



MyVisit – User Handbook

MyVisit – User Handbook

Aim : The purpose of this document is to explain how to use "MyVisit", an Internet programme which enables you to initiate and manage visit requests to the Court of Justice of the European Union.

Target Market : This document is for anyone who wishes to initiate a visit request to the Court of Justice of the European Union and to manage the status of requests on a daily basis via the Internet.



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1 Introduction

The aim of this programme is to enable you to make a visit request to the Court of Justice via the Internet.

A pre-requisite to using this programme is access to an Internet connection and a valid email address.

To use this service, you need to create a personal profile which will enable you not only to set up and modify a visit request, but also:

- to edit your groups of visitors so that they can be included in subsequent requests;
- to view potential dates for a visit before initiating a request;
- to manage your visit request;
- to update some details of your visit request before it is confirmed;
- to read and print letters concerning your visit;
- to save and review all your visits to the Court of Justice of the European Union;
- as well as many other things we will explain in this document

1.1 How to report a problem

In case of a problem, you can refer to the chapter of this handbook dedicated to frequently asked questions.

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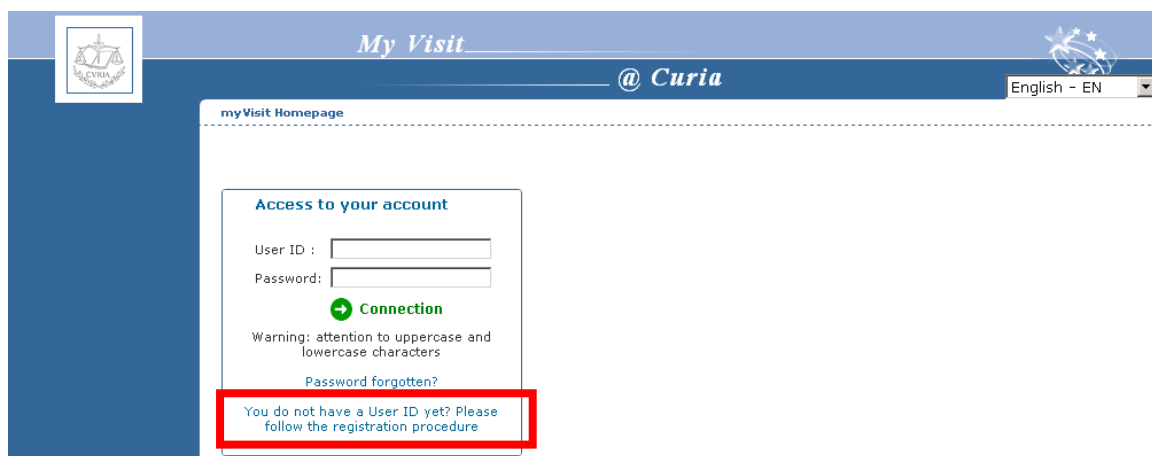
2 Tutorial

This chapter will show you how to make a visit request to the Court of Justice of the European Union.

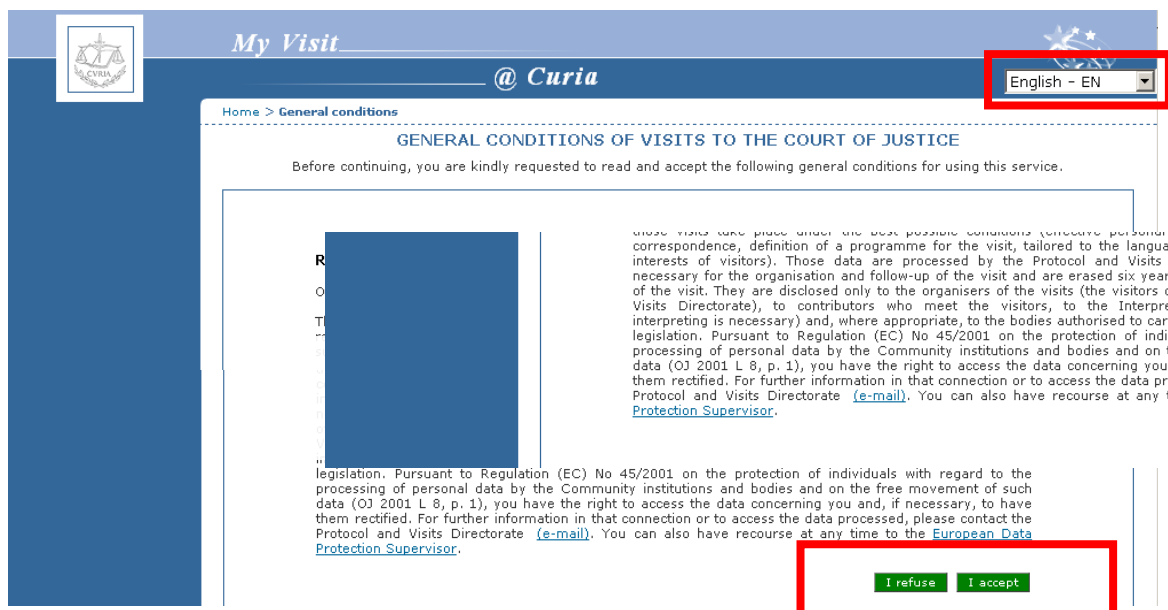
2.1 Creating a personal profile

In order to manage your visits to the Court of Justice, you need to have a personal profile. To create your personal profile:

1. Click the field: "You do not have a User ID yet? Please follow the registration procedure" (see below);



2. You will be asked to read the "General Conditions for organising visits to the Court of Justice" (see below) which you can either accept or refuse. Should you refuse, you will be returned to the MyVisit homepage;

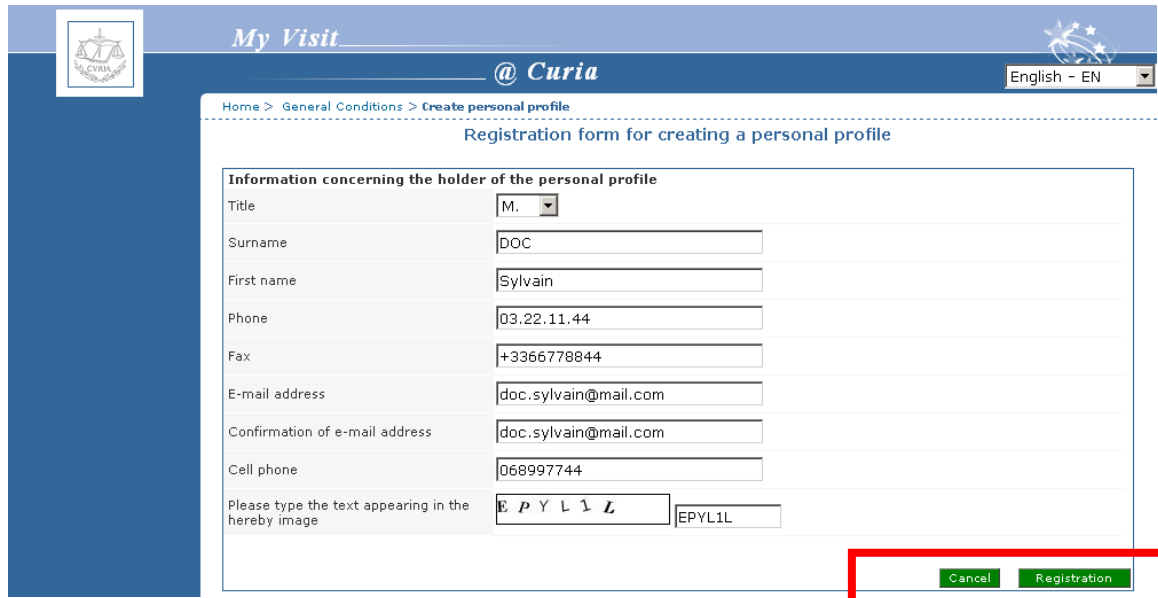


3. When you accept the General Conditions, you will be redirected to the registration form (see below) in order to create your personal profile. In this window, you will need to complete all the required information (only mobile phone numbers are optional) so that the service responsible for organising visits to the Court of Justice (Protocol and Visits Directorate – PVD) can easily deal with your request. Please note that the email address you provide will be used for all communication between yourself and the PVD. The same

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email address will also enable you to connect to your personal profile (effectively it will be your user ID);

4. Once you have entered the necessary information, click "Save" in order to confirm all the data or you can click "Cancel" to return to the MyVisit homepage. (See below);



The screenshot shows the 'My Visit @ Curia' interface. The page title is 'My Visit @ Curia' and the language is set to 'English - EN'. The breadcrumb trail is 'Home > General Conditions > Create personal profile'. The main heading is 'Registration form for creating a personal profile'. The form is titled 'Information concerning the holder of the personal profile' and contains the following fields:

Title	M.
Surname	DOC
First name	Sylvain
Phone	03.22.11.44
Fax	+3366778844
E-mail address	doc.sylvain@mail.com
Confirmation of e-mail address	doc.sylvain@mail.com
Cell phone	068997744
Please type the text appearing in the hereby image	EPYL1L

At the bottom right of the form, there are two buttons: 'Cancel' and 'Registration', which are highlighted with a red box.

5. Having clicked "Save", you will be redirected to a page where you can confirm your data. At this stage the following options are available:
 - You can **cancel** the request for the creation of a personal profile by clicking "Cancel";
 - You can **return** to the previous page to edit personal data by clicking "Return";
 - You can **confirm** the request for the creation of a personal profile by clicking "Confirm".
6. Once you have pressed "Confirm", an email will be sent to the address you provided. You will be asked to confirm receipt of this email by clicking on the link supplied.

Once the email address is confirmed, the PVD will examine your request and either accept or refuse it. Confirmation of this decision will be sent to you by email.

2.2 Connecting to your personal profile


After your request for the creation of a personal profile has been accepted by the PVD, the confirmation email message will be sent to the address you provided in the registration form. This message will contain your temporary password which you will need to use in order to first connect to MyVisit. You will be asked to change it when you first log on.


Having successfully followed the instructions provided in §2.1 (Pages 4 and 5), you may proceed as follows in order to connect to your personal profile:

1. Enter your user ID (i.e. your email address);
2. Enter your password (this was sent in the same email which confirmed that your personal profile had been accepted);
3. Click "Log-in" or press "Enter".

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When you are connected, the default display will be an overview of your visits.



After any change to your personal profile, it is **highly recommended to log off** by clicking on  situated in the upper-right corner of your screen.

2.3 Creating a visit request

To open the page where you can generate a visit request select "*Visit request*" from the menu on the left side of your screen.





The following fields are mandatory:

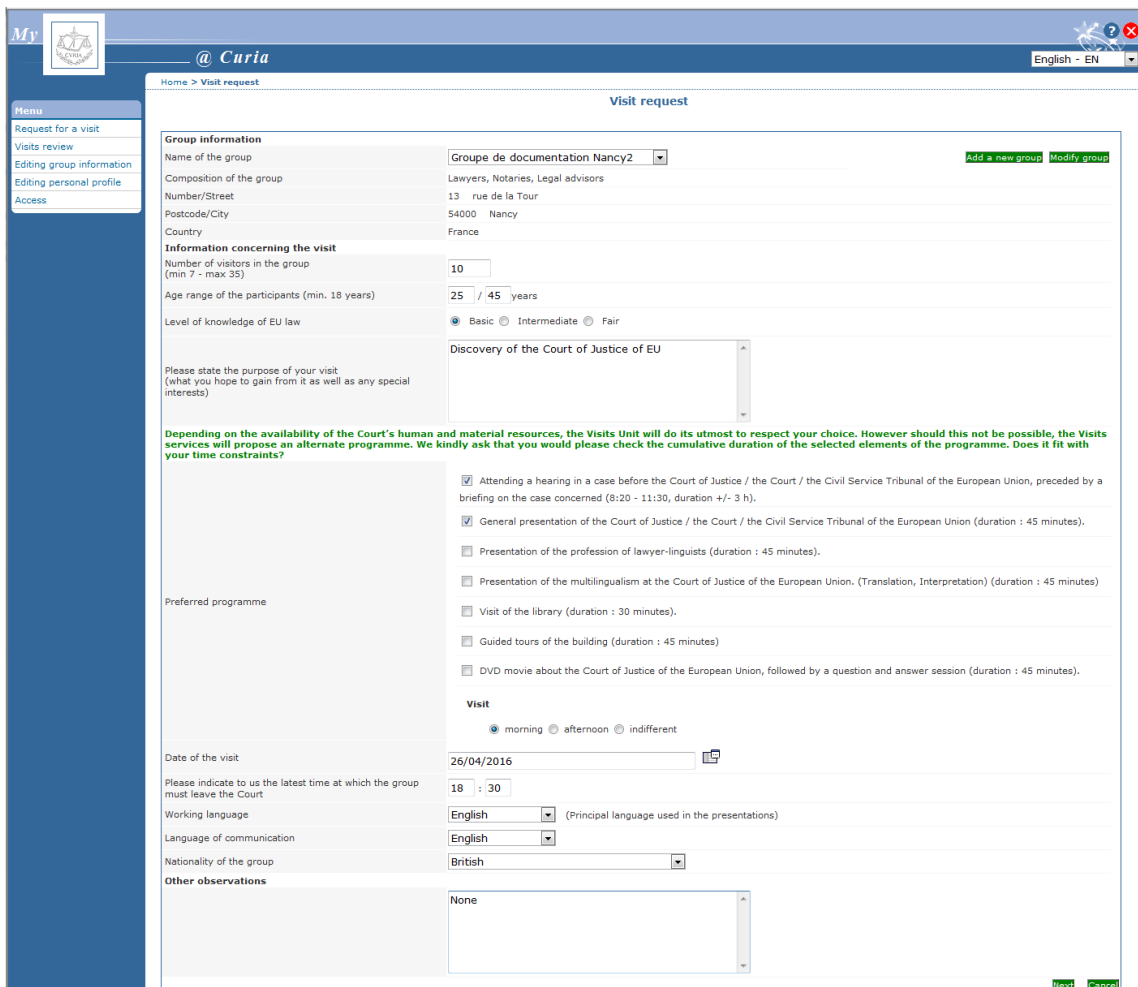
- Data about the group (i.e. the name of the group, its composition and a postal address);
- Number of visitors in the group;
- Level of knowledge of the EU Law;
- Purpose of the visit;
- Preferred programme;
- Date of the visit;
- Working language;
- Language of communication;
- Nationality of the group;
- Other observations.

A visit request is created as follows:

1. Select a group for the visit from one of the three following options :
 - The group has already been registered in your profile and is ready for your selection;
 - The group you wish to select is not yet registered in your profile. Click "*Add a new group*" to open the registration form where you have to complete the required information before clicking "*Save*";
 - The group you wish to select has already been registered in your profile, but needs to be modified. Click "*Modify group*" to open the page for editing groups (see §2.13 – Page 9 – for more details).
2. Enter the number of visitors in the group; this must be between 7 and 35;
3. Select the level of knowledge of the EU Law; there are three options: "basic", "intermediate" or "fair";
4. Enter the purpose of your visit;
5. Choose desired program from the list provided (multiple choice possible), and the corresponding period among three given options (morning, afternoon, or indifferent). If you wish to attend a hearing, the mandatory period is "morning";

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6. Select a date for your visit, a calendar is available (see below) by pressing the calendar button () at the end of the line "Date requested for the visit". When selecting a date, you proceed as follows:
 - Select a period within which you would like to make your visit (for your convenience you may use the calendar button );
 - Press the button  to search;
 - Select the date of the visit by clicking on the option button at the beginning of the line;
 - Confirm your selection by pressing , the date of the visit will be automatically added to your request;
7. Enter the group's departure time if you know it (by example 18:30)
8. Select the working language for this visit (i.e., language used during the visit itself);
9. Select the language of communication for this visit (i.e., the language in which we will communicate with you about the visit);
10. Select the nationality of the group; if it is mixed, please select "Mixed Group (EU)";
11. Enter any other useful information or observations.



The screenshot shows the 'Visit request' form in the MyVisit application. The form is divided into several sections:

- Group information:** Name of the group (Groupe de documentation Nancy2), Composition of the group (Lawyers, Notaries, Legal advisors), Number/Street (13 rue de la Tour), Postcode/City (54000 Nancy), Country (France).
- Information concerning the visit:** Number of visitors in the group (10), Age range of the participants (25 / 45 years), Level of knowledge of EU law (Basic).
- Discovery of the Court of Justice of EU:** A dropdown menu.
- Preferred programme:** A list of activities with checkboxes, including 'Attending a hearing in a case before the Court of Justice / the Court / the Civil Service Tribunal of the European Union, preceded by a briefing on the case concerned (8:20 - 11:30, duration +/- 3 h)', 'General presentation of the Court of Justice / the Court / the Civil Service Tribunal of the European Union (duration : 45 minutes)', 'Presentation of the profession of lawyer-linguists (duration : 45 minutes)', 'Presentation of the multilingualism at the Court of Justice of the European Union. (Translation, Interpretation) (duration : 45 minutes)', 'Visit of the library (duration : 30 minutes)', 'Guided tours of the building (duration : 45 minutes)', and 'DVD movie about the Court of Justice of the European Union, followed by a question and answer session (duration : 45 minutes)'.
- Visit:** Radio buttons for 'morning', 'afternoon', and 'indifferent'.
- Date of the visit:** 26/04/2016, with a calendar icon.
- Please indicate to us the latest time at which the group must leave the Court:** 18 : 30.
- Working language:** English (Principal language used in the presentations).
- Language of communication:** English.
- Nationality of the group:** British.
- Other observations:** None.

At the bottom right of the form, there are 'Next' and 'Cancel' buttons.

12. Click "Next" in order to verify the entered data. Please note; if any of the mandatory fields have not been correctly completed an error message will appear.

13. At this stage you will have one of two options:




- Click "Return" to return to the previous page to edit the data;


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- Click "Save" to confirm and transmit your request to the PVD for processing.

2.4 Visits review

In order to review your visits select "*Visits review*" (see below) from the menu. This will enable you to review each stage of any request as well as print out a selection of documents pertaining to them. You have the following options:

1. View the data relating to your visit;
2. To modify the fields on the Visit Request page, click  **Questionnaire** ;
3. To review and/or modify the list of participants for the visit click  **List of participants** (See §3.2 – Page 9 – for more details);
4. To view and print a selection of documents sent to you by the PVD click on the name of the document you wish to view or print;
5. To send an email message to the PVD click .



The screenshot shows the 'My Visit @ Curia' interface. A red box labeled '1' highlights the 'Review of former visits' menu item. A red box labeled '2' points to the 'Questionnaire' link. A red box labeled '3' points to the 'List of participants' link. A red box labeled '4' points to a list of documents with dates and titles. A red box labeled '5' points to an email icon in the top right corner.


Date	Document Name
11/09/2008	Questionnaire
11/09/2008	Liste des participants
11/09/2008	Lettre de confirmation
11/09/2008	Lettre de Proposition de Programme
11/09/2008	Lettre d'envoi du Programme définitif
no/00/2008	Accusé de réception de la demande de visite

This page contains the following information for each visit request made:

- Date of the visit;
- Reference number of the file (allocated when the visit request has been confirmed by the PVD);
- Name of the group;
- Composition of the group,
- Nationality of the group;
- Number of expected participants;
- Number of registered participants;
- Current status of the file;
- Selection of print documents (dependant on the current status of the file) including:
 - Acknowledgement of your visit request;
 - Letter of confirmation of your visit request;
 - Letter accompanying the programme proposal;
 - Letter accompanying the final programme;
 - Questionnaire;
 - List of participants.



After any change to your personal profile, it is **highly recommended to log off**

by clicking on  situated in the right upper corner of your screen.


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3 Tutorial for advanced functions

3.1 Review and modify the questionnaire

In "Visits review", you have access to the questionnaire of each visit. This screen permits you to review or modify all relevant information in relation to your visit request. Please note, that once the file has proceeded to a "Confirmed" status, you will no longer be able to modify the information.






You can modify the questionnaire in the following way:

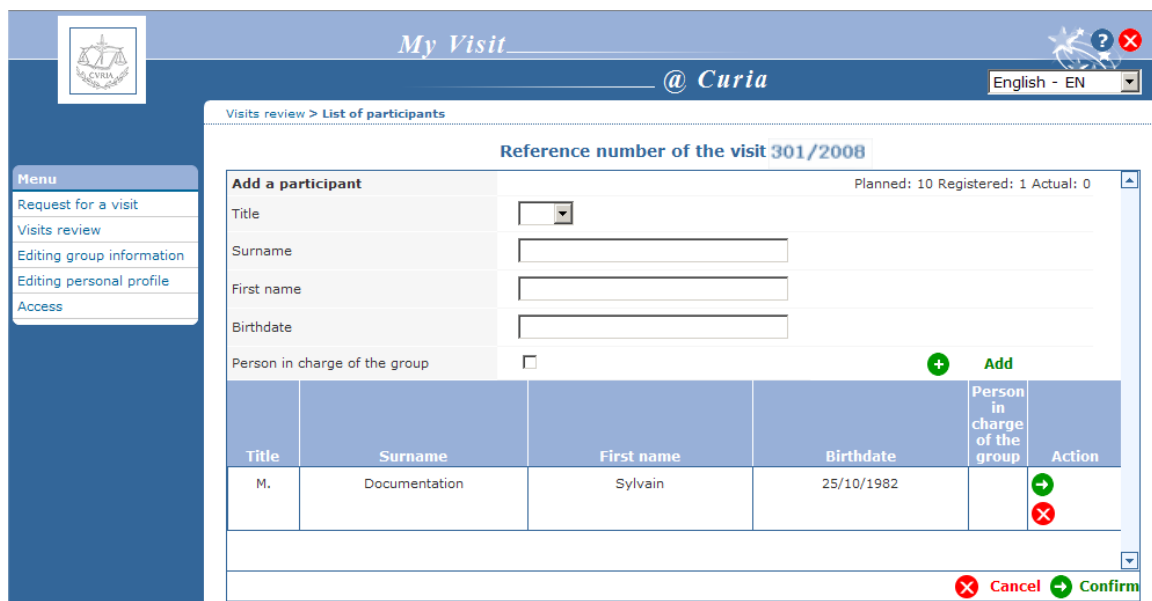
1. On the page "Visits review", click on  **Questionnaire** to redirect to the page presented in §2.3 (Page 6).
2. Modify the relevant information and confirm it by clicking on "Next" and then "Save".



3.2 Editing the list of participants

In "Visits review", a list of participants is available for each visit enabling you to review, modify and print the participant list. Please note that the last date that modifications can be accepted is 6 days before your visit.

The participants list can be edited as follows:

1. In "Visits review", click  **List of participants**;
2. To add a participant, complete the information and click  **Add**;
3. To modify information concerning a participant click , update the data and click "Modify";
4. To remove a participant, click ;
5. It is imperative that modifications are saved by clicking  **Confirm**.



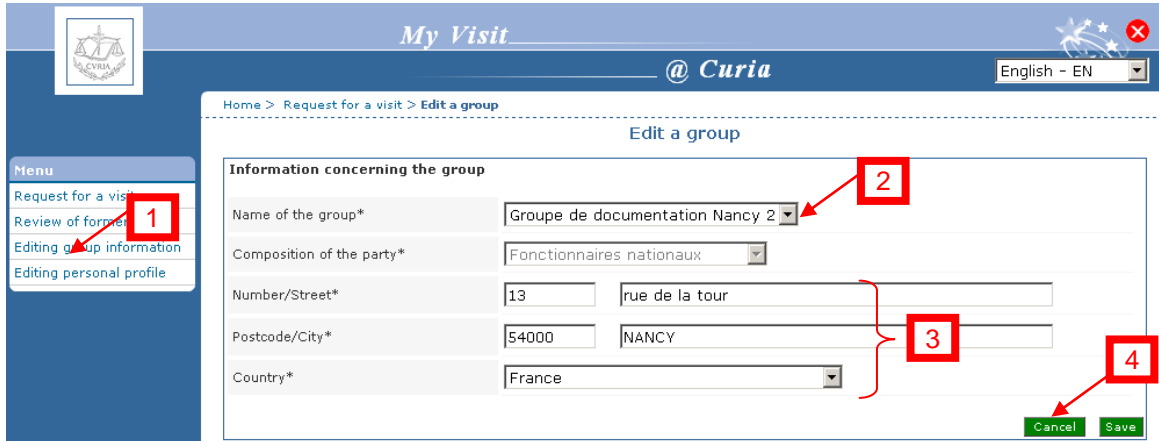
Title	Surname	First name	Birthdate	Person in charge of the group	Action
M.	Documentation	Sylvain	25/10/1982		 

3.3 Editing 'Group' information

1. Only the address for the group can be edited and this is done as follows: Select "Editing group information" from the menu on the left side of your screen;

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2. Select the group you would like to update;
3. Modify the address of the selected group;
4. Confirm the modifications by clicking on "Save" (you can also click "Cancel" should you not wish to continue).



Home > Request for a visit > Edit a group

My Visit @ Curia English - EN

Menu

- Request for a visit
- Review of former visits
- Editing group information **1**
- Editing personal profile

Information concerning the group

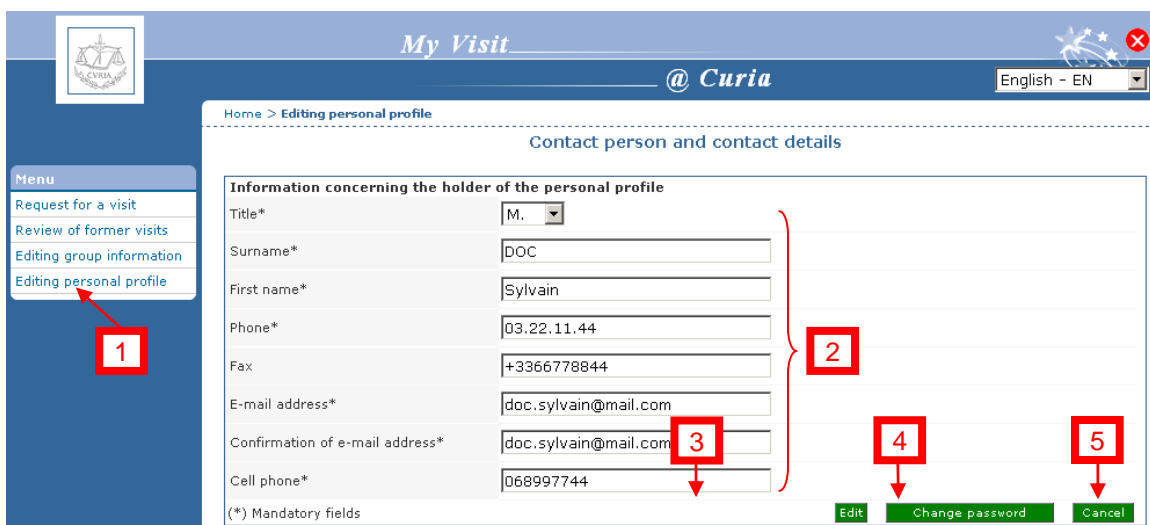
Name of the group*	Groupe de documentation Nancy 2 2	
Composition of the party*	Fonctionnaires nationaux	
Number/Street*	13	rue de la tour
Postcode/City*	54000	NANCY
Country*	France	

Cancel Save **4**

3.4 Editing your personal profile

Click "Editing your personal profile" to update all relevant information concerning the 'owner' of the personal profile as follows:

1. Select "Editing your personal profile" from the menu on the left side of your screen,
2. Modify the information concerning the owner of the personal profile,
3. Confirm the modifications by clicking "Modify",
4. To modify your password, click "Change password",
5. To cancel modifications, click "Cancel".



Home > Editing personal profile

My Visit @ Curia English - EN

Menu

- Request for a visit
- Review of former visits
- Editing group information
- Editing personal profile **1**

Contact person and contact details

Information concerning the holder of the personal profile

Title*	M.
Surname*	DOC
First name*	Sylvain
Phone*	03.22.11.44
Fax	+3366778844
E-mail address*	doc.sylvain@mail.com
Confirmation of e-mail address*	doc.sylvain@mail.com 3
Cell phone*	068997744

(*) Mandatory fields

Edit **2** Change password **4** Cancel **5**



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4 Frequently Asked Questions (F.A.Q.) about MyVisit

Should you not find a satisfactory answer to your question, you can contact the PVD by email (please refer to "*I would like to ask for information about my visit*" below).

4.1 I would like to change my password

1. Select "*Editing your personal profile*" from the menu on the left side of your screen and then click the button "*Change password*".
2. Enter your new password in the two indicated fields and click "*Enter*".

4.2 I have forgotten my password

1. Click "*I have forgotten my password*" on the MyVisit homepage.
2. Enter your User ID (i.e. your email address).
3. Enter the 'CAPTCHA' (*Completely Automated Public Turing test to tell Computers and Humans Apart*) text in the indicated field.
4. Click "*Send*". A new temporary password will be sent to the provided email address. (You will be asked to change it when you first log on).

4.3 I have a new email address

1. Select "*Editing your personal profile*" from the menu on the left side of your screen.
2. Enter your new email address in the two indicated fields and click "*Modify*". This new email address will become your User ID for all future sessions.

4.4 I would like to delete my personal profile

It is not possible to delete your personal profile. It will, however, be automatically deleted after a period of six years of inactivity.

4.5 I would like to transfer my personal profile to another person

Select "*Editing your personal profile*" from the menu on the left hand of your screen, overwrite the data for the new person (at the very least the email address of the new contact) and click "*Modify*".

4.6 I would like to pass on the management of one of my visits to a third person

Send an email message to the PVD about the visit in question forwarding the details of the person who will resume the management by clicking the email icon on the page "*Visits review*".

4.7 I would like to cancel a visit

Only the PVD can cancel a visit. To request a cancellation click the email icon on the page "*Visits review*".



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4.8 I would like to ask for information regarding my visit

Send an email message to the PVD concerning your visit by clicking the email icon on the page "*Visits review*". We kindly ask you not to delete the subject of the mail you are sending to the PVD, as this expedites their ability to deal with your request.

4.9 It is no longer possible to edit the questionnaire for my visit

Once the file concerning your visit has been "confirmed" by the PVD, you can no longer modify the information contained within the questionnaire.

4.10 It is no longer possible to edit the list of participants for my visit

The last date modifications to the participants list can be accepted is 6 days before your visit.

4.11 I would like to change the language displayed on my screen

Each page on the MyVisit site has a drop down menu enabling you to change the language to one from a pre-selected list (French, German, English or Spanish).

4.12 It is no longer possible to edit the name and composition of one of my groups

This information can only be updated by the PVD. Send an email to the PVD requesting the changes you require by clicking the email icon on the page "*Visits review*".