## How to register on the Partner Zone and upload information

Welcome to the EASA Connect Platform Business Account Registration Manual! This guide is designed to provide you with an overview of the process for registering your business account with EASA (https://connect.easa.europa.eu/register).

Please note that this portal is designed specifically for commercial organisations. If you are a natural person or a regulatory entity, we kindly request that you visit our homepage at www.easa.europa.eu for more information.

The <u>Innovative Air Mobility (IAM) Hub</u> was launched in December 2023 and enables cities, regions, national authorities, operators, and manufacturers that have a role in the introduction of these air taxi and drone services to connect. They can then share and obtain reliable information and data.

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#### **EASA Connect Platform – Terms and Definitions**

#### **Business Account**

A business account represents a legal entity or organisation with the legal capacity to engage in commitments and fulfill associated legal obligations concerning EASA. In order to establish and oversee a business account, the registered user must possess the legal authorization to represent the organisation and undertake commitments and obligations on its behalf.

The Business Account provides access to digital services and tools offered by EASA, facilitating controlled management of the organisation's data and user accounts. This allows the organisation to efficiently utilize EASA's resources while ensuring compliance with legal and regulatory requirements. The account enables authorized users to represent the organisation in interactions with EASA and to effectively manage the organisation's digital presence and activities within the EASA ecosystem.

#### **Account Administrator**

Account administrators are duly authorized representatives empowered to act on behalf of the business account of an organisation in various capacities related to the EASA Connect Platform. Their responsibilities include:

- Registering the Business Account on the EASA Connect Platform: The account administrator initiates the registration process for the organisation's account, providing necessary information and ensuring compliance with platform requirements.
- Registering additional users: Account administrators have the authority to create and manage
  user accounts within the organisation. They can add new users to the account as needed, assigning
  appropriate roles and permissions.
- Managing access permissions: Account administrators oversee access permissions for EASA's
  services and tools within the organisation. They can configure and adjust access levels for
  individual users, ensuring that each user has appropriate access based on their role and
  responsibilities.
- Supervising the organisation's online account: Account administrators are responsible for monitoring and maintaining the organisation's account on the EASA Connect Platform. This includes ensuring compliance with platform policies, resolving any issues or discrepancies, and representing the organisation in interactions with EASA as needed.

#### **EASA Connect Platform – Data Prerequisites**

#### **Data Prerequisites**

To create a business account, account administrators must provide complete and accurate information as prompted and submit the following documents to EASA:

- Articles of incorporation / Certificate of incorporation / business registration of the account holder, as provided by the country of the Organisation's legal seat.
- Accurate information related to the business account, including:
  - Legal name of the organisation,

- Legal address of the organisation, including the Postal Code, City, Region, Country, Street,
   Street Number, where applicable,
- Proof of address of the organisation, if it is not clearly stated on the Articles of Incorporation/Certificate of incorporation/Business registration documents.
- Account Administrator information, including:
  - First Name,
  - Last Name,
  - Email Address,
  - Role in the Organisation,
  - Proof of identity, a document supporting the verification of the identity of the account administrator such as a signed employee certificate or a copy of the ID card.

#### **EASA Connect Platform – Technical Prerequisites**

#### **Technical Prerequisites**

Compatible Web Browser: The web platform is optimized for use with modern web browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari. It is recommended to use the latest version of these browsers for optimal performance and compatibility with the platform's features.

Internet Connectivity: Users must have a stable internet connection to access the web platform and its associated services. A broadband connection is recommended to ensure smooth navigation and interaction with the platform.

Operating System Compatibility: The web platform is compatible with various operating systems, including Windows, macOS, Linux, iOS, and Android. Users should ensure they are using a supported operating system version for seamless compatibility and functionality.

JavaScript Enabled: JavaScript must be enabled in the user's web browser settings to ensure full functionality of the platform's dynamic features and interactive elements. Users can verify JavaScript settings in their browser preferences or settings menu.

Cookies and Local Storage: The web platform may utilize cookies and local storage mechanisms to store user preferences, session data, and authentication tokens. Users should ensure that cookies are enabled in their browser settings to enable these functionalities.

Security Considerations: Users should follow best practices for securing their devices and web browsing activities, including regularly updating their operating systems, web browsers, and security software. Additionally, users should exercise caution when accessing the web platform over public or unsecured Wi-Fi networks.

#### **Business Account Creation**

#### Step 1

To initiate the creation of a Business Account with EASA, please visit <a href="https://connect.easa.europa.eu/register">https://connect.easa.europa.eu/register</a>. Once registered, your Business Account provides access to EASA's digital services and tools, enabling controlled management of your organisation's data and user accounts.

The Business Account needs to be associated to a designated Account Administrator, as the person in your organisation, who will manage user permissions and access to EASA's resources and processes.

#### Be careful: Legal name: needs to be identical to certificate of incorporation

#### **Business Account Creation**

Thank you for visiting the EASA's Business Account Creation portal. Please note that this portal is designed specifically for commercial organisations.  If you are a natural person or a regulatory entity, we kindly request that you visit our homepage at <a href="https://www.easa.europa.eu">www.easa.europa.eu</a> for more information.			
Organisation	Account administrator		
Use existing Request new creation Legal name * ③  Type three characters	Request the creation of an administrator user for this organisation.  The Account Administrator is a person within the organisation responsible for: - creating and deacthwiting user accounts - granting and revoking permissions for accessing resources  Email address * ③		
	Type the characters you see in the picture below  8wm6ab C  Enter CAPTCHA  Register		

#### Step 2

Check if your organisation is already included in the list of EASA registered organisation. You can search by typing the official name of the organisation in the field 'Legal name' and ensure the country and city are correctly matched.

Select the organisation if found in the list.

In case you cannot find your organisation for the list, select the "Request new creation" and complete the next steps, marked in the following pages as "Business Account Creation – including the request to create a new organisation"

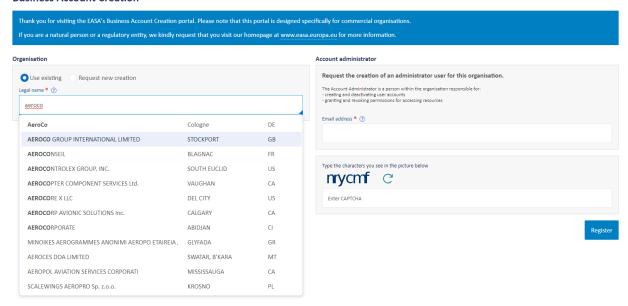
Please fill out the Legal name, the Postal Code, City and Country of your organisation as indicated below.

Enter the email of the Account Administrator and enter the characters shown in the CAPTCHA for validation.

If your organisation already has a registered Account Administrator, they are responsible for managing user accounts. Please contact them to continue with the onboarding process.

Click the Register button to proceed to the next step of the Business Account creation.

#### **Business Account Creation**



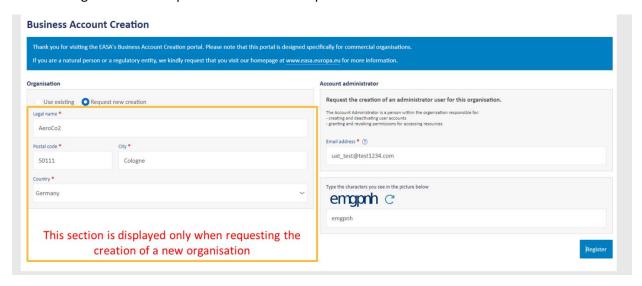
#### Step 3

Please fill out the Legal name, the Postal Code, City and Country of your organisation as indicated below.

Enter the email of the Account Administrator and enter the characters shown in the CAPTCHA for validation.

If your organisation already has a registered Account Administrator, they are responsible for managing user accounts. Please contact them to continue with the onboarding process.

Click the Register button to proceed to the next step of the Business Account creation.

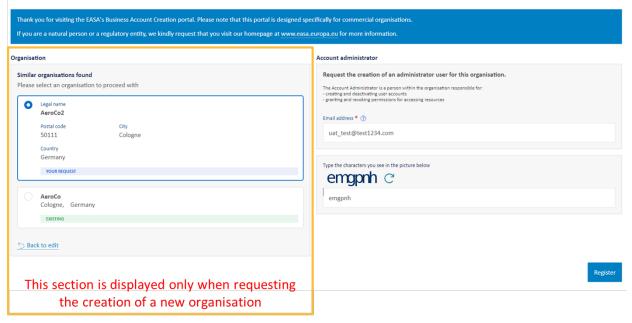


#### Step 4 (including the request to create a new organization)

If your organisation corresponds to any existing entries in EASA's database of organisations, you'll see similar findings displayed below.

If you identify your organisation in the list, simply select it. Otherwise, proceed by selecting the requested details and click "Register" to proceed.

#### **Business Account Creation**



#### Step 5 (including the request to create a new organization)

An email will be sent to the provided email address of the Account Administrator for email address validation. Please allow at least 10 minutes for the email to arrive. Email address validation must be completed within 3 days; failure to do so will require restarting the account creation process.

A preview of such an email is given on the next page of the manual.



#### Step 6:

Please confirm the details provided in the email and click on the verification link.

If 72 hours have elapsed since receiving the email and the link is no longer valid, please re-initiate the request to create the business account again, by re-visiting <a href="https://connect.easa.europa.eu/register">https://connect.easa.europa.eu/register</a>



#### **Business account creation**

Dear John,

The creation of an account with the European Union Aviation Safety Agency (EASA) has been requested for you.

Account Information:

Email address DEV\_1744011193687@DEVtesting.com Account requested on 7 Apr 2025 09:33:10

Please follow the link below to validate that you are the owner of this email address and proceed with the verification and approval of the account.

#### Verification link

Please note that this link is valid for 72 hours from the time of this email.

If you are not aware of any activity leading to the creation of an EASA user account for you, please ignore this email.

Rest assured that your information remains secure and no further action is required.

For any questions or concerns, please don't hesitate to contact our support team at <a href="mailto:applicant.master@easa.europa.eu">applicant.master@easa.europa.eu</a>.

Please consult the Terms and conditions for using the system.

We appreciate your cooperation in this matter.

Kind regards,

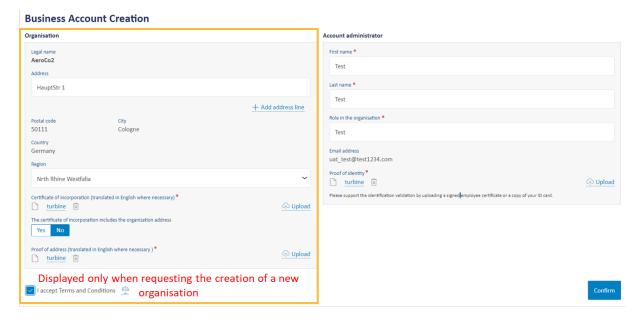
**EASA** 

#### Step 7 (including the request to create a new organization)

Please fill in the Organisation details as outlined below, ensuring that the address and Region are accurately provided. Upload the Certificate of Incorporation of your organisation translated into English or any other European language. If the certificate does not include the organisation's address, please upload a document confirming the address.

Complete the Account Administrator's personal details, specify their role in the organisation, and upload a proof of identity, such as a personal ID card or a signed employee certificate. (Only PDF, JPEG, PNG, GIF file formats are accepted)

Review and accept the Terms and Conditions. Click Confirm to proceed with the creation of the request.



#### Step 8

If your registration was successful, you will see this screen. EASA will now review the request to create the business account, along with the designated Account Administrator. The validation process by EASA account managers is pending, which may take up to 2 days.

# Business Account Creation Thank you for email validation. Your case will be processed further. Organisation Account Administrator Legal name AeroCo Street 50123 Cologne (Nrth Rhine Westfalia) Germany First name First Name Test Last name Last Name Test Last Name Test ut Lest Name Test Name Test Name Test Ut Lest Name Test Na

#### **Business Account Creation – User account activation**

#### Step 1

After EASA verifies your request and approves the creation of the business account, you'll receive an email confirming the activation.

In this email, you'll be prompted to set your password and set security questions. A temporary password, valid for 90 days, will be provided for this purpose. Please ensure that the specified password rules are adhered to during this process.

Click on the 'Login to reset the password' button to continue with the user account activation.

#### **EASA** user account activation

Dear John Doe, Your account has been activated. Please log in using the following credentials to reset your password and set your security questions: User name: uat test@test123.com Password: jUKY77?\*g Login to reset the password Please notice that the temporary password has a validity period of 90 days. If you do not reset your temporary password in the next 90 days, your EASA account will be deactivated. The new password must follow the rules below: 1. Does not contain any spaces before or after it. 2. Consists of 8 or more characters 3. Has not been used in the past 4. Does not contain blacklisted words: your name, surname or email 5. Contains at least one uppercase character, one lowercase character, one digit and one of the following special characters (@!\*?&#) 6. For security measures, please do not reuse the temporary password as your new password. If you need assistance please email us at am-support@easa.europa.eu. Kind regards,

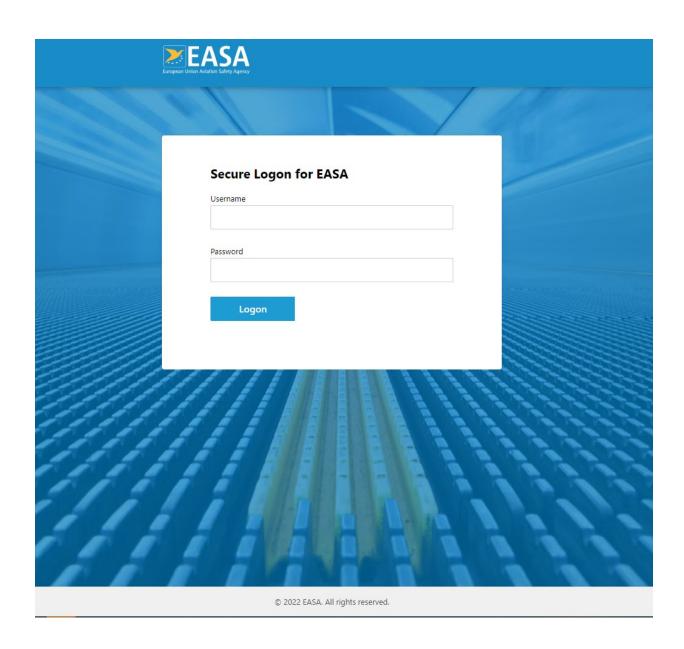


Your safety is our mission.

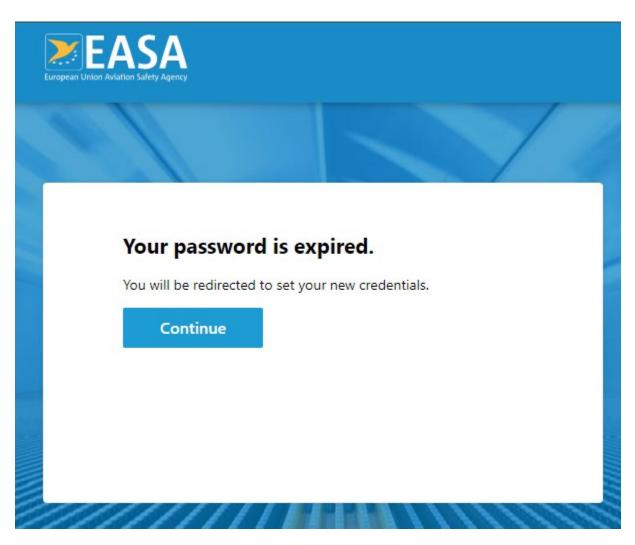
#### Step 2

The link in the email for activating your account will direct you to a page where you will need to enter your Username (Email) and the temporary Password provided in the email you received.

Login using the username and the temporary password.



Step 3 Click Continue to set the new credentials for the user account.



Step 4 Enter your new password and confirm it by re-typing it in the Confirm Password field.

Click Next to continue to the next step.



#### Step 5

Set your challenge questions. These questions and their answers are required in case you forget the password of your account and need to reset it.

Click Save to finalize the setting of your user account.

Please ensure you select your answers to the challenge questions thoughtfully, as you may need them for resetting your password in the future.



Step 6

The activation of the user account is completed when this page is presented.

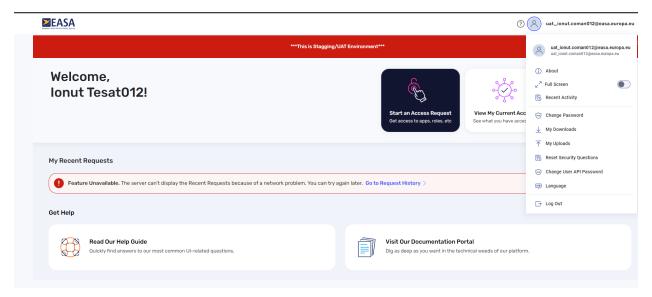
Click on the "Login again" button to check your user credentials, change your password or reset the Security questions.

If you have been designated account administrator for your organisation, navigate to <a href="https://connect.easa.europa.eu/">https://connect.easa.europa.eu/</a> to manage your business account. This includes adding new users to the account you've created and adjusting their access permissions for EASA tools and services.

Navigate to the specific EASA's tools and services otherwise.



Step 7
Change your password or reset the Security questions as required.



#### **Account Administrator Dashboard**

After logging into the system, the account administrator gains access to a dashboard displays the list of users within the organisation.

This dashboard enables the account administrator to:

- 1. allocate or deallocate rights for the users registered to his organisation,
- 2. create new users or
- 3. remove users.

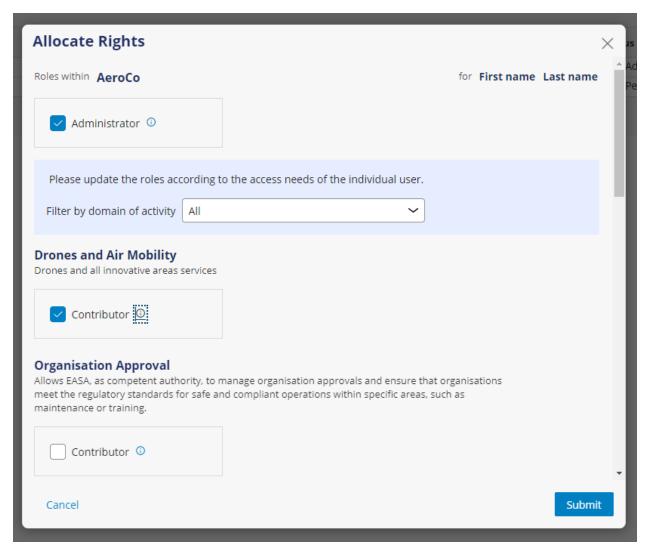


#### **Account Administrator – Managing access permissions**

#### Step 1

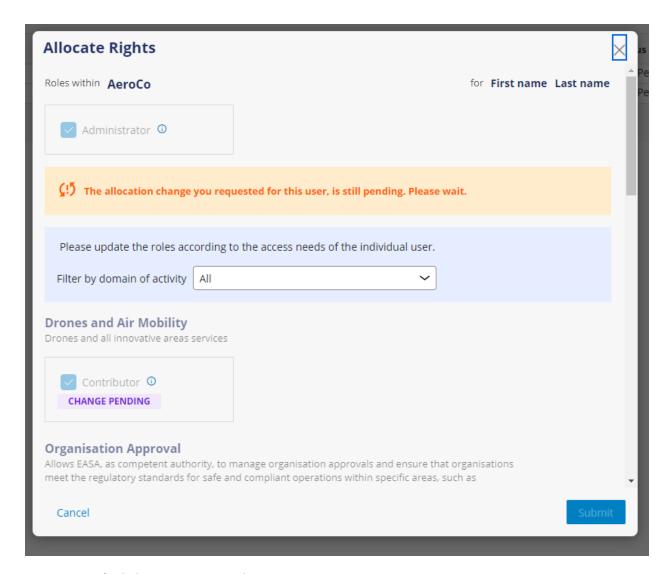
To manage a user's access permissions, the account administrator must select or unselect the displayed roles based on the user's area of work and the specific permissions required.

Once modifications are made, click the 'Submit' button to initiate the processing of the changes.



Step 2

While the system processes changes to user permissions, the rights allocation window will be displayed in read-only mode, providing indications regarding the completed changes.

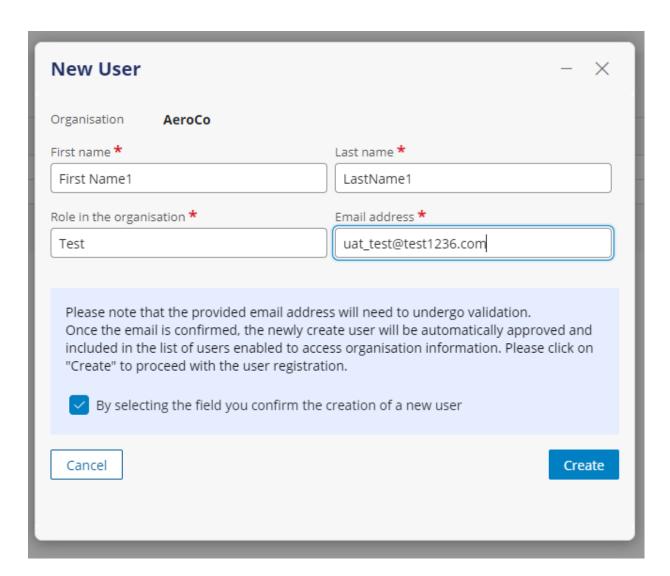


#### **Account Administrator – Creating a new user account**

The account administrator has the capability to establish a new user profile for this organisation. This process involves providing necessary user information, including first name, last name, and email address.

Validation of the email account must be confirmed by the user associated with the provided email address.

To initiate the creation of a user account, select the option to confirm the creation of a new account and click the 'Create' button.



#### Resetting the password of a user account

#### Step 1

To initiate a password reset for your user account, please follow these steps:

- 1. Visit the following link: https://connect.easa.europa.eu/
- 2. Enter your username (email).
- 3. Click on the "Forgot Password" link.

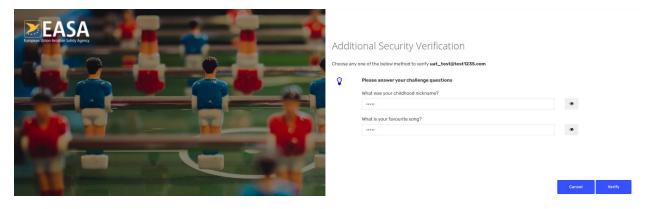
European Union Aviation Safety Agency		
I		
	Secure Logon for EASA Q	
	Username uat_test@test1235.com	
	Password	
	Logon	
	Forgot Password	

Step 2 Fill in your email and click on the Next button.



Step 3

Respond to the challenge questions using the answers provided during the account activation process and click on the Verify button.



Step 4

Enter the new password. Confirm it by entering it again, then click the save button.

Ensure that the password adheres to the following guidelines:

- 1. Does not contain any spaces before or after it.
- 2. Consists of 8 or more characters
- 3. Has not been used in the past
- 4. Does not contain blacklisted words: your name, surname or email
- 5. Contains at least one uppercase character, one lowercase character, one digit and one of the following special characters (@!\*?&#)
- 6. For security measures, please do not reuse the temporary password as your new password.



#### **EASA Connect Platform – Troubleshooting and Support**

If you encounter any issues or have questions while using the platform, refer to the following troubleshooting steps and support information:

- 1. Check Documentation: Before seeking support, consult the user manual and documentation provided with the platform. Many common issues and questions may already be addressed there.
- 2. Basic Troubleshooting Steps:

- Refresh the page: Sometimes, simply refreshing the web page can resolve temporary glitches or loading issues.
- Clear browser cache: Clearing your browser's cache and cookies can resolve issues related to stored data or website settings.
- Try a different browser: If the issue persists, try accessing the platform using a different web browser to determine if the problem is browser-specific.
- Check internet connection: Ensure you have a stable internet connection, as connectivity issues can affect platform performance.
- 3. Contact

  If you are unable to resolve the issue using the above steps or have specific questions about the platform, you can contact our support team at applicant.master@easa.europa.eu.
- 4. When contacting support, provide detailed information about the issue you are experiencing, including any error messages, steps to reproduce the problem, and screenshots if possible. This will help our support team quickly diagnose and address your concerns.
- 5. Feedback and Suggestions: We welcome your feedback and suggestions for improving the platform. If you have ideas for new features or enhancements, please feel free to share them with us via email at applicant.master@easa.europa.eu.

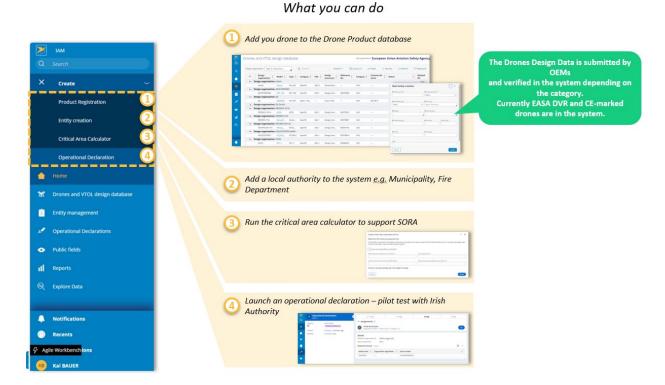
Specific Support to access and use the *Partner Zone* (for IAM Operators & Manufacturers)

Partner Zone Quick-steps guide: Where to start?

### A. Register your organization following Business Account registration procedure: follow steps 1 to 10 of this deck (slides 3 to 29).

- As a Drone operator or manufacturer, you need to be registered into EASA IT system as an organization to access the Partner Zone.
- This registration procedure is called 'Business Account Registration' and is described in the present deck of slides.
- B. Register your product by following dedicated procedure (slide 33 to 34)
  - As a drone manufacturer, you can enter information about your drone, VTOL or drone kit.

#### Preview of Partner Zone functionalities



How to register a drone or a kit on the IAM Hub: Pre-requisites & Procedure (IAM Manufacturers) If you encounter any issues or have questions while using the platform, refer to the following troubleshooting steps and support information::

#### **Procedure:**

- 1. Register your company on the IAM HuB <a href="https://connect.easa.europa.eu/register">https://connect.easa.europa.eu/register</a> (Follow procedure between slides 3 and 29)
- 2. Click Create → Click Product registration
- 3. Follow sequence of inputs panel:
  - 1. 'Create'
  - 2. 'Details'
  - 3. 'Noise'
- 4. EASA will then review your inputs and manage the approval of your entries.

#### **Points for attention:**

 Successive inputs will define the fields you have to fill in, hence pay careful attention during the process.

- If your drone has a class mark using module A, according to Part 7 of Regulation (EU) 2019/945, provide a link to the declaration of conformity and make sure it is complaint with Part 11 or 12 of Regulation (EU) 2019/945
- If your drone has a class mark using module B, according to Part 8 of Regulation (EU) 2019/945, indicate the notified body you used. After the registration of your product the notified body will receive a notification asking to confirm that the data you inserted are correct
- Every Monday the public list of drones will be updated (<u>Drones Design Database | EASA (europa.eu)</u>
- Please make sure that you keep such information updated

#### FAQ (IAM Manufacturers)

FAQ (IAM Manutacturers)		
PANEL	QUESTIONS	ANSWERS
General	How can I edit data once I am done with initial inputs?	You can go back to any previous step by using the panel tabs at the top of the screen, except for 'Create' (the first one).  You cannot skip steps to go forward.
New Product registration	What should I write in the fields appearing during the registration of a product?	<ul> <li>'Design organisation': select from the list the name under which you are registered</li> <li>'Product category': select between UAS, VTOL or kit (Please bear in mind that VTLOL is for large products, so most probably your product is a UAS or a kit)</li> <li>'Type' is highest level of product catalogue description.</li> <li>'Model' is a sub-category of 'type'. You may have several models under a type. Or if you have just one type and one model, this may be also the same name (e.g. for aircraft: one of Airbus' types would be 'A350', model would be '-1000')</li> <li>'Commercial name': include here the product name as communicated to the general public.</li> </ul>
Design Status (Drones)	Which information should I include here?	<ul> <li>Targeted operations category: select the applicable targeted operations category based on the available options (e.g., if you are registering a drone with a class mark, select ("Class Mark (Open and Std scenario)");</li> </ul>

		<ul> <li>Basing on the targeted operations category chosen, different fields to be completed will appear. Fill these fields basing on the characteristics of your UAS;</li> </ul>
	Which information should I include if I chose "Class Mark"?	<ul> <li>Select the class mark(s) which are applicable to your UAS. In the case you selected Module A to affix your class mark, you will be asked to include a link to the EU declaration of conformity. In case you selected Module B, you will be asked to select the Notified Body which issue the EU type examination certificate. The selected notified body will be contacted for a confirmation of the issuance of the certificate.</li> </ul>
	Which information should I include if I chose "Specific"?	<ul> <li>'SAIL': The maximum SAIL your drone is allowed to be operated. For now, this field is should only be filled for products having a full UAS DVR (either SAIL III or SAIL IV). As soon as MoC for SAIL I to III will be published we will open this field also for the product not under DVR. If you are registering a drone compliant with a MoC related to technical specifications (e.g. MoC 2511/2512), you may select N/A;</li> <li>'Reference number': only for DVR is the reference number of the DVR.</li> </ul>
Design Status (Kits)	Which information should I include here?	<ul> <li>Targeted operations category: select the applicable targeted operations category based on the available options (e.g., if you are registering a kit transforming C3 into C5, select ("Class Mark (Open and Std scenario)");</li> <li>Basing on the targeted operations category chosen, different fields to be completed will appear. Fill these fields basing on the characteristics of your UAS;</li> </ul>
	Which information should I include if I chose "Class Mark"?	<ul> <li>Select the drones models which are compatible with your kit;</li> <li>Select the class mark(s) which are applicable to your kit. In the case you selected Module A to affix your class mark, you will be asked to include a link to the EU declaration of conformity. In case you selected Module B, you will be asked to select the Notified</li> </ul>

		Body which issue the EU type examination certificate.  The selected notified body will be contacted for a confirmation of the issuance of the certificate.
	Which information should I include if I chose "Specific"?	<ul> <li>Select the drones models which are compatible with your kit;</li> <li>Select if you are declaring compliance towards a technical requirement (e.g. M2 or containment) or if your kit is covered by a DVR, then fill the applicable fields. If an EASA form is available for the declaration of compliance, it is highly recommended to use it and link it during the registration process.</li> </ul>
Specifications and Operational details	Which information should I include here?	<ul> <li>Select the technical specifications and technical details applicable to the product.</li> </ul>
Approval	I have filled all the information and submitted the product for approval, what should I do now?	<ul> <li>The EASA team will receive an automatic notification when a new product is registered. The information will be reviewed and, in case of further clarifications needed, they will be asked through the messaging function of the Hub, therefore please check periodically your registration. The product registration does not constitute an approval from EASA, but just a confirmation that the information provided have been received. The demonstration of compliance with the applicable requirements remains a responsibility of the product manufacturer.</li> </ul>