



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. |





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. |



Table of Contents

| | | |
|-------|---------------------------------------|----|
| 1 | Introduction..... | 6 |
| 1.1 | Purpose of this Document..... | 6 |
| 2 | User Roles and Registration | 7 |
| 2.1 | User Roles..... | 7 |
| 2.1.1 | Anonymous Users – Referrers..... | 7 |
| 2.1.2 | Registered Users..... | 7 |
| 2.2 | Registering & Logging In..... | 8 |
| 2.2.1 | Service Provider..... | 9 |
| 2.2.2 | Focal Point | 13 |
| 3 | Homepage | 16 |
| 4 | Referral Form..... | 17 |
| 4.1 | Information Provision..... | 18 |
| 4.2 | Applicant..... | 18 |
| 4.3 | Special Needs | 19 |
| 4.4 | Support Needed | 20 |
| 4.5 | Search for Service Provider | 21 |
| 4.6 | Informed Consent..... | 24 |
| 4.7 | Referral Details..... | 25 |
| 5 | Search Service Providers | 26 |
| 6 | Guidance, About & Contact Pages | 30 |
| 6.1 | Guidance..... | 30 |
| 6.2 | About | 30 |
| 6.3 | Contact | 30 |
| 7 | Service Providers | 31 |
| 7.1 | Account Information | 31 |
| 7.2 | Services..... | 32 |
| 7.2.1 | Add & Edit Services..... | 32 |
| 7.2.2 | Cancel Account..... | 33 |
| 8 | Focal Points | 34 |
| 8.1 | Account Information | 34 |
| 8.2 | Dashboard | 35 |
| 8.3 | Managing Focal Points | 37 |
| 8.4 | Cancel Account..... | 38 |



| | | |
|----|---------------------------|----|
| 9 | Email Notifications | 38 |
| 10 | Offline Usage | 39 |
| 11 | Glossary | 40 |

Table of Figures

| | |
|--|----|
| Figure 1 - Login page | 8 |
| Figure 2 - EU Login page | 9 |
| Figure 3 - EU Login create an account | 9 |
| Figure 4 - EU Login registration complete | 10 |
| Figure 5 - EU Login create password notification email | 10 |
| Figure 6 - EU Login create a password | 10 |
| Figure 7 - EU Login successful password change | 11 |
| Figure 8 - EU Login enter email address | 11 |
| Figure 9 - EU Login enter password | 12 |
| Figure 10 - Login page | 14 |
| Figure 11 - EUAA sign in page | 15 |
| Figure 12 - Homepage | 16 |
| Figure 13 - Focal Point and Service Provider cards | 16 |
| Figure 14 - Referral form section 1 – information provision | 17 |
| Figure 15 - Referral form footer options | 17 |
| Figure 16 - Password protect export | 17 |
| Figure 17 - Referral form section 2 - applicant - conditional fields | 18 |
| Figure 18 - Referral form section 3 – special needs | 19 |
| Figure 19 - Referral form section 4 - support needed | 20 |
| Figure 20 - Referral form section 4 - support needed - priority selection | 20 |
| Figure 21 - Referral form section 5 - search for service provider | 21 |
| Figure 22 - Referral form section 5 – search for service provider - selecting location | 22 |
| Figure 23 - Referral form section 5 – search for service provider - selecting fields | 22 |
| Figure 24 - Appointment scheduled dropdown | 23 |
| Figure 25 - Appointment not scheduled | 23 |
| Figure 26 - Appointment scheduled | 23 |
| Figure 27 - Referral form section 6 - informed consent | 24 |
| Figure 28 - Referral form section 7 - referral details | 25 |
| Figure 29 - Search service provider map | 26 |
| Figure 30 - Search service provider map pane | 27 |
| Figure 31 - Service provider profile | 28 |
| Figure 32 - Search service providers list view | 29 |
| Figure 33 - Service Provider account navigation | 31 |
| Figure 34 - Account information form | 31 |
| Figure 35 - Service provider services tab | 32 |
| Figure 36 - Services form | 32 |
| Figure 37 - Remove or duplicate a service | 33 |
| Figure 38 - Account cancellation confirmation | 33 |





| | |
|--|----|
| Figure 39 - Focal point account information | 34 |
| Figure 40 - Focal point dashboard | 35 |
| Figure 41 - Focal point dashboard service provider list | 36 |
| Figure 42 - Focal point dashboard - approved service providers | 36 |
| Figure 43 - Focal Point account navigation | 37 |
| Figure 44 - Regional assignments | 37 |
| Figure 45 - Manage regional assignments | 37 |
| Figure 46 - Go offline - online | 39 |
| Figure 47 - Go offline paused download | 39 |
| Figure 48 - Go offline download complete | 40 |
| Figure 49 - Turn off offline mode | 40 |

Table of Tables

| | |
|-------------------------------------|----|
| Table 1 - Email notifications | 38 |
|-------------------------------------|----|





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](#).





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.





2.2 Registering & Logging In

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

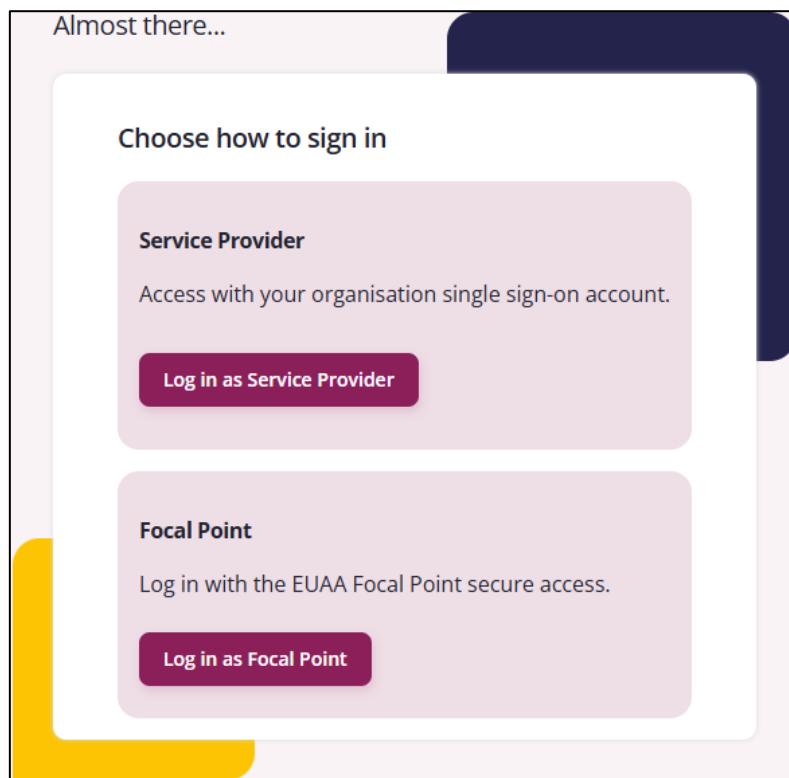


Figure 1 - Login page



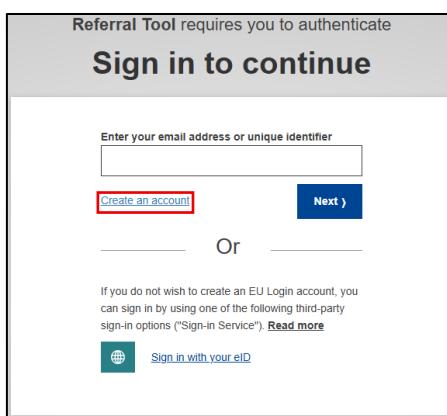
2.2.1 Service Provider

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.

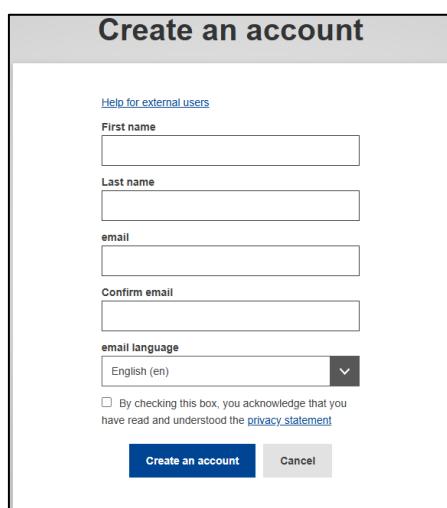
Then click on the **Create an account** link.



The image shows the 'Sign in to continue' page of the EU Login tool. It features a text input field for 'Enter your email address or unique identifier', a 'Create an account' button (which is highlighted with a red box), and a 'Next >' button. Below this, a horizontal line with 'Or' in the center is followed by a 'Sign in with your eID' link, which includes a globe icon.

Figure 2 - EU Login page

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



The image shows the 'Create an account' page. It includes fields for 'First name', 'Last name', 'email', 'Confirm email', and 'email language' (set to 'English (en)'). A checkbox at the bottom left states: 'By checking this box, you acknowledge that you have read and understood the [privacy statement](#)'. At the bottom are 'Create an account' and 'Cancel' buttons.

Figure 3 - EU Login create an account

Click **Create an account** to continue.





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

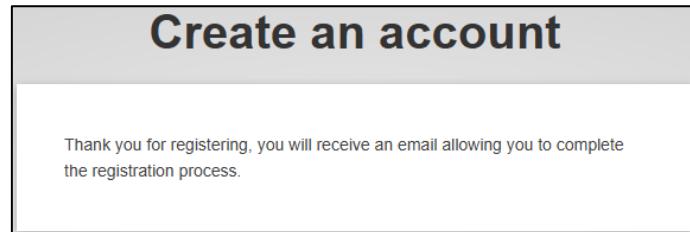


Figure 4 - EU Login registration complete

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

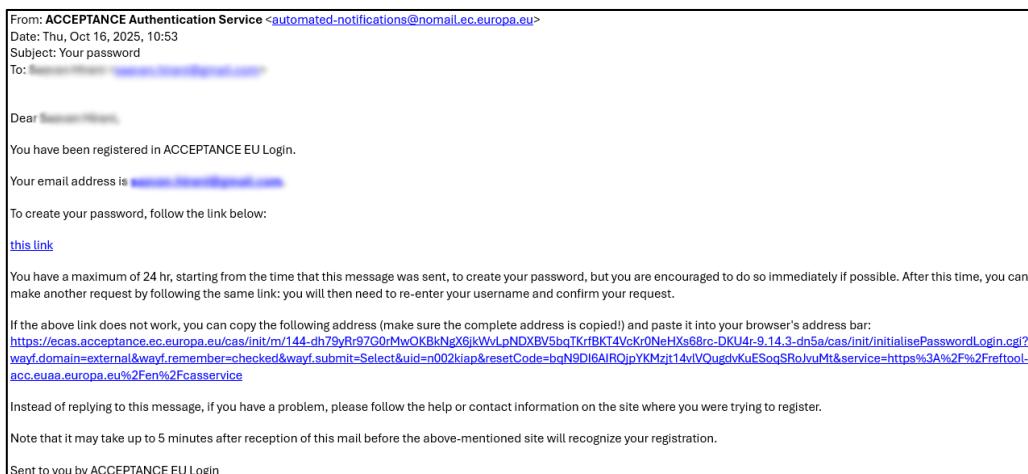


Figure 5 - EU Login create password notification email

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

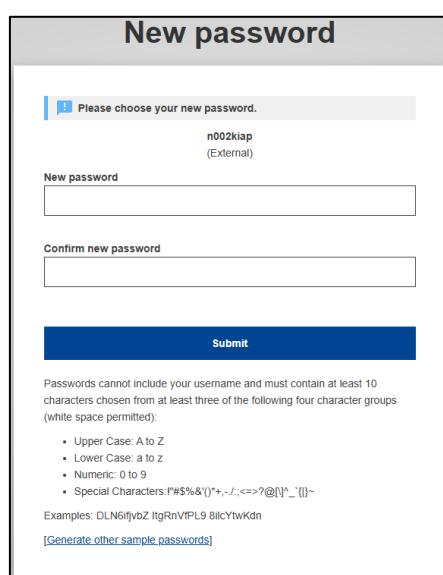
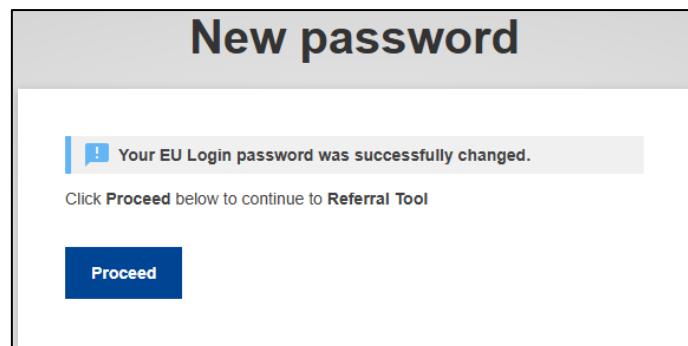


Figure 6 - EU Login create a password





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



The screenshot shows a 'New password' page with a success message: 'Your EU Login password was successfully changed.' and a 'Proceed' button.

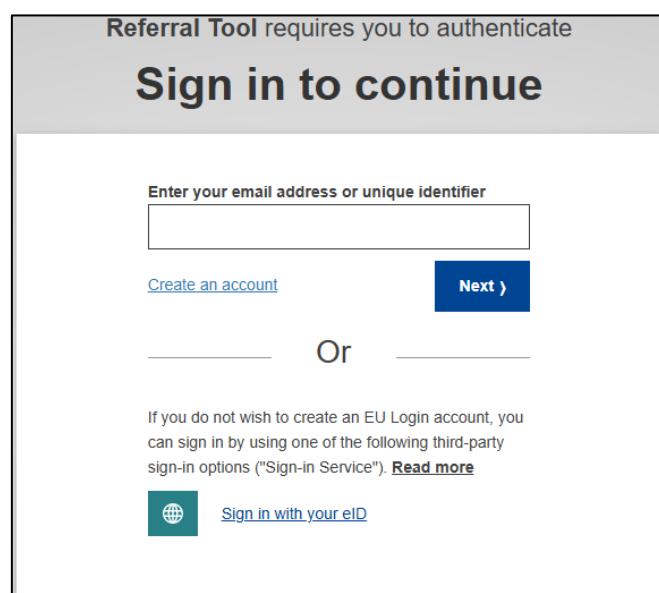
Figure 7 - EU Login successful password change

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**.



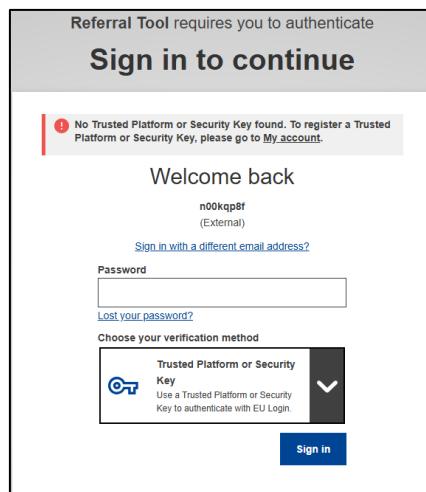
The screenshot shows a 'Sign in to continue' page with an input field for 'Enter your email address or unique identifier', a 'Create an account' link, a 'Next >' button, and a 'Sign in with your eID' option.

Figure 8 - EU Login enter email address





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.

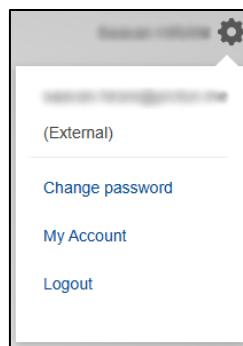


The screenshot shows a login page for the EU Login tool. At the top, a banner reads "Referral Tool requires you to authenticate" and "Sign in to continue". Below the banner, a message says "No Trusted Platform or Security Key found. To register a Trusted Platform or Security Key, please go to [My account](#)". The main area is titled "Welcome back" with a placeholder "n00kqp8f (External)". There is a link "Sign in with a different email address?". A "Password" input field is present with a "Lost your password?" link below it. A dropdown menu titled "Choose your verification method" is open, showing "Trusted Platform or Security Key" (selected) and "Use a Trusted Platform or Security Key to authenticate with EU Login". A "Sign in" button is at the bottom.

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.





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.





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**.

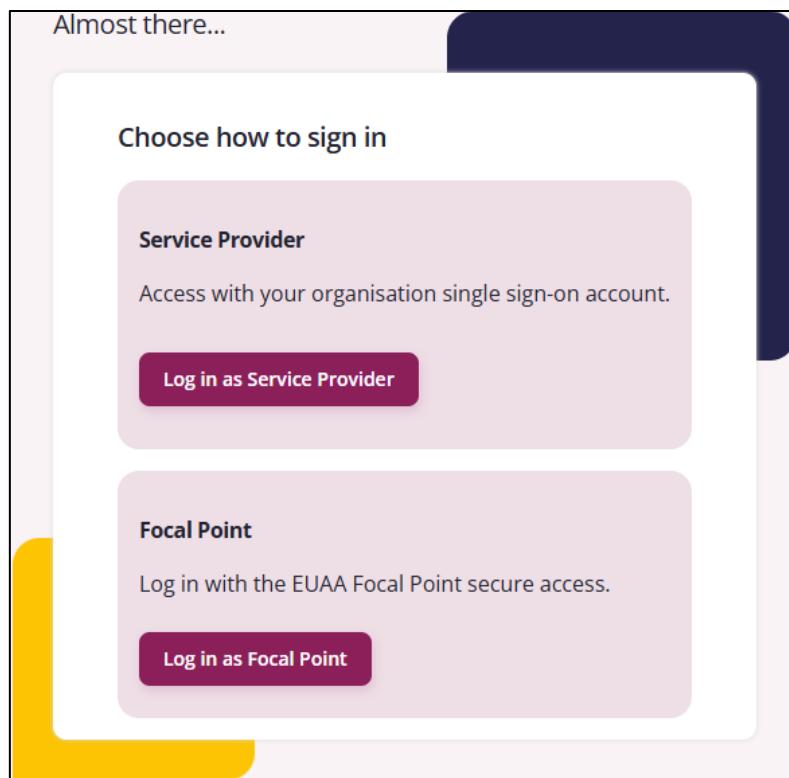
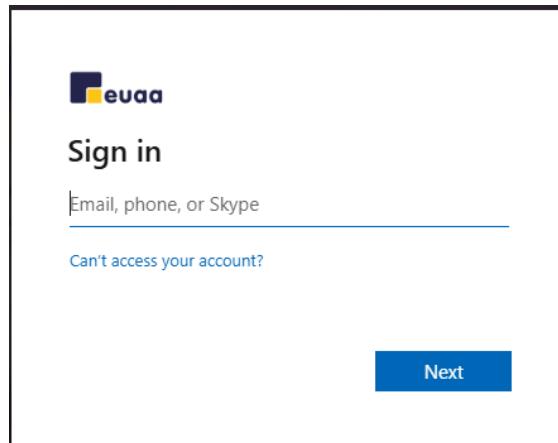


Figure 10 - Login page

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**.





The image shows the EUAA sign in page. It features the euaa logo at the top left. Below it is the text "Sign in" and a text input field with the placeholder "Email, phone, or Skype". Underneath the input field is a link "Can't access your account?". At the bottom right of the page is a blue "Next" button.

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.



3 Homepage

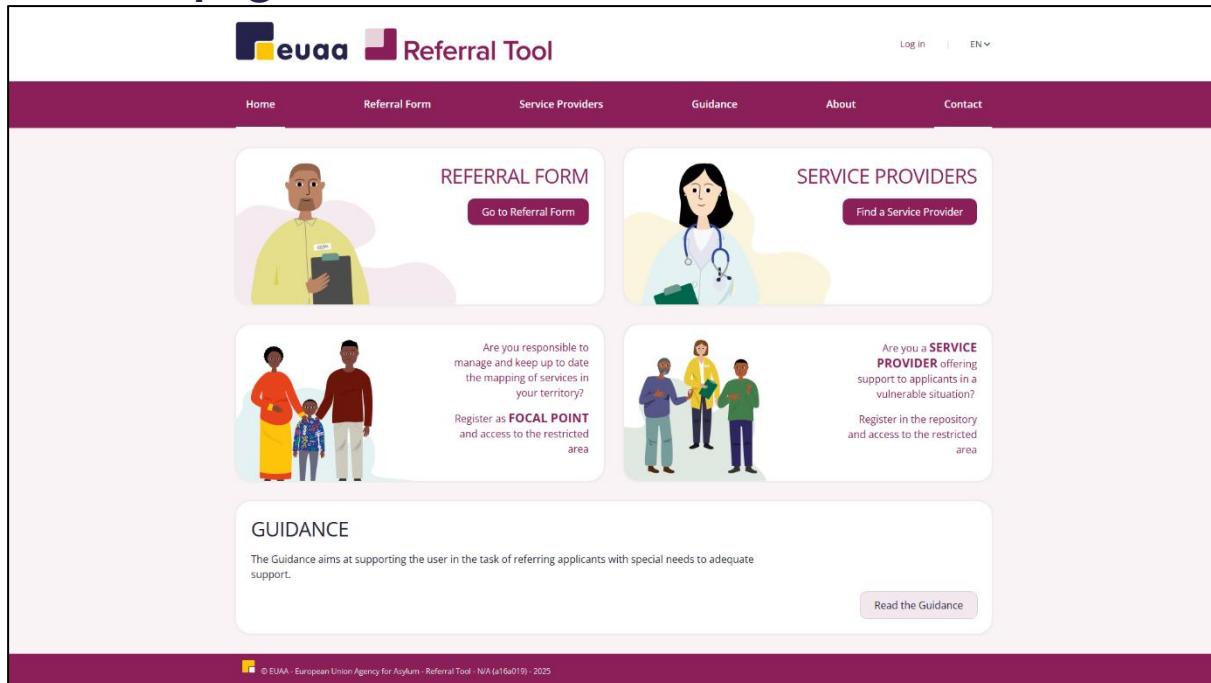


Figure 12 - Homepage

There are cards on the homepage describing Focal Points and Service Providers.

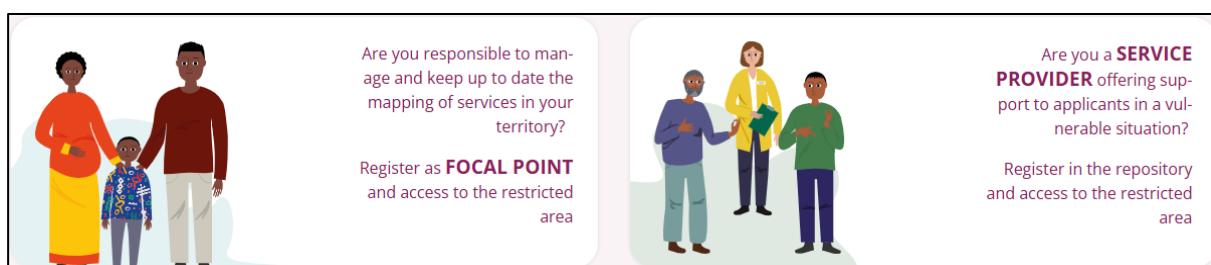


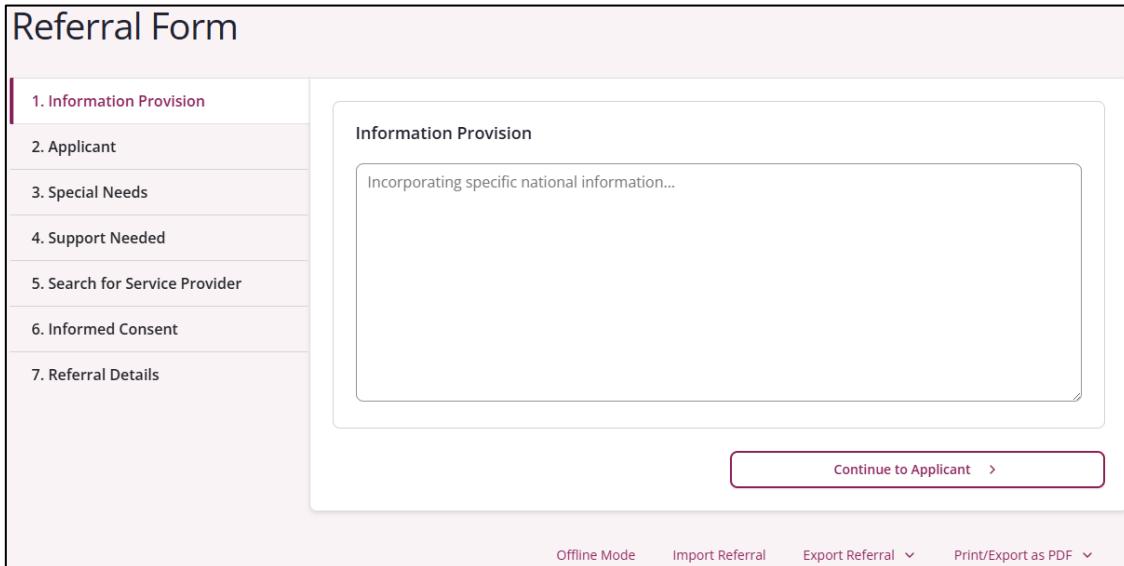
Figure 13 - Focal Point and Service Provider cards

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



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.



Information Provision

Incorporating specific national information...

Continue to Applicant >

Offline Mode Import Referral Export Referral Print/Export as PDF

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).



Offline Mode Import Referral Export Referral Print/Export as PDF

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.

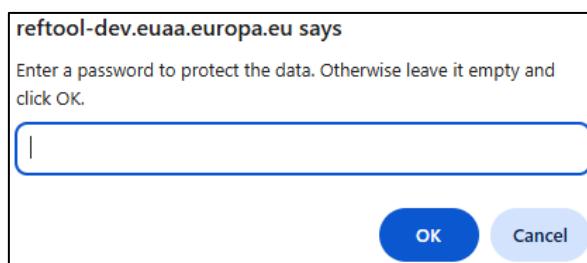


Figure 16 - Password protect export





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.

The form is a web-based application for entering applicant information. It starts with a 'Family status' section containing checkboxes for 'Accompanied child', 'Unaccompanied child' (which is checked), 'Separated child', 'With family', 'Single', 'Married', 'Widowed', and 'Partner'. Below this is a section asking if a guardian, representative, social worker, or child protection specialist is present, with 'No' selected. The next sections are for 'Who is accompanying the child?' and 'Who is accompanying the child?' (repeated), each with fields for 'First Name', 'Surname', 'Contact', and 'Relationship'.

Figure 17 - Referral form section 2 - applicant - conditional fields



4.3 Special Needs

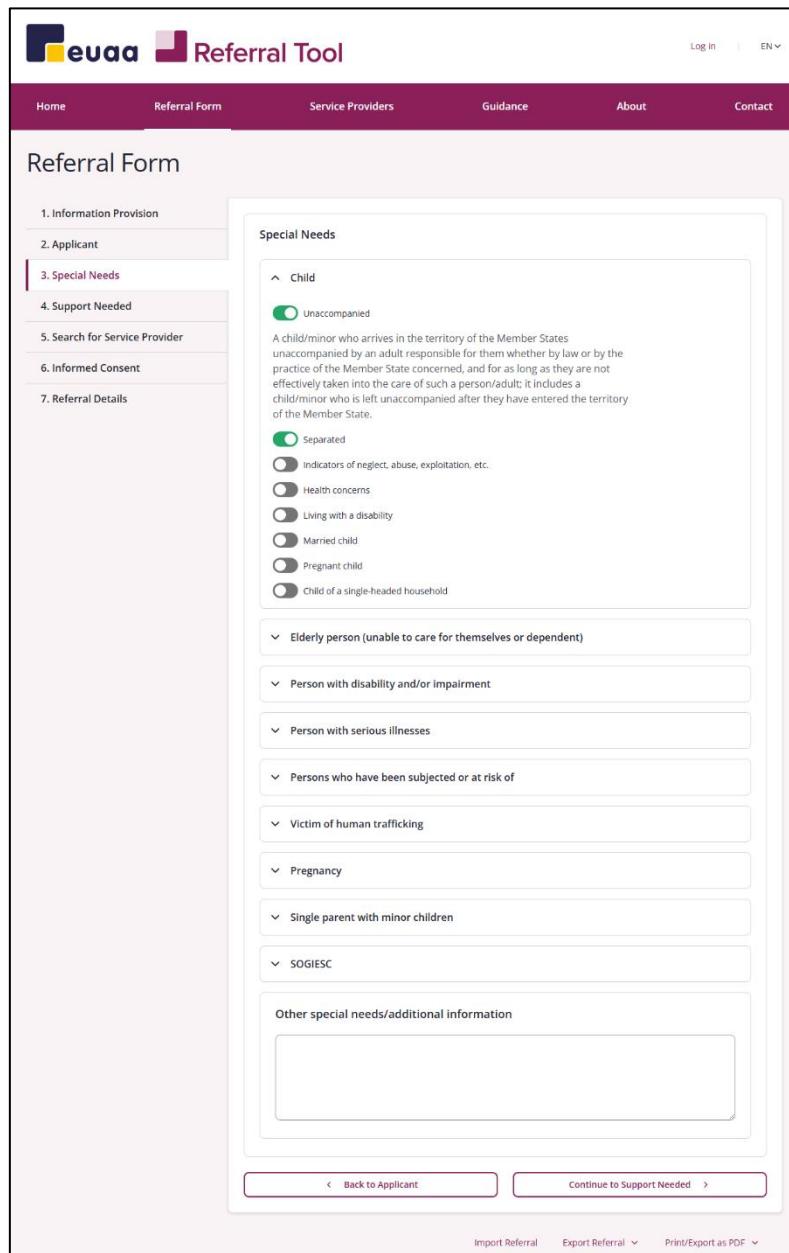


Figure 18 - Referral form section 3 – special needs

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



4.4 Support Needed

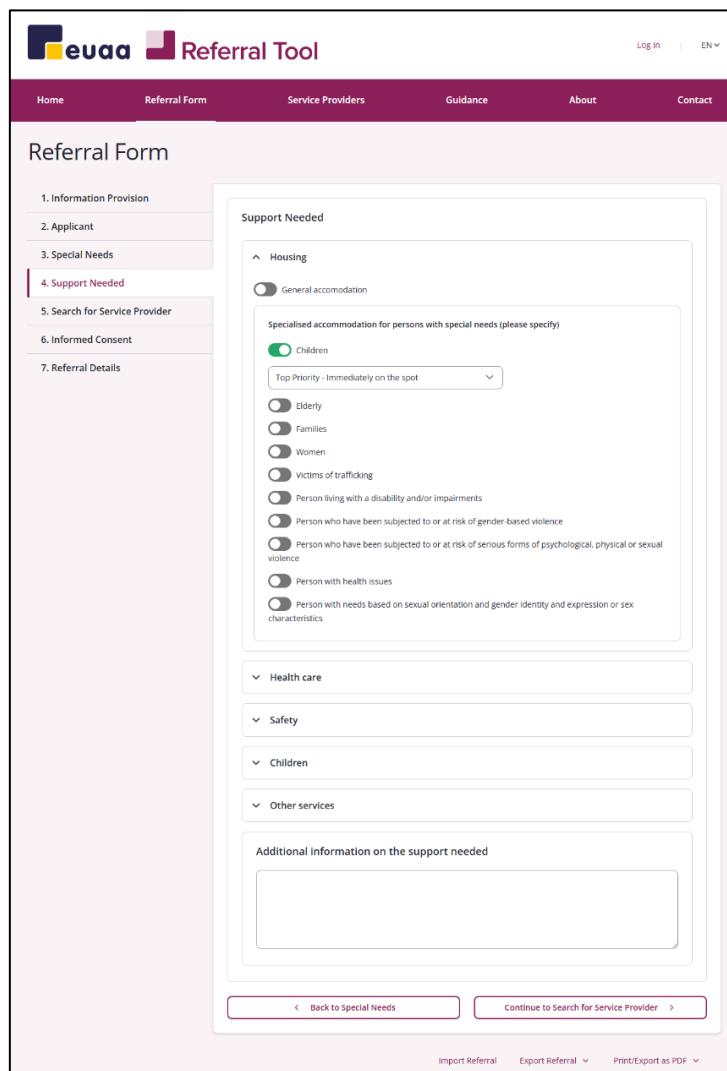


Figure 19 - Referral form section 4 - support needed

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.

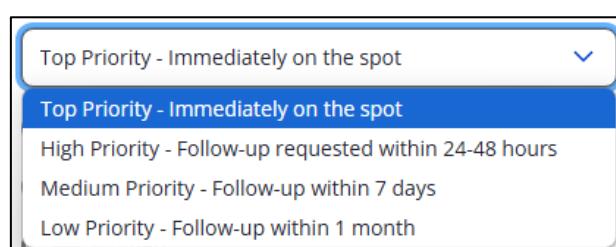
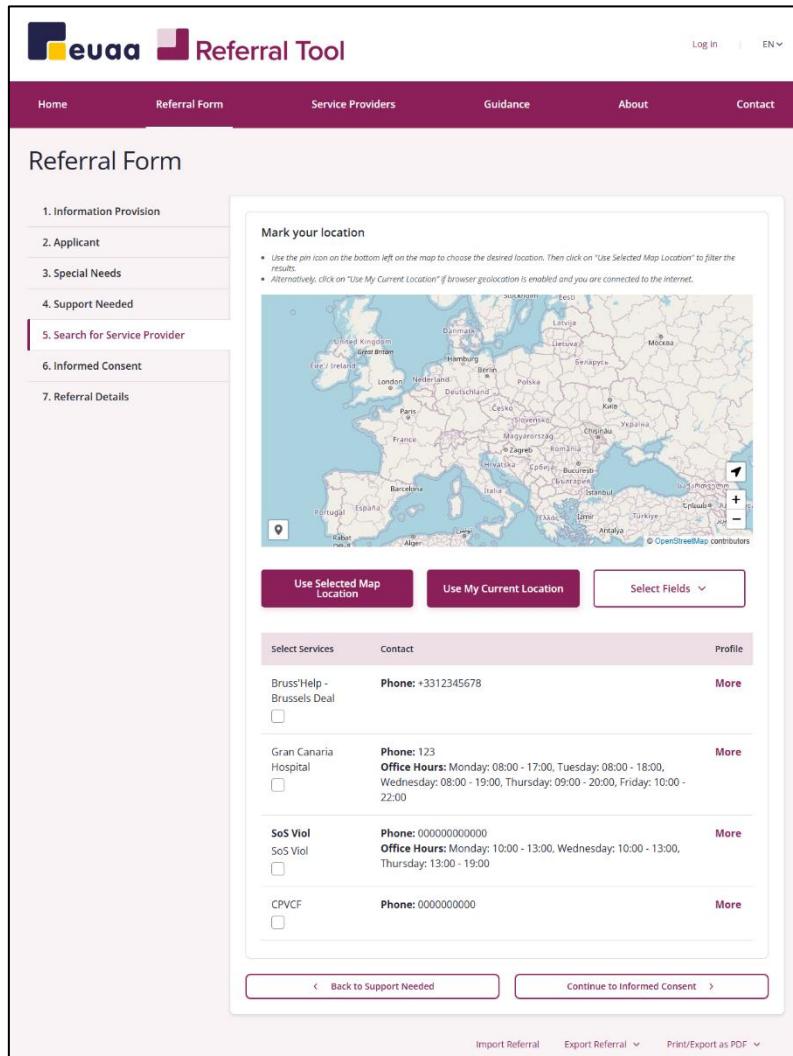


Figure 20 - Referral form section 4 - support needed - priority selection



4.5 Search for Service Provider



The screenshot shows the 'Referral Form' section of the euaa Referral Tool. On the left, a vertical navigation menu lists steps 1 through 7. Step 5, 'Search for Service Provider', is currently selected and highlighted in purple. The main content area is titled 'Mark your location' and features a map of Europe with a pin icon. Below the map are three buttons: 'Use Selected Map Location', 'Use My Current Location', and 'Select Fields'. A table then lists four service providers with their contact information. At the bottom are navigation buttons for 'Back to Support Needed' and 'Continue to Informed Consent', along with links for 'Import Referral', 'Export Referral', and 'Print/Export as PDF'.

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

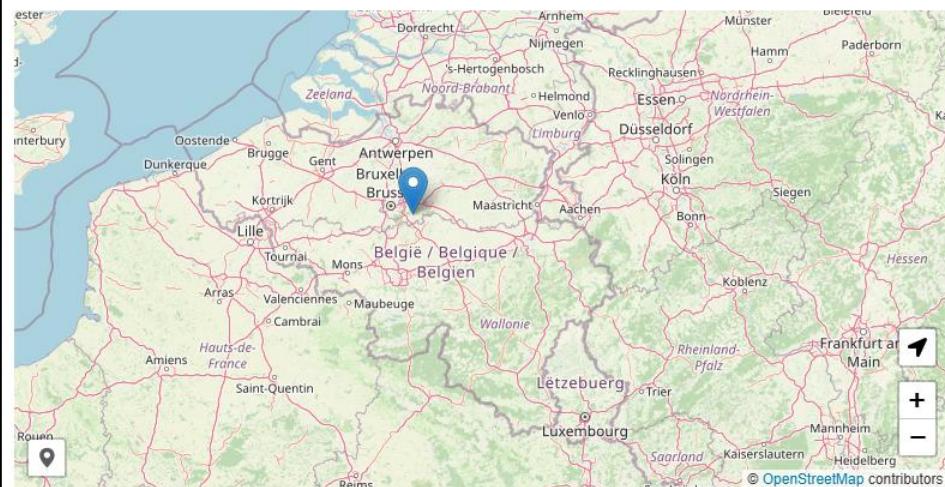
The Service Providers will automatically be filtered based on the selections made in section 3 ‘**Special Needs**’ and Section 4 ‘**Support Needed**’ of the Referral Form. The results can be filtered further by clicking on ‘**Use My Current Location**’, this will require the browsers geolocation services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





Mark your location

- Use the pin icon on the bottom left on the map to choose the desired location. Then click on "Use Selected Map Location" to filter the results.
- Alternatively, click on "Use My Current Location" if browser geolocation is enabled and you are connected to the internet.



Use Selected Map Location

Use My Current Location

Select Fields ▾

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.

Use Selected Map Location

Use My Current Location

Select Fields ▾

Select Services

Office Hours

Preferred Contact Method

Ending Date

Profile

Address

Email

Changed

About Service

Phone

Website

Language

Distance

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.





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.

| Select Services | Contact | Profile |
|---|---|-------------|
| Department of Brno n00g2zti <input checked="" type="checkbox"/> | Address: Kr Krci 16, Praha - CZ Phone: +421231212121 | More |
| General accomodation - Top Priority - Immediately on the spot <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <input type="button" value="Appointment scheduled?"/> <div style="background-color: #0070C0; color: white; padding: 2px 10px; margin-top: 2px;"> Appointment scheduled? </div> <div style="background-color: #f0f0f0; padding: 2px 10px; margin-top: 2px;"> No - Appointment not scheduled </div> <div style="background-color: #f0f0f0; padding: 2px 10px; margin-top: 2px;"> Yes - Appointment scheduled </div> </div> | | |

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.

| | |
|--|--|
| General accomodation - Top Priority - Immediately on the spot | |
| <input type="button" value="No - Appointment not scheduled"/> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Comments <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div> </div> | |

Figure 25 - Appointment not scheduled

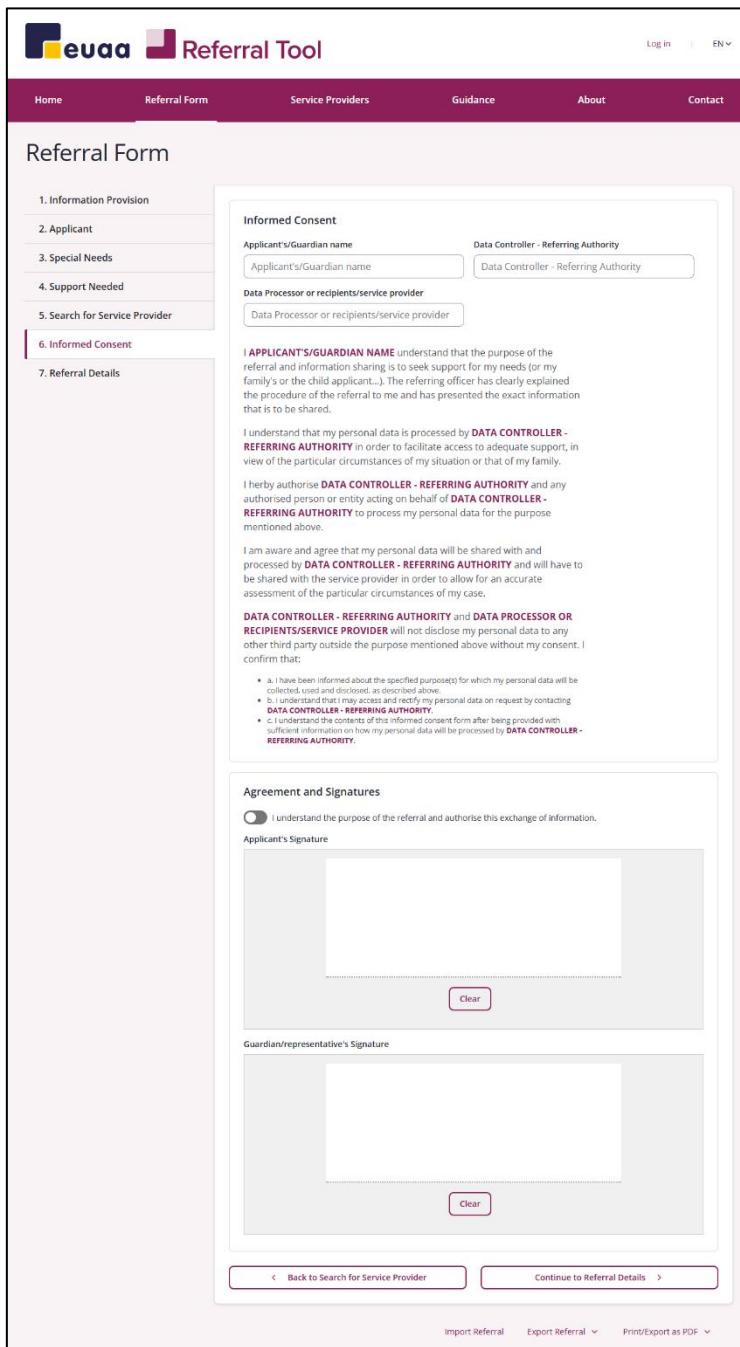
If an appointment has been scheduled, they can detail the name of the person to report to and the date and time of the appointment.

| | |
|---|--|
| General accomodation - Top Priority - Immediately on the spot | |
| <input type="button" value="Yes - Appointment scheduled"/> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> Comments <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div> </div> | |
| Received by <div style="border: 1px solid #ccc; width: 150px; height: 25px; margin-top: 5px;"></div> | Received date/time <div style="border: 1px solid #ccc; width: 150px; height: 25px; margin-top: 5px; display: flex; align-items: center;"> <input style="width: 100px; margin-right: 10px;" type="text" value="dd/mm/yyyy -:-"/> □ </div> |

Figure 26 - Appointment scheduled



4.6 Informed Consent



The screenshot shows the euaa Referral Tool Referral Form. The top navigation bar includes 'Log in' and 'EN'. The main menu has links for 'Home', 'Referral Form', 'Service Providers', 'Guidance', 'About', and 'Contact'. The current page is 'Referral Form'. On the left, a vertical sidebar lists steps: '1. Information Provision', '2. Applicant', '3. Special Needs', '4. Support Needed', '5. Search for Service Provider', '6. Informed Consent' (which is highlighted in purple), and '7. Referral Details'. The main content area is titled 'Informed Consent'. It contains fields for 'Applicant's/Guardian name' and 'Data Controller - Referring Authority', both with placeholder text 'Applicant's/Guardian name' and 'Data Controller - Referring Authority'. Below these are fields for 'Data Processor or recipients/service provider' and 'Data Processor or recipients/service provider', both with placeholder text 'Data Processor or recipients/service provider'. A large text box contains the 'APPLICANT'S/GUARDIAN NAME' understanding statement, which is a standard legal text about the purpose of the referral and information sharing. Below this is a section for 'DATA CONTROLLER - REFERRING AUTHORITY' and 'DATA PROCESSOR OR RECIPIENTS/SERVICE PROVIDER' to process personal data for the purpose mentioned above. Another text box states that personal data will be shared with and processed by 'DATA CONTROLLER - REFERRING AUTHORITY' and any authorised person or entity acting on behalf of 'DATA CONTROLLER - REFERRING AUTHORITY'. A third text box states that 'DATA CONTROLLER - REFERRING AUTHORITY and DATA PROCESSOR OR RECIPIENTS/SERVICE PROVIDER' will not disclose personal data to any other third party outside the purpose mentioned above without the applicant's consent. A list of three points follows: a) personal data is processed for specified purposes; b) applicant can access and rectify data; c) applicant understands the contents of the informed consent form after being provided with sufficient information on how personal data will be processed. The 'Agreement and Signatures' section contains a checkbox for 'I understand the purpose of the referral and authorise this exchange of information.' and a placeholder for 'Applicant's Signature'. Below this is a placeholder for 'Guardian/representative's Signature'. At the bottom are buttons for 'Back to Search for Service Provider', 'Continue to Referral Details', 'Import Referral', 'Export Referral', and 'Print/Export as PDF'.

Figure 27 - Referral form section 6 - informed consent

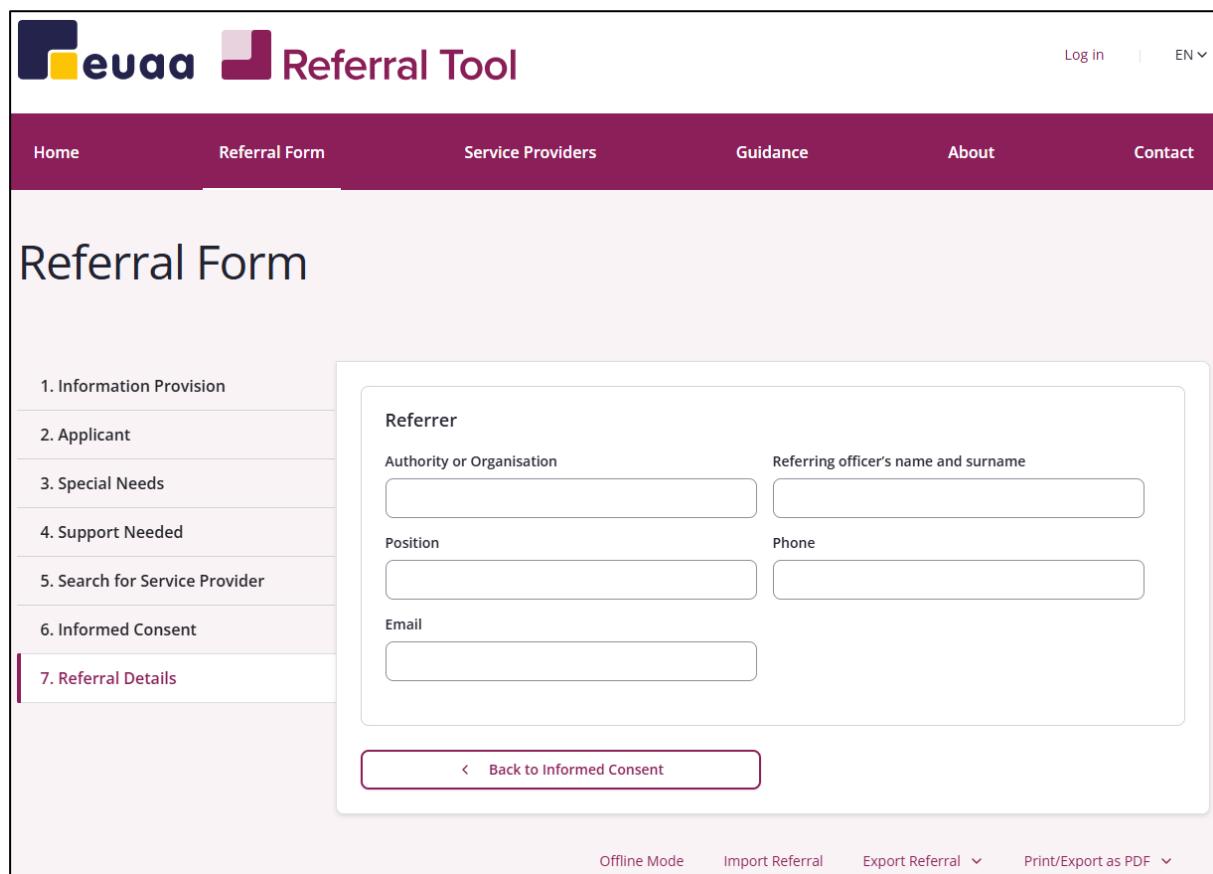
Information on the Applicant, Guardian (if any), Data Controller and Data Processor should be provided, the agreement checked and signatures of the applicant and/or guardian where relevant. If there is more than one service selected, they will all need to be listed within the Data Processor field.





4.7 Referral Details

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



The screenshot shows the 'Referral Form' section of the euaa Referral Tool. On the left, a vertical sidebar lists steps: 1. Information Provision, 2. Applicant, 3. Special Needs, 4. Support Needed, 5. Search for Service Provider, 6. Informed Consent, and 7. Referral Details. Step 7 is currently selected and highlighted in purple. The main content area is titled 'Referrer' and contains fields for 'Authority or Organisation' (with a placeholder box), 'Referring officer's name and surname' (with a placeholder box), 'Position' (with a placeholder box), 'Phone' (with a placeholder box), and 'Email' (with a placeholder box). At the bottom of this section is a button labeled '< Back to Informed Consent'. At the very bottom of the page are navigation links: 'Offline Mode', 'Import Referral', 'Export Referral', and 'Print/Export as PDF'.

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.





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.

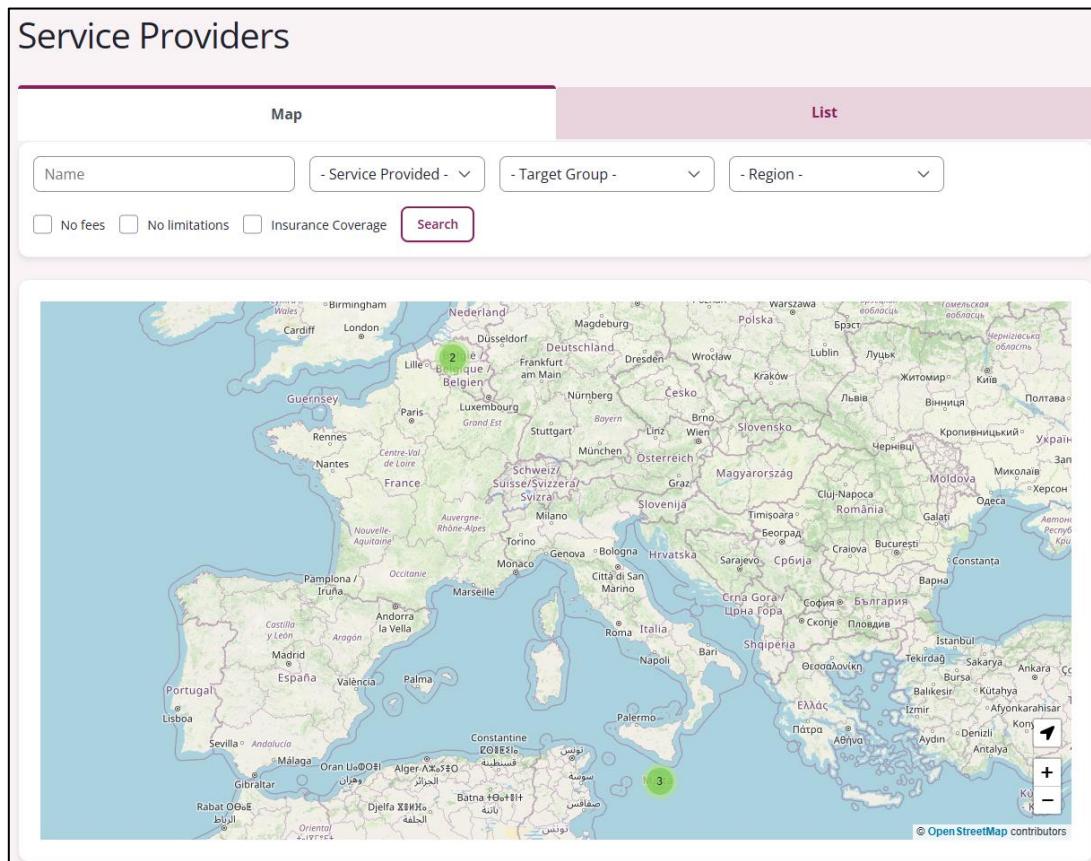


Figure 29 - Search service provider map

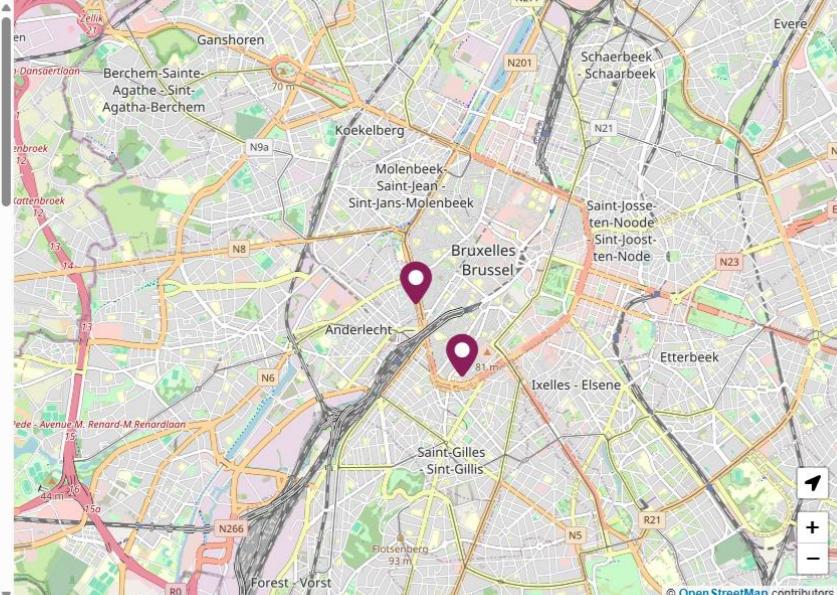
The user can search for the name of the Service Provider or use the various filters at the top to narrow down their search. Additionally, they can use the map and zoom in on the location they prefer and identify the Service Provider in their vicinity.



Fedasil
Reception & Referral
Desk — Brussels
(Fedasil)

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



The map displays the Brussels metropolitan area with various service provider locations marked by purple pins. Labels on the map include: Zellik, Ganshoren, Berchem-Sainte-Agathe, Sint-Agatha-Berchem, Koekelberg, Molenbeek-Saint-Jean-Sint-Jans-Molenbeek, Bruxelles-Brussel, Anderlecht, Ixelles-Elsene, Etterbeek, Saint-Gilles-Sint-Gillis, Flotsberg, and Forest-Vorst. The map also shows major roads like N201, N21, N23, N8, N6, N5, and N266, as well as the R0 ring road. A legend in the bottom right corner of the map interface includes icons for search, zoom in, and zoom out.

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.



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 accommodation (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



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

Service Providers

[Map](#)

Name
- Service Provided -
- Target Group -
- Region -

No fees
 No limitations
 Insurance Coverage
Search

List

| Service Provider | Service Provided | Target Group |
|--|--|---|
| Richmond Foundation Community Mental Health Centre — Santa Venera Trik il-kbira San guzepp Santa Venera CBD5060 Malta housing.caritas@example.fake +356 2123 0000 https://www.richmond.org.mt/ Mo : 10:00-16:00 Tu - Fr : 12:00-16:00 | <ul style="list-style-type: none"> • General accommodation (Fee: Yes (Free referral assistance (no accommodation provided by the centre itself).), Insurance: Yes (Not applicable (referral service).), Limitation: Yes (No own accommodation stock; can refer to specialised housing partners.), Works with housing partners for urgent placements for people whose mental health prevents independent living.) • Health care <ul style="list-style-type: none"> • Emergency services (Fee: Yes (Free initial assessment; subsidised therapy options may apply.), Insurance: Yes (Insurance Coverage), Limitation: Yes (Specialist medical interventions referred to public health system.), Strong links with primary care and psychiatric services.) • Medicines • Safety <ul style="list-style-type: none"> • Information provision of the selected safety considerations (Fee: Yes (Free safety planning and crisis referral), Limitation: yes (Not an emergency service — will escalate to Emergency Dept / ambulance when needed.)) • Security/physical safety (Fee: Yes (Free safety planning and crisis referral), Insurance: Yes (Not applicable (referral service).), Limitation: Yes (Not an emergency service — will escalate to Emergency Dept / ambulance when needed.), Works with housing partners for urgent placements for people whose mental health prevents independent living.) | <ul style="list-style-type: none"> • Person with disability and/or impairment <ul style="list-style-type: none"> • Disabilities limiting the physical functions of limbs, fine bones or gross motor ability • Hearing impairment • Intellectual disability • Speech impairment • Vision impairment |
| Caritas Malta Caritas Social Assistance & Housing Support (Floriana) 5 Triq il-lijja Floriana FRN 1514 Malta floriana.housing@example.org +356 21 241 929 https://www.caritasmalta.org/ Mo - Tu : 10:00-16:00 Fr - Su : 8:00-16:00 | <ul style="list-style-type: none"> • Housing <ul style="list-style-type: none"> • Children (Fee: Yes (Mostly free emergency advice; some services subsidised.), Limitation: Yes (Limited capacity for long-term accommodation; prioritises vulnerable families.), Can assist with applications and liaison with local authorities.) • Elderly • Families • General accommodation (Fee: Yes (Mostly free emergency advice; some services subsidised.), Limitation: Yes (Limited capacity for long-term accommodation; prioritises vulnerable families.), Can assist with applications and liaison with local authorities.) • Person living with a disability and/or impairments • Person who have been subjected to or at risk of gender-based violence • Person who have been subjected to or at risk of serious forms of psychological, physical or sexual violence • Person with health issues • Person with needs based on sexual orientation and gender identity and expression or sex characteristics • Victims of trafficking • Women • Health care <ul style="list-style-type: none"> • Emergency services (Fee: Yes (Information & referral free)., Limitation: Yes (Does not provide medical treatments — refers to clinics and hospitals.), Runs or connects to support groups for addiction/recovery.) • Safety <ul style="list-style-type: none"> • Information provision of the selected safety considerations (Fee: Yes (Free casework & safety planning.), Limitation: Yes (Emergency shelter placement depends on partner availability.)) | <ul style="list-style-type: none"> • Child <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Addiction/Substance abuse • Chronic conditions • Mental disorders • Physical illness • Single parent with minor children <ul style="list-style-type: none"> • More than one child |

Figure 32 - Search service providers list view





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, its 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.





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

The screenshot shows the 'Edit account' page. At the top, there is a green status message: 'Status message: Update your Service Provider Name so other users can recognise your organisation.' Below this, the 'Account' section is visible, containing fields for 'Service Provider Name' (with a placeholder 'Please enter the name of your organisation. This is the name that will be shown when searching for service providers.'), 'About' (with a placeholder 'Introduce your organisation in one or two sentences. Focus on your purpose and the type of support you provide. (up to 500 characters.)' and a character count of 'Content limited to 500 characters, remaining: 500'), and 'Language settings' (with a 'Site language' dropdown set to 'English'). At the bottom of the form are 'Save' and 'Cancel account' buttons.

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.





7.2 Services

Click on the **Services** tab to continue to the form for adding the services you provide.

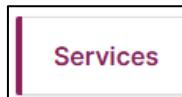


Figure 35 - Service provider services tab

7.2.1 Add & Edit Services

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

Add Services

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

1. Account*

2. Services

Services

1. Profile

2. Office Hours

3. Target Groups

4. Service Provided

5. Information

6. Settings*

Service Name*

E.g. "Department of child support services"

Contact

Email*

Phone*

Website

This must be an external URL such as <https://example.com>.

Preferred Contact Method

Phone Email In person

Address

Country

- None -

Geographical location where the service is provided. If this field is changed after registration, this service will be unpublished until re-approved.

Continue to Office Hours >

I Agree*

The above mentioned Service Provider, hereby authorise EUAA **27. 1. 2026** and any authorised person or entity acting on behalf of **Registered Account** to share the information included in the above Service Provider information form through the Referral toolkit for the purpose of the selection of the adequate service provider for and referral of applicants with special needs.

Add Services to Services

Back to Account

Figure 36 - Services form





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**.

[Cancel account](#)

A confirmation pop-up will appear, click **Confirm** to continue.

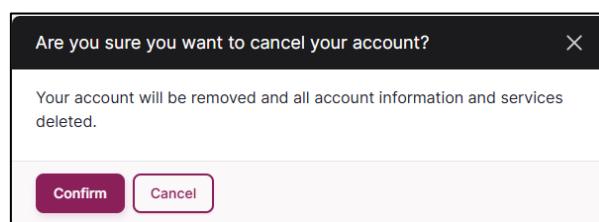


Figure 38 - Account cancellation confirmation





8 Focal Points

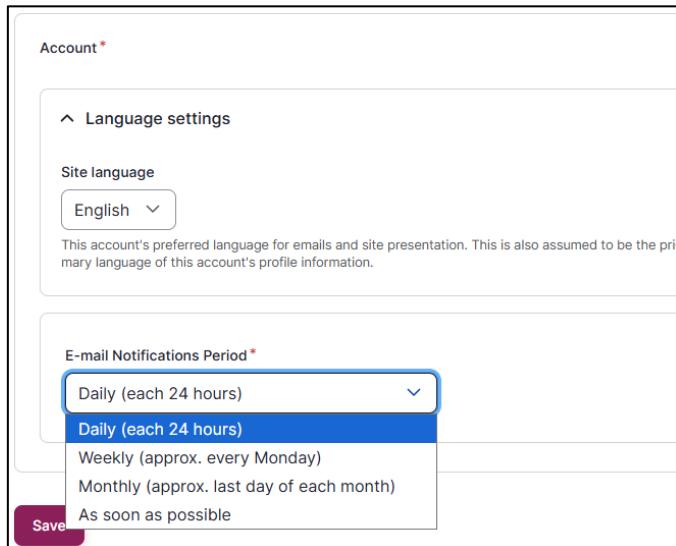
Once registered and logged in as a Focal Point, they will be redirected to the homepage. The **Dashboard** can be accessed via the account navigation pane that appears at the top of each page besides the language selector.



8.1 Account Information

The Focal Point account information can be accessed 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.



The screenshot shows a 'Language settings' section with a dropdown menu set to 'English'. Below it is an 'E-mail Notifications Period' dropdown menu with the following options: 'Daily (each 24 hours)', 'Daily (each 24 hours)' (which is highlighted in blue), 'Weekly (approx. every Monday)', 'Monthly (approx. last day of each month)', and 'As soon as possible'. A 'Save' button is at the bottom left of the form.

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).



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.

Focal Point Dashboard

BEL - QA.ReferralTool.FP.Belgium's responsibility

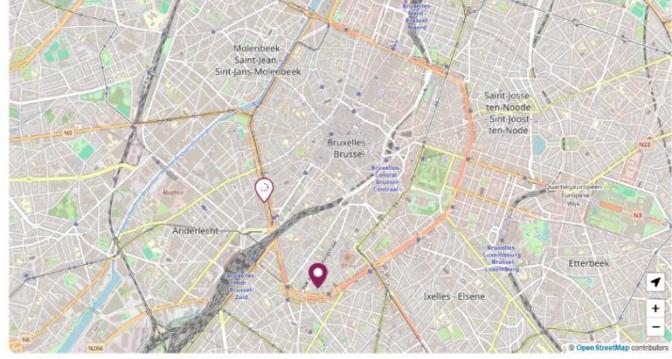
Belgium > Brussels

Latest service

Samusocial de Bruxelles
outreach.brussels@example.be
0800/99.340 (general hotline)
<https://samusocial.be/>

Map of services

Service Provider Name: - Service Provided: - Target Group: Apply filters



Service Provider List

Non-Approved Approved Service Provider Name: Address: - Target Group: - Service Provided: Apply filters

| Service Provider | Target Group | Service Provided |
|--|--|---|
| Samusocial de Bruxelles Emergency Shelter & Outreach — Brussels Hub outreach.brussels@example.be 0800/99.340 (general hotline) https://samusocial.be/ We: 9:00-12:00, 14:00-18:00 | <ul style="list-style-type: none"> Elderly person (unable to care for themselves or dependent) <ul style="list-style-type: none"> With a caregiver Without the support of a caregiver Person with disability and/or impairment <ul style="list-style-type: none"> Disabilities limiting the physical functions of limbs, fine bones or gross motor ability Hearing impairment Intellectual disability Others, if classified as disabilities under national legislation Speech impairment Vision impairment Person with serious illnesses <ul style="list-style-type: none"> Addiction/Substance abuse Chronic conditions Mental disorders Physical illness | <ul style="list-style-type: none"> Housing <ul style="list-style-type: none"> General accommodation (Fee: Yes (Emergency shelter free; longer-term housing via referral), Limitation: Yes (Bed availability limited; prioritises most vulnerable)), Outreach assesses and refers to partner providers) Health care <ul style="list-style-type: none"> Emergency services (Fee: Yes (Basic medical triage via collaborations; referrals to clinics), Limitation: Yes (No in-house specialised medical wards)) Children <ul style="list-style-type: none"> Age assessment (Fee: Yes (Services focus on adults; children accommodated under family-specific shelters when present), Limitation: Yes (Must coordinate with child protection for minors)) |

Approve

1 Services found

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.



Service Provider List

Non-Approved
 Approved
 Service Provider Name
 Address
 - Target Group -
 - Service Provided -

| Service Provider | Target Group | Service Provided |
|---|--|---|
| Samusocial de Bruxelles Emergency Shelter & Outreach — Brussels Hub outreach.brussels@example.be 0800/99.340 (general hotline) https://samusocial.be/ We: 9:00-12:00, 14:00-18:00 | <ul style="list-style-type: none"> Elderly person (unable to care for themselves or dependent) <ul style="list-style-type: none"> With a caregiver Without the support of a caregiver Person with disability and/or impairment <ul style="list-style-type: none"> Disabilities limiting the physical functions of limbs, fine bones or gross motor ability Hearing impairment Intellectual disability Others, if classified as disabilities under national legislation Speech impairment Vision impairment Person with serious illnesses <ul style="list-style-type: none"> Addiction/Substance abuse Chronic conditions Mental disorders Physical illness | <ul style="list-style-type: none"> Housing <ul style="list-style-type: none"> General accomodation (Fee: Yes (Emergency shelter free; longer-term housing via referral.), Limitation: Yes (Bed availability limited; priorities most vulnerable.), Outreach assesses and refers to partner providers.) Health care <ul style="list-style-type: none"> Emergency services (Fee: Yes (Basic medical triage via collaborations; referrals to clinics.), Limitation: Yes (No in-house specialised medical wards.)) Children <ul style="list-style-type: none"> Age assessment (Fee: Yes (Services focus on adults; children accommodated under family-specific shelters when present.), Limitation: Yes (Must coordinate with child protection for minors.)) |

1 Services found

[Approve](#)

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.

| | | | |
|--|--|--|----------------------------|
| Fedasil Reception & Referral Desk — Brussels (Fedasil) reception.brussels@example.be +32 800 32 746 https://www.fedasil.be Mo - We: 8:00-17:00 | <ul style="list-style-type: none"> Child <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Addiction/Substance abuse Chronic conditions Mental disorders Physical illness Single parent with minor children <ul style="list-style-type: none"> More than one child With a breastfeeding infant | <ul style="list-style-type: none"> Housing <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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.)) | Disapprove |
|--|--|--|----------------------------|

Figure 42 - Focal point dashboard - approved service providers





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.

The screenshot shows a table with two columns. The first column lists users with their names and a 'Belgium' link. The second column shows the 'Regional Assignments' for each user, with a 'Edit responsibilities' link next to each. The users listed are: BEL HQ - QA.ReferralTool.FPHQ.Belgium's responsib... (Belgium), BEL - QA.ReferralTool.FP.Belgium (Belgium > Brussels), and another user whose name is partially visible.

Figure 44 - Regional assignments

In the pop-up that appears, you can select the regions you would like the Focal point to manage.

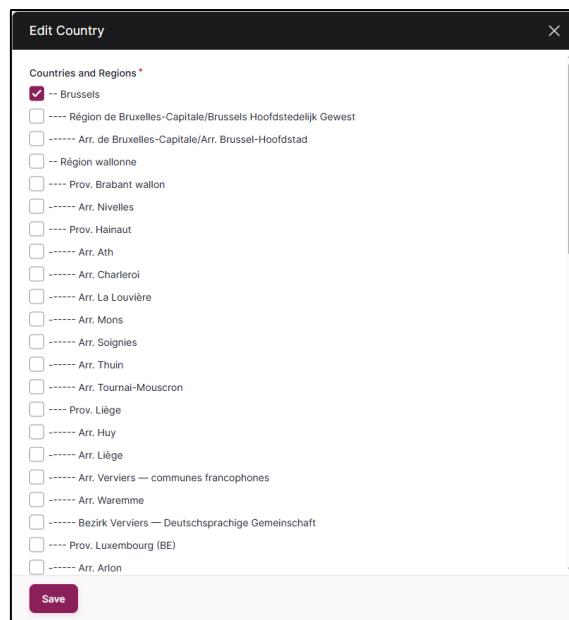


Figure 45 - Manage regional assignments

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.





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





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**.

Offline Mode

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

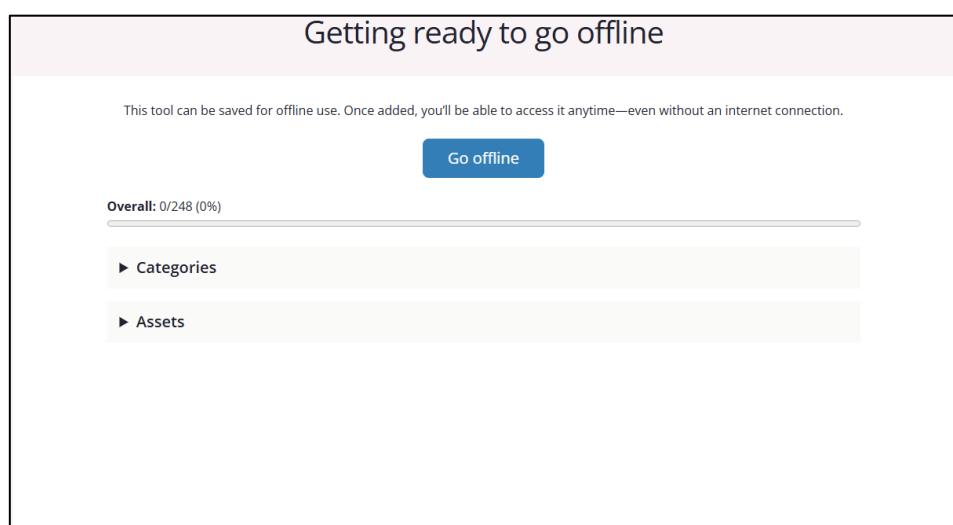


Figure 46 - Go offline - online

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

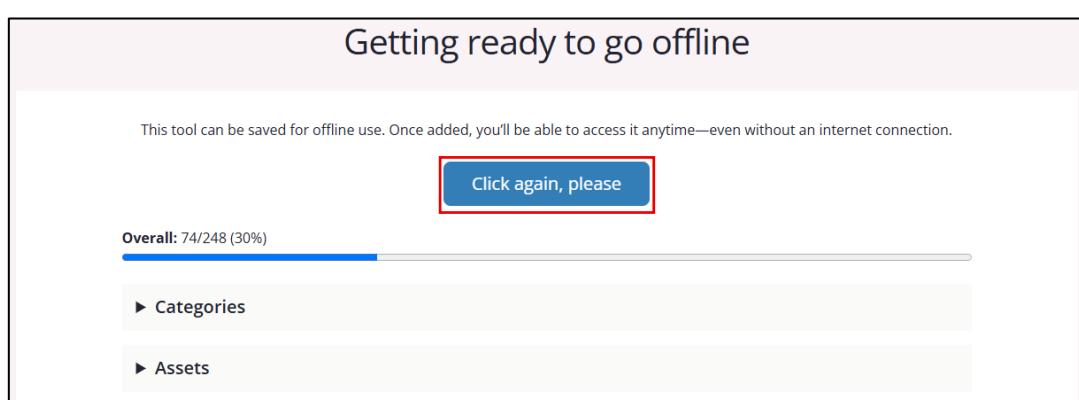


Figure 47 - Go offline paused download





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

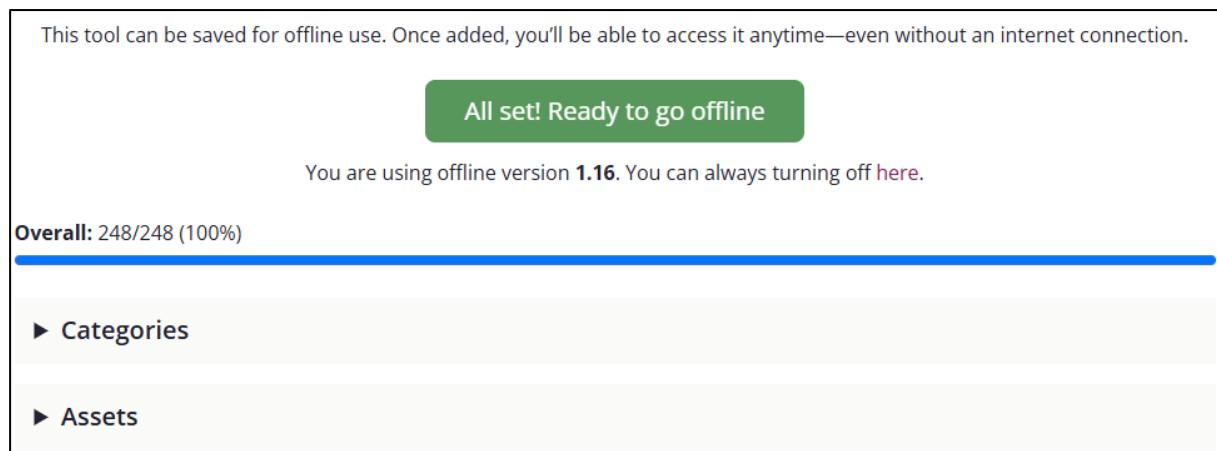


Figure 48 - Go offline download complete

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.

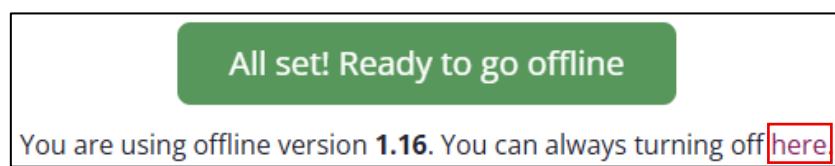


Figure 49 - Turn off offline mode

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.

