User Manual

Online Collection Software for European Citizens' Initiatives – User Manual

Written by ECI-OCS TEAM
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Online Collection Software for European Citizens' Initiatives - User Manual

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2 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 specifications (Implementing Regulation (EU) No 1179/2011). 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. Both interfaces are available in all 24 official languages of the European Union.

3 PUBLIC INTERFACE

3.1 Public page

The support page is the starting point of the signing-up process.

The support page 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.

The public page is divided in 3 sections **HEADER**, **LEFT PANEL**, **SUPPORT FORM**

Figure 1: Public interface

Various settings allow organisers to customise the look of the public interface, such options include:

1. Upload of own initiative logo
2. Setup of primary colour
3. Display of initiative signature collection progress bar
4. Display of signature distribution map

5. Display of recent signatories
6. Display of call-back URL
7. Display of social media links

The setup of all above-mentioned options is described in sections 4.4 Customise and 4.5 Make it social of this manual.

3.1.1 Access

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 4.2 Access to the interface).

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

3.1.2 Header

Header part of the public interface contains the name of initiative and the interface language options.

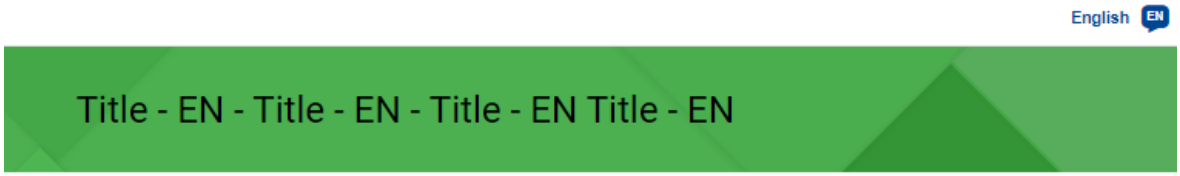


Figure 2: Public interface Header

3.1.3 Privacy statement

Privacy statement concerning signatories' personal data can be accessed from the public interface, through the link at the bottom of the page. This privacy statement is part of the official form to support a European citizens' initiative.

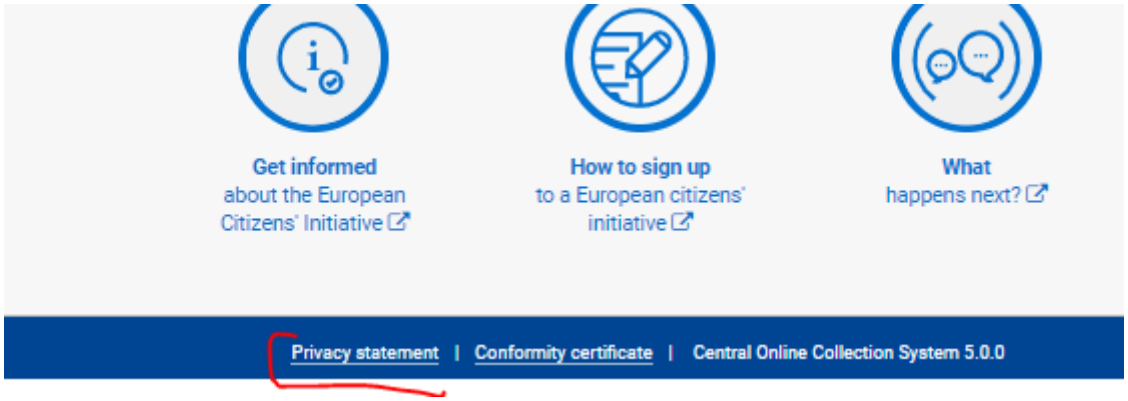


Figure 3: Public interface – Privacy statement

"Privacy statement: In accordance with the General Data Protection Regulation, your personal data provided on this form will only be used for the support of the initiative and made available to the competent national authorities for the purpose of verification and certification. You are entitled to request from the organisers of this initiative access to, rectification of, erasure and restriction of processing of your personal data. Your data will be stored by the organisers for a maximum retention period of 18 months after the date of registration of the proposed citizens'

initiative, or one month after submitting that initiative to the Commission, whichever is the earlier. It might be retained beyond these time limits in the case of administrative or legal proceedings, for a maximum of one week after the date of conclusion of these proceedings. Without prejudice to any other administrative or judicial remedy, you have the right to lodge at any time a complaint with a data protection authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement if you consider that your data is unlawfully processed. The organisers of the citizens' initiative are the controllers in the meaning of the General Data Protection Regulation and they can be contacted using the details provided on this form. The contact details of the data protection officer (if any) are available at the web address of this initiative in the European Commission's register, as provided on this form. The contact details of the national authority which will receive and process your personal data and the contact details of the national data protection authorities can be consulted at: http://ec.europa.eu/citizens-initiative/public/data-protection.

3.1.4 Conformity certificate

This is the document from the competent national authority certifying that the online collection system meets the required specifications. You need to upload this document via the administration interface (not mandatory in offline mode).

NOTE: the conformity certificate needs to be obtained from the national authority of the country in which servers are located.

The conformity certificate can be accessed from the public interface, through the link at the bottom of the page.

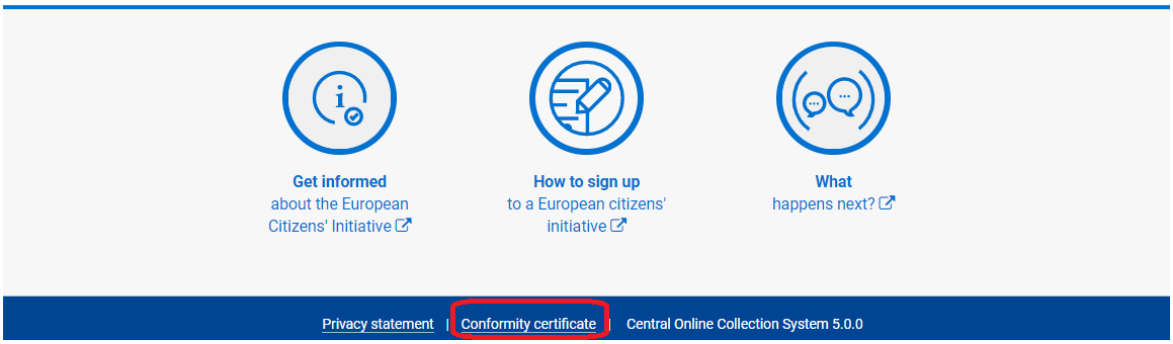


Figure 4: Public interface – Conformity certificate

It is possible for the general public to view and download the conformity certificate of your online collection system you uploaded via the administration interface.

3.1.5 Choice of the interface language

A drop-down list on the top right of the page allows the public to change the language of the interface at any time. When you change the language of the interface, the language of the initiative information will also change, as long as the organisers have uploaded that particular language version of the initiative in the system.

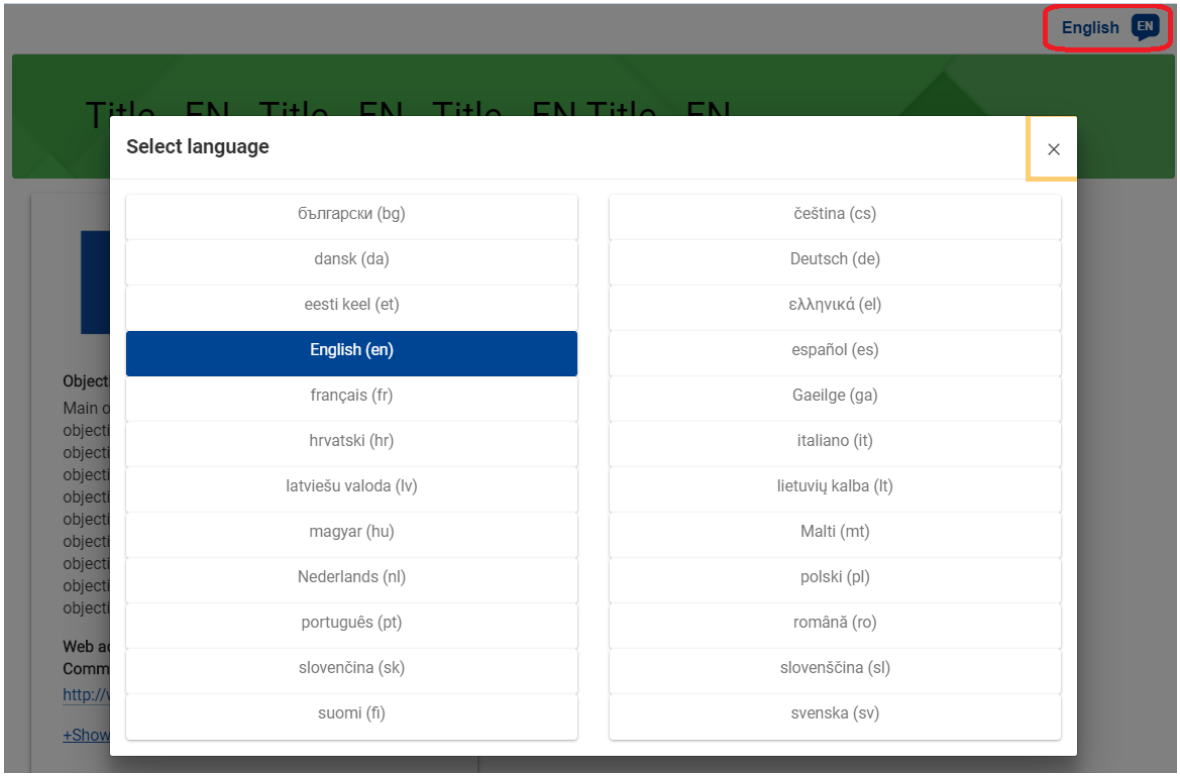


Figure 5: Public interface – interface language

3.1.6 Social media links

Links in the thank you page allows the public user to share the initiative to social media pages. Links to such social media pages can be defined in the system settings (see section 4.6.1 Social media links).

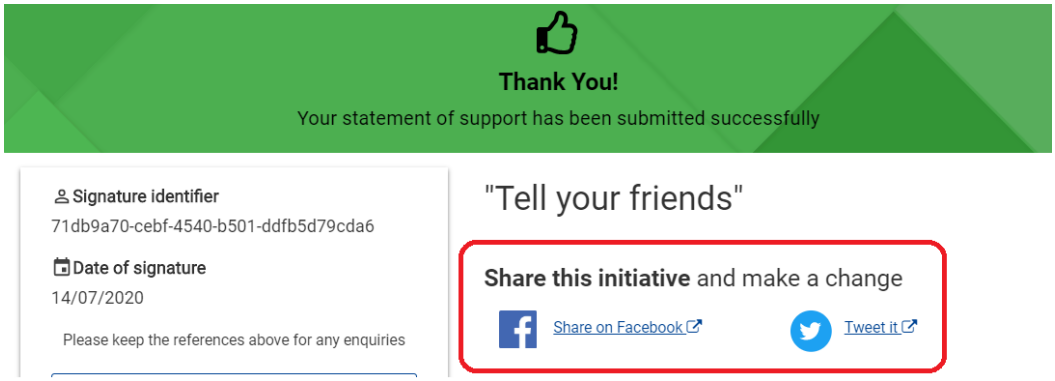


Figure 6: Public interface – social media links

3.1.7 Left side panel

The left side panel area is designed to display the initiative logo (if any), the subject-matter and main objectives of the proposed initiative as well as the link to the page of this initiative in the European Commission's register.

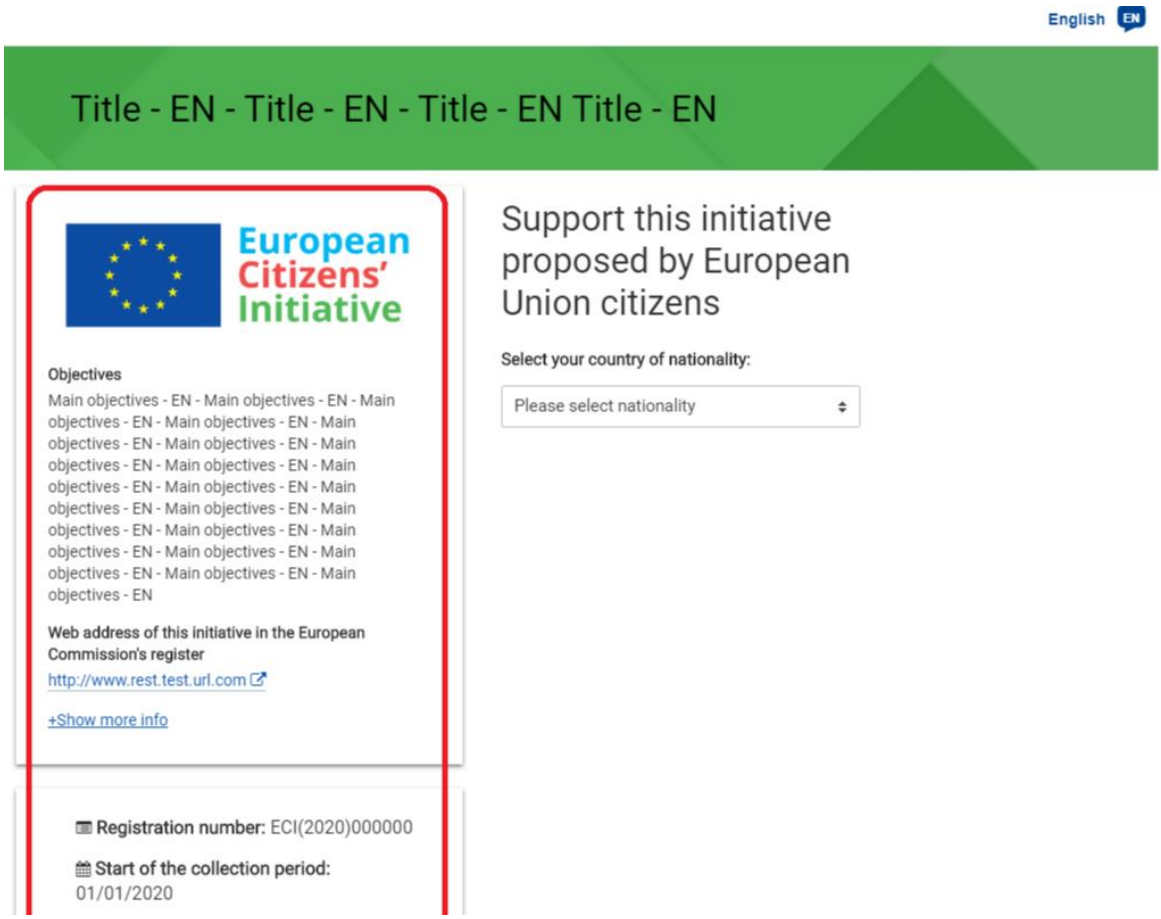


Figure 7: Public interface – left side panel

The logo is configured during the configuration process described in 4.5.1 Logo.

More information on the initiative such as the data on the contact members and the Legal Entity is available to the public when they select the *More info* button.

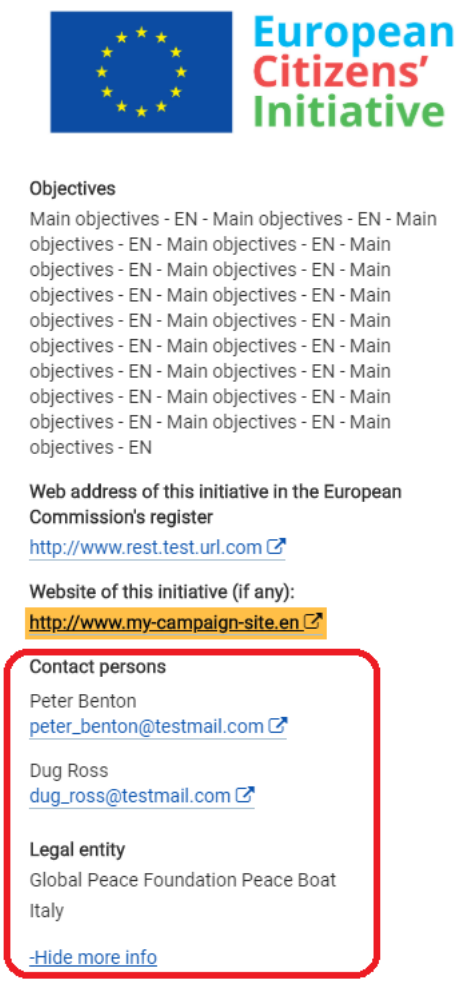


Figure 8: Public interface –Contact Members and Legal Entity

3.1.7.1 Progress bar

The progress bar visible next to social media links allows the public to see the progress of the collection of statements of support towards a target number of your choice (see section 4.5.3 Progress bar).

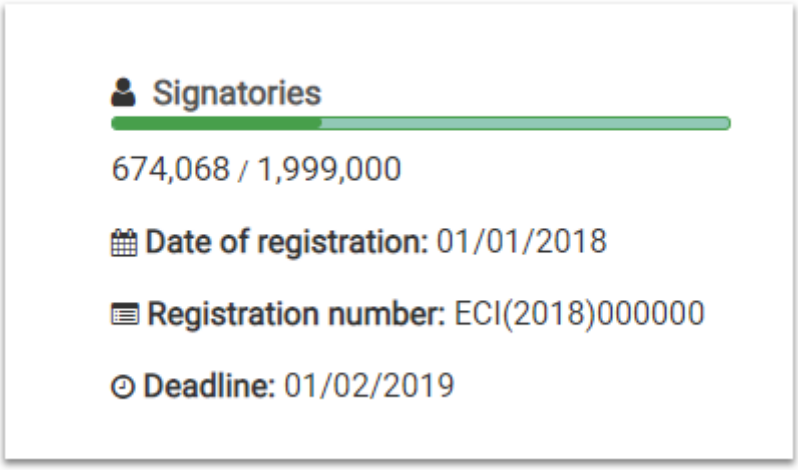
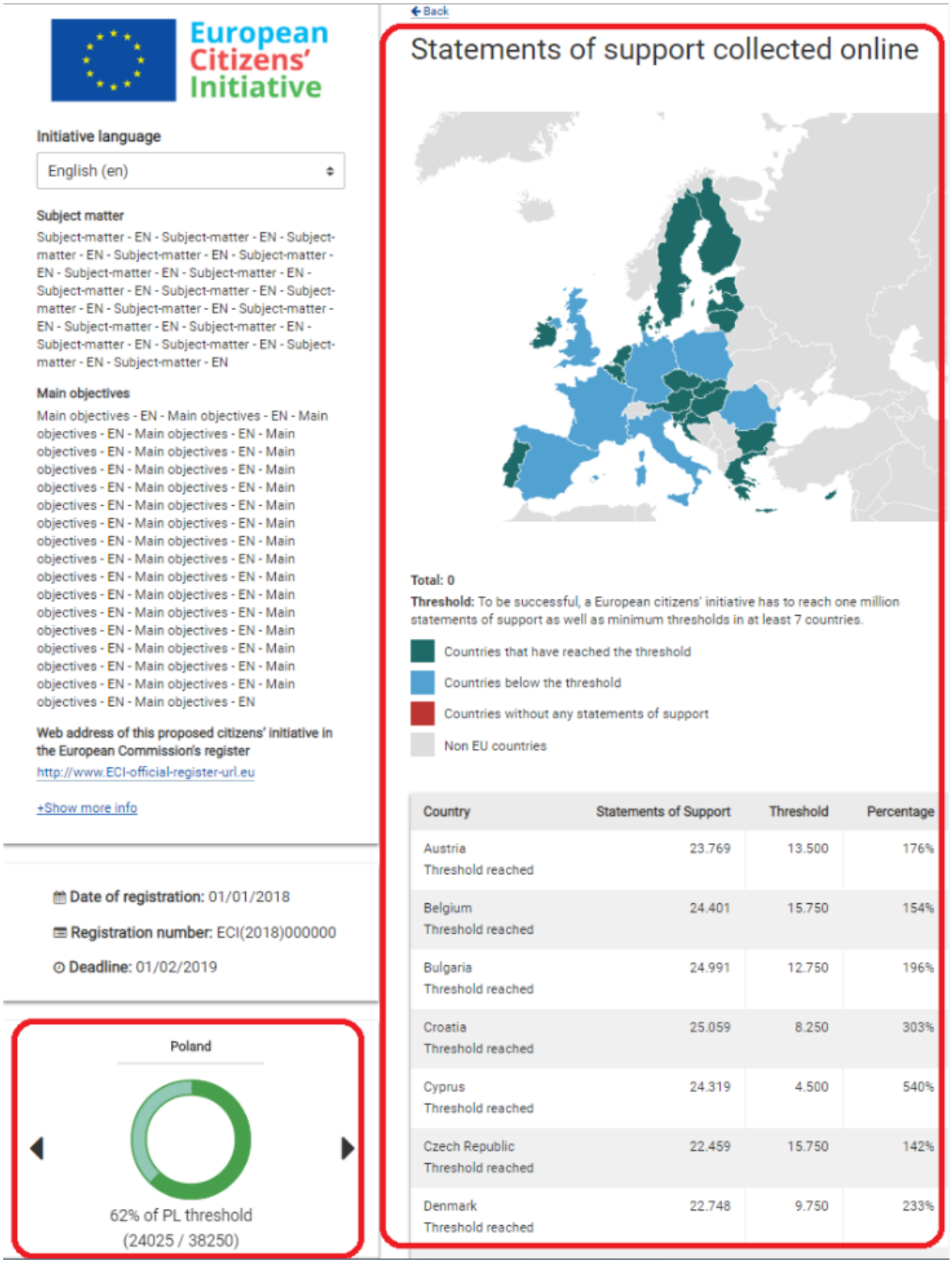


Figure 9: Public interface – progress bar

3.1.7.2 Current support per country and distribution map reporting on the statements of support collected online

On the same panel below *More Info/Close* button, the system displays the number of signatories and the current number of statements of support collected online from the selected country. The user can also display a distribution map and a table showing the current number of statements of support collected online and the percentage reached of the required thresholds by clicking on the *View all countries* link.


European Citizens' Initiative
Initiative language
English (en)
Subject matter
Subject-matter - EN - Subject-matter - EN - Subject-matter - EN -

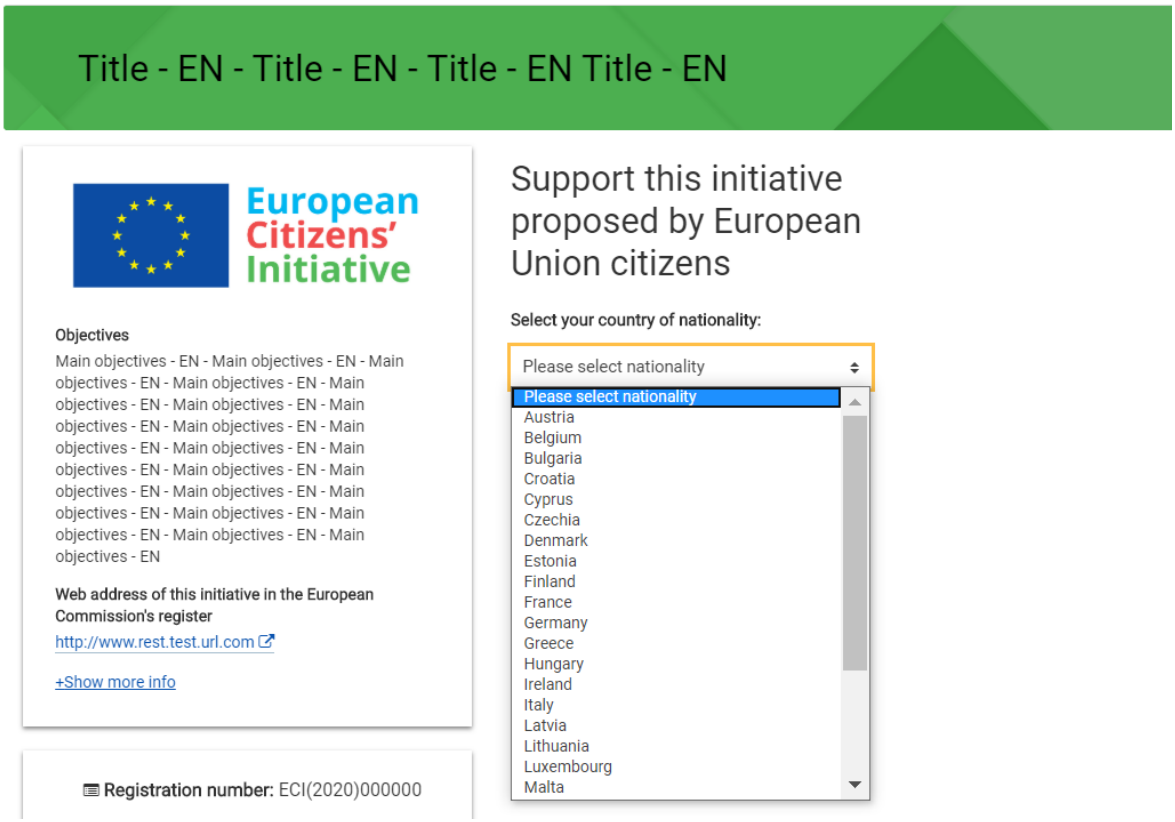


Figure 11: Support form – country selection

Depending on the country, signatories must select their country of nationality. At the bottom of the support page are links to the ECI website where signatories can find more information on the modalities and the requirements for signing-up to a citizens' initiative.

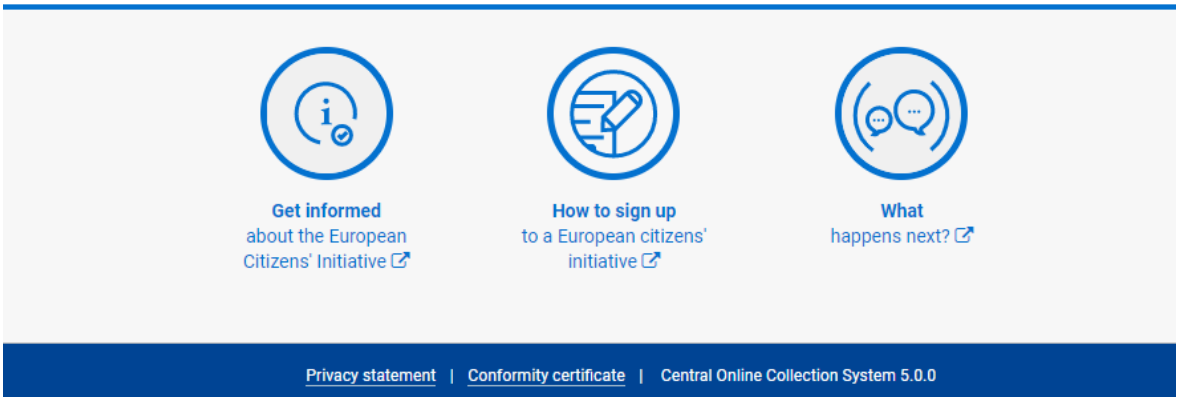


Figure 12: Support form – Links to the ECI website

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

1. they are citizens of this country

2. they hold the identification document/number or one of the identification documents/numbers required by this country: in this case additional fields appear to allow signatories to select the relevant document and provide its number.

It is possible to modify the member state chosen by selecting another country from the list.

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.

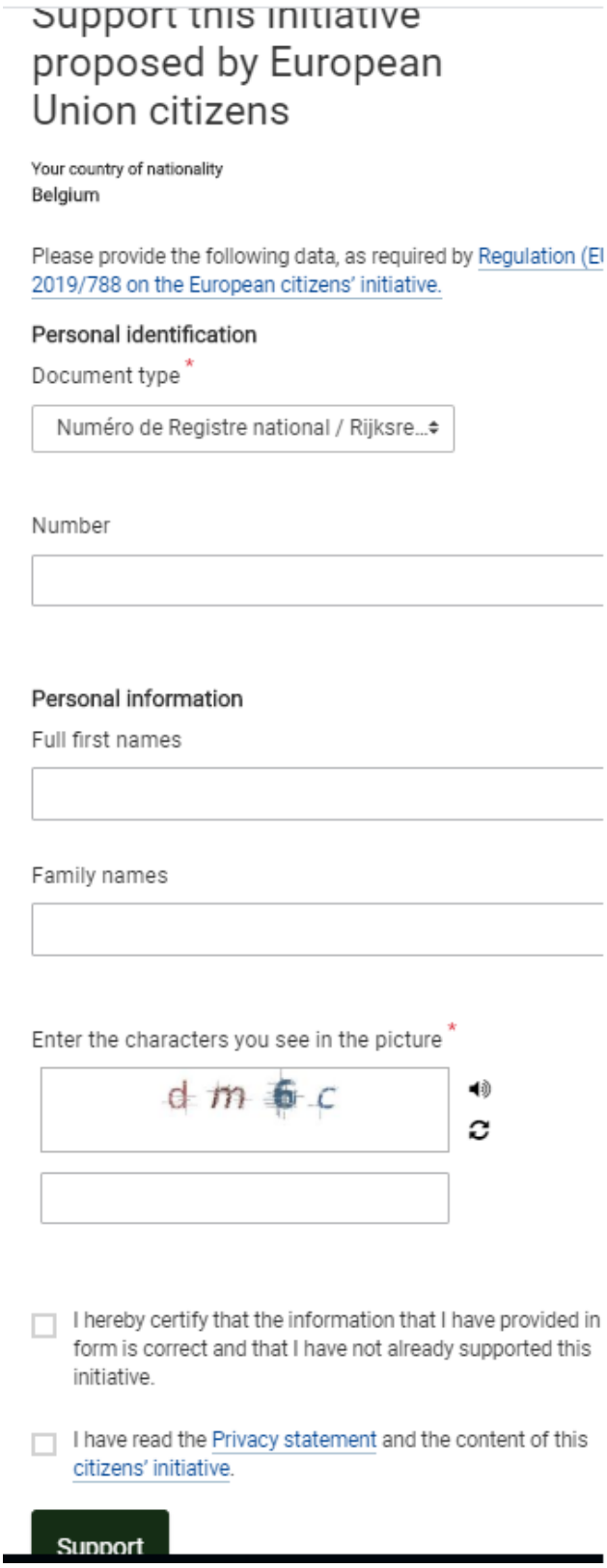


Figure 13: Support form –example of the Belgian form.

3.1.8.2 Second step: statement of support form

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. For example Figure 14 above shows the support form for Belgium.

3.1.8.3 Third step: finalising and submitting

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 and the content of the proposed initiative.

To finalise the process, signatories are required to enter the characters they see in the captcha image or the characters they hear in the audio captcha.

Signatories can then click on the *Support* button in order to finalise the submission of their statement of support. 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 top of the page. Finally signatories can return through the relevant link to the organisers' website in the language version selected for the initiative.

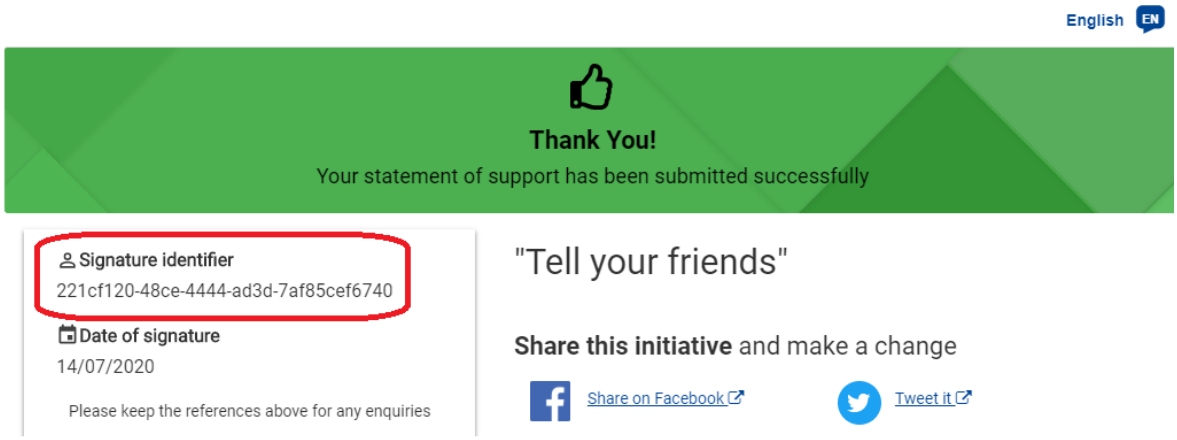


Figure 14: Support form – Signature identifier

3.1.8.4 Downloading signature identifier

The signature identifier and date can be downloaded for future reference by selecting the *Download Signature Identifier* button.

3.1.8.5 Share your support via social media

The signatory can share the information that he/she supported the initiative via the social media links provided on the page as seen in *Figure **15**: Support form – Share via social media*.

The organizer can customise the message that will be displayed after clicking on "Tweet it".

The organizer can customise the message displayed in the text box on the left to encourage supporters to share their support on social media.

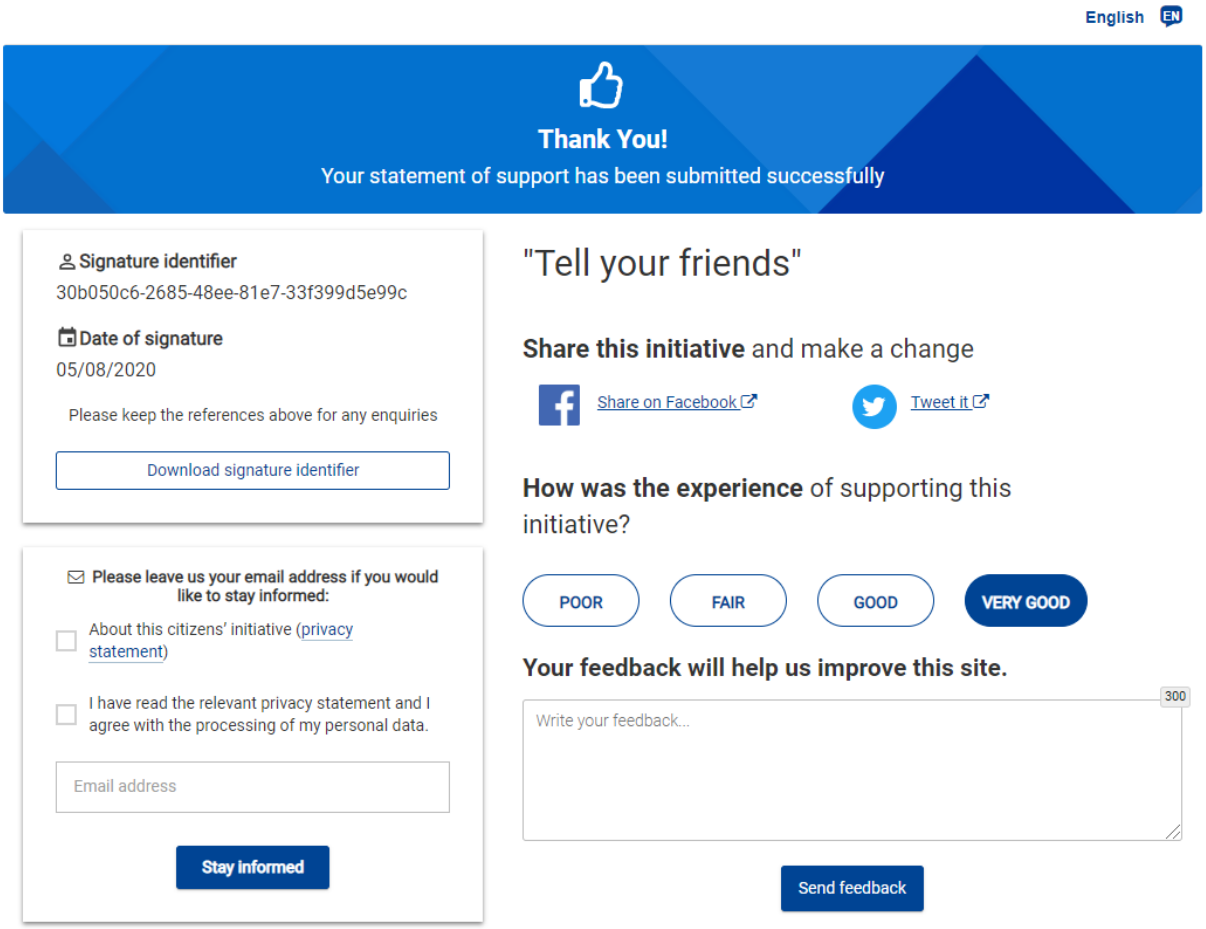


Figure 15: Support form – Share via social media.

3.1.8.6 Send feedback

Optionally, the signatory can share feedback on his/her support experience with the online collection system. To enter feedback, he/she rates his/her experience (Bad, Fair, Fine or Good), possibly enter some free text in the box below (max. 300 characters) and click on the *Send Feedback* button as seen on Figure 16: Support form – Send feedback.

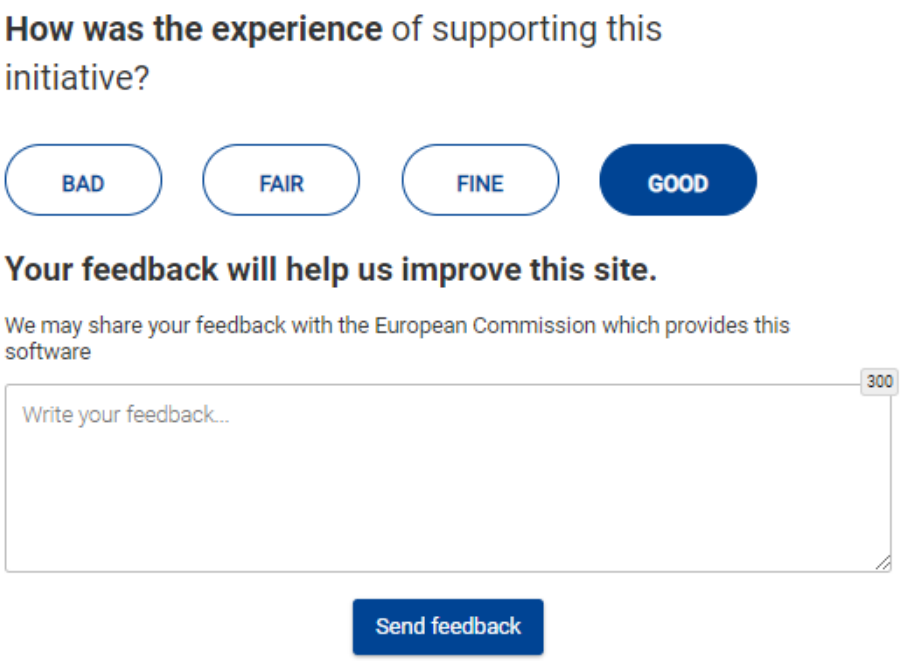


Figure 16: Support form – Send feedback.

3.2. Redirection to the Commission Collection System.

By default, you can redirect to the Commission Collection System url (following formatting is usually used at the Commission: https://eci.ec.europa.eu/NNN/public where NNN will be a number associated to your initiative)

There is however a second possibility in case you are interested in fine tuning by language and support form which consists in adding the following parameters when calling your collection system from another website (e.g. your campaign website) by pre-selecting the language and the form by adding https://eci.ec.europa.eu/NNN/public/?lg=yy&form=zz at the end of the url of your OCS.

For example if you add*?lg=de&form=be* this will preselect the language in German for the country Belgium for your collection system.

Please find below the list of ISO codes for the languages and the form:

3.2.1. OCS-ISO languages table

Code	Language
cs	Czech
da	Danish
de	German
et	Estonian

el	Greek
en	English
es	Spanish
fr	French
it	Italian
lv	Latvian
lt	Lithuanian
ga	Gaelic
hu	Hungarian
mt	Maltese
nl	Dutch
pl	Polish
pt	Portuguese
ro	Romanian
sk	Slovak
sl	Slovenian
fi	Finnish
se	Swedish
bg	Bulgarian
hr	Croatian

3.2.2. OCS-ISO member states table

Code / member state

Code	Member State
cs	Chechia
da	Denmark
de	Germany

et	Estonia
el	Greece
es	Spain
fr	France
it	Italy
lv	Latvia
lt	Lithuania
hu	Hungary
mt	Malta
nl	Netherlands
pl	Polish
pt	Portugal
ro	Romania
sk	Slovakia
sl	Slovenia
fi	Finland
se	Sweden
bg	Bulgaria
hr	Croatia

4. ADMINISTRATION INTERFACE

4.2. Access to the interface

When connecting to the administration interface of the system you are first presented with the login screen. 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.

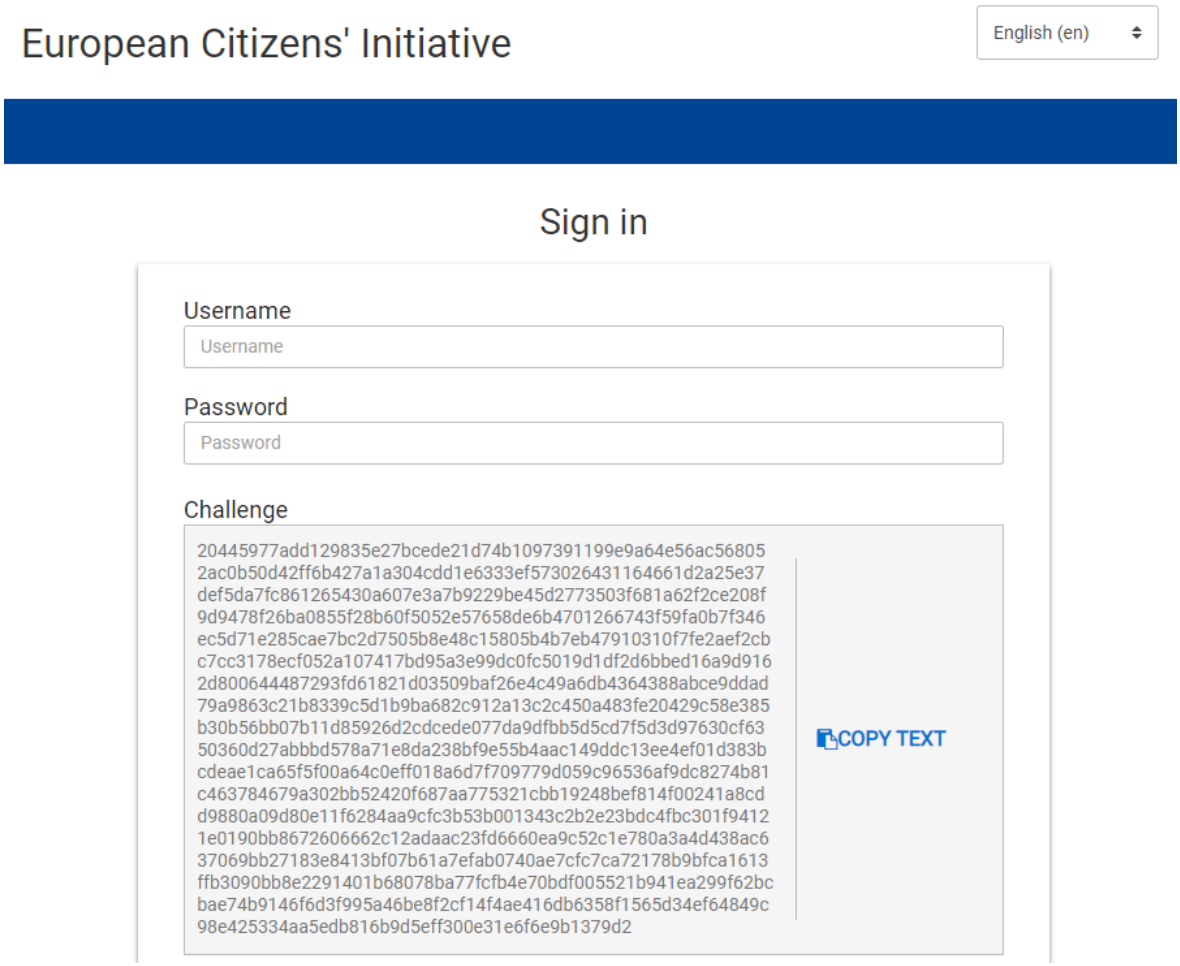


Figure 17: System login screen – Language selection.

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 as shown in *Figure **18** System login screen*.

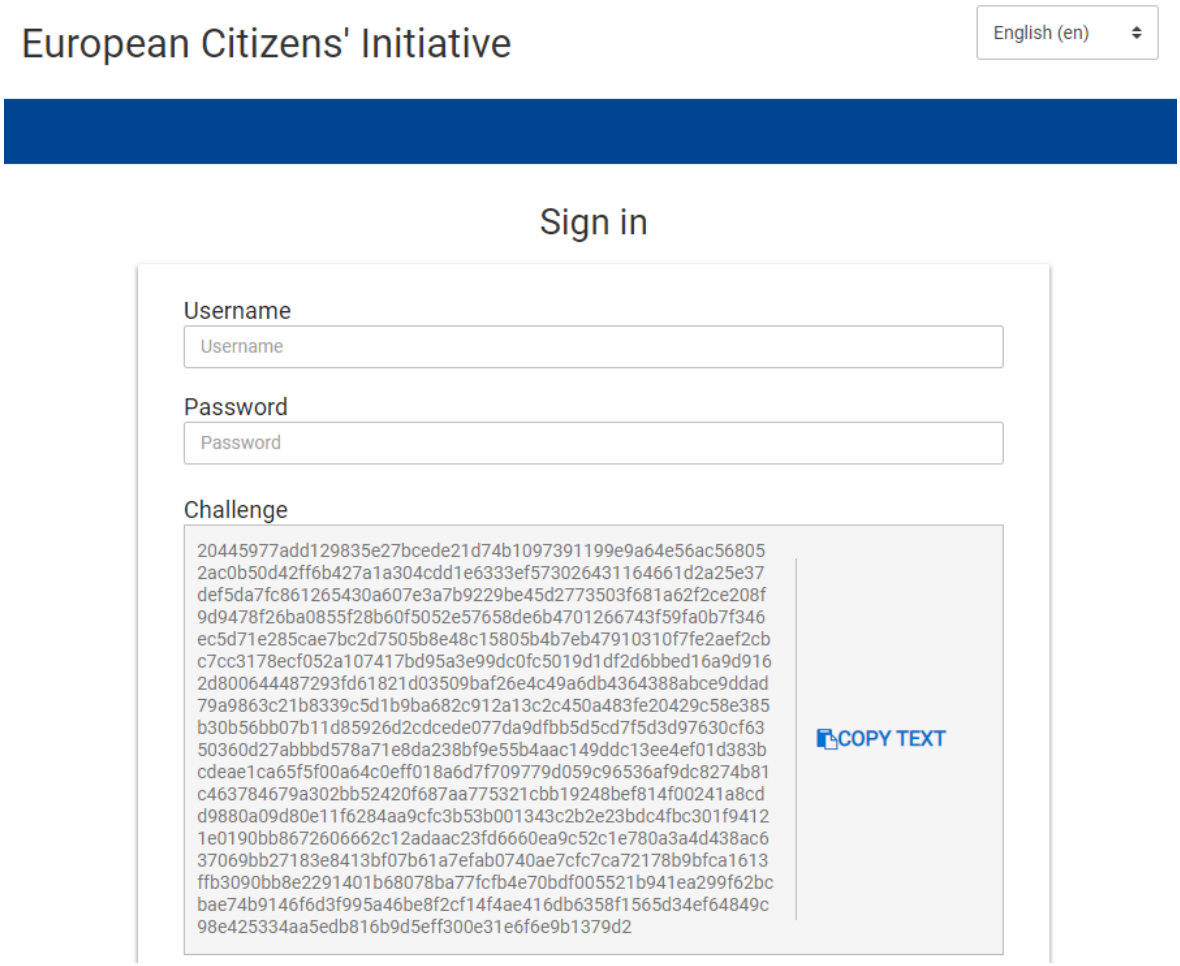


Figure 18 System login screen.

To access the system, proceed as follows:

1. Enter your username
2. Enter your password

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

3. Click *Copy text* link on the right side of *Challenge* window
4. Open the Security Tool and identify yourself with your master password
5. Choose the *Decrypt Sample Text* functionality (Figure 20: Sample text decryption window.)

Figure 19: Security Tool – Decrypt Sample Text screen.

The following window will open:

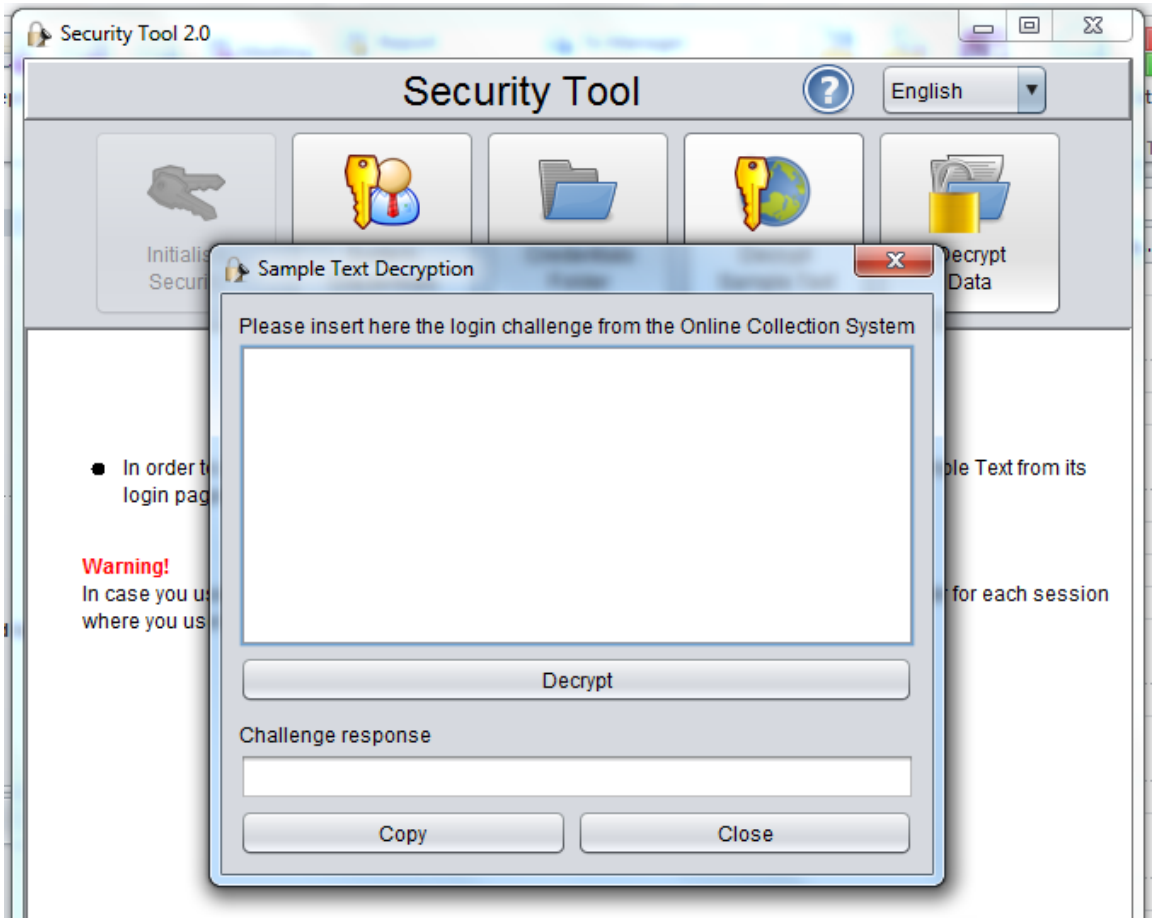


Figure 20: Sample text decryption window.

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 21: Set up your Online Collection System page.)
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.

In offline mode it is possible to test the public interface and all the functionalities provided in the online mode. Once your system is online, you may officially start collecting statements of support via the public interface. In order to do so, you will need to setup the initiative content uploading the XML file retrieved from the ECI organiser account and the conformity PDF certificate issued by the competent national authority. For more details please refer to section 4.4.1Transition to the online mode (irreversible).

In addition, by default, the statement of support form in the public interface is enabled ("Collection ON"). For more information on the activation/de-activation of the form, see section 4.4.2 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.

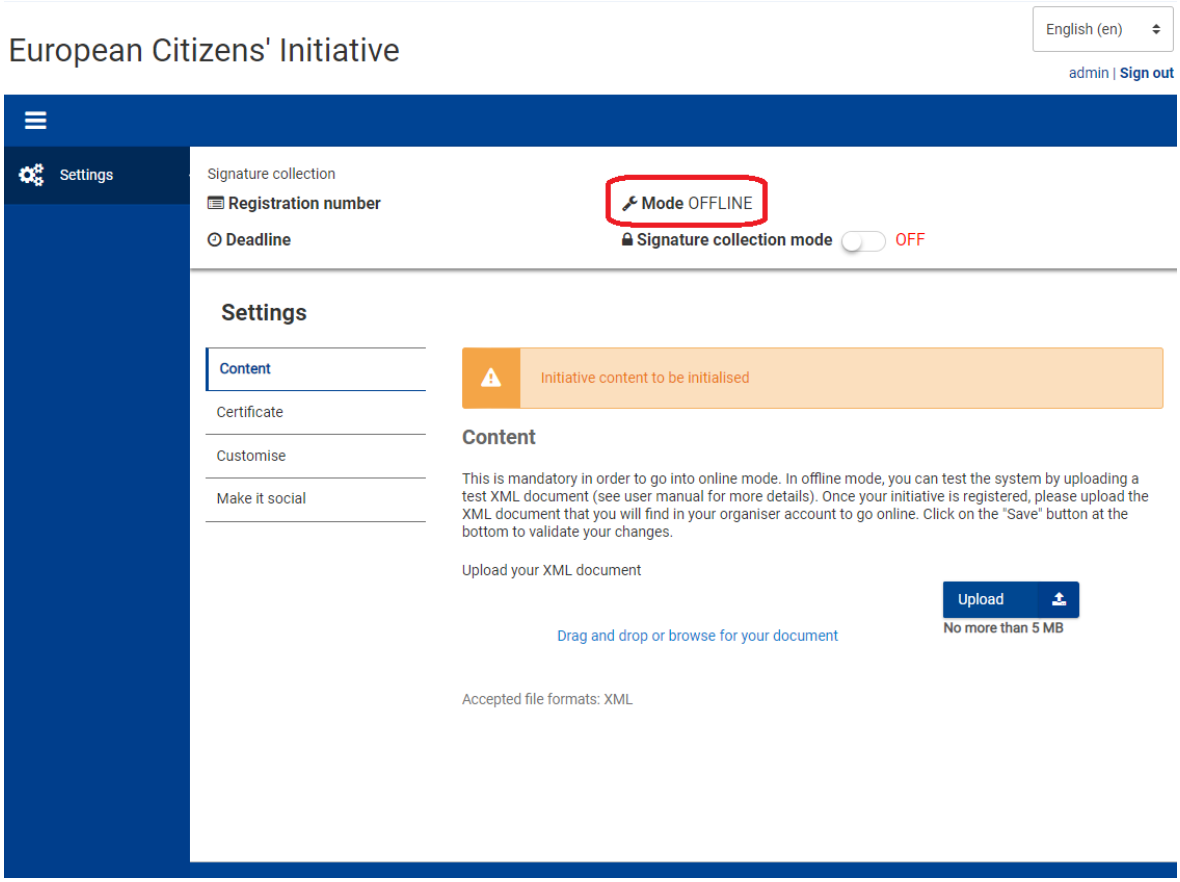


Figure 21: Set up your Online Collection System page.

4.3. Set up your Online Collection System (OCS) for your proposed citizens' initiative

In order to configure your system for your proposed citizens' initiative, you have to Sign in to administration page. This section will guide you how to set up you Online Collection System.

NOTE: you will only be able to put the system in online mode after you

- upload the XML file of your registered initiative

- upload the certificate received from the relevant national certification authority

Having uploaded the XML file of registered initiative will ensure that the data used in your online collection system corresponds exactly to the information registered in the ECI register.

4.3.1. Content - Upload initiative description XML file

In order to do so, you have to:

1. Go to your organiser account (https://webgate.ec.europa.eu/citizens-initiative/organisers) in the ECI register.

2. Download the XML 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 administration interface, click on the *Content* link(you need to be logged in first)

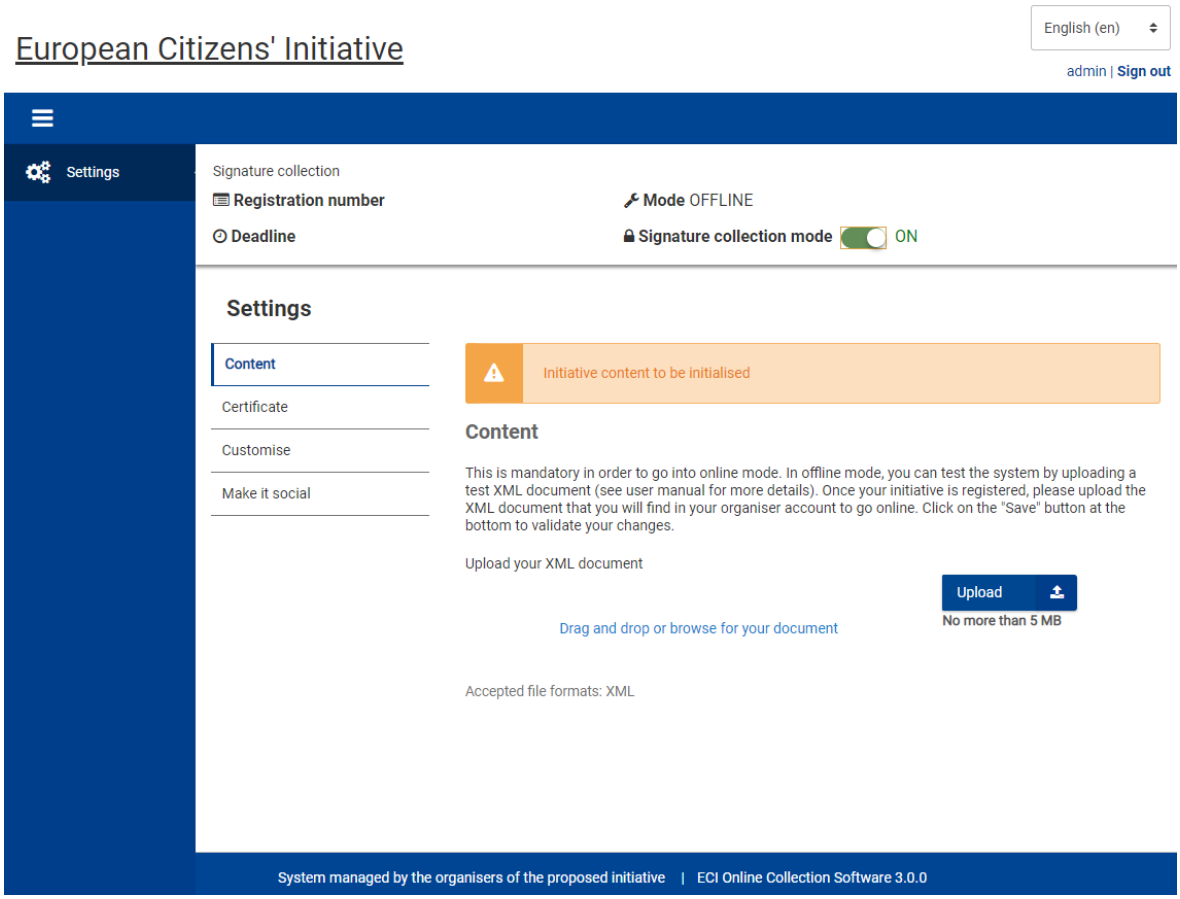


Figure 22: Content - initiative XML upload.

4. Click on the *Upload your XML document* link to locate the file on your computer and click on the *Open* button
5. Click on the *SAVE* button.
6. System will display preview of uploaded XML file
7. Review the contents of the XML document and click *CONFIRM* button.

Once you confirm your initiative data will be saved. (*Figure 23: Content - initiative XML uploaded)*

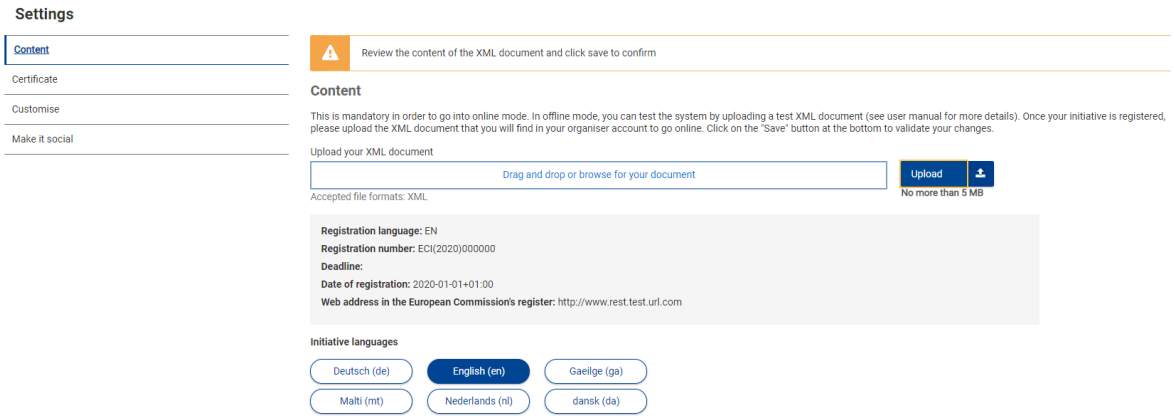


Figure 24: Content - initiative XML uploaded

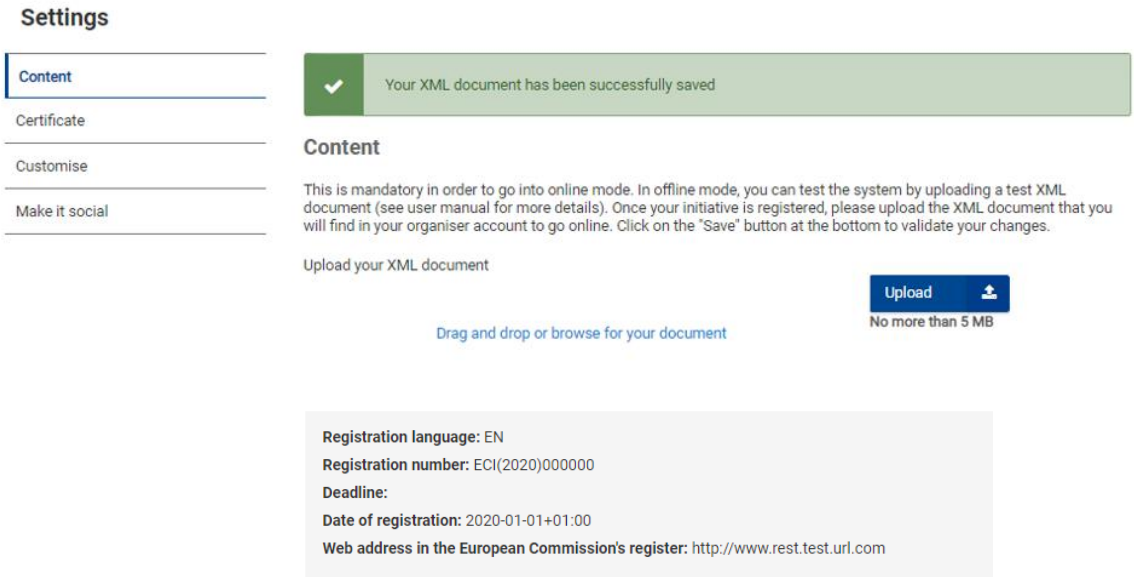


Figure 24.1 Content - initiative XML Successfully uploaded

NOTE: 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 repeating the same operation as described above.

4.3.2. Upload certificate issued by national certification authority

Once you have registered initiative and received certificate for your system you have to upload it via the Administration interface.

In order to do so

1. Access the Administration interface and select *Certificate it* link on Set up your Online Collection System page.

2. In the *Certificate* page, click on the *Upload the certificate document* link and select the certificate file you received from the national certification authority as shown below.

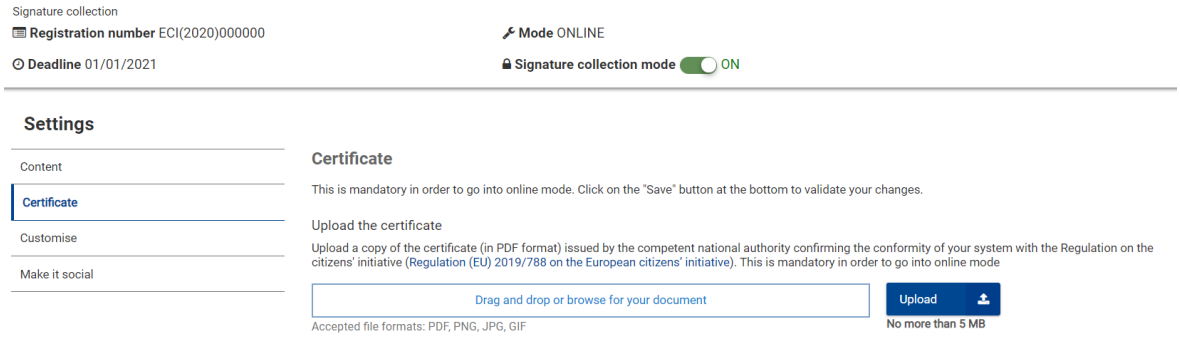


Figure 25: Certificate upload

3. System will display uploaded certificate filename below the link.
4. Click on the *SAVE* button.
5. System saves uploaded certificate file.

.

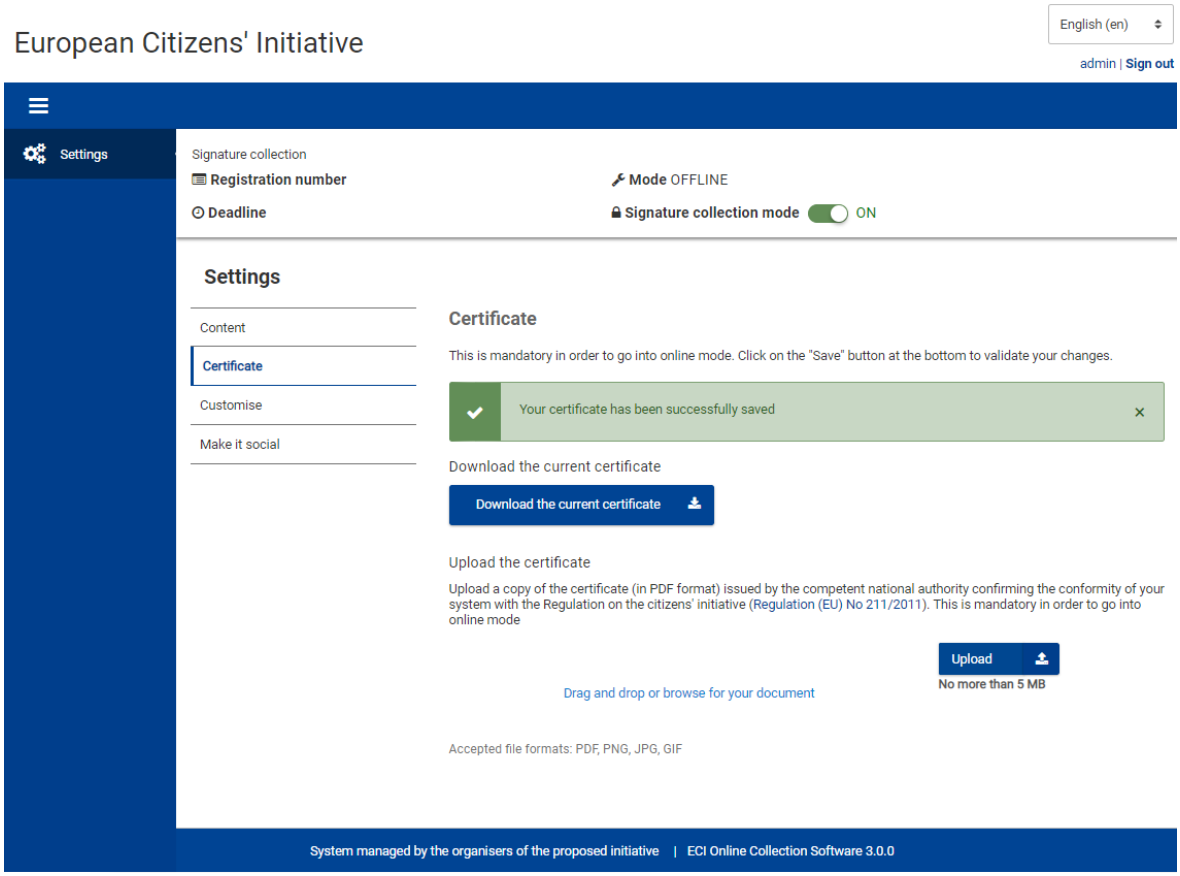


Figure 26: Certificate uploaded.

4.3.3. 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 from your organiser account of the

initiative description XML file containing the information on your proposed citizens' initiative and upload this new file in the software, as described above in 4.3.1.Content - Upload initiative description XML file. 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.

NOTE You do not need to stop the collection in the public interface to upload a new file for your proposed initiative.

In offline mode the XML file upload will delete all the signatures inserted for testing. All operations on languages and contacts are permitted (delete, update, insert).

In online mode it is allowed only the new translations insertion. All other operations on already present information will be blocked by the system.

4.3.4. Optional customisation of your initiative before going online

Still in the offline mode, you have the possibility to set the options of your initiative for customising (refer to 4.5 Customise) or making social (refer to 4.6 Make it social) your initiative. This way when you will decide to go online, your initiative will contain already your preferred options.

Note however that you can decide to perform the steps customise and/or make it social later after you have set your initiative online.

4.4. Manage your system (System status options)

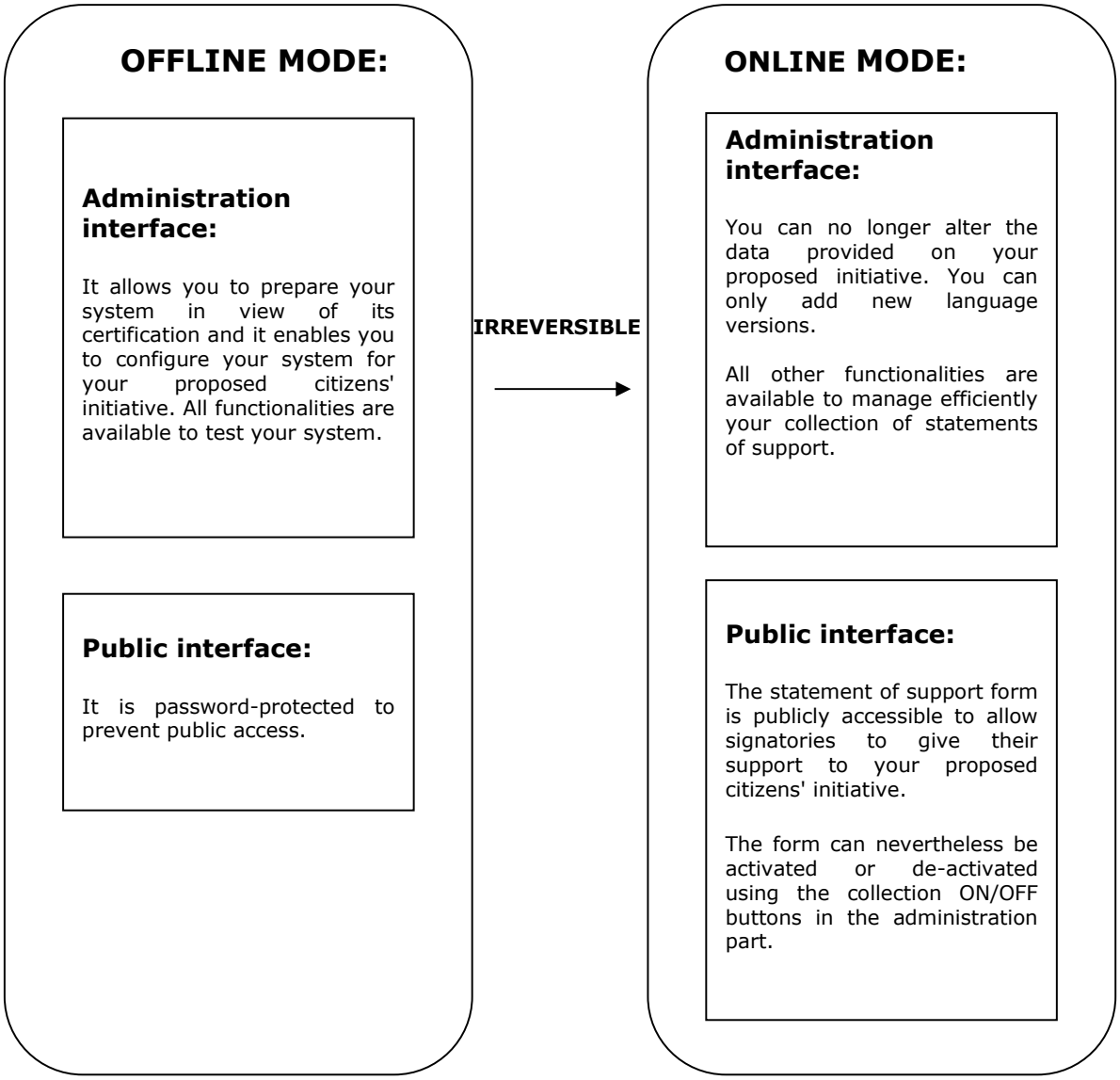
The section refers to the *System status* entry in the menu.

4.4.1. Transition to the online mode (irreversible)

The OCS can be in two different modes:

1. **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.
2. **Online mode**: this mode refers to the state of the system once it has been set up. This mode allows organisers to start collecting statements of support for their proposed citizens' initiative.

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 setup of the system using the initiative data registered on the European Commission register for the Citizens' Initiative (hereafter '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 actual collection of statements of support can start.



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:

1. Finalise the initiative setup of the system by uploading the file you will have previously downloaded in your organiser account in the ECI register as described in section 4.3.1.Content - Upload initiative description XML file.
2. Upload, via **Certificate** entry in the menu, the certificate of conformity of your system you will have received from the competent authority as described in section 4.3.2 Upload certificate issued by national certification authority.
3. Then, you press GO ONLINE mode and click on Continue as seen on Figure 27: Set up your OCS - Transitions to Online mode (irreversible).

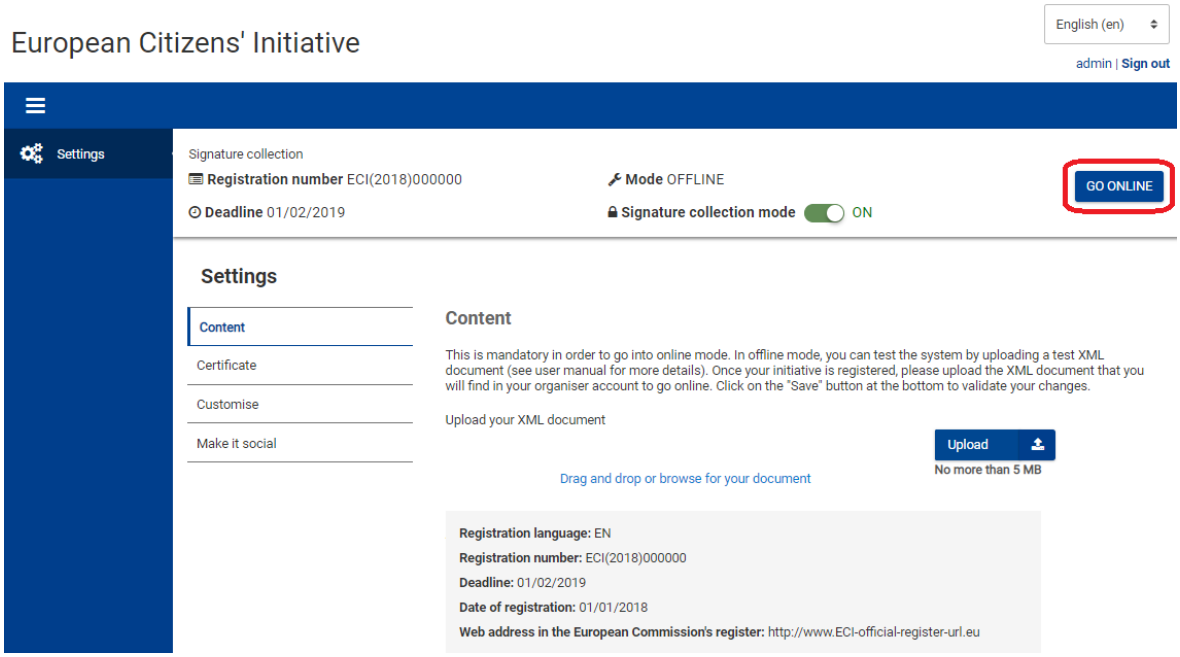


Figure 27: Set up your OCS - Transitions to Online mode (irreversible).

4. System will open *Switch to online mode* dialog

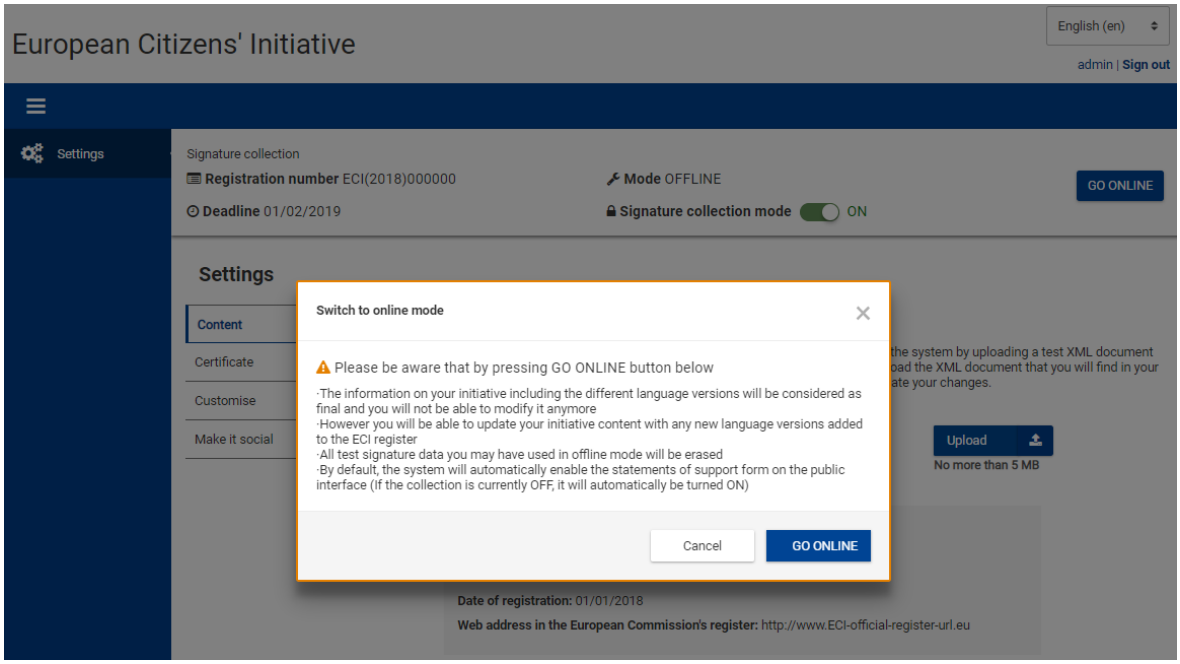


Figure 28: Switch to online mode.

5. Click on GO ONLINE Button

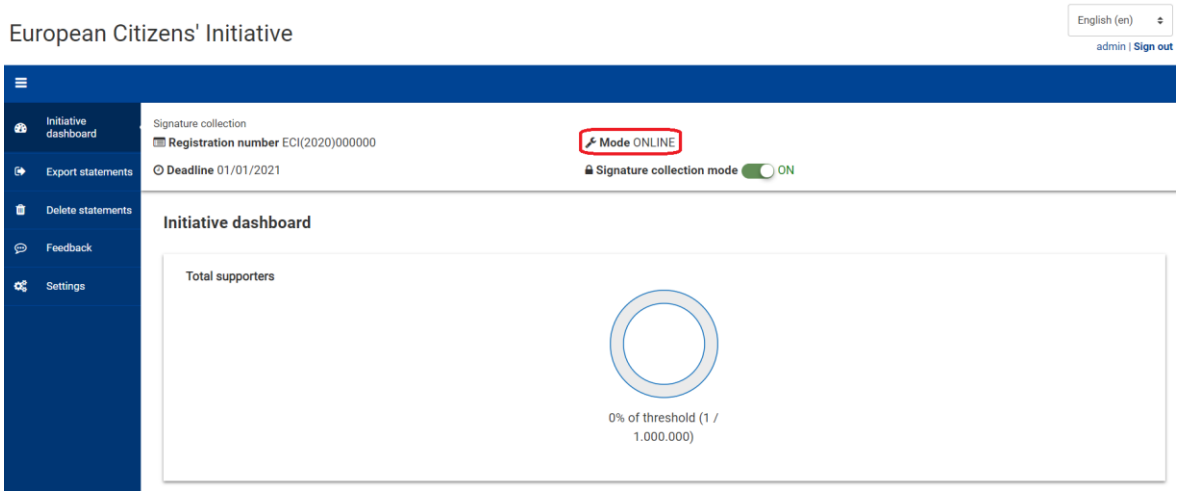


Figure 29: System online

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

1. The information on your initiative including the different language versions is considered as final and you will not be able to modify it anymore. However you will be able to update your initiative setup with any new language versions you add to the ECI register.
2. 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 4.4.2 Collection mode: ON/OFF below for more information.
3. Going ONLINE also removes all signatures collected during the "Offline mode".

4.4.2. 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 page is still accessible but not the form itself as seen on *Figure **30**: Public interface - Collection mode OFF*.

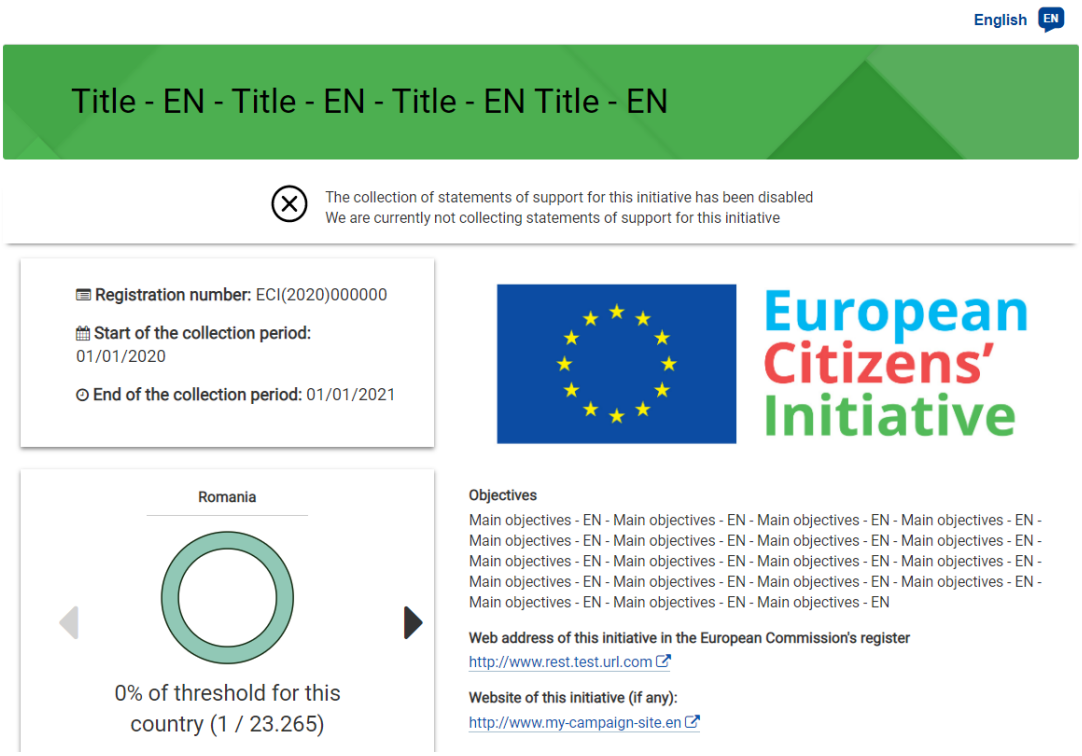


Figure 30: Public interface - Collection mode OFF.

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 *Initiative Dashboard* page and click on *SIGNATURE COLLECTION* link and select desired option.

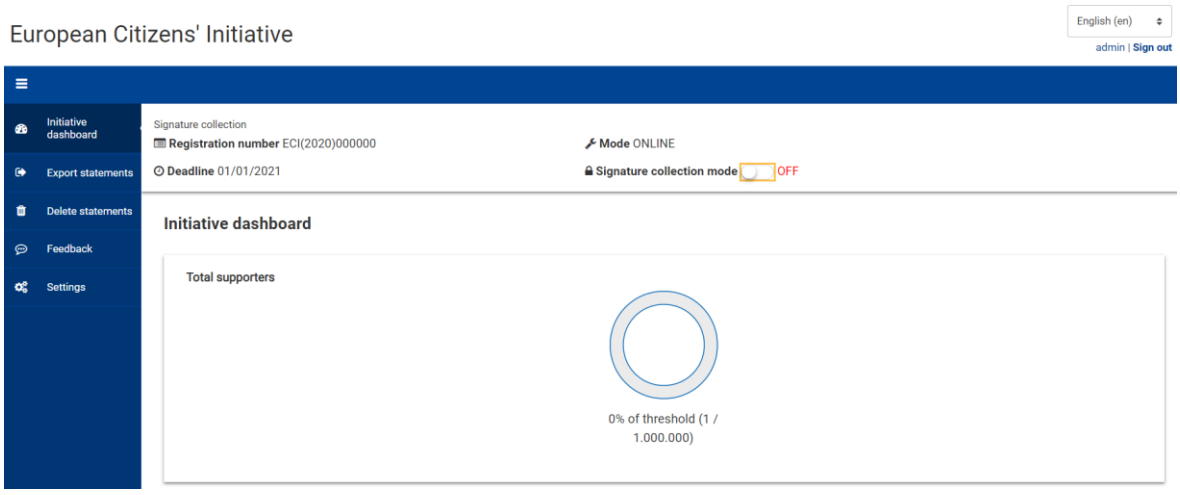


Figure 31: Initiative Dashboard - collection off.

NOTE: By default, the collection is ON in online mode. You must de-activate the statement of support form in the public interface at the end of your collection period.

4.5. Customise

This section allows you to customise your system and enable or disable custom features.

This section is available in both offline and online modes.

4.5.1. Logo

You can always add your own initiative logo that will be displayed on your public interface as seen in the example below:

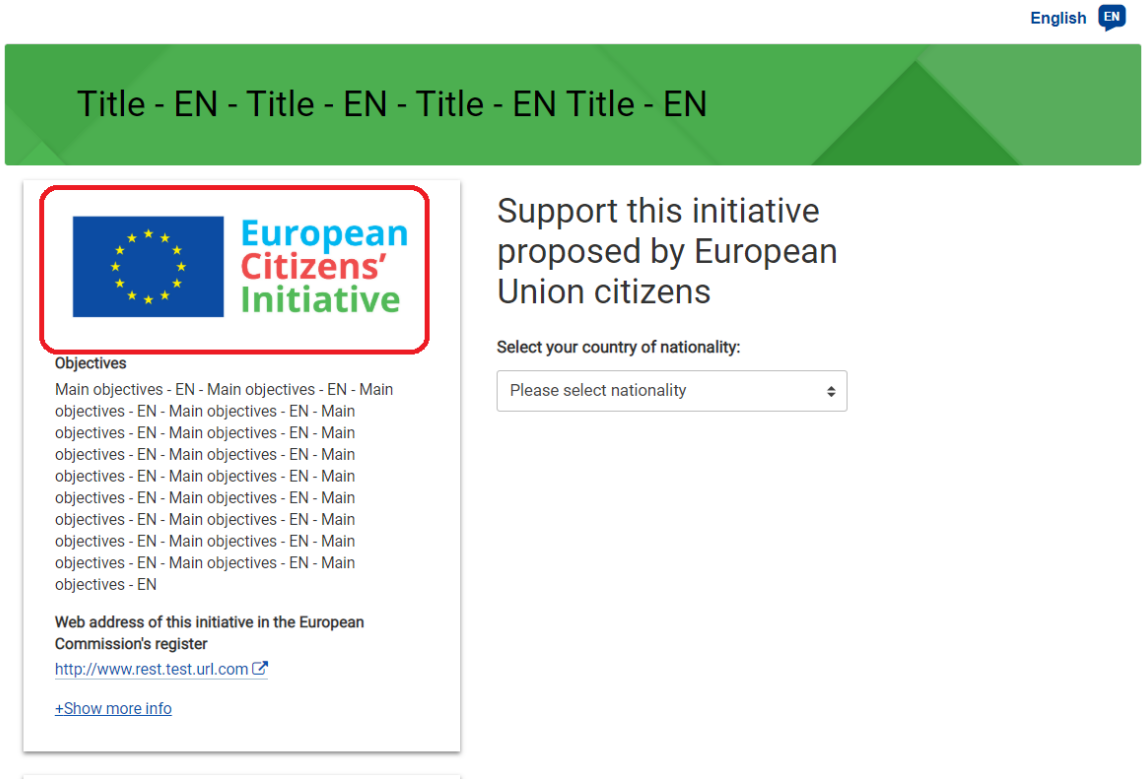


Figure 32: Public interface – initiative logo.

In order to add logo you need to

1. Select *Upload image* button in the *Customise* subpage of the *Set up your OSC* page.
   The system will open the File upload window.

2. Select your logo file from your local drive and select the *Open* button.
   The system will close the File upload window.

3. Select the *SAVE* button at the bottom of the page.
   The system will display the *Set up your OCS* page again and your logo will be saved and displayed in the public interface.

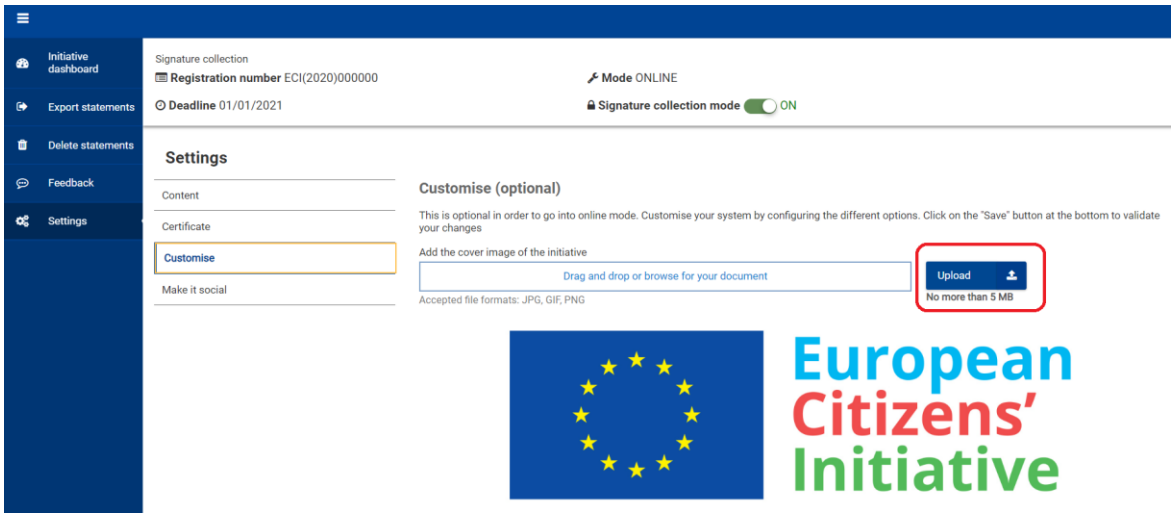


Figure 33: Customise – logo.

Your custom logo file should be of type JPEG, PNG or GIF. The logo will be displayed in the maximum resolution of 300 x 185 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 5 MB.

4.5.2. Primary colour

You can customise initiative header primary colour of the public interface. The admin interface is not affected by customisations.

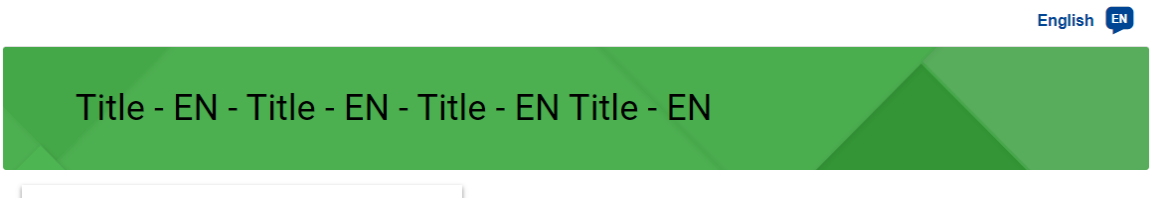


Figure 34 : Public interface - primary colour.

In order to do so you need to use colour picker in administration interface in *Customise* page. Once you select your colour you have to select *SAVE* button at the bottom of the page.

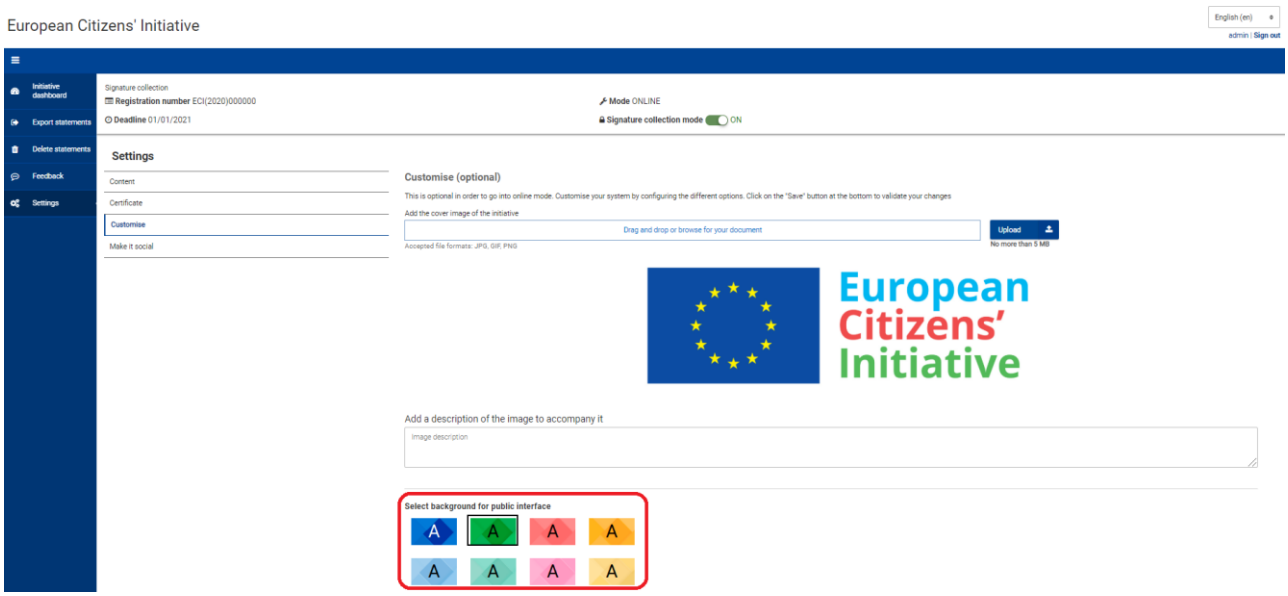


Figure 35: Customise - primary colour.

4.5.3. Progress bar

You can display a progress bar on your public interface showing how close you are to a target number of signatories of support needed for your initiative as seen in the example below:

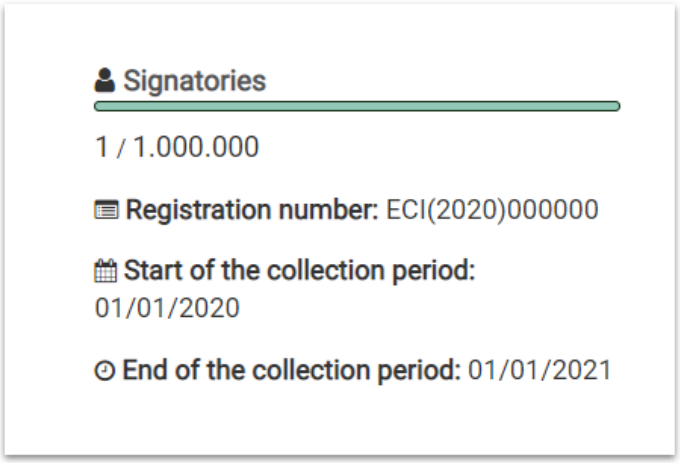


Figure 36: Public interface – Progress bar.

In order to enable this option, simply tick select *SHOW PROGRESS BAR,* enter a *Signatures goal* value and click on the *SAVE* button at the bottom of the page as seen

in the example below:

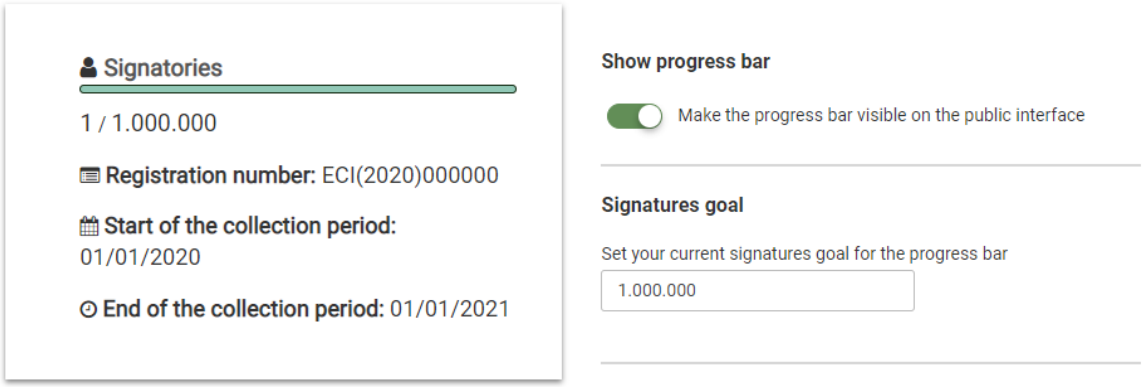


Figure 37: Customise – Progress bar.

This option can be modified at any time. Therefore value can be set to display lower target value at the beginning of the collection process, for example 1000. This will allow a proper visualisation of progress.

4.5.4. Signature distribution map

You can enable or disable the distribution map on your public interface as seen in the example below:

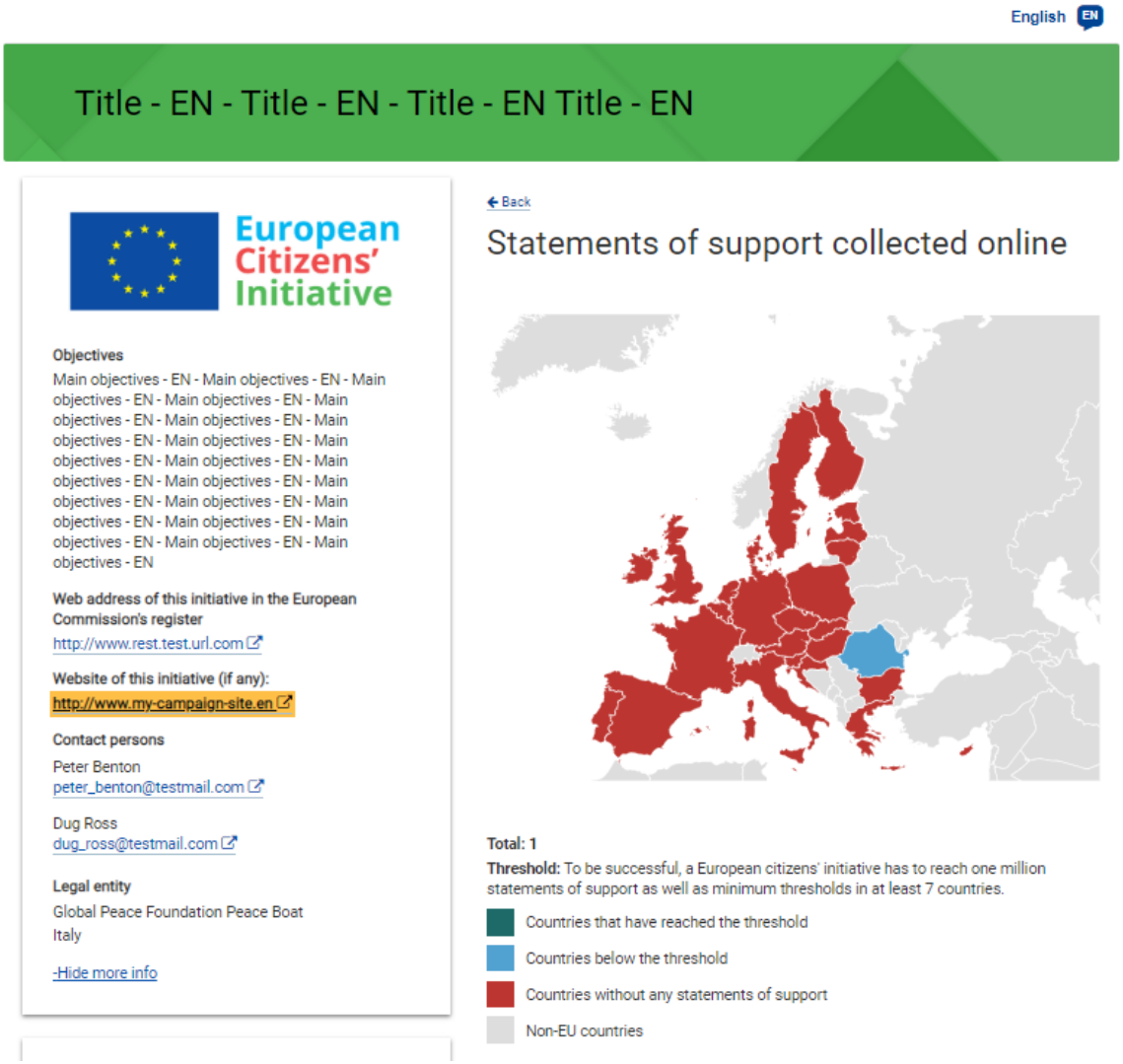


Figure 38: Public interface – Signature distribution map.

In order to enable distribution map display in public interface select *SHOW DISTIBUTION MAP* option and click the *SAVE* button as shown in the example below:

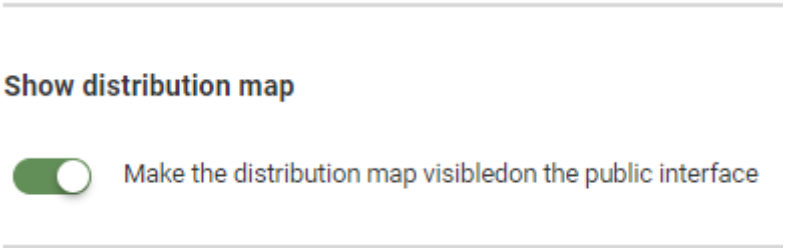


Figure 39: Customise – Signature distribution map.

If you select HIDE DISTRIBUTION MAP option no such map will be accessible in the Public interface. This option can be modified at any time.

4.5.5. Show recent signatories

You can set up OCS public interface to display list of countries of recent supporters of you initiative in public interface as seen below.

Figure 40: Public interface - Recent signatories.

To enable this option select *SHOW LAST SIGNATURES* option in OCS administration interface on *Customise* page and select *SAVE* button at the bottom of the page.

Figure 41: Customise - Recent signatories.

4.5.6. Call-back URL

You can enter the URL of your website for the link that signatories can see at the end of the signing-up process.

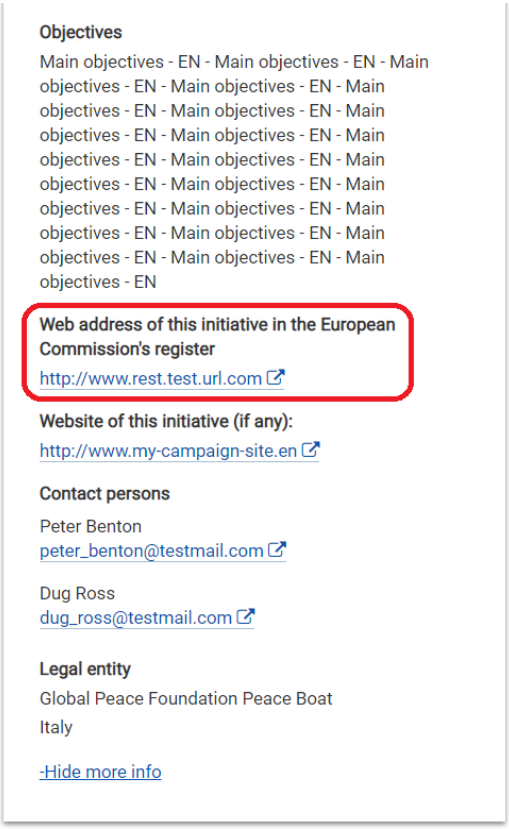


Figure 42: Public interface – Call-back URL.

In order to enable this option simply enter the URL in the *Call-back URL* section of *Customise* page in OCS administration interface and click on the *SAVE* button as shown in the example below:

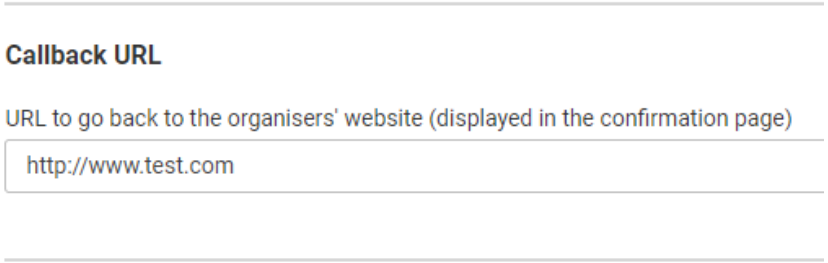


Figure 43: Customise – Call-back URL.

This option can be modified at any time.

4.5.7. Validation rules on the data provided by signatories

You have the possibility to deactivate the validation of the formats of postal codes and personal identification (document) numbers on your public interface. In such case, an additional checkbox is displayed to the signatory allowing him to select that option as shown in Figure 44: Public interface – Validation rules of the data provided by signatories – Deactivated..

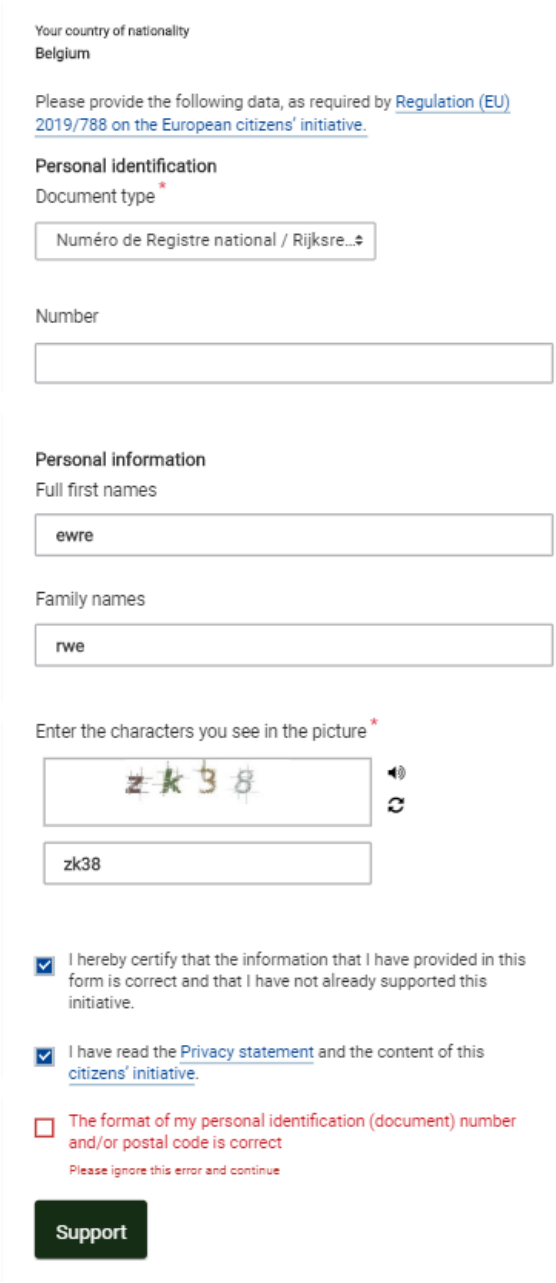


Figure 44: Public interface – Validation rules of the data provided by signatories – Deactivated.

In order to deactivate validation, simply select *DEACTIVATE option* and click on the *SAVE* button in *Customise* page of OCS administration interface as shown in the figure below.

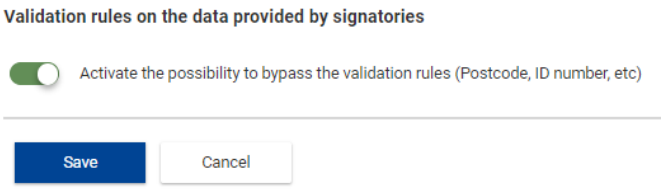


Figure 45: Customise – Validation rules on the data provided by signatories.

This option can be modified at any time.

NOTE: Enabling this option is not recommended, since it may decrease the quality of the data collected and increase the chance that mistakes have been made by signatories, which may result in the invalidation of their statements of support by the member state authorities.

4.6. Make it social

4.6.1. Social media links

If you have any social media pages, you can enable or disable display of social media links on your public interface. System allows configuring links to:

- Facebook
- Twitter (including default twitter message text that can be customised by the signatory before sharing on Twitter)

as seen in the example below:

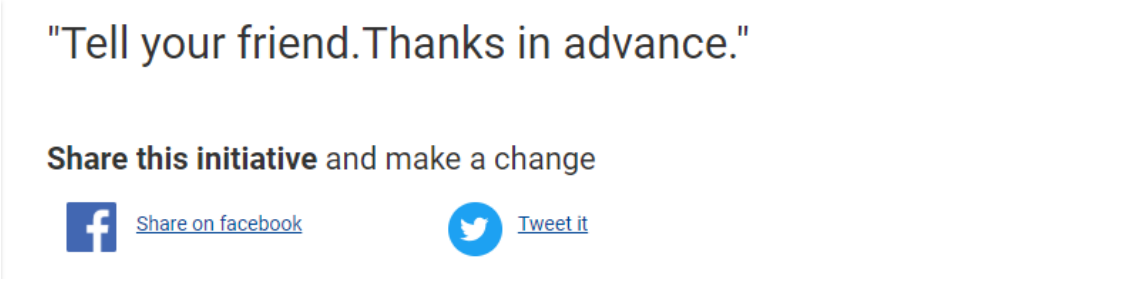


Figure 46: Public interface – social media links.

In order to do so, for the given social media, enter the URL and click on the *SAVE* button as shown in the example below. You can see the social network URL's in the congratulation page (in the public interface)

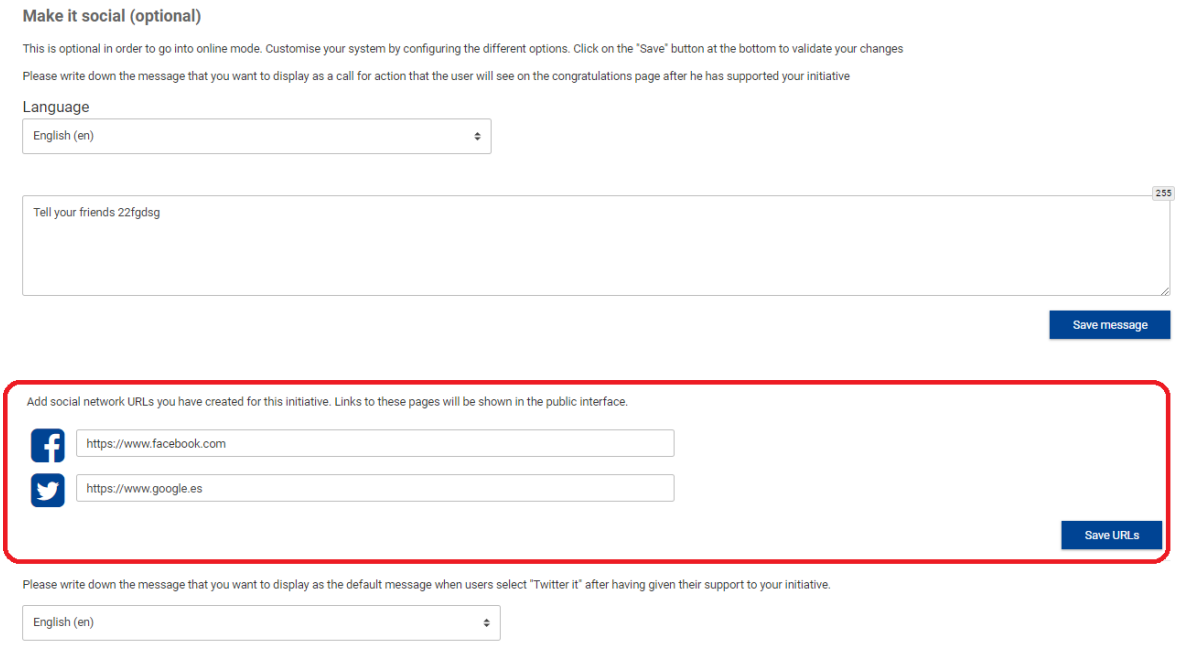


Figure 47: Make it social – Social media.

This option can be modified at any time. You can also specify default Twitter message for given initiative language by selecting given language from the drop down selection field and selecting *SAVE MESSAGE* button

4.7. Initiative dashboard

This page allows you to monitor the collection of statements of support submitted through the public interface of the system. You can view current statistics in OCS administration interface on *Initiative Dashboard* page. The below screen shows number of all currently gathered statements of support.

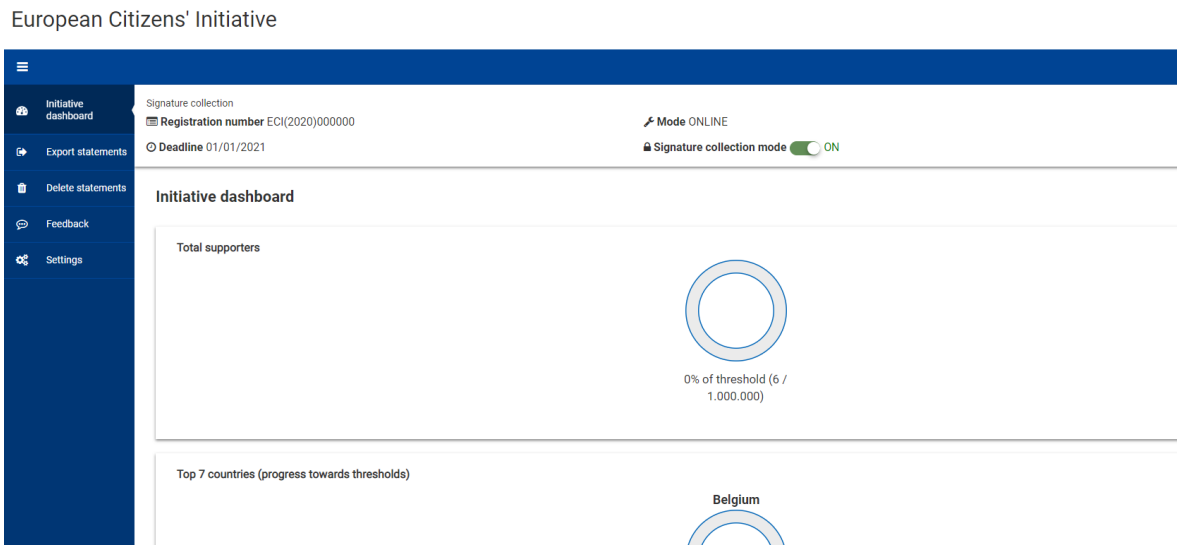


Figure 48: Initiative dashboard - Statements of support.

You can also view top 7 supporting countries (progress towards thresholds).

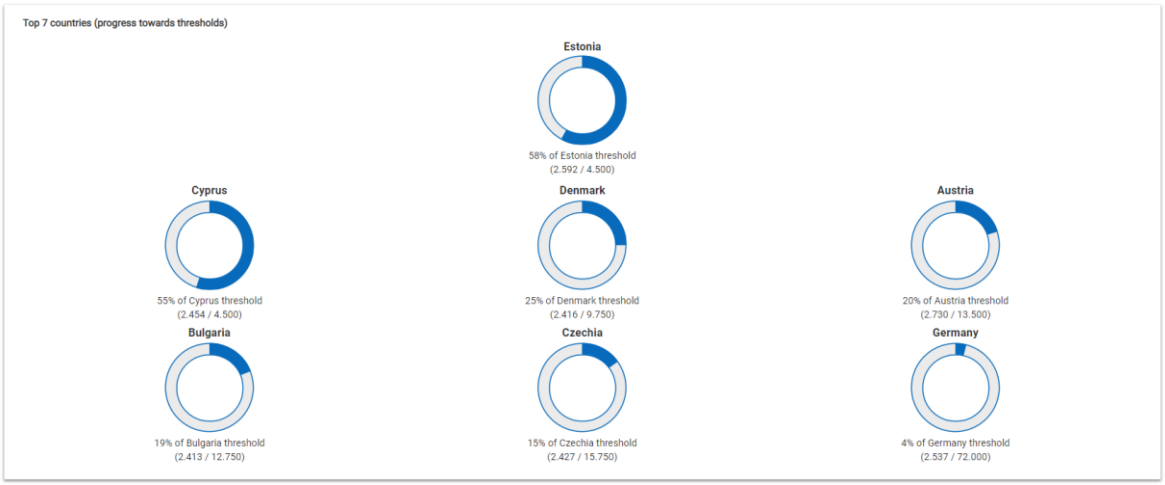


Figure 49: Initiative dashboard - Top 7 countries (progress towards thresholds).

You can also see evolution of signatories in time

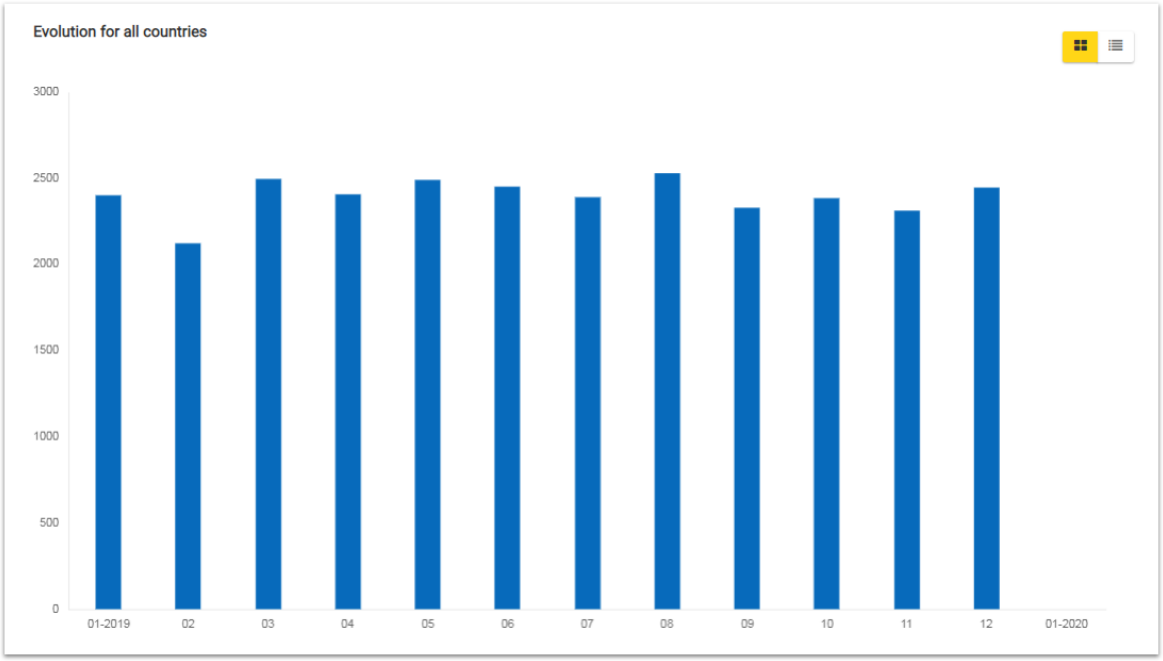


Figure 50: Initiative dashboard - Statements of support evolution.

Or total number of supporters from selected country with most active month information.

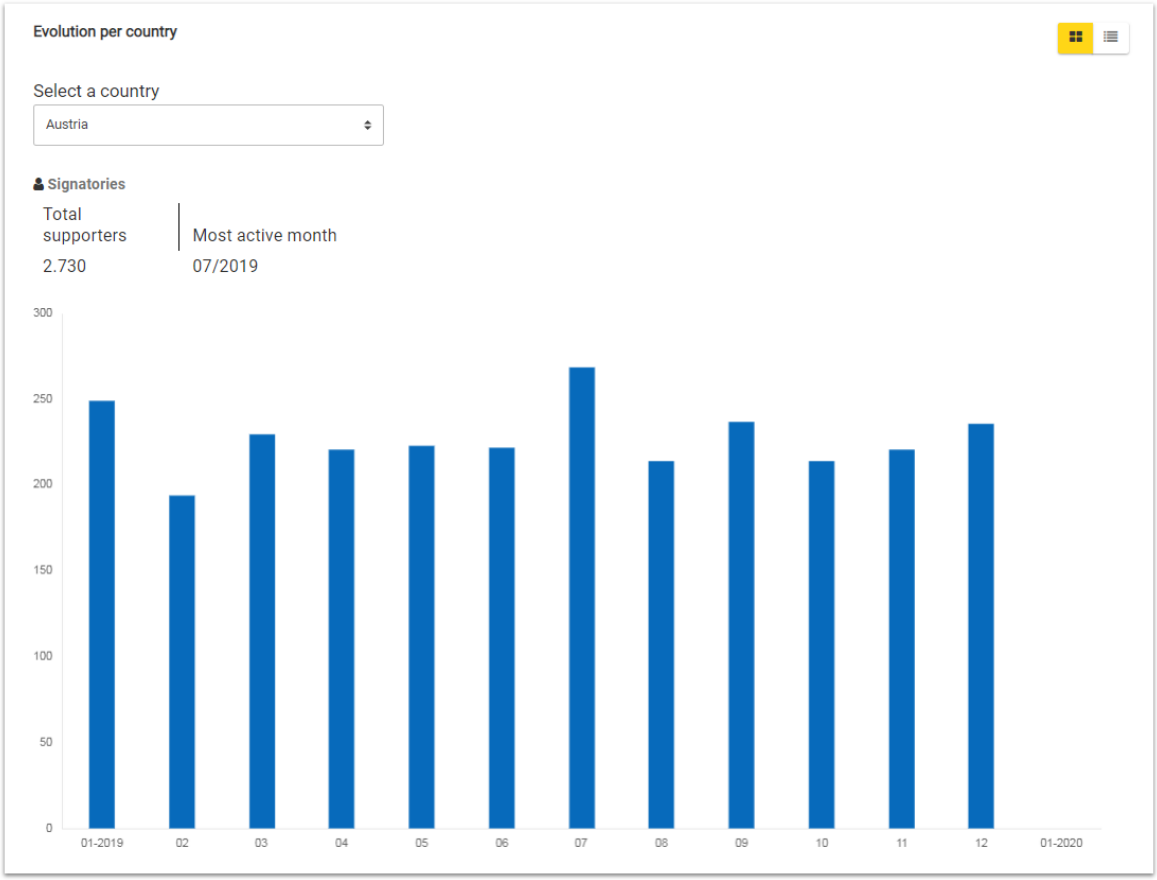
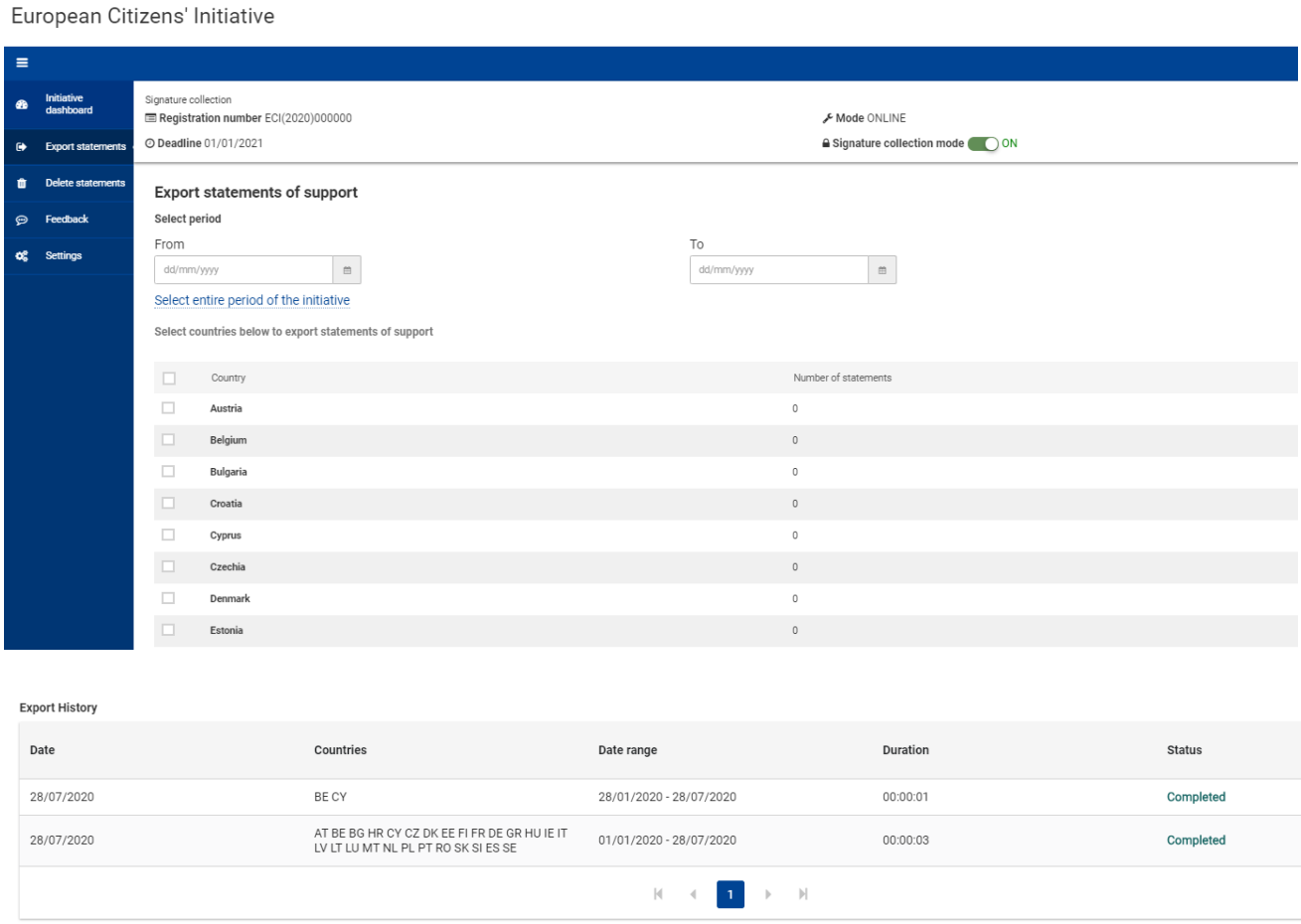


Figure 51: Initiative dashboard - Support for selected country.

4.7.1. Export signatures data

You can export all statements of support collected at any time by selecting *Select all countries* option and clicking *EXPORT* button. You can also export signatures collected in specified period by providing *From* and *To* parameters and clicking *EXPORT* button.



If any export was completed its record is displayed in *Export History* section of the page.

Figure 52: Manage collection – export statements of support.

Once the export is completed, the exported file will be stored at server in Commission Data Centre. 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 II and III** respectively.

You should notify EC-ECI-OCS@ec.europa.eu that an export has been made to receive the encrypted DVD with your export content.

4.7.1.1. 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 53: Security tool - data decryption.

The following window will open:

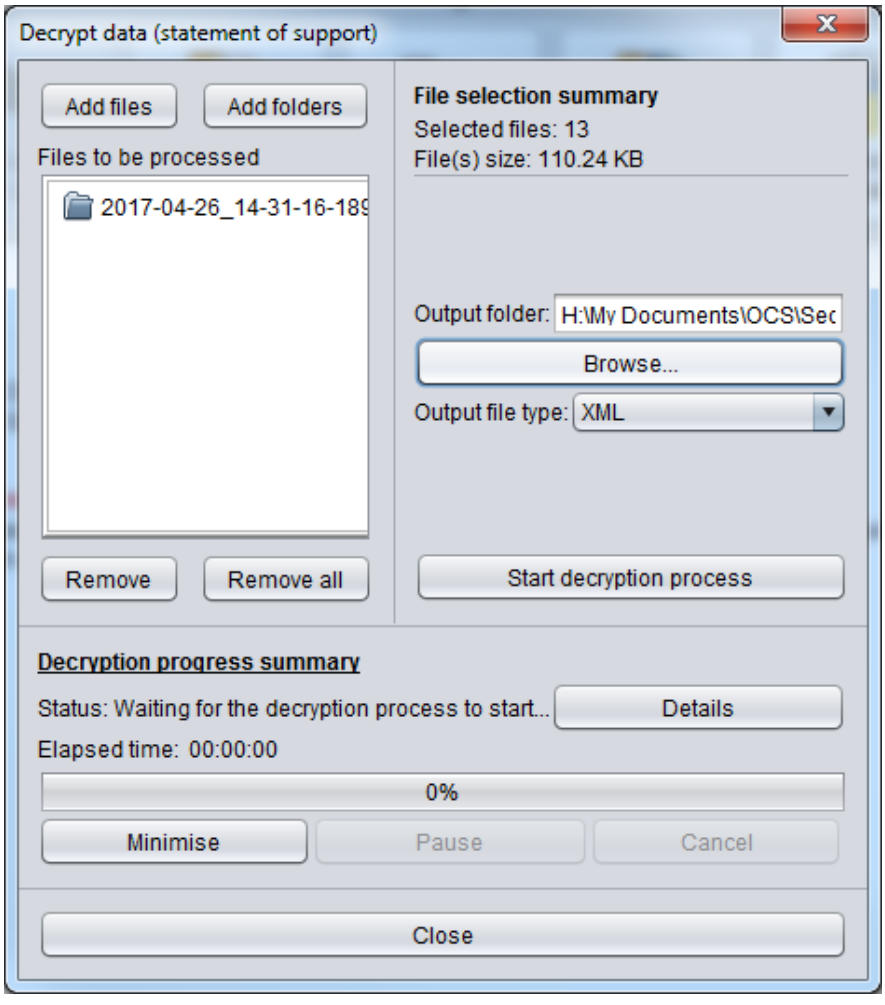


Figure 54: Browsing and selecting folders or files to be decrypted.

2. Add the individual files or folders to be decrypted

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

When adding files, multiple files can be selected with XML file type. When adding folders, multiple folders can be selected. When going with the mouse over an item from the list of selected files, the full path to that item 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, hold 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 right side-up 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 on all the folders and sub-folders and files of the selection, together with the total size of those files.

3. Choose the output file.

In order to do so, click on the *Browse* button next to the *Output folder* label and select the folder where you would like to have the decrypted files written.

4. Choose the output file type from one of the two options: XML or PDF
5. Click on *Start decryption process* button in order to proceed with the decryption of the XML files.

After the decryption process has been started, the upper part becomes inaccessible. The *Decryption progress summary* displays the current status of the decrypt 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 processing is finished. That is why, after *Pause* has been pressed, it can take some time until you see that no more progress is done.

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

In order to see the details about a decryption process, press the *Details* button and the below window opens showing 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.

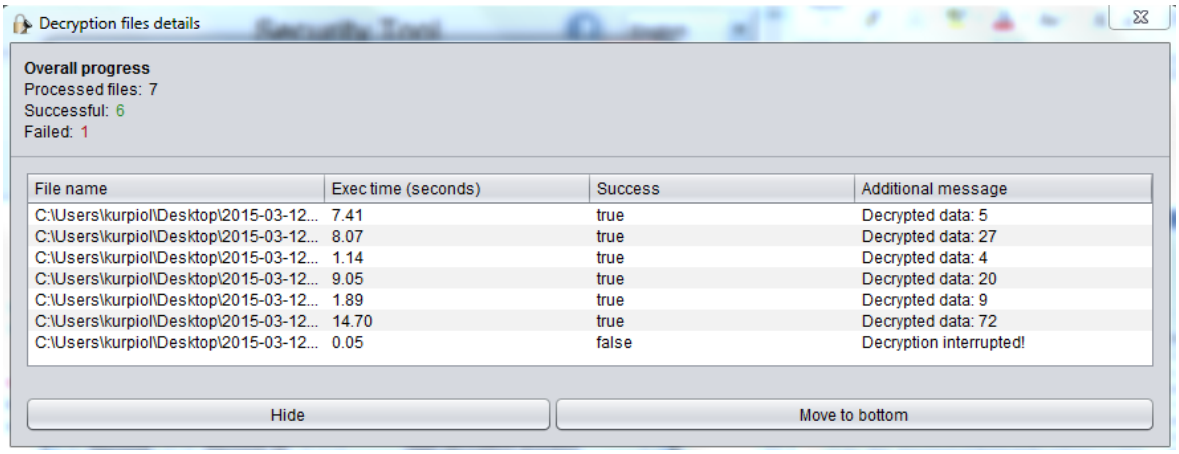


Figure 55: Decryption progress and statistics.

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 it can be seen on the image above.

4.7.2. Withdraw user signatures

OSC admin interface allows you to select one or more statements of support – using the signature identifier – in order to delete them. To delete a statement of support you need to enter signature identifier and select *REMOVE* button.

On successful deletion system will display information informing about deletion success.

(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, the signature identifier corresponding to each statement of support once exported and decrypted.)

Optionally you can delete multiple statements of support by selecting Add new row link and providing more signature identifiers before selecting *REMOVE* button.

4.7.3. Feedbacks

All signatories have an option to provide feedback on their OCS experience. You can view comments gathered in OCS administration interface on *Initiative dashboard* in *Feedbacks* section as seen below.

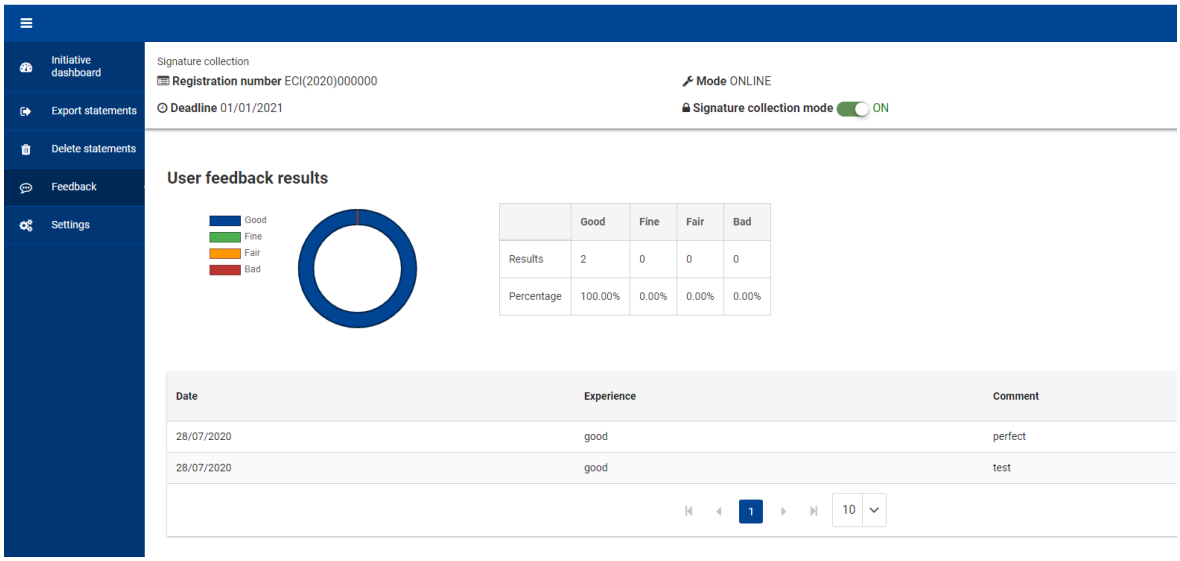


Figure 56: Initiative dashboard – Feedbacks.

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
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

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
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

ANNEX III

Threshold: minimum number of statements of support to be reached in a country

The thresholds applied for this version are the ones applicable from 01/02/2020:

https://europa.eu/citizens-initiative/thresholds_en#Minimum-numbers-of-signatories-for-initiatives-registered-since-01022020

Make sure there has not been a new threshold update:

https://europa.eu/citizens-initiative/thresholds