



# User guide on Portalino

Last update: 21 November 2023

# NOTE FOR THE USERS

This user guide has been updated on 21 November 2023 to take into account the latest system enhancement:

- Users making submissions which do not contain any confidentiality request are no longer required to upload the same .zip file for the confidential version and the public dissemination version. Users can simply check the box *“Please tick the box if your submission does not contain any confidentiality request related to confidential business information or personal data”* and upload the public dissemination version of the submission.

Some editorial changes have been introduced to further clarify the existing content.



# SCOPE AND INDEX

This user guide offers further details and information about the submission of food-chain dossiers and datasets, including the corresponding confidentiality requests via Portalino. As such it should be read together with [EFSA's User Guide on Confidentiality](#) and with any [administrative and scientific guidance documents](#) relevant for the submission.

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# 1. ABOUT PORTALINO

Portalino is the e-submission system for the submission to EFSA of food-chain dossiers, documents and datasets, including the corresponding confidentiality requests, for specific cases not covered by the E-submission food chain platform (ESFC) and IUCLID workflows.

## Actors of the process

**Applicants (or consultants acting on their behalf) or contributors**, i.e., legal or natural persons (i.e. organisations and private citizens, respectively) who can use Portalino to submit applications, datasets and documents. This definition does not include “laboratories and testing facilities” as they are defined in EFSA’s Practical Arrangements on pre-submission phase and public consultations.



## 2. FOOD-CHAIN DOSSIERS, DATASETS AND REQUESTS OF CONFIDENTIALITY IN SCOPE OF PORTALINO

- Animal by-products
- Stunning methods
- Feed detoxification for chemical contaminants
- High risk plants (high risk plants dossiers and plants derogations)
- In the area of GMO: Complementary information for inconclusive EFSA opinions\*
- Article 8(2) of Regulation (EC) No 1925/2006 on the addition of vitamins and minerals and of other substances to foods
- Article 12(3) of Regulation (EC) No 1935/2004 on materials and articles intended to come into contact with food
- For pesticide applications for which Transparency Regulation applies: confidentiality requests pertaining to assessment reports (DAR/RAR) and the Renewal conclusion
- Calls for data
- Contaminants data in the context of Data Collection Framework (DCF)
- Other information supporting mandates as per Article 29 of Regulation (EC) No 178/2002

\* Complementary information following inconclusive EFSA's opinions in the area of feed additives must be submitted through the [e-submission food chain platform \(ESFC\)](#).



## 3. HOW TO REGISTER INTO PORTALINO

The access to Portalino can be requested by **organisations** or **private citizens** by contacting the EFSA Service Desk [servicedesk@efsa.europa.eu](mailto:servicedesk@efsa.europa.eu) and providing the following details:

- **Scope of the submission**
- **Personal details of the user requesting the access:**
  - First name, Last name, Corporate email (organisation users)/Private email (private citizens)  
**Important:** private emails will be accepted only if the requestor is a private citizen.
- **Organisation details, in case of access requested on behalf of an organisation:**
  - Organisation name, Organisation English name, if relevant Organisation Email  
**Important:** the domain of the email address should be linked to the company
  - Phone number, Billing address (street, city, zip/postal code), Billing Country  
**Important:** specify if the user organisation is already registered in Connect.EFSA. If not yet registered on Connect.EFSA, it will be requested to [register](#) and create an account.



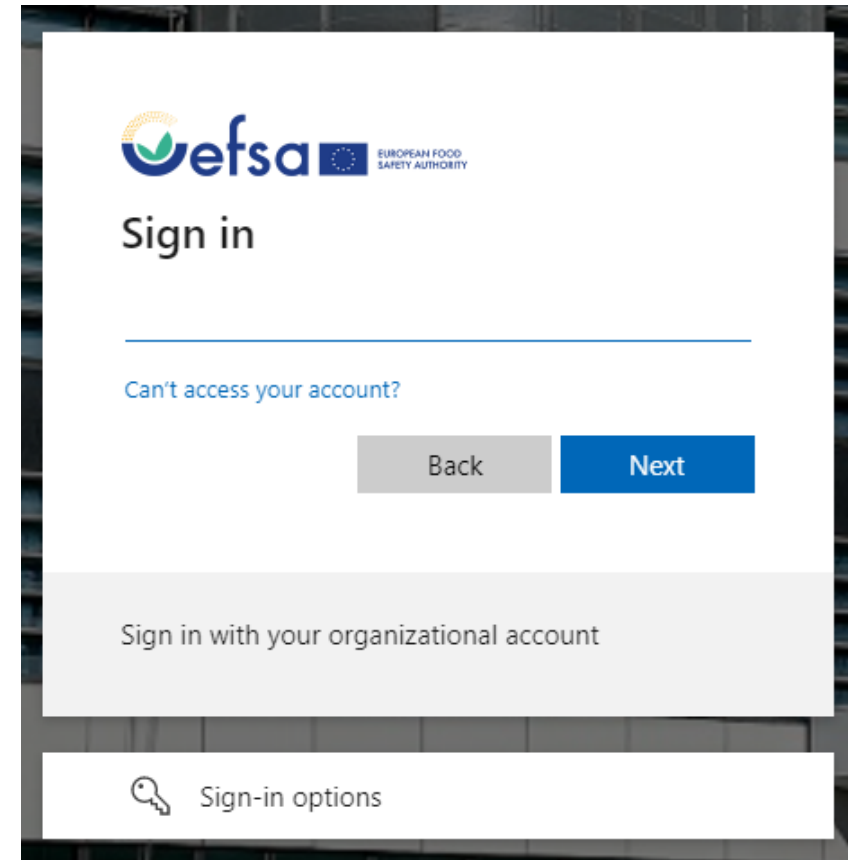
## 4. HOW TO ACCESS PORTALINO

Once the registration request has been sent, EFSA validates the request and provides the credentials.

**Important (for organisations only):** the credentials received are valid to access both Portalino and Connect.EFSA.

With the credentials, organisations and private citizens can access the Portalino at the following address:

<https://confportal.efsa.europa.eu/>



## 5. NEED TO KNOW BEFORE DATA SUBMISSION IN PORTALINO



Users are encouraged to **check the administrative and scientific provisions relevant for the submission** in the EFSA website (<https://www.efsa.europa.eu/en/applications>), and to provide data in line with the minimum requirements set by such documents.



**Intellectual Property Rights (IPR):** when published data, relevant for the evaluation, are included in the submission, the users must ensure that terms and conditions asserted by any rightsholder of studies, information or data submitted to EFSA are fully satisfied.



**Publications already available to the public upon payment of fees:** in situation where the contributor/applicant does not have or cannot obtain intellectual property rights for the purposes of the proactive public disclosure requirements, a copy of the relevant publications with the relevant bibliographic references/citations should be included in the Confidential version only, for scientific assessment purposes only. In the Public dissemination version, the contributor/applicant should provide only the relevant bibliographic references/citations where this publication is available to the public.





# 6. HOW TO SUBMIT DATA IN PORTALINO

Once logged-in, **users from organisations and private citizens** will access the ‘Overview Submissions’ page, containing the submissions previously created, if any. Click on ‘**New submission**’ to start the creation of a submission and the confidentiality requests linked to it.

Overview Submissions

Search on ID, subject keyword, company name or question number

Id	Subject	Submission date	Status	Food sector area	Company name
<a href="#">CR-2023-000241</a>	Submission example for user guide		Draft	Animal Welfare	ABC company Spa

Users can filter past submissions according to “Status”, “Submission date” and Food sector area”.

**Submission status filters:**

- Draft
- Submitted
- Rejected
- Withdrawn
- Request for Information
- Show All

**Submission date filters:**

Select date  Select date

**Food sector area filters:**

- Animal Health
- Animal Welfare
- Biological Hazards and Animal By-products
- Contaminants
- Decontamination Substances
- Show All



# 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 1/5

## Step 1/5 (for organisations and private citizens). General information about the Subject of the submission and the Food Sector Area

Each submission in Portalino should be properly named to allow a clear recognition by EFSA. Users are strongly encouraged to include the following information in the “**Subject of the submission**” section:

- Name of the subject of the submission (i.e., the name of the regulated product to be assessed by EFSA).
- The scope of the submission and the corresponding Regulation (e.g., submission of complementary information following EFSA's inconclusive opinion; application for the authorisation of a high-risk plant, etc).
- For submission of complementary information linked to previous EFSA opinions: the EFSA question number (EFSA-Q) and the dossier number of the previous application are also required.
- The user should specify if the submission is a re-submission following EFSA request for information during intake phase or risk assessment phase.

Before clicking on **Next**, users must select the relevant **Food Sector Area** of the submission.

Step 1/5: General Info \* = Mandatory field

How to use? ⓘ  
Subject of the submission \*

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How to use? ⓘ  
Food Sector Area \*

Feed Additives

Next > Save as draft Cancel

Users can find additional indication on **how to use** the fields of the submission form by hovering over the “?” icon nearby each field.



## 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 2/5

### Step 2/5 (for organisations only). Data owner information

- The data owner is the organisation responsible for the submission.
- In the “**Company or organisation**” field the user can start typing the name of the data owner organisation and select the relevant result from the picklist, if any.
- Fill-in the other fields if required by the form.

Step 2/5: Data owner \* = Mandatory field

How to use? ⓘ

Company or organisation \*

E-mail

Phone number

Street Address

Postal code

City

Country

Website

< Previous **Next >** Save as draft Cancel



## 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 3/5

### Step 3/5 (for organisations and private citizens). Submission Owner(s) information

- A submission owner is a contact registered in Connect.EFSA under the company account of the owner organisation indicated in the data owner section. By default the logged user is also a submission owner.
- **The submission owner(s) indicated in this window will be the person that can make changes to the submission (add/remove submission owner(s)/contact person(s), send a confidentiality requests or select when there are no confidentiality requests, withdraw a submission).**
- To add other submission owners, the user indicates the email of another contact and clicks **Search**. The email is that used by the contact to register in Connect.EFSA. **Each submission can be owned by a maximum amount of three owners.**
- By clicking the “x” box next to the submission owner name, the name can be removed from the list of submission owners.
- Click **Next** to continue.

Step 3/5: Submission Owner(s) \* = Mandatory field

How to use? ⓘ

Submission Owners

List of selected Owners

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[< Previous](#)

If the system does not find the contact account in Connect.EFSA, an error message will be displayed.

! Portalino | Issue adding a new contributor  
Unable to retrieve Salesforce account for user: jim.belushi@othercompany.com.  
Please contact [ServiceDesk](#)



## 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 4/5

### Step 4/5 (for organisations and private citizens).

#### Submission Contact(s) information

- The user can indicate other contacts to be associated to the submission. **Only contacts indicated in this section will receive communications concerning the submission.**
- **Submission owners that are not named as contacts will not receive communications.**
- There are no limits for the number of contacts that can be added. The only requirement is that the email provided is functioning and monitored.
- The user indicates a valid email for the contact and clicks on “+ Add contact”. Repeat this step to add more than one contact to the submission.
- Click **Next** to continue.

Step 4/5: Contacts \* = Mandatory field

How to use? ⓘ

Contact email

jim.belushi@ABCcompany.com

antonio.banderas@ABCcompany.com

< Previous

By clicking on the “x” the user can delete a contact from the list.



# 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 5/5

## Step 5/5 (for organisations and private citizens). Data submission

If the submission contains confidential data, it must consist of:

- a zip file with a confidential version (not for public dissemination) containing all documents/data related to the current submission in their complete version (i.e. all information visible and no blackening applied). In the confidential version all information claimed to be confidential should be earmarked. Detailed instructions on how to submit confidentiality requests are provided in Section D, Chapter 3 of the [EFSA's User Guide on Confidentiality](#).
- a zip file with a non-confidential version (public dissemination version) of all documents related to the current submission with the confidential parts having been permanently blackened. Users must be sure not to disclose publications for which they do not have intellectual property rights.
- A signed cover letter listing the content of the submission and its scope should be provided together with both the confidential and public dissemination versions (i.e. the zip files) of the submission.

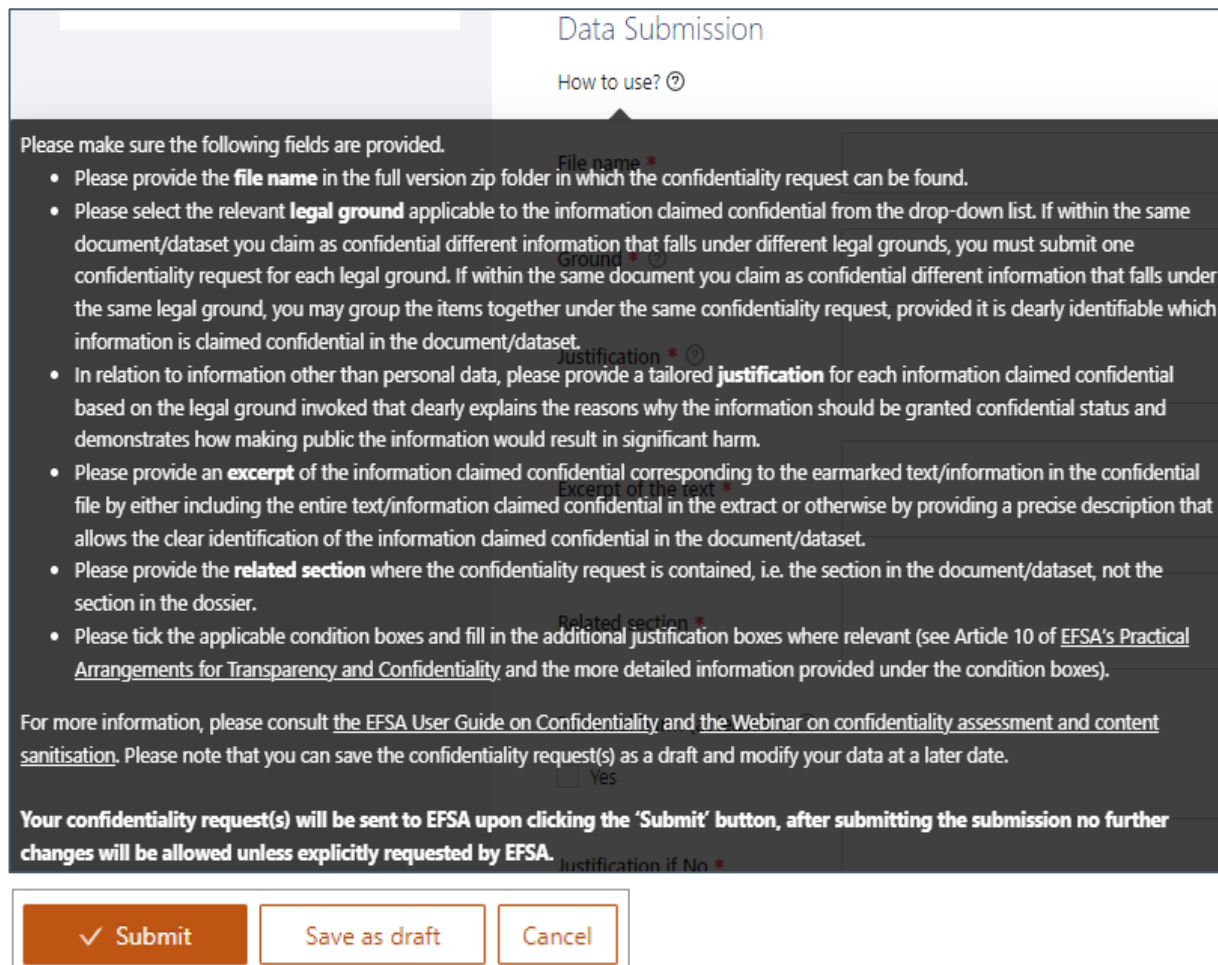
The screenshot shows the 'Step 5/5: Data Submission' form. At the top right, it indicates '\* = Mandatory field'. The form is divided into two main sections: 'Zip files' and 'Data Submission'. Under 'Zip files', there are two mandatory fields: 'Confidential version \*' and 'Public dissemination (Non-Confidential) version \*', each with a '+ Select' button. The 'Data Submission' section includes a 'How to use?' link, a checkbox with the text 'Please tick the box if your submission does not contain any confidentiality request related to confidential business information or personal data', and a '+ Add confidentiality request' button. At the bottom, there are navigation buttons: '< Previous', '✓ Submit', 'Save as draft', and 'Cancel'.

After uploading the zip files, the user clicks on the “+Add confidentiality request” button to proceed. See next slides for detailed information.



# 6. HOW TO SUBMIT DATA IN PORTALINO – STEP 5/5

General indications on how to fill-in the mandatory fields of the **Data Submission section** are available by hovering over the “?” icon next to “How to use?”. The “?” icon nearby each mandatory field provides additional detailed information.



The screenshot shows the 'Data Submission' form with a tooltip overlay. The tooltip contains the following text:

Please make sure the following fields are provided.

- Please provide the **file name** in the full version zip folder in which the confidentiality request can be found.
- Please select the relevant **legal ground** applicable to the information claimed confidential from the drop-down list. If within the same document/dataset you claim as confidential different information that falls under different legal grounds, you must submit one confidentiality request for each legal ground. If within the same document you claim as confidential different information that falls under the same legal ground, you may group the items together under the same confidentiality request, provided it is clearly identifiable which information is claimed confidential in the document/dataset.
- In relation to information other than personal data, please provide a tailored **justification** for each information claimed confidential based on the legal ground invoked that clearly explains the reasons why the information should be granted confidential status and demonstrates how making public the information would result in significant harm.
- Please provide an **excerpt** of the information claimed confidential corresponding to the earmarked text/information in the confidential file by either including the entire text/information claimed confidential in the extract or otherwise by providing a precise description that allows the clear identification of the information claimed confidential in the document/dataset.
- Please provide the **related section** where the confidentiality request is contained, i.e. the section in the document/dataset, not the section in the dossier.
- Please tick the applicable condition boxes and fill in the additional justification boxes where relevant (see Article 10 of [EFSA's Practical Arrangements for Transparency and Confidentiality](#) and the more detailed information provided under the condition boxes).

For more information, please consult [the EFSA User Guide on Confidentiality](#) and [the Webinar on confidentiality assessment and content sanitisation](#). Please note that you can save the confidentiality request(s) as a draft and modify your data at a later date.

**Your confidentiality request(s) will be sent to EFSA upon clicking the 'Submit' button, after submitting the submission no further changes will be allowed unless explicitly requested by EFSA.**

At the bottom of the form, there are three buttons: 'Submit', 'Save as draft', and 'Cancel'.



Data Submission

How to use? ⓘ

File name \*  0 / 255

Ground \* ⓘ

Justification \* ⓘ  0 / 4000

Excerpt of the text \*  0 / 4000

Related section \*  0 / 255

Potential harm (at least 5%) ⓘ

Yes

Justification if No \*  0 / 20000

Worthiness of legal protection (and lawful acquisition) ⓘ

Yes

Not environmental information (Art 2(1)(d) of Aarhus Regulation) ⓘ

Yes

Novelty (document not older than 5 years) ⓘ

Yes

Justification if No \*  0 / 20000

Not Publicly available ⓘ

Yes

# 6.1. HOW TO SUBMIT DATA WITHOUT CONFIDENTIALITY REQUEST(S)

The following procedure applies only when there is not the intention/need to include any confidentiality reques in the submission.

Step 5/5: Data Submission \* = Mandatory field

Zip files

How to use? ⓘ

Public dissemination (Non-Confidential) version \*  + Select

Data Submission

Please tick the box if your submission does not contain any confidentiality request related to confidential business information or personal data ⓘ

< Previous ✓ Submit Save as draft Cancel

The user checks this box to continue without submitting any confidentiality request. The user uploads **only** the .zip file containing **the public dissemination version** of the submission, then clicks **Submit**.





# 7. CONFIRMATION OF THE SUBMISSION

After the submission, the status changes from **DRAFT** to **SUBMITTED**. The system shows the date, time and the identification code of the submission. The submission owner(s) and the contact person(s) receive **an email alert** which confirms receipt of the submission.

The screenshot displays a submission confirmation page. At the top, it shows the submission ID 'CR-2023-000413', the date and time '14/09/2023 - 10:51', a 'Print' button, and a 'SUBMITTED' status badge. A left-hand navigation menu includes options like 'General Info', 'Data Owner', 'Submission Owner(s)', 'Contact point(s)', 'Withdraw', 'Data Submission', and 'Assessment', with a 'Close' button at the bottom. The main content area is divided into sections: 'General Info' with details on the subject ('Test submission for User Gude'), food sector area ('Feed Additives'), and 'Data owner' ('ABC company Spa'). A large white box on the right contains an 'Acknowledgement of submission email' from 'Portalino'. The email title is 'Acknowledgement of Submission' and the body text states: 'EFSA hereby acknowledges receipt of your submission: CR-2023-000413 on behalf of: ABC company Spa. Subject: Test submission for User Gude. Food Sector Area: Feed Additives. Submission date: 14-09-2023. The confidentiality requests linked to this submission, if any, will be considered by EFSA according to Article 39b of regulation (EC) No 178/2002, as applicable, when:'. A bulleted list follows, with the first item being 'the application to which it refers has been considered valid or admissible'.



## 8. RE-SUBMISSION AFTER A REQUEST FOR MISSING INFORMATION

Submission: CR-2023-000285

REQUEST FOR INFORMATION

Print

### EFSA Feedback:

- Example request for missing information (RFI)

Requested by: EFSA Requested on: 06/07/2023 - 12:45

General Info

Data Owner

Submission Owner(s)

Contact point(s)

With...

### Step 1/4: General Info

\* = Mandatory field

How to use? ?

Subject of the submission \*

Submission example for User Guide

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Resubmit

X

What is this ?

Change description \*

Cancel

✓ Resubmit

After a submission, the user may receive a request for information from EFSA.


- The status changes from **SUBMITTED** to **REQUEST FOR INFORMATION**.
- The EFSA Feedback appears in the blue box at the top of the page.
- All sections of the submission can be updated/amended by following the same instructions provided in steps 1/5, 2/5, 3/5, 4/5 and 5/5 for the first submission process.
- When the submission is updated/amended with the information required, the user provides a description of the changes done in the dedicated box "**Change description**".
- The user clicks **Resubmit** to continue.

✓ Resubmit



# 9. CONFIRMATION OF THE RE-SUBMISSION

After the re-submission, the status changes again to **SUBMITTED**, the system shows the date, time and the identification code of the submission and the contact person(s) indicated in step 3/5 receive a **email alert** which confirms the end of the re-submission process.

Submission CR-2023-000248      Date of the submission 27/06/2023 - 17:10       Print      **SUBMITTED**

<ul style="list-style-type: none"><li>General Info</li><li>Data Owner</li><li>Submission Owner(s)</li><li>Contact point(s)</li><li>Withdraw</li><li>Data Submission</li><li>Assessment</li></ul>	<h3>General Info</h3> <p><b>Subject</b> Submission example for user guide</p> <p><b>Food sector area</b> Animal Welfare</p>
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# 10. UPDATE SUBMISSION OWNER(S) AND CONTACT(S)

A submission owner can add/remove/replace the information about the other submission owner(s) and contact point(s)

General Info

Data Owner

Submission Owner(s)

**Contact point(s)**

Withdraw

Data Submission

Assessment

Close

**Submission Owner(s)** [Update Submission Owners](#)

SURNAME Name  
name.surname@ABCcompany.com

**Contact point(s)** [Update Submission Contacts](#)

name.surname1@ABCcompany.com  
name.surname2@ABCcompany.com



# 11. WITHDRAW THE SUBMISSION

Submission owners can withdraw the submission by clicking on the **Withdraw** button and including a **Justification for Withdrawal**.

- General Info
- Data Owner
- Submission Owner(s)
- Contact point(s)
- Withdraw**
- Data Submission
- Assessment
- Close

**Withdraw Submission**

How to use ?

**Withdraw**

**Withdraw Submission**

How to use ?

Justification for withdrawal \*

0 / 20000

**Withdraw** Cancel

Click again **Withdraw** to continue, a pop-up window will ask the user to confirm the action.

Do you confirm your withdrawal of the submission? Please note that this action is irreversible.

No Yes



# 12. NOTIFICATION OF STUDIES AND PRE-SUBMISSION ACTIVITIES

If the submission falls under the obligations of study notification pursuant to Article 32b of Regulation EC 178/2002 (the General Food Law, as updated by the Transparency Regulation), the user should use the “[Appendix A - Notification of Studies information](#)” and provide the information as showed in the following tables.

<b>Submission for:</b>	<i>Indicate the subject of the submission</i>
<b>Pre-Application ID:</b>	<i>Insert the pre-application identification number EFSA-ID-YYYY-NNNNNNN received from EFSA (in Connect.EFSA)</i>

For all studies notified in the database and included in the submission, please fill in the following table:

Studies notified and included in the submission		
EFSA Study identification number	Study title	For studies notified after the study starting date, provide justification for delay in notification
<i>EFSA-YYYY-NNNNNNNN</i>	<i>Study on..</i>	<i>Add justification, if the study has been notified with delay</i>
<i>Add rows as needed</i>		

For studies that were notified in the database, but not included in the submission or withdrawn from the database, please fill in the following table:

Studies notified NOT included in the submission and/or withdrawn from the database			
EFSA Study identification number	Study title	For studies that were previously notified in the database, and not included in the submission, provide justification for the non-inclusion	For study notifications withdrawn from the database, provide a justification for withdrawal
<i>EFSA-YYYY-NNNNNNNN</i>	<i>Study on..</i>	<i>Add justification, if the study was notified but it has not been included in the submission</i>	
<i>EFSA-YYYY-NNNNNNNN</i>	<i>Study on..</i>		<i>Add justification, if the study notification was withdrawn from the</i>
<i>Add rows as needed</i>			

For studies that were not notified in the database, but are included in the submission, please fill in the following table:

Studies NOT notified in the database, but included in the submission						
Study title	Study Objective	Business Operator	Laboratory name*	Test item	Starting date	For studies that were not notified in the database, and included in the submission, provide justification for the non-notification
<i>Study on..</i>	<i>Study to determine..</i>	<i>Provide the name of the company which has commissioned the study</i>	<i>Provide the name of the laboratory which has performed the study, if</i>	<i>provide information on the test item</i>	<i>insert the study starting</i>	<i>Add justification, if the study was not notified in the database, but has been included in the submission</i>
<i>Add rows as needed</i>						

\* not relevant for studies performed in internal testing facilities



# 13. DATA COLLECTION FRAMEWORK (DCF)

Submission within the context of DCF can contain large amount of data. While a call for data is ongoing users can upload data multiple times. Confidentiality requests can be submitted in Portalino only for datasets owned by the applicant/contributor.

The submission of confidentiality requests in Portalino for each record or field of a collection of data may be cumbersome and less efficient. Users can submit their requests in relation to the data structure as showed in the graphic below.

