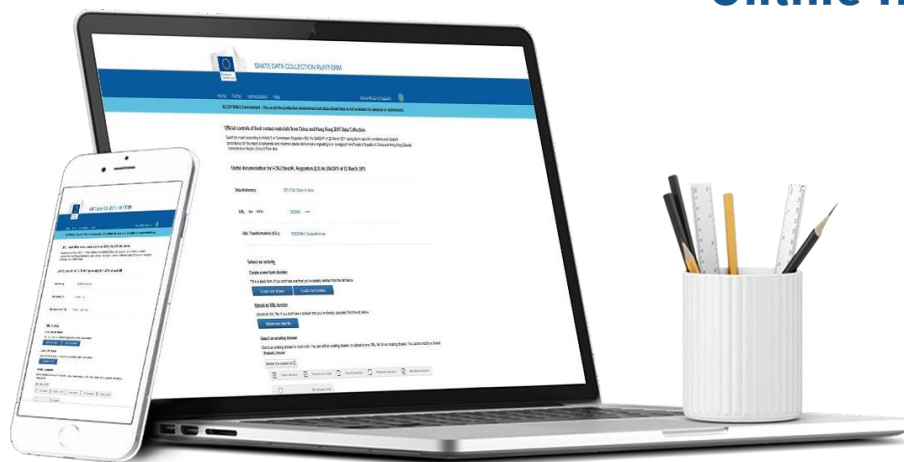




European
Commission

SANTE Data Collection Platform Online Help



ERN Applicant User Manual

Health and
Food Safety

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WHAT IS THE SANTE ERN HCPA PLATFORM?

There are two system 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 send 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”:



Useful documentation

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

[ERN 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-ERNSD-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

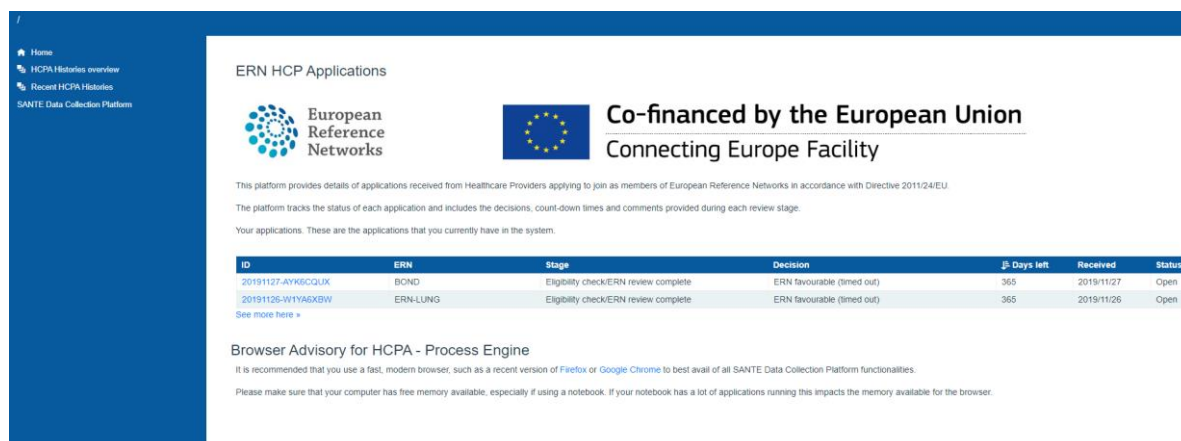
Create a new form dossier

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](#).

ERN HCP Applications

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Connecting Europe Facility

This platform provides details of applications received from Healthcare Providers applying to join as members of European Reference Networks in accordance with Directive 2011/24/EU.

The platform tracks the status of each application and includes the decisions, count-down times and comments provided during each review stage.

Your applications. These are the applications that you currently have in the system.

ID	ERN	Stage	Decision	Days left	Received	Status
20191126-UZ06PEA	ERN-BOND	Eligibility check/ERN review complete	ERN favourable	365	2019/11/26	Open
20191126-W1YA6XBW	ERN-LUNG	Eligibility check/ERN review complete	ERN favourable (timed out)	365	2019/11/26	Open
20191125-070F4RAY	ERN-BOND	Eligibility check/ERN review complete	(timed out)	365	2019/11/25	Open

[See more here](#)

Browser Advisory for HCPA - Process Engine

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:

ID	ERN	Stage	Decision	Days left	Received	Status
20191127-AYK6CQUX	BOND	Eligibility check/ERN review complete	ERN favourable (timed out)	365	2019/11/27	Open

All the information related to the selected application will be displayed in a new page:

HCP Application: 20191004-9WYWEF3P

HCP Application ERN Review details

ID: 20191004-9WYWEF3P
ERN: ERN-BOND
Stage: Eligibility check/ERN review complete

Received: 2019/10/01 11:53
Days remaining: 365
Applicant email: test@test.com
Provider: Centre Hospitalier de Luxembourg
City: Luxembourg
Country: LU

Progressed: 2019/10/04 10:18
User: n002pu2q
Decision: ERN favourable (timed out)

Update result address

Withdraw application

History:

Stage: HCP-Application (submitted)
Date: 2019/10/04 14:53
Message: Confirmed Codeli
Attachments:
 • 20191004-9WYWEF3P-submitted.pdf
 • agreement-codeli.pdf
 • hcp-representative.pdf
 • letter-of-national-endorsement.xlsx
 Download all attachments in this stage

Stage: EC - Eligibility Check (1st) (eligibility-check)
Date: 2019/10/04 15:13
Decision: eligible
Message:
 This is an acceptable application
 • Reason 1
 • Reason 2
Collapse

Stage: ERN - draft opinion pending (review)
Date: 2019/10/04 15:48
Decision: ERN favourable
Message:
 This application has timed out in the process at the 'ern-review' stage while in 'ERN review' state.
 Download all attachments for this application (you will only receive files that you have rights to view).

Current stage: ERN review complete, final opinion issued.

To view your application, follow this link: <https://webgate.acceptance.ec.europa.eu/sante-xm/gate/#/home/ern-application/v12/151014-9WYWEF3P> **Open**

At the beginning of the page you can find all relevant details concerning the application:

HCP Application: 20191004-9WYWEF3P

HCP Application ERN Review details

ID: 20191004-9WYWEF3P
ERN: ERN-BOND
Stage: Eligibility check/ERN review complete

Received: 2019/10/04 14:53
Days remaining: 365
Applicant email: test@test.com
Provider: Centre Hospitalier de Luxembourg
City: Luxembourg
Country: LU

Progressed: 2019/10/04 15:48
User: n002pu2q
Decision: ERN favourable (timed out)

Update result address






Withdraw application

Submitted **Eligibility Check** **ERN Review** **EC Consultation** **IAB Draft Assessment** **IAB Final Assessment** **BoMS Approval** **Final Decision**

The Status Tracker Bar

What 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:

ICON	MEANING
	application submitted and/or stage successfully completed
	application pending review
	application returned to applicant for editing
	application rejected
	stages to come

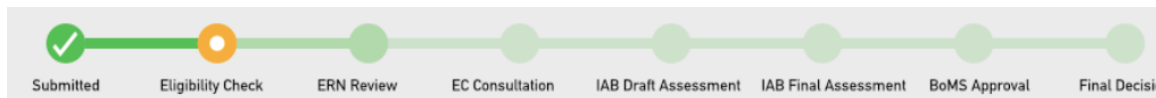
After submitting an application, the tracker bar will show a green tick confirming that the submission was successful and that the review process has begun.

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



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

Stage: EC - Eligibility Check (1st) (eligibility-check)
 Date: 2019/10/03 15:20
 Decision: ineligible
[Expand](#)

Stage: Returned to applicant for editing (eligibility-revision)
 Date: 2019/10/03 15:23
 Message: Catherine Coletti submission bis
 Attachments:
 • 20191003-CDWGAKKW-eligibility-revision.pdf
 • agreement-ceo.pdf
 • hcp-representative.pdf
 • letter-of-national-endorsement.xlsx
[Download all attachments in this stage](#)

Stage: EC - Eligibility Check (2nd) (eligibility-check)
 Date: 2019/10/03 15:24
 Decision: ineligible
 Message:

[Download all attachments for this application](#) (you will only receive files that you have rights to view).

Current stage: Eligibility check failed.

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

The screenshot displays the 'HCP Application: 20191004-9WYWEF3P' page. At the top, it shows the application ID, ERN (ERN-BOND), and the current stage (Eligibility check/ERN review complete). A progress bar below indicates the stages: Submitted, Eligibility Check, ERN Review, EC Consultation, IAB Draft Assessment, IAB Final Assessment, BoMS Approval, and Final Decision. The 'History' section provides a detailed log of the application's progress:

- Submission:** Stage: HCP-Application (submitted), Date: 2019/10/04 14:53. Message: Catherine Coletti. Attachments include submitted PDF, agreement, HCP representative PDF, and letter of national endorsement.
- EC Eligibility Check:** Stage: EC - Eligibility Check (1st) (eligibility-check), Date: 2019/10/04 15:13. Decision: eligible. Message: This is an acceptable application.
- ERN Review:** Stage: ERN - draft opinion pending (review), Date: 2019/10/04 15:48. Decision: ERN favourable. Message: This application has timed out in the process at the 'ern-review' stage while in 'ERN review' state.
- Current stage:** ERN review complete, final opinion issued.

Red arrows on the left side of the screenshot point from labels 'Submission', 'EC Eligibility Check', 'ERN Review', and 'Current stage' to their respective entries in the history section.

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

Stage: Returned to applicant for editing (eligibility-revision)

Date: 2019/10/03 15:23

Message:

Catherine Coletti submission bis

Attachments:

- [20191003-CDWGAKKW-eligibility-revision.pdf](#)
- [agreement-ceo.pdf](#)
- [hcp-representative.pdf](#)
- [letter-of-national-endorsement.xlsx](#)



[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.

Current stage: ERN review complete, final opinion issued.

To view your application at any time, follow this link: <https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/em-application/v1/20191127-AYK6CQUX>



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.

<https://webgate.acceptance.ec.europa.eu/sante-xm/gate/ern-hcpa/#/hcpahistory/20191128-QQBZC64Y>

If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERNSD-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 dossier 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-ERNSD-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:

Home
HCPA Histories overview
Recent HCPA Histories
SANTE Data Collection Platform

ERN HCP Applications





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Connecting Europe Facility

This platform provides details of applications received from Healthcare Providers applying to join as members of European Reference Networks in accordance with Directive 2011/24/EU.

The platform tracks the status of each application and includes the decisions, count-down times and comments provided during each review stage.

Your applications: These are the applications that you currently have in the system.

ID	ERN	Stage	Decision	Days left	Received	Status
20191125-07OF4RAY See more here >	ERN-BOND	Application revision	ERN unfavourable	4	2019/11/25	Open

The application will appear under **"Your HCP Application for revision"** in the *HCPA Histories Overview*:

The screenshot displays the 'HCP Applications' interface. It features a sidebar with navigation options: Home, HCPA Histories overview, Recent HCPA Histories, and SANTE Data Collection Platform. The main content area is titled 'HCP Applications' and includes an 'Auto-refresh' checkbox. It is divided into three sections: 'Your submitted HCP Applications', 'Your HCP Applications for revision', and 'Your finally approved HCP Applications'. Each section shows a progress bar with stages: Submitted, Eligibility Check, ERN Review, EC Consultation, IAB Draft Assessment, IAB Final Assessment, BoMS Approval, and Final Decision. The 'Your HCP Applications for revision' section contains a table with the following data:

ID	ERN	Stage	Decision	Days left	Received	Status
20191125-OTOF4RAY	ERN-BOND	Application revision	ERN unfavourable	3	2019/11/25	Open

By clicking on the application *ID*, you can consult the application details and read the feedback provided about your application:

HCP Application: 20191125-07OF4RAY

HCP Application ERN Review details

ID: 20191125-07OF4RAY

ERN: ERN-BOND

Stage: Application revision

Received: 2019/11/25 11:00

Days remaining: 30

Progressed: 2019/11/25 12:00

Applicant email: [update: erncr@ernda.eu]

User: FRN unfavourable

Decision: FRN unfavourable

Provider: Brussels

Country: BF

City: Brussels

History:

Stage: HCP-Application (submitted)
Date: 2019/11/25 11:00
Message:
Attachments:
• 2019-1125-07OF4RAY-submitted.pdf
• agreement-cco.pdf
• hcp-representative.pdf
• letter-of-appointment-endorsement.docx
Download all attachments in this stage

Stage: EC - Eligibility Check (1st) (eligibility-check)
Date: 2019/11/25 11:03
Decision: eligible
Expand

Stage: ERN - final opinion pending (review)
Date: 2019/11/25 12:00
Decision: ERN unfavourable
Message: attachment not readable, information incomplete, more details needed
Collapse

Stage: Application revision (revision)
Date: 2019/11/25 12:00
Dear applicant, please see the feedback above. You can reopen your application for editing/updates by clicking the following link or pressing the 'Open' button: <https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/ern-application/v1/20191125-07OF4RAY> **Open** If you have recently resubmitted your application, please be patient as it may take up to an hour for this to update while the system processes your updated submission.

Download all attachments for this application (you will only receive files that you have rights to view).

Dear applicant, please see the feedback above. You can reopen your application for editing/updates by clicking the following link or pressing the 'Open' button: <https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/ern-application/v1/20191125-07OF4RAY> **Open**

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:

Stage: Application revision (revision)
Date: 2019/11/25 12:00

Dear applicant, please see the feedback above. You can reopen your application for editing/updates by clicking the following link or pressing the 'Open' button:
<https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/ern-application/v1/20191125-07OF4RAY> **Open** If you have recently resubmitted your application, please be patient as it may take up to an hour for this to update while the system processes your updated submission.

Download all attachments for this application (you will only receive files that you have rights to view).

Dear applicant, please see the feedback above. You can reopen your application for editing/updates by clicking the following link or pressing the 'Open' button: <https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/ern-application/v1/20191125-07OF4RAY> **Open**

Here, you can revise your application form:

European Reference Networks

Auto Save - When checked, your work will automatically save every 5 minutes

Enter the email address associated with the EU Login used to access this form. This email will receive the automated notifications when each stage of the application process has completed. *

maddalena.landimarin@gmail.com

Application form Self-assessment checklist

- 1: Information on the healthcare provider ▶
- 2: Area of expertise of the healthcare provider ▶
- 3: Services covered by the healthcare provider ▶
- 4: Number of patients seen by the healthcare provider ▶
- 5: Healthcare professionals in the multidisciplinary team ⚙ ▶
- 6: Specialised equipment, infrastructure and information technology used by the healthcare provider to support diagnosis, care and treatment ⚙ ▶
- 7a: Description of healthcare provider activities or strategies ▶
- 7b: Contributions of the healthcare provider – research activities ▶
- 7c: Contributions of the healthcare provider – clinical practice guidelines ▶
- 7d: Contributions of the healthcare provider – education and training ▶

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:

ID: 20191125-070F4RAY Show form information

Submit and close form Download PDF of dossier Clear form Finish and exit form

Set dossier to 'hold' Archive this dossier

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-xmlgate/ern-hcpa/> - it may take up to an hour for your submission to appear there.

Submit

Cancel



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:



Form data submitted.

The form data has been submitted to workflow with a dossier ID of 20191125-O7OF4RAY, and is now awaiting approval. It is no longer available for editing.

OK

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:

/hcpahistory/20191126-UZO65PEA

- [Home](#)
- [HCPA Histories overview](#)
- [Recent HCPA Histories](#)
- [SANTE Data Collection Platform](#)

HCP Application: 20191126-UZO65PEA

HCP Application ERN Review details

ID:	20191126-UZO65PEA		
ERN:	ERN-BOND		
Stage:	Application revision		
Received:	2019/11/26 13:23	Progressed:	2019/11/26 13:40
Days remaining:	18	User:	Maddalena landimarinio
Applicant email:	maddalena.landimarinio@ext.ec.europa.eu	Decision:	ERN unfavourable
Update email address			
Provider:	UZ Gent	Country:	BE
City:	.		

Application revision

[Withdraw application](#)

History:

Stage: HCP-Application (submitted)

Data: 2019/11/26 13:23

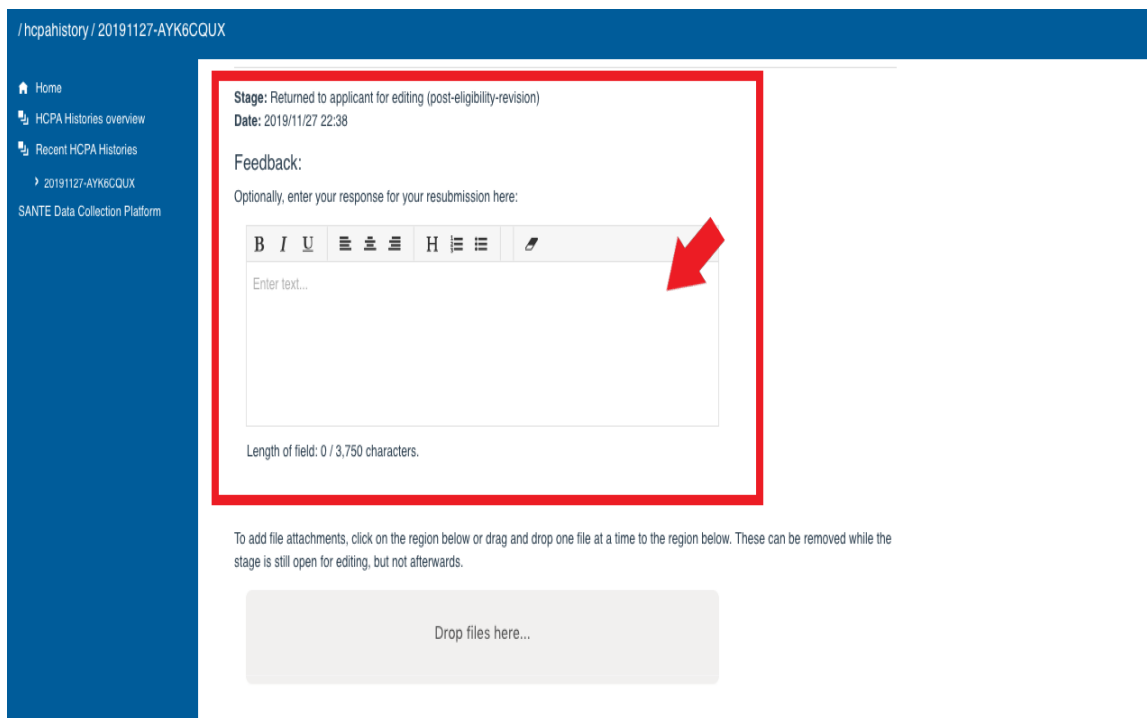
Message:

Attachments:

- [20191126-UZO65PEA-submitted.pdf](#)
- [agreement-ceo.pdf](#)
- [hcp-representative.pdf](#)
- [letter-of-national-endorsement.docx](#)

[Download all attachments in this stage](#)

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.

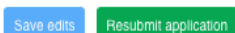
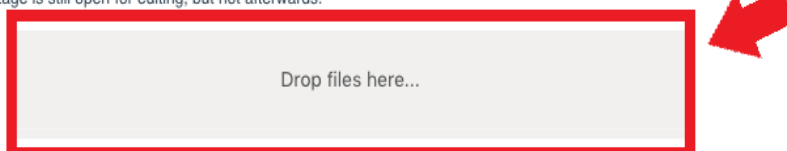
Note: Feedback is not mandatory

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 add file attachments, click on the region below or drag and drop one file at a time to the region below. These can be removed while the stage is still open for editing, but not afterwards.



Download [all attachments for this application](#) (you will only receive files that you have rights to view).

To view your application at any time, follow this link: <https://webgate.acceptance.ec.europa.eu/sante-xmlgate/#/forms/ern-application/v1/20191127-AYK6CQUX> Open

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://webgate.acceptance.ec.europa.eu/sante-xmlgate/ern-hcpa/>)

A message from SANTE Data Collection Platform (<https://webgate.acceptance.ec.europa.eu/sante-xmlgate/>)

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://webgate.acceptance.ec.europa.eu/sante-xmlgate/ern-hcpa/#/hcpahistory/20191125-07OF4RAY>

If you are not the intended recipient, or if this message has been sent to you mistakenly, please inform the administrator at SANTE-ERNSD-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 dossier 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-ERNSD-ITSUPPORT@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”:

HCP Application: 20191127-AYK6CQUX

HCP Application ERN Review details

ID:	20191127-AYK6CQUX		
ERN:	BOND		
Stage:	Eligibility check/ERN review complete		
Received:	2019/11/27 22:30	Progressed:	2019/11/27 23:51
Days remaining:	365	User:	Maddalena Iandimarino
Applicant email:	maddalena.iandimarino@gmail.com	Decision:	ERN favourable (timed out)
Update email address		Provider:	Institut Jules Bordet
		Country:	BE
City:	.		



[Withdraw application](#)

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 (,):

Update

Cancel

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

HCP Application ERN Review details

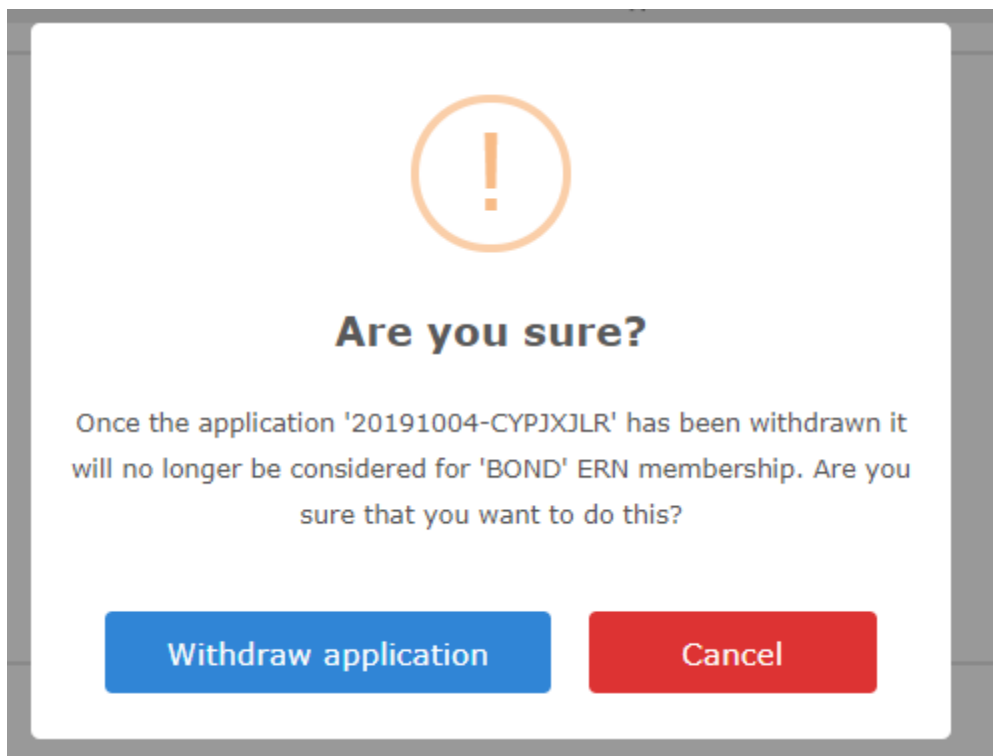
ID:	20191127-AYK6CQUX		
ERN:	BOND		
Stage:	Eligibility check/ERN review complete		
Received:	2019/11/27 22:30	Progressed:	2019/11/27 23:51
Days remaining:	365	User:	Maddalena Iandimarino
Applicant email:	maddalena.iandimarino@gmail.com	Decision:	ERN favourable (timed out)
Update email address			
Provider:	Institut Jules Bordet	Country:	BE
City:			

Withdraw application ←

History:

Stage: HCP-Application (submitted)
Date: 2019/11/27 22:30

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.





European
Commission