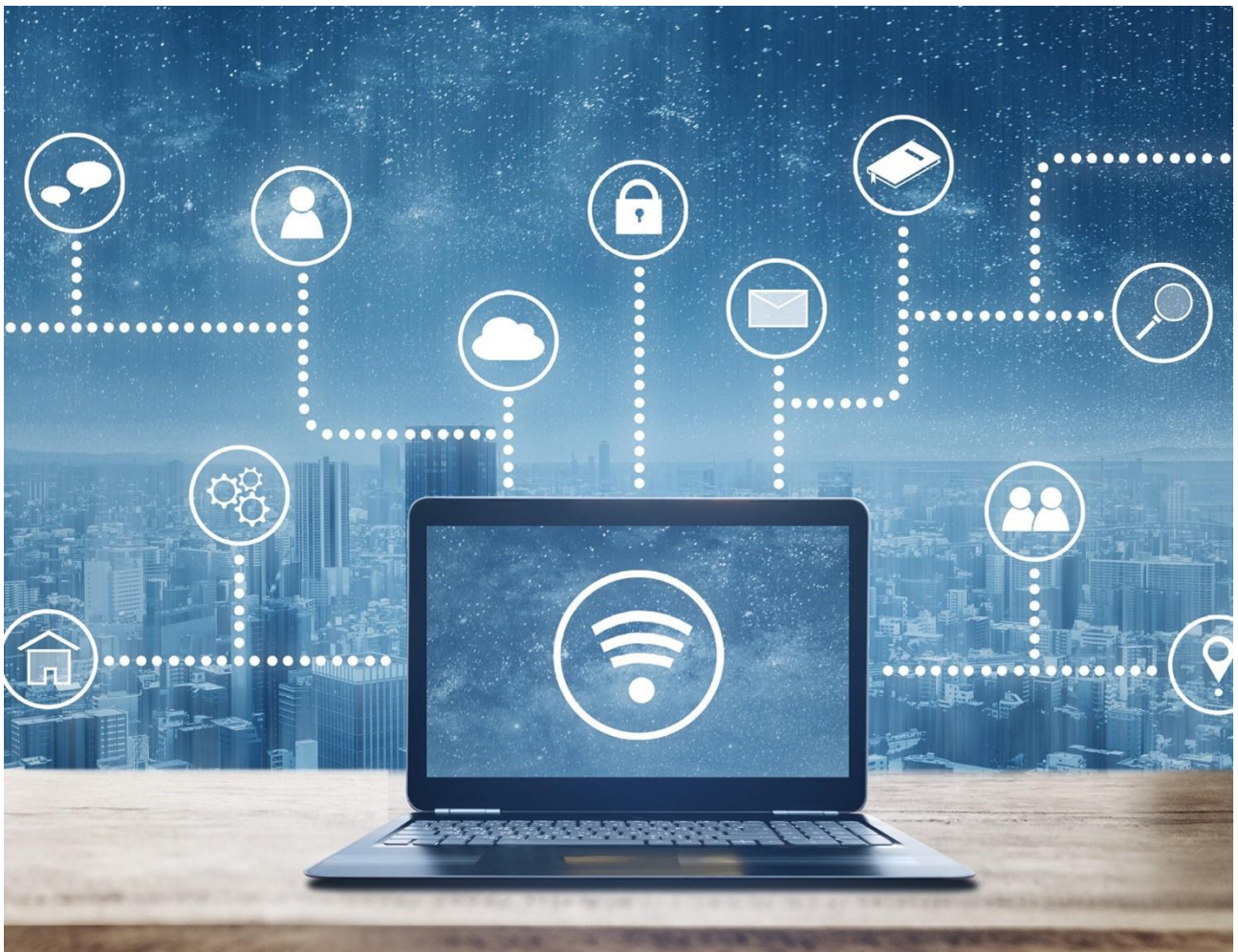


# MyEPO

## Feature guide: Handling Mailbox communications

Last updated: March 2025



## Content

<b>1.</b>	<b>Introduction</b>	<b>2</b>
<b>2.</b>	<b>Setting up your Mailbox and PCT Links</b>	<b>3</b>
2.1	Manage recipients and activate the Mailbox	3
2.2	Set up PCT Links	4
2.3	Allow users from your company to access the Mailbox	5
<b>3.</b>	<b>Handling incoming Mailbox communications</b>	<b>6</b>
3.1	Use the Mailbox area	6
3.2	Set up email alerts	8

### 1. Introduction

You can use MyEPO to receive electronic communications from the EPO about your EP, UP and PCT proceedings.

The **Mailbox** area of [MyEPO](#) makes it easy for you to handle these incoming communications and download them to your IP management and docketing systems. You can also set up email alerts that let you know when new communications have arrived in your Mailbox.

In the case of European applications (EP, UP and Euro-PCT), this is available for professional representatives before the EPO, legal practitioners (Art.134(8) EPC), or self-representing applicants who have their residence or place of business in an EPC Contracting state.

For PCT applications in the international phase, if you are an international agent or self-representing international applicant that has selected the EPO as international search authority (S-ISA) or international preliminary examination authority (IPEA), you can set up "PCT Links" so that communications from the EPO are also delivered to your Mailbox.

This is a company-based service, which means that communications are delivered to a company's mailbox, not to individuals within the company.

This feature guide explains how to set up and use the Mailbox.

To guide you further, we have also published some [frequently asked questions \(FAQs\)](#), and you can always contact us at [epo.org/support](http://epo.org/support) or your key account manager if you're still not sure about something.

## 2. Setting up your Mailbox and PCT Links

When your company has been set up for the first time in MyEPO, it already includes a Mailbox that will be initially deactivated.

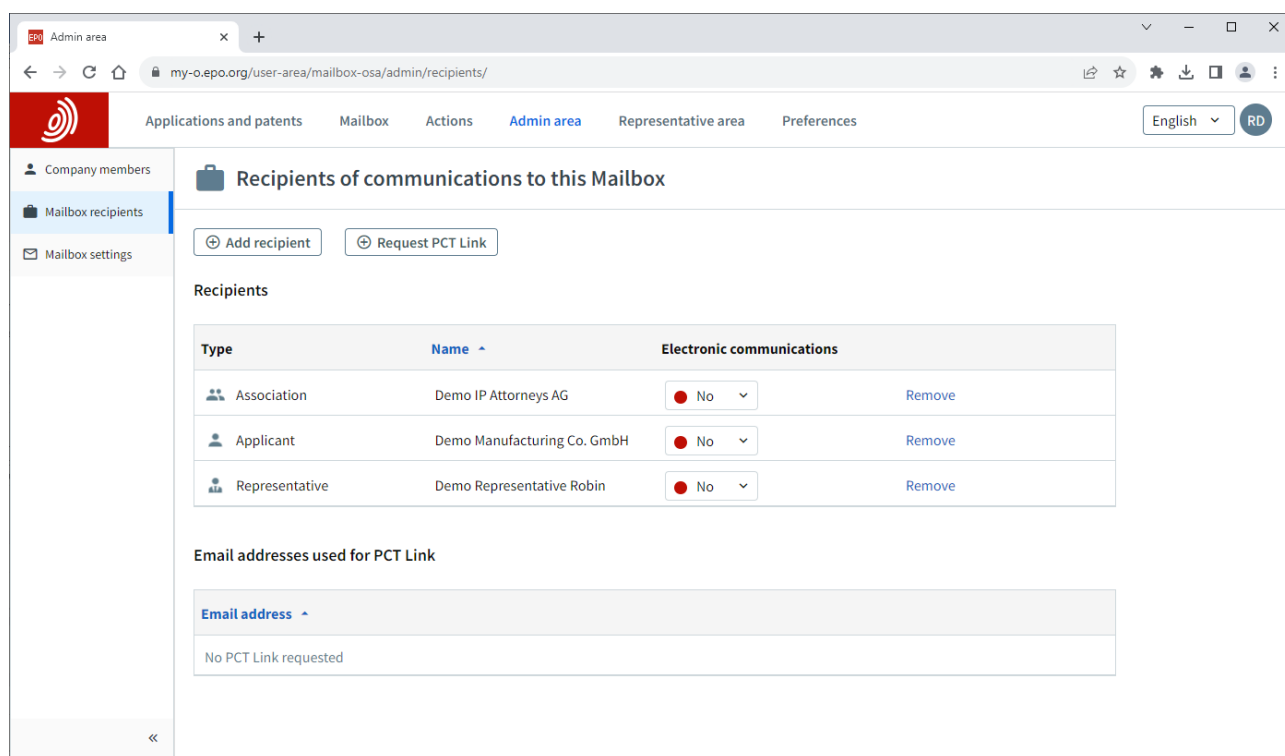
For more details on setting up a company in MyEPO, please see the [feature guide on managing user access in MyEPO](#).

Before you can use the Mailbox, your company administrator can use the **Admin area** in MyEPO to set up the Mailbox as follows.

### 2.1 Manage recipients and activate the Mailbox

In the **Mailbox recipients tab**, as a company administrator you can request to add “recipients” for whom electronic communications can be sent to the company mailbox and whose portfolios can be accessed in MyEPO.

A “recipient” can be a European representative, a legal practitioner, a Rule 156(11) association, or a self-representing party (applicant or opponent) who has their residence or place of business in an EPC Contracting state.



The screenshot shows the 'Admin area' in MyEPO, specifically the 'Recipients of communications to this Mailbox' page. The page has a navigation bar with 'Applications and patents', 'Mailbox', 'Actions', 'Admin area', 'Representative area', and 'Preferences'. The 'Admin area' is selected. The page title is 'Recipients of communications to this Mailbox'. There are two buttons: 'Add recipient' and 'Request PCT Link'. Below this is a table of recipients:

Type	Name	Electronic communications	
Association	Demo IP Attorneys AG	<input type="radio"/> No	<a href="#">Remove</a>
Applicant	Demo Manufacturing Co. GmbH	<input type="radio"/> No	<a href="#">Remove</a>
Representative	Demo Representative Robin	<input type="radio"/> No	<a href="#">Remove</a>

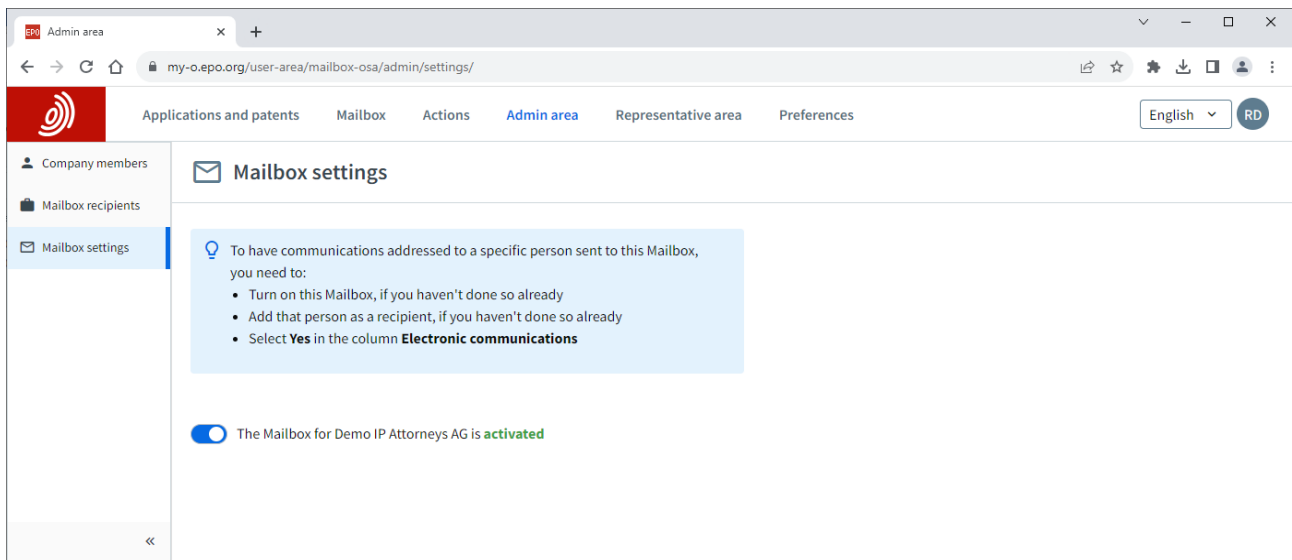
Below the table is a section for 'Email addresses used for PCT Link' with a text input field containing 'No PCT Link requested'.

The EPO will check each request to add a recipient, which may take several working days.

Once your request has been accepted, you can have communications addressed to the recipient sent to this Mailbox by selecting “Yes” in the Electronic communications column.

You can choose to stop receiving electronic communications for a recipient at any time or remove the recipient from your Mailbox – for example, if they no longer work for you.

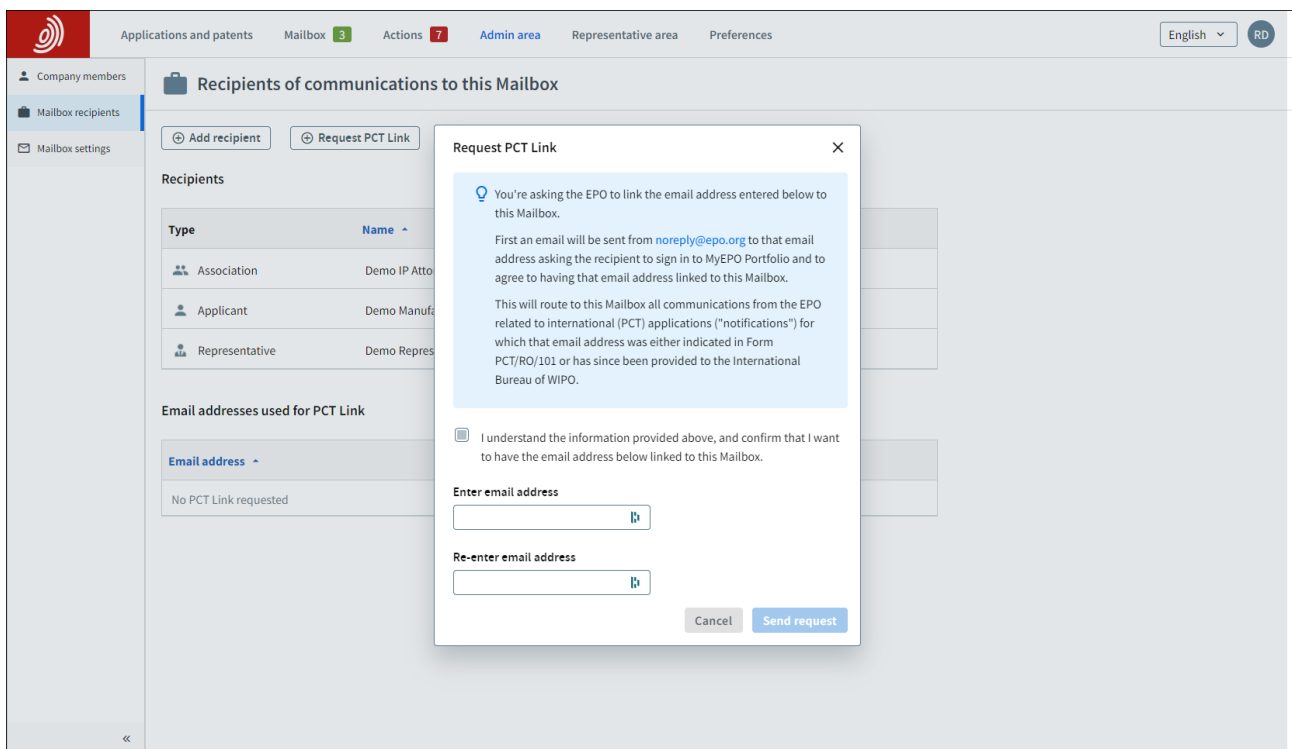
In the **Mailbox settings** tab, you should also activate the Mailbox for your company. You can deactivate your Mailbox at any time.



## 2.2 Set up PCT Links

If you are an international applicant or agent with international PCT applications for which the EPO is acting as ISA or IPEA, your company administrator can also arrange for communications from the EPO to be delivered to your Mailbox by setting up PCT Links.

In the **Mailbox recipients** tab, as a company administrator you request a PCT Link and enter the email address that was either indicated in Form PCT/RO/101 or has since been provided to the International Bureau of WIPO.



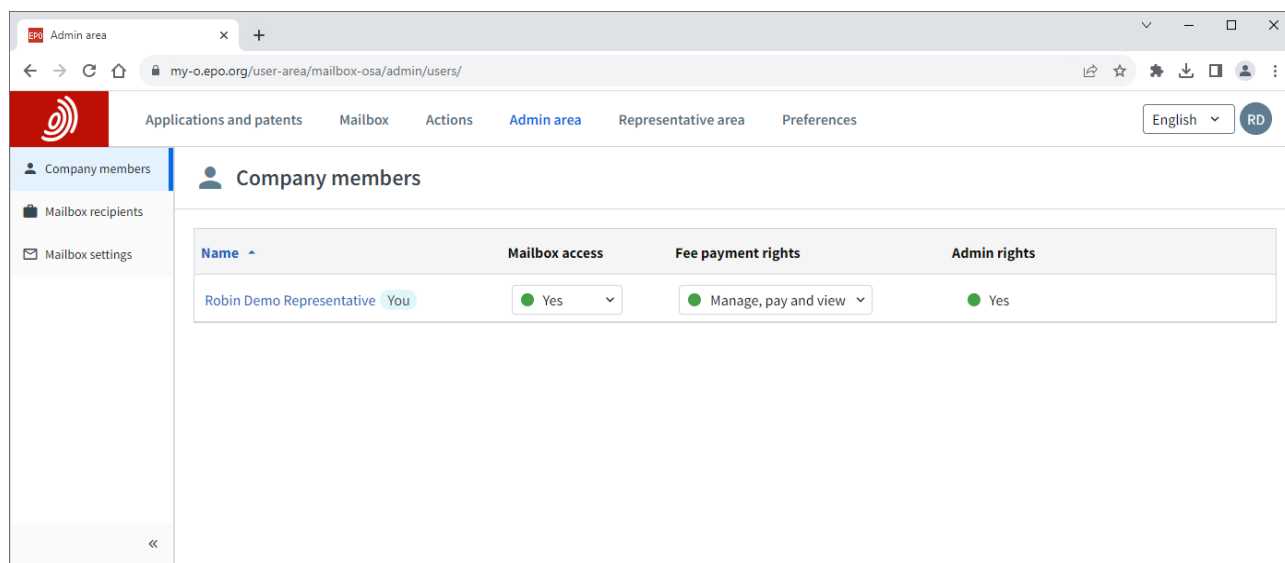
An email will then be sent from [noreply@epo.org](mailto:noreply@epo.org) to that email address, asking the recipient to sign in to MyEPO and agree to link the email address to this Mailbox.

You can then have all communications from the EPO for PCT applications associated with this address routed to your Mailbox by selecting “Yes” in the Electronic communications column.

You can choose to stop receiving electronic communications at any time or remove the PCT Link from your Mailbox.

## 2.3 Allow users from your company to access the Mailbox

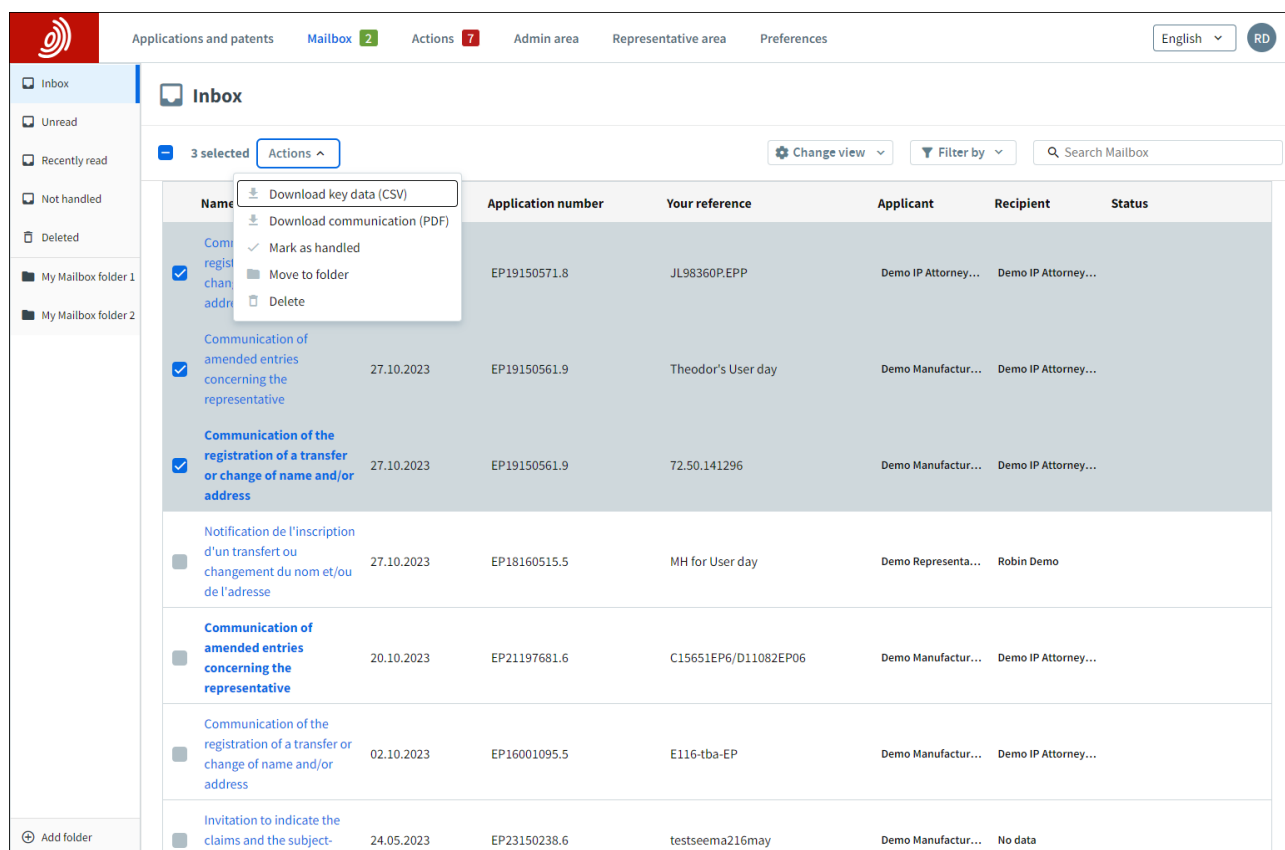
As a company administrator, go to the **Admin area** and use the **Company members** tab to see the list of users associated with your company, and specify which of them should have access to handle Mailbox communications.



## 3. Handling incoming Mailbox communications

### 3.1 Use the Mailbox area

If your company administrator has granted you access to the company Mailbox (see section 2.3), you will see the **Mailbox** area when you sign in to MyEPO and can view your Mailbox communications.



The screenshot displays the MyEPO Mailbox interface. At the top, there are navigation tabs: Applications and patents, Mailbox (with a '2' notification), Actions (with a '7' notification), Admin area, Representative area, and Preferences. The language is set to English and the user is identified as RD. On the left, a sidebar shows folder options: Inbox, Unread, Recently read, Not handled, Deleted, and two custom folders (My Mailbox folder 1 and 2). The main area shows an 'Inbox' with 3 selected items. An 'Actions' menu is open over the first three items, listing: Download key data (CSV), Download communication (PDF), Mark as handled, Move to folder, and Delete. The table below lists the communications with columns for Name, Application number, Your reference, Applicant, Recipient, and Status.

Name	Application number	Your reference	Applicant	Recipient	Status
Communication of the registration of a transfer or change of name and/or address	EP19150571.8	JL98360P.EPP	Demo IP Attorney...	Demo IP Attorney...	
Communication of amended entries concerning the representative	EP19150561.9	Theodor's User day	Demo Manufactur...	Demo IP Attorney...	
Communication of the registration of a transfer or change of name and/or address	EP19150561.9	72.50.141296	Demo Manufactur...	Demo IP Attorney...	
Notification de l'inscription d'un transfert ou changement du nom et/ou de l'adresse	EP18160515.5	MH for User day	Demo Representa...	Robin Demo	
Communication of amended entries concerning the representative	EP21197681.6	C15651EP6/D11082EP06	Demo Manufactur...	Demo IP Attorney...	
Communication of the registration of a transfer or change of name and/or address	EP16001095.5	E116-tba-EP	Demo Manufactur...	Demo IP Attorney...	
Invitation to indicate the claims and the subject-	EP23150238.6	testseema216may	Demo Manufactur...	No data	

The Mailbox area allows you to organize your communications by folders. There are standard folders (Inbox, Unread, etc), but you can also add your own folders for grouping communications.

You can search and filter Mailbox communications, and perform actions on one of more communications:

- Download information about your Mailbox communications to a CSV file that you can open in Excel or upload to your IP management or docketing systems.
- Download the files included in the communication to a ZIP file
- Mark communications as “handled”, move them to a folder or delete them

When you click on a communication, you can also view and download the content. If you have been granted permission to view the portfolio of applications, you can easily access the application in the **Applications and patents** area.

Applications and patents Mailbox 2 Actions 7 Admin area Representative area Preferences English RD

Inbox Unread Recently read Not handled Deleted

My Mailbox folder 1 My Mailbox folder 2

Back

### Communication of the registration of a transfer or change of name and/or address

Date sent: 27.10.2023 Application number: EP19150571.8 Your reference: JL98360P.EPP Applicant: Demo IP Attorneys AG

Download communication Open file workbench

View PDF Details and history

Page 1 of 2

European Patent Office  
80238 MUNICH  
GERMANY

Questions about this communication?  
Contact Customer Services at [www.epo.org/contact](http://www.epo.org/contact)

Europäisches Patentamt  
European Patent Office  
Office européen des brevets

Demio IP Attorneys AG  
European Patent Office  
Bob-van-Benthem-Platz 1  
80469 München  
ALLEMAGNE

Date	27.10.2023
Reference	JL98360P.EPP
Application No./Patent No.	19150571.8 - 1201 / 3509165
Applicant/Proprietor	Demio IP Attorneys AG

**Communication**

concerning the registration of amendments relating to

a transfer (R. 22 and 85 EPC)

entries pertaining to the applicant / the proprietor (R. 143(1)(f) EPC)

As requested, the entries pertaining to the applicant of the above-mentioned European patent application / to the proprietor of the above-mentioned European patent have been amended to the following:

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV

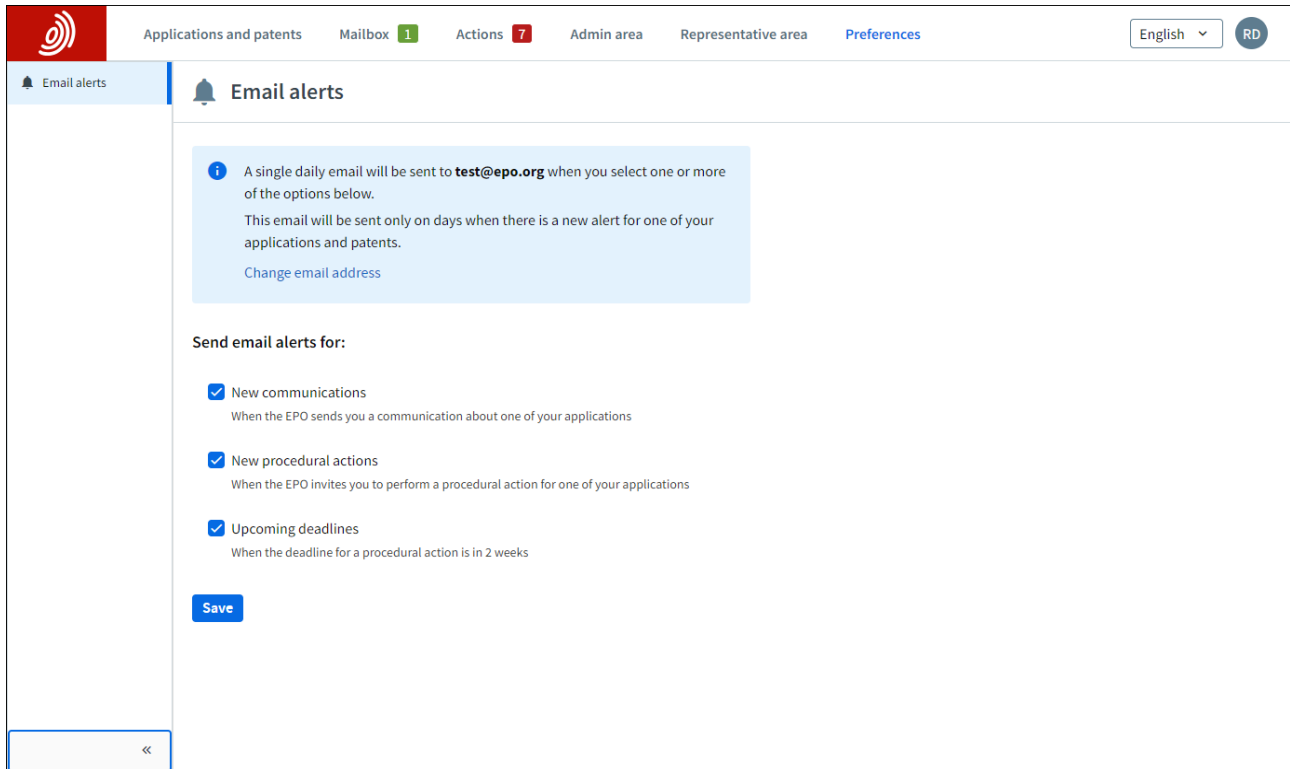
Add folder

You can also connect your IP management or docketing systems directly to MyEPO using a business-to-business technical interface (API – Application Programming Interface) to automate downloading incoming Mailbox items. For more information on this feature, please see the [feature guide on APIs for exchanging information with your IP management systems](#).

## 3.2 Set up email alerts

If you are a user from a company that doesn't receive communications every day from the EPO, you may find it useful to set up email alerts that let you know when new communications have arrived in your Mailbox.

You can do this in the **Preferences** screen.



The first option (“New communications”) is only available to Mailbox users.

The second and third options (“New procedural actions” and “Upcoming deadlines”) are only available to MyEPO users who have been granted access to portfolios of applications by their company administrators. The alerts for deadlines and procedural actions apply only to those currently available in the Actions screen.