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DIRECTORATE-GENERAL FOR JUSTICE AND CONSUMERS

Directorate H – Horizontal Affairs
Unit H.4 – IT, Document and Knowledge Management

User Manual for the Reference Implementation Software Competent Authorities Module connected to the Decentralised IT System

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Public:	Member State authorities, relevant EU JHA agencies and bodies, DG JUST staff,

Document History

Date	Version	Updated Sections	Description
23/01/2026	0.01	All	First version of the document, available in 4.0.0 RI release

21/05/2026	1.0	All	Version of the User Manual, released alongside version 4.1.0 of the RI, incorporates the following updates:
			• Revised screenshots to reflect the latest eUI interface and JUDEX references.
			• Updated guidance on import/export web services.
			• Removal of the obsolete *'Maintain'* message.
			• Minor editorial refinements for clarity and consistency.
			• New sections covering key functionalities and workflows:
			    o Request format guidelines,
			    o Validating authority workflows,
			    o One-to-many requests in emergency cases,
			    o Automatic forward of EPOC cases to authorities selected in Sections I and L of Form 1,
			    o Handling Form 3 receipts without prior submission of Form 1,
			    o Copy case functionality,
			    o Deadline execution processes in EPOC.

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1 Introduction

1.1 Objective of the document

This manual provides comprehensive information on how to use Justice Digital Exchange System (JUDEX), specifically the Reference Implementation Software (RI) for Competent Authorities Module, within the framework of:

- Regulation (EU) 2023/1543 of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings [AD1], and on
- Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings [AD2].

This document specifically describes the functionalities of JUDEX, enabling the management and exchange of requests associated with the following certificates:

- European Production Order Certificate (EPOC)
- European Preservation Order Certificate (EPOC-PR)

Herein, “the Justice Digital Exchange System” will be referred to as “JUDEX".

By using JUDEX RI, authorized users, assigned to appropriate roles, can fill in the available forms and communicate with the competent authorities in other Member States as well as designated establishments and/or legal representatives of service providers in the context of e-evidence Regulation. Users without appropriate roles do not have access to the application and cases.

This document is specifically intended to describe the functionalities and usage of the Reference Implementation Software for the Competent Authorities Module connected to the Decentralised IT System. The module designed for service providers will be thoroughly detailed in a separate document.

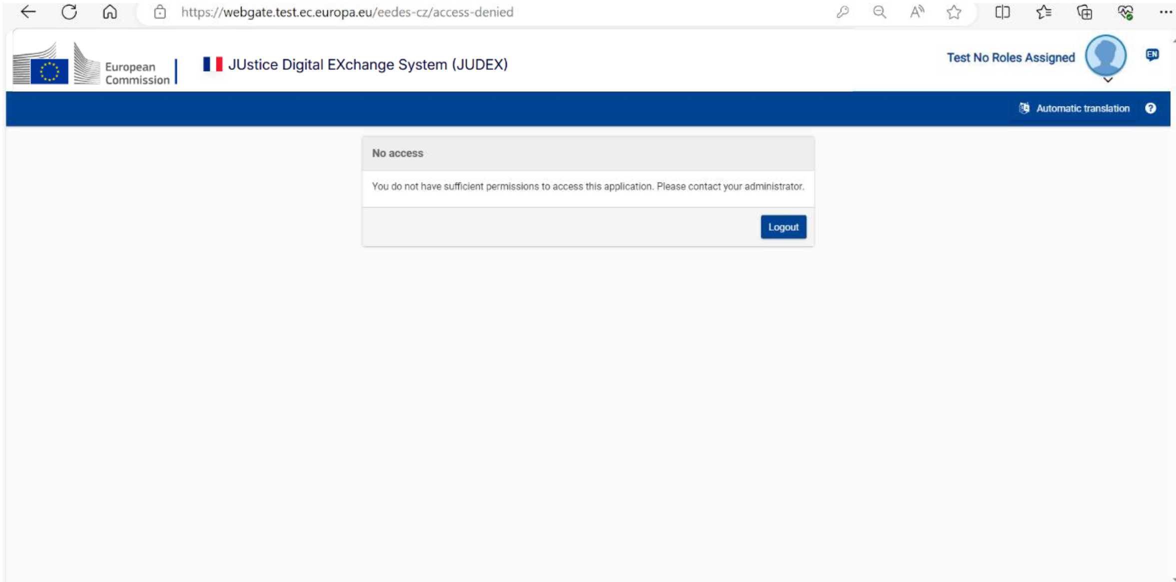


Figure 1-1: Home Page of the JUDEX RI without having roles assigned to the user

1.2 Intended Audience

The intended audience of this document is composed of the following stakeholders:

- DG JUST technical and business staff,
- The Member States' technical and business staff adopting/using the RI.

1.3 Applicable Documents

ID	Document Title	Reference
[AD1]	Regulation (EU) 2023/1543 of the European Parliament and of the Council of 12 July 2023 on European Production Orders and European Preservation Orders for electronic evidence in criminal proceedings and for the execution of custodial sentences following criminal proceedings.	Regulation (EU) 2023/1543

ID	Document Title	Reference
[AD2]	Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023 laying down harmonised rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings.	Directive (EU) 2023/1544

Table 1: Applicable documents

1.4 Referenced documents

ID	Title
[RD 01]	Public REST APIs Document
[RD 02]	Installation and Administration Guide

Table 1: Referenced documents

1.5 Documents conventions

Referenced documents are shown in brackets [].

2 Getting started

2.1 User Manual Design

JUDEX RI has been designed to provide an intuitive and user-friendly experience, minimizing the risk of errors and ensuring a consistent look and feel across all relevant civil and criminal law instruments. To achieve this, the portal's interface is dynamically updated based on the user's role and the context in which they are working.

- **Active Functions**: When a function is available, the corresponding button is visible and clickable, allowing users to perform the desired action.
- **Permissible Actions**: Buttons are enabled only when the corresponding action is permissible, preventing users from attempting to perform unauthorized actions.
- **Inactive Functions**: When a function is inactive, the corresponding button is disabled, clearly indicating that the action is not available.

2.2 Accessing the Portal

Below is an example on how to access JUDEX RI via the Keycloak route. It is likely, however, that each Member State will have a different national access method.

JUDEX RI can be accessed only by authorised and authenticated users. There is no public access page. One will need either a configured and enabled **Keycloak account** to access JUDEX RI or **a national method that will be provided by national representatives.**

Follow the steps described below to access JUDEX RI via Keycloak:
① Enter the address of JUDEX in your web browser.
② You will be redirected to the login page:

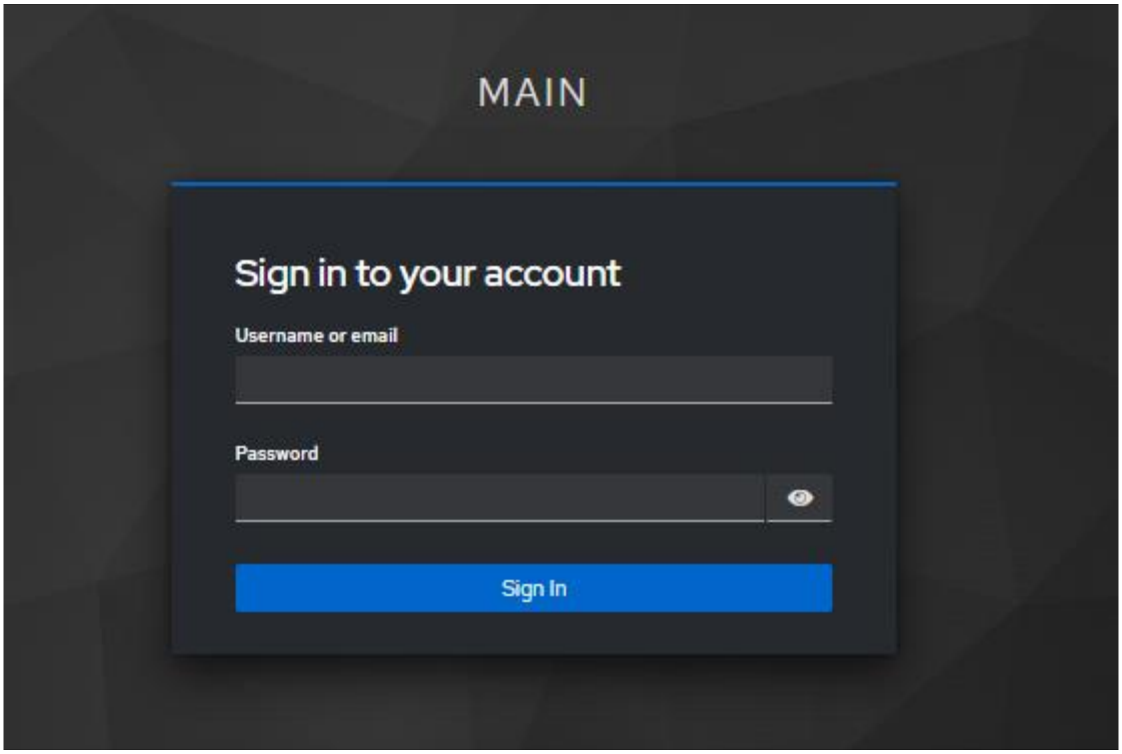


Figure 2-1: Keycloak authentication screen

③ Sign in with your login credentials.
④ If you belong to only one authority, you will be automatically redirected to it.
⑤ If you are assigned to more than one authority, you will be redirected to the "Select Authority" page, where you can choose the authority you want to log into.

NOTE: There is an option to remember the authority choice so that the system automatically redirects you to the selected authority after entering your credential set. You can change this setting any time. The process for changing it is described in section: 3.1.3 After selecting "Remember my choice in this browser", this screen will not appear again until you clear cookies in your browser.

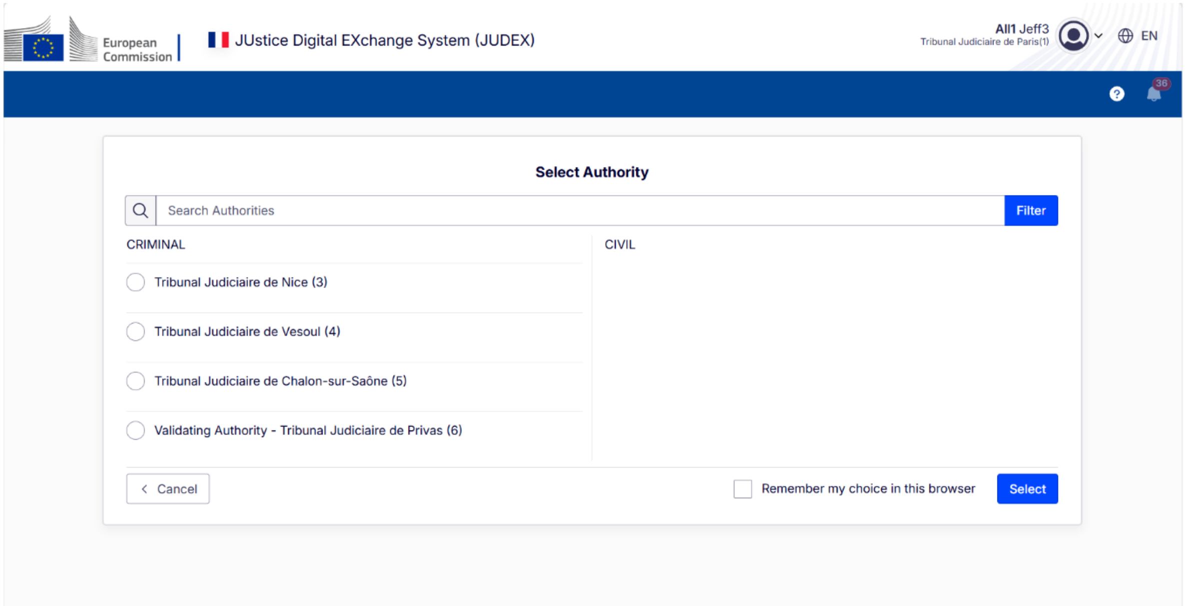


Figure 2-2: Select Authority screen

Exceptions

- **Access to JUDEX RI is denied -** an error occurred during the connection to JUDEX RI in the following cases:
    - You have no access to the domain(s) and sub-domain(s) of JUDEX RI;
    - You have no right to access the page of JUDEX RI you wanted to access.
- **Error message -** if the provided login and password are not correct, an error is raised by Keycloak. In that case, a message is displayed explaining that the authentication failed.

2.3 User roles

JUDEX RI supports role-based access control in order to ensure that access to online data and to the features of the system is limited only to user roles that have been previously granted such access rights. The set of access rights of a given user consists of all the combined access rights of all the roles granted to the respective user.

The description of roles and their permissions related to EPOC and EPOC-PR is specified in chapter 9.1.3 and 10.1.3.

3 Common Layout and Navigation

Following successful log in to JUDEX RI, you can see the content of the portal, and its persistent navigational elements:

① The header

② The top bar

③ The left-hand menu

Figure 3-1: Common Layout and Navigation

3.1 The header

In the header, alongside the Commission logo, site name and Member State flag, you will find the following interactive elements:

- A language switch
- A user profile menu

3.1.1 Select desired language of JUDEX RI

① Click **the language switch**, located in the top right corner of the header:

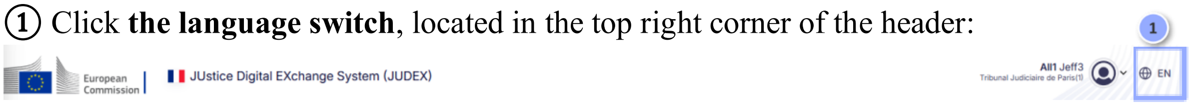


Figure 3-2: Language switch icon

② Select the language from a pop-up window:

Figure 3-3: Select language

The language of the portal will switch to your selected language.

NOTE: Due to some languages not being delivered yet, this may cause errors in the portal.

3.1.2 User's Profile

In the top right corner, you can find information about the logged in user.
① Click **the profile picture** to display additional buttons:

Figure 3-4: User's profile

- See my profile
- Switch authority
- Logout

② When selecting **“See my profile”**, one will see the "User details” pop-up window displaying the name of the authority which the user belongs to, and the roles they have been assigned to, as shown in the picture below.

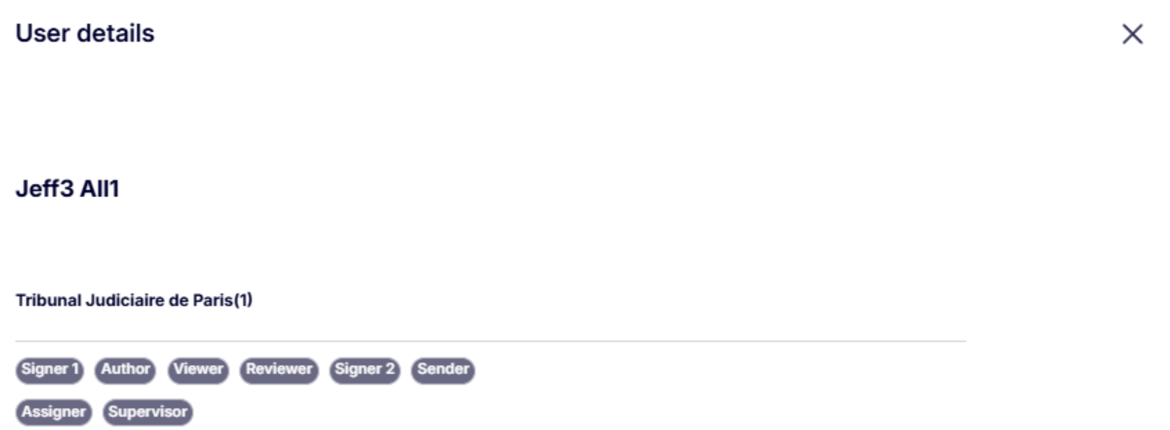


Figure 3-5: User details

3.1.3 Switching authority

In order to change the authority, the user is currently logged into:

Figure 3-6: Switch authority selection

③ Click “**Switch authority”** from a dropdown menu.
Then the system displays “Select Authority” page.

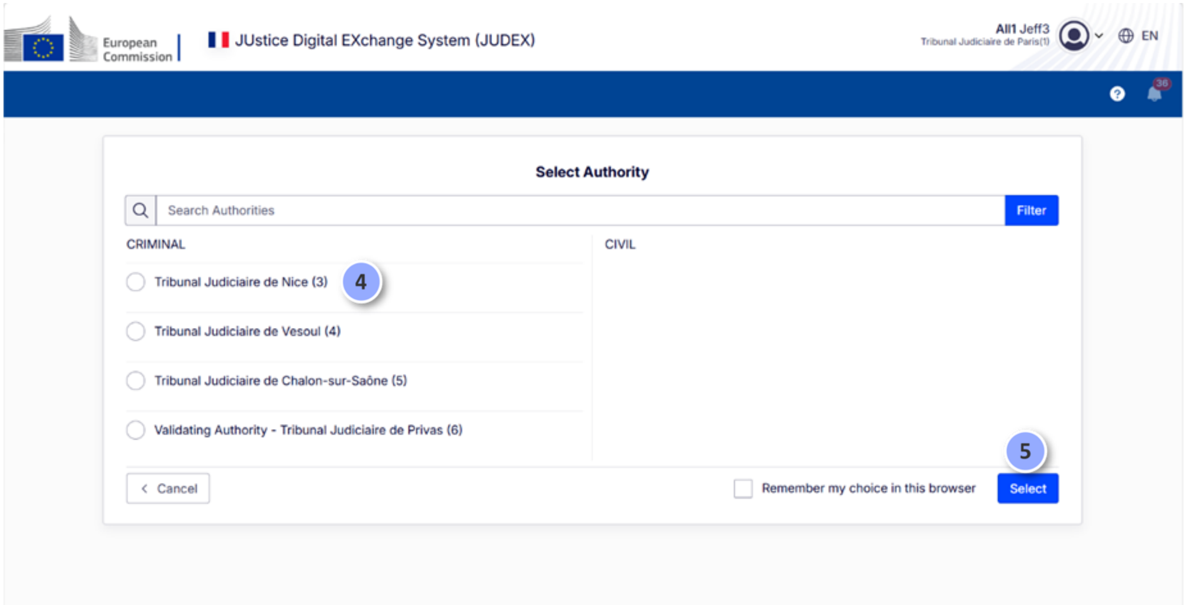


Figure 3-7: Select authority screen

④ Select appropriate authority.
⑤ Click **Select**.

When the process succeeds, you will be transferred to the selected authority.

NOTE: If you select "Remember choice in this browser, you will be automatically redirected to the authority you are selecting now, every time you log in. If you want to restore the authority selection page during login, please clear your cookies in your browser, or select authority you want to log in to automatically each time from this position.

3.1.4 Logout/Exit the Portal

Figure 3-8: Logout/Exit the portal

If you want to exit the JUDEX RI, the most secure way is to log out from your account:
① Click your profile picture in the top bar:

② Click **Logout** from a dropdown menu.

When the logout process succeeds, you will experience a successful logout and application closure.

3.2 The top bar

In the top bar, you can find additional actionable functionalities:

- Support information
- Notification bell
- Automatic translation

3.2.1 Display support information

① Click the **question mark** icon located on the right side of the top bar.

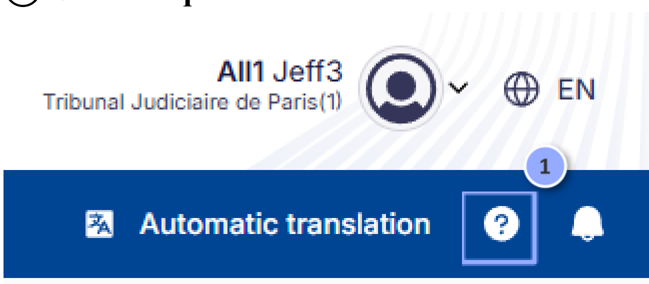


Figure 3-9: Support information

The information box about how to contact your national support will appear. Click anywhere outside the information box to close the information.

Figure 3-10: Contact Support

3.2.2 Notification bell

① Click the **Notification bell** icon located on the right side of the top bar.

This icon also features a red circle with a number relating to the number of notifications available.

Figure 3-11: Notification bell

When the icon is selected, all open actions and unread messages are listed.
If one of the notifications is selected by the mouse pointer (i.e., action "read"), the number will decrease by one and the user will be redirected to that case which the selected notification refers to.

② Alternatively, all notifications can be cleared by selecting "Clear notifications".

Figure 3-12: Notifications

Users are also able to choose the type of notifications they want to receive.

③ Select settings icon.
The following pop-up window should appear:

Figure 3-13: Notification settings

From this perspective, the user can check/uncheck all the types of notifications listed in the picture above that he/she wants to receive.

3.2.2.1 E-mail notification

In order for a given user to receive the e-mail notification, two conditions must be met.

1. The given user's e-mail address must be configured in an identity provider software used by the Member State:

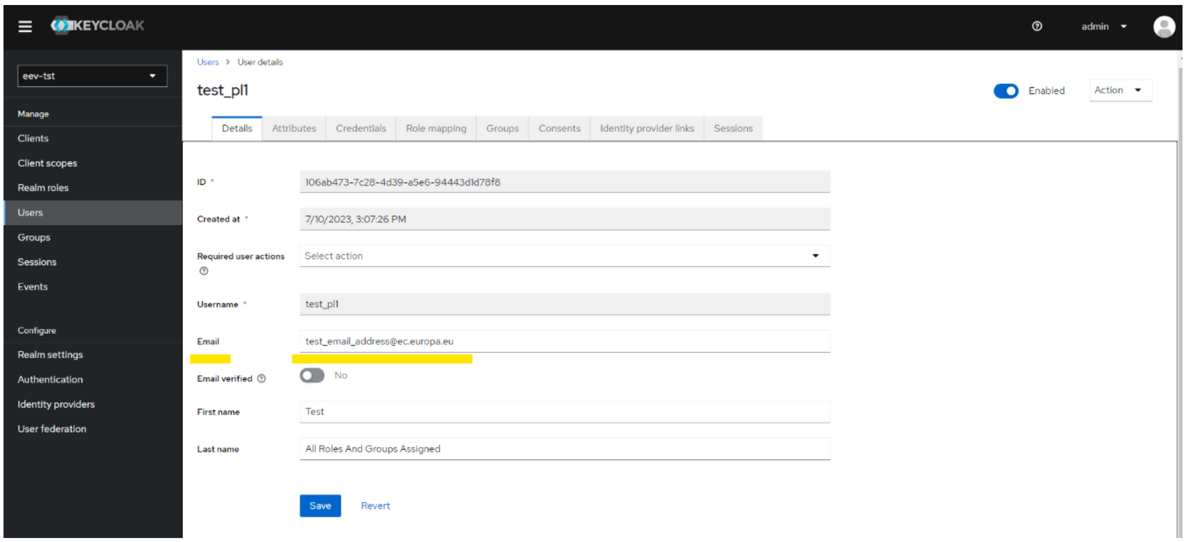


Figure 3-14: Adding e-mail address in identity provider

2. Make sure that the e-mail checkboxes in the notification's settings in the portal are selected.

3.2.3 Automatic translation

① Click the **Automatic translation** icon located on the right side of the top bar.
This feature allows to translate input text into an official EU target language. For example, this text could be from our national language into the language of the authority we are working with, or vice versa. This is very handy if one would like to send a message in another language or if one has received a message in a language~~,~~ one does not understand. Although the translation may not be perfect, the gist of the message should be clear.

Figure 3-15: Automatic translation

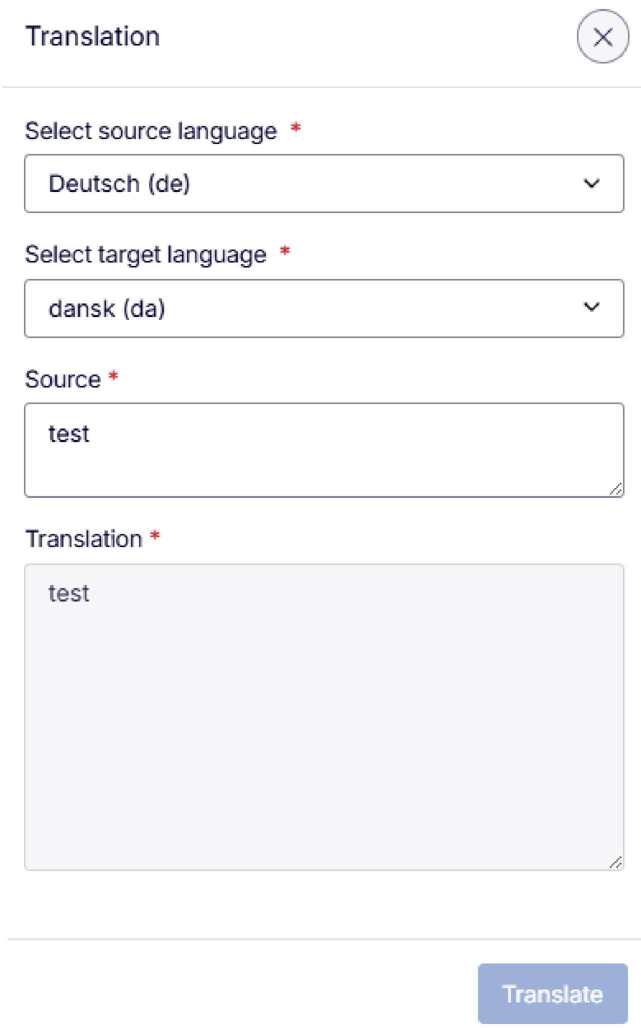


Figure 3-16: Automatic translation pop-up window

3.3 The left-hand menu

In the navigation menu you can find links to the main sections of the portal:

3.3.1 Hide/unhide left menu

Get more space for the content of the page by hiding the menu:

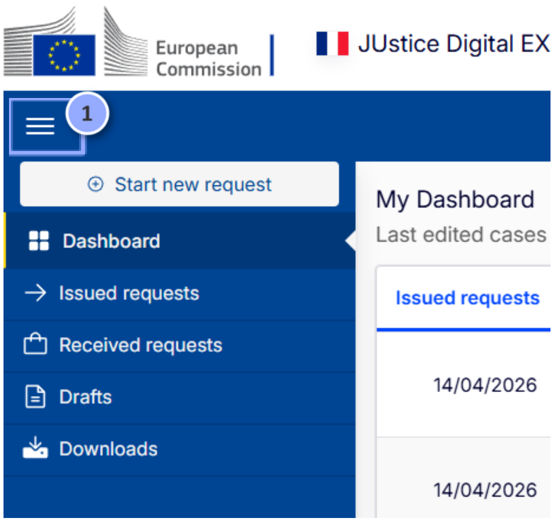


Figure 3-17: Hide/unhide left menu

① Click an icon located on the left side of the top bar. The menu will collapse.

Figure 3-18: Hide left menu

② If you want to unhide the full menu again, click the same icon again.

3.3.2 Start new request

(Please note that the “Start new request” button is only visible to users with roles that can initiate a new request. If a role cannot initiate a new request, this button will not be available to the user).

3.3.3 Dashboard

This view appears right after logging in.

① On this page, the user will find all basic issues divided into Issued requests, Received requests, and Drafts.
② Additionally, all users, except the Viewer role, see "My tasks" table on the right side of the screen, where they can see the cases to which they are assigned.

NOTE: Assigner, Supervisor and Viewer do not see any tasks in My tasks label.

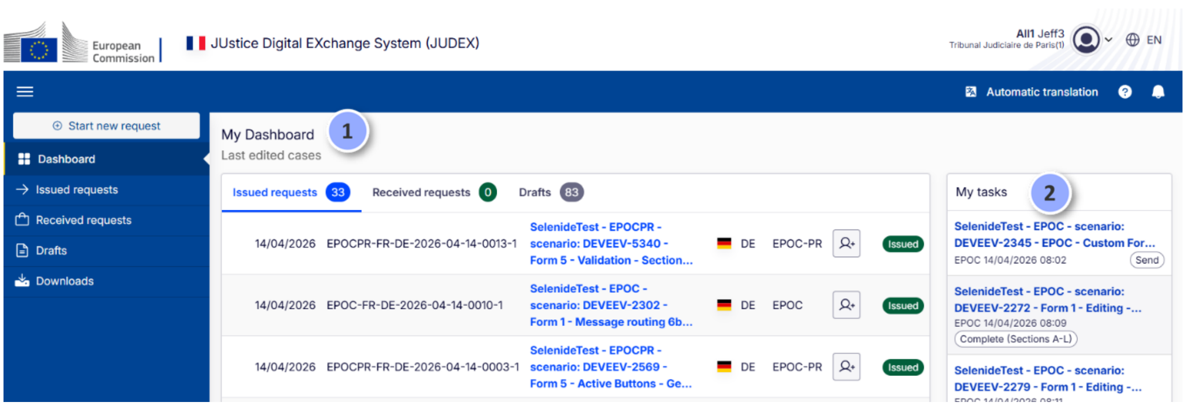


Figure 3-19: Dashboard

3.3.4 Cases

Cases in JUDEX RI are divided into several different categories depending on their case advancement status:

- ISSUED REQUESTS - in this section, the user sees all cases that are in the Issued status and to which they are assigned/have access. When a case is sent cross-border, it is moved from DRAFTS to a list of ISSUED REQUESTS. To access the list:

① Click **Issued requests** in the menu.

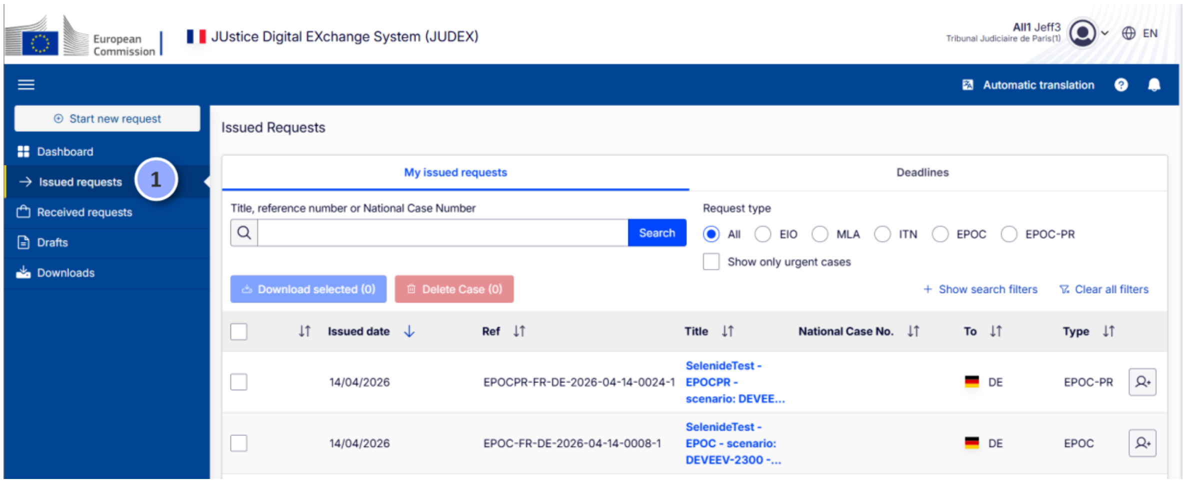


Figure 3-20: Issued requests

An issued case can be accessed only by:

- Users who are assigned to that case
- Privileged users with the "Supervisor" role.

You can also find deadlines list for all issued cases in "Deadlines" tab.

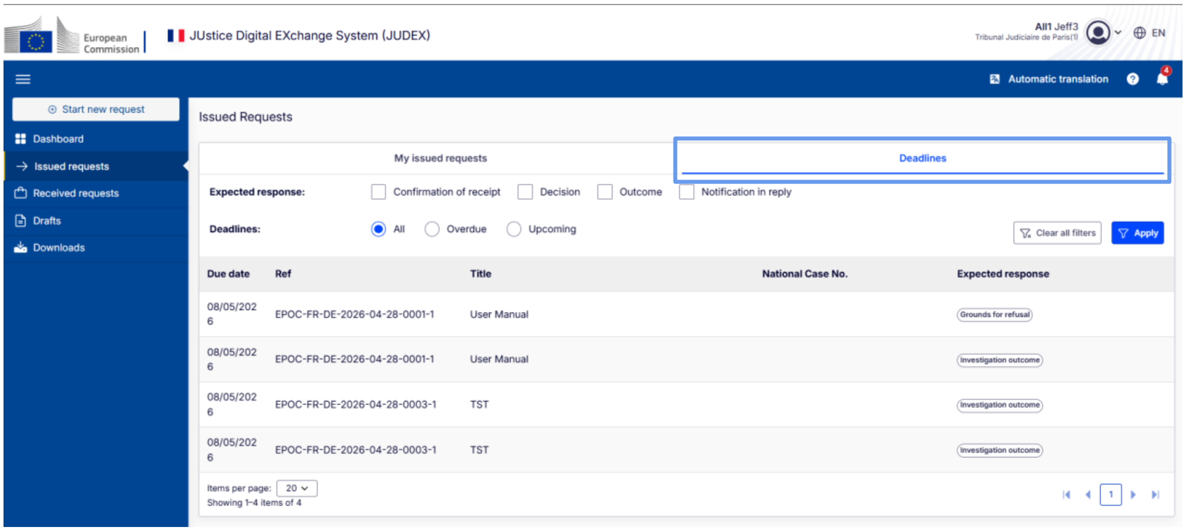


Figure 3-21: Deadlines tab

- RECEIVED REQUESTS - in this part, the user sees all cases that are in the Received status and to which they are assigned/have access. When a case is received, it is visible on a list of RECEIVED REQUESTS. To display the list:

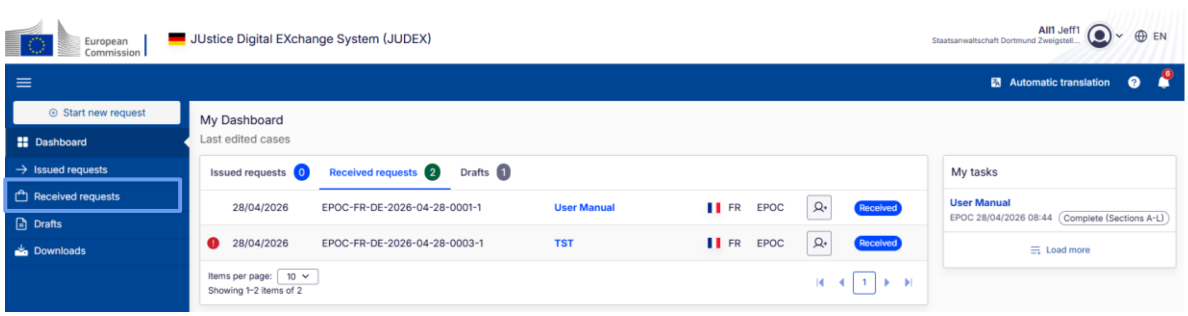


Figure 3-22: Received requests

- DRAFTS - in this part, the user sees all cases that are in draft status and to which they are assigned/have access. Cases which have not yet been sent are stored in the list of drafts.

NOTE: Kindly remind that the **draft stage** is the status of entire case from its creation to the moment of sending. All statuses that the user will see, e.g., in the Overview tab, will be presented in capital letters.

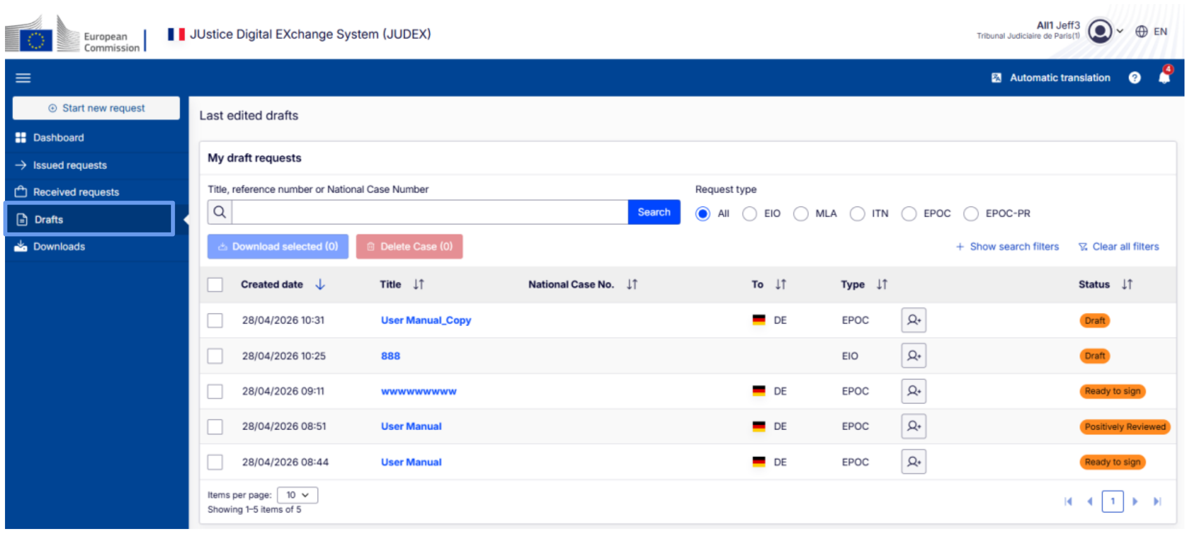


Figure 3-23: Draft cases

A draft case can be accessed only by:

- The "Author "of a draft (a user who created that case), as long as the case is still assigned to that user.
- Users with the "Supervisor" role.
- Other users (such as Reviewer, Signer, Signer 2, Sender or Viewer) who have been assigned to that case by a "Supervisor".

3.3.5 Downloads

This section contains files that have been downloaded by users using the Download button in the specific case view. To see more details please check section: 11.4

4 Search for a case

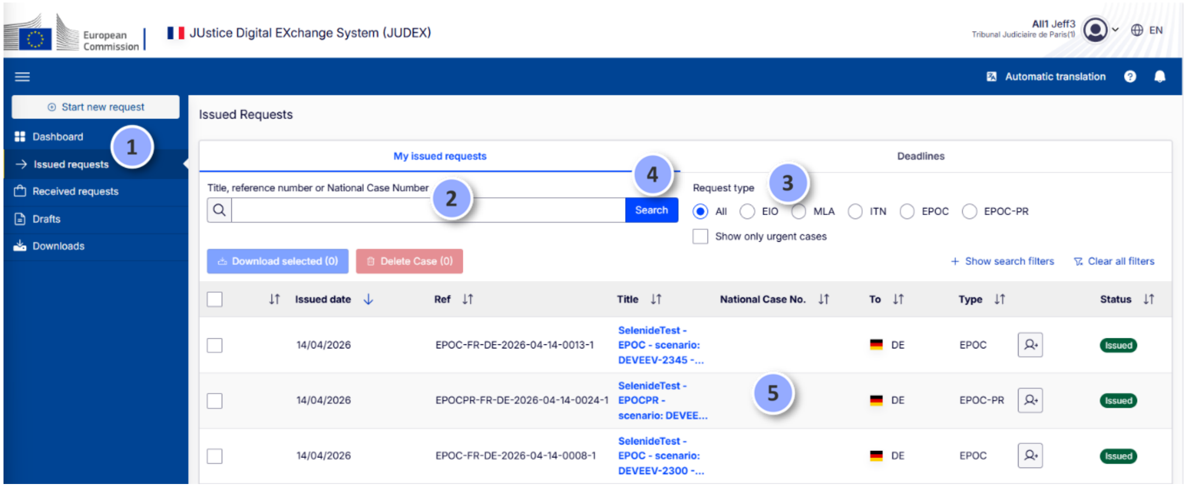


Figure 4-1: Search for a case

① Open a list of draft/issued/received case requests in the menu, which will indicate the context of a search.

② Enter full or partial **title** or **reference number** or **National Case number** of the case you are searching for.

③ Select the type of a case you are searching for.

④ Click **Search**.

⑤ Matching search results from: Title or Reference Number will be returned.

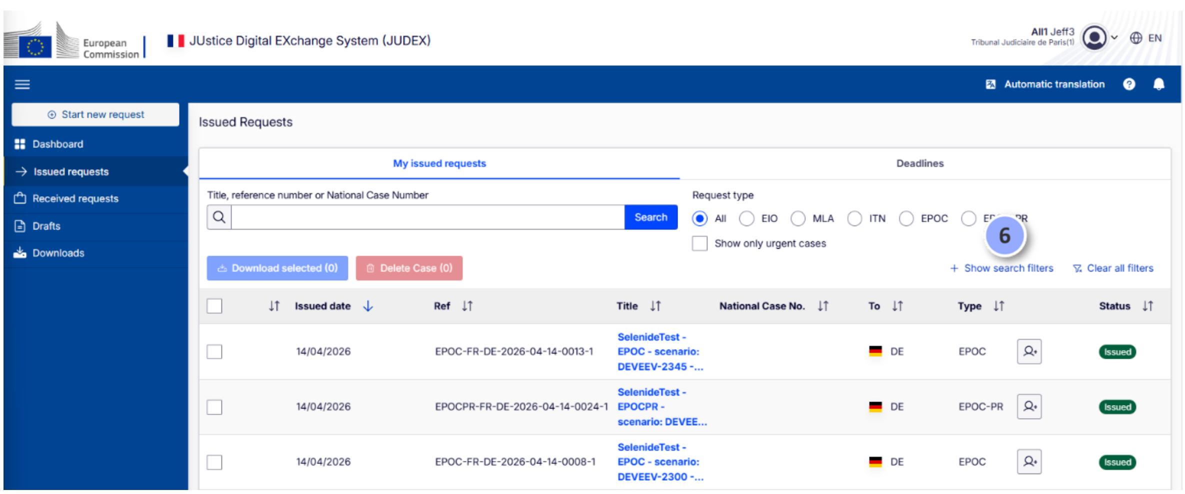


Figure 4-2: "Search filters" button

Optionally, you can filter the list of draft/issued/received requests by applying filters:

⑥ Click **Show search filters** to expand the panel.

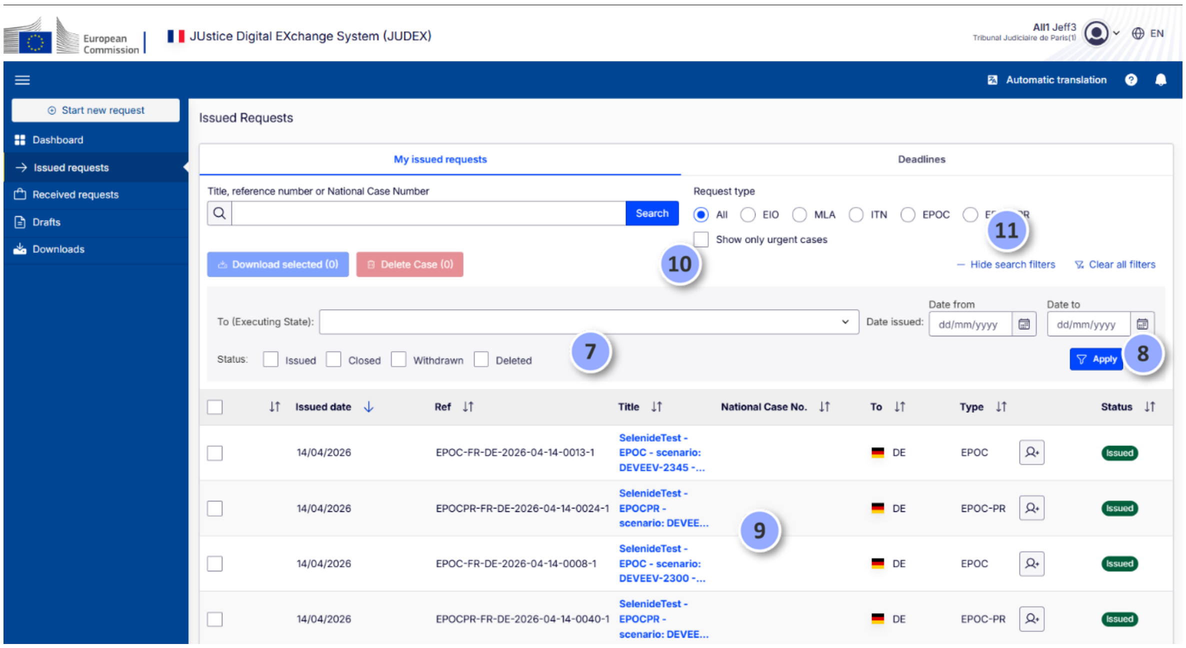


Figure 4-3: Search criteria fields

⑦ Select filtering options on the panel.
⑧ Click **Apply.**
⑨ Results will be returned.
⑩ You can filter out cases that are not urgent using the embedded filter "Show only urgent cases".
⑪ To collapse the expanded view, click "**Hide search filters**".

4.1 View closed cases

If a user wants to view closed cases, whether issued or received, they should choose the relevant category from the left-hand menu to see the type of case they are interested in.

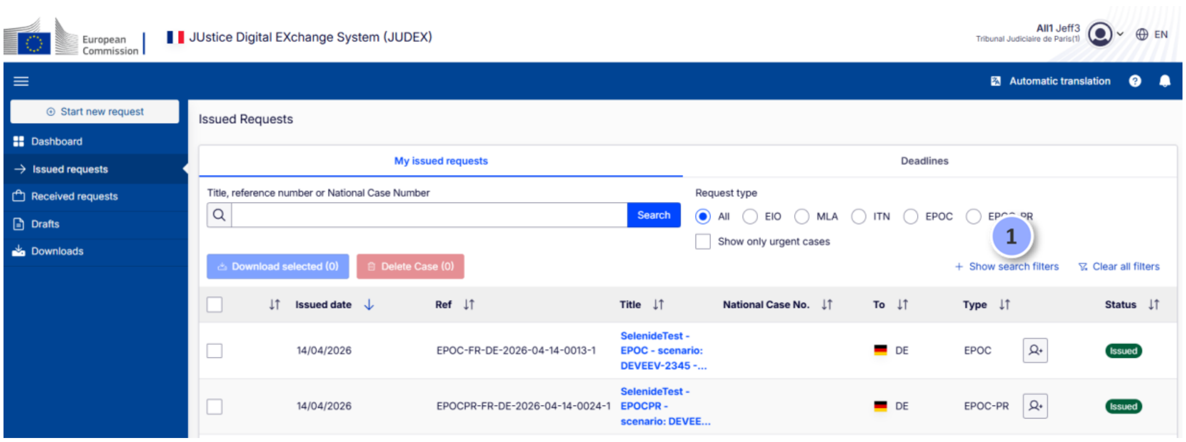


Figure 4-4: Searching for closed cases

① Select “**Show search filters**”

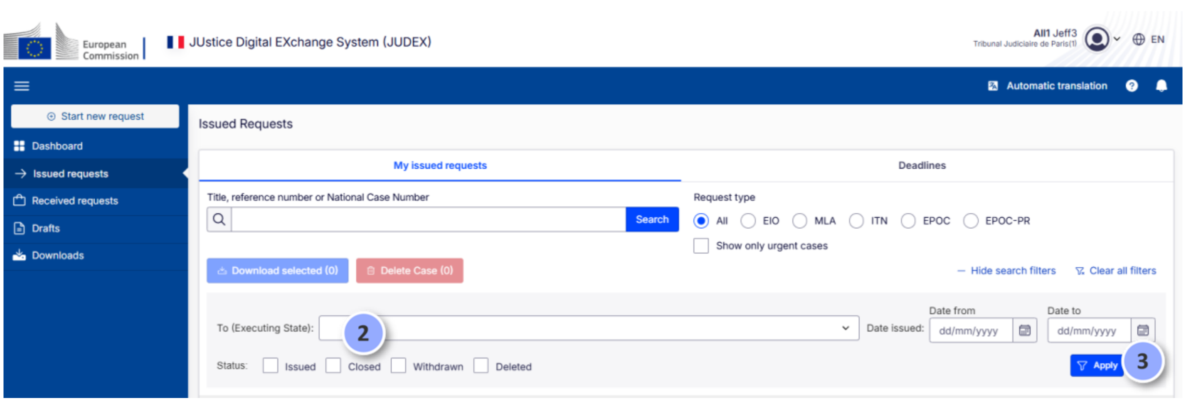


Figure 4-5: Applying filters to search for closed cases

② Select Closed checkbox and then ③ “**Apply**” button.

All Closed cases will be displayed.

To narrow down the search criteria further, additional search filters can be added.

4.2 Clear all filters

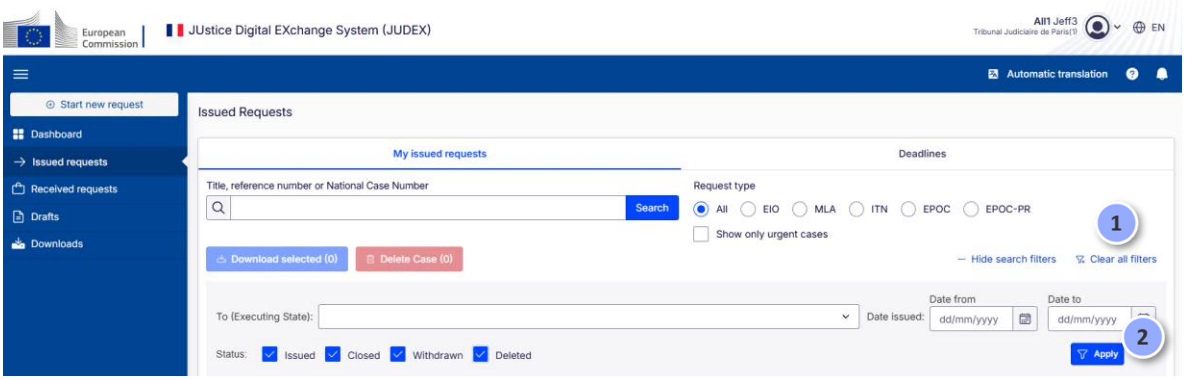


Figure 4-6: "Clear all filters" button

① Click "Clear all filters".
② Click „Apply" button.

A list will be refreshed to a default state.

5 View a case

To view details of a case:

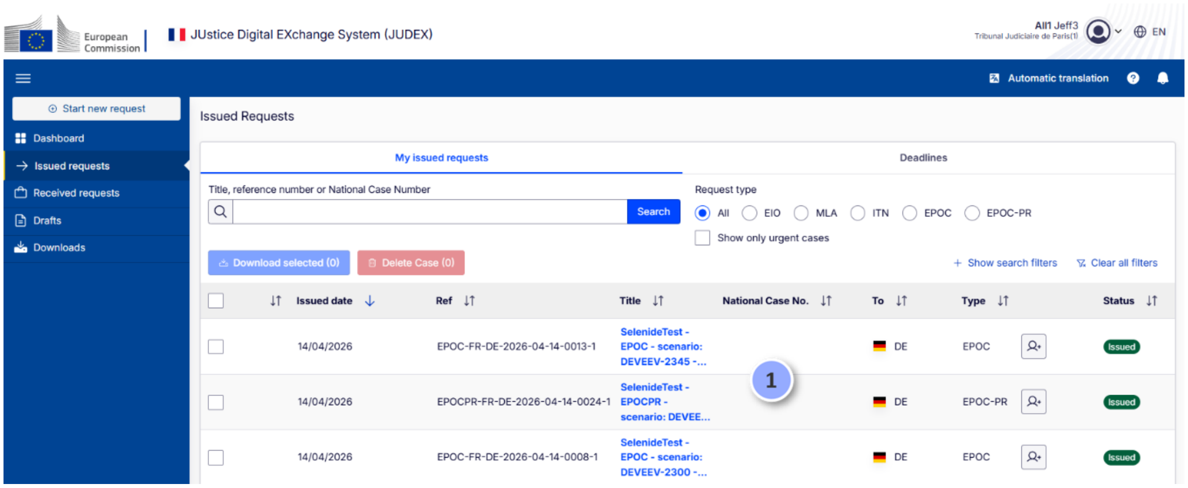


Figure 5-1: Viewing case details

① Click an individual row from a list of Issued/Received requests or Drafts.

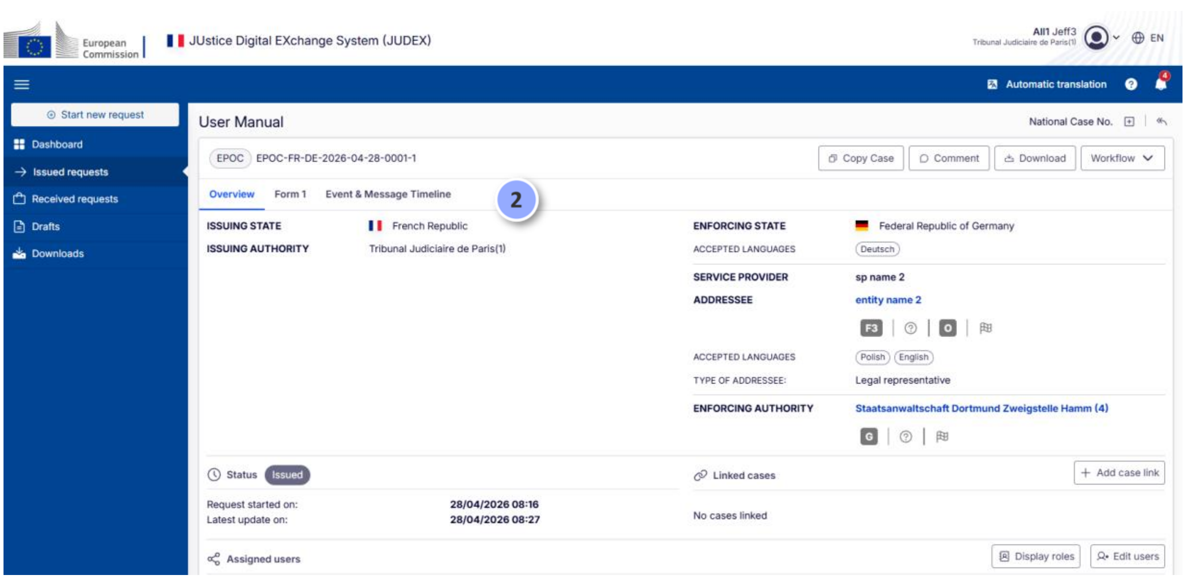


Figure 5-2: Viewing case details: Overview tab

② A case with details will be displayed. Click through available tabs to view available information.

6 Icons of messages

The purpose of this section is to provide a concise overview of the messages exchanged within a case, focusing on the most important events. This allows the user to quickly see which key messages have been received, and which are still missing from the enforcing authority/service provider.

- **Blue icon** indicates that a message has been sent by enforcing authority/ service provider.
- **Grey icon** indicates that a message has not been sent by enforcing authority/ service provider yet.

6.1 EPOC Message Icons

An EPOC section with one service provider and the corresponding enforcing authority may look like in the example below:

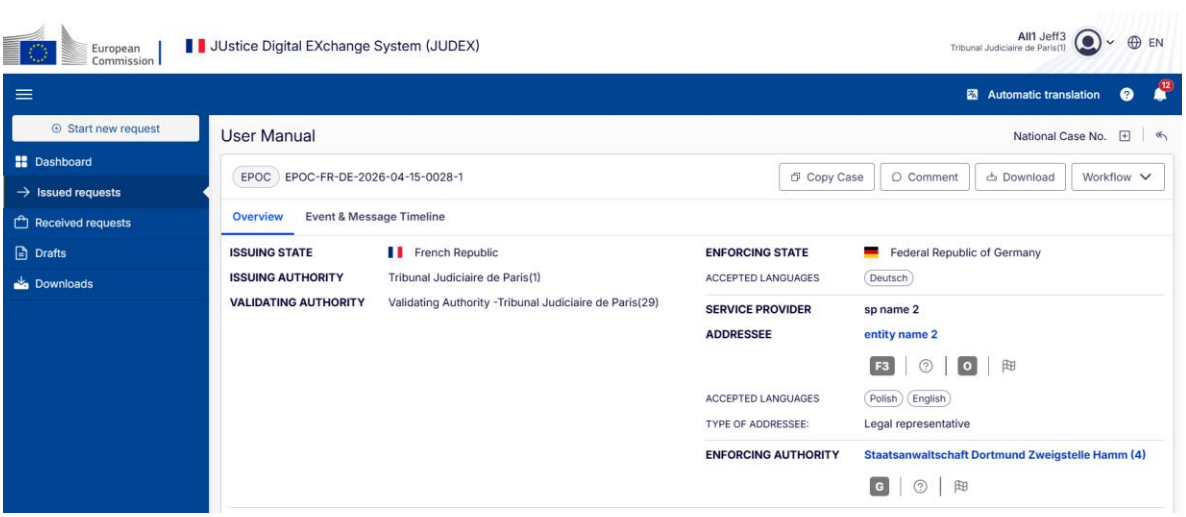


Figure 6-1: EPOC Message Icons

Hover the icon to see the description.
Click the name of the addressee/ enforcing authority to see the details.

6.2 EPOC-PR Message Icons

For EPOC-PR, there is a different set of icons available.

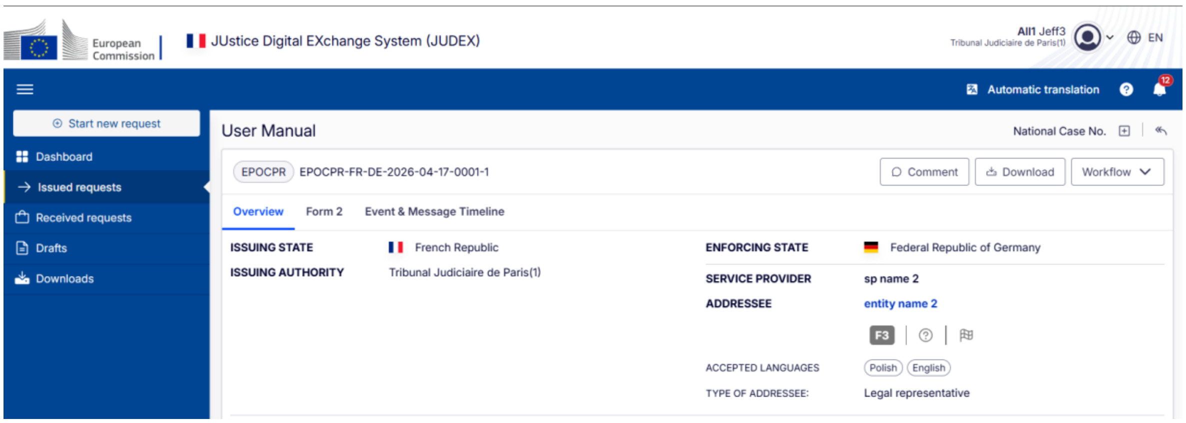


Figure 6-2: EPOC-PR Message Icons

7 Case ownership

Each case marked with a Global Case ID can have many local instances.

The first instance of the case appears at the very moment of a new case creation. This instance is owned by the issuing State authority to which the creating user with an Author role belongs. Regardless of how many users from how many competent authorities collaborate over the Draft edition, this Case instance will be owned by the issuing State authority and all messages coming out within that case, sent by anyone having access to the case, from any authority, will be sent in lieu of the issuing State authority.

Any comments added to the Case are never sent to another authority. They are accessible only locally, to users of one Case instance.

Every time the Case is being received by a competent authority/ service provider, a **new Case instance** is being created, owned by a competent authority/ service provider that received the Case.

8 Request formats

When initiating a new request in the system, the user must first select the appropriate **request format**, which determines how the case will be processed, which workflow steps will apply, and how the request will be transmitted.

Currently, the JUDEX RI supports **two request formats**:

- **Digital Request**
- **One-to-Many emergency request**

NOTE: Only legal instruments that support a selected request format will be available for selection.

8.1 Digital Request

The **Digital Request** is the default format for handling individual cases. It is designed for scenarios where full internal processing is required before sending the case cross-border (form completion, review, signing, and transmission).

Standard processing flow for Digital Requests include:

1. **Case Creation**

Figure 8-1: Start New Request: Digital format

① When selecting **"Start New Request"** button, **Digital Request** format is selected by default:

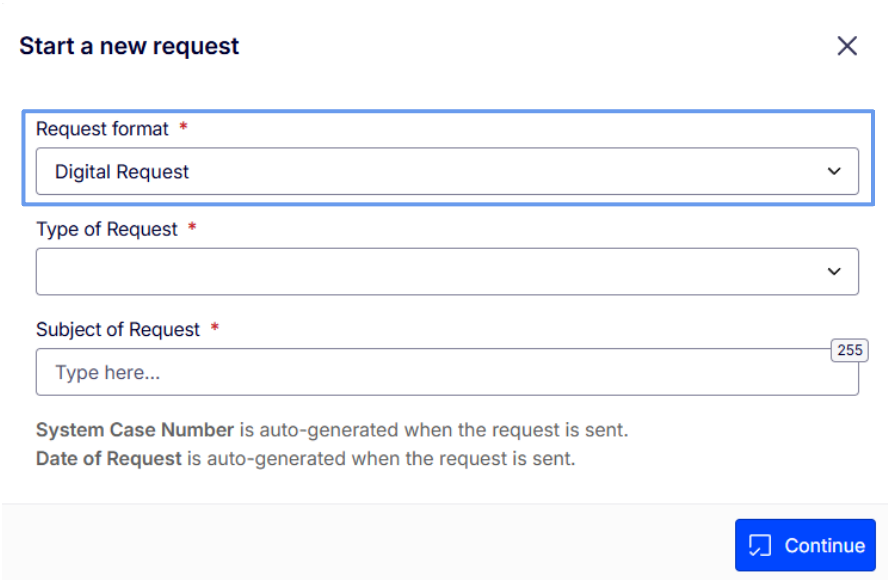


Figure 8-2: Digital Request format selected

2. **e-Form Completion**
   - All required fields and sections of the form must be completed.
3. **Case Review**
   - The form is reviewed internally for accuracy and completeness.
4. **Signing (and Validation, if applicable)**
   - The form is digitally signed and, where required, validated.
5. **Cross-border Transmission**
   - The finalized form is sent cross-border to the relevant recipient(s).

A more detailed workflow for EPOC and EPOC-PR digital requests is described in section 9.2 and 10.2.

8.2 One-To-Many Emergency Request

The **One-to-Many emergency request** allows users to send the same legal request to multiple recipients simultaneously. It is designed to streamline situations where identical information must be delivered to several parties, improving efficiency and reducing manual effort.

While initially developed to support the European Production Order Certificate (EPOC) use case for emergency scenarios, its implementation allows for future expansion to other legal instruments where bulk transmission is required.

For the time being, this format is only applicable in cases where:

- Rapid transmission of an order/request to multiple recipients is critical (e.g., urgent data production requests).
- Bypassing standard internal approvals is legally justified (e.g., under emergency provisions).
- The legal instrument in use supports bulk transmission (currently limited to EPOC, with potential for future extensions).

The "One-to-Many emergency request" simplifies the process as follows:

1. **Case Creation**

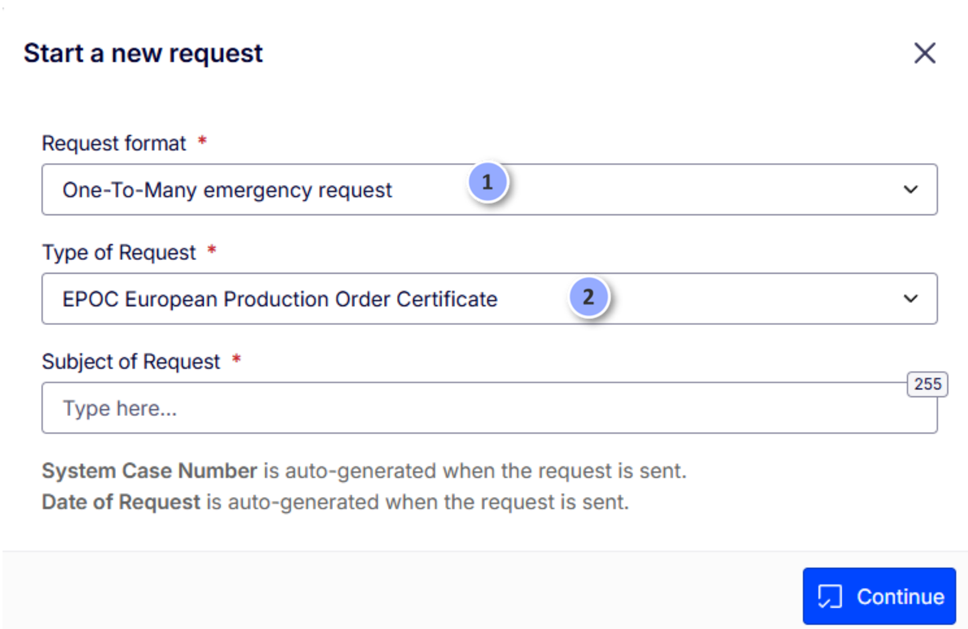


Figure 8-3: Bulk Request initiation

① Select **One-to-Many emergency request.**
② **Choose** a compatible legal instrument.

2. **e-Form Completion**
    - The user completes all the required fields necessary for processing the form.

3. **Emergency Justification**
   - The user provides a signed legal document justifying the use of the expedited process.
4. **Cross-border Transmission**
   - Once the request is finalised, the system transmits it to all selected recipients.

A more detailed workflow for EPOC "One-To-Many emergency request" is described in section 9.3.

9 European Production Order Certificate (EPOC)

9.1 Introduction

A European Production Order Certificate (EPOC) is a certificate issued by a judicial authority of a Member State, which requires a service provider offering services in the European Union to produce electronic evidence, such as subscriber data, content data, traffic data, or data for the sole purpose of identifying the user, for the purpose of criminal proceedings.

The EPOC is based on the principle of mutual recognition and is issued in accordance with the rules and procedures set out in EU Regulation 2023/1543. The certificate is used to obtain electronic evidence from service providers established or represented in another Member State, in order to facilitate the investigation and prosecution of criminal offences.

9.1.1 Overview

The Internal Workflow encompasses the entire process from the creation of a new case to the transmission of the EPOC to the service provider's legal representative or designated establishment (and enforcing authority, if applicable). This process takes place within the competent authority's module of the RI and is restricted to authorized users from the issuing State authority.

Once all steps of the Internal Workflow are completed, the EPOC can be sent to a chosen service provider/ enforcing authority. The communication between the issuing authority and the service provider/ enforcing authority takes place within the **External Workflow**.

9.1.2 High Level End to End Process

1. A competent authority from the issuing State creates an EPOC, specifying the electronic evidence to be produced.
2. In some cases, and in some Member States, the EPOC may require validation by a judicial authority in the issuing Member State.
3. The EPOC is transmitted to an appropriate addressee in another Member State (and enforcing authority, if applicable).
4. Communication between service provider and competent authorities takes place, allowing for the exchange of information and potential issues related to the EPOC.
5. The service provider can raise concerns or objections regarding the EPOC through a dedicated regulatory form (Form 3), which may lead to modification of the request.

6. The requested electronic evidence is provided by the service provider within 10 days (or 8h in emergency cases) of receiving the EPOC, unless the enforcing authority raises grounds for refusal or the issuing authority withdraws the request.
7. The issuing authority may withdraw the EPOC at any time, which will terminate the production of electronic evidence.
8. Case is Closed once the requested data are provided.

9.1.3 Roles and responsibilities

Users of JUDEX can have assigned one, several or all roles. These assigned roles will allow that user to perform certain actions.

9.1.3.1 In an Issuing Authority

Activity	Author	Reviewer	Signer 1	Sender	Supervisor	Assigner	Viewer
View an EPOC case	Yes	Yes	Yes	Yes	Yes	N/A	Yes
View all incoming cases in the authority	No	No	No	No	Yes	Yes	No
View all incoming messages within an issued case	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create a new EPOC case (draft stage)	Yes	No	No	No	Yes	N/A	No
Edit an EPOC case (draft stage)	Yes	Yes	Yes	No	Yes	N/A	No
Delete an EPOC case (draft stage)	Yes	Yes	Yes	Yes	Yes	N/A	No
Import an EPOC case via web service	Yes	No	No	No	Yes	N/A	No
Close an EPOC case	Yes	Yes	Yes	Yes	Yes	N/A	No
Re-open a closed EPOC case	Yes	Yes	Yes	Yes	Yes	N/A	No
Assign users to a case	No	No	No	No	Yes	N/A	No
Remove users from a case	No	No	No	No	Yes	N/A	No
Share an EPOC with a supervisor in another authority	No	No	No	No	Yes	N/A	No

View permissions for all EPOC cases in the authority.	No	No	No	No	Yes	N/A	No
Search for EPOC cases	Yes	Yes	Yes	Yes	Yes	N/A	Yes
Download an EPOC case	Yes	Yes	Yes	Yes	Yes	N/A	Yes
Print a part of or the entire content of an EPOC.	Yes	Yes	Yes	Yes	Yes	N/A	Yes
Add attachments to an EPOC case	Yes	Yes	Yes	No	Yes	N/A	No
Remove attachments from an EPOC case	Yes	Yes	Yes	No	Yes	N/A	No
Delete a draft, closed or withdrawn EPOC case	Yes	Yes	Yes	Yes	Yes	N/A	No
As part of the review process, accept the EPOC and proceed to signing	No	Yes	No	No	Yes	N/A	No
As part of the review process, return EPOC for amendments (with details)	No	Yes	No	No	Yes	N/A	No
As part of the review process, reject EPOC (with reasons)	No	Yes	No	No	Yes	N/A	No
As part of the signing process, return EPOC for amendments (with details)	No	No	Yes	No	Yes	N/A	No
As part of the signing process, reject EPOC (with reasons)	No	No	Yes	No	Yes	N/A	No
Sign an EPOC	No	No	Yes	No	Yes	N/A	No
After the first signing, complete section M	No	No	Yes	No	Yes	N/A	No
Copy an EPOC	Yes	Yes	Yes	Yes	Yes	N/A	No
Submit signed EPOC to validating authority (issuing State).	No	No	Yes	No	Yes	N/A	No
Send an EPOC case to a service provider, and enforcing authority in applicable	No	No	No	Yes	Yes	N/A	No

Create and send a predefined or free form message to an actor involved in case processing once the EPOC is issued	Yes	Yes	Yes	Yes	Yes	N/A	No

Table 2: Roles and Descriptions within the Issuing Authority for EPOC

9.1.3.2 In a Validating Authority

Activity	Author	Reviewer	Signer 2	Sender	Supervisor	~~Assigner~~	Viewer
View an EPOC case	N/A	N/A	Yes	Yes	Yes	N/A	N/A
View all incoming communication in the authority	N/A	N/A	No	No	Yes	N/A	N/A
View all incoming communication within a case	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Close an EPOC case	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Re-open a closed EPOC case	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Assign users to an EPOC case	N/A	N/A	No	No	Yes	N/A	N/A
Remove users from an EPOC case	N/A	N/A	No	No	Yes	N/A	N/A
Share an EPOC with a supervisor in another authority	N/A	N/A	No	No	Yes	N/A	N/A
View permissions for all EPOC cases in the authority	N/A	N/A	No	No	Yes	N/A	N/A
Search for EPOC cases	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Download an EPOC case	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Print a part of or the entire content of a production certificate	N/A	N/A	Yes	Yes	Yes	N/A	N/A
Add attachments to an EPOC case	N/A	N/A	Yes	No	Yes	N/A	N/A
Remove attachments from an EPOC case	N/A	N/A	Yes	No	Yes	N/A	N/A

Accept the received EPOC	N/A	N/A	Yes	No	Yes	N/A	N/A
Reject the received EPOC (with reasons).	N/A	N/A	Yes	No	Yes	N/A	N/A
Validate (sign) the EPOC (Sections A-L)	N/A	N/A	Yes	No	Yes	N/A	N/A
Edit Sections A-L of the EPOC (received)	N/A	N/A	No	No	No	N/A	N/A
Complete Section M of the EPOC in case of notification to the enforcing authority	N/A	N/A	Yes	No	Yes	N/A	N/A
Validate (sign) Section M of the EPOC in case of notification to the enforcing authority	N/A	N/A	Yes	No	Yes	N/A	N/A
Send a validated EPOC cross-border to the addressee (and enforcing authority, whenever applicable)	N/A	N/A	No	Yes	Yes	N/A	N/A
Create and send a predefined or free form message to actors involved in case processing	N/A	N/A	Yes	Yes	Yes	N/A	N/A

Table 3: Roles and Descriptions within the Validating Authority for EPOC

9.1.3.3 In an Enforcing Authority

Activity	Author	Reviewer	Signer 1	Sender	Supervisor	Assigner	Viewer
View an EPOC	Yes	Yes	Yes	Yes	Yes	Yes	Yes
View all incoming communication in the authority	No	No	No	No	Yes	Yes	No
View all incoming communication within a received case	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Close an EPOC case	Yes	Yes	Yes	Yes	Yes	Yes	No
Re-open a closed EPOC case	Yes	Yes	Yes	Yes	Yes	Yes	No
Delete a withdrawn or closed EPOC case	Yes	Yes	Yes	Yes	Yes	Yes	No

Assign users to an EPOC case	No	No	No	No	Yes	Yes	No
Remove users from an EPOC case	No	No	No	No	Yes	Yes	No
Share a EPOC case with a supervisor in another authority	No	No	No	No	Yes	No	No
View permissions for all cases in the authority	No	No	No	No	Yes	No	No
Search for EPOC cases	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Download an EPOC	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Print a part of or the entire content of an EPOC	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Add attachments to an EPOC case	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Remove attachments from an EPOC case	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Confirm EPOC termination after withdrawal	Yes	Yes	Yes	Yes	Yes	Yes	No
Create and send a predefined or free form message to an actor involved in EPOC case processing	Yes	Yes	Yes	Yes	Yes	Yes	No

Table 4: Roles and Descriptions within the Enforcing Authority for EPOC

9.2 Issue and Transmit an EPOC

9.2.1 Start a new EPOC case

Steps below are only applicable to users with "Author" and/or "Supervisor" role.

To begin a process of requesting production of electronic evidence in a digital format, as issuing State authority user, create a new case.

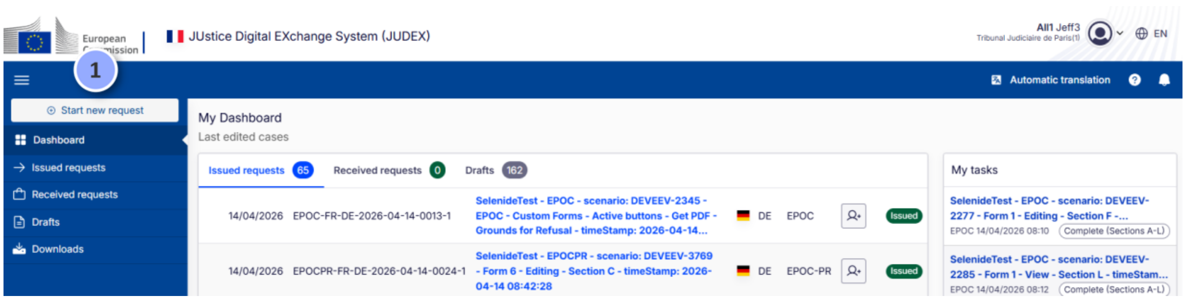


Figure 9-1: Start a new EPOC case

① Click "**Start new request**" button in the left-hand menu.

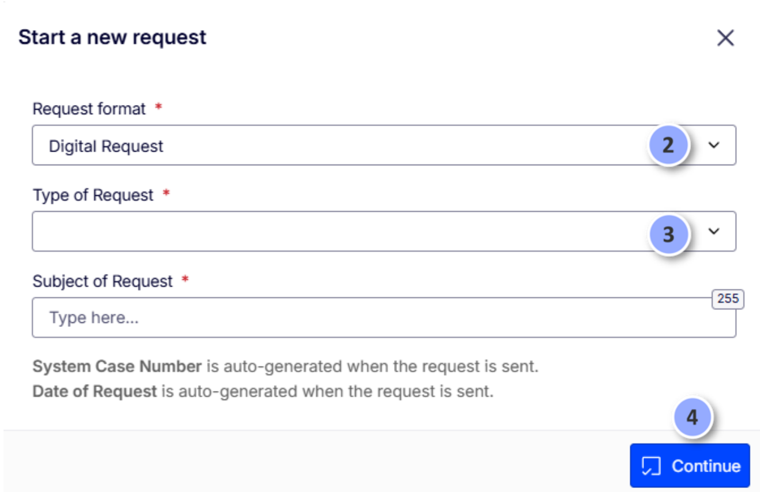


Figure 9-2: EPOC: Selecting the request type and entering the request subject

② A pop-up window will appear with **Digital Request** format selected by default (for further details on request formats, refer to Section 8).
③ **Select** "European Production Order Certificate" from the *Type of Request* dropdown list.
④ Fill in *Subject of Request* and click **Continue**. If you wish to cancel, click "**x**" button in the top right corner of the pop-up.

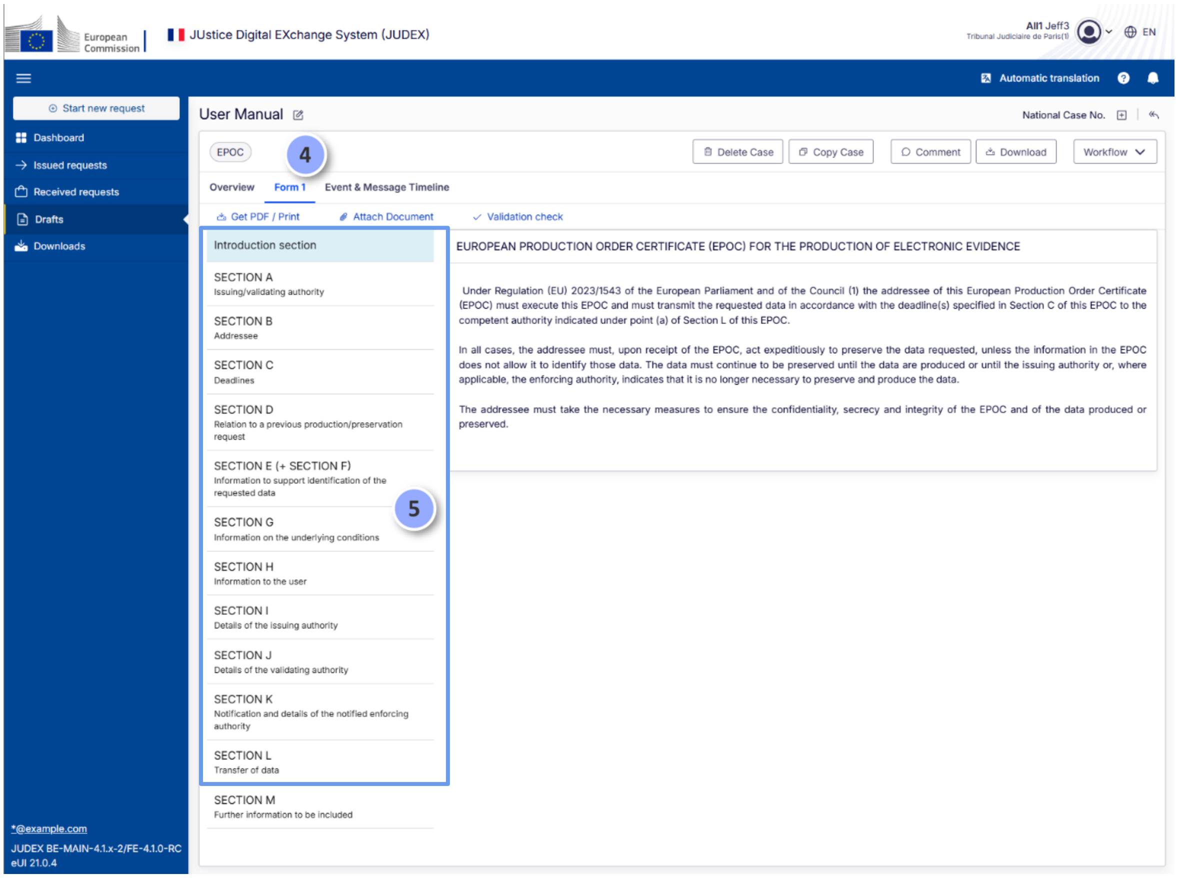


Figure 9-3: Form 1 sections

④ A new draft will be created and displayed with Form 1 ready for completion.
⑤ Complete **sections A-L** of Form 1 by using the List of Sections menu.

NOTE: If the user with an Author role who initiated the EPOC does not have additional roles of Reviewer and/or Signer1 and/or Sender, then the Author should contact the Supervisor to add additional users with additional roles required to create and send the request.

9.2.2 Fill in an EPOC

9.2.2.1 Choose validating authority

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

Whenever validation of the EPOC is required:

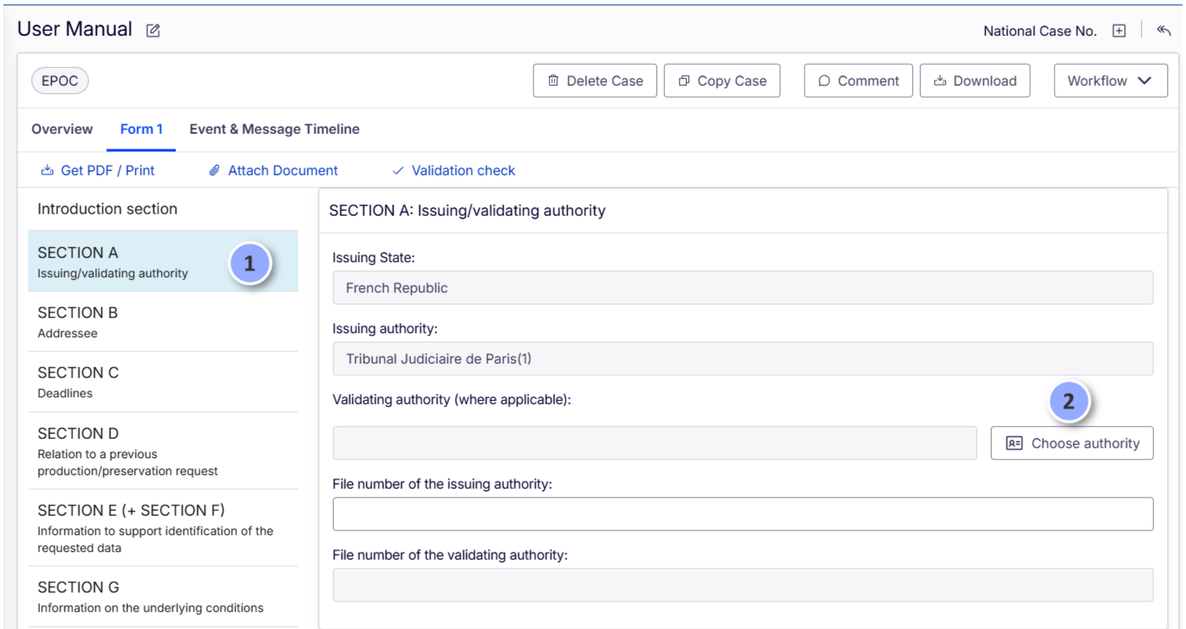


Figure 9-4: Form 1 Section A: Validating Authority selection

① Enter **Section A** of Form 1.
② Click **Choose authority** button.

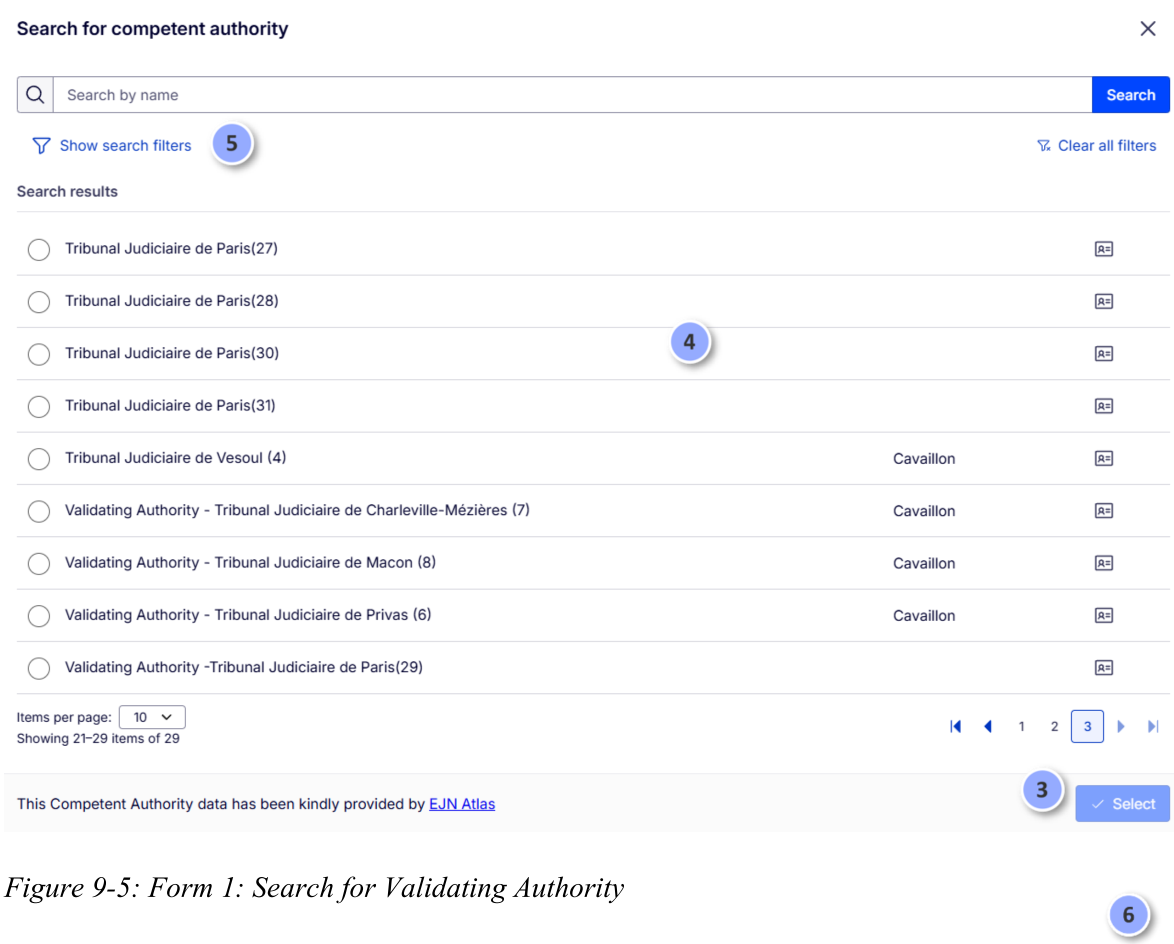


Figure 9-5: Form 1: Search for Validating Authority

④ The system will display all authorities in the CDB that have 'validating authority' competence assigned within the issuing Member State.
⑤ To find and select the correct authority, the user can scroll down the list or expand search filters by selecting the "+ **Show search filters**" button.
⑥ Choose the validating authority from the list of results by clicking a radio button and click **Select**.

After selection, EPOC Section A will look like in the screenshot below:

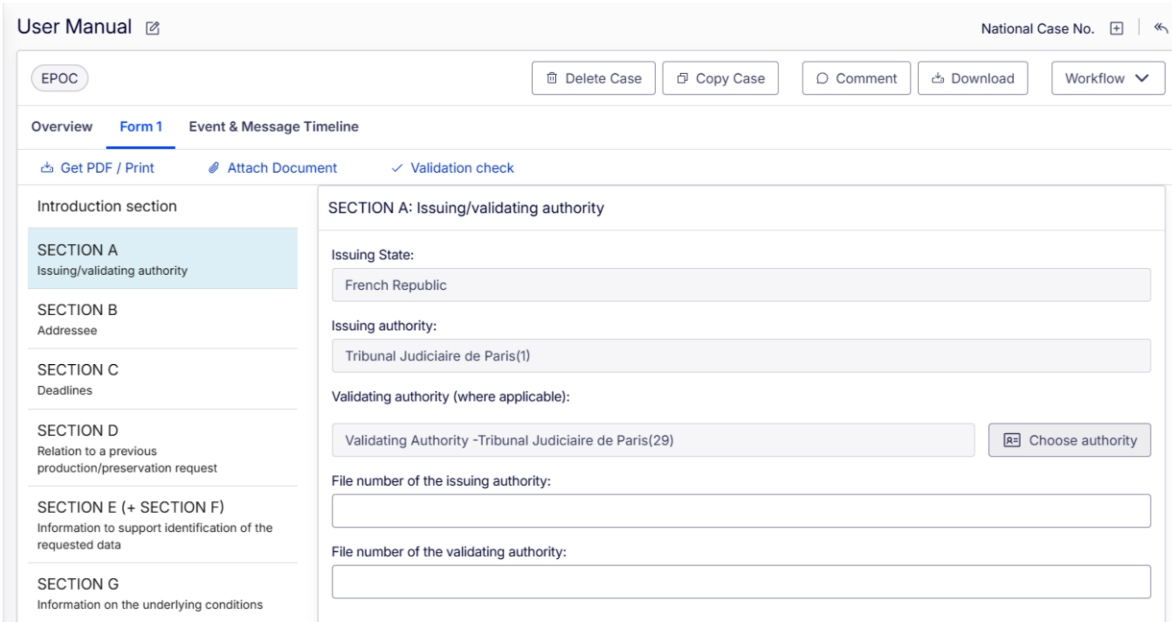


Figure 9-6: Form 1: Section A completion

The validating authority details will also be reflected in the Overview tab and will be autocompleted in Section J.

NOTE: The validating authority can also be selected directly in Section J of Form 1. In this case, the system will automatically populate the corresponding information in Section A.

9.2.2.2 Choose Addressee

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

To choose the addressee of the European Production Order Certificate, follow the steps below.

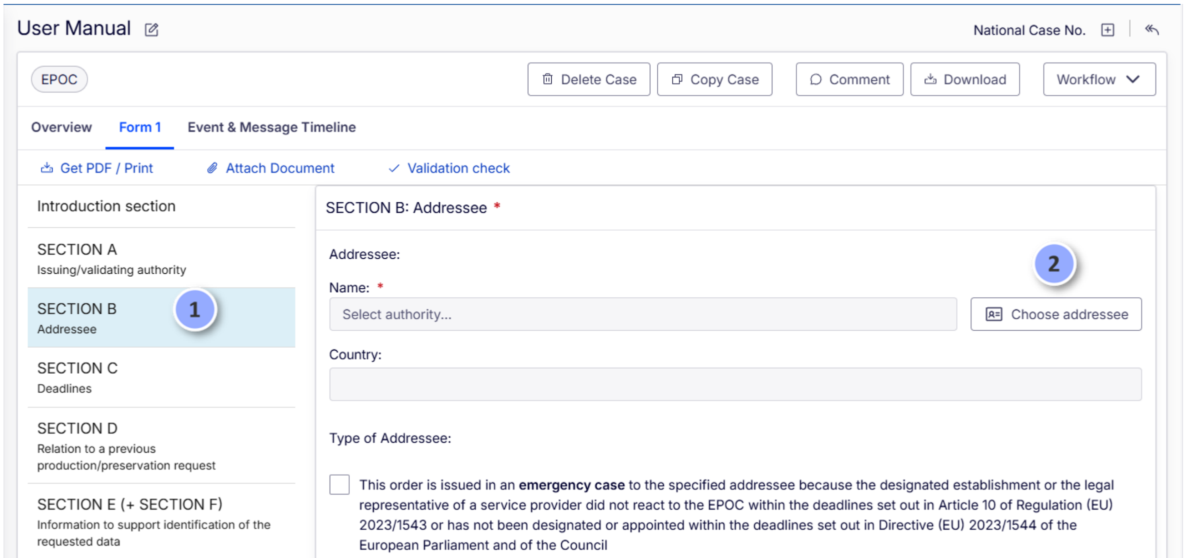


Figure 9-7: Form 1: Section B

① Select **Section B** in List of Sections.
② Click **Choose addressee** button.

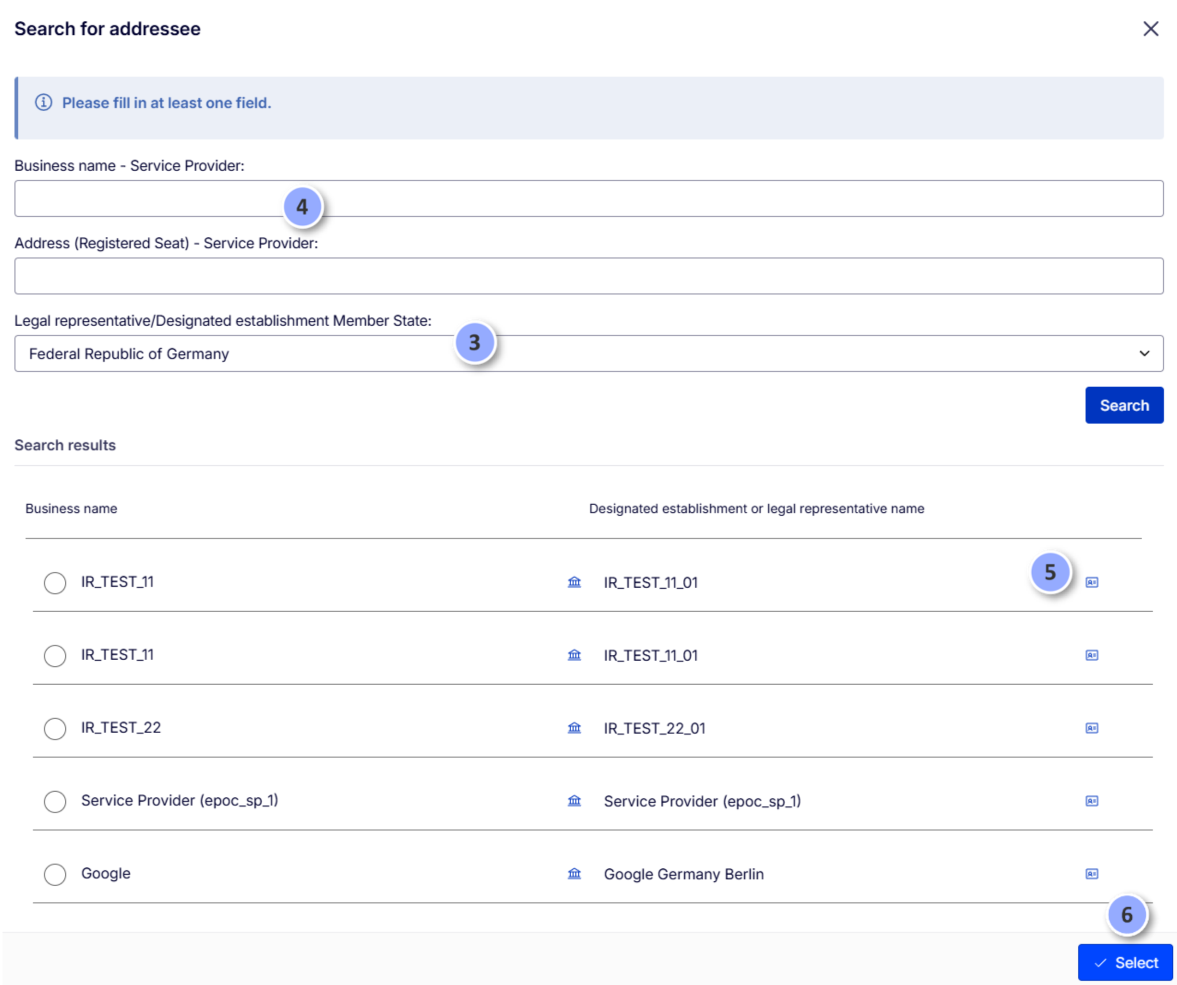
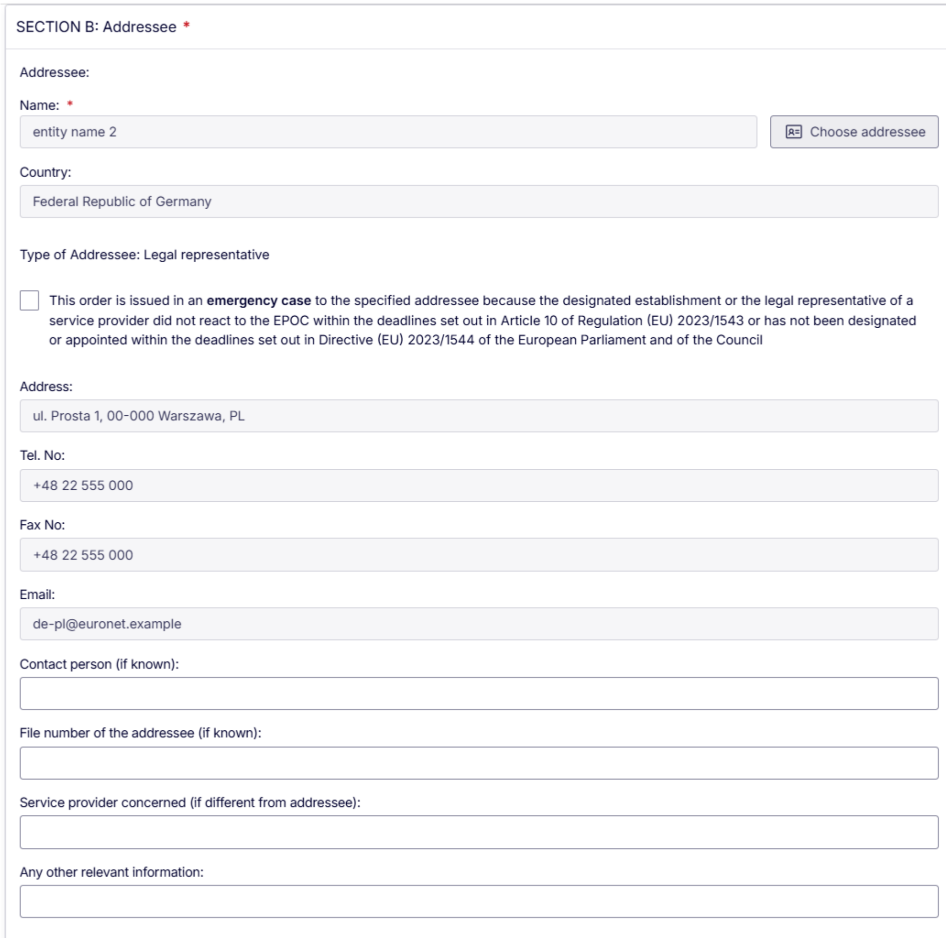


Figure 9-8: Form 1: Search for Addressee

③ **Select** the Member State of the addressee and click **Search**.
④ To narrow down the search results, the user can enter service provider's business name or registered seat.
⑤ To display more detailed information about the addressee concerned, select the icon on the right side of the designated establishment or legal representative's name.
⑥ Choose the addressee from the list of results by clicking a radio button and click **Select**.

After selection, EPOC Section B will look like in the screenshot below:


SECTION B: Addressee *

Addressee:

Name: *

entity name 2

Choose addressee

Country:

Federal Republic of Germany

Type of Addressee: Legal representative

☐ This order is issued in an **emergency case** to the specified addressee because the designated establishment or the legal representative of a service provider did not react to the EPOC within the deadlines set out in Article 10 of Regulation (EU) 2023/1543 or has not been designated or appointed within the deadlines set out in Directive (EU) 2023/1544 of the European Parliament and of the Council

Address:

ul. Prosta 1, 00-000 Warszawa, PL

Tel. No:

+48 22 555 000

Fax No:

+48 22 555 000

Email:

de-pl@euronet.example

Contact person (if known):

File number of the addressee (if known):

Service provider concerned (if different from addressee):

Any other relevant information:

Figure 9-9: Form 1: Section B completion

The name of the addressee will also appear in the Overview tab.

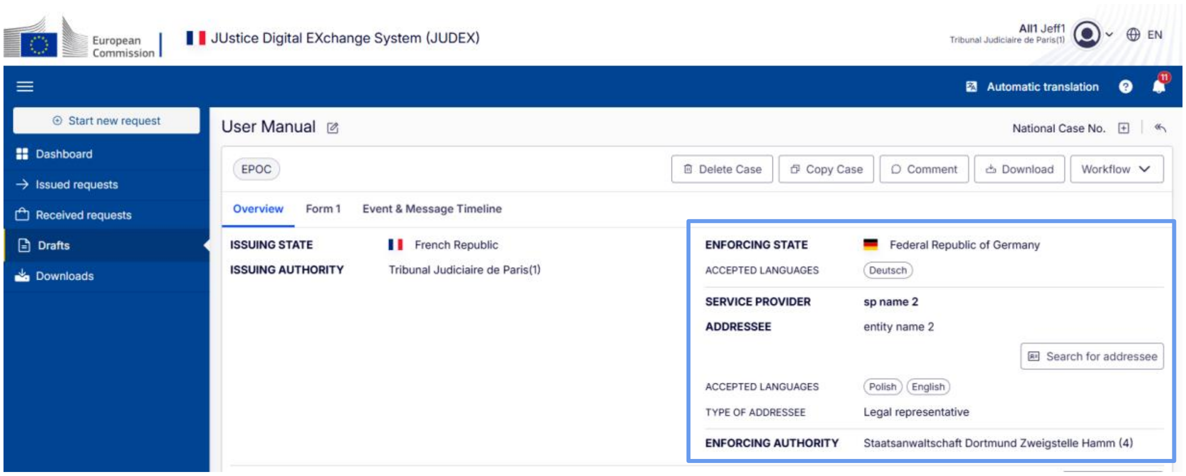


Figure 9-10: Form 1: Addressee name displayed

9.2.2.3 Marking the EPOC as an emergency case

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

In order to mark the EPOC as an emergency case:

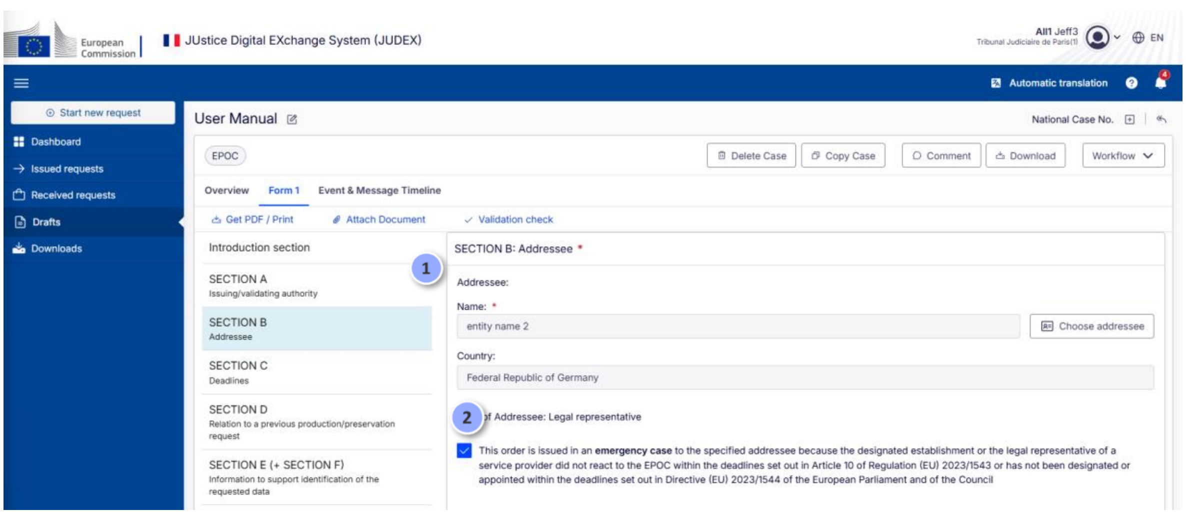


Figure 9-11: Section B: Emergency case indication

① Enter **Section B** of Form 1.

② Select the checkbox indicating that the order is issued in an **emergency case**.

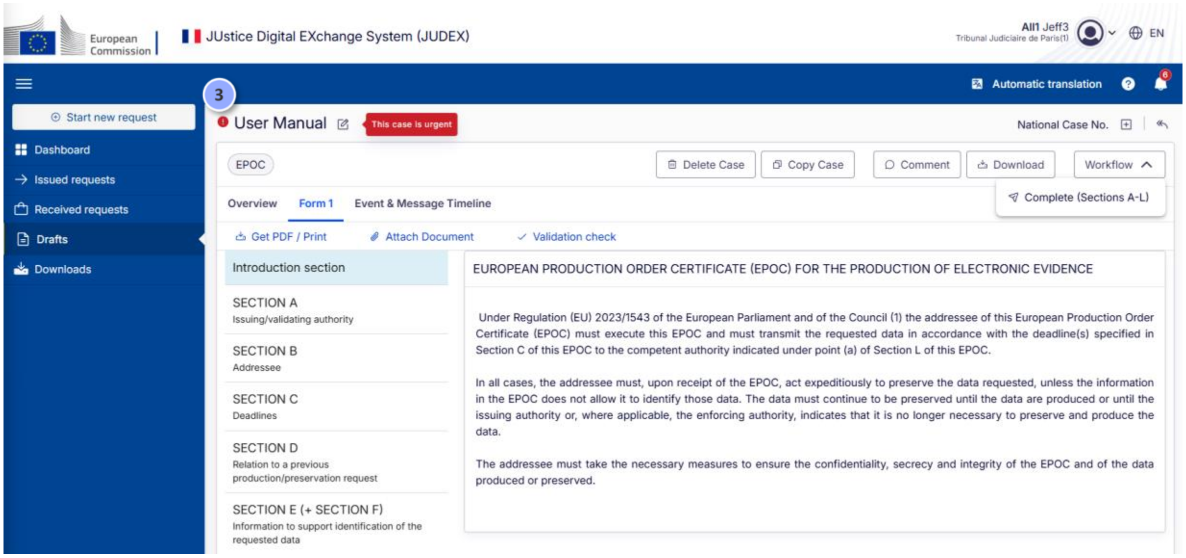


Figure 9-12: Marking EPOC as urgent

③ After clicking on the Workflow dropdown menu, the red exclamation icon will be displayed next to the case subject.

NOTE: The emergency icon will also be displayed on the receiving side of the EPOC.

9.2.2.4 Choose authority that can be contacted for any questions related to EPOC execution

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

To choose an authority which can be contacted for any question related to the execution of the EPOC:

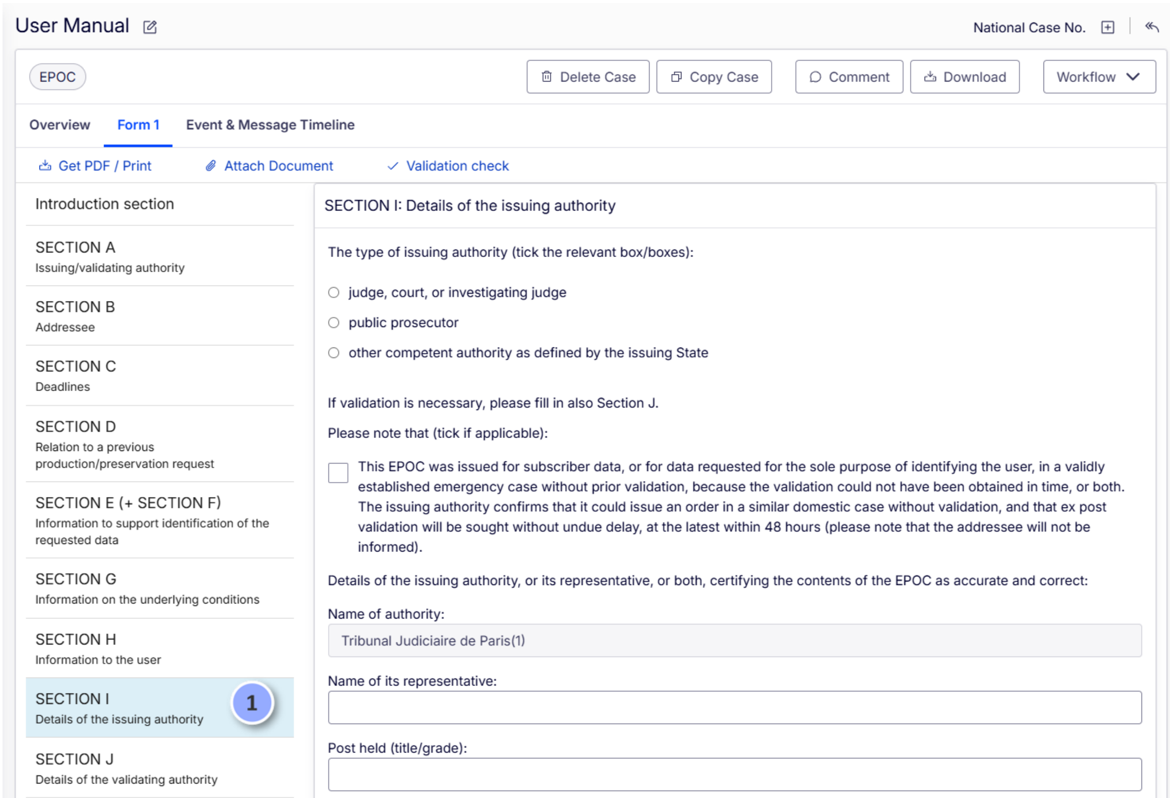


Figure 9-13: Form 1: Section I

① Select **Section I** in List of Sections.

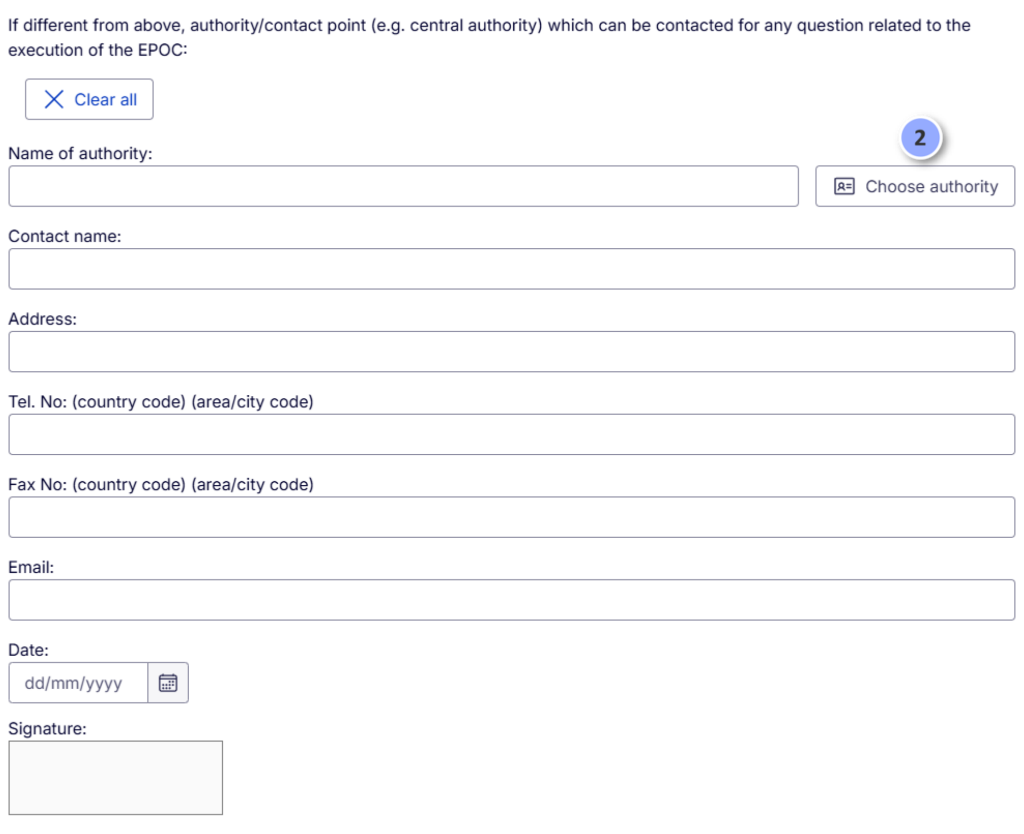


Figure 9-14: Choose authority that can be contacted for any questions related to EPOC execution

② Click **Choose authority** button.

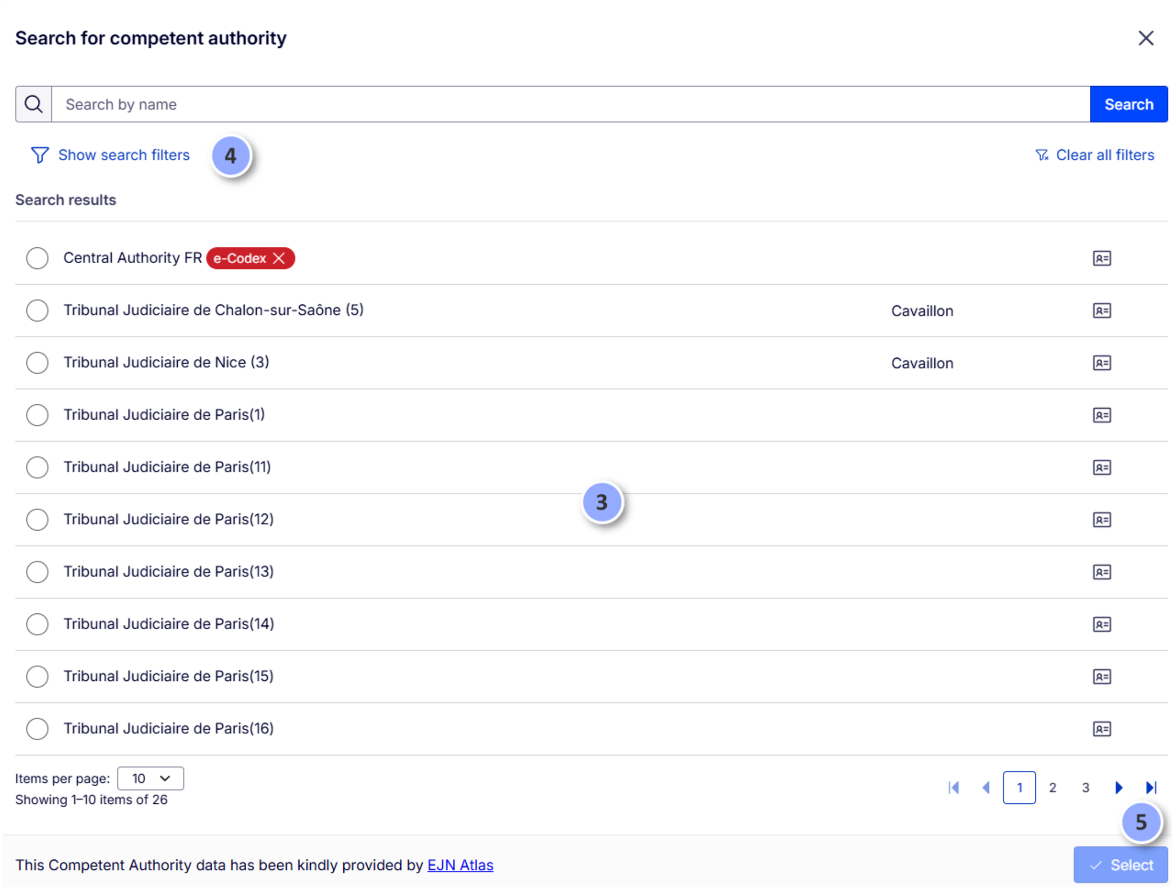


Figure 9-15: Form 1 Section I: Search for competent authority

③ All authorities in the issuing Member State will be displayed.
④ To find and select the correct authority, the user can scroll down the list or expand search filters by selecting the "+ **Show search filters**" button.
⑤ Choose the authority from the list of results by clicking a radio button and click **Select**.

After selection, it is possible to remove the data of the previously chosen authority by clicking "**Clear all**" button.

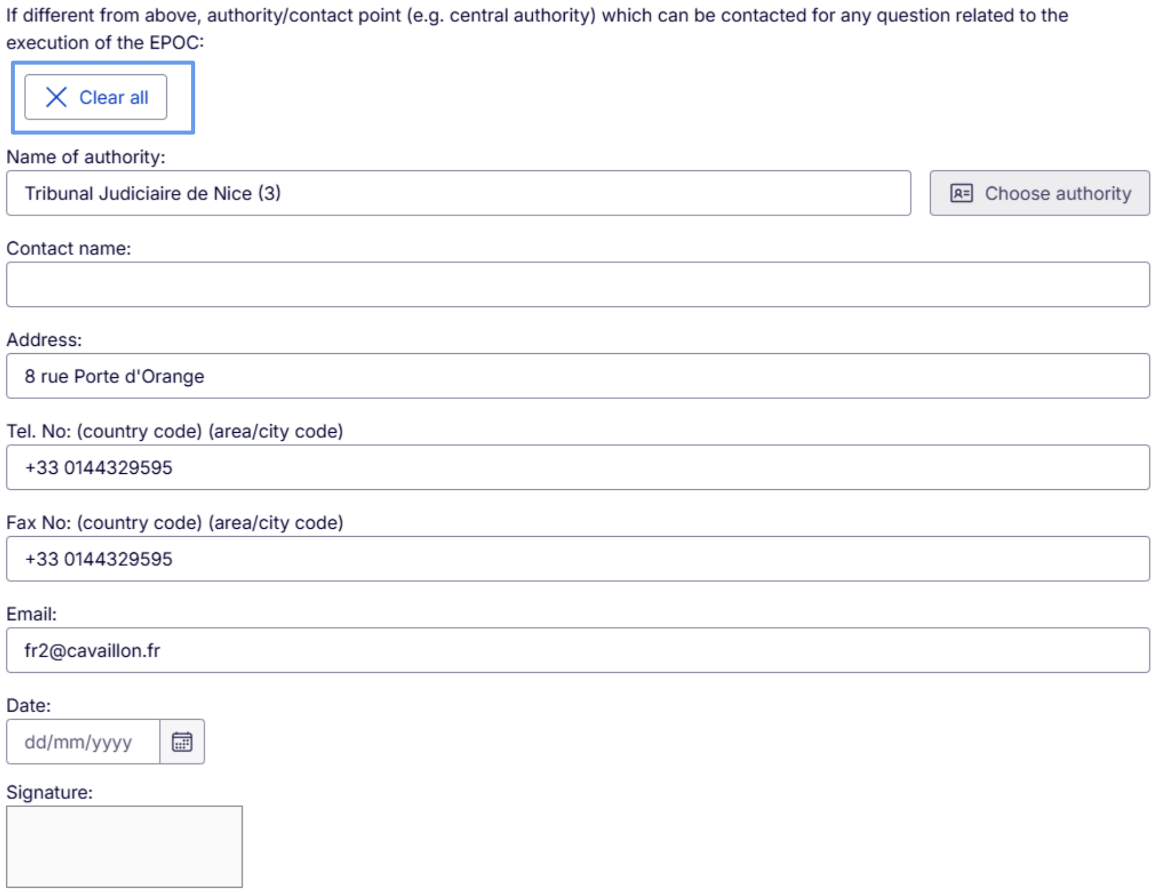


Figure 9-16: Section I: Clear all button

9.2.2.5 Choose other competent authority to whom the data have to be transferred

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

In order to indicate other competent authority that should receive the requested data:

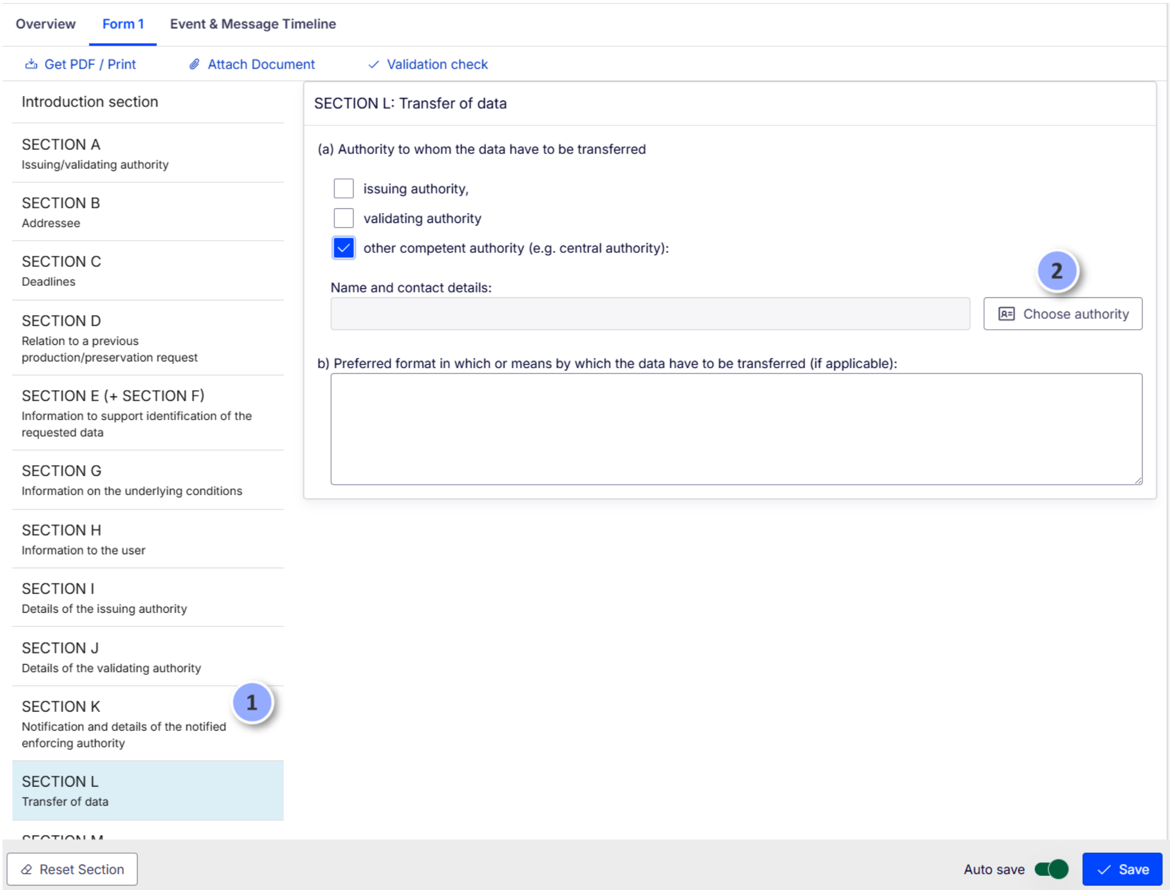


Figure 9-17: Form 1: Section L

① Enter **Section L** of Form 1.
② Select **"other competent authority"** checkbox and click **Choose authority** button.
③ Choose the competent authority, following steps 3-5 of section 9.2.2.4.

9.2.2.6 Mandatory fields

All mandatory fields must be filled in before an EPOC can be electronically submitted. These mandatory fields are checked by a validation check. This validation consists of set of syntactical and semantical validations of the data contained in the form. A check is performed to verify that all required (mandatory) fields have been filled. You can **trigger validation manually** at any time, while you edit a form.

To trigger validation:

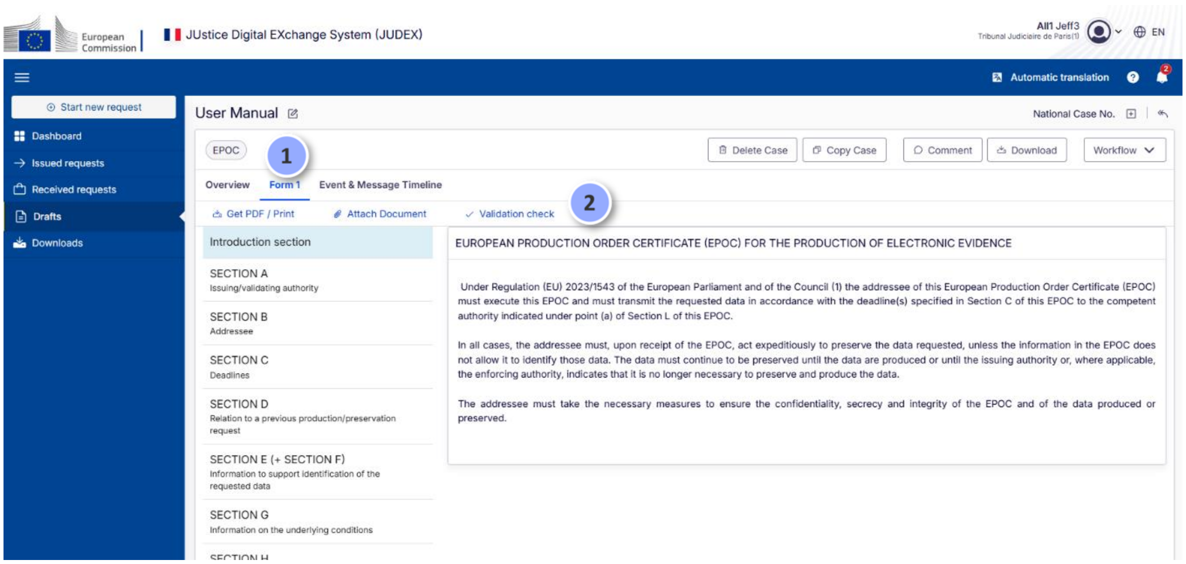


Figure 9-18: Form 1 validation

① View an edited case and select **Form 1** tab.
② Click **Validation check**.

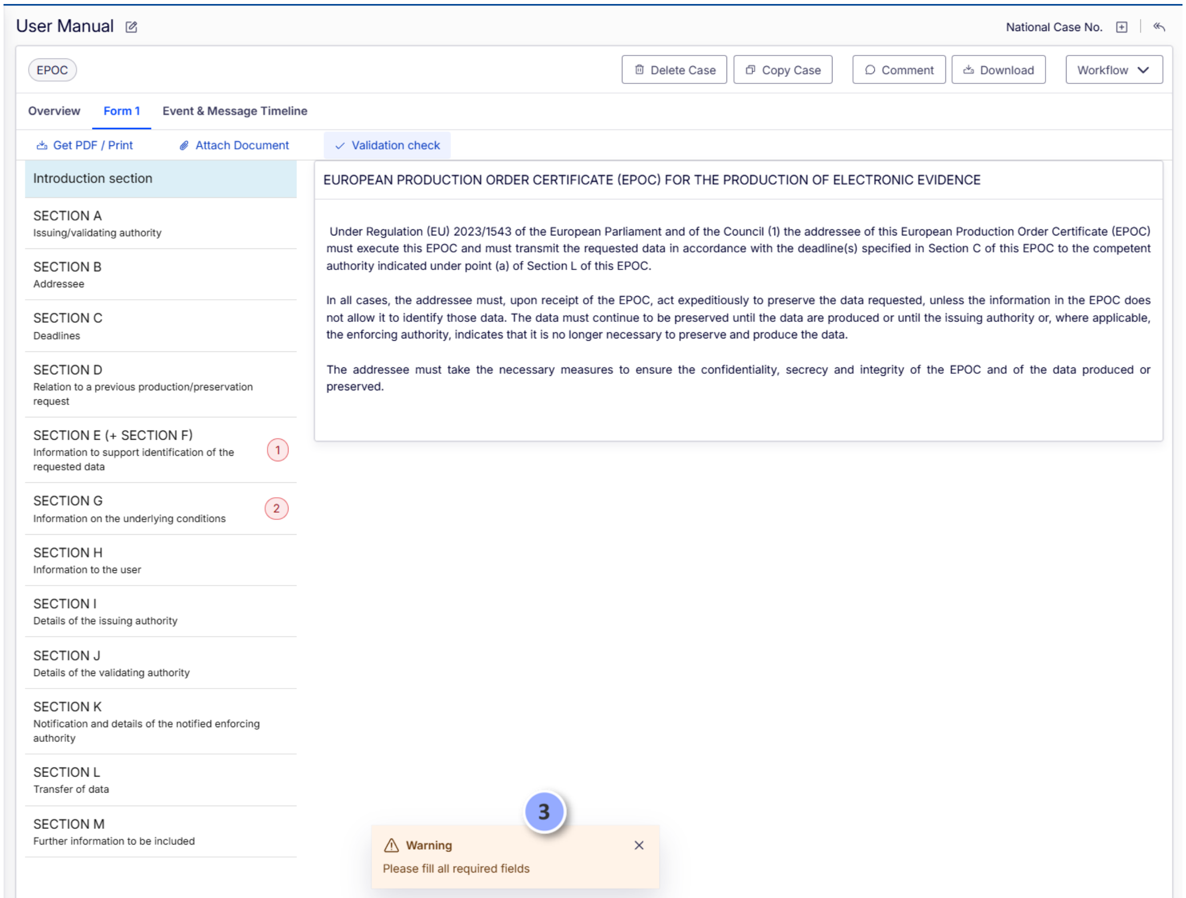


Figure 9-19: Form 1 mandatory fields

③ Validation will be performed and the warning or success message will be displayed. If there are validation errors, fields and sections containing errors will be highlighted.

9.2.2.7 Notify the enforcing authority

This step is optional and applies to users with "Author", "Reviewer", "Signer 1" and/or "Supervisor" role.

If the EPOC needs to be notified to the enforcing authority in another Member State:

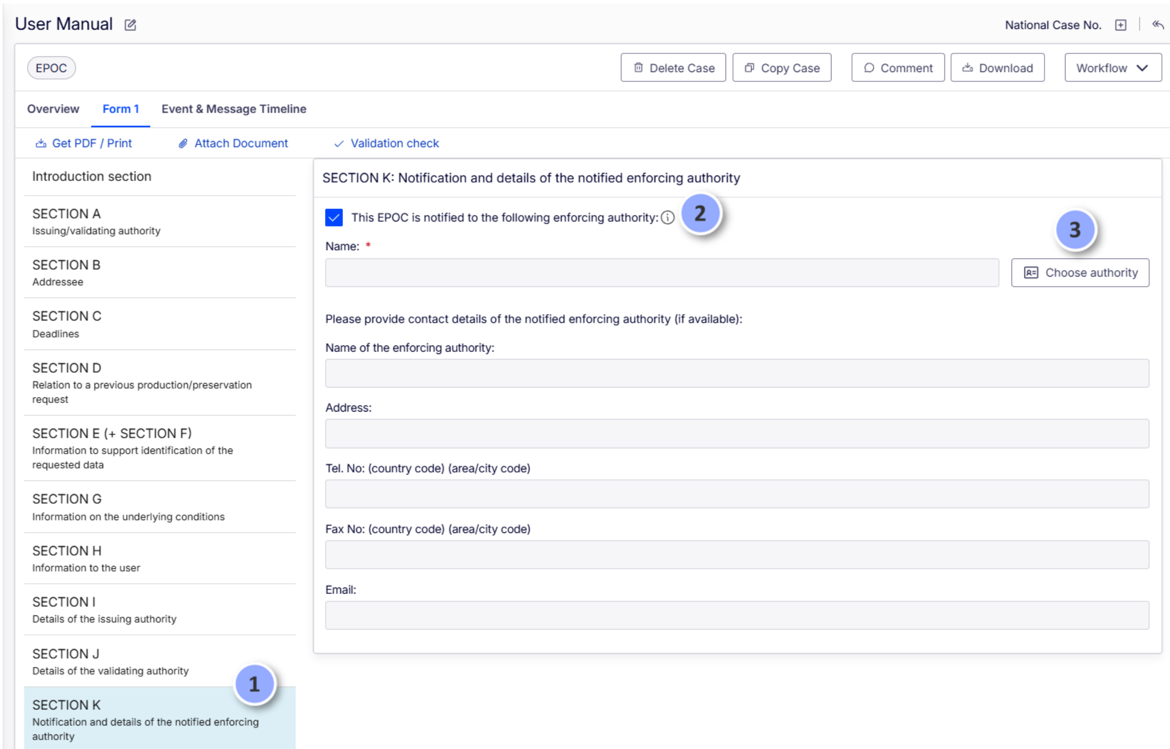


Figure 9-20: Form 1 Section K

① Select **Section K** in List of Sections.

② **Select** the checkbox “This EPOC is notified to the following enforcing authority”.

③ Click **Choose authority** button (the button is displayed once the checkbox is selected).

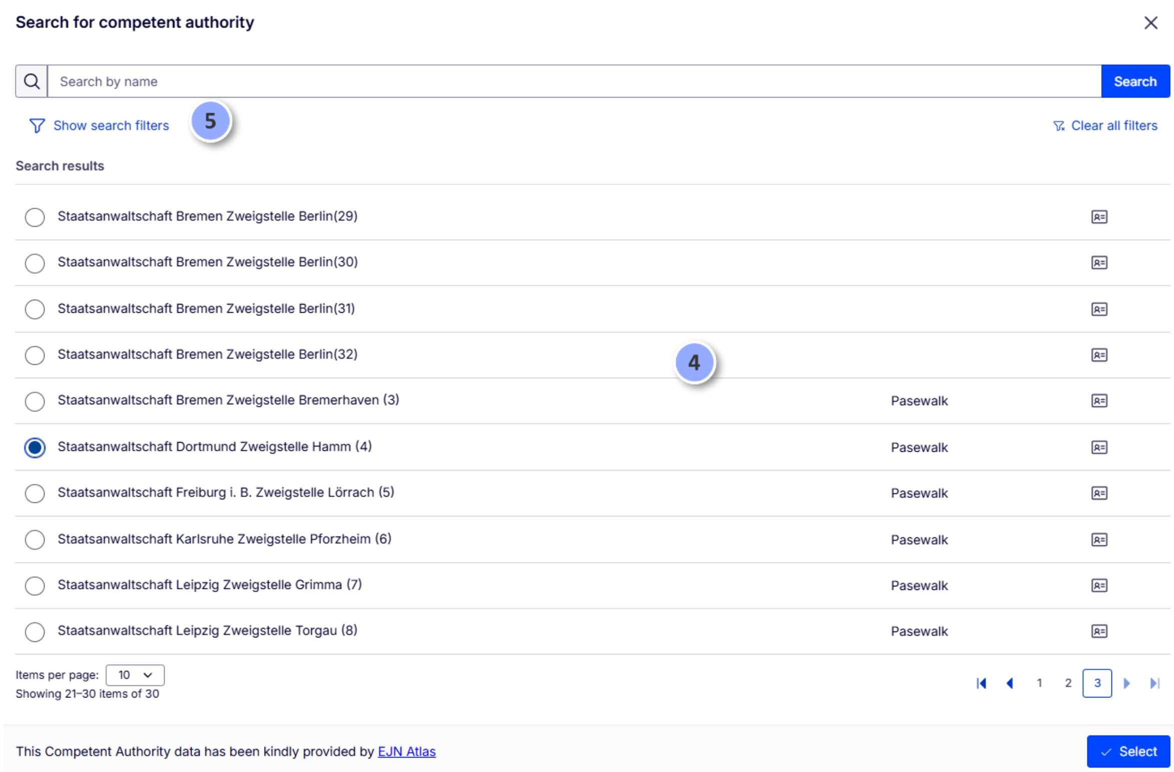


Figure 9-21: Search for Enforcing Authority

④ The system will display all authorities in the CDB that have 'enforcing authority' competence assigned within the enforcing Member State.

⑤ To find and select the correct authority, the user can scroll down the list or expand search filters by selecting the "+ **Show search filters**" button.

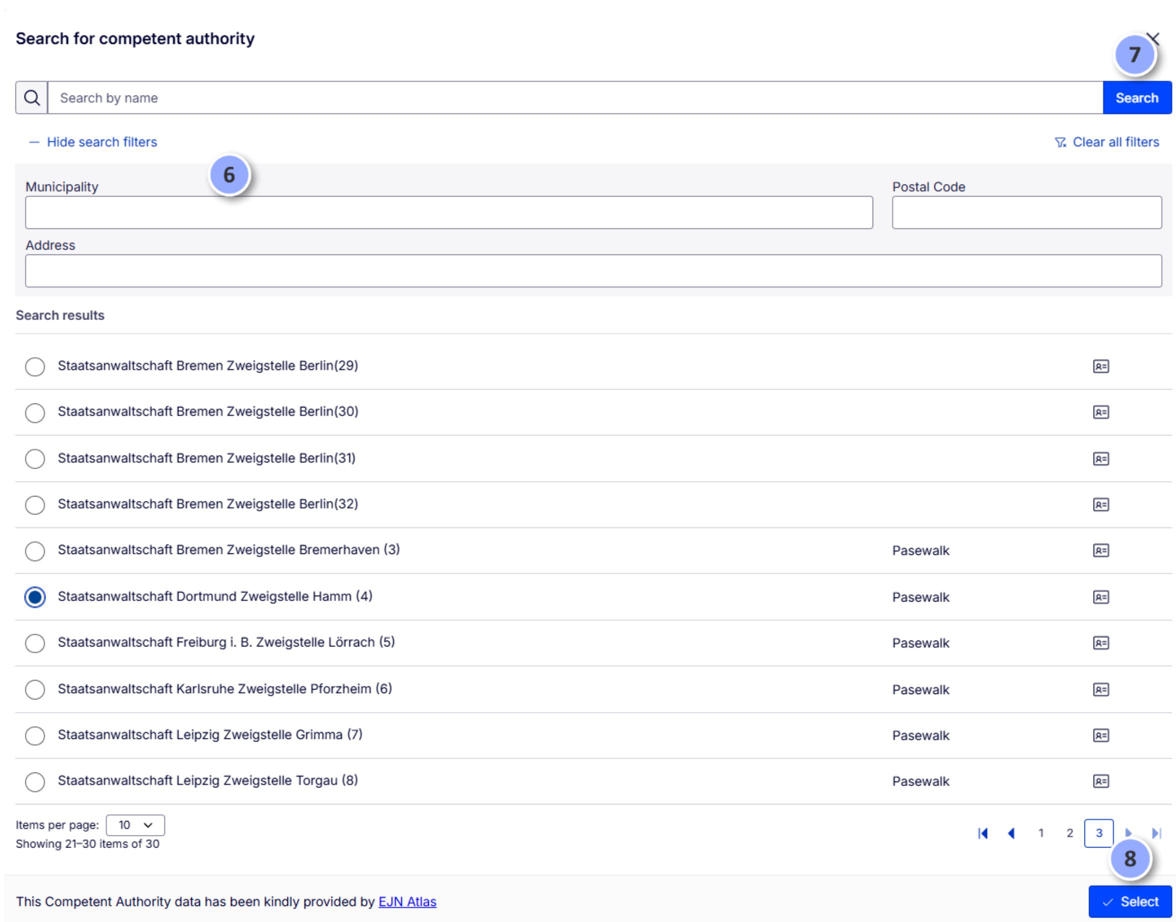


Figure 9-22: Section K Search filters

⑥ Optional fields can be filled in with already known authority details such Municipality or Postal Code.

⑦ Clicking the **Search** button will return the authorities that match the entered criteria.

⑧ Select the authority from the list of results by clicking a radio button and click **Select** button.

NOTE: You can select an enforcing authority only after choosing the addressee of the EPOC. If no enforcing authority is selected in Section K, the EPOC will be transmitted solely to the addressee. If an enforcing authority is selected, the EPOC will be sent to both the addressee and the enforcing authority during the last step of the internal workflow.

9.2.2.8 Push a case to the next step

Once you have completed sections A–L, the next step in the internal workflow is to finalise and submit the form for review.

Steps below apply to users with "Author" and/or Supervisor role.

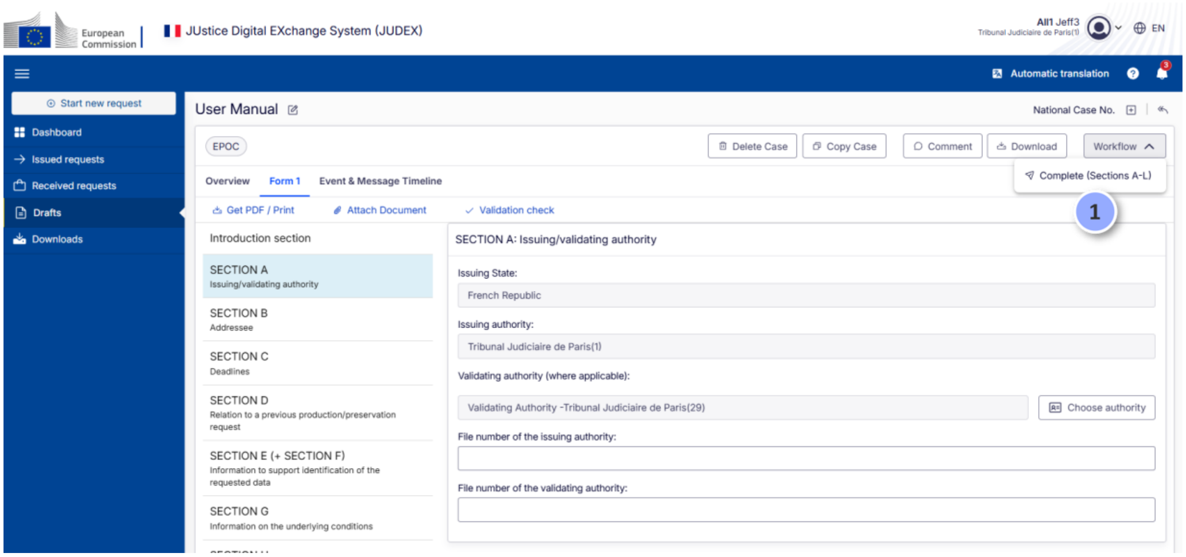


Figure 9-23: Form 1 completion

① In the edited case click **Workflow > Complete (Sections A-L):**

- A success message will show up in the bottom.
- A new timestamp: "Completed (Sections A-L)" will show up on the Event & Message Timeline.
- If you have no other roles except Author, the workflow button will become empty, as there are no other actions that can be performed.

9.2.3 Review an EPOC

The next step in the workflow of a case is to review it and mark it as "Positively Reviewed", return it for amendment, or to reject completely if needed. Edition of an EPOC is also possible.

Steps below apply to users with "Reviewer" and/or Supervisor role.

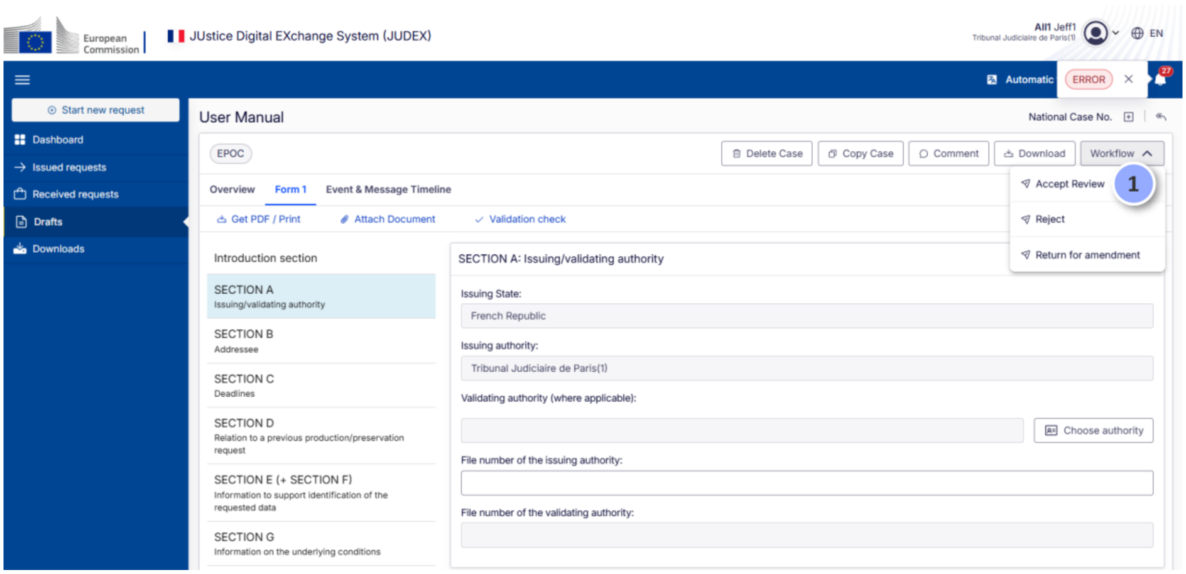


Figure 9-24: Form 1: Accepting review

① In a reviewed case click **Workflow > Accept Review:**

- A new timestamp: "Positively Reviewed" will show up on the Event & Message Timeline.
- If you have no other roles except Reviewer, the workflow button will become empty, because there are no other actions for you to perform.

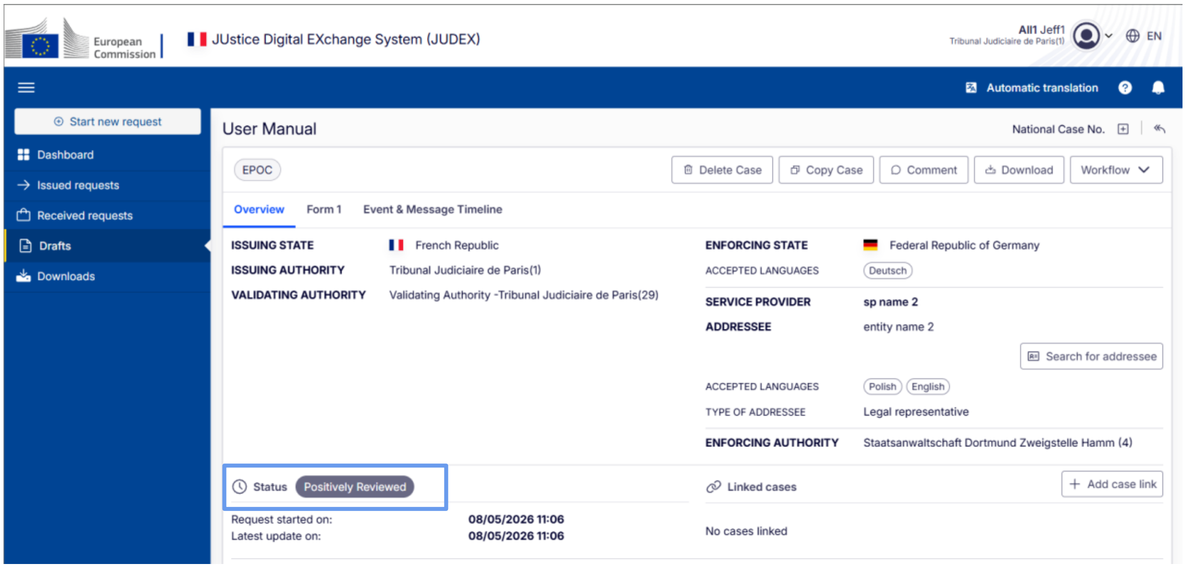


Figure 9-25: Form 1: "Positively reviewed" status

Alternatively:

A. Click **Workflow > Return for amendment** and enter optional message - the case will go back to a draft editable by Author role. The Author will have to make amendments and click again **Workflow > Complete**.
B. Click **Workflow > Reject** and enter optional message – the case will become rejected, and no more actions of Workflow buttons can be performed by users.
C. Reviewer and/or Supervisor is also able to edit case.

9.2.4 Sign an EPOC

The next step in the workflow, after positively reviewing it, is to sign Form 1 (Sections A-L). Edition of the EPOC is also possible.

Steps below apply to users with Signer 1 and/or Supervisor role.

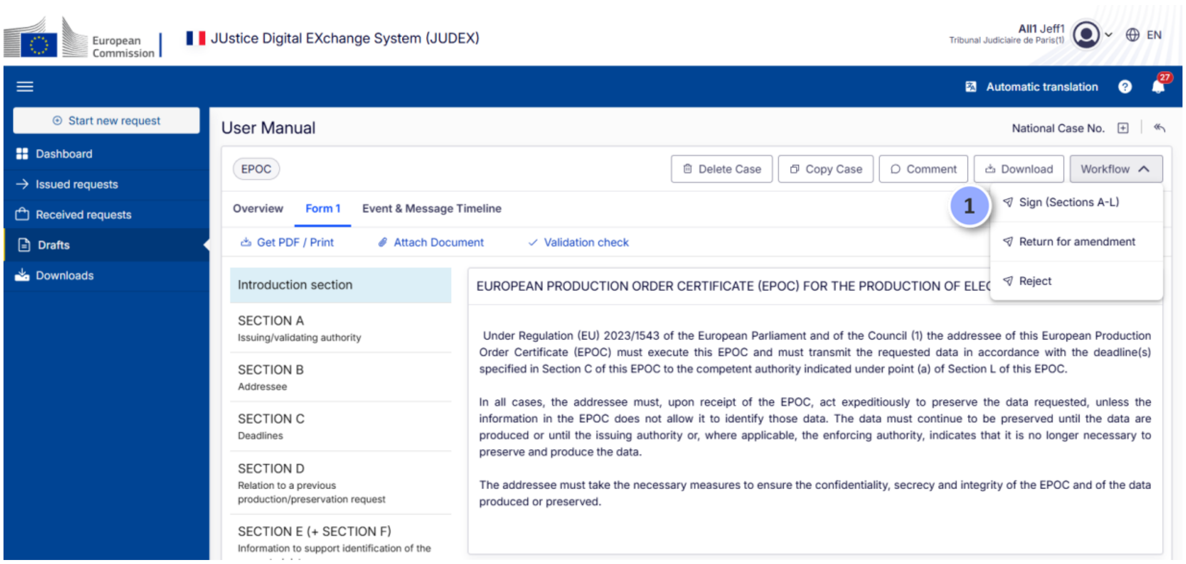


Figure 9-26: Form 1 signing

① In a reviewed case, click **Workflow > Sign (Sections A-L):**

After the user clicks Sign in Workflow, then JUDEX RI displays a pop-up window.

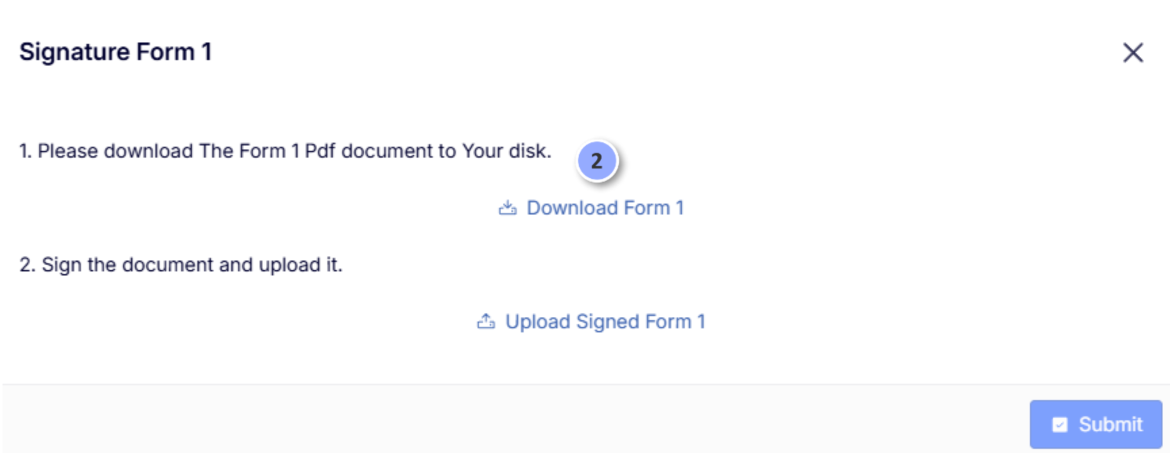
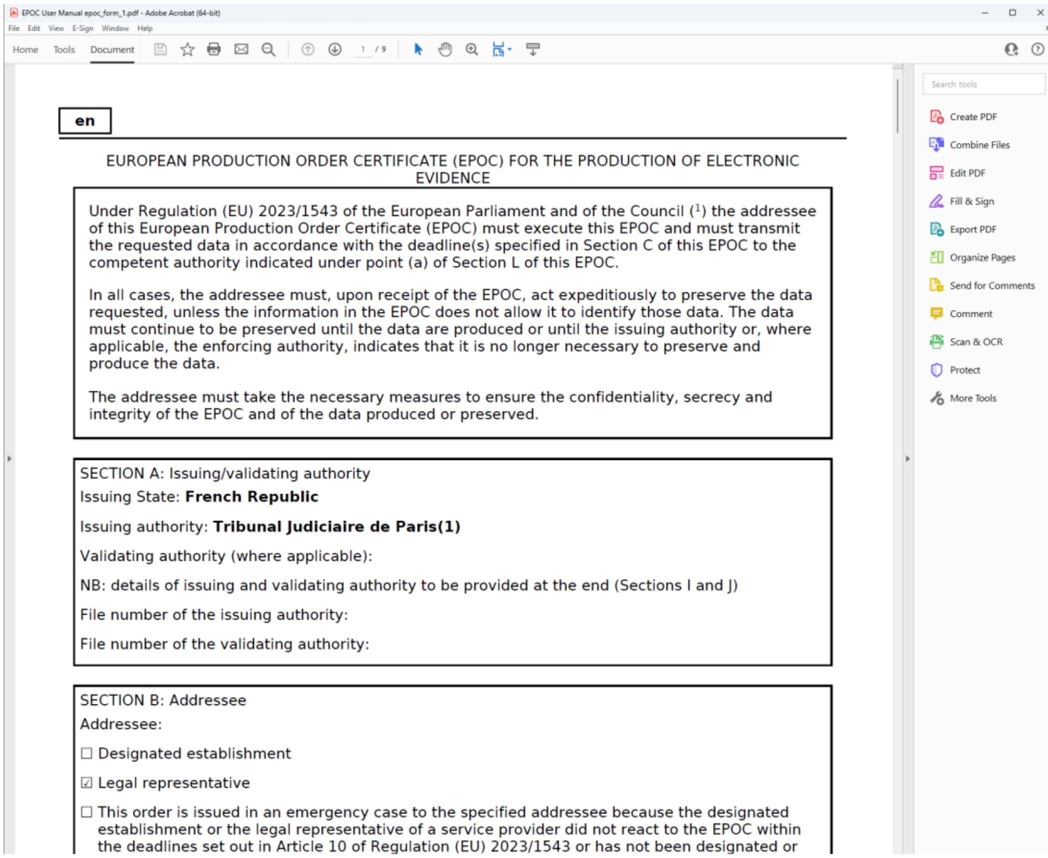


Figure 9-27: Form 1 download

② Download PDF to your computer by clicking **Download Form 1**.

Open the PDF in **Adobe Acrobat Reader** software.



en

EUROPEAN PRODUCTION ORDER CERTIFICATE (EPOC) FOR THE PRODUCTION OF ELECTRONIC EVIDENCE

Under Regulation (EU) 2023/1543 of the European Parliament and of the Council ([1]) the addressee of this European Production Order Certificate (EPOC) must execute this EPOC and must transmit the requested data in accordance with the deadline(s) specified in Section C of this EPOC to the competent authority indicated under point (a) of Section L of this EPOC.

In all cases, the addressee must, upon receipt of the EPOC, act expeditiously to preserve the data requested, unless the information in the EPOC does not allow it to identify those data. The data must continue to be preserved until the data are produced or until the issuing authority or, where applicable, the enforcing authority, indicates that it is no longer necessary to preserve and produce the data.

The addressee must take the necessary measures to ensure the confidentiality, secrecy and integrity of the EPOC and of the data produced or preserved.

SECTION A: Issuing/validating authority

Issuing State: **French Republic**

Issuing authority: **Tribunal Judiciaire de Paris(1)**

Validating authority (where applicable):

NB: details of issuing and validating authority to be provided at the end (Sections I and J)

File number of the issuing authority:

File number of the validating authority:

SECTION B: Addressee

Addressee:

☐ Designated establishment

☑ Legal representative

☐ This order is issued in an emergency case to the specified addressee because the designated establishment or the legal representative of a service provider did not react to the EPOC within the deadlines set out in Article 10 of Regulation (EU) 2023/1543 or has not been designated or

Figure 9-28: Opening Form 1 in a PDF form

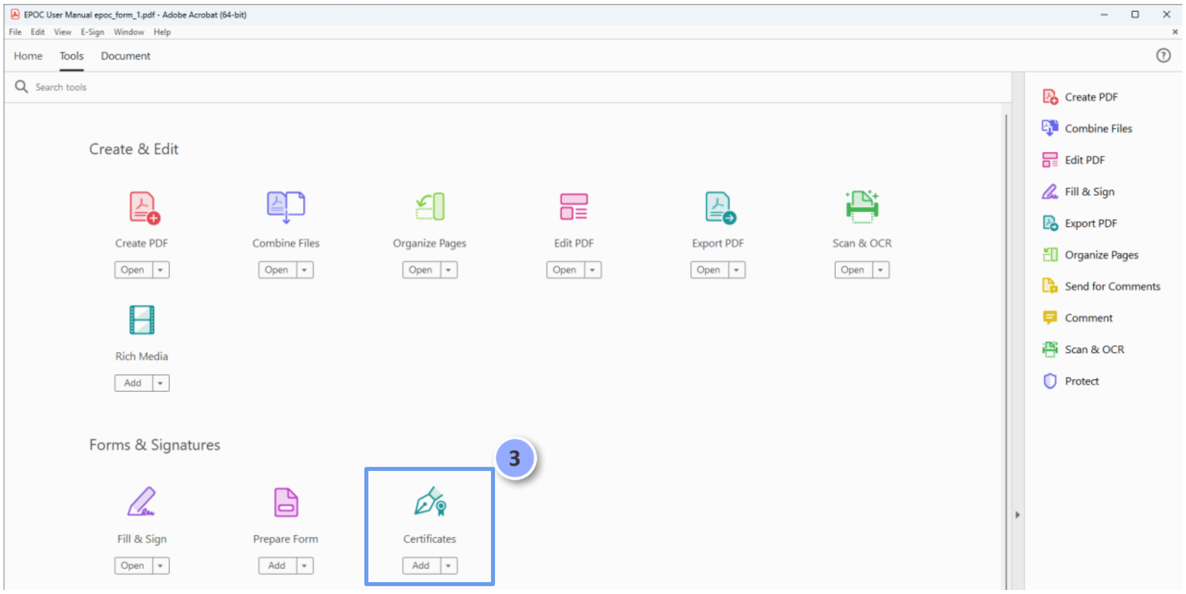
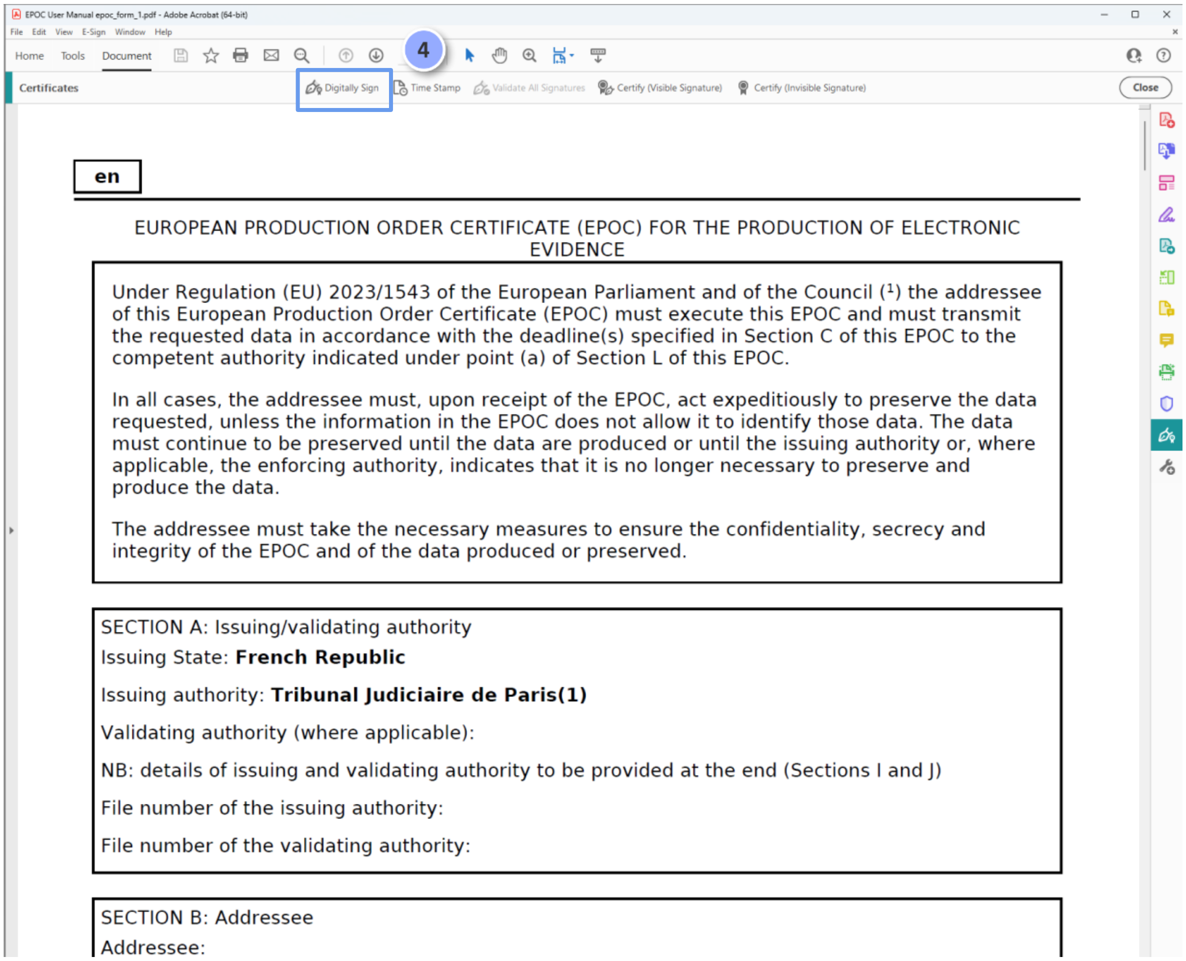


Figure 9-29: Signing Form 1 in a PDF: "Tools" tab

③ Click **Tools > Certificates**.



en

EUROPEAN PRODUCTION ORDER CERTIFICATE (EPOC) FOR THE PRODUCTION OF ELECTRONIC EVIDENCE

Under Regulation (EU) 2023/1543 of the European Parliament and of the Council (1) the addressee of this European Production Order Certificate (EPOC) must execute this EPOC and must transmit the requested data in accordance with the deadline(s) specified in Section C of this EPOC to the competent authority indicated under point (a) of Section L of this EPOC.

In all cases, the addressee must, upon receipt of the EPOC, act expeditiously to preserve the data requested, unless the information in the EPOC does not allow it to identify those data. The data must continue to be preserved until the data are produced or until the issuing authority or, where applicable, the enforcing authority, indicates that it is no longer necessary to preserve and produce the data.

The addressee must take the necessary measures to ensure the confidentiality, secrecy and integrity of the EPOC and of the data produced or preserved.

SECTION A: Issuing/validating authority

Issuing State: **French Republic**

Issuing authority: **Tribunal Judiciaire de Paris(1)**

Validating authority (where applicable):

NB: details of issuing and validating authority to be provided at the end (Sections I and J)

File number of the issuing authority:

File number of the validating authority:

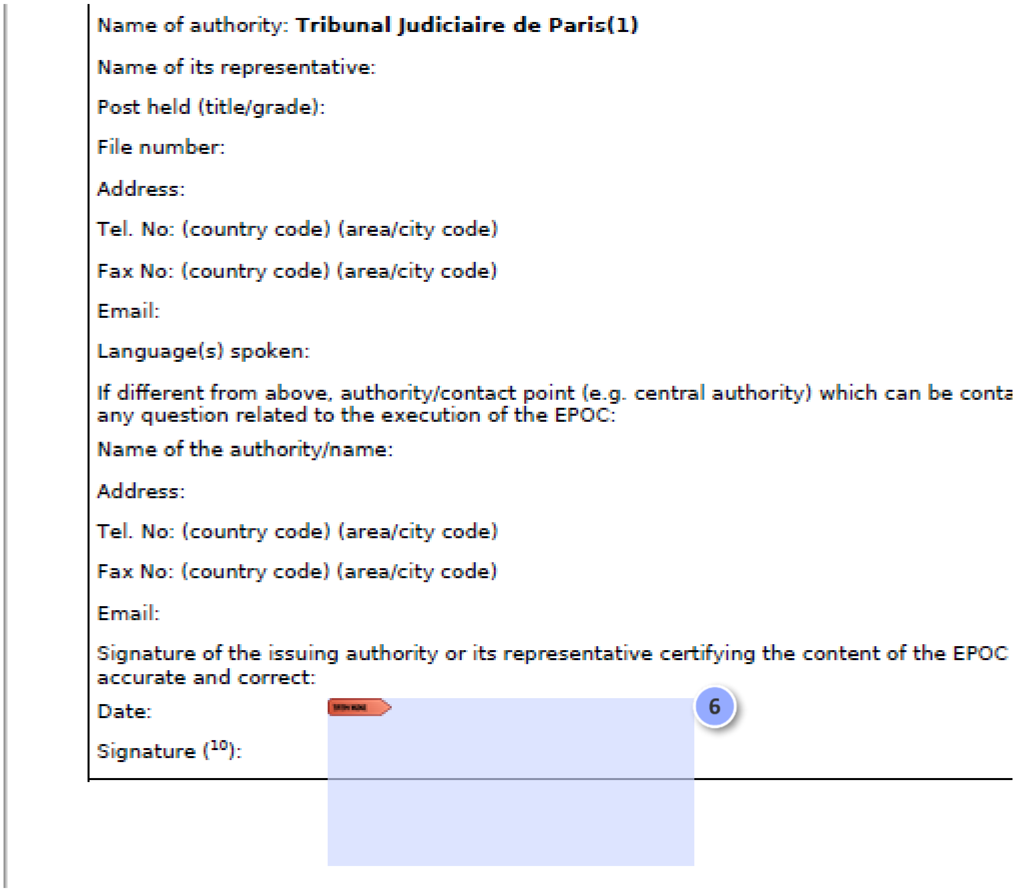
SECTION B: Addressee

Addressee:

Figure 9-30: Signing Form 1 in a PDF: “Digitally Sign” icon

④ Click **Digitally Sign**.

⑤ Read the instructions and click **OK**.


Name of authority: **Tribunal Judiciaire de Paris(1)**

Name of its representative:

Post held (title/grade):

File number:

Address:

Tel. No: (country code) (area/city code)

Fax No: (country code) (area/city code)

Email:

Language(s) spoken:

If different from above, authority/contact point (e.g. central authority) which can be conta
any question related to the execution of the EPOC:

Name of the authority/name:

Address:

Tel. No: (country code) (area/city code)

Fax No: (country code) (area/city code)

Email:

Signature of the issuing authority or its representative certifying the content of the EPOC
accurate and correct:

Date:

Signature (10):

Figure 9-31: Signing Form 1 in a PDF: Choosing appropriate area

⑥ Using your mouse, click and drag to draw the area where you would like the signature to appear.

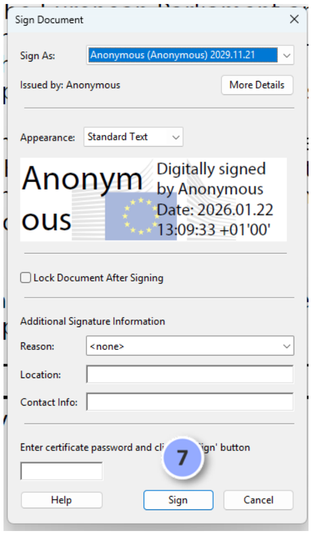


Figure 9-32: Signing Form 1 in a PDF: Selecting "Sign" button

⑦ A modal window will appear. Click **Sign**.

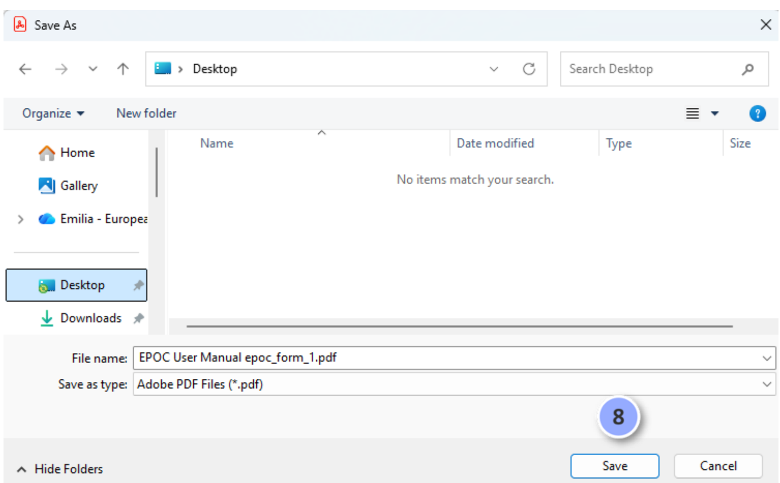


Figure 9-33: Signing Form 1 in a PDF: Choosing a location to save the signed document

⑧ Choose a location to save the signed document. Click **Save.** Use your own authority signing method. A possible method is outlined below.

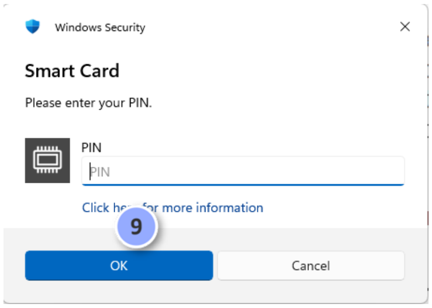


Figure 9-34: Signing Form 1 in a PDF: Entering your PIN number

⑨ Enter your PIN number and click **OK**. A signed PDF will be generated and saved.

Alternatively:

A. Click **Workflow > Return for amendment** and enter optional message - the case will go back to a draft editable by Reviewer role. The Reviewer will have to make amendments and click again **Workflow > Complete**.
B. Click **Workflow > Reject** and enter optional message – the case will become rejected, and no more actions of Workflow buttons can be performed by users.
C. Signer 1 and/or Supervisor is also able to edit case before it is being signed.

9.2.4.1 *Upload signed PDF*

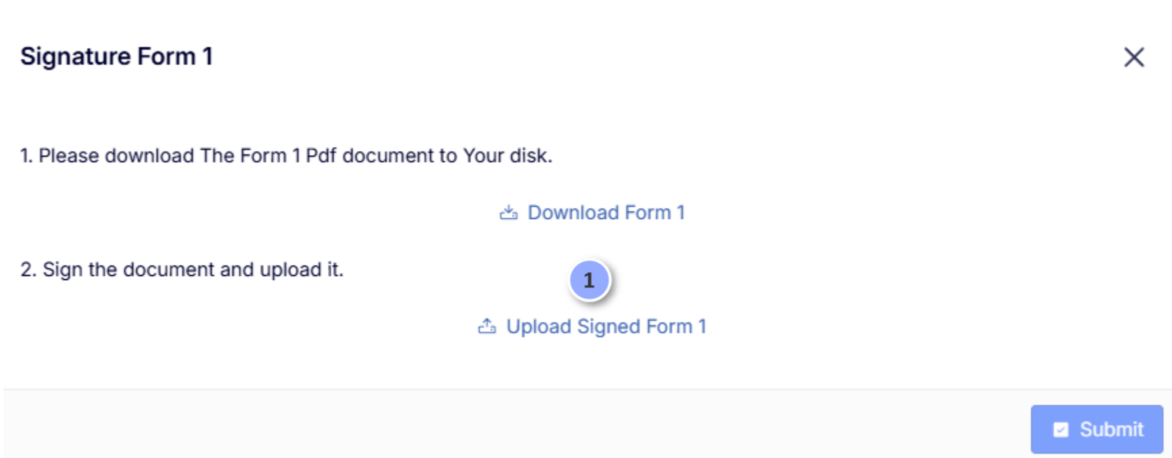


Figure 9-35: Uploading Signed Form 1

① Return to JUDEX RI and click **Upload Signed Form 1**.
② Browse for **your signed** PDF file and click **Open**.

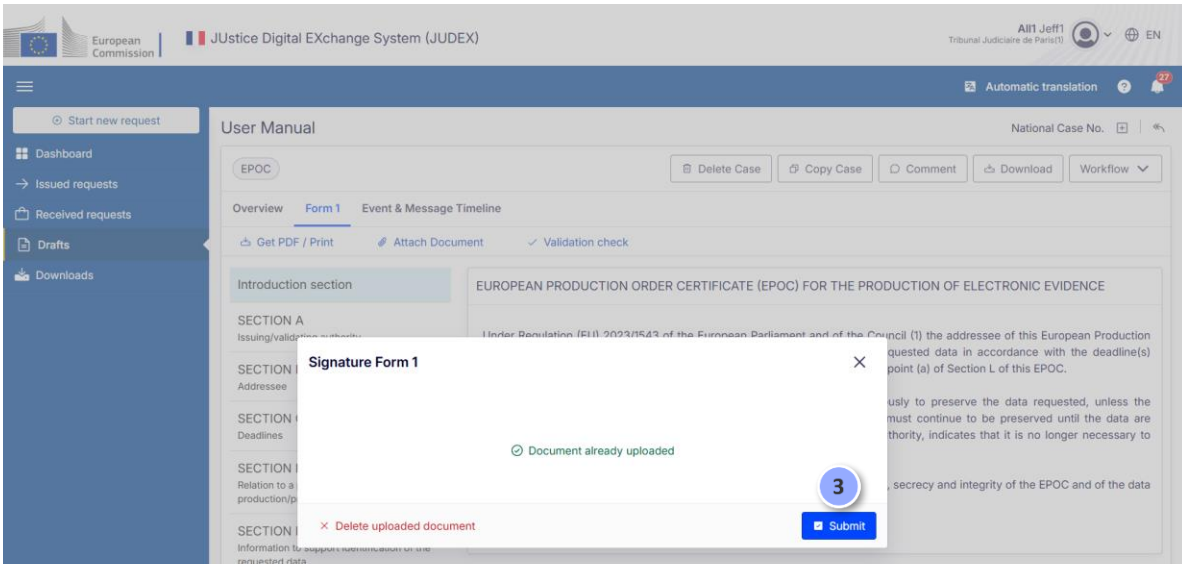


Figure 9-36: Submitting Form 1

③ If the signature is positively verified during the upload, a pop-up with success message will appear. Click **Submit**.

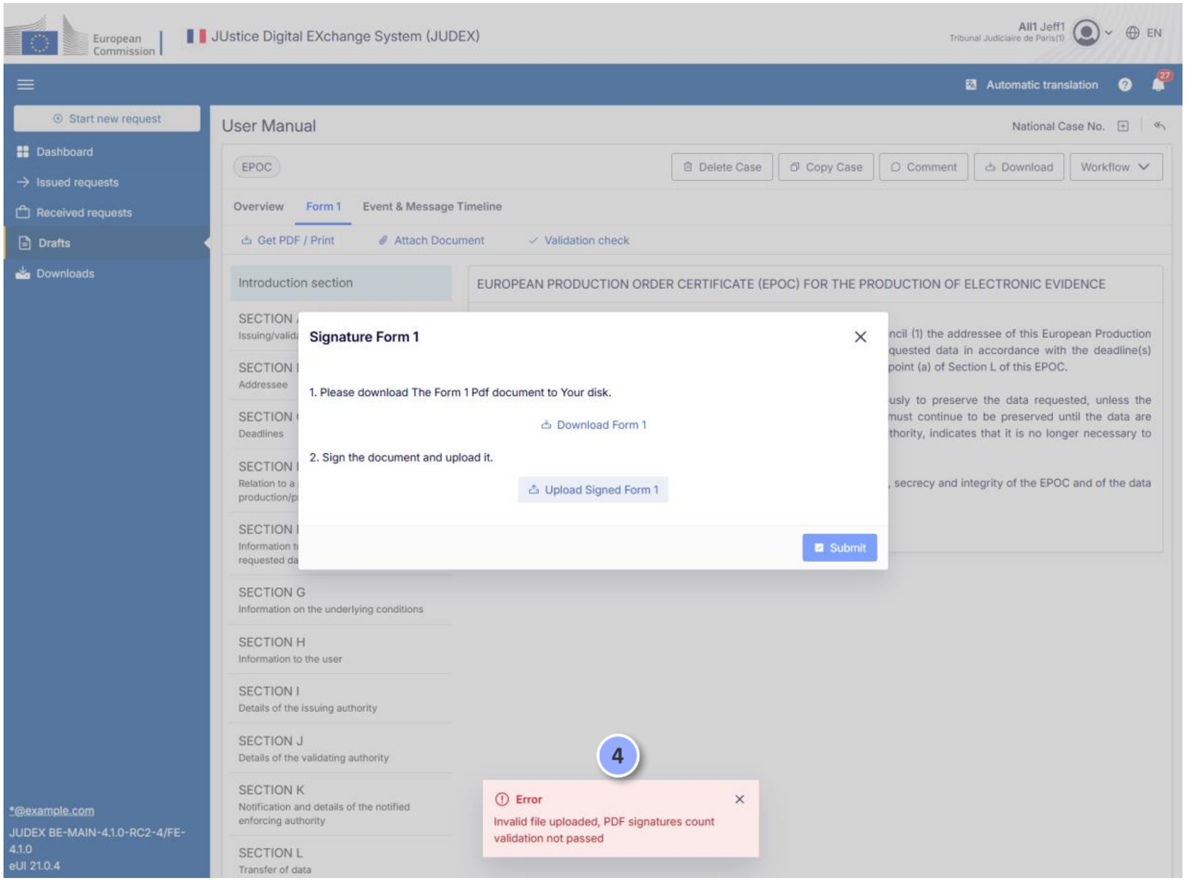


Figure 9-37: Error message during the wrong PDF upload

④ If the signature is not positively verified or a wrong file has been selected for upload, an error message will appear. Check that you have logged in to the correct web browser.

Remarks:

- The status of a case will change to “Signed (Sections A-L)”.
- If you have selected validating authority in Section A/J, the only workflow step available will be “Send for validation”.
- If you have no other roles except Signer 1, the workflow button will become empty, because there are no other actions for you to perform.
- At this point, Section M becomes unlocked for completion by “Signer 1” and/or “Supervisor”.

9.2.5 Second signature

This workflow step is available to the issuing authority user *only* if:

- The EPOC must be notified to the enforcing authority (the enforcing authority has been selected in **Section K of Form 1**), and
- **No validating authority has been selected in Section A/J**.

The issuing authority user adds their signature upon completing **Section M**, after which the form will be transferred to the relevant enforcing authority. *(Note: The service provider will see **Section M** as blank.)* The process for adding the second signature follows the same steps as the first.
The second signature must be applied to the **PDF file**—which should already include the first signature (as described in the previous section).

Steps below apply to users with "Signer 1" or "Supervisor" role.

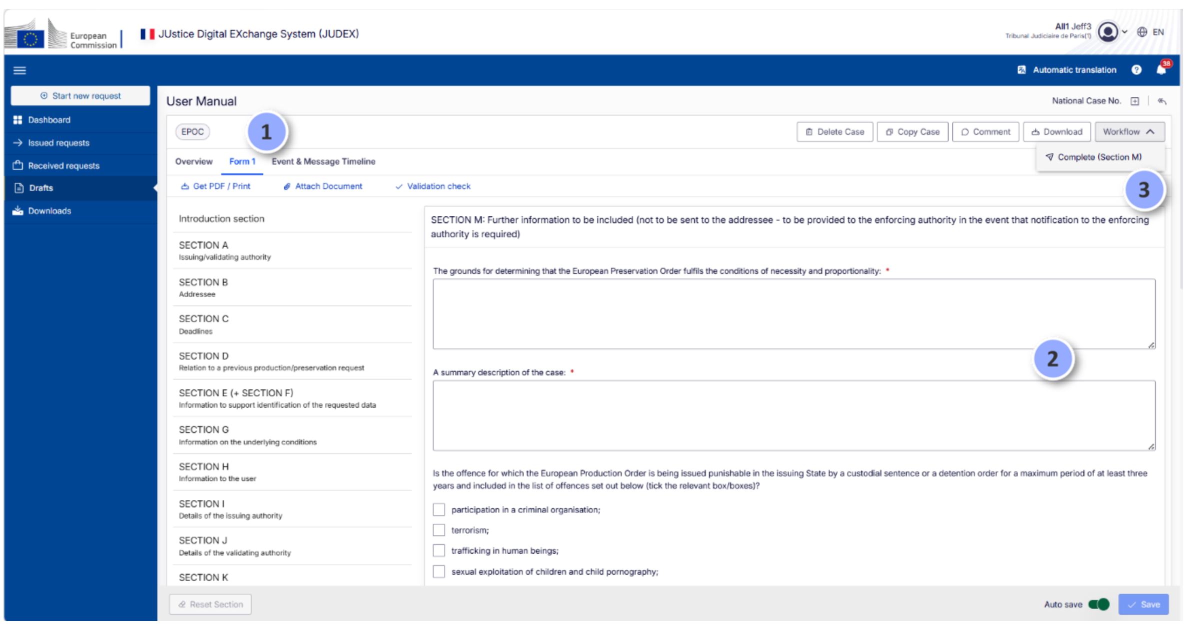


Figure 9-38: Form 1 Section M

① View a case and click **Form 1** tab.
② Fill in **Section M.**
③ Click **Workflow > Complete (Section M)**

- A success message will show up in the bottom.

- A new timestamp: “Completed (Section M)” will show up on the Event & Message Timeline.

At this point, Form 1 is no longer editable.

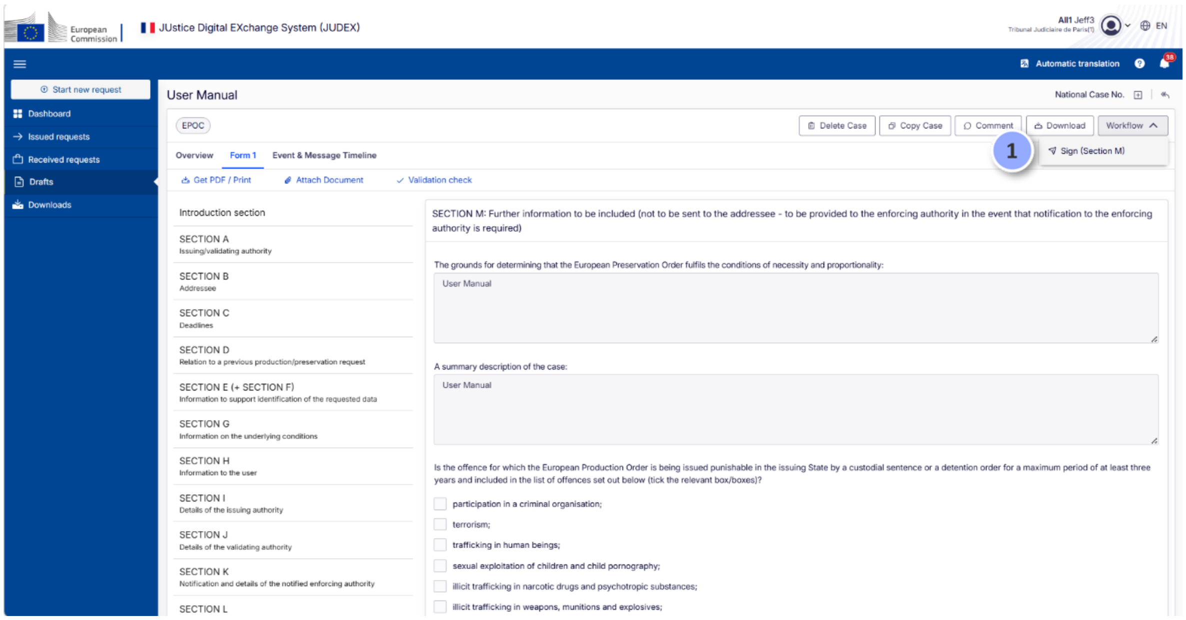


Figure 9-39: Form 1: Sign Section M

① Click **Workflow > Sign (Section M)**

Follow the same procedure as described in the **previous section:** 9.2.4

Once the EPOC is signed for the second time:

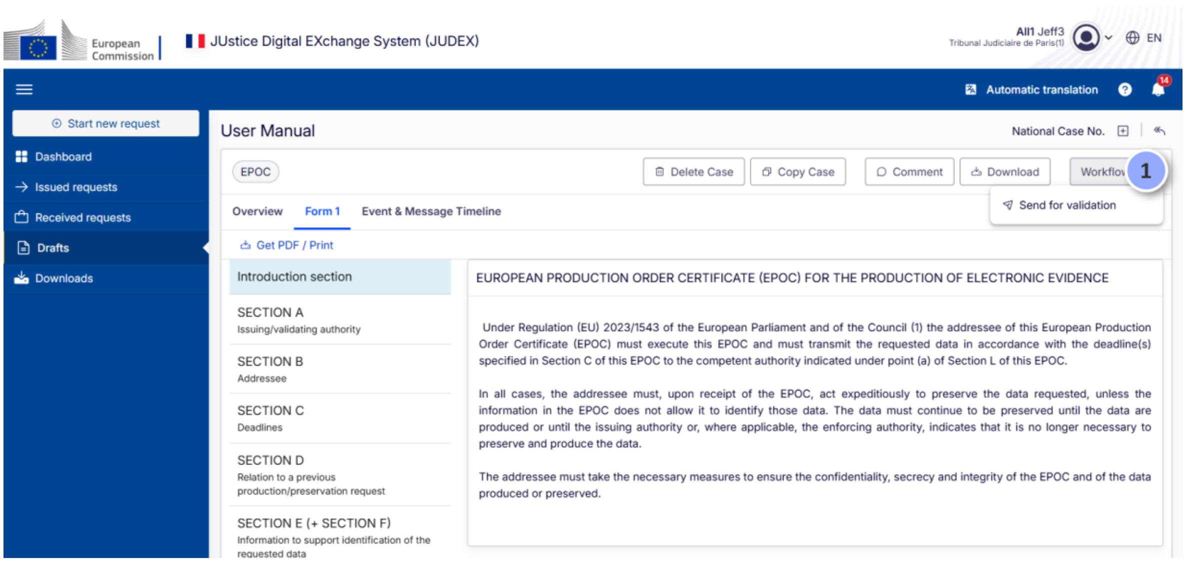
- A success message will show up in the bottom.
- A new timestamp: “Signed (Section M)” will show up on the Event & Message Timeline and in the Overview tab.

NOTE: If the EPOC is to be notified to the enforcing authority and requires validation before cross-border transmission, the second signature step will be performed by the validating authority user.

9.2.6 Send EPOC for validation

This step applies to “Signer 1” and/or “Supervisor” and is applicable ***only if validating authority has been selected in Section A/J.***

Once the EPOC is successfully signed by Signer 1 (signature step described in 9.2.4 has been completed), one can proceed with sending it to the validating authority.



① Click **Workflow > Send for validation**

The system will perform a validation check. If validation is performed successfully, the case will be sent, and the status will change to "Issued".

Exceptions:

- Validation error – in this situation you will be able to correct errors in your form and resend.
- Sending error – in this situation you (Signer 1 or Supervisor) will be able to resend a request using a **Resend** button on the Timeline.

Once the EPOC is sent for validation, the Workflow menu for an Issued request (on the issuing authority's side) will provide the following options:

- Send other information
- Request for additional information
- Close a case / Reopen a case

NOTE: At this stage, communication is restricted to exchanges between the issuing authority and the validating authority. Interaction with other case actors will be enabled once the EPOC is sent cross-border.

9.2.7 *Send EPOC cross-border*

Steps below apply to users with "Sender" and/or "Supervisor".

Once the completed Form 1 has been signed by the issuing authority user, the final step in the internal workflow is to send the case to the selected addressee (and, where applicable, the enforcing authority).

① Open a case.

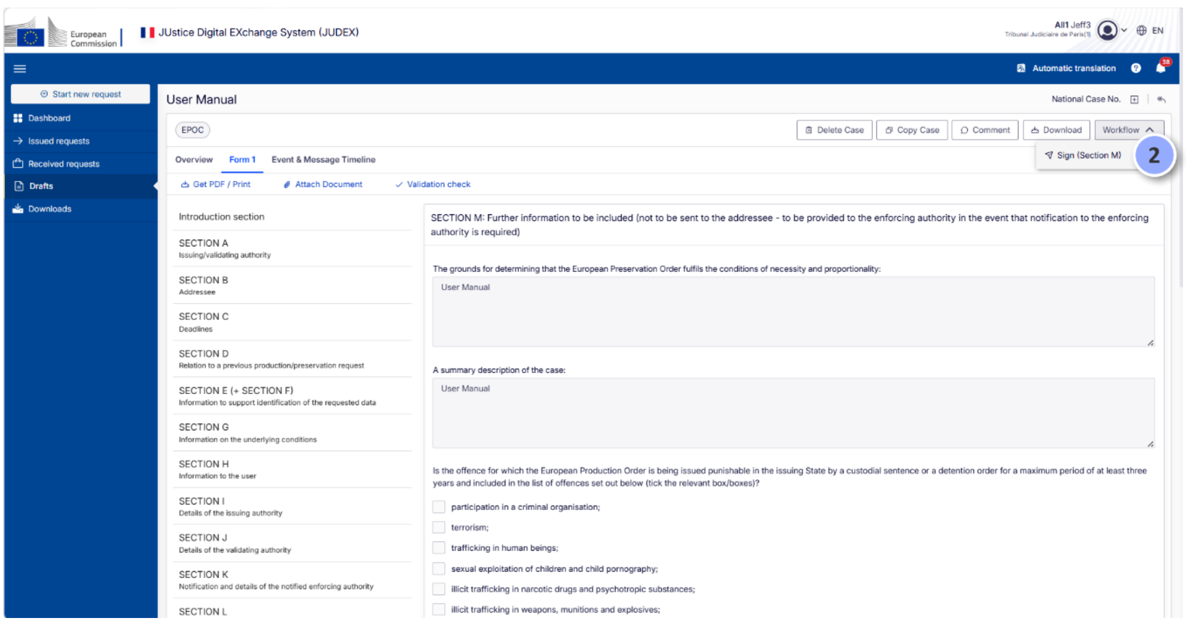


Figure 9-40: Sending Form 1

② Click **Workflow > Send**

The system will perform a validation check. If validation is performed successfully, the case will be sent, and the status will change to "Issued".

Exceptions:

- Validation error – in this situation you will be able to correct errors in your form and resend.
- Sending error – in this situation you (Sender or Supervisor) will be able to resend a request using a **Resend** button on the Timeline.

After sending the EPOC cross-border, the Workflow menu of an Issued Request will allow the issuing authority user to perform the following actions:

- Send other information
- Request for additional information
- Inform About Going to Court
- Withdrawal
- Close a case / Reopen a case

NOTE: *This list will be further updated at a later stage of the development*

Keep in mind, that the content of the Workflow menu is changing according to the status of the EPOC.

Workflow State: ISSUED (Open)

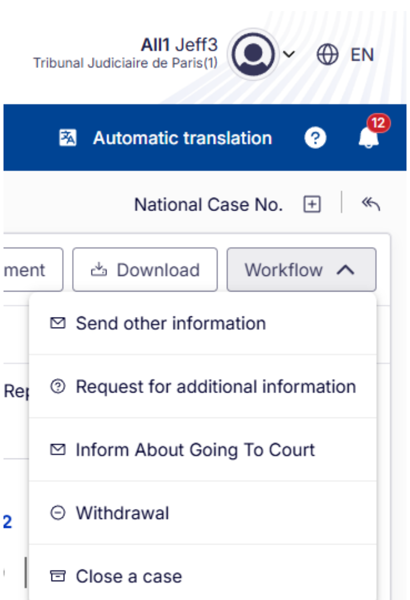


Figure 9-41: EPOC Workflow State: ISSUED (Open)

Workflow State: CLOSED

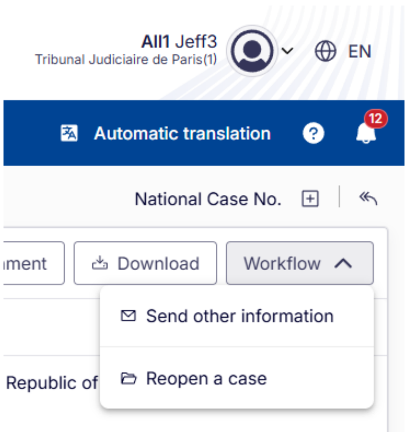


Figure 9-42: EPOC Workflow State: CLOSED

Workflow State: WITHDRAWN

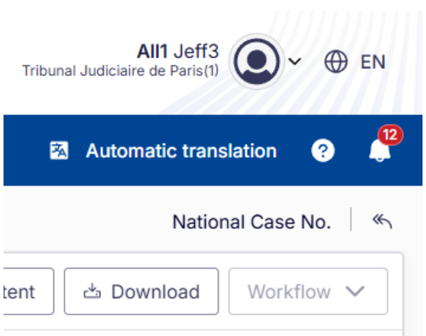


Figure 9-43: EPOC Workflow State: WITHDRAWN

In case additional authorities have been selected in Section I and L of Form 1, they will receive an automatic forward of Form 1 for communication purposes. The Workflow menu of a Received Request will allow them to perform the following actions:

- Send other information (to all case actors)
- Request for additional information (to all case actors)
- Close a case / Reopen a case.

9.2.8 Validate and transmit the received EPOC

The steps below outline how the validating authority receives and validates an EPOC issued by the issuing authority.

9.2.8.1 Receive Signed EPOC from the issuing authority

This step applies only if Form 1 has been sent for validation by the issuing authority.

Upon receipt of the EPOC by the validating authority, the system automatically generates a duplicate copy of the incoming case. Consequently, two separate instances of the same case are created:

- Original EPOC (from the issuing authority)

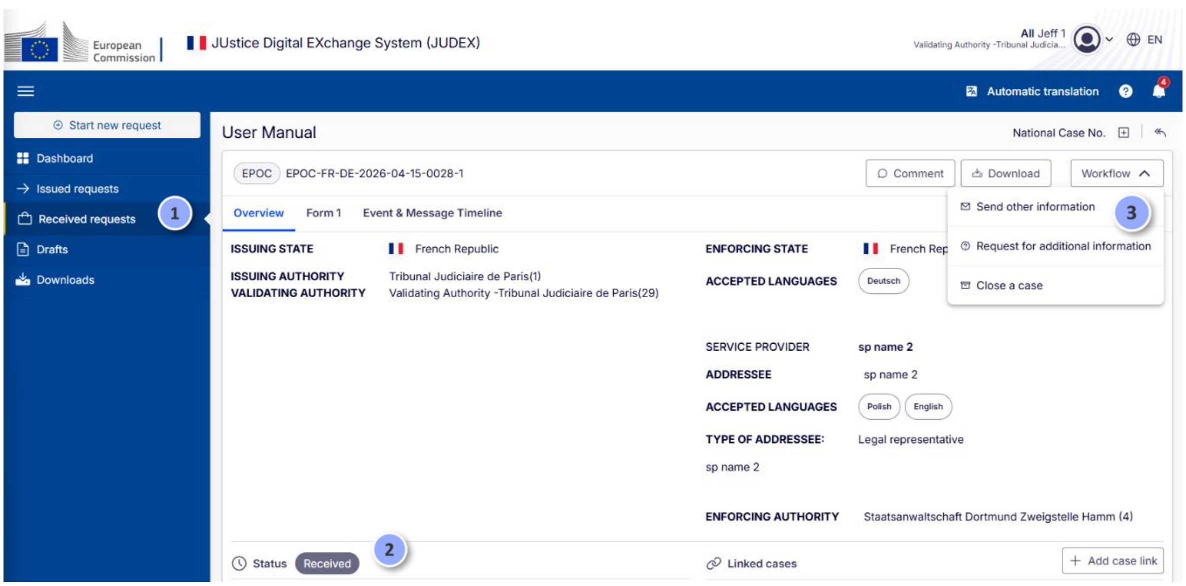


Figure 9-44: EPOC received: Validation

① The Original EPOC received from the issuing authority can be accessed through the **RECEIVED** requests folder.

② The status of the case is "Received".

③ The validating authority may exchange messages with the issuing authority (e.g., Send Additional Information or Request Additional Information) under this case. For more details, please see 11.1.

- "Signed" Case

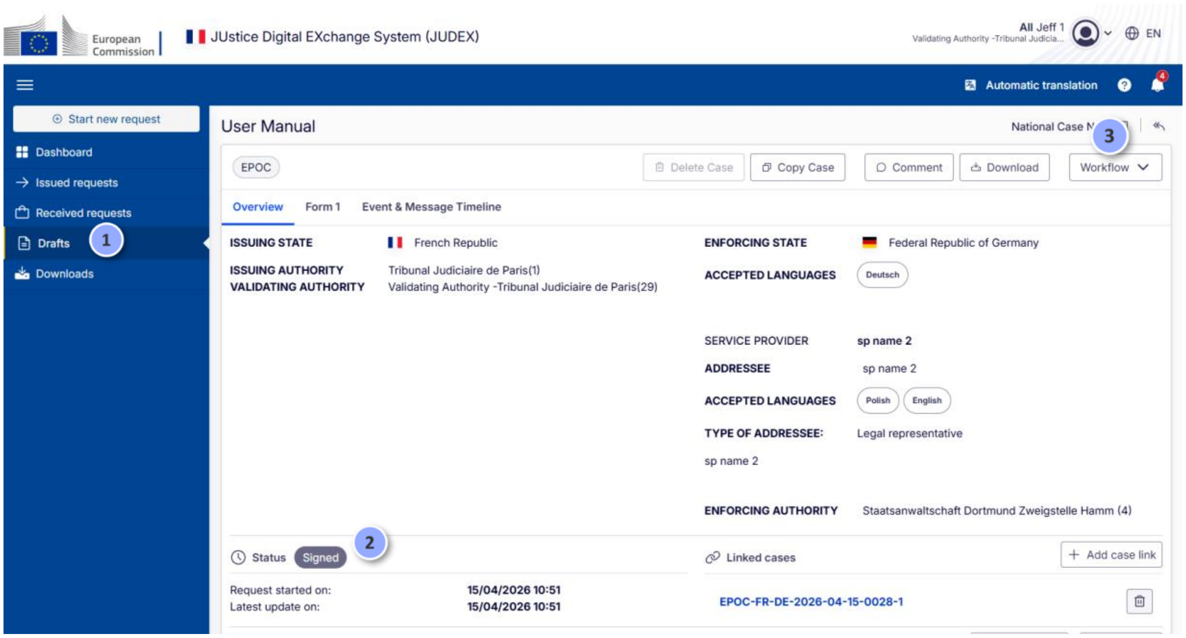


Figure 9-45: EPOC received for validation: Draft

① The automatically generated copy of the original EPOC is located in **DRAFTS** folder.
② The status of the case is "Signed".
③ The validating authority shall proceed with the internal workflow steps for this case.

NOTE: The two cases are automatically linked by the system.

9.2.8.2 Decide on validation of the EPOC

The first step in the internal workflow on validating authority's side is to either accept or reject the certificate. Edition of the EPOC is not possible.

Steps below apply to users with Signer 2 and/or Supervisor role.

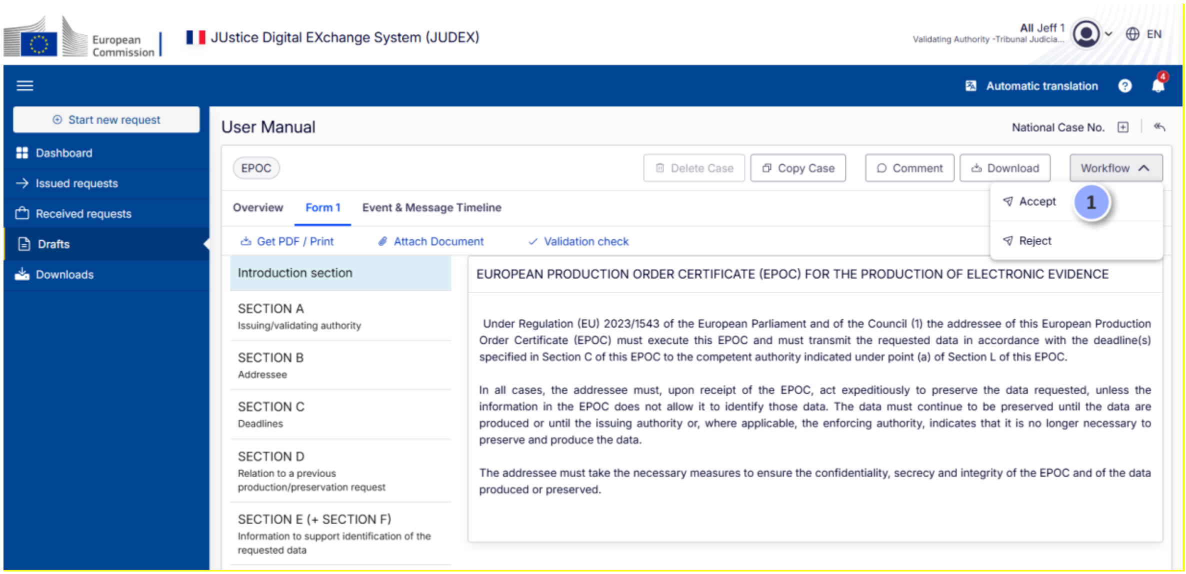


Figure 9-46: Form 1: Accept by validating authority

① To accept the certificate, click **Workflow > Accept:**

- A success message will show up in the bottom.
- A new timestamp: “Accepted” will show up on the Event & Message Timeline and in the Overview tab.

Alternatively:

- Click **Workflow > Reject** and, if needed, enter an optional message – the case status will update to “Rejected”, and no further workflow actions will be available. The rejection of the case is not automatically notified to the issuing authority. This decision needs be communicated separately.

9.2.8.3 Validate the EPOC

After acceptance, the next step is to validate Form 1 by applying a digital signature.

Steps below apply to users with Signer 2 and/or Supervisor role.

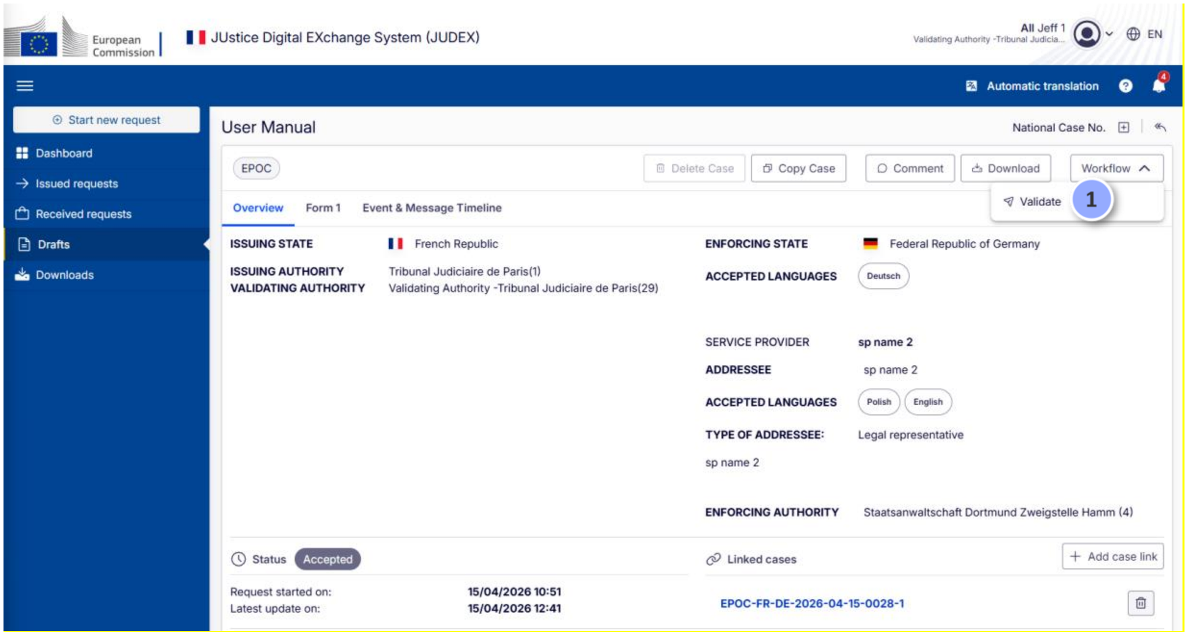


Figure 9-47: Form 1 validation

① In an accepted case, click **Workflow > Validate**

Follow the same procedure for applying signature as described in section 9.2.4

Once the EPOC is validated:

- A success message will show up in the bottom.
- A new timestamp: “Validated” will show up on the Event & Message Timeline and in the Overview tab.
- At this point, Section M becomes unlocked for completion by “Signer 1” and/or “Supervisor” if there is a notification to the enforcing authority.

9.2.8.4 Validate the EPOC (Section M)

This workflow step is available to the validating authority user only if the following conditions are met:

- The EPOC has been successfully validated (see step 9.2.8.3).
- The EPOC requires notification to the enforcing authority (as selected in **Section K of Form 1**).

The second signature is applied upon completing **Section M** *(Note: The service provider will not see the content of **Section M**)*. The process for adding the second signature follows the same steps as the first one.

Steps below apply to users with "Signer 2" or "Supervisor" role.

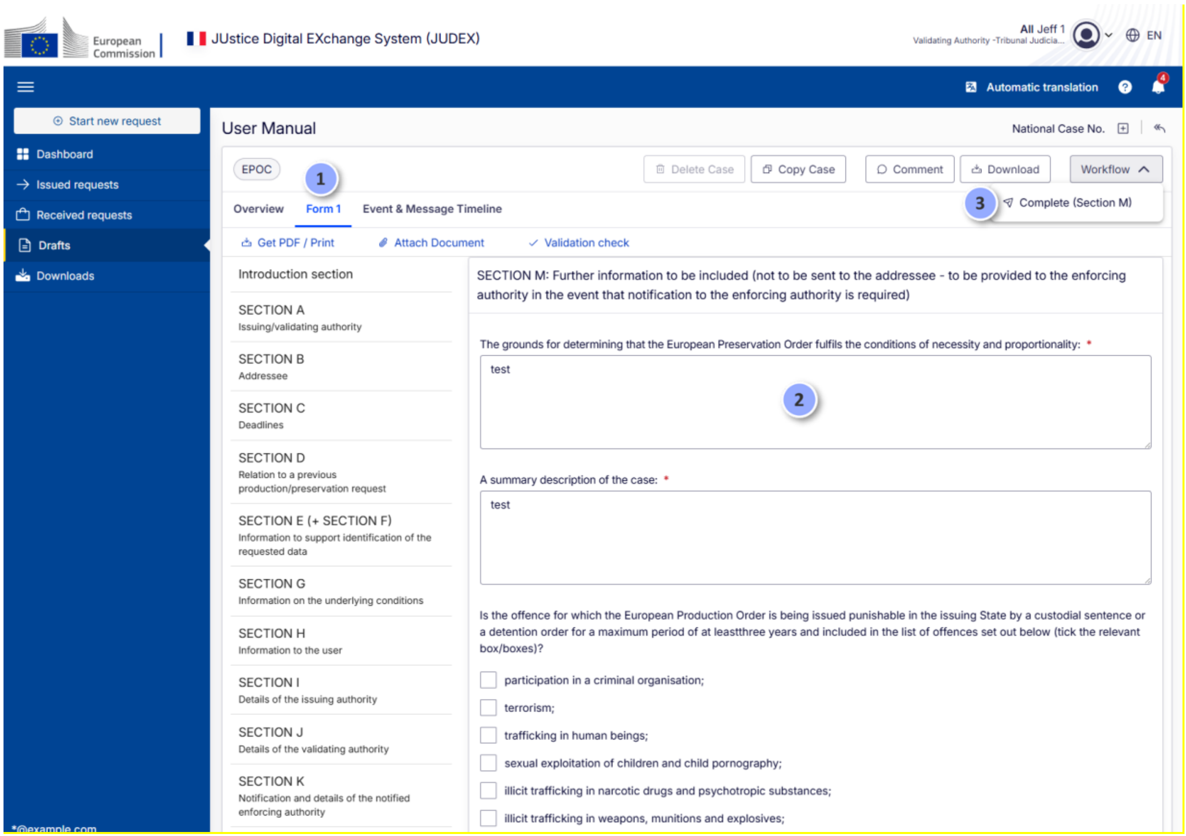


Figure 9-48: Validating authority: Form 1 Section M completion

① View a case and click **Form 1** tab.

② Fill in **Section M.**

③ Click **Workflow > Complete (Section M)**

- A success message will show up in the bottom.
- A new timestamp: "Completed (Section M)" will show up on the Event & Message Timeline and in the Overview tab.

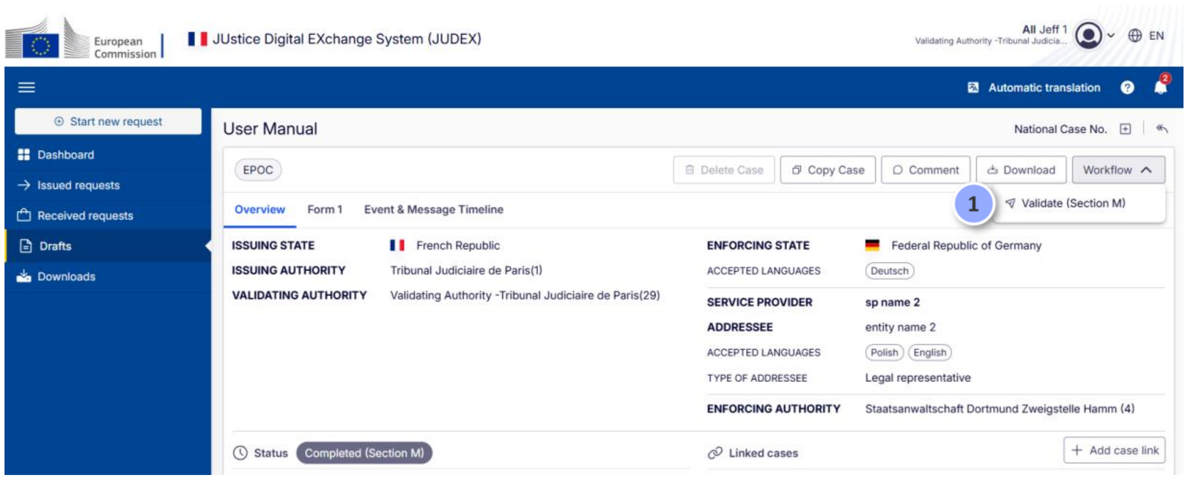


Figure 9-49: Form 1: Validate Section M

① Click **Workflow > Validate (Section M)**

Follow the same procedure as described in **section** 8.2.4

Once the Section M is validated:

- A success message will show up in the bottom.
- A new timestamp: “Validated (Section M)” will show up on the Event & Message Timeline and in the Overview tab.

9.2.8.5 Send validated EPOC cross-border

Steps below apply to users with “Sender” and/or “Supervisor”.

Once Form 1 has been validated, the final step in the internal workflow is to send the case to the selected addressee (and, where applicable, the enforcing authority).

Follow the same steps as described in section 9.2.7 for sending the EPOC cross-border. After sending the validated EPOC cross-border, the Workflow menu of an Issued Request will allow the validating authority user to perform the following actions:

- Send other information
- Request for additional information
- Inform About Going to Court

- Withdrawal
- Close a case / Reopen a case

Keep in mind that the content of the Workflow menu is changing according to the status of the EPOC. For more details, see 9.2.7

NOTE: In case additional authorities have been selected in Section I and L of Form 1, they will receive an automatic forward of Form 1 for communication purposes. For more information, see 9.2.7.

9.3 Issue and Transmit 'One-To-Many' EPOC in an emergency case

This section outlines the procedure for issuing and transmitting a **European Production Order Certificate (EPOC)** to multiple addressees in an emergency case.

9.3.1 Start a new "One-To-Many" EPOC case

To initiate an emergency **One-to-Many** EPOC request, follow these steps:

Steps below are only applicable to users with "Author" and/or "Supervisor" role.

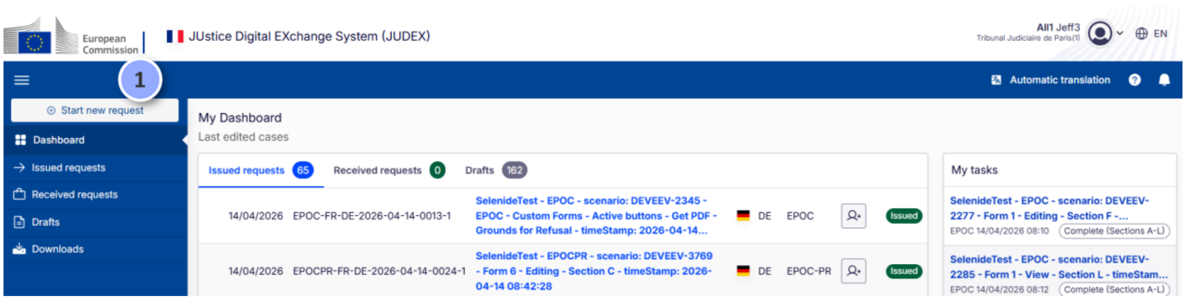


Figure 9-50: One-To-Many: Start a new EPOC case

① In the left-hand menu, click "**Start new request**" button.

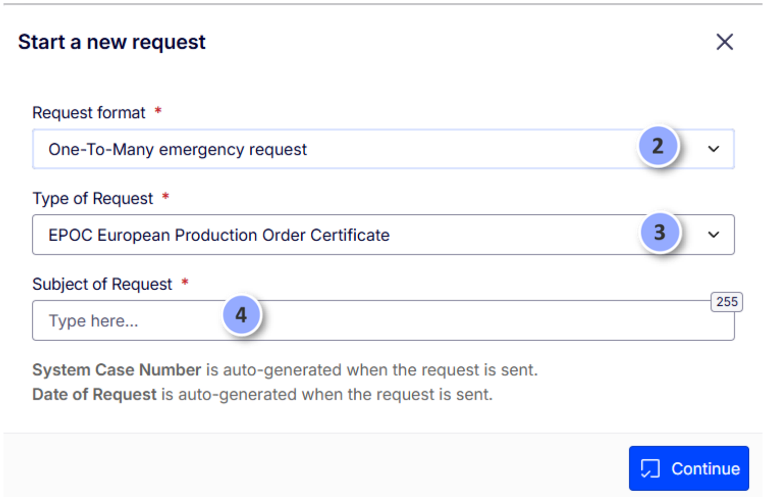


Figure 9-51: One-To-Many: Selecting request format

② A pop-up window will appear. From the *Request format* dropdown menu, **select** "One-to-many emergency request" (for further details on request formats, refer to Section 8).
③ **Select** European Production Order Certificate from the *Type of request* from a dropdown list.
④ Enter a *Subject of request* and click **Continue**. If you wish to cancel, click "**x**" button in the top right corner of the pop-up.

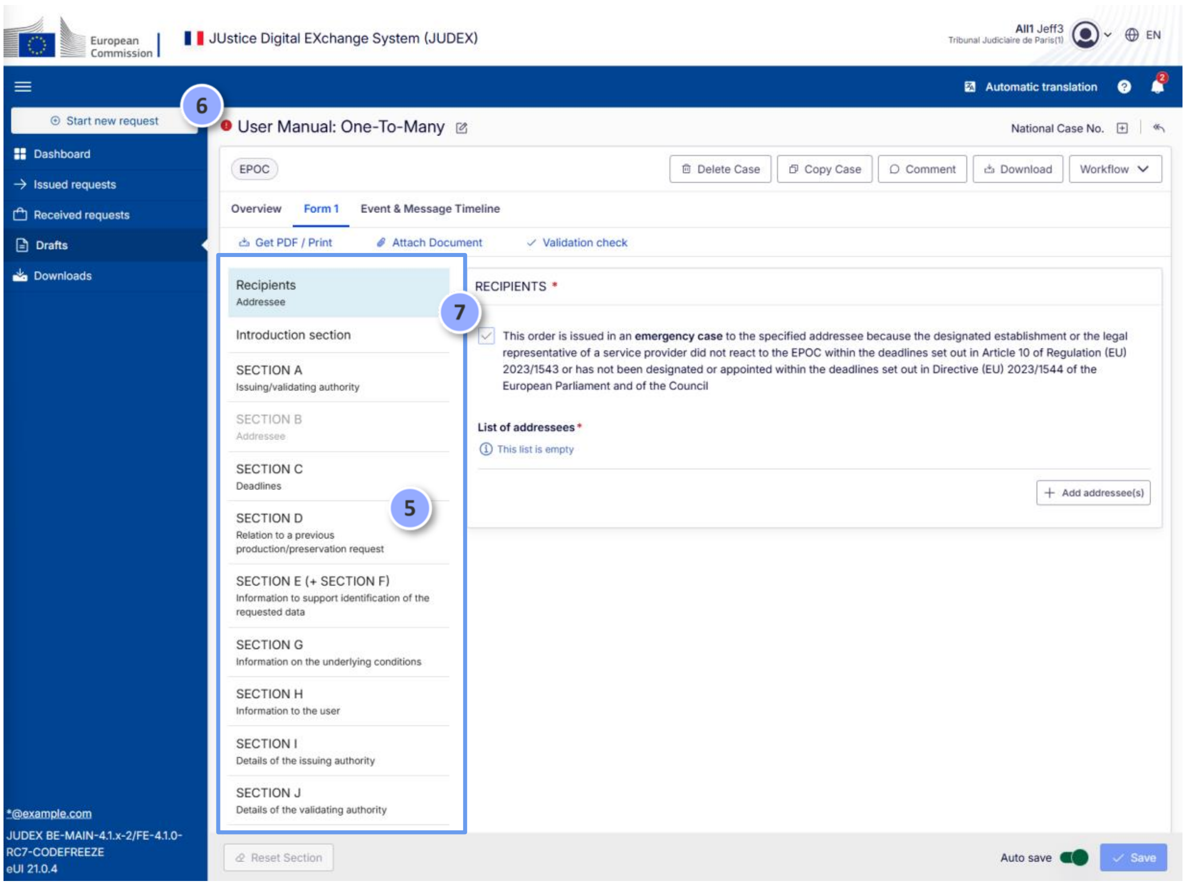


Figure 9-52: One-To-Many: Create Draft

⑤ A new case draft will be created with Form 1 ready for completion.
⑥ The case will be automatically flagged as urgent.
⑦ The checkbox indicating that the order is issued in **emergency case** will be pre-selected and locked (cannot be deselected).

9.3.2 Fill in an EPOC

Fill in the required information in **Sections A-L** of Form 1 by using the **List of Sections** menu. For more reference on mandatory fields, please see section 9.2.2.6.

NOTE: Some sections of Form 1 will be disabled due to the emergency request format. For One-to-Many emergency submissions, no validating authority is involved at the time of submission. Validation will occur ex-post, in accordance with Article 4(5) of the e-Evidence Regulation.

9.3.2.1 Choose Addressees

To select the addresses of the EPOC in "One-To-Many" request format, follow the steps below.

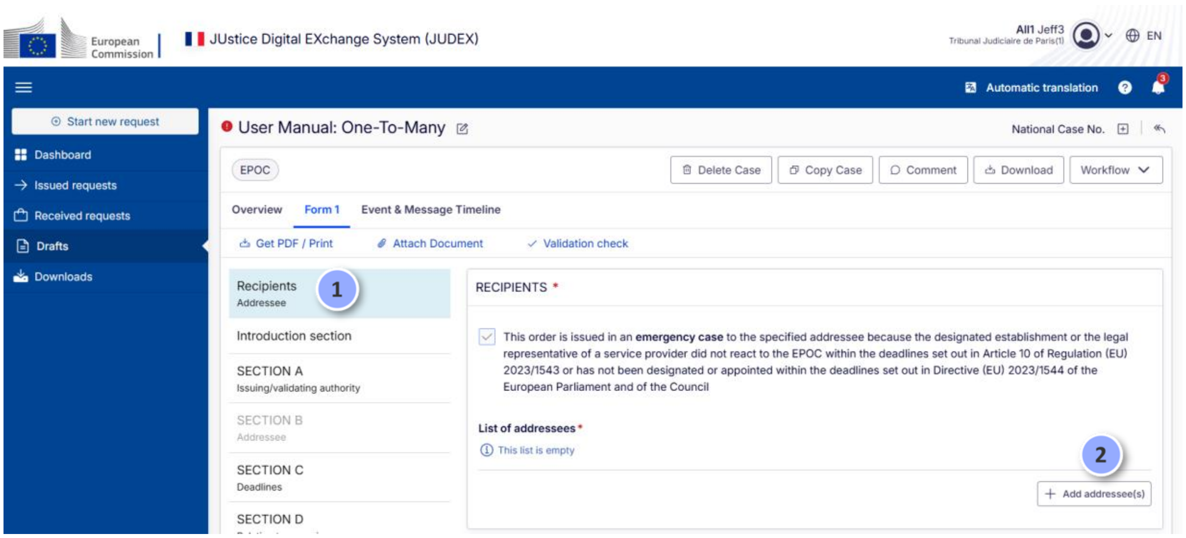


Figure 9-53: One-To-Many: Enter Recipients

① Navigate to the **Recipients** section of Form 1 by using the List of Sections menu.
② Click **Add addressee(s)**.

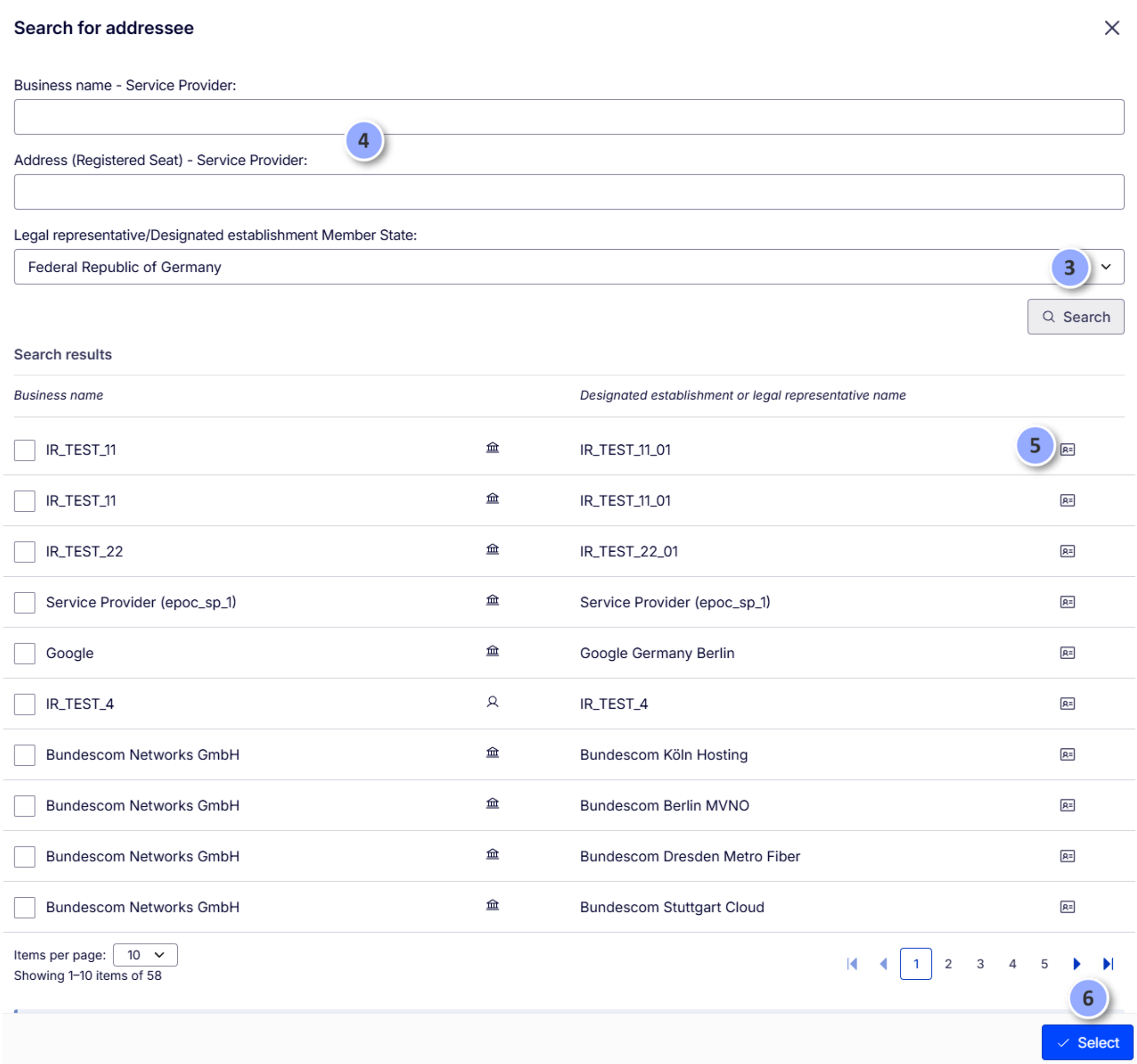


Figure 9-54: One-To-Many: Search for addressee

③ **Select** the Member State of the addressee and click **Search**.
④ To narrow down the search results, the user can enter service provider's business name and/or registered seat.
⑤ To view additional details about the addressee, click the icon next to the designated establishment or legal representative's name.
⑥ Choose the addressees from the list of results and click **Select**.

To remove a previously selected addressee, click the bin icon in the **Recipients** section, next to the relevant entry:

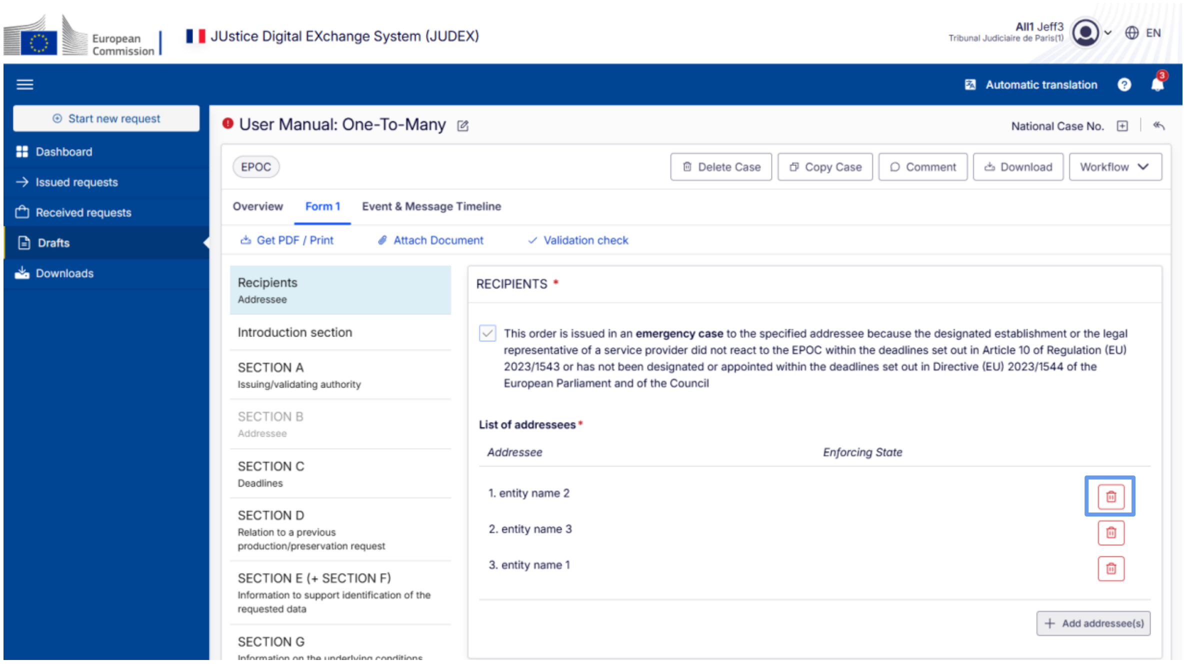


Figure 9-55: One-To-Many: Removing previously added addressees

If you need to add more recipients to the list, return to the **Recipients** section and repeat the steps outlined above.

If you wish to select additional addressees from a **previously chosen Member State**:

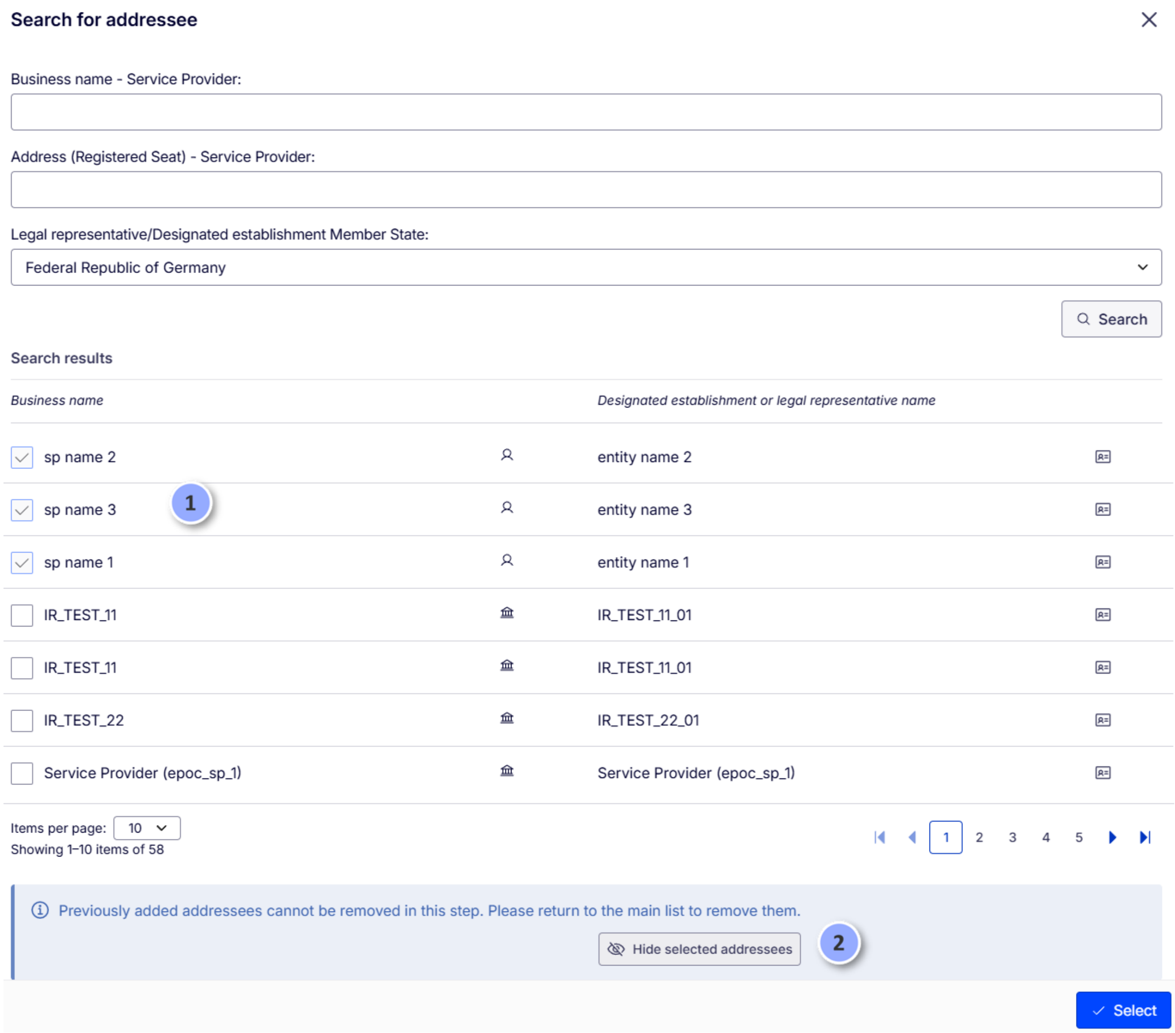


Figure 9-56: One-To-Many: Previously selected addressees view

① The system will display already selected recipients at the top of the list (these cannot be deselected).
② To improve visibility, you may hide the previously selected addressees by clicking the **Hide selected addressees** button. This action can be reversed at any time.

After saving, recipient details will be displayed in the **Overview** tab under the **Recipient Group**:

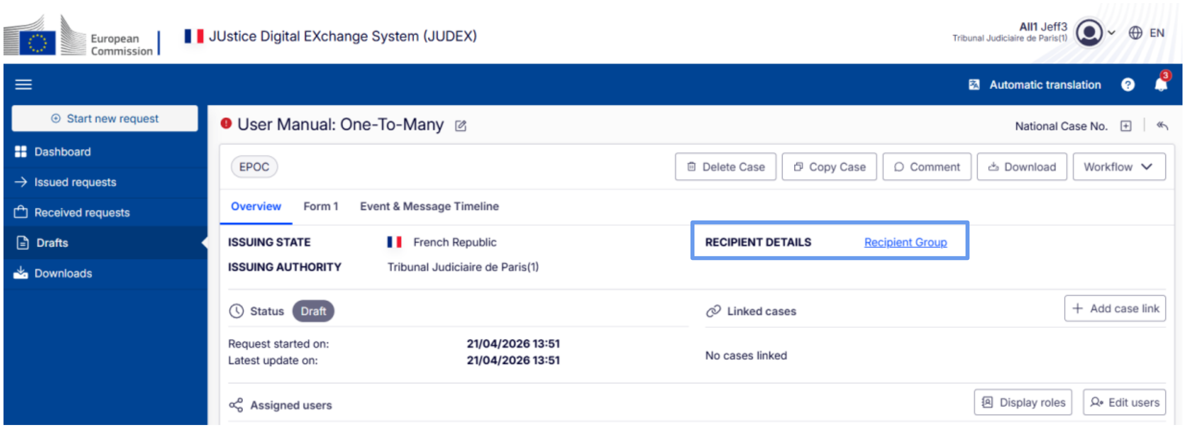


Figure 9-57: One-To-Many: Display Recipients details in the Overview tab

9.3.2.2 Push a case to the next step of the internal workflow

Steps below apply to users with "Author" and/or Supervisor role.

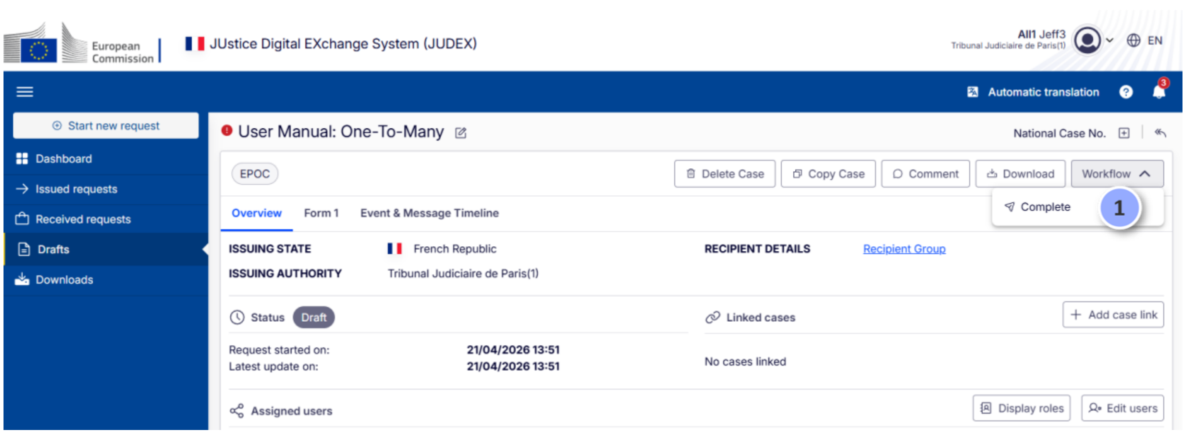


Figure 9-58: One-To-Many: Form 1 completion

1 In the edited case click **Workflow > Complete:**

- A success message will show up at the bottom of the screen.
- A new timestamp: "Completed" will show up on the Event & Message Timeline.
- If you have no other roles except Author, the workflow button will become empty, as there are no other actions that can be performed.

9.3.3 Upload a signed legal document

Steps below apply to users with "Signer 1/Signer 2" and/or Supervisor role.

After Form 1 is completed, the next step is to upload a signed legal document (required to authorise the issuance and transmission of the EPOC). **Editing the EPOC is no longer possible at this stage.**

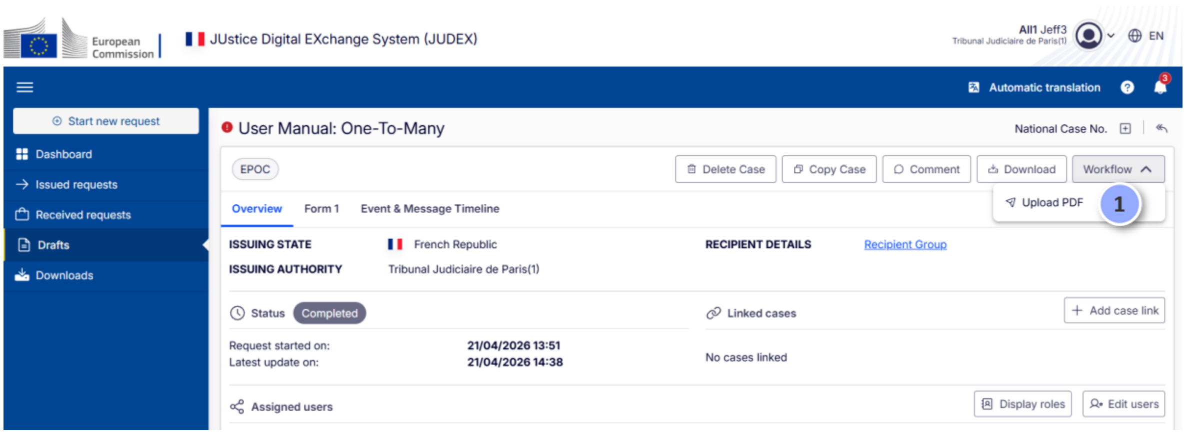


Figure 9-59: One-To-Many: Upload PDF

① In the completed case, click **Workflow** > **Upload PDF**

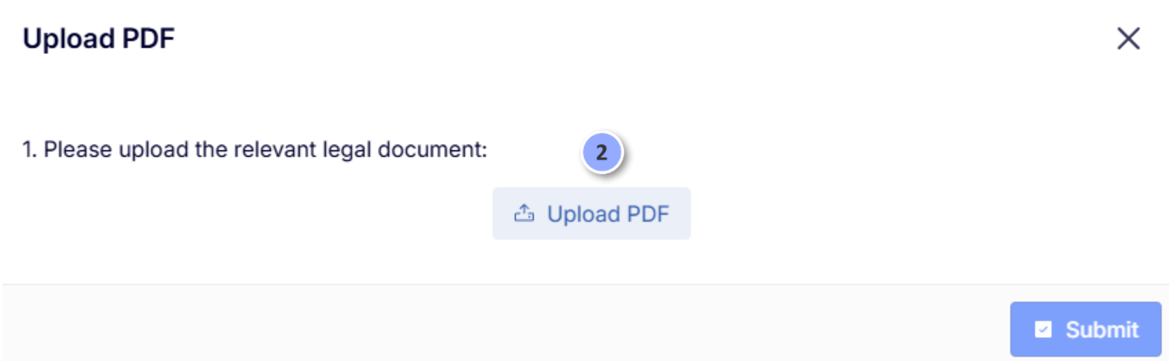


Figure 9-60: One-To-Many: Upload relevant legal document

② A pop-up window will appear. Upload the required legal document**.**

Upon successful upload:

- A confirmation message will appear at the bottom of the screen.
- The Event & Message Timeline will update with a new timestamp: “PDF uploaded”.

NOTE: If you are assigned *only* the *Signer 1* and/or *Signer 2* role, the Workflow button will no longer display further actions, as no additional steps are required.

9.3.4 Transmit “One-To-Many” EPOC cross-border

Steps below apply to users with the “Sender” and/or “Supervisor”.

Once all previous steps have been successfully completed, the case is ready for transmission the selected addressees.

① Open the completed “One-To-Many” EPOC case.

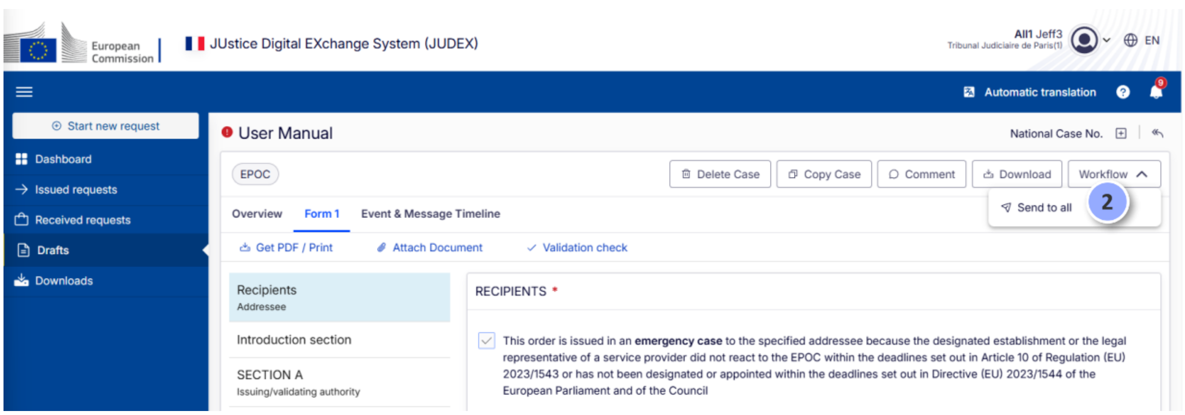


Figure 9-61: One-To-Many: Sending Form 1

② Click **Workflow > Send to all**

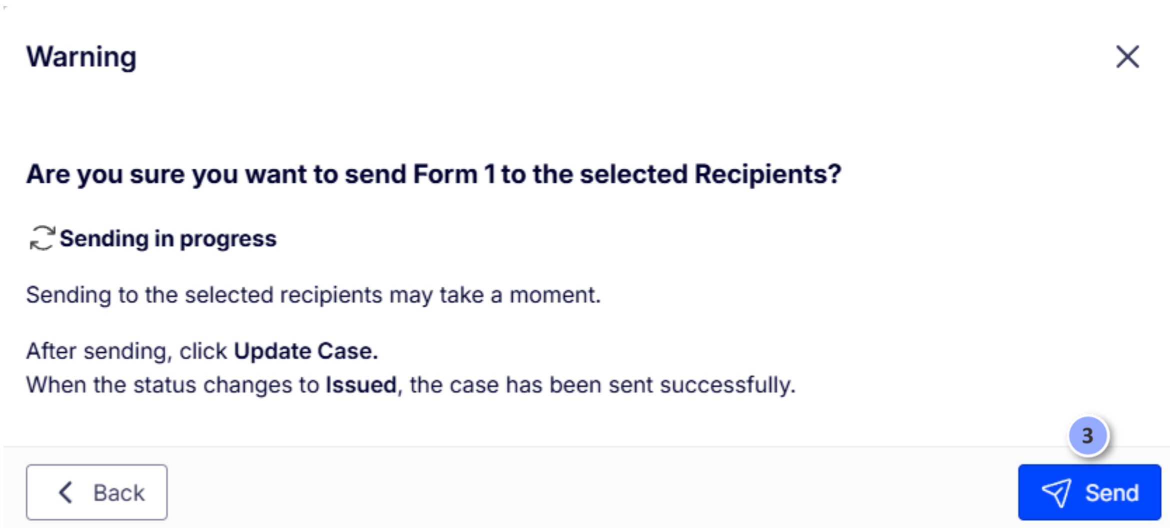


Figure 9-62: One-To-Many: Warning message before sending

③ A warning pop-up window is displayed. To proceed, click the **Send** button.

After the sending action is confirmed, the system initiates an automated conversion process, during which separate legal case instances for each selected addressee are being created.

During the conversion process, the case status in the **Overview** tab is updated to “Preparing to send**”.**

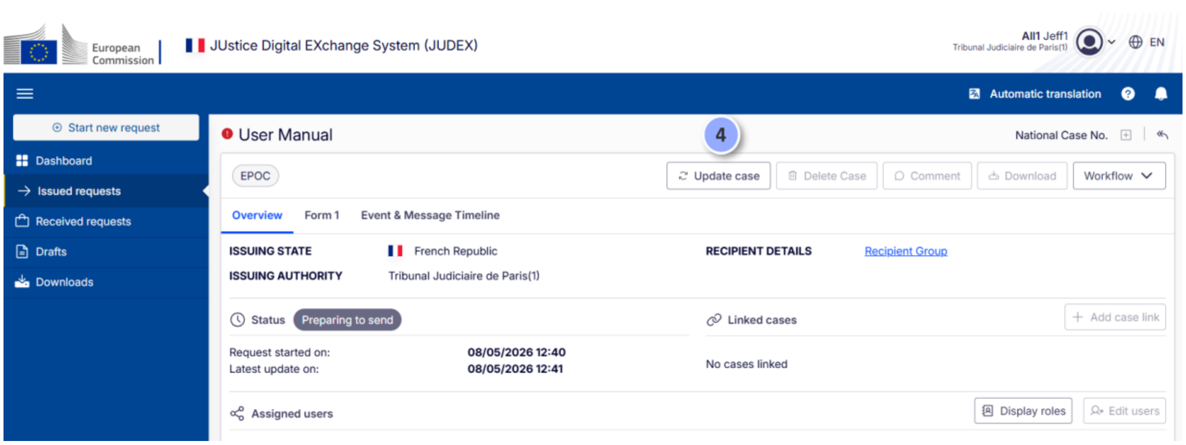


Figure 9-63: One-To-Many: Preparing to send

④ Click on “**Update case**” button.

If the conversion process is completed successfully:

- The EPOC is transmitted to all selected addressees.
- The case status is automatically updated to **"Issued"**.
- Separate legal cases for each selected addressee will appear in the **Issued Requests** folder.

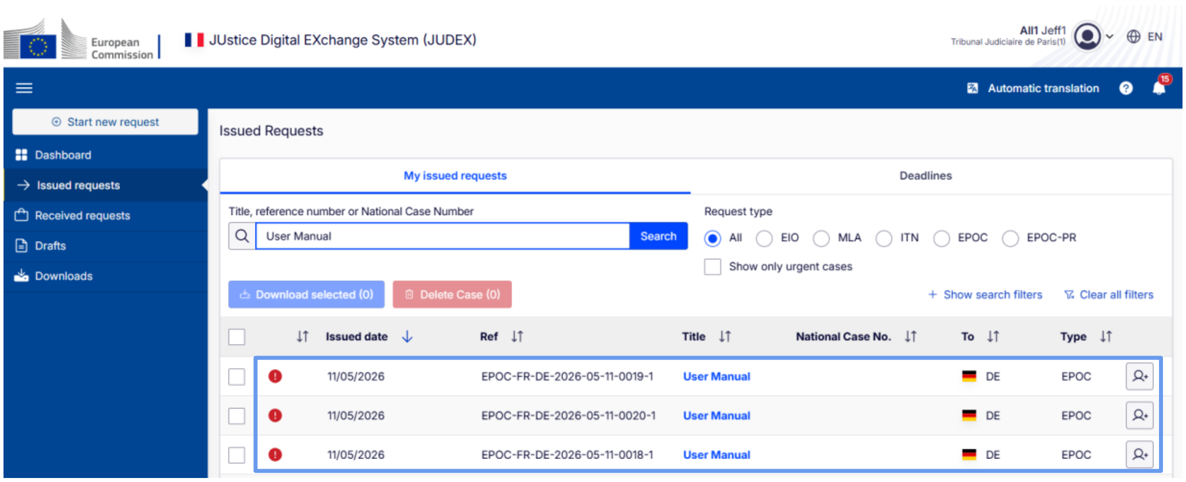


Figure 9-64: One-To-Many: Display after sending

If the conversion process fails, the status **Send preparation failed** is displayed.

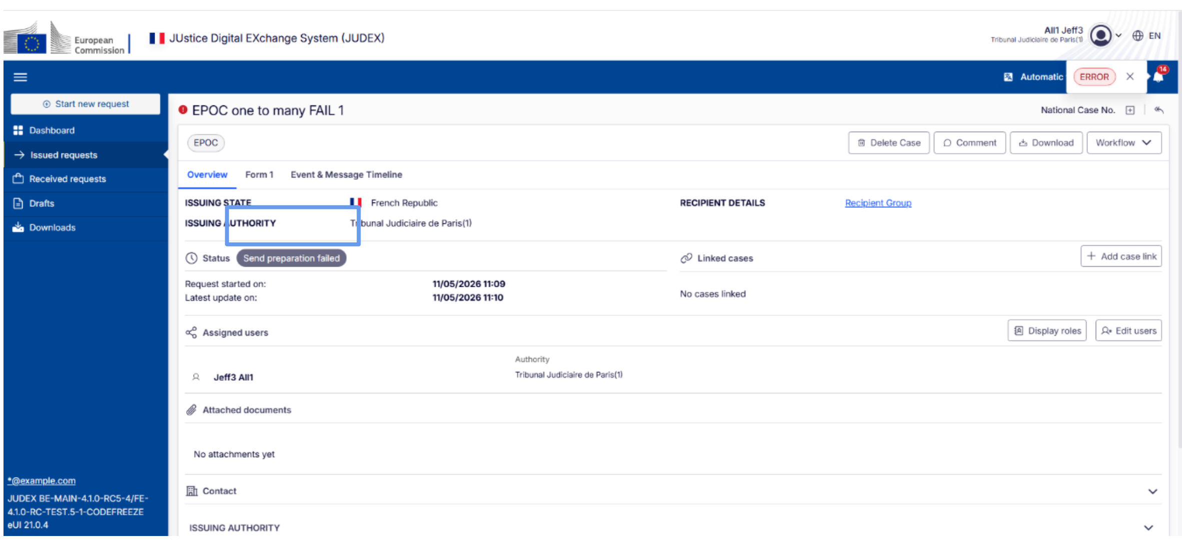


Figure 9-65: One-To-Many: Send preparation failed

In this case, the user must retry sending the case, using a dedicated action under the Workflow dropdown menu.

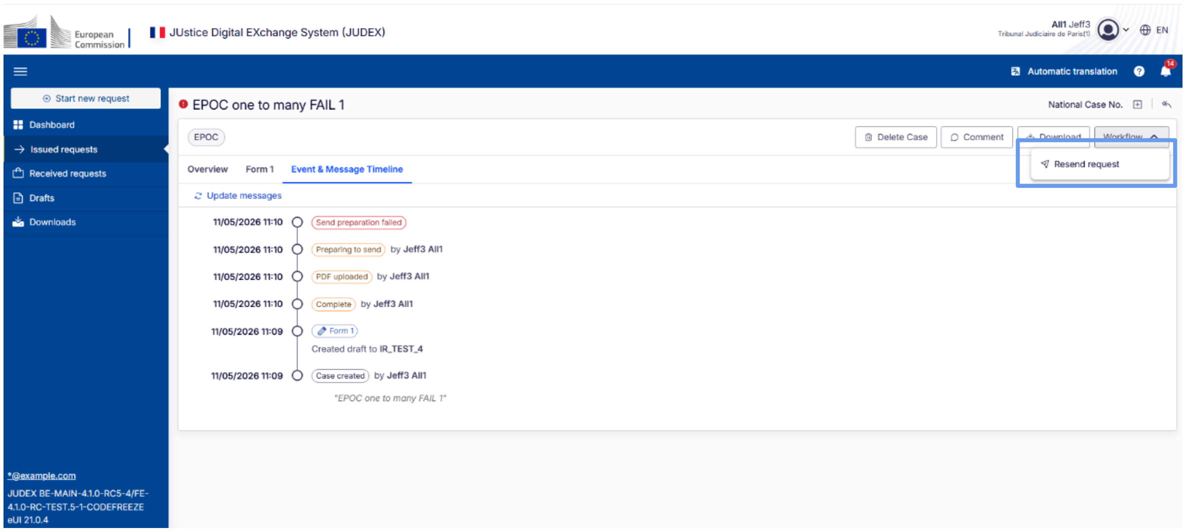


Figure 9-66: One-To-Many: Resend action

9.4 Withdraw an EPOC

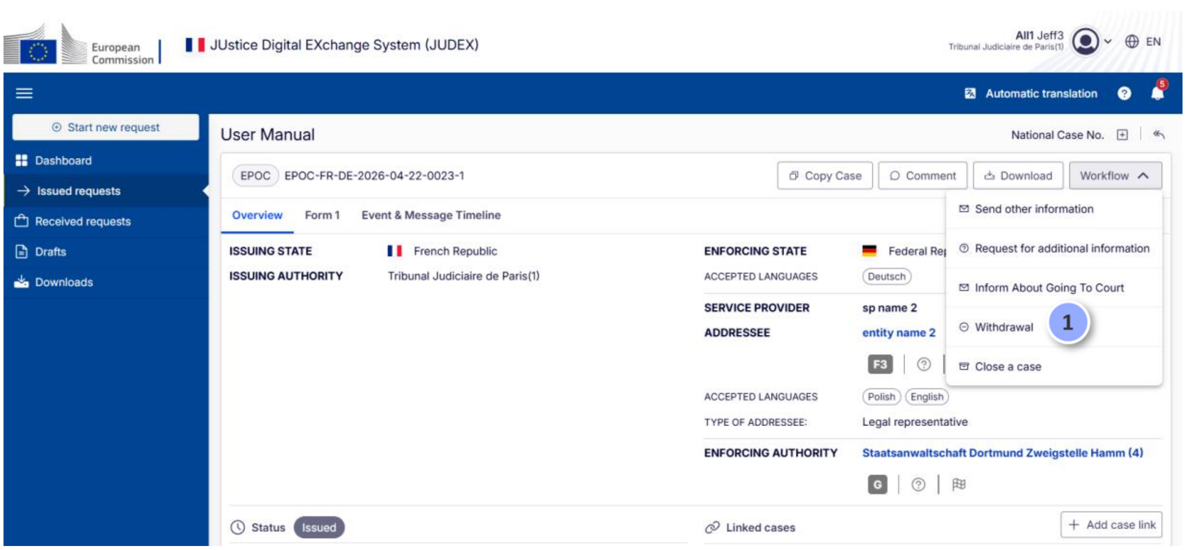


Figure 9-67: Withdraw EPOC

① Click **Workflow > Withdrawal**

Then, JUDEX RI displays a withdrawal pop-up window.

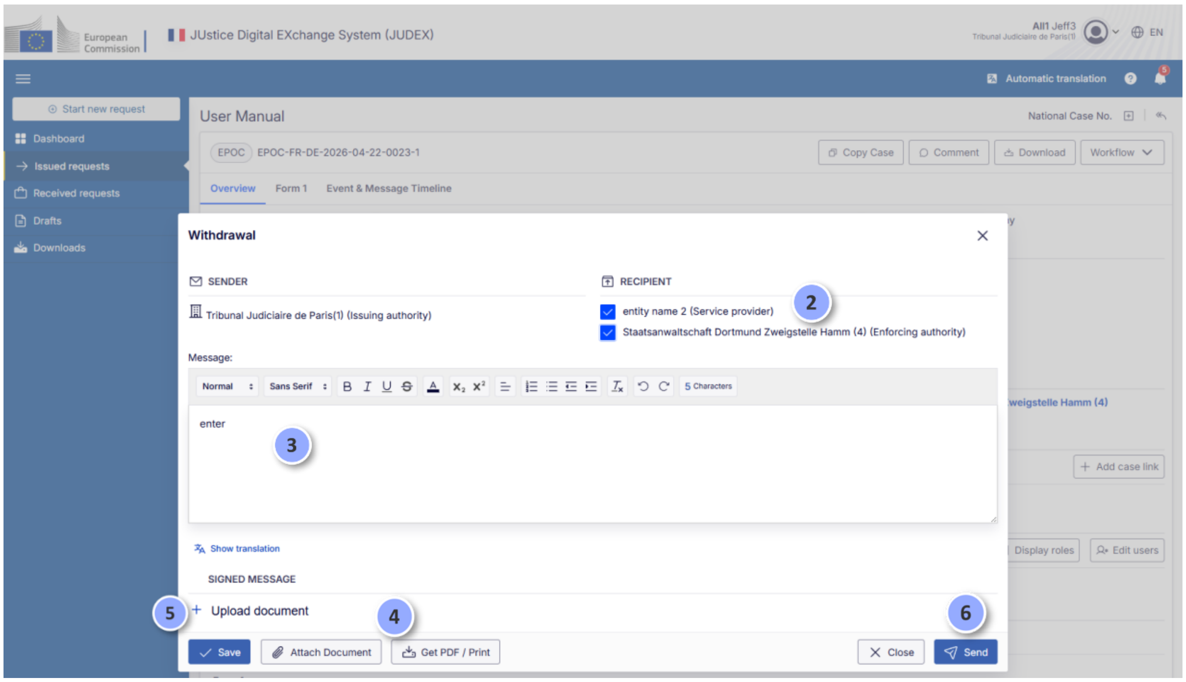


Figure 9-68: Steps to withdraw an EPOC

② **Select** the recipient(s) of withdrawal.
③ Type a message in the text area.
④ Attach documents and/or download a message in PDF format if needed.
⑤ Click **Save**, to keep the message in the system as draft.
⑥ Click **Send** to send the withdrawal notification to the service provider and enforcing authority, if applicable.

NOTE: Optionally, you can Upload a Signed Withdrawal message. For more details, please see chapter 11.1.6.

The status of the case will become WITHDRAWN.

9.4.1 *Delete sensitive content*

You can delete sensitive content and all attachments from the withdrawn Case to be compliant with data protection regulations.

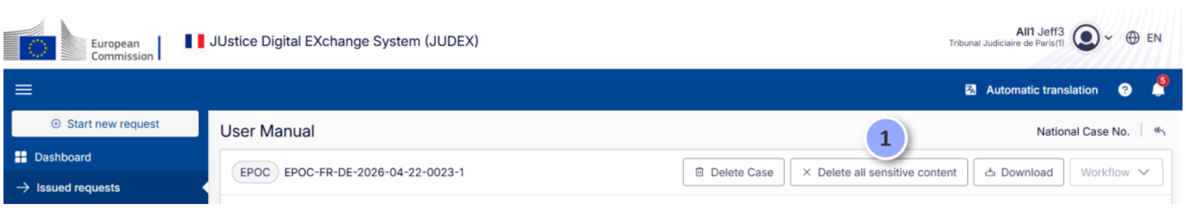


Figure 9-69: "Delete all sensitive content" button

① Click "**Delete sensitive content**" button.

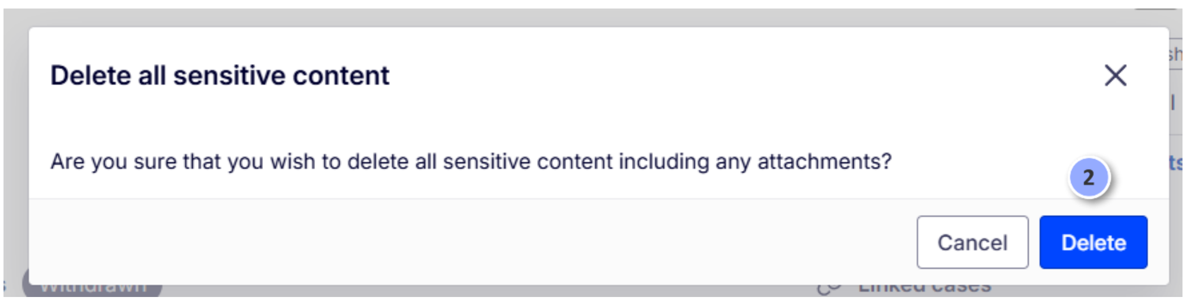


Figure 9-70: Delete all sensitive content" button: Confirmation of the operation

② Confirm that operation by clicking "**Delete**" button. After a successful deletion, you will receive its confirmation on the timeline.

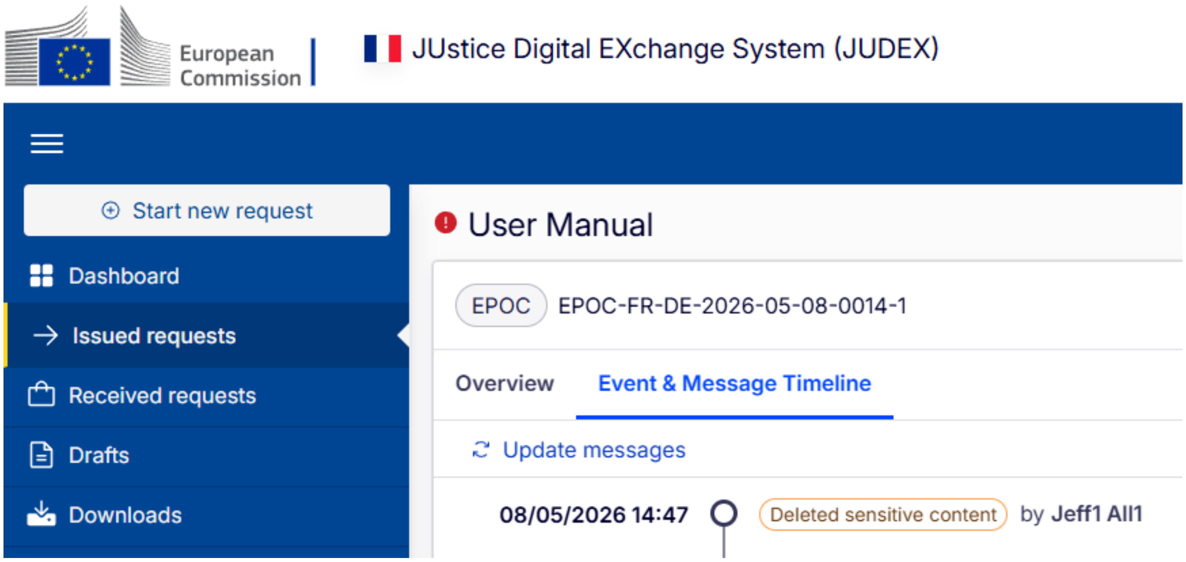


Figure 9-71: Confirmation of sensitive data deletion

9.5 Inform About Going to Court

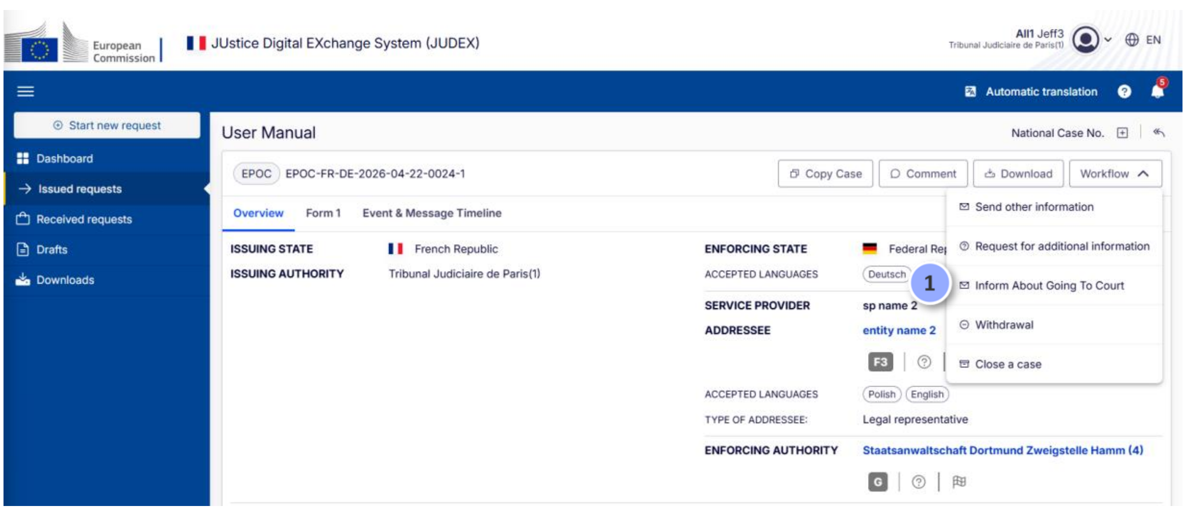


Figure 9-72: Inform About Going to Court

① Click **Workflow > Inform About Going to Court**

Then, JUDEX RI displays an Inform About Going to Court pop-up window.

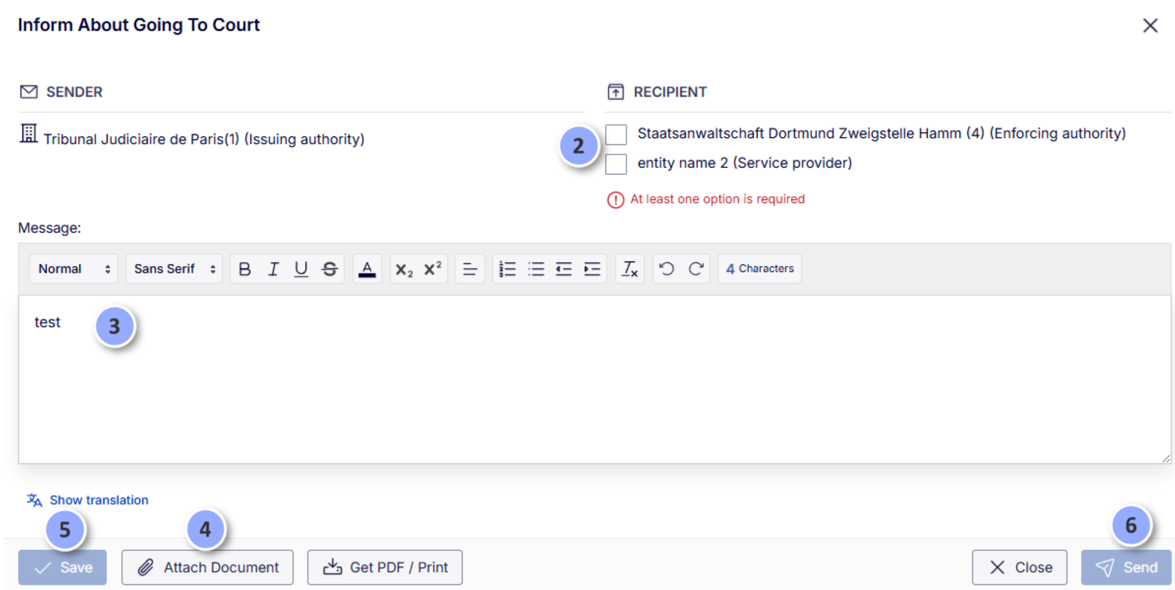


Figure 9-73: Steps to send 'Inform About Going to Court' message

② **Select** the recipient(s) of the message.
③ Type a message in the text area.
④ Attach documents and/or download a message in PDF format if needed.
⑤ Click **Save**, to keep the message in the system as draft.
⑥ Click **Send** to send the message to the service provider and enforcing authority, if applicable.

9.6 Receive an EPOC

9.6.1 Raise Grounds for Refusal

Upon receipt of Form 1 with Section M completed, the enforcing authority may decide to invoke grounds for refusal, by following the steps outlined below.

9.6.1.1 Create Grounds for Refusal message

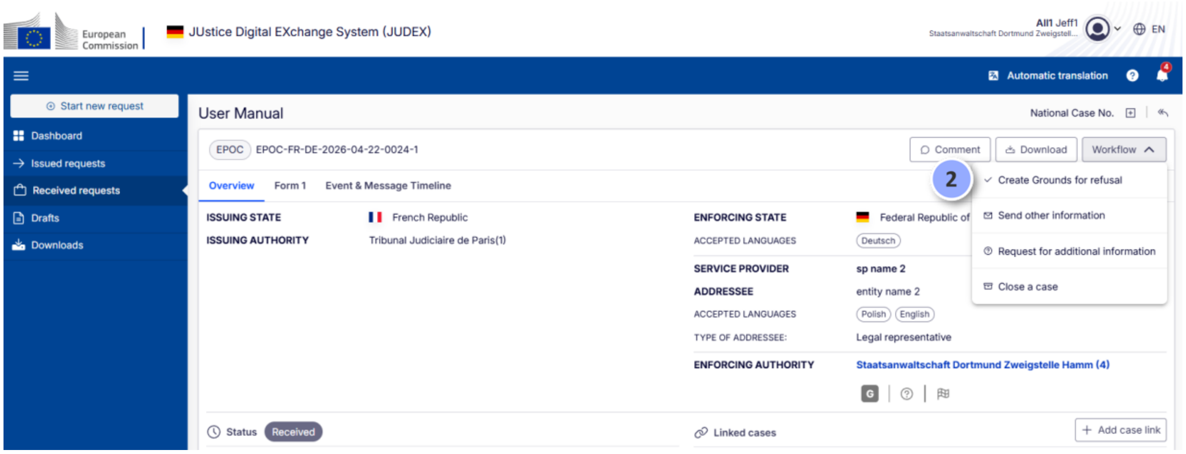


Figure 9-74: Create Grounds for Refusal

① View the incoming EPOC request.

② **Click Workflow > Create Grounds for Refusal**

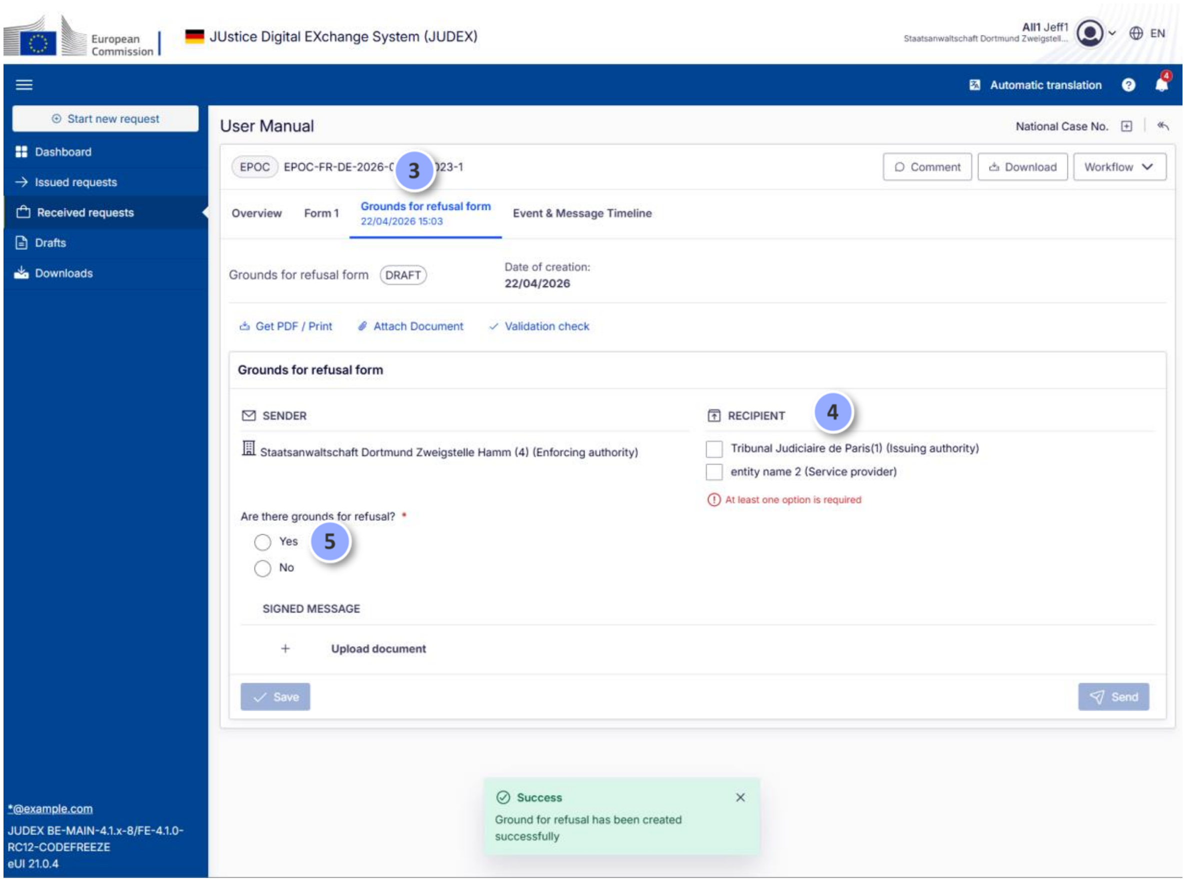


Figure 9-75: Grounds for Refusal tab

③ Grounds for Refusal tab will be created and displayed.

④ **Select** the recipient(s) of the message.

⑤ **Select** ‘Yes’ radio button.

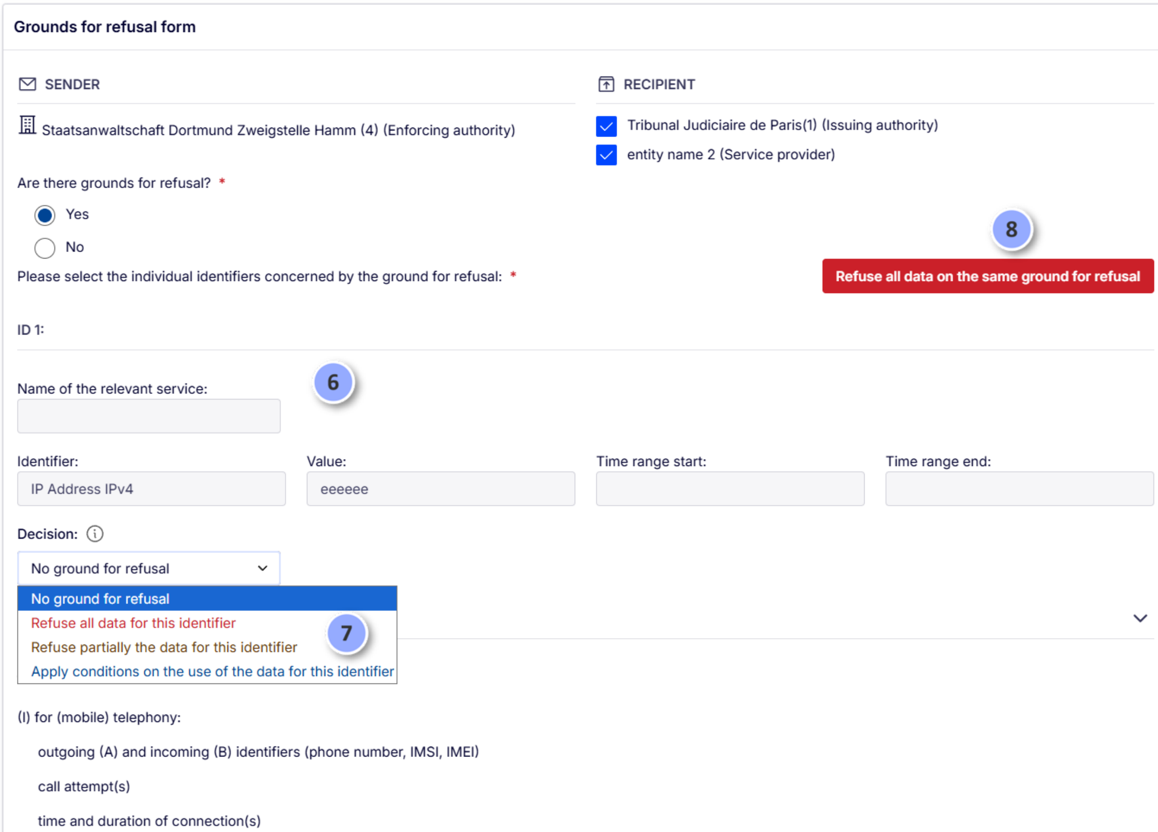


Figure 9-76: Raise Grounds for Refusal

⑥ Section E (+ Section F) details of Form 1 will be displayed for each identifier ID.
⑦ **Select** the decision **for each identifier** (each decision details are described in the sub-sections below) or, ⑧ **refuse all data on the same ground for refusal**.

9.6.1.2 Decide on Grounds for Refusal

9.6.1.2.1 No grounds for refusal

This is the default decision for all identifiers. The enforcing authority user may choose to raise grounds for refusal for only specific identifiers. No additional fields are displayed while this option remains selected.

9.6.1.2.2 Refuse all data for the identifier

When the **“Refuse all data for this identifier”** decision is selected for an identifier:

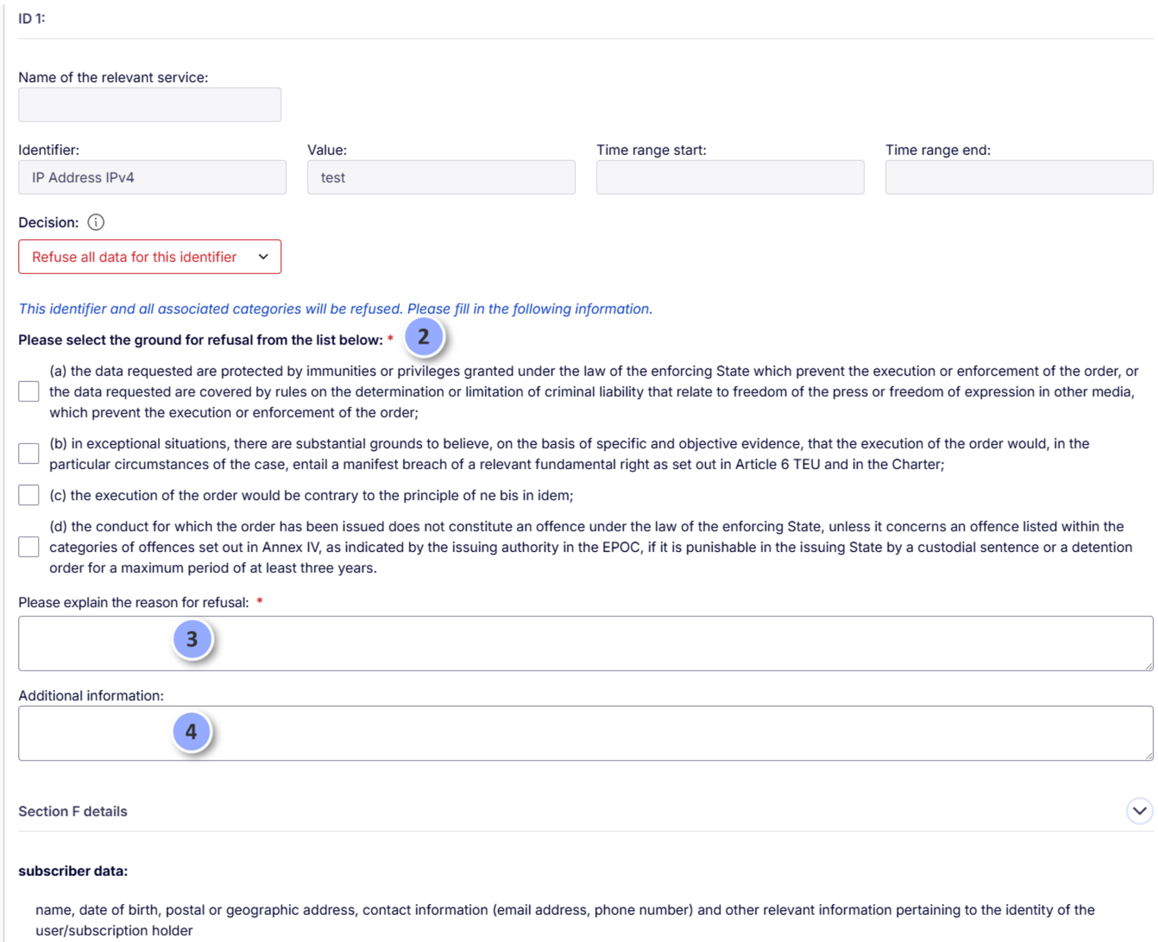


Figure 9-77: Refuse all data for this identifier

① Additional fields are displayed.
② Select grounds(s) for refusal for this identifier.
③ Explain the reason for refusal.
④ Optionally, enter additional information.

9.6.1.2.3 Refuse partially the data for the identifier

When the “**Refuse partially the data for this identifier**” decision is selected for an identifier:

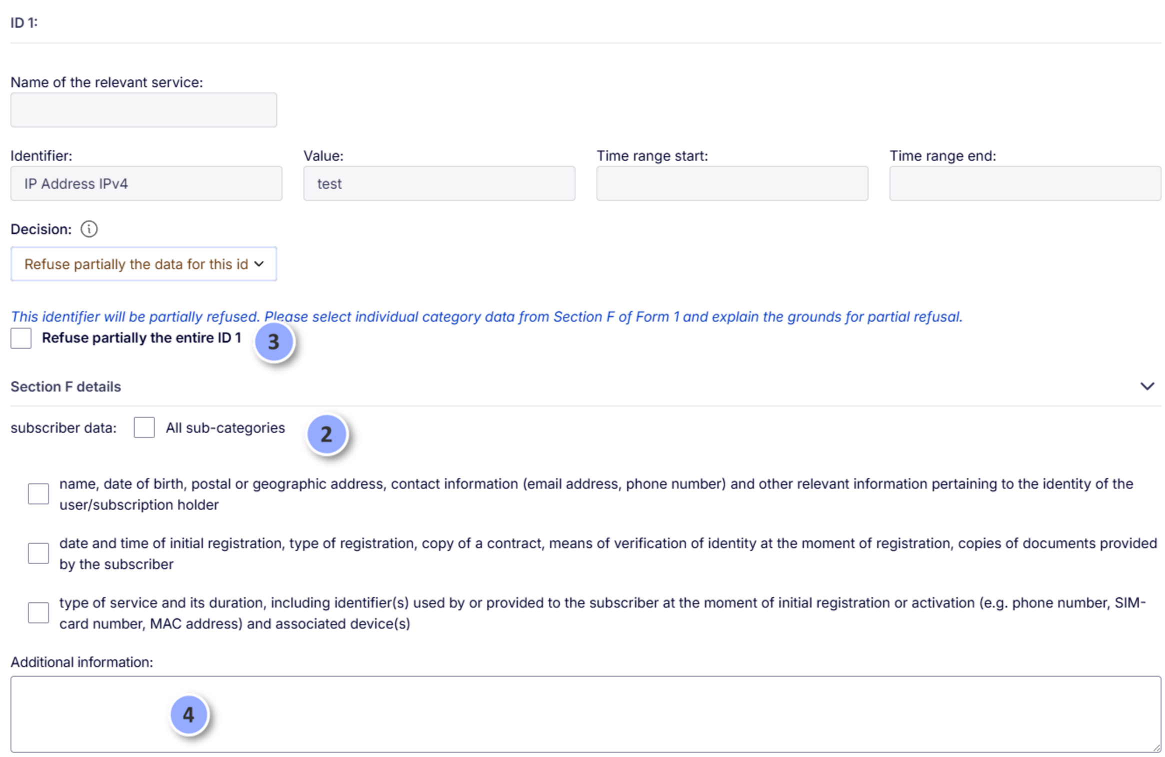


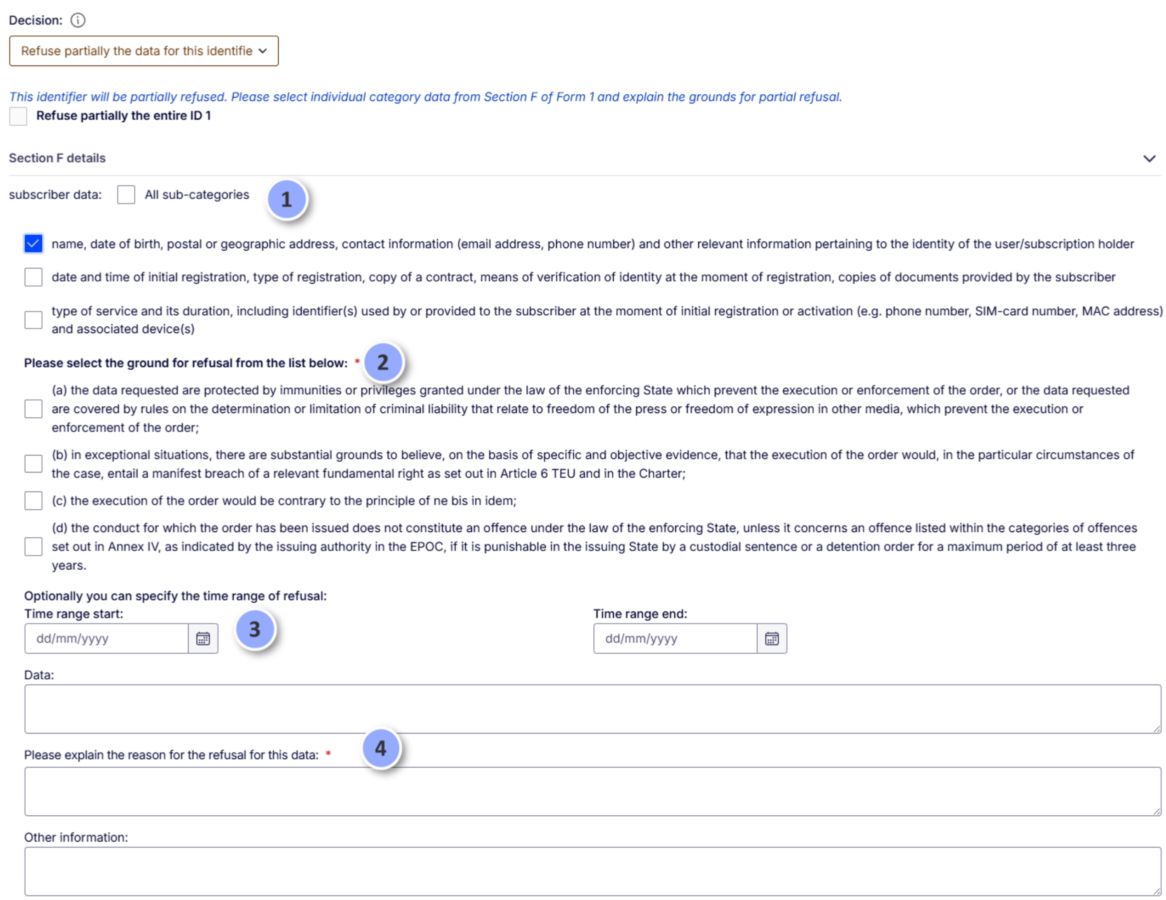
Figure 9-78: Partially refuse data for the identifier

① Additional fields are displayed.

② Choose whether to partially refuse **specific data categories** ③ or to **refuse partially the entire ID.**

④ Optionally, enter additional information in the text field.

Option 1. Partially refuse specific data categories (based on Section F details)


Decision:

Refuse partially the data for this identifie

This identifier will be partially refused. Please select individual category data from Section F of Form 1 and explain the grounds for partial refusal.

Refuse partially the entire ID 1

Section F details

subscriber data: All sub-categories 1

name, date of birth, postal or geographic address, contact information (email address, phone number) and other relevant information pertaining to the identity of the user/subscription holder

date and time of initial registration, type of registration, copy of a contract, means of verification of identity at the moment of registration, copies of documents provided by the subscriber

type of service and its duration, including identifier(s) used by or provided to the subscriber at the moment of initial registration or activation (e.g. phone number, SIM-card number, MAC address) and associated device(s)

Please select the ground for refusal from the list below: * 2

(a) the data requested are protected by immunities or privileges granted under the law of the enforcing State which prevent the execution or enforcement of the order, or the data requested are covered by rules on the determination or limitation of criminal liability that relate to freedom of the press or freedom of expression in other media, which prevent the execution or enforcement of the order;

(b) in exceptional situations, there are substantial grounds to believe, on the basis of specific and objective evidence, that the execution of the order would, in the particular circumstances of the case, entail a manifest breach of a relevant fundamental right as set out in Article 6 TEU and in the Charter;

(c) the execution of the order would be contrary to the principle of ne bis in idem;

(d) the conduct for which the order has been issued does not constitute an offence under the law of the enforcing State, unless it concerns an offence listed within the categories of offences set out in Annex IV, as indicated by the issuing authority in the EPOC, if it is punishable in the issuing State by a custodial sentence or a detention order for a maximum period of at least three years.

Optionally you can specify the time range of refusal:

Time range start: dd/mm/yyyy 3

Time range end: dd/mm/yyyy

Data:

Please explain the reason for the refusal for this data: * 4

Other information:

Figure 9-79: Partial Refusal: Section F details selected

① Select data category(ies) to be partially refused.
② Select grounds(s) for partial refusal for the selected data category.
③ Optionally, specify the time range for refusal.
④ Complete the mandatory text field and provide any additional information as required.

It is possible to partially refuse all data sub-categories at once:

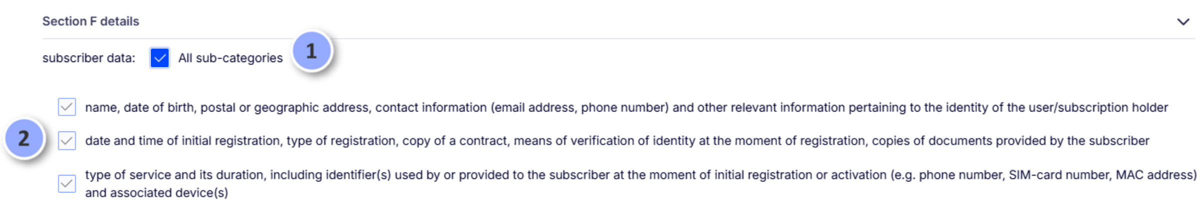


Figure 9-80: Partial Refusal: All categories selected

① Select the “**All sub-categories**” checkbox.

② All data sub-categories are automatically selected and greyed out. To undo this action, deselect the checkbox.

Option 2. Partially refuse the entire ID

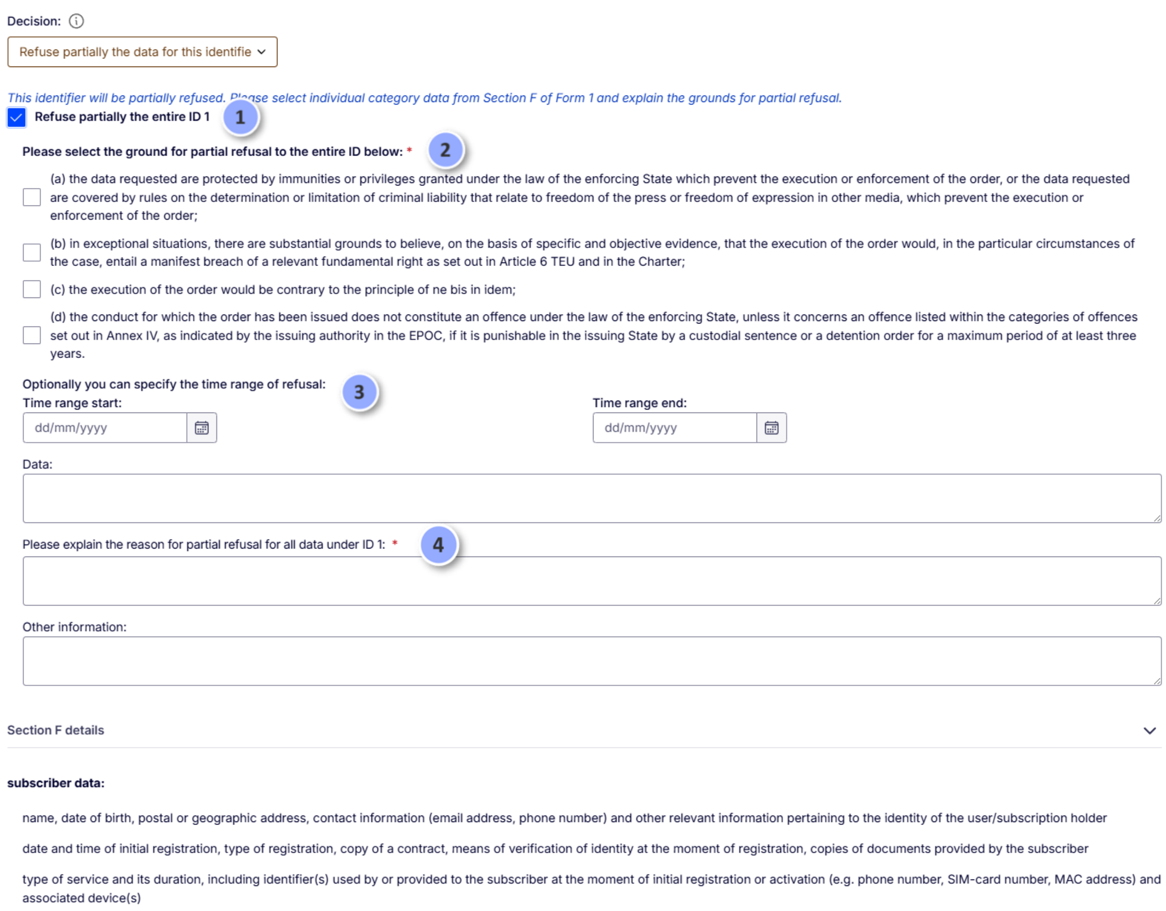


Figure 9-81: Partially refuse all data for the identifier decision

① Select the "**Refuse partially the entire ID**" checkbox.
② Select the ground(s) for partial refusal applicable to the entire ID.
③ Optionally, specify the time range for refusal.
④ Complete the mandatory text fields and provide any additional information as required.

NOTE: If you choose to partially refuse the entire ID, selecting **Section F** details will not be possible.

9.6.1.2.4 Apply conditions on the use of data for the identifier

When the **"Apply conditions on the use of data for this identifier"** decision is selected for an identifier:

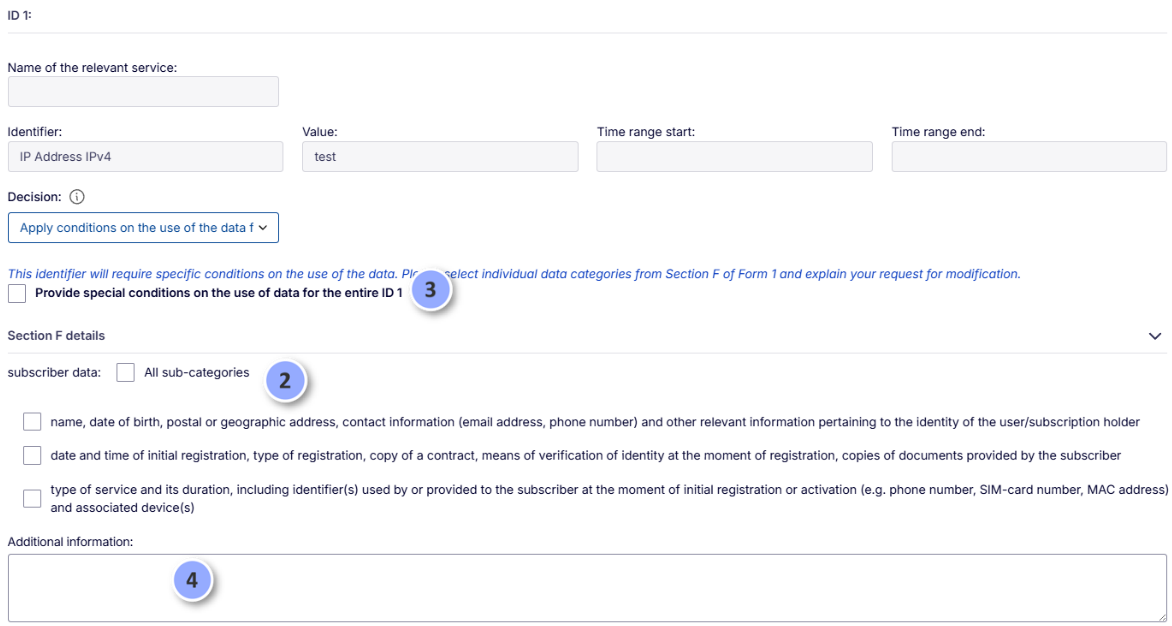


Figure 9-82: Apply conditions decision

① Additional fields are displayed.

② Choose whether to apply special conditions to **specific data categories** or ③ to **the entire ID.**

④ Optionally, enter additional information in the text field.

Option 1. Apply special conditions to specific data categories

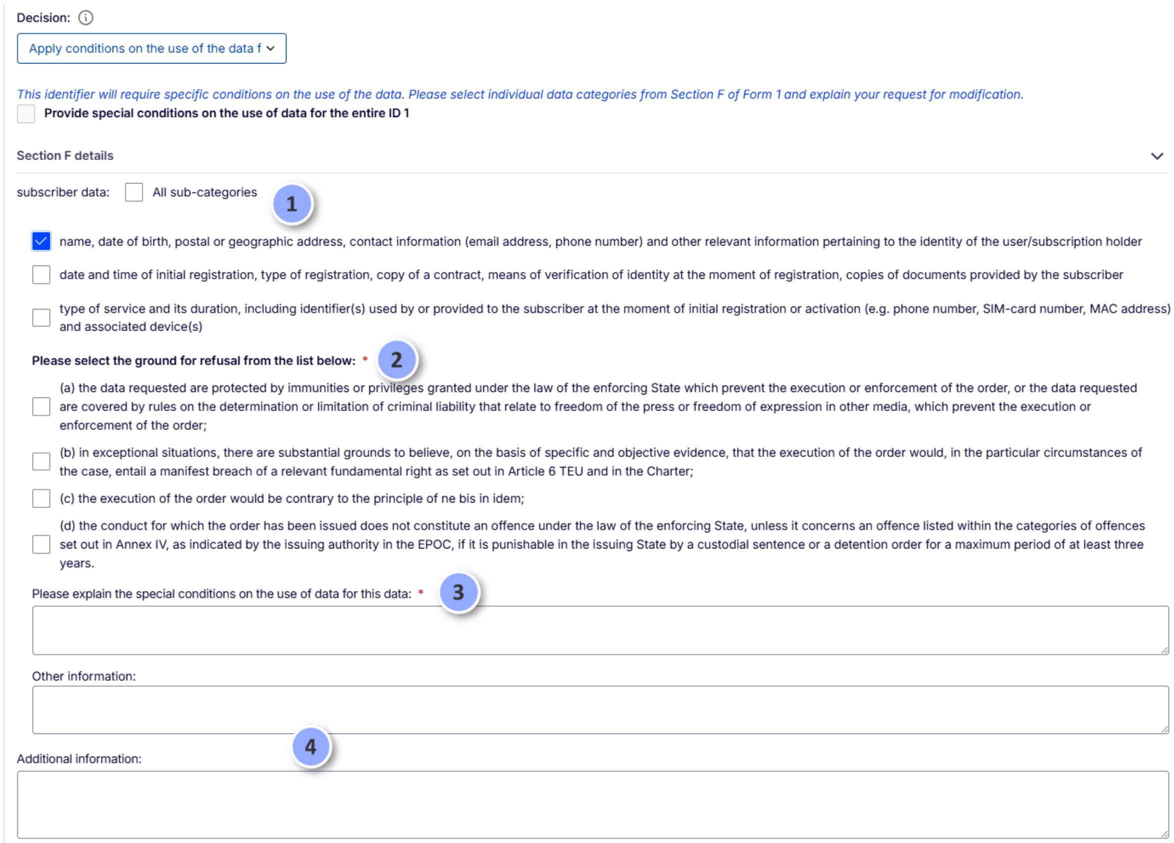


Figure 9-83: Apply conditions: Section F details selected

1. Select the relevant data category(ies).
2. Select the grounds(s) applicable to the selected data category(ies).
3. Explain the special conditions on the use of data.
4. Provide any additional information in the text fields as required.

It is possible to indicate that special conditions apply to all data sub-categories at once:

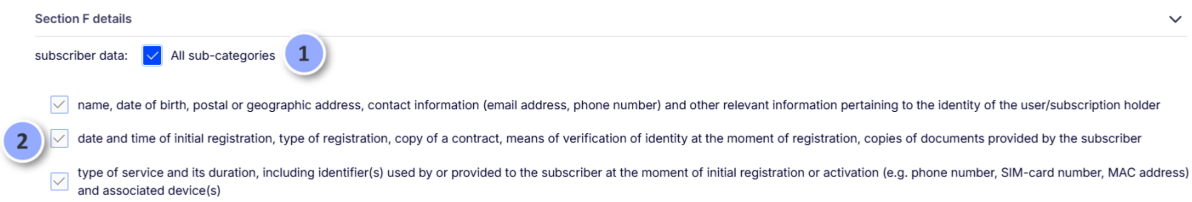


Figure 9-84: Apply conditions: All categories selected

① Select the "**All sub-categories**" checkbox.

② All data sub-categories are automatically selected and greyed out. To undo this action, deselect the checkbox.

Option 2. Apply special conditions to the entire ID

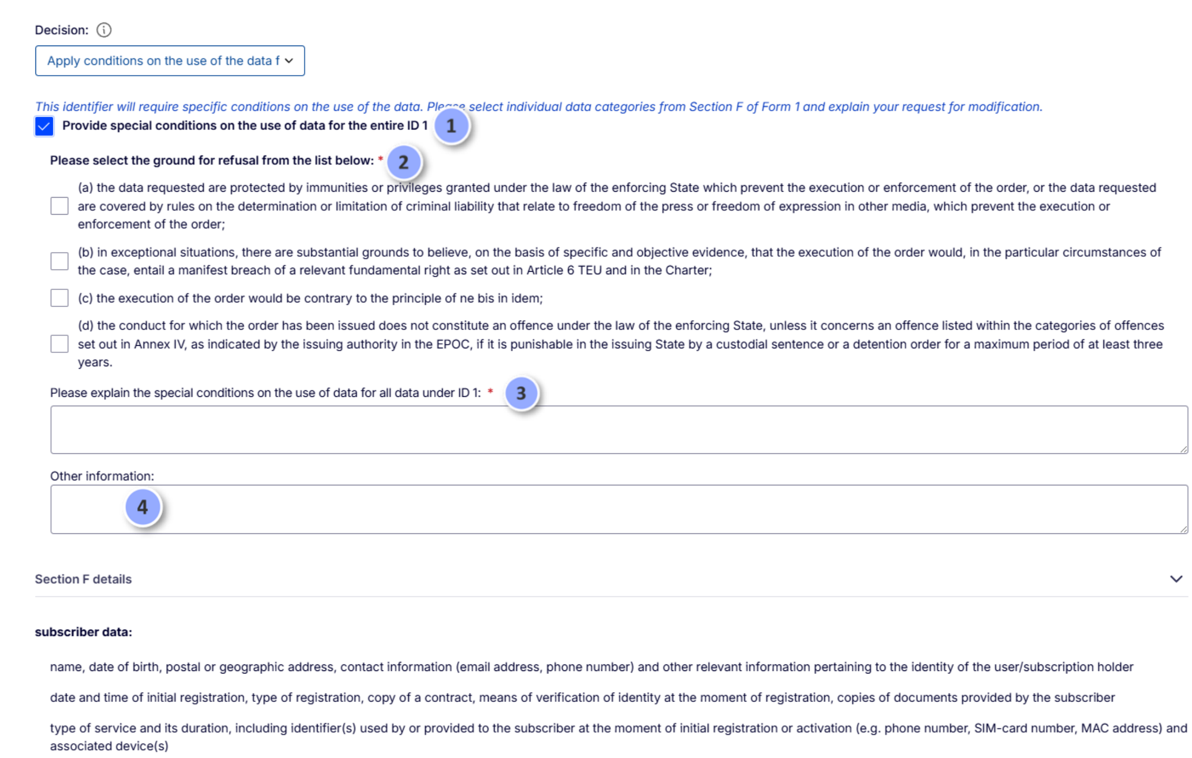


Figure 9-85: Apply conditions for the entire ID

① Select the "**Provide special conditions on the use of data for the entire ID**" checkbox.

② Select the ground(s) applicable to the entire ID.

③ Describe the special conditions on the use of data for the selected ID.
④ Provide any additional information as required.

NOTE: If you choose to apply special conditions to the entire ID, selecting **Section F** details will not be possible.

9.6.1.2.5 Refuse all data on the same grounds for refusal

Users can refuse data for all identifiers in the EPOC using the same grounds for refusal.

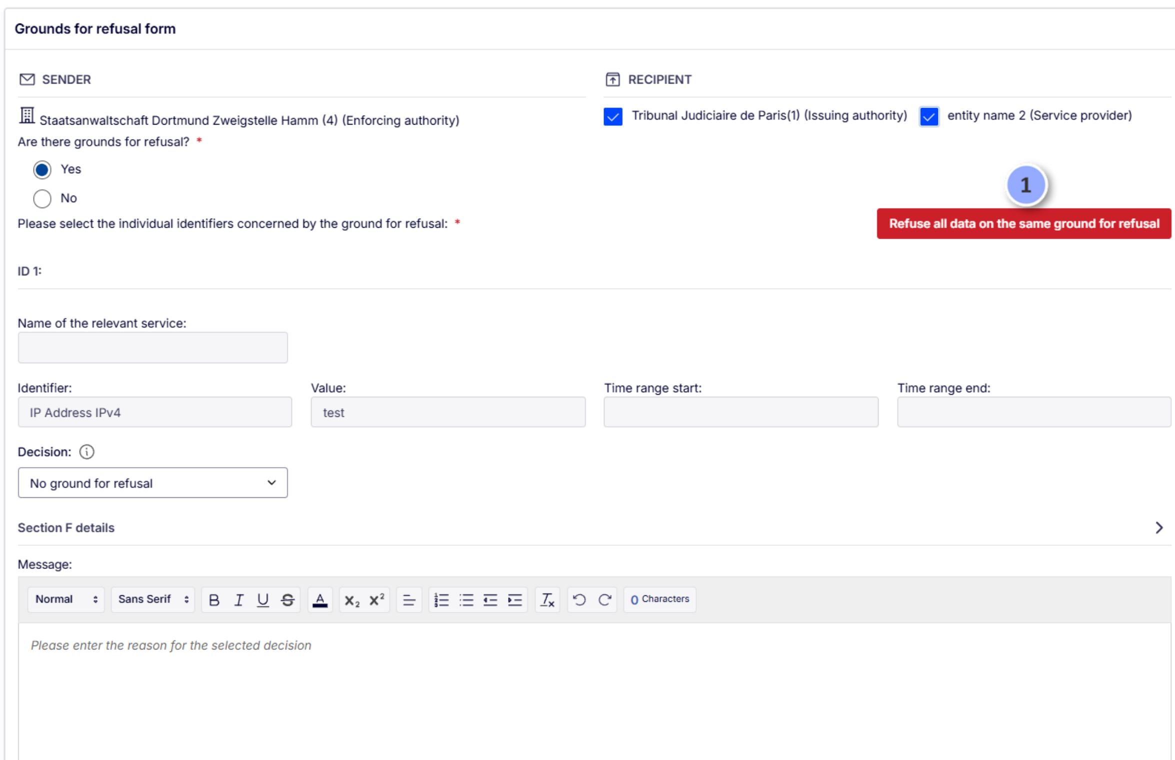


Figure 9-86: Refuse all data on the same ground

To do so, ① select the **"Refuse all data on the same grounds for refusal"** button. This decision will apply the selected grounds consistently to all identifiers.

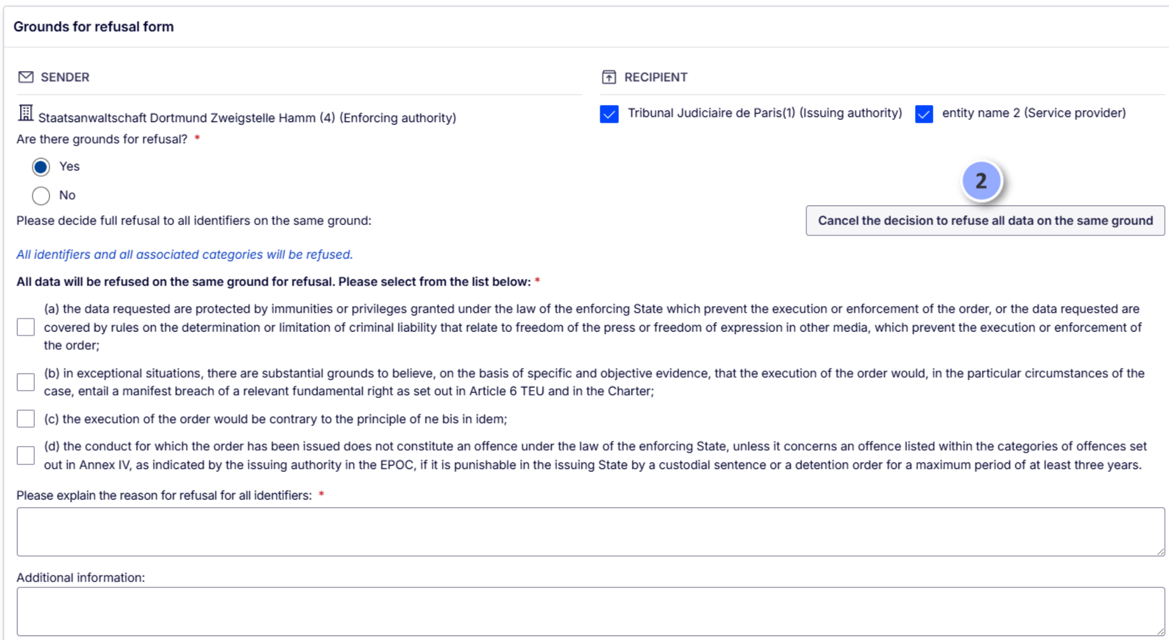


Figure 9-87: Cancel the decision to refuse all data on the same ground

② To undo this action, select the "**Cancel the decision to refuse all data on the same ground**" button.

9.6.1.3 Send Grounds for Refusal message

Once decisions have been made for all identifiers, proceed to send the message.

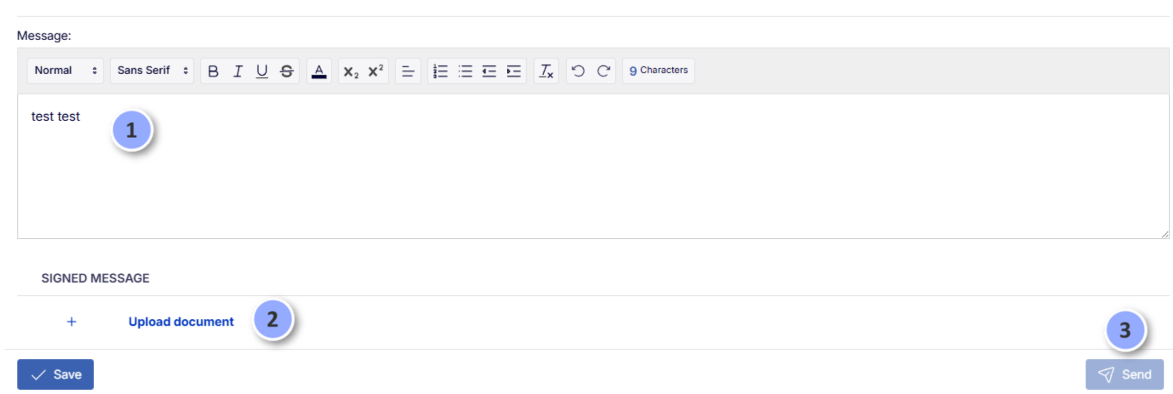


Figure 9-88: Sending Grounds for Refusal

① Enter a message in the text area if needed.
② Optionally, download the message in a PDF format, sign it and upload a Signed Grounds for Refusal message. For more details, see 11.1.6.
③ Send "Grounds for Refusal" message.

9.6.2 *Inform about not raising Grounds for Refusal*

Upon receipt of Form 1 with Section M completed, the enforcing authority may both the addressee and the issuing authority that it will not raise any grounds for refusal, by following the steps set out below.

9.6.2.1 *Create Grounds for Refusal message*

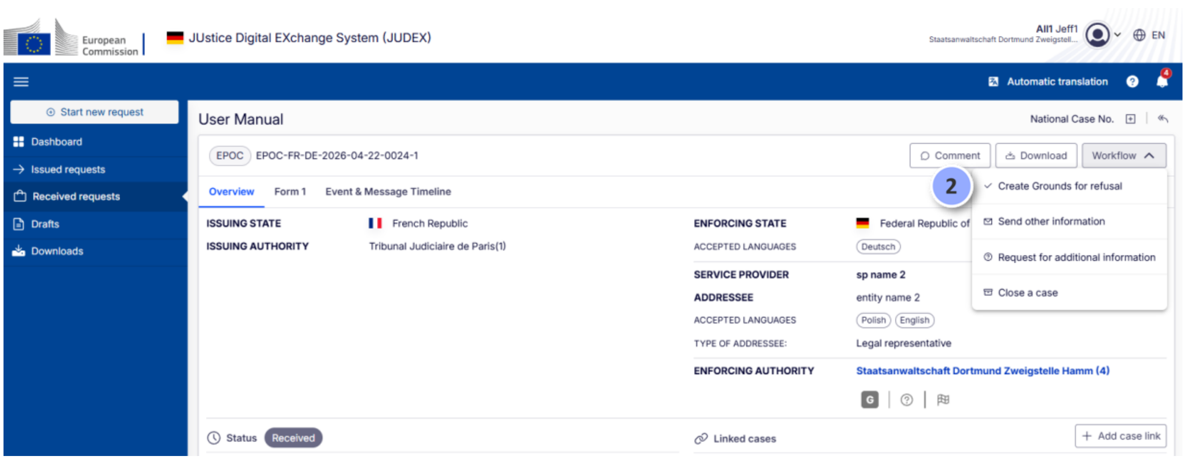


Figure 9-89: Create Grounds for Refusal

① View the incoming EPOC request.
② **Click Workflow > Create Grounds for Refusal**

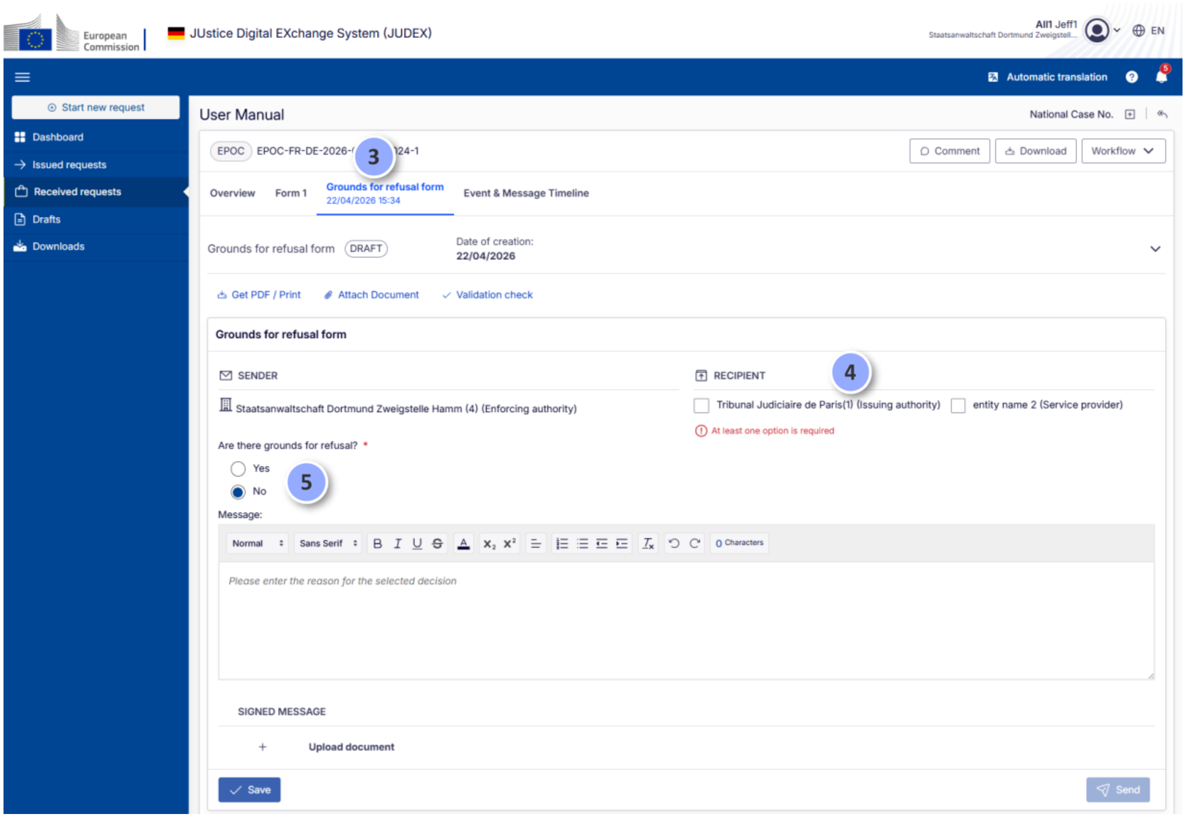


Figure 9-90: Grounds for Refusal tab

③ Grounds for Refusal tab will be created and displayed.
④ **Select** the recipient(s) of the message.
⑤ **Select** “No” radio button.

9.6.2.2 Send Grounds for Refusal message

To proceed with transmitting a decision not to raise grounds for refusal, follow the steps outlined in 9.6.1.3

9.6.3 Terminate a process upon withdrawal of the request

As an enforcing authority user, if you receive a Withdrawal request from the issuing State authority, then you should terminate all ongoing actions, send back confirmation about the end of transaction and manually delete all gathered evidence, especially sensitive content (see section 9.4.1). The EPOC status will change to Withdrawn.

To manually confirm the withdrawal:

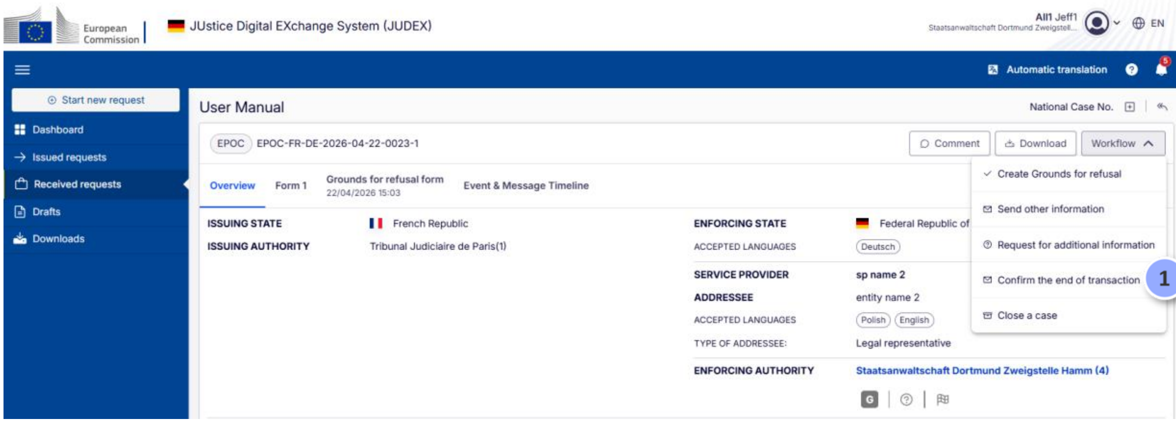


Figure 9-91: Confirm withdrawal

① Click **Workflow > Confirm the end of transaction**.

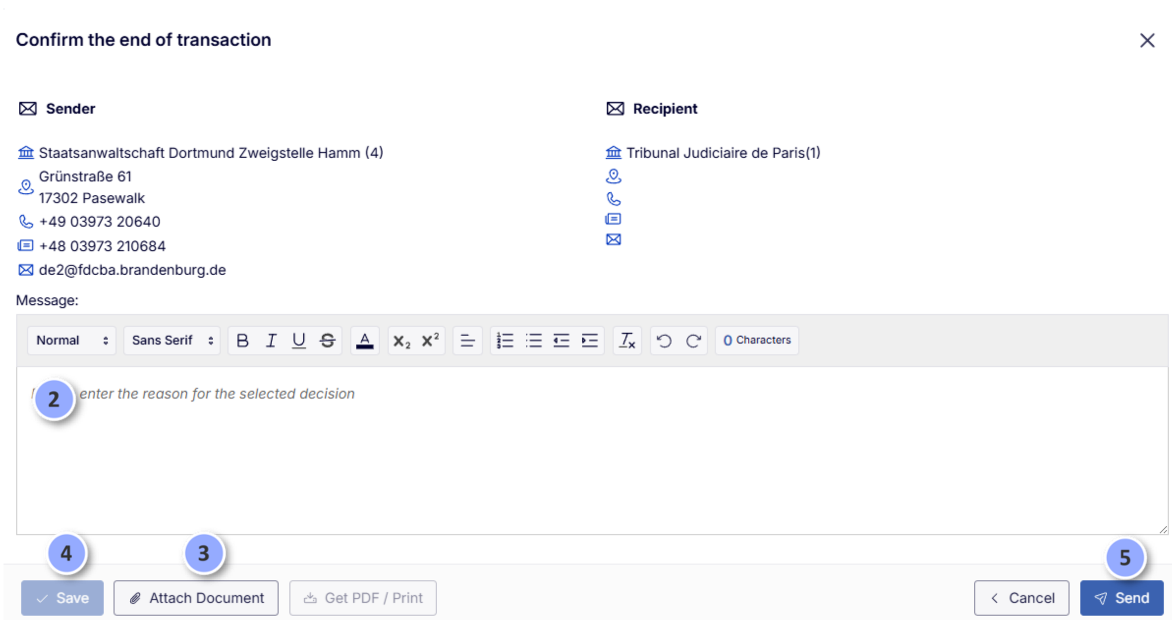


Figure 9-92: Confirmation of withdrawal pop-up

② Type your message in the text area.

③ Attach documents, if needed.

④ Click **Save**, to keep the message in the system as a draft.

⑤ Send the confirmation of withdrawal to the issuing State authority.

NOTE: Confirmation about the end of transaction message may also be initiated from the Event and Message Timeline by replying to the received withdrawal notification.

9.6.4 Receive Form 3 without receiving the original EPOC

In certain cases, a service provider may send Form 3 to the enforcing authority that was not part of the original case (there was no prior notification, therefore no receipt of Form 1). The system enables the enforcing authority to receive and act on this case, while restricting access to the original Form 1.

When Form 3 is received:

- The system automatically creates a new case instance for the enforcing authority, enabling communication with relevant actors.
- The case appears in the **"Received requests"** folder on the dashboard.

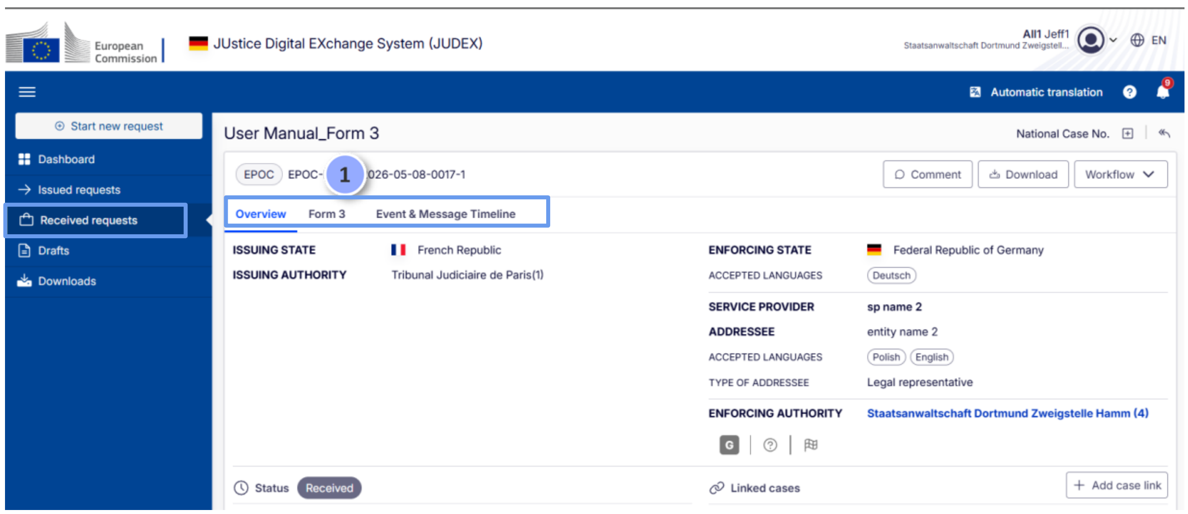


Figure 9-93: Form 3: Receipt from Service Provider

① When the user opens the case (via notification or dashboard), the system displays a restricted case overview with the following tabs:

- Overview
- Form 3
- Event and Message Timeline

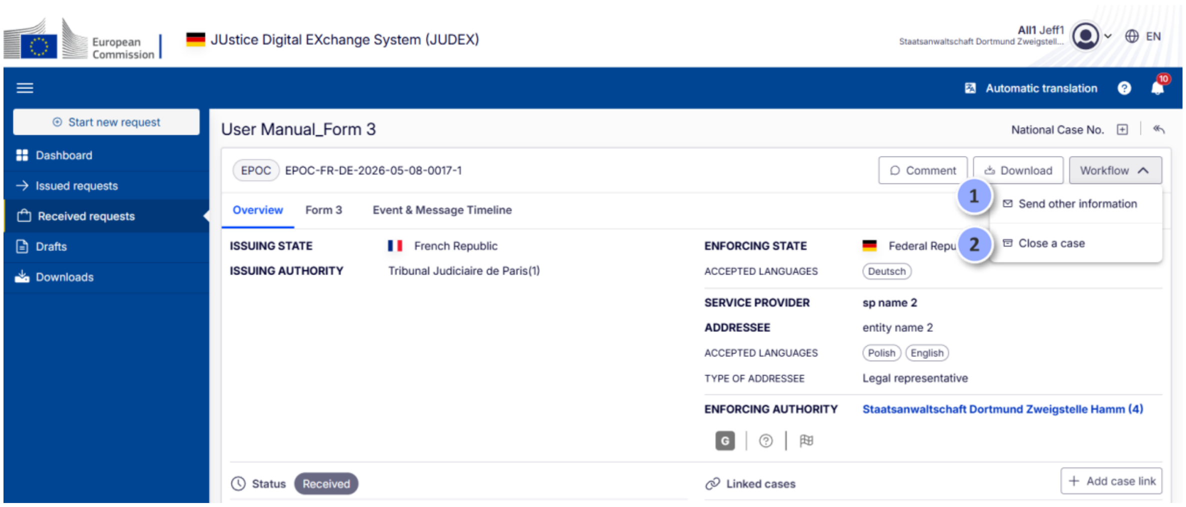


Figure 9-94: Form 3 without initial legal case: Workflow actions

After reviewing the received Form 3, the enforcing authority user can perform the following actions:

① Send Other Information (allowing communication with the issuing authority, validating authority, if applicable, and the service provider).
② Close the Case.

NOTE: No other actions (e.g., responding with other forms) are available at this stage.

9.7 Deadlines execution in EPOC

This section outlines the deadlines implemented in the EPOC use case to ensure compliance with the time limits set out in the e-evidence Regulation. The system automatically calculates and displays deadlines related to the processing of European Production Orders.

In particular, it verifies whether:

1. Grounds for refusal concerning the identifiers listed in Form 1 have been raised within 10 days following receipt of the EPOC.
2. The requested data has been provided by the service provider within 10 days following receipt of Form 1.

***NOTE**: This list will be further updated at a later stage of the development.*

9.7.1 Viewing deadline information in the Dashboard tab

The Dashboard tab provides an overview of all cases and highlights those containing overdue deadlines or deadlines expiring on the current date.

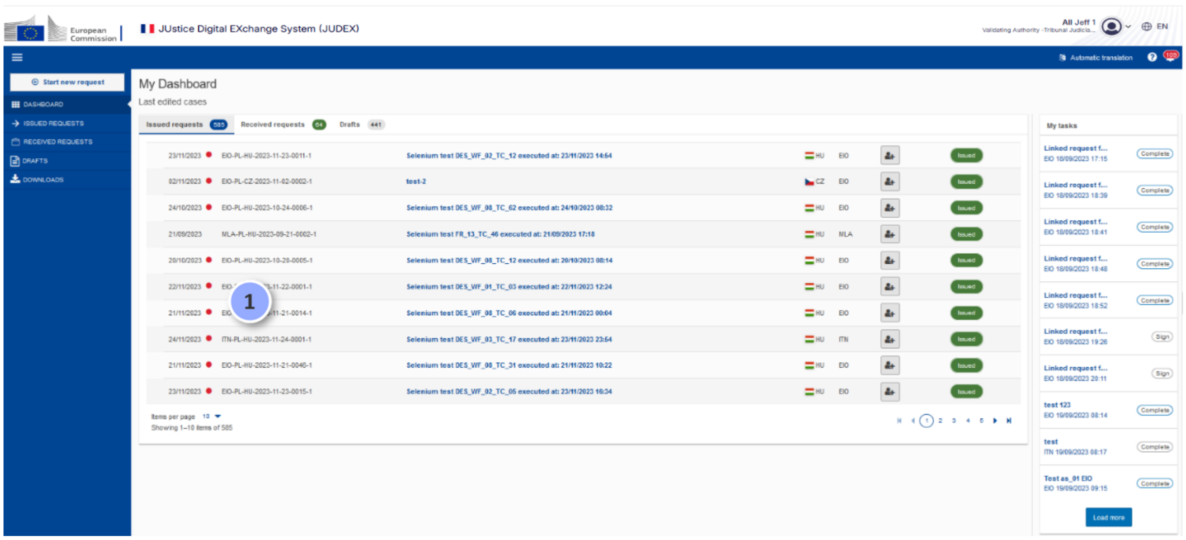


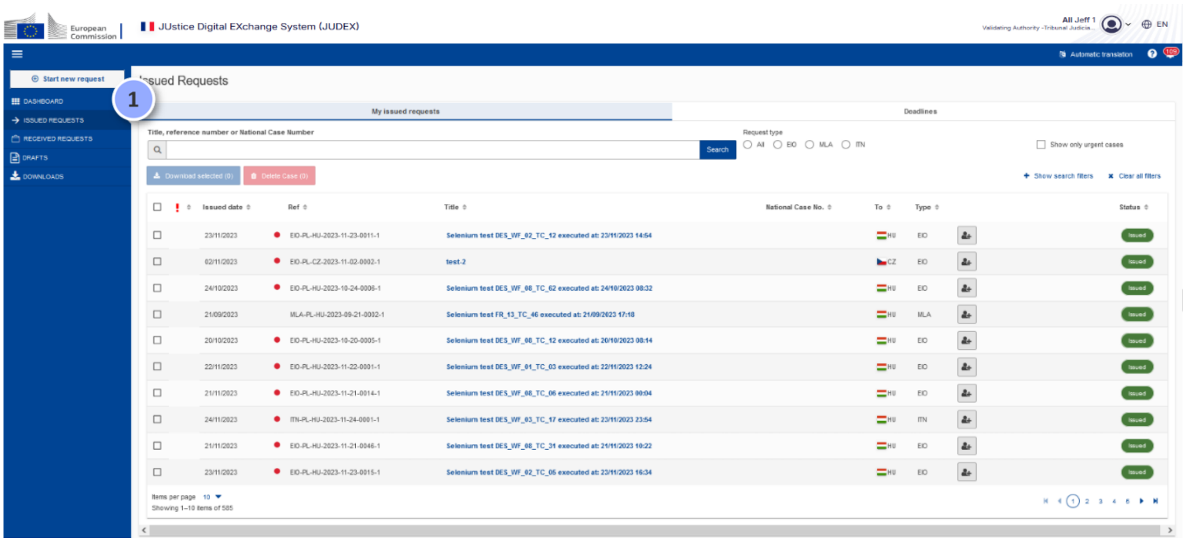
Figure 9-95: Viewing deadline information in the Dashboard tab

① Cases containing one or more overdue deadlines are marked with a red dot. Cases for which a deadline expires on the current date are also highlighted with a red dot.

9.7.2 Viewing deadline information in the Issued Requests tab

The Issued Requests folder contains two tabs:

1. **My Issued Requests**: displays all issued cases.
2. **Deadlines**: displays all deadlines associated with issued cases, including both upcoming and overdue deadlines.



① **My Issued Requests tab**: Similar to the Dashboard tab, cases containing overdue deadlines or deadlines expiring on the current date are marked with a red dot.

NOTE: 'Deadlines' tab section will be further updated at a later stage of the development.

9.7.3 Viewing deadline information in the Received Requests tab

The Received Requests section also contains two tabs:

1. **My Received Requests** – displays all open received cases.
2. **Deadlines** – displays all deadlines related to received cases, including both upcoming and overdue deadlines.

The same functionality available for Issued Requests is also provided for Received Requests, including:

- visual indicators for overdue deadlines;
- highlighting of deadlines expiring on the current date; and
- filtering capabilities.

NOTE: 'Deadlines' tab section will be further updated at a later stage of the development.

9.7.4 Viewing deadline information on case level via Overview tab

Once a case has been issued, all relevant deadlines are displayed in the **Overview** tab. This functionality is available for both issued and received cases.

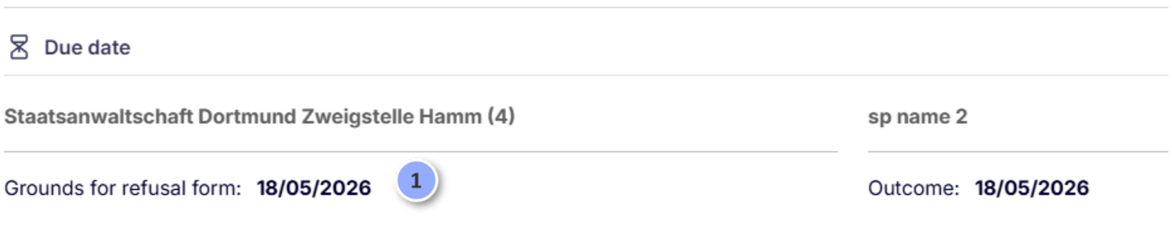


Figure 9-96: Viewing deadline information on case level via Overview tab

(1) Deadlines that have already expired will be displayed in red. Once the expected response has been received, the deadline is no longer highlighted.
Deadlines expiring on the current date are also displayed in red, although they are not yet considered overdue. This visual indicator alerts users that immediate action or follow-up may be required.

9.8 Import/ Export Webservices

Import/ Export Webservices are described in the document "Public REST APIs Document" [RD 01], but in summary:

EPOC/EPOC-PR Legal Cases can be imported and/or exported from JUDEX RI into/out-off national systems using REST Services.

Import accepts specially prepared zip file and initializes in RI a new outgoing EPOC/EPOC-PR Legal Case with Form 1/Form 2 in draft status.
Export creates a specially structured zip file of the already existing EPOC/EPOC-PR Legal Case. Outgoing and incoming Legal Cases can be exported independently of its status (from draft to closed).

10 European Preservation Order Certificate (EPOC-PR)

10.1 Introduction

A European Preservation Order Certificate (EPOC-PR) is a certificate issued by a judicial authority of a Member State, which requires a service provider offering services in the European Union to preserve electronic evidence, such as subscriber data, content data, traffic data, or data for the sole purpose of identifying the user, for the purpose of criminal proceedings.

The EPOC-PR is based on the principle of mutual recognition and is issued in accordance with the rules and procedures set out in EU Regulation 2023/1543.

10.1.1 Overview

The **Internal Workflow** encompasses the entire process from the creation of a new case to the transmission of the EPOC-PR to the service provider's designated establishment or legal representative. This process takes place within the Competent Authority's Module of the RI and is restricted to authorized users from the issuing State authority.

Once all steps of the Internal Workflow are completed, the case can be sent to a chosen addressee. The communication between the issuing authority and the addressee/enforcing authority occurs within the **External Workflow**.

10.1.2 End-to-End Process

1. A competent authority creates an EPOC-PR, specifying the electronic evidence to be preserved.
2. In some cases, and in some Member States, the EPOC-PR may require validation by a judicial authority in the issuing Member State.
3. The EPOC-PR is transmitted to an appropriate addressee in another Member State.
4. Communication between issuing authority and service provider takes place, allowing for the exchange of information and potential issues related to the EPOC-PR.
5. The service provider can raise concerns or objections regarding the EPOC-PR through a dedicated regulatory form (Form 3), which may lead to modification of the initial certificate.

6. The requested electronic evidence shall be preserved by the service provider for an initial period of 60 days, which may be extended by an additional 30 days, provided that the issuing authority does not withdraw the original EPOC-PR or notify the service provider that preservation is no longer required.
7. The issuing authority may withdraw the EPOC-PR at any time, which will terminate the preservation of electronic evidence.
8. Case is Closed once the requested data are preserved for the requested period.

10.1.3 Roles and responsibilities

10.1.3.1 In an Issuing Authority

Activity	Author	Reviewer	Signer 1	Sender	Supervisor	Assigner	Viewer
View an EPOC-PR case	Yes	Yes	Yes	Yes	Yes	N/A	Yes
View all incoming cases in the authority	No	No	No	No	Yes	Yes	No
View all incoming messages within an issued case	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Create a new EPOC-PR case	Yes	No	No	No	Yes	N/A	No
Edit an EPOC-PR case (draft stage).	Yes	Yes	Yes	No	Yes	N/A	No
Delete an EPOC-PR case (draft stage)	Yes	Yes	Yes	Yes	Yes	N/A	No
Close an EPOC-PR case	Yes	Yes	Yes	Yes	Yes	N/A	No
Re-open a closed EPOC-PR case	Yes	Yes	Yes	Yes	Yes	N/A	No
Assign users to an EPOC-PR case	No	No	No	No	Yes	N/A	No
Remove users from a case	No	No	No	No	Yes	N/A	No
Share a case with a supervisor in another authority	No	No	No	No	Yes	N/A	No
View permissions for all cases in the authority.	No	No	No	No	Yes	N/A	No
Search for EPOC-PR cases	Yes	Yes	Yes	Yes	Yes	N/A	Yes

Download an EPOC-PR	Yes	Yes	Yes	Yes	Yes	N/A	Yes
Print a part of or the entire content of an EPOC-PR	Yes	Yes	Yes	Yes	Yes	N/A	Yes
Add attachments to a case	Yes	Yes	Yes	No	Yes	N/A	No
Remove attachments from a case	Yes	Yes	Yes	No	Yes	N/A	No
Delete a closed or withdrawn case	Yes	Yes	Yes	Yes	Yes	N/A	No
As part of the review process, accept the certificate and proceed to signing	No	Yes	No	No	Yes	N/A	No
As part of the review process, return the EPOC-PR for amendments (with details).	No	Yes	No	No	Yes	N/A	No
As part of the review process, reject EPOC-PR (with reasons)	No	Yes	No	No	Yes	N/A	No
As part of the signing process, return signed EPOC-PR for amendments (with details)	No	No	Yes	No	Yes	N/A	No
As part of the signing process, reject signed EPOC-PR (with reasons)	No	No	Yes	No	Yes	N/A	No
Sign an EPOC-PR	No	No	Yes	No	Yes	N/A	No
After the first signing, complete section M	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Copy an EPOC-PR	Yes	Yes	Yes	Yes	Yes	N/A	No
Submit signed EPOC-PR to	No	No	Yes	No	Yes	N/A	No

validating authority (issuing State)							
Send an EPOC-PR to a Service provider and Enforcing Authority in the enforcing State	No	No	No	Yes	Yes	N/A	No
Create and send a predefined or free form message available under the workflow button to an actor involved in case processing (after case issuance)	Yes	Yes	Yes	Yes	Yes	N/A	No

Table 5: Roles and Permissions within Issuing Authority for EPOC-PR

10.1.3.2 In a Validating Authority

To be updated at a later stage [WIP].

10.1.3.3 In an Enforcing Authority

To be updated at a later stage [WIP].

10.2 Issue and Transmit an EPOC-PR

10.2.1 Start a new EPOC-PR case

To begin a process of requesting preservation of electronic evidence as issuing State authority user, create a new case.

Steps below apply to users with "Author" and/or "Supervisor" role.

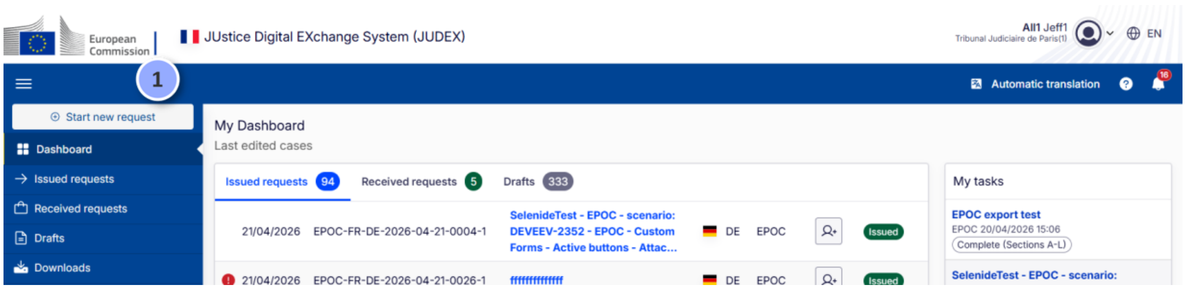


Figure 10-1: Starting a new EPOC-PR case

① Click **Start new request** button in the left-hand menu.

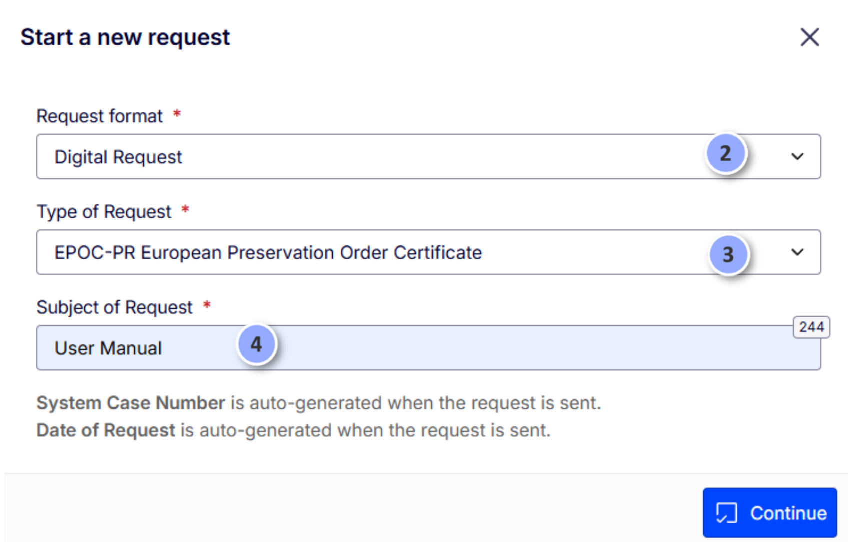


Figure 10-2: EPOC-PR: "Start a new request" pop-up window

② A pop-up window will appear with **Digital Request** format selected by default (for further details on request formats, refer to Section 8).
③ Select "European Preservation Order Certificate" from the *Type of Request* dropdown list.
④ Fill in **Subject of Request** and click **Continue**. If you wish to cancel, click "**x**" button in the top right corner of the pop-up.

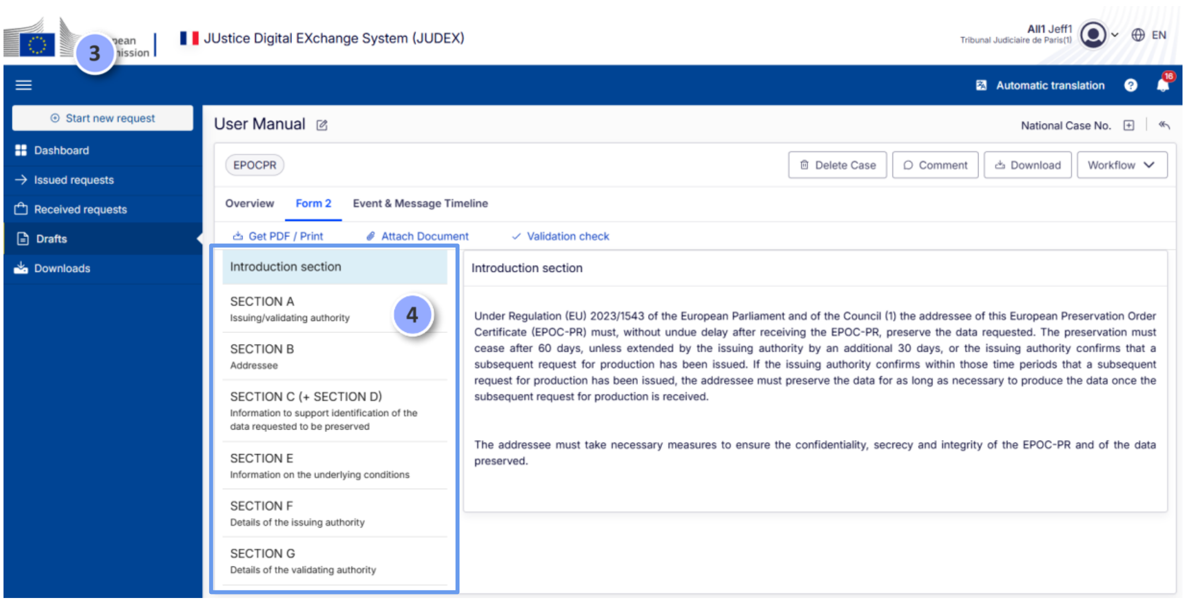


Figure 10-3: EPOC-PR Draft creation (Form 2 tab)

③ A new draft will be created and displayed with Form 2 ready for completion.
④ Complete **sections A-G** of Form 2 by navigating through the **List of Sections** menu.

NOTE: If the user with an Author role who initiated the EPOC-PR does not have additional roles assigned, then the Author should contact the Supervisor to add additional users with additional Roles required to create and send the request.

10.2.2 Fill in an EPOC-PR

Sending an EPOC-PR to the Validating Authority during the internal workflow is not available in version 4.1.0 and will be included at a later stage [WIP].

10.2.2.1 Choose Addressee

Steps below apply to users with "Author" and/or "Supervisor" role.

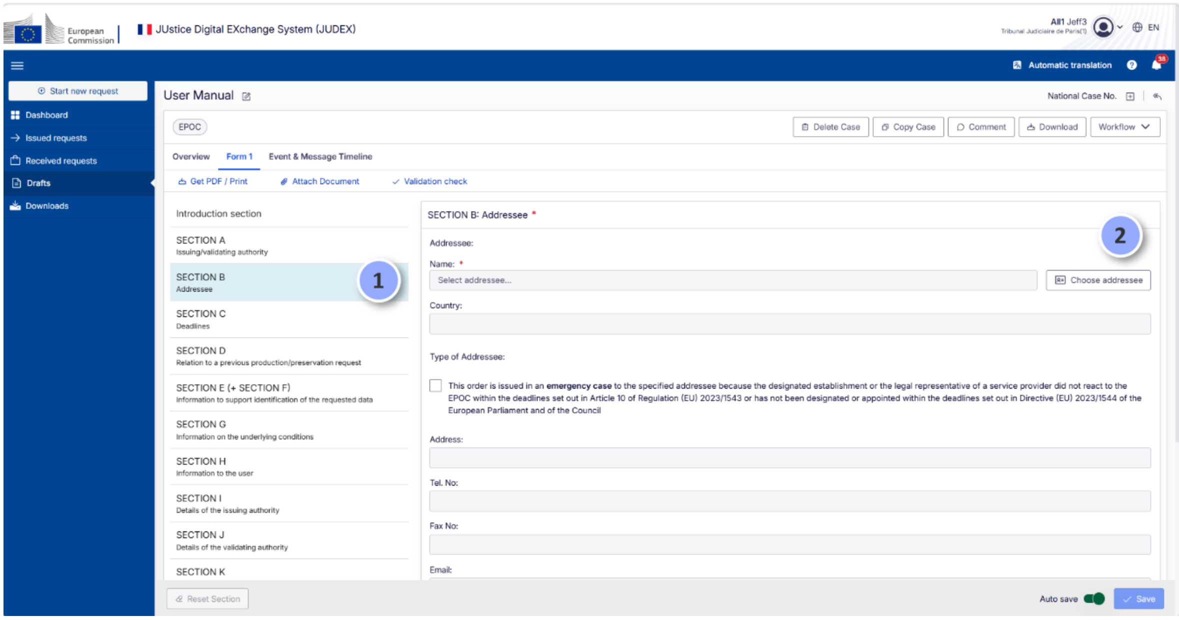


Figure 10-4: Form 2: Section B

① Select **Section B** in List of Sections.

② Click **Choose addressee** button.

The search mechanism works in the same way as in EPOC cases. Please follow the steps described in 9.2.2.2.

After selecting the addressee, Section B of Form 2 will appear as shown in the screenshot below:

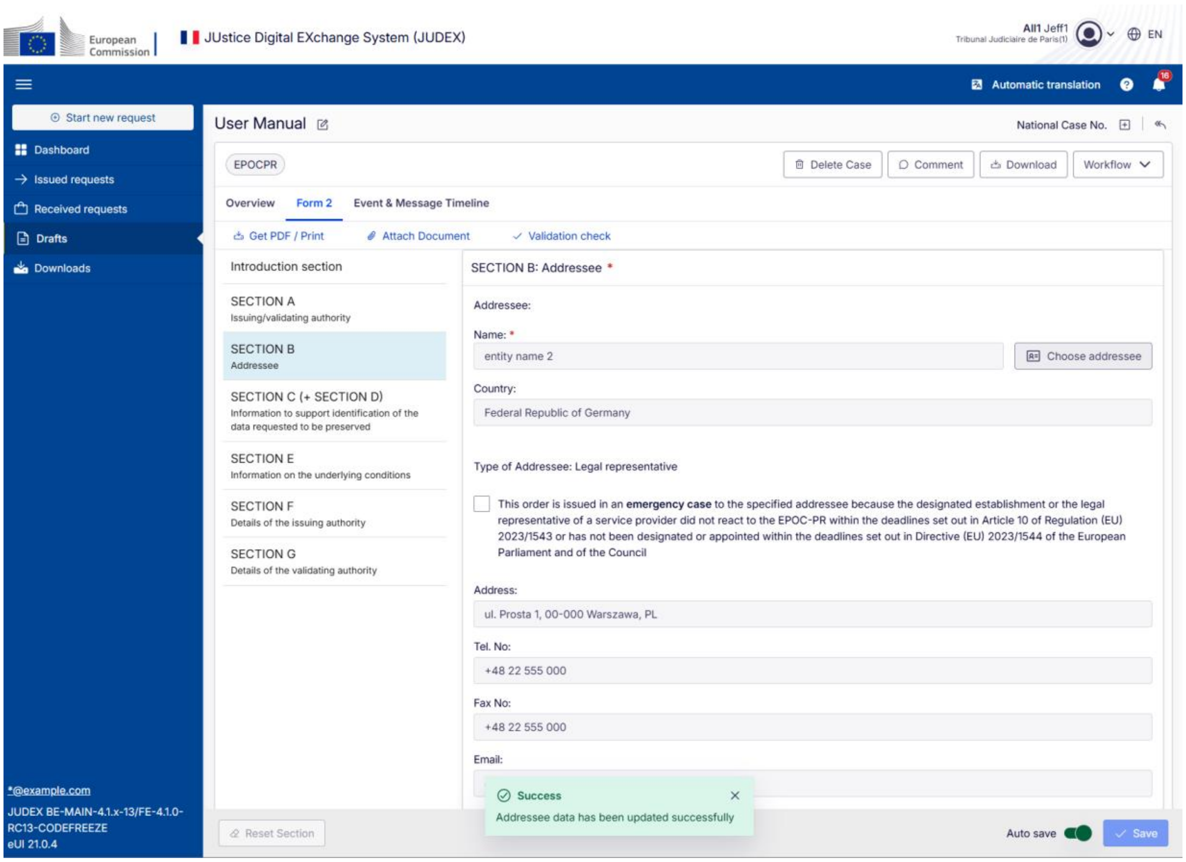


Figure 10-5: Form 2: Addressee selected

The name of the addressee will also be displayed in the Overview Tab.

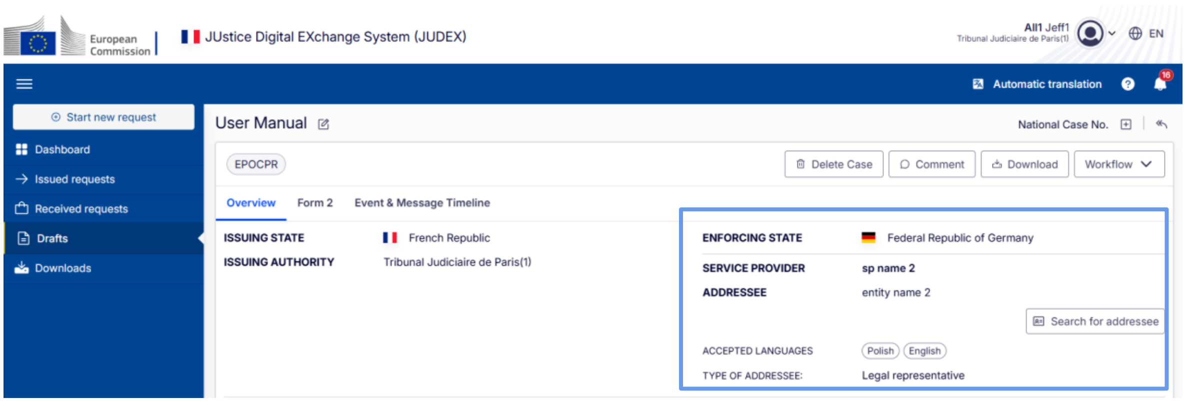


Figure 10-6: Form 2: Addressee in the Overview tab

10.2.2.2 Mandatory fields

All mandatory fields must be filled in before an EPOC-PR can be electronically signed. Please see 9.2.2.3 for further details.

10.2.2.3 Push a case to the next step

Steps below apply to users with "Author" and/or Supervisor role.

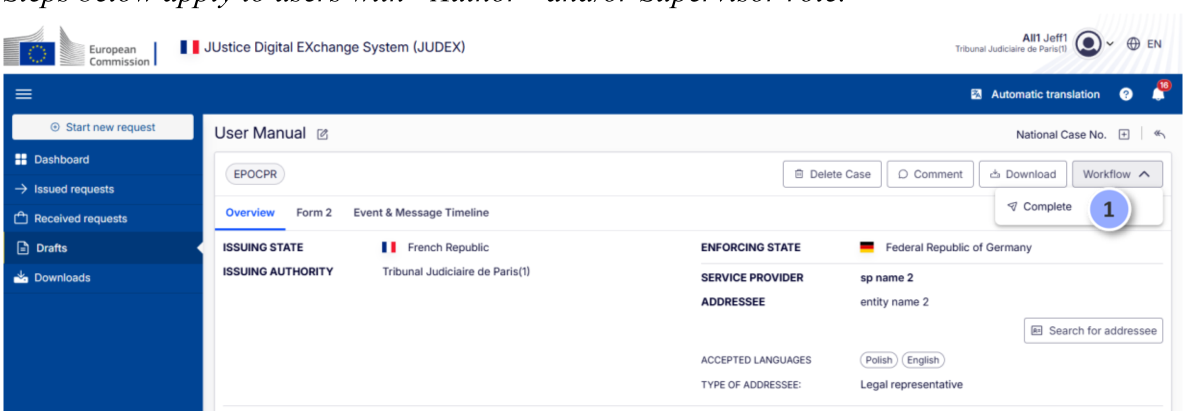


Figure 10-7: Form 2 completion

1 In the edited case click **Workflow > Complete**

- A success message will show up in the bottom.
- A new timestamp: "Completed" will show up on the Event & Message Timeline.

- If you have no other roles except Author, the workflow button will become empty, as there are no other actions that can be performed.

10.2.3 Review an EPOC-PR

The next step in the workflow of a case is to review it and mark it as "**Positively Reviewed**", return it for amendment, or to reject completely if needed. Edition of an EPOC-PR is also possible. The process looks the same as in EPOC internal workflow (see 9.2.3).

10.2.4 Sign an EPOC-PR

Prior to sending, each EPOC-PR needs to be signed in the same way as an EPOC by a user with a role Signer 1 and/or Signer 2. See section 9.2.4.

10.2.5 Send an EPOC-PR

Once the EPOC-PR is signed, it can be sent. See section 9.2.6.

After sending the EPOC-PR, the Workflow menu of an Issued Request will allow to perform the following actions:

- Form 5,
- Form 6,
- Send other information,
- Request for additional information,
- Withdrawal,
- Close a case / Reopen a case.

The list above will be further updated at a later stage of the development [WIP].

Similarly to EPOC cases, the content of the Workflow menu is changing according to the status of the EPOC-PR. Actions in the Workflow menu visible after sending the EPOC-PR:

Workflow State: ISSUED (Open)

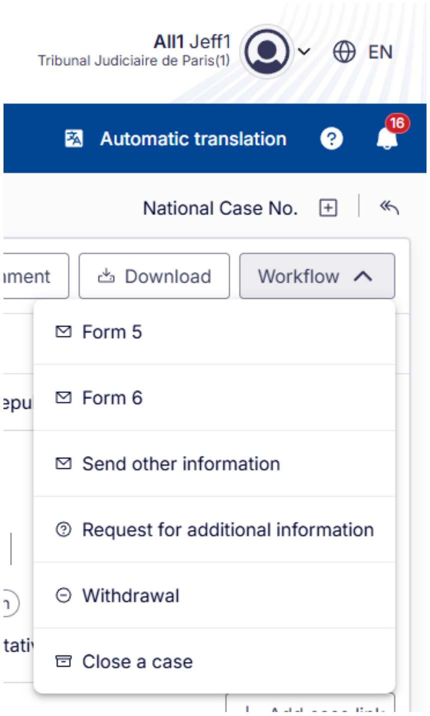


Figure 10-8: EPOC-PR Workflow State: ISSUED (Open)

Workflow State: CLOSED

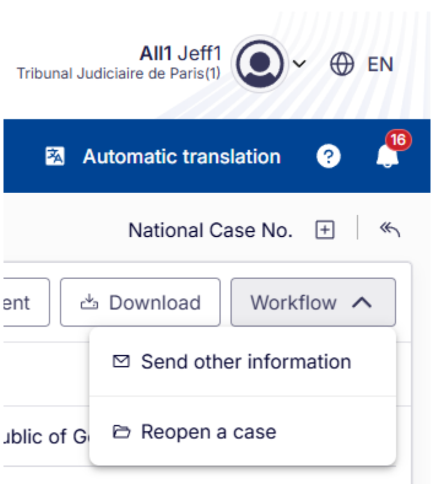


Figure 10-9: EPOC-PR Workflow State: CLOSED

Workflow State: WITHDRAWN

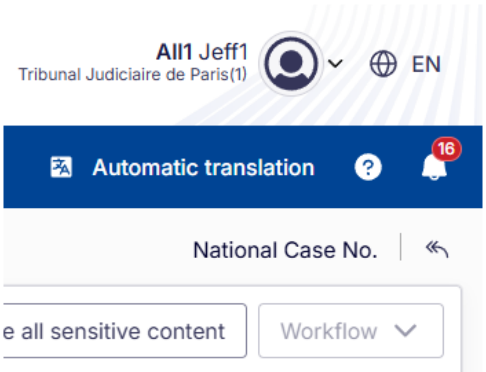


Figure 10-10: EPOC-PR Workflow State: WITHDRAWN

10.3 Request extension of the preservation of electronic evidence

During the initial 60 days preservation period, the issuing authority may request extension of preservation of electronic evidence (Form 6) for an additional period of maximum 30 days. In this case:

10.3.1 Create and fill in Form 6

① View the issued EPOC-PR case.

Figure 10-11: Creating Form 6

② Click **Workflow** > **Form 6**

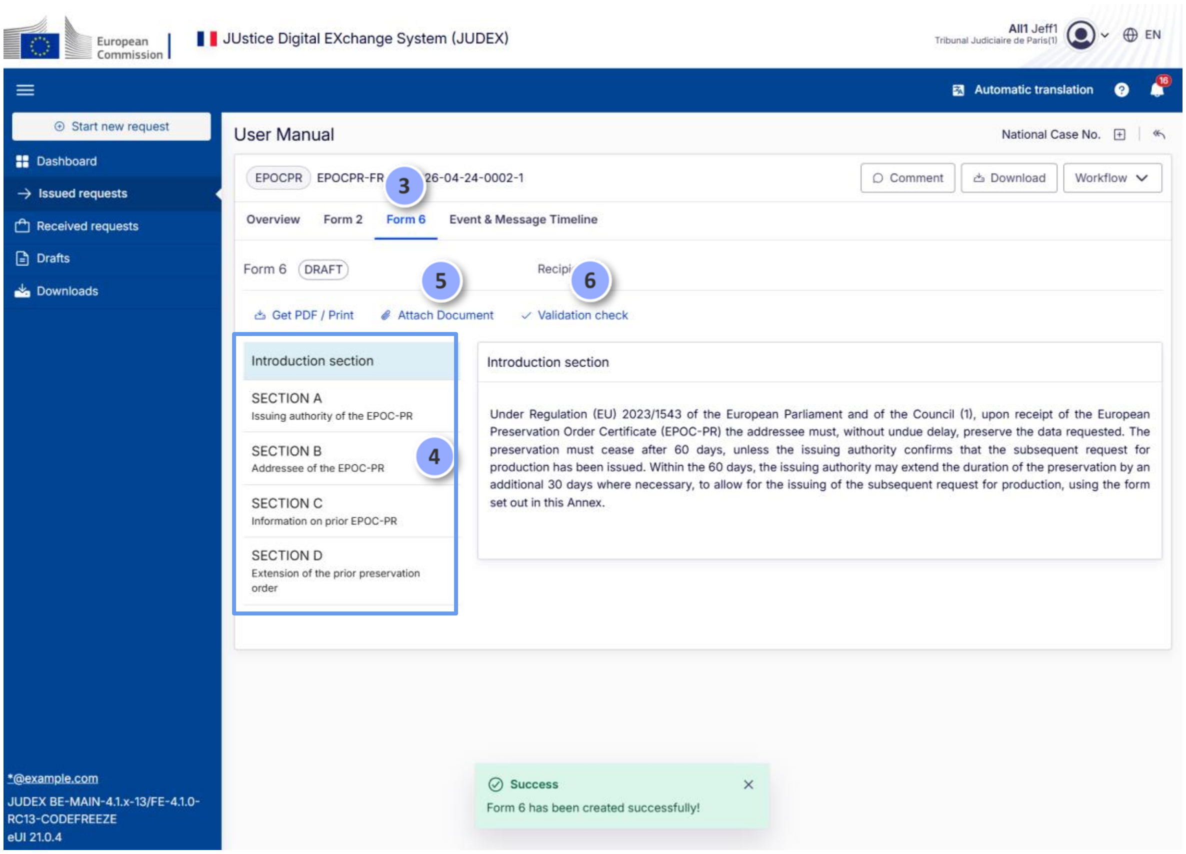


Figure 10-12: Form 6 tab displayed

③ Form 6 tab will be created and displayed.
④ Provide the necessary information in Sections A–D of Form 6 and ensure your data is saved.
⑤ Attach documents, if needed.
⑥ Optionally, use the validation check button to verify that all required fields are complete.

10.3.2 Complete Form 6

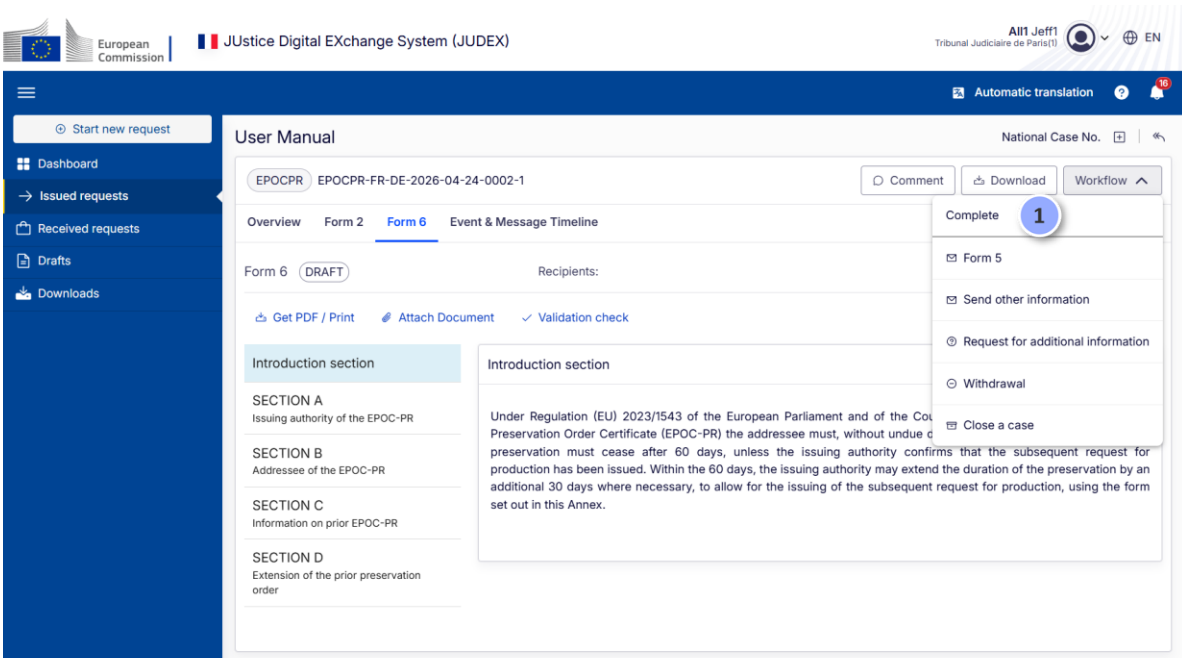


Figure 10-13: Form 6 review

① In the Form 6 view, click **Workflow > Complete**

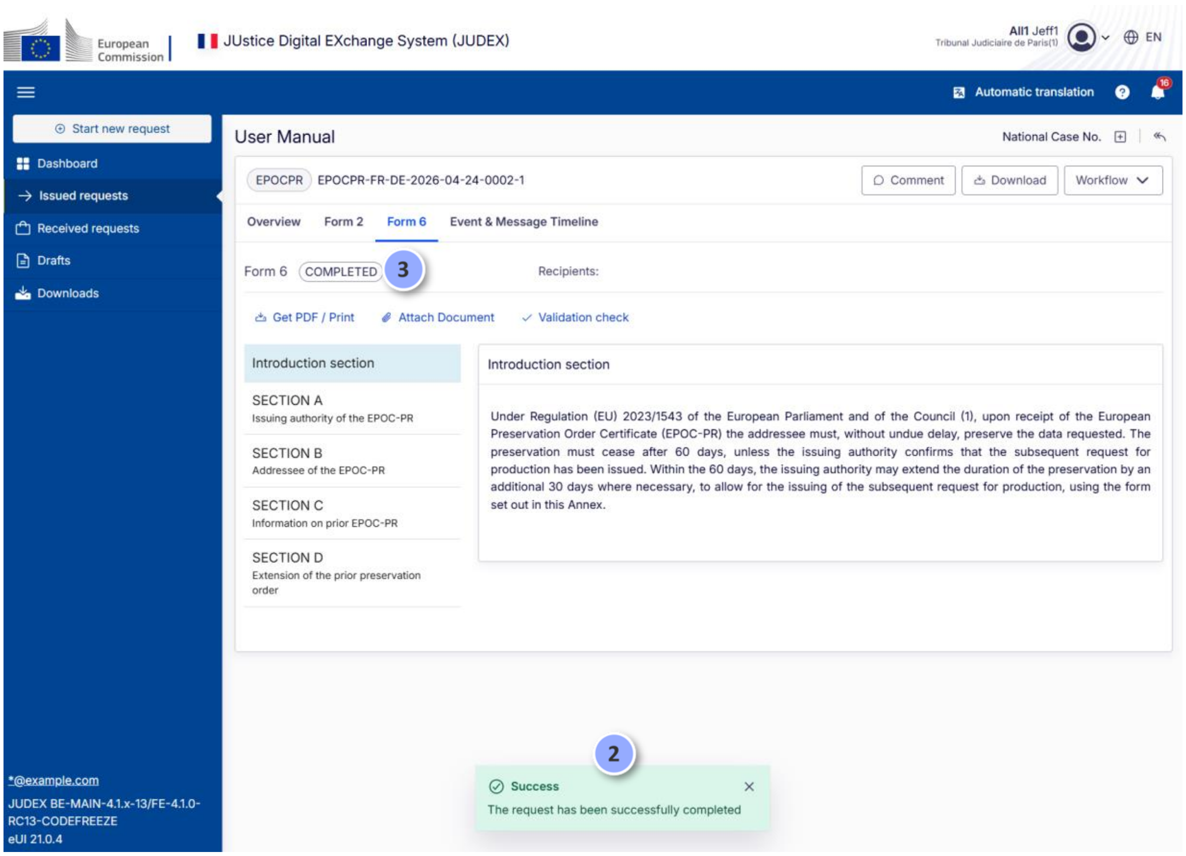


Figure 10-14: Form 6 successful completion

② A success message will be displayed in the bottom.

③ A form status will change from “Draft” to “**Completed**”.

10.3.3 Review Form 6

The next step in the Form 6 internal workflow is to review it and mark it as “**Positively Reviewed**”, return it for amendment, or to reject completely if needed. Edition of Form 6 is also possible.

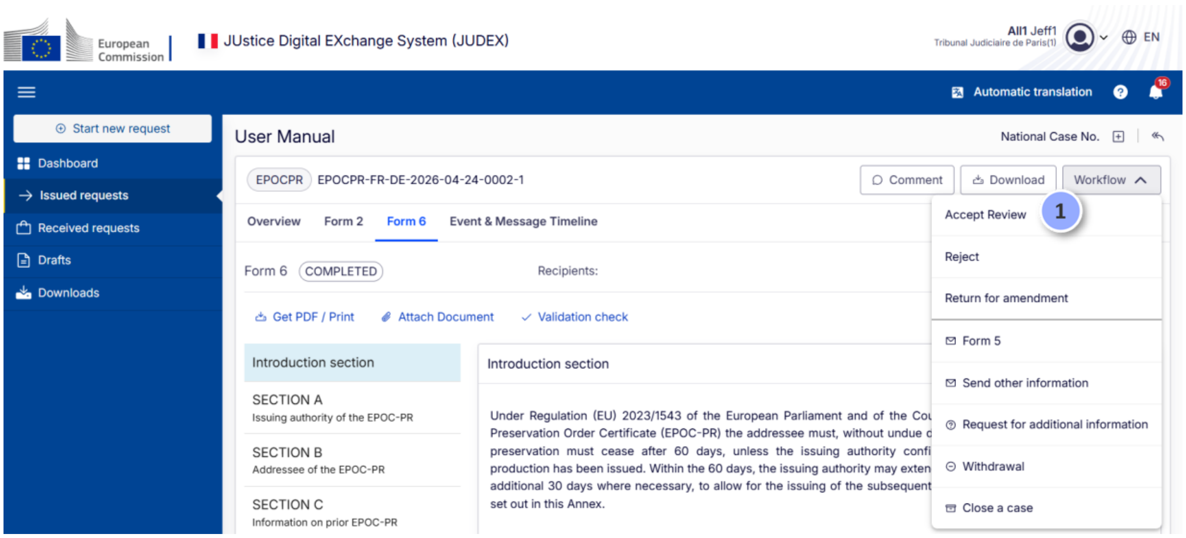


Figure 10-15: Form 6 Accept review

① In the completed form, click **Workflow > Accept Review**

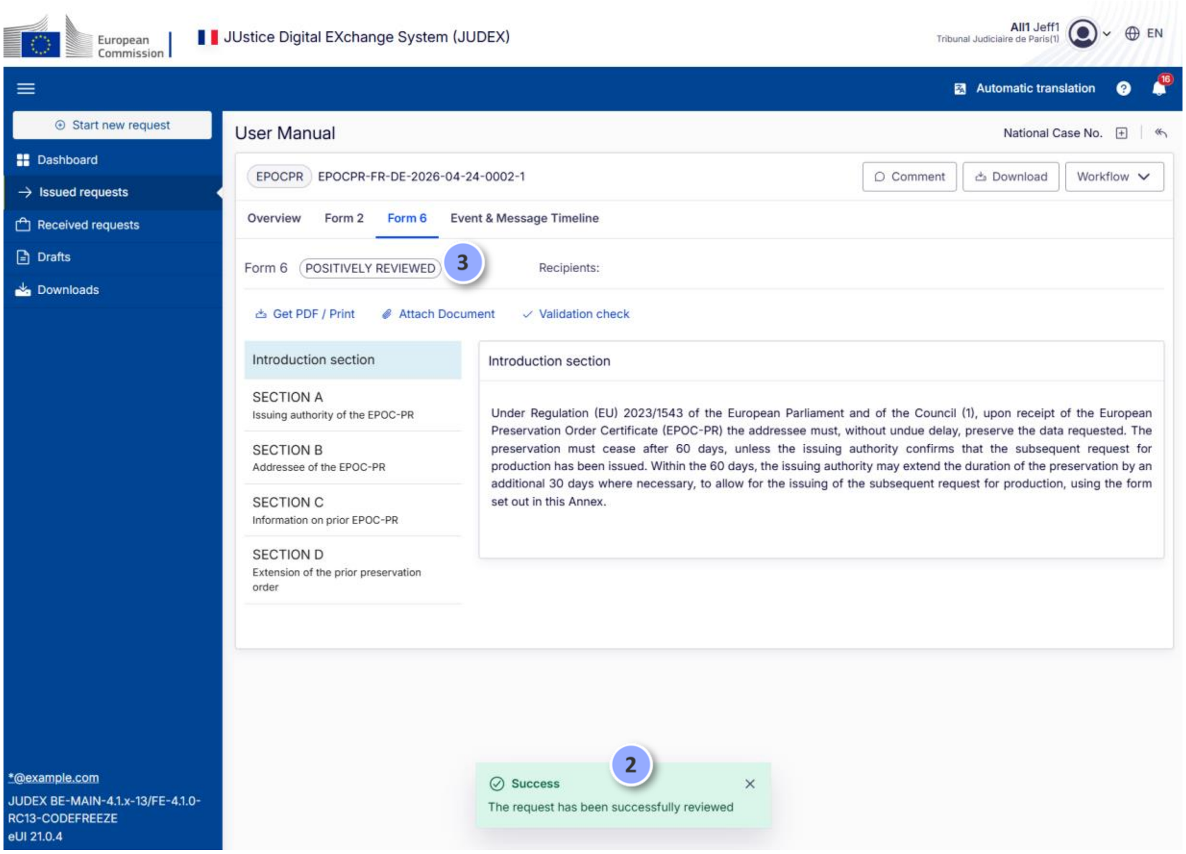


Figure 10-16: Form 6 accepted

② A success message will be displayed in the bottom.

③ A form status will change from “Completed” to “**Positively Reviewed**”.

Alternatively:

A. Click **Workflow > Return for amendment** and enter optional message - the form will go back to an editable draft editable and will have to be amended.

B. Click **Workflow > Reject** and enter optional message – The form will then be marked as rejected, and no further Workflow actions can be performed on it.

NOTE: If the form is rejected, a new one can be created from the Workflow dropdown menu.

10.3.4 *Sign Form 6*

Following a positive review, the next step in the workflow is apply signature to Form 6.

Form 6 needs to be signed in the same manner as an EPOC or EPOC-PR. For detailed instructions, refer to section 9.2.4 on signing procedures.

Once the form has been signed, its status will automatically update to "**Signed**":

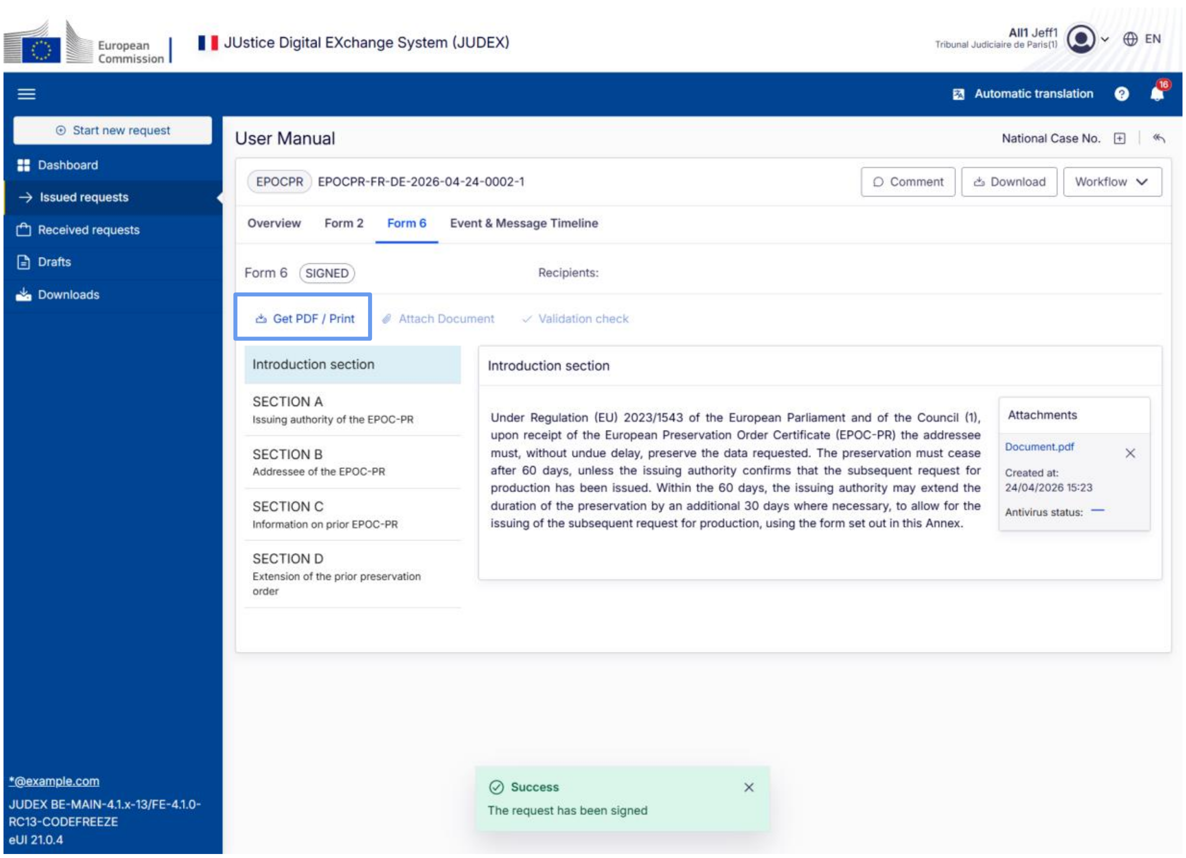


Figure 10-17: Form 6 signed successfully

10.3.5 Send Form 6

The last step of the internal workflow is to send out Form 6.

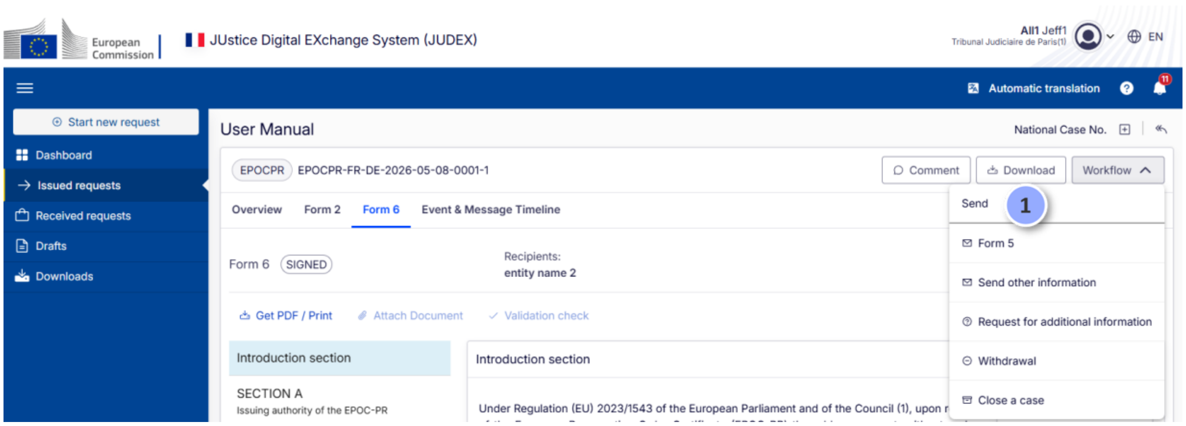


Figure 10-18: Sending Form 6

① In the signed form, click **Workflow > Send**

The system will perform a validation check. If validation is performed successfully, the form will be sent, and the status will change to "**Sent**".

NOTE: Form 6 can only be sent once. Once it has been submitted to the service provider, it is not possible to create another Form 6.

10.4 Confirm issuance of a request for production following a European Preservation Order

Sending Confirmation of Issuance a Request for production following a European Preservation Order (Form 5) is divided into the following workflow steps:

10.4.1 Create and fill in Form 5

① View the issued EPOC-PR case.

Figure 10-19: Creating Form 5

② Click **Workflow > Form 5**

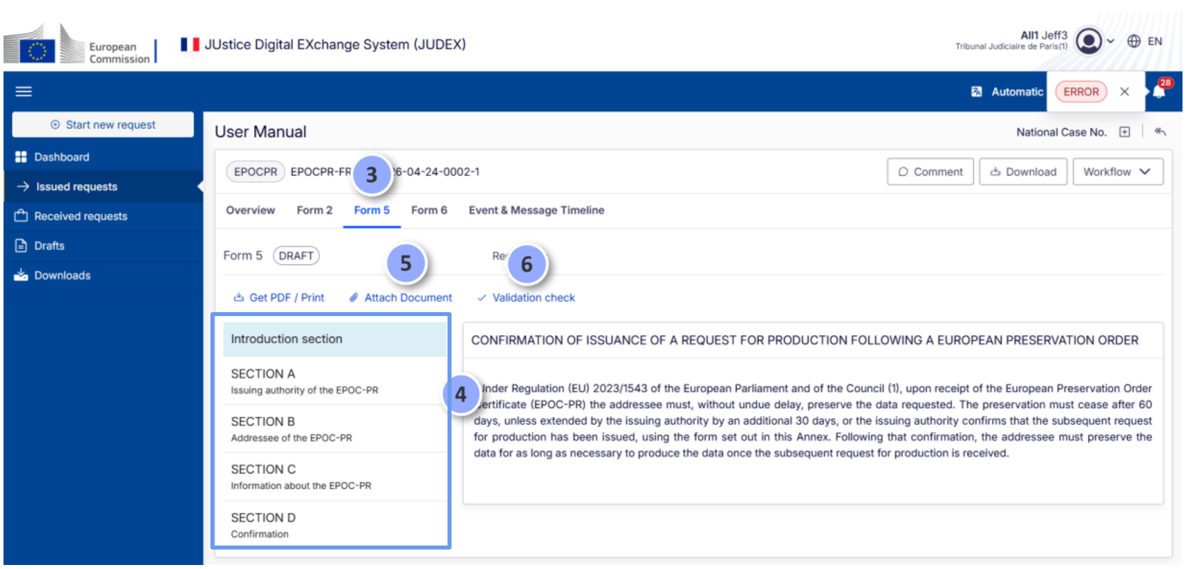


Figure 10-20: Form 5 tab displayed

③ Form 5 Draft will be created and displayed in a dedicated tab.
④ Provide the necessary information in **Sections A–D** of Form 5 and ensure your data is saved.
⑤ Attach documents, if needed.

⑥ Optionally, use the validation check button to verify that all required fields are complete.

10.4.2 Complete Form 5

Once Form 5 is filled in, it can be pushed to the next step of the workflow. See 10.3.2

10.4.3 Review Form 5

The next step in the Form 5 internal workflow is to review it and mark it as "**Positively Reviewed**", return it for amendment, or to reject completely if needed. Edition of Form 6 is also possible. For more details, see 10.3.3

10.4.4 Sign Form 5

Form 5 must be signed before submission. See section 10.3.4

10.4.5 Send Form 5

Once signed, Form 5 can be transmitted to the relevant addressee. See section

10.5 Deadlines execution in EPOC-PR

This feature is not available in version 4.1.0. [WIP]

11 Basic functionalities

11.1 Communication between actors

11.1.1 View incoming message

To see a message received from a competent authority of another Member State or a service provider:

① Select **Issued or Received Requests.**
② Click a case you wish to view.

Depending on the type of a message/form:

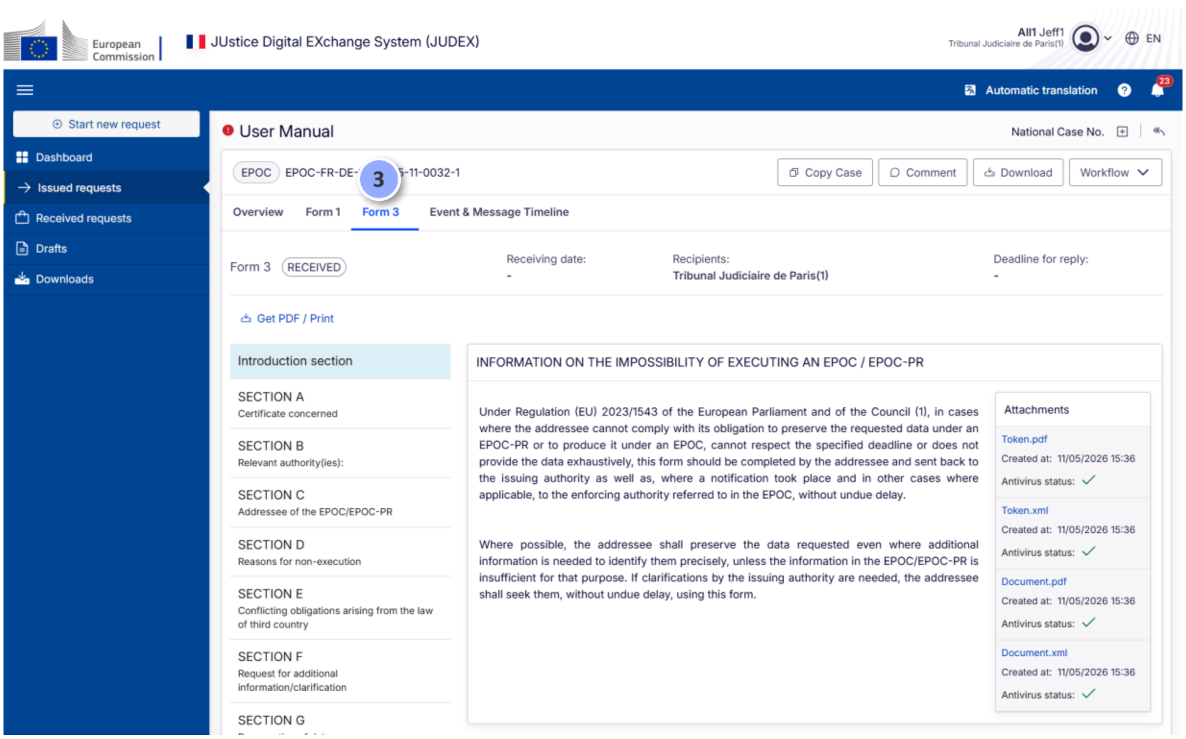


Figure 11-1: Form 3 tab: Overview

③ If you receive Form 3, it will be visible as a separate tab. Click it to see its contents.

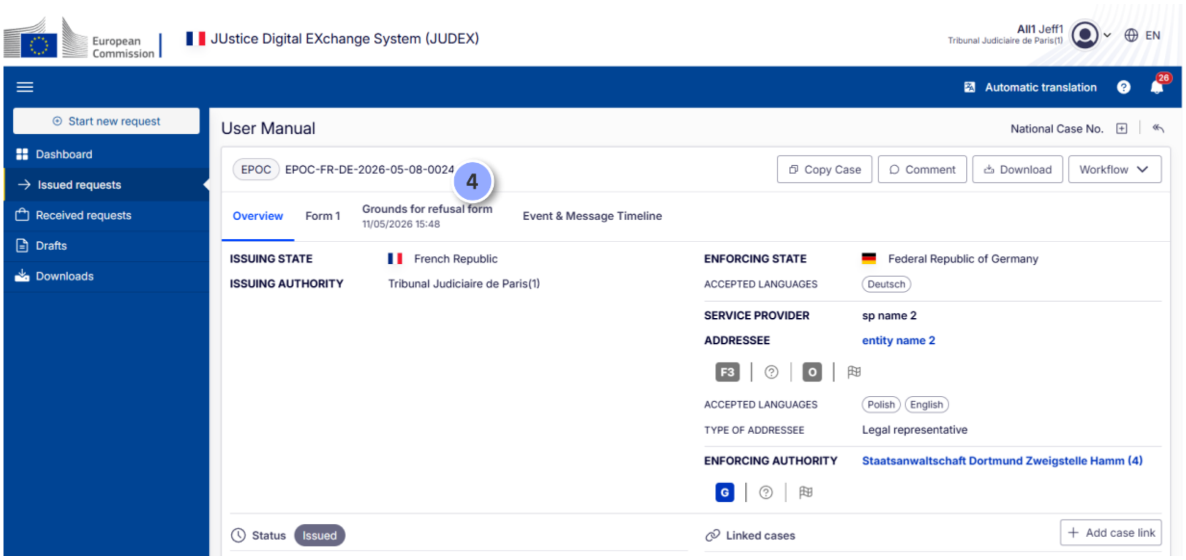


Figure 11-2: Grounds for Refusal: Overview

④ If you receive Grounds for Refusal, it will be visible in a separate tab. Click it to see the detailed information.

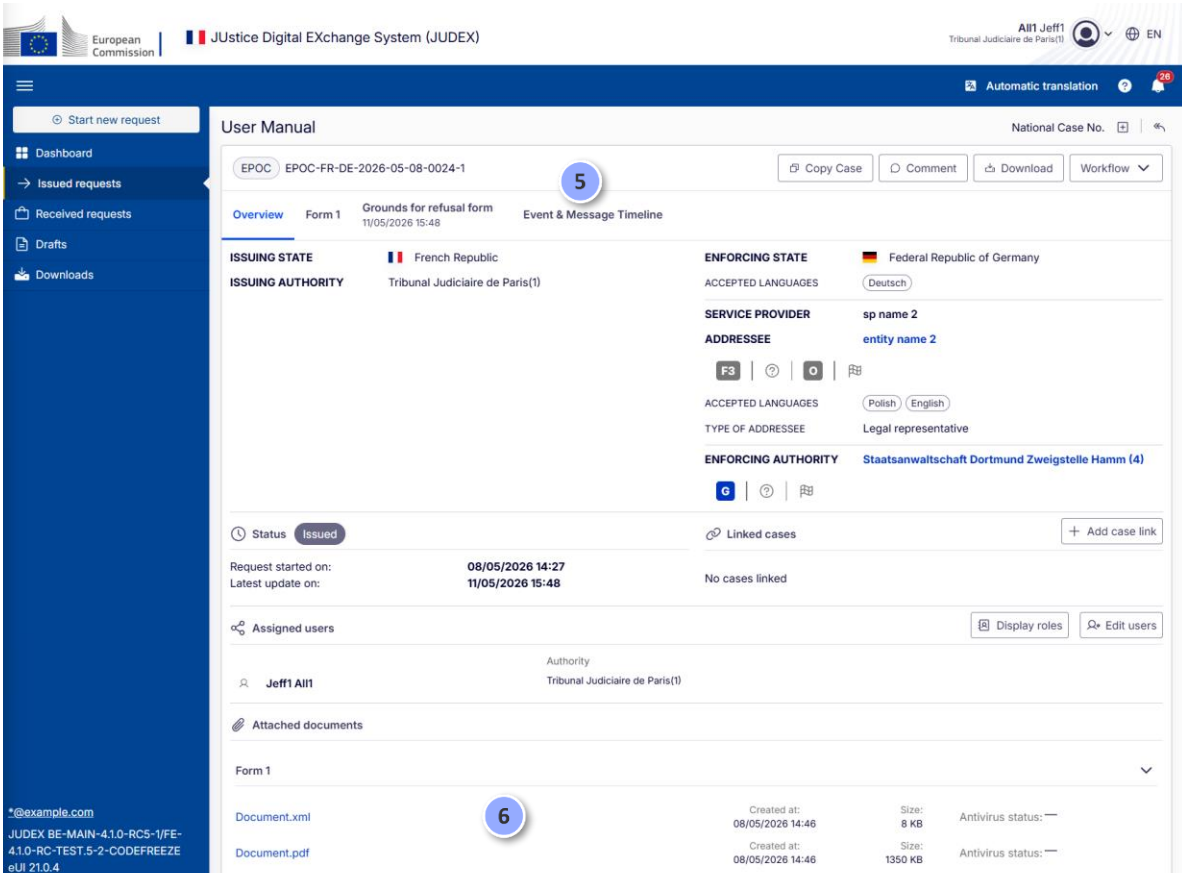


Figure 11-3: Other messages and attachments received

⑤ Some messages do not have a dedicated tab and will instead appear in the **Event & Message Timeline**.

⑥ All attachments, messages exchanged in a process of communication, are displayed in the Overview tab and in corresponding tabs.

11.1.2 Send a request for additional information

Through the Workflow menu, one can send request for additional information to the actors involved in EPOC/ EPOC-PR case.

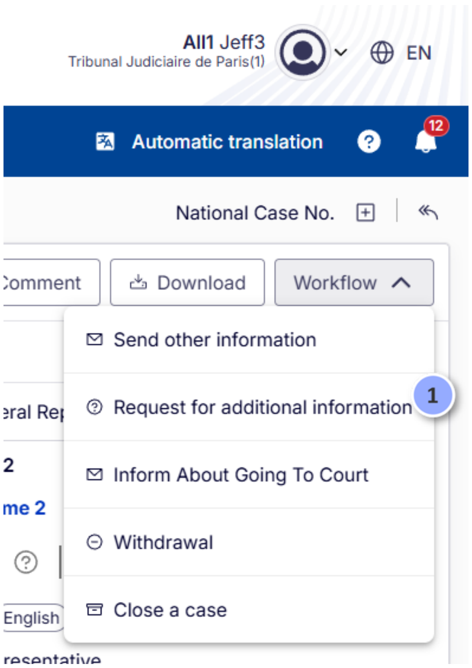


Figure 11-4: Selecting a "Request for additional information" button

① Click **Workflow > Request for additional information**.

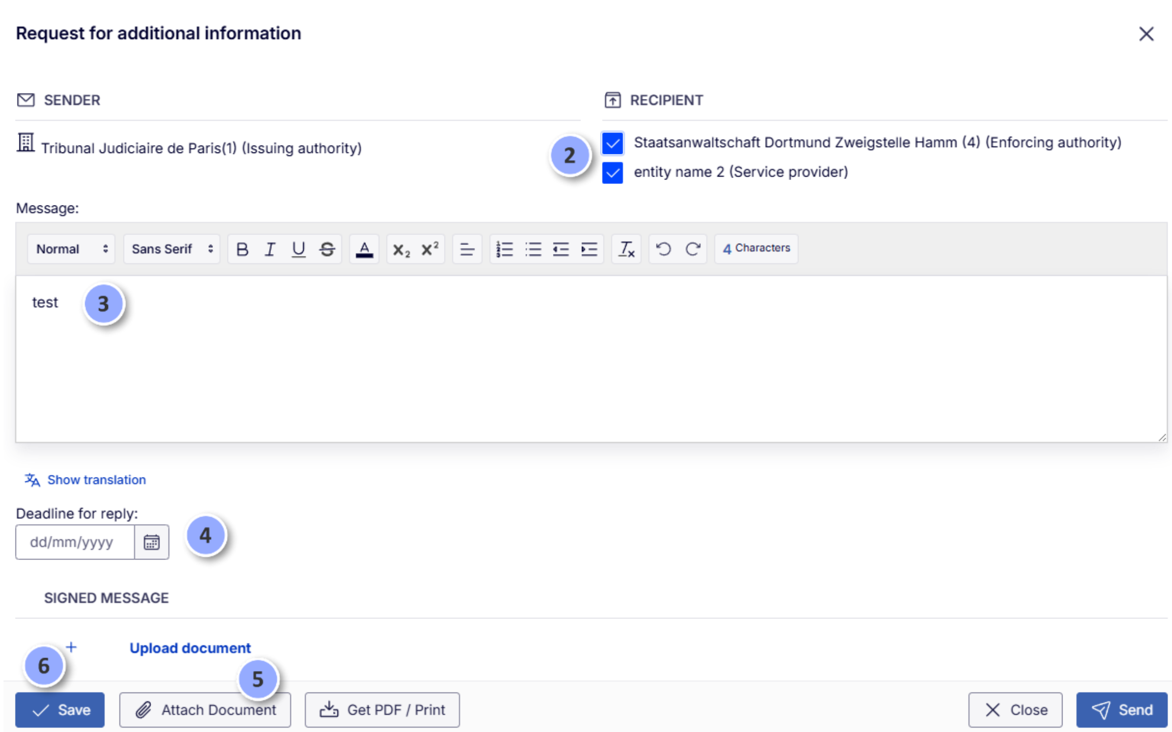


Figure 11-5: Steps to send a request for additional information

② **Select** the recipient(s) of the message.
③ Type a message in the text area.
④ Select a deadline for reply.
⑤ Attach documents, if needed.
⑥ Click **Save**, to keep the message in the system as draft.

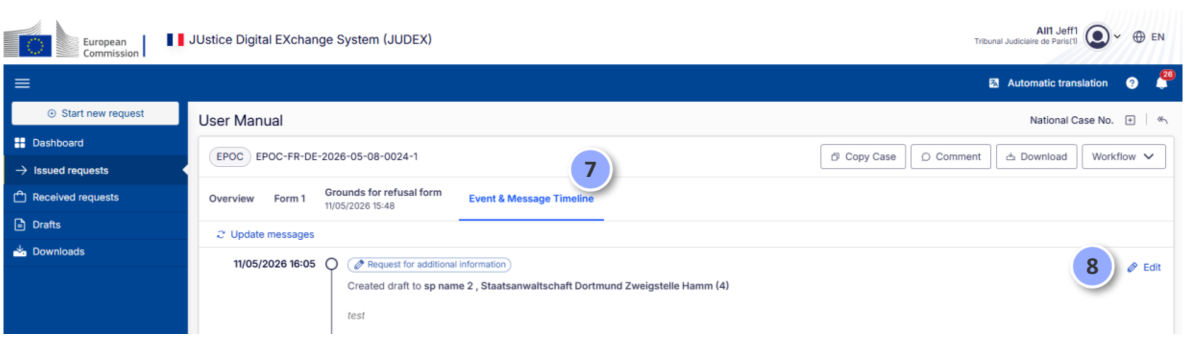


Figure 11-6: Viewing a draft request for additional information

⑦ Click **Event & Message Timeline tab** to see a draft message.
⑧ Click **Edit** on the right side of message to edit your message and access **Send** button.

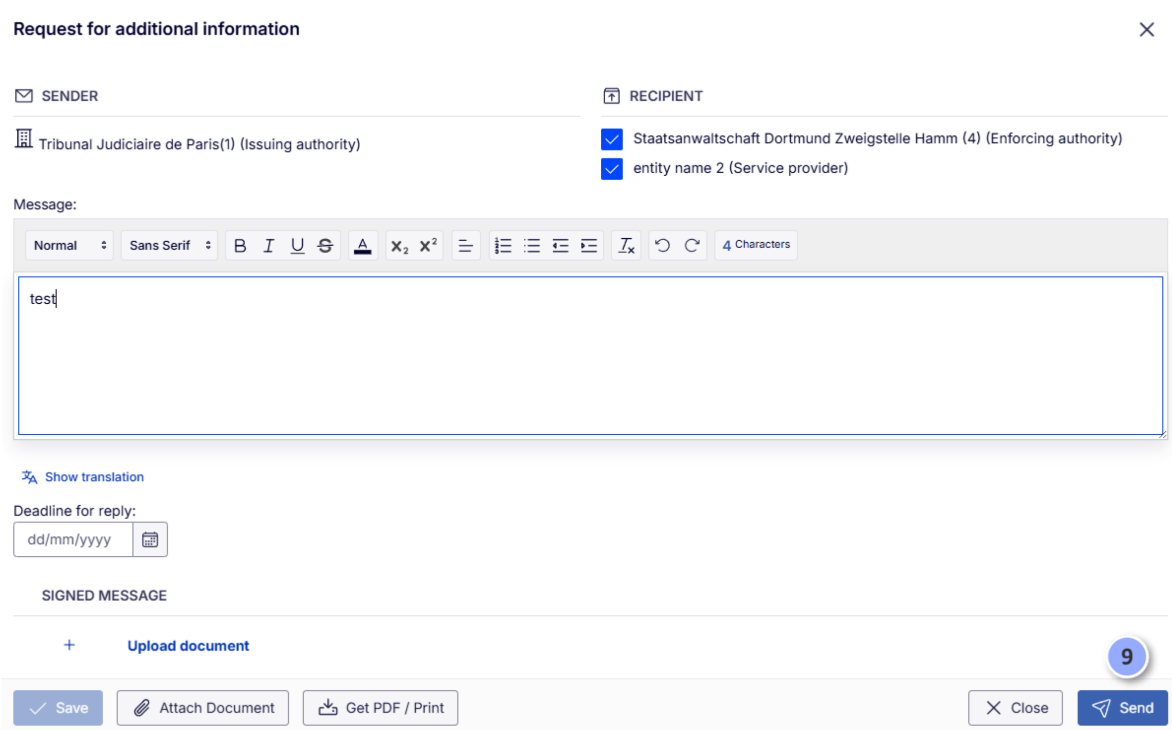


Figure 11-7: Sending a request for additional information

⑨ Click **Send** to send the message to the selected recipient(s).
Your message and a future reply can be accessed from the Event & Message Timeline tab.

NOTE: The ‘Request for additional information’ message is accessible to issuing and enforcing authority users, following the same procedure for both.

11.1.3 Reply to a request for additional information

You can reply to a request for additional information. Direct reply will make your response correlated with a request received and displayed in a thread of messages.

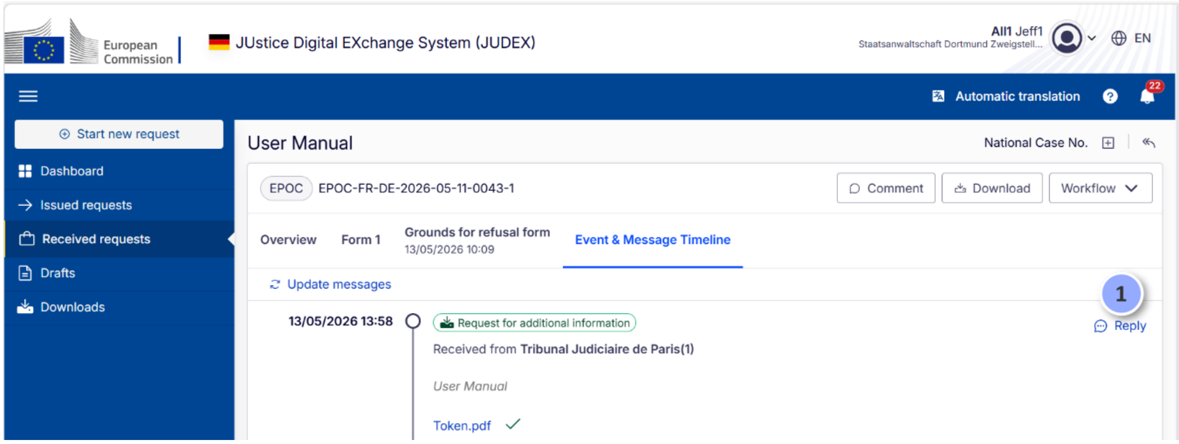


Figure 11-8: Reply to request for additional information: Clicking" Reply" button

① View **the Timeline of a case,** where the Request for additional message is displayed and click a **Reply** button.

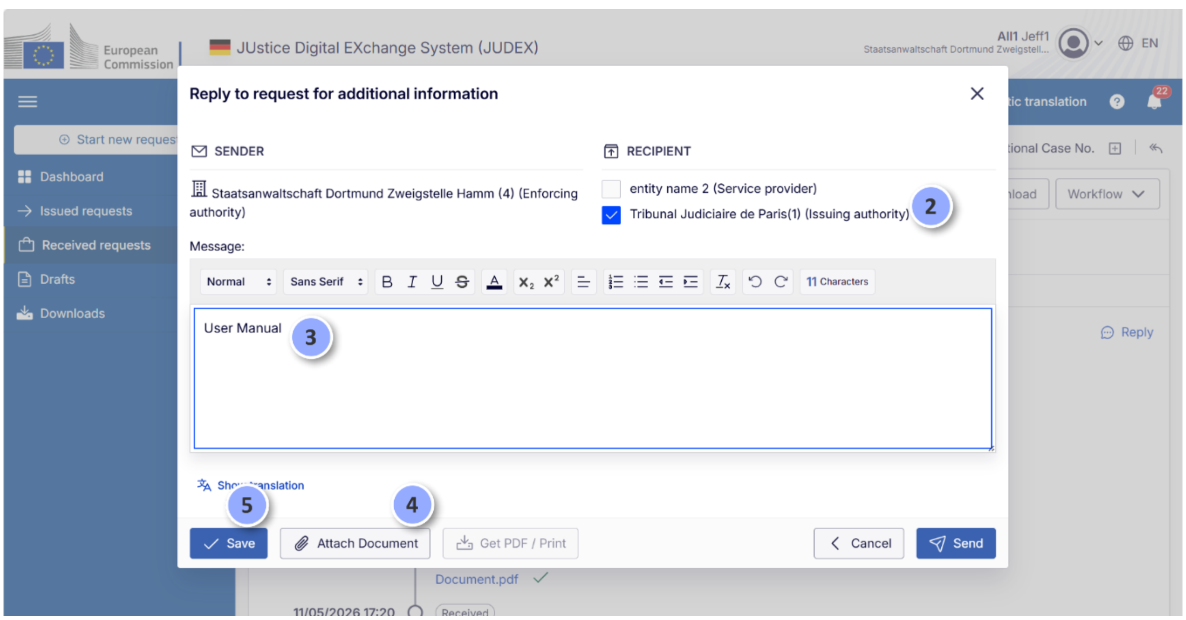


Figure 11-9: "Reply to request for additional information" pop-up window

② **Select** the recipient of a message.
③ Type a message in the text area.
④ Attach documents, if needed.

⑤ Click **Save**, to keep the message in the system as a draft.

Draft will appear in **Event & Message Timeline** tab if the user clicks “Close”.

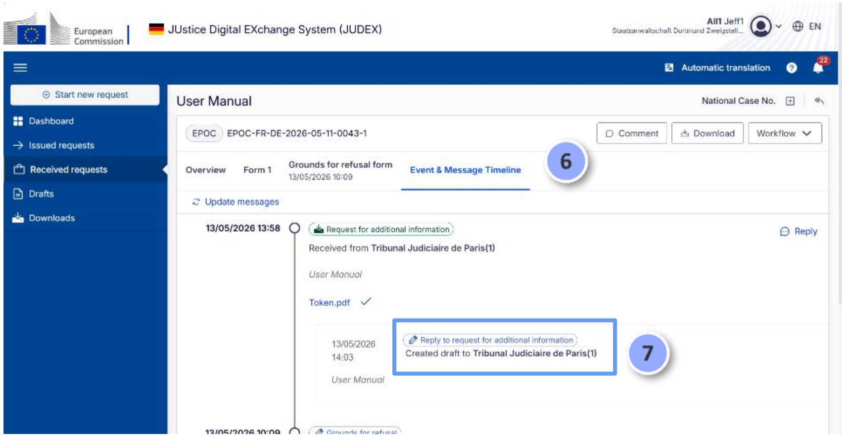


Figure 11-10: Reply to request for additional information: Editing a draft

⑥ Click **Event & Message Timeline tab** to see a draft message.
⑦ Click on the message icon. A pop-up where you can edit the message and attachments will be displayed.

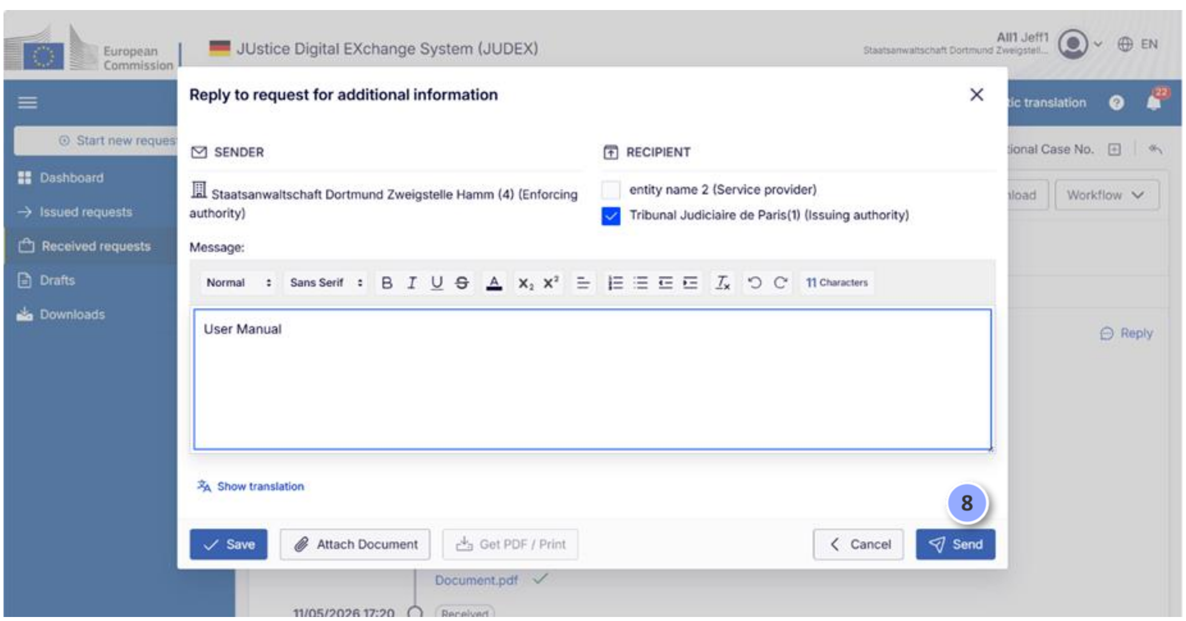


Figure 11-11: Replying to a request for additional information

⑧ Click **Send** to send a message.
⑨ Your message can now be accessed from Event & Message Timeline tab.

NOTE: You cannot reply to a received reply message for EPOC and EPOC-PR use case.

11.1.4 Send other information

Through the Workflow menu one can send any other information to the actors involved in EPOC/EPOC-PR case.

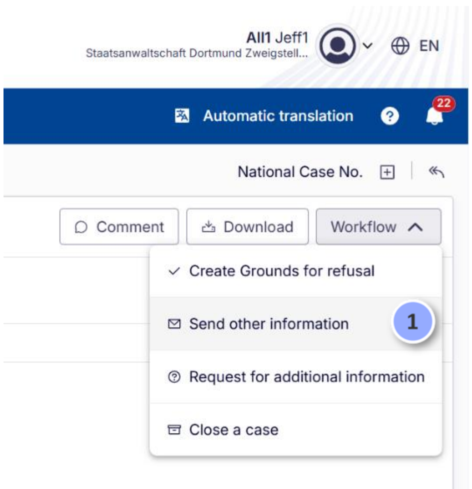


Figure 11-12: Send other information: Workflow menu

① Click **Workflow** > **Send other information**.

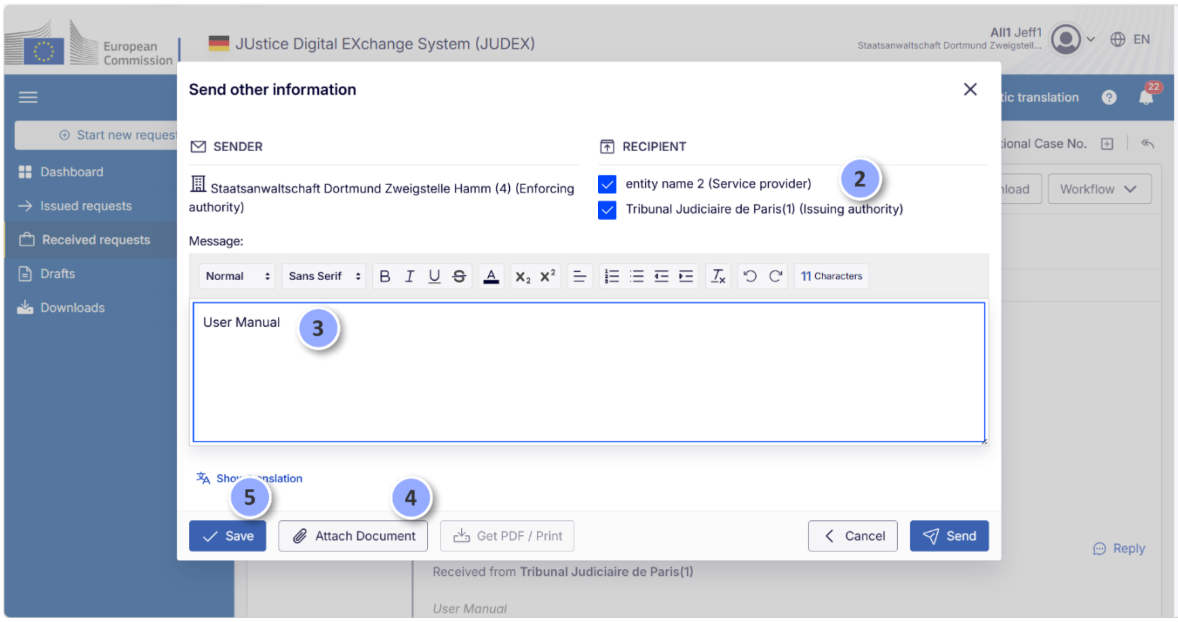


Figure 11-13: Send other information: Fields to fill-in

② **Select** the recipient(s) of the message.
③ Type a message in the text area.
④ Attach documents, if needed.
⑤ Click **Save**, to keep the message in the system as a draft.

The draft will appear in **Event & Message Timeline** tab if the user clicks “Close”.

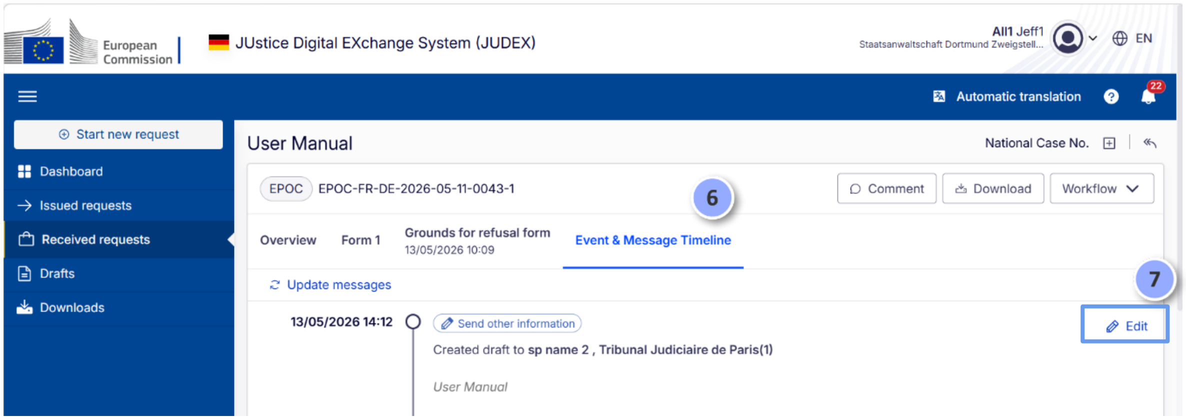


Figure 11-14: Send other information: Editing a draft message

⑥ Click **Event & Message Timeline tab** to see a draft message.
⑦ Click **Edit** on the right side of the message. A pop-up where you can edit the message and attachments will appear.

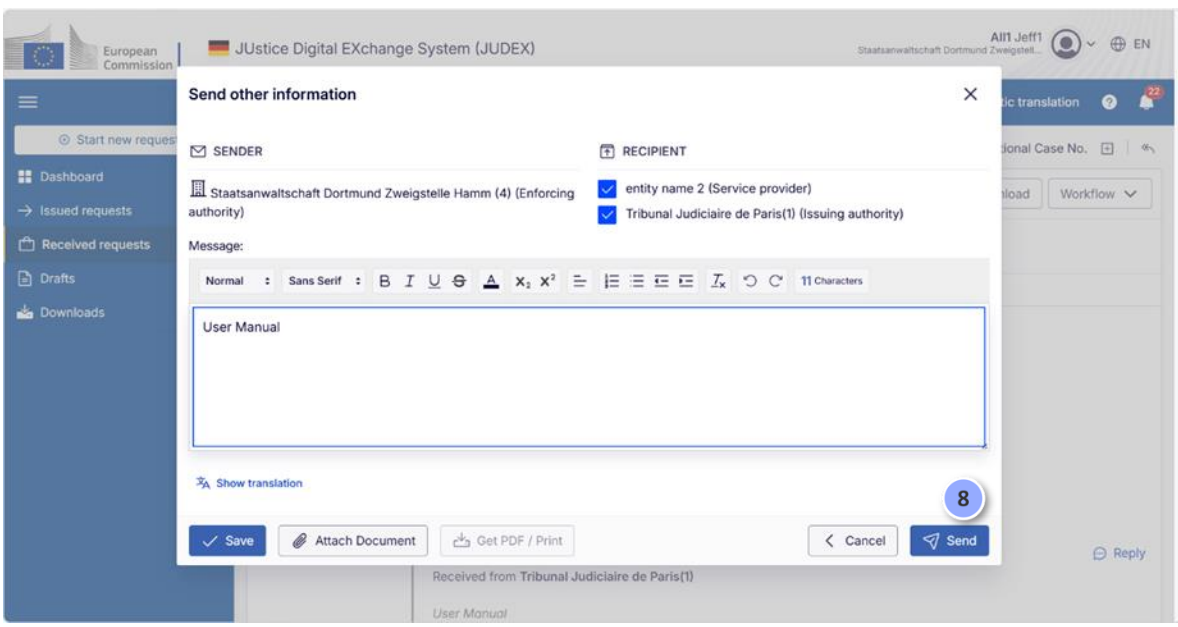


Figure 11-15: Sending other information to the selected recipient(s)

⑧ Click **Send** to send a message to the selected recipient(s).
Your message can be accessed from the Event & Message Timeline tab.

NOTE: The ‘Send other information’ message is accessible to issuing and enforcing authority users, following the same procedure for both.

11.1.5 Reply to “Send other information” message

You can directly reply to a “Send other information” message. This will make your response correlated to a message and displayed in a thread.

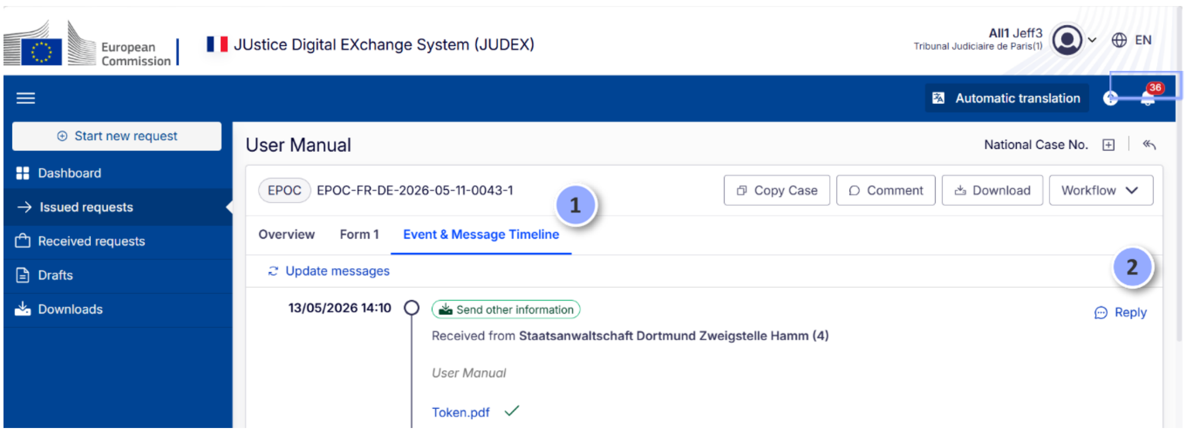


Figure 11-16: Reply to “Send other information” button

① View **the Timeline of a case,** where the “Send other information” message is displayed and click a ② **Reply** button.

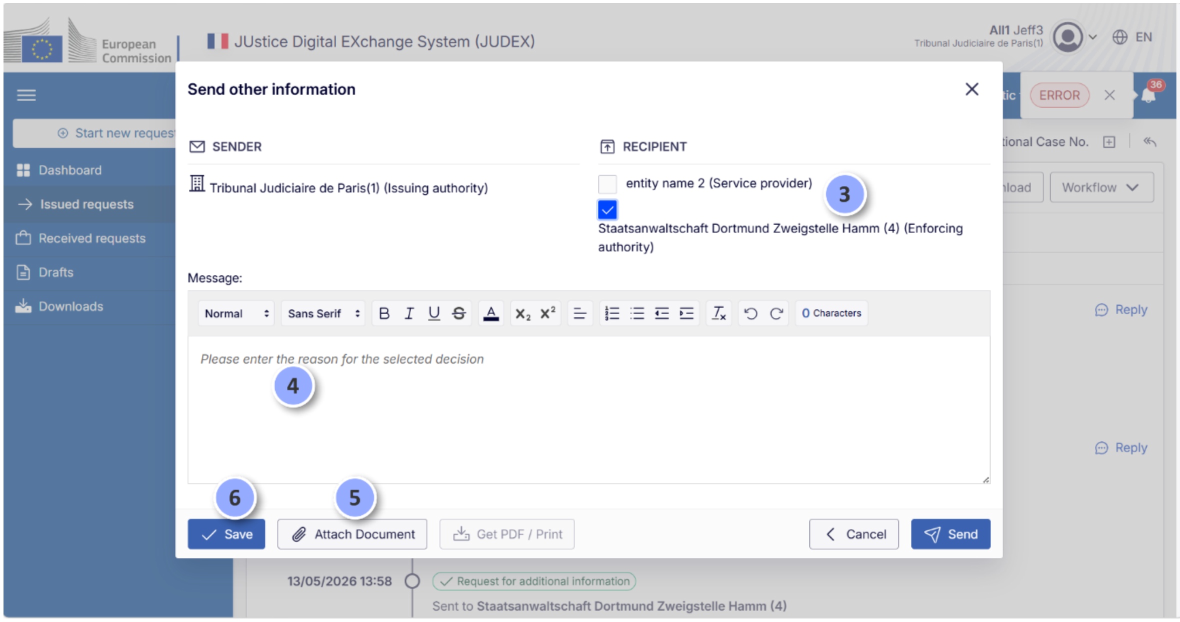


Figure 11-17: Reply to "Send other information" message pop-up window

③ **Select** the recipient.
④ Type a message in the text area.
⑤ Attach documents, if needed.
⑥ Click **Save**, to keep the message in the system as a draft.

Draft will appear in Event & Message Timeline tab if the user clicks "Close".

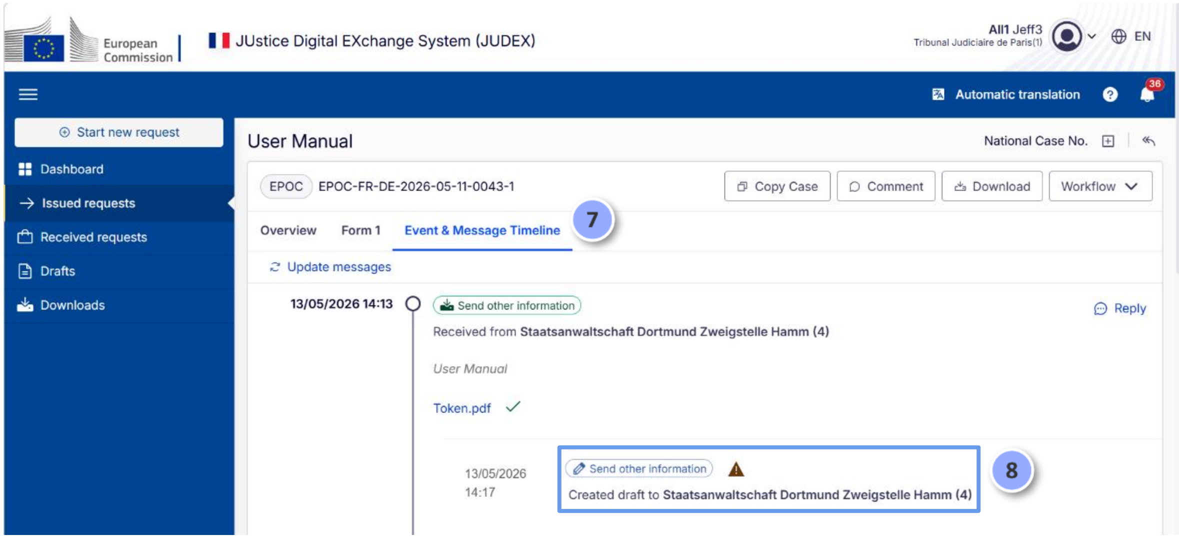


Figure 11-18: Reply to "Send other information" message: Editing a draft message

⑦ Click **Event & Message Timeline tab** to see a draft message.

⑧ Click on the draft reply to Send other information message. A pop-up where you can edit the message and attachments will be displayed.

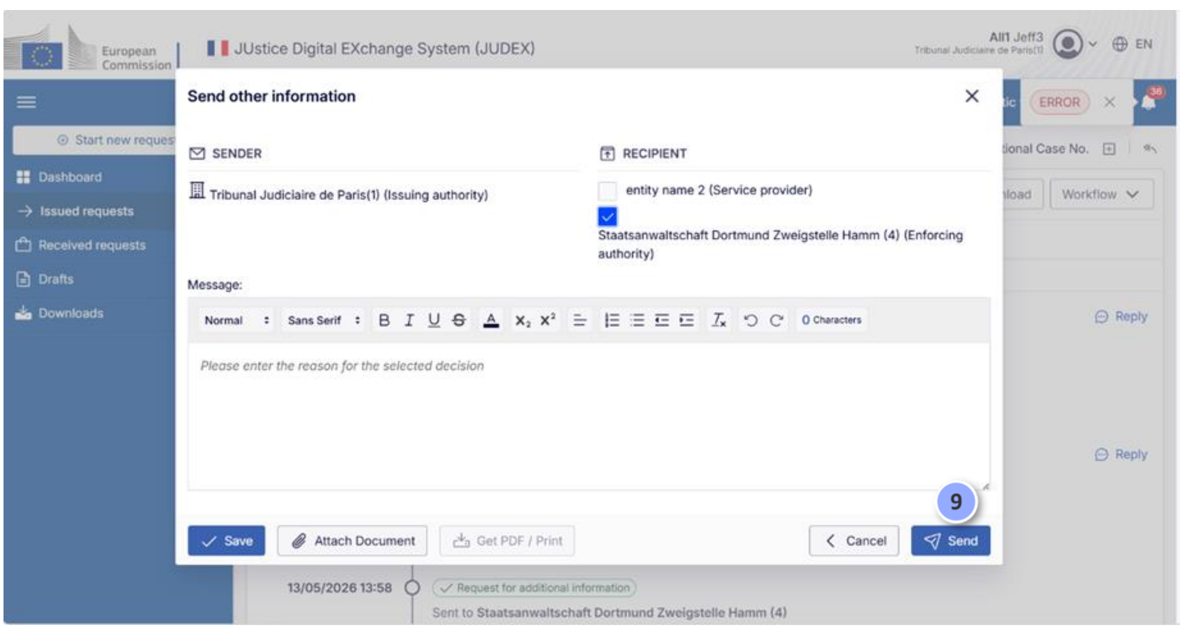


Figure 11-19: Sending a reply to "Send other information" message

⑨ Click **Send** to send a message.
Your sent message can now be accessed from Event & Message Timeline tab.

11.1.6 Signing (optionally) additional messages

JUDEX Portal allows the competent national authorities to optionally sign the messages listed below:

EPOC:

- Court Decision (*not available*),
- Enforcement Decision (*not available*),
- Grounds for Refusal,
- Request for additional information,
- Withdrawal.

EPOC-PR:

- Enforcement Decision (*not available*),
- Request for additional information,
- Withdrawal.

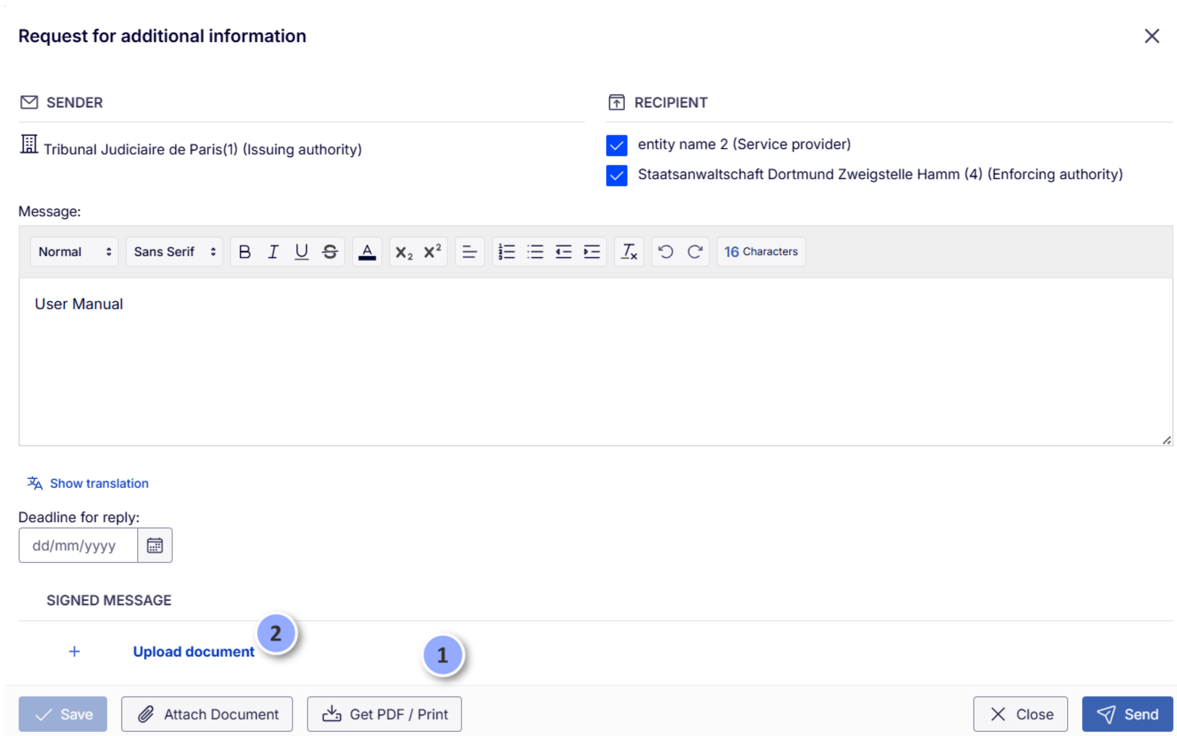


Figure 11-20: Upload signed PDF

① **Click** "GET PDF/Print" button and save the message in PDF format on your local disc.
② Sign the downloaded message and **upload** it to JUDEX RI by clicking the "Upload document" button.

NOTE: The **"Get PDF/Print button"** is unavailable until the user enters data in the text field and clicks **"Save"** button.

11.2 Technical Evidence

Received messages within cases contain a Token.xml and a Token.pdf. These files verify the authenticity of the document received from the counterparty and can be accessed in either of the following locations:

- The **Overview** tab, under the "**Attached Documents**" section.
- The **Event & Message Timeline**.

e-CODEX

e-Justice Communication via Online Data Exchange

Trust OK-Token

General Information		
	Issuing Country	PL
	Advanced Electronic System	Authentication-based
	Document Information	application/pdf, "MainDocPlaceholder.txt"
	Time of Issuance	2020-08-06 22:26 UTC
Legal Result		
	Evaluation of the Document	Successful

e-CODEX approves the validity of the document. It is attested that it fulfils the requirements to be legally valid in the sending country.

Further details can be found in the attached validation report and its technical assessment.

Figure 11-21: Technical Evidence

If you are the sender of a case or message, you can also download technical evidence to check the **current delivery status**, by following the steps below.

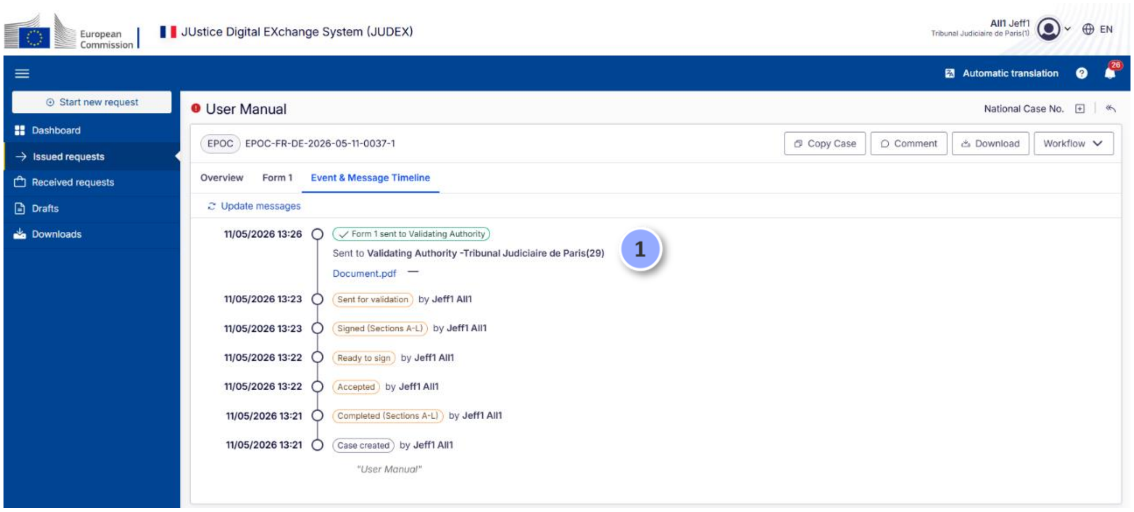


Figure 11-22: Download technical evidence: Timeline view

① Open the **Event & Message Timeline** and click on the sending event.

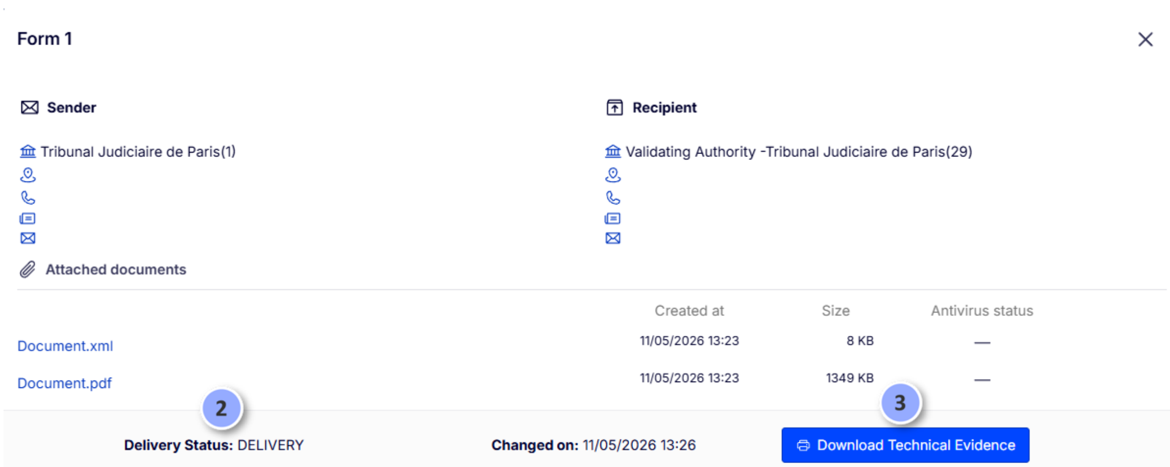


Figure 11-23: Download technical evidence

② You can see the **Delivery** Status.

③ Detailed technical evidence can be downloaded and shared with the respective personnel.

11.3 Copy case

This feature allows users to save time by copying an existing **EPOC** case when a similar request needs to be sent cross-border.

NOTE: The "Copy Case" function is only available to users with the Author and/or Supervisor role at the issuing State authority. It can be performed on cases with the following statuses:

- Draft
- Issued
- Closed

Steps to Copy a case:

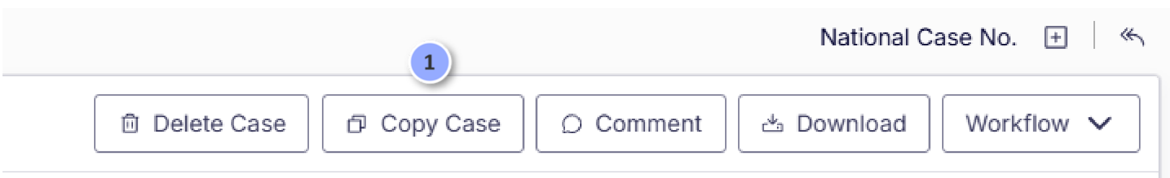


Figure 11-24: "Copy Case" button

① Open the case you wish to copy and click the "Copy Case" button.

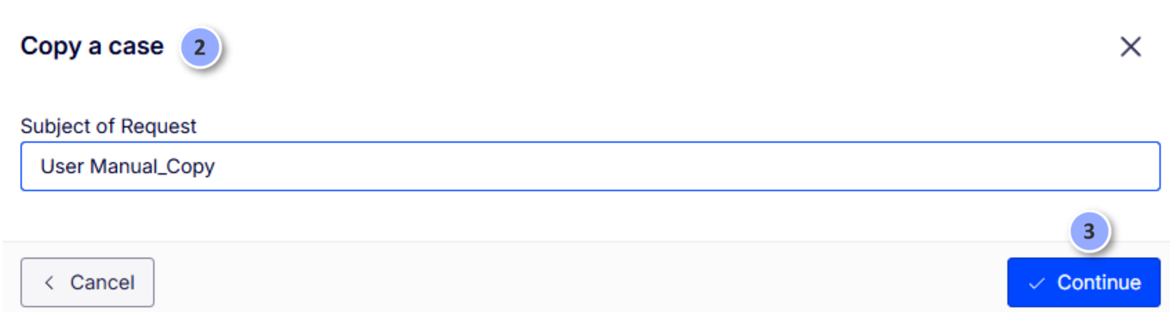


Figure 11-25: "Copy Case" pop-up window

② A pop-up window will appear. Enter a new subject/case title and ③ select "Continue".

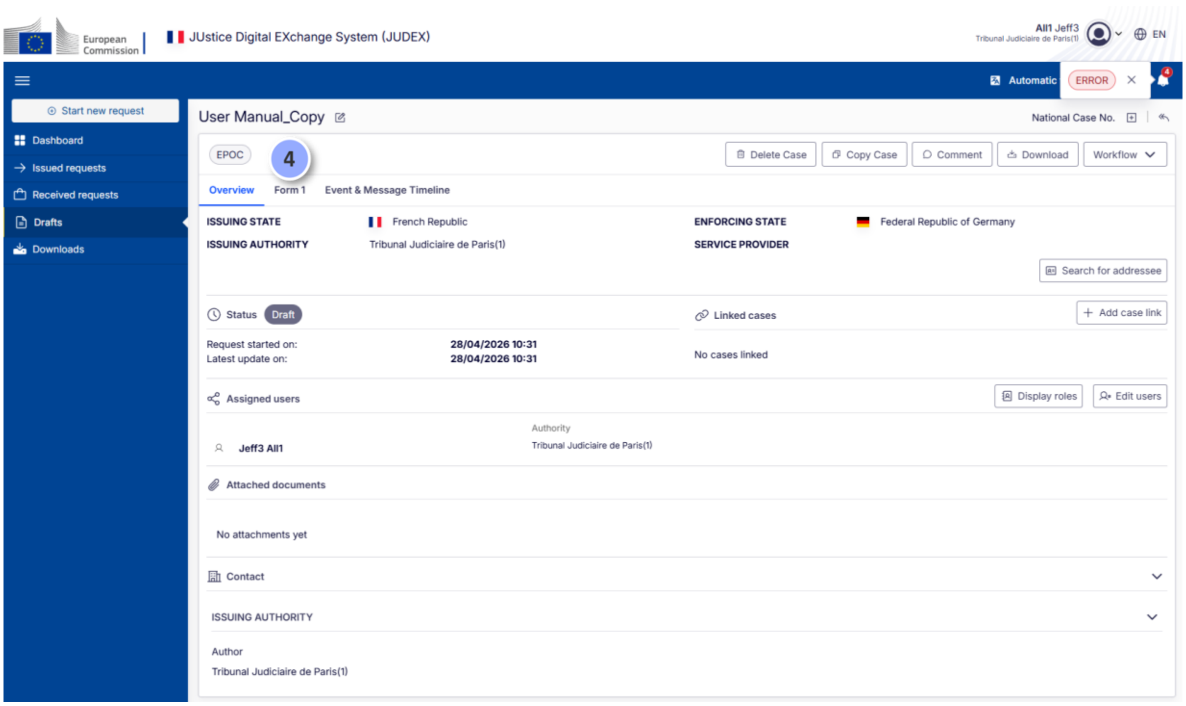


Figure 11-26: Copy Case: New case creation

④ A new case will be generated. Most of the original EPOC data will be copied, except for:

- The selection of competent authorities (Sections A, I, L, M) and the addressee
- Signatures in Sections A–L (and M, if applicable)

These details must be reapplied before the copied case can be issued.

This functionality is not yet available for EPOC-PR and for One-To-Many request format.

11.4 Download the complete case

All users having access to the case (by assignment or by privilege) have the possibility to download the complete case to the local storage (PC or network shared disk).
The user can request to prepare a file for such download at any time while having access to the case. This request is triggering the process of completion of all case information, which can take some time, especially if the case has many large attachments. The case (e-forms, all messages, comments and attachments) will be compressed into a ZIP file. This ZIP file is accessible later, even in the event that the user meanwhile has been revoked from handling the case or the case has been deleted.

Downloaded ZIP file contains comments, forms, messages.

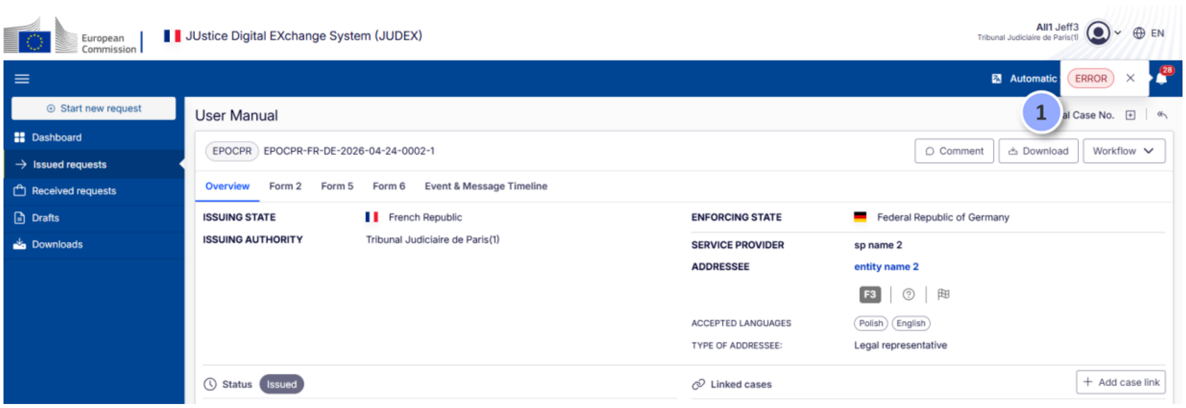


Figure 11-27: "Download" button

① To schedule a download, go into the case details screen and use the "**Download**" button.

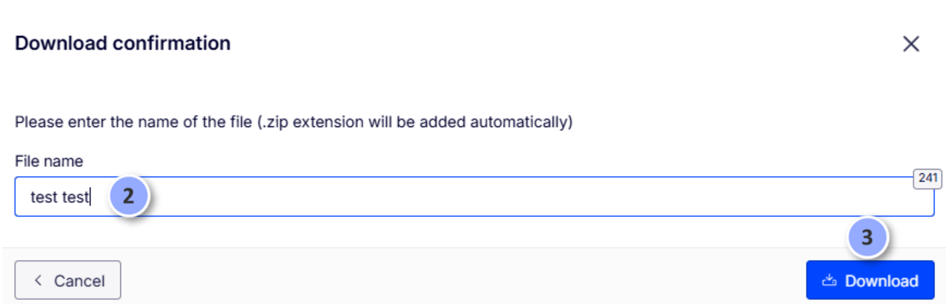


Figure 11-28: Downloading a ZIP file

② Set the name of the ZIP file with case details.
③ Click the „**Download**" button again.

If everything went smoothly, user the following confirmation pop-up should be displayed:

Figure 11-29: Download confirmation

Downloaded ZIP-file lands in DOWNLOADS section, on the left-hand menu.

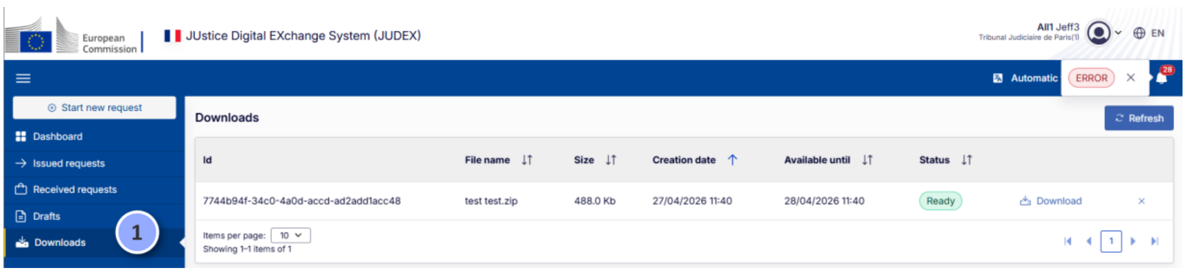


Figure 11-30: "Downloads" section

The files that will be downloaded may have several statuses:
Ready - this means the file is ready to download;
Scheduled - this means that the file is waiting in a queue to be ready for download;
Error - means that the action to prepare the document for download has failed.

11.4.1 Deleting files from DOWNLOADS

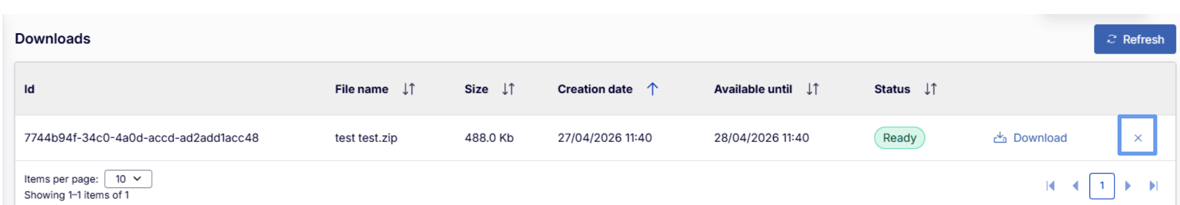


Figure 11-31: Deleting files from "Downloads" section

You can delete unnecessary downloads by using the "**x**" icon.

11.5 Internal Comments

Internal comments can be added to a case along with attachments. These comments and attachments are only visible in the national competent authority own timeline.
Comments are only visible internally and not transmitted anywhere.
Any user having access to the case can place a new comment or edit (add or delete an attachment, edit the text) and delete an existing comment.

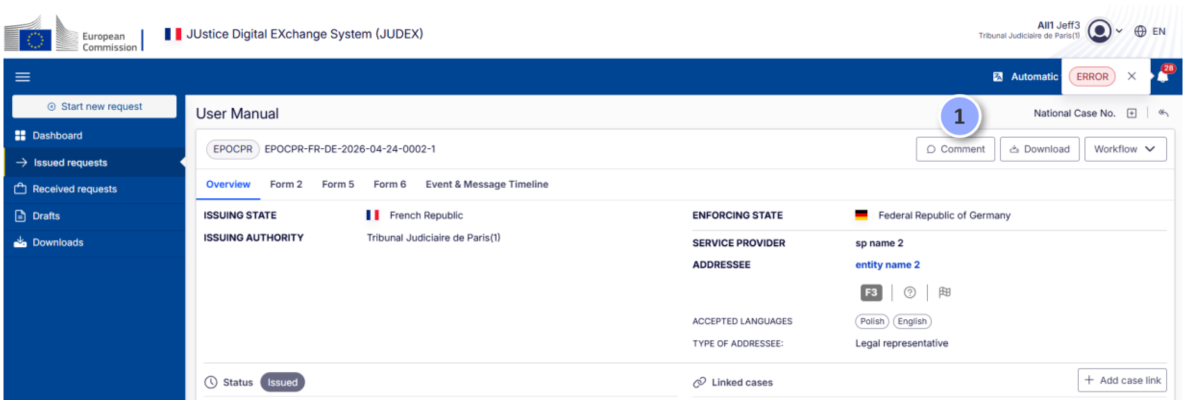


Figure 11-32: "Comment" button

① To add a comment, a user needs to be inside an EPOC or EPOC-PR and select a "**Comment**" button.

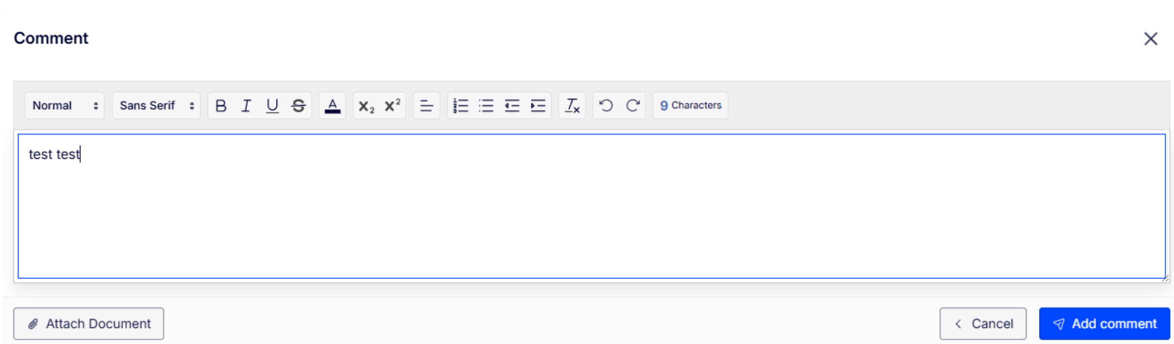


Figure 11-33: Adding internal comments

② Once an internal comment is added, internal attachments can be added, and both can be saved.

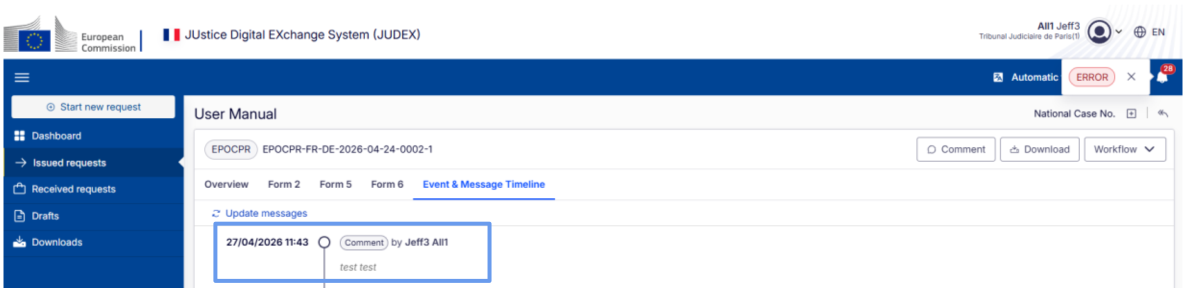


Figure 11-34: Comments displayed in the "Event and Message Timeline"

③ All comments made are visible in the Event & Message Timeline of that single case. After deletion of the comment, it is no longer visible in the timeline.

11.6 Workflow menu

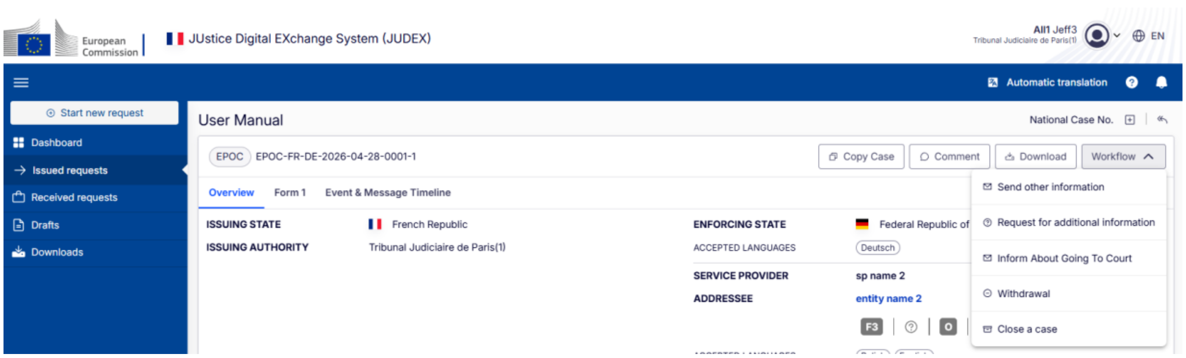


Figure 11-35: Workflow menu

The Workflow menu provides actions possible for drafts, issued and received cases. It serves both issuing and enforcing authorities. Additionally, it allows sending of messages between the actors of EPOC and EPOC-PR cases. Available options set-in drop-down menu depend on user role and workflow state of the Case.

11.7 Close case

Closing a case takes effect only on the closing party's side. Counterparties are not notified of the case closure, and this action is not reflected as a status on their Event and Message timeline.

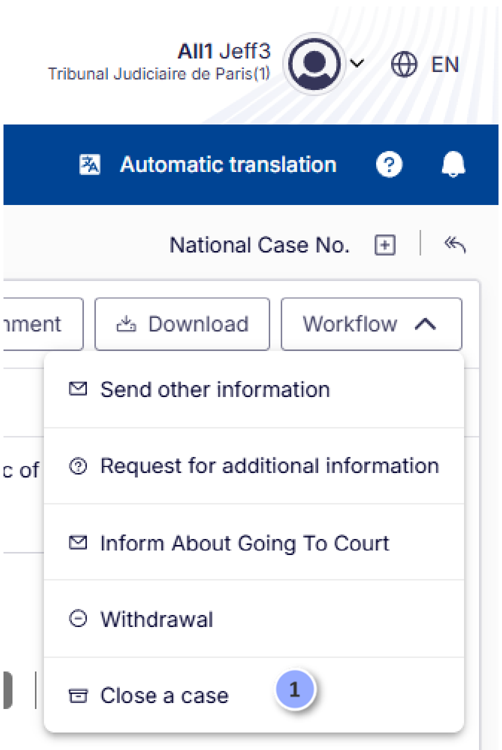


Figure 11-36: Closing a case: Workflow menu

① Click **Workflow > Close a case**

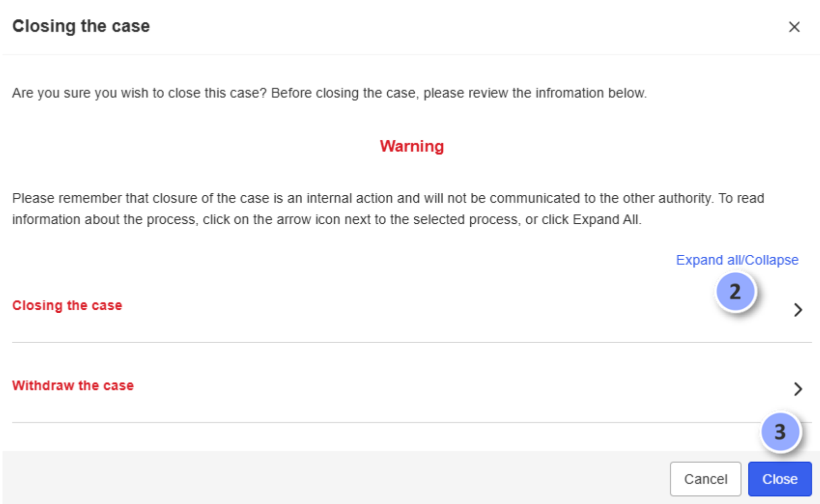


Figure 11-37: Close a case pop-up warning

② A pop-up confirmation window will be displayed, with the possibility to **collapse/expand** all the necessary information.

③ Click 'Close', the status will be changed to **Closed**.

NOTE: If the user decides to "Cancel" the action, the case will not be closed.

Remarks:

- After case closure, some actions of Workflow menu are no longer available. However, you can still use Workflow menu to:
    - Send any other information,
    - Reopen the case.

11.7.1 Re-open closed case

Reopening a case takes effect only on your authority's side. The counterparties are not notified about the reopening of a case, and this action is not reflected as a status on their Event and Message timeline.

To reopen a case:

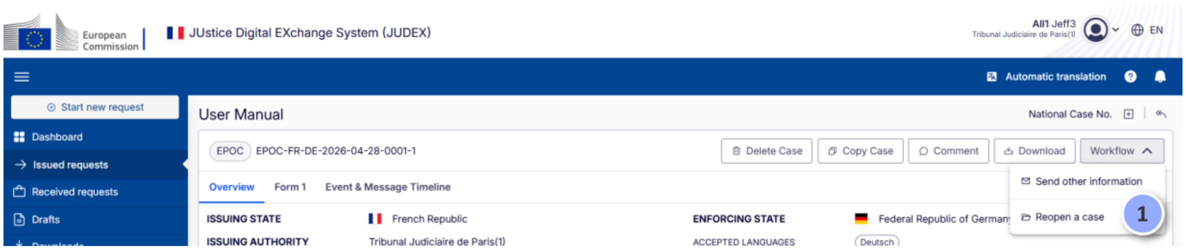


Figure 11-38: Reopening a case: Workflow menu

① Click **Workflow > Reopen a case**.
② The status will be changed back to **Issued**.

11.8 Download PDF and Print

The button is visible for all messages and forms in EPOC and EPOC-PR exchanges.

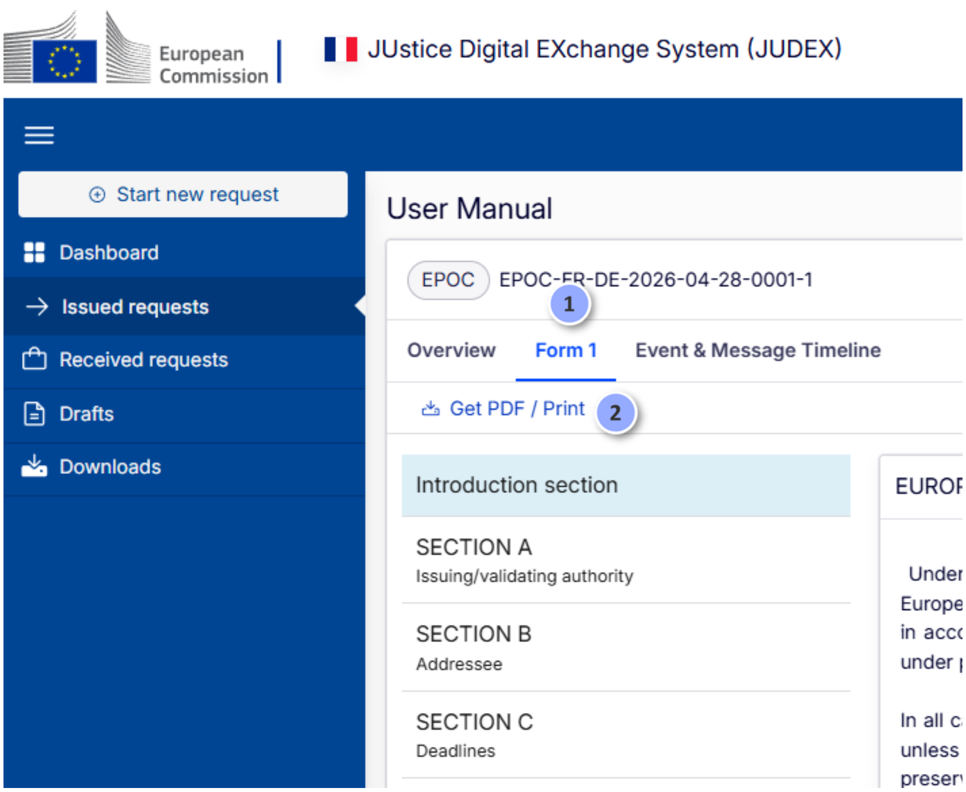


Figure 11-39: "Get PDF / Print" button

① Enter a Form/message you wish to download.
② Click "**Get PDF / Print**", which will trigger downloading PDF file to your computer.

Wait until download of PDF completes. Depending on the connection and PDF size, delay in download may occur. Open the downloaded file in a web browser or PDF reader (Adobe Acrobat or other). Use Print feature of your browser or PDF reader to print a file.

11.9 Attaching files to a case

The button is visible for cases in **draft stage**.

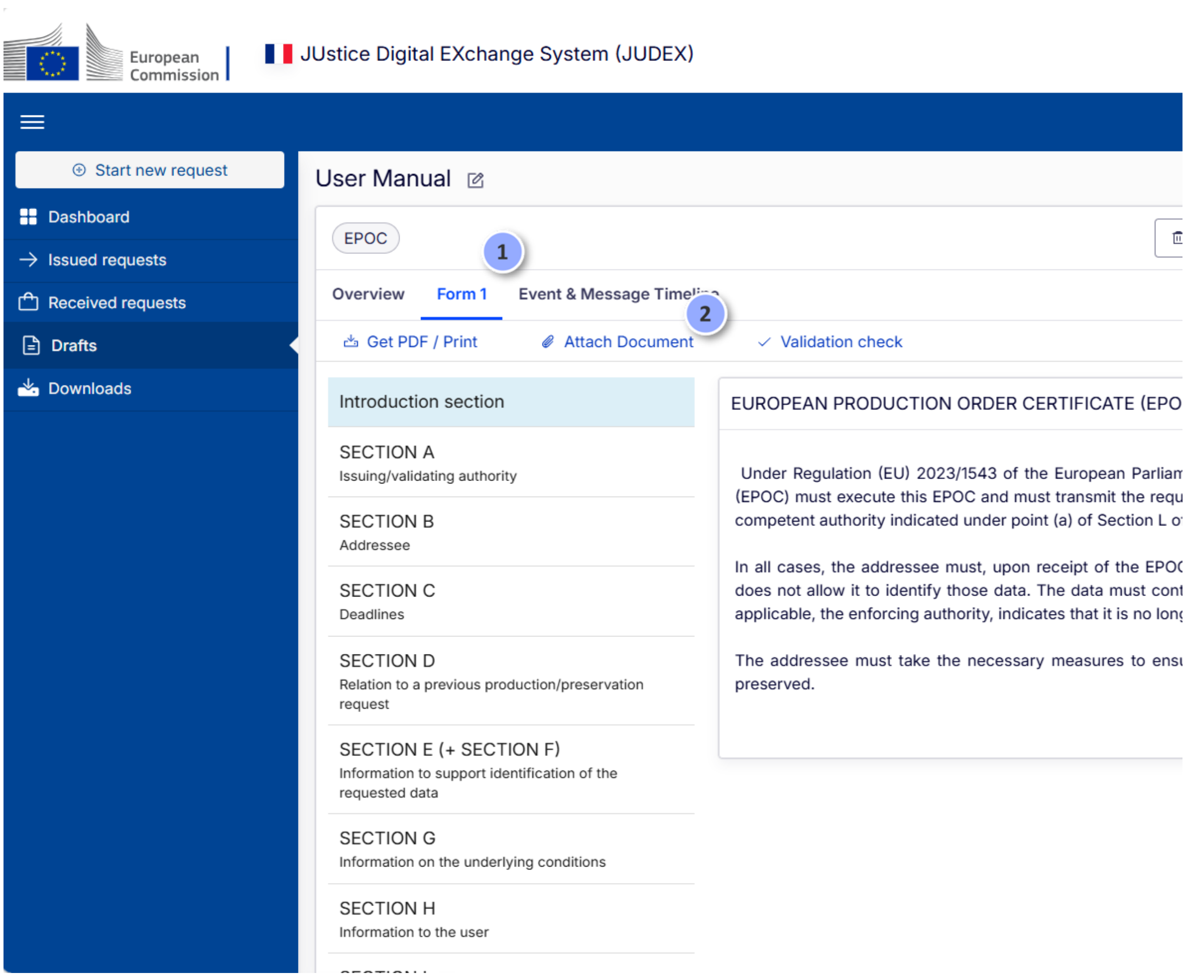


Figure 11-40: Attaching files to a case

① Select one of the following respective case tabs: Form 1/ Form 2.
② Click **Attach Document.**
③ A dialog box allowing you to browse the file system will be displayed.
④ Browse your system and select a file to attach OR select the file and drop it into JUDEX.
⑤ The file will be added to Attachments and saved in the draft.

- Repeat steps 3-5 to add another file, if needed.
- To remove an attachment (Be careful! You can remove also attachments added by someone else), click 'x' icon visible in the attachments box.

11.10 Mandatory fields

Mandatory fields are marked with an asterisk (*) symbol. See example below:

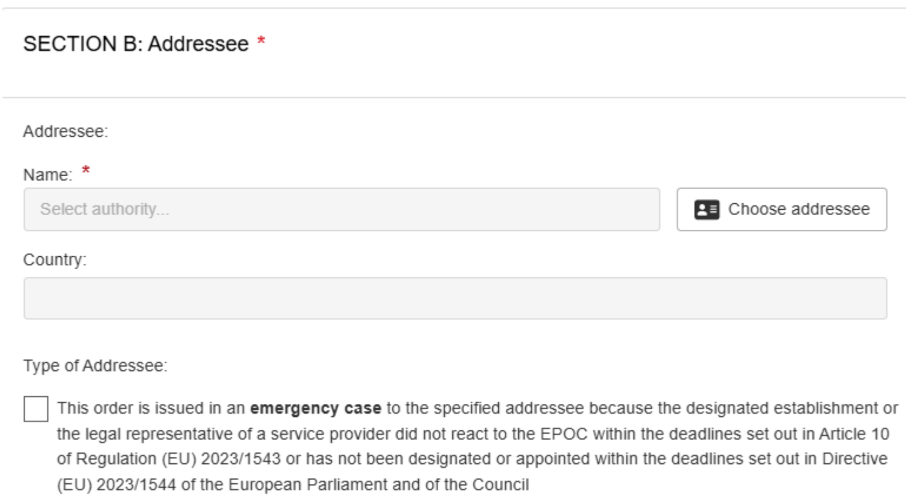


Figure 11-41: Mandatory fields

There are also conditional validation fields which are mandatory only if certain conditions are met/certain options selected. In these cases, these fields are marked by a red border and an error message.

11.11 Virus checking

A virus check is automatically performed by JUDEX whenever a file is attached to and/or when a file is downloaded from a received communication.

Clam Anti-Virus software, developed by Cisco Systems, is provided. It is a cross-platform open-source antivirus software with a GNU (General Public License). Anti-virus checks are performed automatically.

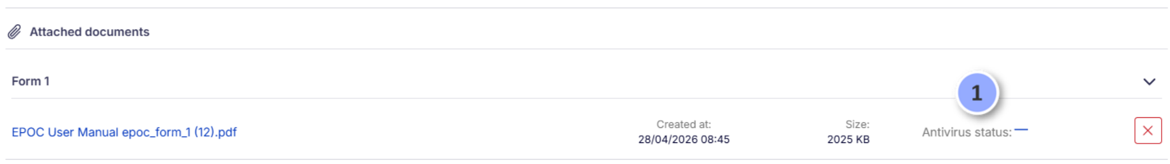


Figure 11-42: Virus checking

① When an attachment is being added and the virus scan is being performed, a blue dash will be displayed.

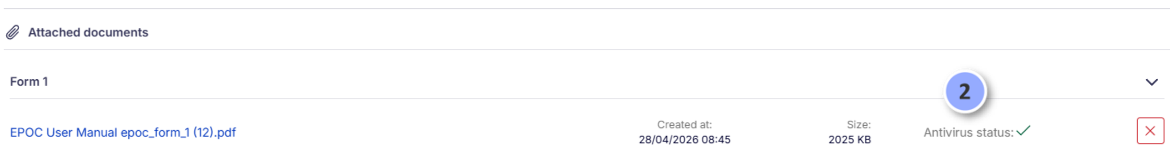


Figure 11-43: Successful virus scan icon

② Once an attachment has been successfully scanned against viruses, a green tick will appear.

If a virus threat was to be found, a red cross would appear. Files with viruses can be attached and transmitted as a part of evidence.

If a virus check cannot complete, then a message will be displayed to the user that the check could not complete.

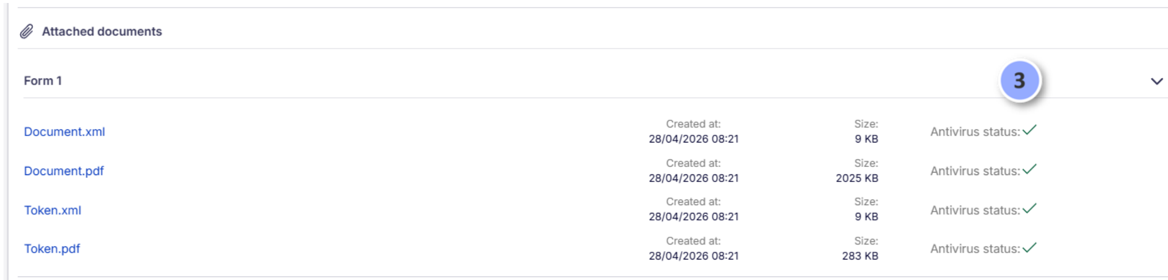


Figure 11-44: Virus checking: Receiving authority's side

3 When an attachment is received, the anti-virus scan will be performed on the receiving actor's side.

11.12 Save a draft

The button is visible at the bottom of the statutory forms for cases in **draft mode.**

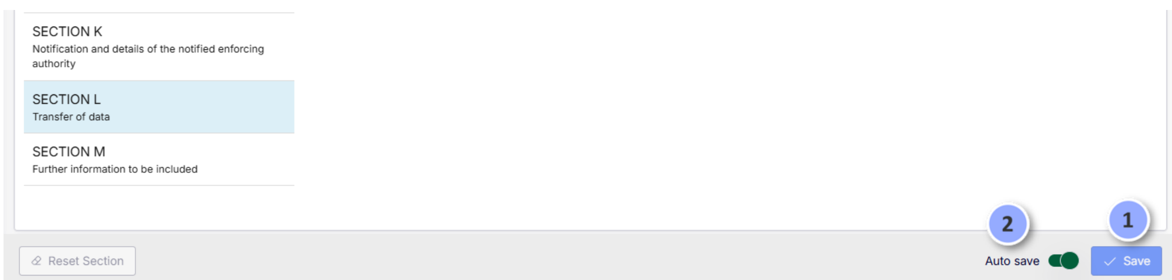


Figure 11-45: Saving a draft

1 Click an active **Save** button. The button is not active~~,~~ if the form has been saved previously/automatically and there are no new changes that could be saved.

2 **For EPOC and EPOC-PR drafts, there is an additional "Auto save" option**. When the auto save is enabled, changing a selected section in a navigational menu of the Form automatically saves the currently displayed section. If you accidently change the section without clicking the Save button, the entered data will still be saved automatically.

When the Auto save is **disabled,** you must manually click the **Save** button to save new data in the draft.

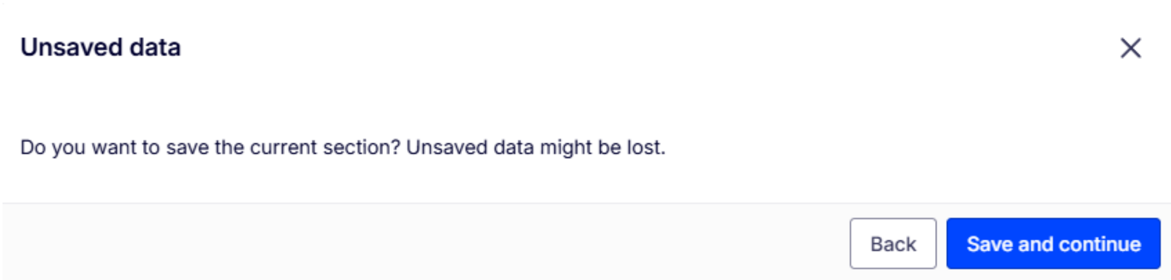


Figure 11-46: Unsaved data notification

NOTE: If the user does not save manually, the system will display a pop-up reminder after switching to another section or window.

11.13 Error, warning, and success messages

Confirmation messages are displayed as a message at the bottom of the screen. These messages disappear after a couple of seconds.

Success message (green) confirms the requested action was completed successfully.
Example of a success message:

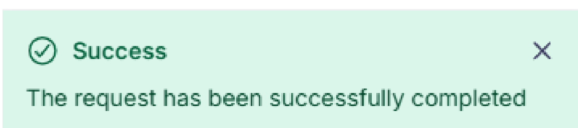


Figure 11-47: Success message

Warning message (orange) warns that some actions or information required is still missing so that the system cannot complete the desired action properly.
Example of a warning message:

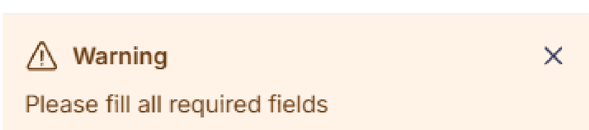


Figure 11-48: Warning message

Error message (red) informs that the requested action was not completed due to lack of information, insufficient access rights or by malfunction of the internal components of the system.
Example of a warning message:

Figure 11-49: Error message

11.14 Change subject of a draft case

The button is visible only for users with the role Author and Supervisor, for cases in DRAFT status only, before the DRAFT is set as COMPLETED. If one completes the case, the only way to change the Subject of the Draft is to return the Case for amendment to Author.

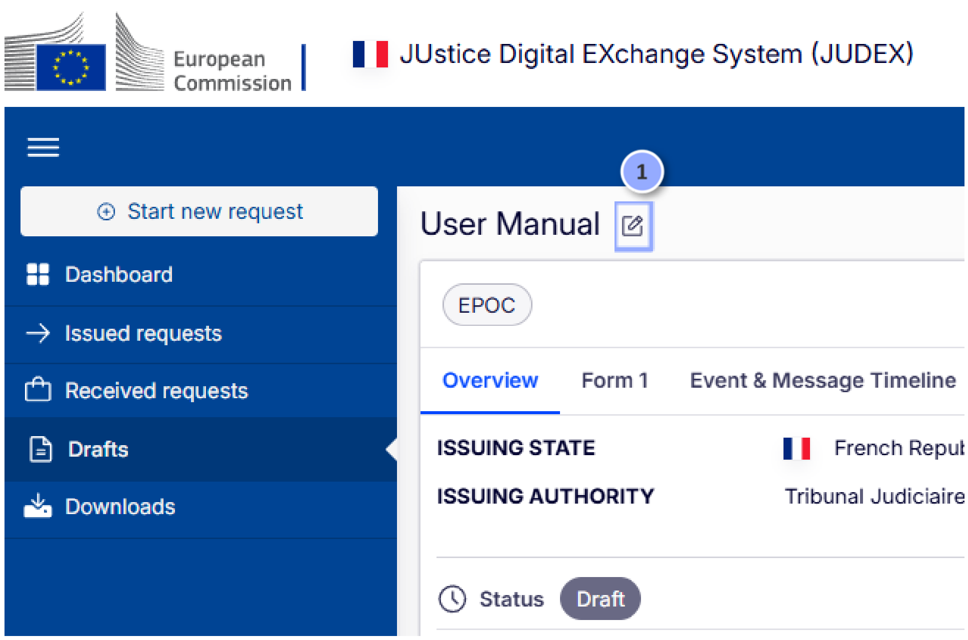


Figure 11-50: Changing the title of the case

① Click the icon to change the title of a case.

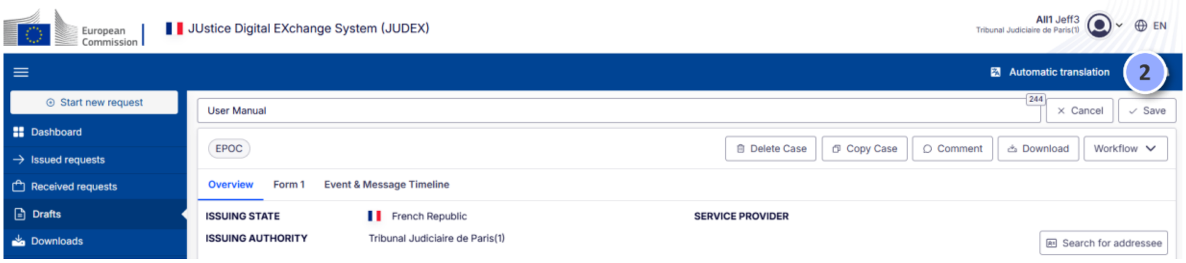


Figure 11-51: Saving case title

② Edit the title and click **Save**.

11.15 Delete a case

Only cases in a **draft stage** can be deleted without any additional actions. This functionality is available for the EPOC and EPOC-PR.

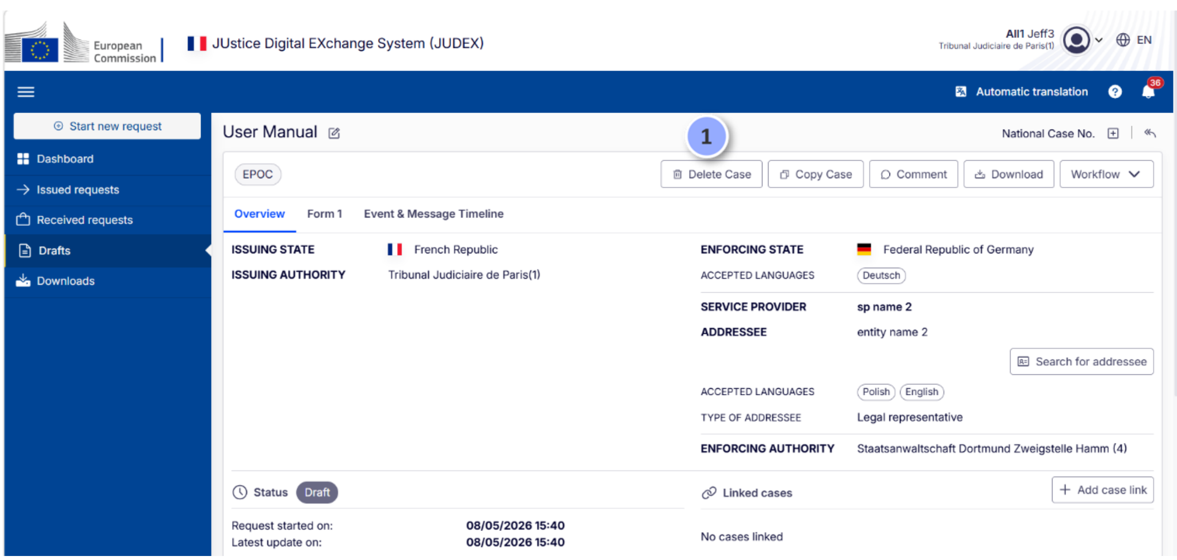


Figure 11-52: "Delete Case" button

① Only users assigned to a case (that must be still in Draft status) and having the edit right, can “Delete Case” from JUDEX RI.

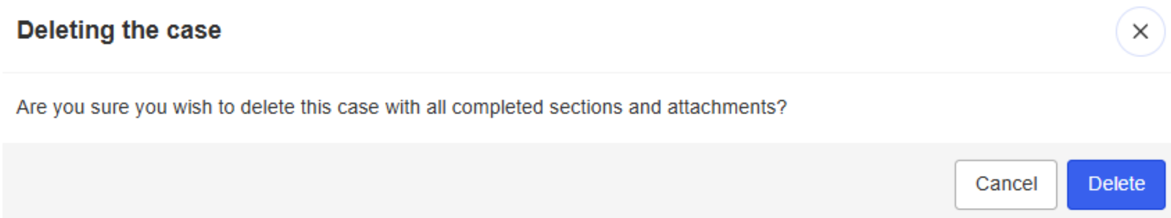


Figure 11-53: Deleting a case

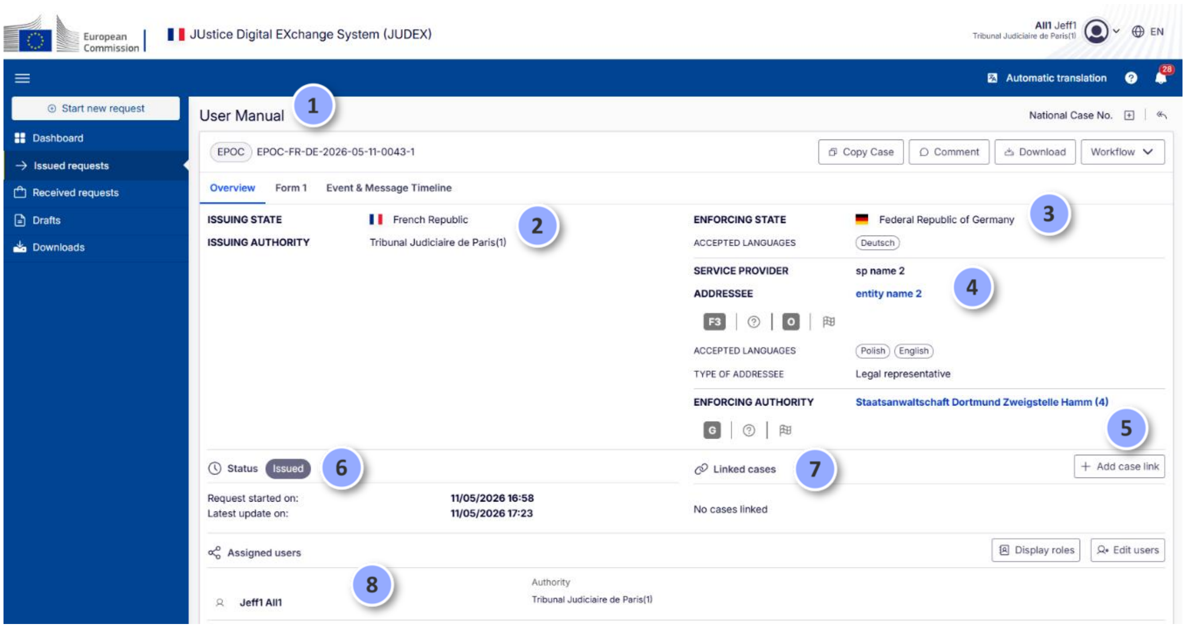
After clicking the “**Delete case**” button, JUDEX RI will display a pop-up requesting confirmation of the operation.

NOTE: Please note that there is also the option to delete cases at any status, but to do so, the user must precede this operation with the “Close a case” or “Withdrawal” function from the “Workflow” button.

Users with the Supervisor and Assigner roles do not have to be assigned to the cases to be able to perform this operation. According to their privileges, they see all cases in their authority. Please keep in mind that user with Assigner role can use “Delete” functionality only for received cases.

11.16 Cases and tabs content

11.16.1 Overview tab



s

Figure 11-54: Cases and tabs content

It contains information such as:

① Subject of a case
② Issuing State authority(ies) details
③ Details of the enforcing State **(**name, and underneath its accepted languages for communication)
④ Details of the addressee and service provider concerned (name, message icons, accepted languages of the addressee, the type of addressee)
⑤ Details of the enforcing authority, if applicable (name, message icons)
⑥ Case Status
⑦ Linked cases, if any
⑧ Users assigned to a case

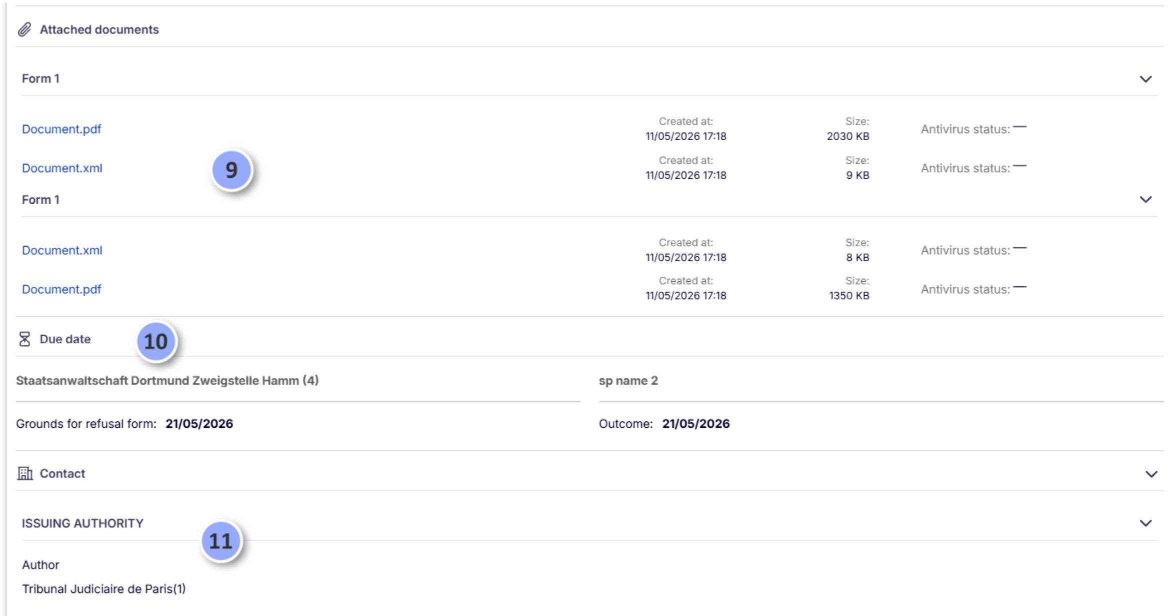


Figure 11-55: Overview tab: Assigned users

⑨ Attached case documents
⑩ Due date details
⑪ Contact details of the issuing authority

11.16.1.1 Change of authority

① When creating a new EPOC/ EPOC-PR case, the addressee can be changed at any time until the case is signed (i.e., before the user clicks "Sign" under the Workflow dropdown). Once the case is signed, the addressee details can no longer be modified.

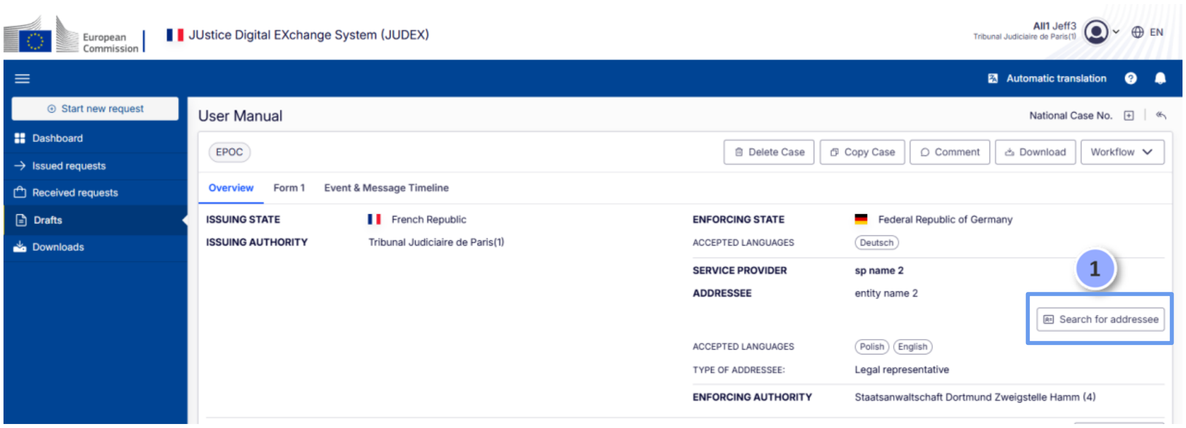


Figure 11-56: Change of authority

11.16.1.2 Adding a link to another case

Adding links to other cases is possible for drafts, issued and received cases. Such references may provide relevant information of complementary value to the case. Links are displayed on the Overview tab in the “Linked cases” section.

See the example below:

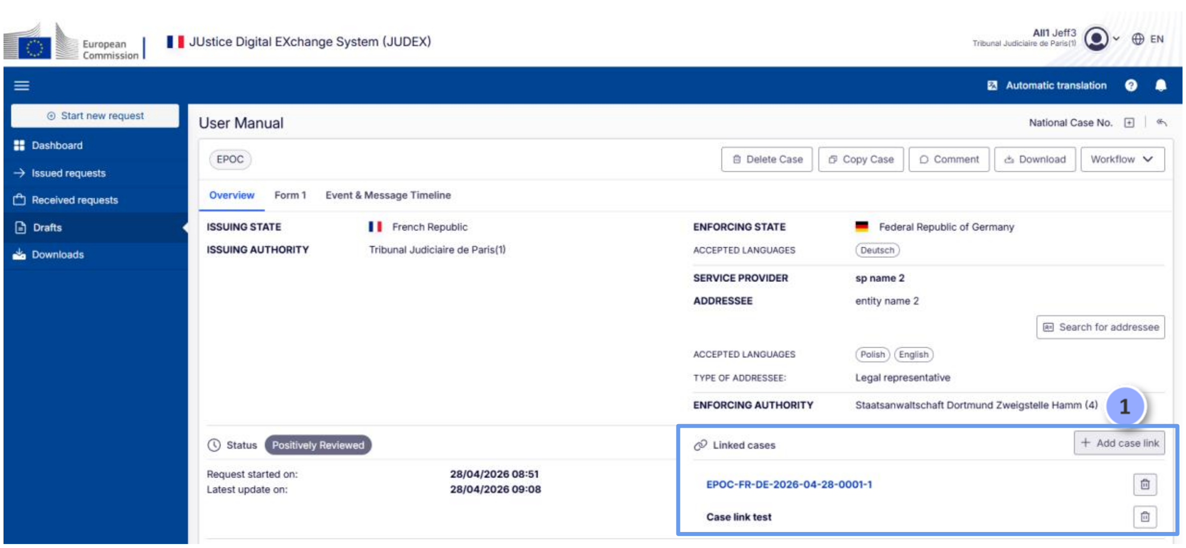


Figure 11-57: Creating a link to another case

Follow the steps below to add a link to another case:
① Click **Add case link**

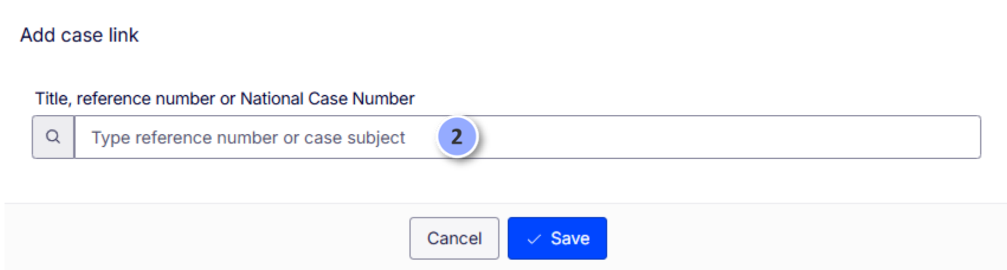


Figure 11-58: Add case link: Typing reference number or the subject

② Type a **reference number or the subject**. The System will search for Global Case IDs through cases and if a result is found, the reference number of the matching case will be displayed for selection in the dropdown. Otherwise, a new manually typed case reference can be added to the system.

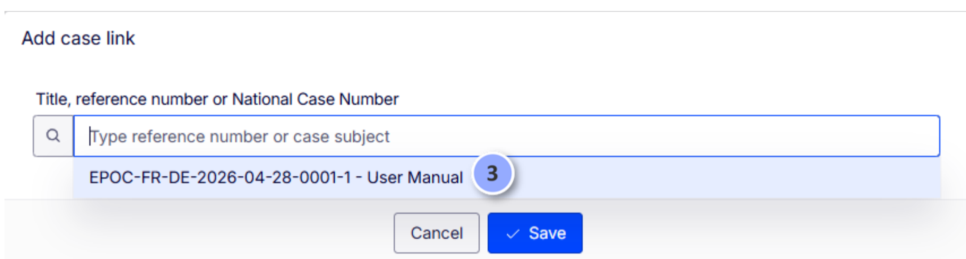


Figure 11-59: Add case link: Selecting the reference number

③ Select the **reference number** from the list.

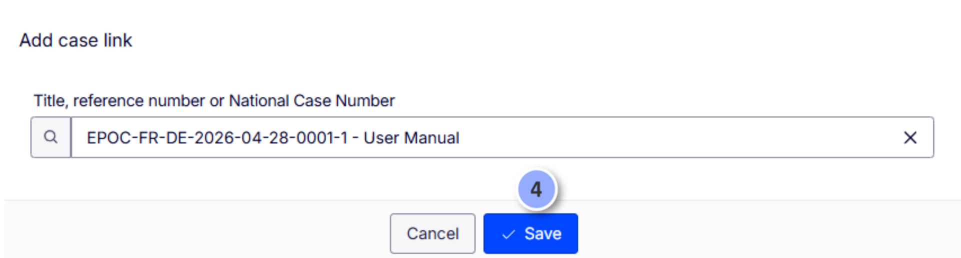


Figure 11-60: Add case link: Saving the selected link

④ Click **Save.**

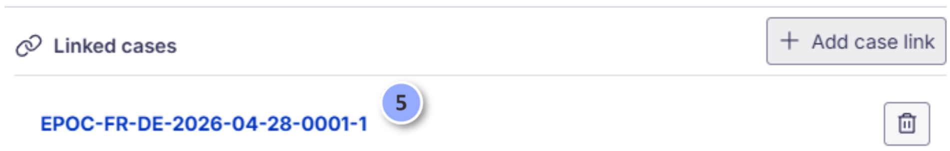


Figure 11-61: Linked cases displayed

⑤ The reference will be added to the section and automatically saved.

11.16.1.2.1 Deleting linked cases

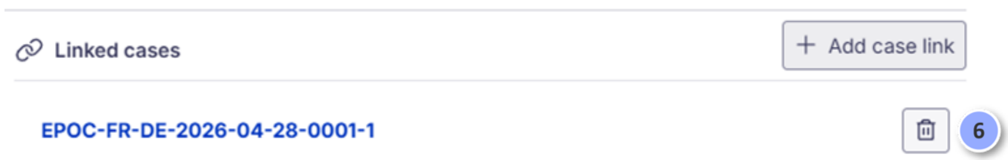


Figure 11-62: Removing linked references

⑥ You can remove linked references by clicking the Trash bin icon.

NOTE*:*

1. *Links/references to other cases are not transmitted to another competent authority/addressee.*
2. *Linking is possible to existing cases in JUDEX or to any external "paper" cases. The reference is a free text allowing practitioners to enter their custom references.*
3. *Where a reference that already exists in JUDEX is added, then the linked case can be easily retrieved and opened.*
4. *Adding these references may provide links to other legal instruments and/or other external sources.*

11.16.2 Event & Message Timeline

This tab is visible for all cases, including drafts, issued and received cases.

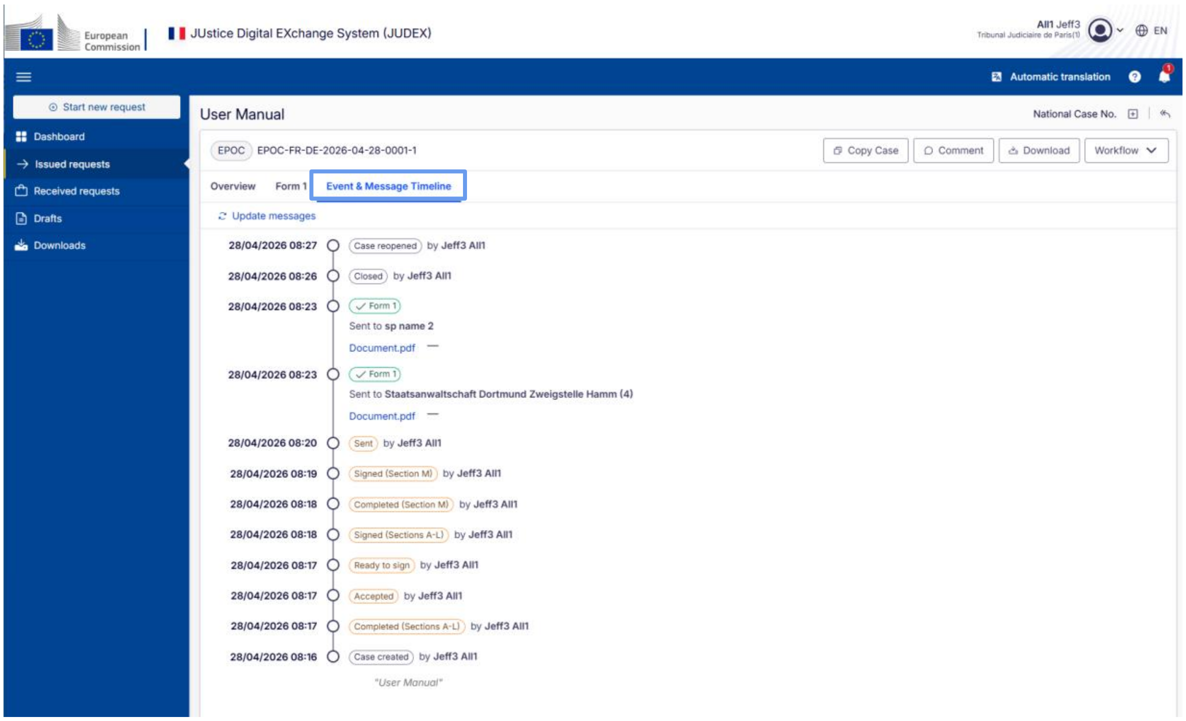


Figure 11-63: Event & Message Timeline: Overview

It contains a timeline with:

- Status Changes.
- Messages exchanged between actors within a case. Users can view only the communication exchanged within their own authority.
- Local user's comments (not transmitted).
- Confirmation that a sent message has successfully reached its destination (green tick).

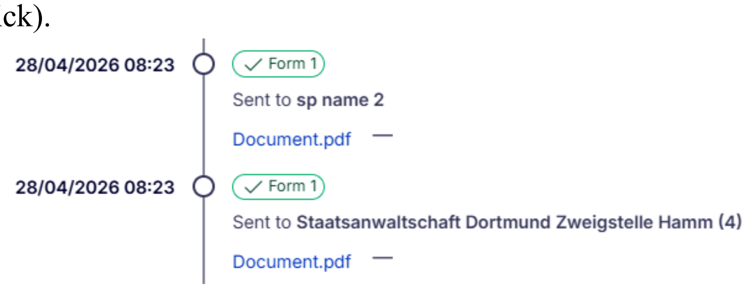


Figure 11-64: Event and Message Timeline: Confirmation that a sent message has successfully reached its destination

- If a message fails to arrive at destination~~,~~ after automatic three re-sends, a red coloured message will be visible with an option to re-send by user with role Sender.

11.17 Assigning Users to a case

The “Supervisor” is a privileged role that can see all cases within their authority. The user with that role assigns users to a case, so that they can handle the internal workflow. The “Supervisor” assigns appropriate users to a case, so that access to a case is limited to designated person(s) and confidentiality is always maintained.

Practitioners with Supervisor role can assign users to all cases in their authority (to Issued, Received and to Drafts) at any time.

Users with an Author, Reviewer, Signer 1 and 2, Sender, Viewer roles in their authority will only see cases to which they have been granted access and should not have access to any other cases managed by their authority.

Additionally, only from the perspective of the receiving side, there is also the role of an Assigner, who can assign cases to individual users.

Please keep in mind that users are not assigned to perform one specific role. Users are assigned to a case. If an assigned user has multiple roles, the user can perform several roles.

11.17.1 Display roles

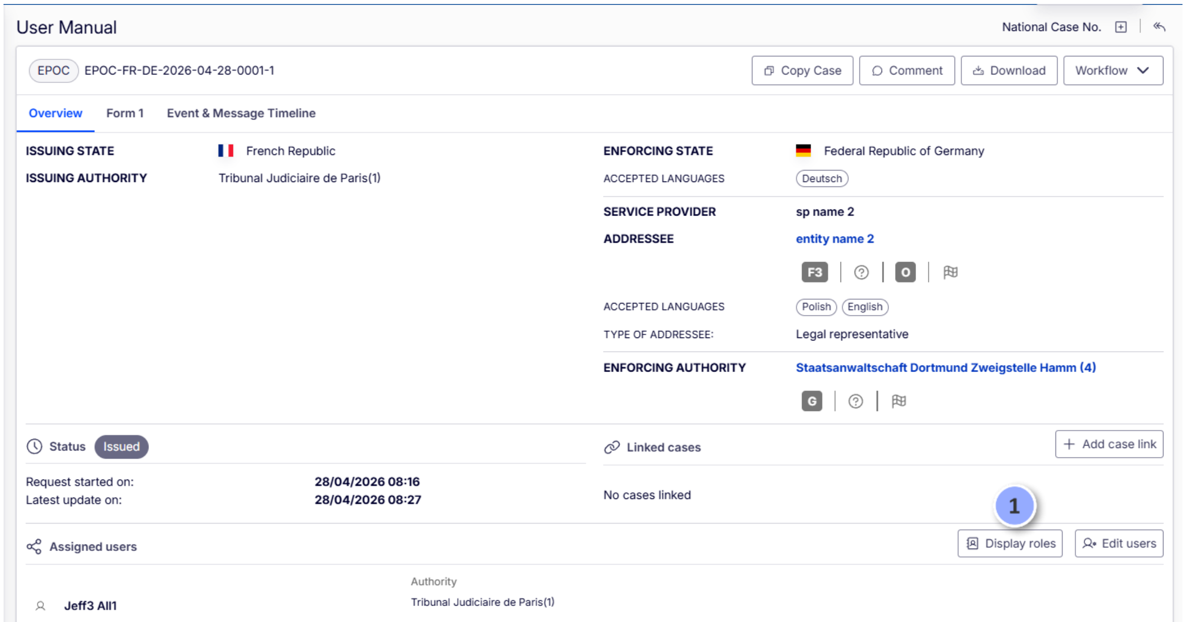


Figure 11-65: Assigning users to a case: "Display Roles" button

① If the Supervisor wants to determine which roles for the internal workflow are "missing", he/she can do this by using the "**Display Roles**" button in the Overview tab.

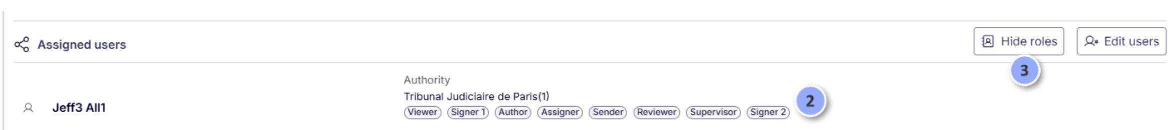


Figure 11-66: Assigning users to a case: "Hide Roles" button

② Then, JUDEX RI expands the field to all users assigned to the case and shows their roles under the name of the authority.
③ To collapse the expanded view, click "**Hide roles**" button.

11.17.2 Assign users to a draft/issued/received case

Steps below apply for users with "Supervisor" role and are universal for all types of cases.

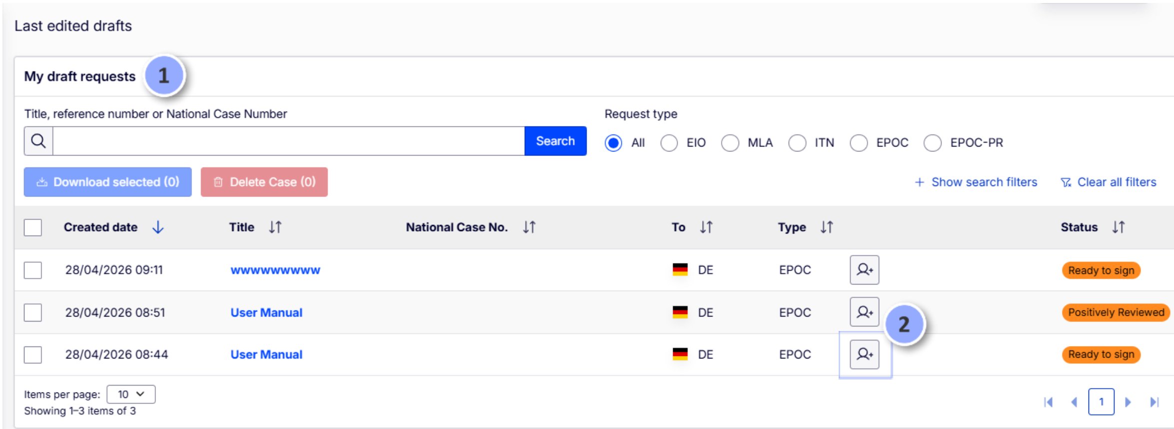


Figure 11-67: Assign users to a draft/issued/received case

① View a list of drafts/issued requests/received requests.
② Click the "**Assign**" icon.

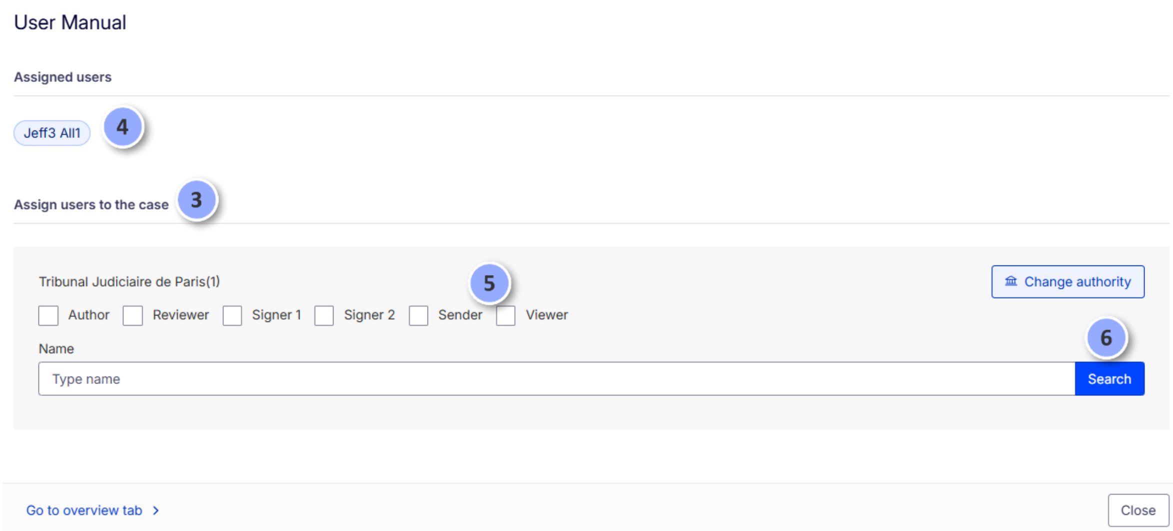


Figure 11-68: "Assign users to the case" pop-up window

③ The "Assign users" pop-up will appear.
④ The names of users already assigned to the case are displayed. Searching is done by selecting roles.
⑤ **Select one or more roles from filters** and click
⑥ "**Search**". Or, if you want to search for a particular user, type the name in the field and click ⑥ "**Search**".

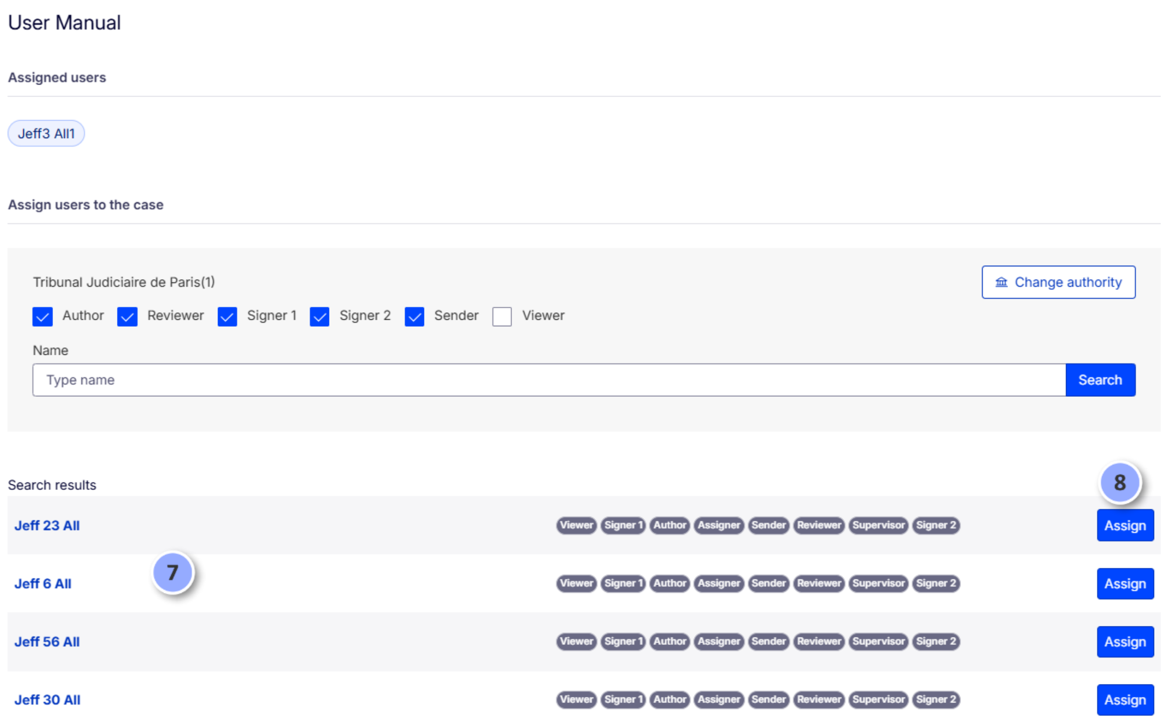


Figure 11-69: Assigning selected user to the case

⑦ A list of users with their roles will be displayed.
⑧ Click "**Assign**" to assign selected user to the case. Supervisor(s) can assign any number of users to the case.

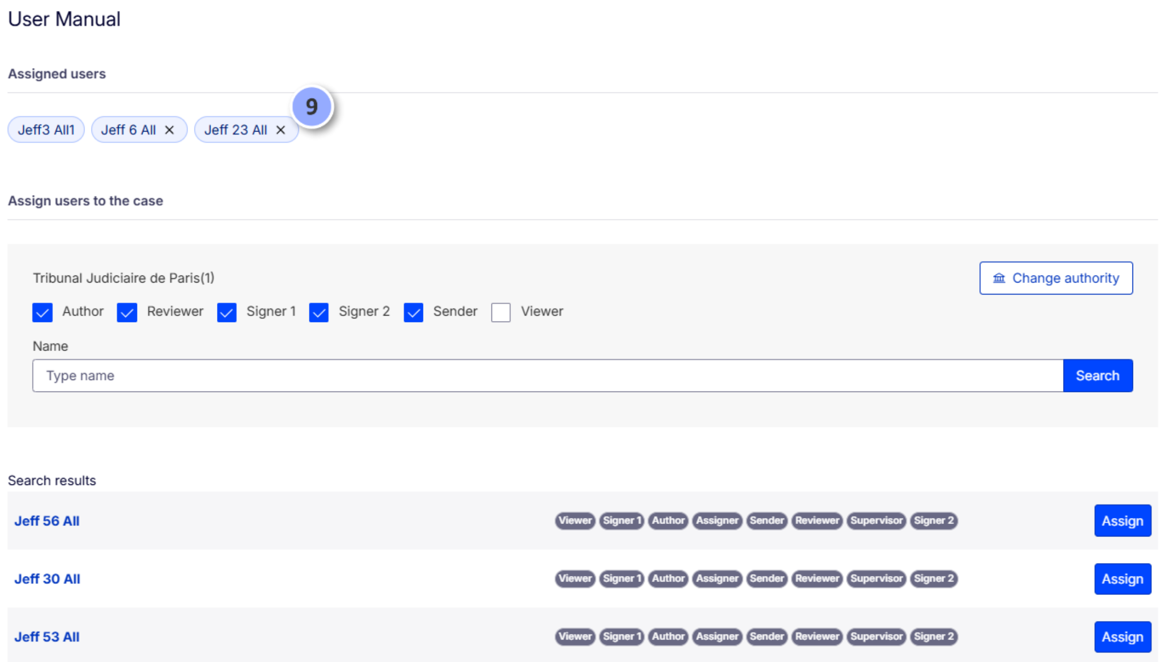


Figure 11-70: Assign users to the case: Names of newly added users displayed

⑨ The names of newly added users will be displayed.

11.17.3 Assign users pop-up from the Overview tab:

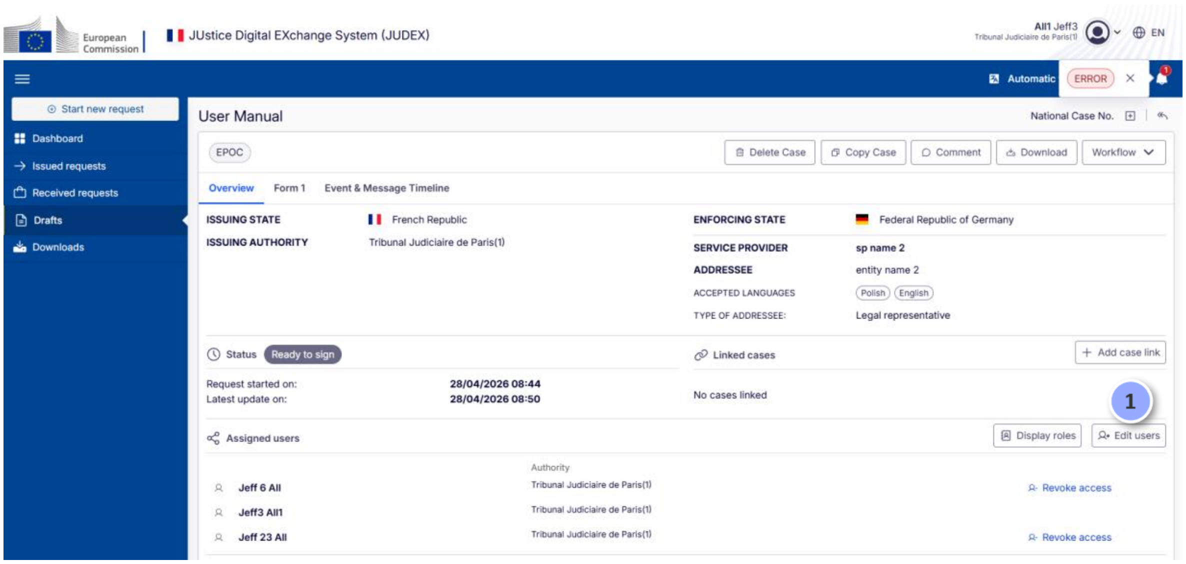


Figure 11-71: Assign users pop-up from the Overview tab

① Supervisor can also access the "Assign users" pop-up from the Overview tab by clicking "**Edit users**" button.

NOTE: Please keep in mind that a user with Assigner role can add new users only to the received cases.

11.17.4 Assign users from a different authority to a case (sharing the case)

Only a user with the Supervisor role can perform this action. A Supervisor may want to share a case with other Supervisors from other authorities (within the same RI Instance) in their home country.

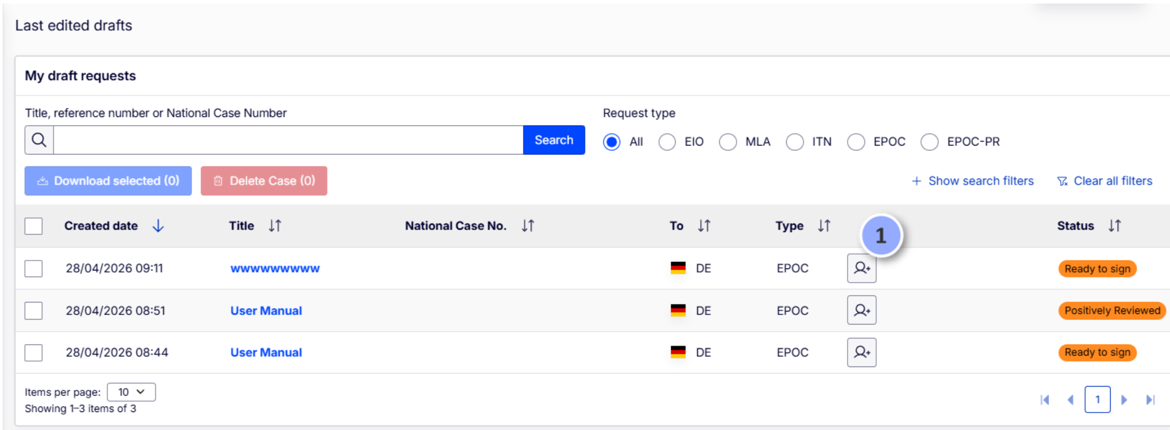


Figure 11-72: Assigns users from a different authority to a case (sharing the case)

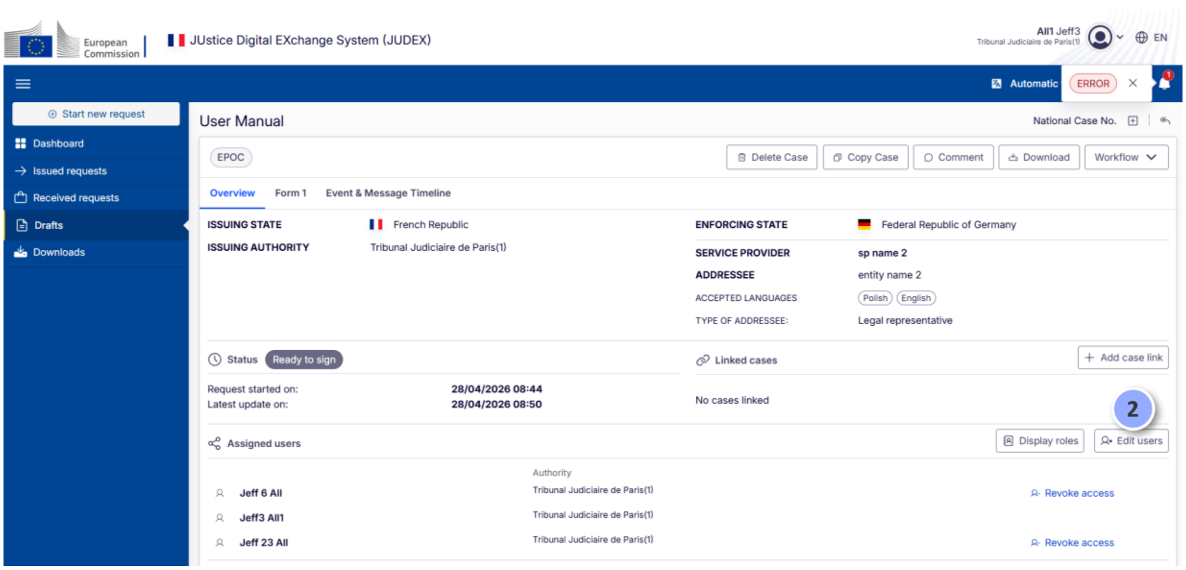


Figure 11-73: Assigns users from a different authority to a case (sharing the case): Edit users

① A user with the role Supervisor selects "Assign" icon from a list of drafts/issued requests/received requests,
② or from the Overview tab by clicking "**Edit users**" button.

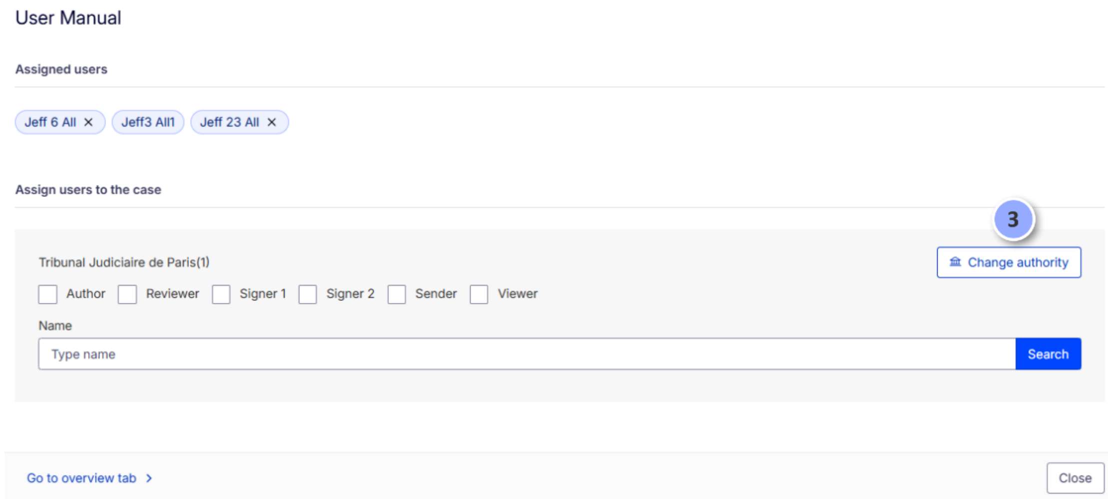


Figure 11-74: Assigns users from a different authority to a case (sharing the case): Changing authority

③ The Supervisor selects "**Change authority**" button.

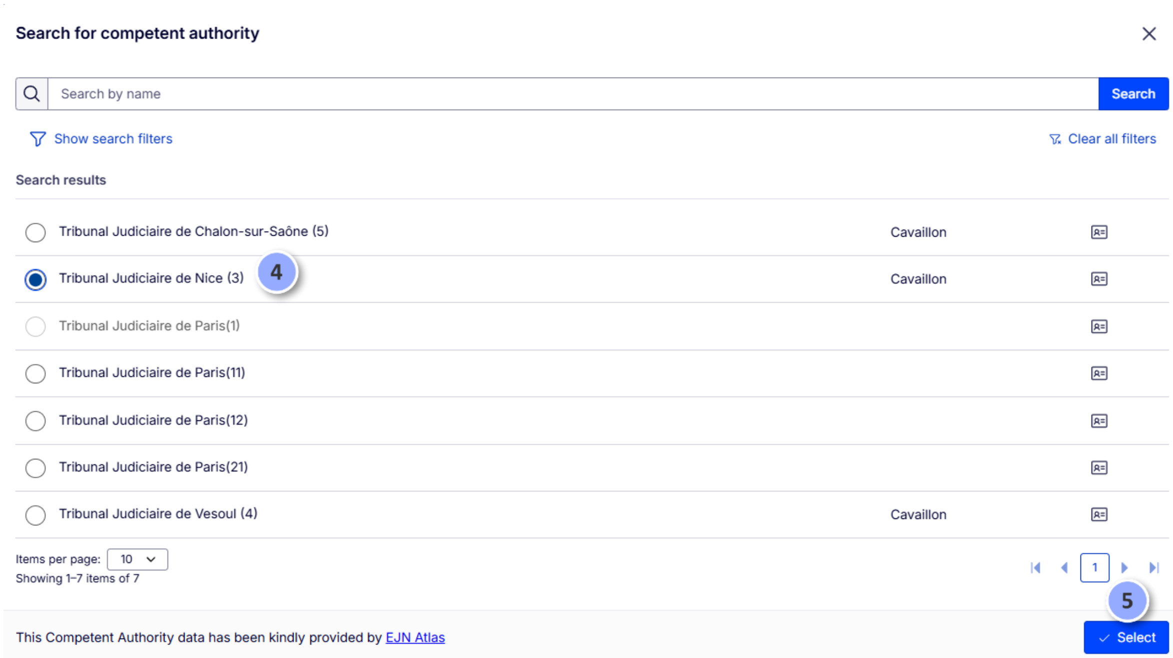


Figure 11-75: Assigns users from a different authority to a case (sharing the case): Selecting authority

④ Then the Supervisor selects the desired authority to share the case with,
⑤ and clicks “**Select**” button.

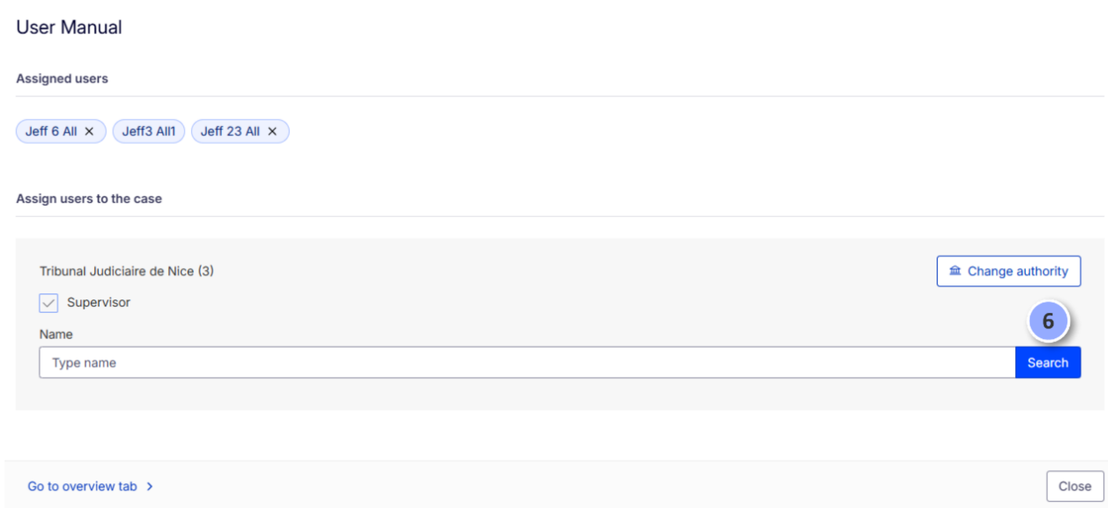


Figure 11-76: Searching a Supervisor from another authority

The checkbox with the Supervisor from the selected authority should be marked and greyed out by default. ⑥ When the Supervisor clicks the "Search" button, JUDEX RI will display a list of Supervisors from the chosen authority.

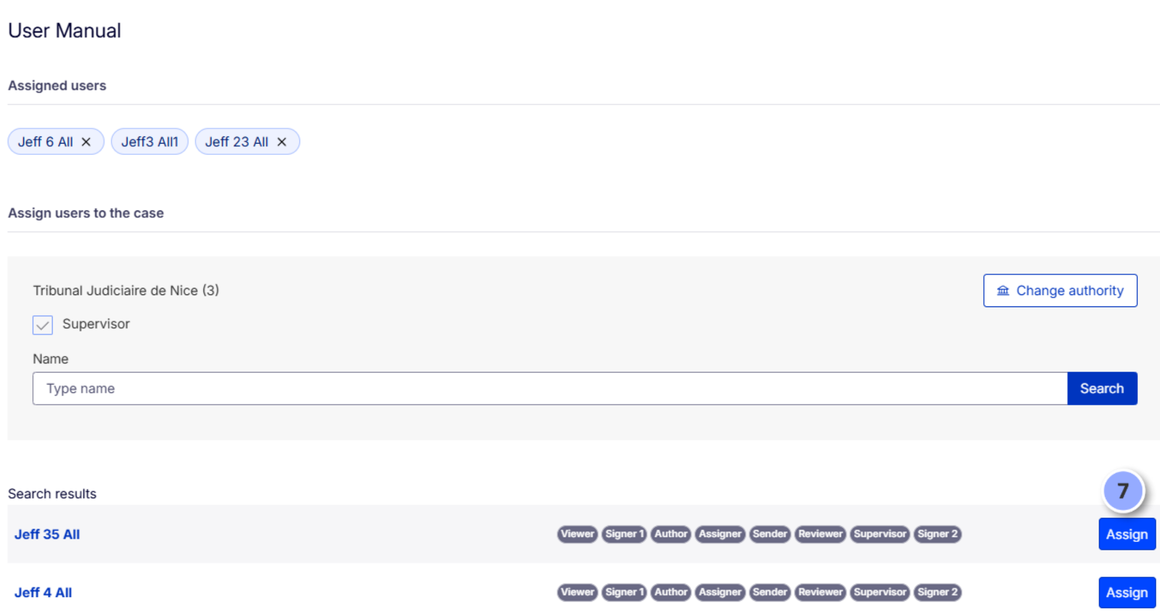


Figure 11-77: Assigning a Supervisor from another authority

⑦ Supervisor can assign the desired supervisor from the selected authority by clicking the "**Assign**" button.

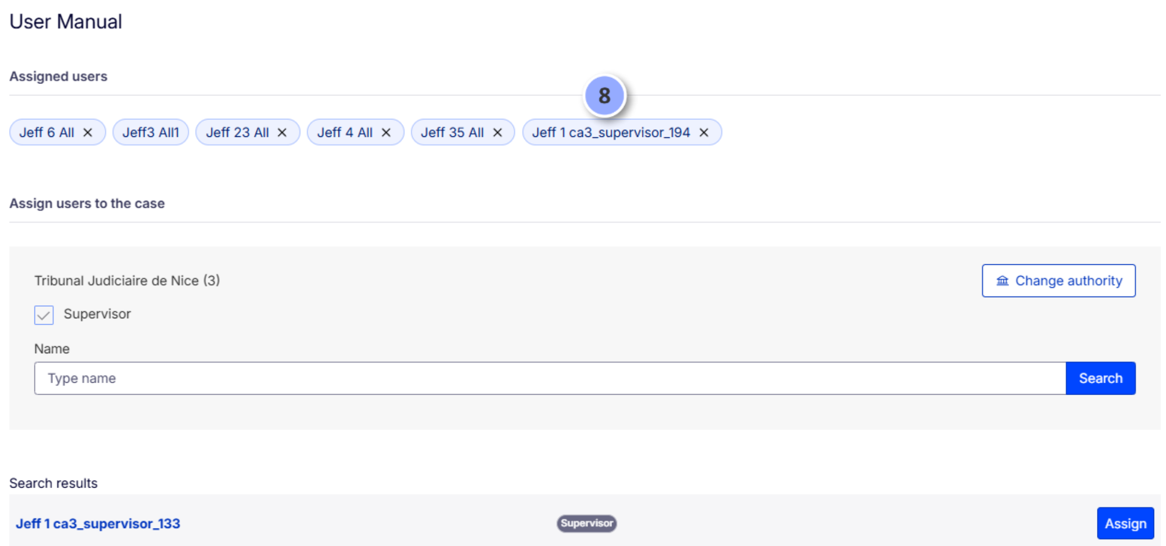


Figure 11-78: Assigning a Supervisor from another authority: Assigned users section

⑧ Newly added Supervisor will appear in ASSIGNED USERS sections ⑨ and have the same rights as the original Supervisor and will be able to add additional users from their own authority to perform tasks.

Both authorities shall see the same information and messages in the Event & Message Timeline tab exchanged with their counterpart in another Member State.

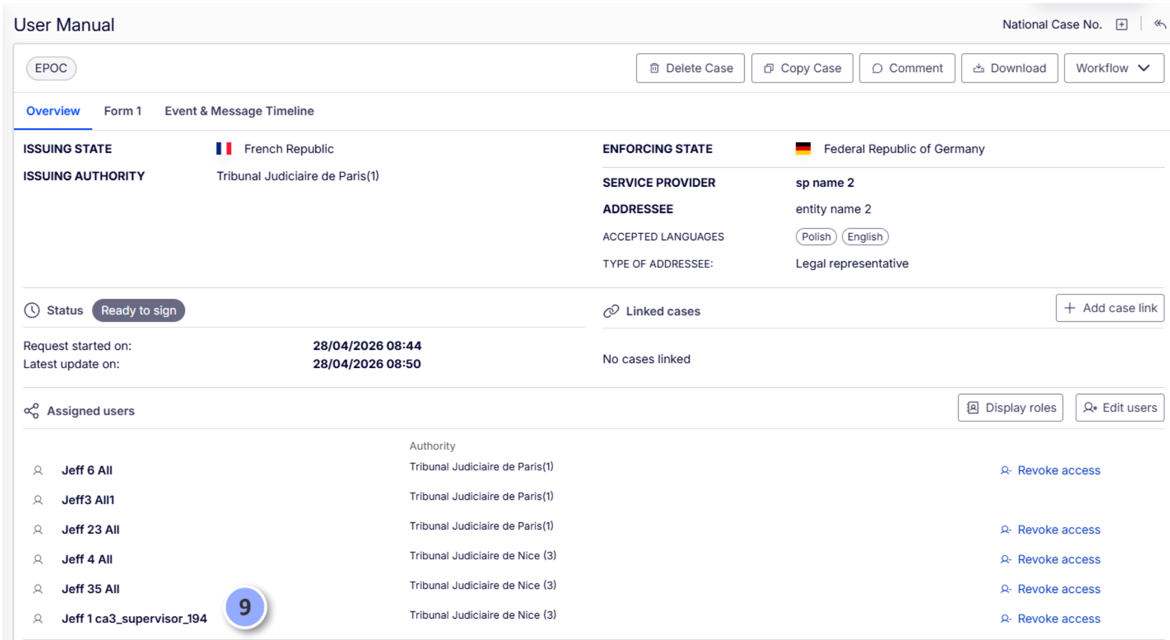


Figure 11-79: Assigning a Supervisor from another authority: Assigned users section displayed in the Overview tab

11.18 Revoking access to a case

As mentioned in the previous section, users with the roles of Supervisor and Assigner (only for the received cases) have privileged permissions. In addition to adding users, these roles can also revoke access to cases within their authority.

11.18.1 Revoking access

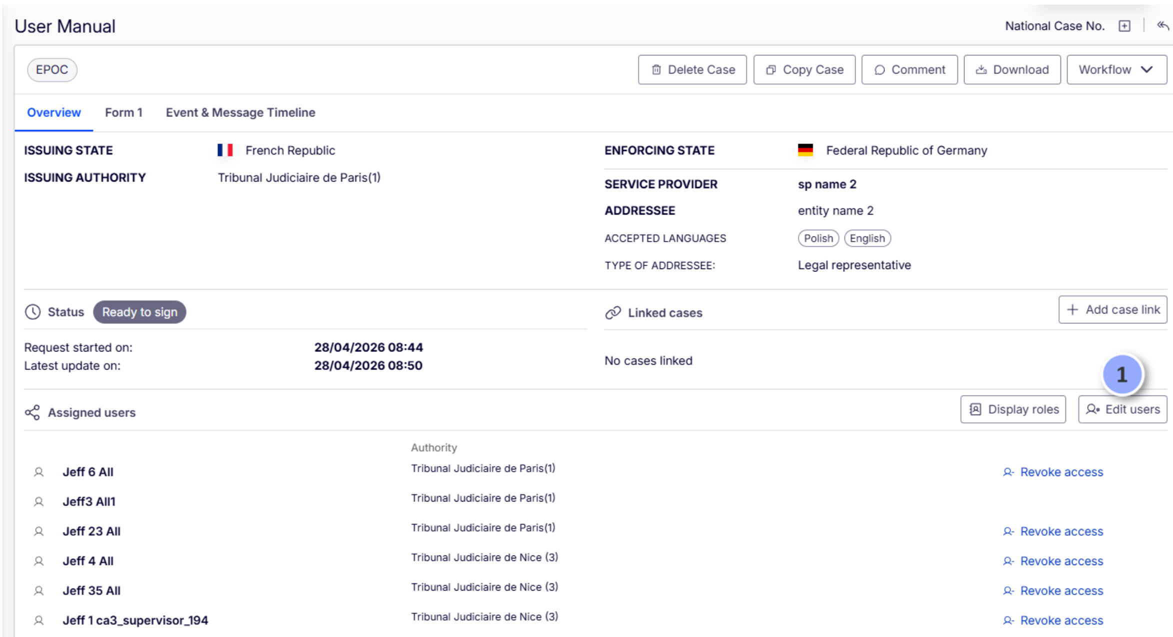


Figure 11-80: Revoking access to a case: Overview tab

1 A user with role Supervisor or Assigner selects "**Edit users**" button

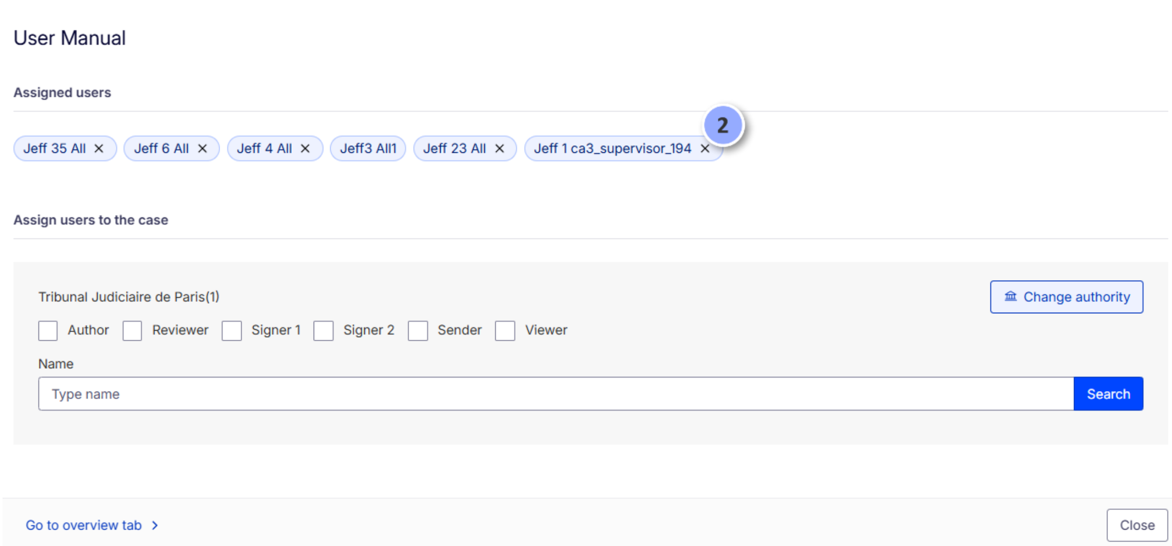


Figure 11-81: Revoking access to a case

② Click “**x**” icon near username to remove a user.

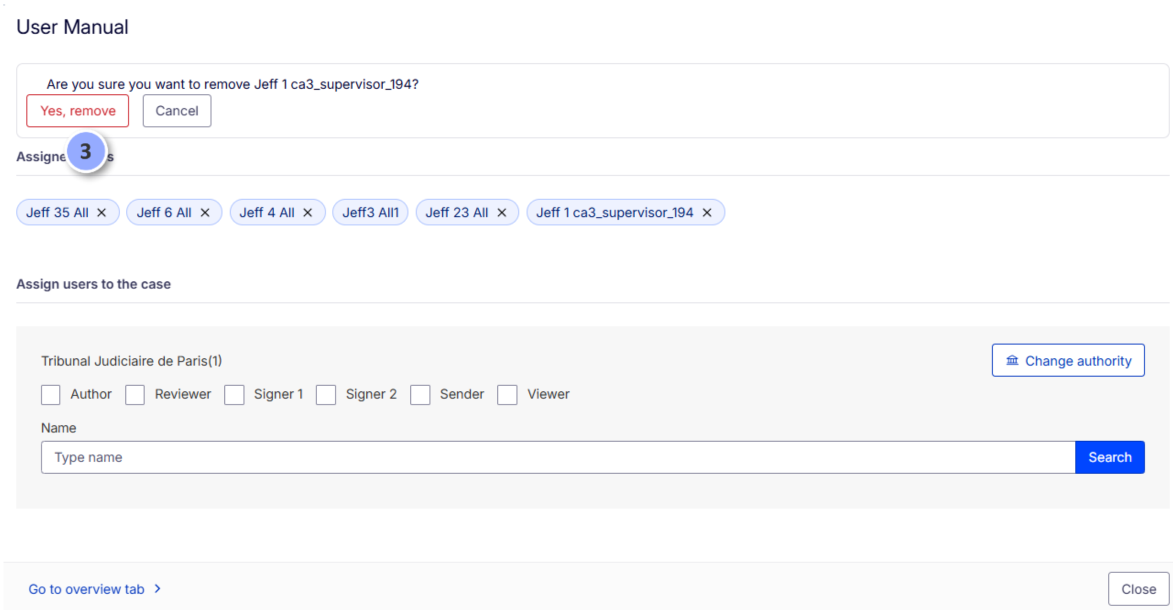


Figure 11-82: Revoking access to a case: Warning message

Then, JUDEX RI displays an action to be confirmed. The Supervisor or Assigner should select ③ “Yes, remove”, if they want to revoke access to the case for the selected user. Alternatively, they can cancel the action.

④ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

11.18.2 Revoking access to the case from the Overview tab

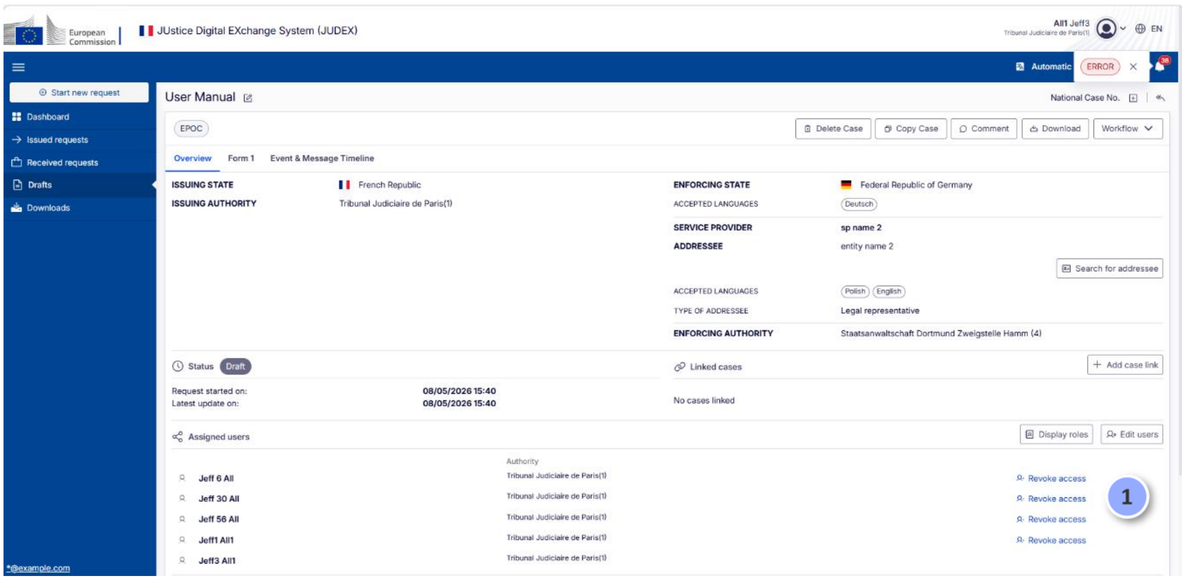


Figure 11-83: Revoking access to the case from the Overview tab

① A user with role Supervisor or Assigner selects “**Revoke access**” button.

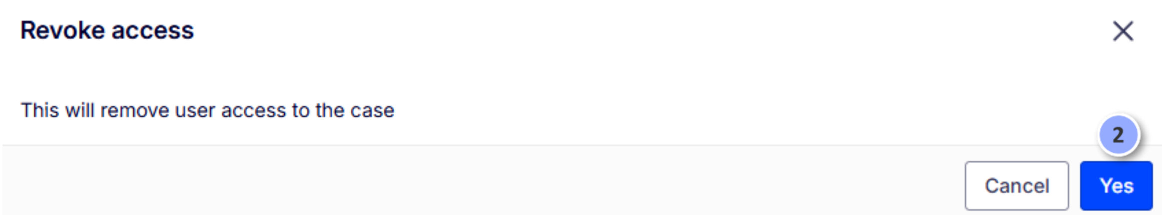


Figure 11-84: Revoking access to the case from the Overview tab: Notification

② Then JUDEX RI displays a pop-up window to confirm this operation.
③ After the user is successfully removed from the case, they also disappear from the list in the ASSIGNED USERS section.

NOTE: Should a case be shared with another authority, only the user with the role of Supervisor from original/initially authority can remove the Supervisor and other users from the authority to which the case has been shared.

11.19 Translate

Chapter to be updated at a later stage [WIP].

12 JUDEX Portal Support

For usage issues with JUDEX RI, please contact the DG Justice and Consumers Support Team.

The Support Team should be contacted by email:

JUST-E-EVIDENCE-SUPPORT-TEAM@ec.europa.eu

Please include all relevant information such as your contact details, problem description, type and version number of your internet browser, received error messages, screenshots and any other relevant information.

The Support Team looks forward to receiving further feedback from the Member States so that the Development Team can make additional enhancements to make JUDEX RI further suited to your needs.