

## How to request access to the CPMS

In order to access CPMS, the following steps need to be followed:

1. Have or create your personal EU LOGIN; [Official guide here](#)
2. Add your mobile phone number to EU Login as double authentication method; [Official guide here](#)
3. Request access to the CPMS for ERN ReCONNET with specific ROLE;
4. Login into the CPMS.

A detailed video-guide can also be found at the following link: [CPMS Video animation guide.](#)

*In this guide we will present the steps needed to request access to the CPMS if you are a Full Member or an Affiliated Partner.*



## How to create an EU Login

In order to create an EU Login, please follow the steps below:

1. Go to the following [Link](https://webgate.ec.europa.eu/cas/eim/external/register.cgi)

**EU Login**  
One account, many EU services

Where is ECAS? English (en)

[Create an account](#) **Login**

### Create an account

[Help for external users](#)

First name

Last name

E-mail

Confirm e-mail

E-mail language  
English (en)

Enter the code

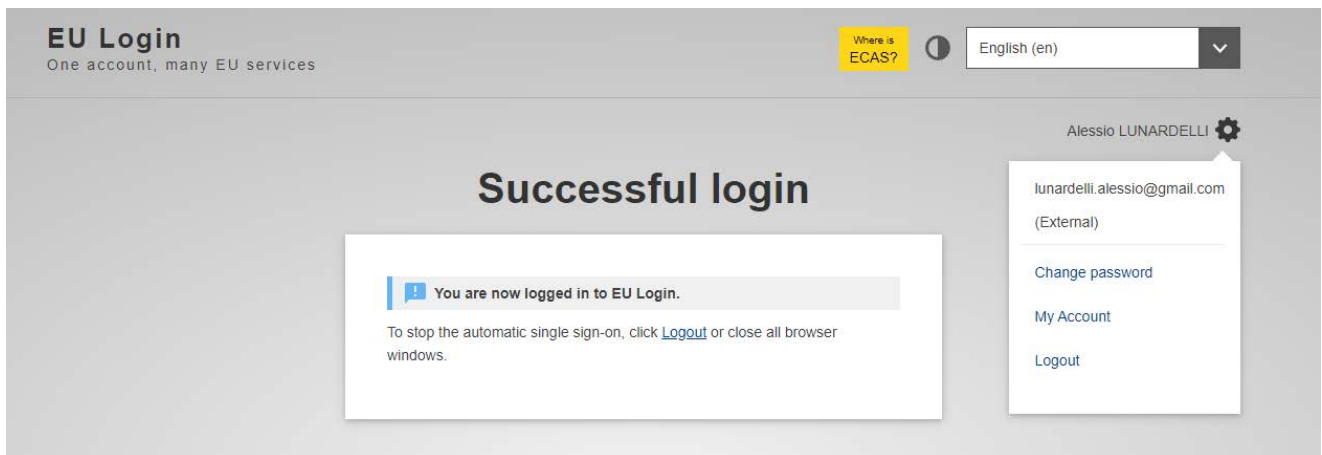
2. Fill the information in the form then click the button “create an account” at the end of the form and wait for the confirmation email.



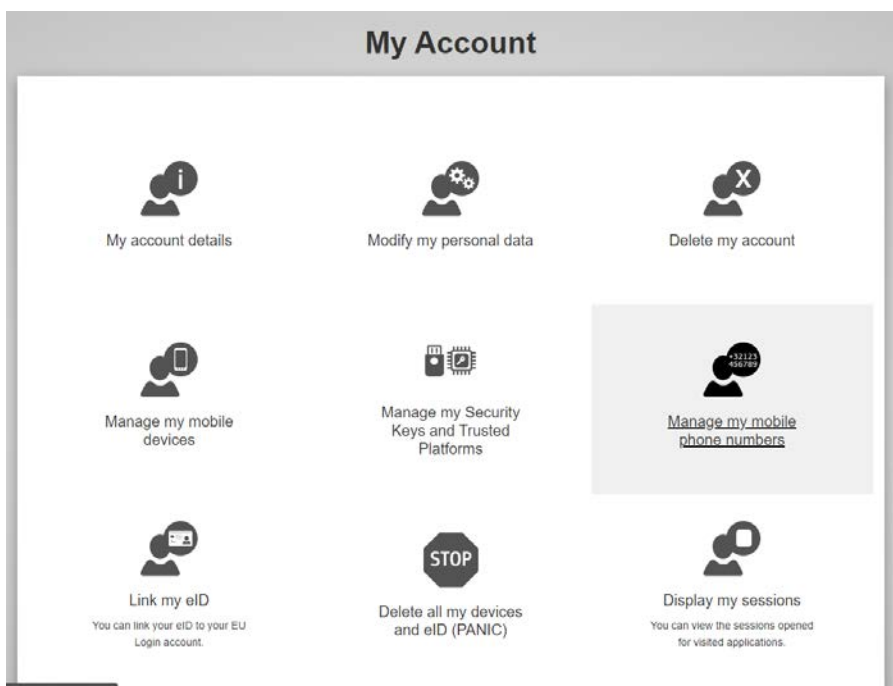
## How to add your mobile phone number as Double factor authentication for EU Login

In order to use CPMS, you need to have an EU Login with Double factor authentication process.

1. Go to the following Link <https://webgate.ec.europa.eu/cas> and Login with your EU Login account.
2. After the Login, click on the icon “” on the top right and select “My Account”.



3. Then click “Manage my mobile phone numbers”.



4. Add your mobile phone.
  
5. Once you have completed the form, you will receive a message via SMS and your mobile number will be associated with your EU Login account. Everytime you will access the CPMS, you will be requested to add your password and a one-time verification code that will be sent to your mobile.

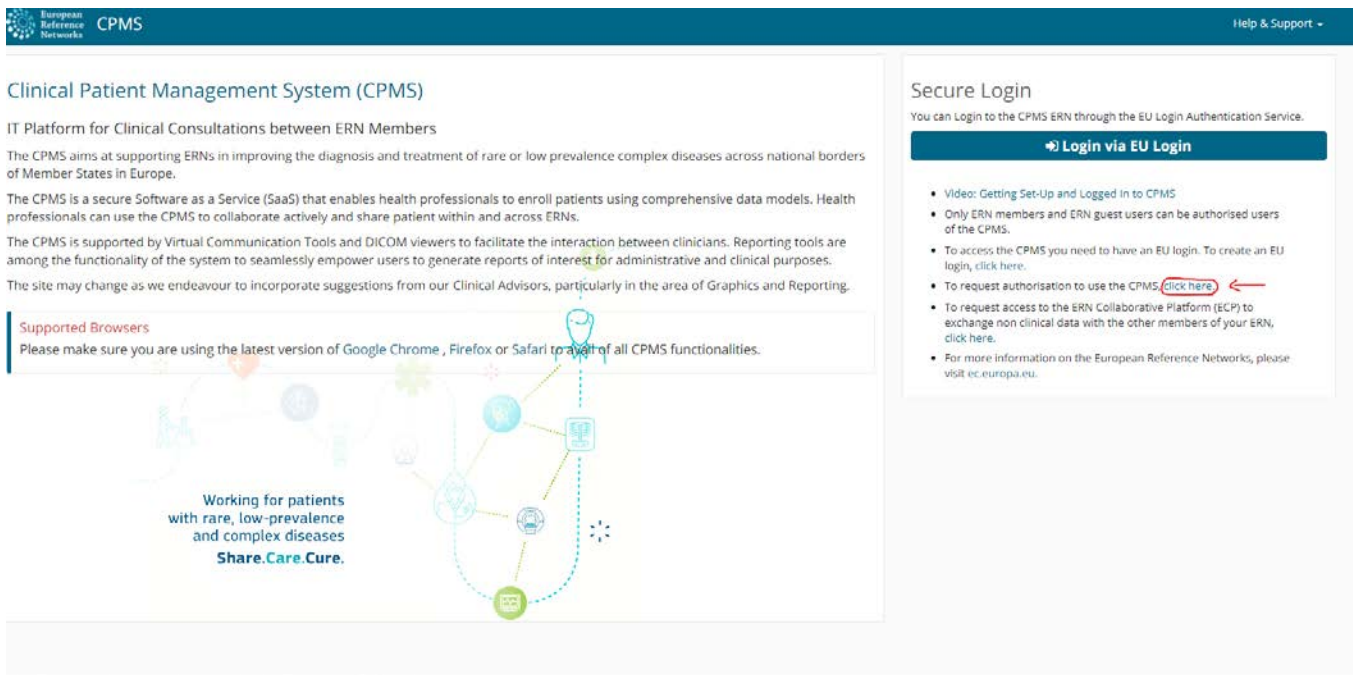
You can also download the EU Login Mobile App via your app store in your mobile and use SCAN QR CODE to secure login with EU Login.

For more information on the two-factor authentication, please refer to official EU Guide [https://europa.eu/regions-and-cities/set-eu-login-two-factor-authentication\\_en](https://europa.eu/regions-and-cities/set-eu-login-two-factor-authentication_en)

## How to request access to CPMS

In order to request access to CPMS follow the steps below:

1. Go to the following link <https://cpms.ern-net.eu/login/>
2. Click the link on the right “To request authorisation to use CPMS”.



The screenshot shows the CPMS website interface. At the top, there is a blue header with the European Reference Network logo and the text "CPMS" on the left, and "Help & Support" on the right. Below the header, the main content area is titled "Clinical Patient Management System (CPMS)" and describes it as an "IT Platform for Clinical Consultations between ERN Members". It explains that the CPMS aims to support ERNs in improving diagnosis and treatment of rare or low prevalence complex diseases across national borders. The CPMS is a secure Software as a Service (SaaS) that enables health professionals to enroll patients using comprehensive data models. Health professionals can use the CPMS to collaborate actively and share patient within and across ERNs. The CPMS is supported by Virtual Communication Tools and DICOM viewers to facilitate the interaction between clinicians. Reporting tools are among the functionality of the system to seamlessly empower users to generate reports of interest for administrative and clinical purposes. The site may change as we endeavour to incorporate suggestions from our Clinical Advisors, particularly in the area of Graphics and Reporting.

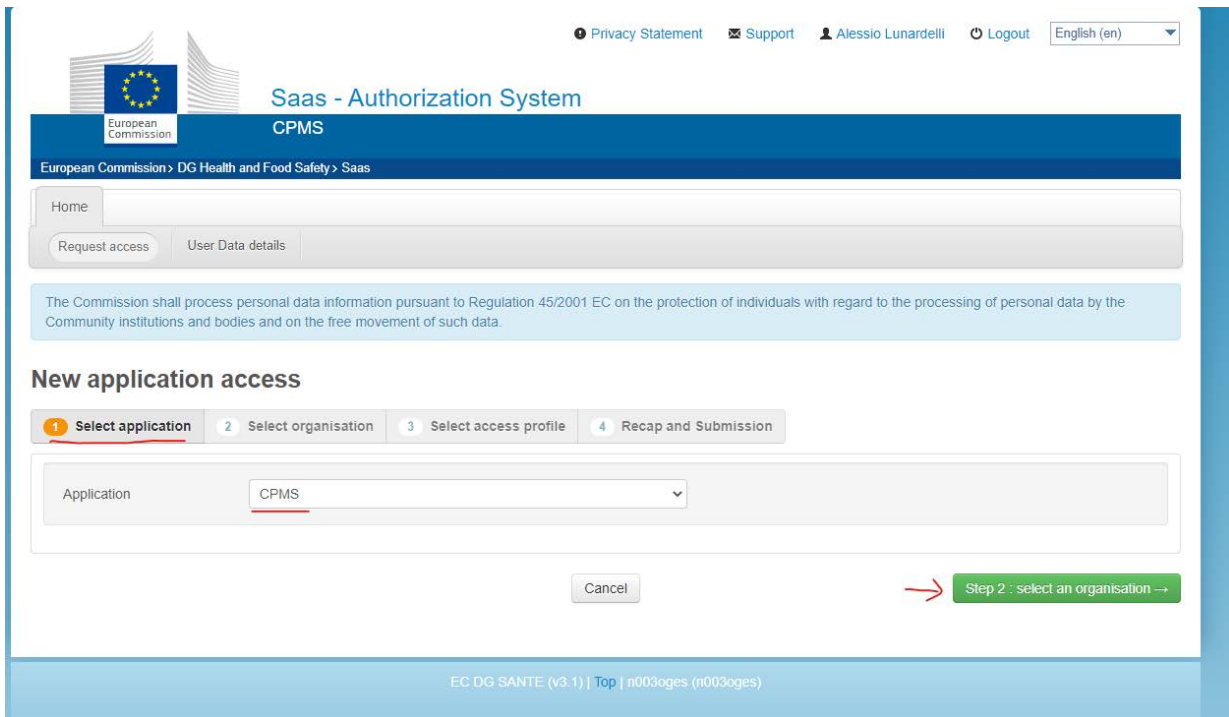
Below the description, there is a section titled "Supported Browsers" with the text: "Please make sure you are using the latest version of Google Chrome, Firefox or Safari to avail of all CPMS functionalities." Below this is a graphic with the text "Working for patients with rare, low-prevalence and complex diseases. Share.Care.Cure." and a network diagram.

On the right side of the page, there is a "Secure Login" section. It states: "You can Login to the CPMS ERN through the EU Login Authentication Service." Below this is a blue button labeled "Login via EU Login". Below the button is a list of instructions:

- Video: Getting Set-Up and Logged in to CPMS
- Only ERN members and ERN guest users can be authorised users of the CPMS.
- To access the CPMS you need to have an EU login. To create an EU login, click here.
- To request authorisation to use the CPMS, [click here](#) ←
- To request access to the ERN Collaborative Platform (ECP) to exchange non clinical data with the other members of your ERN, click here.
- For more information on the European Reference Networks, please visit [ec.europa.eu](http://ec.europa.eu).

3. Login with your EU Login.

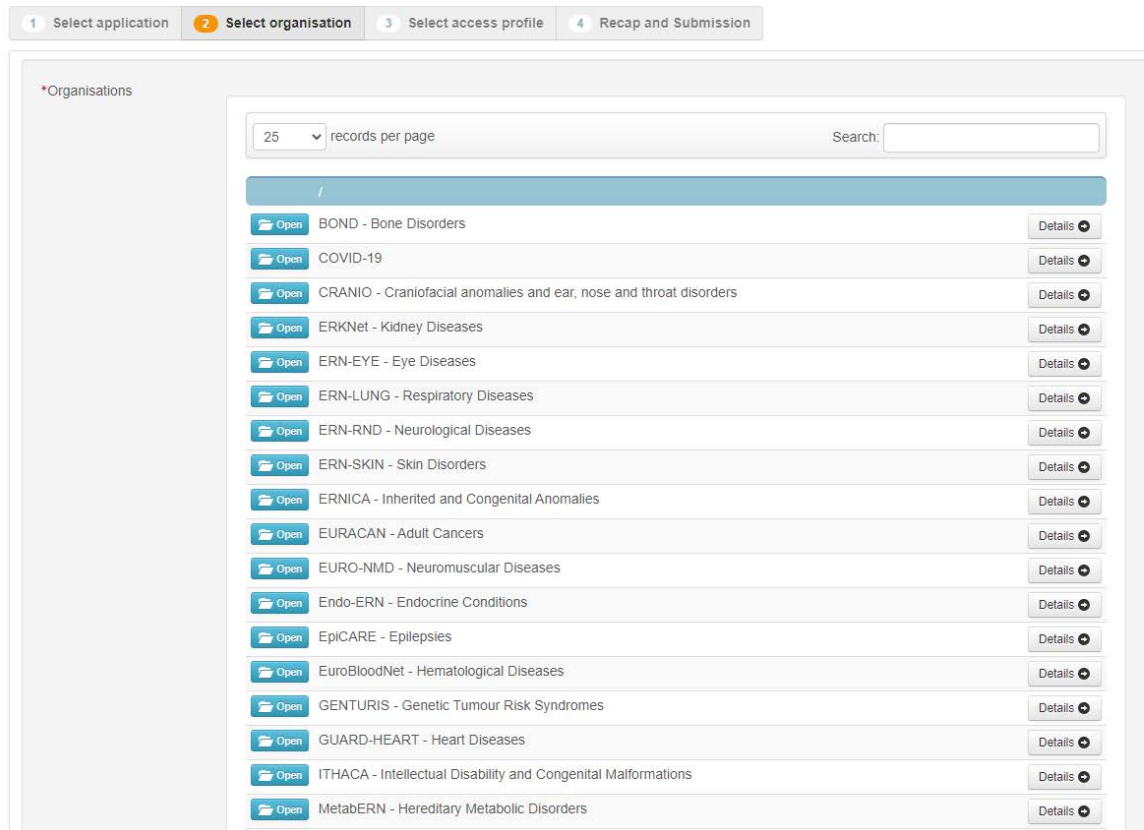
4. In the first step “Select application”, select CPMS then click Step 2.



The screenshot shows the 'Saas - Authorization System' interface for 'CPMS'. At the top, there are links for 'Privacy Statement', 'Support', 'Alessio Lunardelli', and 'Logout', along with a language dropdown set to 'English (en)'. The breadcrumb trail reads 'European Commission > DG Health and Food Safety > Saas'. Below this, there are tabs for 'Home', 'Request access', and 'User Data details'. A notice states: 'The Commission shall process personal data information pursuant to Regulation 45/2001 EC on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.' The main section is titled 'New application access' and features a progress bar with four steps: 1. Select application (highlighted), 2. Select organisation, 3. Select access profile, and 4. Recap and Submission. Under 'Select application', a dropdown menu is open, showing 'CPMS' selected. Below the dropdown are 'Cancel' and 'Step 2 : select an organisation ->' buttons. The footer contains 'EC DG SANTE (v3.1) | Top | n003oges (n003oges)'.

5. In “Select organisation” step, search the Institution you are part of. You can scroll or search with “Search text box” then press Enter on the Keyboard to search.

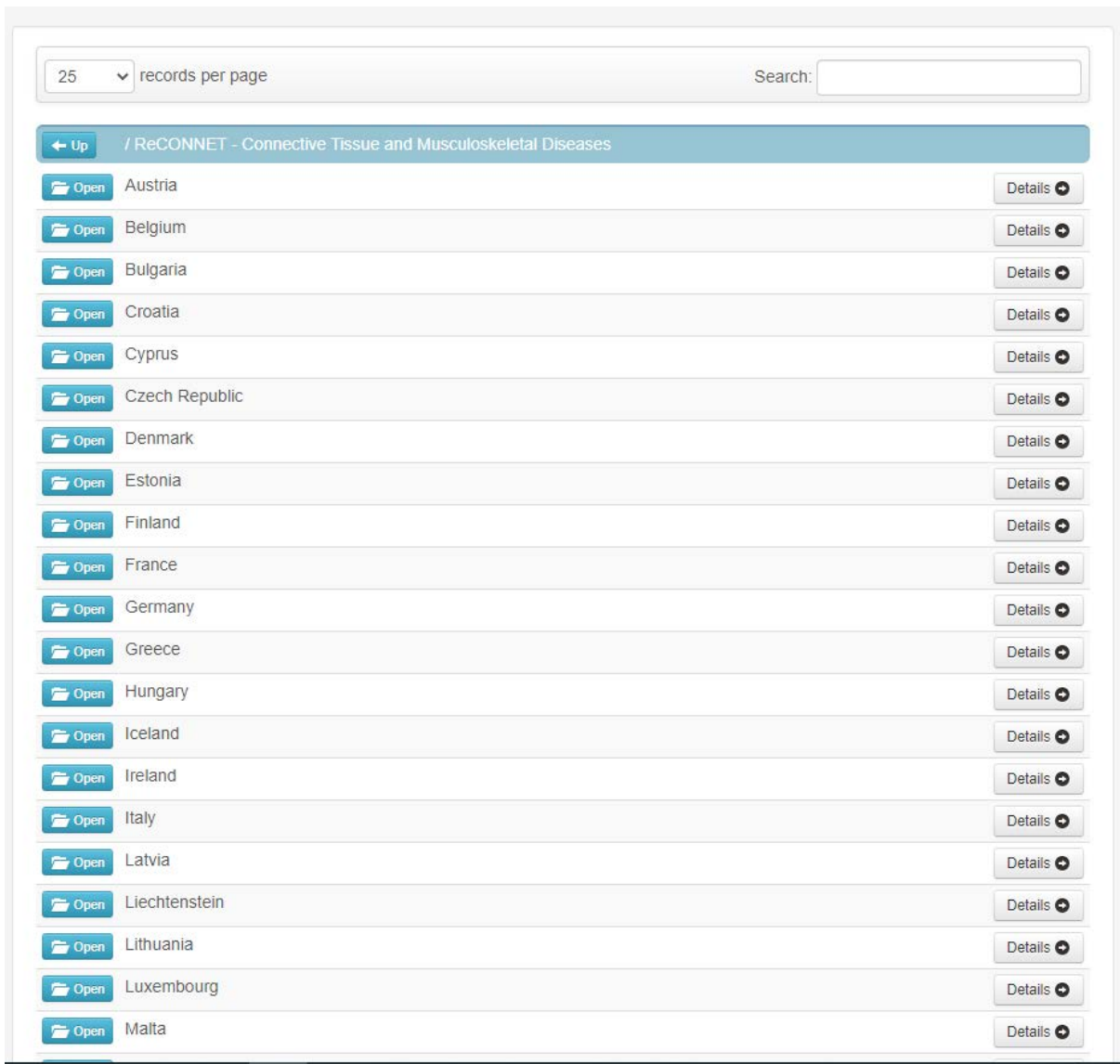
### New application access



The screenshot shows the 'Select organisation' step of the 'New application access' process. The progress bar indicates that step 2 is active. The main content area is titled '\*Organisations' and includes a 'records per page' dropdown set to '25' and a 'Search:' text box. Below this is a list of 17 organizations, each with an 'Open' button and a 'Details' button. The organizations listed are: BOND - Bone Disorders, COVID-19, CRANIO - Craniofacial anomalies and ear, nose and throat disorders, ERKNet - Kidney Diseases, ERN-EYE - Eye Diseases, ERN-LUNG - Respiratory Diseases, ERN-RND - Neurological Diseases, ERN-SKIN - Skin Disorders, ERNICA - Inherited and Congenital Anomalies, EURACAN - Adult Cancers, EURO-NMD - Neuromuscular Diseases, Endo-ERN - Endocrine Conditions, EpiCARE - Epilepsies, EuroBloodNet - Hematological Diseases, GENTURIS - Genetic Tumour Risk Syndromes, GUARD-HEART - Heart Diseases, ITHACA - Intellectual Disability and Congenital Malformations, and MetabERN - Hereditary Metabolic Disorders.

If you are not part of any ERN and you wish to participate or create a panel using CPMS, we encourage you to ask assistance via helpdesk email at [helpdesk.reconnet@ao-pisa.toscana.it](mailto:helpdesk.reconnet@ao-pisa.toscana.it)

6. After selecting the ERN, you need to choose your nation.



The screenshot shows a web interface for selecting a nation. At the top, there is a dropdown menu set to '25 records per page' and a search box. Below this is a breadcrumb trail: '← Up / ReCONNET - Connective Tissue and Musculoskeletal Diseases'. The main content is a list of 20 countries, each with an 'Open' button (represented by a folder icon) and a 'Details' button (represented by a plus icon in a circle). The countries listed are: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, and Malta.

Country	Action
Austria	Open Details
Belgium	Open Details
Bulgaria	Open Details
Croatia	Open Details
Cyprus	Open Details
Czech Republic	Open Details
Denmark	Open Details
Estonia	Open Details
Finland	Open Details
France	Open Details
Germany	Open Details
Greece	Open Details
Hungary	Open Details
Iceland	Open Details
Ireland	Open Details
Italy	Open Details
Latvia	Open Details
Liechtenstein	Open Details
Lithuania	Open Details
Luxembourg	Open Details
Malta	Open Details

7. In this step, you need to select your organisation. In this example AOU Pisana is shown. After the selection, click on Step 3 button to continue.

### New application access

1 Select application   2 **Select organisation**   3 Select access profile   4 Recap and Submission

\*Organisations

25 records per page   Search:

← Up / ReCONNET - Connective Tissue and Musculoskeletal Diseases / Italy

<input type="radio"/> 0000 Guest Access	Details ▾
<input type="radio"/> IT04 - Civil Hospital - Brescia	Details ▾
<input type="radio"/> IT07 - University Hospital of Padova	Details ▾
<input checked="" type="radio"/> IT08 - AOU Pisan	Details ▾
<input type="radio"/> IT13 - AOU Careggi, Florence	Details ▾
<input type="radio"/> IT34 - Foundation IRCCS CA'Granda Ospedale Maggiore polyclinic - Milan	Details ▾
<input type="radio"/> IT37 - Foundation IRCCS Polyclinic San Matteo, Pavia	Details ▾
<input type="radio"/> IT42 - IRCCS AOU San Martino - Genoa	Details ▾
<input type="radio"/> IT61 - AO San Camillo Forlanini - Rome	Details ▾

Showing 1 to 9 of 9 entries

Organisation marked with (request submitted) can already be used to request access.

← Step 1 : select an application   Cancel   Step 3 : select an access profile →



8. In this step you must select the ROLE you want inside CPMS application. Typically, you want to select only HP (Healthcare Provider). Other roles are used for administration purpose or data analysis.

### New application access

1 Select application 2 Select organisation 3 **Select access profile** 4 Recap and Submission

\*Access Profile

Name	Status	Description
<input type="checkbox"/> Coordinator	active	handles requests for assistance from ERN and has access to KPIs
<input type="checkbox"/> Dispatcher	active	handles requests for assistance on behalf of Coordinator
<input checked="" type="checkbox"/> HP	active	healthcare professional available to participate in or lead panels
<input type="checkbox"/> Panel Manager ERN	active	Assists panel lead with managing panels at ERN level
<input type="checkbox"/> Panel Manager HCP	active	Assists panel lead with managing panels at HCP level
<input type="checkbox"/> Researcher	active	can create or consult queries or reports on the anonymised data from the ERN

← Step 2 : select an organisation Cancel Step 4 : type a comment →

Review the compiled request then click “Submit request access”.

### New application access

1 Select application 2 Select organisation 3 Select access profile 4 **Recap and Submission**

**Summary**

Application CPMS  
Organisation IT08 - AOU Pisan  
Access Profile HP

Comments

**Before submitting**  
A request to get access to an application will be validated by the administrators, this is a manual process and can take a few days.

← Step 3 : select an access profile Cancel → Submit request access

After that, you have to wait for an administrator to review and accept your authorisation. You will be notified via email once the approval process is completed.