



EUAA Referral Tool

User Manual





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.





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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](#).



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.

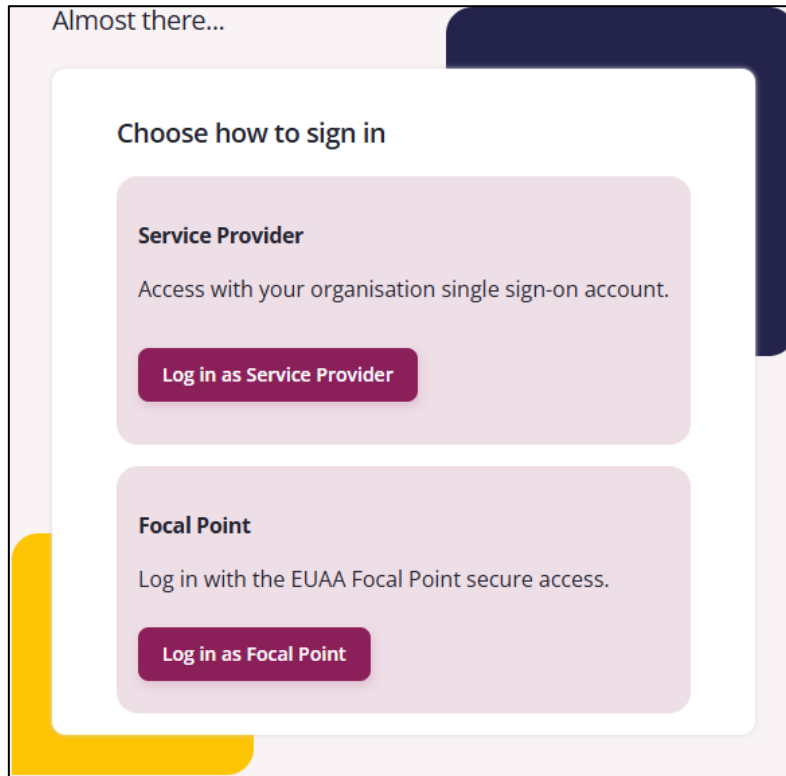
Focal Points have the privilege to do everything an anonymous user can, and in addition to the following:

- 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.



The screenshot shows a login page with a light purple background. At the top left, it says "Almost there...". The main heading is "Choose how to sign in". There are two options: "Service Provider" and "Focal Point". Each option has a description and a "Log in as" button.

Almost there...

Choose how to sign in

Service Provider
Access with your organisation single sign-on account.
Log in as Service Provider

Focal Point
Log in with the EUAA Focal Point secure access.
Log in as Focal Point

Figure 1 - Login page



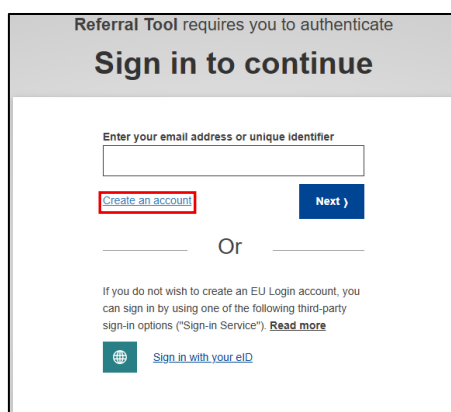
2.2.1 Service Provider

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.



Referral Tool requires you to authenticate

Sign in to continue

Enter your email address or unique identifier

[Create an account](#) [Next >](#)

Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)


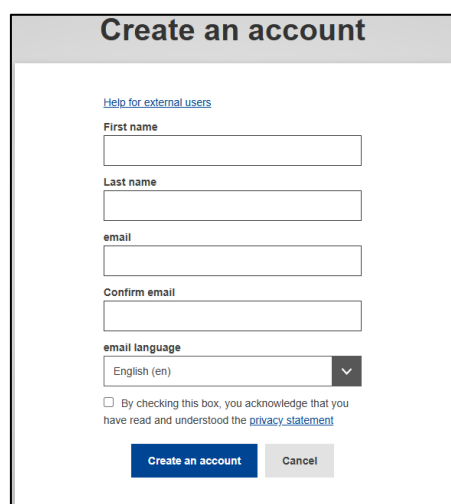
 [Sign in with your eID](#)

Figure 2 - EU Login page

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



Create an account

[Help for external users](#)


First name

Last name

email

Confirm email

email language

English (en) 

☐ By checking this box, you acknowledge that you have read and understood the [privacy statement](#)

[Create an account](#) [Cancel](#)

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.

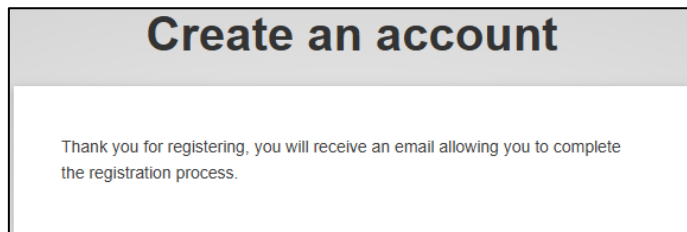


Figure 4 - EU Login registration complete

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

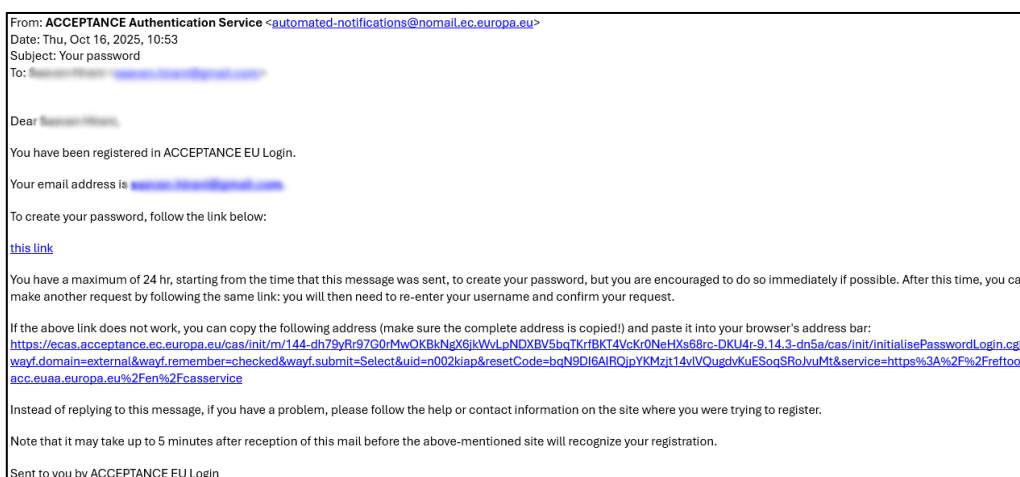


Figure 5 - EU Login create password notification email

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

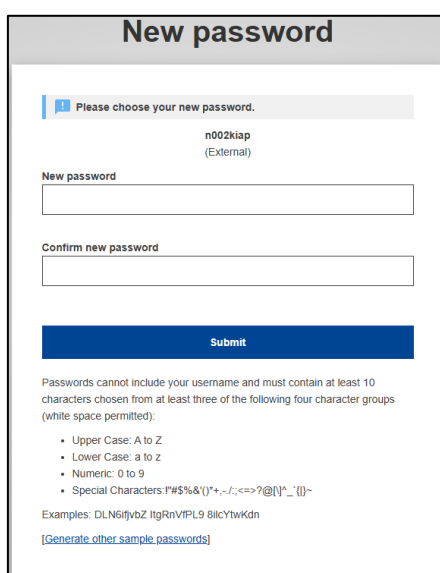


Figure 6 - EU Login create a password



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

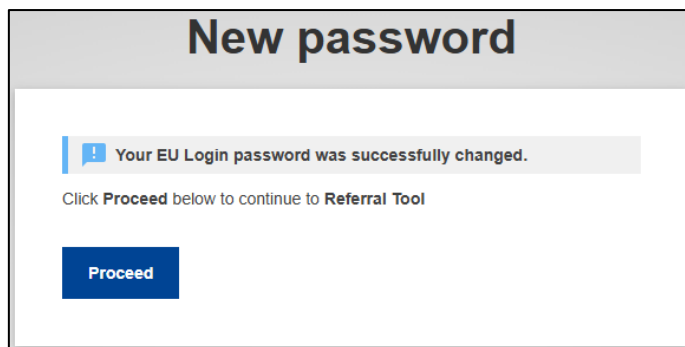


Figure 7 - EU Login successful password change

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**.

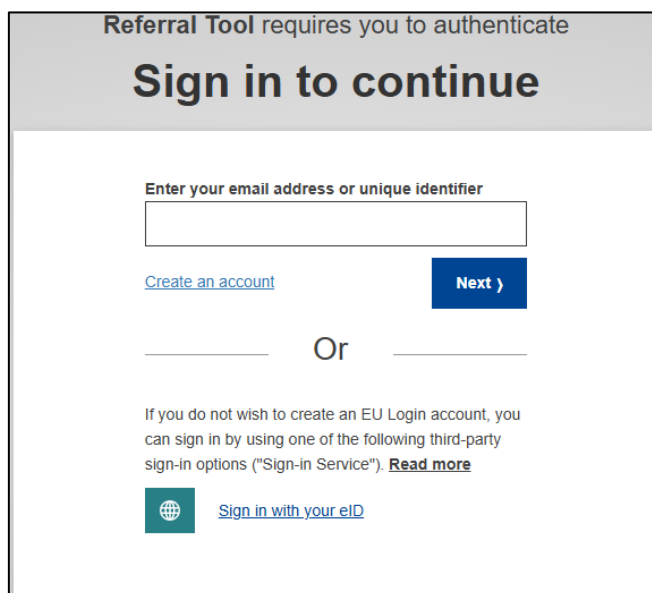


Figure 8 - EU Login enter email address



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 in the warning banner to continue.

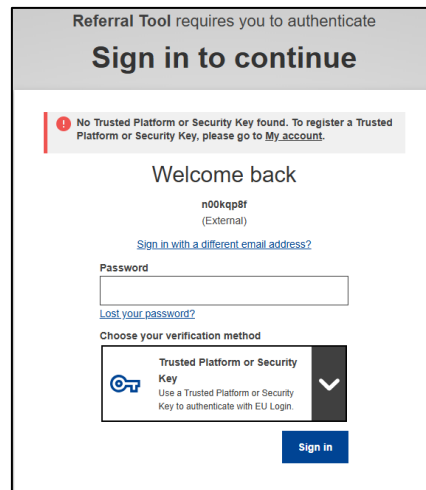
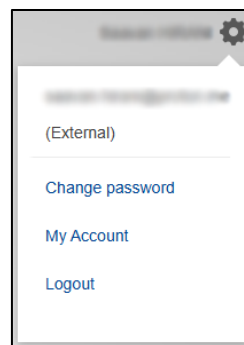


Figure 9 - EU Login enter password

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

On the next screen, on the right-hand side of the page under your 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

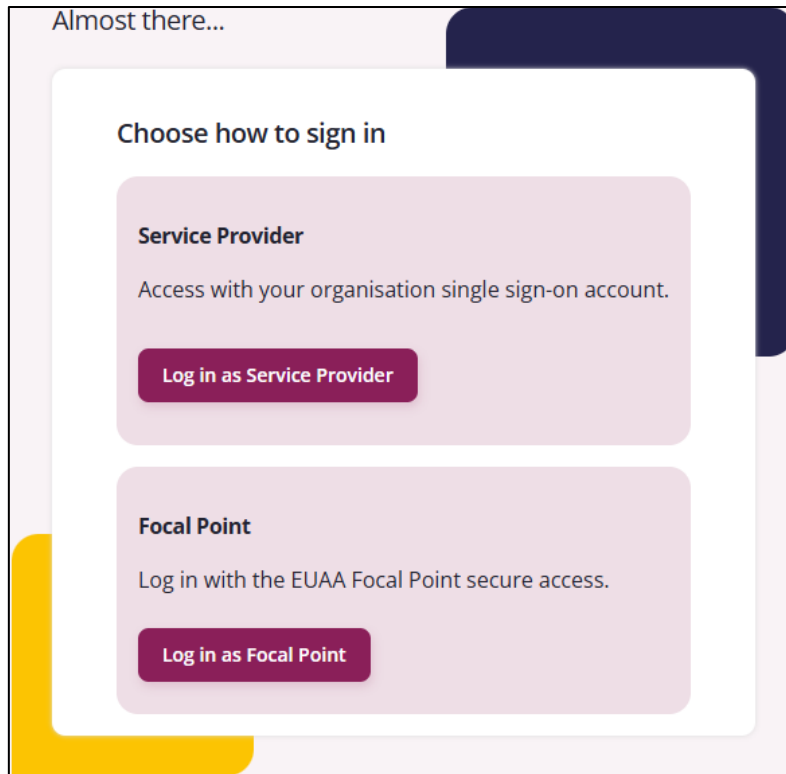
Someone from the EUAA will be in touch regarding your request.



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**.



Almost there...

Choose how to sign in

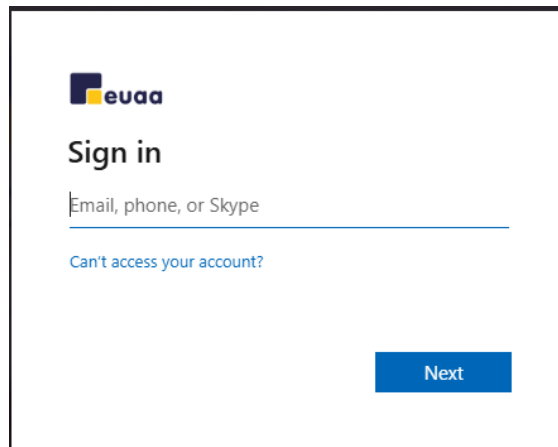
Service Provider
Access with your organisation single sign-on account.
Log in as Service Provider

Focal Point
Log in with the EUAA Focal Point secure access.
Log in as 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 a sign-in page for the EUAA. At the top is the EUAA logo. Below it is the heading "Sign in". Underneath is a text input field with the placeholder text "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom right is a blue button labeled "Next".

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**.



The image shows a screen with two options for signing in. At the top is the EUAA logo. Below it is the text "Sign in with one of these accounts". There are two options, each with an icon and text: "EUAA Users" with a key icon, and "External Users" with a globe icon. The "External Users" option is highlighted with a grey background. Below the "External Users" option, the email address "@ext.euaa.europa.eu" is displayed.

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

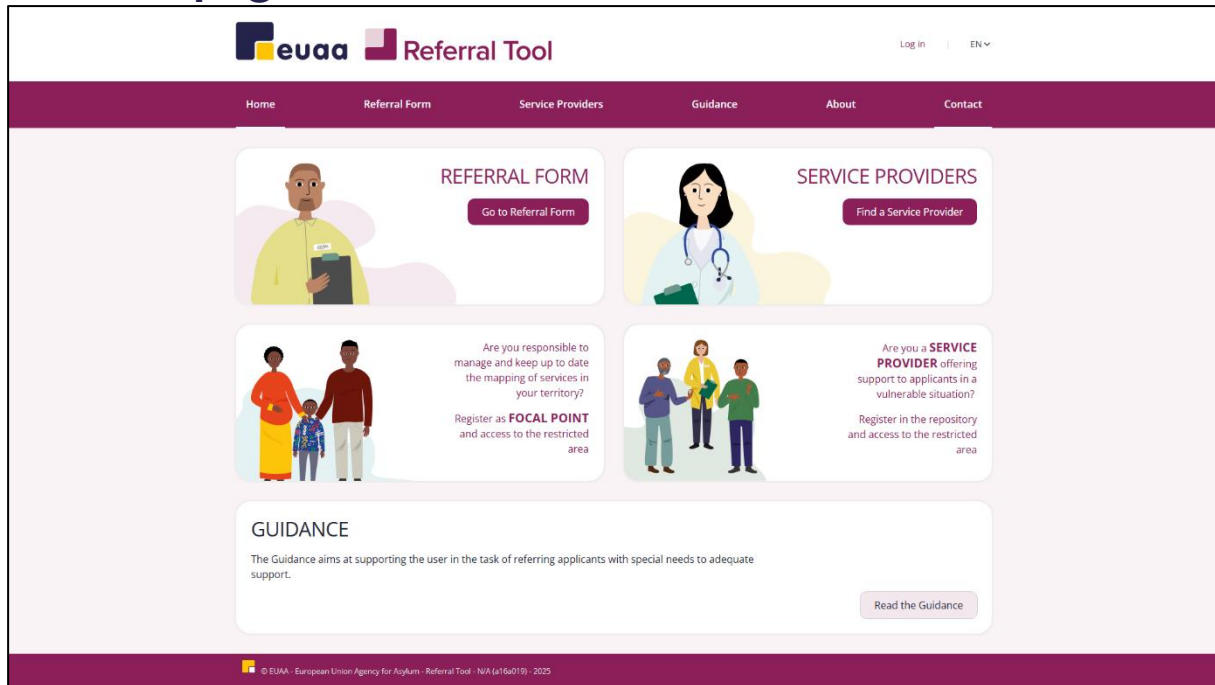


Figure 12 - Homepage

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

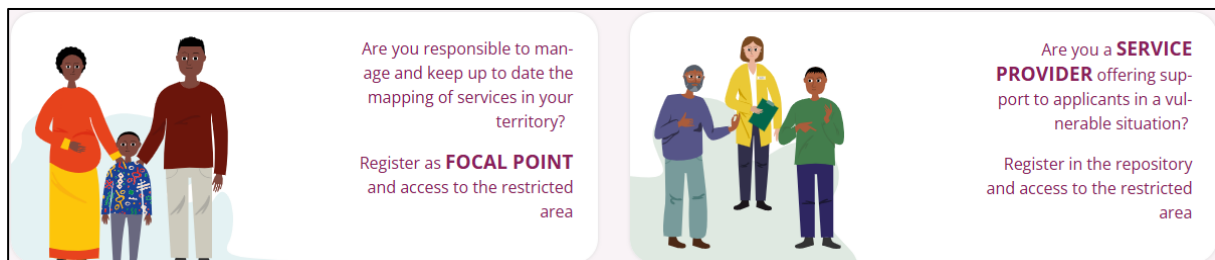


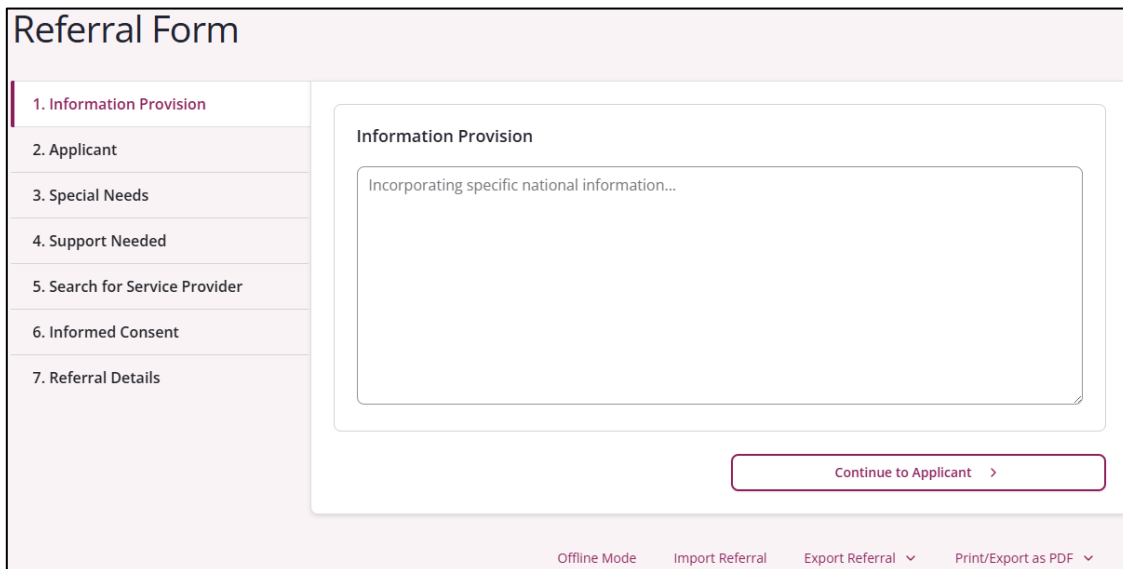
Figure 13 - Focal Point and Service Provider cards

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.



The screenshot shows the 'Referral Form' interface. On the left is a vertical sidebar with seven tabs: '1. Information Provision' (selected), '2. Applicant', '3. Special Needs', '4. Support Needed', '5. Search for Service Provider', '6. Informed Consent', and '7. Referral Details'. The main content area is titled 'Information Provision' and contains a large text box with the placeholder text 'Incorporating specific national information...'. Below the text box is a button labeled 'Continue to Applicant >'. At the bottom of the form, there is a footer bar with four options: 'Offline Mode', 'Import Referral', 'Export Referral' (with a dropdown arrow), and 'Print/Export as PDF' (with a dropdown arrow).

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).

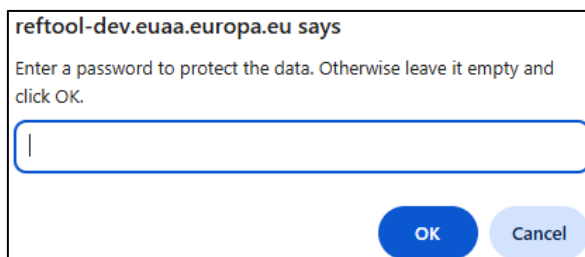


The screenshot shows the footer bar of the Referral Form. It contains four options: 'Offline Mode', 'Import Referral', 'Export Referral' (with a dropdown arrow), and 'Print/Export as PDF' (with a dropdown arrow).

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.



The screenshot shows a pop-up dialog box titled 'reftool-dev.euaa.europa.eu says'. The text inside says 'Enter a password to protect the data. Otherwise leave it empty and click OK.' Below the text is a text input field. At the bottom right of the dialog are two buttons: 'OK' and 'Cancel'.

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.

Family status

☐ Accompanied child
☒ Unaccompanied child
☒ Separated child
☐ With family

☐ Single
☐ Married
☐ Widowed
☐ Partner

Is the guardian, representative, social worker and/or child protection specialist present?

☒ No
☐ Yes

Name

First name

Surname

Surname

Contact

Contact

Relationship

Relationship

Who is accompanying the child?

First Name

First name

Surname

Surname

Contact

Contact

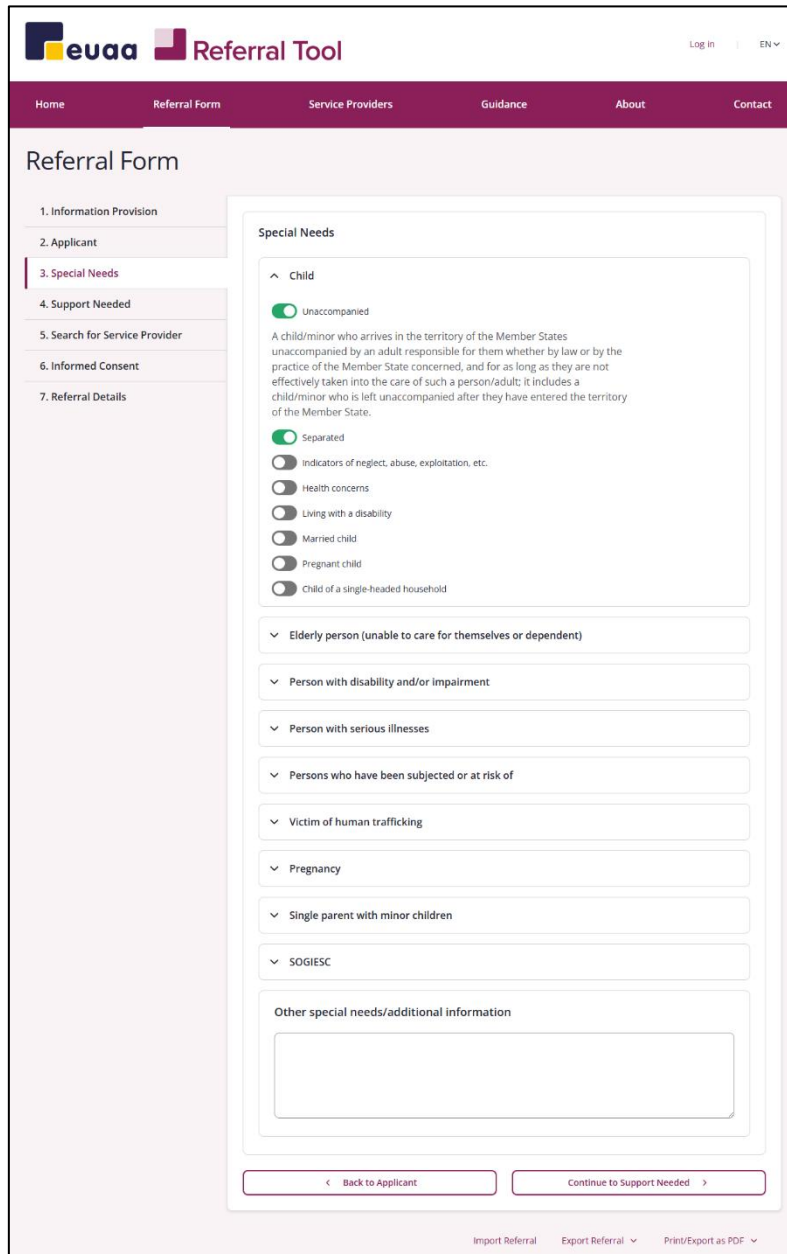
Relationship

Relationship

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



4.3 Special Needs



euaa Referral Tool Log in EN

Home Referral Form Service Providers Guidance About Contact

Referral Form

1. Information Provision
2. Applicant
3. Special Needs
4. Support Needed
5. Search for Service Provider
6. Informed Consent
7. Referral Details

Special Needs

Child

☒ Unaccompanied
A child/minor who arrives in the territory of the Member States unaccompanied by an adult responsible for them whether by law or by the practice of the Member State concerned, and for as long as they are not effectively taken into the care of such a person/adult; it includes a child/minor who is left unaccompanied after they have entered the territory of the Member State.

☒ Separated
☐ Indicators of neglect, abuse, exploitation, etc.
☐ Health concerns
☐ Living with a disability
☐ Married child
☐ Pregnant child
☐ Child of a single-headed household

☐ Elderly person (unable to care for themselves or dependent)

☐ Person with disability and/or impairment

☐ Person with serious illnesses

☐ Persons who have been subjected or at risk of

☐ Victim of human trafficking

☐ Pregnancy

☐ Single parent with minor children

☐ SOGIESC

Other special needs/additional information

[< Back to Applicant](#) [Continue to Support Needed >](#)

Import Referral Export Referral Print/Export as PDF

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

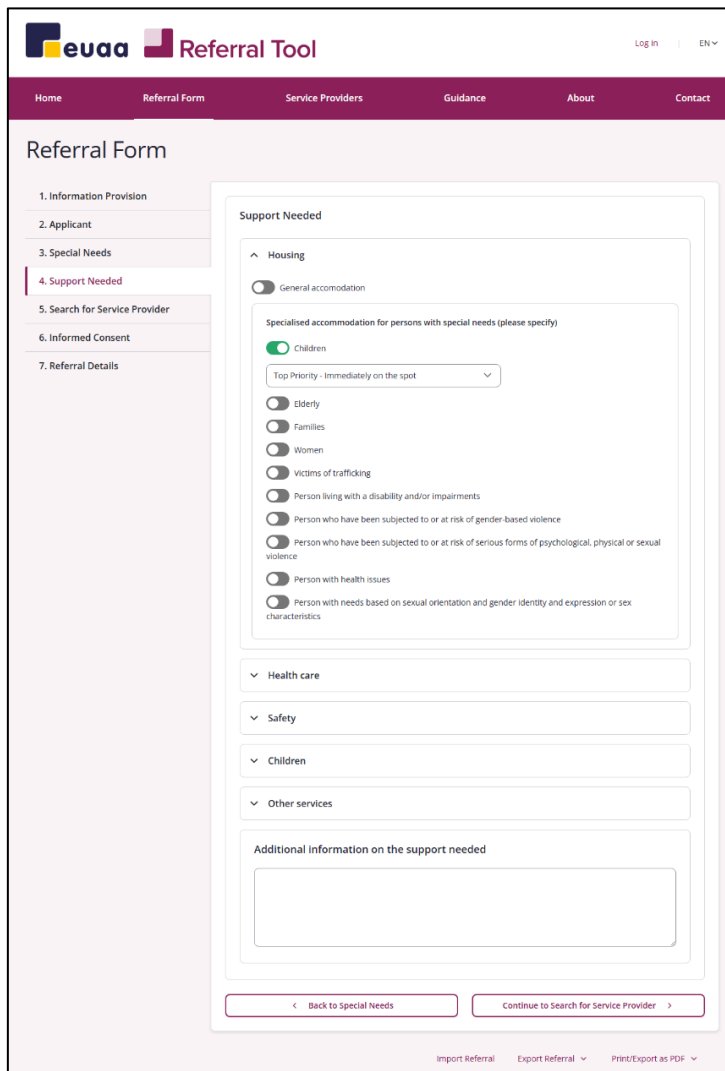


Figure 19 - Referral form section 4 - support needed

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.

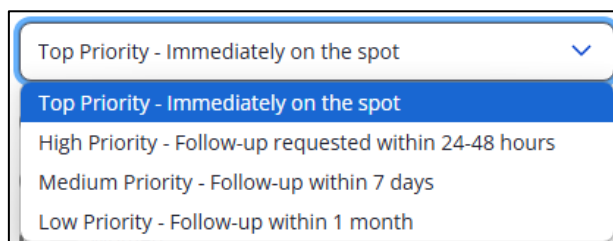
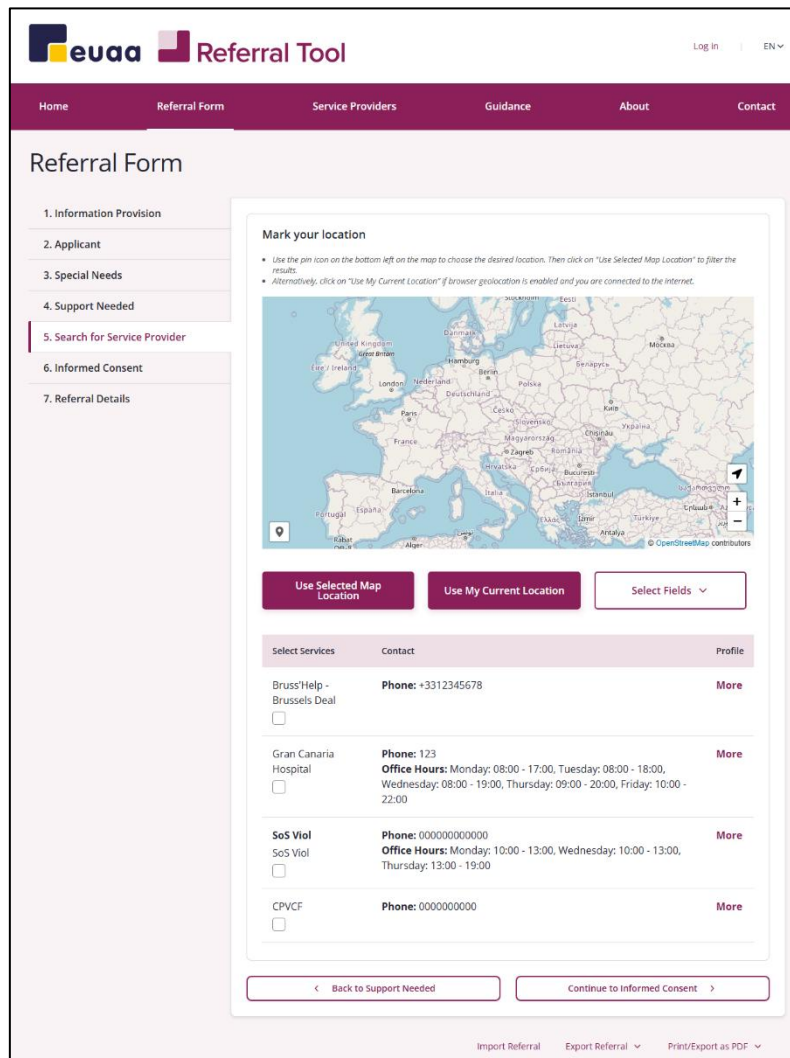


Figure 20 - Referral form section 4 - support needed - priority selection



4.5 Search for Service Provider



euaa Referral Tool Log in EN

Home Referral Form Service Providers Guidance About Contact

Referral Form

1. Information Provision
2. Applicant
3. Special Needs
4. Support Needed
5. Search for Service Provider
6. Informed Consent
7. Referral Details


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.

Select Services	Contact	Profile
Bruss'Help - Brussels Deal <input type="checkbox"/>	Phone: +3312345678	More
Gran Canaria Hospital <input type="checkbox"/>	Phone: 123 Office Hours: Monday: 08:00 - 17:00, Tuesday: 08:00 - 18:00, Wednesday: 08:00 - 19:00, Thursday: 09:00 - 20:00, Friday: 10:00 - 22:00	More
SoS Viol SoS Viol <input type="checkbox"/>	Phone: 000000000000 Office Hours: Monday: 10:00 - 13:00, Wednesday: 10:00 - 13:00, Thursday: 13:00 - 19:00	More
CPVCF <input type="checkbox"/>	Phone: 0000000000	More

Import Referral Export Referral Print/Export as PDF

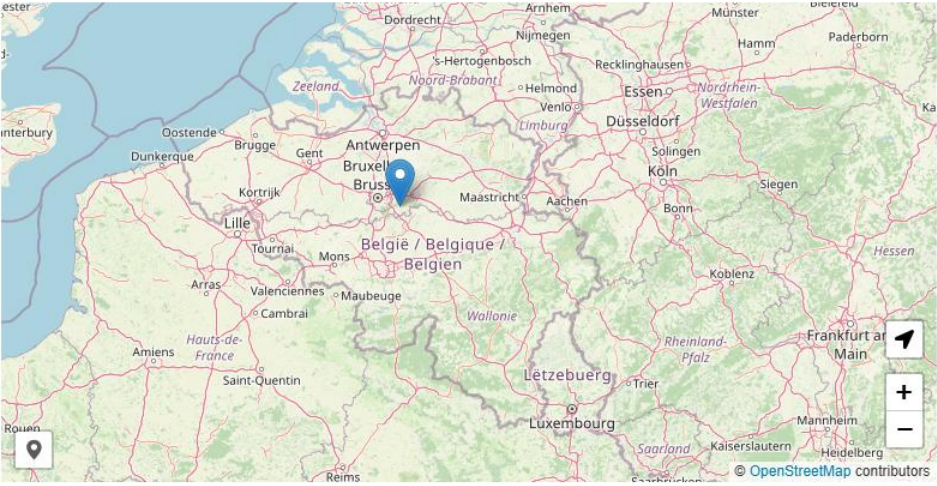
Figure 21 - Referral form section 5 - search for service provider

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 ^

<input checked="" type="checkbox"/> Select Services	<input checked="" type="checkbox"/> Address	<input checked="" type="checkbox"/> Phone
<input checked="" type="checkbox"/> Office Hours	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Website
<input type="checkbox"/> Preferred Contact Method	<input type="checkbox"/> Changed	<input type="checkbox"/> Language
<input type="checkbox"/> Ending Date	<input type="checkbox"/> About Service	<input checked="" type="checkbox"/> Distance
<input checked="" type="checkbox"/> Profile		

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
<p>General accomodation – Top Priority - Immediately on the spot</p> <div> Appointment scheduled? </div> <div> Appointment scheduled? No - Appointment not scheduled Yes - Appointment scheduled </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

No - Appointment not scheduled

Comments

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

Yes - Appointment scheduled

Comments

Received by

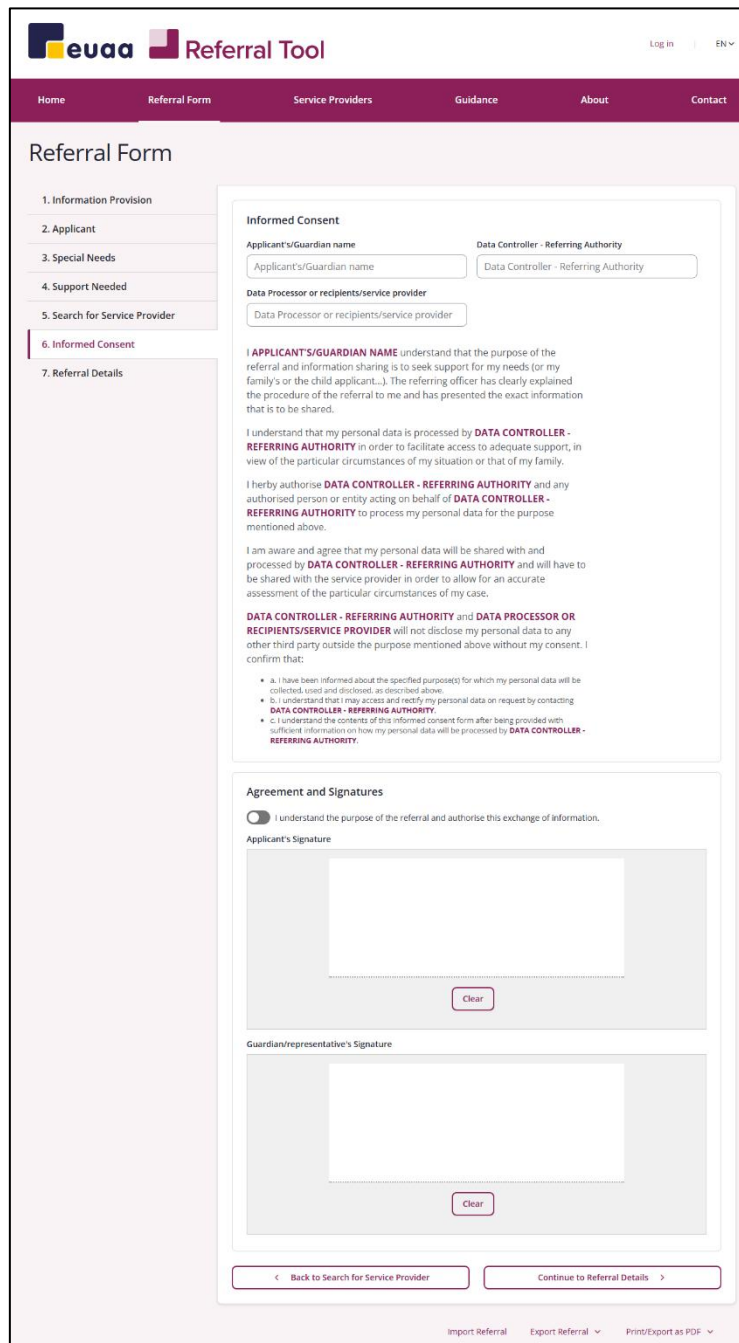
Received date/time

dd/mm/yyyy --:--

Figure 26 - Appointment scheduled



4.6 Informed Consent



euaa Referral Tool Log in EN

Home Referral Form Service Providers Guidance About Contact

Referral Form

1. Information Provision
2. Applicant
3. Special Needs
4. Support Needed
5. Search for Service Provider
- 6. Informed Consent**
7. Referral Details

Informed Consent

Applicant's/Guardian name Data Controller - Referring Authority

Applicant's/Guardian name Data Controller - Referring Authority

Data Processor or recipients/service provider

Data Processor or recipients/service provider

I **APPLICANT'S/GUARDIAN NAME** understand that the purpose of the referral and information sharing is to seek support for my needs (or my family's or the child applicant's...). The referring officer has clearly explained the procedure of the referral to me and has presented the exact information that is to be shared.

I understand that my personal data is processed by **DATA CONTROLLER - REFERRING AUTHORITY** in order to facilitate access to adequate support, in view of the particular circumstances of my situation or that of my family.

I hereby authorise **DATA CONTROLLER - REFERRING AUTHORITY** and any authorised person or entity acting on behalf of **DATA CONTROLLER - REFERRING AUTHORITY** to process my personal data for the purpose mentioned above.

I am aware and agree that my personal data will be shared with and processed by **DATA CONTROLLER - REFERRING AUTHORITY** and will have to be shared with the service provider in order to allow for an accurate assessment of the particular circumstances of my case.

DATA CONTROLLER - REFERRING AUTHORITY and **DATA PROCESSOR OR RECIPIENTS/SERVICE PROVIDER** will not disclose my personal data to any other third party outside the purpose mentioned above without my consent. I confirm that:

- a. I have been informed about the specified purpose(s) for which my personal data will be collected, used and disclosed, as described above.
- b. I understand that I may access and modify my personal data on request by contacting **DATA CONTROLLER - REFERRING AUTHORITY**.
- c. I understand the contents of this informed consent form after being provided with sufficient information on how my personal data will be processed by **DATA CONTROLLER - REFERRING AUTHORITY**.

Agreement and Signatures

☒ I understand the purpose of the referral and authorise this exchange of information.

Applicant's Signature

Guardian/representative's Signature

Clear

Clear

Back to Search for Service Provider Continue to Referral Details

Import Referral Export Referral Print/Export as PDF

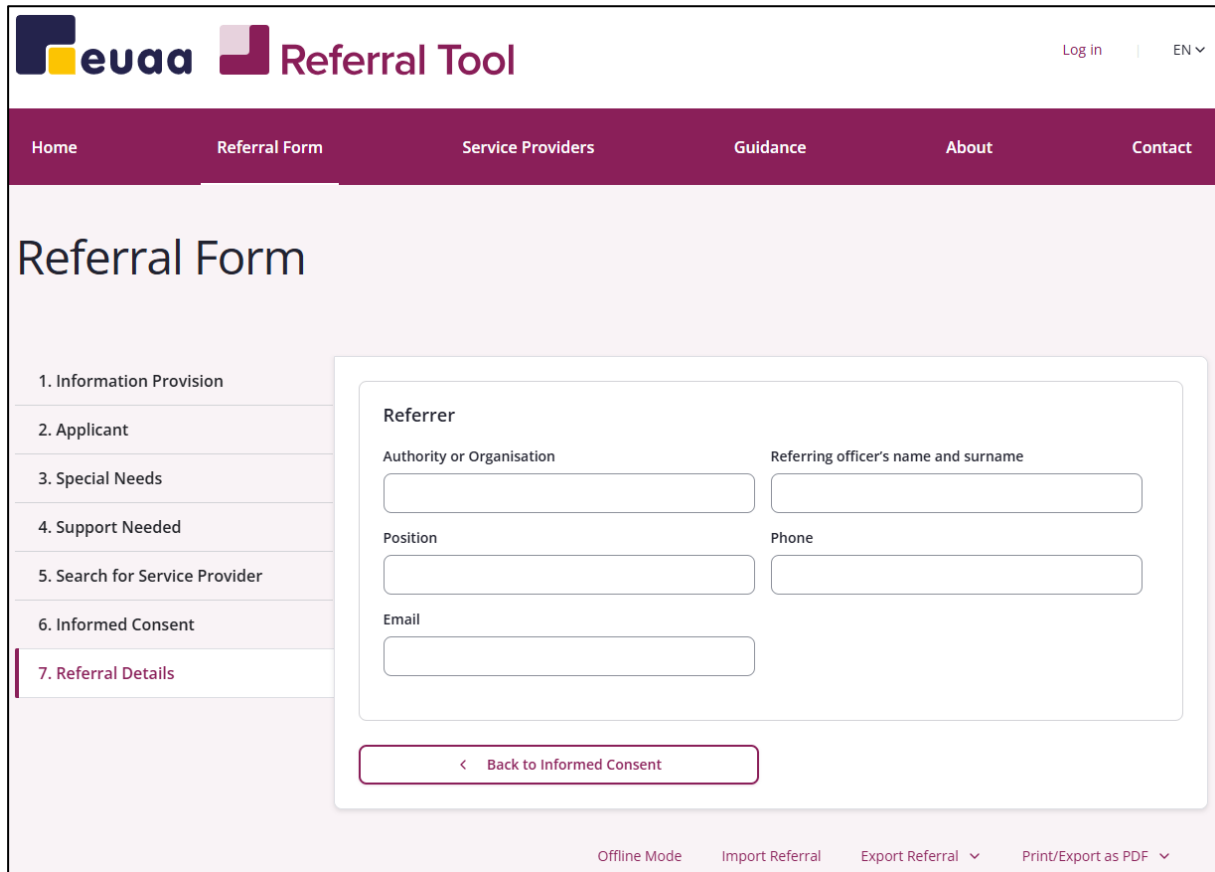
Figure 27 - Referral form section 6 - informed consent

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 Tool' interface. At the top, there's a header with the euaa logo and 'Referral Tool' text. Below this is a navigation bar with links: Home, Referral Form, Service Providers, Guidance, About, and Contact. The main content area is titled 'Referral Form'. On the left, there's a sidebar with a list of steps: 1. Information Provision, 2. Applicant, 3. Special Needs, 4. Support Needed, 5. Search for Service Provider, 6. Informed Consent, and 7. Referral Details (which is highlighted). The main form area is titled 'Referral' and contains several input fields: 'Authority or Organisation', 'Referring officer's name and surname', 'Position', 'Phone', and 'Email'. At the bottom of the form, there's a button labeled '< Back to Informed Consent'. Below the form, there's a footer with 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.



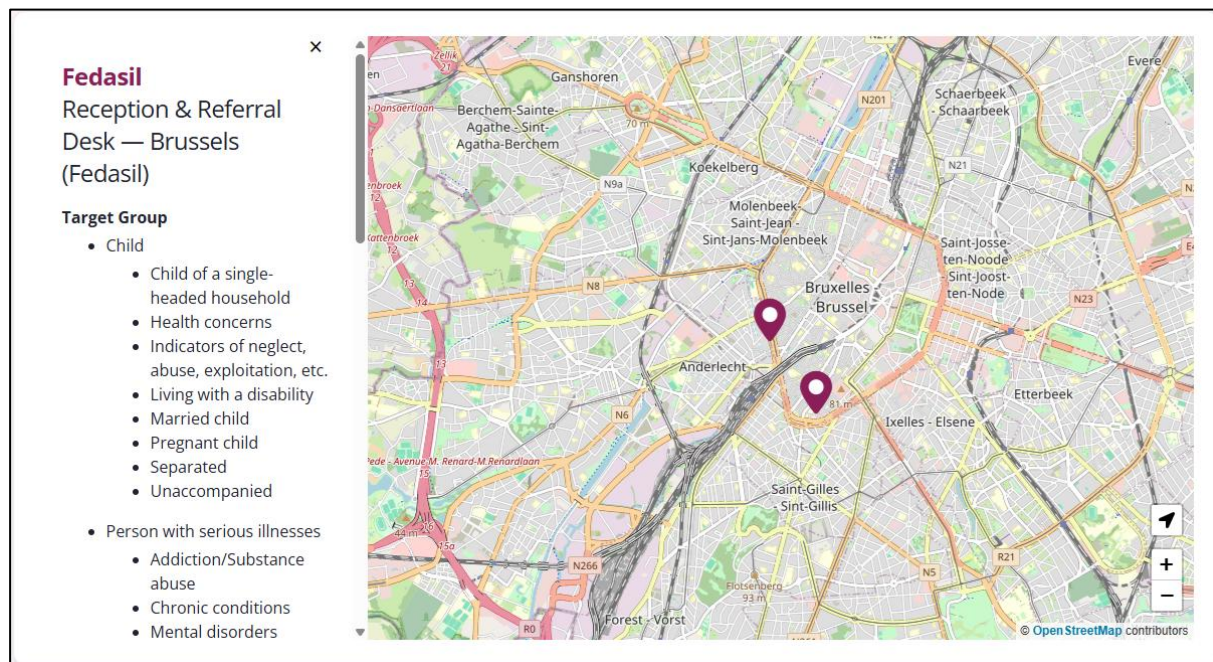


Figure 30 - Search service provider map pane

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

List

☐ No fees
 ☐ No limitations
 ☐ Insurance Coverage

Service Provider	Service Provided	Target Group
Richmond Foundation Community Mental Health Centre — Santa Venera Triq il-kbira San guzepp Santa Venera CBD5060 Malta housing.caritas@example.fake +356 2123 0000 https://www.richmond.org.mt/ Mo - Tu: 10:00-16:00 Tu - Fr: 12:00-16:00	<ul style="list-style-type: none"> Housing <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 Coverages), 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.), Insurance: 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-Ijzun 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

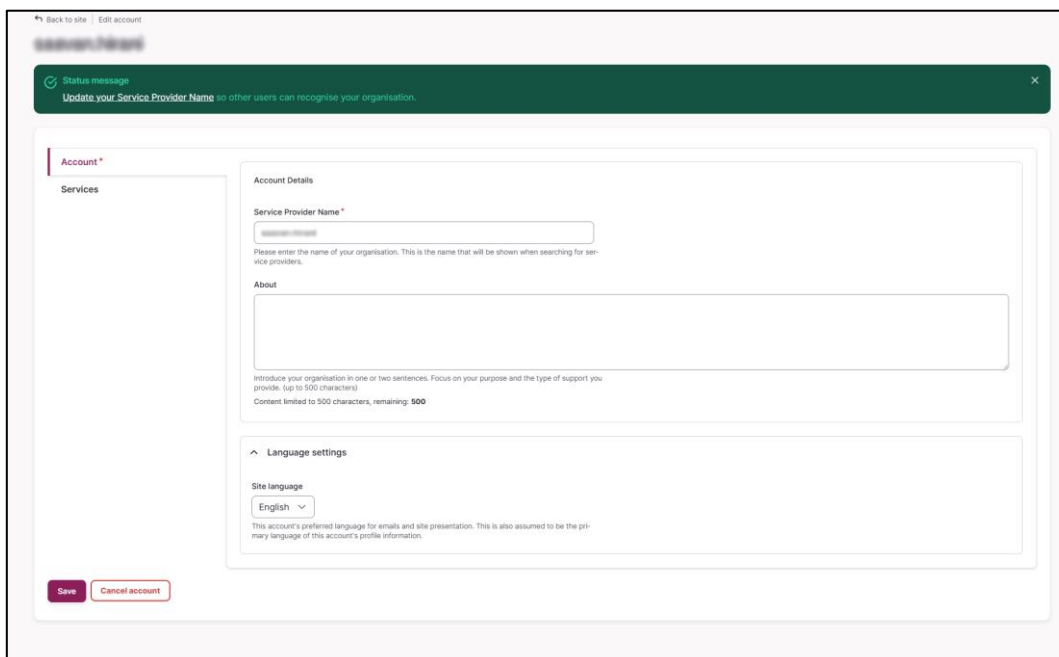


Figure 34 - Account information form

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.

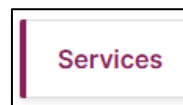


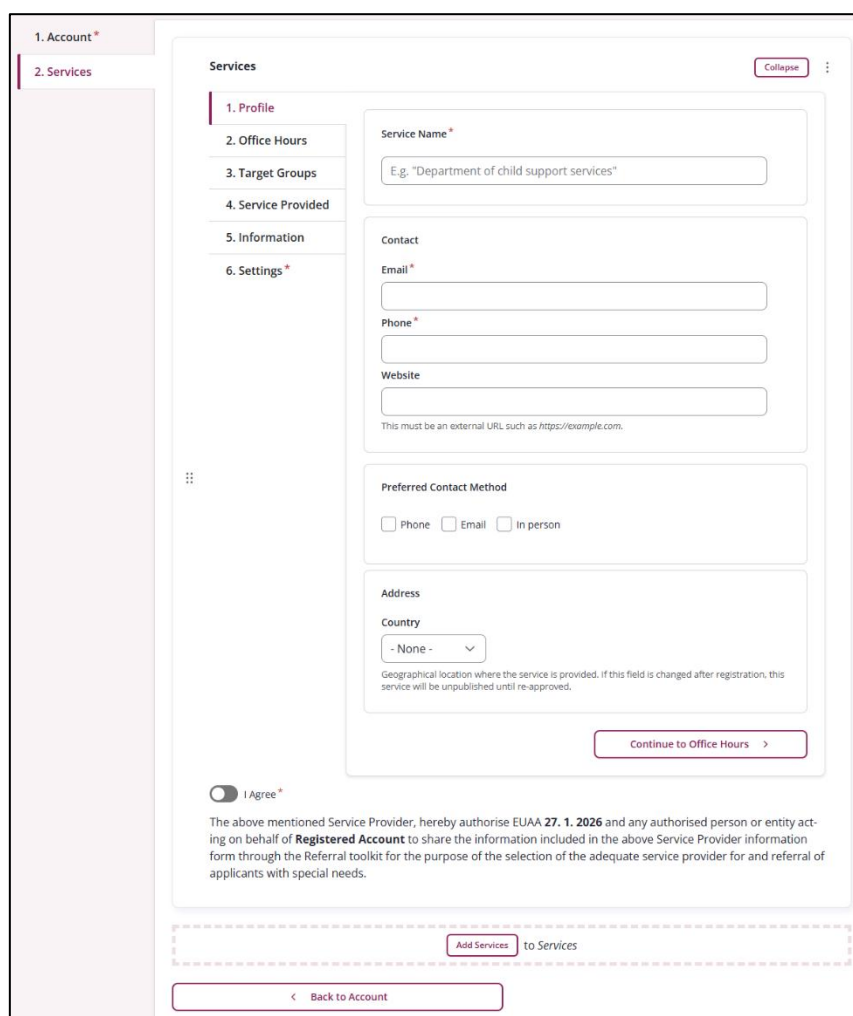
Figure 35 - Service provider services tab

7.2.1 Add & Edit Services

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



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



The screenshot shows the 'Services' form within the EUAA portal. On the left is a sidebar with navigation tabs: '1. Account', '2. Services' (selected), and a vertical ellipsis. The 'Services' section contains a sub-menu with '1. Profile' (selected), '2. Office Hours', '3. Target Groups', '4. Service Provided', '5. Information', and '6. Settings'. The main form area is titled 'Services' and includes a 'Collapse' button. It contains several input fields: 'Service Name' (with a placeholder 'E.g. "Department of child support services"'), 'Contact' section with 'Email', 'Phone', and 'Website' fields, and a 'Preferred Contact Method' section with checkboxes for 'Phone', 'Email', and 'In person'. Below this is an 'Address' section with a 'Country' dropdown menu (showing '- None -') and a note: 'Geographical location where the service is provided. If this field is changed after registration, this service will be unpublished until re-approved.' At the bottom of the form is a 'Continue to Office Hours' button. A toggle switch for 'I Agree' is located below the form, followed by a paragraph of terms and conditions. At the very bottom, there are two buttons: 'Add Services to Services' and '< 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.

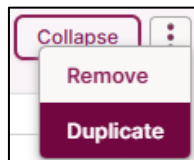


Figure 37 - Remove or duplicate a service

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.

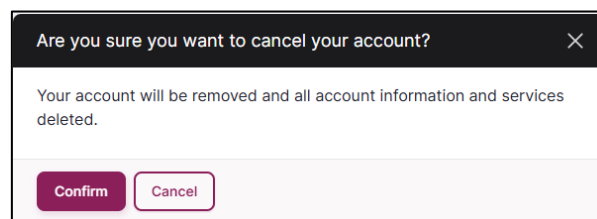


Figure 38 - Account cancellation confirmation



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.

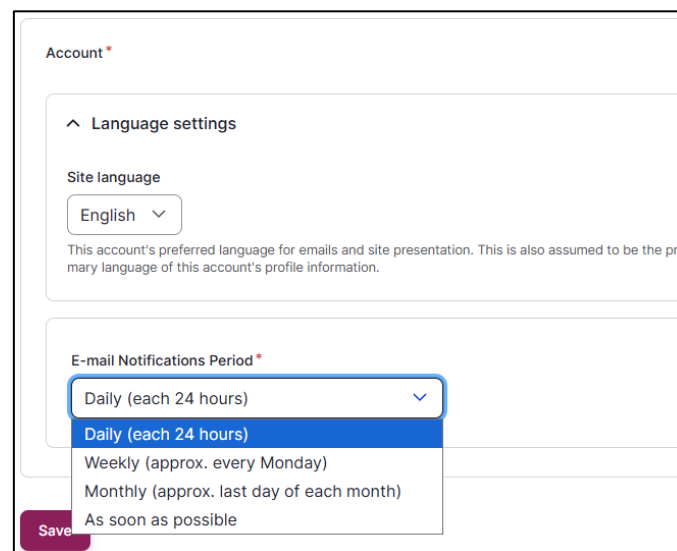


Figure 39 - Focal point account information

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.

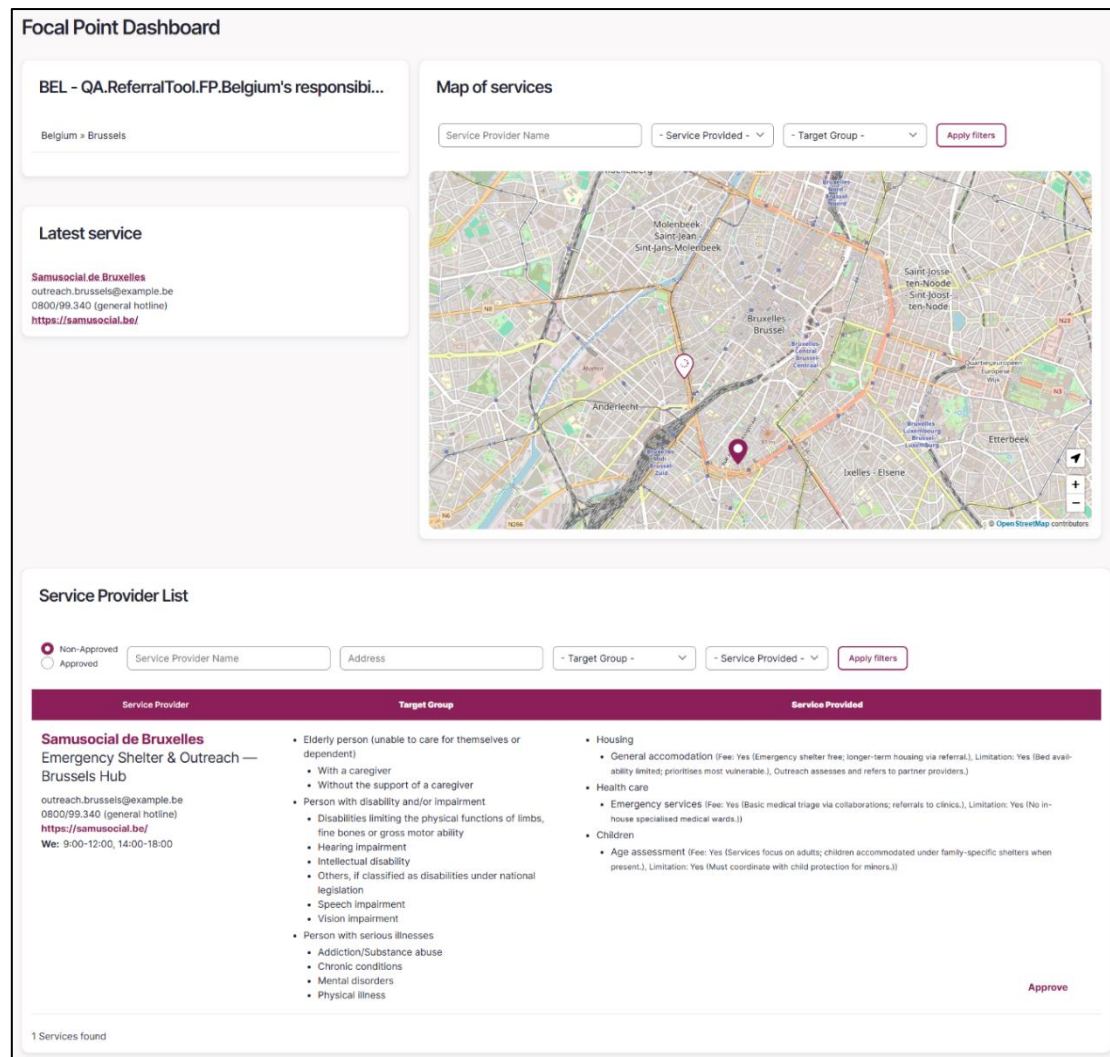


Figure 40 - Focal point dashboard

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.



Figure 41 - Focal point dashboard service provider list

<p>Fedasil</p> <p>Reception & Referral Desk — Brussels (Fedasil)</p> <p>reception.brussels@example.be +32 800 32 746</p> <p>https://www.fedasil.be</p> <p>Mo - We: 8:00-17:00</p>	<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 • Housing <ul style="list-style-type: none"> • 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 <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.))
--	--

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**.

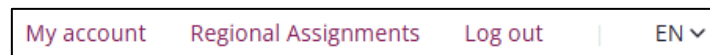


Figure 43 - Focal Point account navigation

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.

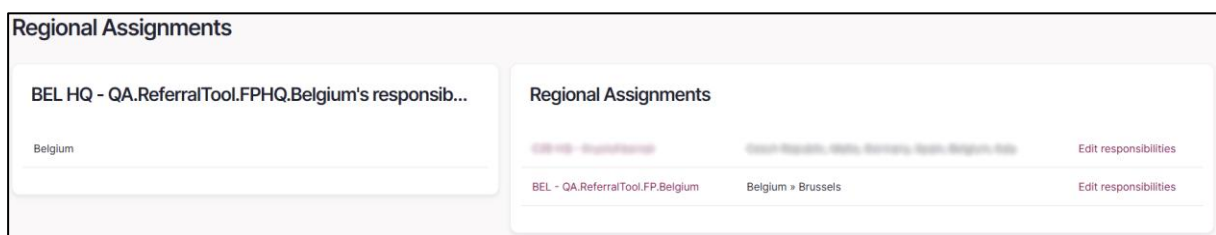


Figure 44 - Regional assignments

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

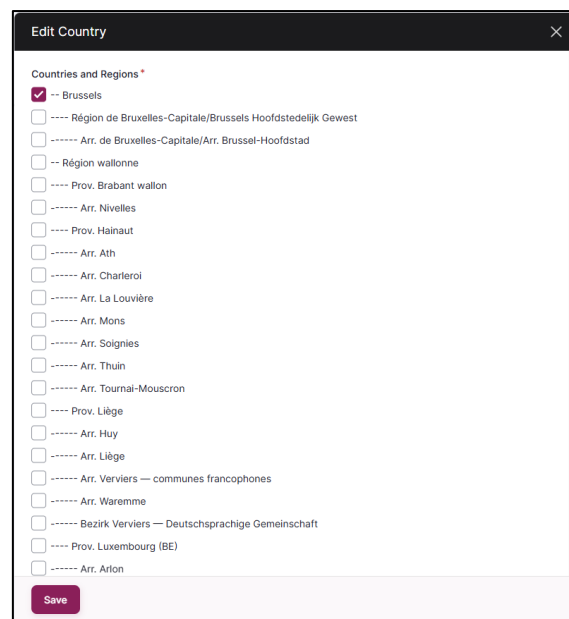


Figure 45 - Manage regional assignments

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**.

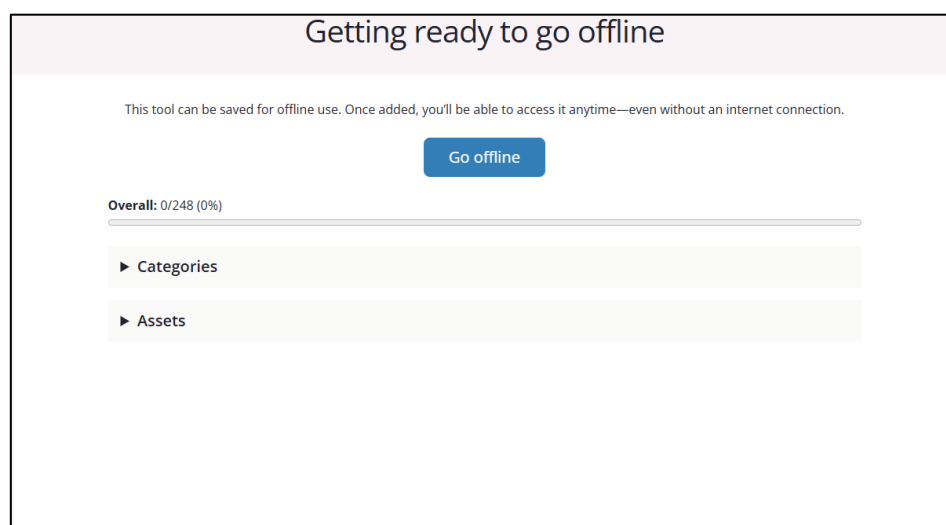


Figure 46 - Go offline - online

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

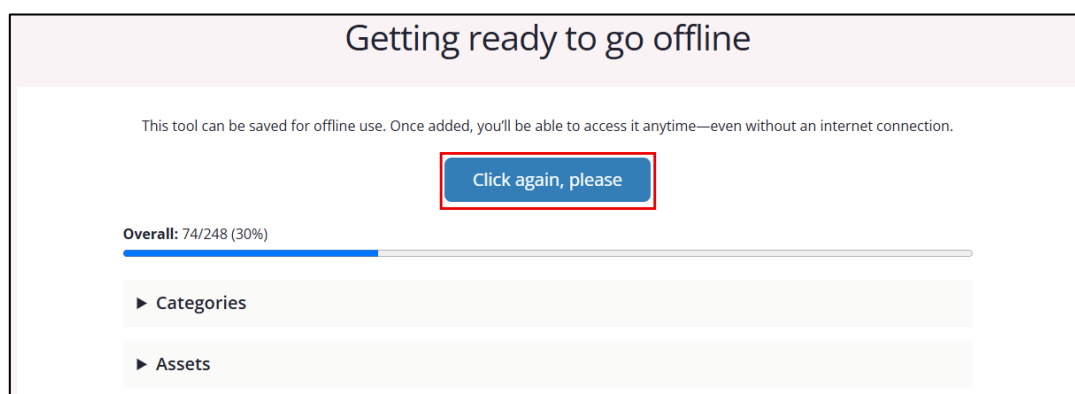


Figure 47 - Go offline paused download



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

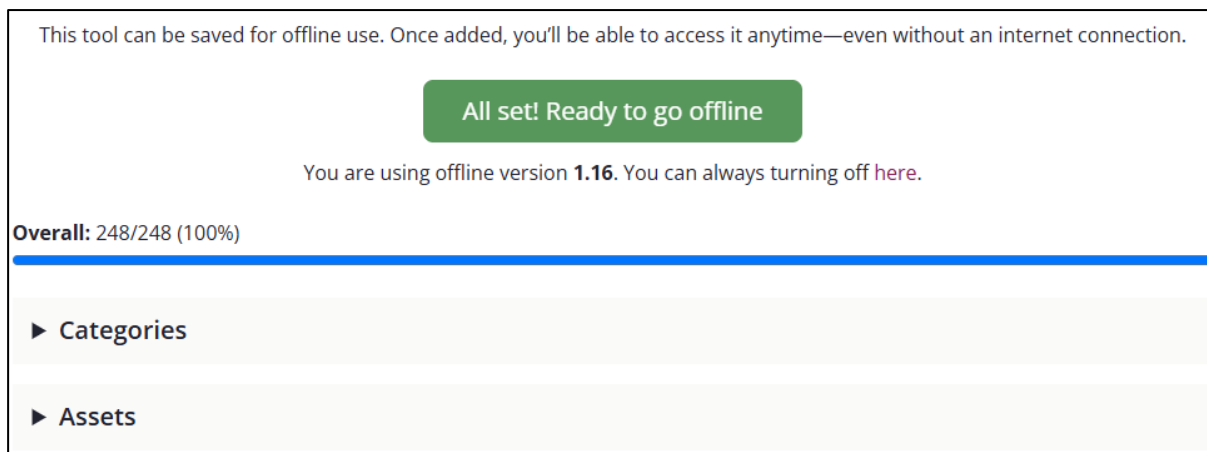


Figure 48 - Go offline download complete

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.

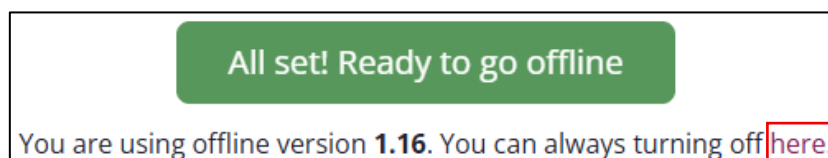


Figure 49 - Turn off offline mode

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.

