

# MyEPO Portfolio Representative Area

## Frequently Asked Questions (FAQs)

### **What type of requests can I file?**

The current version of the representative area enables two types of requests: “Request for change to my entry on the list of professional representatives before the European Patent Office” and “Request for deletion from the list of professional representatives before the European Patent Office”.

### **Can a company file a bulk request relating e.g. to a change of company details for all of their professional representatives?**

No. The representative area relates to each professional representative individually.

### **Can I change representation in proceedings via the representative area?**

No. You cannot change the representation in proceedings via representative area.

### **Can I delegate permissions to manage my representative profile?**

No, permissions cannot be delegated. You have to manage your own professional representative profile.

### **How can I request a change to my entry on the list of professional representatives before the EPO via MyEPO Portfolio?**

To request a change to your entry on the list of professional representatives before the EPO, go to representative area in MyEPO Portfolio and click on the pencil symbol next to your information which you would like to change. Once you have made your changes, click on the “Request changes” button.

### **Will my requested changes be recorded immediately and displayed in my representative profile?**

Changes relating to the details of your entry on the list (i.e., name, nationality, place of business/employment) require the approval of the EPO. Changes to your telecommunication data will be changed with immediate effect. The same applies to your data protection settings. However, in case of a combined change (e.g. change of address AND phone number) both will be submitted for approval.

### **What happens if I change Preferred Language in the Representative profile?**

“Preferred Language” means that your request and all further correspondence with the EPO on this matter will be in this language. You are advised to first request a change to Preferred Language separately prior to submitting another change request.

## **The request to change my name or nationality requires submission of evidence. What kind of document must I upload?**

If you change your name or nationality, you must upload a valid identity document. Such document can be a copy of your passport or ID card.

## **Can I upload documents in a format other than PDF?**

No. You can only upload documents in PDF format.

## **Am I required to fill in my telecommunication details, such as phone number, email address or website?**

No. Phone and fax numbers, email address and website (URL) are optional. Upon your consent, these will be published in the searchable database of professional representatives on the EPO website. The fax number is not used for the correspondence with the EPO.

## **The representative area does not accept my website URL. Why?**

When filling in the website field, make sure that you start with <http://> or <https://>.

## **How many phone numbers, fax numbers, email addresses or websites can I provide in my representative profile?**

The system currently allows you to enter more than one, but it is recommended to fill in only one per item. Additional items will neither be used by the EPO nor are they published in the searchable database on the EPO website.

## **How will I know that my requested changes have been approved?**

Once the EPO has approved your requested changes, a confirmation letter is sent to your Mailbox, if activated, or to your postal address. Your new details will then be displayed in your representative profile.

## **Can I manage my permissions to MyEPO Mailbox and Applications/Patents portfolio via the representative area?**

No. You cannot manage permissions to MyEPO Mailbox or Application/Patents portfolio via the representative area.

## **How can I request deletion from the list of professional representatives before the EPO via MyEPO Portfolio?**

To request deletion from the list of professional representatives before the EPO, go to representative area in MyEPO Portfolio and click on the Request deletion from the list button. A form will open. Once you have filled in the necessary fields, click on the Save and review button. You will be able to review your draft request. Once you click on Submit request, a message will notify you that it has been successfully submitted.

## **What happens if my request is not approved?**

If EPO has not approved your request, but raised a deficiency instead, you will receive a pending action in your Actions list of MyEPO Portfolio. The deficiency report is sent to your Mailbox, if activated, or to your postal address.

## **I received a deficiency report. What do I have to do next?**

If you have received a deficiency report, go to Actions in MyEPO Portfolio. Actions are divided into procedural actions and actions relating to representative area. Click on the action concerning the deficiency. You have two options: 1) remedy the deficiency; 2) withdraw your request.

## **What happens if I withdraw my request?**

If you withdraw your request, no change will be recorded. Your representative profile will remain unchanged.

## **What happens if I do not do anything after receiving a deficiency report?**

If, you do not remedy the deficiency within a time-limit of two months, your request will be rejected. The rejection letter will be sent to your Mailbox, if activated, or to your postal address. You can create a new request. If you do not agree with the deficiency, contact the EPO. Select topic "Request for entry on the list of professional representatives" from the drop-down list and indicate your Representative ID number.

## **Can I create a new request while another request is still pending?**

No. You can create only one request at a time. You must wait till your pending request is closed (approved) before you can create a new request.

## **I have submitted a request, but I have changed my mind. Can I withdraw it?**

If you have already submitted your request via –the representative area, you are allowed to withdraw it only if the EPO raises a deficiency. If you have not received a deficiency report, contact the EPO immediately. Select topic "Request for entry on the list of professional representatives" from the drop-down list and indicate your Representative ID number.

## **I'm associated with the Mailbox of company A but I'm moving to company B and therefore requesting a of address in my representative profile. Will I automatically become a recipient of the Mailbox of company B?**

No. Changes made to the representative profile will not automatically affect your Mailbox settings. If you wish to also adapt your Mailbox settings, contact the responsible company administrator.