



Council of the European Union
General Secretariat

DELEGATES PORTAL

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version 1.1

Request for access guide

How to obtain access to the system

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1. Introduction

1.1. About this procedure

This manual describes the procedure to be followed if you would like to obtain access to Delegates Portal-L. Please bear in mind that this process is not fully automated and requires the intervention of a "Local Delegates Portal administrator" who has to carry out certain steps before an end user can start consulting documents and information on meetings.

Overview of the procedure: five steps required to obtain access



In general, the procedure consists of five main steps:

1. You select the organisation to which you belong.
2. You enter your personal details.
3. You check your details in the request summary.
4. You validate your email address.
5. You await the approval of an administrator.

As regards to the actions required to obtain access, the procedure can be divided into two sections:

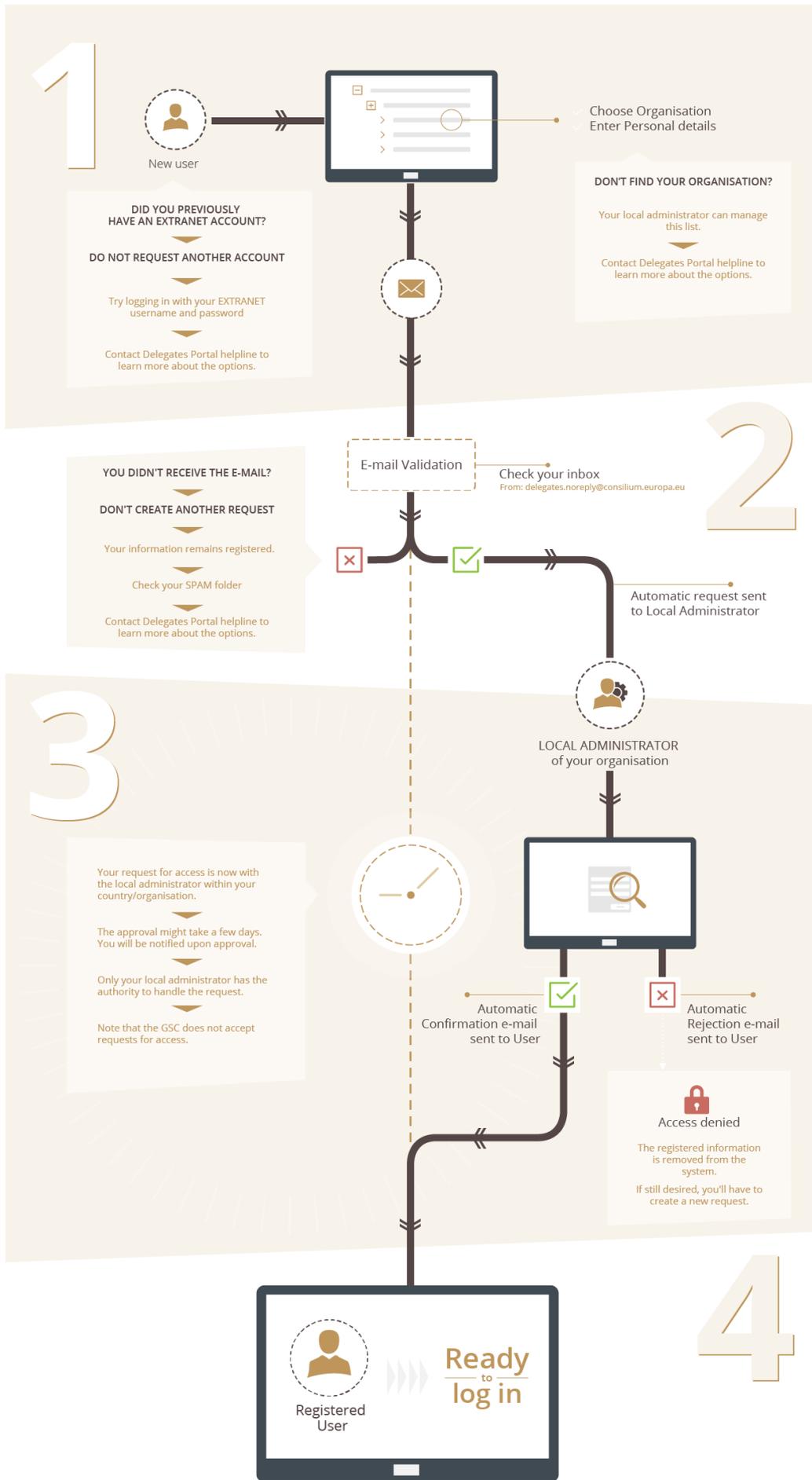
- End-user activity (steps 1-4; framed in orange below)
- Administrator activity (step 5; framed in blue below)



Only after the administrator has approved your request, you will be able to access Delegates Portal. You will be notified by email, once approval has taken place.

This manual describes each of the steps required to complete the process.

It is complemented by a visual representation of it on the next page and a hands-on video tutorial.



1.2. One Delegates Portal or two?

Delegates Portal comes in two versions:

- **Delegates Portal-L:** contains all official Council documents that are publicly available or classified as LIMITE. You can now access this version over the internet at any time from any location where an internet connection is available. You can use it in your office, at home or from your hotel room, for example the evening before a meeting. It remains accessible via the dedicated partner Wide Area Network (WAN) as well.
- **Delegates Portal-R:** contains all official RESTREINT UE/EU RESTRICTED Council documents. This version can only be accessed via the dedicated WAN which connects Member States' and EU institutions' access points with the central Delegates Portal system. Access to Delegates Portal-R is coordinated by local Delegates Portal administrators on a need-to-know basis.

Note that the procedure to obtain access to Delegates Portal-R is different than the one for Delegates Portal-L. A different manual for this system is equally available.

2. Procedure

In order to access the Delegates Portal application, you need to provide some information about yourself. This information is then sent to your local Delegates Portal administrator. When the local Delegates Portal administrator has verified the details you have provided, he or she then approves or refuses your request. **Only after approval by the local Delegates Portal administrator will you be able to log in to Delegates Portal.** The system sends you an email when your request for access has been approved.

To start the Request for Access procedure:

1. Navigate to Delegates Portal: <https://delegates.consilium.europa.eu>.
2. Click on **Request access** on the Delegates Portal login screen.



EN FR

 Council of the European Union

DELEGATES PORTAL

Login Name

Password

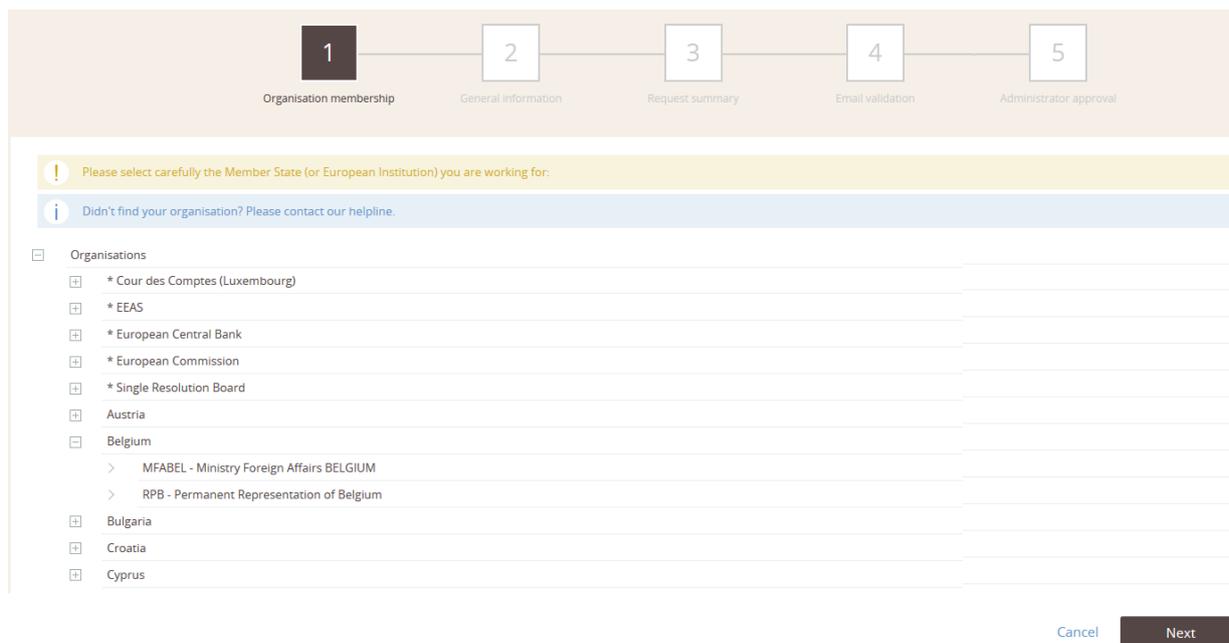
[Lost password?](#)

Log In

Not registered yet? Request access
Need help? Contact helpline

2.1. Step 1: Organisation membership

When you click on "Request access" on the login page, the following dialogue box is displayed. In this first step, select the organisation (Member State or European institution) to which you belong. Use  and  to expand and collapse sections in the tree.



1 Organisation membership

2 General information

3 Request summary

4 Email validation

5 Administrator approval

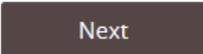
! Please select carefully the Member State (or European Institution) you are working for:

i Didn't find your organisation? Please contact our helpline.

Organisations

- * Cour des Comptes (Luxembourg)
- * EEAS
- * European Central Bank
- * European Commission
- * Single Resolution Board
- Austria
- Belgium
 - > MFABEL - Ministry Foreign Affairs BELGIUM
 - > RPB - Permanent Representation of Belgium
- Bulgaria
- Croatia
- Cyprus

Cancel Next

Click the button  to confirm and to proceed to the second step.



You did not find the organisation you belong to?

Try to find an organisation that is closest to you in terms of your relationship with the Council of the European Union.

Keep in mind that a local administrator within the selected organisation will have to decide on the approval of your request.

Contact our helpline, if you feel blocked at this point.

2.2. Step 2: Enter your personal details

Once you have selected the organisation you belong to, you will be asked to provide some general information about your self in the second step.

This information consists of:

1. [Personal information](#)
2. [Workplace information](#)
3. [Contact details](#)

2.2.1. Personal information

Here you are asked to enter:

- Title: Mr, Ms, etc.
- First name: your first name.
- Surname: your last name.

Login information:

- Login name/User ID: you can freely choose a login name for your Delegates Portal account.



Note the username should be **at least 8 characters long**.

If the login name you choose is already taken, Delegates Portal will inform you when you want to move on to the third step:

 The login name you have chosen is already in use by another user.

- Password & Retype password: enter the password you want to use to log in to Delegates Portal, and retype it to confirm.

	The fields marked with * indicate the minimum required information you need to enter in order to obtain access to the application.
	<p>The password must be a minimum of 10 characters and must contain:</p> <ul style="list-style-type: none"> ▪ Both upper-case and lower-case letters ▪ At least one digit ▪ At least one special character (@,-,_,\$,*,/,+) <p>e.g. "EuropeCouncil+1" (Do not use this example)</p>

2.2.2. Workplace information

- Department: the department you are working for.
- Street: the name of the street where your office is located.
- Postal code: the postal code of the town/region in which your office is located.
- Town: the town in which your office is located.
- Country: the country in which your office is located

2.2.3. Contact details

- Phone: your work phone number.
- Mobile: your work mobile phone number.
- Alternative phone: an alternative phone number (can either be fix or mobile)
- Fax: your fax number.
- Email address: your email address.

Options

Next	click to continue to the next step.
Cancel	click to abort the wizard and navigate back to the login screen.
Help	click for assistance about the password format as described above.

2.3. Step 3: Request summary

In the third step, you get a summary of your request. Please verify whether all the information you provided is correct and confirm your request by entering the characters you see in the captcha validation image.

Options

Yes, confirm	click to finalise step 3.
No, go back and change my request	click to navigate back to the first step and make the necessary changes.

Confirmation screen

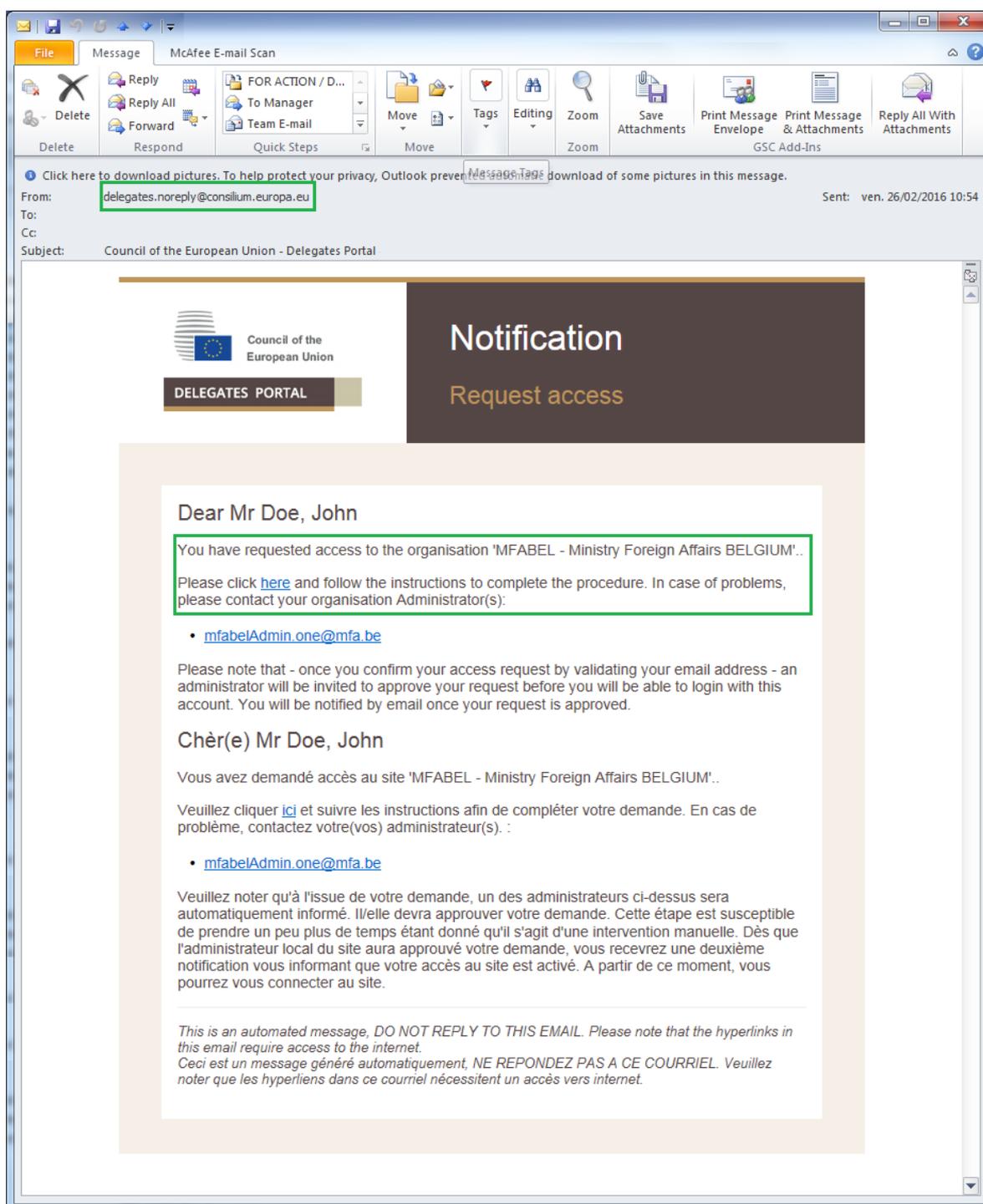
After clicking the confirmation button, the following screen is displayed:

	Validate your email address. Delegates Portal has sent you an email containing a link. You need to click that link to confirm your email address.
	Only after the administrator has approved your request, you will be able to access Delegates Portal. You will be notified by email, once approval has taken place.

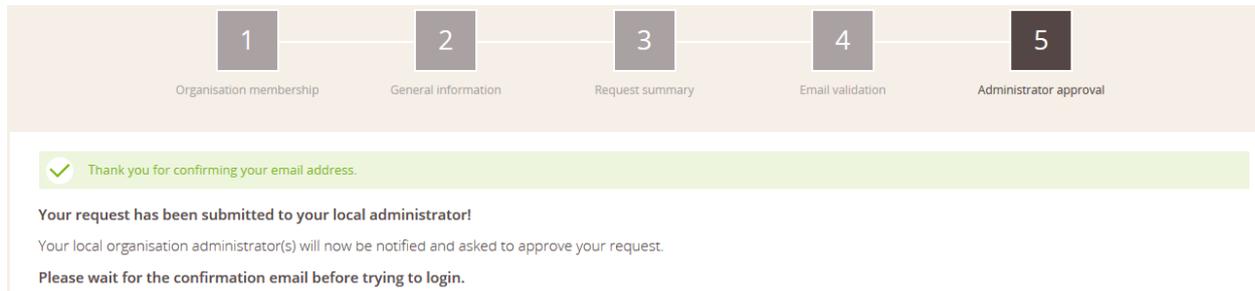
2.4. Step 4: Validate email address

When you confirm your request for access on the summary screen, Delegates Portal will send an e-mail to the email address you provided during the [second step](#) of the request. In this 4th step, you need to validate that email address:

1. Open the email you received from Delegates Portal.



2. Click on the hyperlink ("[here](#)") in the email. Delegates Portal opens and displays a confirmation page stating that your request has now been sent to an administrator for approval:



1 Organisation membership 2 General information 3 Request summary 4 Email validation 5 Administrator approval

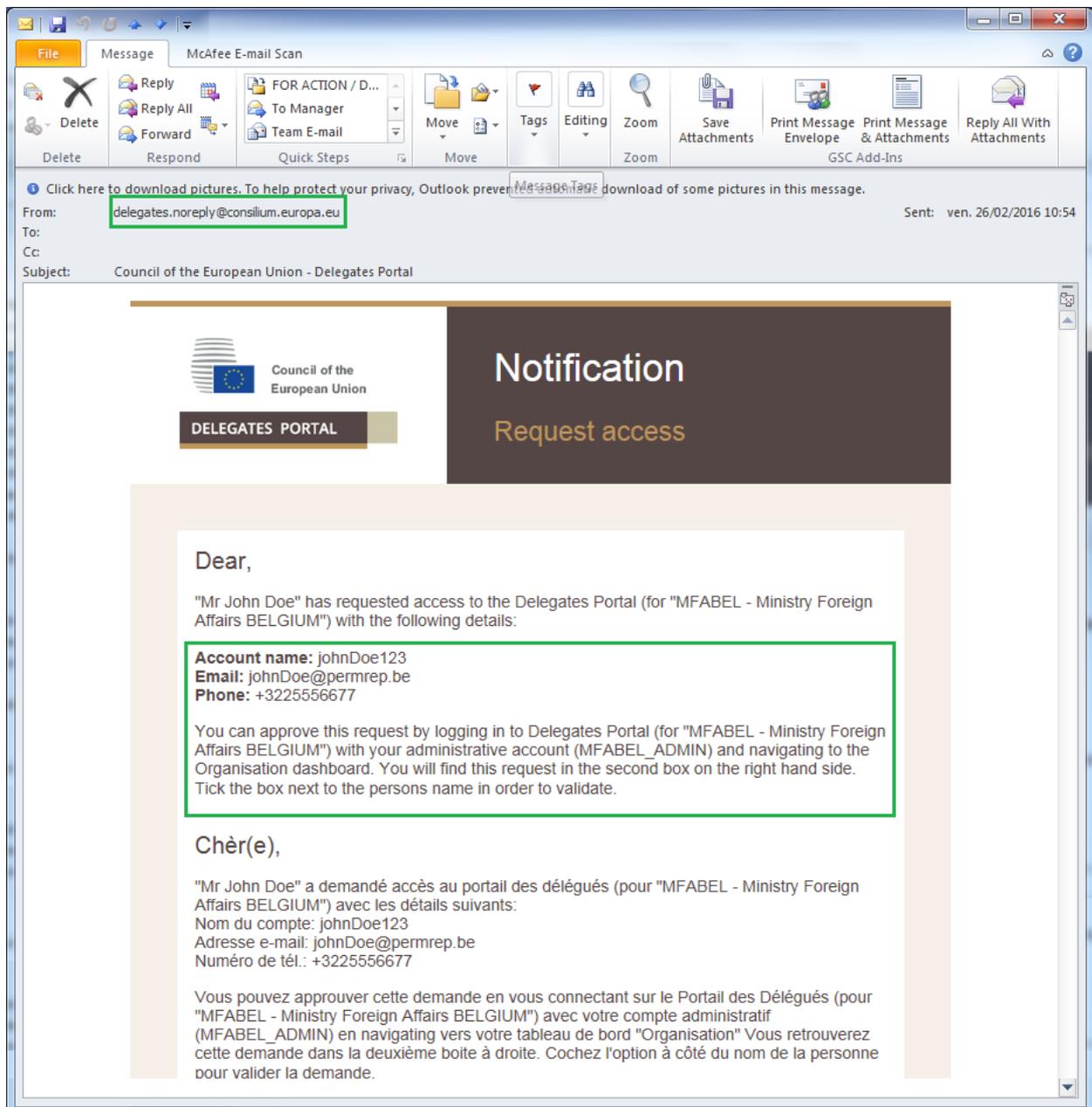
✓ Thank you for confirming your email address.

Your request has been submitted to your local administrator!
Your local organisation administrator(s) will now be notified and asked to approve your request.
Please wait for the confirmation email before trying to login.

Only after the approval of the local administrator will you be able to login in to Delegates Portal with the username and password you chose in [Step 2](#).

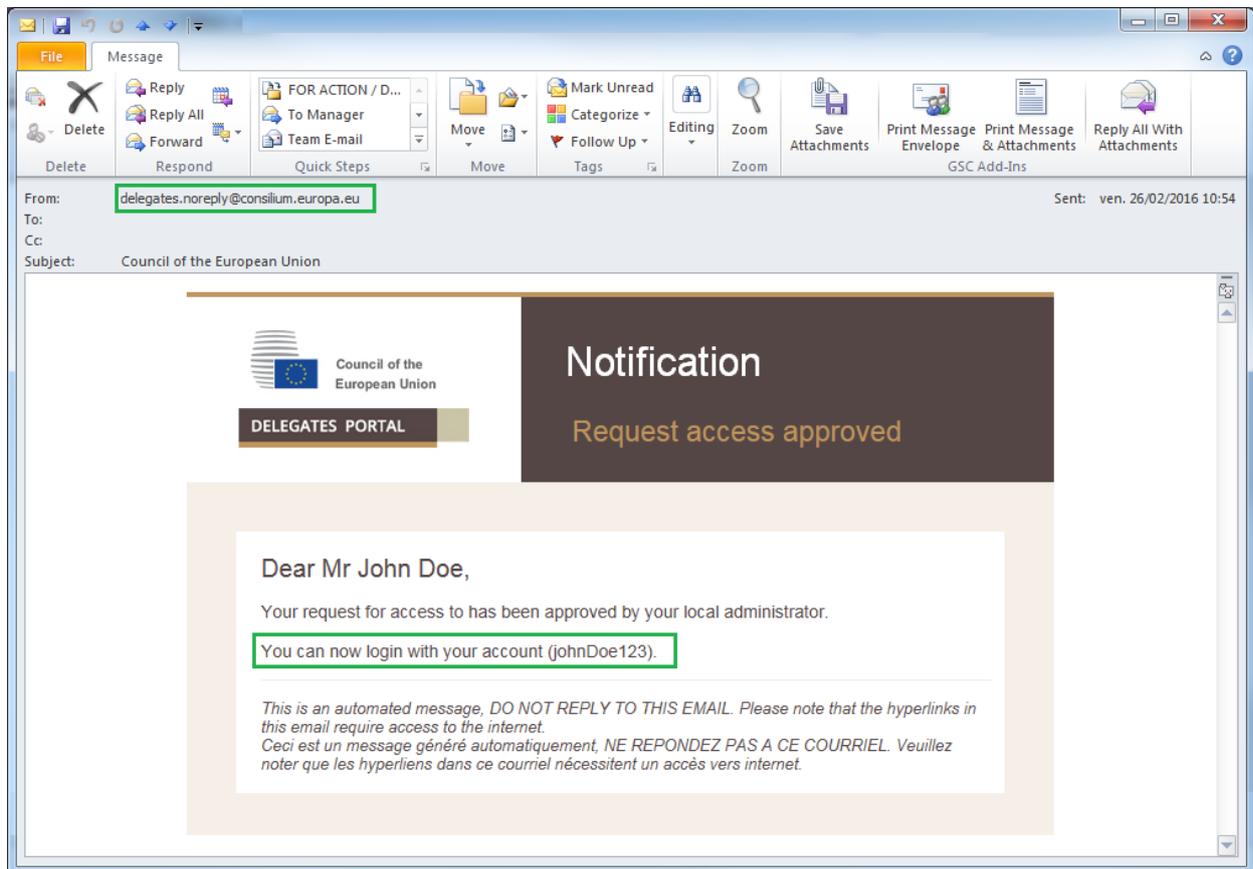
2.5. Step 5: Approval by a local administrator

Now you have completed your request for access, your local Delegates Portal administrator(s) will receive an email requesting the approval of your request.



Request approval notification email

When your local administrator approves your request for access, you will receive an e-mail notification like the following:



From this point on, you can access Delegates Portal with the login details you chose in [Step 2](#).

3. Exceptions

If your request for access is refused, you will receive the following email:

