

BEST PRACTICE ON MANAGING USER ACCESS IN YOUR PORTFOLIO OF ONLINE SERVICES

LEARN MORE ABOUT "TIPS & TRICKS" WHEN SOMEONE LEAVES OR JOINS A COMPANY – USER DAY

RICHARD GARVEY & EIMER LUCK | KEY ACCOUNT MANAGERS | 26 OCTOBER 2023

WELCOME!



AGENDA

- What is "Best Practice"?
- Administrator
- Smart cards & 2FA (two-step verification)
- MyEPO Portfolio
- Online Filing 2.0
- Online Filing software (eOLF)
- Web-form Filing/Contingency Upload Service
- Central Fee Payment
- Communication & Concluding remarks

BEST PRACTICE





YOU WILL NO LONGER BE ABLE TO USE SMART CARDS FROM JANUARY 2025

Smartcards can be requested or renewed **ONLY** until the end of December 2023. No new smart cards will be issued from January 2024

Two-step verification alternatives are available now. As from 01.01.2024, the EPO will only offer the possibility to request an EPO account via the two-factor authentication (2FA).

Existing smart card users will be able to add two-step alternatives to their account

New users will be able to create a new EPO account and add two-step alternatives

Start using the alternative two-step verification methods as soon as possible

ROLE OF COMPANY ADMINISTRATOR

- ✓ Have a very good overview of the company portal
- ✓ Smart card analysis, review and monitoring, assisting with 2FA
- ✓ Managing User rights
- ✓ Activating the company Mailbox
- ✓ Associating professional representative(s) and/or an association
- ✓ Activating mail reception

SMARTCARD ALTERNATIVES

- To access MyEPO Portfolio, Online Filing 2.0 and Central Fee Payment, you will also be able to sign in via your EPO account using **two-step verification**.
- The same will apply to Online Filing by the end of 2023 for EP & PCT filings received at the EPO.
- You can also sign in via your EPO account using an EPO smart card, but support for this option will stop at the end of 2024.
- With the two-factor authentication, you will be platform independent. There are two ways to set it up (**Users who already have a smart card and for new Users without a smartcard**)!

NEW REGISTRATION

Link for a **new User** (without a smartcard):

<https://ciam.epo.org/registration>

Create an EPO account

This account will enable you to access the secure online services offered by the EPO.

First name

Last name

Email address

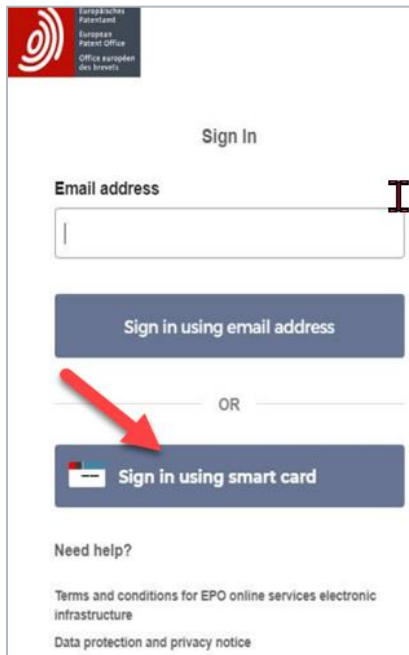
Re-enter your email address

☒ I accept the [Terms and conditions for EPO online services electronic infrastructure.](#)

MIGRATION

Link for **existing Users** (with smartcard):

<https://ciam.epo.org/migration>



Sign In

Email address I

Sign in using email address

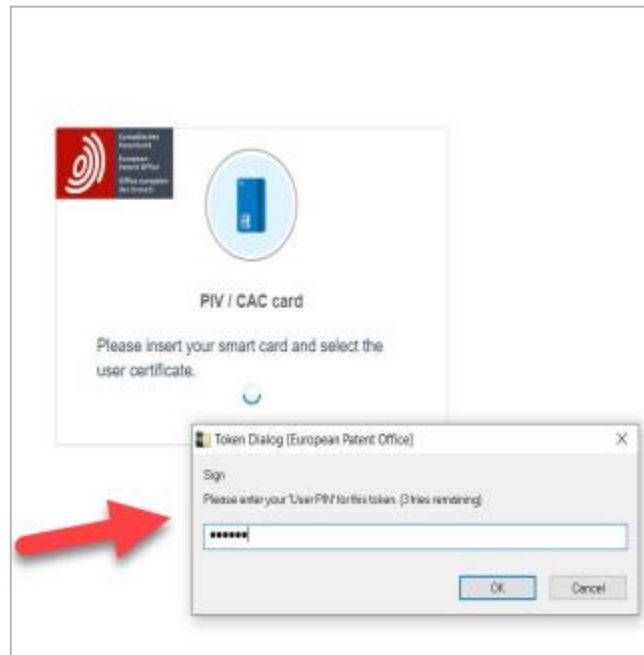
OR

Sign in using smart card

Need help?

Terms and conditions for EPO online services electronic infrastructure

Data protection and privacy notice



PIV / CAC card

Please insert your smart card and select the user certificate.

Token Dialog [European Patent Office]

Sign

Please enter your User PIN for this token. (3 tries remaining)

OK Cancel

MYEPO SERVICES

Interact with us on your files & start using MyEPO Portfolio today!

- MyEPO Portfolio is the place for interacting with us during EP and PCT proceedings.
- You can view your applications and deadlines, receive communications and reply to them.
- MyEPO Portfolio replaces My Files, Administration and legacy Mailbox services; which will be decommissioned in June 2024.




TWO-STEP VERIFICATION

The following two-step verification methods are currently supported:

- **Okta Verify**. This is an app on the mobile phone that receives notifications in the form of a "Yes" or "No". It can also provide 6-digit codes generated for temporary use.
- **Google Authenticator**. This is an app on the mobile phone that generates temporary 6-digit codes.
- **SMS**. This sends a 6-digit code via text message to your phone.
- **Email**. This sends a 6-digit code or a direct link to the registered email address

EXAMPLE – 2FA VIA SMS

Step 1




Sign In

Email address

Sign in using email address


OR

 Sign in using smart card

Create new account
Need help?

Terms and conditions for EPO online services electronic infrastructure
Data protection and privacy notice

Step 2




Verify with your password

Password

Verify

Forgotten your password?

Step 3



Verify with your phone

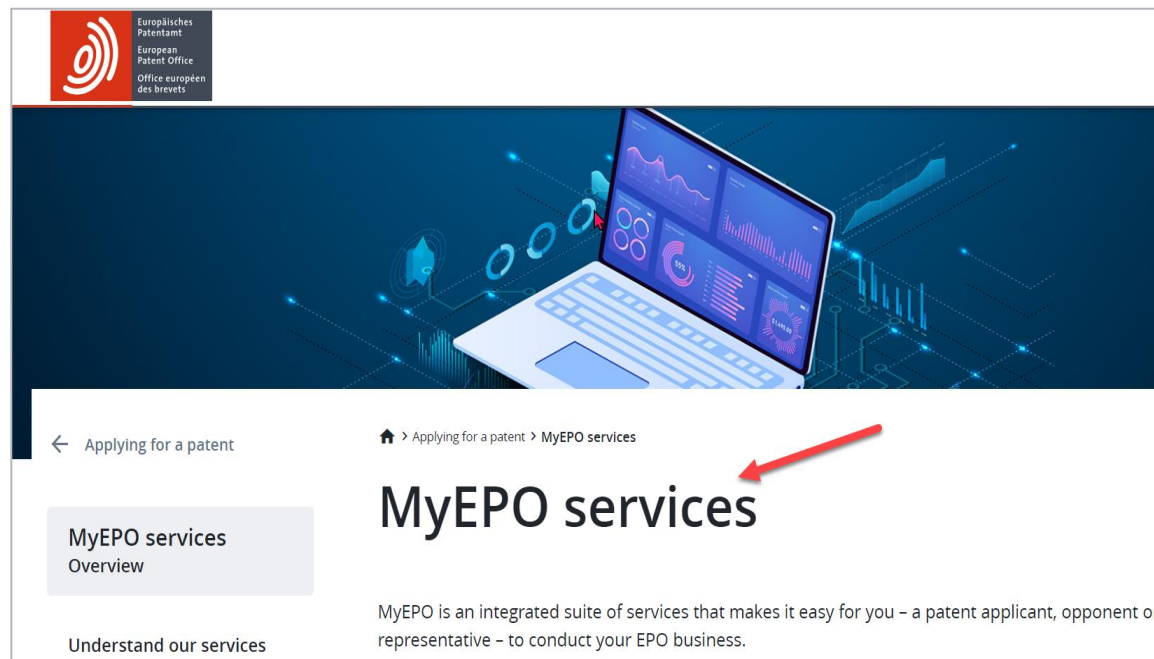
A code was sent to +49 XXX XXX6893 . Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

MYEPO SERVICES



The screenshot shows the 'MyEPO services' page. At the top left is the EPO logo. Below it is a banner image of a laptop displaying various data charts and graphs. The main content area has a breadcrumb trail: 'Applying for a patent' with a left arrow, followed by 'Applying for a patent > MyEPO services' with a home icon. The title 'MyEPO services' is prominently displayed, with a red arrow pointing to it from the right. To the left of the title is a sidebar with a button labeled 'MyEPO services Overview'. Below the title, a paragraph states: 'MyEPO is an integrated suite of services that makes it easy for you – a patent applicant, opponent or representative – to conduct your EPO business.' At the bottom left of the main content area is a link 'Understand our services'.

← Applying for a patent

🏠 > Applying for a patent > MyEPO services

MyEPO services

MyEPO services Overview

Understand our services

MyEPO is an integrated suite of services that makes it easy for you – a patent applicant, opponent or representative – to conduct your EPO business.

<https://www.epo.org/en/applying/myepo-services>

MYEPO PORTFOLIO

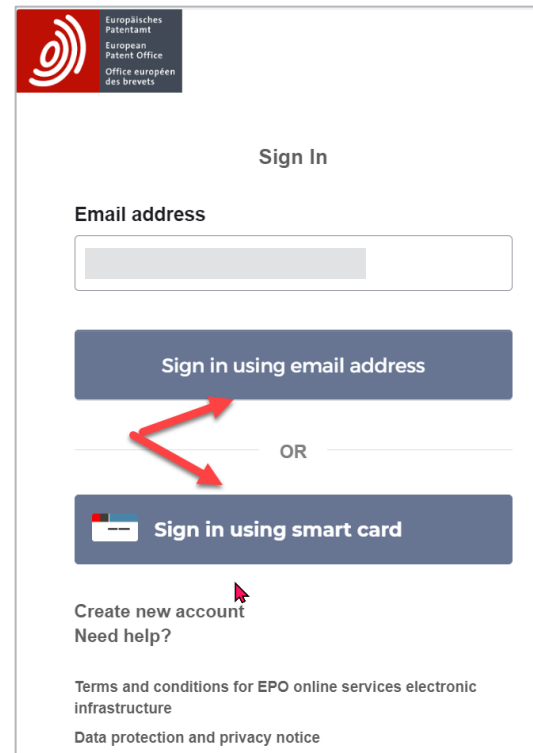
- MyEPO Portfolio incorporates the functionalities of the legacy Mailbox and My Files services; which permits you to handle your company Mailbox notifications in the same way as before.
- User-friendly interface, easy to access; with extended searching, filtering and links to view applications and documents in the digital file.
- The Mailbox in MyEPO Portfolio works with the same users and associates as the legacy Mailbox service.
- MyEPO Portfolio allows you to download data about your application portfolios, pending tasks and Mailbox communications, including links to the digital file.

HOW DO I SIGN INTO MYEPO PORTFOLIO

MyEPO Portfolio can be accessed on the EPO website under

Applying for a patent → Online services → MyEPO Portfolio.

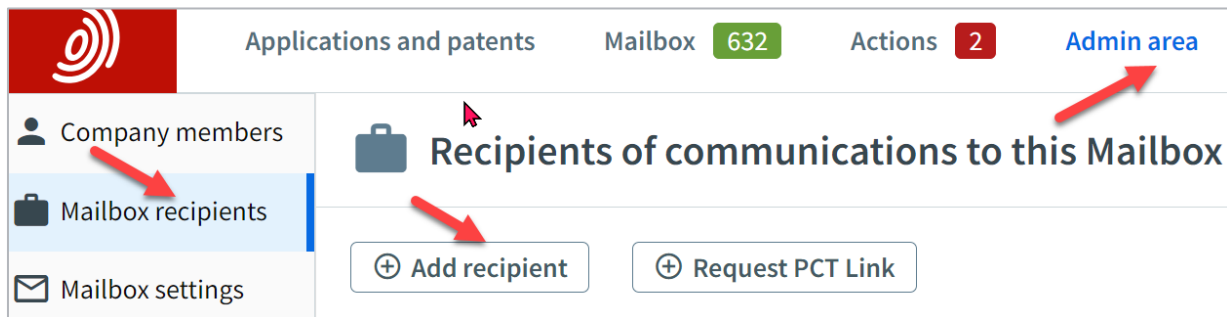
You sign in with your EPO account, authenticated by EPO smart card or, in the future, by email address, password and two-step verification: <https://www.epo.org/en/applying/myepo-services/interact>



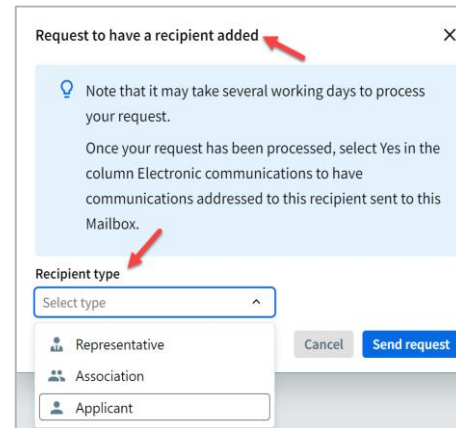
The screenshot shows the EPO Sign In interface. At the top left is the EPO logo. The main heading is "Sign In". Below it is a text input field labeled "Email address". Underneath the field is a blue button labeled "Sign in using email address". A red double-headed arrow points from this button to another blue button below, labeled "Sign in using smart card". Between the two buttons is the word "OR". Below the "Sign in using smart card" button are three links: "Create new account", "Need help?", and "Terms and conditions for EPO online services electronic infrastructure". At the bottom is a link for "Data protection and privacy notice".

HOW ARE NEW RECIPIENTS ADDED TO THE MAILBOX

- Users with company administration rights can add recipients to the Mailbox or remove them.
- Recipients can be individual professional representatives, associations or applicants.
- As company administrator, you enter the name of the new recipient and select "Send request".



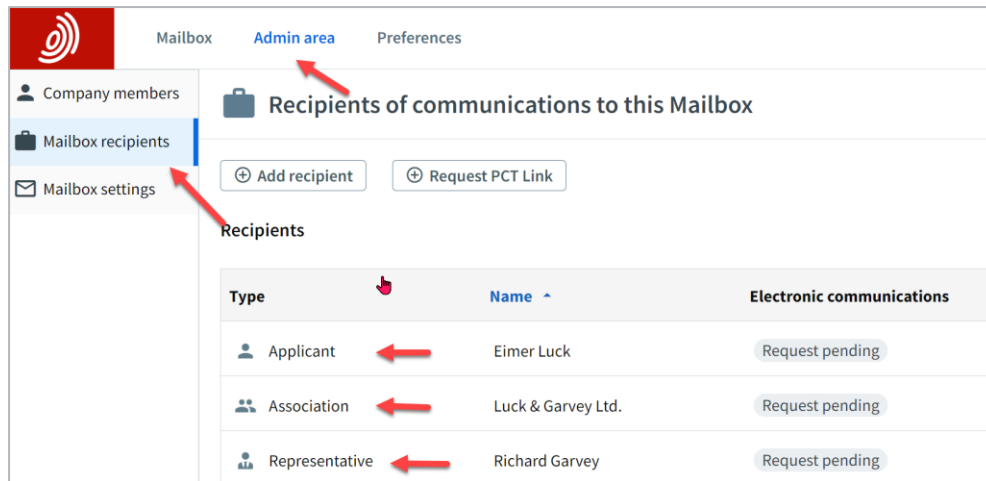
The screenshot shows the EPO mailbox interface. At the top, there is a navigation bar with the EPO logo, 'Applications and patents', 'Mailbox 632', 'Actions 2', and a link to 'Admin area'. On the left, a sidebar contains 'Company members', 'Mailbox recipients' (highlighted with a red arrow), and 'Mailbox settings'. The main area is titled 'Recipients of communications to this Mailbox' and contains two buttons: 'Add recipient' (with a red arrow pointing to it) and 'Request PCT Link'. A red arrow also points to the 'Admin area' link in the top navigation bar.



The modal dialog is titled 'Request to have a recipient added'. It contains a light blue information box with a lightbulb icon and text: 'Note that it may take several working days to process your request. Once your request has been processed, select Yes in the column Electronic communications to have communications addressed to this recipient sent to this Mailbox.' Below this, there is a 'Recipient type' section with a dropdown menu showing 'Select type'. Underneath the dropdown are three radio button options: 'Representative', 'Association', and 'Applicant'. At the bottom right, there are 'Cancel' and 'Send request' buttons. Red arrows point to the title, the information box, the 'Recipient type' dropdown, and the 'Send request' button.

ADMIN AREA (1/2)

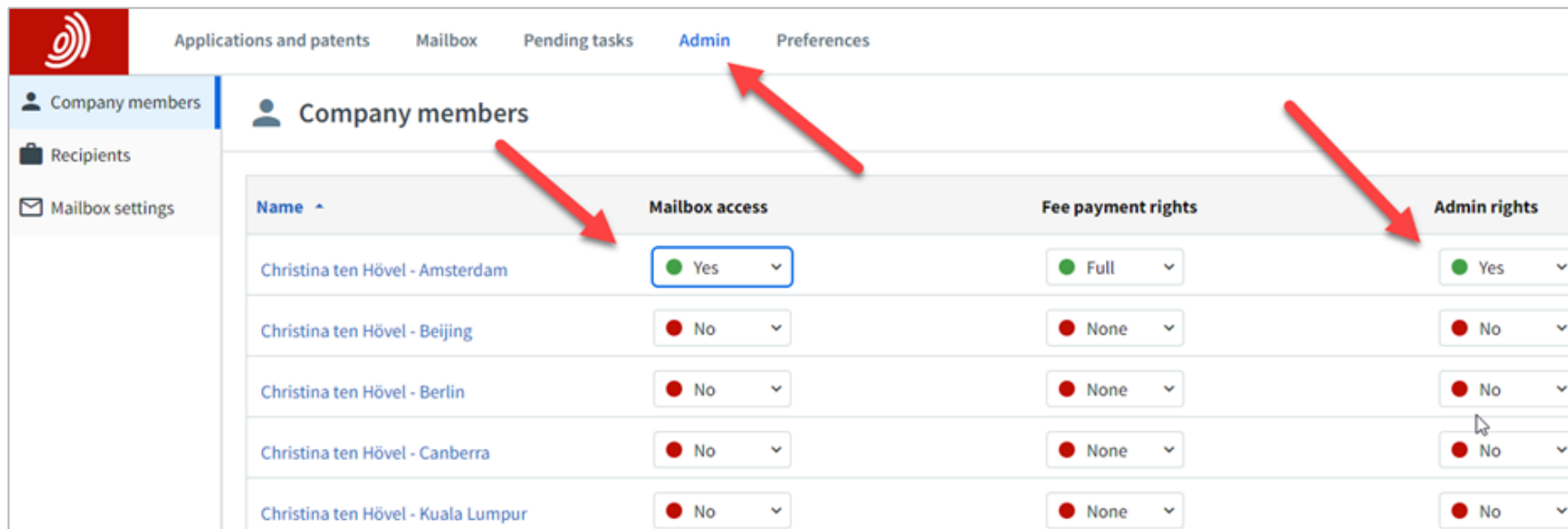
- If the requested recipient does not comply with the requirements, they will be rejected by the EPO.
- You must remove the names of those in the "Recipients" list whose request has been rejected or who no longer work for your company.



The screenshot displays the EPO Admin area interface. The top navigation bar includes 'Mailbox', 'Admin area' (highlighted with a red arrow), and 'Preferences'. The left sidebar contains 'Company members', 'Mailbox recipients' (highlighted with a red arrow), and 'Mailbox settings'. The main content area is titled 'Recipients of communications to this Mailbox' and includes buttons for 'Add recipient' and 'Request PCT Link'. Below this is a table titled 'Recipients' with columns 'Type', 'Name', and 'Electronic communications'. The table lists three recipients: 'Applicant' (Eimer Luck), 'Association' (Luck & Garvey Ltd.), and 'Representative' (Richard Garvey). Red arrows point to each row in the table. The 'Electronic communications' column shows 'Request pending' for all three.

Type	Name	Electronic communications
Applicant	Eimer Luck	Request pending
Association	Luck & Garvey Ltd.	Request pending
Representative	Richard Garvey	Request pending

ADMIN AREA (2/2)

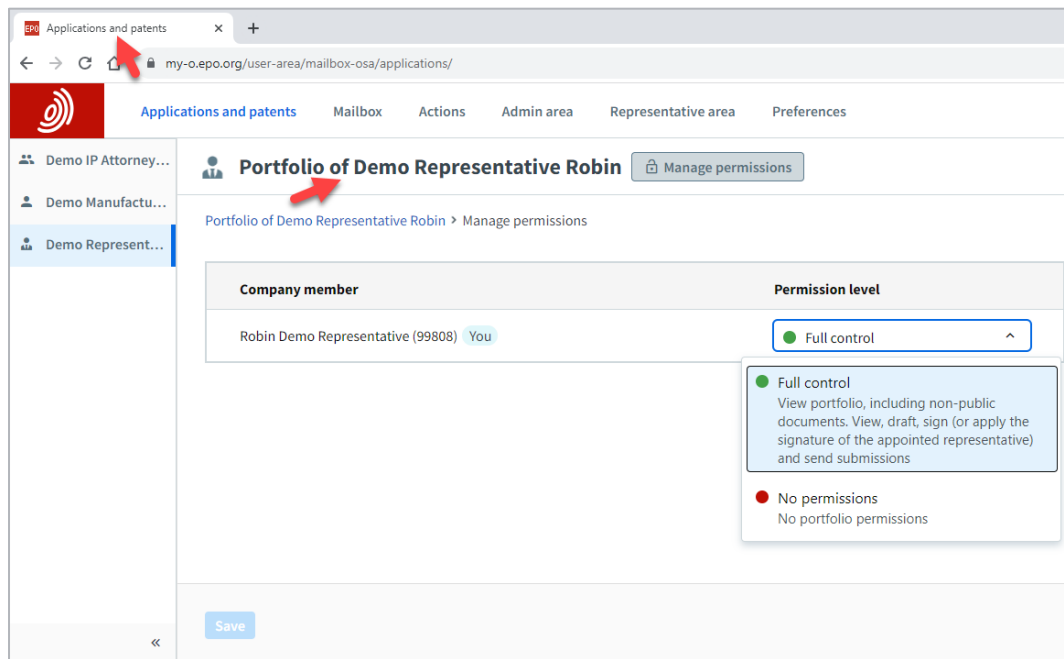


The screenshot displays the 'Admin' section of the EPO interface, specifically the 'Company members' page. The top navigation bar includes 'Applications and patents', 'Mailbox', 'Pending tasks', 'Admin' (highlighted), and 'Preferences'. The left sidebar lists 'Company members' (selected), 'Recipients', and 'Mailbox settings'. The main content area shows a table of company members with columns for 'Name', 'Mailbox access', 'Fee payment rights', and 'Admin rights'. Three red arrows point to specific elements: one to the 'Admin' tab, one to the 'Mailbox access' column, and one to the 'Admin rights' column.

Name	Mailbox access	Fee payment rights	Admin rights
Christina ten Hövel - Amsterdam	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Full	<input checked="" type="radio"/> Yes
Christina ten Hövel - Beijing	<input type="radio"/> No	<input type="radio"/> None	<input type="radio"/> No
Christina ten Hövel - Berlin	<input type="radio"/> No	<input type="radio"/> None	<input type="radio"/> No
Christina ten Hövel - Canberra	<input type="radio"/> No	<input type="radio"/> None	<input type="radio"/> No
Christina ten Hövel - Kuala Lumpur	<input type="radio"/> No	<input type="radio"/> None	<input type="radio"/> No

APPLICATIONS & PATENTS

Applications and patents gives you, as a company, access to your active portfolio of European patent applications and the content of the digital file for each application, including non-public documents. It also allows you to perform procedural actions for these applications.



The screenshot shows the EPO 'Applications and patents' interface. The top navigation bar includes 'Applications and patents', 'Mailbox', 'Actions', 'Admin area', 'Representative area', and 'Preferences'. The left sidebar lists 'Demo IP Attorney...', 'Demo Manufactu...', and 'Demo Represent...'. The main content area is titled 'Portfolio of Demo Representative Robin' and includes a 'Manage permissions' button. Below this, a table shows the 'Company member' 'Robin Demo Representative (99808)' with a 'Full control' permission level. A dropdown menu for 'Full control' is open, showing the description: 'View portfolio, including non-public documents. View, draft, sign (or apply the signature of the appointed representative) and send submissions'. Other options are 'No permissions' and 'No portfolio permissions'. A 'Save' button is at the bottom.

Company member	Permission level
Robin Demo Representative (99808) You	Full control

- Full control**
View portfolio, including non-public documents. View, draft, sign (or apply the signature of the appointed representative) and send submissions
- No permissions**
No portfolio permissions




WE WILL DECOMMISSION THE LEGACY MAILBOX TOOL IN JUNE 2024

MyEPO Portfolio is a fully operational substitute for the legacy Mailbox tool.

Do not leave it to the last moment: start using MyEPO Portfolio for handling your EPO Mailbox correspondence today!

MYEPO PORTFOLIO – PCT LINK




Applications and patentsMailboxPending tasksAdminPreferences

Company membersRecipientsMailbox settings

Company members

Name ^	Mailbox access	Fee payment rights	Admin rights
Christina ten Hövel - Amsterdam	<div><div>Yes</div></div>	<div><div>Full</div></div>	<div><div>Yes</div></div>
Christina ten Hövel - Beijing	<div><div>No</div></div>	<div><div>None</div></div>	<div><div>No</div></div>
Christina ten Hövel - Berlin	<div><div>No</div></div>	<div><div>None</div></div>	<div><div>No</div></div>
Christina ten Hövel - Canberra	<div><div>No</div></div>	<div><div>None</div></div>	<div><div>No</div></div>
Christina ten Hövel - Kuala Lumpur	<div><div>No</div></div>	<div><div>None</div></div>	<div><div>No</div></div>

MYEPO PORTFOLIO – PCT LINK



Applications and patentsMailboxPending tasksAdminPreferences

Company members

Recipients

Mailbox settings

Recipients of communications to this Mailbox

+ Add recipient

+ Request PCT Link

Recipients

First name ^	Last name	Electronic communications	
Luck & Garvey Ltd.	Association 123	<div><div></div> Yes ^</div>	Remove

PCT Link

Email address ^

No PCT Link requested

FILE WITH US: ONLINE FILING 2.0

- Web based application that you can file from the following browsers:
Google Chrome, Mozilla Firefox, Microsoft Edge
- Smart card required for access issued by the European Patent Office for secure login or, you can easily access the service via you EPO account, using two-step verification.
- No software to install/ No software updates.
- Data and documents are stored on a secure network hosted by EPO.
- Multi-user feature permitting different people in your organisation to perform certain actions, such as draft, pay fees, sign, submit.


<https://www.epo.org/en/applying/myepo-services/file-with-us>



ONLINE FILING 2.0 – FEATURES

- Portfolio management (in the Submission tab) allows you to **manage applications** within your organisation. You can now assign applications to folders and remove draft applications.
- You can create **templates** for all form types, either from an existing application or from scratch. Templates are available to all members of an organisation, provided they have been granted access rights for the relevant procedure.
- You can **import** all types of applications in xml, e.g. from patent management systems, provided that the format is compliant.
- You can also **import/export an address book** (in .csv format), if you have appropriate access rights & you can organise the address book using folders.
- As you are working online, the **fee amounts** displayed will **ALWAYS** be correct. You can also pay any fee using the EP1038 option.
- For **opposition procedure**, you can now attach more than one set of evidence.

ONLINE FILING 2.0 – GET ACCESS




Europäisches
Patentamt
European
Patent Office
Office européen
des brevets

Sign In

Email address

Sign in using email address


OR

 Sign in using smart card

Create new account
Need help?

Terms and conditions for EPO online services electronic
infrastructure
Data protection and privacy notice


ADMIN PAGE – OLF 2.0




Online Filing 2.0

[Home](#)
[Submissions](#)
[Templates](#)
[History](#)
[Administration](#)


Home




Drafts




Ready to sign




Ready to send










Start a procedure



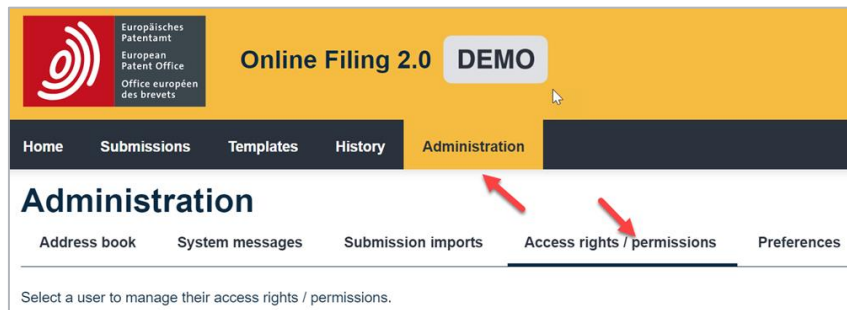
Submit EP 1038, UP 7038, PCT-SFD



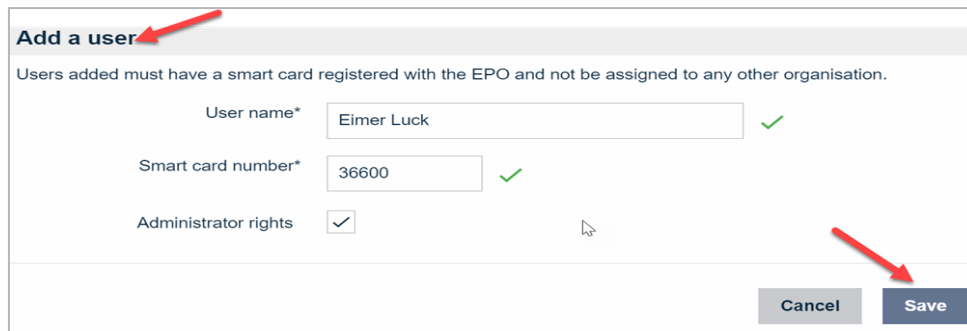
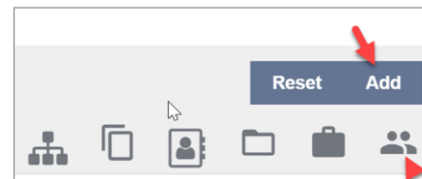
Appeal proceedings
Submit documents and pay fees

System messages	Administration	Support
<input type="checkbox"/> NEW - Notice of appeal (EP3002E) in Online Filing 2.0.	 Address book	 User Guide
<input type="checkbox"/> Online Filing 2.0 – the basics	 Access rights / permissions	 Release note
<input type="checkbox"/> New update available	 Submission imports	 Availability of online services
<input type="checkbox"/> All messages		 Online Filing 2.0

ADMIN: OLF 2.0 – TO ADD A USER



The screenshot shows the 'Administration' section of the 'Online Filing 2.0 DEMO' interface. The top navigation bar includes 'Home', 'Submissions', 'Templates', 'History', and 'Administration'. Below this, the 'Administration' sub-menu is active, showing 'Address book', 'System messages', 'Submission imports', 'Access rights / permissions', and 'Preferences'. A red arrow points to the 'Administration' tab, and another red arrow points to the 'Access rights / permissions' sub-tab. The main content area displays the text 'Select a user to manage their access rights / permissions.'



The screenshot shows the 'Add a user' form. The title 'Add a user' is highlighted with a red arrow. Below the title is a note: 'Users added must have a smart card registered with the EPO and not be assigned to any other organisation.' The form contains three fields: 'User name*' with the value 'Elmer Luck' and a green checkmark; 'Smart card number*' with the value '36600' and a green checkmark; and 'Administrator rights' with a checked checkbox. At the bottom right, there are 'Cancel' and 'Save' buttons, with a red arrow pointing to the 'Save' button.

ADMIN: OLF 2.0 – ACCESS RIGHTS

Home Submissions Templates History **Administration**

Manage access rights / permissions for Eimer Luck. Then select Save.

Create templates and draft, sign and send forms

Select/clear the check box to the left of a form to select/clear all permissions for that form. Select

Form	
<input checked="" type="checkbox"/> EP 1001 Request for grant of a European patent	
<input checked="" type="checkbox"/> EP 1200 Entry into the European phase (EPO as designated or elected Office)	

< Access rights Save Delete

	Draft	Sign	Send
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<input checked="" type="checkbox"/>		Assign administrator rights
<input checked="" type="checkbox"/>		Manage templates
<input checked="" type="checkbox"/>		Manage address book
<input checked="" type="checkbox"/>		Manage submission folders
		Access to Online Filing 2.0

User	Smart card number	Role in Online Filing 2.0						
<input checked="" type="checkbox"/> Eimer Luck	36600	Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

ONLINE FILING SOFTWARE (EOLF)

For Users of **eOLF**, it is important to notice the following:

- The access via the two-factor authentication (2FA) will allow you to access eOLF and sign and send **EP & PCT Forms filed at the EPO**.
- For national forms, you are used to filing via eOLF. We urge you to contact the dedicated national office to know if their signing and sending will remain possible in the future. Either via two-factor authentication or Smart Card.

WEB-FORM FILING

Internet browser
application

User needs to
register before
first use


No smart card
needed (login
with username &
password)

It is a robust
alternative to
filing by fax

Can also be
used as a "fall-
back" service for
the online filing
services



WEB-FORM FILING – (REGISTRATION NOTIFICATION)

 **Europäisches
Patentamt**
European
Patent Office
Office européen
des brevets

Web-form filing service – Registration notification

Dear LUCKGARV Ltd. LUCKGARV Ltd.,

You are now enrolled for the Web-form filing service. To access this service please use the username and password indicated below.

Your username is: TESTwffUSERDAY22

Your password is: 5tsd9QQO

If you forget your login details, we can send you a username reminder or a new password. Go to the login screen and select the option "Forgotten login details?". Follow the on-screen instructions to choose the option you would like. Enter your e-mail address and click "Submit".

Note: You can request both a username reminder and a new password if you wish. You will receive the information in separate e-mails.

Kind regards,

European Patent Office


WEB-FORM FILING

Webform filing is a filing tool, that will be decommissioned in December 2024.



CONTINGENCY UPLOAD SERVICE

Our new **contingency upload service** will enable you to submit your urgent documents electronically should online filing be unavailable.

 **Europäisches
Patentamt**
European
Patent Office
Office européen
des brevets

EPO Contingency Upload Service

Welcome to the EPO Contingency Upload Service

This service allows you to upload documents to the EPO if the EPO's standard filing tools are not available. It's for emergency use only.

To use the service, sign in using your EPO account.

[Sign in using EPO account](#)

If it's not possible to sign in using your EPO account, we can email you an access link instead. This link will be active for one hour only.

[Sign in using link](#)

[Data protection and privacy](#) [Legal notice](#) [Data security](#)

SUCCESSFUL EPO CONTINGENCY UPLOAD

Upload successful

Below you may find the details of your upload. Please take note of the generated EPO reference number for future reference.

Timestamp & EPO reference number

Upload timestamp: June 15, 2023 at 1:45:29 PM CEST

EPO reference number: CCE66AFAECF81B78DD8004CC31332E4A

Contact details

Email:

First name: Eimer

Last name: Luck

Telephone number:

Company or Organisation: EPO

Address: same 123

Package details

User reference: Luckref123

EP application or IA number:

Documents attached

Description	File Name	Pages
combined document	Combined document.pdf	15

Signature

Name of signing party: Eimer Luck

Function of signing party: FREP

Place of signing: Munich

Text string signature: /Eimer Luck/

CENTRAL FEE PAYMENT

<https://fee-payment.epo.org/en/login>


To access Central Fee Payment, you sign in via email & password or you sign in via your EPO account using two-step verification or using an EPO smartcard; but support for this option will stop at the end of 2024.

You will need an EPO deposit account to use the service for submitting debit orders.

Additionally, your company's administrator must grant you access to the deposit account.



CENTRAL FEE PAYMENT LANDING PAGE



Europäisches
Patentamt
European
Patent Office
Office européen
des brevets

Welcome Eimer LuckMy accountLog out

English ▾


HomeFeesRefunds

(0 Items) 0,00 €

Pay fees

Claim refund

SIGN INTO CENTRAL FEE PAYMENT

Limited access 

Sign in with e-mail and password

E-mail address

Password



Sign in

[Forgot your password?](#)

Using the service for the first time? [Please register now.](#)

Pay fees and claim refunds

Full access 

Sign in with smart card or use two-step verification

Sign in

Request a deposit account [here](#).

Request an EPO account [here](#).

Add two-step verification to your smart card [here](#).

CENTRAL FEE PAYMENT – NEW CUSTOMER REGISTRATION (INDIVIDUAL)

Sign in to pay fees or claim refunds in Central Fee Payment

New customer registration

Submit your registration below

Title *

Ms

First name *

Eimer

Surname *

Luck

Company/organisation (optional)

EPO

Address *	Bayerstrasse 34
City *	Munich
Post code *	80335
Country *	Germany
Telephone number *	
Display language	English
e-mail address *	
Confirm e-mail address *	

Password *
 Confirm password *
 The password must have at least:
 ✓ An uppercase letter (A to Z)
 ✓ A lowercase letter (a to z)
 ✓ A symbol in this list: ~!@#\$%^&*_-+= '(){};:,<.>.,
 ✓ A number (0 to 9)
 ✓ 10 characters

Central fee payment - Customer registration

Dear Ms Luck,

Thank you for registering to the Central fee payment.

Your registered email address is: . This is also your user name for the service.

To activate your account please click [here](#).

If you forget your password, please go to the login screen and click 'Forgot your password?' link. Follow the on-screen instructions and we will send you an email containing a link enabling you to reset your password.

If you have any questions about this communication, please contact Customer Services at www.epo.org/contact

Kind regards,
European Patent Office

CENTRAL FEE PAYMENT – NEW CUSTOMER REGISTRATION

[Home](#)
[Fees](#)
[Refunds](#)
[Deposit account management](#)
[Automatic debiting management](#)

(41 Items) 40.235,00 €

View order history

Sort by
Date

Filter by:

From

To

Date

dd.mm.yyyy

dd.mm.yyyy

Voucher number



Order status

Payment method

Print

Search

5 orders

Voucher number	Download PDF	Date placed	Order status	Payment method	Total
8500425		17.06.2022	Submitted	Bank Transfer	80,00 €
8500424		17.06.2022	Submitted	Bank Transfer	160,00 €
8500349		15.06.2022	Submitted	Bank Transfer	260,00 €
8500235		08.06.2022	Paid	Credit/Debit Card	15.045,00 €
8500214		20.06.2022	Paid	Deposit Account	7.400,00 €

CENTRAL FEE PAYMENT – NEW CUSTOMER REGISTRATION (COMPANY) (1/2)

Title *

First name *

LUCKGARV Ltd.

Surname *

LUCKGARV Ltd.

City *

Munich

Post code *

80335

Country *

Germany

Telephone number *

Display language

English

e-mail address *

Confirm e-mail address *

Password *

Confirm password *

The password must have at least:

- ✓ An uppercase letter (A to Z)
- ✓ A lowercase letter (a to z)
- ✓ A symbol in this list: ~! ? @ # \$ % ^ & * _ - + = ' () [] { } ; : " < > , .
- ✓ A number (0 to 9)
- ✓ 10 characters

Register

Central fee payment - Customer registration

Dear - LUCKGARV Ltd.,

Thank you for registering to the Central fee payment.

Your registered email address is: . This is also your user name for the service.

To activate your account please click [here](#).

If you forget your password, please go to the login screen and click 'Forgot your password?' link. Follow the on-screen instructions and we will send you an email containing a link enabling you to reset your password.

If you have any questions about this communication, please contact Customer Services at www.epo.org/contact

Kind regards,
European Patent Office

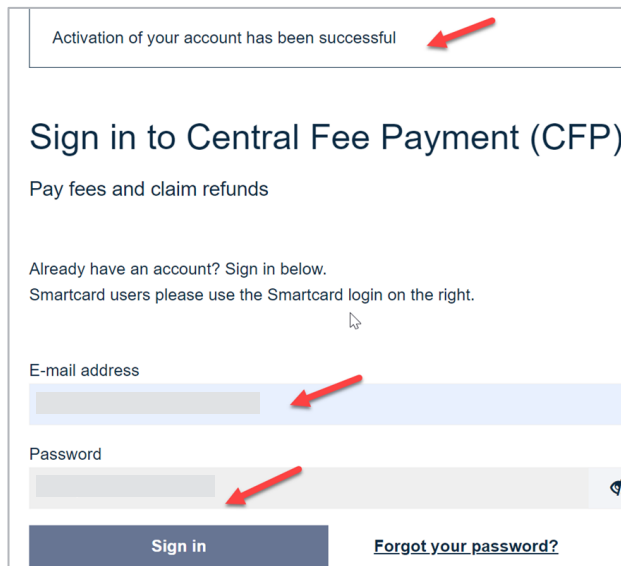
Registration successful. Please check your email inbox for the activation link. Please also check your spam folder in case the link has been routed there.

CENTRAL FEE PAYMENT – NEW CUSTOMER REGISTRATION (COMPANY) (2/2)

Company name: LuckGarv Ltd.

Company email address:

Company password:



Activation of your account has been successful

Sign in to Central Fee Payment (CFP)

Pay fees and claim refunds




Already have an account? Sign in below.
Smartcard users please use the Smartcard login on the right.

E-mail address





Password

[Sign in](#) [Forgot your password?](#)

IF SOMEBODY LEAVES THE COMPANY/CHECKLIST (1/2)

-  When a professional representative leaves a company, **files must be reallocated immediately**, in order to prevent related communications being sent to the named professional representative at the new company via the Mailbox.
-  The Company Administrator or responsible person should send an email to Eric Bihl or Monica Gazzoli clientdatareg@epo.org or via your Key Account Manager, if you have questions.
-  The professional representative should inform the Legal Division of the relevant change of business address. (Please take note that we do not automatically re-allocate files or change smart card details without specific instructions)

IF SOMEBODY LEAVES THE COMPANY/CHECKLIST (2/2)

-  Request a change to an association of professional representatives, when a member leaves a company, the professional representative needs to be removed
<https://www.epo.org/applying/online-services/representatives/change-association.html>
-  Company Administrator should remove all user access rights for a company member immediately
-  Contact support@epo.org or contact the EPO via the [contact form](#), if you cannot remove a user yourself.
-  It is vitally important to keep the list of EPO online services "Administrators" up to date.

KEY: KEEP COMMUNICATION OPEN



Be aware of how you
communicate with the EPO



Be aware of why you
communicate in a certain
manner



Take ownership of your data



Make sure that you have the right
person in place like a company
administrator; who will make sure
that all requests are dealt with in a
timely, efficient and professional
manner



Take advantage of requesting a
Key Account Manager for your
company, who can assist you with
your day-to-day business
accounts and introduce you to the
EPO Online products & services



Help us to help you;
by continually providing feedback
in your everyday dealings with
the EPO and improving the Online
Services

CONCLUDING REMARKS



Registration



Alternative authentication methods



Leader/Company Administrator



Overview of tools



Checklist



Registration

THANK YOU FOR YOUR ATTENTION!

Contact support@epo.org

Contact your **Key Account Manager** for further assistance

Call Customer Services:

00 800 20 20 20

(Monday to Friday,
08.00-18.00 hrs CET)

