



EPO online services

Mailbox

Administration

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1. Activating electronic mail

One of the smart card holders in your company must become an Administrator. Before doing so, that person must accept the relevant terms and conditions.

The Administrator has access to **Administration**.

Administration is an application running in the EPO online services portal.

With **Administration** the company Administrator can:

- Activate the Mailbox
- Authorise users in the same company who hold a smart card to access the Mailbox
- Request the EPO to associate professional representatives (European patent attorneys) working in the same company with the Mailbox, or request the EPO to associate an association (under Rule 152(11) EPC) with the Mailbox. This will enable either individual representatives or an association to receive communications in the company Mailbox. A smart card is not required for this. However, we strongly recommend that all professional representatives get their own smart card: once they are associated with the Mailbox, their smart card will give them access to MyFiles, and enable them to manage the representation data of the files for which they are responsible. (If you wish to give an association access to the MyFiles functionality, you will also need to associate each individual representative in that association with the Mailbox. Each representative's smart card will then be automatically activated to allow access to MyFiles.)
- Give users in the same company who hold a smart card access to different functions of Online Fee Payment (user's smart card must be linked to deposit account)
- Assign the Administrator role to other smart card holders. They must also accept the relevant terms and conditions.

2. Activating the company Mailbox


Note: There are no personal Mailboxes. All representatives are associated with a company Mailbox, which can be activated by the Administrator as shown below.

Fee Payment	My Files	Mailbox	Administration	
Mailbox	Associates	Users		

Mailbox status

The mailbox for **Einstein Ltd** is **on**.

The mailbox was started by 1527/Richard Garvey on 06.06.2012



Trash settings

Mail items located in the trash are permanently erased after **twelve weeks**

3. Providing access to Mailbox, Online Fee Payment and Administration

To authorise access to the Mailbox, including rights to view, download and print out mail, you, the Administrator, first need to click the **Users** tab. Then select an individual and click **Edit**.

Fee Payment		My Files		Mailbox		Administration	
Mailbox		Associates		Users			
Find in current view		Last Name		Search	Reset		
Title	Last Name	First Name	Role Code	Deposit Account	Admin	Mailbox	View accounts
Mr.	Adu	Martin	00059660	28490000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mr.	AMDG2	C	00101210	28490000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mr.	AMDG2	D	00081090	28490000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ms.	Andreatta	Roberta	00091460	28490000 28090021 28000946	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mr.	Arlou	Viktar	00027110	28490000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ms.	Cunningham	Julie	00059660	28490000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Julie Cunningham is selected in the list of smart card holders, and from here can be given access to manage the incoming mail in the company Mailbox.

Edit the settings of Julie Cunningham

This user has:


- access to company mailbox
- access to company fee payment
 - to view accounts only
 - to view accounts and pay fees
 - to view accounts, pay fees and view payment plan
- administrator status

4. Associating a professional representative or an association with the company Mailbox

The screenshot shows a web interface with a top navigation bar containing 'Fee Payment', 'My Files', 'Mailbox', and 'Administration'. Below this, a sub-navigation bar includes 'Mailbox', 'Associates', and 'Users'. The 'Associates' tab is active, and three red arrows point to it, the 'Add' button, and the 'Delete' button. The 'Add' button is a blue plus sign, and the 'Delete' button is a red 'X'. Below the buttons is a search section with the text 'Find in current view', a dropdown menu set to 'Last Name', an empty search input field, and 'Search' and 'Reset' buttons. At the bottom is a table with columns for checkboxes, Status, Title, and Last Name.

<input type="checkbox"/>	Status	Title	Last Name
<input type="checkbox"/>	⚠	Ms.	Andreatta
<input type="checkbox"/>	✓	Mr.	Arlou
<input type="checkbox"/>	🕒	Mr.	assoc 123
<input type="checkbox"/>	🕒	Frau	assoc 123

4.1. Entering the name of the associate

 Enter the name of the new associate.

Only professional representatives should be entered.

Fields marked * are compulsory

Title:*

First Name:*

Last Name:*


The information you have entered will be processed by EPO User Support

Terms and conditions of use for the Online Services Mailbox:

I have read the notice referred to below and confirm that the representation data for the files for which the associate is now responsible is up to date.


(Notice from the European Patent Office dated 13 December 2011 concerning EPO online services)

"To optimise these services for all users, professional representatives should make sure that all data relating to them and their clients is up to date at all times. Electronic notifications will be sent to the appointed professional representative according to our records."



After clicking **Accept**, the request is submitted to the EPO. For associations, please enter the company name as the first name and the association number as the last name.

Fee Payment	My Files	Mailbox	Administration	
Mailbox	Associates	Users		

 Enter the name of the new associate.

Only professional representatives should be entered.

Fields marked * are compulsory

Title:*

First Name:*

Last Name:*

4.2. Confirming association with the Mailbox

The EPO either accepts or rejects the request. The company Administrator then gets an alert that (company) **Administration** requires attention.

Under **Administration**, select the **Associates** tab.
Select the user with the status "Resolved" and select **Edit**.
Tick the box **Send electronic mail to company mailbox**.
Click **Accept**.

 Edit the settings of Arie van Bart

This person has been defined as a mail associate by the EPO. Please indicate whether the mail for this person should be sent to the company mailbox

Send electronic mail to company mailbox 

Title: Mr.

First Name: Arie

Last Name: van Bart

Role Code: 00129230

Terms and conditions of use for the Online Services Mailbox:

I have read the notice referred to below and confirm that the representation data for the files for which the associate is now responsible is up to date.

(Notice from the European Patent Office dated 13 December 2011 concerning EPO online services)

"To optimise these services for all users, professional representatives should make sure that all data relating to them and their clients is up to date at all times. Electronic notifications will be sent to the appointed professional representative according to our records."



The Mailbox is now enabled for this professional representative or association. Any (selected, electronically dispatched) communication or search report for the files for which this professional representative/association is responsible will go straight to the company Mailbox.

Provided professional representatives log in with a smart card, they will have access to MyFiles (or to the association's files as the case may be), providing them with

access to their unpublished applications and enabling them to manage the representation data for the files for which they are responsible (see MyFiles – Administration)

5. Features

1. New mail items in the Inbox appear in bold print.
2. Mail items provide a link to a document contained in the EPO's electronic dossier.
3. Mail items are not automatically deleted from the Mailbox.
4. When you delete a mail item, it stays in the **Trash** for the number of days indicated by you in Mailbox settings.
5. You can run searches on all mail items contained in the Inbox as well as in all folders.
6. You can download a single mail item (PDF), several mail items on the same page, or all mail items on the same page.
7. Search reports are made available as a ZIP file containing all the relevant documents and citations.
8. When downloading several or all mail items, a single ZIP file is created.
9. Every mail item is identified by a unique file name.
 - Format: user reference-legal/postal date-EPO application number-EPO document ID
 - Format for search report: legal/postal date-EPO application number-search report
 - User reference format: forbidden characters (e.g. / or *) are replaced by an underscore
 - Date format: yyyy.mm.dd

6. Tips

1. Create folders with a date and move processed items to that folder so that the Inbox is empty for the next delivery.
2. Download all documents on one page by selecting all documents and clicking **Download**.
3. Select documents that have been processed and mark them "Handled".

The screenshot shows a mailbox interface for 'Einstein Ltd'. At the top, there are tabs for 'Fee Payment', 'My Files', 'Mailbox', and 'Administration'. The 'Mailbox' tab is active, and the number '2.' is written above it. To the right of the 'Mailbox' tab, the number '3.' is written above a search bar. Below the search bar, there are icons for 'Refresh', 'Move to Folder', 'Download', 'View', 'Details', 'Handled', and 'Delete'. The 'Download' icon is highlighted with a red arrow pointing to it from the number '2.'. Below the icons, there is a table of documents. The first column of the table has checkboxes, and the second column has a 'Handled' icon. A red arrow points from the number '1.' to the 'Handled' icon in the first row. Another red arrow points from the number '2. & 3.' to the 'Handled' icon in the second row. The table has columns for 'Date Sent', 'Application No.', 'User Reference', and 'Subject'. The 'Subject' column contains text like 'Changes to representation' and 'Representation withdraw'. At the bottom of the table, there is a 'Page:' indicator with numbers 1 through 6.

	<input type="checkbox"/>		Date Sent	Application No.	User Reference	Subject
	<input checked="" type="checkbox"/>		30.10.2012	09382195	6275EP570TRI	Changes to representation
	<input checked="" type="checkbox"/>		30.10.2012	09382195	6275EP570TRI	Changes to representation
	<input checked="" type="checkbox"/>		30.10.2012	09764542	100464PEP578VOL	Changes to representation
	<input checked="" type="checkbox"/>		30.10.2012	09764542	100464PEP578VOL	Changes to representation
	<input checked="" type="checkbox"/>		30.10.2012	09382277	garv4	Representation withdraw
	<input checked="" type="checkbox"/>		30.10.2012	09382299	6326EP576GIR	Changes to reference
	<input checked="" type="checkbox"/>		16.10.2012	06842318	garv1	Changes to representation
	<input checked="" type="checkbox"/>		10.08.2012	10197017	6667EP609BIO	Representation withdraw
	<input checked="" type="checkbox"/>		10.08.2012	10382286	6618EP606FLE	Changes to reference
	<input checked="" type="checkbox"/>		10.08.2012	10382297	6582EP602MAS	Changes to reference

7. Security

In particular to ensure that mail items are delivered to the correct recipients, it is imperative that professional representatives keep all data relating to their own person and to their clients up to date at all times. Please refer to the "Notice from the European Patent Office dated 13 December 2011 concerning EPO online services", http://archive.epo.org/epo/pubs/oj012/01_12/01_0222.pdf

Professional representatives can update all the data relating to their own person and to their clients using the new functionalities in MyFiles.

8. Legal basis

Please see the following "Decisions and Notices of the President":

http://archive.epo.org/epo/pubs/oj012/01_12/01_0102.pdf

http://archive.epo.org/epo/pubs/oj012/01_12/01_0222.pdf

<http://www.epo.org/law-practice/legal-texts/official-journal/president-notices/archive/20120910a.html>