

French version: [#5617525](#)

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User Manual

Electronic Communication (eComms) for Representatives

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1. eComms - Introduction

How does this User Manual work?

The User Manual is composed of separate sheets with each sheet describing one task. In this way, you will find all information on how to do a task on one sheet which you can either print or consult on the screen (recommended).

When do we use Electronic communication (eComms)

The Court will contact the representative once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up.

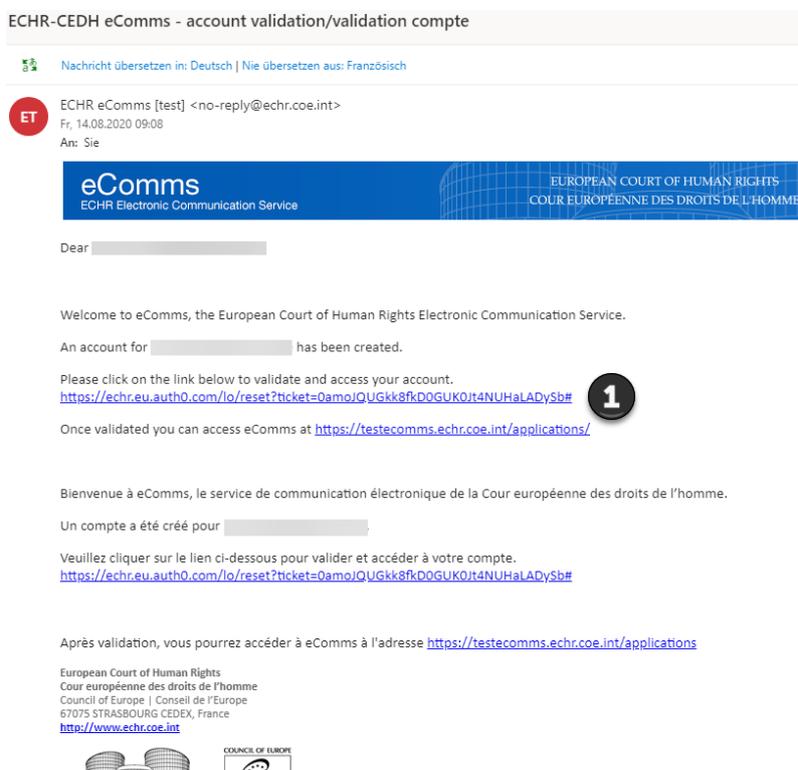
Terms and Conditions

Please read and agree to the [Terms and Conditions](#) which can be found on the top right of the eComms page.

2. Account validation (First connection)

When you connect for the first time, you will need to **validate** your account.

1. Click on the **link** provided in the account validation email to connect for the first time
2. Enter a **password** and **repeat**
3. Confirm by clicking on the **arrow**
You will be redirected to eComms
4. Click **Logout** if you want to end your session



i Did you know?

The **Court** will contact the representative once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up.

i Did you know?

At the top right of the page you can find:

- The **Help** function
- The **Terms and Conditions**
- Switch to the **French interface** by clicking **Français**
- **Strasbourg local time** is displayed for your information.

i Did you know?

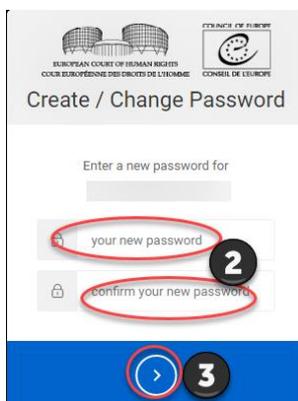
By typing your password and repeating it you allow the system to **check** if the password is entered correctly.

i Did you know?

Please check your **spam** or **junk email** folder if you cannot find the Court's email because sometimes even legitimate emails are redirected to the spam/junk email folder.

See also!

Chapter 3.



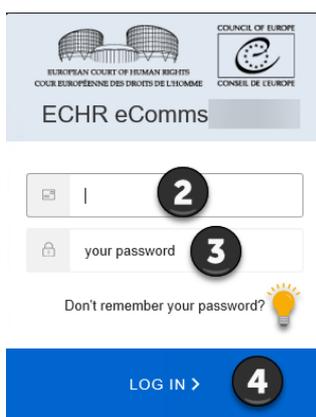
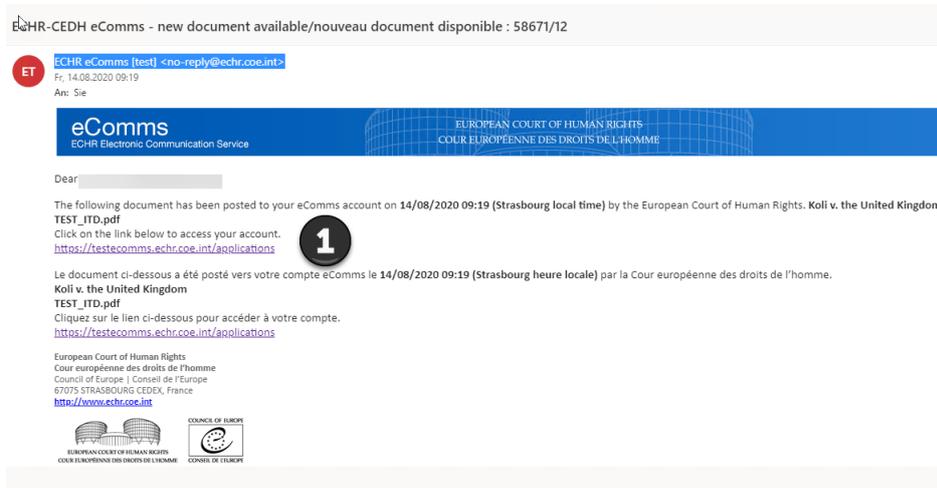
3. Connecting to eComms (Login)

You will receive an email from the Court with a link to **access** your account once it has been set up, a new application has been added, or a new document has been sent.

You have received an email from the Court that an application has been added to your list of applications in eComms or a new document is now available in eComms

1. Click the **link** in your email
2. Enter your **Account identifier** (= email)
3. Enter your **Password**
4. Click **LOG IN**

You will be now redirected to eComms



i Did you know?

You can also access eComms directly via this link <https://ecomms.echr.coe.int>

i Did you know?

Your **account identifier** is your email address.

i Did you know?

You can **reset** your password by clicking on **Forgot your password?** and follow the steps as described in Chapter 6.

See also!

Chapter 2, 4, 5 and 6.

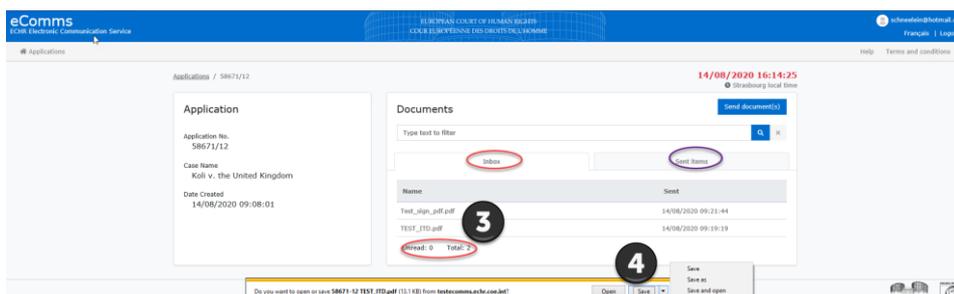
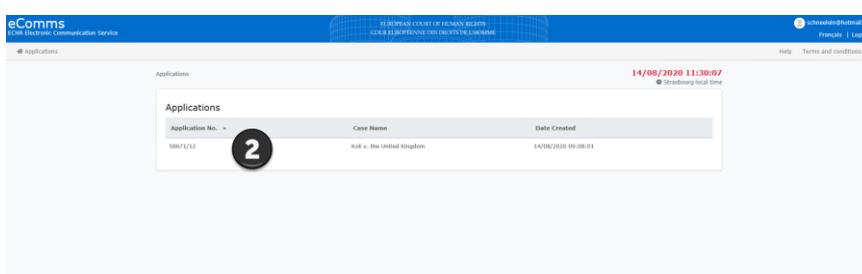
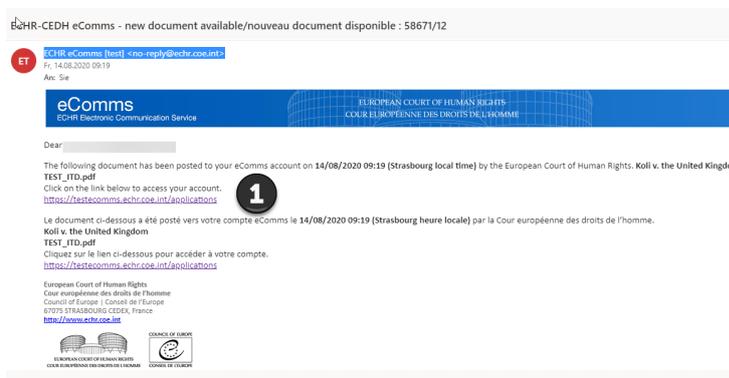
4. Receiving a document from the Court

When you receive a document from the Court you will be notified by email.

You have received an email from the Court that a new document is now available

1. Click the **link** in your email to connect to eComms and follow the steps as described in Chapter 3
 2. Click and select the **application** in question from your list of applications
 3. Click on the new **document** in the **Inbox** tab
 4. Save the **document** to your local system
- You can now open the document to read or print it*

*Please note that once electronic communication is initiated, the Registry will **only** communicate with you **electronically** and you will **not receive originals** (letters or annexes) by regular post*



i Did you know?

Electronic communication is only possible in **selected applications** after their communication to the Government.

The **Court** will contact the representative once an application has been communicated or when a legal division decides that it is clearly going to be and electronic communication should be set up.

The **application** will be added to the list of applications in your eComms account. You can now receive or send documents concerning a specific application. You will be notified by email of each application and document added to your eComms account. New documents will appear in bold in the application inbox.

i Did you know?

Documents received **from the Court** can be found in the **Inbox** tab. Documents **sent to the Court** can be found in **Sent items**.

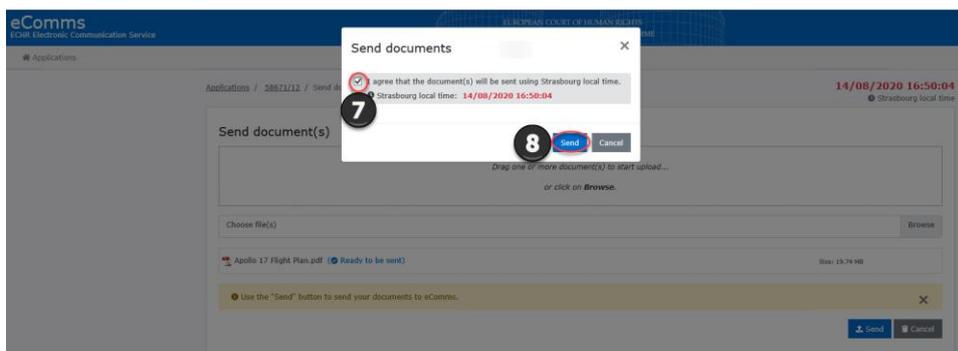
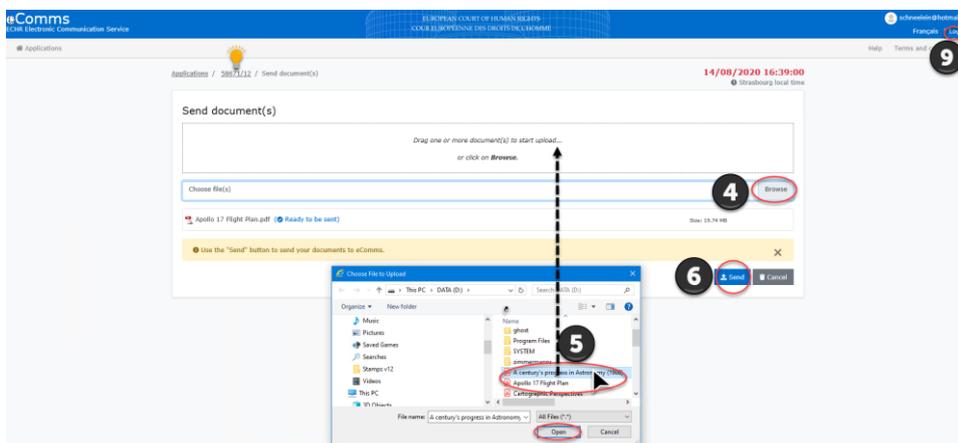
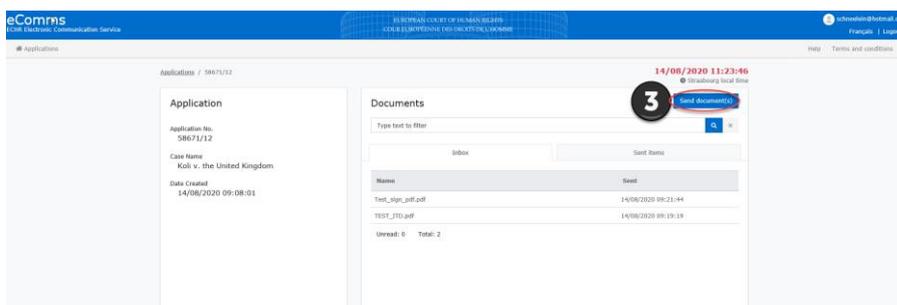
📖 See also!

Chapter 2, 3 and 5.

5. Sending a document to the Court

You can **send a pdf document** concerning a specific application provided that this application is listed in your eComms account.

1. Connect to eComms (no illustration)
 2. Select the **application** in question from your list of applications. Please note that you can only send documents concerning the selected application!
 3. Click **Send a document**
 4. Browse your local system for your **pdf document** to be sent to the Court
 5. You have 3 options to upload your document: **Double-click** or **click open** or **drag and drop**, then wait until it has been fully uploaded
 6. Click **Send** after the document has been uploaded
 7. Confirm by ticking the **box** and
 8. Hit the **Send button**
- A confirmation message will be displayed
9. **Log out** if you want to end your session



- i Did you know?**
Documents will be **time stamped** with the local Strasbourg time when they are sent to the Court. This allows monitoring time-limits.
- i Did you know?**
Documents **from the Court** can be found in the **Inbox tab**. Documents **sent to the Court** can be found under **Sent items**.
- i Did you know?**
The **Upload status bar** shows if your document is still being processed. Once this is **completed**, you can continue with step 6.
- See also!**
Chapter 3 and 4.

6. Resetting your password

You can **reset your password** at any time.

1. Connect to **eComms** (no illustration)
2. Click on **Don't remember your password?**
3. Enter and submit your **email address**
An account recovery message will be displayed and you will receive an email. This might take a few minutes
4. Click on the link in the email to **reset your password**
5. Enter your **new password**
6. Repeat your **new password**
7. Click on the **arrow** to confirm

A message will be displayed confirming the password change

i Did you know?

Please note that you can only reset the password for an **existing** account.

See also!

Chapter 3.

7. FAQ – Frequently Asked Questions

What type of documents can I send?

You can only send pdf files of a maximum of 50MB.

What happens if my pdf file is not sent immediately due to a technical problem but I have to respect a time-limit?

Each document is time-stamped in order to identify when it was sent indicating Strasbourg local time.

If you cannot access eComms or if receiving or sending documents fails, if possible, please try to access the site from another computer.

What is the best dpi resolution for scanning?

We recommend to scan in 300 dpi, not higher.

Can I send documents in Rule 39 cases?

eComms is only used for correspondence on communicated cases and should not be used for Rule 39 correspondence prior to communication of the case.

Can I send multiple documents via my eComms account?

Yes, you can send multiple documents **per application** provided the application is listed in your eComms account. To send documents, you must select a specific application from your list of applications. The documents you send must concern this application only. Please note that if you send one or more documents which do not concern the selected application, any such document(s) will not be accepted by the Court!

In order to add multiple documents, you can select a **consecutive group of files**: Locate your files, click the first item, press and hold down the Shift key, and then click the last item. To select **non-consecutive files**, press and hold down the Ctrl key, and then click each item that you want to select. Then click Open and wait until the upload of all selected files is completed. Alternatively, you may drag and drop your selected files. Continue with step 7 in Chapter 5.

New! Can I have more than one active eComms account?

Yes, you can have several active eComms accounts if you have provided the Court with different email addresses. However, you can only send a document or a batch of documents from one account at a time. You cannot send documents in bulk concerning applications attached to several different accounts. To avoid confusion, we recommend, where possible, that you only have one active eComms account containing all your pending applications.

Do I need to name documents in a certain way?

The Court will ensure that the document names are prefixed with the application number (e.g. 123-16 but not 123/16) The representatives' documents will automatically be prefixed with the application number and the document type will be defined when they send a document.

A file name should be composed of characters drawn from the ASCII Character set (i.e. characters from the Cyrillic character set or other extended character sets should not be used), please see: https://en.wikipedia.org/wiki/Extended_ASCII.

Who can I ask to launch eComms for me?

eComms is a service initiated by the Court for communicating electronically with an applicant's representative. Please note that the Court will only communicate electronically with the parties once an application has been communicated to the Government or when a legal division decides that it is clearly going to be and that electronic communication should be set up for a specific application. The Court does not offer electronic communication in applications which have not yet been communicated to the Government.

How long are files kept in my account?

Documents sent to eComms are only available for one year. Once a case is finished by the Court all documents will be deleted from eComms.

It is the representatives' responsibility to download and save the documents the Court sends via eComms to their own local system before this one-year limit.

Is there a direct link which I can use to connect to my account or do I have to use the link in the email sent by the Court?

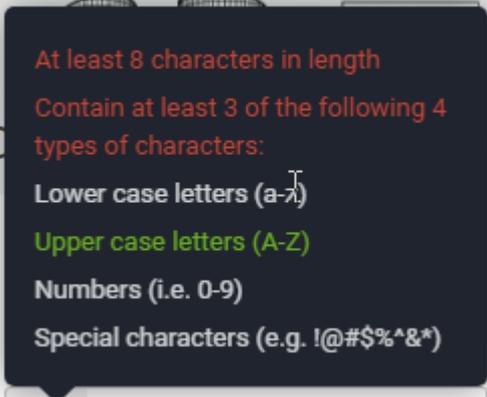
Yes, you can use the direct link <https://ecomms.echr.coe.int> and add it to your favorites. Please note that you can only send files related to applications available in your account.

Which internet browsers can I use for eComms?

Please see the terms and conditions on the top right of the eComms web page for a full list of recommended browsers.

I tried to initiate my password but it does not appear to be accepted?

Please bear in mind that there are minimum requirements for a password:



At least 8 characters in length

Contain at least 3 of the following 4 types of characters:

Lower case letters (a-z)

Upper case letters (A-Z)

Numbers (i.e. 0-9)

Special characters (e.g. !@#\$%^&*)

Is it possible to have multiple email addresses (eComms accounts) per case?

No. You can only have one eComms account (email address) per case.

I am unable to upload documents. After clicking on send, the page freezes.

If you are unable to send documents, please try to disable your browsers extensions. Alternatively you can browse in private mode which is a fast and safe way to surf.