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

![Image of ARES - Advanced Records System interface]

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.

  ![Image of document interface]

  - 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 Mark as unread button on the concerned document action buttons:

(2) To display it as read, click 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.
Or

Click directly the 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 Files button.
(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 the Search button 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

   – Or click Add to favourites under the 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, (s)he 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 **button next to the concerned favourite file and choose *Remove from favourites* option**
   - or click **icon next to the file**

![Image of file settings with love and actions icons]

💡 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:

![Favourites menu](image)

(3) Click button that has appeared:

![Favourite button](image)

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 button. The button is available from the tab “Favourites”:
(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:

   **Edition of Assignments**

   - **New tasks:**
     - Type a name
     - Deadline
   - **Launched tasks:**
     - Code
     - Assigned by
     - Deadlines
     - Comments

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:

![Virtual entity without members]

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(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 the button:

![Calendar Interface]

(d) The date is then inserted automatically in the *Deadline* field:

![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.

![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 the button. 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 task list]

The assignments appear in the *Assignments* menu of the persons to whom they have been assigned.

If a task contains comments or instructions, the *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 duplicate warning]

  The check is only done when creating INFO tasks.

- 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 invalid entity warning]
• 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:

![Screenshot of Ares document creation]

- 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 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 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 inbox. 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:

![Warning message](image)

(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 \( \text{Finish} \) (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:
3. Click on \( \text{OK} \) to confirm the deletion.
4. The assignment is then greyed in the "Assignment" tab. The task status is "Deleted":

<table>
<thead>
<tr>
<th>INF</th>
<th>RAEYMAEKERS Ralph (DIGIT.8.2.007)</th>
<th>KACI Emilie</th>
<th>Deleted on 21/06/2019 by KACI Emilie</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments</td>
<td>Deleted on 21/06/2019 by KACI Emilie</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

And in the assignee's inbox. The actor no longer has access to the document:

**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.

<table>
<thead>
<tr>
<th>Code</th>
<th>Assigned to</th>
<th>Deadline</th>
<th>Assigned by</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>INF0</td>
<td>[User]</td>
<td>[Date]</td>
<td>[User]</td>
<td>[Date]</td>
</tr>
<tr>
<td>Comments</td>
<td>[User]</td>
<td>[Date]</td>
<td>[User]</td>
<td>[Date]</td>
</tr>
</tbody>
</table>

- 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

   ![ICS Meeting Minutes - COOp Meeting 15/03/2018](image)

   or

   Go to the list of your assignments.

2. Click on the "Back to sender" button for the relevant task.

---

30 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.
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.

You receive a message confirming the operation:

The task was assigned back to the sender.

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.

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 Delegate 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

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(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:

![Assignment tab screenshot]

**Finishing a task from the inbox**

In the inbox, on the task you wish to close, click on:

![Inbox task screenshot]

(1) A simple click on this button finishes the task automatically

(2) A click on next to Finish 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)**

![Image]

You can see the automatic closure date, the name of the person who closed the task and the filing code where the document is filed.

**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:

<table>
<thead>
<tr>
<th>All my assignments</th>
<th>Tasks of my roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finish</td>
<td>Follow up</td>
</tr>
</tbody>
</table>

*Info: Some selected CLASS task(s) cannot be finished because the related document is not filed in your 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_digit.advanced_secretary. The first task was closed by [name redacted] and the other task by [name redacted].

<table>
<thead>
<tr>
<th>Code</th>
<th>Assigned to</th>
<th>Assigned by</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>INFO</td>
<td>ve_digit.advanced_secretary (DIGIT.B.I.002)</td>
<td></td>
<td>Completed on 03/04/2020 by SICHEROS Aris</td>
</tr>
<tr>
<td>CLASS</td>
<td>ve_digit.advanced_secretary (DIGIT.B.I.002)</td>
<td></td>
<td>Completed on 03/04/2020 by FESTEL Apraksin</td>
</tr>
</tbody>
</table>

💡 If you move your mouse over "Assigned to", "Assigned by" and "Status", you will have additional info like the exact time 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 [Redacted] was closed by [Redacted].

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.
(2) Three tabs are available:

(a) “My tasks sent for e-sign” and “My tasks sent for assignment”

<table>
<thead>
<tr>
<th>My tasks sent for e-sign</th>
<th>My tasks sent for assignment</th>
<th>Assigned/delegated by my service</th>
</tr>
</thead>
</table>

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 or 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 have assigned or delegated, whatever the delegates’ service is.

---

You see the tasks of your service, not all the related the sub-services. For instance, if you belong to JUST.DDGB, you will only see the tasks of JUST.DDGB, not JUST.DDGB.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 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:

(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\(^{32}\).

(b) You can choose the visibility of the e-Signatory. It will be effective after the document registration. See chapter 11.1.5

(c) If the workflow should also be on paper, click the box <There is a parallel paper signatory>. 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(^{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>

\(^{32}\) The document creator can also perform this action.

\(^{33}\) 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/YY) 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 entity” 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 fist 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 icon.

• The system displays an informative non-blocking message if an actor with a signature task is not among the senders’ recipients:

![Warning message](image)

• 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.

• 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 . You can modify the whole task:

![Edit button](image)

or only modify the actor’s name:

![Edit button](image)

• 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):

• 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:

• 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).
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/fpfis/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:

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 if 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 Eu sign website: https://esignature.ec.europa.eu/efdla/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 to 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 save and launch) 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.

   ![Image of e-Signatory workflow]

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).

   ![Image of manual task]

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 the decline button, 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.

![Image of the decline button in a task panel]

or

2. In the inbox list of e-Signatories, click the decline button.

![Image of the decline button in an inbox list]

(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  Decline: 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.

Notes

- A new blank assignment line is automatically added after clicking on  Edit e-Signatory for you to add new lines. Enter the recipients and then send the tasks by clicking on  Save and Launch.

- If a task contains comments or instructions, 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 ![Delegate](image).

Or

\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.

(2) Type the name of the person to whom the task is to be delegated to and select the name from the autocomplete:

[Image of delegate function]

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 on Delegate.

(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] and [Finish with comments].

Or

FW: Where2Go: Ajout des bâtiments du LUXEMBOURG

* Save number: digit.b.2.007(2018)2517

GENERAL FILING ASSIGNMENT E-SIGNATORY LINK

Task

Action code: DIGIT.b.2.007

Acquired by: [Delegation] DIGIT.b.2.007

[Finish] [Finish with comments] [Decline] [Delegate]

Or
From your list of e-Signatories, click:

Either click [Finish] a simple click on this button closes the task automatically.
Or [Finish] next to [ ] type in your comments and confirm your data by clicking on [Finish] 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 the 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/fpfis/wikis/x/iw9wHw

**Method**

(1) Click on the “Q-SIGN” button on the task you have received to open the attachment to sign:

![Attachment Options]

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
Drag-and-drop this box to where exactly you want your signature to appear.

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.

Validate with the “Sign” button.

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.

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39 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


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: