ERN Applicant User Manual
Table of Contents

WHAT IS THE SANTE ERN HCPA PLATFORM? ........................................................................................................... 3
HOW TO MONITOR THE APPLICATION PROCESS ............................................................................................... 6
  THE STATUS TRACKER BAR ...................................................................................................................................... 8
  VIEWING THE APPLICATION PROGRESS HISTORY .............................................................................................. 10
HOW TO RESPOND TO FEEDBACK REQUESTS AT EC ELIGIBILITY CHECK OR ERN REVIEW STAGES ............... 12
HOW TO CHANGE CONTACT ADDRESS .................................................................................................................. 21
HOW TO WITHDRAW AN APPLICATION .................................................................................................................. 22
WHAT IS THE SANTE ERN HCPA PLATFORM?

There are two systems used in the ERN application process:

1. **The SANTE Data Collection Platform**

The SANTE Data Collection Platform holds the actual ERN application form – any required revisions to the actual application form should be made in this system. If you are requested to update and re-submit your application you will receive emails with links to direct you back to your application.

2. **The SANTE ERN HCP Applications Status**

The [SANTE ERN HCP Applications Status platform](#) is the platform from where you can monitor the status of your application, after its submission.

Here you will also be able to review any feedback from the Commission or the various bodies during the review. If required, you will also be able to provide additional feedback on your application on this system.

**Please carefully read all notification emails that will be sent during the assessment phase as it contains instructions you shall follow.**

To have access to it, go to the main page of the [SANTE Data Collection Platform](#) and click on “ERN Application Status”: 

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**ERN Applicant User Manual**
Useful documentation

This webpage provides details of the status of ERN applications – please click on the link to monitor your application status.

Privacy statement: specific-privacy-statement.pdf
To request deletion of your personal data in relation to this data collection only, please contact the data controller listed in this Specific Privacy Statement.

Contact Helpdesk: SANTE-ERNDO-ITSUPPORT@ec.europa.eu

Warning:

ONLY ENTER DATA INTO THE FORM USING ONE COMPUTER/BROWSER AT A TIME. If more than one user enters and saves data at the same time, even if using the same login, data may be lost. If moving to another computer, save your data and close the browser window with the form.

European Reference Networks
Select an activity
Create a new form dossier
Fill in a blank form, if you don’t see one that you’ve already started from the list below.
Create new dossier Create from template
You will be redirected to the "SANTE ERN HCP Applications platform":

The home page provides you with an overview of the submitted application, with details related to its status, the decisions already taken and the number of days left.

Use the navigation menu on the left to browse between the different pages:

- **Home**: Go back to the main page of the ERN HCPA Platform
- **HCPA Histories Overview**: Click on "ERN Reviewed Application" to go to the applications that have already been reviewed by the ERN or click on "All HCP Applications" to display all the applications that are in the review process.
- **Recent HCPA Histories**: Go to your most recent applications
- **Sante Data Collection Platform**: Go back to the Sante Data Collection Platform
HOW TO MONITOR THE APPLICATION PROCESS

After submitting your application, you can monitor its status during each review stage, from the SANTE ERN HCP Applications platform.

If you have submitted more than one application – the applications will display (by ID) in the list as shown above and you can track the progress of each application.

To keep track of your applications, click directly on its ID, at the beginning of the row:

<table>
<thead>
<tr>
<th>ID</th>
<th>ERN</th>
<th>Stage</th>
<th>Decision</th>
<th>Days left</th>
<th>Received</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>20191127-AVK8COUX</td>
<td>BOND</td>
<td>Eligibility check/ERN review complete</td>
<td>ERM favourable (timed out)</td>
<td>365</td>
<td>2019/11/27</td>
<td>Open</td>
</tr>
</tbody>
</table>
All the information related to the selected application will be displayed in a new page:

At the beginning of the page you can find all relevant details concerning the application:
The Status Tracker Bar

What it is noteworthy in this section is the *status tracker bar* that helps you follow the progress of your application during the whole review process.

The legend below shows the main icons that are used in the tracker bar:

<table>
<thead>
<tr>
<th>ICON</th>
<th>MEANING</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Green Checkmark" /></td>
<td>application submitted and/or stage successfully completed</td>
</tr>
<tr>
<td><img src="image" alt="Circle" /></td>
<td>application pending review</td>
</tr>
<tr>
<td><img src="image" alt="Yellow Circle" /></td>
<td>application returned to applicant for editing</td>
</tr>
<tr>
<td><img src="image" alt="Red X" /></td>
<td>application rejected</td>
</tr>
<tr>
<td><img src="image" alt="Green Circle" /></td>
<td>stages to come</td>
</tr>
</tbody>
</table>

After submitting an application, the tracker bar will show a green tick confirming that the submission was successful and that the review process has begun.

**Note:** the current status of your application is always the last circle before the transparent ones:

![Status Tracker Diagram](image)

When the circle is in white, it means that your application is pending and waiting for review.
In case the application is returned to you for a review the tracker bar will show this activity with an orange circle:

If the review is positive, the progress of your application will be shown on the tracker bar with a green tick:

In this way, if your application is fully approved and passed all the stages, the tracker bar will show the green tick for all the stages:

On the contrary, if your application is rejected, your application will not go further in the process review and the track bar will mark the rejection with a red circle:

**Note:** If the application is marked ineligible, please check the message area at the bottom of the page to review the feedback from the Commission
Viewing the application progress history

Scrolling down the page, you find "History": a detailed summary of the application review process, from its submission until the current stage.
From the submission to the current stage, you have information about the date, the decisions taken, the feedback provided on the application and the attachments uploaded at every stage of the process.

In this section you can:

- Download the *pdf* uploaded with the application and all other attachments included in it. To do it, click on each individual attachment or on "download all attachments for this application" to bulk download them all.

  ![Download all attachments in this stage](#)

- Use the link at the bottom of the page to go back to the application form and go through its sections, in view-only mode.

  ![To view your application at any time, follow this link](#)
HOW TO RESPOND TO FEEDBACK REQUESTS AT EC ELIGIBILITY CHECK OR ERN REVIEW STAGES

After the submission, your application will have to pass different evaluation phases in the application process. The first two stages are the EC Eligibility Check and the ERN review.

In case your application receives an unfavourable opinion at either stage and you are asked to provide more information or update your application, the system will send a message to the contact email provided in your application form. Below is an example of an email from the Board of Network:

Dear Applicant,

Your application has received an unfavourable decision of the Board of the Network.

Please click the link below to follow the status of your application. There, you will be able to see the comments provided by the ERN Board, open, update and resubmit your application. Upon resubmission there will be a pop-up box for you to provide simple feedback or any other comment to the ERN. You will be able to provide more detailed feedback, including the possibility of uploading feedback documents, at the next stage of the process.

[Link]

If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERNISD-ITSUPPORT@ec.europa.eu and we will try to rectify the situation for you as quickly as possible.

This is an automated email notification.

This message is from the ACCEPTANCE environment. The sender and actions in this message do not involve production data. If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERNISD-ITSUPPORT@ec.europa.eu and we will try to rectify the situation for you as quickly as possible.

To start revising your application click on the link in the email to go to SANTE ERN HCP Applications Platform. You will notice that your application has changed its status to in revision on the main page:
The application will appear under "Your HCP Application for revision" in the HCPA Histories Overview:

By clicking on the application ID, you can consult the application details and read the feedback provided about your application:
There are two steps of the revision of your application:

**Step 1:** Go to the application form, back on the **SANTE Data Collection Platform**, using either the "Open" button or on the link at the bottom of the page:

Here, you can revise your application form:
After you have revised your application, you have to submit it again by clicking on the button "Finish and Submit" at the bottom of the application form:

A message will pop up asking you to confirm your action. Here you also have the possibility to add a comment by writing in the blank field:
Submission to workflow
You are submitting this dossier to the HCPA workflow where it will be reviewed. If you are resubmitting, you must take further actions to continue your submission in the HCPA workflow. Are you sure you wish to continue?
Comment (optional):

You will receive progress notifications at the email address entered in this form, and you can follow the progress of your submission at https://webgate.acceptance.ec.europa.eu/sante-xmigrate/ern-hcpa/ - it may take up to an hour for your submission to appear there.

Note: Comments are not mandatory

If you wish to proceed with the resubmission, click on "Submit".

Another message will pop up confirming that the application has been submitted:
Immediately after the new submission you will receive an email confirming that your application form has been updated:

**Note:** your resubmission has not been finalised yet!

Your resubmission is not finalised until you complete the following steps on the **SANTE ERN HCP Application Platform**

**Step 2:** Go to the **SANTE ERN HCP Application Platform** to finalize your new submission using the link mentioned in the email.

**Note:** the system may take up to an hour to update with your re-submitted application and allow you to add feedback

The link will redirect you back to the application dossier:
Scrolling down the page, under “History”, you will find that a new stage has been added:

If you want, you can enter a feedback about your resubmission.

**Note**: Feedback is not mandatory

You have also the opportunity to add additional attachments here, but to do that you have to **save** your edit first by clicking on **“Save Edits”** at the bottom of the page.

To upload your attachments, click on the grey rectangle below the free text field or simply drag and drop in there your files.
To complete your resubmission, click on "Resubmit application".

Your updated application will then be reviewed.

During the whole review process, you will receive email notifications about the progress of your submission:

- A message from ERN HCP Applications Processor [https://website.acceptance.europa.eu/sante-ern/applications/hcp]
- A message from SANTE Data Collection Platform [https://website.acceptance.europa.eu/sante-ern/applications/hcp]

Dear Applicant,

The status of your application to become a member of a European Reference Network has changed. Please log in here to view the update:

[https://website.acceptance.europa.eu/sante-ern/applications/hcp/history/20191215-070448AY]

If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERN/HCP-SUPPORT@ec.europa.eu and we will try to rectify the situation for you as quickly as possible.

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This message is from the ACCEPTANCE environment. The dossiers and actions in this message do not involve Production data. If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERN/HCP-SUPPORT@ec.europa.eu and we will try to rectify the situation for you as quickly as possible.

At the same time, you can always keep track of your submissions on the SANTE ERN HCP APPLICATIONS Platform, as explained in "How to monitor the application process".
HOW TO CHANGE CONTACT ADDRESS

If you wish to update your contact email address, you can do it from the SANTE ERN HCP APPLICATIONS Platform.

Go to the platform and click on the ID of your application to open its dossier.

Under the HCP Application ERN Review Details, you will find the “applicant email” and the button “Update email address”:

Click on it and insert your new email address in the window that will pop up:

Update contact email address

Enter your updated email address(es) here. You can enter more than one address by separating them with commas (,):
Then click on “Update”.

**HOW TO WITHDRAW AN APPLICATION**

On the **SANTE ERN HCP APPLICATIONS Platform** you have also the possibility to withdraw your application, if you wish to do so. An application can be withdrawn at any stage during the process.

Similarly as before, go to the platform and click on the **ID** of your application, to open its dossier.

Under the track bar you find the button “**Withdraw application**”.

Click on it to proceed with the withdrawal.

![HCP Application: 20191127-AYK6CQUX](image)

Confirm your action in the window that will pop-up by clicking on “**Withdraw application**”
Note: this action is irreversible

Another window confirming the withdrawal of your application will be displayed and you will also receive an email notifying that your application has been withdrawn.

Application withdrawn by Applicant

The application '20191126-W1YA6XBW' has been withdrawn by the applicant and it has been archived.