Synergia User Registration Form

How To Guide

All users from Member States should read the following information before the completion and sending of a user registration form for obtaining access to the ITSM Portal, CS/MIS, CS/RD, CS/MISE, ARIS applications.

The User Registration Form is available in two formats:

- a PDF format that can be immediately printed for completion;
- and an Excel format with Macros that help users to complete via drop-down lists and check-boxes before printing for signature and submission.

Failure to comply with the below may result in rejection /return of user registration form, and subsequent delays in obtaining sufficient access.

1. All compulsory fields **(*)** must be completed, otherwise the request will be rejected.

2. Older versions of the user registration form will not be accepted. Please use/download the form from the ITSM Portal Login page and complete.

3. In the section of User identification - Function **do not** complete the ITSM checkbox. This is available for DG TAXUD parties only and should not be selected by Member States.

4. Within the Location and Contacts details, the **email address** must be business related. No personal email accounts will be accepted (ie. yahoo, hotmail etc.) and the form will be rejected.

5. Access rights

- All users must select at least one Business thread relating to their profile. Selection of thread, will give you access to calls related to this thread. **Do not select ITSM, as this not applicable to MS.**

- To register for CircaBC or Wiki access, an ECAS user account must be created first. If the requester does not have one, a user account can be requested by following the "Not registered yet" link on https://webgate.ec.europa.eu/cas. The "Unique identifier at the Commission (uid)" can be found by logging into ECAS, then clicking on your user name (in parentheses, after your full name).

- CS/RD Access. Is granted to users within the Customs Thread only. It is not available under the Excise and Taxation business thread.

   Applicable users should select read access only. However National CS/RD coordinators and their backups should choose write access in CS/RD.

- CS/MIS Access is granted to users of the Customs Thread only.

- CS/MISe Access is granted to users of the Excise Business Thread only.

Note: Leaving the access type blank will result in rejection and the form will be returned to the issuer for completion.

6.   Synergia Full Web Client and BO Reporting access are only available for ITSM, LotQA, DEV and DG TAXUD R5 APM users only. These options are not yet available for Member States.

7.   Approvals

All forms received by the Service Desk MUST be ***manually signed*** either by:

- the country's National Project Manager (when the requestor is a Member State);
- the responsible Team Manager if requested by ITSM, xDEV, LotQA or DG TAXUD.

Both signature and name of the NPM/Manager must be provided when submitting this request to the ITSM Service Desk, otherwise the form will be rejected and returned to issuer for completion.

8.   Area reserved for European Commission – DG TAXUD

Please do not select/check anything in this section. Failure to comply may result in rejection of the URF and return to issuer for completion.

For any further clarification on how to complete a user registration form correctly, do not hesitate to contact ITSM Service Desk (support@itsmtaxud.europa.eu).