

	<p>EUROPEAN COMMISSION DIRECTORATE-GENERAL FOR STRUCTURAL REFORM SUPPORT</p> <p>Coordination, Resources and Aid Programme Technical Support Coordination, Inter- institutional and Legal Affairs</p>
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TSI Portal
for
DG REFORM (hosted on Funding & Tenders
Portal)

User manual for Beneficiary and
Coordinating Authorities

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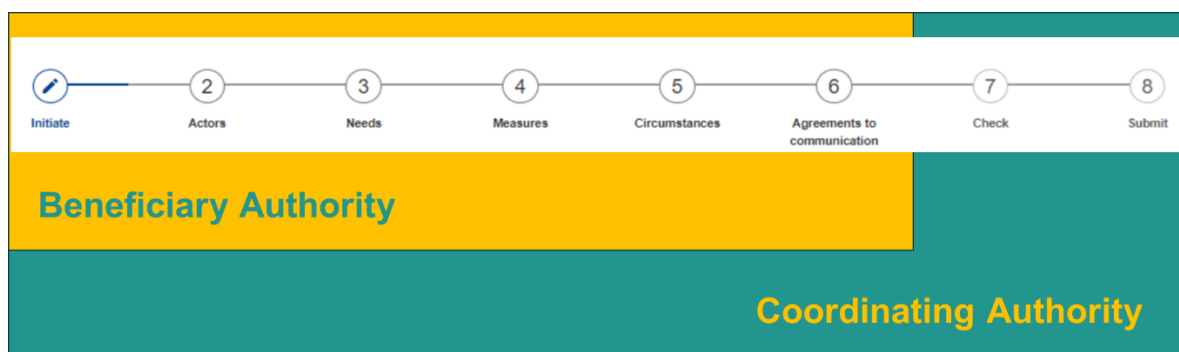
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1 Submit a request for support under TSI

DG REFORM's TSI portal is the sole entry point for the official submission of requests for the TSI 2024. The submission should be done by Coordinating Authorities, following the creation of the requests by Beneficiary Authorities (or by the same Coordinating Authorities) as shown in the below diagram.



The steps for submitting a request for support under the TSI are detailed below.

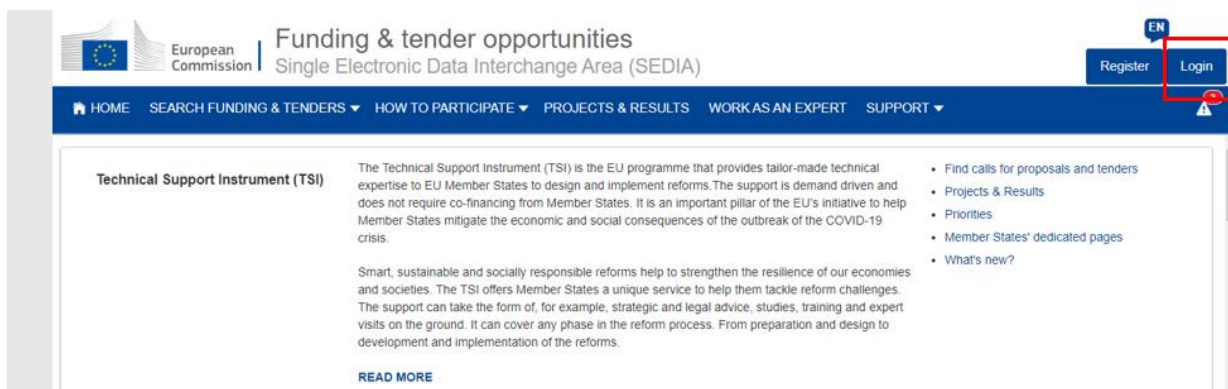
1.1 Access the TSI Portal for DG REFORM (hosted on Funding & Tenders Portal)

You can access the portal via this **Link to the TSI Portal for DG REFORM:**

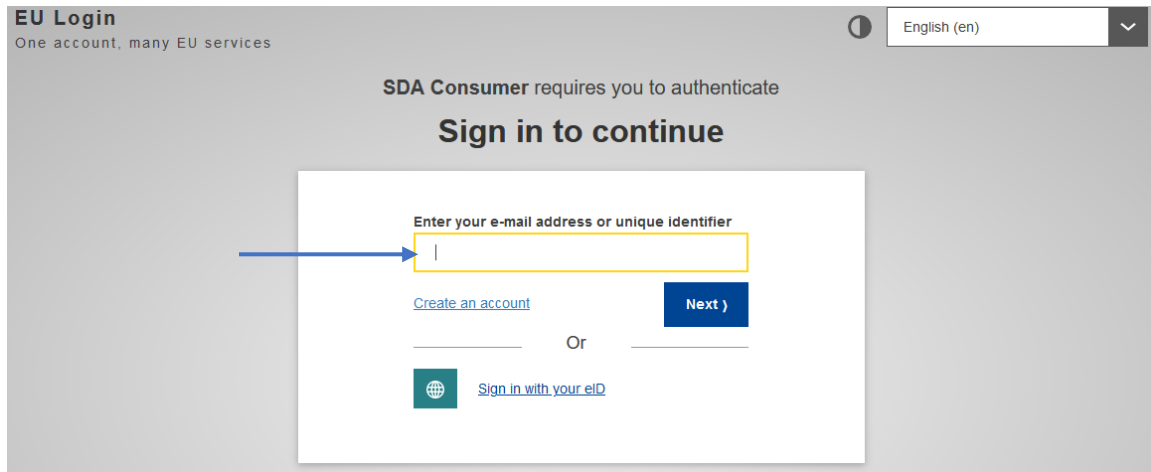
<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/programmes/tsi>

How to access the TSI portal:

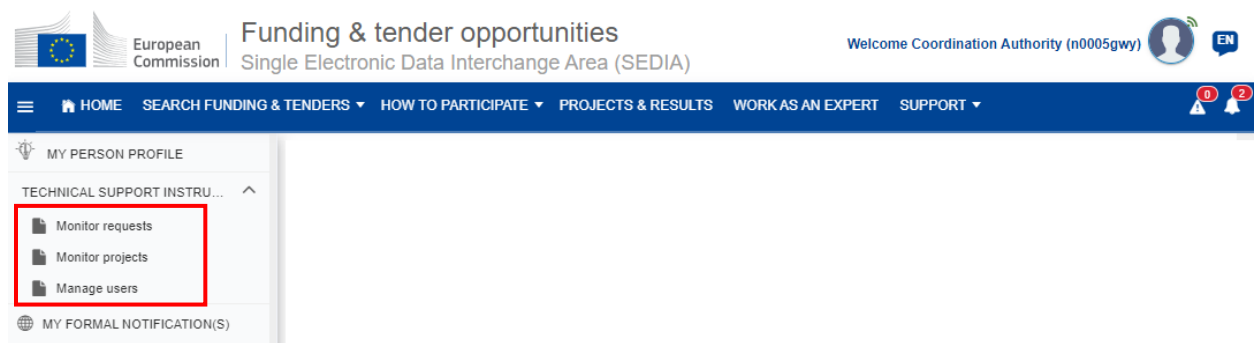
- Once you access the portal via the above link, click on the “Login” button on the top-right corner of the screen:



- Log-in using your EU Login credentials, insert your unique identifier or your email in the first screen:



- Click on “Next” and enter your password.
- Please note that access to the TSI Portal for DG REFORM requires:
 - Two-factor authentication, either via a SMS challenge or by using the “EU Login” app on your smartphone. Please, consult the EU Login user manual for assistance on the authentication service (https://webgate.ec.europa.eu/cas/manuals/EU_Login_Tutorial.pdf). You will find therein step-by-step guides on:
 - The creation of a new account (page 2)
 - How to sign in with your EU Login account (page 4)
 - Two-factor authentication, either:
 - Installing and initializing the EU Login app (page 20), or
 - By registering a mobile phone number for receiving verification SMS (page 24)
 - that you are registered as a user of the TSI portal (see the section 5)
- Once you enter your credentials and you are logged-in, you will see a menu on the left of each screen, which allows you to navigate to your personalised options:



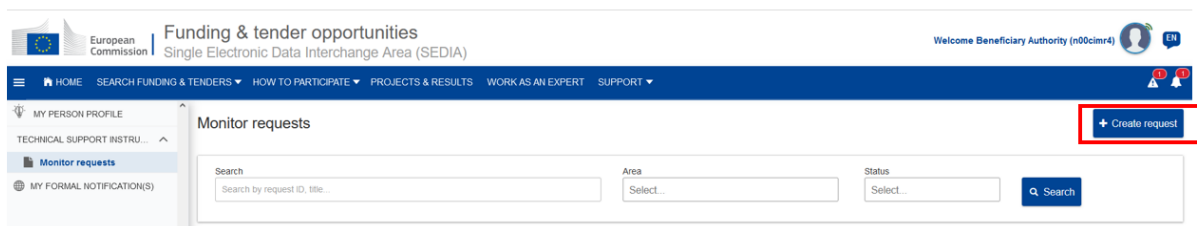
Concerning the TSI program, the only relevant menu item is the “Technical Support Instrument (TSI)” entry, which contains the following pages:

- “Monitor requests”, for the users with **Beneficiary Authority role**.
- “Monitor requests”, “Monitor projects” and “Manage users” for the users with **Coordinating Authority role**:

All these functionalities will be explained in detail in the following sections of this document.

1.2 Create a Request for Support

The page ‘**Monitor Requests**’ serves Beneficiary Authorities to see the requests they drafted and/or submitted for a given TSI round. Coordinating Authorities can see the list of requests of the country. In addition, on this page, you can click on “Create request” to encode a new request for support.

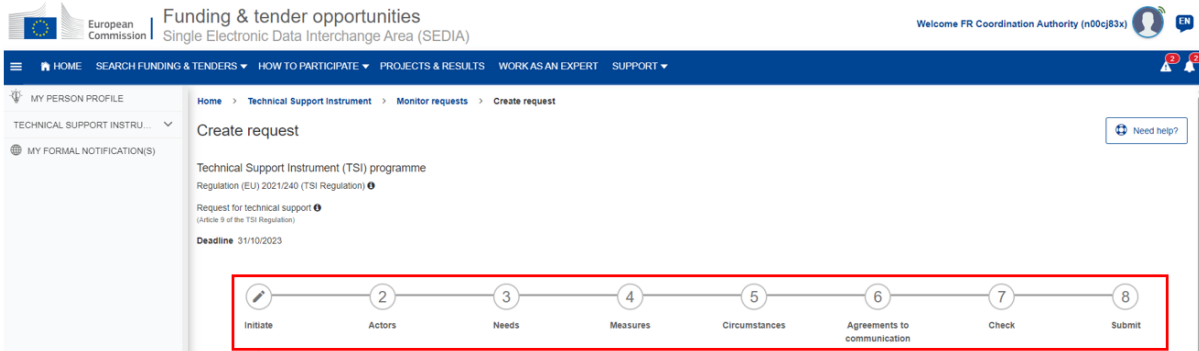


The information needed to complete your request are **the same contained into the TSI 2024 request templates** already available here:

- [Template for General Requests 2024](#)
- [Templates for Flagship Requests 2024](#)

The **workflow** to create a request and submit it to DG REFORM is composed of the following steps:

- Initiate
- Actors
- Needs
- Measures
- Circumstances
- Agreements to communication
- Check (only for users with Coordinating Authority role)
- Submit (only for users with Coordinating Authority role)



1.2.1 Initiate Step



- You will need to first select the **“Type of support request”**, based on which a corresponding Template is retrieved and determines the fields of the form to complete:

REQUEST

Type of support request *

- General request for technical support: the form will be initialised with entirely empty fields.
- Flagship projects: each flagship template will pre-fill a certain number of fields.

NOTE: Changing the type of support request will completely reinitialise the form (remove any user-encoded content). If some text has already been encoded but you need to change the template, first save the draft, and export it so that the previous values can be copy-pasted back after selecting a new template.

- Once the type of request is defined you will need to enter the **“Title of the request”**.

Title of the request *

- Then you will need to specify if this is a **multi-country request** or a **standalone request** (multi-country request = No).

0.1 - Is this a multi-country request? *

Yes

No

- If you are creating a multi-country request, then you will indicate if you are presenting the multi-country request **“on behalf of other Member State(s)”** or submitting a request **“in parallel with other Member State(s)”**. For standalone requests this point is disabled.

0.2 - Please indicate the type of this multi-country request. *

- The Member State submits this request on its behalf and on behalf of one or several authorities of other Member State(s)
- One or several authorities of other Member State(s) is/are submitting a similar/same request in parallel to this request, in a coordinated way

• **Important information only for multi-country requests with the “on behalf” modality:**

- **Fill-in the request:** Some of the fields will be filled only by the *lead authority* (initiating the request) and appear in read-only mode (non-editable) on the corresponding requests created (automatically in the TSI portal) for the other *participating countries* (this is for instance the case of the *title* and *measures* of the request that are filled in by the *Initiator* only).
- Your user appears as “REQUEST INITIATOR” (example below) This screen will also show the list of Beneficiary Authorities participating on the request:

Please indicate the Beneficiary Authorities participating in this request

Name	Email	Country	
Mark	mark@mark.com	Germany	Add

Name	Email	Status	Country	Role	Action
Coordination Authority	coordination_authority@outlook.com	user identified	Germany	Request initiator	

- **Invite other authorities to participate:** Inviting Beneficiary Authorities of other Member State(s) to participate in the request is a **compulsory step in the context of a Multi-country on behalf**. To add a participating Member State:

- ✓ Enter the “Name” and the “Email” of the Beneficiary Authority of that Member State.
- ✓ Select the “Country”
- ✓ Click on “Add”

Please indicate the Beneficiary Authorities of this request. ⓘ

Name	Email	Country	
		Spain	Add

The user will be added to the list of Beneficiary Authorities with the “REQUEST BENEFCIARY AUTHORITY” role.

If you are creating an “on-behalf” multi-country request, the system will create a “replica” request for each participating country as soon as you “Save” the request or you click on “Next” to go to the next step of the process.

The indicated Beneficiary Authorities and their Coordinating Authorities will see these request on their dashboards and they will be able to include their country-specific

information in some sections of the requests (other sections like the title of the support measures are blocked for edits and remain intact as included by the Request initiator). In case the BA does not exist in the system the CA will be able to handover the request.

Please indicate the Beneficiary Authorities of this request. ⓘ

Name Email Country

Name	Email	Status	Country	Role	Request status	Action
Coordination Authority	coordination_authority@outlook.com	New User	Germany	Request initiator		
Mark	mark@mark.com	New User	Germany	Request beneficiary authority		
John	john@john.com	New User	Italy	Request beneficiary authority		

NOTE: If the added users do not have an EU Login account, the relevant Coordinating Authorities can follow-up on the request.

- **Adding other Beneficiary Authorities** from your Member State) to participate of the request is optional for all modalities of submission (except for Multicounty *on behalf* -see section above).
 - ✓ To add other Beneficiary Authorities, enter the “Name” and the “Email” of the user.
 - ✓ Click on “Add”.
 - ✓ The Country is set by the system to the Request Initiator’s country and cannot be changed.

Please indicate the Beneficiary Authorities of this request. ⓘ

Name Email Country

The user will be added to the list of Beneficiary Authorities with the “REQUEST BENEFICIARY AUTHORITY” role. Once they are on the list, these users can view the request; but they cannot edit it.

Please indicate the Beneficiary Authorities participating in this request

Name Email Country

Name	Email	Status	Country	Role	Action
Coordination Authority	coordination_authority@outlook.com	user Identified	Germany	Request initiator	
Mark	mark@mark.com	New User	Germany	Request beneficiary authority	

1.2.2 Actors step: information of the Beneficiary (Recipient) Authority

On this step of the workflow, you will add the information of the Beneficiary (Recipient) Authorities of your Member State and the contact names of each one of them.

NOTE: At least one beneficiary authority and one contact name are mandatory. One Beneficiary (Recipient) Authority can have one or more point of contacts.

Fields needed to add a Recipient Beneficiary Authority are:

- Legal Name – Official name of the Authority (i.e: Ministry of Agriculture)
- Address of the Beneficiary (Recipient) Authority
- Country: Field set by default by the system to the Request Initiator’s country.
- Additional information: Optional field to add additional information, such as the Beneficiary (Recipient) Authority’s website or other relevant information.

Click on “+ Add” to add the new Recipient Beneficiary Authority to the request. You may add others if necessary.

Then you will need to add at least one “Contact person” to the new Recipient Beneficiary Authority: For this you may click on “Actions”-> “Add contact person” and fill-in the following fields:

- Name: It may differ from the REQUEST INITIATOR set by default by the system on the INITIATE tab.
- Position
- Telephone number
- Email
- Additional information: Optional field. You may add a secondary email or telephone number.

Add contact person ✕

MINISTRY OF ...
Rue de la Loi
Germany

Name *

Position * Telephone number


Email *

Additional Information

Then click on “OK” to add the new “Contact person” to the Recipient Beneficiary Authority:

MINISTRY OF...
Rue de la Loi
Germany

Actions ⋮ ^

Mike Director	+49123456789 mike@mike.com	 
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Note for multi-country *on behalf* requests: This section needs to be filled-in by each participating country, including in the case of a “on-behalf” multi-country requests.



1.2.3 Needs step

On this step of the workflow, you will fill-in all the fields to describe the problem/need to be addressed. Uploading of documents is not foreseen. At a later stage in the process you might be requested by DG REFORM to complement your request with additional documents.

Note for multi-country *on behalf* requests: This section needs to be filled-in by each participating country for “on-behalf” multi-country requests.

1.2.4 Measures step

Measures

The fields from this step of the workflow provide an indicative description of the support measures requested and the estimated cost.

Note for multi-country on behalf requests: For the participating countries of an “on-behalf” multi-country request, part of this screen will be pre-filled by the lead Authority and displayed in read-only mode. Only the fields 2.7, 2.8 and 2.9 can be edited by the participating countries.

Pre-filled fields (related to Flagship projects)

Some of the fields under point 2 of the form depend on the selected *Flagship*, some of them are pre-filled and specifically structured (i.e.: for “Flagship: PACE – Public Administration Cooperation Exchange” the main broad policy area will be by default “Governance and public administration”):

2 - INDICATIVE DESCRIPTION OF THE SUPPORT MEASURES REQUESTED AND THE ESTIMATED COST

2.1.a - Please indicate the main broad policy area of the support measures requested.

Governance and public administration

Support measures

For flagship project requests and field 2.2.b “*What technical support measures do you request from DG REFORM to support your reform and achieve the outcome specified under point 2.2.a?*”, users will be able **to select one or more support measures from a list of pre-defined options.**

The *work packages* and names of the *support measures* depend on the selected flagship project.

To add a support measure to your request, simply check the box next to the relevant measure. Doing so will make the text area editable and mandatory. Users are expected to provide a justification for each selected support measure.

Example for “Flagship: PACE – Public Administration Cooperation Exchange”:

■ Key activities

What do you envisage to encounter during the exchange? How would you like to structure the exchange(s)? Any specific needs or expectations? e.g. learning about working methods, desk research, job shadowing, participating in a particular project you are aware of in the host institution, joint workshops, etc.

Insert text; between 400-500 words

NOTE: At least one support measure needs to be selected for a given flagship project request.

When editing a saved request, it’s possible to edit the selection of support measures.

1.2.5 Circumstances step



On this step of the workflow, you will select the circumstances to which your request is linked to:

3. CIRCUMSTANCES OF THE REQUEST

3.0 - The requested support is linked to: *

- Preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant)
- Reforms in the context of economic governance process (e.g., CSR, Country reports, implementation of economic adjustment programmes, etc.)
- Implementation of Union priorities (e.g., CMU, REPowerEU and European Green Deal, Customs Union, etc.)
- Implementation of Union law (e.g., infringements)
- Implementation of Member States' own reform priorities to support recovery, sustainable economic growth, job creation and enhance resilience

3.1 - Additional information. Please add relevant explanations as appropriate:

Insert Text, indicatively between 150-200 words

If you select *“Preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant)”*, you will need to specify if there is a direct or indirect link to the RRP and add it on the dedicated field.

3.2 - Is there a direct link to the RRP (e.g., direct contribution to the implementation of a reform / investment in the RRP)?

Yes, there is a direct link

3.2.1 - Please define for which reform/investment of the RRP this request has a direct link to (add FENIX reference and corresponding deadlines when available). *

Insert Text

No, there is only an indirect link

3.2.2 - Please describe the indirect link of the requested support to the RRP. *

Insert Text

Note for multi-country on behalf requests: This section needs to be filled-in by each participating country for “on-behalf” multi-country requests.

1.2.6 Agreements to Communication step:

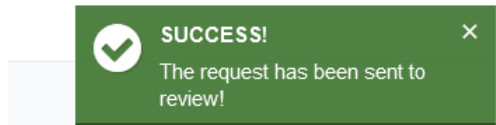


On this step of the workflow, you will need to consent on potential communication activities by DG REFORM. You will also need to mark as “read and understood” the disclaimers described in this tab.

Note for multi-country on behalf requests: This section needs to be filled-in by each participating country for “on-behalf” multi-country requests.

1.2.7 Send for review:

At the end of this step, if all the mandatory fields have been filled-in and the user clicks on **“Send for review”**, the request will be submitted **to the Coordinating Authorities** for review and the status updated to **“SENT FOR REVIEW”**. The application will display the following success message:



Note for multi-country *on behalf* requests: This step needs to be completed by each participating country for “on-behalf” multi-country requests.

If the “REQUEST INITIATOR” is a:

- Beneficiary Authority, the flow would resume at this point and the next steps will need to be carried over by a Coordinating Authority from his/her country.
- Coordinating Authority, s/he may continue directly with the next step of the workflow (CHECK).

1.3 Check and submit a Request for Support (for Coordinating Authorities only)

1.3.1 Check step Check

This step is only visible to the users with Coordinating Authority role. Beneficiary Authorities don't have access to this information.

Here you will see a summary of the request and you will need to review the information entered in every step of the workflow. You can navigate from one step of the workflow to another by clicking on the bubble corresponding to each step.



Besides, you will need to indicate the priority of this request (if prioritization is a common practice in your Member State) with regards to the other requests presented by your country.

Priority of the request *

Once this is done, you may click on “**Mark as checked**” and the status of the request will be updated to “CHECKED”.

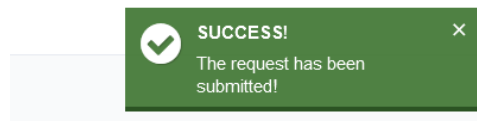
Note for multi-country *on behalf* requests: The Coordinating Authorities of each participating Member State(s) of a multi-country *on behalf* request must review the information and check the request as if it was the case of any other type of request of the Member State.

1.3.2 Submit step



This step is only visible to the users with Coordinating Authority role. Beneficiary Authorities don't have access to this information.

Here you will need to indicate that you understand that once the request is submitted to DG REFORM this step cannot be undone. Then you may click on **“Submit request”**. This action will trigger the submission of the request to DG REFORM and the change of the status to **“REQUEST SUBMITTED”**. The system will display the following success message:



Note for “on-behalf” multi-country requests:

- This section needs to be filled-in (submitted) **by each participating country**.
- The participating countries can submit their requests to DG REFORM before the lead Authority submits their own request. The only requirement is that all the mandatory fields are filled in.

CONSIDERATIONS TO FILL-IN THE SUBMISSION FORM:

- 1) All mandatory fields are marked with a red asterisk (*) at the end of the field name.
- 2) The form will be saved automatically when you navigate to the next step of the workflow, by clicking on the “Next” button. However, please consider that while you are on a specific step of the workflow there are not any auto-saving option. We encourage you to save as often as necessary, by clicking on the “Save” button, to limit any accidental loss of information.
- 3) Many fields have additional explanations. The aim is to provide the user with better/clearer information on what should be inserted into the field. The explanations are the same as in the instructions accompanying the word format of the request form.
- 4) You can move from one step of the workflow to another by clicking on any of the bubbles.



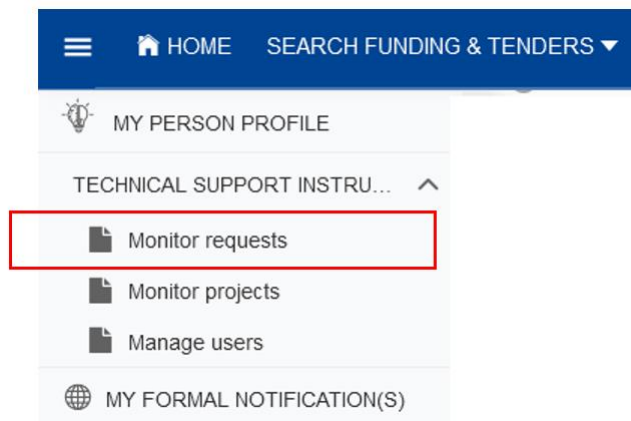
2 Monitor requests for support

2.1 "Monitor requests" page

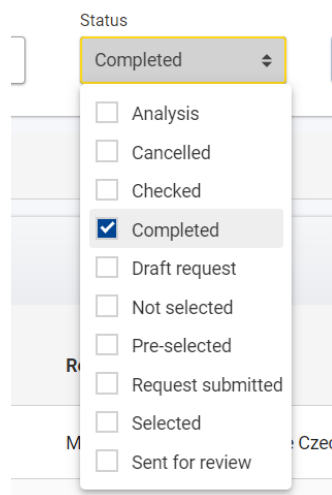
By clicking on "Monitor requests" from the menu on the left-side of the screen Beneficiary Authorities will view the list of requests submitted by its own authority and their status. Coordinating Authorities have a view to the full list of requests for the Member State.

If you have **Coordinating Authority role**, you will see all the requests of your Member State from the moment they are submitted for review by the Beneficiary Authorities and onwards. You will see the requests as well in status "Draft request" encoded by you and all the "on-behalf" multi-country requests in any status for which your country is participating.

If you have **Beneficiary Authority role** you will see all the request drafted by you in any status.



The requests in your monitoring table can have different statuses:




- **Draft request (red):** A requests drafted by you. The request will have this status as soon as you click on "Save draft" in the form.

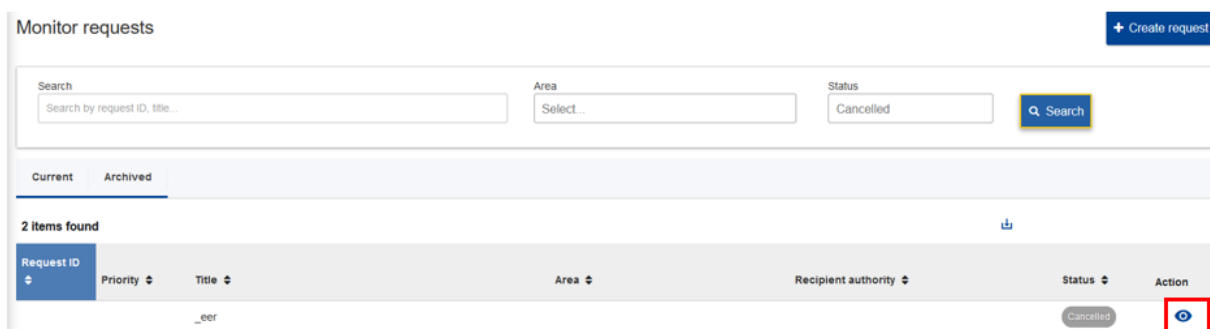
- **Sent for review (blue)**: A request submitted to the Coordinating Authority, for review.
- **Checked (orange)**: A request checked by the Coordinating Authority.
- **Request submitted (green)**: A request submitted by the Coordinating Authority to DG REFORM.
- **Analysis (orange)**: A request which is under evaluation by DG REFORM. Requests cannot be edited anymore.
- **Pre-selected (blue)**: A request that has passed the first step of the selection process to receive technical support from the European Commission.
- **Selected (green)**: A request selected to receive technical support from the European Commission.
- **Not selected (grey)**: A request that has not passed the selection process to receive technical support from the European Commission.
- **Cancelled (grey)**: A request withdrawn by your Member State.
- **Completed (grey)**: A request that received technical support from the European Commission

You can also access to the archived requests by clicking on “Archive”. This will show you the list of requests from previous rounds of the TSI programme:

2.2 View request details

To view the details of any request listed on the “Monitor request” page:

- 1) For the TSI 2024 requests, you may click on the “eye”  icon from the “Actions” column and you will see the request as described on the [creation of the request](#); but in read-only mode.




Then you will see the different steps of the workflow of the request and you can navigate from one to another to view the information entered on each step.

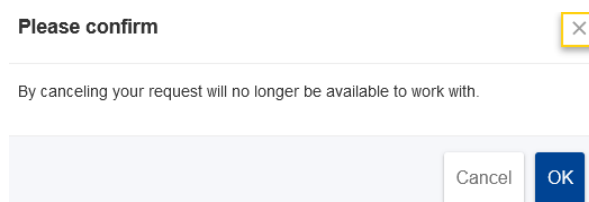


2) For the “Archived” requests, you may click on the title of the request. This is the list of sections that you will see:

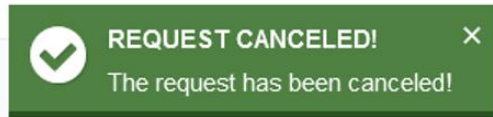
- Request Details: Request ID, title, subtitle, Type of technical support request, status
- Recipient National Authority: Name, Address, Contact person, Position, Email and Telephone number
- Multi-country request
- Description of the problem/need to be addressed
- Indicative description of the support measures requested and the estimated cost
- Circumstances of the request
- Agreement to communication activities by both the coordinating authority and beneficiary authority
- Attachments

2.3 Cancel a request

From the list of requests, you can cancel a request by clicking on the forbidden  icon. The system will ask you to confirm this action:




If you select “OK” the status of the request will be updated to “CANCELLED” and the system will display a success message:

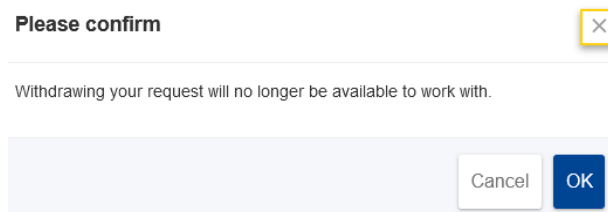


From that moment on, you will not be able to work with it anymore and it will never reach DG REFORM.

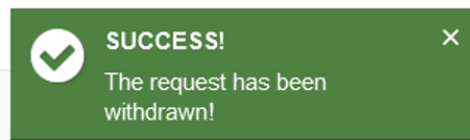
2.4 Withdraw a request

From the list of requests, you can withdraw a request by clicking on the  icon. This option is only possible once the request has been submitted to DG REFORM.

The system will ask you to confirm this action:



If you select “OK” the status of the request will be updated to “WITHDRAWN” and the system will display a success message:




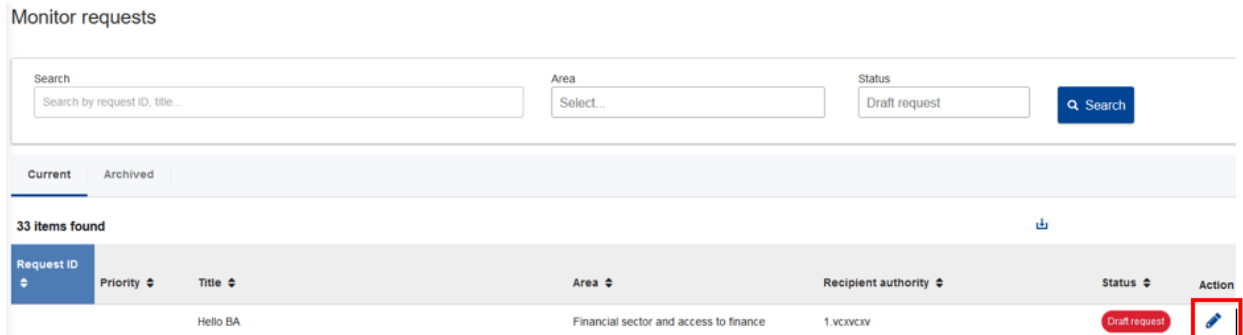
From that moment on, the request will not be considered for assessment by DG REFORM.

2.5 Edit request details

There are several scenarios in which you can edit a request:

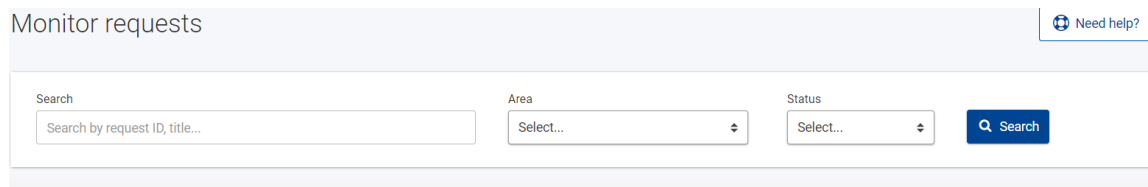
- 1) You are the Request Initiator and you have Beneficiary Authority role: You can edit the request while it is in “DRAFT REQUEST” status
- 2) You are the Request Initiator and you have Coordinating Authority role: You can edit the request while it is in “DRAFT REQUEST” status.
- 3) You have Coordinating Authority role: You can set the priority of the request with regards the other requests from your country and you can submit it to DG REFORM.

On the "Monitor request" screen and if you have the necessary rights to edit a request, you will see a "pencil"  icon on the "Actions" column. By clicking on it, you can navigate on the different steps of the workflow of the request to edit its information.



2.6 Filter list of requests

You may need to filter the list of requests from the Monitoring requests page by any of the following categories:



- Area: The different departments of DG REFORM (Governance and Public Administration, Sustainable Growth and Business environment, ...).
- Status: Any of the status described in [point 3.1](#).
- Free text: You may type the "Request ID" or part of the title of the request(s) you are looking for.

2.7 Export list of requests

You will be able to export a list of requests from the "Monitor request" page by clicking on the "Export" button. You may export the whole list or a selection of it.

To export a selection of requests: After having applied the filters to limit the search results to the needed requests, click on the "Export" link feature.

Monitor requests + Create request [Need help?](#)

Search Area Status Search

Search by request ID, title... Select... Select...

Current | Archived

555 items found ↓

Request ID	Priority	Title	Area	Recipient authority	Status	Action
------------	----------	-------	------	---------------------	--------	--------

The list of requests will be exported to an Excel file that can be saved locally.

3 Monitor ongoing projects

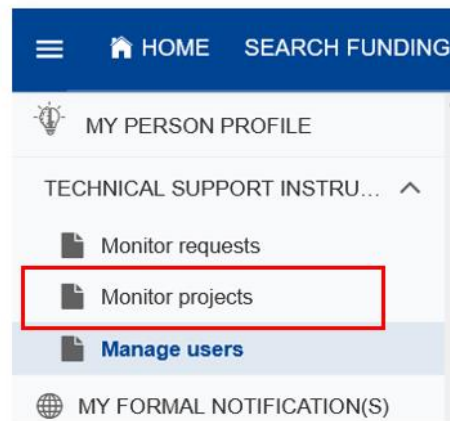
3.1 Monitor projects in your country

This feature is only available to the users with Coordinating Authority role. Beneficiary Authorities don't have access to this information.

Once requests are selected, they become projects (several requests can also be merged into one project).

The [TSI Portal for DG REFORM \(hosted on the F&T portal\)](#) provides Coordinating Authorities with live information on the **implementation of SRSP and TSI projects in their respective country** (SRSP 2017, SRSP 2018, SRSP 2019, SRSP 2020, TSI 2021, TSI 2022, TSI 2023, Article 7/7.2 and Article 11 projects where relevant).

The relevant menu entry is called “Monitor projects”:



The following information is provided for each project:

- **Request ID** attributed during the selection process to which the project is associated (one project can also be linked to several Request IDs)
- **Project title**
- **Name of the beneficiary authority** benefiting from the support
- **Topic(s)** covered by the project
- **Status** of the project:
 - **Not started (red)**
 - **Under preparation (orange)** – work on the project specifications has started
 - **On the ground (blue)** – project is being delivered on the ground
 - **Evaluation (green)** – results of the project are currently being evaluated
 - **Completed (green)** – the project is completed
 - **Cancelled (grey)**
- Short **description of the project**
- **Start date of the project**

- **State of play** to indicate whether the project is **on track** or there is a **risk of delays**.

For any further information on the project implementation, Coordinating Authorities are encouraged to directly contact **their DG REFORM Country Coordinator**.

3.2 Filter list of projects

You may need to filter the list of projects from the “Monitor projects” page by any of the following categories:

- Funding source (by default, the projects from the last TSI call is displayed). You can add one or several funding sources:

Funding source

Article 11 ...

Article 11 ...

Article 7 2...

Article 7.2 ...

Other

SRSP 2017

SRSP 2018

SRSP 2019

SRSP 2020

TSI 2021

TSI 2022

TSI 2023

- Topic(s) covered by the project

Topic

- Access to finance
- Aggressive tax planning, tax fraud and evasion
- Air quality, pollution prevention and control
- Anti-corruption/anti-money-laundering
- Bank supervision and resolution
- Better regulation, licensing, inspections and market surveillance
- Biodiversity, forestry and agriculture
- Budget preparation and implementation
- Capital Markets Union
- Central and local administration

...

- Status: Not started, Started, On the ground, Evaluation, Completed, Cancelled.

Status

Select...

- Completed
- Evaluation
- Not started
- On the ground
- Under preparation

- Free text: You may type the “Request ID” or part of the title of the request(s) you are looking for)

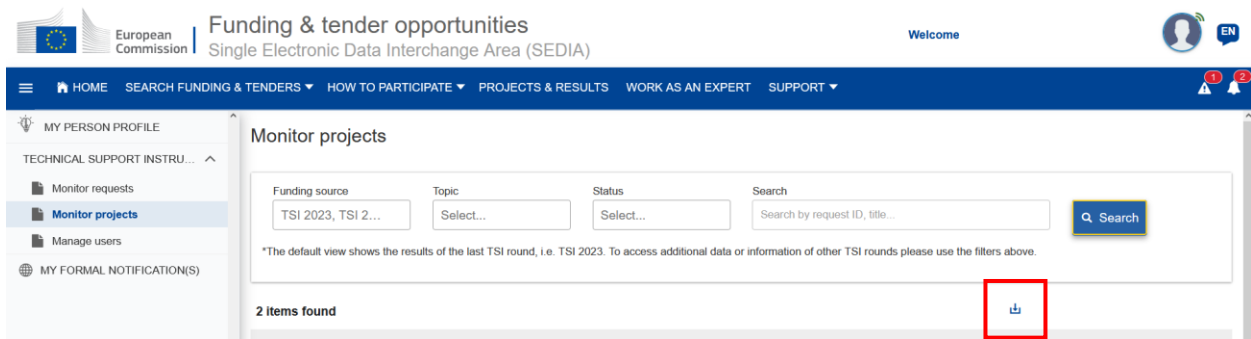
Search

Search by request ID, title...

3.3 Export list of projects

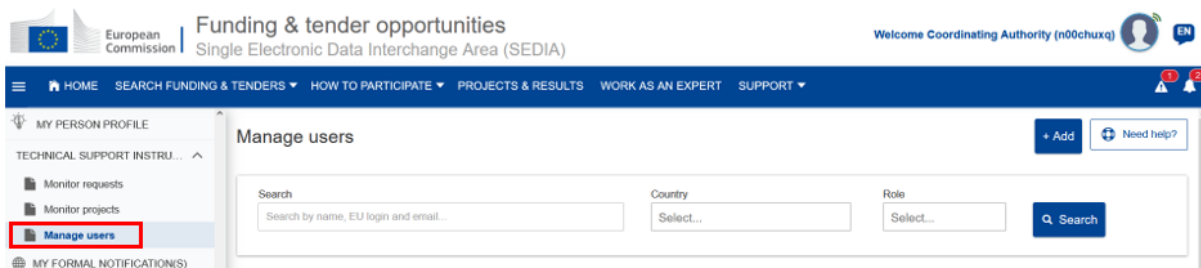
You will be able to export a list of projects from the “Monitor project” page by clicking on the “Export” button. You may export the whole list or a selection of it.

To export a selection of projects: After having applied the filters to limit the search results to the needed projects, click on the “Export” link featured.



4 Manage user access rights

This feature is only available to the users with Coordinating Authority role. Beneficiary Authorities are not allowed to manage other users’ account.



4.1 Main page view

The “Manage user” page displays several options:

- Add user
- Search for users
- List of users: The full list of users of your Member State, where you can see the following details for each user:
 - Full name
 - EU Login unique identifier
 - Email
 - Role(s) in DG REFORM application

The system offers the possibility of ordering by any of the columns mentioned above.

As a Coordinating Authority, you can add or remove users from the list of authorities of your Member State.

4.2 Adding a user

As a Coordinating authority you can add to the system Beneficiary Authorities and other Coordinating Authorities from your Member State.

To add a new user, you need to click on the “+ Add” button, on the top-right corner of the screen:

Then you will need to enter the following information of the new user and click on “Save”:

- First Name
- Last Name
- Email
- **Role:** To select between “Coordinating Authority” and “Beneficiary Authority”

- Country: The only option available will be your own country.

Add user

User information

First Name *

Last Name *

Email *

Details

Country *

Role *

Once the user will be added you will see the following message:



4.3 Removing a user

As a Coordinating Authority you can remove any user with Beneficiary Authority or Coordinating Authority role from your Member State.

- To remove a user from the list, select the Trash icon next to the user that you want to remove:



- The system will ask you for confirmation:

The operation cannot be undone. Proceed?

ROLE	NAME	EMAIL	USERNAME
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1 10

The operation cannot be undone. Proceed?

- Select "OK"
- The system will display a confirmation message:



Please note that once the user is removed the operation cannot be undone; however, you may add the user again if necessary.

4.4 Search for a user

You can search by name, last name, EU Login unique identifier or by email. You may also filter by the role of the user.

5 Pre-requisites for access to the TSI Portal

5.1 Permissions and access to the TSI Portal for DG REFORM (hosted on Funding & Tenders Portal)

Permission to the TSI portal

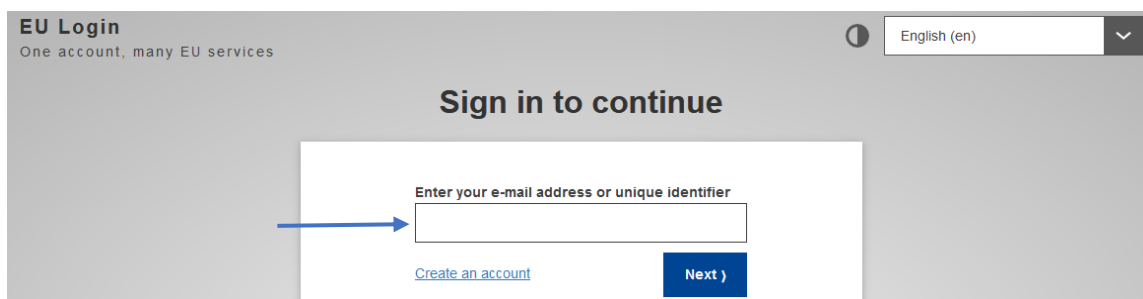
In order to access the TSI Portal for DG REFORM (hosted on Funding & Tenders Portal) you need:

1. To have an [account on EU LOGIN](#). EU Login is the "European Commission's Authentication Service". In case you don't have an EU Login account, you can create one by following the steps described on the [next section](#).
2. If you are a Coordinating Authority and you do not have yet your permissions, contact DG REFORM by using the email REFORM-TSI@ec.europa.eu and ask for the set-up of your permissions.

If you are a Beneficiary Authority, contact your national Coordinating Authority, that can autonomously set-up your permissions. EU Login is the "European Commission's Authentication Service". In case you don't have an EU Login account, you can create one by following the steps described on the [next section](#).

5.2 Creation of an EU Login account

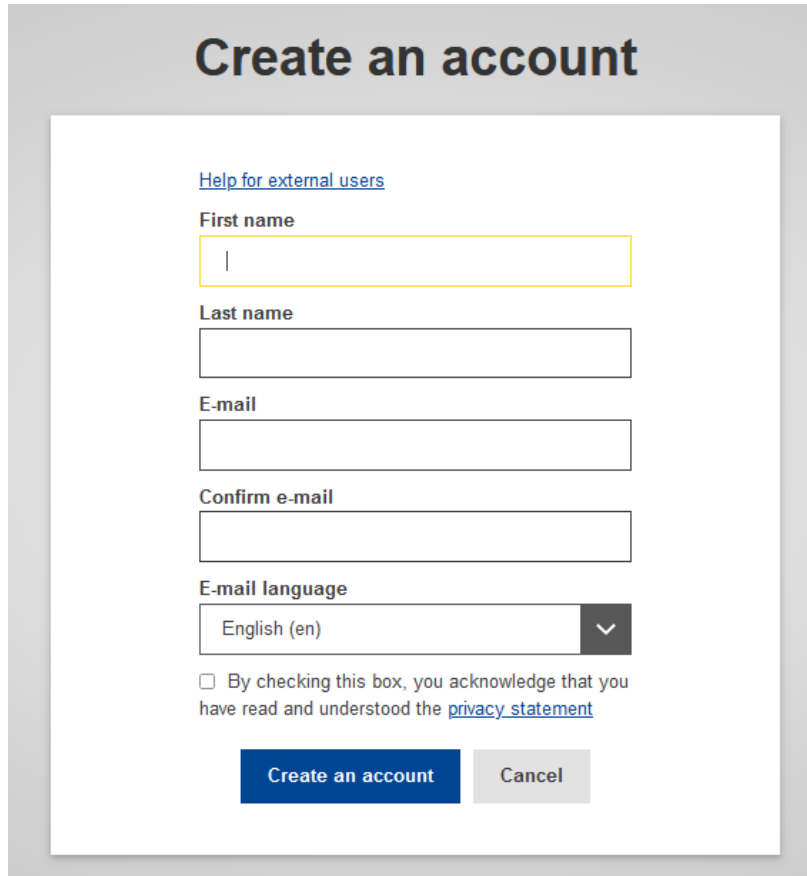
To create an EU Login account, please click on the following link: <https://webgate.ec.europa.eu/cas>



- Click on "Create an account".
- You will have to provide the information shown below. If you are using a functional mailbox to create your account, please enter:

- As first name: "Coordinating Authority (country)" or "Beneficiary Authority (country), depending on your role.
- As last name: The name of your authority as last name.

You may also need to enter a verification code.



The screenshot shows a web form titled "Create an account" with a grey border. At the top left of the form area is a blue link "Help for external users". Below it are the following fields:

- First name**: A text input field with a yellow border and a vertical cursor.
- Last name**: A text input field.
- E-mail**: A text input field.
- Confirm e-mail**: A text input field.
- E-mail language**: A dropdown menu showing "English (en)" with a downward arrow.

Below the dropdown is a checkbox with the text: "By checking this box, you acknowledge that you have read and understood the [privacy statement](#)".

At the bottom are two buttons: a blue "Create an account" button and a grey "Cancel" button.

Note that EU Login is a separate entity from the DG REFORM portal. If you are having issues with authentication/EU Login, please first follow the instructions on this page (<https://webgate.ec.europa.eu/cas/contact.html>) to contact the EU Login helpdesk.