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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.
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**.

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.
4. Associating a professional representative or an association with the company Mailbox
4.1. **Entering the name of the associate**

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.
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.

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".
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":

