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DIRECTORATE-GENERAL  
TAXATION AND CUSTOMS UNION  
Digital Delivery of Customs and Taxation Policies  
**Architecture & Digital Operations**

# **User Guide for the Delegation of Access Rights to Employees Procedure for the Non- EU companies in the CBAM Third Countries Operators Portal**

## **Carbon Border Adjustment Mechanism**

|                   |                                |
|-------------------|--------------------------------|
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# Table of contents

|           |  |           |
|-----------|--|-----------|
| <b>1.</b> | <b>INTRODUCTION .....</b>  | <b>5</b>  |
| 1.1       | Document purpose .....   | 5         |
| 1.2       | Target audience.....   | 5         |
| 1.3       | Structure.....   | 5         |
| 1.4       | Reference documents.....   | 6         |
| 1.5       | Applicable documents.....  | 6         |
| 1.6       | Abbreviations & acronyms .....   | 7         |
| 1.7       | Definitions .....  | 7         |
| <b>2.</b> | <b>DELEGATION OF ACCESS RIGHTS TO EMPLOYEES (TCEMPL) .....</b>                               | <b>9</b>  |
| 2.1.1     | Pre-requisites for delegating access to TCEMPL.....  | 9         |
| 2.1.2     | Delegation of access through “EU Access Admin-Ext” .....                                     | 9         |
| 2.1.3     | Revocation of delegation through EU Access Admin-Ext.....                                    | 20        |
| 2.2       | User Responsibilities and Security Requirements .....  | 26        |
| 2.2.1     | User responsibilities .....  | 26        |
| 2.2.2     | User Security Requirements and Responsibilities.....   | 26        |
| 2.2.3     | Compliance .....   | 27        |
| 2.2.4     | Data protection and legal notice.....  | 27        |
| 2.3       | Annexes .....  | 28        |
| 2.3.1     | Annex I - User Access Management Support For Operators Of Third Countries Installations..... | 28        |
| <b>3.</b> | <b>GUIDANCE ON THE USE OF THE O3CI PORTAL TO APPLY FOR REGISTRATION .....</b>                | <b>29</b> |

## List of tables

|   |    |
|---|----|
| Table 1: Reference documents.....                                     | 6  |
| Table 2: Applicable documents .....                                   | 7  |
| Table 3: Abbreviations and acronyms .....                             | 7  |
| Table 4: Definitions.....   | 8  |
| Table 5: Employee details .....                                       | 14 |
| Table 6: Mandate details to be entered by the TCO administrator ..... | 17 |
| Table 7: Mandate details to be entered by the TCO administrator ..... | 20 |

## List of figures

|  |    |
|--|----|
| Figure 1: EU Access Admin-Ext authentication (enter your e-mail).....  | 10 |
| Figure 2: EU Access Admin-Ext authentication (password and verification method) .....  | 11 |
| Figure 3: EU Access Admin-Ext Dashboard – Click on “View” under “Subdomains” .....   | 12 |
| Figure 4: EU Access Admin-Ext – List of Subdomains – Click on “View” icon on the “Third Countries” subdomain .....   | 12 |
| Figure 5: EU Access Admin-Ext – “Users” tab – Enter search criteria and click on “Search” button .....   | 13 |
| Figure 6: EU Access Admin-Ext - View “Third Countries” subdomain – “Users” tab – Click on “+” icon.....  | 14 |
| Figure 7: EU Access Admin-Ext – “Create new user” screen .....   | 14 |
| Figure 8: EU Access Admin-Ext - Search EU Login user.....  | 15 |
| Figure 9: EU Access Admin-Ext – “Create new user” screen - View employee details and click on “Save & Mandate” button.....   | 15 |
| Figure 10: EU Access Admin-Ext – “Create new mandate” screen – View employee details, enter the mandate duration, select the business profiles and click “Save”..... | 16 |
| Figure 11: EU Access Admin-Ext - Accepted mandate .....  | 17 |
| Figure 12: EU Access Admin-Ext – Click on “Add” under “Mandates” menu .....  | 18 |
| Figure 13: EU Access Admin-Ext – “Create new mandate” screen – Click on “Select representative” button .....   | 18 |
| Figure 14: EU Access Admin-Ext - Search for Representative (EU Login details) .....  | 19 |
| Figure 15: EU Access Admin-Ext – “Create new mandate” screen – View employee details, enter the mandate duration, select the business profiles and click “Save”..... | 19 |
| Figure 16: EU Access Admin-Ext - Accepted mandate .....  | 20 |
| Figure 17: EU Access Admin-Ext Dashboard – Click on “View” under “Mandates” menu.....  | 21 |
| Figure 18: EU Access Admin-Ext – “Mandates list” screen – Click on magnifying glass icon.....  | 22 |
| Figure 19: EU Access Admin-Ext - EU Access Admin-Ext – “Mandates list” screen – Search criteria panel – Enter the representative name and click “Search”.....        | 22 |
| Figure 20: EU Access Admin-Ext - EU Access Admin-Ext – “Mandates list” screen – Click “bin” icon.....  | 23 |
| Figure 21: EU Access Admin-Ext - EU Access Admin-Ext – “Confirmation” popup screen for mandate deletion – Click “Yes” option.....                                    | 23 |
| Figure 22: EU Access Admin-Ext Dashboard – Click on “View” under “Subdomains” menu .....   | 24 |

|   |    |
|---|----|
| Figure 23: EU Access Admin-Ext – List of Subdomains – Click on “View” icon on the “Third Countries” subdomain ..... | 25 |
| Figure 24: EU Access Admin-Ext - Delete employee user .....   | 25 |

# 1. INTRODUCTION

## 1.1 DOCUMENT PURPOSE

Non-EU companies who would like to become Carbon Border Adjustment Mechanism (CBAM) Operators of Third Countries Installations (O3CI) must have access to the CBAM Phase 3 Registry to register and report information about their company and their installations as well as the details of the emissions from their production processes, on a voluntary basis.

Therefore, the purpose of this document is:

- To provide general business guidance related to the Legal Acts that govern the CBAM domain for the non-EU companies who would like to become CBAM Operators.
- To provide the access request steps that should be followed by non-EU Companies to get access to the CBAM Operators portal. Moreover, this document provides guidelines for the process access right request, modification and revocation.

A separate document, the [User Manual for the Third Countries Operators portal](#) which now is replaced by [CBAM-Operators Non-EU-Companies Guidance-on-access-request-procedure](#), is describing the steps that should be followed in order to apply and become a registered CBAM Operator of Third Countries Installations and be able to submit information about the emissions from the production processes for the CBAM-related goods.

## 1.2 TARGET AUDIENCE

The target audience for this document includes:

- European Commission;
- Operators of Third Countries’ Installations.

## 1.3 STRUCTURE

This document is organised as follows:

**Chapter 1 – Introduction:** describes the scope and the objectives of the document;

**Chapter 2 - Delegation of Access Rights to Employees (TCEMPL):** defines the guidelines and step-by-step procedure for granting delegation access to the CBAM Registry for an employee.

**Chapter 3 - Guidance on the use of the O3CI Portal to apply for registration:** defines the guidelines on how to consult the user manual for the CBAM Operators portal in order to apply to become a registered CBAM Operator.

## 1.4 REFERENCE DOCUMENTS

The table below lists the documents that are referred to in the current document.

| Ref. | Title                               | Originator  | Version | Date       |
|------|-------------------------------------|---|---------|------------|
| R01  | General Data Protection Regulation  | REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to <a href="#">the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC</a>   | -       | 27/04/2016 |
| R02  | Internal Data Protection Regulation | REGULATION (EU) 2018/1725 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC | -       | 23/10/2018 |
| R03  | CBAM Regulation                     | <a href="#">Regulation (EU) 2023/956 of the European Parliament and of the Council of 10 May 2023 establishing a carbon border adjustment mechanism</a>   | -       | 10/05/2023 |

**Table 1: Reference documents**

## 1.5 APPLICABLE DOCUMENTS

The table below lists the documents to which the current document must be compliant (e.g. FWC, SC, RfA).

| Ref. | Title           | Originator  | Version | Date       |
|------|-----------------|---|---------|------------|
| A03  | CBAM Regulation | <a href="#">Regulation (EU) 2023/956 of the European Parliament and of the Council of 10 May 2023 establishing a carbon border adjustment mechanism</a> | -       | 10/05/2023 |

**Table 2: Applicable documents**

## 1.6 ABBREVIATIONS & ACRONYMS

For a better understanding of the present document, the following table provides a list of the principal abbreviations and acronyms used.

| Abbreviation/ Acronym | Meaning  |
|-----------------------|--|
| CBAM                  | Carbon Border Adjustment Mechanism                 |
| DG TAXUD              | Directorate General for Taxation and Customs Union |
| EU                    | European Union                                     |
| EC                    | European Commission                                |
| GDPR                  | General Data Protection Regulation                 |
| IDPR                  | Internal Data Protection Regulation                |
| O3CI                  | Operators of Third Countries Installations         |
| TCEMPL                | Third Country Operator Employee                    |
| TCO                   | Third Country Operator                             |
| UAM                   | User Access Management                             |
| MFA                   | Multi Factor Authentication                        |

**Table 3: Abbreviations and acronyms**

## 1.7 DEFINITIONS

| Term                                     | Meaning   |
|--|---|
| Operators of 3rd Countries Installations | Installation operators in 3rd countries are the persons who operate or control an installation in a 3rd country.                |
| Access Request Validator                 | An EC Official with the authority to approve or deny access to the CBAM Operators Portal for O3CIs from a business perspective. |
| EU Login                                 | European Union user authentication service.   |
| EU Access                                | EU Access serves as the infrastructure-layer authorisation solution for the O3CI portal.  |

| Term  | Meaning  |
|-------|--|
| TEMPO | TEMPO (TAXUD Electronic Management of Project Online) is a Quality Management System (QMS) that has been established in the DG TAXUD IT Unit environment to support its business goals and objectives. |

**Table 4: Definitions**

## 2. DELEGATION OF ACCESS RIGHTS TO EMPLOYEES (TCEMPL)

The European Commission (EC) offers a tool called "EU Access Admin-Ext", which allows the TCO administrator to grant access rights to TCO employees for the O3CI portal on behalf of the TCO by creating one or more mandates.

The decision to delegate these rights is entirely within the TCO's control. The TCO administrator will determine which employees will receive access, the specific rights granted, and whether to grant access at all. The EC will not be involved in this internal process.

If the TCO chooses to delegate rights to any of its employees, the TCO administrator must follow the guidelines outlined below.

### 2.1.1 Pre-requisites for delegating access to TCEMPL

The TCO administrator has the option to delegate access to the O3CI portal to an employee, via the "EU Access Admin-Ext" tool. To do so, the following prerequisites must be met:

- The TCO registration request for the O3CI portal has been accepted by the European Commission (an email notification was received, indicating the positive outcome of the request, as described in section **Error! Reference source not found.**)
- In the TCO registration request for the O3CI portal, the TCO administrator requested the rights to delegate access to the O3CI portal to employees and an email notification was received, confirming the rights for accessing the "EU Access Admin-Ext" tool, as described in step **Error! Reference source not found.** from section **Error! Reference source not found.**
- The employee has successfully created an EU Login account (as specified in section **Error! Reference source not found.**)

### 2.1.2 Delegation of access through “EU Access Admin-Ext”

Once the pre-requisites defined under 2.1.1 have been fulfilled, please follow the steps below to delegate access to an employee:

- a) Please click on the following link: <https://webgate.ec.europa.eu/eu-access/admin-ext>, enter your email address in the specified field, and click on "Next" (use the same email address you used to create your EU Login account)

EU Access External Administration requires you to authenticate


## Sign in to continue

Enter your e-mail address or unique identifier

[Create an account](#)

Or

If you do not wish to create an EU Login account, you can sign in by using one of the following third-party sign-in options ("Sign-in Service"). [Read more](#)

 [Sign in with your eID](#)

**Figure 1: EU Access Admin-Ext authentication (enter your e-mail)**

- b) Enter your password in the designated field as shown below, choose your preferred verification method, and click "Sign In" (use the same password you used when creating your EU Login account). In this example, we have selected "EU Login Mobile App PIN code" as the authentication method.

EU ACCESS Admin Ext requires you to authenticate

## Sign in to continue

Welcome

o3citest@gmail.com  
(External)


[Sign in with a different e-mail address?](#)

Password

.....

[Lost your password?](#)

Choose your verification method

 **EU Login Mobile App PIN Code**  
Use your registered EU Login Mobile app to verify your identity.

[Sign in](#)

**Figure 2: EU Access Admin-Ext authentication (password and verification method)**

- c) Once you have been successfully authenticated and authorized in “EU Access Admin-Ext” tool, you will be landed into the dashboard, where you should click on “View” under “Subdomains” in the left panel

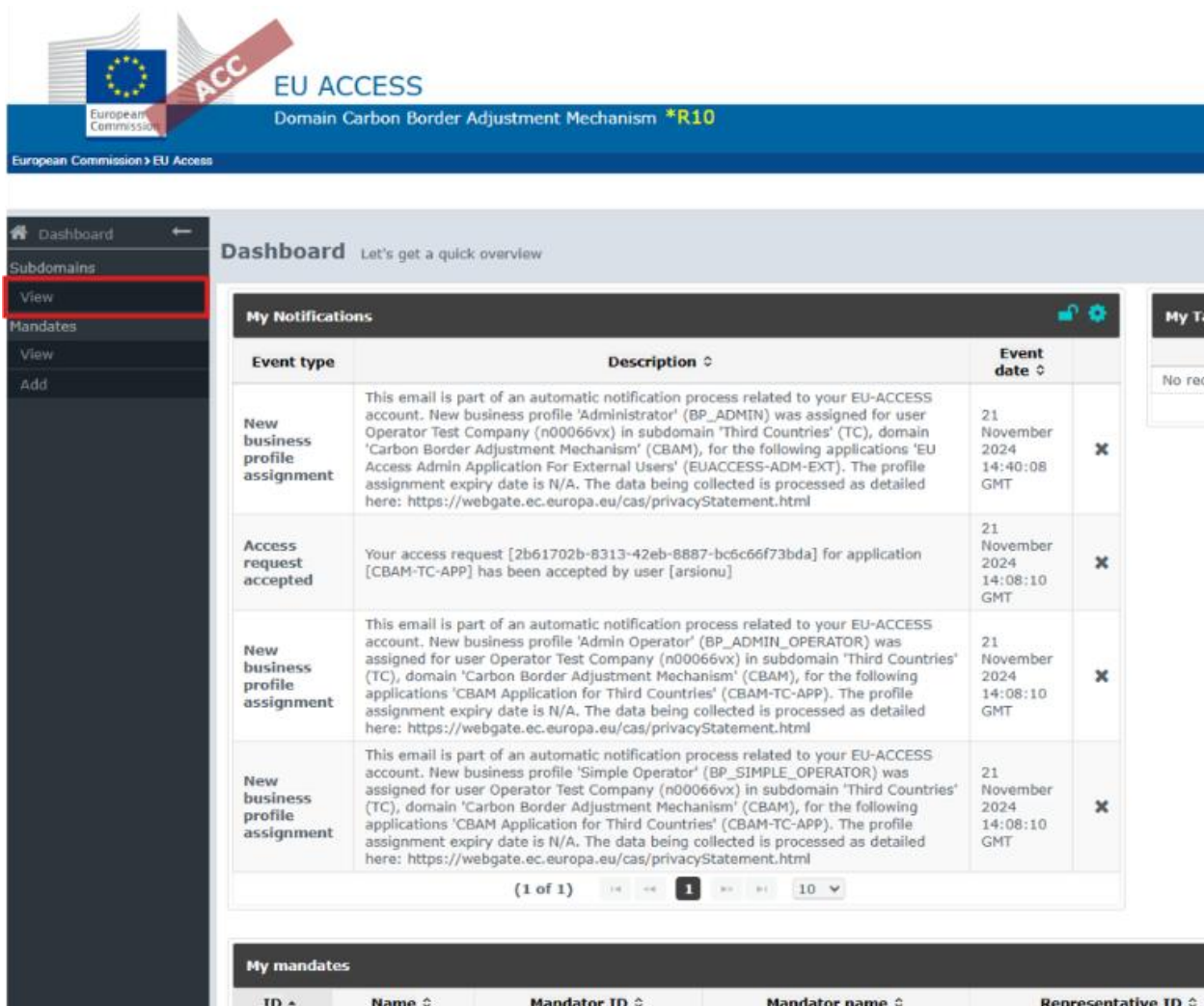


Figure 3: EU Access Admin-Ext Dashboard – Click on “View” under “Subdomains”

d) Next, click on the “View” icon as indicated by the red outline below

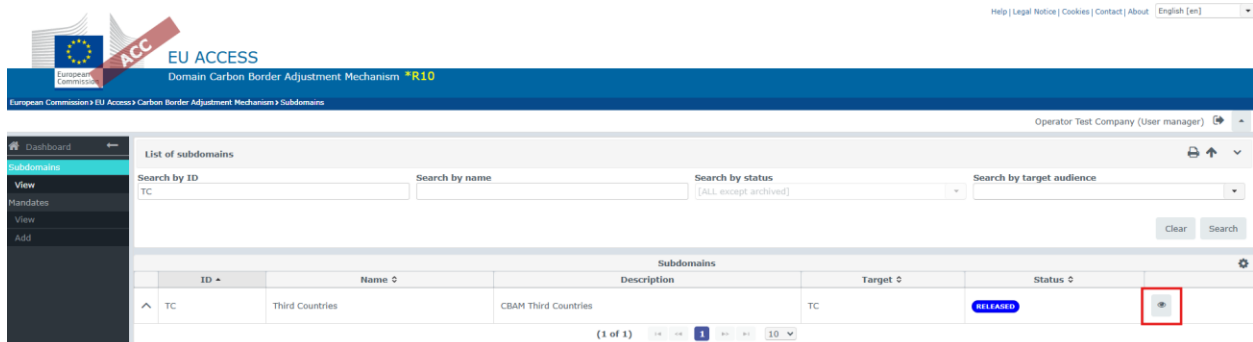
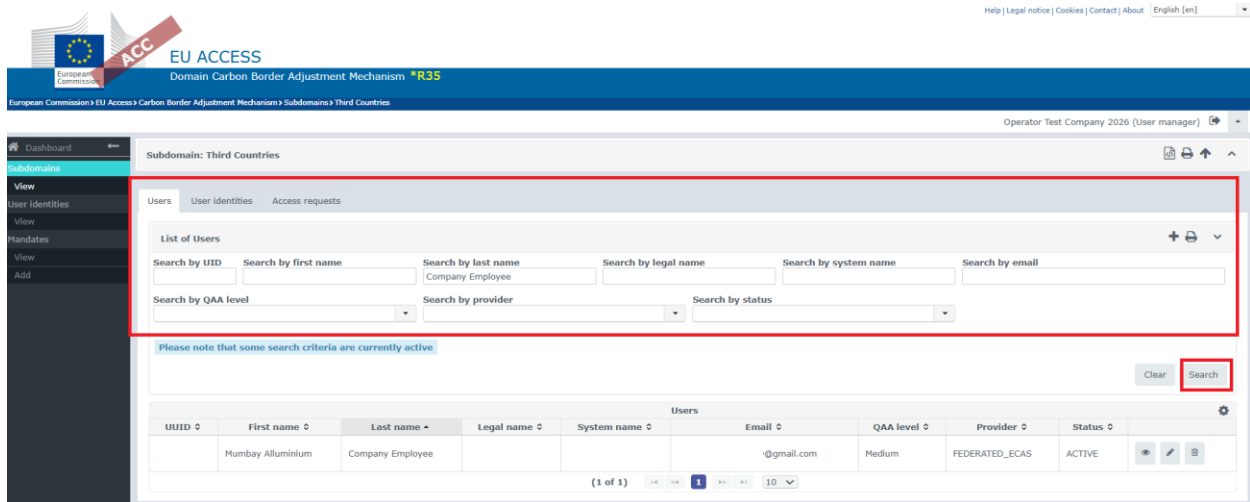


Figure 4: EU Access Admin-Ext – List of Subdomains – Click on “View” icon on the “Third Countries” subdomain

- e) Next, in the “Users” tab, check if the employee to whom you want to delegate rights already exists. Multiple search criteria are supported, as shown in red below. After entering the search criteria, click the "Search" button to initiate the search. In this example, we have used "last name" as the search criterion.



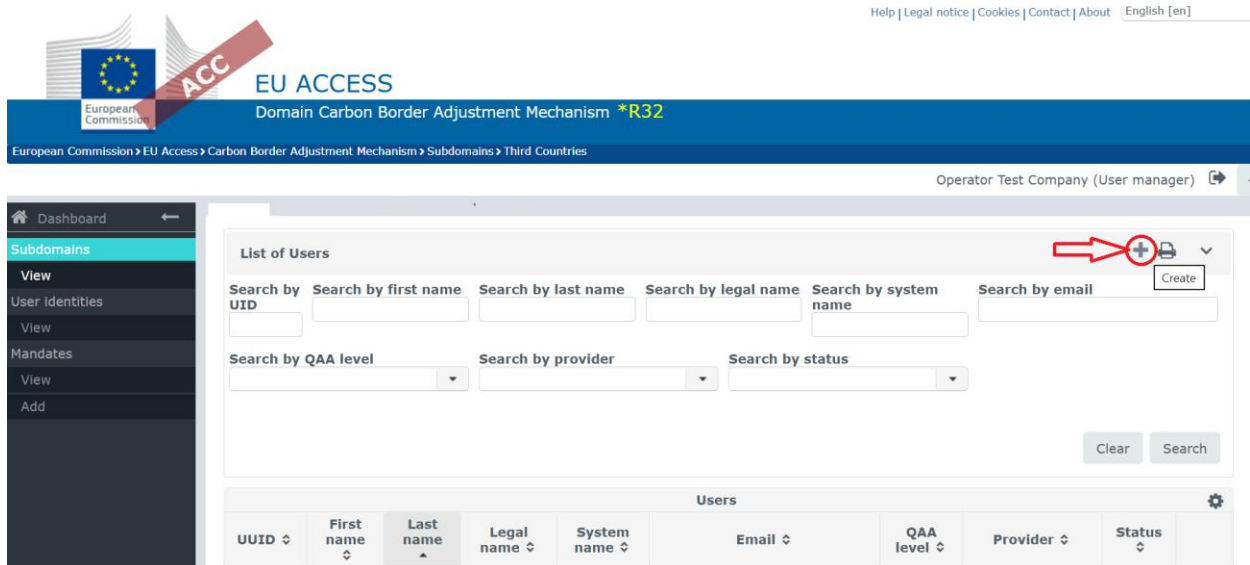
**Figure 5: EU Access Admin-Ext – “Users” tab – Enter search criteria and click on “Search” button**

- f) If the employee is not found, proceed with the process outlined in section 2.1.2.1. If the employee’s user already exists, continue with the process described in section 2.1.2.2.

### 2.1.2.1 Delegation of access to a new employee user

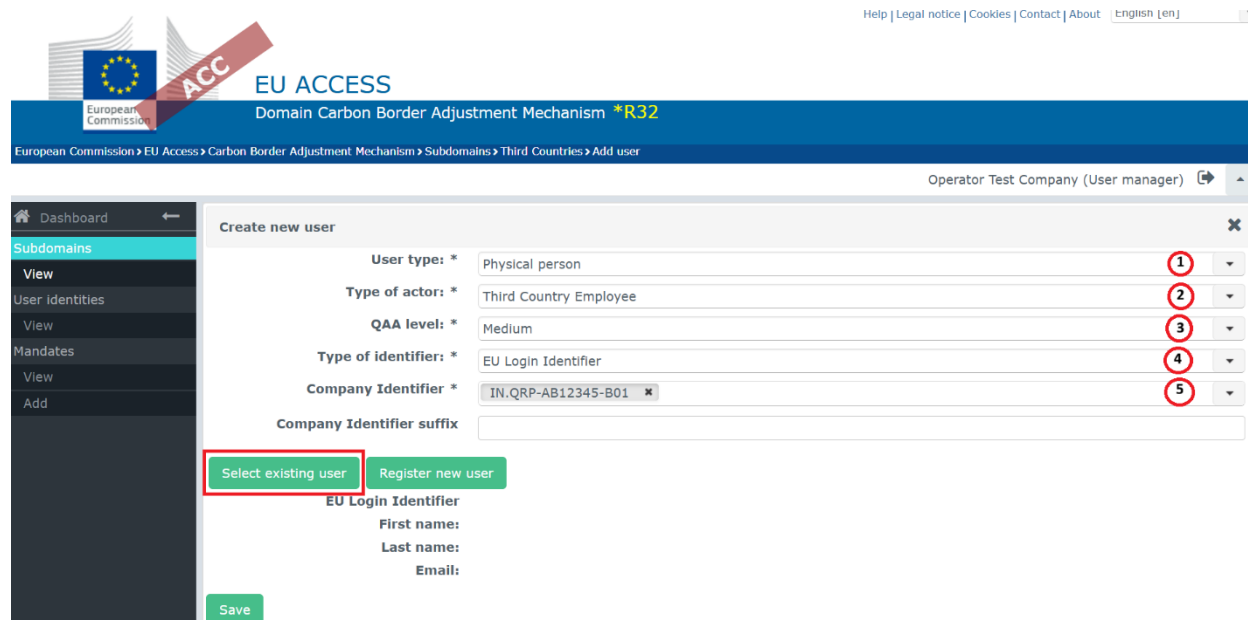
If the employee’s user is not found, please follow the steps below to create the employee’s user and delegate access to the O3CI portal:

- a) In the “Users” tab, click on the "+" icon, as highlighted by the red outline below, to begin creating the user.



**Figure 6: EU Access Admin-Ext - View “Third Countries” subdomain – “Users” tab – Click on “+” icon**

- b) At this stage, you will be redirected to the “Create new user” screen, where you should enter the five mandatory fields as indicated below and then click on “Select user” button.



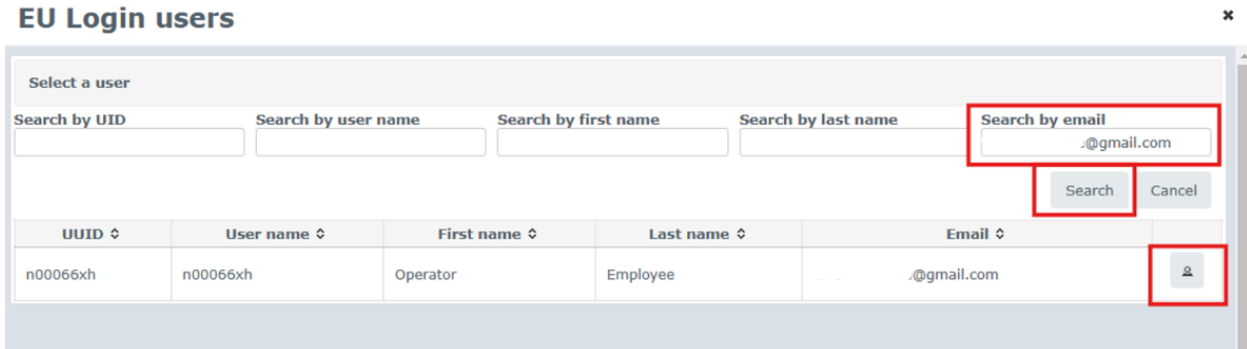
**Figure 7: EU Access Admin-Ext – “Create new user” screen**

| Field No. | Field Name          | Field Description  |
|-----------|---------------------|--|
| 1         | User Type           | Select “Physical Person” as you are delegating access to a specific employee   |
| 2         | Type of actor       | Select “Third Country Employee” as the type of actor receiving the delegation  |
| 3         | QAA level           | Select “Medium” as the QAA security level in order to allow the employee to be authorized in the O3CI Portal   |
| 4         | Type of identifier  | The “EU Login Identifier” value will be selected by default and it should not be changed   |
| 5         | Organisation        | The “Organisation” field will be populated by default with the “Company Identifier” that you provided while registering the TCO account and it should not be changed |
| 6         | Organisation suffix | It should be left empty.   |

**Table 5: Employee details**

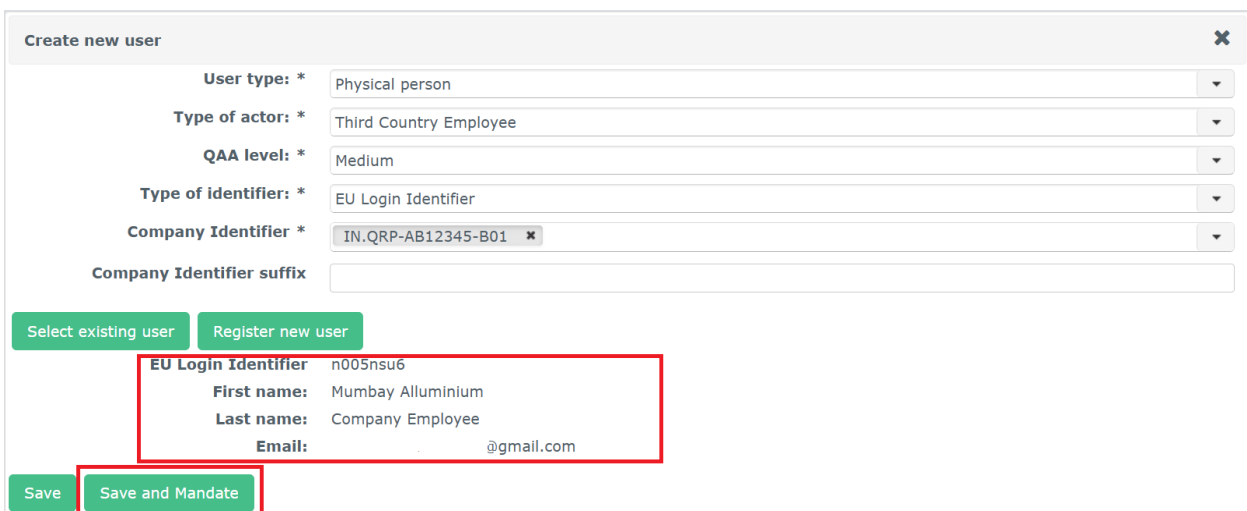
- c) At this stage, it will be redirected to the "EU Login users" screen, where you can search for the employee's EU Login account. To search, enter the employee's email address in the appropriate field, as shown below. Afterward, click "Search" and the user should appear. Then, click on the avatar icon as shown in the screenshot below.

Note: If the user is not found, it indicates that the employee has not yet created an EU Login account. As mentioned in the [pre-requisites](#) above, the employee must first complete their EU Login account registration before the TCO administrator can grant access to the O3CI portal.



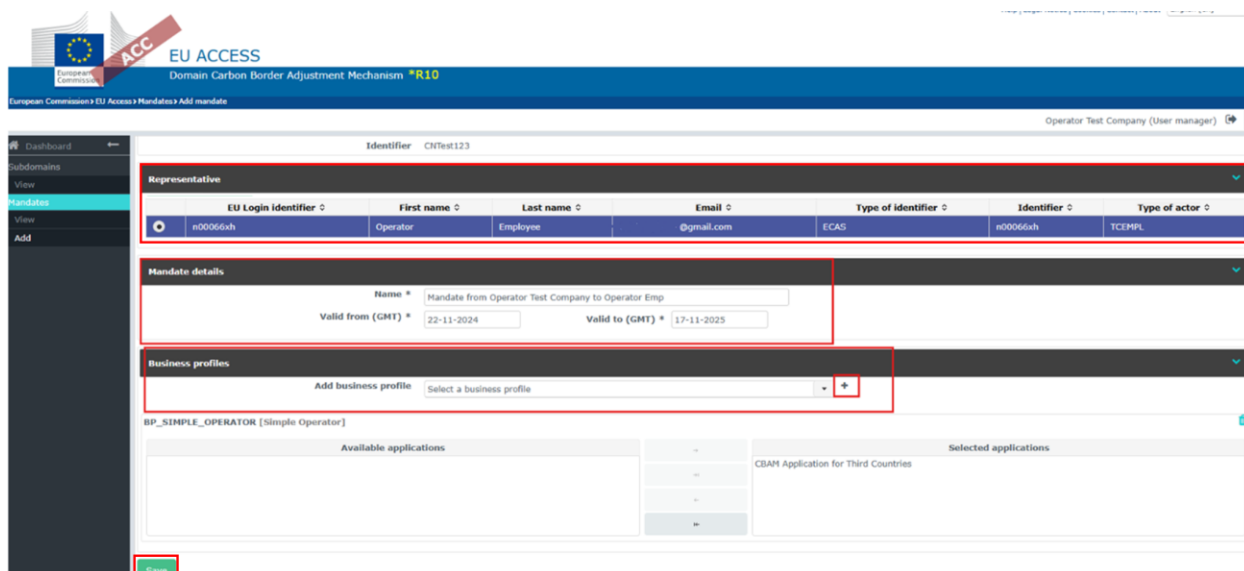
**Figure 8: EU Access Admin-Ext - Search EU Login user**

- d) At this stage, you will be redirected to the previous screen ("Create new user"), where the details of the selected employee (EU Login identifier, First Name, Last Name, and Email) should be displayed. Please proceed by clicking the "Save and Mandate" button.



**Figure 9: EU Access Admin-Ext – “Create new user” screen - View employee details and click on “Save & Mandate” button**

- e) At this stage, will be redirected to the "Create new mandate" screen, where the employee details will be pre-populated in the “Representative” section, as highlighted in red in the screenshot below. Please enter all the mandatory fields, as described in the table below, and then click on the “Save” button to create the mandate.



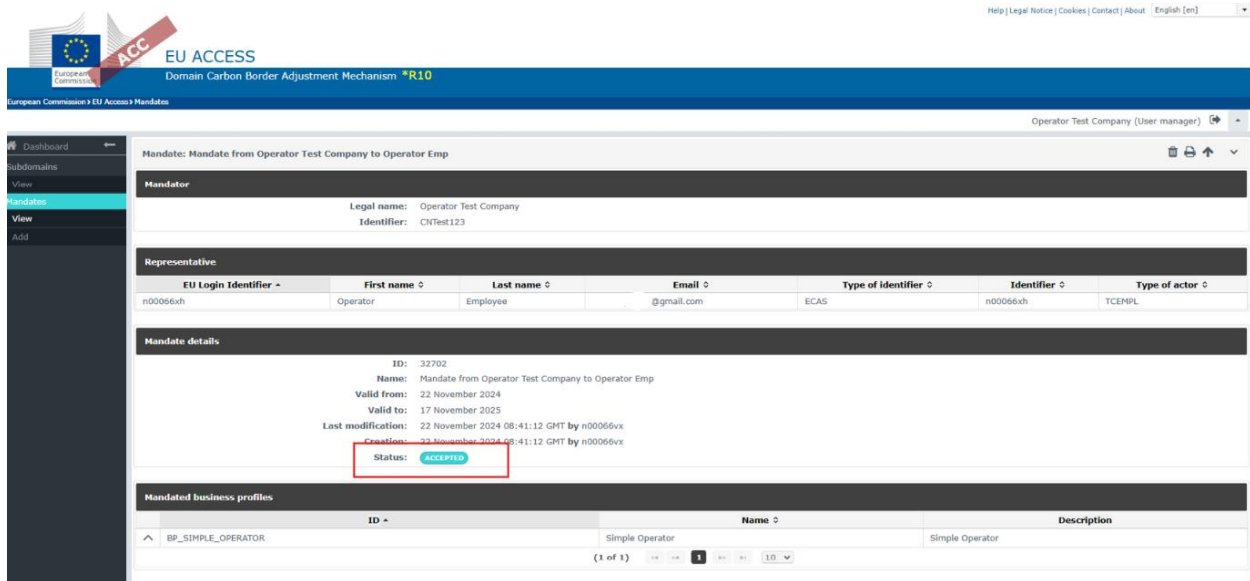
**Figure 10: EU Access Admin-Ext – “Create new mandate” screen – View employee details, enter the mandate duration, select the business profiles and click “Save”**

| Field No.         | Field Name           | Field Description   |                   |                |  |
|-------------------|----------------------|---|-------------------|----------------|--|
| 1                 | Name                 | This represents the name of the mandate.<br>It will be prepopulated, but the user can update it if necessary.   |                   |                |  |
| 2                 | Validate from (GMT)  | This represents the start date of the mandate.<br>It will be prepopulated with the current date, but the user can update it if necessary (with a future date only).   |                   |                |  |
| 3                 | Validate to (GMT)    | This represents the end date of the mandate.<br>It will be prepopulated after selecting the business profile, with the maximum duration that can be set for a mandate (360 days), but the user can update it if necessary.  |                   |                |  |
| 4                 | Add business profile | This represents the rights that will be delegated to the employee.<br>Click on the dropdown list and select both profiles that will be delegated to the employee (BP_ADMIN_OPERATOR and BP_SIMPLE_OPERATOR) and then click on the “+” icon to add it. You have the option to add only one single profile but is recommended to assign both profiles to the mandated employee. |                   |                |  |
|                   |                      | <table border="1"> <tbody> <tr> <td>BP_ADMIN_OPERATOR</td> <td>Admin Operator</td> <td>Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles.</td> </tr> </tbody> </table>        | BP_ADMIN_OPERATOR | Admin Operator | Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles. |
| BP_ADMIN_OPERATOR | Admin Operator       | Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles.  |                   |                |  |

|  |  |                    |                 |   |
|--|--|--------------------|-----------------|---|
|  |  | BP_SIMPLE_OPERATOR | Simple Operator | Allows to operator user to save a request but cannot submit it to the European Commission (e.g.: fill-in and save a request to become a registered operator but not submit). It is strongly recommended to select both admin and simple operator roles. |
|--|--|--------------------|-----------------|---|

**Table 6: Mandate details to be entered by the TCO administrator**

- f) At this stage, you should see a page indicating an “Accepted” mandate and the employee should be able to login to the O3CI portal via the following link, using their EU Login credentials: <https://cbam.ec.europa.eu/o3cinstallation>

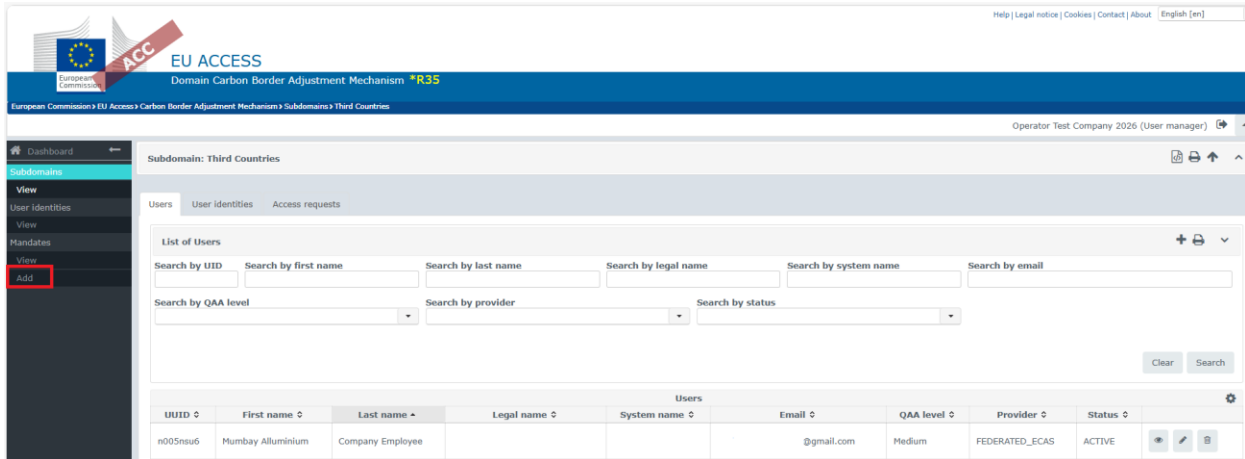


**Figure 11: EU Access Admin-Ext - Accepted mandate**

### 2.1.2.2 Delegation of access to an existing employee user

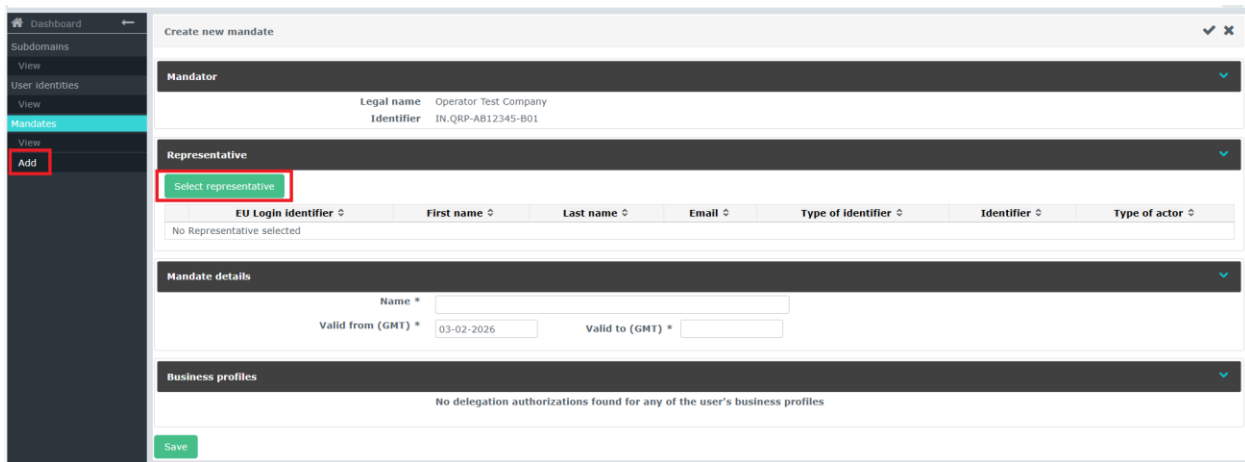
If the employee’s user already exists, please follow the steps below to delegate access to the O3CI portal:

- a) Please click on the “Add” button under “Mandates” in the left menu, as highlighted in red in the screenshot below



**Figure 12: EU Access Admin-Ext – Click on “Add” under “Mandates” menu**

- b) At this stage, you will be redirected to the “Create new mandate” screen, where you should click on “Select representative” button as displayed below



**Figure 13: EU Access Admin-Ext – “Create new mandate” screen – Click on “Select representative” button**

- c) At this stage, you will be redirected to the “Select Representative” screen, where you will then have the option to search for a user with an existing EU Login account. You can search by email by entering the employee email address in the relevant field as indicated below. Then click on “Search” button and the user should appear. Then, click on the avatar icon as depicted in the below screenshot.

## Select Representative

**Figure 14: EU Access Admin-Ext - Search for Representative (EU Login details)**

- d) At this stage, you will be redirected to the previous screen (“Create new mandate”), where the details of the selected employee should be displayed under the “Representative” section, as highlighted in red in the screenshot below. Please enter all the mandatory fields, as described in the table below, and then click on the “Save” button to create the mandate.

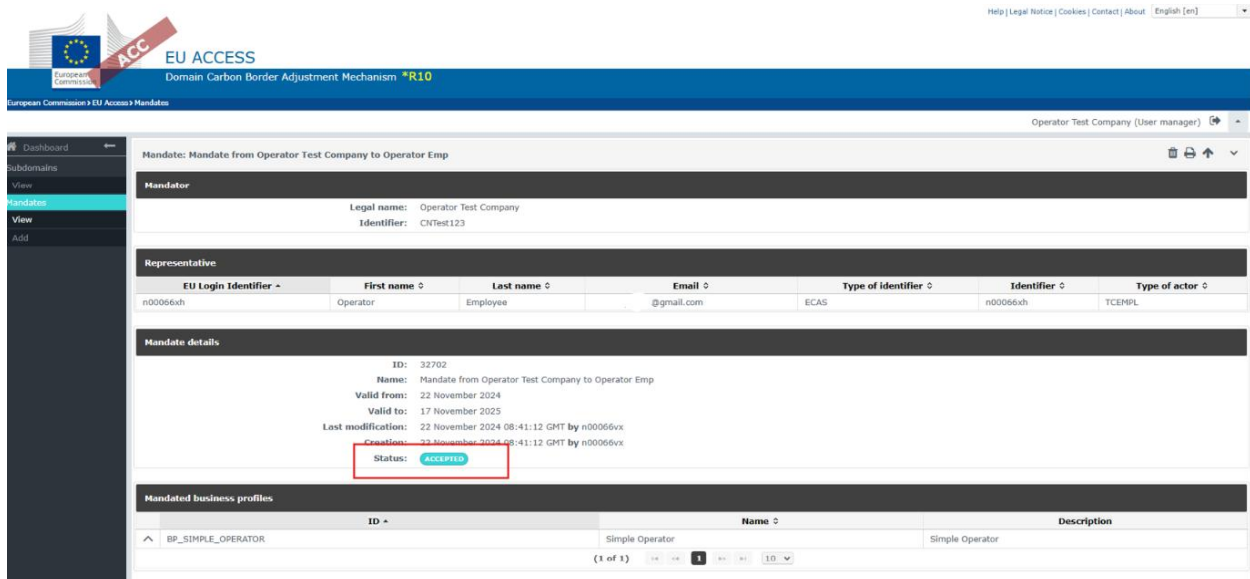
**Figure 15: EU Access Admin-Ext – “Create new mandate” screen – View employee details, enter the mandate duration, select the business profiles and click “Save”**

| Field No. | Field Name          | Field Description   |
|-----------|---------------------|---|
| 1         | Name                | This represents the name of the mandate.<br>It will be prepopulated, but the user can update it if necessary.   |
| 2         | Validate from (GMT) | This represents the start date of the mandate.<br>It will be prepopulated with the current date, but the user can update it if necessary (with a future date only). |

|                    |                      |  |                   |                |  |                    |                 |   |
|--------------------|----------------------|--|-------------------|----------------|--|--------------------|-----------------|---|
| 3                  | Validate to (GMT)    | <p>This represents the end date of the mandate.</p> <p>It will be prepopulated after selecting the business profile, with the maximum duration that can be set for a mandate (360 days), but the user can update it if necessary.</p>  |                   |                |  |                    |                 |   |
| 4                  | Add business profile | <p>This represents the rights that will be delegated to the employee.</p> <p>Click on the dropdown list and select both profiles that will be delegated to the employee (BP_ADMIN_OPERATOR and BP_SIMPLE_OPERATOR) and then click on the “+” icon to add it. You have the option to add only one single profile but is recommended to assign both profiles to the mandated employee.</p> <table border="1" data-bbox="425 525 1505 802"> <tr> <td data-bbox="425 525 643 674">BP_ADMIN_OPERATOR</td> <td data-bbox="643 525 792 674">Admin Operator</td> <td data-bbox="792 525 1505 674">Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles.</td> </tr> <tr> <td data-bbox="425 674 643 802">BP_SIMPLE_OPERATOR</td> <td data-bbox="643 674 792 802">Simple Operator</td> <td data-bbox="792 674 1505 802">Allows to operator user to save a request but cannot submit it to the European Commission (e.g.: fill-in and save a request to become a registered operator but not submit). It is strongly recommended to select both admin and simple operator roles.</td> </tr> </table> | BP_ADMIN_OPERATOR | Admin Operator | Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles. | BP_SIMPLE_OPERATOR | Simple Operator | Allows to operator user to save a request but cannot submit it to the European Commission (e.g.: fill-in and save a request to become a registered operator but not submit). It is strongly recommended to select both admin and simple operator roles. |
| BP_ADMIN_OPERATOR  | Admin Operator       | Allows the operator user to submit requests to the European Commission (e.g.: request to become a registered operator, request for change, request for revocation etc). It is strongly recommended to select both admin and simple operator roles.   |                   |                |  |                    |                 |   |
| BP_SIMPLE_OPERATOR | Simple Operator      | Allows to operator user to save a request but cannot submit it to the European Commission (e.g.: fill-in and save a request to become a registered operator but not submit). It is strongly recommended to select both admin and simple operator roles.  |                   |                |  |                    |                 |   |

**Table 7: Mandate details to be entered by the TCO administrator**

- e) Once successfully completed, you should see a page indicating an “Accepted” mandate and the employee should be able to login to the O3CI portal via the following link, using their EU Login credentials: <https://cbam.ec.europa.eu/o3cinstallation>



**Figure 16: EU Access Admin-Ext - Accepted mandate**

### 2.1.3 Revocation of delegation through EU Access Admin-Ext

If a TCO wishes to revoke delegated access from an employee, the following steps should be followed:

- a) Login to the Admin-Ext portal, as indicated in steps (a) and (b) in section 2.1.2.
- b) Once you have successfully authenticated in EU Access Admin-Ext, click on “View” under “Mandates” in the left panel, as highlighted in red in the screenshot below

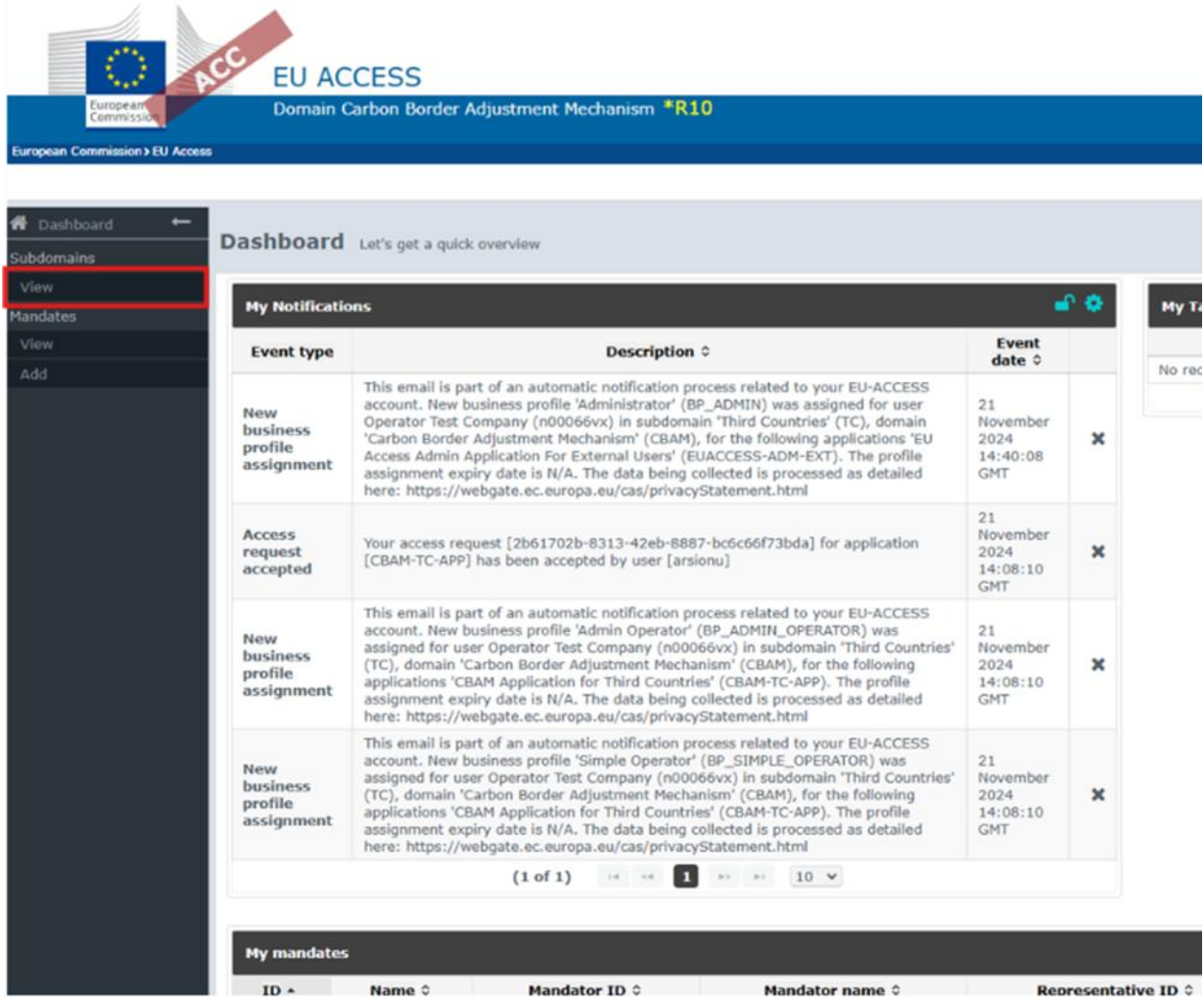
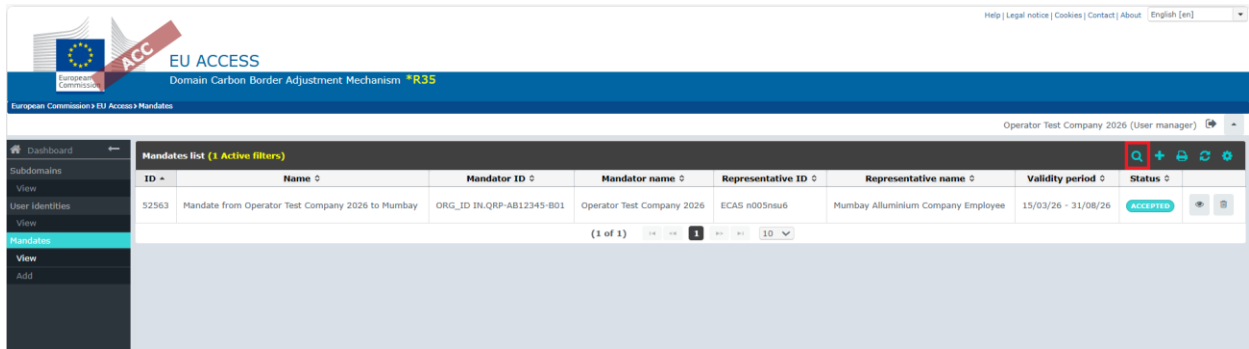


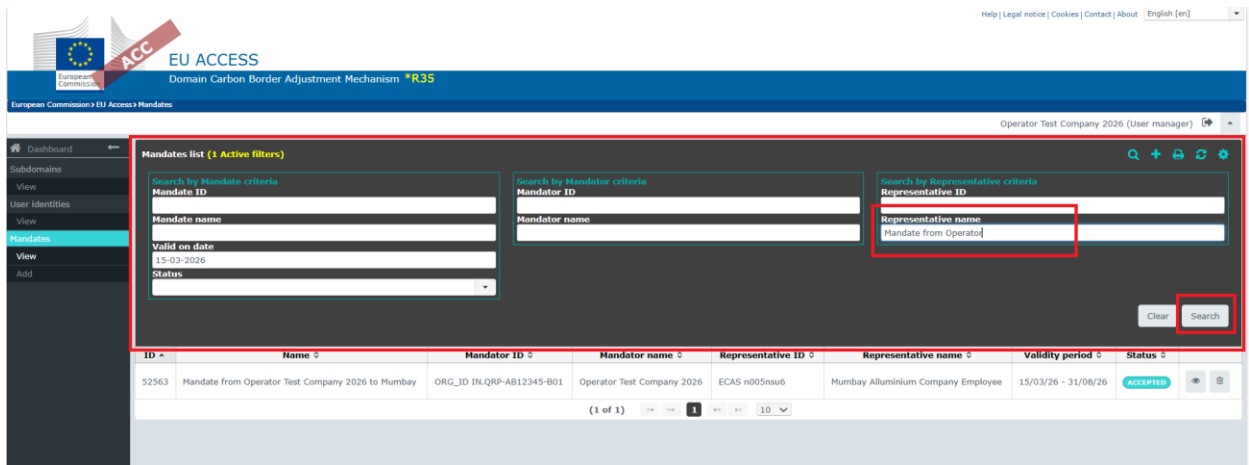
Figure 17: EU Access Admin-Ext Dashboard – Click on “View” under “Mandates” menu

- c) At this stage, you will be redirected to the “Mandates list” screen, where you should click on the magnifying glass icon, as highlighted in red in the screenshot below



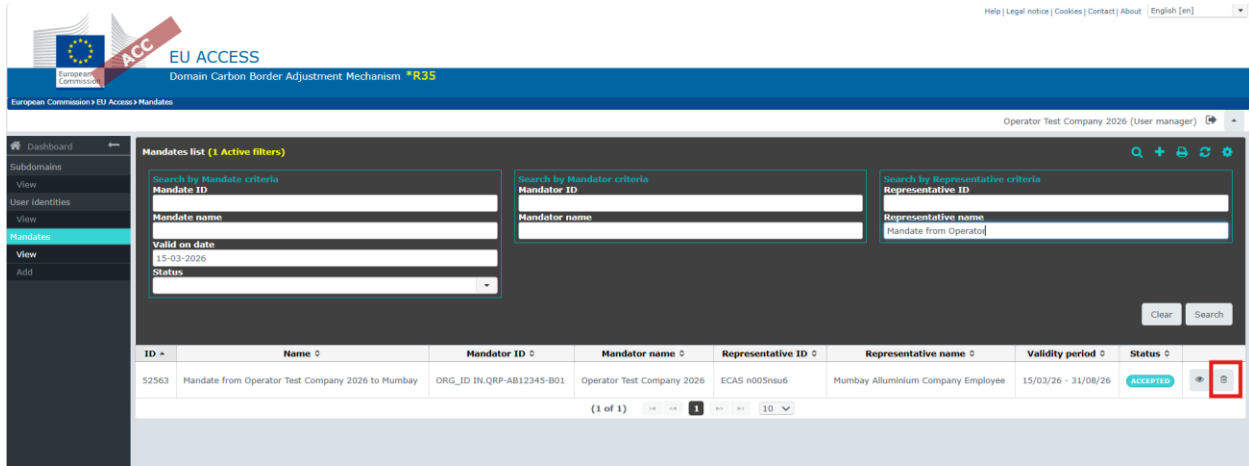
**Figure 18: EU Access Admin-Ext – “Mandates list” screen – Click on magnifying glass icon**

- d) At this stage, the search criteria panel will be displayed at the top of the “Mandates list” screen, where you should enter the name of the employee in the “Representative name” field and click on the “Search” button, as highlighted in red in the screenshot below



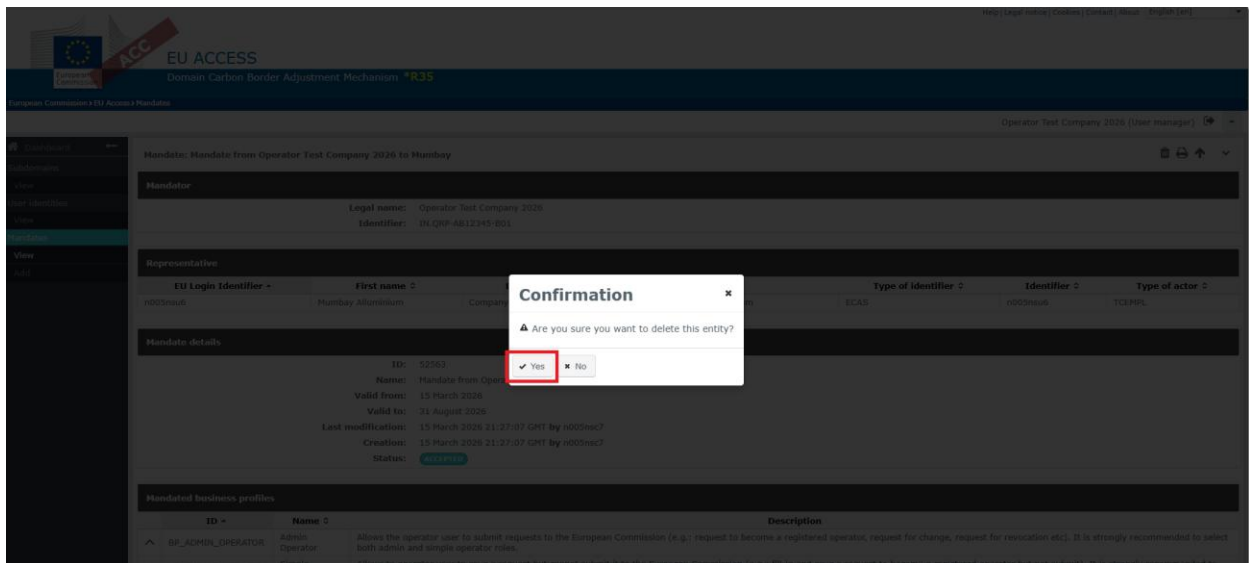
**Figure 19: EU Access Admin-Ext - EU Access Admin-Ext – “Mandates list” screen – Search criteria panel – Enter the representative name and click “Search”**

- e) At this point, all the mandates associated with the employee will appear in the table below the search panel, as shown in red in the screenshot. An employee may have one or more mandates. To revoke the employee's rights, click the "bin" icon next to each of their mandates, as shown below.



**Figure 20: EU Access Admin-Ext - EU Access Admin-Ext – “Mandates list” screen – Click “bin” icon**

f) At this point, a confirmation popup screen will be displayed, as shown below. Please confirm the mandate deletion by clicking the “Yes” option, as shown below.



**Figure 21: EU Access Admin-Ext - EU Access Admin-Ext – “Confirmation” popup screen for mandate deletion – Click “Yes” option**

g) At this point, the employee should not have access anymore to the O3CI portal

Furthermore, the employee user should be deleted as well if the TCO administrator determines that the employee will no longer need access to the O3CI portal in the foreseeable future (e.g., if the employee leaves the company). This decision is fully at the discretion of the TCO. Below are the steps to be followed by the TCO administrator for deleting an employee user:

- h) Inside EU Access Admin-Ext portal, click on “View” under “Subdomains” menu in the left panel, as indicated in the screenshot below

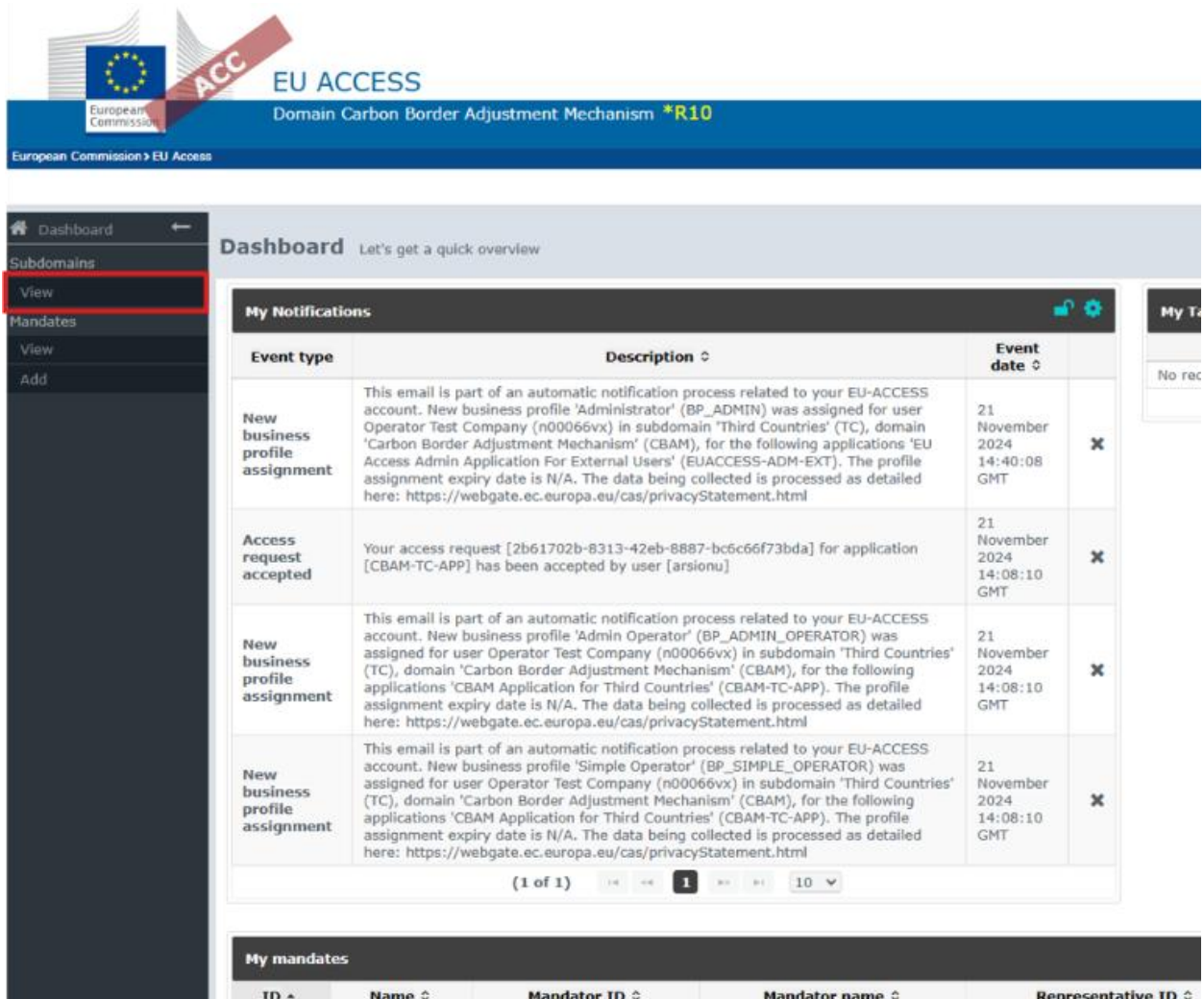
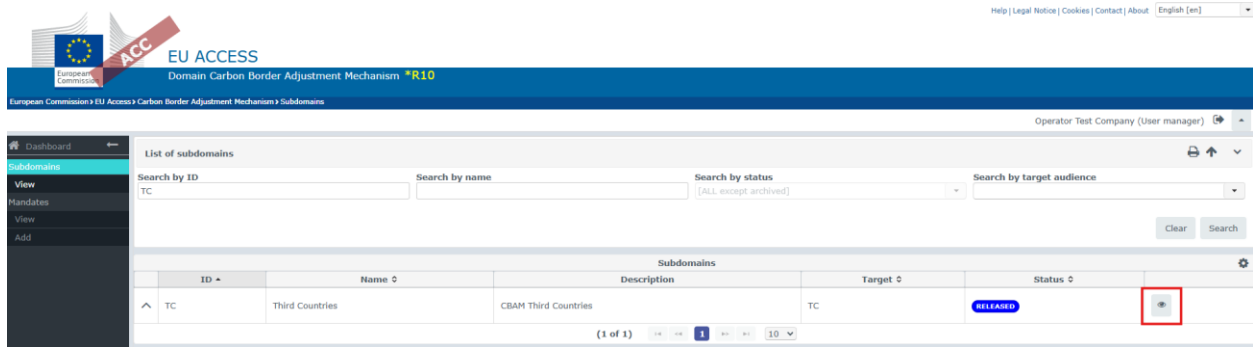


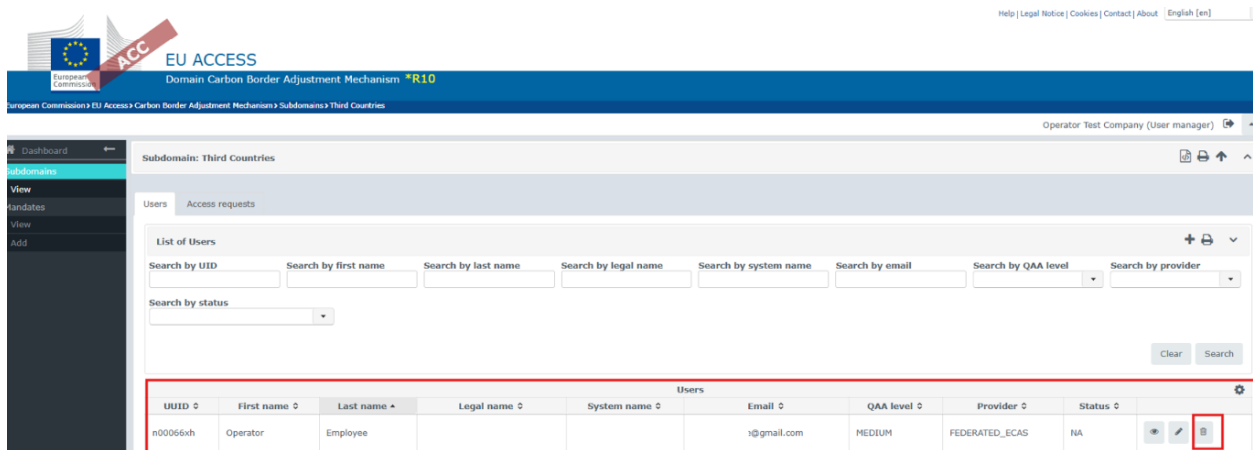
Figure 22: EU Access Admin-Ext Dashboard – Click on “View” under “Subdomains” menu

- i) At this stage, you will be redirected to the “List of subdomains” screen, where you should click on the “View” icon as indicated by the red outline below



**Figure 23: EU Access Admin-Ext – List of Subdomains – Click on “View” icon on the “Third Countries” subdomain**

- j) At this stage, you will be redirected to the “Users” tab inside “Subdomain: Third Countries” screen. Locate the employee you wish to revoke access from and select the “bin” icon as indicated below. A popup message will ask you to confirm this action, click on “Yes” to proceed.



**Figure 24: EU Access Admin-Ext - Delete employee user**

## 2.2 USER RESPONSIBILITIES AND SECURITY REQUIREMENTS

To ensure the security of the O3CI Portal, all users, including O3CI Administrator and their delegated employees, must adhere to specific responsibilities and security requirements. The European Commission invests significant time and resources in implementing effective controls to mitigate risks and vulnerabilities. However, the security of information also relies on the care exercised by users in their day-to-day roles.

### 2.2.1 User responsibilities

O3CI Administrator have specific tasks and responsibilities within the O3CI Portal. These responsibilities include managing their accounts, installations, and user delegations efficiently. The key tasks and responsibilities of O3CI Administrator are as follows:

- **Request for Registration:** O3CI Administrator can submit a request for registration to register and report the details of the emissions from their production processes, making this information available for CBAM Declarants to refer to in their declarations;
- **Delegation of Users:** O3CI Administrator can delegate access rights to O3CI Portal for their employees without requiring additional approvals.

The O3CI Administrator is obligated to provide true and valid information in their requests and submissions.

By fulfilling these tasks and responsibilities, O3CI Administrator gains access (approved by the EC) to the O3CI Portal.

### 2.2.2 User Security Requirements and Responsibilities

To prioritise information security and ensure compliance with regulatory standards, users must adhere to the following security requirements:

- Data protection rules of GDPR [R01] and IDPR [R02] are applicable to the O3CI Portal;
- Under the O3CI Portal regulation [R03], all information in O3CI Portal shall be covered by the obligation of professional secrecy (art 13 § 1<sup>2</sup>);
- Users must follow the principles of least privilege, need to know, need to use.

In addition to the password requirements<sup>3</sup> enforced by EU Login, every user plays a vital role in safeguarding their access. To further enhance information security, each user must:

- Utilize a strong password and regularly update it (e.g., every 90 days);
- Never share their password with anyone or allow others to use their account;
- Avoid writing down or storing passwords electronically, such as in files or emails;
- Refrain from using the same password for personal or other business-related accounts;

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<sup>2</sup> All information acquired by the competent Authority or the Commission in the course of performing their duties which is by its nature confidential, or which is provided on a confidential basis shall be covered by the obligation of professional secrecy. Such information shall not be disclosed by the competent Authority or the Commission without the express prior permission of the person or Authority that provided it or by virtue of Union or national law.

<sup>3</sup> As set out in the [EU Login Tutorial](#)

- Avoid displaying any information containing access credentials, such as login names and passwords;
- Notify the appropriate authorities of any changes in their role or access requirements;
- Use Multi-Factor Authentication (MFA) wherever applicable;
- Notify if the account has been leaked or compromised and immediately change the password.

Finally, the use of a Password Manager application is strongly recommended.

### **2.2.3 Compliance**

Compliance with CBAM security requirements described in this document (*2.2.2 User Security Requirements and Responsibilities*) is mandatory for all individuals accessing the O3CI Portal. Any non-compliance or violation of these requirements shall be reported, investigated, and appropriate actions shall be taken. Regular audits and reviews shall be conducted to assess adherence to this document and the effectiveness of user access controls internally by O3CIs.

### **2.2.4 Data protection and legal notice**

The O3CI Portal will function according to the following data protection and legal notice notes:

- [Data protection notice](#)
- [Legal notice](#).

## 2.3 ANNEXES

### 2.3.1 Annex I - User Access Management Support For Operators Of Third Countries Installations

Operators of third country installations may encounter access management issues or difficulties when attempting to access the O3CI Portal.

In such cases, it is important to ensure an efficient resolution by accurately categorizing and communicating the nature of the user access management issues or requests.

In the event of any issues, Third Country Operators should send an email to [customs\\_support@itsmtaxud.europa.eu](mailto:customs_support@itsmtaxud.europa.eu) for support. The official language of communication when reaching out to the aforementioned email address is English. The working hours of the support desk is 07:00 – 21:00 CET, Monday to Friday.

The following information should be included in the request to facilitate effective troubleshooting:

- URL in Use: The specific URL where the issue is occurring;
- Screenshot of the Error: An attachment of a screenshot reflecting the error message displayed;
- Timestamp of the Error: The date and time when the issue occurred.

### **3. GUIDANCE ON THE USE OF THE O3CI PORTAL TO APPLY FOR REGISTRATION**

The Third Countries Operators portal section of the CBAM Registry allows installation operators outside the EU to upload and share their installations and emissions data with reporting declarants in a streamlined manner, instead of submitting it to each declarant separately. Portal allows operators to ensure the confidential treatment of business-sensitive data.

The O3CI Portal is available at the address <https://cbam.ec.europa.eu/o3cinstallation>.

Non-EU Installation Operators may consult online the [User Manual for the Third Countries Operators portal](#).