

USER MANUAL

Online Collection Software for European Citizens' Initiatives

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1 General presentation

This software has been designed for organisers of European citizens' initiatives.

It has been developed by the European Commission and already complies with the functional, application and database related requirements of the technical specifications¹. It provides all the necessary functionalities to collect statements of support online, securely store signatories' data and export the data to the competent national authorities. It can easily be configured for any proposed citizens' initiative as it allows organisers to upload all relevant information on their initiative from their organiser account on the European citizens' initiative website.

The software consists of a public interface for signatories to give their support and an administration interface for organisers to manage the system.

The software can operate in two different modes:

- **Offline mode:** this mode enables the organisers/administrators to prepare and test the system prior to starting the collection campaign. In this mode, the public interface is password-protected to prevent access from the general public.
- **Online mode:** this mode allows the organisers to actually collect statements of support for their proposed citizens' initiative, once the system is configured and certified. In this mode, the public interface is accessible to the general public.

By default, the system is in offline mode. The transition to online mode is under the control of the organisers/administrators. In order to go into online mode, the organiser/administrator is required to finalise the set-up of the system using the initiative data registered on the European Commission register for the citizens' initiative (hereafter referred to as the 'ECI register') and to have uploaded the conformity certificate issued by the competent national authority. Transition to online mode has the effect of disabling the password protection of the public interface so that the actual collection of statements of support can start.

Important: Transition from offline to online mode is irreversible!

¹ Commission Implementing Regulation (EU) No 1179/2011 of 17 November 2011 laying down technical specifications for online collection systems pursuant to Regulation (EU) No 211/2011 of the European Parliament and of the Council on the citizens' initiative.

OFFLINE MODE:

Administration interface:

You can prepare your system in view of its certification and configure it for your proposed citizens' initiative. All functionalities are available to test your system.

Public interface:

It is password-protected to prevent public access.

IRREVERSIBLE



ONLINE MODE:

Administration interface:

You can no longer alter the data provided on your proposed initiative. You can only add new language versions. All other functionalities are available to manage efficiently your collection of statements of support.

Public interface:

The statement of support form is publicly accessible to allow signatories to give their support to your proposed citizens' initiative. The form can nevertheless be activated or de-activated using the collection ON/OFF buttons in the administration part.

2 Administration interface

2.1 Access to the interface and choice of the interface language

When connecting to the administration interface of the system you are first presented with the login screen. The system uses a two-step authentication: it asks for the username and a password, but also for a response to a challenge string of hexadecimal characters (Figure 1).

European Citizens' Initiative - Online Collection System

English (en) ▼

Username

Password

Please use your private key to decrypt (offline) the sample text below and then paste the result into the result field.

Result

Login

European Citizens' Initiative - Online Collection System 1.6.0 Edition

Figure 1: System login screen

To access the system, proceed as follows:

1. Enter your username
2. Enter your password

Please refer to section "Security Tool installation" of the Installation Guide on how to generate the username and password.

3. Place the cursor in the text area of the hexadecimal characters then right click and *Select all*, right click again and select *Copy*
4. Open the Security Tool and identify yourself with your master password
5. Choose the *Decrypt Sample Text* functionality (Figure 2)



Figure 2: Security Tool – *Decrypt Sample Text* screen

The following window will open:

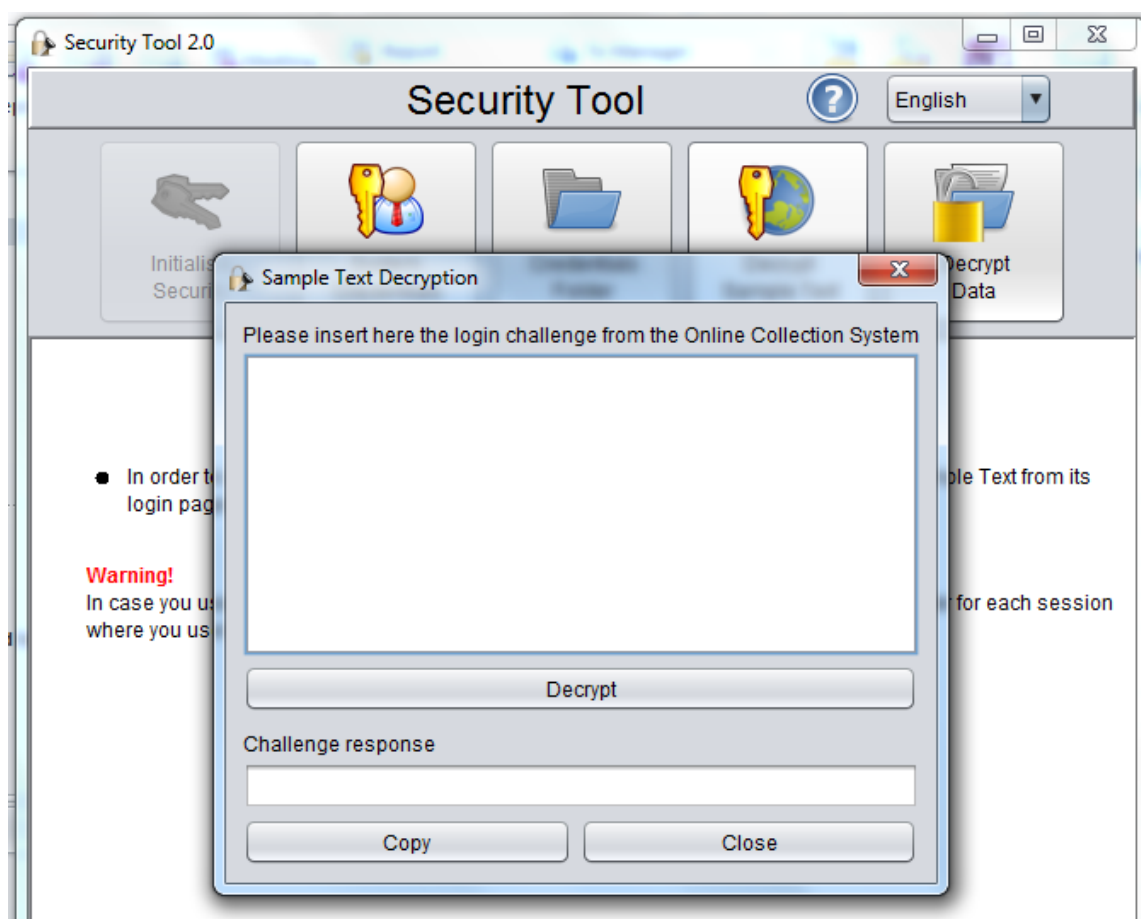


Figure 3: Sample text decryption window

6. Paste – by right clicking and selecting *paste* – the copied character set for decryption and click on *Decrypt*

7. Copy the result of the decryption – by using the *Copy* button beneath the decrypted text – and go back to the system login page. Place the cursor on the result field and paste the copied result into the field
8. Press the *Login* button
9. If the login is successful, the system displays the administration home page (Figure 4 below)
10. If the login fails, the system will display the applicable error message. In this case you need to repeat steps 1 to 8 to attempt a new login

By default, your system is in **offline mode**. In this mode, the public interface of your system is password-protected to prevent public access. This mode therefore allows you to prepare your system in view of its certification prior to starting the collection. Once your system has been configured and certified, you may officially start collecting statements of support via the public interface. In order to do so, you will need to go into online mode via the *System Status* entry in the menu. For more details please refer to section 2.3.1 *Transition to the online mode (irreversible)*.

In addition, by default, the statement of support form in the public interface is disabled ("Collection OFF"). For more information on the activation/de-activation of the form, see section 2.3.2 *Collection mode: ON/OFF*.

A drop-down list on the top right hand corner of the page allows you to change the language of the interface at any time.



Figure 4: System administration homepage

2.2 Configure the software for your proposed citizens' initiative

In order to configure your system for your proposed citizens' initiative, you have to use the *Initiative Setup* entry in the menu. This page will allow you to add the information on your proposed citizens' initiative.

2.2.1 If you have not yet registered your proposed initiative with the Commission

If you are preparing your online collection system and intend to get it certified before registering your proposed citizens' initiative on the ECI register, you have to enter the information on your proposed initiative using the *Enter/Edit information manually* button.

You do not have to complete all information straightaway. However, you will need to indicate the exact title of your initiative prior to requesting certification of your system by the relevant national authority. This title should be exactly the same as what you intend to register in the European Commission's website ("ECI register"). Please also indicate the language in which you will be registering the initiative.

Please note that the possibility to enter data manually only exists in offline mode.

2.2.2 If you have already registered your proposed initiative with the Commission

In this case, you can upload the XML file containing the information on your proposed initiative, which will be available in your organiser account in the ECI register as soon as the registration of your proposed initiative has been confirmed by the European Commission. See the following section for instructions on how to upload the file.

Please note that you will only be able to put the system in online mode after having uploaded the XML file: this will ensure that the data used in your online collection system corresponds exactly to the information registered in the ECI register.

2.2.3 Upload the file downloaded from the ECI register

In order to upload the XML file containing the information on your proposed initiative, you have to:

1. Go to your organiser account in the ECI register
2. Download the file available in the *Manage your initiative* menu (*Set up your online collection system* entry) and save it on your local drive
3. Access the OCS *Initiative Setup* page of the administration interface, click on the *Upload file* button (you need to be logged in first)
4. Click on the *Browse* button to locate the file on your computer and click on the *Open* button. Click on the *Upload* button

Please note that once you go into online mode, the data on your proposed initiative cannot be altered anymore. You will then only be able to add new language versions of your proposed initiative by uploading the new XML file (see next section).

2.2.4 Add the language versions published in the ECI register for your proposed initiative

To add the language versions you have provided and that have been published on the ECI register, you have to make a new download in your organiser account of the file containing the information on your proposed citizens' initiative and upload this new file in the software, as described above. The file contains all language versions published for your proposed initiative at the time of its download, including the registration language.

You can therefore repeat the operation each time new language version(s) are added in the ECI register.

Please note that you do not need to stop the collection in the public interface to upload a new file for your proposed initiative.

In brief:

- In offline mode (you are testing the system), you can either enter data manually or upload the file you will find in your organiser account if you have already registered your proposed initiative with the Commission.
- To go into online mode and once you are in online mode (the collection of statements of support is ongoing), you can only upload the file available in your organiser account.
- You will have to download this file from your account and upload it in your system each time a new language version of your initiative is published on the ECI register so that this language version is added to your system.

2.3 Manage your system (System status options)

This section refers to the *System status* entry in the menu.

2.3.1 Transition to the online mode (irreversible)

Once your system is ready and has been certified by the competent national authority and once the registration of your proposed citizens' initiative has been confirmed by the Commission, you can go into online mode in order to start collecting statements of support from signatories.

In order to do so, you first have to:

- finalise the initiative setup of the system by uploading the XML file containing your initiative details that you previously downloaded from your organiser account in the ECI register (you cannot go into online mode if you have entered data manually) (see section 2.2.2 *If you have already registered your proposed initiative with the Commission*) and
- upload, in the *System status* entry in the menu, the certificate of conformity of your system you will have received from the competent authority.

Then, in *System status*, you can tick the box *Go into online mode* and click on *Continue*.

Be aware that going into online mode is IRREVERSIBLE and it implies that:

- the information on your initiative including the different language versions is considered as final and you will not be able to modify it any more. However, you will be able to update your initiative setup with any new language versions you add to the ECI register.
- all test signature data you may have used in offline mode are erased.

In addition, by default, the system will automatically enable the statement of support form on the public interface (if the collection is at that time OFF, it will automatically be turned ON). See the section below for more information.

2.3.2 Collection mode: ON/OFF

In both, offline and online modes, you can choose to activate or de-activate the statement of support form in the public interface. This enables you to allow or prevent the submission of statements of support via the public interface.

When the collection is OFF, the public interface homepage is still accessible but not the form to give a statement of support itself (the *Support* button giving access to the form is not available).

When the system is offline, the general public does not have access to the system, but you may want to activate the statement of support form in order to test the collection (the access will then be password protected).

You can activate or de-activate the form at any time. It does not have any impact on the statements of support already collected.

In order to change the collection mode, select ON or OFF by ticking the corresponding box in the *System status* page and click on *OK*.

By default, the collection is OFF in offline mode and ON in online mode.

Please note that you must de-activate the statement of support form in the public interface at the end of your collection period.

2.4 Monitor and export statements of support collected

The *Monitor and Export* page allows you to monitor the collection of statements of support submitted through the public interface of the system and to export the corresponding data. For this purpose, it offers three functionalities described in the three subsequent subsections respectively. The page is available in both offline and online modes.

The data is encrypted in the system. Once exported, you will need to decrypt it using the Security Tool in order to be able to analyse it. Please see section 2.4.4 *How to decrypt the exported data* for more information.

2.4.1 Current signature distribution – Export of all collected statements of support

The first part of the page, named *Current signature distribution*, displays the total distribution of signatures, classified according to the country of signatories.

You can export all statements of support collected at any time through the button *Export all*.

Once the export is completed, the exported file will be made available in the file system you have indicated when you have initialised the system (see the Installation Guide). The exported files will be automatically classified by country and, for each country, by language version of the initiative selected by the signatory. The folder names are based on the country codes and language codes you will find in **Annexes I and II** respectively.

At the end of your collection of statements of support, and if you have reached the required number of signatories, you will have to send the relevant statements of support exported to each competent authority in the member states for verification.

2.4.2 Report by period and/or by country – Export of selected statements of support

The second part of this page allows you to make queries for reporting statements of support according to the country and/or the date of submission. You can select a period of time by completing the first two fields and/or you can select a country from the drop-down list. Launch the query by clicking on the *Count* button.

You can then export the corresponding statements of support through the *Export* button that appears once the system has completed the query.

2.4.3 Delete specific statements of support

The third part of the page allows you to select one or more statements of support – using the signature identifier – in order to delete it/them through the *Delete* button. You may indicate the date of signature in addition to the signature identifier but this is not mandatory.

A report will indicate whether or not the deletion was successful for each statement of support.

When a signatory has successfully submitted his/her statement of support via the public interface, he/she is informed of the signature identifier of his/her statement of support.

You can also find – in the XML file created from the exported data using the Security Tool – the signature identifier corresponding to each statement of support.

2.4.4 How to decrypt the exported data

1. Start the Security Tool using the master password entered during the initialisation phase as described in the Installation Guide. Click on *Decrypt Data*



Figure 5: Offline Security Tool – *Decrypt Data* screen

The following window will open:

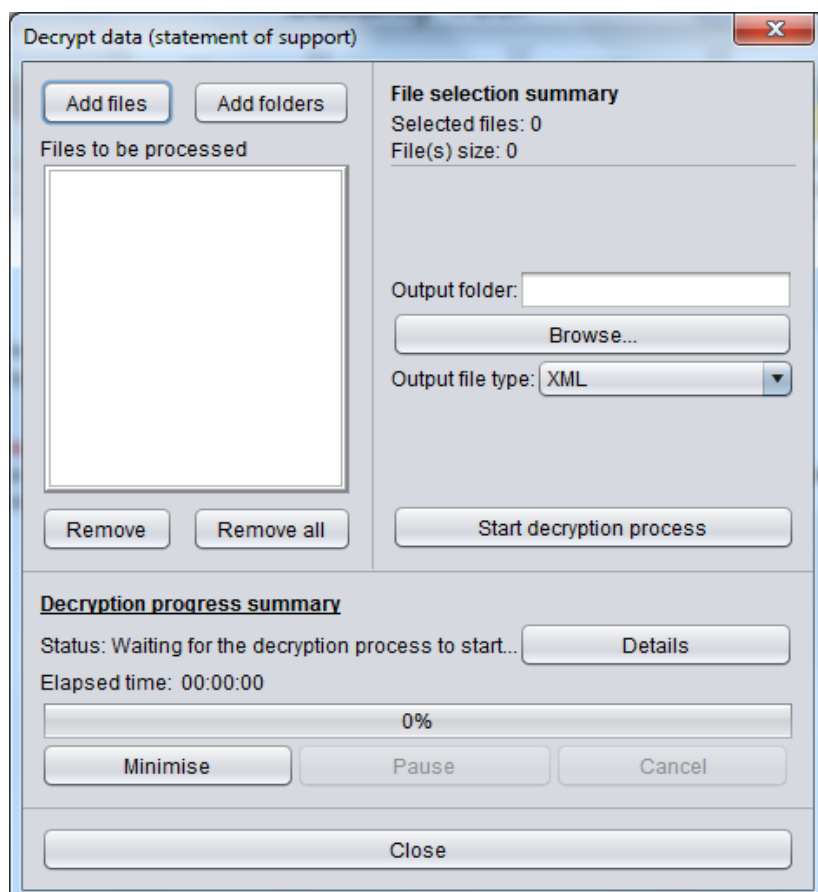


Figure 6: Browsing and selecting folders or files to be decrypted

2. Add the individual files or folders to be decrypted

On the top left hand side you can find the buttons for adding new individual files or folders to be processed (*Add files / Add folders*).

When adding files, multiple files of the file type XML can be selected. When adding folders, only folders can be selected (multiple selection). When hovering the mouse over an item from the list of selected files, the full path to the file/folder is displayed.

For removing files/folders there are two possibilities: *Remove all* – which clears the selection of files and folders and *Remove* which removes selected entries individually. For removing multiple files/folders, keep the Control key pressed and click on the files/folders that need to be removed. Once the selection is made, you can click the *Remove* button or right click the mouse which opens a selection menu from where you can choose *Remove*. Both actions will remove the selected files/folders.

On the top right hand side you can find the *File selection summary*. This part provides you with a summary of all files that will be processed. This is particularly useful when folders are selected. The summary will display the total number of XML files detected in all the folders and sub-folders and files in the selection, together with the total size of those files.

3. Choose the output folder

In order to choose where to store the decrypted files, click on the *Browse* button beneath the *Output folder* label and select the folder to be used.

4. Choose the output file type from one of the two options: XML or PDF

5. Click on *Start decryption process* in order to proceed with the decryption of the exported XML files

After the decryption process has been started, the upper part becomes inaccessible. The *Decryption progress summary* displays the current status of the decryption process and the elapsed time. Once the decryption process has been started, you can *minimize* the window, *pause* the process, *cancel* the process or see more *details* about it by clicking the appropriate button.

Pause will put the process on a pause state once the file being processed finishes being processed. That is why, after *Pause* has been pressed, it can take some time until you see that no more progress is being made.

On the other hand, if you cancel the decryption process, the process gets interrupted immediately and no more files are written to the output folder.

In order to see the details about a decryption process, press the *Details* button and the window below opens to show in black the total number of files processed, in green the number of files successfully processed, and in red the number of files that failed to be processed.

Decryption files details			
Overall progress			
Processed files: 7			
Successful: 6			
Failed: 1			
File name	Exec time (seconds)	Success	Additional message
C:\Users\kurpio\l\Desktop\2015-03-12...	7.41	true	Decrypted data: 5
C:\Users\kurpio\l\Desktop\2015-03-12...	8.07	true	Decrypted data: 27
C:\Users\kurpio\l\Desktop\2015-03-12...	1.14	true	Decrypted data: 4
C:\Users\kurpio\l\Desktop\2015-03-12...	9.05	true	Decrypted data: 20
C:\Users\kurpio\l\Desktop\2015-03-12...	1.89	true	Decrypted data: 9
C:\Users\kurpio\l\Desktop\2015-03-12...	14.70	true	Decrypted data: 72
C:\Users\kurpio\l\Desktop\2015-03-12...	0.05	false	Decryption interrupted!
Hide		Move to bottom	

Figure 7: Decryption progress and statistics

For each file processed, a line is added in a table showing the name of the file, the time spent on processing that individual file, the success of the process (true/false) and an additional message as can be seen in Figure 7 above.

2.5 Settings

Through the Settings menu entry you can configure the settings for the Public interface.

European Citizens' Initiative - Online Collection System

English (en) ▼

Home Initiative Setup Monitor and Export System Status **Settings** Logout

Online mode
Collection ON

SETTINGS

You can customise various settings here.

Settings saved

Interface customisation
Currently defined logo: No logo.
Upload your custom logo here (Max 160x160):

Signature distribution map
☒ Allow users to see the signature distribution map

Social media
Allow users to see and use the links to:
☒ Facebook
☒ Google
☒ Twitter

Callback URL
URL to go back to the organisers' website (displayed in the confirmation page)

Validation rules on the data provided by signatories
☒ Optional validation: possibility to bypass the validation rules (post code, ID number)

Progress bar
☒ Allow users to see the progress bar
Set signatures goal

Figure 8: *Settings* screen

To confirm your settings, click on the *Save settings* button.

Click on the *Cancel* button if you do not wish to store in the database any not yet confirmed settings which you have entered.

2.5.1 Logo

In order to replace the default ECI image displayed in the top left hand part of the public interface with your custom logo, click on the *Browse* button to select your custom logo file. Your custom logo file should be of type JPEG, PNG or GIF. The logo will be displayed in the maximum resolution of 160 x 160 pixels. If you upload a bigger or a smaller logo it will thus be resized, while respecting the proportions of the image. The application will accept the maximum custom logo file size of 150 KB.

If you want to delete your current custom logo, tick the corresponding checkbox before saving your settings.

2.5.2 Signature Distribution Map

Tick the checkbox *Allow users to see the signature distribution map* in order to let signatories see a map of the Statements of support by country collected via the system. If you un-tick this checkbox no such map will be accessible in the Public interface.

2.5.3 Social Media

Tick the checkboxes Facebook, Google+ and/or Twitter in order to let signatories like and share your initiative at the end of their signing-up process. If you un-tick one or all of these checkboxes, the respective buttons will not be accessible in the Public interface.

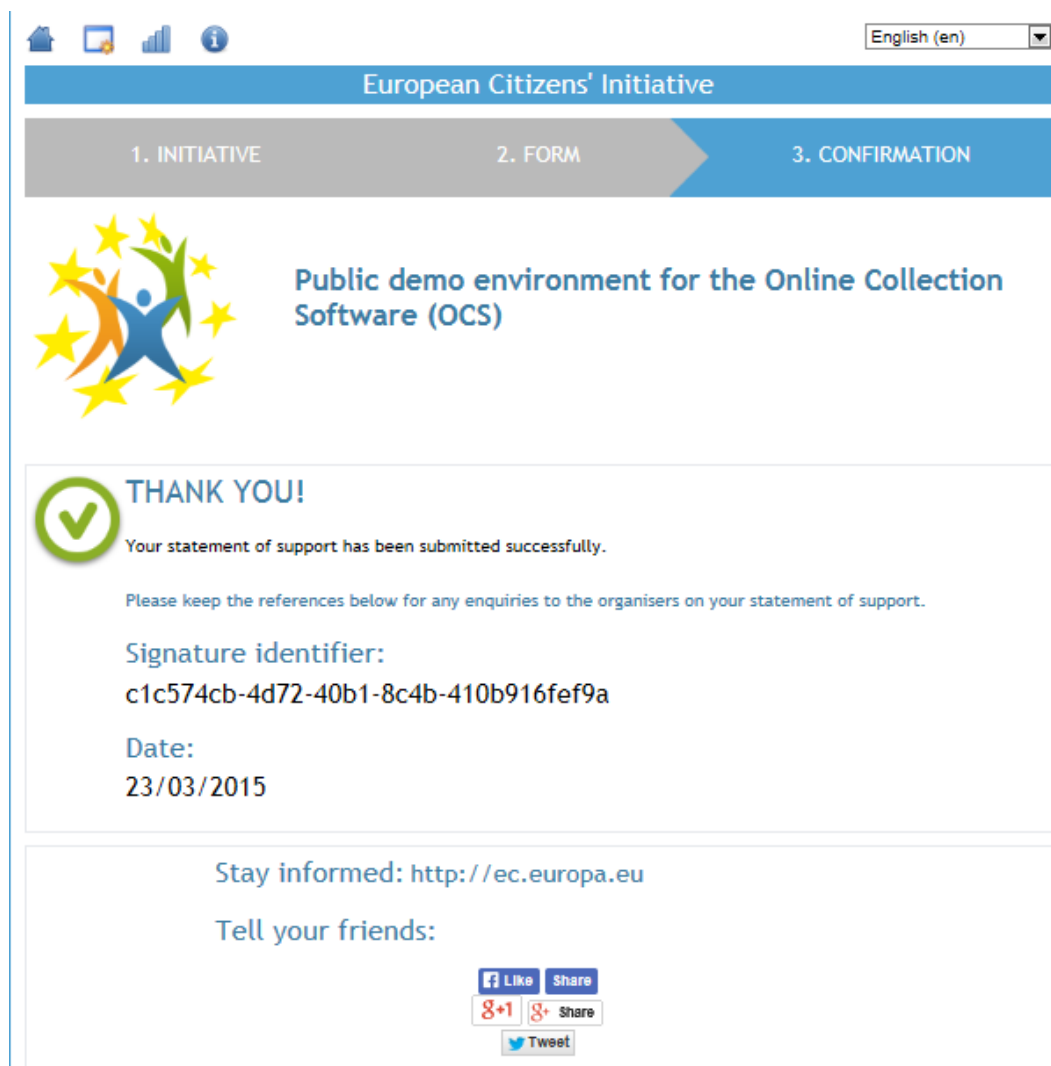
2.5.4 Callback URL

You can enter in *URL to go back to the organisers' website* the address to be used for the link [Stay informed](#) that signatories can see at the end of the signing-up process (Figure 9).

By default the [Stay informed](#) link will take a signatory to the organisers' website as defined in the ECI Register for your initiative. To restore the default behaviour, simply clear the content of *URL to go back to the organisers' website*.

Note that the callback URL should start with "http://" or "https://". If not, you will see the following error message when you click on the *Save settings* button:

 An invalid URL has been specified.



The screenshot displays the confirmation page of the Public interface. At the top, there is a blue header with the text "European Citizens' Initiative". Below this, a progress bar shows three steps: "1. INITIATIVE", "2. FORM", and "3. CONFIRMATION", with the third step being the active one. The main content area features a logo on the left and the text "Public demo environment for the Online Collection Software (OCS)" on the right. A green checkmark icon is followed by the text "THANK YOU!" and "Your statement of support has been submitted successfully." Below this, a message states "Please keep the references below for any enquiries to the organisers on your statement of support." The "Signature identifier:" is listed as "c1c574cb-4d72-40b1-8c4b-410b916fef9a". The "Date:" is "23/03/2015". At the bottom, the "Stay informed:" link is "http://ec.europa.eu". Below this, the text "Tell your friends:" is followed by social media sharing buttons for Facebook (Like, Share), Google+ (g+1, Share), and Twitter (Tweet).

Figure 9: Callback URL as displayed in the confirmation page of the Public interface

2.5.5 Validation rules on the data provided by signatories

Tick the checkbox *Optional validation: possibility to bypass the validation rules (post code, ID number)* to allow signatories to enter their post code and/or ID number in a different format than allowed by the software during the signing-up process. The formats have been set in the software on the basis of information provided by member states.

If you tick this box and signatories enter their data in a different format than allowed, they will first be informed by an error message that their data do not correspond to the format. They will then have the possibility to check their entries and, if they deem them to be correct, to tick a checkbox to confirm so and submit their statements of support anyway (Figure 10).

If you un-tick this box, this option will not be available and signatories will be required to enter their data according to the formats allowed by the software.

Residence

Address (street, number, other) *

Address

Postal code *

123 Invalid format

City *

City

Country *

France

☒ I hereby certify that the information that I have provided in this form is correct and that I have not already supported this proposed citizens' initiative.

☒ I have read the [privacy statement](#).

☐ The format of my personal identification (document) number and/or postal code is correct - please ignore this error and continue

Enter the characters you see in the picture *

r n 3 a

BACK SUPPORT

Figure 10: Soft validation disclaimer

2.5.6 Progress bar

Tick the checkbox *Allow users to see the progress bar* in order to let signatories see a progress bar in the Home Page of the Public interface indicating how many signatures have been collected. In the field below, enter the total number of signatures that should be achieved as goal of the progress bar. You can adjust this number over time when you collected more statements of support.

If you un-tick this checkbox the progress bar will not be shown in the Public interface.

3 Public interface

3.1 Access and choice of the interface language

In **offline mode**, the public interface of your system is password-protected to prevent public access. To log in, you have to proceed in the same way as to access the administration part (See section 2.1 *Access to the interface and choice of the interface language*).

In **online mode**, the interface is publicly accessible and is no longer password-protected. The general public will normally access the homepage of the system through a link on your website.

A drop-down list on the top right-hand side of the page allows the public to change the language of the interface at any time.

3.2 Homepage

The homepage is the starting point of the signing-up process. At any moment of the process it is possible to return to it through the *Home* button on the top left hand side of the page.

The homepage provides all the information on your proposed citizens' initiative: it shows the data you provided in the *Initiative setup* in the administration interface, including the different language versions of your proposed initiative.

If you ticked the corresponding checkbox in the administration interface, the homepage also shows the progress bar (Figure 11).

The *Support* buttons at the top and bottom of the page allow citizens to start the process of signing-up to your proposed initiative.

European Citizens' Initiative

1. INITIATIVE 2. FORM 3. CONFIRMATION

Public demo environment for the Online Collection Software (OCS)

22 have signed up online. Let's go to 1000

SUPPORT

Change initiative language: English (en)

Subject matter:
In the context of the European Citizen Initiative (ECI), OCS is software enabling the collection of online signatures.

Main objectives:
The goal of this site is to enable ECI stakeholders to get familiar with the latest version of OCS. More information about this software is available on JOINUP and the ECI Register (follow links below).

Date of registration:
01/03/2015

European Commission registration number:
ECI(2015)000000

Web address of this proposed citizens' initiative in the European Commission's register:
<http://www.acceptance.ec.europa.eu/citizens-initiative/public/initiatives/ongoing/details/2015/000000/en>

Names of registered contact persons:
Name 1, Name 2

E-mail addresses of registered contact persons:
Organizer1@name.com, Organizer2@name.com

Names of the other registered organisers:
• Organizer3
• Organizer4
• Organizer5
• Organizer6

Website of this proposed citizens' initiative (if any):
<https://joinup.ec.europa.eu/software/oos/home>

To support a European Citizens' Initiative, you must be an EU citizen (national of an EU member state) and be old enough to vote in European Parliament elections (18 except Austria where the voting age is 16).

SUPPORT

For more information on the rules and conditions for the European Citizens' Initiative: <http://ec.europa.eu/citizens-initiative>

Online Collection System 1.6.0 Edition
System managed by the organisers of the proposed Initiative

Figure 11: Homepage of the public interface

3.3 Conformity certificate

From all pages of the public interface, through the relevant button at the top of the page, it is possible for the general public to view the conformity certificate of your online collection system which you uploaded via the administration interface (not mandatory in offline mode).

3.4 Statements of support collected online by country

From all pages of the public interface, through the relevant button at the top of the page, it is possible for the general public to see a map of the statements of support collected for each country via the online collection system, if the administrator has chosen for this option to be available to the public (see section 2.5.2 *Signature Distribution Map* and Figure 12).

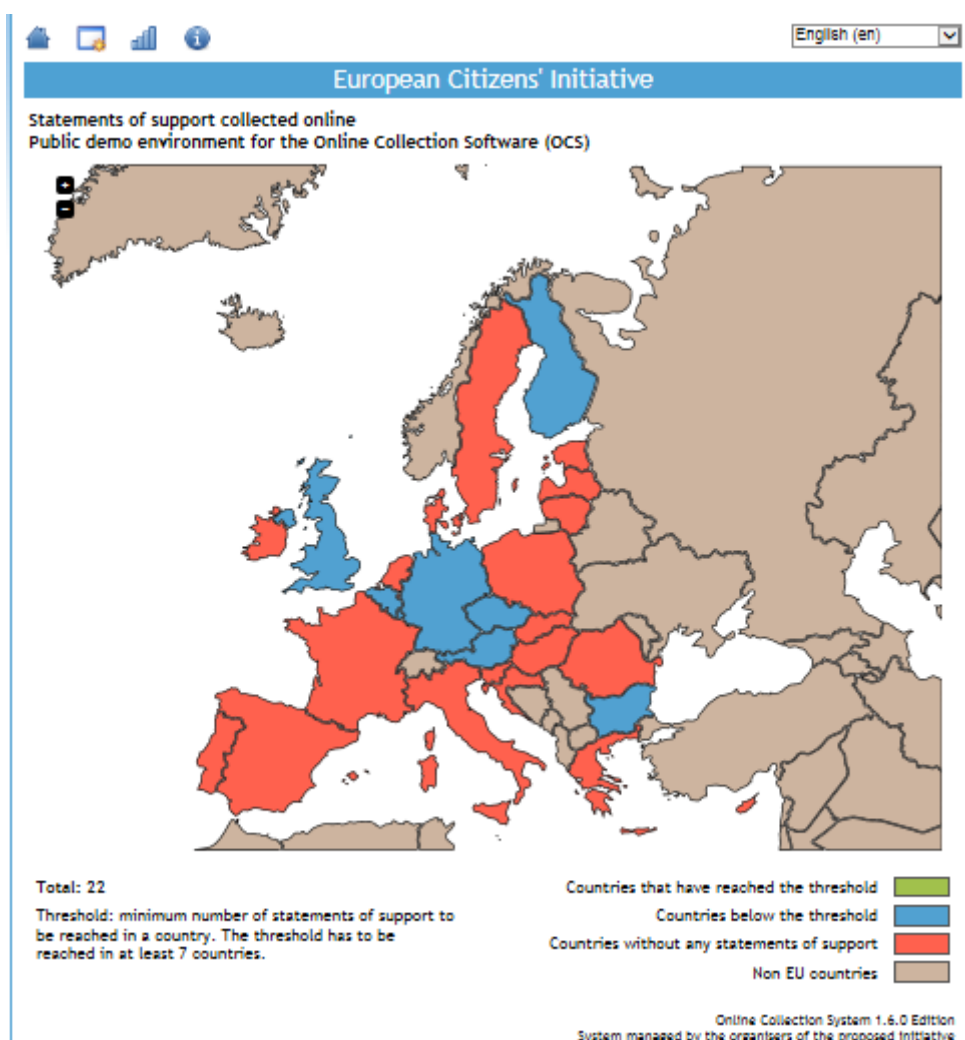


Figure 12: Statements of support collected online by country

When the user hovers the cursor over an EU country they will see the number of statements of support collected, the required signatory threshold², and the percentage so far achieved for that country.

² The signatory threshold is the minimum number of statements of support to be reached in a country. The threshold has to be reached in at least 7 countries.

Countries that have reached the threshold will be shown in green.

Countries that are currently below the threshold will be shown in blue.

Countries that currently do not have any statements of support will be shown in red.

Any non-EU country appearing on the map will be shown in brown.

3.5 Privacy statement

From all pages of the public interface, through the relevant button at the top of the page, it is possible for the general public to view the privacy statement concerning signatories' personal data. This privacy statement is part of the official form to support a European citizens' initiative.

3.6 Signing-up

3.6.1 Selection of country /filling in the support form

By clicking on either *Support* button, signatories access the statement of support form. First of all, they are required to select the member state they come from.

The member state selected by signatories may be either their country of residence or their country of nationality. The statement of support will be counted for the member state selected. Several links to the ECI website are available where signatories can find more information on the modalities and the requirements for signing-up to a citizens' initiative.

However, once the country is selected, the system informs the signatory that it is possible to sign up only if, depending on the member state:

- they are residents in this country; or
- they are residents in or citizens of this country; or
- they are residents in or citizens of this country, included citizens living abroad provided that they have informed the national authorities about their place of residence; or
- they hold the identification document/number or one of the identification documents/numbers required by this country: in this case additional fields will appear to allow signatories to select the relevant document and provide its number.

It is possible to modify the member state chosen using the *Change* button that appears next to the country selected.

In any case, signatories are allowed to sign only once for each proposed citizens' initiative. Note that the system does not allow duplicate statements of support.

Once the country has been selected, the relevant form to be completed by the signatory appears on the same page. Each form is customised according to the data required by the member state selected.

3.6.2 Finalising and submitting of the statement of support

Once the form has been completed, signatories are required to confirm that the information provided is correct and that they have not already supported your proposed citizens' initiative. They also have to confirm they have read the privacy statement.

To finalise the process, signatories are required to enter the characters they see in the captcha image. As an alternative the signatories may choose to listen to the audio captcha and enter the numbers they have heard.

Signatories can then click on the *Submit* button in order to finalise the submission of their statement of support. At any time in the process, signatories are allowed to go back to the previous page by clicking on the *Back* button at the bottom of the page: should they decide to do so, all data already entered will be deleted.

3.6.3 Confirmation Page

If no error occurs, the system notifies the signatory that the form has been successfully submitted. In addition to this notification, the date and the signature identifier appear on the last page.

From the Confirmation page signatories can return through the *Stay informed* link to the organisers' website. The link will be to the organisers' website as defined in the ECI Register for your initiative in the language version selected for the initiative, unless you have set a different callback URL in the administration interface (see section 2.5.4 *Callback URL*).

Finally, the confirmation page allows also signatories to like and share your initiative via their Facebook, google+ or Twitter accounts by clicking on the respective buttons beneath the link to the organisers' website, if you ticked the respective boxes in the administration interface (see section 2.5.3 *Social Media*).

Annex I: Country codes

Short name, source language(s) (geographical name)	Short name in English (geographical name)	Country code
Belgique/België	Belgium	BE
България	Bulgaria	BG
Česká republika	Czech Republic	CZ
Danmark	Denmark	DK
Deutschland	Germany	DE
Eesti	Estonia	EE
Éire/Ireland	Ireland	IE
Ελλάδα	Greece	EL
España	Spain	ES
France	France	FR
Hrvatska	Croatia	HR
Italia	Italy	IT
Κύπρος	Cyprus	CY
Latvija	Latvia	LV
Lietuva	Lithuania	LT
Luxembourg	Luxembourg	LU
Magyarország	Hungary	HU
Malta	Malta	MT
Nederland	Netherlands	NL
Österreich	Austria	AT
Polska	Poland	PL
Portugal	Portugal	PT
România	Romania	RO
Slovenija	Slovenia	SI
Slovensko	Slovakia	SK
Suomi/Finland	Finland	FI
Sverige	Sweden	SE
United Kingdom	United Kingdom	UK

Annex II: Language codes

Source language title	English title	ISO code
български	Bulgarian	bg
español	Spanish	es
čeština	Czech	cs
dansk	Danish	da
Deutsch	German	de
eesti keel	Estonian	et
ελληνικά	Greek	el
English	English	en
français	French	fr
Gaeilge	Irish	ga
hrvatski	Croatian	hr
italiano	Italian	it
latviešu valoda	Latvian	lv
lietuvių kalba	Lithuanian	lt
magyar	Hungarian	hu
Malti	Maltese	mt
Nederlands	Dutch	nl
polski	Polish	pl
português	Portuguese	pt
română	Romanian	ro
slovenčina (slovenský jazyk)	Slovak	sk
slovenščina (slovenski jezik)	Slovenian	sl
suomi	Finnish	fi
svenska	Swedish	sv