

# How to add the Organisation Contact and Authorised Users in the Organisation Registration system

1. [Adding the Organisation Contact Person](#)
2. [Adding the first Authorised User](#)
3. [Adding further Authorised Users, if applicable](#)
4. [Notifications](#)

## Introduction

This page explains how to **add** the organisation contact person and authorised users to your organisation in the Organisation Registration system.



### Take note

The illustrations in this wiki page are for consultation purpose only and do not always reflect the latest implementation.

There may be minor changes to the screen appearance and layout which are described on the updated page [Basic functionalities of the Organisation Registration system](#).

---

# 1. Adding the Organisation Contact Person

## 1.1. Access the "Organisation Contact Person" section in the Content menu

The Organisation Contact Person screen opens.

## 1.2. Provide all required information

Information such as **First and Last Name**, **Position in the organisation** and **professional e-mail** have to be provided. All mandatory fields are clearly marked with **\***.

By default, the checkboxes to use the organisation phones and organisation address are not ticked. If those details are the correct ones for the Organisation Contact Person, tick the checkboxes. The relevant information will be taken over from the **Organisation Data** section of the registration form.

If the phone numbers and/or address of the contact person are different from the information provided under Organisation Data, provide the information in the available fields.

Content Menu

✓ Organisation data

✓ Legal address

✗ Organisation Contact Person

✗ Users

Organisation Contact Person

Select a registered Authorised User to prefill the contact person details

Select

Title

98

First name

96

Last name

Smyth

95

Department

Test

196

Position in the organisation

Testing

193

Professional e-mail

test@email.com

86

## 1.3. "Organisation Contact Person" marked complete

The icon in the Content menu changes to green once all mandatory information in this section is provided. You can proceed to the next part of the registration: **Authorised Users**.

Content Menu

✓ Organisation data

✓ Legal address

✓ Organisation Contact Person

✗ Users

Organisation Contact Person

Select a registered Authorised User to prefill the contact person details

Select

Title

First name

Organisation Contact Person

Title

Ms

First name

Tess

Last name

Smith

Department

HR Department

Position in the organisation

HR Management

Professional e-mail

HR@company.com

Use organisation phones?

☒

Main phone

+2322224445

Use organisation address?

☒

Street name and number

Brusselsstraat 100

Country

Belgium

Region

Arr. Charleroi

City

Antwerpen

P.O. Box

Postal code

2000

## 2. Adding the first Authorised User

As the person registering the organisation, you are the first **Authorised User**.

At this point in the registration process it is not possible to add more authorised users, but the option is available after the registration form is submitted.

### 2.1. Access the "Users" section

The **Users** screen opens with an empty table, where you must enter your personal details. Your professional email address is already filled in as it is retrieved from your EU Login account. This e-mail address cannot be changed.

Content Menu

✓ Organisation data

✓ Legal address

✓ Organisation Contact Person

✗ Users

Users

←

→

Copy contact person details

Title100

First name100

Last name100

Department100

Position in the organisation200

Professional e-mail100

Use organisation phones?

Main phone50

Use organisation address?

Street name and number300

Country

## 2.2. Provide all required information

Provide the missing mandatory information. The icon in the Content menu changes to green when all required fields are filled in.

There are two ways of recording the details:

- If you are also the contact person of the organisation, click on the **Copy contact person details** button to quickly fill in your information from the **Organisation Contact Person** section.  
**Remember:** You cannot replace your own professional email, otherwise you would lose access to the organisation. If you used a different email in the Contact Person section, that email does not allow you to sign in as an authorised user.
- If you are not the contact person, fill in your details manually
  - If your phone numbers and/or address are the same as those provided under **Organisation Data section**, tick the **Use organisation phones?** and **Use organisation address?** checkboxes. Otherwise, fill in details in the available fields.

In our example below, the contact person is the same as the authorised user, but the professional email addresses are different.

Content Menu

- Organisation data
- Legal address
- Organisation Contact Person
- Users**

Users

Copy contact person details

Title

First name

Last name

Department

Users

Clear contact person details

Title

First name

Last name

Department

Position in the organisation

2a

Use organisation phones?

Main phone

Use organisation address?

Street name and number

Country

Region

### 3. Adding further Authorised Users, if applicable

Adding further authorised users is only possible once the organisation is registered in the Organisation Registration system. This can be done either immediately after registration or at any time later by [updating existing organisation details](#).

**Note:** Any authorised user can add other authorised users.

#### Important

All **Authorised Users** must have an **EU Login** account to access the organisation information. Authorised users without an EU Login account will receive an email invitation to create their EU Login account when they are added to the organisation. The invitation is sent to the email address recorded in the Organisation Registration system for this organisation and this email must be used when creating their EU Login account.

#### 3.1. Access the "Users" section and click the "Add new authorised user" button

To add more authorised users, click the **Add new authorised user** button.

Content Menu

- Organisation data
- Legal address
- Organisation Contact Person
- Users**
- Accreditations
- Documents

Users

2 Authorised Users

+ Add new authorised user

Search filter...

Name	Email	Role	Creation date/time (Brussels time)	Approved By	Actions
Ste Re	Stephen.REID@ext.ec.europa.eu	Authorised User	22/09/2022 16:58:06		
Don Morton	DM@mail.com	Authorised User	13/03/2024 14:04:43		

#### 3.2. Provide the required information

There are two ways of recording the details:

- In our example below, we have used the **Copy contact person details** button.

If the e-mail address is not linked to an EU Login account, the authorised user will receive an invitation to this email address to create an EU Login account.

Create Authorised User

1

Copy contact person details

Title ⓘ

Title

First name ⓘ \*

First name

Last name ⓘ \*

Last name

Department ⓘ

Department

Position in the organisation ⓘ

Position in the organisation

Professional e-mail ⓘ \*

Professional e-mail

2a

Use organisation phones? ☐

Main phone ⓘ \*

Main phone

2a

Use organisation address? ☐

Street name and number ⓘ \*

Street name and number

Country ⓘ \*

Select an option

Region ⓘ

Select an option

City ⓘ \*

City

P.O. Box ⓘ

P.O. Box

Create Authorised User

Clear contact person details

Title ⓘ

Mrs

First name ⓘ \*

Jane

Last name ⓘ \*

Dow

Department ⓘ

Communications

Position in the organisation ⓘ

Com Manager

Professional e-mail ⓘ \*

usrtestemail@gmail.com

Use organisation phones? ☒

Main phone ⓘ \*

+32123456789

Use organisation address? ☐

Street name and number ⓘ \*

Main Street 101

Country ⓘ \*

Belgium

Region ⓘ

City ⓘ \*

Brussels

P.O. Box ⓘ

P.O. Box

Cancel

Save

3.3. Click "Save"

The **Save** button becomes available once all mandatory information for the user is entered. Click on it to save the information.

City ⓘ \*

Brussels

92

P.O. Box ⓘ

P.O. Box

100

Postal code ⓘ \*

1000

96

Cancel

Save

The **Users** screen displays, now showing the newly created user in the list of Authorised Users.

⚠

**Take note**  
The newly added Authorised User is not yet saved. Make sure you click on the **Update** button to save the changes.

Edit My Organisation

⚠ Your form is complete, don't forget to save your changes.

Organisation ID : E10000254  
Legal name: Test-org.FR.10

Update

Registered

Content Menu

✓ Organisation data

✓ Legal address

✓ Organisation Contact Person

✓ **Users** 3

✓ Accreditations 0

✓ Documents 0

Name	Email	Role	Creation date/time (Brussels time)	Approved By	Actions
Ste Re	Stephen.REID@ext.ec.europa.eu	Authorised User	22/09/2022 16:58:06		
Don Morton	DM@mail.com	Authorised User	13/03/2024 14:04:43		
Don Smyth	test@email.com	Authorised User			

Items per page: 10

3.4. Repeat the steps to add more Authorised users

To add more authorised users, repeat the steps as explained above.

3.5. Update my organisation

After all authorised users are added, click on the **Update** button to save. A **Success** message displays if the update is successful.

Edit My Organisation

Update

Organisation ID : E10000254  
Legal name: Test-org.FR.10

Registered

Content Menu

✓ Organisation data

✓ Legal address

✓ Organisation Contact Person

✓ Users 3

✓ Accreditations 0

✓ Documents 0

Success

✓

You have successfully updated organisation with ID:  
E10000254

OK

Name	Email	Role	Created/Updated	Approved By	Actions
Ste Re	St		16:58:06		
Don Morton	DM@mail.com	Authorised User	13/03/2024 14:04:43		
Don Smyth	test@email.com	Authorised User	13/03/2024 15:33:43		

Items per page: 10

#### 4. Notifications

The Organisation Registration system will send **notification e-mails** when a new authorised user is created. Notifications are sent to the newly added authorised user and all already existing authorised users of the organisation.

The Organisation Registration system will send an invitation to create an EU Login account to any authorised users who do not have such account linked with the email address provided when they are added to the organisation.



## Related Articles

- [How to add the Organisation Contact and Authorised Users in the Organisation Registration system](#)
- [How to register an organisation in the Organisation Registration system](#)
- [How to search for organisations in the Organisation Registration system](#)
- [How to update and delete the Organisation Contact and Authorised Users in the Organisation Registration system](#)
- [Keeping consistent organisation information between systems in the Organisation Registration system](#)
- [Manage contacts and authorised users in the Organisation Registration system](#)
- [Manage documents in the Organisation Registration system](#)
- [Modify Organisation in the Organisation Registration system](#)
- [My Organisations in the Organisation Registration system](#)
- [Organisation Registration Guide](#)