



Synergia User Registration Form

How to Guide

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

The User Registration Form is available in two formats:

- 1) PDF format that can be immediately printed for completion;
- 2) 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 instructions may result in a rejection/return of user registration form to the requester, 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 latest form from the ITSM Portal Login page and complete. DG TAXUD agreed that if the new version is released, the previous version can be used for the next 30 days.
- 3) In the section of User Identification - Function please do not complete the ITSM checkbox.
- 4) This is available for DG TAXUD parties only and should not be selected by Member State users/requestors.
- 5) In the Location and Contacts details, the email must be a business email address. No personal email accounts will be accepted (i.e. yahoo, Hotmail etc.) and the form will be rejected.
- 6) Access rights
 - a. All users must select at least one business thread related to their profile. Selection of a thread will give you access to calls related to this thread. Please do not select ITSM, as this is not applicable to MS.
 - b. To register for ARIS Publisher you should check the relevant tick-box next to the group you belong to as either a Member State or a Trade member. Filled and signed form should be submitted ITSM Service Desk for processing. As an output you will be granted with the READ access to the content of ARIS Publisher. If you need the WRITE access privilege (as TAXUD or TAXUD IT contractor), please note that you should prepare other form "UAM Form ARIS 10", which will be provided by ITSM Service Desk on simple request.
 - c. To register for CIRCABC or Wiki access, an ECAS user account must first be created. If the requester does not have one, a user account can be requested by following the "Not registered yet" link on <https://itsmtaxud.europa.eu/sites/itsm-portal/home.html> . Access restrictions can be found in Annex A (TAXUD IT Operational Implementation page tree and access restriction).
 - d. 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).

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- e. For Enhanced Test Material (ETM) access can be requested by Excise and Taxation Business Threads users only.
- f. CTA access can be requested only by Excise, Taxation and Customs Business Threads users that have a CCN user name already created. If not, the requestor first needs to follow the procedure for requesting a CCN user and after that request CTA access.
- g. For F5 VPN (TTA) access can be requested by Customs Business Threads users only.
- h. T-REX/REX access can be requested only by non-EU countries users.
- i. CS/MIS Access is granted to users of the Customs Thread only.
- j. 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 requester for completion.

7) Synergia Full Web Client and BO Reporting access are only available for ITSM3, LotQA, xDEV and DG TAXUD users only. These options are not yet available to Member States.

8) Approvals:

- a. All forms received by the ITSM3 Service Desk MUST be initially approved/ accepted either by:
 - The country's National Project Manager (further called NPM only for requestors from a Member State);
 - The Responsible Manager (further called as RM) if requested by ITSM3, xDEV, LotQA or DG TAXUD.
- b. The signature is not required only when a NPM/RM sends the form via email to the ITSM3 Service Desk. If the form is submitted directly by the end user, the form must be manually signed by NPM/RM.

9) Area reserved for European Commission – DG TAXUD

Please do not select/check anything in this section. Failure to comply may result in a rejection of the URF and return to requester for update/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).

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Annex A - TAXUD IT Operational Implementation page tree and access restriction

Publicly available (PA)	ITSM3Ops Portfolio Services
Commission use (CU)	Design Services (TCT)
Publicly available (PA)	Implementation Services (Obsolete ITSM2L1 info)
Commission use (CU)	Continuous Services
Publicly available (PA)	Knowledge Inventory
Commission use (CU)	Infrastructure Knowledge
Sensitive Non Classified (SNC)	ITSM3 Operations Service Catalogue
Sensitive Non Classified (SNC)	FAT evidences (TAXUD IT Operational Implementation)
Sensitive Non Classified (SNC)	ITSM3 Operations Risk Register (TAXUD IT Operational Implementation)
Sensitive Non Classified (SNC)	Security WIKI Page

Publicly available (PA): Contain non-sensitive information, can be requested without DG TAXUD ISD approval

Commission use (CU): Contain sensitive information such as IP addresses, server names etc, can be requested only after DG TAXUD ISD approval

Sensitive Non Classified (SNC): Contain sensitive information such as IP addresses, server names and FAT evidences and registered RISKS, can be requested only after DG TAXUD ISD approval