



EUROPEAN COMMISSION

European Court Database Notification Form for Service Providers

Data Management Functionalities for e-Evidence Digital Exchange System

Version: 1.2	European Court Database Notification Form for Service Providers	Date 2026-07-22
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Document Control Information

Settings	Value
Document Title	European Court Database Notification Form for Service Providers
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Date:	2026-07-22

Table 1: Document Control Information

Document History

Date	Version	Updated Sections	Revised by	Comment
08/01/2026	1.0	All		Document creation.
18/05/2026	1.1	All		Document update.
22/07/2026	1.2	4.1, 4.3, 6, 8.2, 9, 10.		Added language selector button in the application header (Section 4.1). Added language selection (Section 4.3) Added important note on PDF language determination at the moment of generation. Updated file upload restrictions — PDF validation no longer blocks submission (Section 8.2). Added new common situation: "I need to change the language of the PDF" (Section 9). Added tip to verify selected language before generating the PDF (Section 10). Added field types and maximum length constraints to the notification form for data validation (Section 6).

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1. INTRODUCTION

1.1. Purpose of This Form

This notification form is designed for service providers to declare, amend, or revoke designated establishments and legal representatives in accordance with EU Directive 2023/1544 of the European Parliament and of the Council of 12 July 2023.

The directive lays down harmonized rules on the designation of designated establishments and the appointment of legal representatives for the purpose of gathering electronic evidence in criminal proceedings.

1.2. What is this form for?

This form allows service providers to officially inform EU authorities about their appointed representatives or designated offices for handling legal requests related to electronic evidence in criminal proceedings.

You can use this form to:

- **Announce** a new representative or office
- **Update** information about an existing representative or office
- **Cancel** a previously announced representative or office

1.3. Who Should Use This Form

This form is intended for:

- Service providers offering services under Article 2(1) of Directive (EU) 2023/1544
- Authorised representatives of service providers
- Legal representatives managing compliance with EU regulations

Important Notice

This form is not intended for collecting Personally Identifiable Information (PII) or securing sensitive data beyond what is required for regulatory compliance.

Table 3: Notification types

TYPE	WHEN TO USE	REQUIRED SECTIONS
Declaring	First-time announcement of a representative	All sections (A through G)
Amending	Updating existing information	Sections A-D, G
Revoking	Canceling a representative	Sections A-D, G

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2. BEFORE YOU BEGIN

2.1. Required Information

Before starting the form, please gather the following information:

2.2. For All Notification Types:

- EU Login credentials
- Member State information where DE/LR is declared
- Competent central authority details
- Authorised representative information (name, job title, contact details)
- Digital signature certificate for PDF signing

2.3. For New Declarations:

- Complete service provider details (name, registered seat, registration number, legal form)
- Designated Establishment or Legal Representative information
- Contact persons and emergency contacts
- List of services covered under the directive
- Official EU languages supported
- Technical connection information
- Available data types and retention periods
- The data of person authorized to sign on behalf of your company

2.4. For Amendments:

- Identification of which section(s) are being amended
- Complete service provider required details (name, registered seat, registration number, legal form)
- Designated Establishment or Legal Representative required information
- Updated information for the amended sections
- The data of person authorized to sign on behalf of your company

2.5. For Revocations:

- Effective date of revocation
- Detailed justification for the revocation
- Complete service provider required details (name, registered seat, registration number, legal form)
- Designated Establishment or Legal Representative required information
- The data of person authorized to sign on behalf of your company

2.6. Technical Requirements

- Modern web browser (Chrome, Firefox, Safari, Edge - latest version)

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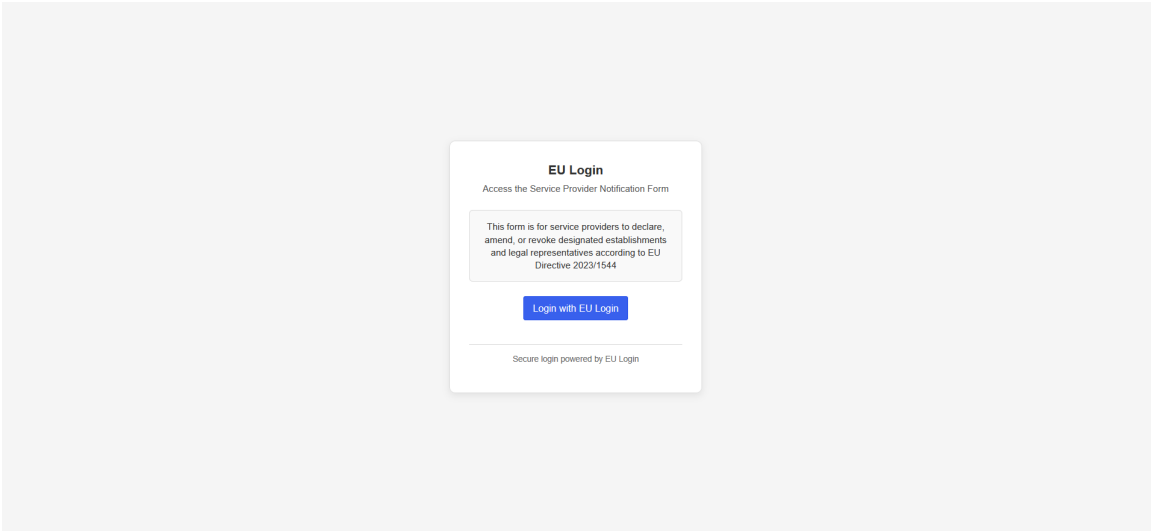
- Stable internet connection
- PDF reader software
- Digital signature certificate and signing software
- Pop-up blockers disabled for PDF download

3. HOW TO ACCESS THE FORM

3.1. Starting Screen

When you first open the form, you'll see a page with:

- A heading that says "EU Login"
- A brief explanation about what the form is for
- A blue button labeled "Login with EU Login"
- Information about the EU Login system at the bottom



What to do:

*Click the **Login with EU Login** button to access the form. After clicking, you'll be logged in automatically and taken to the main form.*

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4. MAIN FORM STRUCTURE

4.1. Header Area

After logging in, you'll see a header at the top of every page containing:

- The EU Commission logo on the left
- The form title "Notification Form for Service Providers"
- A language selector button, allowing you to switch the interface to any of the 24 official EU languages. The default language is English. Changing the language updates all labels, field descriptions, and system messages to the selected language. The language can be changed at any time during the form completion process.
- A "Sign Out" button to exit the form

4.2. Navigation Tabs

Below the header, you'll see a row of tabs that help you move through different sections of the form:

- **Notification Type** - Always visible, this is where you choose what kind of notification you're making
- **Section A through Section G** - Always visible, this is where you provide the Service Provider and their Designated Establishment / Legal Representative's data

The currently active tab is highlighted in blue, while inactive tabs have a lighter appearance.

4.3. Language selection

The application supports all 24 official EU languages. You can change the interface language at any time using the language selector located in the application header.

To change the language, click the language selector button and choose your preferred language from the list. The interface will immediately update all labels, navigation items, and system messages to the selected language. The default language is English.

The language selection does not affect the data stored in the system — it only changes the display language of the user interface.

Service Provider Notification Form

Notification Type Section A Section B Section C Section D Section E Section F Section G

Select language

BG	български	CS	čeština
DA	dansk	DE	Deutsch
ET	eesti keel	EL	ελληνικά
EN	English	ES	español
FR	français	GA	Gaeilge
HR	hrvatski	IT	italiano
LV	latviešu valoda	LT	lietuvių kalba
HU	magyar	MT	Malti
NL	Nederlands	PL	polski
PT	português	RO	română
SK	slovenčina	SL	slovenščina
FI	suomi	SV	svenska

Required: Please upload a digitally signed PDF in Section G before submitting.

5. STEP-BY-STEP INSTRUCTIONS

5.1. Step 1: Choose Your Notification Type

The first page you'll see is labeled "Notification Type". This section has:

- A heading asking "This notification concerns" (marked with a red asterisk * showing it's required)
- Three options to choose from, each in its own box

The screenshot shows the 'Service Provider Notification Form' interface. At the top, there's a blue header with the logo and 'v1.320'. Below the header, a navigation bar shows 'Notification Type' as the active section, followed by 'Section A' through 'Section G'. The main content area has a heading 'This notification concerns *' with three radio button options: 'Declaring a new Designated Establishment / Legal Representative' (selected), 'Amending data previously notified about an existing Designated Establishment / Legal Representative', and 'Revoking a Designated Establishment / Legal Representative'. Below these options is a 'Continue to section A' button. At the bottom right, there's a 'Submit Notification' button. A red error message at the bottom states: 'Required: Please upload a digitally signed PDF in Section G before submitting'.

Option 1: "Declaring a new Designated Establishment / Legal Representative"

Select this if you're announcing a representative or office for the first time.

What happens:

- All sections (A through G) will become available

Option 2: "Amending data previously notified"

Select this if you need to update information you've already submitted.

What happens:

- All sections (A through G) will become available
- Additional fields appear:
 - A text field appears asking you to specify which section you're updating

Option 3: "Revoking a Designated Establishment / Legal Representative"

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Select this if you're cancelling a previously announced representative or office.

What happens:

- *All sections (A through G) will become available*
- *Additional fields appear:*
 - ***Date from which the revocation takes effect*** Choose the date when the cancellation begins
 - ***Justification for the Revocation*** Explain in your own words why you're canceling

At the bottom: Click the blue "Continue to Section A" button to move to the next section.

5.2. Step 2: Fill Out data on Sections

Navigate between sections using the tabs at the top of the form.

See the ***Detailed Section Information*** below for complete field descriptions for each section.

5.3. Step 3: Submit the Form

At the bottom of the form (below all sections), you'll find:

- A large blue button labeled "Submit Notification"
- This button is disabled (grayed out) until you upload a signed PDF in Section G

Before Submission

*If no signed PDF is uploaded, a red warning box appears: **Required: Please upload a digitally signed PDF in Section G before submitting***

Ready to Submit

*Once a signed PDF is uploaded, a green confirmation box shows the file name and the **Submit Notification** button becomes active.*

Prerequisites for Submission:

1. Fill out all required fields (marked with red asterisks *)
2. Download the PDF in Section G

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3. Sign the PDF using your digital signature tool
4. Upload the signed PDF in Section G

The **Submit Notification** button will become active (blue and clickable). Click it to send your notification.

6. DETAILED SECTION INFORMATION

6.1. Notification Type: This notification concerns

This section asks for:

Table 4: Section A fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Notification type	Three options to choose from, each in its own box	Not applicable	Required	Choose the notification type
Please indicate which data is amended (section)	Text	255	Visible and required only if notification type is “Amending data previously notified about an existing Designated Establishment / Legal Representative”	Specify which section you're updating only if notification type is “Amending data previously notified about an existing Designated Establishment / Legal Representative”
Date from which the revocation takes effect	Date	Not applicable	Visible and required only if notification type is “Revoking a Designated	Choose the date when the cancellation begins only if notification type is “Revoking a Designated

			Establishment / Legal Representative”	Establishment / Legal Representative”
Justification for the Revocation	Text	Unlimited	Visible and required only if notification type is “Revoking a Designated Establishment / Legal Representative”	Explain in your own words why you're canceling only if notification type is “Revoking a Designated Establishment / Legal Representative”
Continue to section A	Button	Not applicable	Not applicable	Click the button to move to the next section.

6.2. Section A: Information on the Member State and Authority

The screenshot shows the 'Section A' tab selected in a navigation bar. Below the navigation bar, there is a header for 'A. INFORMATION ON THE MEMBER STATE AND THE COMPETENT CENTRAL AUTHORITY'. Two dropdown menus are present: 'Member State where DE / LR is declared' and 'Competent central authority'. A 'Submit Notification' button is located at the bottom right. A red error message at the bottom states: 'Required: Please upload a digitally signed PDF in Section G before submitting.'

This section asks for:

Table 5: Section A fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Member State where DE / LR is declared	List of values	Not applicable	Required	Select the EU country where your representative or office is located from the dropdown menu
Competent central authority	List of values	Not applicable	Required	After selecting a Member State, choose the relevant central

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				authority. Options change based on selected country
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6.3. Section B: Information on Service Provider

Notification Type Section A **Section B** Section C Section D Section E Section F Section G

in relation to information required under Article 4 of the 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

B. INFORMATION ON SERVICE PROVIDER

Name *

Registered seat *

Registration number * Register *

Legal form *

Phone number * E-mail *

Contact person

Website

Number of designated establishments or legal representatives within the European Union

Submit Notification

Required: Please upload a digitally signed PDF in Section G before submitting.

This section asks for details about your company:

Table 6: Section B fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Name	Text	255	Required	Your company's legal name
Registered seat	Text	255	Required	Your company's official registered address
Registration number	Text	64	Required	Your company's official registration number
Register	Text	255	Required	The name of the registry where your company is registered
Legal form	Text	128	Required	Your company's legal structure (e.g., Limited Liability Company)
Phone number	Text	64	Required	Main contact phone number
E-mail	Text	255	Required	Main contact email address. It will be used to send notification emails regarding the verification progress of the notification form. Please ensure that this email address

				is valid and actively monitored, as it will be used to keep you informed about the status of your notification form.
Contact person	Text	255	Optional	Name and title of a specific person to contact
Website	Text	255	Optional	Your company's website address
Number of designated establishments or legal representatives within the EU	Number	38	Optional	Enter a number if applicable

6.4. Section C: Information on Designated Establishment/Legal Representative

[Notification Form](#)
[Section A](#)
[Section B](#)
[Section C](#)
[Section D](#)
[Section E](#)
[Section F](#)
[Section G](#)

In relation to information required under Article 4 of the 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

C. INFORMATION ON DESIGNATED ESTABLISHMENT/LEGAL REPRESENTATIVE

☐ Designated Establishment
 ☐ Legal Representative

Name *

Address/Seat *

Phone number *

E-mail *

Contact person *

Emergency contact (if different)

Contact information for technical assistance

Submit Notification

Required. Please upload a digitally signed PDF in Section G before submitting.

This section asks for details about the specific representative or office:

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Table 7: Section C fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Type of entity	Radio button	Not applicable	Required	Choose: Designated Establishment or Legal Representative
Name	Text	255	Required	The name of the representative or office
Address/Seat	Text	255	Required	The physical address
Phone number	Text	64	Required	Contact phone number
E-mail	Text	255	Required	Contact email address
Contact person	Text	255	Required	Name of the primary contact person
Emergency contact (if different)	Text	255	Optional	Alternative contact information for emergencies
Contact information for technical assistance	Text	255	Optional	How to reach technical support

6.5. Section D: Additional Information

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Notification Type
Section A
Section B
Section C
Section D
Section E
Section F
Section G

In relation to information required under Article 4 of the 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

D. ADDITIONAL INFORMATION ON DESIGNATED ESTABLISHMENT AND LEGAL REPRESENTATIVE

Official language(s) of the Union in which the designated establishment or legal representative can be addressed (languages shall include one or more of the official languages of the Member State where the designated establishment is established or where the legal representative resides) *

☐ Bulgarian

☐ Croatian

☐ Czech

☐ Danish

☐ Dutch

☐ English

☐ Estonian

☐ Finnish

☐ French

☐ German

☐ Greek

☐ Hungarian

☐ Irish

☐ Italian

☐ Latvian

☐ Lithuanian

☐ Maltese

☐ Polish

☐ Portuguese

☐ Romanian

☐ Slovak

☐ Slovenian

☐ Spanish

☐ Swedish

Territorial scope of designation/appointment (* If more than one designated establishment/legal representative)

List of Services that fall under the scope of Art. 2 (1) of the Directive (EU) 2023/1544 offered by the service provider in the Union for which this declaration is made *

Type of legal instruments for which the designated establishment/legal representative is responsible

☐ European Production Order and European Preservation Order

☐ European Investigation Order

☐ Mutual Legal Assistance Request

Please indicate in which Member State(s) other designated establishments/legal representatives are being designated/appointed (if applicable)

Select Member State

Please indicate other service providers that this designated establishment/legal representative is designated/appointed for (if applicable)

☐ I confirm that the designated establishment/legal representative is provided with the necessary powers and resources to comply with decisions and orders concerned by this notification *

Submit Notification

Required: Please upload a digitally signed PDF in Section G before submitting

Table 8: Section D fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Official languages	List of checkboxes	Not applicable	Required	Check all languages in which the representative can communicate. The list shows all 24 official EU languages. You can select multiple options.
Territorial scope of designation/appointment	Text	900	Optional	Describe which geographic areas or regions are

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				covered. Required if you have multiple representatives.
List of Services	Text	900	Required	Describe which of your services fall under EU Directive 2023/1544.
Type of legal instruments	List of checkboxes	Not applicable	Optional	Check which types of legal orders the representative will handle: • European Production Order and European Preservation Order • European Investigation Order • Mutual Legal Assistance Request
Other Member States	List of values	Not applicable	Optional	If you have representatives in other EU countries, select these countries from the dropdown. You can select multiple countries and remove them by clicking the X next to each.
Other service providers	Text	900	Optional	If this representative also serves other companies, list them here.
Confirmation checkbox	Checkbox	Not applicable	Required	You must check this box to confirm that your representative

				has the necessary authority and resources.
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6.6. Section E: Information on Available Data

Notification Type Section A Section B Section C Section D **Section E** Section F Section G

In relation to information required under Article 4 of the 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

E. INFORMATION ON AVAILABLE DATA

The information on types of data available and identifiers provided by the service provider will be made available and/or updated through

☐ the Notification Form

☐ the Services Application Programming Interface (API)

Types of data available (if applicable, for each service please specify the types of data available, its category and relevant identifiers, as well as the minimum period of data availability)

Service concerned	Types of data available	Category of data	Identifiers	Minimum period of data availability	Remove row
There are currently no data to display					

[Add row](#)

Additional information on the data (e.g. different language versions)

Additional information on the service (e.g. subcontracting relationships)

[Submit Notification](#)

Required: Please upload a digitally signed PDF in Section G before submitting

Table 9: Section E fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
How data information will be provided	List of checkboxes	Not applicable	Optional	Check one: - Through the Notification Form - Through the Services API (if selected, a field appears for the API web address)
Please provide the URL	Text	400	Optional	To be filled only if data information will be provided

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				• Through the Services API (if selected, a field appears for the API web address)
Types of data available				
Service concerned	Text	255	Optional	The name of the service
Types of data available	Text	255	Optional	Type of data available for the service
Category	List of values	Not applicable	Optional	Category of data. Select one: Content data, Identification data, Subscriber data, or Traffic data
Identifiers	Text	255	Optional	Identifiers used for the service
Minimum period of data availability	Text	255	Optional	Minimum period of data availability (samples: 180 days, 3 months).
Remove row	Button	Not applicable	Not applicable	This button allows you to delete a selected row from the table, permanently removing it from the list. Use this option with caution, as removed rows cannot be recovered.
Add row	Button	Not applicable	Not applicable	This button allows you to add a new row to the table.
Additional information on the data	Text	900	Optional	Any extra details about the data (e.g., available in different languages).

Additional information on the service	Text	900	Optional	Any extra details about services (e.g., subcontracting relationships).
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6.7. Section F: Technical Information

v1.3.10

Notification Type
Section A
Section B
Section C
Section D
Section E
Section F
Section G

In relation to information required under Article 4 of the 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

F. TECHNICAL INFORMATION

This section aims to collect technical information necessary for the connection of services providers to the decentralised IT system established under Regulation (EU) 2023/1543

The service provider will connect to the national IT system of the enforcing State using

☐
the Web-based interface

☐
the Messaging Application Programming Interface (API)

Submit Notification

Required: Please upload a digitally signed PDF in Section G before submitting

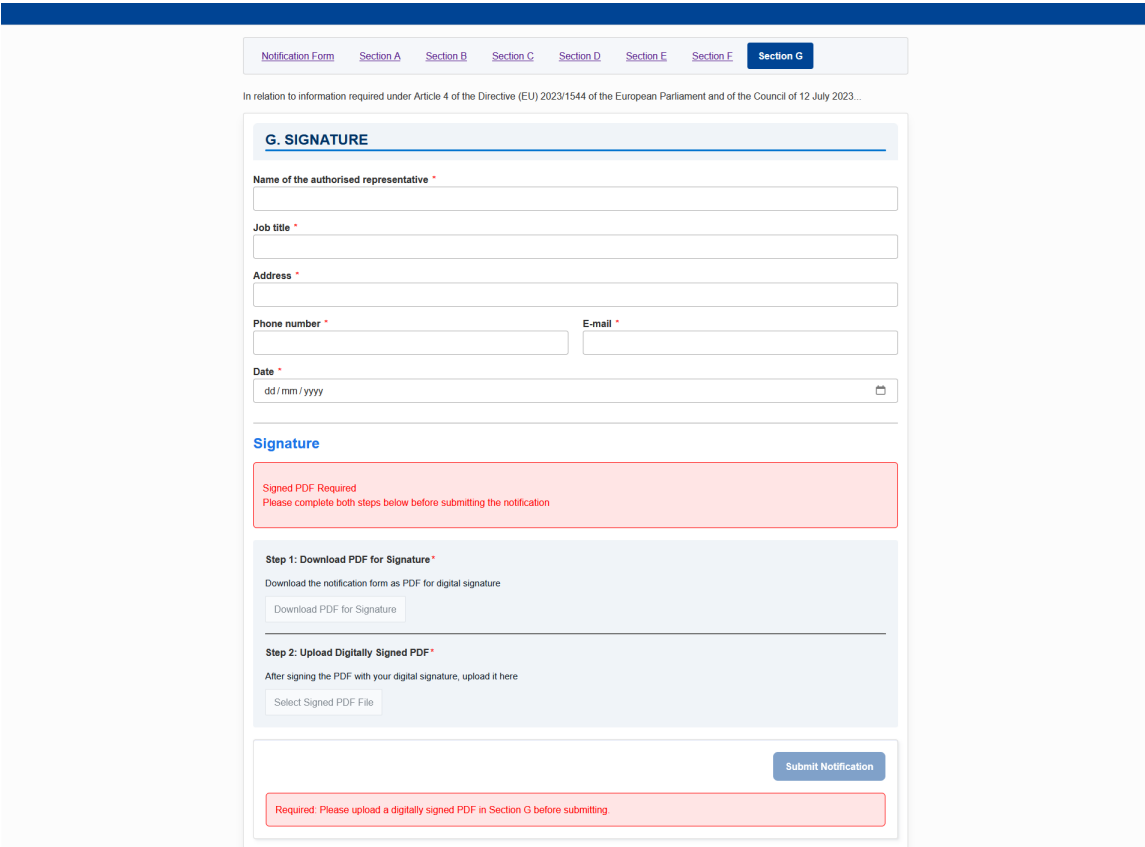
Table 10: Section F fields

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Connection method of the Designated Establishment/Legal representative to the decentralized IT system	List of checkboxes	Not applicable	Optional	Check at least one: - The Web-based interface - The Messaging API (if selected, a field appears for a "Push" mechanism address)
Please provide the URL	Text	400	Optional	To be filled only if data information will be provided The Messaging API (if selected, a field appears for a "Push"

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				mechanism address).
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6.8. Section G: Signature and Certification



Notification Form Section A Section B Section C Section D Section E Section F **Section G**

In relation to information required under Article 4 of the Directive (EU) 2023/1544 of the European Parliament and of the Council of 12 July 2023...

G. SIGNATURE

Name of the authorised representative *

Job title *

Address *

Phone number * E-mail *

Date *
dd / mm / yyyy

Signature

Signed PDF Required
Please complete both steps below before submitting the notification

Step 1: Download PDF for Signature *
Download the notification form as PDF for digital signature
Download PDF for Signature

Step 2: Upload Digitally Signed PDF *
After signing the PDF with your digital signature, upload it here
Select Signed PDF File

Submit Notification

Required: Please upload a digitally signed PDF in Section G before submitting.

This is the final section where you certify the information.

6.8.1. Basic Information of the notification form Submitter

Table 11: Basic Information

FIELD	TYPE	MAX LENGTH	REQUIRED	DESCRIPTION
Name of the authorized representative	Text	255	Required	The person who is authorized to sign on behalf of your company.
Job title	Text	255	Required	Their position in the company
Address	Text	255	Required	Their business address
Phone number	Text	64	Required	Contact phone number
E-mail	Text	255	Required	Contact email address
Date	Text	255	Required	The date of signing

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6.8.2. Signature Process (Two-Step Workflow)

⚠ Critical: This is a Required Two-Step Process

- *You MUST complete both steps in order. The form will lock after Step 1 to prevent changes after downloading.*

(1) Download PDF for Signature

Click the "Download PDF for Signature" button to download a PDF version of your completed form.

What happens after clicking:

- The PDF file is saved to your computer
- A green confirmation message appears: "PDF downloaded successfully. Form is now read-only. You can now upload the signed version in Step 2."
- All form fields become locked (you cannot edit them anymore)
- A checkbox appears offering to "Unlock form to make changes" if needed to correct data provided.

(2) Upload Digitally Signed PDF

This button is disabled (grayed out) until you complete Step 1.

After downloading the PDF in Step 1:

1. Sign the PDF using your digital signature tool (outside the web form)
2. Click "Select Signed PDF File" to select and upload the signed version
3. When uploaded successfully:
 - a. A green box appears showing the text: "Signed PDF uploaded:" and the file name
 - b. The "Submit Notification" button at the bottom of the form becomes active

Important Notice

- You must download the PDF first before you can upload the signed version
- Once you download the PDF, the entire form becomes read-only to prevent changes after signing
- If you need to make changes after downloading, check the "Unlock form to make changes" box - this will remove all attached files and let you edit the form, generate a file, upload the signed file again
- The PDF is generated in the language currently selected in the application interface at the moment of generation. If you change the interface language and generate a new PDF, the new file will reflect the newly selected language.

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Please ensure you have selected your preferred language before generating the PDF for signature.

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7. UNDERSTANDING THE INTERFACE

7.1. Required Fields

Fields marked with a red asterisk (*) are mandatory and must be filled before you can proceed with downloading the file, uploading it, or submitting the notification form. Failure to fill out these required fields will prevent you from completing these actions.

7.2. Field Types You'll Encounter

- (1) **Text boxes** Type your information directly
- (2) **Dropdown menus** Click to see a list of options, then select one or many (depending on the specific field requirements)
- (3) **Checkboxes** Click to select or unselect
- (4) **Radio buttons** Circular buttons where you can only select one option
- (5) **Date pickers** Special fields for entering dates
- (6) **Text areas** Larger boxes for entering multiple lines of text
- (8) **File upload buttons** Click to select a file from your computer

7.3. Color-Coded Messages

The form uses colours to help you understand what's happening:

Green boxes Success messages (something worked correctly)

Red boxes Error messages or required actions

7.4. Moving Between Sections

You can navigate the form using the tabs. Click any visible tab at the top to jump directly to that section

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8. SPECIAL FEATURES AND BEHAVIOURS

8.1. Read-Only Mode After PDF Download

When you download the PDF in Section G (Step 1), the entire form becomes read-only. This means:

All text boxes appear grayed out

You cannot type or change any information

Dropdown menus and checkboxes are disabled

This prevents accidental changes after you've downloaded the form for signing

If you need to make changes:

Check the box labeled "Unlock form to make changes" in Section G. This will:

- *Remove all uploaded files*
- *Make all fields editable again*
- *Allow you to make changes and download a fresh PDF for signing*

8.2. File Upload Restrictions

When uploading a signed PDF, please note the following restrictions:

- The upload button will be disabled until you have downloaded the original PDF generated by the system
- Only PDF files are accepted for upload

Upon submission, the system verifies the uploaded file against the following criteria:

- The PDF should contain a digital signature.
- The content of the PDF should match the original file generated by the system.

The notification submission will not be blocked if these conditions are not met. However, it is strongly recommended to upload a correctly signed PDF file that meets the above criteria, as the Central Authority may reject the notification form during the verification process if the attached file does not meet the expected requirements.

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9. COMMON SITUATIONS

9.1. "I need to change something after downloading the PDF"

- (1) In Section G, you'll see a checkbox that says "Unlock form to make changes"
- (2) Check this box
- (3) The form becomes active (all the sections)
- (4) Make your changes
- (5) Download a new PDF
- (6) Sign and upload the new PDF

9.2. "I uploaded the wrong signed PDF file"

- (1) In Section G, you'll see a checkbox that says "Unlock form to make changes"
- (2) Check this box
- (3) The form becomes active (all the sections)
- (4) Download a new PDF
- (5) Sign and upload the new PDF

9.3. "I need to change the language of the PDF"

- (1) In Section G, you'll see a checkbox that says "Unlock form to make changes"
- (2) Check this box
- (3) The form becomes active (all the sections)
- (4) Use the language selector in the header to switch to your preferred language
- (5) Download a new PDF
- (6) Sign and upload the new PDF

9.4. "I can't click the "Download PDF for Signature" button"

The button is only enabled when all mandatory fields in all sections of the form have been completed. If you're having trouble clicking the button, it's likely because some required information is missing.

Solution: Review your form carefully and ensure that all mandatory fields have been filled in. Check each section of the form to make sure you haven't missed any required information. Once all mandatory fields have values, the "Download PDF for Signature" button should become clickable.

9.5. "I can't click the Submit button"

The Submit button only works if you've uploaded a signed PDF in Section G.

Solution: Check Section G and complete both steps (download and upload).

9.6. "I selected the wrong notification type"

- (1) Click on the "Notification Type" tab at the top
- (2) Select a different option
- (3) The available sections will update automatically

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9.7. "The form logged me out"

If you need to log back in:

- The form will show you the login page again
- Click "Login with EU Login" to continue

***Note:** Any unsaved information may be lost, so work carefully and complete sections efficiently.*

9.8. "I want to start over"

You can:

- (1) Refresh your browser page (this will clear all the information entered)
- (2) Log out and log back in
- (3) Change the notification type to reset available sections

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10. TIPS FOR SUCCESSFUL COMPLETION

- (1) **Work through sections in order** - Start with Notification Type and work your way through
- (2) **Save information elsewhere** - Consider keeping a copy of your information in a separate document
- (3) **Complete all required fields** - Look for the red asterisks (*)
- (4) **Don't download the PDF until you're sure** - Once downloaded, the form locks and you'll need to unlock it to make changes
- (5) **Keep your signed PDF ready** - After signing the downloaded PDF, have it ready on your computer for upload
- (6) **Check your work** - Review all sections before downloading the PDF
- (7) **Note the submission confirmation** - After submitting, you should see a success message. Save the reference number of your notification form.
- (8) **Verify your Service Provider email address (given in section B)**: Ensure that you receive a notification email confirming the successful submission of your notification form. This email will include a reference number for your record.
- (9) **Verify the selected language of Notification form**: Ensure that your preferred language is selected before generating the PDF, as this will determine the language of both the PDF document
- (10) **Verify the selected language of Notification form**: Ensure that your preferred language is selected before submitting the notification form as this will determine the language of the notification emails you will receive regarding the submission and verification of your notification form.

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11. AFTER SUBMISSION

When you successfully submit the form:

- A green message appears saying "Notification form submitted successfully". Reference number will also be displayed
- Your information has been sent to the relevant authorities
- Keep a copy of the signed PDF for your records
- Ensure that you receive a notification email confirming the successful submission of your notification form. This email will include a reference number for your record.
- The Central Authority users will be informed about new incoming notification form that require their verification.
- Wait for a follow-up notification email.
- After your form has been verified by a Central Authority representative, you will receive a subsequent email notification informing you of the decision regarding your form. This email will indicate whether your form has been accepted or rejected.

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12. GETTING HELP

If you encounter problems not covered in this guide:

- Make sure you're using an up-to-date web browser
- Check that you have a stable internet connection
- Ensure you have the necessary permissions to upload and download files
- Contact your technical support team if issues persist