option available until you do the "Check-in").

If you do not want to put your updated version in Ares, cancel the check out:

Notes

- Type of files available for check-out in Ares: mdb, mde, xls, xlsx, xlt, xlsx, xltm, xltx, ppt, pptm, ppsm, potm, pptx, ppt, ppsx, pot, ppt, mpc, mpp, mpv, mps, mpt, mpw, pub, rmh, doc, dot, docx, docm, dotm, dotx, wri. For any other file type, use <Manage versions> button.

- If an attachment remains in check-out mode (not followed by a check-in or a cancellation), the attachment will be automatically unlocked after 6 days (no warning received). Your changes will then be lost and the attachment will be available for a new check-out if necessary.

- Specific messages. If you encounter these messages, please:
cancel the check-out and use instead <Manage versions> button.

click <Continue> and proceed with the check-out.

- **Through the button <Manage versions>:**

  1. Click the <Manage versions> button in the attachment panel:

  2. The window will help you add a new attachment version:
(a) Click **Browse...** button and click **Open** to select the attachment. The system should confirm the upload:

**The file was selected successfully**

(b) You can still check and open/save your file clicking **Download** icon next to the file extension. You can also type Version comments.

(c) Click **Upload new version** button to confirm:

(3) The new version upload is confirmed by the system.

**The version has been added successfully**

**Notes**
- You can also launch a "check-out" from the "preview attachments" window. See details from the chapter 5.2.3
- It is not possible to do a check-in/check-on translations.
- ! When an attachment is checked out, it is impossible to perform security modifications on the document: you cannot add assignments, you cannot add or modify the e-signatory, you cannot file, you cannot modify the properties of the check-out, you cannot close a task, you cannot modify the document and you cannot register the document. For example, if a user...
wants to close his task on a document where there is a check-out, a warning message will be displayed explaining why it is impossible:

- It is only possible to modify an attachment and use the check-in/check-out system for saved documents.

- When you modify an attachment, the icon appears beside the name of the attachment. The attachment is now locked and cannot be used by any other user while you are modifying it. The other users see the lock icon.

- After the registration of the document only the creator of the document and the e-signatory participants will see the previous versions of the attachments.

5.4.4. How to see the different versions of an attachment?

Context

The button <Manage versions> enables you to upload a new version of an attachment but it also displays all the versions done on an attachment, through check in-check out and through the button itself.

Method

(1) Click the button in the attachment panel, under the “General” tab:
(2) You are presented all the versions done on the attachment concerned and the details of the changes (done by whom and when):

You can open a version clicking on its name. For example Version 1.0.

💡 *Current* is the only version shown in the document's details and in the attachments preview. The other versions are only visible when you click the button.

5.4.5. *How to delete a document?*

**Context**
The possibility to delete a document depends on the document status (saved/registered) and your rights on it.
Summary of possible situations:

It is not possible to delete a registered document\textsuperscript{15}. You can request the annulment of the validity of the document to your DMO. More details, see chapter 5.9

A saved document can be definitively deleted manually or automatically. When a document is deleted, it cannot be seen anymore nor found by a search, even by the stakeholders. The corresponding workflow, tasks and warnings are now also deleted. If there are opened tasks on the document, they will be automatically closed and they will not be visible anymore in the inbox.

During the first year, if you want to get it out of the trash bin, you may contact your DMO and ask her/him to recover the document (through a specific Administration tool “Recover document”). One year after the document was sent to the trash bin, if no request to call it back has been done, the document will be permanently deleted from the database.

**Method**

**Automatic:**

- Unfiled saved documents are automatically deleted and sent to the trash bin after 150 days of inactivity (i.e. when there has been no modification on the document and the attachments: no

\textsuperscript{15} Exception: if the file where the document is filed into is deleted (for example, after a HPS first review, if the category linked to the file implies a deletion, the file and its documents must be eliminated. For more details, see NomCom user manual).
check-in/check-out, no modification or addition of attachments, no addition of tasks...). After 120 days of inactivity, they are marked as "to be deleted" and displayed in the DMO reports.

**Manual:** there are 3 ways to delete a document manually:

- click on **Finish** button then on **Others** to see the “Trash bin” button at the end of the e-Signatory:

- the deletion of a saved document will be done 150 days after you have unfiled the document from all the files it was filed into (if no action on the document during those 150 days):
  - Find the document that you want to delete.
  - Access the document details by clicking on the hyperlink in its title.
  - The tabs of the document are displayed. Click on the "Filing" tab.
  - Click on the **Unfile** option button under **Actions**:

  If the document was filed in only one file, it is unfiled.

- if you are the creator of the document, the option "Trash bin" is available on the right, with the actions to perform on the document. Confirm with <OK>. You are redirected to the home page after the document deletion:
If the document is filed and you click the trash bin button, it will be unfiled from any file it was filed in (even if you do not have the right to unfile the document from a file). A pop-up is however displayed and you must confirm to process.

**Trash bin confirmation**

This document will be deleted. It will no longer be accessible by any stakeholder. Are you sure you want to delete this document?

**Notes**

- It is not possible to put a document that has been copied to the external to the trash bin.

- As soon as a document is put in the trash bin, it no longer appears in the reports ("Documents created by my service", "Tasks and deadlines assigned to my service" and "Documents created by my service via Areslook"). The description and selection criteria of the report "Documents created by my service, not registered, not filed" have been updated.

- When a document is sent to the trash bin, all e-Signatory tasks now receive the draft “Not yet sent” and the e-Signatory is only saved.

5.4.6. *What is a lock on a document and how to avoid an inconvenient lock?*

Document access control was created in the application in order to avoid a situation where several users try simultaneously to modify the metadata of a document. Thus, a check is automatically carried out for every document to ensure that no other user is in the process of modifying data on any of the document's tab pages. This control is made before executing an
operation on the document and/or the attachment and after the user has finished a task or an action on the document and/or the attachment.

A document is automatically locked during:

- modification of the metadata on the "Document" tab page (click on the "Modify" button)
- editing of the assignments or of the e-Signatory (click on the Add assignments button)
- filing of the document
- execution of the versions of the attachments (via check-in check-out)
- execution of the tasks (assignment, e-Signatory): adding a new task, finishing/delegating/sending back to sender a task

⚠️ The document is automatically unlocked when the user completes an action. Care must be taken to ensure that the action has been properly closed and validated so that the document does not accidentally remain locked.

💡 To prevent any kind of lock:

- Confirm the metadata changes ("General" tab page) by clicking on Save, or Cancel
- Close the editing of the assignments or of the e-Signatory by cancelling the editing (click on the Cancel Modification button) or by validating the editing (click on Save and Launch)
- Close an action on the versions of the attachments: finalise the check-out by performing a check-in or cancellation operation
5.4.7. *How to unlock a document?*

A warning message appears when the document is already locked by another user:

![Warning Message](image)

This person or a system administrator must then be contacted so that (s)he can release the document.

To release a document you would have locked:

1. In the left menu, click on *Docs Locked by me* in the *Administration* menu.

![Administration Menu](image)

2. The system shows the list of locked document(s) or locked attachment(s). The icon means that a document has been locked. The icon means that an attachment has been locked.

3. If you have, tick the document(s) to unlock.

4. Press the button:
5.5. Entities

5.5.1. How are defined the entities in Ares?

An entity refers to any piece of data on a person or organisation. Entities may be internal or external.

- **An internal entity** refers to any person, as well as the internal body to which that person belongs, which is part of the Commission (Directorates-General/Departments, offices, agencies, representations, delegations, cabinets, etc.) and which is listed in the Commission Outlook Address Book. The database in which internal entities are managed will be updated very regularly. Internal entities are valid across the entire Commission and you are not able to create or modify them in Ares.

- **The external entities** are organisations or persons who interact with the Commission but are not part of it. This includes companies, citizens, national administrations and even other European institutions (the European Parliament, the Council, etc.). Data concerning external entities can be used by all the DGs. It can be encoded (both for persons and bodies) freely but only by the user with the appropriate role (all profiles except "noAresaccess"). Furthermore, the e-Domec guidelines must be complied with.

To avoid having duplicates, always conduct a thorough, comprehensive search before you create a new entity. New data is checked by means of internal validation at DG level. Once checked, this new data can be fed into the common database.

Creating and searching for external entity (person and/or organisation) can be done when creating a new document or from the menu **Administration/ External entities**: 

**Note**

An informative message is displayed when you have no locked document:
• **The Executive Agencies** do not belong to the European Commission and they should not be the same way as Commission DGs or services. However, executive agencies are not really external entities as member states or citizens.

In order to correctly manage this situation, **executive agencies users are included in a specific group: "ea_group". A superior group includes the Commission, Executive Agencies and E.E.A.S: "hermes_group".**

![Diagram of hermes_group]

...File plan Commission common headings: "hermes_group" is "file reader".

In order to share files among the Commission and the Executive agencies or EEAS: add the necessary people/agencies in the corresponding roles of the files. (Identical rule with the sharing of files among the Commission DGs).

⚠️ Users with multiple main job assignments and detached to an Executive Agency will only appear in the Autocomplete and Search functionality (from current base) as users from the Executive Agencies.

• **A virtual entity** is a fictional entity that brings together users under an identical name. Virtual entities are the equivalent of the Outlook functional mailboxes (e.g. SG-Domec) and Commission departments (e.g. DIGIT-B.4). These entities are considered to be internal entities. In Ares, only the term "virtual entity" is used.

⚠️ You create virtual entities manually in the application.

A virtual entity may contain several persons (users). A "profile" is assigned to a virtual entity (same behaviour as for a user). Users in the same virtual entity can belong to the same structure (e.g. the same unit) or to different structures (e.g. a virtual entity for DMOs). The same person can belong to more than one virtual entity.
Virtual entities in Ares automatically appear in the form ve_DG_name: e.g. "ve_fisma.cad".

Virtual entities have several uses. First, they enable you to manage a function (e.g. "DMO EEAS") or to group together the various "hats" that a person wears at work (e.g. a person "acting" in a position such as Head of Unit).

You can use a virtual entity as an actor in a workflow (Assignment or e-Signatory). For example, you can create a virtual entity called "ve_fisma.cad" for a DG and assign it a task. This virtual entity will be managed in exactly the same way as other internal entities.

You can also adopt the role of a virtual entity to perform tasks such as creating documents, creating assignments and consulting the Document menu to process tasks.

When you perform tasks as a virtual entity, you are logged on with your own user name and EU login password. Consequently, you keep your own identity even if you are acting as a virtual entity.

5.5.2. What happens when a person does not have access to Ares?

All Ares users have the right to create external entities.

If a recipient does not have access to Ares in his DG ("manual" user), the icon appears next to his name when encoding the document. You then have to send him the mail out of Ares (by paper, email or fax for example).

5.5.3. How to create an external person?

All Ares users can create external entities.

1. In the From or To/ Cc field groups on the screen where you enter data for a document, type what you know about the entity you are looking for and then select it from the drop-down list. If the autocomplete tool does not propose the person you are looking for, click the icon.
or click in Administration menu, External entities.

(2) The screen that appears allows you to conduct an in-depth search for the external person. You are automatically redirected to the “External persons” tab. 

⚠️ Do not specify too many details and run the search several times to make sure that you do not end up creating a duplicate.

(a) Select the level of validation. You can filter persons linked or not to an organisation.

(b) Fill the criteria needed for your search (at least one)

Press Search button.

(3) Corresponding results are displayed:
(4) Click on the name of an entity to see its details:

(a) If an entity matches the entity you are looking for, click on Add to list. The entity will be then automatically inserted on the List of selected contacts panel at

---

If the entity already exists in the application but contains errors, contact the person(s) with the profile DMO or CAD in your DG and get them to correct this error so that you can avoid creating a duplicate.
the bottom of the page. If you need more contacts, re-launch the search. To finish
and go back to your document, click to insert the entity(ies) on your document creation page.

(b) If your search found no results, you can click on to create the person:

You have the option of associating this external person with an organisation. If you need to create a new person that should be linked to a new organisation, search for the organisation using the magnifying glass button. If it does not exist, you can create it through button (see details below).
To select an organisation to link (either an organisation that already existed or a new one), click the button next to the organisation’s name:
(6) Enter the metadata for the person, taking care of respecting the encoding procedures.

(7) To confirm your data, click on the Save button. To go back to the registration screen without saving your data, click on the Cancel button. (If you have CAD or DMO profile, you


can directly validate the newly created entity, by checking the <I want to validate the person> option.

(8) Click on Add to list. The entity will be then automatically inserted on the List of selected contacts panel at the bottom of the page. Click Validate selection to insert the entity(ies) on your document creation page.

Notes

• All letters last names are displayed in uppercase. For first names, only the first letter is in uppercase, the other in lowercase

• An entity (organisation or person) whose email address contains the extension @ec.europa.eu (the same for all the other institutions active in HAN, as @eeas.europa.eu, @ombudsman.europa.eu and so on) cannot be created as an external entity in Ares when using HAN. Exception: when an EU institution, agency or body is not yet active in HAN but is created pro-actively in Production to prepare for its migration, the system will still authorise the external entities’ creation.

• The system warns you in case a duplicate entity is found.

• When the user is working as a virtual entity, the system considers that the virtual entity is the user. Therefore, if a user created an EE as a virtual entity, he/she will have to work as this virtual entity in order to be able to modify, validate and delete the EE. When the user is using a delegation, the system considers that the delegator is the user.

• The Clear search button removes existing data from the search criteria fields.

• The Cancel button closes the window and, without saving your data, takes you back to the page for creating a document.
5.5.4. How to create an external organisation?

(1) In the From or To/ Cc field groups on the screen where you enter data for a document, type what you know about the entity you are looking for and then select it from the drop-down list. If the autocomplete tool does not propose the organisation you are looking for, click the icon:

or click in Administration menu, External entities.

(2) The screen that appears allows you to conduct an in-depth search for the external organisation. Click on the tab “External organisations”.

(3) The results are displayed:

(a) If it matches the entity you are looking for, click on Add to list. The entity will be then automatically inserted on the List of selected contacts panel at the bottom of the page. If you need more contacts, re launch the search or click Validate selection to insert the entity(ies) on your document creation page.
(b) If you do not find the organisation you need, click **Create organisation**.
Fill in the fields to create the organisation.

Click **Save**. If you have a DMO/CAD profile you may also validate the organisation at the same time by ticking **I want to validate the organisation** and/or **I want to validate the selected persons linked to the organisation**.

(4) You are redirected to the “External organisations” tab. Click **Add to list** to select the new organisation to be put in your document:

(5) The entity is put in the List of selected contacts at the bottom of the screen. Click **Validate selection** to insert the newly created organisation in your document.
Notes

- The field Organisation/Service can contain up to 300 characters.

- The number of linked documents is visible in the details screen of an external organisation.

- A search for external entities is case and diacritic signs insensitive: if you search for "u", the system will also look for "ü" and "ë".

- Once you type the first letters of an entity, a number appears next to its name. This number specifies the validation level of the organisation.

  (1) The organisation had been created but not yet validated.

  (2) The Organisation had been validated at DG level

  (3) The Organisation had been validated at Commission Level

  You can see all the level 1 external entities (persons and organisations) created by any Ares user, even the entities created by a user from another DG. This should avoid the creation of duplicates. If you do not want to see all entities, tick <Limit search to my DG>. If there are duplicates, it is always recommended to choose level 3.

- You can also see the name of the DG that has created the entity in the autocomplete, next to the validation level:

  ![Image](image)

  And in the organisation/service search results (For persons, the DG of the creator is displayed):

  ![Image](image)

- The ISO country code of the external entity (organisation only) is displayed:

  ![Image](image)
- Columns in the search results of an external entity are now sortable (click on icon corresponding on the column you would like to sort).

- The amount of documents in which the external entity is used, is displayed in the column "Doc.#"

- The entities with the higher validation level are put on top (entities are listed from 3 to 1)

- You can export results clicking on the Export button.

A maximum of 100 results are displayed during a search for entities.

5.5.5. How to modify an external entity?

All Ares users can modify entities level 1 they have created, in their current DG.

(1) Go to Administration/ External entities menu:

(2) Click on the tab linked to the entity ("Organisations" or "Persons") to modify and search for it:
(3) In the search results, tick the entity:

<table>
<thead>
<tr>
<th>Last name</th>
<th>First name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(4) Click **Modify** button:

<table>
<thead>
<tr>
<th>Last name</th>
<th>First name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(5) Fill the fields to update:
(6) Click **Save**. Modifications will be automatically done on Ares and visible to everyone.

**Note**

Users with DMO and CAD profiles can modify external entities created by LEF (Legal Entities database) and entities created by another DG whose name no longer exists, for example following a re-organisation. After modification, the DG of that user will become the owner of the entity.
5.5.6. Recovering entities

Context
An entity refers to any data on a person or organisation. Entities may be internal, external or virtual.

- **Internal entity**: any person, as well as the internal body to which that person belongs, belonging to the Commission (Directorates-General/Departments, executive agencies, representations, delegations, etc.). Internal entities are traverse in the whole Commission. You must not create internal persons as the entire database is automatically imported and regularly updated in Ares.

- **Virtual entities** are fictional entities that gather together users under an identical name. Virtual entities are the equivalent of the Outlook functional mailboxes (e.g. SG-Domec) and Commission departments (e.g. DIGIT.B.4). These entities are considered as internal entities and must be created manually in the application.

- **External entities**: organisations or persons not belonging to the Commission. Data concerning external entities can be used by all DGs. Its encoding (both for persons and bodies) is limited to the user with the appropriate role and must comply with the e-Domec rules. The system checks for the possible existence of the entity in the database. The new data is checked (internal validation at DG level and validation at central Commission level). Once checked, this new data can be fed into the common database.

In the From/To/Cc fields (senders and recipients), these entities represent the persons and their organisations that can be entered, either by auto-complete or by means of a more detailed search.

Method
- **Via the auto-complete**: to complete the From/To/Cc fields in your Ares document:

  1. Simply type what you know about the entity you are looking for.

  2. After a few seconds, the dropdown list displays the first ten names that potentially match your search. The best scoring result will be displayed at the top of the dropdown list.

    🌟 You can type a complete word or part of a word **in any order**. It can be a person, an organisation or an external/internal entity. The autocomplete entries will match all the keywords entered (**starts with** and not **contains**) regardless of the order in which the keywords appear.

    Results are not shown in alphabetical order. The first part of your search (the part before the first space) has more importance in the scoring. The system will always put **internal entities on top**. For external entities, the highest validation level is shown first.

    You can also copy & paste an email address in the fields From/To/Cc and the system will recognise the organisation/name associated. You can also simply type a few characters from the name, followed by a space or @:
For example, you can type min fin to search for the Ministère des finances:

If you do not remember the complete name just type that part of the entity you do remember:

Or use the EU login of the person:

(3) Select the desired person by mouse-click or by using the arrows on your keyboard followed by the Tab or Enter key.

Ensure that this area is greyed out, indicating that the selected person has been entered.

If the name you are looking for is not listed in the first names suggested, enter other letters of the name to refine the list of results or launch a search.

- Search

(1) Click on :
Enter the required criteria and click on the Search button. (If you have encoded the first letters of the entity you are looking for, these are already included in the search criteria and are taken into account in the result).

Do not forget to select the tab corresponding to the type of external entity you need: “External persons”, “External organisation”, “Internal persons” or “Internal services”.

Fill the criteria and launch the search
If your search is not fruitful, you can create a new entity
You can add several entities and add them simultaneously in your document
Do not forget to validate to insert the entities in your document

Corresponding results are displayed:
(4) Click on the entity’s name to see its details:

(a) If it matches the entity you are looking for, click on Add to list. The entity will be then automatically inserted on the List of selected contacts panel at the bottom of the page. If you need more contacts, re-launch the
search or click to insert the entity(ies) on your document creation page.

(b) If you are not satisfied with the results, you can add or modify the search criteria. allows you to clear all the fields. To search again, click on . See chapter 5.4.3 for more details

(c) To exit the Search contact window without selecting anything, click on the

Notes
- The icon indicates if an external entity has, at least once, successfully signed an Ares document with an electronic qualified signature. See details chapter 11.1.3
- You can use characters from any alphabet, e.g. Roman, Greek or Cyrillic letters with accents.
- Updates in the entities databases are now instantaneous. This means that as soon as an entity is modified (or deleted) this is automatically reflected in the drop-down list.
- If the contact has not been encoded correctly, the icon will appear. It will also appear if you select a name that is already included in the list of Senders or Recipients to inform you that this contact already exists. Or for example if the chosen name is no longer valid (ex: the user is working in another service, has left the Commission...) In this case, delete the entity and start again.
- You can select only an organisation.
5.6. Registering a document

5.6.1. How to register a document?

**Context**

The purpose of registering a document drawn up or received is to:

- identify the document in question with certainty
- certify that the document concerned, which fulfils the established or generally recognised minimum requirements within the Commission has been presented for registration in accordance with the established or generally recognised procedures within the Commission departments, has been transmitted by an author to an addressee at a given date as incoming or outgoing mail or by its incorporation into an archiving/record-keeping system

In other words, registration recognises the value of a document for the Commission: a registered document is a document that commits the Commission or one of its departments as it falls within its competence.

All profiles are able to register documents, except "base" and "no Ares access" profiles. Indeed you need to see <Register and Send> button on the Ares interface to register.

⚠ An internal document registered in ARES is sent automatically via ARES. Therefore, you must not send it also by e-mail to the ARES users.

**Method**

(1) Open the document you want to register or create a brand new document.

(2) If the document had previously been saved, click first button at the top right of the screen:
(3) Enter or modify (in the case of a document already saved) the data in the fields on the screen for entering the details of the document to be registered.

(4) Check all the metadata of your document. It is then compulsory to either file your document immediately or assign a CLASS task to be able to process with the registration:

(a) To assign a filing task: insert your name or the one of a colleague or virtual entity that will file the document. You may also type instructions.

(b) To file immediately: click on the button to display the filing window. Then click on the button to file your document in the appropriate file(s):

! If your document is already filed or a CLASS task has already been assigned, this field is no longer displayed.

(5) Click button.
(6) The system checks all the metadata of your document. If some values or fields are not completed correctly or missing, the system prevents the registration and highlights the fields to update:

One or more values are incorrect. Please check below.

At least one attachment is required.

From: DIGIT.B.2.007

To: DIGIT.B.2.007

CC: DIGIT.B.2.007

Document date: 

Title: Procedures communes et méthodologie en cours

Level of sensitivity: Normal

It is compulsory to either file or assign a filing task before registration.

Assign the filing task to: lori

Instructions

Cancel   Save   Register and send
(7) Confirm the registration:

![Registration confirmation](image)


The document is not filed in your DG.

Procédures communes et méthodologie en cours

Reg. number: Ares(2018)11947
Save number: digit.b.2.007(2018)30400
Reg. on: 23/03/2018

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>FILING</th>
<th>ASSIGNMENT</th>
<th>E-SIGNATORY</th>
<th>LINK</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td>DIGIT.B.2.007</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td>(SG.DSG2.B.1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cc:</td>
<td>DIGIT.B.2.007</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 Attachments

- Processus.pdf
- ENGLISH
- Main

Show additional information

Notes

- If you have a ‘Base’ profile that prevents you from registering or if you do not know how to launch an e-Signatory, you can create an automatic follow-task on the document: see chapter 11.1.6 for more details.

- Upon registration, a warning is displayed when the document contains an unlaunched e-Signatory, specifying that the e-Signatory will be deleted after registration.

---

17 An Ares document is registered right after clicking on the registration button. It triggers a last confirmation message. You may choose not to display this message again or disable it in your Preferences. See chapter 4.1.1 for details.
- Consistency of data: when a document is registered, the system takes a "snapshot" of the document at that very particular time and freezes the sender(s)/recipient(s)’ statuses. If the status of the sender(s) and/or recipient(s) change after the registration, their status will not be updated accordingly. For example, if a recipient is active upon registration (so the manual icon is not present), and becomes inactive a few months later, the system does not change anything.

- Upon registration, the system displays a warning when you did not encode all e-Signatory actor(s) with a signature task (SIGN or Q-SIGN type) as sender(s) in your document:

- A document cannot be registered if there is an unfinished signature (SIGN/ Q-SIGN) task in the e-Signatory. Should this be the case, the button is greyed out, preventing you to register and send the document.

- When you want to register a document with unfinished e-Signatory tasks of types RED, CONTRIB, VISA or EXP, you can choose to create an INFO task for the concerned workflow actors in order to notify them:
The option is not displayed if you have a “base” profile or if you have the only remaining active e-Signatory task on the document. If you also have an ongoing task in the e-Signatory, you will not receive the INFO task either.

- When a document is registered, the previous versions of attachments (visible under the icon) are only accessible to the creator of the document and the e-Signatory actors.

- The mandatory fields for registration (for a document with a “normal” classification): the attachment, the title, the sender(s) and the recipient(s), the filing (task).

- Once a document has been registered, it becomes accessible (in read-only) not only to its creator and the workflow participants (assignment and e-Signatory) but also to the sender(s) and recipient(s).

- Once registered the document can only be modified by the person with the appropriate role (with "DMO" or "CAD" profile). These authorised persons will thus have access to "Modify Special" and can provide a justification of the modification (optional). The document may be modified only in exceptional cases.\(^\text{18}\)

- The button "History" (visible to all persons that have access to the document) is displayed when there have been modifications on registered documents (via "Modify special"), addition of comments on frozen documents or deletion of attachment(s) (including acknowledgements of receipts and translations). If several attachments are deleted during the same modification, each deletion will generate a line in the history.

For registered documents, the system will generate two lines, one for the deletion and one for the "Modify special". It shows, for consultation only, the date of modification, the name of the person who did it and the corresponding justification (the latest modifications are put at the bottom).

\(^{18}\) For more info about the modification of registered document, check Ares administration user guide.
5.6.2. What to do when Ares detects duplicates upon registration?

Context
When creating your document, Ares can check if multiple records of documents have been created (with identical characteristics). This function allows the detection of duplicates at the level of registered documents, not at the level of saved documents. All the existing documents will be taken into account for the check, even the documents the user does not have access to. (the documents from his DG and from the other DGs). A duplicate is indicated when the three following conditions are fulfilled in the document you are creating and in the other documents:

- the title should be identical
- The documents' dates should be identical
- For incoming documents: same sender, for outgoing documents: same recipient and for internal documents: same sender or recipient

The field Comments will be also taken into account.

When the system detects a duplicate, a list of all duplicates is displayed.
**Method**

1. Click on **Register and send**. Ares checks whether any similar documents exist.

2. If there are duplicates, the following message is displayed:

   ![List of similar documents](image)

   If you click on the registration number of the proposed similar existing document, a new tab opens with the duplicate details. If you want, you may then modify the new document or replace it, simply save it or ignore the duplicate found and register it.

   - **Modifying the document**
     1. Click on **Modify**. The details of the document being entered are displayed.
     2. Modify it and click on **Register and send**. The document is then registered with the modifications.

   - **Saving the document**
     1. Click on **Save**.
     2. The document being entered receives a save number (ex: digit.b.2(2018)1234)

   - **Ignoring the duplicate found and registering your document**
     1. Click on **Ignore and register**.
     2. The document being entered receives a registration number (ex: Ares(2018)78978)

**Note**
Duplicates are detected on the basis of following metadata: last name/first name of the sender/recipient, name of organisation/department of the sender/recipient, title and date
of document. If the user does not have access to the document, a message appears with just the registration number and the creator department so that the user can contact that department to see whether it is a duplicate.

5.7. Consulting the document details

Context
When you save or register a document in Ares, the system instantly displays the related information. All the tabs related to your document are also displayed. The tab you are on is underlined in blue (in our example above the “General” tab).

The save and registration numbers are now hyperlinks to the document, offering you the possibility to copy & paste this direct link to a document and e.g. send it by e-mail to a colleague.

A mouse over the icon shows all senders and recipients of the document. The recipients belonging to your DG are highlighted:
Click on the Show additional information button to display all other information such as mail type, creation, registration dates, comments, externalisation, security & marking and classification information).

5.8. Consulting the attachment(s) details

5.8.1. How to download attachments

With the Download button you can download several attachments at once: select the attachments you need, then confirm with the Download button:
Clear and concise icons offer you more attachment-related options:
5.8.2. **PDF conversion of attachments and stamp**

Upon registration\(^{19}\), Ares automatically converts each attachment in pdf (if the original file can be converted in pdf). Thus two different file formats will be available: the original format (ex: Word, Rtf…) and the rendered PDF format. When the rendition is ongoing this icon is displayed When it is done, the icon is shown; you can then click on an attachment’s title to opens its PDF rendition.

The stamp (made of the registration number and the registration date) will be put automatically on the pdf copy in the top right corner of the first page of each attachment. You can however choose not to apply this stamp on an annex\(^{20}\). An icon is added next to any annex in the attachment typology box (by default the e-stamp is on):

![Attachment Typology Box]

Click it if you wish not to have an e-stamp after registration and then confirm:

The icon is then , indicating that the annex will not be stamped.

The pdf file will be "ocerised\(^{21}\)" meaning it will be possible to perform a text search on it.

**Notes**
- Not all formats can be converted into OCR PDF:

---

\(^{19}\) And for saved documents containing an e-Signatory.

\(^{20}\) This can be useful for attachments that have been integrated from e-Greffe into Decide (and that already have an official COM number) or for annexes from extensive correspondence with external partners, when signing contracts (in which the latest version of the contract is the most relevant).

\(^{21}\) "ocerised": converted into electronic format with character recognition allowing a text search.
Only the following source formats are converted in Ares: MS Word (.doc, .docx), MS Excel (.xls, .xlsx), MS PowerPoint (.ppt, .pptx), TIFF, BMP, GIF, JPG, PDF, Standard Text, RTF (Rich Text Format), text files.

- .msg files or files with macros or password protected are never converted in PDF.

- Files whose size is less than 15 Mb are directly converted. Conversion of files between 15 Mb and 50 Mb are available after 10 PM. Files whose size exceeds 50 Mb are never converted.

- **Documents with a QES coming from the outside**: if you introduce in Ares an incoming native signed PDF document containing a signature (from an external entity for instance); in order to preserve the integrity of these documents (the QES should still be valid after registration), if the system automatically detects a signature, those PDF attachments are not again converted into PDF or OCRised when registered in Ares.

5.8.3. *Qualified stamp (e-Seal)*

An e-Seal with a qualified stamp, is also applied after the PDF rendition process, on all attachments of documents registered in Hermes (i.e. registered in Ares, Areslook, HRS, etc.), whose registration author is a DG of the Commission or an executive agency, in the PAdES (PDF Advanced Electronic Signature format) format. This e-Seal guarantees the integrity of the content and the correctness of the origin of the attachments of a document — in particular outside the organisations using Ares and adds a qualified electronic certificate, allowing identifying a legal person with a high level of confidence and ensuring the integrity of the content. A time stamp showing the date and hour given by the certificate authority is also shown.

---

22 The PAdES (PDF Advanced Electronic Signature format) technology has been chosen because it is embedded into the document, which makes it visible and easier to validate with tools such as Adobe Reader.

23 Documents already registered in Hermes should also be e-Sealed/timestamped. This will be done in several stages later on.

24 The e-Stamp (applied on main documents and cover notes when a SIGN task is completed) is only a declaration automatically added by Ares to the original content to attest that the document has been electronically signed in the system according to the Commission internal rules; the latter are binding only among Ares users and bodies.

25 HRS applications could use the e-Seal to validate a document.
The e-Seal is only visible in the PDF properties of the attachment. With Adobe Reader, the signature panel is displayed when clicking as follows:

The owner of the certificate is currently the Secrétariat Général, as the e-Seal refers to legal persons. If a no Commission organisation has its own certificate, the system will use it, rather than the SG certificate.
The e-Seal is unique; any modification of the attachment is clearly mentioned:

Notes

- No e-seal is applied if the document contains a Q-SIGN task.

- If you add a PDF attachment that already contains a qualified electronic signature inside the PDF, or a PDF that already contains an e-Seal, there will be no new e-Seal.

- The seal is applied at the top right of the document. However as some organisations have a specific header at the exact place of the current e-stamp, an Institution may request that the e-stamp spot be at a different place for their Institution. The system does the check on the Institution of the person who registers the document. DMO of the interested DG may contact SG e-Domec team if you need such change for their whole organisation.

5.9. How to send an Ares document to the external? Use the External transmission

Context

When you register a document in Ares, the **internal recipients** who are active Ares users automatically receive the document in their "received documents" box.
You can also choose to send a registered document to an **external recipient or to inactive Ares users or those with "no Ares access" profile**. This is neither an automatic nor a compulsory operation: when the system detects at least one external recipient, the person who registers the document is reminded about the possibility to send it via email. The external transmission is only done by **email** (never by fax for example) and can only take place once all attachments have been converted into PDF after registration.

The external transmission is available to the creator of the document, to the actors and manager of the e-signatory at any time after registration and to the persons with an assignment on the document.

⚠️ **AresLook feature helps you registering in Ares incoming and outgoing emails.** See AresLook manual in our wiki for more details: [https://webgate.ec.europa.eu/fpfis/wikis/x/L4jDBg](https://webgate.ec.europa.eu/fpfis/wikis/x/L4jDBg)

**Method**

1. If you have at least one external recipient or an inactive/"no ares access" user, after registration, the system offers you the external transmission and a tab “External transmissions” appears.

2. If you want to use this function, click on the tab "External transmissions":

3. Click on the button **Send to external**.

4. You can parameter the email:
From: sender of the email. Can be modified. By default, the profile you are connected with in Ares is shown in the “From” field of the email. It can be, in this order:

- the virtual entity under which you are working (if you are connected via a ve). This virtual entity must be linked to an email address.

- your own ECAS profile,

- the sender of the Ares document. Only if you have his/her Ares user delegation (no need to have the Outlook delegation).

Choose in the “From” field what suits best your document.

To: all external recipients taken from the Ares document. If you do not want a recipient to receive the document by email, delete it. Check the corresponding emails. (The main email address of an external entity is selected by default) and modify them if there is an error or you want to modify the email. The system takes the emails from the data of the external entity. If that data is empty, you will have to type it manually.
- **Bcc**: same choice as in the “From” field (sender of the Ares document, name of the user connected, ECAS profile, or a virtual entity. The person/ve selected will receive the email in Outlook in Bcc.

- **Subject**: Title of the Ares document (modifiable). The sent email will contain this title and the registration number.

- **Body of the email**: Insert the text of your email.

- **Read receipt**: you can request a “read receipt” when launching the External Transmission; the person specified in the “From” field will receive an email when the recipient reads it. Read receipts are not managed by all servers and a recipient can deliberately choose not to send it. Read receipts have no legal values; consequently they are not appropriate for procedures requiring a formal acknowledge of receipt.

- **Attachment**: click on <delete> to take off the attachments you do not want to send out. You can send the attachment in its original format (available for all institutions). That could be interesting if the recipient needs to receive the original format, such as tables in Excel or PowerPoint slides for instance. **The PDF rendition stamped with the Ares registration number is always sent along** (this cannot be modified)

Only the pdf attachments will be sent out with the email of the email may be asynchronous: indeed the email will only be sent out when the attachments are converted in pdf. The order you have defined for your attachments in Ares is respected in the external transmission.

(5) Click on **Send**

(6) The status of the transmission is displayed in the document. If you click on the icon 📂, under "Message" column, you see the sent email or the error message:
In case of errors during the transmission, 2 categories of errors might occur:

- PDF error conversions or attachments too heavy (more than 30 MB): “Error” is shown in the “External transmission” tab of the Ares document and in the menu Follow-up/ Ext. transmissions. EC ARES NOREPLY sends an email to the user specified in the “Bcc” field of the transmission.
This is a test message from Ares (Acceptance). Please ignore the content.

An error occurred during the transmission to an external recipient:

ARES registration number: Ares/2019/554
Creation date: 14/02/2019 14:10
Sent by: DIGIT-EXT
Recipient(s): DIGIT.B.2.007

Error details:

Some attachment renderings have errors

14/02/2019 18:12

Other kinds of errors (the email address of the recipient is not valid, the email box is full...): Outlook sends the errors details by email only to the person chosen in the “From” field of the email. It is not updated in Ares. Consequently, when you consult a document in Ares, you can see if an External Transmission has been sent (status=sent) but you do not know whether the recipient has received the email. The status remains “Sent”.

<table>
<thead>
<tr>
<th>Status displayed in Ares</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queued</td>
<td>The transmission is waiting to be processed.</td>
</tr>
<tr>
<td>Error</td>
<td>The email could not be sent due to the size of the attachments/ a problem with the pdf rendition.</td>
</tr>
<tr>
<td>Sent</td>
<td>The email has been transmitted to the recipient(s). Only the person in “From” receives an error message if there is.</td>
</tr>
</tbody>
</table>
Notes

- After the sending, it is still possible to do a new transmission to other recipients by clicking on the button [Send to external].
- You can print the transmission details:

![Transmission Details](image)

- As the email is sent through SMTP, you will not have the email in your sent items of Outlook.
- You may cancel a transmission if its status is pending (status “queued”). Click on [x].
- "Out of office" status is not handled by the external transmission workflow.
- The total size of attachments cannot exceed 30 MB when using "External Transmissions". The same limitation is also in place with Areslook. Note that the limitation can be less for other private servers, such as yahoo or gmail.
- It is not possible to use external transmission for documents bearing the « SPECIAL HANDLING: CLIMA » and « SPECIAL HANDLING: Pharma investigations », nor for ATD replies documents (Access to Documents).
- You can now consult your 30 most recent transmissions (successful and failed), clicking on Ext. transmissions from the Follow-Up menu. Emails sent and registered
through Areslook will also be displayed. (More details? See chapter 7.5)

- Since the external partners do not always know what Ares virtual entities are, the name of the functional mailbox is shown as “sender” rather than its technical name.

Thus, when creating an external transmission from a virtual entity, the functional mailbox and email address linked to the virtual entity are displayed:

- ! If you are working for an institution that does not use the Commission SMTP server, those changes do not automatically apply. To benefit from these changes, contact your DMO/IT team that can add an SPF (Sender Policy Framework) entry in their DNS entries authorising ec.europa.eu to send messages on behalf of their users. Exception: you can choose in the field “Reply to” the email address the recipient
should reply to. The email body is modified accordingly:

5.10. How to cancel a registered document?

Ares registered documents cannot be deleted. However, it can happen that the validity of a document has to be annulled: for example, if it is a duplicate, if it contains errors, if it was mistakenly registered... In order to have a corporate and official procedure among the institutions, a new method is now available: the annulment of the validity.

- Which documents are concerned?

The annulment remains possible up to 30 days from the registration date.

The annulment is not allowed for:

- documents already transmitted; whether via “External transmissions” tab or via AresLook “Register & Send”;
- externalised documents
- documents involved in a Gestdem/ATD procedure (Access to documents): the annulment is not authorised on the PAV and its parent (if a draft PAV is saved), nor on ATD replies.

---

26 Keep in mind: a document which has been sent by postal mail or by email is to be considered as transmitted. No annulment of the document should be done.

27 AresLook « Register and Send »: if all recipients are internal, the annulment is authorised (the button is available).

28 ATD Request documents' validity may be annulled.
It is not possible to request the annulment of a document for which an annulment has already been asked.

- **How to request the annulment of a document?**

Any person belonging to the DG that registered the document can request the annulment of a document by clicking on the new button “Annul. of validity” (available from the document “Actions” menu).

Without any prior request, a DMO/ CAD user is also allowed to directly annul a document by using the button “Annul. of validity”:
A justification is compulsory: select the one that corresponds to the document and adds comments if necessary (optional):

You can tick the stakeholders to be notified about the annulment.
Confirm and send the request.

A task with the code “ANNUL” is sent to all the person(s) with a DMO profile of the user (i.e. the users with a DMO profile). The DMO can then accept or reject the annulment request:
• If the DMO accepts the annulment: most of the metadata and the attachments are then no longer available. Before confirming the annulment, the DMO can choose to add new stakeholders, but cannot modify the ones you have selected.

• If the DMO rejects the annulment: the DMO may insert the rejection justification. An INFO task is sent to the person who asked for the annulment.

Notes

• When a document to annul is a duplicate, the person who requests the annulment must specify the duplicate Ares number in the request itself (he/she must have access to this document in Ares). The system checks that the document exists and that the requester has access to the document before proceeding. When receiving the request, the DMO has a direct link to the duplicate document (if s/he does not have access to the duplicate, s/he can ask a task on it).

• If you are searching for/ consulting a document for which an annulment has been requested, you are clearly warned:

• When the annulment is effective, this following message is displayed:

---

The system saves the following metadata: save and registration numbers, document date, title, marking, level of sensitivity, number of attachments, sender(s) and recipient(s), filing options, the annulment of validity date and its justification, comment, name and service of the DMO/CAD user that validated the annulment, name and service of the annulment requesting user. Contact your DMO if necessary.
Document with an annulled validity

The validity of this document has been annulled.

As a consequence, the document has been eliminated and you can no longer retrieve it.
You can contact your DMD for the preserved metadata.
6. **CREATING AN INTERNAL MESSAGE**

6.1. **What is an internal message?**

This feature is there to help you **send a message to any Ares user** (i.e. any sender or recipient who work in the institutions and agencies using Ares), **through Ares**, **without passing through Outlook**.

The internal message in Ares **complies with e-Domec rules for registration, filing and archiving**, and therefore ensures business continuity and access to the information.

For example, internal messages can be used to track the communication between the Business Correspondents and the HR AMC concerning Human Ressources (for example when selecting a candidate and applying the marking "Staff Matter"). But its use is up to each DG. No strict rules were put in place.

Internal message offers two huge advantages:

- **the possibility to add a marking** (which is not an option for emails with AresLook). You can then protect the communication to be registered.

- **they avoid the double notification**: you do not receive anymore an email in Outlook and a document notification in Ares. You only receive the internal message in the **Received documents** of Ares.

**Internal messages are not planned to replace SECEM or AresLook. Indeed the latter should still be used for communication with externals.**

**No e-Signatory is possible with an internal message.**

6.2. **How to create an internal message?**

**Method**

You create an internal message in **the same way as you create an Ares document**, except that the recipients and senders of Ares internal messages must be **internal entities** (the autocomplete does not propose any external contacts).

(1) Click on the **Internal message** button on the home page or click on the **Msg** button in the left navigation **Menu**: 
(2) Fill the fields as you do for Ares document. See chapter 5.1.1 for details.

(3) The profile under which you are connected (yourself or if you are working as a delegate: your delegator) is automatically put in the “From” field but can be changed manually.

(4) Recipients and senders of Ares internal messages must be internal entities. You have to add at least one recipient in “To”.

(5) Use the Message editor to enter the body text of your internal message.

(6) You can add any marking to an internal message except markings preventing the import/scan of attachments.

(7) Save or Register and send your message.
The mail type can be seen when clicking on [Show additional information] in the document details:

<table>
<thead>
<tr>
<th>INFORMATION</th>
<th>Internal message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail type</td>
<td>Internal message</td>
</tr>
<tr>
<td>Document date</td>
<td>18/01/2018</td>
</tr>
<tr>
<td>Creation date</td>
<td>18/01/2018</td>
</tr>
<tr>
<td>Sent Date</td>
<td></td>
</tr>
<tr>
<td>Creator</td>
<td></td>
</tr>
<tr>
<td>Registration author</td>
<td></td>
</tr>
<tr>
<td>Document encrypted</td>
<td></td>
</tr>
<tr>
<td>Encryption expiry date</td>
<td></td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>

If the recipient is from an institution which is different than the sender’s (for example between a member of the Commission and a member of the Ombudsman), the mail type is “Inter-institutional” message.

The text entered under the “Message” field will be converted to PDF and added as an attachment of type "main document" in the internal message, then stamped with the Ares registration number and date. Its name is identical to the title you had inserted in your internal message when creating it. The name/service of all the message sender(s) and recipient(s) in the header are shown in the registered PDF version. If you have other file types, the “message” will be always displayed before.
7. ARES MENU

7.1. Lists of documents/tasks

7.1.1. How to manage and filter received documents and tasks?

Lists (icons, columns, colours, filters and locations of items) are harmonised: received documents, assignments, e-Signatories, recent and favourite documents:

(1) Filters are available (they can be used concurrently). Depending on the list you have selected, you can filter:

- by creation or deadline date via the drop-down lists:

Select via the arrow the range you need. Click "custom range" to choose a personalized range from the calendars.

- by action code or status ("unread", "created by me", "sent to me"...) from the buttons:

Sent to me as All To Cc Tasks for me Unread
Click the button to do the filtering you want. <All> only applies to the filter buttons located in the same block. For example, <All> only applies to <To> and <Cc>, not to <Tasks for me> and <Unread>. Untick the button when necessary to disable the filter.

- You can also sort each list, by theme and/or descending/ascending, e.g.:

  ![Sort by options]

  - Favourites: "Access lost" only displays the documents for which the access on the document is no longer valid. For example, the registered documents modified with a "Modify special" or after a change of filing.

(2) To perform actions (such as removing favourites or notifications, finishing tasks), you can select a single document via the tick box of the card or a batch of documents via the tick box of the action menu:

  ![Action menu]

  As soon as you tick at least a document, the main corresponding action is automatically displayed on top: button for tasks, remove button for received documents and take off from favourites button for documents.

(3) The number of items and the number of pages in a list is clearly indicated.
4. The same options are always at the same place, in all the screens: for example the document details (such as numbers, dates...) are always on the right, centred, next to the tooltip, the export button is always at the top right of each list (excepted when the "Number of Records per Page" control is displayed):

7.1.2. What options can I perform on documents?

Many options are available on a document, without having to open it. They are quickly and easily accessible:

1. Action buttons are emphasised (answer, remove notification, assign task...)

2. You can then perform direct combined actions on the document: finishing a task and typing comments, delegating by inserting the person's name:...

3. An option allows you to have a list of favourite documents (More details? See chapter 13.3.4). You can add or remove a document from this list of favourites by clicking the corresponding icon

4. The preview of attachments is available in all lists for registered and saved documents (details below)

5. A tooltip, shows in each card the document details (sender, recipient, comments...) and offers additional action buttons: send a link to the document by email, previewing the attachment(s)... You can also copy the details of the card
(6) You also can see the number of attachments in a document if any.

7.2. Managing the tasks of my service

7.2.1. How to see the open tasks received by my service?

Context
This important functionality in Ares allows you to display the tasks that are not closed and assigned to the users from your administrative entity.

For example, if you work at "unit" level (ex: your service is "sg.b.2"), you will see the tasks assigned to the persons at the level of your unit. If you work at "direction" level (ex: your service is "sg.b"), you will see the tasks assigned to the persons of your direction, i.e. whose service "sg.b", "sg.b.1", "sg.b.2"...

⚠️ This option is only available to the profiles "Advanced user", "Advanced secretary", "CAD" and "DMO".

⚠️ Deadlines menu is refreshed during the night. Then, today's changes will only apply the following day for "Deadline list" and "Open tasks". For example if you close a task on the 1st February and you launch the related "Open tasks" report, this closing action will not appear yet. It will be taken into account in the report of the 2nd February (explaining why some tasks' status may not be not correct).

- Tasks with a deadline

Method
In the menu Follow-up select Deadlines
The "Deadline List" tab shows the tasks which are not closed, assigned to a person/virtual entity of a specific unit/direction/DG and which contain a deadline.

For each task you will find the following information:

- From the tooltip: the main document metadata and a few buttons to perform actions on the document:

  - The document security if the level of confidentiality is not "Normal" and if a marking has been used
  - The Action Code (CF, CLASS, SIGN...)
  - The document title
- The name of the person/virtual entity that has received the task
- When the task was assigned
- The name of the person who has received the task
- The deadline and if the task was performed on time or not:
- The name of the person/virtual entity that has assigned the task
- The save and/or registration number

The type of workflow: Att/Esign (Assignment or E-signatory).

- all the open tasks

**Content**

"Open tasks" shows all non-closed tasks of your unit/direction/DG, with and without deadline.

**Method**

1. Under *Follow-up* navigation menu, click on *Deadlines*:

   ![Follow-up navigation menu](image)

2. Click "Open tasks" tab:

   ![Open tasks tab](image)

For each task, you will find the following information:
From the tooltip: the main document metadata and a few buttons to perform actions on the document.

The document security if the level of confidentiality is not “Normal” and if a marking has been used

The Action Code (CF, CLASS, SIGN...)

The document title

The name of the person/virtual entity that has received the task

When the task was assigned

The name of the person who has received the task

The deadline and if the task was performed on time or not

The name of the person/virtual entity that has assigned the task

The save and/or registration number

The type of workflow: Att/Esignt (Assignment or E-signatory).

### Content

**7.2.2. How to see the tasks delegated in your service?**

The tab “Delegated tasks” shows all the open tasks (with or without deadline) that have been delegated by a user from your unit/direction/DG and its related sub-services. For example, if you are working in DG ECHO. A.2, you will see the tasks delegated by the users of ECHO.A.2 but also from ECHO.A.2.001, ECHO.A.2.002... You can filter by delegator.

This option is only available for tasks delegated after the release of Ares 3.0.2 (i.e from 29/09/2018).

### Method
Under **Follow-up** navigation menu, click on **Deadlines**:

![Deadlines](image)

Click "**Delegated tasks**" tab:

<table>
<thead>
<tr>
<th>Deadline list</th>
<th>Open tasks</th>
<th>Delegated tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filters</td>
<td>Critical</td>
<td>All</td>
</tr>
<tr>
<td>Code</td>
<td>Title</td>
<td>Assigned to</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For each task, you will find the following information:

- From the tooltip: the main document metadata and a few buttons to perform actions on the document.
- The document security if the level of confidentiality is not “Normal” and if a marking has been used
- The Action Code (CF, CLASS, SIGN...)
- The document title
- The name of the person/virtual entity to whom the task was delegated to
- When the task was assigned
- The deadline and if the task was performed on time or not
- The name of the person that has delegated the task
- The save and/or registration number
- The type of workflow: Att/Esign (Assignment or E-signatory).

**Notes**

- Each list can be exported in Excel:
• If the document has a restricted visibility (ex: restricted through a marking), the title of the document will be replaced by the mention "Go to document details".

7.3. Distribution lists

7.3.1. Definition and security

Context
A distribution list is a pre-defined list of people that you can enter in the "recipient" line. This allows you to save a considerable amount of time by inserting an entire group of recurring recipients in certain types of document.

"Distribution list" refers to a list composed of several internal or external entities. It can be personal or shared at unit, department, sector, directorate, DG, Institution (Commission, EEAS, Executive Agencies (EA)) and "All" level (list visible to the Commission, EEAS and EA) (depending on your rights).

Please find below a summary of the distribution lists visibility and access rights:

<table>
<thead>
<tr>
<th>No visibility on the list</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read rights: view, export, print and copy the list</td>
</tr>
<tr>
<td>Modification rights: view, create, modify, delete, export, print and copy the list</td>
</tr>
</tbody>
</table>
### How to read the table?
A person with an "advanced user" profile, whose affectation is at "sector level" (ex: COMM.D.2.003) is able to create a list with a "personal" type and can also view all lists types created (sector, unit, directorate, DG, Institutions and all). Or a person with a "user" profile whose affectation is at "DG" level (a Director General for example) can create lists at "personal" level but cannot see the lists created in his DG that have a "sector", "unit" or "directorate" level. He/she can only see the "DG/other institutions/ all" levels.

💡 **DG/ other institutions:** DIGIT, NEAR, EMSA, EDPS, Ombudsman...

**Institutions:** EC, EEAS.

⚠️ Distribution lists with "All" level can only be created by USM profiles. They can however be modified by the DMO/CAD persons of the DG concerned (the DG is to be decided at the "all" list creation).
7.3.2. *How to create a distribution list?*

⚠ Lists management can only be done from the *Administration* menu, no longer from the document itself (except if you copy the document recipients to make a new list).

**Method**

1. Click *Administration/Distribution lists*, under Ares left menu.

2. Then click **Create list** button:

   ![Create list button](image)

   **Or**

   When creating/modifying a document, insert the *Recipients* you need, then click *List/ Copy recipients to a new list*:

   ![Copy recipients button](image)

3. Fill the fields:
(a) Type the Name to give a name to your list. The name should be unique. Give a clear name to your list, to be able to retrieve it easily, especially if the list would be shared.

(b) According to your rights in Ares, choose its Type, i.e. the accessibility to your list:

(c) You can add the recipients in a single field or if you tick the box, you can split your recipients among "To" and "Cc". This separation can be very useful: indeed in the previous release, for the DMO distribution list for example, it was necessary to manage 2 lists: one list with all the recipients in "To" and another list with the recipients in "Cc". Now, you can only create a single list and choose to add it as "To" or "Cc".
(d) Insert the persons or services you want: specify the name of the person/the organisation via autocomplete or through a search. You can change the order of recipients via drag-and-drop (inside the same field or between "To" and "Cc")

(4) When the list is done, click \(\text{Save}\).

7.3.3. How to manage a distribution list?

(1) Click \textit{Administration, Distribution lists}:

(2) Lists management window opens:
(3) You can preview the list members for each list: click the View button next to the list:

(4) According to your rights, you can act on a specific list through the related button: you may Modify/ Copy/ Delete the list or Print its details:

Notes
- When you save a distribution, e-Signatory or Assignment list containing an invalid contact, you will receive a warning and you can choose whether or not to proceed. If you proceed, the invalid entity is kept in your list.
- A contact card is displayed for each recipient, internal or external:
For virtual entities, you are also provided with its members:

- You are warned with the icon when a recipient has no access to Ares.
- Data checking: when updating a list, if contacts are invalid (for example when an internal person has left the EC or changed unit, when a virtual entity has been deleted, when an external entity was deleted...), you can remove all those invalid users in one click via the button at the bottom of the screen or one by one manually.
7.3.4. How to add a list as favourite?

To have a quick and easy access on the lists you most commonly use (for example when drafting a document), you can add those lists as favourites. You can have maximum 15 favourite lists.

**Method**

(1) Go to *Administration, Distribution lists*

(2) Click on the ❤ icon next a list

![Image of list management interface]

(3) You are warned that the list is now among your list of favourites:

![Green message box: The list has been added to favourites]

(4) Selected lists are easily accessible from the filter or from a document:

![Image of list management interface with favourites filter highlighted]

or from a document:
Note

- To take a list off your favourites, click the corresponding ❤️ icon.

7.4. Workflow lists

You can use workflow templates for assignments and e-Signatories. You can then prepare lists and use them several times, in different documents.

Workflow lists are managed from Assignment lists or E-Signatory lists, under Administration menu.
7.4.1. How to create a workflow list?

The creation of assignment lists or e-Signatory lists is similar.

**Method**

1. Click on the left menu *Administration*, then click *Assignments lists* or *e-Signatory lists*.

2. Click **Create list** button:

3. Fill the fields:
(a) Type a Name for your list. The name should be unique. Give a clear name to your list, to be able to retrieve it easily, especially if it will be shared.

(b) According to your rights in Ares, choose its Type, i.e. the accessibility to your list:

(c) Choose an action code from the dropdown list for each line (compulsory):
(d) Insert the persons or virtual entities you need with the autocomplete.
   (optional)

(e) If you have several names on a list, you can modify the actors order using
   drag-and-drop.

(f) You can type instructions (optional)

(g) If you tick icon, the corresponding task will be critical:

(4) When the list is done, click

7.4.2. How to manage workflow lists?

(1) Click Administration menu, Assignment lists or e-Signatory lists.

(2) The screen to help you managing lists opens:

- Example of assignment lists:

- Example of e-Signatory lists: identical options
(3) You can preview the list members for each list: click **View** next to the list:

(4) According to your rights, you can act on a specific list through related button: you may **Modify/Copy/Delete** the list or **Print** its details:

**Notes**
- A contact card is available for each workflow actor:

- For virtual entities, you are also provided with its members:
• You are warned with the icon [ ] when an actor has no access to Ares.

• Q-SIGN-EXT, QES-OUT and QES-IN codes are not available to create an e-Signatory list.

• Data checking: when updating a list, if contacts are invalid (for example when an internal person has left the EC or changed unit, when a virtual entity has been deleted, when an external entity was deleted...), you can remove all those invalid users in one click via the [ Remove invalid entities ] button at the bottom of the screen or one by one manually.

7.4.3. How to add a workflow list as favourite?

To have a quick and easy access on the lists you most commonly use (for example when creating assignments or when launching an e-Signatory), you can add those lists as favourites. You can have a maximum of 15 assignment lists and 15 e-Signatory lists.
Method

(1) Go to Administration, Assignments lists or e-Signatory lists

(2) Click on the icon next a list (as you already do for files and documents).

(3) You are warned that the list is now among your list of favourites:

The list has been added to favourites

(4) Selected lists are easily accessible from the filter

or from a document:

Note
To take a list off your favourites, click the corresponding icon.

7.5. How to follow the external transmissions I have sent?

(1) Click on *Ext. transmissions* under *Follow-up* menu:

(2) Several information are displayed:

(3) You are also informed about the outcome of your transmissions. If failed, a hyperlink leads you to the corresponding error message. Click on "ERROR" to
Note
The information specified under "Transmitted by" column will vary according to the profile you are using in Ares (your own profile, a delegation, a virtual entity):
8. Received Documents

8.1. Where can I see the official documents I have received in Ares?

Context
You can view all the documents you have received in Ares, i.e. the list of all registered documents (Ares documents and internal documents) where you are specified as a recipient (this can be either the main "To" recipient or a "cc" recipient). The received documents are accessible from Ares home page Received documents or from Ares left navigation menu Document/Received

The number of non-open documents appears next to Received under Document in red or on the home page under Received in bold. The total number of received documents appears in blue. A star is displayed in the tabs "My received documents"/ "Documents for my roles"/ "Documents for Administrative Entity" when at least one document is unread (still in bold)

💡 The counting meter for received documents is refreshed every 5 minutes.
Two other tabs are available "Document for my roles" and "Document for administrative entity".

- "Document for my roles": documents received by the people from whom you have the delegation and documents received by the virtual entity you belong to. You can open directly from that tab those documents (if you have of course the requisite rights). The tab is only shown when you are connected with your own profile or with a virtual entity you belong to.

- "Document for administrative entity": displays the documents sent to an administrative entity (for example to a service, a Direction, a DG, ...). The access to those documents follow organisation chart. If the recipient service is at directorate general, directorate or unit level only staff directly attached to that service will have access, i.e. the director-general/director/head of unit and her/his secretary staff. In fact, only users belonging to a "dir" ARES organisational group will have access. If the recipient service is at the last organisational level, the whole service will be able to access the document.

For example, if a document is sent to the unit "digit.b.1", only the head of unit and the secretariat are able to see the document. If a document is sent to "digit.b.1.001", all staff belonging to that section have access to it.

Sensitive documents should not be addressed to a service, but always to individual staff members. This feature only applies to documents created from Ares 2.5 (existing documents will not be modified).

**Method**

(1) From the home page or in the **Document** menu click on **Received**.

(2) The system displays the list of documents you have received.
(3) Click on the title to open the details of the document or view them via the tooltip.

(4) You have direct actions on the document. [More details in chapter 5.1.1]. You can remove the notification, reply...

Notes

- When you are connected through someone's delegation, the number of tasks on the left menu does not take into account the delegation preferences. Indeed, the displayed number may be 15 but when you click to visualize the tasks you only see 5 tasks. (You then have to check the delegation preferences of the delegator).

- There is a clear visual difference between "read" and "unread" documents. Unread documents are now distinguished from read documents with a blue background colour:

- You can quickly identify the documents sent from another DG/service: yellow background colour highlights the document sender control (i.e. the registration author
being used to identify the origin of the document):

- When the far left column is red, it means the registered document has been resent as it was modified via modify special or its classification has been changed:

- A tooltip on the far left column gives the actual date of reception of the document:

- An informative message is displayed when you have no received documents:
On the homepage a message is displayed "NO Received documents".

- **⚠️** Received Document(s) are not always related to assignments. In this section only the field Recipient of the tab document is taken into account (even if you can give an Assignment to the Recipient)

- Received documents are sorted by registration date by default. You can sort the received documents using the sorting drop-down menu on the right:

  ![Sorting options](image)

- A document whose sender is highlighted in yellow means that the document has been sent by a DG different DG from yours:

  ![Highlighted document](image)

8.2. **How to put a received document as unread/read?**

You can display a document as Read or Unread. An Unread document will be displayed in bold.

A document is considered "Read" as soon as you open its details.

**Method**
(1) To display a document as *Not Read*, click the button on the concerned document action buttons:

![Image of document with action buttons]

To display it as read, click the *Mark as read* button.

8.3. **How to delete an official document I have received in Ares?**

You have the possibility to remove a notification from your list of received documents.

⚠️ This will not delete the document but it will only remove it from your list. You can always access the document if you do a search.

**Method**

1. To remove a document from your list, check the box next to the document. You can select several documents at a time.

2. Click on the button **Remove**.

![Image of document with remove button highlighted]
Or

Click directly [Remove notification] button in the action details of the document

Note

⚠️ Every week, notifications older than 3 months are automatically deleted (read and unread), except if a "follow-up" flag has been set on a document:
9. WORKING WITH FAVOURITE FILES

9.1. How to put a file as favourite?

Context
The favourite files list is useful for your everyday work in Ares, particularly during the filing process. This list allows you to keep a customised list of files currently in use without having to navigate in the filing plan or search in a list.

💡 A maximum of 200 favourite files is authorised.

To find a file in Ares, you must have file reader, file user or file editor rights.

Method

(1) From the Advanced search menu, click on the button.

![Advanced search menu with highlighted button](image-url)
(2) Enter your search criteria in the relevant fields. (Your department is entered in the *Chef de file* field by default. You can change this field if required.)

(3) Click on [Search] or press [Enter] key.

(4) The system displays a list of the files. To add a file among your favourite files:

   – Click the [icon] next to the file

   ![Image of a list of files](image)

   – Or click *Add to favourites* under the [Actions] button.

(5) The file is added among your favourite files. Go to "Favourites" tab page to check.

**Notes**

- The “desk officer” of a file is in charge of the file management. In order to give her/him a quick and direct access to them, she can choose, when creating/modifying a file in NomCom, to add it among her/his “favourite files”:
• Files search can be done through the Filing Plan, My service menu or "Filing" tab from a document.

• You can also add a file to your list of favourite files from the "Filing" tab of a document.

• A tooltip on the icon offers you file details:

  - **Lead Department**: the department responsible for the file (chef de file).

  - **Associated CF**: the department responsible in association for the file (useful for filing)

  - **File code**: incremental number given by the system (Creation year of the file-2 letters-4 digit number. In our example, 2016-AN5572)
- **Specific code**: internal code for managing files given by the DG. This code may be a copy of the codes on paper files or part of a file identification system unique to the DG.

- **Status**: a file can be active, inactive, closed, transferred or eliminated.

- **Desk officer**: the person(s) that work on the file. The desks officers belong to the service of the "Chef de file", the department responsible for the file. You must type a login in that field.

- **Heading code**: NOMCOM heading code, decimalisation.

- **Heading name**: title of the heading

- **Specific code**: specific heading code defined by DG (does not exist in all DGs). This reference code which was given by the DG to headings in the filing plan before the NOMCOM code with its own decimalisation system existed.

- **File editors/file users/file readers**: access rights on the file.

- Information on the file preservation: **CRL category** (Common Retention list) category, **ARP actions** (Administrative Retention Period), if the file contains other documents in other repositories (digital, paper…)

### 9.2. How to remove a file from the favourite files?

**Method**

1. Click *Favourites* menu
2. To remove a file from your favourite files list:
   - Click **[Actions]** button next to the concerned favourite file and choose *Remove from favourites* option
   - or click **[heart]** icon next to the file

![Image of file title with heart and actions]

💡 **In order to delete all favourite files at the same time:**
(1) Go to Favourites menu

(2) Check the cross next to the favourite files at the top left of the screen:

![Image of Favourites menu]

(3) Click **Favourite** button that has appeared:

![Image of Favourite button]

9.3. How to export the list of your favourite files?

**Context**
You may export your list of favourite files in an Excel file. This file is useful if you want to file with Areslook for example.

In Ares you have two export possibilities:

**Method**
(1) **From a document**: in the document details, click on the tab "Filing". Then click on **File document** button. The button **Export** is available from the tab "Favourites":

![Image of Export button]
(2) or from the menu **Favourite**: click on the tab "Favourites":

**Note**

A tooltip on a file displays all relative information, including retention policy information. See details of the fields in the notes of the chapter 9.1:
10. ASSIGNMENTS

10.1. Tasks creation

10.1.1. How to create an assignment task?

Context
An assignment shows that a task to be executed has been allocated to one or more persons. Therefore, each assignment corresponds to a task which will be processed according to the code specified. You can also specify a deadline for the task.

Method
(1) From your document, click on the "Assignment" tab.

(2) Click on the Add assignments button.

(3) A new window opens. You can edit the assignment:

Enter the information you want to in the lines provided:
(a) Select the relevant *Action code* from the dropdown list:

<table>
<thead>
<tr>
<th>CODE</th>
<th>Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>CF</td>
<td>Chef de file / Lead department</td>
</tr>
<tr>
<td>ASOC</td>
<td>Associated Service</td>
</tr>
<tr>
<td>INFO</td>
<td>For information</td>
</tr>
<tr>
<td>CLASS</td>
<td>For filing</td>
</tr>
</tbody>
</table>

(b) In the *Last Name First Name* field, add the names of the persons to receive a task. You can do this in one of three ways: either by selecting a *Workflow template* ([More details? See chapter 7.4]), by using the *Search* function ( ), or by entering the first three characters of the name manually and allowing the full text search to display an alphabetical list of the first ten names corresponding to the characters you entered. From this list, select the name you want and the *Organisation/Service* field will be filled automatically.

You can use a virtual entity as workflow actor document. However, if this virtual entity contains no members, no one can follow up. That is why the system warns you with an orange icon ( ) if you are trying to insert an empty virtual entity:
(c) A deadline may be inserted (optional). You can either type it in manually (DD/MM/YYYY) or click in the field where an interactive calendar will pop up. The system can also automatically calculate the deadline, in working days: type the necessary working days and click button:

(d) The date is then inserted automatically in the Deadline field:

(e) If relevant, specify that the assignment is critical by ticking the box next to the icon. It is then displayed in red.

(f) If you wish to enter instructions for the assignee, you can do so in the Type your instructions field.

(g) To insert further assignment lines, use the new line that has been automatically added.

(4) When you have entered the assignment data, confirm by clicking on . You must have entered the assignment data correctly; otherwise, the button is greyed out. The document is locked for you.

(5) You receive a confirmation of the launching of the tasks at the bottom of the screen:

The assignments were successfully launched.
The tasks have now been generated and confirmed (the document is unlocked):

![Image of a table showing assigned tasks]

The assignments appear in the Assignments menu of the persons to whom they have been assigned.

If a task contains comments or instructions, an icon is automatically opened so that you can read them all directly. (If there are no comments or instructions, the field is shut). You can also choose to read only one comment/instruction at a time.

(6) Go to the "Assignments" tab page and you will see that the relevant assignments have been added.

**Notes**

- **Duplicate warning:** when you create a new INFO task, the system checks if your assignee has already received a task on that document (all tasks are checked, whatever the action code, even the deleted tasks). The orange warning message is simply for information, it is not blocking. You have the option to ignore it and proceed:

![Image of a warning message for duplicate task]

- **Invalid entity warning:** if the system does not correctly recognise the user (for instance because the user changed service or because her/his service has been reorganised), the system will warn you with a red warning message. This message is blocking and you must correct/delete the entity to proceed:

![Image of a warning message for invalid entity]
• It is not possible to assign a task to a user who is inactive or who has a “No Ares Access” profile. A warning is shown:

• Several filters are available at the bottom of the screen to customise the assignments display. Click on a filter’s item if you do not want to show it:
• Some filters that you have chosen when consulting an assignment are kept when you click on the **Add assignments** button. You can modify them.

• You can also sort the tasks by date of assignment, type of assignment (code, status of the task...) and you can sort the actors that have assigned the task (name, service...) A sort in chronological order (by task sequence) is also available:

• If you click on the **Deadline** button and you have not introduced a number, the deadline is set by default on 10 working days.

• If you have not yet saved the assignments, you can cancel any data you have entered without saving by clicking on the **Cancel Modification** button.

• The **Delete** icon next to certain fields allows you to delete the value in those fields.

• You can change the order of assignments’ display through the icon, at the right of the assignments list. Do then a drag and drop of the task to move it up or down:
Once you have clicked on [Save and Launch], you will no longer be able to modify the assignments in question. However, if you need to, you can always add a new assignment line. You do this by clicking on [Add assignments]. Enter your data as described in point (3) above. Confirm your data by clicking on [Save and Launch]. An assignment log is displayed on the "Assignments" tab page.

Who can add an assignment on a document?

- On a registered document: the actors, the “file readers” where the document is filed
- On a saved document: the actors, the “file readers” and the “file users” of the corresponding file

Reminder: in both cases, no one can modify the document or the attachments (except DMO/CAD via ‘modify special’)

10.1.2. How to delete an assignment task you have sent?

Context

Assignments can be deleted by:

- The person who has assigned the task: if the assignment was launched less than 5 days ago.
- The DMO of the person who has launched the task: at any time (if the document is not locked).

Assignments can be deleted whatever the status of the document is (saved or registered).

The person who has received a deleted task: the task (if not closed) appears greyed in the invox. It will always be visible in the document that an assignment has been deleted (can be seen in the "Assignment" tab). If that person clicks on the title of the document, she/he gets this warning message:

You do not have access to the document digit.b.2.001(2014)1614 because your assignment task has been deleted.

(The access to the document is lost, except if that person has another access as file
The only way to finish a task is to tick it and click on (the task will then completely disappear).

**Method**

To delete a launched assignment:

1. Open the document and click on "Assignment" tab
2. Click on the icon corresponding to the assignment you would like to delete:

   ![Image of assignment deletion](image)

3. Click on **OK** to confirm the deletion.
4. The assignment is then greyed in the "Assignment" tab. The task status is "Deleted":

   ![Image of assignment deleted](image)

   **INFO**: RAEMBAERES Ralph (DIGIT.B.2.00/7)  
   **KACI Emille**  
   **Deleted on 21/06/2019 by KACI Emille**  

   **Comments**: Deleted on 21/06/2019 by KACI Emille

And in the assignee's inbox. The actor no longer has access to the document:

![Image of assignee's inbox](image)

**Notes**

- When an assignment task is deleted by a user connected through a virtual entity, the EU login of the user is displayed between brackets. It is possible now to clearly know who actually performed the action.

![Image of assignment details](image)

- If you want to delete an assignment 5 calendar days after its launching date, contact your DMO.
10.2. Managing attributed assignment tasks

When you receive an assignment task on a document, you may then see the related document and attachments. You cannot modify the document, whatever its status is (saved or registered).

10.2.1. How to send back a task you have received?

Context

If an error has occurred, it is possible to return any assignment to the person who sent it. You can then send it back to the sender.

Method

(1) Open the document assigned to you and go to the "Assignment" tab page

or

Go to the list of your assignments.

(2) Click on the for the relevant task.

---

If you are accessing the document via a delegation, some markings prevent you to see the attachments. See chapter 4.2.3 for more details.
(3) In the Comments field, you can type in the reason for returning the assignment. You can also type there some instructions then confirm your data by clicking on Back to sender again.

(4) You receive a message confirming the operation: The task was assigned back to the sender.

(5) The corresponding task is sent back to the original assigner. An additional assignment line appears in the actors’ zone. The original assigner receives a task with the same action code with "returned" status.

Notes

- If a task contains comments or instructions, icon is automatically opened to read them directly. (If there are no comments or instructions, the field is shut).

- You can add new assignment lines by clicking on Add assignments. Enter the recipients and then send the tasks by clicking on Save and Launch.

10.2.2. How to delegate a task you have received?

Context

A registered document can involve multiple re-assignments (such as a Directorate assigning to a unit which, in turn, assigns to a specific person).

In Ares, you use the “tasks delegation” process to perform such re-assignments.

Method

(1) Open the document assigned to you, and go to the "Assignment" tab page.

or

Go to your list of assignments:
(2) Click on Delegate for the task you wish to assign by delegation.

(3) Enter the name of the person to whom the task is to be delegated. You may type Comments.

(4) Click Delegate.

(5) A message confirms the delegation:

The task was delegated to (DIGIT.B.2.007).

(6) A new assignment line appears for the delegated person and a task appears in that person's tasks menu. If there are, instructions can be seen as well:

The delegated task will appear in your Assignments menu as "delegated".

Notes

- If you have a domino effect where, for example, a directorate assigns a mail to a unit and the unit assigns it to a person, it is important for the service receiving an assigned mail with a deadline to itself specify a deadline for the service or person to which it then assigns the mail. The service will have to shorten the deadline period to take into account the time which has passed since the first assignment. Assignments like this can lead to tighter deadlines the further down the chain one goes.
• The delegation triggered by the button will be a manual one and apply only to the corresponding task. If you want to automatically delegate a batch of tasks for a specific action code, you have to use the Preferences option.

10.2.3. How to finish a task

Finishing a task means closing an assignment (i.e. denoting in Ares that a task has been completed). You can close a task from the document details or you can also close one or more tasks directly from the tasks inboxes, without opening them. This had been foreseen in particularly for the INFO tasks which are not requiring a follow up.

INFO, ASOC and CF tasks will be automatically closed 180 days after their launching date (6 months)- read and unread with the comment "Automatically closed by the system on 11/02/2018 (180 days after launching)". If a flag is put on a task it is not closed. The task is not longer shown in the tasks inbox but your access on the document is however maintained. You can still open the related document through a search for instance. CLASS tasks can also be closed automatically but filing rules must be respected. [More details? See chapter 12.1]

Finishing a task from the document details

(1) Open the document details of the concerned document.

(2) Click:

(a) Finish: a simple click on this button finishes the task automatically

(b) Finish with comments: type in your comments and confirm your data by clicking on Finish again

195
(3) When you back to the document, on the "Assignment" tab the assignment line in question has been closed. Today's date is automatically inserted as the closure day:

Finishing a task from the inbox

In the inbox, on the task you wish to close, click on:

(1) a simple click on this button finishes the task automatically

(2) A click on next to allows you to type comments. Click again to validate

Finishing several tasks in a row
(1) Select all the tasks you want to close, ticking the corresponding cases on the left of the screen.

(2) You notice that the Finish button has automatically appeared at the top, next to the filters. Click it to validate the closing.

10.2.4. Specific case: finish a filing task

Context
Before closing a filing task (for registered and saved documents), the system performs a check: the effective filing in your DG of the document and the closing of the CLASS task are linked.
Then, depending on the situation, if the document is not filed in your DG, it may not be possible to close the corresponding filing task: the buttons to finish are then greyed:

![Task](image)

⚠ The check is done on the DG that is "chef de file" and "Associated Lead Department" for the file. If the document is filed in another DG and is not filed in your DG, it will be not possible to close the filing task as long as the document is not filed in your DG.

💡 When a CLASS task is closed through a delegation or a virtual entity, the file taken into account to check the "Lead Department/ Associate Lead Department" value, is the DG/service of the task assignee (not the DG/Service of the delegate or the virtual entity).

The behaviour of the automatic closing of the CLASS task takes into account the document status:

- for saved documents: the CLASS task will always be closed automatically when the user files the document (independently if the user does a filing in a file of his DG/Service or not).

- for registered documents: if the document is not yet filed in a file of his/her DG/Service, the CLASS task will be automatically closed if the user files in a file where his DG/Service is "Lead Department" or "Associated Lead Department" (as in the previous release). If the document is already filed in a file of his DG/Service, the CLASS task will be automatically closed when filing.

See chapter 12.1 to have a full summary of the filing rules.

**Method**

1. To close automatically a task: open the filing task. You are redirected to the tab "Filing".
(2) File the document

(3) Then if you go on the "Assignment" tab, you may notice that the task has been closed automatically: (depending on the document status)

Notes

• Specific case: shared files: in the previous versions of Ares, in order to close a filing task, the document had to be filed in the service of the "Lead department", so if your service was simply sharing this file, you were not able to close your task. In order to solve this problem, it has been decided to add the metadata "Associated lead department". This will extend the closing check of the filing task to all services defined in that new field. As a consequence, you are now able to close the filing task (manually or automatically) when a shared file is used, even if your service is not "lead department". Then:

- for tasks received from Ares 2.6.2 (12/02/2015): you can file your document in a file where your DG is not "Chef de File" but is the "Associated Lead Department". If you have a filing task, it is closed automatically,

- for tasks received before 2.6.2/3.6.2 and the creation of "Associated Lead Department" metadata: you file your document in a file where your DG is not "Chef de File". If there is no "Associated Lead Department", you cannot close
your filing task. If your DMO updates the file and puts your DG among the "Associated Lead Department", you can close your task manually.

- From assignments, the user can no longer directly close a filing task if the document is not filed in a file of his DG:

- If there are several CLASS tasks for people belonging to the same DG, the automatic closure will only be done for the concerned task. The other tasks must be closed manually.

- If the document is already filed in a file of your DG, it is still possible to file the document in another file of your DG. Then your task will be also automatically closed.

- "Not to be filed" operation is equivalent to a filing.

- The document may be filed in a file you do not have access to (a star is displayed on the "Filing" tab).

- Under specific circumstances, you can now finish a CLASS task even if the document is not filed. It is however only possible, if, at the creation of the task, your DG did not register the document and/or there is no one from your DG among the recipients. The task can then also be closed by the DMO via "task manager" tool.

10.2.5. What happens when a task is handled by a virtual entity?

(1) If a user performs one of his tasks on behalf of another person, it is the name of the delegate who is identified as the person to have actually read and closed the task.

(2) In our example, you will see that the tasks have been assigned to ve_digitadvanced secretary. The first task was closed by and the other task by .

If you move your mouse over "Assigned to", "Assigned by" and "Status", you will have additional info like the exact time fit the closing/opening of the task.
10.2.6. What happens when a task is handled by a delegation?

(1) If a user performs one of his tasks on behalf of another person, it is the name of the delegate who is identified as the person to have actually read and closed the task.

(2) In our example, you will see that the task has been assigned to [name] was closed by [name].

<table>
<thead>
<tr>
<th>Code</th>
<th>Assigned to</th>
<th>Deadline</th>
<th>Assigned by</th>
<th>Status</th>
</tr>
</thead>
</table>
| ASOC | [name]      | 22/05/2021 | [name]     | Completed on 22/05/2021 |}

10.2.7. How to manage several tasks on the same document?

If you have received several tasks on the same document (with identical or different action codes), the tasks are shown one above the other, on the “My to-do tasks” panel.

Pick up the task you wish to manage first and select the corresponding action button.

As soon as a task is executed (finished, delegated or sent back to the sender), it no longer appears under the “My to-do tasks” panel.

10.3. Following up the tasks you have assigned

Context

The Sent tasks lists all assignment and e-signatory tasks sent to other people or virtual entities so you can do the follow up. A third tab gives you the opportunity to see the tasks you/your service has assigned or delegated.

Method

(1) Click on Sent tasks under Follow-up menu.
Three tabs are available:

(a) “My tasks sent for e-sign” and “My tasks sent for assignment”

All tasks related to a single document are grouped. You can open the document by clicking on the hyperlink on the title. The icon offers you all the document details and some actions on the document (send link, preview attachments, copy metadata). The symbols allow you to expand or close the document’s assigned tasks. The task status is displayed on the 4th column (launched, ongoing, completed...)

Those tasks are no longer shown when they are delegated. If you need to see those, use the next tab “Assigned/ delegated by my service”.

(b) “Assigned/ delegated by my service”.

You can do a follow-up on the tasks you have assigned and if so, delegated, with or without deadline. You see the tasks you and your service\(^\text{31}\) have assigned or delegated, whatever the delegates’ service is.

\(^{31}\) You see the tasks of your service, not all the related the sub-services. For instance, if you belong to JUST.DDG.B, you will only see the tasks of JUST.DDG.B, not JUST.DDG.B.3, B4, ...
If a task has been delegated, the icon is present and displays all successive delegations (tasks “in cascade”).

Use the filters at your disposal (on the tasks’ statuses, types, deadlines...) Note: the filters are only applied on the parent task, not its related children tasks. The task status is shown in the corresponding column: it shows the task state (not yet opened, open and in progress, completed).

**Notes**

- When all the tasks related to the same document are finished, the document will disappear from the Sent tasks.

- The symbol indicates that the task is still open and past its deadline.

- You can collapse or expand all documents.

- You can export the content of each tab.
11. E-SIGNATORY

E-Signatory is a workflow functionality enabling you to have an original document created/modified/adopted by a chain of persons.

11.1. Creating e-Signatories

11.1.1. How to create an e-Signatory workflow?

This functionality enables you to generate a list of persons involved in the process of drawing up, validating and sending a document. Each person on the list is given a specific task (represented by an action code) and a deadline for performing that task.

The workflow for processing tasks is a sequential one. A task cannot be processed in a person's E-signatories menu until the preceding person in the workflow has closed their task.

When an e-Signatory is launched, there is an automatic check by the system to ensure there is at least one attachment imported as cover note or main document in order to avoid e-Signatory tasks without attachments. Consequently, without attachments, it is possible to create an e-Signatory but it is not possible to launch it. (If you have prepared a divider without scanning, it will not be possible to launch the Signatory. You must scan before)

Attachments are not needed for the following cases:

- E-signatory workflows where the box <parallel workflow> is ticked,

- E-signatory workflows for documents with level of confidentiality "RESTREINT UE/EU RESTRICTED" or "EURA- Restricted",

- E-signatory workflows for documents with as level of confidentiality "Sensitive Non Classified" or with the markings "OLAF investigations", "OLAF Investigations - Special handling", or "Pharma investigations - Special handling"

**Method**

(1) Go to the "e-Signatory" tab page.

(2) Click on **Create** button.
## (3) Fill the e-Signatory actors you need in your workflow:

<table>
<thead>
<tr>
<th>Attachments</th>
<th>1 Attachments</th>
<th>delegate.docx</th>
</tr>
</thead>
</table>

**Messages**

**Info:** No e-Signatory has been yet created for this document. Click on "Create" to create one.

### (a) The e-Signatory creator (user or virtual entity) is put by default as "e-Signatory manager". You can delete him and/or add another manager (with similar rights). A manager can:
- modify the e-Signatory throughout the workflow (only on the undertaken tasks)
- add a new task on a saved document even if the last task of the e-signatory had already been finished.
- perform a Bypass on the e-Signatory\textsuperscript{32}.

(b) You can choose the visibility of the e-Signatory. It will be effective after the document registration. \textbf{See chapter 11.1.5}

(c) If the workflow should also be on paper, click the box \textless There is a parallel paper signatory\textgreater . \textbf{See chapter 11.1.6}

(d) In the New tasks panel, select the relevant action code from the drop down list, for each workflow actor:

<table>
<thead>
<tr>
<th>CODE</th>
<th>Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>Writer of the text</td>
</tr>
<tr>
<td>CONTRIB</td>
<td>For contribution to the text</td>
</tr>
<tr>
<td>VISA</td>
<td>For visa or initials</td>
</tr>
<tr>
<td>SIGN</td>
<td>For signature</td>
</tr>
<tr>
<td>Q-SIGN\textsuperscript{33}</td>
<td>For an internal qualified electronic signature</td>
</tr>
<tr>
<td>Q-SIGN-EXT</td>
<td>For an external qualified electronic signature</td>
</tr>
</tbody>
</table>

\textsuperscript{32} The document creator can also perform this action.

\textsuperscript{33} See the following chapters for detailed explanations about Q-SIGN and Q-SIGN-EXT codes.
(e) In the *Last Name - First Name* fields, enter the names of the persons who are to receive a task. When you go to specify e-Signatory "actors", you can select a *Workflow template* ([More details? See chapter 7.4.3]), do a search, or type in the first few letters of the name and the full text search will show a list of names that potentially correspond to your entry. From this list, select the name you want and the *Organisation/Service* field will be filled automatically.

(f) A *Deadline* may be added to the action code but it is optional. If no deadline has been proposed you can always specify one. You can either type it in manually (DD/MM/YYYY) or click in the field where an interactive calendar icon will pop up.

(g) If relevant, specify that the task is critical by ticking the corresponding box (By default the box is unticked). The icon becomes red.

(h) If you wish to enter instructions for the assignee, you can do so in the *Type your instructions* field. (To hide this field, click on the icon.)

(i) The order in which the assignments are sent will, by default, be identical to the order they appear on-screen. If you wish to change it, select the task and drag-and-drop it at the wished level.)
(4) To validate the information encoded in creating/editing an e-Signatory, the following actions are available:

- **Save**: the system makes a backup of the E-Signatory without launching the tasks. In this case, the system displays the message "The tasks were not launched yet”:


- **Delete**: the deletion of a draft (not yet launched) e-Signatory is possible, provided you have edit rights on it (you are the document creator or the e-Signatory manager). Upon the deletion of the e-signatory workflow, all supporting documents will also be deleted automatically).

- **Save and Launch**: in the modification window or in the e-Signatory consultation screen: the system launches the tasks.

- **Cancel modification**: no change is kept.

Each time you “save” or “save and launch” an e-Signatory workflow, the system checks the validity of all actors in the workflow (including the tasks not yet launched) and all e-Signatory managers. Any incorrect user status is highlighted in red. "Invalid entry” warning: the user has changed service, he has left the Commission... If you simply save your e-Signatory, you can proceed but you must
correct it when clicking “Save and Launch”.

(5) The tasks will appear in the e-signatories menu of the persons to whom they have been assigned in the order you selected.

(6) Go to the "e-Signatory" tab page and check the workflow.

Notes

- If your first actor is a “manual” user (inactive person that does not have access to Ares), you cannot launch the e-Signatory:

- Manual users: you can assign a task to an external users (a person from the European Parliament, for instance) or to a user that does not have access to Ares. This icon is shown next to that user:
• If you wish to delete an actor from the workflow, click on the [x] icon.

• The system displays an informative non-blocking message if an actor with a signature task is not among the senders' recipients:

```
Warning
One or more persons with "Signature task" have not been encoded as senders. Do you want to continue ?
```

• If a multi-tiered task is involved, it is important for the service receiving a task with a deadline to specify a deadline for the service (or person) to which it then assigns the mail. The service will have to shorten the deadline period to take into account the time which has passed since the first assignment. Assignments like this can lead to tighter deadlines the further down the chain one goes.

• ![In an e-Signatory chain of tasks, all workflow participants have a "read" access on the document, as soon as the e-Signatory is launched. The person currently performing their task (active task) has write access to the document and version access to the attachment and will have the right to edit the e-Signatory. The person can add as well an actor with a task in the e-Signatory. As soon as he/she has completed his/her task, he/she will only have read access again and the following person in the workflow chain will have write access.](image)

• ![It is possible to modify a task in e-Signatory but only for the ones that has not yet arrived in the actor E-signatories, i.e. for tasks with the status "Future tasks". To do this, click on ![Edit](image). You can modify the whole task:

```
<table>
<thead>
<tr>
<th>EXP</th>
<th>[DIGIT.B.2.007]</th>
<th>Deadline</th>
</tr>
</thead>
</table>
```

or only modify the actor's name:

```
<table>
<thead>
<tr>
<th>EXP</th>
<th>[DIGIT.B.2.007]</th>
<th>Deadline</th>
</tr>
</thead>
</table>
```

• As long as the e-Signatory is not launched, none of the workflow actors has access to the document.

• Only the creator and the manager of the e-Signatory can launch it. They can also modify the e-Signatory.
• It is not possible to register a document if a signature task is not finished (the button is greyed):

![Image of Ares interface showing the reasons for document registration failure]

• If you register a document with pending e-Signatory tasks, the system will close automatically all unclosed tasks. You will however receive a warning and have the possibility to send an INFO task to the concerned persons:

![Image of Ares interface with a notification to create an INFO task]

• It is possible to remove an e-Signatory manager after the e-signatory has been launched. At least one e-Signatory manager must remain. Who can delete a manager: the document creator (who has launched the e-Signatory), the current actor and the other e-Signatory manager(s):

![Image of Ares interface showing the manager(s) field]
11.1.2. How to create an e-Signatory requiring an internal qualified electronic signature? Use the Q-SIGN task!

In accordance with Article 3(12) of Regulation (EU) No 910/2014, a qualified electronic signature (QES) is “an advanced electronic signature that is created by a QES creation device and which is based on a qualified certificate for electronic signatures”. A qualified certificate for electronic signatures is an electronic attestation which links electronic signature validation data to a natural person, confirms their identity, is issued by a qualified trust service provider and meets particular requirements.

A QES not only is uniquely linked to and is capable of identifying the signer with a high level of reliability, but also has the equivalent legal effect of a handwritten (“blue ink”) signature and guarantees the integrity of the signed data. Only natural persons can sign with a QES.

“Q-SIGN” code does not replace all “SIGN” codes. It is to be used only for documents requiring a handwritten signature.

⚠️ Only Ares users who have been provided with a qualified electronic certificate by the DIGIT EU SIGN service can sign. Ares users cannot create electronic qualified signatures in Ares with qualified electronic certificates obtained by other means. For more details about the procedure to receive EU SIGN certificate, please contact your IRM and check Ares document: Ares(2021)2962400.

💡 Check our QES dedicated on our wiki:
https://webgate.ec.europa.eu/fpfs/wikis/x/iw9wHw

Method

(1) In your e-Signatory workflow, choose the action code “Q-SIGN”.

(2) Specify the corresponding signer. It is a dedicated autocomplete where only the internal users that have a certificate are shown:

(3) Insert other e-Signatory tasks (at least one after the Q-SIGN task, as it cannot be the last task in the workflow).

(4) As a QES can only be added to single attachments, you can choose the attachment(s) to be signed with a QES. Main documents, Cover notes and Annexes are selected by default to be signed with the QES as soon as you insert a Q-SIGN code in an e-Signatory. Click “Attachment(s) to be signed” button and untick what should not be signed. Confirm with “OK” button.
(you can also tick the files clicking “Modify/ Register” button of the document)

(5) Launch your e-Signatory.

Notes
- Encrypted or password protected files cannot be used for the electronic qualified signature.
- When the Q-SIGN task is active, the system converts the file in pdf and adds a seal. The file can be opened and downloaded from the icon (as long as the document is saved).
- The icon is displayed when the pdf conversion is still ongoing.
- When the e-Signatory is launched, attachments to be signed can only be selected in the document modification mode (through the button “Modify/ Register”). It is only possible until one of the files is actually Q-signed (thus locked). If you cancel the signing process, the file is not locked then you may still choose the attachments to sign.
- It is not possible to put SIGN and Q-SIGN tasks in the same e-Signatory. Under specific circumstances, you may decline a Q-SIGN task and add a SIGN task (and the other way round). See details chapter 11.2.1.
- The system does not keep history of all the Q-SIGN pdf versions. Only the latest pdf and the original Word document are kept. When the internal user uploads the latest signed version, it replaces the former pdf version. Upon registration, this latest version (containing one or several signatures) receives the visible e-seal and is stamped with Ares registration number and date.
• It is possible to modify the action code (for instance replace a SIGN by a Q-SIGN or vice versa) if this task is not yet at the signer’s level. Once the task is active for the signer, it is too late. The document should be given up and replaced by another document.

• To be able to launch an e-Signatory containing a Q-SIGN:
  – there should be at least one attachment (type Cover note or Main document)
  – the checkbox “There is a parallel paper signatory” has not been ticked.
  – At least one attachment is ticked for signature

• Technically, you can have several Q-SIGN tasks for the same document, in whatever order and not necessarily successive. But it is advised that all Q-SIGN be at the end of the e-Signatory, just before the EXP task.

• Upon registration, the system displays a warning informative message if you did not encode all e Signatory actor(s) with a Q-SIGN task as Sender(s) in your document:

![Warning]

One or more persons with "Signature task" have not been encoded as sender. Do you want to continue?

[No] [Yes]

• A document cannot be registered if there is an unfinished Q-SIGN task in the e-Signatory. The button is greyed out, preventing user to register and send the document.

• No e-Seal is applied on documents containing a Q-SIGN task.

• You cannot do a bypass on a Q-SIGN task. symbol is shown next to it.

• You can add supporting documents when a Q-SIGN task has been created.

• You cannot add a courtesy copy to a document containing a Q-SIGN task.

11.1.3. How to create an e-Signatory requiring a qualified electronic signature for an external partner? Use the Q-SIGN-EXT task!

You can share and send a document to sign by an external actor. You can specify an Ares internal user (a person or a virtual entity) who is responsible for the sending of the attachment to the external person and for importing it back in Ares when signed.
Use this system only of both stakeholders will sign with a Qualified Electronic Signature (QES). Define beforehand with the external partner the type of workflow. The external partner may check if his tool is compatible with Ares QES in En sign website: https://esignature.ec.europa.eu/efda/tl-browser/#/screen/home. Only tools with the side label ‘Qcert for Esig’ are accepted. For instance, for Belgium on 08/02/2022:

If an external entity has, at least once, successfully signed an Ares document with an electronic qualified signature (when a linked QES-IN task is closed), the icon is shown next to it. The icon is put automatically, no manual update possible by a user or a DMO/CAD. The icon is purely informative and cannot guarantee that the external entity will be able to sign successfully again (for instance if the certificate has expired, if s/he uses another device, etc.). It is displayed next to the entity’s name, in the Q-SIGN-EXT autocomplete (and in the external entity search screens).

**Method**

1. Select the Q-SIGN-EXT code for the external person (it is a manual task as this person does not have access to Ares).

2. The system automatically inserts the code QES-OUT+IN below the Q-SIGN-EXT code.

3. Fill the external contact next to the code Q-SIGN-EXT.
(4) Fill the internal person next to the code QES-OUT+IN (who will be in charge of sending and receiving the attachment).

(5) All attachments are automatically selected by default for signature. Click “Attachment(s) to be signed” if you wish an attachment not be signed. Untick it:

(6) Launch the e-Signatory. QES-OUT+IN code is then split in two codes: QES-OUT (for the action of sending the file to the external) and QES-IN (for importing back the signed file to Ares). The two codes are assigned to the same person, the one previously chosen for the code QES-OUT+IN:

(7) When the QES-OUT task is active (current task), the system converts the file in pdf and adds a timestamp. The internal user can now use the icon to download the pdf on his computer and send it to the external.

---

35 This icon is available only when the document is saved.
You can download all attachments to sign at one via the icon (zip format):

You must send this file to the external party (do not send the version available in your hard drive for instance). If not, Ares will reject the file when putting it back, through the QES-IN task.

(8) S/he can then finish her/his QES-OUT task. The attachment(s) concerned by the signature is(are) locked.

(9) When s/he receives back the signed pdf by email (signed with the external’s own technology), s/he should manually check the content of the file, if the signature corresponds to the external actor...

(a) S/he clicks on “Modify/ Register” to modify the document.

(b) With the QES-IN task, the assignee (and only her/him) receives a special right to upload this attachment (“Replace rendition”) through the button .
(c) Click on “Browse…” to insert the signed attachment:

The system checks then the integrity of the content (i.e. that the content sent is the same as the content received back; that no changes were done) and that the signatures are technically valid.

- If the conditions are fulfilled, click “Upload signed version”. Be careful: when the version is uploaded, you will not be able to delete it (even if you click right after on “Cancel” in edition mode. The successful upload is confirmed:

The signed attachment was successfully validated

- If they are not fulfilled, an informative message explains that the file is different than the original sent, the integrity cannot be ensured… The task cannot be closed; the buttons are greyed.

(10) The document may be then registered, sent to an internal user for a Q-SIGN task or even to another Q-SIGN-EXT if necessary.

Notes
• The label ‘Qcert for Eseal’ is not mandatory for the Ares QES. An invalid external seal could also lead to a refusal of the document in Ares. (Label visible on EU Sign website - URL above).

• You can specify the attachments to be signed until a QES-OUT task is active and the file is locked following the closing of a QES-OUT task.

• The icon 🛠️ is displayed when the pdf conversion is still ongoing.

• A same e-Signatory may contain several Q-SIGN-EXT tasks and Q-SIGN tasks, but not with SIGN tasks.

• Conditions to launch a workflow containing a Q-SIGN-EXT task:
  • there is at least one attachment (Cover note or Main document)
  • the checkbox “There is a parallel paper signatory” is not ticked
  • the task Q-SIGN-EXT is not the last task in the workflow and must be assigned to an external person
  • the task QES-OUT/IN is assigned to an internal user or virtual entity (that has access to Ares and that is not in the ‘No Ares access’ group)

• You cannot do a bypass on a Q-SIGN-EXT, QES-OUT or QES-IN task. ⏽️ symbol is shown next to them.

• As for Q-SIGN tasks, the system does not keep history of all the Q-EXT pdf versions. See details in the remarks of the previous chapter.

• If you want to move a Q-SIGN-EXT task, all 3 tasks (Q-SIGN-EXT, QES-OUT and QES-IN) will be moved together.

• Decline: if you decline a QES-OUT task, all three codes (QES-OUT, Q-SIGN-EXT and QES-IN) will be declined. If you decline a QES-IN task, no one will be able to add the document signed from the external and thus finalise the task.

• Delegate: when you can delegate a QES-OUT task, it does not delegate the QES-IN task. The QES-IN assignee will not change. Thus, the actors for QES-OUT and QES-IN will be different.

• There could be no courtesy copy with a Q-SIGN-EXT task.

• You cannot put a Q-SIGN-EXT/QES-OUT/QES-IN task in a workflow template.
11.1.4. Who has access to the document during an e-Signatory workflow and when?

In order to secure the visibility of drafted (i.e. saved) documents (especially important for draft documents filed in a file open to the whole institution), the access to filed saved documents during the validation workflow process has changed.

⚠️ When an e-Signatory is created, its access is limited to the stakeholders (creator, participants of the workflow and e-Signatory manager) and, if the document is already filed at this stage, only to the file users. Access will be granted again to file readers when the e-Signatory is completed (irrespective of whether the document is registered or not).

11.1.5. Who can modify a document/attachment in an e-Signatory?

The document creator may always modify the document and its attachments (if not locked). The user with the current task may also. S/he loses this right when finished her/his task.

11.1.6. What are the different status of e-Signatory tasks?

Please find below the existing tasks statuses available for the e-Signatory tasks:

- Saved: the task has been drafted but the e-Signatory has not been launched. The task has not been received by the actor.
- Launched: the task has been sent but the workflow actor has not opened it yet.
- In progress: the actor has opened the task but has not done any action on it.
- Completed: the task has been closed.
- **Delegated**: the task has been delegated (via the **Delegate** button) to another user/virtual entity. The action code can be modified and then might be different from the original code.

- **Declined**: the task has been sent back to the user that originated the task via the **Decline** button with the same action code.

- **Bypassed**: the task has been bypassed.

11.1.7. How to limit the access to my e-Signatory after registration?

You can choose to limit the visibility of the e-Signatory. It will be effective after the document registration:

- **Restricted visibility**: access limited only to the e-Signatory actors, the document creator and the e-Signatory manager.

- **Extended visibility**: open to all persons having access to the document.

The visibility of the e-Signatory implies the visibility of the tasks, the actors, the comments and the instructions.

**Method**

When the document is in preparation phase (only saved), choose from the drop-down menu the option to apply:
Notes

- After registration, only a user with a DMO/CAD profile can modify this visibility.

- You can set the parameter for the default access of your e-Signatories after registration, in your Preferences. See chapter 3.1.1 for more details.

11.1.8. What do to if my e-Signatory would also circulate on paper?

- Upon the signatory creation:

When creating or editing an e-Signatory, you have the possibility to indicate if there is a parallel paper signatory workflow by ticking a checkbox.

The checkbox can be ticked and/or unticked by document users/ e-Signatory managers until the SIGN task is finished:

- Save document/ inbox:
You can sort the tasks by workflow type, i.e., by documents with or without a parallel paper circuit. When choosing the sorting <Parallel paper signatory>, the system will first display the e-Signatory tasks with a parallel paper signatory (with the most recently received on top) and then the tasks with only an electronic circuit. When clicking ↓↓, the above-explained order will be reversed.

- **Registered document:**

When you tick the checkbox:

- You do not have to import/scan an attachment before launching the e-Signatory,
- After completing the SIGN task, you can only Main document, Cover note, or Annex attachments. Courtesy copies cannot be attached.
- When you register the document, no e-stamp will be added on the attachments.
• when a participant does not have access to Ares:

When an e-Signatory actor is not an Ares user, it will still be possible to have a workflow but it will switch to manual mode for this user. The e-Signatory procedure will continue in the form of an e-mail exchange, collaboration via an internal network.

Users considered as "manuals" for Ares are: the users whose service/ DG does not have access to Ares (for example users who are working for a delegation that is not using Ares) or users with "NoAresAccess" profile. All external users are also considered "manuals" for Ares.

**Method**

(1) If you confirm the e-Signatory (i.e. click on ) and one of the persons involved in the workflow is not an Ares user (in our example, ), the icon denoting a manual task appears beside his assignment line.

(2) In the e-Signatory workflow, the preceding actor (in this case, ) receives a message informing him that the next task in the workflow will be a "manual" task. It is her/his responsibility to pass on the document to the next person in the workflow (i.e. ) by some means other than via Ares (e.g. by email or by creating a printout).

After doing so, he can close his task. The task will appear with the status "Completed" in their My to-do tasks menu.

(3) The task will then pass directly to the next Ares user (in this example, ). This user will receive a message telling them to await reception of the document – for example, as a signed hardcopy or by email – before going on.
(4) This user then closes his/her task.

Note

It is not possible to launch an e-Signatory if the first task is sent to an inactive user (manual) – i.e. someone that does not have access to Ares. If so you are warned by the system after clicking on **Save and Launch**.

11.1.9. How to request someone to register a document if you cannot?
*Create an e-Signatory A-FWUP task!*

Context

It happens that a person who is saving a document cannot register it (for example if (s)he does not have the correct profile to proceed with the registration or the knowledge/time to create an e-Signatory in order to ask somebody to register on (her/his) behalf).

Ares allows you to create an e-Signatory task to another person/virtual entity to do the follow-up on the document, directly from the document creation/ modification screen. The code of this follow-up e-Signatory task is “A-FWUP”.

Indeed the prefix shows the origin of the tasks: A-FWUP (if the task has been created in Ares), AL-FWUP (from AresLook) or AB-FWUP (AresBridge).

It does not replace an e-Signatory; it is a quick way to grant a “write” permission on a document. (Not available on internal messages).
**Conditions apply:** this follow-up task is only available to users with a “Base” profile on documents containing at least a Cover note or a Main document, where there are no e-Signatory tasks yet.

**Method**

1. From the document creation/modification screen, in the field “Assign follow-up task to”, type the name of the person/virtual entity to assign the A-FWUP task to.

2. You may type instructions (not compulsory).

3. Validate with the **Save** button.

4. An e-Signatory task with the code A-FWUP is then sent to the person/virtual entity mentioned:
11.2. Managing e-Signatory tasks

11.2.1. How to decline a task I have received?

**Context**
When you want to refuse to execute a task or return it for modification, use the decline button.

For example, if you think major changes need to be introduced in the document to sign/validate: after clicking on a new window enables the person to encode the name of the person who should modify the text. The declined task will be closed with "declined" status. Then all the information will be kept: the system automatically keeps the information that a task has been declined. For the following e-signatory actors, if one of them declines to finish a task, the person who should work in the document will receive a modification task.

**Method**

(1) In the "e-signatory" tab, under My to-do tasks panel, click on the decline button:

```
Action code: VISA
Assigned by: (DIGIT.B.2.001)
Instructions:

[ ] Finish  [ ] Finish with comments  [x] Decline  [ ] Delegate
```

or

In the inbox list of e-Signatories, click the decline button

(2) The following fields must be filled:
(a) *Action code*: the current task code is selected by default can be modified from the drop-down menu (Compulsory field).

(b) *Last name-first name*: the field is by default empty. (Compulsory field).

(c) *Deadline*: empty field by default.

(d) *Critical*: "no" by default

(e) *Instructions*: blank field by default. Compulsory.

To launch the task, click on  

![](image)


A new task is then sent to the chosen person. The current task is closed with "declined" status and taken off from your tasks list. A new task ("launched" status) is added. It contains the current task comments and the new task's instructions.

![](image)

**Notes**

- A new blank assignment line is automatically added after clicking on  

  ![](image)

  for you to add new lines. Enter the recipients and then send the tasks by clicking on  

  ![](image)

- If a task contains comments or instructions,  

  ![](image)

  icon is automatically opened so that you can read them directly. (If there are no comments or instructions, the field is shut).

- Q-SIGN-EXT: if you decline a QES-OUT task, all 3 codes (QES-OUT, Q-SIGN-EXT and QES-IN) will be declined. If you decline a QES-IN task, no one will be able to add the document signed from the external and thus finalise the task.
• In a launched workflow, you can decline a Q-SIGN/QES-OUT/QES-IN task and add a SIGN task\textsuperscript{36} in that same e-Signatory. The other way around is also allowed: declining a SIGN task and be able to add a Q-SIGN task\textsuperscript{37}.

• When declining a Q-SIGN task, the locks and the selection of attachments will be removed\textsuperscript{38}.

11.2.2. How to delegate a task I have received?

Context
You can delegate a task to another user.

Method
(1) Open the document assigned to you, and go to the "e-Signatory" tab page under

My to-do tasks panel and click \[\text{Delegate}\].

Or

\[\text{Delegate}_{	ext{example}}\]

\[\text{Delegate}_{	ext{example}}\]

---

\textsuperscript{36} If there is no Q-SIGN/QES-IN task with the status 'draft (not yet sent)', 'closed' or 'active (in progress)'.

\textsuperscript{37} If there is no SIGN task with the status 'draft (not yet sent)', 'closed', 'manual' or 'active (in progress)'.

\textsuperscript{38} If there is no finished Q-SIGN task.
Go to your e-Signatories inbox, and click next to the relevant task.

1. Type the name of the person to whom the task is to be delegated to and select the name from the autocomplete:

The application will insert the relevant organisation/service automatically.

At this stage be sure that the name you are about to choose is the right one because you will not be able to change it later. (If you realise at this point that the name you have chosen is not the name of the person to whom you want to delegate the task, just close the window without confirming your data.)

(3) You can enter a message in the Comments field (optional)

(4) Confirm your data by clicking .

(5) The task line appears for the delegated person (same action code and instructions) and a task appears in that person’s e-Signatory menu. The task of the delegator is said "delegated" and disappears from his/her inbox:
Notes

- You can add new lines by clicking on. Enter the recipients and then send the tasks by clicking on Save and Launch.

- The delegation triggered by the Delegate button will be a manual one and apply only to the corresponding task. If you want to delegate automatically a batch of tasks for a specific action code, you have to use the Preferences option.

- It is not possible to delegate a SIGN task more than once. The button should be used if a user who has received a delegated SIGN task does not want to handle it.

- Delegate: when you can delegate a QES-OUT task, it does not delegate the QES-IN task. The QES-IN assignee will not change. Thus, the actors for QES-OUT and QES-IN will be different.

11.2.3. How to finish a task I have received?

Context

Finishing a task means closing a task (i.e. denoting in Ares that a task has been completed). You can close a task with or without comments.

Method

1. Open the document assigned to you, and go to the e-Signatory tab page. My to-do tasks panel and click Finish Finish with comments.

FW: Where2Go: Ajout des bâtiments du LUXEMBOURG

Or

232
From your list of e-Signatories, click:

Either click **Finish** a simple click on this button closes the task automatically.

Or next to **Finish**: type in your comments and confirm your data by clicking on again.

(2) The task is and the current date is automatically written as the "closed on" date for the assignment.

11.2.4. How to finish a SIGN task I have received?

**Context**

The behaviour of the system is different when you are closing a signature task. You can indeed lock the attachments of a document when completing a SIGN task. By doing this, you are sure that the version you have approved in the system will not be modified after your signature. By choosing this option, no further content modification on the attachment(s) will be possible (no “manage version”, no check out...)

(1) Different buttons are available with an active SIGN task:

- **Sign** closes the task

- **Sign and lock** closes the task and prevents further modifications on the attachment(s)
(2) In the document details, users are warned that a lock has been set. The consequences of the lock and the name of the person who locked the document are explained in the warning message:

When attachments are locked, you can still modify document metadata (to register the document for instance) or add/delete courtesy copy documents. (If the document is registered, "Modify special" is still authorised).

**Notes**

- **Specific procedure for SIGN tasks assigned to virtual entities**: SIGN tasks are sometimes assigned to and finished by virtual entities (VE) – which results in a document signed by a virtual entity. In order to clearly see who has finished a SIGN task assigned to a VE, the following automatic process occurs:
  - the first SIGN task is automatically delegated to the user who has clicked on the button “SIGN” or “SIGN AND LOCK”;
  - and this delegated SIGN is automatically closed with the ECAS-ID of the user.
This means that the user who finishes the SIGN tasks received by the VE must be the person authorised to sign the document.

- **Sign and lock** is only available on condition that:
  - there is at least one attachment (type cover note or main document) and
  - the SIGN task is not the last workflow task
  - the scans have been uploaded (if a divider had been prepared)
  - the box “There is a parallel signatory” has not been ticked

- **A lock cannot be undone** and the attachments become unmodifiable, so verify the documents you sign and lock carefully before you use it. To make sure you understand the consequences, a warning is displayed when you click **Sign and lock** button:

  ![Warning](image)

  - Once you are used to the new functionality and its consequences, you can choose not to display this message anymore by ticking <Do not show me this warning again>.

  - What happens with documents containing track changes, when you sign and lock? If not all track changes were accepted before registration:
    - the pdf rendering will accept them all and propose a clean pdf version with no track changes mark-ups (even if there is a lock)
    - the original attachment will continue to show the track changes

  **11.2.5. How to finish a Q-SIGN task I have received?**

**Context**

Finishing a Q-SIGN task (thus doing a qualified electronic signature- QES) task implies using a qualified certificate for electronic signatures.
Only natural persons can perform a Q-SIGN task. Signing via a “Q-SIGN” task must be done by the user himself/herself. A profile delegation does not allow to perform a Q-SIGN task, only to decline or delegate it.

When the user finishes a Q-SIGN task, the person who signs can now choose to add a visual image of the signature details on the signed document: a “visible” signature. It is not the signature itself, but the mention that the document has been digitally signed, the signer’s details and the signature date. Its design cannot be customised (it is standard for all users and not resizable) and is not compulsory; the person who signs can choose whether or not to add the signature’s representation. Note that it has no legal value; it is simply a visual marker.

Qualified electronic signature by:

Date: 2021-03-10 09:33:13 +01:00

Before signing, the Q-SIGN actor may modify the attachment, do a check-in/ check-out or choose/modify the attachments to be signed (through <Modify/Register> button). It is only possible if the document has not been signed yet, by anyone.

More details about the electronic qualified signature? See chapter 11.1.2 and our dedicated page on the wiki: [https://webgate.ec.europa.eu/fipfis/wikis/x/iw9wHw](https://webgate.ec.europa.eu/fipfis/wikis/x/iw9wHw)

**Method**

1. Click on the “Q-SIGN” button on the task you have received to open the attachment to sign:

   ![Q-SIGN button](attachment.png)

   The attachment is then locked. It will from then on no longer be possible to modify it (same behaviour as the “Sign and lock” feature), even if someone else in the workflow still has a Q-SIGN task.

2. Read the file:
If necessary, you can insert comments in the dedicated field. They will be visible in the “Comments” of the Q-SIGN task, in the e-Signatory:

(3) The possibility to add the visible signature is ticked by default; untick it when you do not wish to see it on your document (go straight to the point 4 below then). Specify the exact spot to put the signature in the document preview. (As long as you have not specified this on the document, you cannot continue signing; the “Sign” button remains greyed):

(a) Click once on the document preview: a box appears
(b) Drag-and-drop this box to where exactly you want your signature to appear

(c) You can move up and down the pages to choose the exact location, but cannot delete the box anymore. Only one location is allowed per person, per document: each time you select a new location, the former location is erased.

The system warns you if there are existing visible signatures (from internal colleagues or external partners), preventing you to put your signature at the same place:

(4) Validate with the “Sign” button.

(5) Upon validation, the EU SIGN web application opens to proceed with the signature. You need a valid qualified certificate provided by the DIGIT EU SIGN service to sign with a QES. This certificate contains a public key that confirms the identity associated to it. The signature is added remotely via the smartphone you have identified: you receive a SMS code to validate the operation in Ares. (If you

<sup>39</sup> If you cancel the signature process, your choice will not be remembered and the attachment will not be locked.
have several attachments that require signature by means of a QES, you must sign them one by one. You will then receive one SMS code per attachment.)

(6) The task is closed. All the attachments are locked.

If you have chosen to add your visible signature on the document, you can see it on the document preview or when printing the document:
AMENDEMENT AUX QUOTAS DE PECHE EUROPEEN

PARTIE TECHNIQUE

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam dígittis a nc an nula
pulver cursus. Nullam in elementum feb. Praesent accumsan turpis elit ac faucibus neque
ultrices id tempus a mi. Morbi in volutpat. Morbi auctor massa, hendrerit sed
elementum velit. Pellentesque auctor lacus

Nulla ut sapien massa. Sed nec ex, maximus ac bibendum sit amet, lilia vitae tellus.
Morbi at neque sed mi porta pretium nec nec sapien. Quisque eget mauris accumsan,
consulis massa a, molestie duis. Duis at consequat dui, nec iaculis lacinia. Sed
congue tellus ex, sed tempor libero lacus et est. Sed vehicula venenatis pharetra.
Fusce sodales lacus et purus laoreta.

Qualified electronic signature by:

Date: 2021-03-25 11:33:04 +01:00

Notes

- When a document contains several attachments to sign, if at least one attachment has
  already been Q-SIGNED by someone (a lock is then put on the document), this person
  can no longer decline/delegate the task. Indeed, s/he should continue the Q-SIGNing
  process for the remaining attachments.

- If you open a Q-SIGN task but you do not finish it (you do not complete the signature
  process) and close the window and/or click on “Cancel”, the attachment will be
  unlocked (only if you have the first Q-SIGN task on a document, i.e. the attachment
  has not been signed yet).

- The attachments concerned by the signature are converted in pdf. You have to wait for
  this conversion to be able to finish your Q-SIGN task. An informative message is
  shown in the meantime:
If the attachments contain track changes, the pdf rendering proposes a clean pdf version with no track changes markups.

- You can manually delegate a Q-SIGN task but no more than once (same behaviour as SIGN tasks).
- The automatic delegation of tasks (defined in the preferences) is not authorised for Q-SIGN tasks.
- After the registration of the document, In Ares, the icon is shown in the document details to indicate that the attachments were signed through the QES:

  ![Signature details in Ares]

- Signature by means of a QES is visible in the “Signature panel” of the Adobe Acrobat reader properties, not in the attachment itself.

  ![Signature panel in Acrobat]

To see the “Signature panel”, you must open the document with Acrobat Reader (or any other PDF reader). If your browser does not open directly in PDF, please download it first (right clicking and “Save target as”) and then open it with Acrobat Reader.
For the documents registered by a DG/agency that currently apply the e-seal: if at least one attachment of an Ares document is signed via a Q-SIGN task, the text “Electronically signed on…” will not be put upon the document registration. The stamp at the top right corner of the attachment shows the Ares number, the registration date and the presence of a QES. Click on the stamp to be redirected to the signature(s) (if the file is opened with Acrobat Reader).

11.2.6. How to manage QES-OUT and QES-IN tasks?

QES-OUT and QES-IN tasks are automatically generated when you insert a Q-SIGN-EXT task in an e-Signatory workflow; which is the case when you need to request an electronic qualified signature to an external partner. See all details in the chapter 11.1.3.

11.3. e-Signatory available options

11.3.1. Where and how can I see who has signed a document electronically?

a) in the document details

The name of the person who has signed the document is displayed on the "Document" tab of the registered documents (i.e. the name of the person who had a SIGN task code in the e-signatory). Closing date and time are also displayed. Signed by... is a useful information for the readers of the document that do not have access to the e-Signatory. It is preceded by an icon, depending of the type of signature used.
• For internal users (with an access to Ares):

  - Advanced Electronic Signature: the icon is shown when a SIGN task (not manual) is directly closed by the user (without a delegation) with “Sign and Lock”:

    ![Advanced Electronic Signature Icon]

    From: [Redacted]
    To: [Redacted] (SG.DSG1.C.1)
    Cc: [Redacted]
    Signed by: [Redacted] on 04/06/2020 17:02:09 via Ares
    3 Attachments

  - Simple electronic signature: the icon is displayed when a SIGN task (not manual) is closed (and does not correspond to the criteria explained above for the advanced signature):

    ![Simple Electronic Signature Icon]

    From: [Redacted]
    To: [Redacted] (SG.DSG1.C.1)
    Cc: [Redacted]
    Signed by: [Redacted] on 04/06/2020 17:02:09 via Ares
    3 Attachments

  - Qualified Electronic Signature: the icon is shown when there is at least one attachment signed with a QES (through a Q-SIGN task) and the task is closed:

    ![Qualified Electronic Signature Icon]

    Extension du contrat n° 12- article 12
    Req. number: Ares(2020)066
    Save number: digit.b.2.007(2020)1693

    From: [Redacted] (DIGIT.B.2.007)
    To: [Redacted] (Agence pour la Promotion de la Création Industrielle)
    Cc: [Redacted]
    Signed by: [Redacted] on 17/06/2020 10:31:56 via Ares
    3 Attachments

    The name of the person who has signed the document is highlighted if (s)he is among the senders of the document: [Redacted]

• For external users or internals with no access to Ares:
- **SIGN** task performed by an external user:

- **Q-SIGN-EXT** task:

- Manual task for an internal user with no Ares access:

- Task performed through an HRS application (ex: THOR):

![Image of task delegation process]

**Delegation specific cases:** The task delegation process appears in the document's signature field *Signed by* or the delegated SIGN tasks. Several cases have been defined according to the type of delegation chosen:

- **Case 1: User delegation:** if a user has decided to delegate his / her full profile to another user in his *Preferences / User delegation* or if a user is connected through a virtual entity, the name of the delegator appears in the *Signed by* field and an icon shows who has really signed the document.

In our example, ______ has delegated her entire profile to ______:

<table>
<thead>
<tr>
<th>Main</th>
<th>User Delegation</th>
<th>Task Delegation</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Create Delegation" /></td>
<td><img src="image" alt="Delegations" /></td>
<td><img src="image" alt="Delegations" /></td>
</tr>
</tbody>
</table>

When he signs a document using that delegation, the name of ______ is shown followed by the icon ______. When you mouse over the icon, the name of the user who finished the **SIGN** task via the user delegation is appears:
The difference might be important in some budgetary procedures: when a document is signed directly by the person entitled, the electronic signature is valid.

- **Cases 2 and 3**: Manual delegation (delegation done case by case clicking on the Delegate button) or task delegation (in Preferences/ Task delegation): the name of the person who has actually signed the document in Ares is mentioned along with the delegator’s name.

In our example, KACI Émilie has delegated to DEMARQUE Edouard all her SIGN tasks automatically:

Both names are shown when signs:
When you register a document containing an e-Signatory with a complete SIGN task, the pdf rendering operation will add an **e-stamp text** to all attachments of type **Cover note** and **Main document** once the pdf has been rendered. Two stamps have been designed and chosen by the service: either a standard e-stamp (used by the Commission, EEAS, the delegations, the Executive Agencies, BEREC Office and SRB) or a short e-stamp (no mention of a Commission decision) used by the European Ombudsman, EU-Lisa, EMSA, EDPS and EXTAUDIT: **Electronically signed on 17/02/2022 16:40 (UTC+02) in accordance with Article 11 of Commission Decision (EU) 2021/2121**

The e-stamp text will be added to the **last page of the attachment at the bottom right.** It is a static text, in the **language of the document metadata** (i.e. the language selected when importing/ scanning an attachment. **So always think to specify the language when inserting/scanning an attachment.** If you haven't chosen a language or the language chosen is **NS-unspecified, ML-multilingual, AU-other**, the e-stamp will be in **English** by default), for which only the date and hour change to the **date and hour of when the last SIGN task has been completed.** There should it at least one SIGN task that was completed.

The e-stamp is not added:

- to attachments of documents where the box **<Parallel workflow>** was ticked,
- to attachments **Annex, Cover note – courtesy copy**, or **Main document – courtesy copy**,
- to supporting documents and translations,
- to the pdf preview rendered before document registration.

A clear explanation is displayed when the e-stamp is not added:

![Modify e-sign courtesy copy](image)

*To e-stamp available on PDF version due to parallel paper signatory*
Documents registered by a DG/agency applying an e-Seal: if at least one attachment of an Ares document is signed via a Q-SIGN task, the text “Electronically signed on…” will not be put upon the document registration. The stamp at the top right corner of the attachment shows the Ares number, the registration date and the presence of a QES. Click on the stamp to be redirected to the signature(s) (if the file is opened with Acrobat Reader).

Q-SIGN task: if the actor with the Q-SIGN task chose to apply a visible signature on the attachment, her/his name and the signature date are also visible in the attachment preview and when printed. For more details about the visible signature, check chapter 11.2.5

Note
- If several persons have received a SIGN code in the document, all names are displayed in the "Document" tab/ (This information is empty if no SIGN code has been given in the e-Signatory or if the task is manual. This is no retroactive information for documents registered before Ares 1.6)

Signed by: [Redacted] on 22/09/2014 16:35:56
on 22/09/2014 16:34:45

11.3.2. What to do if my e-signatory is blocked at someone’s level? Do a bypass!

This feature allows the user to bypass one or more tasks not completed in an e-Signatory.

The bypass is available for read tasks, not yet closed. It is used, for example, when a task is blocked by someone who is away. This moves the task on to the next workflow participant.

The actors allowed to perform a bypass are:
- The creator of the document related to the e-Signatory
- The e-Signatory Manager
- Any person with a SIGN code in the workflow
You are not allowed to do a bypass on a SIGN, Q-SIGN, Q-SIGN-EXT, QES-OUT or QES-IN task. The sign ☑️ is displayed next to these types of tasks:

### Method

1. Click on the button **Bypass** in the *Actors* panel:

2. The system displays a new window with the list of tasks of the e-Signatory with the possibility of bypassing uncompleted tasks.

3. Tick the task(s) you would like to bypass. (Only tasks not completed). The sign ☑️ appears next to a line when it is not possible to bypass it:

4. You can type comments (optional).

5. Confirm with **Bypass e-Signatory**. Closes the window and takes you back to the previous state (no Bypass made).
When you confirm the Bypass of the task(s), the system displays the window of the e-Signatory tasks. It is indicated on each bypassed line, the person’s name and the date of Bypass.

**Note**
A bypassed task can no longer be the last task in the workflow. A warning message is displayed if the bypassed task is the last line of the workflow.

**11.3.3. What to do at the end of my e-signatory?**

**Context**
In case of a saved document when the last person of the e-Signatory wants to close his/her task, a warning is displayed by the system. All saved documents must be registered, filed or deleted at the end of the workflow.

**Method**

1. At the end of the e-Signatory workflow, click on Finish from the details of the document, under "e-Signatory" tab My to-do tasks:

Or from the list of e-Signatories:

2. Several options are available, accompanied or not with your comments:
(a) The **Register and Send** button redirects you to the document modification page to finalise the document.

(b) The **Others** button offers you 2 possibilities: either you keep the document in save mode (“Finish without sending”). You are then redirected to the “Filing” tab if the document is not filed. Or you can delete the document (“Trash bin”):

<table>
<thead>
<tr>
<th>Register and Send</th>
<th>Others ▼</th>
<th>Cancel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>Finish without sending</td>
<td></td>
</tr>
<tr>
<td>SIGN</td>
<td>Trash bin</td>
<td></td>
</tr>
</tbody>
</table>

(c) The **Cancel** cancels the closing of the task.

**Notes**
- If the document is not registered yet, the creator and the manager of the e-signatory can add a new task even if the last task of the e-signatory had already been closed. ("e-Signatory" tab then **Edit** button).
- When an attachment is added and contains track changes: if nobody else has done a clean up before, the system accepts all changes at the end of the e-Signatory and before registration.

11.3.4. How to see the actors of an e-Signatory at one glance?

**Context**
In the e-Signatories inbox, you can now see the first 7 actors without opening the document.

**Method**
(1) Move your mouse over **Preview actors** in the document action buttons
(2) If you want to display all the signatory if there are more than 7 actors, open the document or click "See all actors".

11.3.5. How do I add supporting documents to my e-Signatory?

Context
You may also enter supporting documents linked to your e-Signatory. These are additional documents added to help accomplishing the SIGN task in an e-Signatory. They are extra attachments to the official main document.

By default, supporting documents are not kept in the system and will be automatically deleted after the registration of the document. It is possible to keep some of them after registration. It is however not possible to search for them or archive them.

Only the creator, the e-Signatory manager and the person that has the active task can manage (add/edit/delete) a supporting document. All persons that are able to see the e-Signatory can see the supporting document(s).

In order to have the button "Add supporting documents" visible directly from the tab "e-Signatory", create an e-Signatory first (you do not have to launch it yet).

Method
(1) To insert a new supporting document, go to "e-Signatory" tab.
(2) At the bottom of the screen, click the "Add supporting documents" button.

(3) Import a file (via the "Browse..." button) or insert a hyperlink. (There is no control on the hyperlinks, but you can test them to check their validity by clicking on them.) The "Type" field is an optional text field which may be used to categorise the supporting documents, for example minutes of a meeting, memo...

(4) By default, when registering the document, the system deletes the attachments of the supporting documents but keeps the list of metadata of those documents (title, size...) If you want to keep in the system some supporting documents: tick the documents you want to keep (if you have the right to modify the document) under the "Save" column.
Then, a saved document will be created for each of the selected supporting documents with the following metadata:

- the title of the supporting document,
- the attachment will be the supporting document itself,
- the creator will be the person who has registered the document containing the supporting document.

This document is displayed under "Link" tab of the original registered document:

By default, the document is filed in the same file(s) as the registered document. (If the registered document is not yet filed, pay attention that the saved document will be deleted after 150 days if not filed). There will be automatically a link between the original registered document and the new saved document(s). No sender/recipient will be copied (as those metadata are not compulsory for a saved document).

11.3.6. How can I insert the signed version of my document if I have a SIGN task? Use a courtesy copy

When all SIGN tasks are closed, you can still manually attach the scan of a signed document: a courtesy copy. For example, if you need to put the signed version of a letter in Ares: you print the letter, then sign it manually and finally you scan this blue-ink signed version.

⚠ If you have ticked the box specifying there is a parallel paper workflow, it won't be possible to have courtesy copies.

Courtesy copies are not considered a modification of the attachment(s), so uploading them is authorized even if the document was locked after a "sign and lock" operation and even if the SIGN task was closed.

Two types of courtesy copy attachments are supported: Cover note - courtesy copy and Main document - courtesy copy. Each attachment of type Cover note or Main document can have maximum one linked courtesy copy.

Courtesy copies can be viewed from the "preview attachments".
Several rules apply to courtesy copies (Same rules apply when doing a "Modify special"): first, you can only attach image files such as .pdf and .gif, .bmp, .jpg, .tiff.... The system blocks you if you try to import unauthorised file formats:

**Method**

1. To add a courtesy document, first click the [Modify / Register] button as you would for other kinds of attachments or, if you have the last task in the e-Signatory workflow, first click [Finish] then [Register and send].

2. Then, click the [Attach courtesy copy] icon next to the attachment on which you would like to insert a courtesy copy.

3. Select the way to insert the copy: via importation or scan.

(With a sign and lock action, only *courtesy copy* type of attachments are allowed. The system has already pre-formatted the format.)
(4) The system automatically maps the original with the courtesy copy.

If there are multiple Main document (or Cover note) attachments, you do the action to map the courtesy copy to the correct Main document (or Cover note) when you add a Main document – courtesy copy (or Cover note – courtesy copy) attachment.

(5) Scan or import your attachment and save your document.

The screenshot below shows an example of an attachment containing a courtesy copy:

![Screenshot of attachment example]

**Notes**

- No check in/check-out is authorised on courtesy copies.

- Courtesy copies are not allowed for documents with a level of confidentiality "RESTREINT UE/EU RESTRICTED", "EURA-Restricted", or "Sensitive Non Classified" (i.e. for documents where attachments cannot be added).

- Courtesy copies are not authorised in internal messages and in e-Signatories with a Q-SIGN or Q-SIGN-EXT task

11.3.7. How to insert my signature on an attachment signed in a qualified electronic manner (Q-SIGN task)?

The person who signs on a Q-SIGN task can now choose to add a visual image of the signature details on the signed document: a “visible” signature. It is not the signature itself, but the mention that the document has been digitally signed, the signer’s details
and the signature date. Note that it has no legal value; it is simply a visual marker. For more details, check chapter 11.2.3

Qualified electronic signature by:

Date: 2021-03-10 09:33:13 +01:00
12. FILING DOCUMENTS

12.1. Filing rules

According to the document type (saved or registered) and the conditions (document registered in the DG or not...), the filing may be compulsory or optional. Consequently, related CLASS tasks might then be closed automatically by the system. See below a summary of the specific filing rules and CLASS tasks behaviours:

<table>
<thead>
<tr>
<th>Document type</th>
<th>Conditions</th>
<th>Filing rule</th>
<th>Behaviour of the filing window and the CLASS task</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saved</td>
<td>/</td>
<td>Filing is not mandatory.</td>
<td>The filing window is shut after any filing. The CLASS task can be closed automatically.</td>
</tr>
</tbody>
</table>
| Registered    | a) the document has been registered in the DG of the task assignee | Filing is mandatory. | Checks done by the system:  
  • if the document is filed in a normal (*) file where the user's DG/Service is Lead Department or Associated Lead department (ALD), the filing window is shut and the CLASS task is closed.  
  • if not the case above, the filing window remains open and the task is not closed. |
|               | b) the DG of the task user s only among the recipients (i.e. (s)he does not belong to the same DG as the registration author) | Filing is mandatory (or put as "not to be filed"). | Checks done by the system:  
  • if the document is filed in a file where the user's DG/Service is Lead Department or Associated Lead department (ALD), the filing window is shut and the task is closed.  
  • if "Not to be filed" is chosen for the document (**), the task is closed.  
  • if none of the case above, the filing window remains open and the task is not closed. |
|               | c) other cases | The filing is not mandatory. | The filing window is shut after any filing. The CLASS task can be closed automatically. |

Notes

- The unfiling of a registered document is now possible when its filing is only optional. For instance, if your DG is recipient or in assignment of a document registered by another DG and the document is already filed in the creator DG, you may now unfile the document from a file from your DG - if the filing was not correct for example, as specified in the filing rules.
The default visibility setting for file readers in the system is now "Commission-wide" instead of "DG-wide" for most DGs\(^{40}\) on their newly created files. For all files (existing and new), the icon colour shows the chosen file security:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Type of file</th>
<th>File readers/ File users</th>
<th>Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢</td>
<td>All</td>
<td>Hermes_group</td>
<td>File with visibility open to all HAN users</td>
</tr>
<tr>
<td>🟠</td>
<td>Institution</td>
<td>Commission or an institution (ex: OMBU...)</td>
<td>File with visibility Institution</td>
</tr>
<tr>
<td>🟤</td>
<td>DG/ Service</td>
<td>At least one DG/service/agency (ex: TAXUD, ERCEA...)</td>
<td>File with visibility DG/ Service(^{41})</td>
</tr>
<tr>
<td>🟢</td>
<td>Limited</td>
<td>Administrative entity below the DG/service (ex: TAXUD.R.3; ERCEA.A.2...)(^{42})</td>
<td>File with limited visibility</td>
</tr>
<tr>
<td>🟢</td>
<td>PMO (beneficiary) file</td>
<td>This icon colour does not reflect the file security but refers to the specific type chosen when creating the file.</td>
<td>Specific file (PMO only)</td>
</tr>
</tbody>
</table>

- The red file 🟥 indicates that the file is limited. As soon as the system notices that the access for file readers is not the whole DG (i.e. is only a service or a direction), the "limited" red icon is displayed.

12.2. **How to file immediately a document upon registration?**

⚠️ If you want to register and send your Ares document, it is compulsory to either file your document immediately or assign a filing (CLASS) task. (Reminder: you can only file in the files for which you have adequate rights- i.e. you are filing user).

---

\(^{40}\) For the following DG/services, their own entity is still shown by default: the Cabinets, CDP-OSP, COMP, HR, IAS, OLAF, PMO, SJ, TF50, EEAS, the Delegations, the Executive and the External agencies.

\(^{41}\) This colour is not available for the other institutions.

\(^{42}\) Please note that yellow and red icons cover a large number of possibilities: from files with visibility open to one DG/service/agency (yellow icon) to one unit (red icon) to files with visibility opens to 99% of DG/service/agency (yellow) or units (red).
Notes

- "Filing" tab: we highlight the fact that the document is not filed (for registered documents):

  - If you file in a file where your DG/service is not "Lead Department" or "Associated Lead Department", a message informs you that this filing is not sufficient. The filing window remains then open until such a filing is done.

- It is not mandatory to file a saved document but it is recommended.
• As soon as a document is filed in a file (whether this document is registered or saved), access to the document is extended to all the persons who have the "File Reader" right for this file. It is the filing that determines the (extended) visibility of the document.

   If a saved document contains an ongoing e-Signatory, its access will be restricted to the stakeholders and the file users. Access will be granted to file readers when the e-Signatory is completed. [Voir détails chapitre 13.3.3]

• In order to preserve DG visibility, SG e-Domec highly recommends that the document be filed immediately after its registration or, failing that, within a maximum of five working days.

**Method**

1. In the creation/ modification screen, click ![File document] button:

   ![Image of the creation/modification screen]

2. A pop-up opens for you to choose the file you need. Click ![File] to proceed with the filing and the process:
(3) If you want to file again the document in other files one after the other, you can choose to leave the window open by clicking the arrow next to the filing button:

(4) The filing of the document is confirmed:

Your document has been filed.

(5) Back in the registration confirmation window, click the Register and send button (If necessary confirm).

(6) The document registration is automatically confirmed and a unique registration number. For example, Ares (2018)71427:
Notes

- If your document is already filed or a CLASS task has already been assigned, the filing field is no longer displayed. However you can still go on the “Filing” tab to file in another file for example.

- You are warned if the filing cannot be done (for example if the document is already filed in the file or you don’t have the requisite filing rights)

You don’t have the permission to file this document because your access rights on the document or on the file are not sufficient!

12.3. How to assign a filing task upon registration?

Context
You choose to delegate the filing of the document to register to a third person.

Method
(1) On the document creation/ medication screen, insert your name or the one of a colleague or virtual entity that will file the document. You may insert instructions (optional).
(2) Click **Register and send** button.

(3) The document registration is automatically confirmed and a unique registration number is assigned (for example, Ares (2018)71425). A reminder that the document is not filed is displayed at the top of the screen:

### Green Business responsibilities

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>FILING</th>
<th>ASSIGNMENT</th>
<th>E-SIGNATORY</th>
<th>LINK</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CC:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**1 Attachments**

- ITIL_Foundation_Examination_SampleA_v.
- NO LANGUAGE

**Note**

On the "**Assignment**" tab page, check that the filing task is displayed in the name of the person chosen:

### Green Business responsibilities

**Actors**

<table>
<thead>
<tr>
<th>ID</th>
<th>Code</th>
<th>Assigned to</th>
<th>Deadline</th>
<th>Assigned by</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>(DIGIT.B.2.007)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12.4. How to file a document from a file search?

**Context**
How to search in the list of all the existing files of your DG to which you have access and to file your document in one of these files.

**Method**

1. From the "Filing" tab of the document, click on the button

2. Select the tab "Search"
(3) Enter your search criteria in the relevant fields. (Your department is entered in the Chef de file or Associated LD fields by default. You can change this field if required.) You may use \(\text{Action} \) to launch a complete search.

(4) Click on \(\text{Search} \) or press [Enter] key.

(5) From the list of results, use the icon to select a file for the filing. You may see the contents of the file clicking on its title or View content under menu.
Notes

- In order to obtain an optimal file search, if you know that the file title starts with the value indicated, please use the filter «starts with», instead of «contains»:

- Clears the criteria and results of the previous search so that you can perform a new search.

- **File code**: Code given to the file by the system (year-number sequence)

- **Heading code**: NOMCOM code of the heading that contains the file (e.g.: 09.01.31.001.005). On a sub-file line this code is followed by the code of the parent file (e.g.: 09.01.31.001.005.2007-AA2518)

- **Specific code**: internal code for managing files given by the DG. This code may be a copy of the codes on paper files or part of a file identification system unique to the DG.

- **Lead department**: the department that owns the file. (By default, this field contains the name of your department, but you can change it if necessary.) The search does not take into account lower hierarchical services. For example, if you are looking for all files where "digit.b." is "chef de file", the results will only display the files where CF is only "digit.b". CF "digit.b.1", "digit.b.2", etc. will not be displayed in the results. You can see all files should you tick the adjacent box.

- **Associated departments**: associated services sharing the responsibilities of the files. Useful for the filing of documents.

- **File title**: name of the file. The file title itself must be concise, pertinent and understandable (regardless of how easy to read the documents actually filed there are)

12.5. **How to file a document in a favourite file?**

**Context**
How to file a document in one of your favourite files.

**Method**

1. From the "Filing" tab of the document, click on the button ![File document button](image.png)

   ![Mise en place des procédures douanières](image.png)

2. This takes you to the "Favourites" tab. Click ![File document icon](image.png) next to the file.

   ![File your document: fisma.a.3.001(2018)1103/ Mise en place des procédures douanières](image.png)

3. The document is then automatically filed in the file.

**Note**

The **Actions** menu offers you the possibility to see the documents already filed in the file (*View content*), to take this file off your favourites (*Remove from favourites*) or to connect to NomCom to see this file (*Open this file in NomCom*).
12.6. How to file a document from the Filing Plan?

**Context**
How to add a document in a file via the tree structure of the filing plan.

**Method**

1. From the "Filing" tab of the document, click on the button.[File document]

2. This takes you to "Favourites" tab. Click on "Filing Plan" tab.

3. Expand the tree structure of the filing plan clicking on the icon, until you reach the file in which you want to put the document.
(4) Click the **Actions** menu button next to the file. Ares checks whether you have the required rights to perform actions in this file.

(5) Click **File document**:

![Image of file document window]

(6) The document is automatically filed in the selected file.

**Notes**

- You can filter the files' display by status: tick the file type(s) i.e. Active, Inactive, Closed. Confirm with **Apply filters** button.

![Image of filing plan window]

- You can use **View content** from **Actions** menu in the filing plan to view all the metadata of a document.

![Image of view content menu]
• Unfile from the same menu takes the document out from the current folder. If the document is registered, you will not be able to unfile it, unless it is filed in another file.

12.7. Changing a filing

12.7.1. How to modify the filing of a document from a favourite file?

Context
How to move a document to another file: i.e. to file it somewhere else.

Method
(1) In the File menu, click on Favourites.

(2) This takes you to your favourite files. Select the file where the desired document is filed.

(3) Under Actions menu, click View content.
The list of documents filed in the file is displayed. Under the button, click on Move document next to the document which you want to re-file:

The system displays a list of your favourite files. Find the new file in which you want to file the document. You have several search possibilities:

When you have found the desired file, click on the icon corresponding to this file:

(a) The "Favourites" tab page: if you want to file the document in one of your other favourite files.
(b) "Search" tab page: if you want to launch a file search.

(c) "Filing Plan" tab page: if you want to search for a file via the filing plan.

(7) The document is then automatically filed in the new file and removed from the original file.

12.7.2. How to unfile a document?

Context
When the registered document is filed in at least 2 files, you may unfile the document from one file. You must respect those 2 rules: you must be "file user" of the file and your DG must be "Lead Department" (chef de file) of the file.

Method
(1) Click on Unfile under

(2) If the document is registered and only filed in one file you get the following warning message when you try to unfile:

Notes
- As all registered documents must be filed, a document that is only filed in a single file cannot be unfiled. To the contrary, if a document is filed in at least 2 files, you can unfile the document from one of the file.
• Each save document unfiled from all the files is automatically sent to the "trash bin".

12.8. What to do when you receive a document that should not be filed?

Context

When your DG is recipient of a registered document sent by another DG, you do not have to file the document in the files of your DG. In that case, a button is displayed on the tab "Filing" of all those recipients. Indeed, it is the responsibility of the DG that has sent to document to file it.

You can still choose to file the document and thus give access to the "file readers" to that document. File the document through the usual filing methods (from favourites, search or filing plan). As soon as the document is filed, the Not to be filed button disappears.

Method

(1) Open the document you have received.

(2) On the “Filing” tab, click on the Not to be filed button:

(3) A warning message about the document’s security is displayed:

(4) Click OK to continue: the filing tab will then remain empty and you will not receive a reminder to file the document:
Notes

- The "not to be filed" documents will not be taken into account in the DMO reports (registered unfiled documents).

- If you have an assignment task and the DG is not recipient of the document, the button does not appear any longer.

- When you click on "Not to be filed" for a document and the same document is filed in a file of your DG later on, the "not to be filed" option is removed automatically.
13. **SEARCH**

**Context**
This important functionality in Ares enables you to find documents, tasks and the contents of files on the basis of any piece of metadata.

Note that only documents which you are authorised to access to will appear in the search results (i.e. the documents where you are a stakeholder and/or a file reader). For some search types, you are warned if the result document can be seen by a delegation you have received or a virtual entity. The results of such searches cannot be compared to the results available in DMO reports.

Several search methods are available in Ares: full text search and metadata search. As a general rule, use Full Text or Metadata Search separately when possible. Indeed the system will always take into account all entered criteria at the same time. So, full Text search expression is executed first and afterwards the metadata expression. It can take a long time if the Full Text criteria are not selective enough!

Choose unique information: facilitate the Search by using specific words/key words and expressions. Avoid unclear or non-specific criteria such as "commission", "invoice" or "meeting minutes" that are commonly used in Ares.

**13.1. Ares Documents search**

13.1.1. **Finding recent documents**

**Context**
A list of the last 50 documents you have consulted or processed with your user name is displayed by default, but you can view up to a maximum of 200.

Documents sent by Areslook are also displayed under Recent documents list of the sender and creator. Incoming documents saved by Areslook appear in the creator’s Recent list.

Recent documents list display is harmonised with other lists such as received/favourite documents or tasks inboxes. More details about the display and the filtering options? See chapter 7.1.

**Method**
(1) In the Document menu, click on Recent.
(2) The system displays by default the last 50 documents you have opened. You can also modify the amount of displayed documents. A maximum of 200 documents can be shown.

The \(\text{\textbullet}\) icon is a tooltip displaying summarised information from the relevant "Document" tab page.

To view all the tab pages of a document, click on the hyperlink in the relevant "Title" column.
Notes

- These documents remain in the memory between sessions.

- The icon in front of a document means that access to it is restricted to a confidentiality level other than "Normal". However, you still have access the document:

13.1.2. How to search for a document by its number?

When you type only numbers on top (for example you type "75461"), you are offered 2 possibilities:

(a) a search only by save or registration number:

The system will search on the exact match in the documents of last year. For example, if on the 08/01/2015 we search and type 75461, it could only show "xxx(2014) 75461, xxx(2015) 75461 or "Ares(2015) 75461, Ares(2014) 75461". The search will be done between 08/01/2014 and 08/01/2015:

(b) a full text search:

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The search is done on all metadata and content, meaning it will search everywhere to find 75461 (in attachments, in document titles, in numbers...).

If you don't choose an option or press [enter] key, the search will be done by default on save/registration number.

If you want to search for an older document (e.g. Ares(2012)5678), type the complete number or use the simple or advanced search.

If you do a search by the full number:

– you are warned if one of the result document has been sent to trash bin

This document is not accessible as it has been sent to trash bin and will be permanently deleted in 366 days.

In order to access the document before it is permanently deleted, it needs to be called back from the trash bin via a request to submit to DIGIT.

– and you are informed when a document is matching the criteria but you do not have access to it. If you do have access through another role, this message is displayed:

There is one document matching the search criteria but you do not have access to it with your current role.

Registration number: Ares(2010)746
Save number: digit.b.2.004(2016)449
Register author: DIGIT (digit.b.2.004)
You can access it with the role: DIGIT (digit.b.2.004): [Open document]

– if you do not have access at all, a hyperlink is added to the search result the registration number, if the document is registered, and on the name of the creator of the document. It then opens a pre-formatted email: you can then request an INFO task on the document:
There is one document matching the search criteria but you do not have access to it.

Registration number: Arad(2018)1796  
Save number: digit.b.2.007(2018):3385  
Register author: [DIGIT.B.2.007]  

Please contact the author of the service mentioned in the save number.

13.1.3. How to use the light search?

You can open the panel under *Search criteria* in the toolbar.
There are two display modes for the search criteria panel: simple and advanced modes. The "advanced mode" is an extension of the "simple mode". It allows you to use additional criteria and operators. The advanced mode applies to full text search, documents and associated files boxes.

💡 The filter <Only documents created or received by my DG/service> searches only for documents created (established) or received by your DG. It is selected by default (modifiable). This is particularly useful in order to avoid hundreds of unnecessary results as more files with a visibility "Institution" will be gradually created.

Click Advanced Search (located in the toolbar next to the full text search) or click Advanced search under Search criteria.
When you launch a search, the main left navigation menu is automatically hidden. Click on the arrow next to **Menu** to make it visible again.

13.1.4. **How to search for a document using a few related words? Use the full text search**

The word(s) or the expression will be searched both in the details of the document (title, comments field, numbers, etc.) and inside the body text of the attachment(s) joined to the Ares document.

**Quick Search:** shortcut for the Full Text Search. The Quick Search field is located in the toolbar of the Ares home page.
The full text search, accessible via Search criteria/Advanced search works the same way, but offers more options.

- **Tips when using full text search:**
  - Enter keywords, significant long expressions. This search will look for characters/words in the contents of documents' attachments. The system recognizes all official languages (at least the three working languages of the Commission) and the orthographic signs with grammar exceptions, plural/singular words and diacritic signs (for example the accents in French).
  - Avoid stop words and function words (ex: a, about, that, where, on, in…) when performing Full Text search, unless you do an exact phrase search. Stop words and function words appear in many documents and may impair search result. There are tools in place to filter them out but it is a good practice to avoid them. For example: instead of "study on mobility developments in school education in 2012" use "study mobility development education 2012".
  - Use full words: avoid fragments of words in Full Text: So if you search for "comm", it will not match "commission".
  - Do not use wildcards (%, _ or *) with full text search, use rather them in metadata search (for example with searches on titles)
  - Use this search if you know words and/or expressions that can be found in the attachments content.
  - You can now use Boolean operators (AND, OR, NOT) in a full text search thus allowing a search restricted to a word or to an expression. These operators are now operational in the full text quick search box at the top of any screen box and in the
Always specify the operators in capital letters (e.g. payment OR bill). If nothing is specified, the system assumes you are using AND operator. Define meaningful expressions that are restrictive enough to be run within appropriate response times.

13.1.5. Metadata search

"Classic" search with criteria such as the title, the dates, the different actors (To, Cc persons, assignees and signatories, etc.). They are actually all the fields you can find in the creation form of a document and in the different tabs (assignments, e-signatory, filing) of Ares documents.

13.1.6. How to search for a document if I have a few information?

The "simple search mode" displays a minimum number of criteria in each thematic subbox; these are the most commonly used criteria in an Ares search, i.e., covering almost 80% of the average Ares searches. This mode is displayed by default when you open the search screen. Each search box gathers criteria about a specific type of information.

---

In the advanced search, Boolean operators are only working when selecting the operator "All words, any order" for full text. In title searches, they are only working when choosing "Contains" operator.
- **Creation date**: by default, the system will search documents that were created during the past year, like this, search results are not polluted by very old results. You can of course change it if necessary.

- **Title**: You can for example search specifically on the *title*

- **Registration/Save number**: when you click in the *Registration number* field, it is automatically filled with "Ares" followed by the current year. However, if you paste a number in one of the fields, these pre-defined data will not be added:
- **From/to**: internal/external persons/organisations that are sender or recipient of the document. Type the first letters of the person’s name/service then select it from the autocomplete:

![Autocomplete example](image)

You can also use the magnifying glass to launch a search on entities. This is useful for external entities that have so many occurrences that all occurrences cannot be displayed in the autocomplete. For example:

![Advanced search example](image)

If you do not select a name from the autocomplete, a full text search will be launched in all the name occurrences.

- **Full text search**: is the same as the full text search field in the toolbar on top.

- **Where**: You can do a search in your favourite files

![Favourite files search example](image)
Notes

- If you search for a registered document with only the Registration number as criterion (combined with the operator "starts with" or "is") or by search by number if no results are returned, the system automatically performs a second search to check whether the document exists and the user has no access rights on it. The following message is displayed (even if the document was created by another DG and/or you don't have access to it) and the system can propose you the possibility to extend the search in your roles (i.e. the delegations you have received and the delegations you belong to):

```
This document is matching the search criteria but you do not have access to it with your current role.
Save number: digit.b.2.004(2016)1416
You can access it with the role: [DIGIT.B.2.004]
Open document
```

- You are also warned if a document is filed in a file that was transferred or eliminated:

```
There is one document matching the search criteria but you do not have access to it with your current role.
Registration number: Arcd(2010)2265
Save number: market.a.3.091(2010)4053
Register author: [MARKET.A.3.091]
Please contact the author or the service mentioned in the save number.
Note: A file in which this document was filed was transferred/eliminated.
```

13.1.7. How to search for a document using detailed criteria?

The "advanced mode" is an extension of the "simple mode". It allows you to use additional criteria and operators. The advanced mode applies to documents and associated files boxes (and to full text search).

Click the **Advanced Search** option (located at the top right of the search criteria panel) to access "advanced mode" or click **Advanced search** under **Search criteria**
### Advanced search

**Search for**
- Documents
- Adonis
- Tasks
- Files

**Date range**
- Choose date range
  - Last year (15/5/2017 - 15/5/2018)
  - Choose date type

**Narrow search**
- Only documents created or received by my DG/service

**Full text search**
- Search for the following word(s)
- All words, any order
- Search only in the attachments, not in the document metadata

**Documents**
- Title contains
- Reg. number starts with
- Save number starts with

**Stakeholders**
- From: Internal
- To/Cc: Internal
- Type a person
- Type a service
- More

**Where**
- In any file

**More criteria**
- Ext. reference contains
- Procedure
- Attach. name contains
- Lvl. of sensitivity
- Not filtered by level of sensitivity
- Marking
- Not filtered by marking
- Encryption
- Not filtered by encryption
- Ext. status
- Not filtered by external status
- Note to the file
- Not filtered by note to the file
- Comments contains

**Associated files**
- Title starts with
- Specific code starts with
- File code starts with
- Lead departm. starts with
- Status
  - Active
  - Closed
  - All

**Partitions**
- Search in

[Search] [Reset] [Display 'narrow result']

The searched document must comply with all the encoded criteria.
13.1.8. Tips when using metadata search

- Use Wildcards (%, _ or *) in Metadata Search (wildcards do not work with Full Text). 
  "%" replaces several characters; "_" replaces one character. For example:
  
  %pro% → "programm", "project", "reproduction" and "procedure"
  "co_e" → "code" and 'core'.

- Pay attention to accents; they do matter in Metadata Search: "école" will not match "ecole" but it does in Full Text Search. Therefore, use Full Text Search if you are not sure whether a word is spelled with an accent or not.

- Use Save Number and "starts with" operator to filter by the DG creator of the document: when clicking with your mouse in the Save Number field, your service automatically appears (dg.service.unit). Use this to also filter documents created by other DGs: type manually the service creator.

- Use "contains" operator with incomplete document numbers: use "is" operator only when searching for a document number if you have the complete number! Use "contains" operator when you do not.

- Avoid searching with words in the title with "ends with" and "contains" operators in Advanced mode. It usually ends in a time out response. Examples:
  
  title CONTAINS "egypt" → 65 secs (time out!)
  title CONTAINS "316637" → 28 secs
  Save Number CONTAINS "1678101" → 5 secs
13.1.9. How to search for documents with a CdP procedure?

(1) Under **Search criteria**, click **Advanced search**

(2) Under **Procedure**, type the first letters of the requested procedure.

(3) Select it from the proposed list.

(4) Launch with **Search**
13.1.10. How to search for documents with a CAB procedure?

(1) Under Search criteria, click Advanced search.
(2) Under Procedure, type the first letters of the requested procedure.
(3) Select it from the proposed list.
(4) Launch with Search.

13.1.11. How to search for documents containing an Access to Documents request (ATD)?

(1) Select Advanced search/Documents.
(2) Under More criteria panel, go to Procedure field:
(3) Type the first letters ATD. You can then choose either "ATD request" or "ATD reply".

💡 The Commission's horizontal access-to-documents team in SG has a dedicated search option. The team members can do a pre-filtering of the access-to-document requests.

(1) Click ATD search under Administration menu.

(2) Complete the search criteria (search method identical to a classical search):
(3) Corresponding results are displayed:

- If the ATD search team member has access to the document, s/he can open it and see its attachments.

- If s/he has no access, only a tooltip is displayed.

- If the document is sensitive (i.e. with a marking or classified), stars are displayed instead of the document title.
13.1.12. How to search for a document copied to the external and how to download it?

Any linked client application can search and download the documents if they have a valid EU login authentication and the requisite rights. The client applications may control the access of those documents (private, public…).

The search and consultation of these documents will be available soon through some client applications like Sygma, DocsRoom, Carol...

13.1.13. How to find all the save unfiled documents of my service?

You can see the documents that shall be deleted in the coming days/months. As saved unfiled documents are automatically deleted 150 days after their creation, you can anticipate the deletion.

A column has been added for this purpose: "Scheduled deletion date" specifying the exact date of deletion. This report is available to all users, but only the DMO has access to all the documents; all other profiles only see the documents from their service they have access to.

(1) Click on the menu Reports under Follow-Up and then choose "Documents created by my service, not registered, not filed (for user)"

(2) Select the creation date of documents (Documents older than 0/30/60/90/120/150 days.) You can also include only the documents candidates for deletion.
(3) Click [Submit] button.

(4) The report will be displayed at the right of the screen. Several report statuses are available: "finished" (the report was generated properly, and is available in Excel format), "finished with limitation" (the report was generated but size/time limitations prevent the report from being complete. An explicative warning is also displayed in the cover page) and "error" (impossible to generate the report).

<table>
<thead>
<tr>
<th>Status</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Finished" /></td>
<td><img src="image" alt="Excel" /></td>
</tr>
<tr>
<td>Finished</td>
<td><img src="image" alt="Error" /></td>
</tr>
</tbody>
</table>

(5) When the report is done, click [ ] icon to open the report. [ ] icon: the report is being generated, please wait. You can refresh the screen with [Refresh] button at the top of the page.

**Notes**
- The cover page of the report displays the ID of the report, request date, report name and chosen parameters.
- When an Excel output is empty (ex: because there is no data or when no corresponding document/entity is found...), a warning is displayed in the cover page of the Excel output "No data found matching your criteria":

![No Data](image)

- All reports are automatically deleted 6 months after their submission date. You can manually delete a report at any time clicking [Delete] button:
Excel reports: hyperlinks directly pointing to the documents are available in the column showing a document’s "save number". (If the report displays both "registration" and "save" numbers, the hyperlink is also on the save number).

13.2. Adonis documents search

13.2.1. How to search for Adonis documents?

Context
The Adonis search allows you to search for documents registered in Adonis (the document management system used before Ares was introduced).

⚠️ Before you can use this functionality, you must specify your Adonis preferences. See 11.2.2 if you have not specified them yet.

Method

1. Click button, under Advanced search menu.

2. Specify the necessary options and click .
Results are displayed. Click on a title to open the details of the corresponding document:

Note
If you have not yet specified your Adonis settings, the system will ask you to do so when you open the Adonis tab page.

13.2.2. How to set your Adonis search preferences?

(1) Go to your Preferences, at the top right of the screen, on "Main" tab.

(2) Click button to modify the data.

(3) You must first specify the following parameters to perform an integrated search of Ares/Adonis:
(a) Adonis login: login used for Adonis
(b) Adonis password: password used for Adonis
(c) DG Database: choose from the drop-down menu the name of the DG database to which you have access for your Adonis/Ares search.

13.2.3. How to search for tasks, assigned in a document?

Context
The tasks search in Ares enables you to search through tasks in workflows ("Assignment" or "e-Signatory") which you are authorised to access. The search covers all types of tasks: new tasks, closed tasks, future tasks, recent tasks and finished tasks.

Method
(1) Click on in the Advanced Search menu.
(2) Select the recipient of the task(s) you are looking for from the drop-down list in the Assigned to field: Other DG, My DG, My unit, or Me.

You can also select the user who assigned the task from the down-down list in the Assigned by field (same the options as above)

(3) Choose if needed an action or leave "Any" (default option).
(4) You can refine your search by specifying various dates from the drop-down list, define a proposed time range or define your own custom range, thanks to the calendars (do not forget to click \textbf{Ok} to validate).

(5) When you have specified your criteria, click on \textbf{Search} button or press [Enter] key.

\textbf{Note}

The \textit{<Reset>} button clears the criteria and results of the previous search so that you can specify data for a new search.

13.3. Search results

13.3.1. How to read the search results?
(1) A maximum of 250 results are displayed. The search results are designed to provide a maximum space for the title and the attachments.

Search results view is by default sorted on the ranking when running a full-text search: the most accurate one comes on top. In addition, the documents are grouped, if a document matches several search criteria, the document is only displayed once in the results.

(2) Click on 📌 icon to provide additional document information:

The 📏 Copy metadata button copies automatically the metadata from your document in the clipboard. You may paste these contents. You can also send the document via email via 💡 Send link and navigate through the attachments via the option 📏 Preview Attachment(s).

(3) Clicking 🏃‍♂️ Actions leads to the document assignment/esignatory tasks, the document filing and the attachments preview. You can also preview the attachments by clicking the 🕵️‍♂️ icon.

(4) Clicking on the title of the document title leads to the document details.

(5) You can sort by relevance or creation date (by default relevance).

(6) When you click on 📋 Save these search criteria button, the system asks for a name and creates a new entry in the "favourites" part (see next chapter).

(7) The export function exports the main fields in an .xls file. The sheet called "Documents" only contains the document information, and not the attachments. If there are any attachments, the sheet "Complete search results" is also displayed.
Narrow search: you can fine-tune the results: use the “narrow search” left panel and tick the options you need. Matching results are automatically updated accordingly at the right of the screen. Go to your “Preferences” menu to enable/disable the “narrow search” panel.

Notes
- Search time-out is set to 2 minutes. When this deadline is met, a warning message is displayed and the search is stopped.

Search can be stopped clicking on the **Cancel search** button:

You can navigate among your search results via the toolbar on the bottom of the page. When you click on an element, a new window is displayed and you can navigate to the previous and next document.
If you click on ‹ Previous or Next › on top of the page you can display the previous and next element, if you click on ‹ Back to list you go back to the list of elements. (Be careful: navigating in a document out of your results or clicking in the left menu removes the navigation tool and prevents you from going back to the results list).

- The more search criteria you specify, the fewer results will appear. However, they will match your criteria better.

- If the system does not find any matching results, a message is issued:

There is no document matching the search criteria and your access rights

Suggestions:
> Make sure that all words are spelled correctly
> Try different words or criteria
> Try more general criteria

- If results exist, but you do not have access, the system proposes you the possibility to extend the search in your roles (i.e. the delegations you have received and the virtual entities you belong to).

This document is matching the search criteria but you do not have access to it with your current role.
Save number: digit.b.2.004(2016)416
You can access it with the role: DESIT.E.2.004.

- You are also warned if a document is filed in a file that was transferred or eliminated:

There is one document matching the search criteria but you do not have access to it with your current role.

Registration number: Ares(2010)/2255
Save number: mort.k.a.s.001(2010)4934
Register author: [...]

Please contact the author or the service mentioned in the case number.
Note: it is in which the document was filed.

- The warning icon in front of a document means that access to it is restricted to a confidentiality level other than "Normal". However, you still have access the document.

13.3.2. How to keep a specific search for later? Put it as favourite!

Ares now gives you the possibility to save specific search criteria: a favourite mix of criteria that will enable you to re-launch this search in another Ares session.

- Adding a new favourite
(1) To save a favourite, click button in the search results screen.

(2) Type the title for the new favourite. This title should be unique and should not exceed 100 characters.

(3) Press button.

(4) Your new favourite is put in My favourite searches in the Advanced search.

(5) To re-use it for another future search, simply click on its name.
Managing favourites

The favourite panel contains searches of the user. Each favourite contains the criteria with their associated values and search operators.

(1) To change the title of a favourite, click the button and type the new title.

(2) To delete a favourite, click .

13.4. Sharing documents

13.4.1. How to send the link of a document via electronic mail?

Context
You can send a direct link to an Ares document to another person via email for example: either via option or by copying/pasting the document numbers.

Access rights on documents are respected and checked: the email recipient must have an authorised access on the document (at least reading access). If it is not the case, he will not be able to open the document.

Method
(1) Open the document you would like to share. At the right of the screen click .
or

In any list (received and recent documents, favourites, tasks, inboxes), click the tooltip displaying the details of the document and click the button.

(2) An email is automatically drafted in Outlook, with an hyperlink on the document. You simply need to add the recipient(s) and if necessary, modify the contents.
The save and registration numbers are hyperlinks to the document, offering you the possibility to copy & paste this direct link to a document and e.g. send it by e-mail to a colleague.

Since 2017, Ares and Nomcom use the more secure HTTPS for data communication in their hyperlinks, rather than the older, unsecured http protocol which does not encrypt data. There was an automatic redirection that is now stopped. Please manually change the old hyperlinks to Ares documents from before 2017, that will appear to be broken. You need to modify the first part of the URL as below:

Example of an old link:

to be modified into:

13.4.2. How to download in mass attachments?

Context
You can simultaneously download attachments from multiple Ares documents. It is time saving as you do not need anymore to download them document per document. The selected attachments are added in a ZIP file, stored in the new Administration menu entry called ‘Bulk download’. The use of this feature must be justified (following an access to documents request, for research purpose, etc.) and is only for internal use - it may only be shared with external users if officially required. Please store the zip file in a secured location and delete it after use (documents still remain in Ares anyway).

**Who can use this feature?** All Ares users have access to this feature, except users with a ‘Base’ profile. It is not available when connected with a delegation of profile (as the delegate may not have the same access rights as the delegator). You can prepare only one list at a time.

**What can I download?** You can only download the documents you have access to (Ares access security rights are respected).

**Method**

**How to select the documents you need?** You can select the documents from the search results or from a file.

**From documents search results’ list:**

1. Click ‘Actions’ menu next to a document, then select ‘Add to bulk download list’ button

   ![Add to bulk download list button](image)

   or

   press ![add to bulk download list](image) icon next to the title of the document:

   ![Add to bulk download list icon](image)

   You can also select several documents simultaneously: tick the boxes next to the
documents you need, then press the ‘Add selection to bulk download’ button that has just appeared (it becomes visible as soon as a document is selected).

![Add selection to bulk download button](image1)

Note: the button ‘Add selection to bulk download’ in a search results page only applies to the current page, it does not keep memory of the selection if you change page.

(2) In the top banner, you receive a confirmation when adding documents to the bulk list, with an updated counter of the list content and a direct hyperlink to the list:

![Confirmation of added documents](image2)

To add all documents filed in a file (from the screens ‘My service’, ‘Favourites’ files, results from a file search, the tab ‘Filing’ of a document or the Filing Plan):

(1) Click ‘Actions’ menu next to a file, then select ‘Add to bulk download list’:

![Add to bulk download list](image3)

(2) Confirm the addition of all the documents of the file:
(3) You receive a confirmation:

9 documents have been added to the bulk download list. Your bulk download list now contains 9 documents.

How to see the current list and its content?

(1) Click ‘Bulk download’ entry in the Administration menu. A counter indicates the total number of documents selected.

(2) You have access to the documents’ metadata and a preview of the attachments. You may remove documents from the list or erase the whole list (‘Clear list’ button).

How to validate the content?

(1) Click ‘Download all’ button to launch the preparation of the list. The preparatory current displayed will be emptied.
(2) Enter the zip parameters (all fields are mandatory)

(3) Confirm the download.

(4) The Zip file creation is asynchronous. When done, it appears under the tab ‘My bulk download requests’:

(a) open it with icon. It is available for 7 days. After this deadline, you may ‘Rebuild’ it (you do not have to redo the documents’ selection). If the security of some documents has changed during the creation process (for instance if you have chosen documents you no longer have access to), they will automatically be taken out from the zip file.

(b) The Zip file contains one folder per document (each folder grouping the attachments selected, in the chosen format) and an Excel export of the metadata of the documents and attachments.
Notes

- The system warns you when you are trying to add documents already present in the list and/or if you do not have access to all documents of the file:

```
Confirmation

You are going to add 11 document(s) to the bulk download list.
You do not have access to all documents (11 documents out of 12 are visible to you).
Do you want to continue?
```

- When adding documents from a virtual entity, you are informed when other members from the virtual entity have started a bulk download list:

```
Warning

Be aware that the basket already contains 2 document(s) previously added. VERBEEK Nicolas was the last person to add a document.
Do you want to continue?
```

13.5. Putting aside some documents

13.5.1. How to put a document as favourite?

Context

You can now keep a list of favourite documents (max 200). This list is accessible via a new option Favourites in the left navigation menu. It is harmonised with all the other
lists explained above.

Method

(1) To add a document among your list of favourite documents, simply click on the star next to a document:

(2) You receive a confirmation:

The document has been added to the list of favorites.

(3) To see the list of favourite documents, click Favourites under Document left menu:

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Notes

- To remove a document from the favourites, tick ☀ icon next to the concerned document. When the action is complete, you are warned:

  The document has been removed from your list.

- Putting a document in your favourites does not impact its security. Indeed, you can lose access to a document, even if the document is among your favourites. For example, you have access to a document as it was filed in a file you have access to, then you put it in your favourites. Later on, the document is unfiled: the document remains in your list but you cannot open it anymore:

  ![You have lost access to the document digit.b.2.001(2015)99. Please contact the service mentioned in the save number.]

13.5.2. How to see the documents filed in a favourite file?

Context

You can navigate in the list of documents filed in a selected file.

Method

(1) In the Favourites menu, click on the file:

(2) A new window will display all concerned documents: details of a selected document are displayed in the right section of the screen. Use the arrows on top of
this section to leaf through the documents. You can open a document by clicking on its save number in the main document navigation pane:

Notes

- Document navigation is also available in NomCom application.
- Users with a DMO profile have access to the documents’ metadata. If the document has a marking/is classified, the title is replaced by a star (*) and the recipient, sender, comments, person concerned are not shown.

13.5.3. Managing links between documents

Context

Ares enables you to have links between documents. For example, you can use links within larger files with many registrations to link documents dealing with similar issues but filed in different files, to link an original document and its response, or to link duplicates. Four types of links are available: general, request, response, duplicates.

Method

(1) Go to the "Link" tab page of the document.

(2) Click on Add link.
(3) Search for the document(s) to link, using either a simple or an advanced search. Enter your search criteria and click on **Search** or press [Enter].

(4) Next to the document to link, click **Add link** button then choose from the drop-down list the type of link: *general, request, response* or *Duplicates*.

<table>
<thead>
<tr>
<th>Item supporting item doc - search document</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created: 21/11/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test launched e-sig supporting item from ARES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created: 15/11/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test preservation from HRS: Test supporting item fixes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Created: 15/11/2017</td>
</tr>
</tbody>
</table>

- **General**: you use this for all other links. Both directions of this link will be of the type *General*.

- **Response** (or *Request* for the other document) enables you to link incoming mail with outgoing mail. The link to the original document will be of the type *Request* and the link to the answer will be of the type *Response*.

- **Duplicates**: when the system detects duplicates, you can opt to create a link between the two documents. Both directions of this link will be of the type *Duplicates*.

(5) The link is added: **Your document has been linked**. If you wish to link other document(s) from the same results page (without having to relaunch the same
search), click again on the button "Add link". To launch a new search, click "Refine search criteria".

(6) When you are done, close the window ×:

(7) The link(s) is/are automatically displayed in the "Link" tab:

Following information are displayed for the linked documents: the link type (general, duplicate, response, request), the document registration date, the document registration number and the save number. If you have the rights to see the linked document(s), you can also see an informative tooltip, the document preview, an icon to remove the link and the title of the document (if not, you see the message "You do not have access to the linked document")

[Re] Compte rendu de notre réunion inter ministérielle

Mail type: Incoming
Creation date: 11/09/2018
Document date: 
Registration date: 
Save number: digit.b.2.007(2018)88395
Registration number:
Comments: 
Recipient(s): (DIGIT.B.2.007)
Attachment(s): No file imported

Send link  Preview Attachment(s)  Copy metadata
Notes

- It is not possible to put twice the same link in the same document:

Your document is already linked to the selected document

- An asterisk beside the "Link" tab means that at least one link has been saved for the document in question. This means you do not have to open the tab page to see if a link exists:

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>FILING</th>
<th>ASSIGNMENT</th>
<th>E-SIGNATORY</th>
<th>LINK</th>
</tr>
</thead>
</table>

- You must have read access to the document to add links.

- Security settings also determine whether links are displayed; you must have access to the document to which the link leads.

- You can create links between saved or registered documents.

- Each link between two documents is bi-directional. The link will appear on the "Link" tab page of both documents.

- When you create a link of the type Response the original document will automatically have a link of the type Request.

- To access document details, click on the hyperlink in the "Title" column.

- The icon allows you to delete the corresponding line.

- You can link to further documents by clicking on Add link again.

- To go back to the previous screen without saving your changes, simply close the documents search window.

- The button clears the criteria and results of the previous search so that you can specify data for a new search.

- Icon shows the preview of the attachment(s), if available.
13.6. Files search

13.6.1. How to use My service menu?

Context
You can run a search for files in Ares by using either the navigation menu (My service option), or from an advanced search or by navigating in the filing plan.

Method
(1) Click on My Service in the File menu.

(2) My service menu displays the list of files where your service is "Lead Department" ("Chef de file") and/or "Associated Lead Department" ("Chef de File Associé/CFA"): 

Notes
• File searches are automatically stopped if they take more than 2 minutes. You are warned that the search has been ended.

• You can set your preferences for the default value for the My Service file search: go in your Ares general Preferences and select the tab "Main". There, under File search menu, you can modify the name of the service that has been put as "Chef de File" in the required files. Select Edit button to open the modification mode. Tick <Include CFA> if you also want the value "Chef de File Associé" to be taken into account:
When you change service (for example after a re-organisation), if you have modified the default value of My service, the value will remain the same. You can still modify it manually. On the contrary, if you have not modified it, the service will be updated to the new service value automatically.

- You can export this list of files in Excel, sort the list or save these search criteria for later (same options available in the files search).

13.6.2. How to combine multi criteria to find a file?

(1) Click Advanced search

(2) Click the button Files.
(3) Specify your criteria. You can remove the Lead department/Associated CF and enter your own search criteria in the relevant fields.

<table>
<thead>
<tr>
<th><strong>Files search</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Search for</strong></td>
<td><strong>Documents</strong></td>
</tr>
<tr>
<td><strong>Files</strong></td>
<td>File code</td>
</tr>
<tr>
<td></td>
<td>Specific code</td>
</tr>
<tr>
<td></td>
<td>Title</td>
</tr>
<tr>
<td><strong>Status</strong></td>
<td>□ Inactive</td>
</tr>
<tr>
<td><strong>Lead department or Associated LD</strong></td>
<td>▼ Is</td>
</tr>
<tr>
<td><strong>Dcalc officer</strong></td>
<td>▼ Is</td>
</tr>
<tr>
<td><strong>Creator application</strong></td>
<td>Nomcom</td>
</tr>
</tbody>
</table>

**Headings**

| **Heading code** | ▼ starts with | ▼          |
| **Specific code** | ▼ starts with | ▼          |
| **Title**        | ▼ contains    | ▼          |

**More criteria**

| **Search only in the current location** | Enter heading code |
| **File creation date** | ▼ Any time (1/1/2008 - 18/9/2016) |
| **Choose date type** | ▼          |
| **Category** | ▼ Common Retent... | Enter category code to add a new category |
| **Legal hold** | □          |
| **Custodian** | ▼ Is        | ▼          |

The searched file must comply with all the encoded criteria and you must have access to it.

- **Files metadata**
  
  (a) **File code**: file code. For instance: 2015-AA1234
  
  (b) **Specific code**: internal code for managing files given by the DG. This code may be a copy of the codes on paper files or part of a file identification system unique to the DG.
  
  (c) **Title**: name of the file. The file title itself must be concise, pertinent and understandable
  
  (d) **Status**: you can select one or several status or all of them (tick <All>)
(e) **Lead Department:** the department responsible for the file, chef de file. (By default, this field contains the name of your department, but you can change it if necessary.)

Unfold the menu to choose the necessary criteria:

"Chef de file" metadata does not take into account lower hierarchical services. For example, if you are looking for all files where "digit.b." is "chef de file", the results will only display the files where CF is only "digit.b". CF "digit.b.1", "digit.b.2", etc. will not be displayed in the results. You can see all files should you tick the adjacent box.

**Associated CF:** (Associated lead department). Filled by default with your service, can be modified. Mainly used to extend the closing check of a document with a filing task).

(f) **Desk officer:** you can search for a file through its desk officer: type the first letters and select a name

(g) **Creator application:** search for files according to their creator application, i.e. according to the application where they were created (NomCom or via an HRS application).
• **Heading metadata**

(a) **Heading code**: decimalisation

(b) **Specific code**: specific heading code defined by DG (optional). This is the reference code which was given by the DG to headings in the filing plan before the NOMCOM code with its own decimalisation system existed.

(c) **Title**: name of the heading

• **More criteria**

(d) You can filter by date or by HPS metadata (…)
The **Reset** button clears the criteria and results of the previous search so that you can specify data for a new search.

1. **Click** [Search button](image) or press [enter] key.

2. The results are displayed in a separate window:

```
<table>
<thead>
<tr>
<th>Search for</th>
<th>Documents</th>
<th>Adonis</th>
<th>Tasks</th>
<th>Files</th>
</tr>
</thead>
<tbody>
<tr>
<td>File code</td>
<td>starts with</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specific code</td>
<td>starts with</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title</td>
<td>contains</td>
<td>procedures</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>inactive</td>
<td>active</td>
<td>closed</td>
<td>transferred</td>
</tr>
<tr>
<td>Lead department or Associated LD</td>
<td>is</td>
<td>digit.b</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desk officer</td>
<td>is</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

The searched file must comply with all the encoded criteria and you must have access to it.
(6) The actions available for files in the search results are: add or remove a file from the favourite files, view additional details of the file via the information tooltip, perform actions and open the file content screen. It is also possible to see the number of search results records, to navigate by page, to refine search criteria and to sort and export the list of search result records in Excel.

In all screens (file search, favourite files, filing...), when displaying a file, the "+i" icon will now only appear if the file has sub-files (before, the "+i" was always displayed even if the file had no sub-file).

Notes

- In order to obtain an optimal file/heading search, if you know that the file title starts with the value indicated, please use the filter « starts with », instead of « contains »:
The system will not take into account the search criteria when displaying sub-files. For example, if you search with the criteria "global warming 2015", the system will display files corresponding to that search in the results. However, if you open a file content with the "+" icon, the sub-files may not match the prior search criteria, i.e. they may not contain "global warming 2015" criteria.

The security is checked. Thus, if you have access to the file and not to all its sub-files (exceptional case), when you click "+", a message will warn you that you cannot see the sub-files due to lack of permission rights:

If you want to keep the search criteria and re-use them later, add them to your favourite searches: click option at the top right of the screen, then type a name for this specific search (mandatory) and confirm with

13.6.3. How to use the filing plan to find a file?

(1) Click on Filing Plan under File in the Ares navigation menu.
(2) Expand the filing plan tree until you reach the level at which the file or subfile is located.

(a) In the drop-down list, specify whether you want to view the complete filing plan or just the part of the filing plan that corresponds to your DG.

(b) You have the option of collapsing the entire filing plan by clicking on button.

(c) You can filter the files' display by status: tick the file type(s) -Active, Inactive, Closed. Confirm with button.
13.7. **Sharing the link of a file**

In order to share a direct link to the content of a file, you can now use the new option “Copy link” under the “Actions” menu (on the Favourites files, My service, Filing Plan screens).

It copies the file direct link. You can then paste it in an email/in a document and the recipient will be automatically redirected to the file content in Ares, at the proper location of the Filing Plan (if s/he has the rights to see the file content), without opening NomCom nor a new Ares pop-up window.
14. Specific procedures

14.1. President’s and Vice President’s mail (Courrier du Président et courrier du Vice-Président)

14.1.1. How to apply a specific Cdp procedure on a document?

Following registration, the Cdp team applies a specific procedure to the document. Only users belonging to ve_sg.cdp have access to the procedures management.

1. Click "Apply procedure" at the right of the screen, under Actions:

2. Check <Courrier du président> or <Courrier VP> checkbox.

3. Then, select the procedure through the drop-down list. (All procedure values are now displayed by default):
(4) Click **Apply selection** to save. The procedure type is displayed in the document details:

**Note**

To delete a procedure, click "Apply procedure" then select **Clear procedure** button:
14.1.2. How to create a CDP response document?

When creating a response to a document bearing a procedure, the value of the procedure type field is automatically copied by the system to the response document if you use Ares reply function.

(1) Click the **Reply** button on the concerned document:

![Relations to cabinet administration](image)

(2) The CDP procedure is automatically copied to the response document:

![Relations to cabinet administration](image)

**Notes**

- Reminder: **Reply** is available to stakeholders and "file readers" of the file where the document is filed.

- You can have more than one user or virtual entity as e-Signatory managers. (This option is always available, not only for CDP documents). Those managers will have the same rights in the e-Signatory:

![Webpage Dialog](image)
• Document creator and current task owner can add another second e-signatory manager but may not modify or delete already existing e-signatory manager(s).

14.1.3. Where to see the CDP or procedures in the list of tasks?

In the Assignments menu, the type of procedure (if there is one) is displayed in the documents details:

14.1.4. Which reports about Cdp are available for SG CDP team?

The SG CdP team needs to assess the quality of the CdP process throughout the DGs. Therefore, two reports will be available (only available to CdP team). They will be executed in an asynchronous mode (the execution runs in the background while you continue to work with the application):

• "Central CdP statistics": displays the total of documents by procedure type for all DGs (one line per DG).

• "CDP procedures statistics (ASOC)”: reports ASOC tasks in order to make an evaluation of work in associated DGs

• "CdP follow-up": displays all documents where a procedure has been applied (one line per document/procedure)

---

44 2 reports are also available to DMO profiles. Read "Ares Administration manual" for details.
• "VP follow-up": This report provides the list of all documents tagged with the VP procedure. For each document, it gives a snapshot of the current status of the procedure (incoming document and linked reply).

• "VP statistics": The report provides the DMOs with the total of documents by each procedure type by service (and sub-service). The VP team has a global report for each procedure type by service.

• "VP statistics ASOC": The report provides the DMOs with the total of documents received as associated service (ASOC) by each procedure type by service (and sub-service). The VP team has a global report for each procedure type by service.

**Method**

1. Select the necessary report from the menu *Report* under *Follow-up*

2. Enter the necessary criteria:
CdP Statistics report (for CdP team):

CdP statistics (ASOC)

Follow-up report for CdP team:
• VP follow up:

- **VP follow-up**

  **Reports list**

<table>
<thead>
<tr>
<th>admin</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>VP - follow-up</td>
<td></td>
</tr>
</tbody>
</table>

  **VP - follow-up**

  **Filter documents on**

  Procedure: 

  Reg. date between: 24/08/2014 and 24/11/2014

  **With last CF task**

  Assigned by: ve_sg.cdp

  Assigned to: 

  Deadline between: 24/09/2014 and 24/11/2014

  **Show document tasks with**

  Task code: CF

  Only last CF

  Submit

  **Description**

  This report provides the list of all documents tagged with the VP procedure. For each document, it gives a snapshot of the current status of the procedure (incoming document and linked reply).

• VP statistics:
• VP statistics ASOC:

(3) Click Submit button.

(4) Corresponding reports are displayed at the right of the screen.
14.2. Cabinet procedures

14.2.1. How to apply a CAB procedure on a document?

Context
This procedure shows the specific workflow that should be followed between the cabinets and the DGs for a document. It is managed like the CdP procedure.

(1) If you have the requisite rights, click on "Apply procedure" under Actions menu:

(2) Choose <CAB> as type of procedure. (<CDP> is selected by default).

(3) Select the necessary procedure in the drop-down menu (All procedures are displayed by default).
(4) Validate with the **Apply selection** button. Details of the procedure are displayed in the document details:

```
Relations to cabinet following tasks
```

14.2.2. **How to remove a CAB procedure from a document?**

To delete a procedure, click "Apply procedure" then select the **Clear procedure** button.

14.2.3. **Which CAB linked reports are available?**

- **CAB procedures follow-up**

This report provides the list of all documents tagged with the CAB procedure. For each document, it gives a snapshot of the current status of the procedure (incoming document and linked reply). A few filters are available: each cabinet can follow the documents they have attributed to services/DGs and each service/DG the
documents they were attributed to:

<table>
<thead>
<tr>
<th>CAB procedures follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter documents on</td>
</tr>
<tr>
<td>Procedure</td>
</tr>
<tr>
<td>Reg. date between</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>With CF Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned by my admin. entity</td>
</tr>
<tr>
<td>Assigned to my admin. entity</td>
</tr>
<tr>
<td>Assigned by and to my admin. entity</td>
</tr>
<tr>
<td>Assigned by</td>
</tr>
<tr>
<td>Assigned to</td>
</tr>
<tr>
<td>Deadline between</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Show document tasks with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task code</td>
</tr>
<tr>
<td>CF</td>
</tr>
<tr>
<td>Only last CF</td>
</tr>
</tbody>
</table>

**Description**

This report provides the list of all documents tagged with the CAB procedure. For each document, it gives a snapshot of the current status of the procedure (incoming document and linked reply).

- **CAB procedures statistics**

This report provides the amount of notes by procedure type for your service (or for the whole DG if you have a DMO profile) for a specific period of time:

<table>
<thead>
<tr>
<th>CAB procedures - statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline date</td>
</tr>
<tr>
<td>between 30/06/2014 and 30/09/2014</td>
</tr>
<tr>
<td>Detailed by sub-services</td>
</tr>
<tr>
<td>Show totals for all procedure values (defaults are CAB\Note 1, CAB\Note 4 and Others)</td>
</tr>
</tbody>
</table>

**Description**

The report provides the DMOs with the total of documents by each procedure type by service (and sub-service).

**Tips:** **Deadline date** is the date of the last CF task of the incoming document. In the Excel output, a note is **Replied** when the response document is registered. A note is **Late replied** when the registration date of the response document is after the deadline date. A **Not replied Note** is when the response document is not registered.
A note is *on time* when the registration date of the response document is before or equal to the deadline date.

### 14.3. External Repository Services (ERS)

14.3.1. *What means externalising a document (through ERS)?*

ERS sets up an external repository and a set of services to make some Hermes documents available outside the Commission (ex: to the public, to restricted audiences…) via portals. Contact your DMO should you need information concerning this accessibility.

A screen allows managing the copy to external of the documents (accessible to restricted users and to users with a DMO profile).

The search and consultation of these documents will be available soon through some client applications like Sygma, DocsRoom, Carol…

- **What is the document copy to the external (externalisation)?**

For each externalised document, a set of metadata and attachment(s) are copied to the external ("externalised"). The copy to external of a Hermes document attachment(s) includes the last version of the native content, the associated translations and the PDF rendering⁴⁵ (if the native format is supported for the rendering).

- **Constraints for the copy to external**

A document may be copied to external only when it is filed AND saved or registered in Hermes. Only the last version of an attachment can be copied. Documents with a marking and/or encrypted documents cannot be copied to external.

#### Rules for documents containing personal sensitive data:

1. When, at document level, the « personal sensitive data » is set to « No »: a document can be externalised.

2. When, at document level, the « personal sensitive data » is set to « Yes »: a document cannot be externalised.

3. When, at document level, the « personal sensitive data » is set to « Unknown »: (for documents created from Ares 3.5) or to « Null » (for backlog documents): a check is done on the personal data value at file level.

⁴⁵ The PDF rendering is an asynchronous process. The system will automatically add the PDF content as soon as the rendering is completed.
As soon as for one of these files the document is filed in the “Sensitive personal data” flag at file level manually set by the DMO is “Yes”: then externalisation is not possible.

💡 When a document has been externalised, it is no longer possible to modify its level of confidentiality after either.

- **How can you copy to external a document through Ares?**

First, ask privileges to your DMO to be able to copy to external⁴⁶.

You can choose to copy to external all document attachments or just some of them. Each content of an attachment has its own "externalisation" status (Y/N) to help you determine which content is copied or which was added after the copy.

After the copy, the documents in the External Repository are not directly available to the outside. It is up to the client application, accessible to the external users, to disclose (or not) these documents and their associated metadata to the outside.

Documents with a marking that does not limit the visibility ("limited", "embargo until" and "personal data") can be externalised to private partitions⁴⁷. Open an incident to your helpdesk for DIGIT HRS Support (through an incident to your IT helpdesk) should you need this permission, as it will be done on case-by-case basis.

**14.3.2. How to externalise a document?**

1. Open the document and click "Copy to external" button, under Actions menu.

⁴⁶ DMO: you have a menu under "Administration" menu that gives you the possibility to give access to "copy to external" functionality. See "Administration" manual for more details.

⁴⁷ Those markings that do not restrict the visibility are no longer available in Ares.
(2) You can modify the title of the document before externalisation (ex: spelling mistake to correct, anonymization reason…). Change it under *Externalised title* field if necessary:

![Image of externalisation interface]

(The *externalised title* is an additional metadata of the document. The original title is not externalised, only the externalised title is.)

(3) Choose the attachment(s) you wish to send to the external:

(a) Select the attachment on the left (*Attachments not externalised*)

(b) Click ➤ to put it for selection at the right of the screen. If you want to copy all attachments at the same time, click ➤.

(c) To cancel a selection, select the attachment on the right under *Attachments externalised* and click ◀. Click button to cancel all modifications.

(4) Confirm clicking **Ok** button. A few checks are performed:

(a) A warning message is displayed if you need to do corrections or if the copy is not possible. For example:

![Warning message image]

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(b) If there are no problems, the copy is validated: document metadata and the required attachment(s) are made available to the client application.

(5) The "General" tab is updated with the externalisation information (status, dates and type). The externalised title and the name of the partition where the doc is "externalised" are also clearly specified in the document details, under Show additional information.

Notes
- There is no automatic synchronisation following a modification: any update of a document in Hermes (ex: title or recipient modification, addition of a new attachment...) requires a new copy to external of the document in order to propagate the modifications to the External Repository. This is to prevent unexpected externalisation of sensitive information.
- If you have access to several partitions where to externalize the document, the system will perform a few controls on the externalisation partitions to respect the security. The number of partitions where to externalise is limited (the limit is defined by the business the user belongs to and can be adapted per document). If a user changes the
partition of an already externalised document it will always be in the "authorised" partitions of the business. If the change is done from a private to public partition a warning is displayed.

14.3.3. **How to revoke a document copied to the external?**

You can revoke a document, i.e. cancel the copy to external. The document and its attachment(s) will be then deleted from ERS and the external access will be lost.

1. Open the document to copy to external and click “Revoke” button, under menu:

![Actions menu](image)

(2) Confirm with **Ok**:

![Revoke Hermes document](image)

PAV feature with EASE will be soon available in Ares: please refer to the current Gestdem procedure in the meantime. See related Gestdem documentation in our wiki.

14.4.1. What is a PAV?

A PAV (Publicly Available Version) is a public version of an Ares document. When a person from outside the Institution requests a public access to an Ares registered document, any Ares user may create a PAV of that document directly in Ares. S/he simply uses the dedicated button, in the ‘Actions’ menu: <Add public access version>:

![Actions menu with Add public access version option]

Although it is technically possible to create a PAV in ‘Draft’ status, this cannot be ‘Finalised’ unless there is a registered document of reply to an access to documents request (an ‘ATD reply’). Therefore, creating a PAV without any prior Access to Documents (ATD) request is pointless. A PAV must always be linked to an ATD request.

The user decides the type of disclosure for the PAV document and for each attachment (Cover note, Main, Annex types): the document access may be full, partial or negative. At the end of the process, the PAV document will be accessible to all Hermes users: it becomes a ‘public’ document with the level of confidentiality ‘Publicly available’. It can be externalised and/or published on the Commission’s portals (Electronic Access to European Commission Document- EASE), REGDOC)

💡 Although the features here presented allow the handling of access to documents requests in Ares, most operations (creation of the request, uploading the Publicly

---

48 If s/he has at least a ‘Read’ access on the document.

49 The attachment types Translation, Courtesy copy and Acknowledgement of Receipt are not concerned.

50 Not possible for RESTREINT UE/RESTRICTED EU and EURA RESTRICTED documents or with documents containing a marking forbidding attachment.
Available Version of an Ares document, launching the reply to the request, etc.) will be carried out via the upcoming system EASE that will replace GestDem. EASE is integrated with HAN via the Hermes Repository Services (HRS).

### 14.4.2. Access to Documents process

The local Access to Documents (ATD) team manages the access requests through EASE. The access to documents coordinator will attribute the request to the responsible service/case handler and provide the information on the request registered in Ares.

**ATD request testing HRS**

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>FILING</th>
<th>ASSIGNMENT</th>
<th>E-SIGNATORY</th>
<th>LINK *</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cc:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Request is received via EASE portal or via email and encoded in EASE system
- Request is registered in Ares (procedure: ATD request)
- Request is attributed (and if necessary re-attributed) to the responsible DG
- Search for the document falling under the scope of the request – 2
- Open it and redact if necessary (out of Ares)
- Click on PAV on the identified Ares document and define the accessibility – 2
- Create the reply to the ATD request in ARES
  - Open the ATD request – 3
  - Click “Reply” then “ATD-Public Ares doc”; add reference of the identified Ares document, link it and save
  - Launch e-Signatory then register the document request – 4 & 5
- Reply+ document disclosed sent to the applicant
  - Disclosed documents published on EASE portal

### 14.4.3. What to do if you receive an Access to Documents request in Ares?

1. **Search for the requested registered document(s).** If necessary, **download and redact** the identified documents/attachments outside Ares using Adobe Acrobat
Pro\textsuperscript{31} to hide the parts that should not be disclosed. You will also need to draft a reply to the applicant.

(2) **Create a PAV** on that requested document (no change is done on the original Ares document):

(a) click on \texttt{<Add public access version>} button in the ‘Actions’ menu

(b) define the type of disclosure for the PAV in general and for each of the attachments specifically:

Upon creation, this draft PAV is only accessible to its creator. Users only see a summary of the data and the creator’s name. You may add **PAV managers** (users, virtual entities and/or services) and authorise them to edit/delete the draft PAV. They will also get access to the original parent document.

\footnote{See how to redact in details in Ares User guide chapter 14.4.8.}
You may modify the PAV until the ATD reply document including the PAV is registered. The PAV will be then finalised and visible to everyone. The PAV managers will then only receive a ‘Read’ access on it.

**Disclosure of attachments**: choose the type of disclosure for each attachment (it may be different for each attachment, if there are several).

- Full: you may disclose the original version of the attachment entirely or insert your own (“Upload my own version of the attachment”) in pdf format

- Partial: select at least one exception and import your pdf redacted version
- Negative/ Out of scope: no attachment will be disclosed. A generic template in pdf format will be shown to keep track of your decision (showing the Ares reference, the annex title and the mention that the access of this document has been denied). It will be visible in the finalised PAV. If ‘negative’, the template will be inserted in an ATD reply when adding the PAV.

(c) Click <Save> button to confirm: a new tab ‘Public access version’ is added on the original Ares document:

3) Then, open again the ATD request document to create the reply:

(a) Click on <Reply> button:

The request and the reply are then automatically linked. Some metadata are inserted from the initial demand (the title, sender, recipient, procedure, etc.) and both documents will be filed in the same file.

(b) Click on <ATD-Public Ares doc> top button and then insert the requested Ares document registration number from which a PAV has been created. Validate it with <Link> button.
Do not forget to attach your draft reply for the external applicant (Cover note) - compulsory to be able to launch the e-Signatory in the next step.

(c) Click <Save> button to save the draft reply.

(d) If you (or another user) have the requisite rights \(^{32}\), you may upload another redacted version of the attachment(s) through the button \(\text{\includegraphics[width=1cm]{icon.png}}\) and upload it \(^{33}\).

\(^{32}\) You must be PAV manager to use that button. In addition, if you want to modify the attachment type of disclosure, you have to edit the PAV.

\(^{33}\) Only available for attachments where the disclosure type is ‘Partial’ or ‘Full’ (with the option ‘Upload my own version of the attachment’).
(4) Create and launch an e-Signatory (contribution, validation and signature of the Head of Unit) to have the reply approved.

(5) When the e-Signatory is finished, register the reply.

The ATD reply and the PAV are finalised. The PAV number is created from the Ares number of the original parent document+ PAV1. In our example, Ares(2021)250691-PAV1.

The PAV is now accessible to all Ares users (members of the “Hermes” group) - even if the original document was not- with the level of confidentiality ‘Publicly available’. The banner “[Full’, ‘Partial’ or ‘Negative’] access public disclosure under Reg. 1049/2001’ followed by the EASE reference is added on top. The finalised PAV is filed in a file requiring a permanent preservation (even if the original document did not require it). No other filing is possible.

The reply, together with the documents disclosed are sent to the external applicant. Disclosed documents are published on the EASE portal via EASE.

14.4.4. How to navigate through the documents linked to the PAV?

You can easily navigate from ATD documents, to the PAV and/or the original parent document:

- From the ATP reply document: use the tab ‘Link’
- From the parent document: to see the PAV, click the tab ‘Public Access Version’. Click the PAV registration number to open it.

- From the PAV: use the button <Go to the original document> to see the parent document.\(^{34}\)

\(^{34}\) If you have at least a ‘Read’ access on the original document.
**Notes**

- You may generate several PAVs for the same document. They are automatically named PAV1, PAV2, PAV3, etc. and are all searchable and accessible in Ares. Only the latest PAV version is published.

- No ‘Modify special’ functionality is allowed on PAV documents or on the PAV original Ares documents, to prevent any modification on attachments linked to a PAV.

- It is possible to create a PAV on an internal message.

- No external transmission is possible for ATD replies in Ares.

- The tabs “Filing”, “Assignments” and “e-Signatory” are disabled on a finalised PAV. The action buttons <Reply> and “Assign task” (through the favourites menu for instance) are also not available.

- Following PAV actions are traced in the audit trail:
  
  - Views on a finalised PAV
  - Creation of a PAV (audit of the metadata, content and attachment)
  - Update of a PAV: modification of the metadata/content (attachment) and the change of status
  - Update of a PAV “Redacted version”: the update redacted version from ATD reply event including metadata/content (attachment)

**14.4.5. PAV statuses and rights**

Throughout the Access to documents process, the PAV status will be updated; also updating the roles and rights on it.

PAV statuses:

1. **Draft**: the PAV is created, not yet ingested in an ATD reply

2. **Draft and ingested**: the PAV is added to an ATD reply, without an e-Signatory

3. **Draft ingested and protected**: the PAV is added to an ATD reply, with an ongoing e-Signatory

4. **Draft ingested, protected and locked**: the PAV is added to an ATD reply, with an ongoing e-Signatory where a user did a “sign and lock”
(5) **Finalised**: the ATD reply is registered and the PAV is closed

Summary table of PAV access rights, according to its status:

<table>
<thead>
<tr>
<th>PAV status</th>
<th>DRAFT</th>
<th>DRAFT INGESTED</th>
<th>DRAFT INGESTED PROTECTED</th>
<th>DRAFT INGESTED LOCKED</th>
<th>FINALISED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The PAV is created and is not ingested in any ATD reply.</td>
<td>The PAV is ingested in an ATD reply without an e-Signatory.</td>
<td>The PAV is ingested in an ATD reply with an ongoing e-Signatory.</td>
<td>The PAV is ingested in an ATD reply with an ongoing e-Signatory and someone did a SIGN and LOCK.</td>
<td>The PAV is closed; the ATD reply is registered.</td>
</tr>
<tr>
<td>Who can create a PAV?</td>
<td>Any user who has access to the original registered Ares document</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who can modify a PAV?</td>
<td>The PAV manager(s)</td>
<td>The document creator if s/he is PAV manager</td>
<td>✓ The document creator if s/he is PAV manager ✓ The e-Signatory current actor if s/he is PAV manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who can delete a PAV?</td>
<td>The PAV manager(s)</td>
<td>The user must first remove the PAV from the ATD reply.</td>
<td>The user must first remove the PAV from the ATD reply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can the PAV be ingested in an ATD reply?</td>
<td>✓</td>
<td>(already ingested)</td>
<td>(already ingested)</td>
<td>(already ingested)</td>
<td>✓ This PAV can be re-used for another ATD reply.</td>
</tr>
</tbody>
</table>

14.4.6. *How to modify a PAV?*

(1) Open the PAV (go to the original parent tab « Public access version »)
(2) Click on <Edit> button.

(3) Perform the modifications and insert a justification.

(4) Save.

14.4.7. How to delete a PAV?

Reminder: only PAV managers may delete a PAV. The PAV must not have been ingested yet in an ATD reply. The deletion is also possible via HRS.

(1) Open the PAV (« Public access version » tab of the original parent document).

(2) Click on <Delete>. 

Reminder: only PAV managers may delete a PAV. The PAV must not have been ingested yet in an ATD reply. The deletion is also possible via HRS.
14.4.8. How to “redact” a registered document attachment?

In case of an Access To Documents (ATD) procedure, you might want to download a registered Ares attachment in PDF format that is stamped with the Ares registration number, and redact it with Adobe Acrobat Pro to black out parts of the text.

With the introduction of the e-Seal, registered Ares PDF files are protected in order to secure the integrity of the document. Please follow this procedure to redact those documents:

(1) Open the registered Ares PDF.

(2) Click on “Print” and choose “Adobe PDF” as printer:

(3) Save this PDF on your PC and open it with Adobe Acrobat Pro.

(4) Mark for redaction and “Apply”.
15. ANNEXES

15.1. List of action codes

<table>
<thead>
<tr>
<th>ASSIGNMENT (assignment specific codes)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CODE</strong></td>
<td><strong>Label</strong></td>
</tr>
<tr>
<td>CF</td>
<td>Lead department</td>
</tr>
<tr>
<td>ASOC</td>
<td>Associated Service</td>
</tr>
<tr>
<td>INFO</td>
<td>For information</td>
</tr>
<tr>
<td>CLASS</td>
<td>For filing</td>
</tr>
<tr>
<td>ANNUL</td>
<td>Annulment of the validity of a document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E-SIGNATORY (e-Signatory specific action codes)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CODE</strong></td>
<td><strong>Label</strong></td>
</tr>
<tr>
<td>FWUP</td>
<td>Follow-up</td>
</tr>
<tr>
<td>RED</td>
<td>Writer of the text</td>
</tr>
<tr>
<td>CONTRIB</td>
<td>For contribution to the text</td>
</tr>
<tr>
<td>VISA</td>
<td>For visa or initials</td>
</tr>
<tr>
<td>SIGN</td>
<td>For signature</td>
</tr>
<tr>
<td>Q-SIGN</td>
<td>For a qualified electronic signature done by an internal user (QES)</td>
</tr>
<tr>
<td>Q-SIGN-EXT</td>
<td>For a qualified electronic signature done by an external person</td>
</tr>
<tr>
<td>QES-OUT</td>
<td>Sending the attachment to sign to the external person</td>
</tr>
<tr>
<td>QES-IN</td>
<td>Importing back in Ares the attachment signed by the external user</td>
</tr>
<tr>
<td>EXP</td>
<td>For dispatch and registration</td>
</tr>
</tbody>
</table>
15.2. Available actions on documents

Please find below a full summary of the actions that can or cannot be performed, depending on the file status. To read the table: for example, you can modify the title of a saved document filed in an active file.

<table>
<thead>
<tr>
<th>Action / Document status</th>
<th>Active—registered documents (filed in active files)</th>
<th>Active—saved documents (filed in active files)</th>
<th>Frozen (registered or saved) document (filed in at least one closed file)</th>
<th>Transferred (at least one instance of the document still filed in an Active or Closed file)</th>
<th>Eliminated / Transferred (no instance of the document still filed in an Active or Closed file)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit metadata</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓ Transmission type</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Document date</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Send date</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Title</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Sender</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Recipient/s</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Comments</td>
<td>Modify special only</td>
<td>Yes</td>
<td>No (even through Modify special)</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>✓ Level of confidentiality</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Add/remove attachments</td>
<td>Modify special only</td>
<td>Yes</td>
<td>Yes (related to confidentiality)</td>
<td>Yes (related to confidentiality)</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### 15.3. Markings: correspondence table and description

The table below shows the former markings that do not exist any longer in the new security model. A number of distribution markings are reserved for specific services

<table>
<thead>
<tr>
<th>Description</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>File (from the document point of view; the rules will not overwrite the ones defined for the files in the previous table)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Unfile (from the document point of view; the rules will not overwrite the ones defined for the files in the previous table)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Copy</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Answer</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Apply procedure</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Add assignments</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Add e-sign task</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td>Add link to a document</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Search</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Add to favourites</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Send link</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Copy to external</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Set encryption</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
<tr>
<td>Preview attachment</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
</tr>
</tbody>
</table>
and may not be used by others. For more details read the Security Notice C(2019)1904.

Check also description of all the security markings on our wiki: https://webgate.ec.europa.eu/fpfis/wikis/download/attachments/110233543/Nouveaux%20Timbres.xlsx

<table>
<thead>
<tr>
<th>Former marking</th>
<th>Correspondence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission internal</td>
<td>Confidentiality level « Normal » (Commission use)</td>
</tr>
<tr>
<td>Limited ETS Joint Procurement</td>
<td>Deleted</td>
</tr>
<tr>
<td>Limited</td>
<td>SENSITIVE</td>
</tr>
<tr>
<td>Embargo until</td>
<td>If the information is indeed sensitive, SENSITIVE with an expiry date or event.</td>
</tr>
<tr>
<td>Personal</td>
<td>SENSITIVE</td>
</tr>
<tr>
<td>Personal data</td>
<td>No correspondence</td>
</tr>
<tr>
<td>EU Satellite Navigation matters</td>
<td>SENSITIVE : DG GROW...</td>
</tr>
</tbody>
</table>

---