EUAA Referral Tool
User Manual

European Union Agency for Asylum
www.euaa.europa.eu

Tel: +356 2248 7500
info@euaa.europa.eu

Winemakers Wharf
Valletta, MRS 1917, MALTA

Revision History

Version	Description	Author	Date	Comments
0.1	Draft		02/09/2025	Initial draft.
0.2	Draft		30/10/2025	Reviewal of initial draft.
0.3	Draft		30/10/2025	Additional updates based on feedback.
0.4	Draft		05/11/2025	Further updates on Guidance, About, Glossary sections.
0.5	Draft		06/11/2025	Updates to the Service Provider registration process, Focal Point and Service Provider landing pages, and Searching Tool.
1.0	Final		07/11/2025	Finalisation.
1.1	Final		07/11/2025	Updates to Focal Point login with .EXT accounts.
1.2	Final		30/01/2026	Screenshot changes.

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Definitions, Acronyms & Abbreviations

Abbreviation	Meaning
EU Login	European Commission Authentication Service.
EU+ Member States	EU+ Member States include EU Member States, Iceland, Norway, Switzerland, and Liechtenstein.
EUAA	European Union Agency for Asylum.
Focal Point	Authenticated users who are representatives from the Member States that are responsible for overseeing the information maintenance, supporting the registration of the Service Providers within their jurisdiction, and approving changes to Service Provider information.
MFA	Multi-factor Authentication.
PIN	Personal Identification Number.
Referrer	Any public user that can use the tool to make a referral and search for Service Providers.
Service Provider	Authenticated users, offering support to applicants that register their organisation, detail, and maintain the information on the various services that they provide.

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1 Introduction

The EUAA has developed a technical solution that provides EU+ Member State institutions with a user-friendly tool to assist applicants who have special needs by assessing the support needed and referring them to local Service Providers that can aid them.

1.1 Purpose of this Document

This user manual is for the Referral Tool and provides basic information for all users. The guide is based on the functionalities that are available up to the current date and release. The purpose of this document is to provide a guideline on the use of the tool. Further guiding principles on performing the referral can also be found within the Guidance section of the tool.

The supported browsers for the Referral Tool are **Google Chrome**, and **Microsoft Edge** only, the tool is also mobile friendly. It is currently only available in **English**; other languages will be available in future updates.

For specific queries regarding the application please contact Referral.Tool@euaa.europa.eu. For technical support regarding accessing the application please contact the EUAA IT Service Desk.

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2 User Roles and Registration

2.1 User Roles

2.1.1 Anonymous Users – Referrers

Anonymous users can be any public user; they can freely navigate around the areas of the application that are visible to them on the top navigation menu. Additionally, they have the privilege to:

- Complete the Referral form.
- Using the Service Provider Searching tool.
- Consult the Guidance provided.

2.1.2 Registered Users

Registered users can login to the website by clicking on the **Log in** button in the top right-hand corner of the page.

Log in

2.1.2.1 Service Providers

Service Providers are authenticated users that register their organisation, detail, and maintain the information on the various services that they provide.

Service Providers have the privilege to do everything an anonymous user can in addition to the following:

- Add, remove, and maintain information to their profiles regarding the various services that they provide.

2.1.2.2 Focal Points

Focal Points are authenticated users, they are representatives from the Member States that oversee the information maintenance, approve changes to service provider information, and support the Service Providers within their jurisdiction that are registered in the tool.
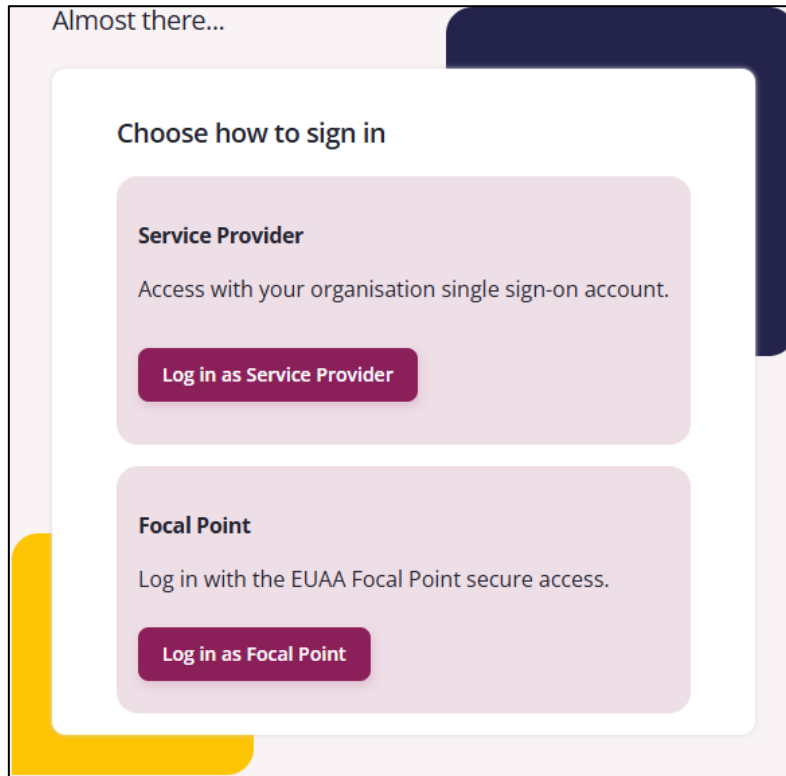
Focal Points have the privilege to do everything an anonymous user can, and in addition to the following:

- Approve the registrations/latest changes made by Service Providers in their jurisdiction.

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2.2 Registering & Logging In

Upon clicking the log in link in the header the user will be presented with the following page.

Figure 1 - Login page

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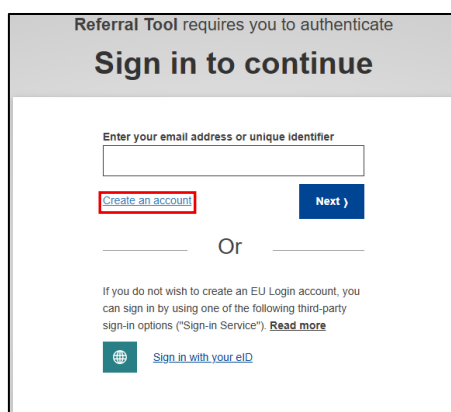Winemakers Wharf
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2.2.1 Service Provider

2.2.1.1 Registering
Click on **Log in as a Service Provider**.

NOTE: If you already have an EU Login account the email field will be prefilled with the account you usually use. Click on **Sign in with a different account**. It is highly recommended to use a functional mailbox to register the account for your organisation to maintain business continuity. In addition, please note that the email address fields for EU login are case sensitive.

Then click on the **Create an account** link.
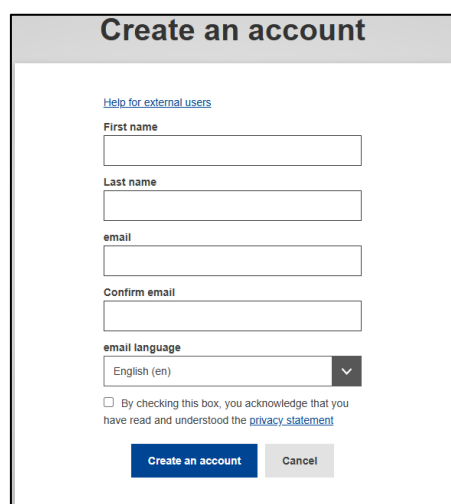
Figure 2 - EU Login page

Complete the fields and check the box to consent to the privacy statement.

Figure 3 - EU Login create an account

Click **Create an account** to continue.

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The request will be processed, and a confirmation will be shown when successfully registered.

Create an account

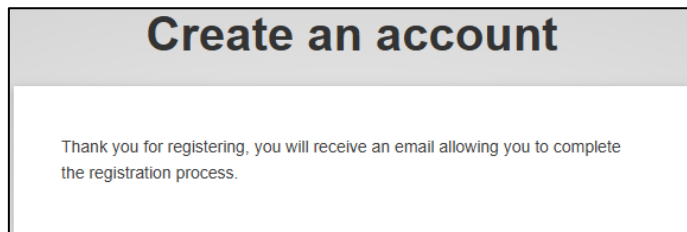Thank you for registering, you will receive an email allowing you to complete the registration process.

Figure 4 - EU Login registration complete

Check the email inbox of the address you provided during the registration process.

From: **ACCEPTANCE Authentication Service** <automated-notifications@nomail.ec.europa.eu>
Date: Thu, Oct 16, 2025, 10:53
Subject: Your password
To:

Dear

You have been registered in ACCEPTANCE EU Login.

Your email address is

To create your password, follow the link below:

this link

You have a maximum of 24 hr, starting from the time that this message was sent, to create your password, but you are encouraged to do so immediately if possible. After this time, you can make another request by following the same link: you will then need to re-enter your username and confirm your request.

If the above link does not work, you can copy the following address (make sure the complete address is copied!) and paste it into your browser's address bar:
https://ecas.acceptance.ec.europa.eu/cas/init/m/144-dh79yRr97G0rMwOKBkNgX6jkWvLpNDXBV5bqTKrfBKT4VcKr0NeHXs68rc-DKU4r-9.14.3-dn5a/cas/init/initialisePasswordLogin.cgi?
wayf.domain=external&wayf.remember=checked&wayf.submit=Select&uid=n002kiap&resetCode=bqN9DI6AlRQjpYKMzjt14vlVQugdvKuESoqSRoJvuMt&service=https%3A%2F%2Freftool-
acc.euaa.europa.eu%2Fen%2Fcasservice

Instead of replying to this message, if you have a problem, please follow the help or contact information on the site where you were trying to register.

Note that it may take up to 5 minutes after reception of this mail before the above-mentioned site will recognize your registration.
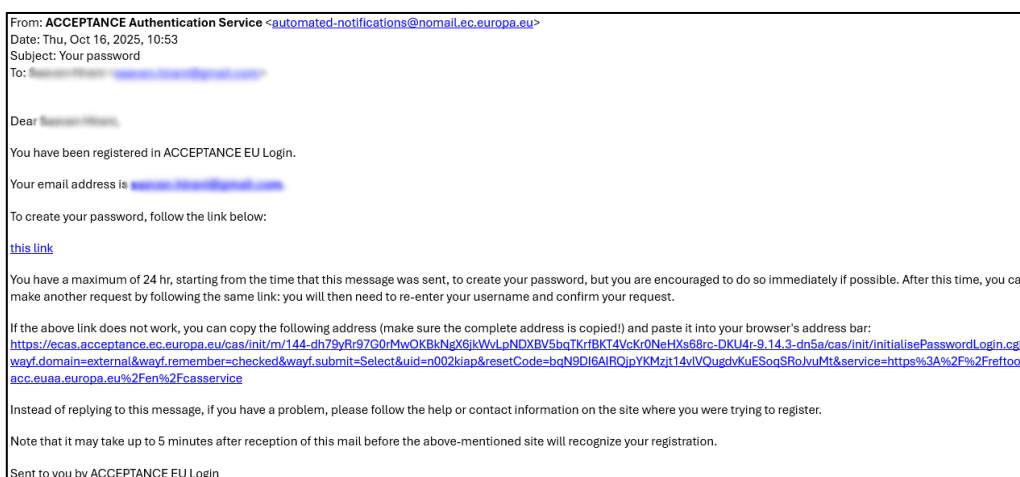
Sent to you by ACCEPTANCE EU Login

Figure 5 - EU Login create password notification email

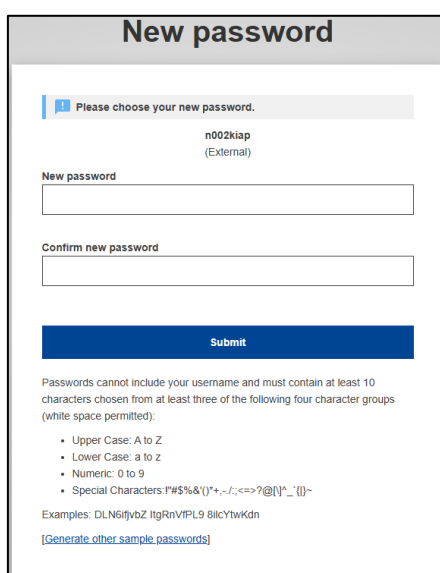Click on the link provided to create a password for your account and click **Submit**.

New password

⚠ **Please choose your new password.**

n002kiap
(External)

New password

Confirm new password

Submit

Passwords cannot include your username and must contain at least 10 characters chosen from at least three of the following four character groups (white space permitted):

- Upper Case: A to Z
- Lower Case: a to z
- Numeric: 0 to 9
- Special Characters:!"#$%&'()*+,-./:;<=>?@[\]^_`{|}~

Examples: DLN6ifjvbZ ItgRnVfPL9 8ilcYtwKdn

[Generate other sample passwords]

Figure 6 - EU Login create a password

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If your password met the minimum requirements, it will be accepted, and registration will be completed. Click on **Proceed** to continue.

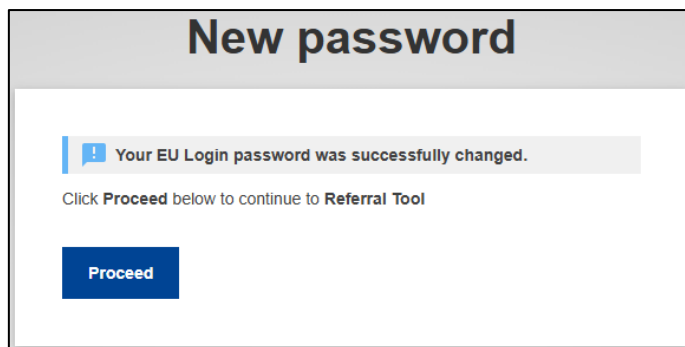*Figure 7 - EU Login successful password change*

You will then be redirected to the homepage of the Referral Tool.

Help for external users is available to answer questions and help to solve common issues about the registration process with EU Login.

2.2.1.2 Logging In
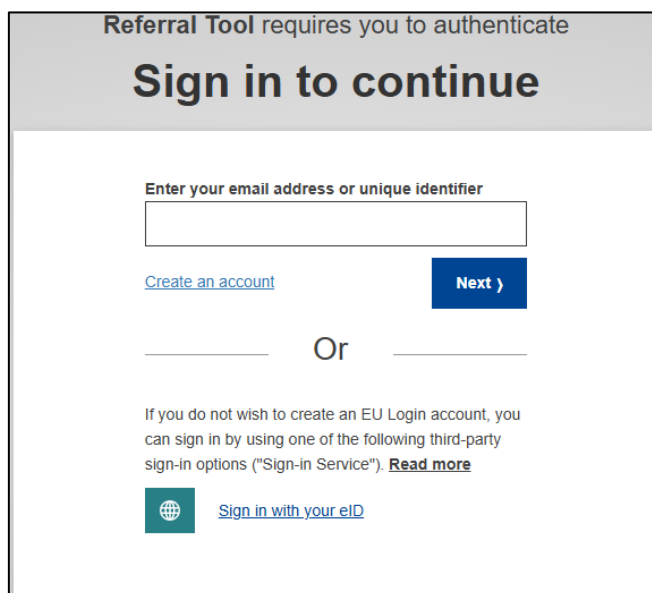
At the sign in screen, enter your email address and click on **Next**.

Figure 8 - EU Login enter email address

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On the next screen, you will need to set up a verification method, we suggest using the EU Login mobile application with a PIN code or QR code. Click on the **My account** link to in the warning banner to continue.
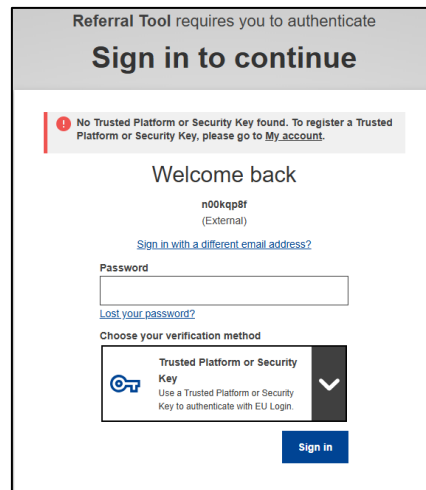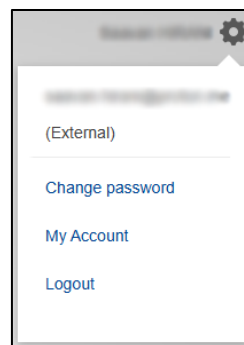
Figure 9 - EU Login enter password

This will open a new tab with similar contents. Enter your password and in the dropdown for **Choose you verification method**, select **Password**.

On the next screen, on the right-hand side of the page under you name and the cog, click on **My account**.

From here you can follow the official instructions to add a mobile device to your account for authentication purposes. Other verification methods can be enabled at your discretion. Further information on these can be found in the EU Login FAQ.

NOTE: Only a single EU login account can be linked to a single mobile device.

Once complete and you have successfully logged into the Referral Tool, you will then be redirected to the homepage.

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2.2.2 Focal Point

A national authority interested in implementing the Referral Tool within the country can get in touch with the Referral Tool team at Referral.Tool@euaa.europa.eu. The Focal Points are identified by the authority implementing the Referral Tool.

2.2.2.1 Registering

Please send an email with the following information:

Name	Email Address	Country	Region	Organisation	Reason/Justification
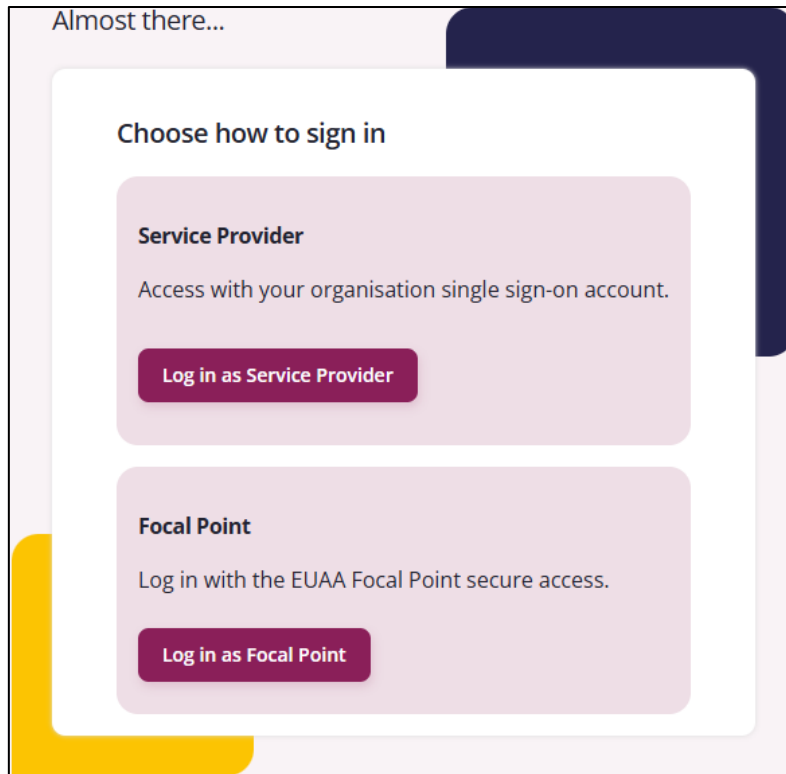
Someone from the EUAA will be in touch regarding your request.

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2.2.2.2 Logging In

When you receive your credentials from the EUAA, you will first be requested to change the password via the Self-Service Management Tool. Follow the instructions they have provided. Once complete we can continue to login.

On the login page, click **Login as a Focal Point**.
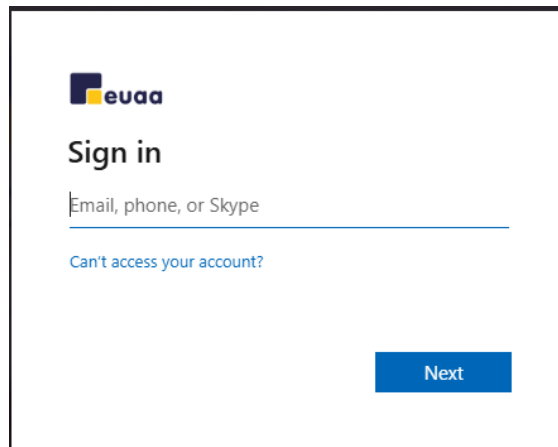
Figure 10 - Login page

You will then be redirected to the EUAA login page. Enter the email address you were provided e.g. **firstname.lastname@ext.euaa.europa.eu**.

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Figure 11 - EUAA sign in page

You may be prompted to select a type of user, as a Focal Point you are an external user if you have a **.EXT** in your email address. For this click on **External Users**.

Enter your email address again if needed with along with the new password when prompted. You may be requested to set up multifactor authentication – please follow the instructions on screen. You'll then be redirected back to the homepage of the tool.

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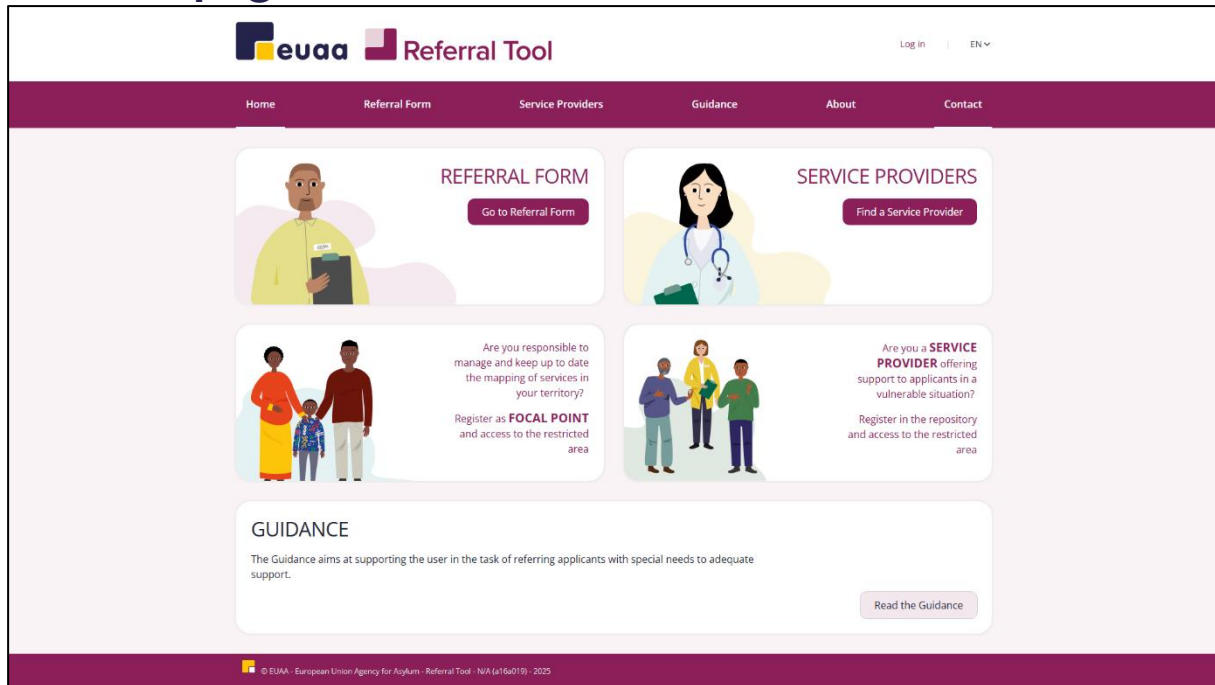
3 Homepage

Figure 12 - Homepage

There are cards on the homepage describing Focal Points and Service Providers.
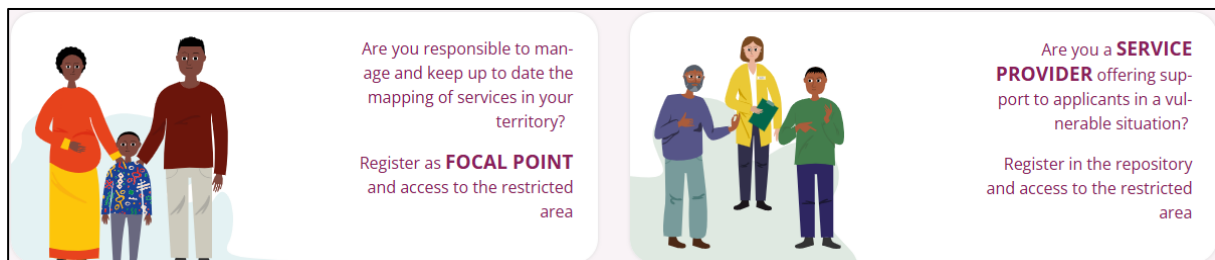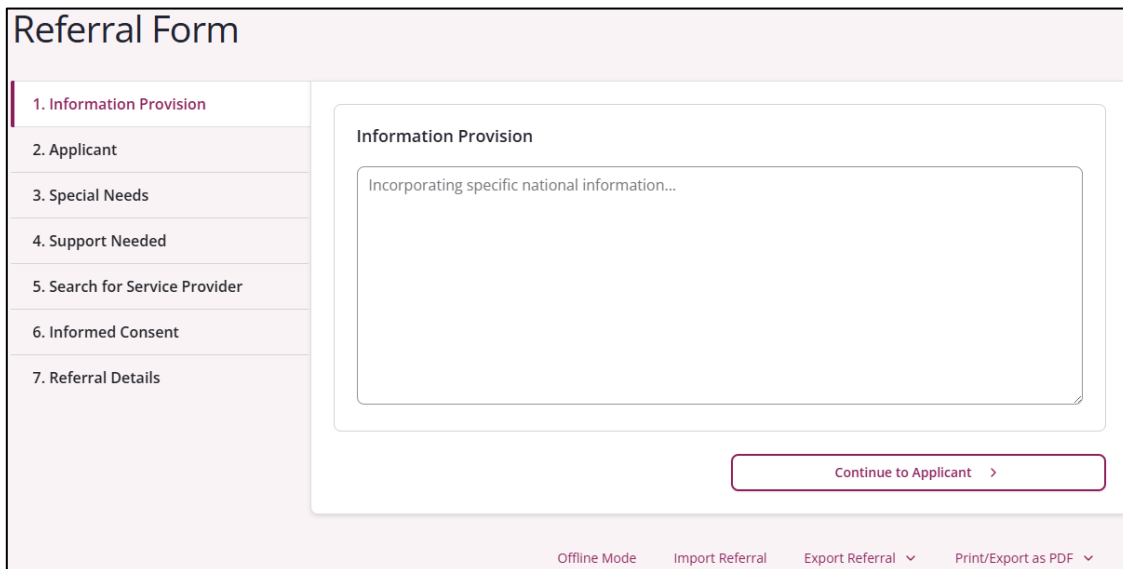
Figure 13 - Focal Point and Service Provider cards

Clicking on either of these will take you to the respective pages where the Focal Point and Service Provider roles are described in more detail

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4 Referral Form

The Referral Form is publicly available and can be used by all users. Users can access the Referral Form by clicking on the corresponding button in the card on the homepage or the toolbar.

Figure 14 - Referral form section 1 – information provision

At any point during the completion of the Referral Form, the referrer can choose to:

- Go Offline (See the Offline Usage section for more information).
- Import a previous Referral Form (.referral) file.
- Export the current Referral Form as (.referral) file (complete or by specific sections).
- Print the current Referral Form as a PDF (complete or by specific sections).
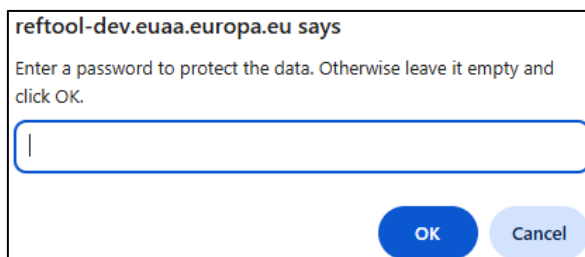
Figure 15 - Referral form footer options

These options can be found at the bottom right of the referral form page across all tabs.

NOTE: When exporting a referral, a pop-up will be displayed as an option to password protect the file. This can be useful if needing to share the referral with other colleagues.

Figure 16 - Password protect export

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4.1 Information Provision

- **Information Provision:** In this section the Referrer can include the relevant information provided to the applicant in relation to the referral to support services.

4.2 Applicant

In this section, basic details about the applicant are to be provided. All fields are not mandatory. Only the referral number is automatically generated.

- **Name and Surname:** Details of the applicant.
- **Unique IDs - Case Number & Referral Number:** Please note that the **referral number is mandatory**.
- **Address:** Address of the applicant.
- **Telephone Number:** Telephone number of the applicant.
- **Gender:** Gender of the applicant.
- **Date of Birth:** Date of birth of the applicant.
- **Country of Origin:** Country of origin of the applicant.
- **Select language:** In the event the language is not available in this list, select 'Other (not listed)', and an additional field for 'Other Language' will appear allowing you to enter free text.
- **Family Status:** In the case that 'Unaccompanied child' or 'Separated child' are selected. Additional fields for guardians or accompanying individuals will appear to be filled.
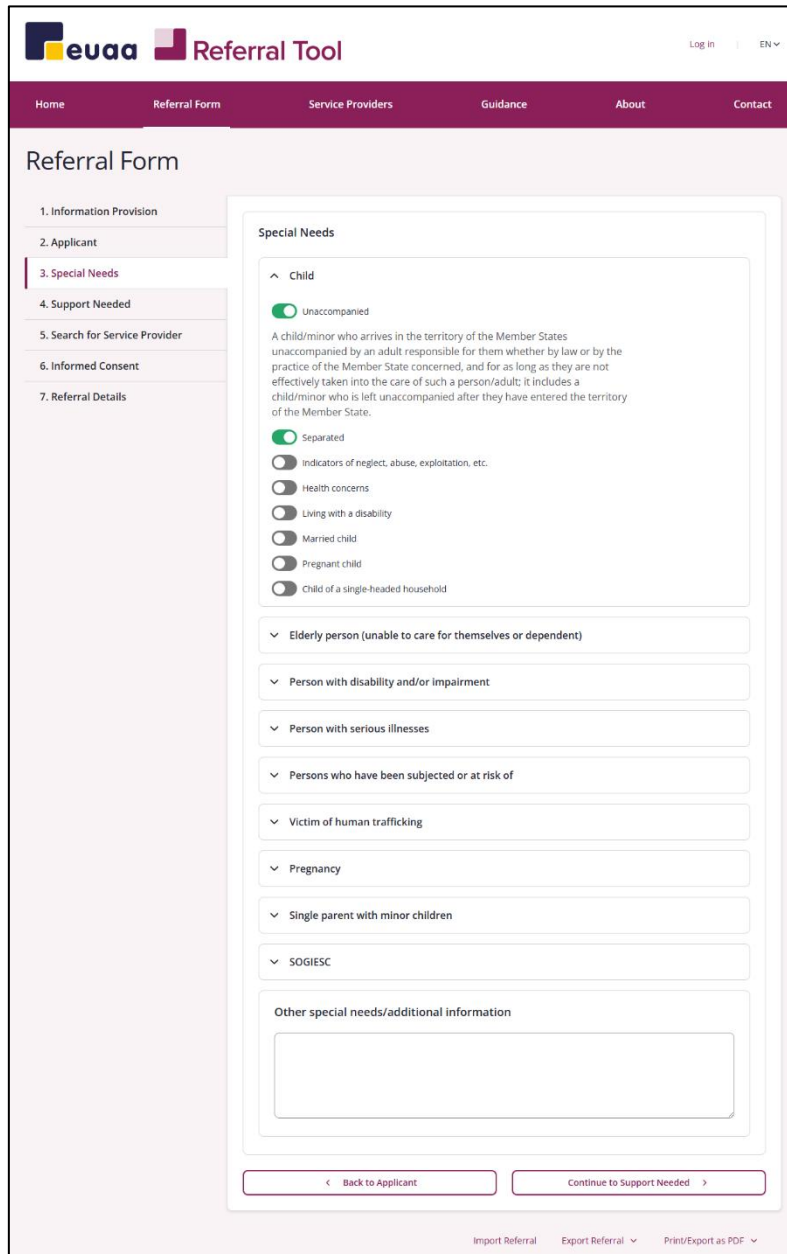
Figure 17 - Referral form section 2 - applicant - conditional fields

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4.3 Special Needs

Figure 18 - Referral form section 3 – special needs

In this section, the Referrer should indicate the special needs of the applicant.

4.4 Support Needed
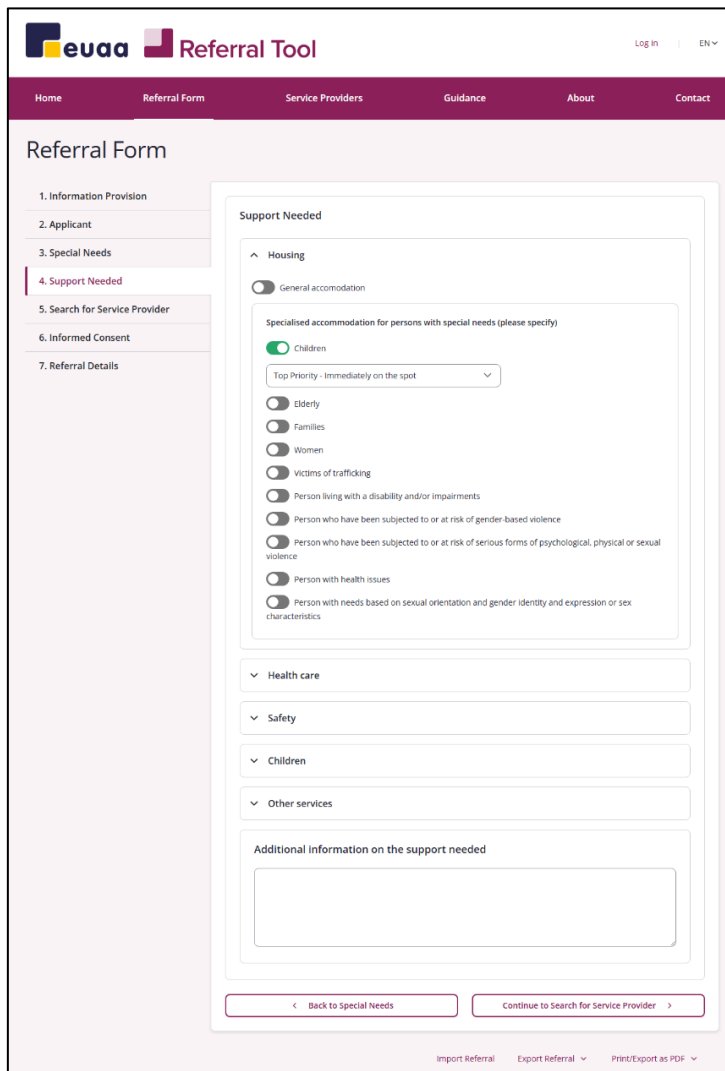
Figure 19 - Referral form section 4 - support needed

In this section, the Referrer should indicate the types of support needed for the applicant. In addition, the Referrer will be able to specify the individual priorities of each.
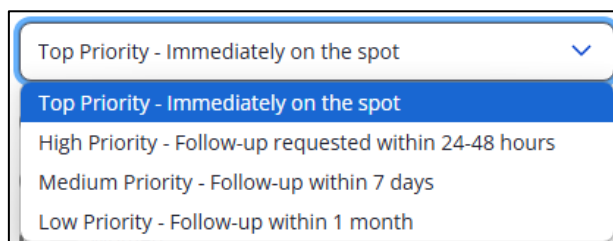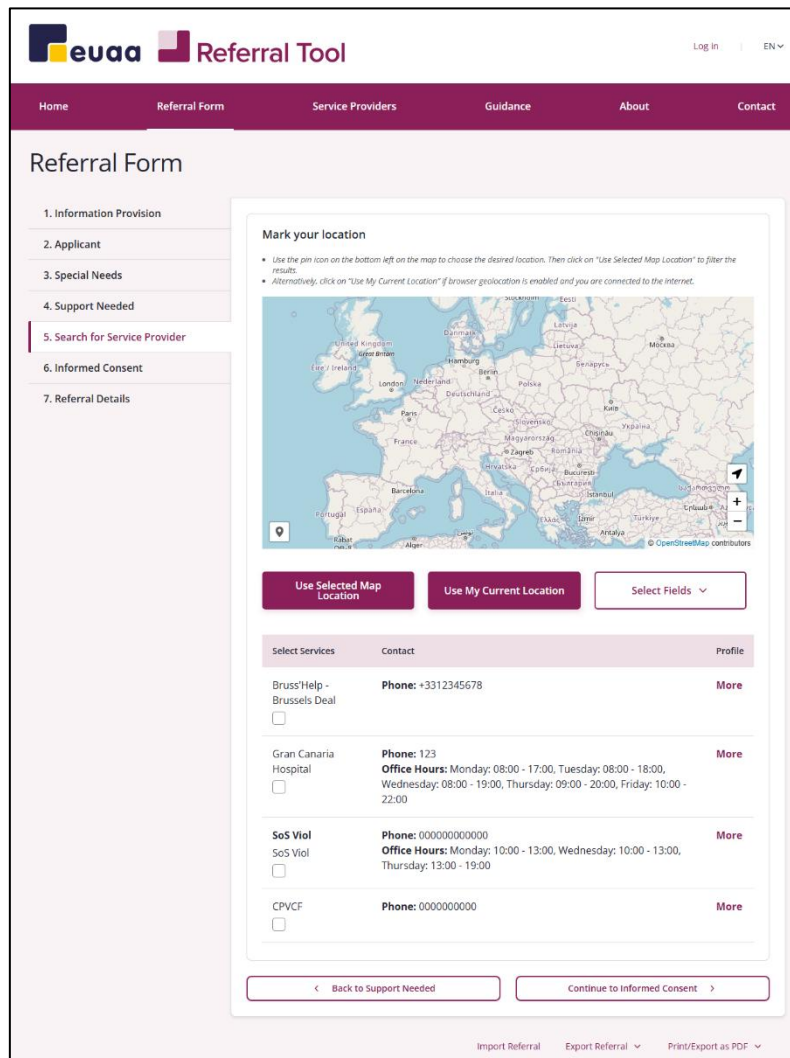

Figure 20 - Referral form section 4 - support needed - priority selection

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4.5 Search for Service Provider

Figure 21 - Referral form section 5 - search for service provider

The Service Providers will automatically be filtered based on the selections made in section 3 '**Special Needs**' and Section 4 '**Support Needed**' of the Referral Form. The results can be filtered further by clicking on '**Use My Current Location**', this will require the browsers geolocation services to be enabled. Alternatively, by clicking on 📍 you can drop a pin on the map and click on '**Use Selected Map Location**'.

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Figure 22 - Referral form section 5 – search for service provider - selecting location

Additional information about the Services can be surfaced by clicking on '**Select Fields**' and checking the information you would like to see.

Figure 23 - Referral form section 5 – search for service provider - selecting fields

To see more information about the Service Provider, the user can click on the **More** link under the Profile heading which will open the Service Providers profile in the new tab to be able to review all their details. To select the services, click on the checkbox under the '**Select Services**' heading.

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A section will appear with the matched support that the Service Provider provides. Here there is a dropdown menu to specify if an appointment has been scheduled.

Figure 24 - Appointment scheduled dropdown

If no appointment has been scheduled, they can add comments as to the reason why or the next steps in the process.

Figure 25 - Appointment not scheduled

If an appointment has been scheduled, they can detail the name of the person to report to and the date and time of the appointment.
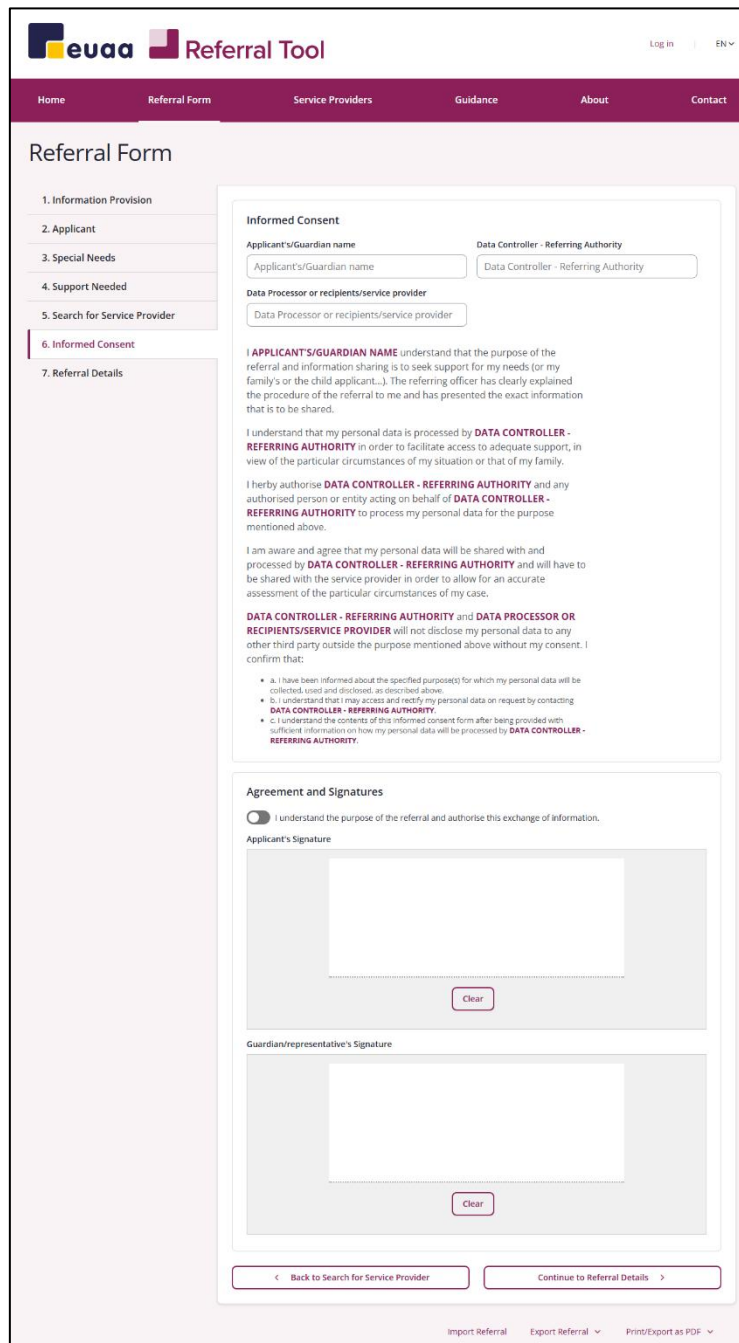
Figure 26 - Appointment scheduled

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4.6 Informed Consent

Figure 27 - Referral form section 6 - informed consent

Information on the Applicant, Guardian (if any), Data Controller and Data Processor should be provided, the agreement checked and signatures of the applicant and/or guardian where relevant. If there is more than one service selected, they will all need to be listed within the Data Processor field.

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4.7 Referral Details

In this section the Referrer should fill out the necessary information.

Figure 28 - Referral form section 7 - referral details

The Referral can then be exported and handed to the applicant and/or kept as reference by the referring institution.

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5 Search Service Providers

Users can easily search for Service Providers independently to filling in the Referral Form by clicking on Service Providers in the main navigation.

Figure 29 - Search service provider map

The user can search for the name of the Service Provider or use the various filters at the top to narrow down their search. Additionally, they can use the map and zoom in on the location they prefer and identify the Service Provider in their vicinity.

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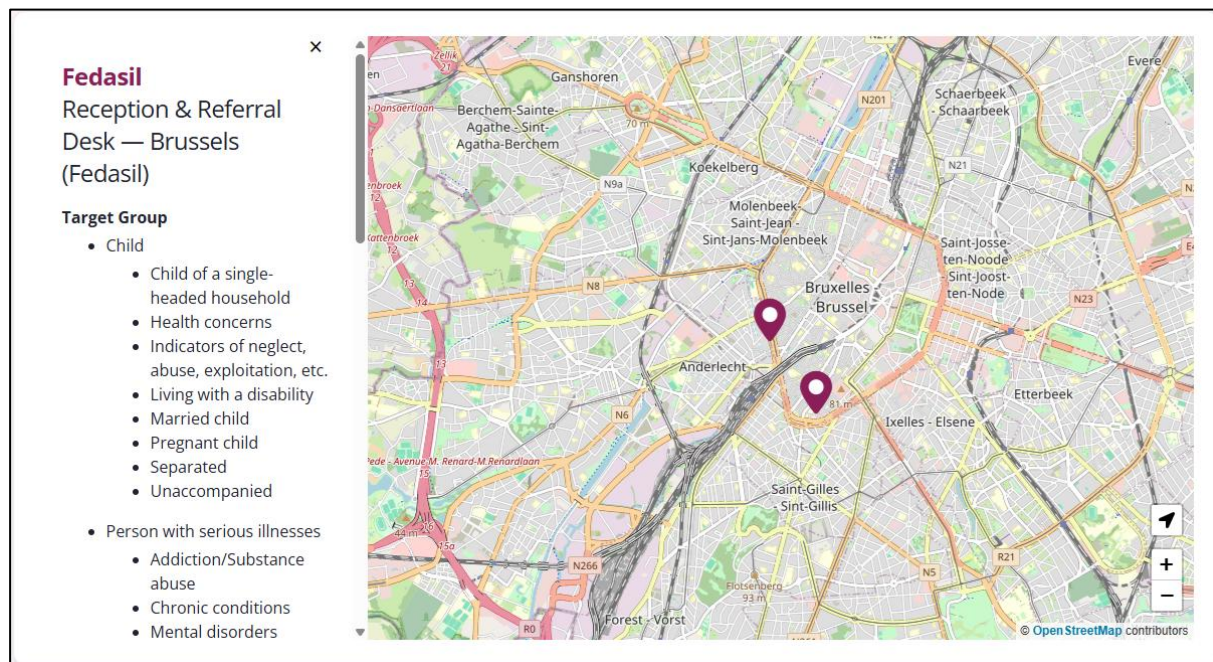
Figure 30 - Search service provider map pane

Hovering over a pin on the map will reveal the Service Provider's name and clicking on it will open an information pane on the left with more details about the Target Groups it caters to, the Services it provides, contact information, and opening times, etc.

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Clicking on the hyperlinked name at the top of the pane or **More information** at the bottom will open the Service Provider's profile page in a new browser tab.

Fedasil

Federal agency responsible for reception of asylum seekers in Belgium and coordination of reception centres and specialised services.

Reception & Referral Desk — Brussels (Fedasil)

Ending Date
2 months hence

Contact
+32 800 32 746
reception.brussels@example.be
https://www.fedasil.be

Address
Rue Héger-Bordet 3
1000 Brussels
Belgium

Preferred Contact Method
In person

Office Hours
Monday: 8:00-17:00
Tuesday: 8:00-17:00
Wednesday: 8:00-17:00

Target Group
- Child
  - Child of a single-headed household
  - Health concerns
  - Indicators of neglect, abuse, exploitation, etc.
  - Living with a disability
  - Married child
  - Pregnant child
  - Separated
  - Unaccompanied
- Person with serious illnesses
  - Addiction/Substance abuse
  - Chronic conditions
  - Mental disorders
  - Physical illness
- Single parent with minor children
  - More than one child
  - With a breastfeeding infant

Service Provided
- Housing
  - General accomodation (Fee: Yes (Free (state-provided reception places).), Insurance: Yes (Reception under public mandate — specifics managed by Fedasil.), Limitation: Yes (Availability depends on national reception capacity; priority rules apply.), Manages allocation to arrival centres and specialised accommodation.)
- Health care
  - Emergency services (Fee: Yes (Medical care arranged through reception services, usually free at point of contact.), Insurance: Yes (Health access organised by reception procedures.), Limitation: Yes (Specialist care may require referral and waiting lists.))

Reception placement, referral to health and social services, case management for asylum seekers, and coordination with partners.

Figure 31 - Service provider profile

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A list view of the available Service Providers can be seen by clicking on the **List** tab.

Figure 32 - Search service providers list view

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6 Guidance, About & Contact Pages

6.1 Guidance

The guidance provides the user with additional orientation and good practices on how to adequately conduct a specific referral, what conditions a referral process should have, dos and don'ts, and references to existing referral mechanisms. The guidance can be adapted to the national context and/or to the existing referral mechanisms aiming to support the authorities' efforts to fulfil the realisation of the human rights of vulnerable persons in need of international protection.

6.2 About

The about page provides an overview of what the Referral Toolkit is, it's place within the overall Vulnerability Toolkit that is developed by the EUAA to facilitate the identification, assessment, and support of asylum seekers with special needs.

6.3 Contact

The contact page details the various avenues for assistance in the event one has questions based on their role.

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7 Service Providers

Once a Service Provider has registered their account and logged in, they will be redirected to the **My account** page. This page can also be accessed via the account navigation pane that appears at the top of each page besides the language selector.

Figure 33 - Service Provider account navigation

7.1 Account Information
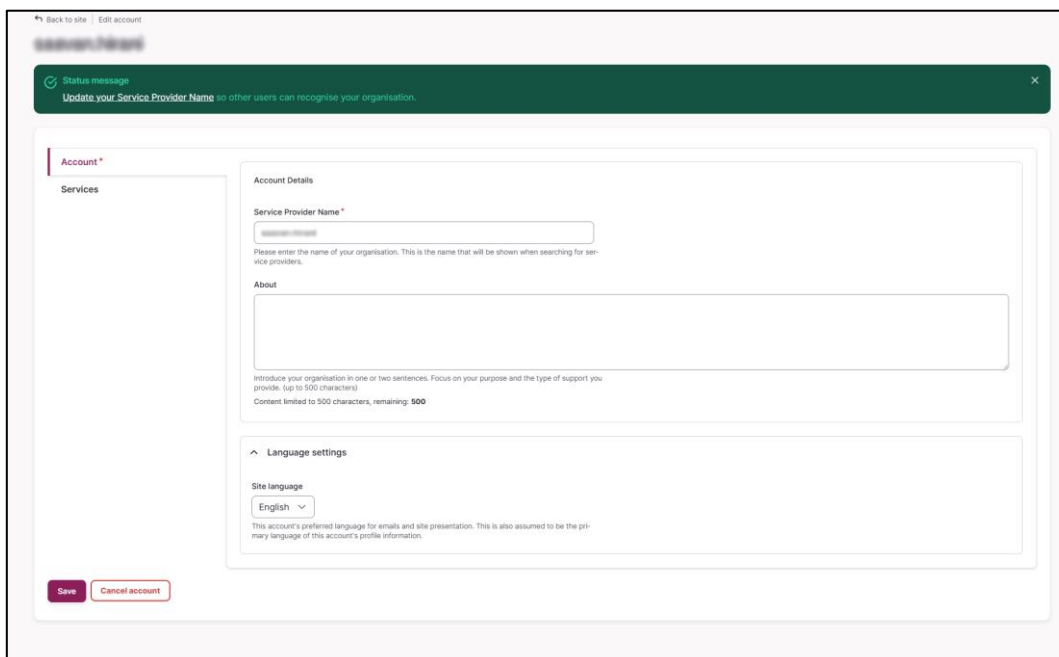
Figure 34 - Account information form

NOTE: You will be prompted to update your Service Provider Name as it will automatically take the name of the email address you registered with.

- **Service Provider Name:** This needs to be changed and should be the name of the organisation e.g. 'St. Mary's Hospital'.
- **About:** Introduce your organisation in one or two sentences. Focus on your purpose and the type of support you provide. (up to 500 characters).
- **Language settings:** The account's preferred language for emails and site presentation. This is also assumed to be the primary language of this account's profile information.

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7.2 Services

Click on the **Services** tab to continue to the form for adding the services you provide.
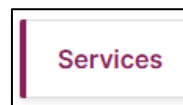
Figure 35 - Service provider services tab

7.2.1 Add & Edit Services

Click on **Add Services** button to add a service.

Here you can now add all the information related to this specific service you provide.

Figure 36 - Services form

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The sections include:
- Profile
- Office Hours
- Target Groups
- Service Provided
- Information
- Settings

Please try and be as comprehensive as possible, once completed, in the Status section, you can set the switch **Published** to enabled and set the expiration date of the service if applicable.

From here you can continue to add multiple other services as you see fit. By clicking on the **Add Services** button. Additionally, you can click on the ellipsis menu at the top of the Service card and click **Duplicate** to copy the service to save filling out areas of the form which span multiple services such as Contact information.
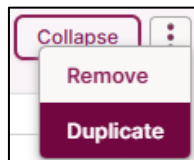
Figure 37 - Remove or duplicate a service

As seen in the screenshot above, here is the option to **Remove** the service if needed.

Once complete enable the switch to agree to the disclaimer at the bottom of the form will enable you to **Save** the service. Once published and saved, the Focal Point responsible for your region will review the information and approve it before it is visible in the system.

NOTE: Adding multiple services is appropriate when details such as email, phone, office hours, location, etc. are different.

7.2.2 Cancel Account
A Service Provider account can be cancelled through the **My account** page. Scroll to the bottom and click on **Cancel account**.

A confirmation pop-up will appear, click **Confirm** to continue.
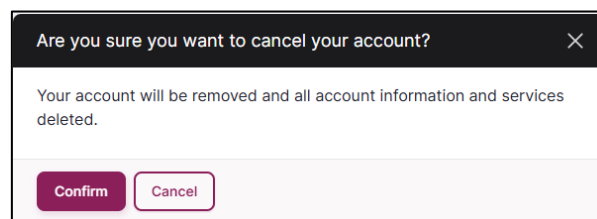
Figure 38 - Account cancellation confirmation

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8 Focal Points

Once registered and logged in as a Focal Point, they will be redirected to the homepage. The **Dashboard** can be accessed via the account navigation pane that appears at the top of each page besides the language selector.

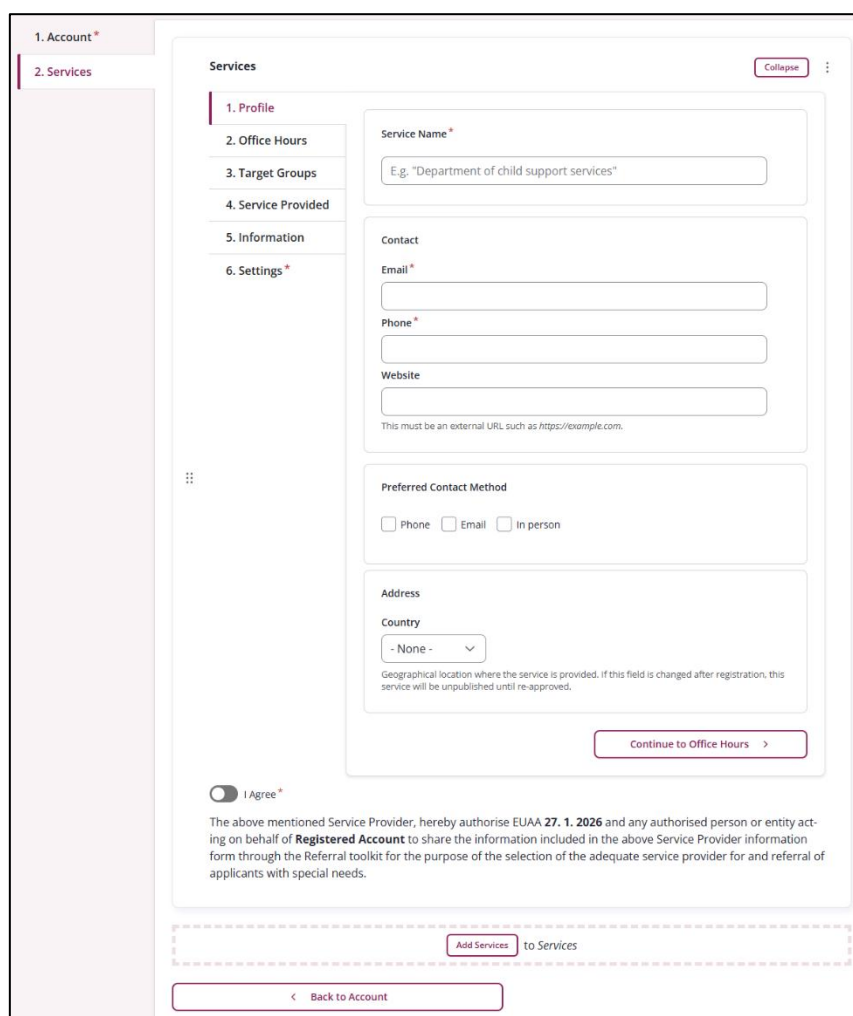## 8.1 Account Information

The Focal Point account information can be access by clicking on **My account** on the account navigation pane that appears at the top of each page besides the language selector.

Here they can choose the site language and frequency of the email notifications they receive.

Figure 39 - Focal point account information

NOTE: The email notification frequency setting is only available for Focal Points and not for the Focal Point HQ user (those who are responsible for managing the Focal Point's regional assignments).

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8.2 Dashboard

The **Dashboard** can be accessed via the account navigation pane that appears at the top of each page besides the language selector.
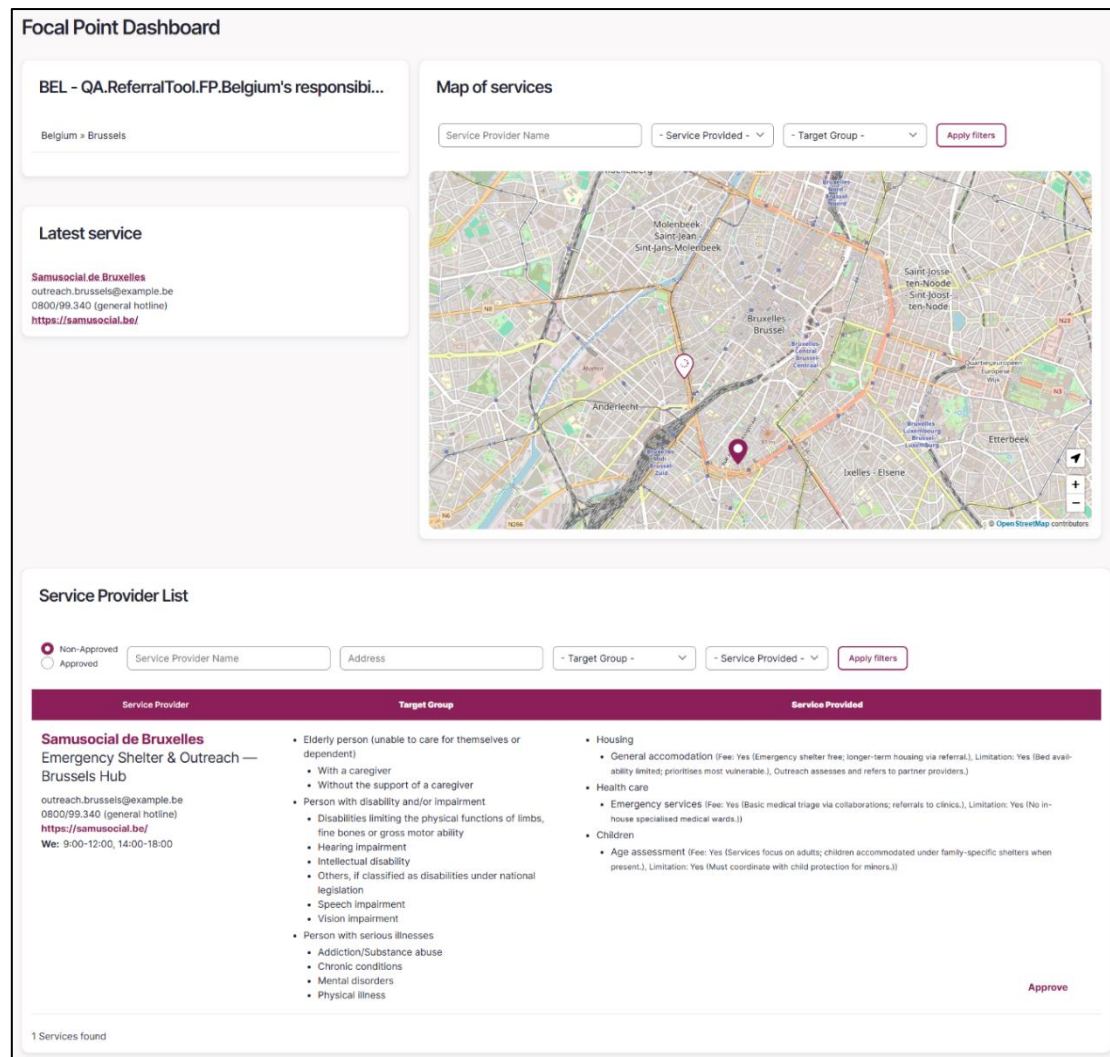
Figure 40 - Focal point dashboard

The map at the top of the page shows all the Service Providers that the Focal Point is responsible for. The 📍 icon indicates a Service Provider that is approved, and the 🔾 icon indicates a Service Provider that requires approval of their data. The map can also be filtered in the same way as when searching for Service Providers.
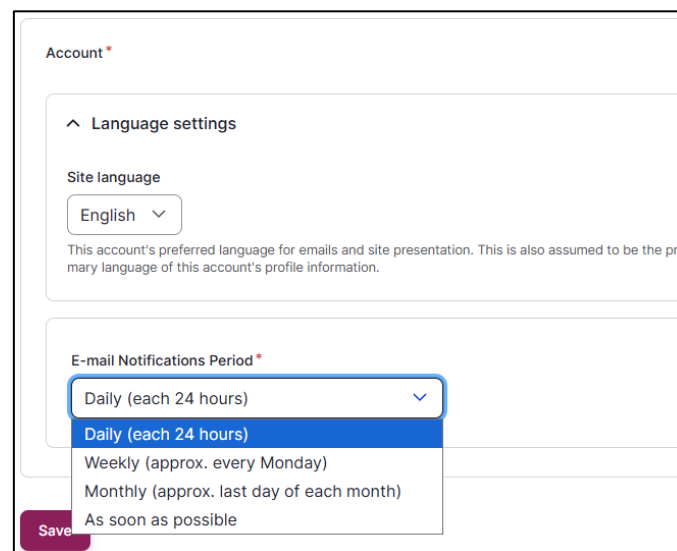
Beside the map it shows the latest service that has been added/edited and requires approval.

Underneath shows the list of Service Providers that can be filtered by Approved and Non-Approved status. Clicking on **Approve** on the bottom right of the section will approve the Service Provider's changes and make them visible in the tool. The Service provider will receive an email notification of a successful approval.

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Figure 41 - Focal point dashboard service provider list

Similarly, a Service Provider's changes can be **Disapproved** which will reject the changes made and the Service will be unpublished from the Referral Tool. The Service Provider will receive an email notification informing them of this fact and it will be their responsibility to make the necessary amendments to be re-approved and be visible in the tool once again.

Figure 42 - Focal point dashboard - approved service providers

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8.3 Managing Focal Points

A Focal Point manager will be responsible for managing the Focal Points within their country and assign them their regional jurisdictions. From the account navigation pane at the top of the page, click on **Regional Assignments**.
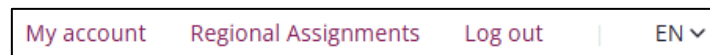
Figure 43 - Focal Point account navigation

Here you will be able to see all current Focal Points. Click on **Edit responsibilities** besides the user you would like to change a regional assignment for.
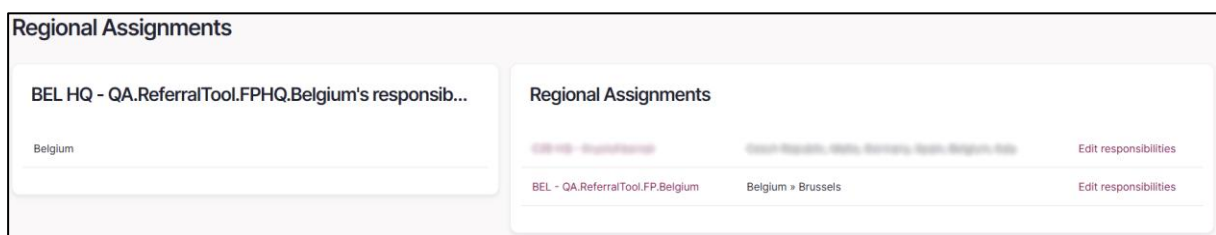
Figure 44 - Regional assignments

In the pop-up that appears, you can select the regions you would like the Focal point to manage.
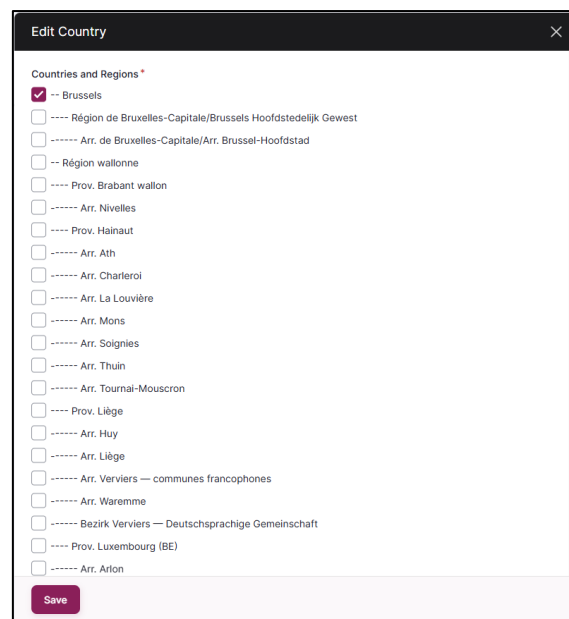
Figure 45 - Manage regional assignments

Click **Save** at the bottom to confirm.

NOTE: If there is a region or arrondissement that is not in the list, please contact the EUAA Referral Tool Team Referral.Tool@euaa.europa.eu.

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8.4 Cancel Account

To cancel and remove a focal point account, an email request will need to be made to Referral.Tool@euaa.europa.eu.

9 Email Notifications

Email notifications are sent to both the Focal Points and Service providers based on different events; the table below details the notifications.

| Name	Description
Focal Point Notifications	
Focal Point Bulk Summary	A summary of all Focal Point notifications
Service Awaiting Approval	A new or updated service that requires approval.
Service Provider Update	A Service Provider has made changes to their profile details e.g. Address, Target Groups, or Service Provided.
Service Provider Account Deletion	A Service Provider has deleted their account from the tool.
Service Provider Notifications	
Service Accepted	A Focal Point has accepted your new or updated Service.
Service Rejected	A Focal Point has rejected your new or updated Service.
Service Expiration Reminder	A reminder that the Ending Date of your service is near.

Table 1 - Email notifications

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10 Offline Usage

In the event you will need to use the tool in a remote location where internet connectivity may be sparse or non-existent, you are able to download the tool to your device in advance.

Click on the link at the bottom of the referral form labelled **Offline Mode**.

This will redirect you to the page to begin saving the tool. Click on **Go offline**.
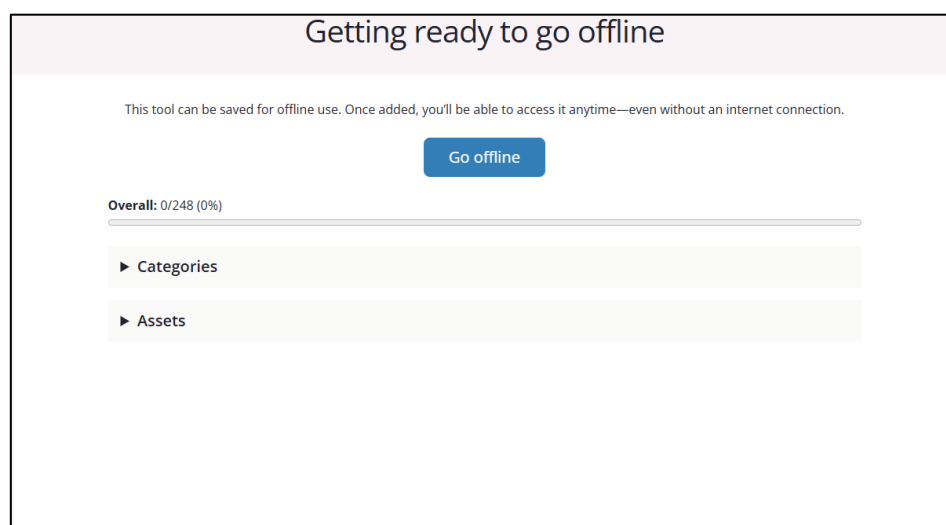

Figure 46 - Go offline - online

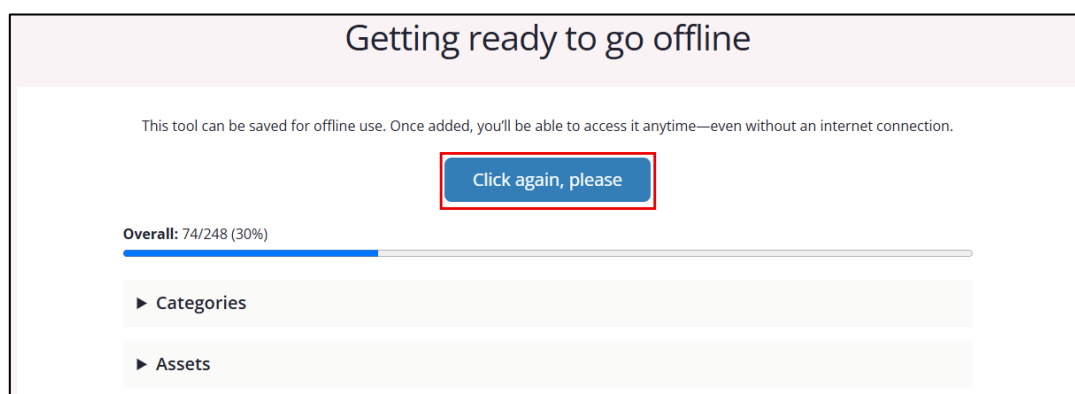If the download pauses, the button will prompt you to click again to continue.

Figure 47 - Go offline paused download

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Once complete the button will change to confirm the download was successful. The tool can now be used in the field.
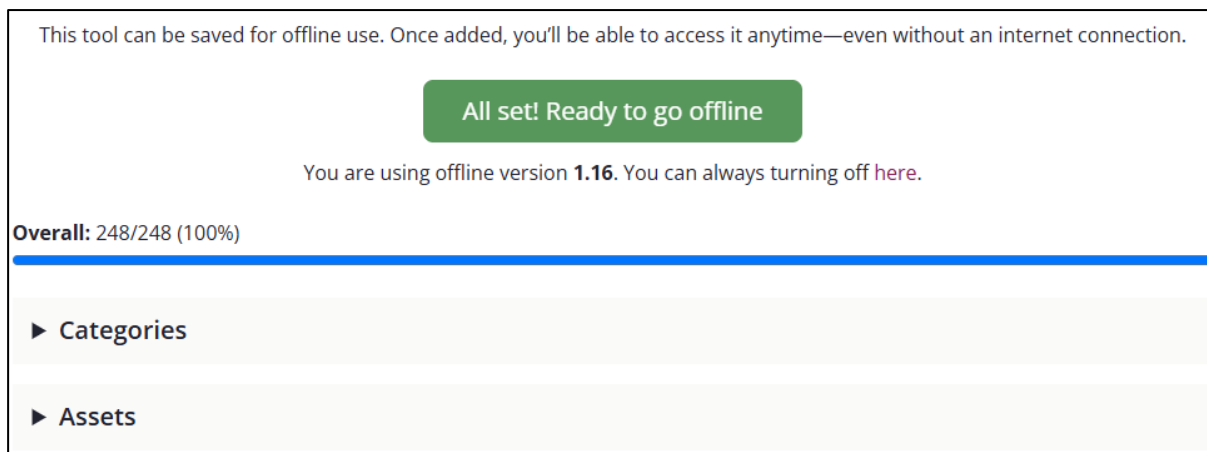

Figure 48 - Go offline download complete

NOTE: This offline functionality is browser specific, e.g., if you enabled it in Google Chrome, it will not be enabled on Microsoft Edge.

Any new data added into the tool will not be reflected in this offline version. To re-enable the connection and download the latest information, click on the hyperlink **here** – as seen in the screenshot below.

It is recommended to turn off the offline functionality whenever using the tool whilst there is a stable internet connection.
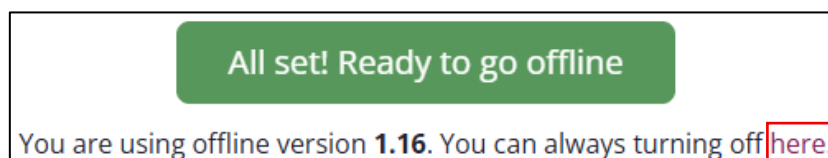

Figure 49 - Turn off offline mode

11 Glossary

A link to the glossary can be found in the footer of every page. The glossary is mainly aimed at establishing a common understanding of the most relevant terms used in the referral process.

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