

WHICH EMAILS SHOULD BE REGISTERED?

- If the EMAIL is of an **official nature** and is likely to involve further action, it **MUST** be registered, especially for e-mail exchanges between the EC and external parties that could engage the EC. For more info, please read the registration criteria under [Ares\(2018\)5874624](#) [on page 6 you can find a non-exhaustive list of “Examples of items to be, or not to be registered”].

The registration criteria defined in the document management rules of the EC also apply to e-mails.

However, please note that **e-mails circulated within an informal or preliminary exchange of views between colleagues should not be registered.**

Also, **e-mails which are sent in a personal context** to PMO, HR, OIB, OIL, DIGIT (= **information on one's personal situation**, unless otherwise stated) should **NOT** be registered in ARES. In this case, you should send the information via regular e-mail or via SECEM (if it contains sensitive non-classified information). If the e-mail is important to you, please save it in an Outlook folder so that the e-mail (sent items/inbox) would not be deleted after 6 months.

- To register an official e-mail in ARES, you can use the Outlook plug-in called **ARESLOOK**. Check first if you have the plug-in installed. Open an e-mail and check if you see the following icon: “**Register&Send Areslook**”

[Article 4(2) 1st indent]



If you cannot find this icon, please contact EC Helpdesk IT and ask for its installation.

Upon registering e-mails via ARESLOOK, you need to distinguish between:

1. **sending an e-mail directly via Areslook** (= for outgoing/internal e-mails) > in this case, in ARES, the e-mail is directly registered. The recipients will receive the e-mail via Outlook with an Ares reference number but with the original (native) attachments (as transmitted by the sender). The internal (EC) recipients will also receive the e-mail via ARES. In this case, they will see the e-mail converted in .rtf format, which is also converted in ARES PDF (with Ares stamp).

and

2. **saving an e-mail already received** (= for incoming or internal e-mail, available in the Outlook Inbox) or **already sent** via regular e-mail (= for outgoing/internal e-mails, available in the Outlook Sent Items) > in this case, in ARES, the e-mail is saved and an additional action should be taken to register the e-mail.

REGISTER OUTGOING EMAILS using AresLook

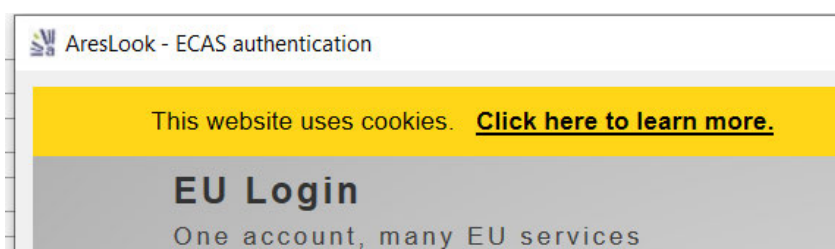
For more details, see [DIGIT ARES TV: ARESLOOK outgoing](#)

- When your email is ready to be sent, click on “Register&Send **AresLook**”:

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- A new screen: “Areslook ECAS authentication” opens and you will need to fill in your ECAS password.



- A separate window will appear with information related to ARES: it will be the metadata from the e-mail and how it will be encoded in ARES. If it is the **first time** you use ARESLOOK, click first on “**REFRESH ARES DATA**” (see print screen below on page 3)

AresLook 4.7 - Outgoing mail - Automatic registration and send procedure

From: Art. 4(1)(b) Date: 13-07-2021 12:36:25

To: Art. 4(1)(b)

Cc:

Subject*: Approval of request: xxxx

Please assign the filing task or do the filing immediately (if not, you will receive a filing task)

Assign the filing task to: Check names

Instruction:

Please assign the filing task or do the filing immediately (if not, you will receive a filing task)

Assign the filing task to: Check names

- Fill in **who should file the document** in ARES under “*Assign the filing task to*”. Type a name of a person or virtual entity (for Language Departments / Field Officers, fill in **ve_dgt.cad**), click on “**Check names**”, and select the name in order to validate the choice.

Assign the filing task to:

- Before clicking on “**SEND**”, you can still adapt the **subject** (which will be the title of the ARES document).

AresLook 4.7 - Outgoing mail - Automatic regi

Send

From: Art. 4(1)(b)

To: Art. 4(1)(b)

Cc:

Subject*: Approval of re

Please note that if the **e-mail address of the external recipient** has not been linked to 1 external entity in ARES, the recipient in the ARES document will appear as e-mail address. Please contact the FMB: DGT-CAD **before** sending your Areslook e-mail to make sure that the e-mail address has been created in the ARES database. If necessary DGT-CAD will create a new external entity with e-mail address.

Click on **SEND** and after a couple of minutes you will receive a **copy of the e-mail in your Outlook inbox** as the person/FMB who has sent the e-mail is automatically added in blind copy (Bcc). Upon receiving the e-mail, you will see an ARES reference number: go to ARES and with the reference number you can search for the document. If necessary, in ARES you can take further action such as adding assignments/file the document. Please note that the e-mail will not be available in the SENT items of Outlook.

REGISTER INCOMING EMAILS USING AresLook

For more details, see [DIGIT ARES TV: ARESLOOK incoming](#)

For **incoming e-mails** (or e-mails already sent) you can automatically **save** them in ARES via Areslook. As a **last step**, you should still **manually register** the Ares document.

There are **two options** to save an e-mail via ARESLOOK.

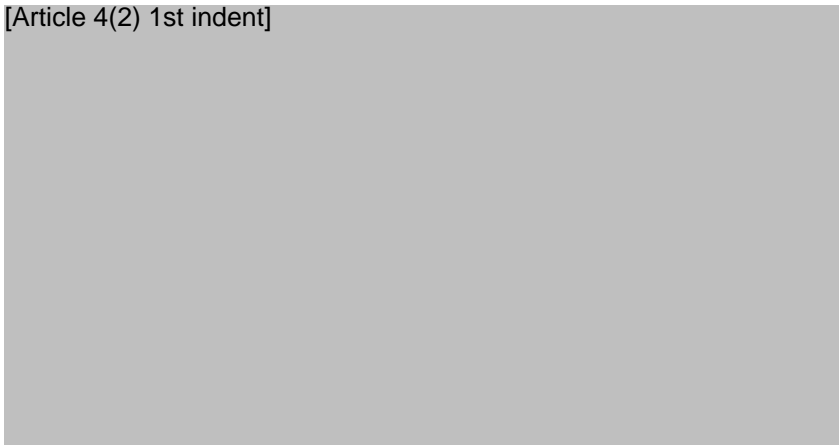
DGT-CAD recommends using the option **“Manual registration”** (in the DIGIT video it is the second option visible as of 3’30’)

Option 1: ARESLOOK SAVE – MANUAL REGISTRATION in ARES

In outlook, open the e-mail you want to register and check if you have Areslook installed. If not, contact EC IT helpdesk and request the installation.


Click on “ARESLOOK SAVE” and choose the option “Manual registration in Ares”.

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NOTE: if you want to register an e-mail received by a FMB with the role of the virtual entity (VE), please make sure you **only** have **one ARES session open** and that you **take the role** of the VE before clicking on Areslook.

In ARES, you will be redirected to the “CREATION DOCUMENT” screen (**see print screen on page 5**).

All  metadata (title, sender/recipient/document date) are automatically encoded.

You will see that the body text of the e-mail is converted in .rtf format (= to convert the message in Ares PDF) and that the annexes of the e-mail are imported as separate attachments. In addition, the original message in .msg format is added. Please note that e-mails in .msg format are not converted in ARES PDF. However, it is important not to delete the original message because you will have additional info such as exact time of sending/reception.

 However, please note that if an **external** e-mail address has not been linked to an **external entity** in ARES, this metadata will not be imported in the ARES document (you will see a red warning message on top of your screen). In this case, you should contact DGT-CAD to create/update the external entity or you should choose a valid external entity (it is possible that the system did not fill in the external entity because there are several external entities with the same e-mail address. In this case, copy-paste the e-mail address and choose the valid choice).

European Commission | Ares > Création document va_dgt.cad Art. 4(1)(b) CAD

Joindre ▼ Numériser ▼ Annuler Sauvegarder Enregistrer et envoyer

C	Note de couver...	email	Saisir référence ext.	pas de langue		
C	Note de couver...	Outlook original email	Saisir référence ext.	pas de langue		

De: Art. 4(1)(b) (SG.C.1) ✕

À: Art. 4(1)(b) (DGT.R.1) ✕

Cc: Art. 4(1)(b) (DGT.R.2) ✕ Art. 4(1)(b) (DGT.02) ✕ Art. 4(1)(b) (DGT.R.2) ✕

va_dgt.cad (DGT) ✕

Date du document: 21/04/2021

Titre: RE: Advanced electronic signature

Données personnelles sensibles: Inconnue

Niveau de confidentialité: Normal

☐ Afficher les informations supplémentaires

At this stage, you can complete information: language of attachments / “Sensitive personal data” field (choose “Yes” or “No”; pls. don’t leave the field: “unknown” > for more info on “yes”, check the tooltip). You can still modify some metadata: for instance the title but normally we should register the information as it has been received.

Don’t delete any attachment or one of the formats (rtf / msg) of the e-mail.

Note that we should register incoming e-mails **no later than 48 hrs upon reception** (especially for exchanges with external parties). If the e-mail has not been registered immediately upon reception and some recipients are internal, please add to the title “[already received by e-mail]” (see print screen below). This way the internal recipients understand that they have already received this information via Outlook.

Titre: RE: Advanced electronic signature [already received by e-mail]

If all information has been completed, click on “**REGISTER and SEND**”. The e-mail (and attachments) will be registered and the information sent via ARES to the internal recipients. If there are external recipients, note that they will not receive the information once more. Should you have questions on Areslook, do not hesitate to contact the DMO or DGT-CAD.

Option 2: ARESLOOK SAVE – SAVE and ASSIGN

Click on “ARESLOOK SAVE” and choose the option “Save and assign to”.

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As with “ARESLOOK Register and Send” (see page 3 above), in Outlook you will see a separate window: “Areslook – incoming mail – automatic save procedure”. You will see the metadata as encoded in ARES. If it is the first time you use ARESLOOK, click first on **“REFRESH ARES DATA”**



Fill in the field **“Assign registration to”**. Fill in your name or (if someone else should register the document) the name of your virtual entity/colleague.

For Language Departments/Field Officers who do not have a lot of experience with registration, you can fill in the virtual entity: **ve_dgt.cad**.

Upon filling in this field, in ARES, the e-signatory task **AL-FWUP** will be created in the Ares document so that you or the virtual entity/colleague will have registration rights in ARES.

Also fill in the field **“Assign the filing task to”**. For Language Departments/Field officers, please fill in **ve_dgt.cad**.

When both fields (registration/filing) are filled in, click on **SAVE**.

The person with the **AL-FWUP** task should register the document in ARES – see [DIGIT ARES TV: ARESLOOK FWUP](#).

For more info, please contact DGT-CAD or the DMO.