

Data Reporter for the Water Directives (WFD, Floods, BWD, UWWTD, DWD)

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FAQ Article Print

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Symptom (public)

What to do if you receive an external request asking for permissions to be given to a Data Reporter for a Directive reporting (BWD, DWD, UWWTD, Floods or WFD) ?

Problem (public)**Solution (public)**

1) All requests must be processed via the applicable helpdesk queues (wfd, floods, bwd,uwwtd, dwd).

a) If you have received a request from a national reporter or coordinator via your personal email address, you should inform the sender of the proper procedure (see the standard text below).

b) If you have received an exceptional request from the responsible DG ENV coordinator, you should process it via an helpdesk ticket following the applicable procedures below. Simply create an inbound ticket. See menu Ticket/New phone ticket (yes, use it even if it was not a telephone call... attach DG ENV's original file or email there).

2) EEA project managers or DG ENV officers are not involved in any operational step of this process.

3) The EIONET helpdesk is only involved when:

- a) EIONET user accounts must be created
- b) disabled user accounts must be reactivated.

4) If EIONET helpdesk needs to be involved, you must:

a) Use the EXCEL template provided by the EIONET helpdesk (attached), and fill it with the required information for the creation of the user account, namely:

- First name,
- Last name,
- Email address (personal email accounts are not allowed),
- Telephone number (required for contact in case of email failure)
- Organisation

Remember that special characters are not allowed in the first and last name.

b) Clearly identify the disabled user accounts that need to be reactivated. You can use <http://www.eionet.europa.eu/directory/findperson?> to find if a given email is already associated with an EIONET account.

c) Create an internal note in the ticket with the above information, clearly explaining what you require for the EIONET helpdesk (Creation of x accounts, reactivation of y accounts), and asking the EIONET helpdesk colleague to move the ticket back to your queue once that is done.

5) The normal procedure is explained below:

a) Check if the ticket is in the proper queue, depending on the Directive. If it is not, move it there. WFD for WFD reporters, UWWTD for UWWTD reporters, etc...

b) Check if the email was sent by the proper WISE national reporting coordinator.

You may find WISE national reporting coordinator at

<http://rod.eionet.europa.eu/contacts?roleId=extranet-wise-nfp>.

If it was not, you should inform the sender of the proper procedure (see the standard text below).

Set the ticket state to "pending auto close-".

c) Check if all Data Reporters mentioned in the email have active EIONET accounts.

If they haven't, you need to contact helpdek (step 3) above, and wait for the ticket to come back to you for further processing.

Remember that if you don't have all the necessary information for step 3, you need to get it before you proceed (contact the person that created the ticket and ask for the information).

d) Add the EIONET users to the applicable list of reporters (see links below).

Remember that only role owners can do that (so you may need to assign the ticket to the proper helpdesk agent).

e) After the all users are in the lists, reply to the sender and informing that everything is as requested.

Set the ticket state to "pending auto close+".

6) Use the standard text below (based on DG ENV communication to WG DIS members) to inform external users about the proper procedure:

--- begin text ---

Please contact your WISE national reporting coordinator, if you are an authorised national Data Reporter and your EIONET user name is not in the list of national reporting contacts.

The list of current Data Reporters for each Directive is available at:

- <http://rod.eionet.europa.eu/contacts?roleId=extranet-wfd-data>
- <http://rod.eionet.europa.eu/contacts?roleId=extranet-bwd-data>
- <http://rod.eionet.europa.eu/contacts?roleId=extranet-uwwd-data>
- <http://rod.eionet.europa.eu/contacts?roleId=extranet-dwd-data>
- <http://rod.eionet.europa.eu/contacts?roleId=extranet-floods-data>

You may find the contact of your WISE national reporting coordinator at

- <http://rod.eionet.europa.eu/contacts?roleId=extranet-wise-nfp>.

Only updates to the existing lists will need to be communicated by the national reporting coordinator.

Requests should be sent by the WISE national reporting coordinator to the support team of the applicable directive:

- wfd.helpdesk@eionet.europa.eu
- bwd.helpdesk@eionet.europa.eu
- uwwd.helpdesk@eionet.europa.eu
- dwd.helpdesk@eionet.europa.eu
- floods.helpdesk@eionet.europa.eu

If data reporters are to be removed for the current list, then their name or EIONET username needs to be provided by the WISE national reporting coordinator.

If data reporters are to be removed for the current list, then the information required for the creation of an EIONET account needs to be provided:

- First name,
- Last name,
- Email address (personal email accounts are not allowed),
- Telephone number (required for contact in case of email failure)
- Organisation

Best regards,

--- end text ---