



Technical procedures for using the electronic
platform and access the reserved area

May 2022

Table of Contents:

Information.....	2
Version	2
Purpose	2
References	2
Definitions – acronyms – glossary	2
1 The Telematic Platform: Appalti&Contratti e-Procurement.....	3
2 Software and hardware requirements	4
2.1 Browsing the platform.....	5
3 Access the reserved area	8
3.1 Sign In.....	8
3.2 Verify the access to the Reserved Area.....	18
3.3 Export your data in a M-XML file to import it in a different portal	19
3.4 Forgot your password?.....	20
3.5 Access the Procurement Portal using SPID	22
3.6 Sign in with SPID	25
3.7 Enable access with SPID (and link it to user/password)	26
4 Update your master data	28
4.1 Edit your identification data (Company merger, change VAT, etc.)	30
5 Technical support	32
6 Instructions and manuals	33
7 FAQ	33
8 Indemnity	34

Information

Version

Version	Date	Text edited
1.0	18/04/2016	First version of the document
2.0	13/10/2017	Example tabs updated and typing errors are corrected. Mandatory flag "Registered with the Chamber of Commerce?" added (YES by default).
3.0	25/05/2018	Adjusting to GDPR: paragraph 9.
4.0	15/03/2019	Possibility to sign in through export and import of M-XML file: paragraph 3.
5.0	18/03/2020	Example tabs updated and typing errors are corrected. Paragraph 8 (cookies policy) added and paragraph 9 (personal data processing) corrected.
6.0	01/07/2020	Paragraph "2.1 Browsing the platform" added.
7.0	01/03/2021	Paragraph "3.5 How to unblock an expired user" added. Paragraph "3.6 Access the Procurement Portal using SPID" added. Paragraph "3.7 Sing In with SPID" added. Paragraph "3.8 Enable access with SPID" added.

Purpose

This document aims to describe the technical procedures for using the electronic platform, access and use the telematic platform named Appalti&Contratti e-Procurement.

References

References
No references

Definitions – acronyms – glossary

Terms – acronyms	Meaning
Procurement Platform	The system (software and hardware) through which it is possible to carry out tender procedures entirely managed digitally in compliance with the provisions of the "Codice dei contratti pubblici" (Dlgs 50/2016)
Appalti&Contratti e-procurement	Explicit reference to the name of the Contracting Authority digital platform
Digital, telematic Platform	Synonym of "Procurement platform"
Portal	A procurement platform component offering specific functions for economic operators
Economic operator	Please refer to the definition given in "Codice degli appalti pubblici" (Dlgs 50/2016)
Electronic tenders, procedures	Tenders, public or reserved, published and completed on the procurement platform
User	The economic operator "user" of the telematic, digital platform

1 The Telematic Platform: Appalti&Contratti e-Procurement

Appalti&Contratti e-Procurement is the name of the telematic platform used to carry out the digital tender procedures. In particular, in this document we refer to the Procurement Portal, dedicated to the economic operators.

To use the platform, the economic operators must sign in in order to access the reserved area and be able to interact with the Contracting Authority.

Below you can see the home page of the telematic platform, where you can sign in and/or access the reserved area.

04/05/2022 21:00 A A A GRAPHICS TEXT HIGH CONTRAST SITE MAP SEARCH: OK

You are here: Home

- Reserved Area
- Login
- Information
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies
- Helpdesk request
- News
- Information On Individual Procedures In Tabular Format
- Annual reports (art. 1, p. 32, L.190)
- Contracts summary
- Acts Of Contracting Authorities And Contracting Entities Separately For Each Procedure

List of calls for tenders

In this section it is possible to consult the tender announcements according to the deadlines set by the contracts legislation. The obligation to publish the contract notices is provided by the art. 29 of Legislative Decree 50/2016. Detailed data on public procedures can be consulted by selecting the "View detail" link.

Search criteria

Contracting authority:

Title:

CIG:

Contract type:

Date of publication: from: to: (dd/mm/yyyy)

Expiration date: from: to: (dd/mm/yyyy)

Extreme urgency:

Lines per page:

SEARCH

You must sign in as a single economic operator. In case of temporary grouping of operators (RTI), it is enough that only the "group leader" or "agent" of the group signs in.

In the following instructions please consider synonyms: procurement portal, digital platform, electronic platform.

2 Software and hardware requirements

In order to operate on the telematic platform (to participate in a tender, register to an operators list, etc.) you should have the necessary tools.

You can access the telematic platform only using a complete pc system (keyboard, mouse, screen, printer, backup disk, etc.) and specifically with the following minimum requirements:

- RAM 2 GB (or what required for the correct running of the operating system)
- Screen resolution 1024x768 or higher
- Internet speed at least 1Mbps in download and 256 kbs in upload
- Digital signature device (smart card reader, token, etc.)

The system must have one or this web browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge (based on Chromium)

The browser must be updated to ensure compatibility, performance and the best level of security (it must support TLS v2 protocol). If the browser version is outdated or not updated (for example Internet Explorer) the proper operation of the telematic platform is not guaranteed.

If the browser is different from those listed above, the compatibility with the telematic platform is not guaranteed.

The system must have the most commonly used tools for document reading and editing (indicative list):

- Microsoft Office
- Open Office or Libre Office
- Adobe Acrobat Reader or other PDF reader

The system must be equipped with an updated antivirus software.

The holders, legal representatives or prosecutors of economic operator who intend to participate in tenders must have a valid digital sign certificate. This certificate must have been released by one of the certification bodies included in the AgID public list (<https://www.agid.gov.it>) as provided for in the Digital Administration Code. Furthermore, he must have related software to view and sign digital documents.

If declarations and documents submitted in the telematic platform have been digitally signed with certificates released by bodies not included in the AgID public list, they will be considered lacking in signing. With regard to all the procedures carried out in the telematic platform, notices and any communications take place through PEC (Certified email).

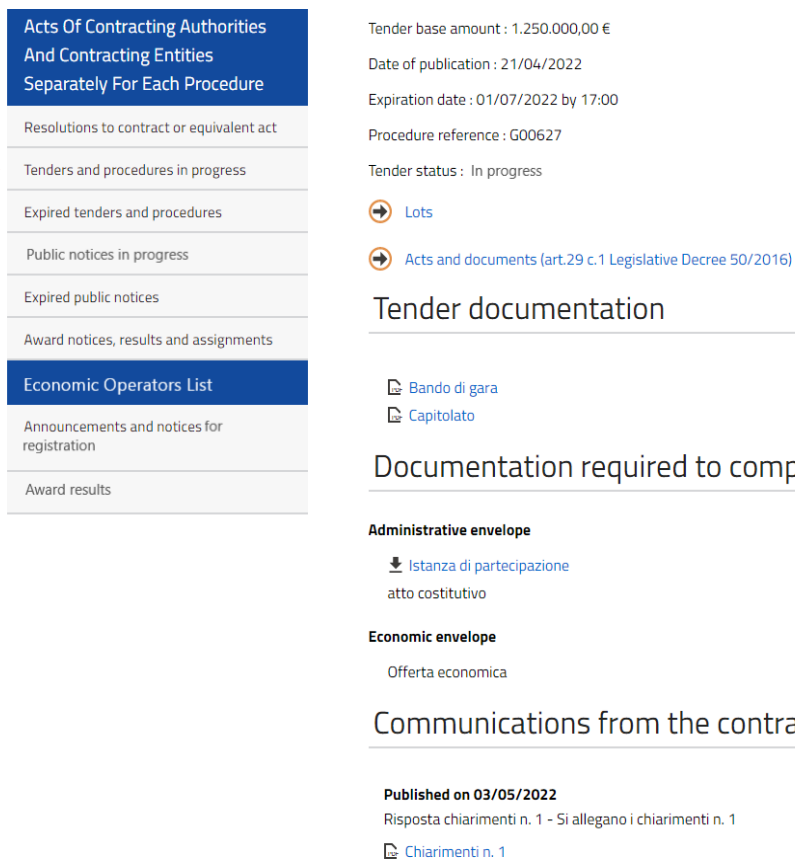
Remember that as indicated in the Decree-law no. 185/2008 "Emergency measures to support families, job, occupation and companies and to reshape the national strategic framework with an anti-crisis purpose", Art. 16, economic operators must equip themselves with a PEC (Certified email) box and declare it to their Chamber of Commerce. This obligation is reaffirmed in the Decree-law no. 179/2012 about the means of communication with the Public Administration. So you must have a commercial PEC (Certified Email)

purchased by an authorized manager.

For more guidance about the communications between the Contracting Authority and Economic Operators please refer to the tender documents, in particular to the tender regulation or the invitation letter as applicable.

2.1 Browsing the platform

To navigate contents and pages use contextual instructions, functions and menus:



Acts Of Contracting Authorities And Contracting Entities Separately For Each Procedure

- Resolutions to contract or equivalent act
- Tenders and procedures in progress
- Expired tenders and procedures
- Public notices in progress
- Expired public notices
- Award notices, results and assignments

Economic Operators List

- Announcements and notices for registration
- Award results

Tender base amount : 1.250.000,00 €
Date of publication : 21/04/2022
Expiration date : 01/07/2022 by 17:00
Procedure reference : G00627
Tender status : In progress

[Lots](#)
[Acts and documents \(art.29 c.1 Legislative Decree 50/2016\)](#)

Tender documentation

[Bando di gara](#)
[Capitolato](#)

Documentation required to competitors

Administrative envelope

[Istanza di partecipazione](#)
atto costitutivo

Economic envelope

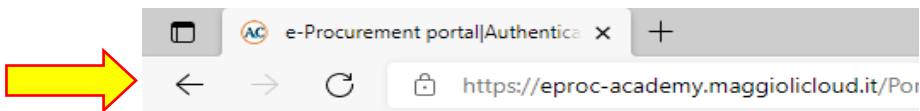
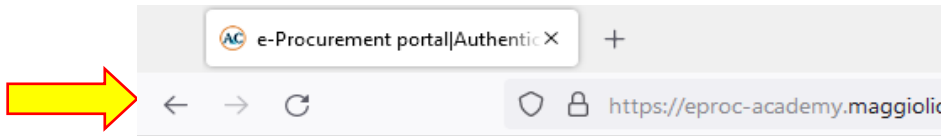
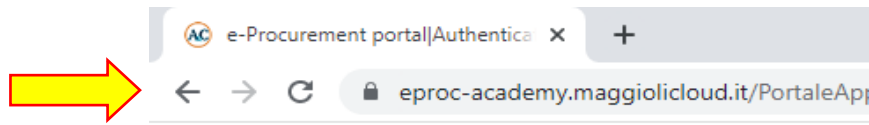
Offerta economica

Communications from the contracting authority

Published on 03/05/2022
Risposta chiarimenti n. 1 - Si allegano i chiarimenti n. 1
[Chiarimenti n. 1](#)

[Back to the list](#)

It's recommended to **not use** directional arrows in your browser:



If you use a directional arrow (or a built-in browser function) to perform back and forward actions through the pages, it will trigger an error page like shown below:

Operation or navigation of the application is not allowed

For safety reasons some operations cannot be done, in particular:

1. using the browser's "Back" button: navigation must take place exclusively using the application links
2. using the browser's "Update" / "Reload current page" (or F5) command: a request already sent will be discarded if sent again
3. double click on the buttons (save, send, etc...): similar to the previous case
4. opening of new "Navigation Tabs" on the platform: navigation must take place in the only page open on the platform

See further details in the user manuals.

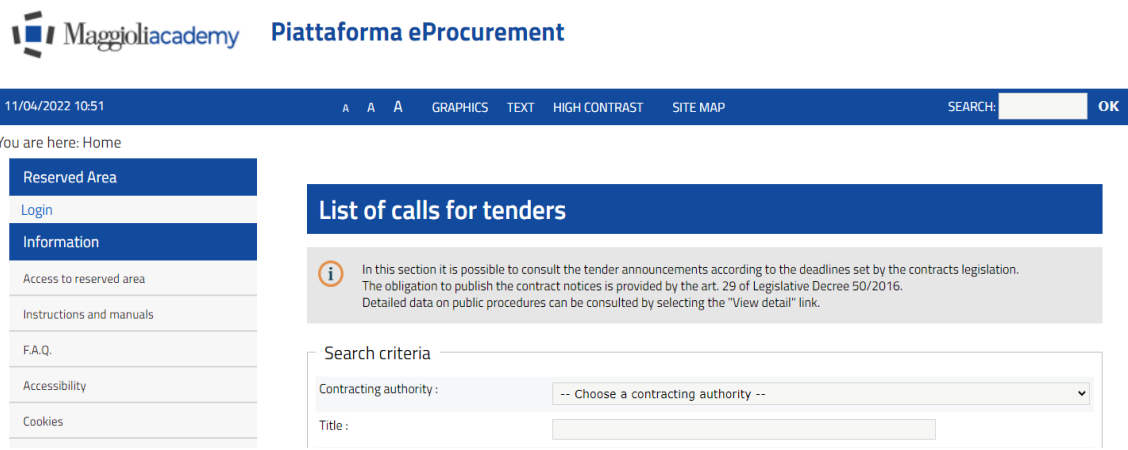
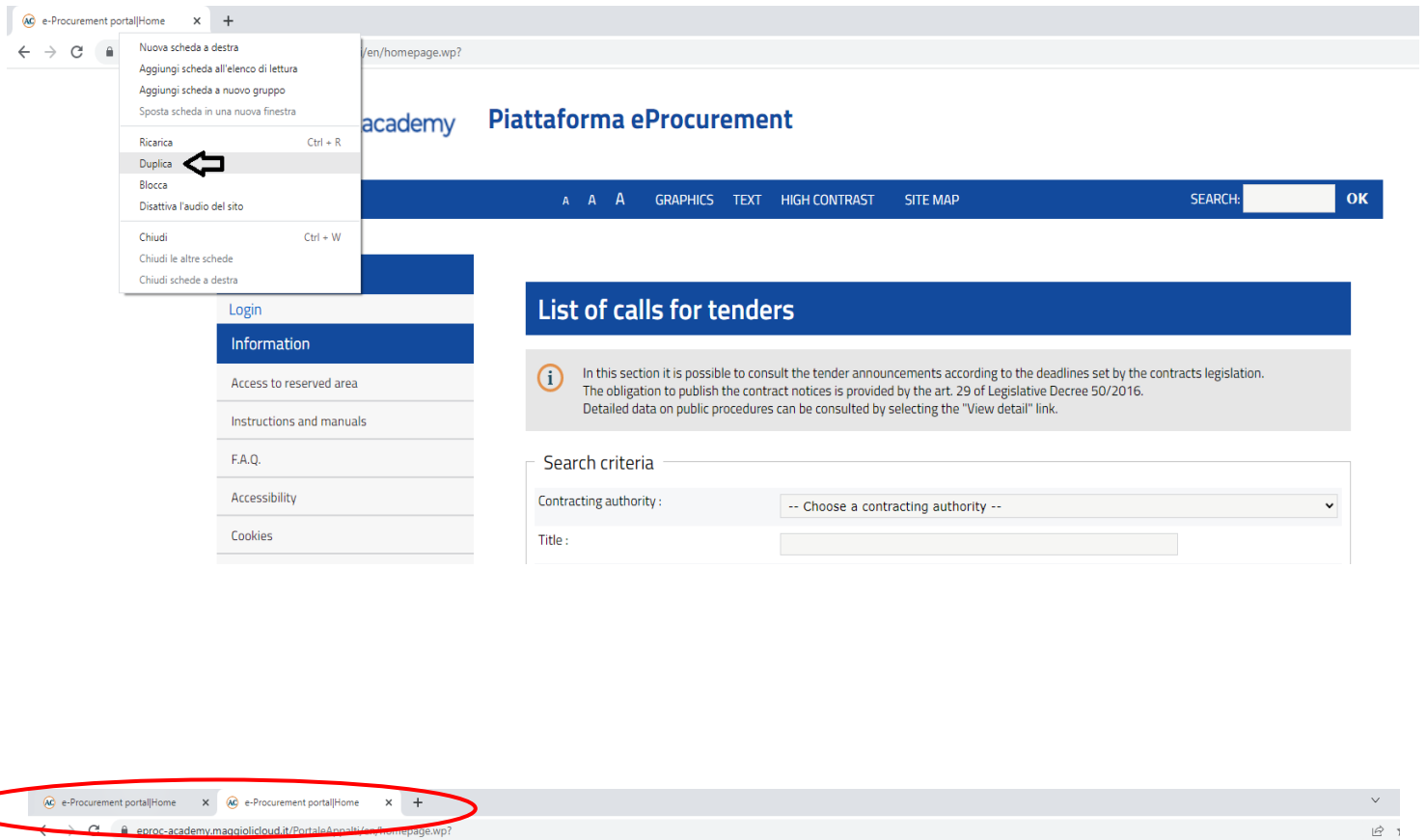
In case you view this page, navigation must restart from the homepage.

[Go to home page](#)



In this case, click on "Go to the home page" and after that you will be able to browse the site again.

Please, consider as well to **not** duplicate browser tabs neither opening more than one at a time; always browse web contents **in a single browser tab**, even after logging in.



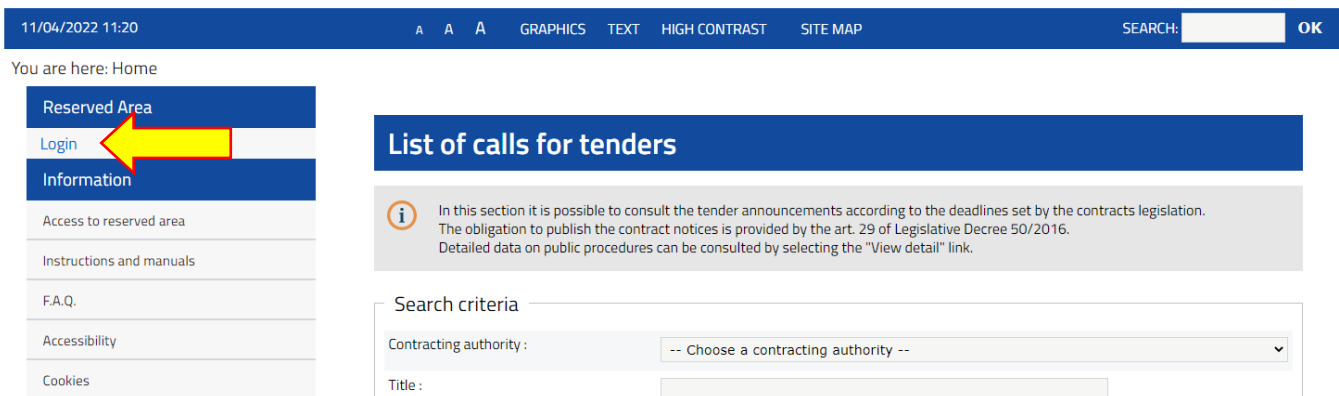
3 Access the reserved area

To access the telematic platform "Appalti&Contratti e-Procurement" you must have already signed in and received the login credentials to access the reserved area of the Procurement Portal.

To access the Reserved Area, you must sign in the Procurement Portal, in order to get the login credentials. If you have SPID (Italian Public System of Digital Identity), you can start the sign in process using the personal SPID login credentials.

3.1 Sign In

To start the sign in process, in the home page click on "Login" as highlighted in the following image. Then click on "Sign in" to start the registration process.



11/04/2022 11:20 A A A GRAPHICS TEXT HIGH CONTRAST SITE MAP SEARCH: OK

You are here: Home

- Reserved Area
- Login
- Information
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies

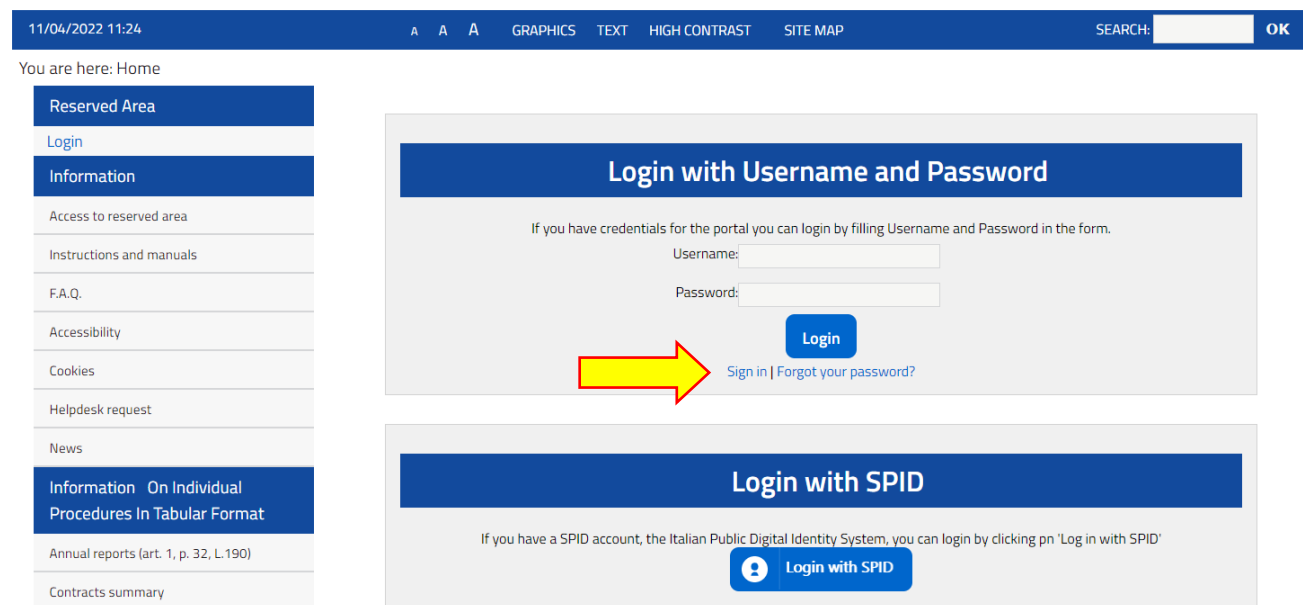
List of calls for tenders

i In this section it is possible to consult the tender announcements according to the deadlines set by the contracts legislation. The obligation to publish the contract notices is provided by the art. 29 of Legislative Decree 50/2016. Detailed data on public procedures can be consulted by selecting the "View detail" link.

Search criteria

Contracting authority:

Title:



11/04/2022 11:24 A A A GRAPHICS TEXT HIGH CONTRAST SITE MAP SEARCH: OK

You are here: Home

- Reserved Area
- Login
- Information
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies
- Helpdesk request
- News
- Information On Individual Procedures In Tabular Format
- Annual reports (art. 1, p. 32, L.190)
- Contracts summary

Login with Username and Password

If you have credentials for the portal you can login by filling Username and Password in the form.

Username:

Password:

Login

[Sign in](#) | [Forgot your password?](#)

Login with SPID

If you have a SPID account, the Italian Public Digital Identity System, you can login by clicking on 'Log in with SPID'

Log in with SPID

In the next page you can choose to proceed by manually compiling all the data or to import a file. If you need to sign in for the first time in a Appalti&Contratti e-Procurement portal, you must use the manual compilation. To know how to sign in importing a file, please refer to paragraph [3.3](#).

Economic operator registration to the portal



ATTENTION: once registration has been completed and data has been sent, the information relating to Company Name, Legal Form, Social Security Number and VAT Number cannot be changed. Any changes must be requested using the "Request identification data change" button from your personal area.

Continue filling in the data manually

Click on "Compile manually" to enter the data in the following forms relating to the economic operator master data.

COMPILE MANUALLY



Import data from an M-XML file

If you have already registered on another e-procurement platform that supports the M-XML format, you can download the registry data from that platform in M-XML format and import them into this one. Search in the other platform the data export function in M-XML format. Typically the export function can be found in the "Personal Area", "Profile", "Your data" section.


If you have a M-XML file click on "Import from M-XML file" to upload the compatible/available data and then proceed by verifying and supplementing any additional data that may be required.

IMPORT FROM M-XML FILE

Compile all the fields with the information required. Pay attention to enter the mandatory data highlighted with "*" and to verify if on the top of the page there are error messages. When the system requires it, click on "Add".

In the "Main Data" tab enter all the data required, then click on "Next" to proceed.

Economic operator registration to the portal

 **Main data** ▶ Addresses ▶ Master data ▶ Additional data ▶ User ▶ Summary



ATTENTION: once registration has been completed and data has been sent, the information relating to Company Name, Legal Form, Social Security Number and VAT Number cannot be changed. Any changes must be requested using the "Request change of identification data" button from your personal area.

Fields marked with (*) are mandatory.

Economic operator's main data

Company name : *	<input type="text" value="Test ltd."/>
Company type : *	-- Choose a company type --
Legal status : *	-- Choose a legal form --
Geographical area :	Operatore economico UE (non italiano) o extra UE
Foreign tax ID : *	<input type="text"/>
Registered office :	Address : <input type="text"/> n : <input type="text"/>
	City : <input type="text"/>
	Country : * -- Choose a country --

If the economic operator does not reside in Italy, it is necessary to change the territorial area "UE Economic Operator (NOT ITALIAN) or extra UE". In this case the form simplifies and you'll view a single field "foreign tax id". The Italian social security number, Italian VAT, CAP, Province fields (required for an italian economic operator) will disappear.

At the bottom of the page, you must add your contact details. Pay attention to enter your PEC address correctly, it is fundamental for the Contracting Authority during the tender process.

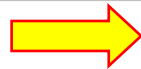
When you have entered all the information required, proceed by clicking on "Next".

Economic operator's main data

Company name : *	Test ltd.	
Company type : *	-- Choose a company type --	
Legal status : *	-- Choose a legal form --	
Geographical area :	Operatore economico UE (non italiano) o extra UE	
Foreign tax ID : *	GB123456789	
Registered office :	Address : *	Abbey Rd. n : * 123
	City : *	London
	Country : *	Regno unito
Website :		
Contact :	Phone : *	00441234567 Fax :
	Mobile phone :	
	Email :	
	Confirm email :	
	PEC : *	example@email.com
	PEC confirm : *	example@email.com

The PEC (Certified Email) is the preferred tool for sending communications and correspondence to the economic operator. In case the **PEC is defined but not active yet** please **postpone the procedure** otherwise the Administration will not be able to send communications that cannot yet be delivered correctly.

The Contracting Authority is authorised to send any notices and/or correspondence to the email addresses indicated, pursuant to Article 76, paragraph 4, of Legislative Decree 50/2016, in the knowledge that notices and/or correspondence correctly sent to the aforementioned addresses shall be deemed to be known to the addressee.



NEXT > **CANCEL**

ATTENTION: if you are not resident in Italy and you don't have a PEC address, you must enter your regular email in the "PEC" field.

In the "Addresses" tab you can add information about other offices, different from the legal address. When you have filled in the field, click on "Add". When completed (or if this information is not needed) proceed with "Next".

Economic operator registration to the portal

Main data > **Addresses** > Master data > Additional data > User > Summary



Add any additional locations and contact details of the economic operator, if different from the registered office.

Fields marked with (*) are mandatory.

New address

Address type : *	<input type="text" value="-- Choose an address type --"/>
Address :	Address : * <input type="text" value="Oxford Street"/> n : * <input type="text" value="456"/>
	Country : * <input type="text" value="Regno unito"/>
	City : * <input type="text" value="London"/>
	<input type="text" value="The province MUST be filled in ONLY FOR Italy."/>
Contact :	Phone : <input type="text"/> Fax : <input type="text"/>



ADD

< PREVIOUS

NEXT >

CANCEL



In the tab "Master data" proceed by entering all the owners, legal representatives, members, administrators with power of representation and technical directors. Remember to specify every charge or qualification. Among those names, choose an active subject entitled to sign the statements (Presidential Decree 445/2000) and select "YES" in the "Responsible for statements (Presential Decree 445/2000)" field.

Click on "Add" at the bottom of the page to enter all the data required. The page will be refreshed and you will see the list of the subjects entered.

In this list you can choose to edit, duplicate or delete a subject by using the following functions



Economic operator registration to the portal

Main data ▶ Addresses ▶ **Master data** ▶ Additional data ▶ User ▶ Summary



Enter all the owners, members or directors with powers of representation and technical directors, specifying the office or qualification for each.

List of subjects

Qualification	Nominative	Social Security Number	Start date	End date	Actions
Legal representative	Black John	001122334	05/06/2018		



Fields marked with (*) are mandatory.

New subject

Assignment : Qualification : *
-- Choose a subject type --

Start date (dd/mm/yyyy) : * 09/12/2017

Subject authorized for digital signature (Resp. Declarations - Presidential Decree 445/2000)? : * Yes

Nominative : Last name : * Smith Name : * Alfred
Title : -- Choose a title --

Click on "YES" and then choose the name of the subject entitled as signatory

Pay attention to the "DURC" section in the "Additional data" page. If you are subjected to DURC (Italian regularity of contribution document) specify all the data required.

Main data ▶ Addresses ▶ Master data ▶ **Additional data** ▶ User ▶ Summary



Enter the additional data relating to the Chamber of Commerce registration, certifications, etc.

Fields marked with (*) are mandatory.

Company registrations and certifications

Chamber of Commerce registration : Registered? : * Si

Registration number in Chamber of Commerce : *

Registration date (dd/mm/yyyy) : *

A.E.R. number : *

A.E.R. registration date (dd/mm/yyyy) : *

Main office : * -- Choose a province --

Company object :

DURC : Subject to DURC obligations? : *

Production sector national collective agreement applied : -- Choose a sector --

INPS registration : Serial number :

In the "User tab", enter the "User name" (at your choice) you will use to access your Reserved Area. Then read and accept the "Rules to use the telematic platform" and give your consent to processing your personal data.

Main data > Addresses > Master data > Additional data > **User** > Summary



Complete the registration by entering a username as desired. Repeat the username in the appropriate field for confirmation and check. The username must be kept and not communicated to others. Accept the consent for the processing of personal data and proceed to complete the registration phase.

Fields marked with (*) are mandatory.

Login credentials

Username : *

Maximum 20 alphanumeric characters (letters or numbers or dot)
Pay particular attention to uppercase and lowercase characters as the authentication system requires the username to be entered as indicated in this field, including upper and lower case letters.

Confirm username : *

Repeat the username to avoid typing errors.

The undersigned ▾

Rules for using the telematic platform.

as a person requesting registration for the Economic Operator Test Ltd. (S.S.N. GB123456789) declares to have read and accepted the Rules of use of the telematic platform downloadable from [here](#)

Acceptance of usage rules : * accept do not accept

Download and read the "Rules to use the telematic platform", then accept to complete your registration.

Processing of personal data

also declares that the personal data provided and acquired at the time of registration for the chosen services, as well as the data necessary for the provision of such services, will be processed, in compliance with the guarantees of confidentiality and the security measures provided for by the regulations in force, by means of computerised, telematic and manual tools, with logic strictly related to the purposes of processing.

Processing of personal data : * accept do not accept

< PREVIOUS

NEXT >

CANCEL

In the next summary page, the system will send an email to the address you entered in the "Main data" section in order to verify it is correct. This operation will be notified at the bottom of the page, with indication of the email address used.

Please check you have received the test email, if not go back to the "Master data" tab and check/edit your email/PEC address. Otherwise, you will not be able to complete the registration process.

When you have entered all the data required, click on "Send" to submit your request for registration.

Main data ▸ Addresses ▸ Master data ▸ Additional data ▸ User ▸ **Summary**



The summary data of the registry of the economic operator and of the other data entered are listed below. If all the information entered is correct, complete the registration process by clicking on "Send".

Economic operator's main data

Company name :	Test Ltd.
Company type :	Impresa (art.45 c.2/a DLgs 50/2016)
Legal status :	Società a responsabilità limitata
Geographical area :	
Country :	Regno unito
Foreign tax ID :	GB123456789
Registered office :	Abbey Rd. 123, London - Regno unito
Email:	PEC : example@email.com
Legal representatives :	Black John from 05/06/2018
Technical directors :	n.d.

Credentials - Processing of personal data

Username :	TestENG
Registration required by :	John Black (001122334)
Processing of personal data :	YES

WARNING: we inform you that a test email has been sent to your email address, in order to verify the reference email that the portal will use to send you communications **example@email.com**. Before sending your request, please check that it has been received and that it is consistent with the data indicated in the summary.

< PREVIOUS

SEND

CANCEL



The platform will show you the confirmation of the operation. **The registration is not completed.** The data you submitted will be automatically acquired and verified by the system (or by an operator of the Contracting Authority) and then an **activation email** will be sent (check the email address verified at the previous step).

Economic operator registration to the portal

Registration has been successfully submitted.

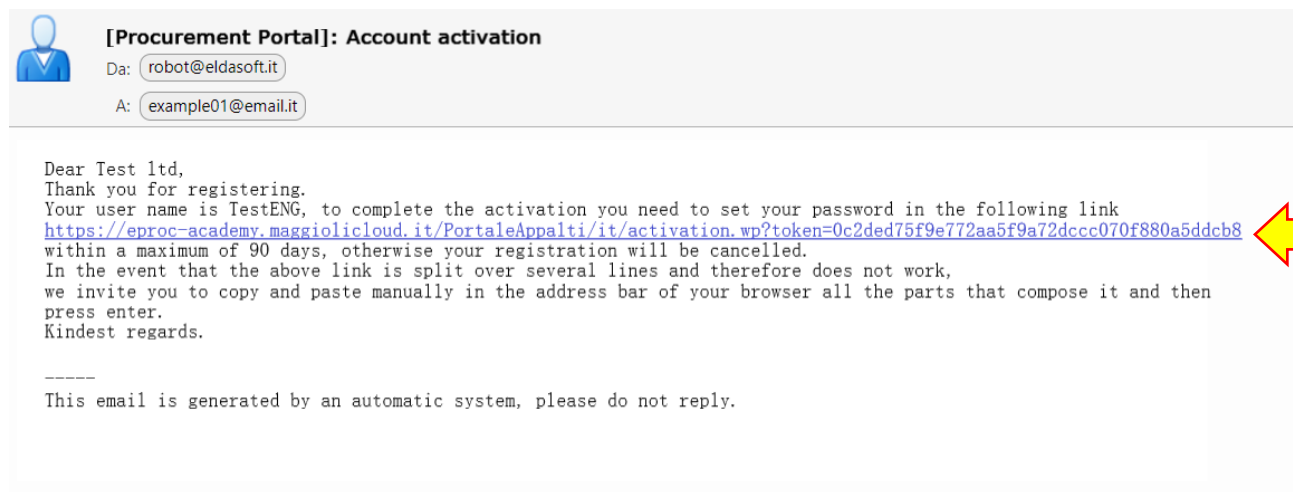
Your request will be examined as soon as possible and you will receive an email at example01@email.it containing a link to open with your browser to activate your user and set the password.

WARNING: if you do not proceed by carrying out the indicated operation within the maximum time indicated in the email, your registration will be cancelled.

Thanks and goodbye.

The activation mail will be similar to the one shown below.

Click on the link provided (or copy and paste it on your browser. Be careful to copy it entirely and that there are not any spaces or interruptions).



The screenshot shows an email interface. At the top left is a blue person icon. To its right is the subject line: **[Procurement Portal]: Account activation**. Below this, the 'Da:' field contains 'robot@eldasoft.it' and the 'A:' field contains 'example01@email.it'. The main body of the email starts with 'Dear Test ltd, Thank you for registering. Your user name is TestENG, to complete the activation you need to set your password in the following link' followed by a long URL: <https://eproc-academy.maggiolicloud.it/PortaleAppalti/it/activation.wp?token=0c2ded75f9e772aa5f9a72dccc070f880a5ddcb8>. The text continues: 'within a maximum of 90 days, otherwise your registration will be cancelled. In the event that the above link is split over several lines and therefore does not work, we invite you to copy and paste manually in the address bar of your browser all the parts that compose it and then press enter. Kindest regards.' At the bottom, there is a dashed line and the text: 'This email is generated by an automatic system, please do not reply.'

You will view the page shown below, where you can enter your **password**.

The password must be at least 8 characters, contain at least 1 number, 1 capital letter, 1 lowercase character, 1 special character, at most 2 successive identical characters, to satisfy current regulatory requirements. The system will show you the security level of the password entered: it is recommended to choose a password with at least a "Good" level.

Proceed by clicking on "Save". To complete the registration process, enter your password twice to verify it.

User Activation



To complete the account activation process, the password must be entered by repeating it twice to check. It is suggested to use passwords of at least 8 characters, using at least 1 uppercase letter, at least 1 lowercase letter, at least 2 numbers, at least 1 special character and no more than 2 consecutive identical characters.

Password *

.....

Strong

Confirm your password *

.....

SAVE



Your registration is completed! Now you can access the Reserved Area of the Procurement Portal.

20/04/2022 12:24

A A A

GRAPHICS

TEXT

HIGH CONTRAST

SITE MAP

SEARCH:

OK

You are here: Home » User activation

Reserved Area

Login

Information

Access to reserved area

Instructions and manuals

User activated successfully.

You can now access the application.

3.2 Verify the access to the Reserved Area

To verify the correct access to the Reserved Area, enter your login credentials (User name and Password created in the previous step), then click on "OK".

You are here: Home

Reserved Area
Login
Information
Access to reserved area
Instructions and manuals
F.A.Q.
Accessibility
Cookies
Helpdesk request

Login with Username and Password

If you have credentials for the portal you can login by filling Username and Password in the form.

Username:

Password:

[Sign in](#) | [Forgot your password?](#)

You will access the reserved Area, in particular in your "Personal Area".

You are here: Home » Access to the reserved area

Reserved Area
Welcome <i>Test ltd.</i> Personal area Logout
Information
Access to reserved area
Instructions and manuals
F.A.Q.
Accessibility
Cookies
Helpdesk request
News
Information On Individual Procedures In Tabular Format

[Annual reports \(art. 1. p. 32. L.190\)](#)

Personal area

i In the personal area, once the user has logged-in, links for accessing specific functions are available, such as managing personal data, changing the password, accessing information for which he is registered or enabled, and access any communications received from the Administration.

Profile

[Your data](#)
[Change Password](#)
[Enable access with external login system](#)
[Download your data in M-XML format](#)

Services

Communications
[0 received communications](#)
[0 archived communications](#)
[0 communications for remedying deficiencies](#)
[0 sent communications](#)
[Helpdesk request](#)

Tender procedures of interest

[Call for tenders](#)
[Offer requests](#)
[Tender procedures at the awarding stage or completed](#)

Contracts

[Contracts stipulation](#)

ATTENTION!!!

The registration process will provide you with the login credentials to access the Reserved Area.

This process will not automatically register you to an Operators List (or Suppliers List) for the Contracting Authority. If the Contracting Authority has published an announcement or notice for an Operators List (as in a dynamic purchasing system, an electronic market, etc.), please refer to the instructions provided in each announcement or notice.

3.3 Export your data in a M-XML file to import it in a different portal

When you have logged-in, in the "Profile" section of your Personal Area the link "Download your data in M-XML format" is available. Click on it and save this file: you can use it to register in other Appalti&Contratti e-procurement platforms without entering manually all your data again.

To proceed with this function, you need to open the destination platform, click on "Sign in", then "Import from M-XML file".

Economic operator registration to the portal



ATTENTION: once registration has been completed and data has been sent, the information relating to Company Name, Legal Form, Social Security Number and VAT Number cannot be changed. Any changes must be requested using the "Request identification data change" button from your personal area.

Continue filling in the data manually

Click on "Compile manually" to enter the data in the following forms relating to the economic operator master data.

COMPILE MANUALLY

Import data from an M-XML file

If you have already registered on another e-procurement platform that supports the M-XML format, you can download the registry data from that platform in M-XML format and import them into this one.

Search in the other platform the data export function in M-XML format. Typically the export function can be found in the "Personal Area", "Profile", "Your data" section.

If you have a M-XML file click on "Import from M-XML file" to upload the compatible/available data and then proceed by verifying and supplementing any additional data that may be required.

IMPORT FROM M-XML FILE



In the next page you can choose the M-XML file you've saved before: click on "Import" to upload it, then it will be processed by the system and you will view all the tabs already filled in with your data. Check all the data before proceeding. If necessary, add the missing data e follow all the steps explained in the previous paragraph.

Import economic operator data



If you have already registered on another e-procurement platform that supports the M-XML format, you can download the registry data from that platform in M-XML format and import them into this one.

Search in the other platform the data export function in M-XML format. Typically the export function can be found in the "Personal Area", "Profile", "Your data" section.

If you have a M-XML file click on "Import from M-XML file" to upload the compatible/available data and then proceed by verifying and supplementing any additional data that may be required.

Import data from M-XML file exported from another Procurement Portal

No file selected

IMPORT

CANCEL

3.4 Forgot your password?

If you have lost your password, you can recover it by using the dedicated service “Forgot your password?”. Here you can enter your username or the PEC/email address you entered to register in the platform.

11/04/2022 11:24 A A A GRAPHICS TEXT HIGH CONTRAST SITE MAP SEARCH: **OK**

You are here: Home

- Reserved Area
- Login
- Information
 - Access to reserved area
 - Instructions and manuals
 - F.A.Q.
 - Accessibility
 - Cookies
 - Helpdesk request
 - News
- Information On Individual Procedures In Tabular Format
 - Annual reports (art. 1, p. 32, L.190)
 - Contracts summary


Login with Username and Password

If you have credentials for the portal you can login by filling Username and Password in the form.

Username:


Password:

Login

[Sign in](#) | [Forgot your password?](#) 


Login with SPID

If you have a SPID account, the Italian Public Digital Identity System, you can login by clicking on 'Log in with SPID'


 **Login with SPID**

You are here: Home » Access to the reserved area » Password recovery

- Reserved Area
- Login
- Information
 - Access to reserved area
 - Instructions and manuals
 - F.A.Q.
 - Accessibility
 - Cookies
 - Helpdesk request
 - News
- Information On Individual Procedures In Tabular Format
 - Annual reports (art. 1, p. 32, L.190)
 - Contracts summary

 It is possible to recover the password by entering the username used to access the site or the email address associated with it (both information assigned during registration). If you no longer have a user or associated mailbox, contact the administration.

Recover password from username

Username  **SEND**

Recover password from email address

Email address

SEND

Click on “Send” and the system will send an email/PEC with a new “activation token” to the address you entered during the registration process. Click on the link provided (or copy and paste it on your browser, as seen before).



[Procurement Portal]: Password recovery

Da: robot@eldasoft.it

A: example01@email.it

Dear Test ltd,
Your account is TestENG.
To reactivate your account, please set your password in the following link:
<https://eproc-academy.maggiolicloud.it/PortaleAppalti/it/recover.wp?token=1ce5fc2db0d5f382d5f4631be6a931b0c7a77ace>
Should the above link be split over several lines and therefore not work,
Please copy and paste all the parts of the link into your browser address bar and press enter.
Best regards.



This email is generated by an automatic system, please do not reply.

It will therefore be possible to create a new password.

Password Recovery



To complete the account reactivation process, a new password must be set by repeating it twice to check. It is suggested to use passwords of at least 8 characters, using at least 1 uppercase letter, at least 1 lowercase letter, at least 2 numbers, at least 1 special character and no more than 2 consecutive identical characters.

Password *

.....

Strong

Confirm your password *

.....

SAVE

3.5 Access the Procurement Portal using SPID

To access your Reserved Area using SPID (Italian Public System of Digital Identity), in the home page click on "Login with SPID" as shown in the following image and select your Identity Provider.

11/04/2022 11:24 A A A GRAPHICS TEXT HIGH CONTRAST SITE MAP SEARCH: OK

You are here: Home

- Reserved Area
- Login
- Information
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies
- Helpdesk request
- News
- Information On Individual Procedures In Tabular Format
- Annual reports (art. 1, p. 32, L.190)
- Contracts summary

Login with Username and Password

If you have credentials for the portal you can login by filling Username and Password in the form.

Username:

Password:

[Login](#)

[Sign in](#) | [Forgot your password?](#)

Login with SPID

If you have a SPID account, the Italian Public Digital Identity System, you can login by clicking on 'Log in with SPID'

[Login with SPID](#)

Login with SPID

If you have a SPID account, the Italian Public Digital Identity System, you can login by clicking on 'Log in with SPID'

[Login with SPID](#)

- InfoCert ID
- lepidia
- aruba.it ID
- Poste ID
- SIELTE id
- SpidItalia
- Namirial ID
- TIM id
- intesa ID
- [Maggiori informazioni](#)
- [Non hai SPID?](#)
- [Serve aiuto?](#)

You will be redirected to the SPID authentication page as shown below (Poste ID example).
Enter your SPID user name and password, then click on "Entra con SPID" to login.

spod

Poste ID NUOVO ABILITATO spod

Richiesta di accesso SPID 1 da
Comune di Ventimiglia

NOME UTENTE
inserisci e-mail

PASSWORD
inserisci password

Hai dimenticato il nome utente o la password?

ANNULLA | ENTRA CON SPID

Non hai ancora SPID? [Registrati](#)

Accedi più rapidamente.
Inquadra il QR Code con l'App PosteID.
Il codice è valido per 82 secondi

spod | AgID Agenzia per l'Italia Digitale

Click on "Proseguì" to generate the SPID 2 access code: you will receive a notice on your SPID App.
Otherwise, click on "Accedi tramite codice SMS" to receive a SMS notice.
After entering the code, read the information notice on data processing and proceed by clicking on "Acconsento".

Richiesta di accesso di livello SPID 2 da Comune di Pomezia



I seguenti dati stanno per essere inviati al fornitore dei servizi

Codice identificativo

Nome

Cognome

Luogo di nascita

Provincia di nascita

Data di nascita

Sesso

Codice fiscale

Numero di telefono mobile

Indirizzo di posta elettronica

NON ACCONSENTO

ACCONSENTO

Per consultare l'informativa sul trattamento dei dati personali ai sensi del Regolamento 2016/679/UE clicca qui

If your authentication with SPID has completed correctly, you will be redirected again to the Procurement Portal as shown below.

In the "Reserved Area" banner on the left you will see your name, as proof of a correct login with SPID.

You are here: Home » Access to the reserved area

Reserved Area

Welcome **KATHERINE WHITE** !

[Logout](#)

Information

[Access to reserved area](#)

[Instructions and manuals](#)

[F.A.Q.](#)

[Accessibility](#)

[Cookies](#)

[Helpdesk request](#)

[News](#)

Personal area of the subject



It is possible to delegate to one of the previously registered traders or to register a new one.

ATTENTION: the operator selection function is available only on operators acquired and processed by the system (therefore not simply registered) and only once per user session; in case of need to change the economic operator in use it is therefore mandatory to log out to make the new selection.

Your economic operators

[TenderTest ltd](#)

Operations

[Register a new economic operator](#)

3.6 Sign in with SPID

When you have logged-in successfully with SPID, you can proceed with the registration on the Procurement Portal.

Click on "Register a new economic operator" as shown in the image above and then follow all the steps explained in the previous paragraphs **3.2** and **3.3**.

When your registration is complete, you can go back to your Reserved Area and in the tab "Your economic operators" you will find the company name you registered.

Personal area of the subject



It is possible to delegate to one of the previously registered traders or to register a new one.

ATTENTION: the operator selection function is available only on operators acquired and processed by the system (therefore not simply registered) and only once per user session; in case of need to change the economic operator in use it is therefore mandatory to log out to make the new selection.

Your economic operators

No registered economic operator.

Operations

[Register a new economic operator](#)

Note that you can enter more economic operators, just click on "Sign in new economic operator" to add one.

After you have logged-in with SPID as a natural person, click on the company name of the economic operator you are going to represent.

3.7 Enable access with SPID (and link it to user/password)

If you have signed in without using SPID, you can add it at a later stage. Just click on “Enable access with external login system” in your personal area.

You are here: Home » Access to the reserved area

- Reserved Area
- Welcome *Test ltd.*!
- Personal area | Logout
- Information**
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies
- Helpdesk request
- News
- Information On Individual Procedures In Tabular Format**
- Annual reports (art. 1 n. 32 l. 190)

Personal area

i In the personal area, once the user has logged-in, links for accessing specific functions are available, such as managing personal data, changing the password, accessing information for which he is registered or enabled, and access any communications received from the Administration.

Profile <ul style="list-style-type: none">Your dataChange PasswordEnable access with external login systemDownload your data in M-XML format	Services <ul style="list-style-type: none">Communications<ul style="list-style-type: none">0 received communications0 archived communications0 communications for remedying deficiencies0 sent communicationsHelpdesk request
Tender procedures of interest <ul style="list-style-type: none">Call for tendersOffer requestsTender procedures at the awarding stage or completed	Contracts <ul style="list-style-type: none">Contracts stipulation

Click on “Login with SPID” as shown in the image below and select your Identity Provider.

You are here: Home » Access to the reserved area

- Reserved Area
- Welcome *Test ltd.*!
- Personal area | Logout
- Information**
- Access to reserved area
- Instructions and manuals
- F.A.Q.
- Accessibility
- Cookies

Enable access with authentication system (SPID, CIE, ...)

i Select the link corresponding to the system to be used to associate your user with an external authentication system and proceed with the authentication in the selected system. In case of successful authentication, your external user will be matched to your user on the portal, and therefore you will be able to access directly using the external system starting from the next accesses.

Enable access with

SPID:

Enable access with authentication system (SPID, CIE, ...)



Select the link corresponding to the system to be used to associate your user with an external authentication system and proceed with the authentication in the selected system. In case of successful authentication, your external user will be matched to your user on the portal, and therefore you will be able to access directly using the external system starting from the next accesses.

Enable access with

SPID:

The screenshot shows a web interface for logging in with SPID. At the top, there is a blue header with a person icon and the text "Login with SPID". Below this, a list of authentication providers is displayed, each with its logo and name: Intesa ID, SpidItalia, SIELTE id, aruba.it ID, Poste ID, Namirial ID, Lepida, InfoCert ID, and TIM id. At the bottom of the list, there are three links: "Maggiori informazioni", "Non hai SPID?", and "Serve aiuto?".

Then follow the steps explained in paragraph 3.5.

4 Update your master data

You can update your master data independently: login to your Reserved Area and click on "Your data" in the Personal Area section.

Personal area

i In the personal area, once the user has logged-in, links for accessing specific functions are available, such as managing personal data, changing the password, accessing information for which he is registered or enabled, and access any communications received from the Administration.

Profile

- Your data** ←
- Change Password
- Enable access with external login system
- Download your data in M-XML format

Services

Communications

- 0 received communications
- 0 archived communications
- 0 communications for remedying deficiencies
- 0 sent communications
- Helpdesk request

Tender procedures of interest

- Call for tenders
- Offer requests
- Tender procedures at the awarding stage or completed

Contracts

- Contracts stipulation

You will be shown the summary of your data, as shown below.

Economic operator detail

i The master data of the economic operator are shown below. It is possible to display all the personal data using the "Download detailed PDF" command which allows you to download a file in PDF format. To modify the personal data, click on "Edit", while to enter a request for changing the identification of operator data (company name, VAT number, S.S.N., ...) click on "Request change of identification data"

Economic operator's main data

Company name :	Test ltd.
Company type :	Impresa (art.45 c.2/a DLgs 50/2016)
Legal status :	Società a responsabilità limitata
Geographical area :	Operatore economico UE (non italiano) o extra UE
Country :	Regno unito
Foreign tax ID :	GB123456789
Registered office :	Abbey Rd. 123, London - Regno unito
Email:	PEC : example01@email.it
Legal representatives :	Black John from 05/06/2018
Technical directors :	n.d.

DOWNLOAD DETAILED PDF **EDIT** **REQUEST CHANGE OF IDENTIFICATION DATA**

Here you can print your registration data or edit them by clicking on "Edit".

Remember that you cannot edit independently this data:


- Company name
- Typology
- Legal form
- Italian social security number (if present)
- VAT number

This information is very critical to identify the economic operator inside the telematic platform as it is not directly editable. To do it, you must use the "Request change of identification data" function that will be described in the following paragraphs.

The editing process is the same as the registration process described above: you will see all the information required during the registration phase. When you have edited your data in the "Summary" tab you can complete this operation by clicking on "Send" or you can eliminate any modification with "Cancel".

Edit economic operator data

[Main data](#) ▸ [Addresses](#) ▸ [Master data](#) ▸ [Additional data](#) ▸ [Summary](#)

 Some personal data cannot be modified due to information control constraints by the Contracting Station. In case of need to modify such data, use the "Request change of identification data" function from the economic operator detail.

Fields marked with (*) are mandatory.

Economic operator's main data

Company name : *	<input type="text" value="Test ltd."/>
Company type : *	<input type="text" value="Impresa (art.45 c.2/a DLgs 50/2016)"/>
Legal status : *	<input type="text" value="Società a responsabilità limitata"/>
Geographical area :	<input type="text" value="Operatore economico UE (non italiano) o extra UE"/>
Foreign tax ID : *	<input type="text" value="GB123456789"/>
Registered office :	Address : * <input type="text" value="Abbey Rd."/> n : * <input type="text" value="123"/>
	City : * <input type="text" value="London"/>
	Country : * <input type="text" value="Regno unito"/>
Website :	<input type="text"/>
Contact :	Phone : * <input type="text" value="00441234567"/> Fax : <input type="text"/>
	Mobile phone : <input type="text"/>
	Email : <input type="text"/>
	Confirm email : <input type="text"/>
	PEC : * <input type="text" value="example01@email.it"/>
	PEC confirm : * <input type="text" value="example01@email.it"/>

The PEC (Certified Email) is the preferred tool for sending communications and correspondence to the economic operator. In case the PEC is **defined but not active yet** please **postpone the procedure** otherwise the Administration will not be able to send communications that cannot yet be delivered correctly.

The Contracting Authority is authorised to send any notices and/or correspondence to the email addresses indicated, pursuant to Article 76, paragraph 4, of Legislative Decree 50/2016, in the knowledge that notices and/or correspondence correctly sent to the aforementioned addresses shall be deemed to be known to the addressee.



Below you can find the summary data of the economic operator. If all the information is correct, complete the update process by clicking on "Send".

Economic operator's main data

Company name :	Test ltd.
Company type :	Impresa (art.45 c.2/a DLgs 50/2016)
Legal status :	Società a responsabilità limitata
Geographical area :	
Country :	Regno unito
Foreign tax ID :	GB123456789
Registered office :	Abbey Rd. 123, London - Regno unito
Email:	PEC : example01@email.it
Legal representatives :	Black John from 05/06/2018
Technical directors :	n.d.

< PREVIOUS

SEND

CANCEL

4.1 Edit your identification data (Company merger, change VAT, etc.)

In case you need to edit one of your identification data linked to:

- Company name or denomination
- Type
- Legal status
- Italian social security number (if present)
- VAT number

it is necessary to use the "Request change of identification data" function, to describe what kind of modification you need and why.

It is very important for the Contracting Authority to understand if your modifications affect other economic operators' data in some way.

For example, as shown in the example below, it is not necessary to edit the company name of the economic operator, because it has merged in other company already registered in the telematic platform. In this case the company "to edit" will be deleted.

For this reason, each modification of identification data needs to be evaluated and accepted by the Contracting Authority.

Request for variation of economic operator identification data



The function should be used **exclusively** to communicate changes regarding the following data:

- Company name or denomination
- Type
- Legal form
- Social Security Number
- VAT number

Fields marked with (*) are mandatory.

Request for variation

Description of variation and motivation
(max 2000 characters): *

The company Test ltd was merged on 20/02/2022, therefore we request a change of name to TenderTest ltd.

SEND REQUEST

CANCEL

When you have sent correctly the request for modification, the Contracting Authority will process it and, if necessary, will contact you or notify you about the correct (or not) modification of your data.

5 Technical support

In case of technical problems during the registration process or during the use of the telematic platform, you can ask for technical support through the following channels.

In the home page you could find the tab "Technical support" or "Helpdesk request": here you can find, depending on the type of platform, if the helpdesk service is provided by **Maggioli's technical support** or by the **Contracting Authority**.

In the first case you have to compile all the information required and, if necessary, to attach a file with more details.

To ensure a quick analysis of the problem it is important to provide immediately all the information useful to the support service in order to solve the problem as soon as possible. For example, providing some screenshots of the error and all the steps you did before the error occurred can be very helpful.

The screenshot shows the top navigation bar with the date 06/05/2022 17:39, accessibility options (A A A), and search functionality. The breadcrumb trail reads "You are here: Home » Information » Helpdesk request". On the left, a vertical menu lists various sections, with "Helpdesk request" highlighted by a yellow arrow. The main content area is titled "Helpdesk request" and contains an information icon and a note: "Fill out the form with your references and the problem encountered, if necessary attaching a file, and then proceed to send the request." Below this is a form titled "Enter a new request" with fields for Company name, Contact person (surname and name), Email, Phone, Request type (dropdown), and Description. There is also a file upload section with a "Scogli file" button and a "SEND" button at the bottom.

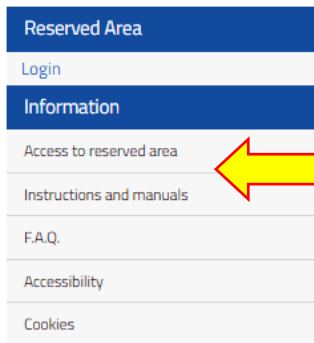
If there is not a support form to fill in, please contact the Contracting Authority.

The screenshot shows the top navigation bar with the date 06/05/2022 17:51, accessibility options (A A A), and search functionality. The breadcrumb trail reads "You are here: Home » Information » Helpdesk request". On the left, a vertical menu lists various sections. The main content area features a "Warning:" heading in blue, followed by the text: "Assistance service provided by the Contracting Authority, please contact its reference channels."

6 Instructions and manuals

In the home page (public access), in the "Information" section you can find this guide in the "Access to the Reserved Area" tab and all the documents helpful to use the platform (for example how to register in an Operators list, how to submit an offer, etc.) in the "Instructions and manuals" tab.

The image below is an example, please refer to the specific Procurement Portal to see all the documents available.



Access to reserved area

The use of the online platform is subject to registration of the economic operator's registry in order to obtain the credentials to access the Reserved Area of the Procurement Portal where the functions to interact with the Contracting Authority are available.

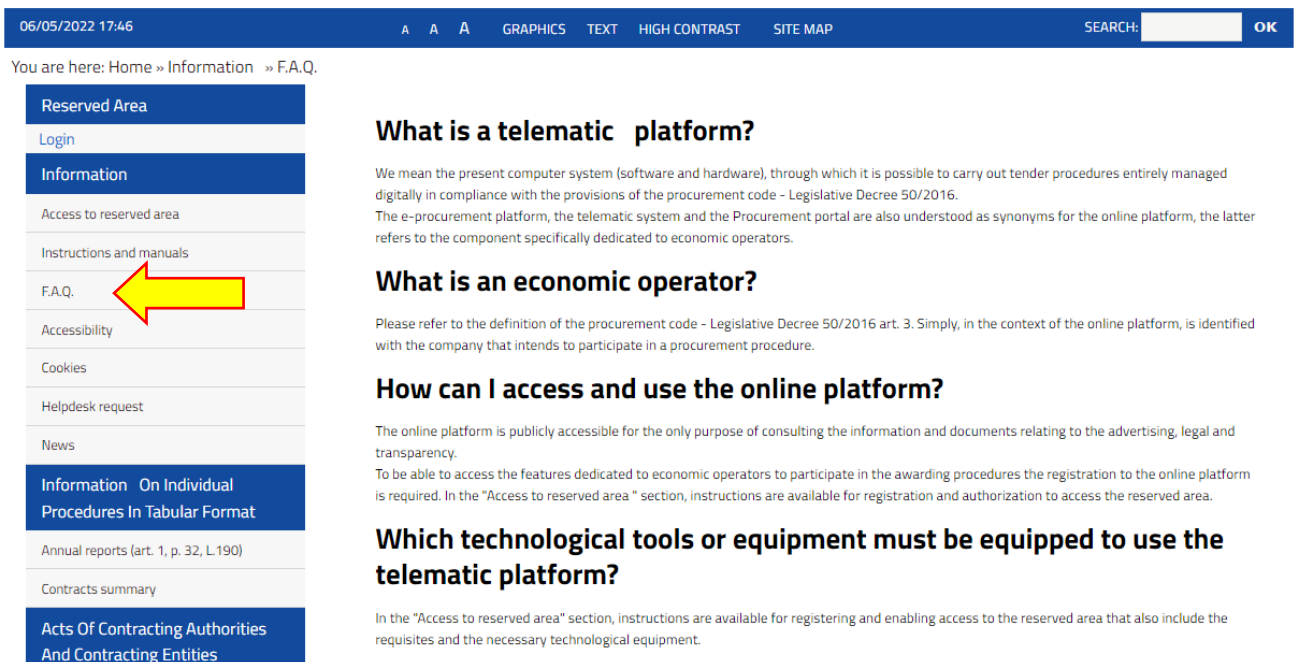
The following document describes the requirements and technical methods for registration, access and use of the telematic platform.

Documents

[Technical methods for the use of the online platform and access to the Reserved Area of the Procurement Portal](#)

7 FAQ

In the home page (public access), in the "Information" section you can also find the FAQ tab, where you can check all the frequently asked question of the users and the respective answers.

A screenshot of a website's FAQ page. At the top, there is a blue header with the date '06/05/2022 17:46', accessibility options (A A A), and a search bar. Below the header, a breadcrumb trail reads 'You are here: Home » Information » F.A.Q.'. On the left, a vertical navigation menu is shown with a blue header 'Information' and several white links: 'Reserved Area', 'Login', 'Information', 'Access to reserved area', 'Instructions and manuals', 'F.A.Q.', 'Accessibility', 'Cookies', 'Helpdesk request', 'News', 'Information On Individual Procedures In Tabular Format', 'Annual reports (art. 1, p. 32, L.190)', 'Contracts summary', and 'Acts Of Contracting Authorities And Contracting Entities'. A yellow arrow points to the 'F.A.Q.' link. The main content area contains three sections: 'What is a telematic platform?', 'What is an economic operator?', and 'How can I access and use the online platform?'. Each section has a brief explanatory text. The 'What is a telematic platform?' section explains that it refers to the present computer system (software and hardware) used for tender procedures. The 'What is an economic operator?' section refers to the definition in the procurement code. The 'How can I access and use the online platform?' section states that the platform is publicly accessible for consulting information and documents, and that registration is required for economic operators. Below these sections, there is a heading 'Which technological tools or equipment must be equipped to use the telematic platform?' followed by text indicating that instructions are available in the 'Access to reserved area' section.

8 Indemnity

In the event of incorrect or improper use of the telematic platform, and in any case of any infringement of current legislation by the User, the Contracting Authority shall be held free and harmless, including in respect of third parties, from any damages, costs and charges of whatever nature, including any legal expenses incurred by the latter.

The Contracting Authority shall not be held liable for any malfunctions or defects in the connectivity services required to reach the telematic platform via the telecommunications networks.

The user must follow the indications given in this document, in the "Instructions and manuals" and in the FAQs published on the portal for the use of the platform, which set out the system requirements and the procedures to be followed in order to use the platform. The Contracting Authority shall not be held liable in any way in the event that the user fails to use the platform functions correctly (e.g. fails to submit an economic offer or tender).

The online submission of the telematic offer is at the sole risk of the sender for all time deadlines related to telematic tenders; the only reference calendar and time are those of the system, always visible in the header of the portal and synchronized on the Italian time referred to the UTC time scale (IEN), as per Ministerial Decree no. 591 of 30 November 1993.

The platform adopts the 00 second as its limit, therefore the times indicated in the tender notices, even if the seconds are not indicated, shall always be understood as 00.

The access to the platform may be suspended or restricted by the Contracting Authority at any time to allow for the extraordinary maintenance work necessary to ensure the development, full functionality and/or security of the platform.

Any suspension and/or limitation of such access shall be promptly notified by means of a specific "Notice" published on the portal.

The circumstances of suspension and/or limitation of such access shall not be invoked for the purposes of any claim for damages by the User and/or its assignee.