eAidRegister (EAIR) IT User Manual Draft

Contents

1. INTRODUCTION

1.1. Introduction

The EU eAidRegister platform provides transparent access to both de minimis and State aid award data encoded and published by Member States and national authorities (who opted to use it) in compliance with the applicable de minimis regulations and the European transparency requirements for State aid.

This platform enables users to effectively search for and access comprehensive information on aid awards granted to beneficiaries. Users can explore details such as the amounts awarded, the name and identifier of the beneficiaries, the aid instruments used and the relevant sectors.

The aim of this IT user manual is to provide step-by-step guidance on how to use the EAIR tool effectively. It explains the main features, functions, and procedures to help users perform their tasks accurately and efficiently. This guide is intended for all users who need to access, enter, or manage data within the EAIR system.

This manual is organised to guide users through the main features of the EAIR tool, including: 1) Office Management, 2) User Management, 3) Beneficiary Management, 4) Aid Award Management, and 5) Bulk Actions, FAQs, and Annexes (such as the Access Rights Security Matrix).

1.2. URLs and pointers

The eAidRegister platform can be accessed through the following sites:

- **Internal site** (protected with EU Login): https://internal.aid-register.ec.europa.eu/
- **Public site** (open access): https://aid-register.ec.europa.eu/home

Our support mailbox: COMP-EAID-REGISTER@ec.europa.eu

State aid legislation: https://competition-policy.ec.europa.eu/state-aid/legislation_en

2. OFFICE MANAGEMENT

The Office Management feature allows authorized users to manage office entities, including creating, editing and enabling/disabling offices. The hierarchical structure of offices (e.g., National, Regional, Local) is maintained to ensure accurate organizational structure representation.

The role of the European Commission is limited to the creation of a National office and a National administrator for every Member State (MS).

2.1. Office structure

User-to-Office Associations: MS users can belong to any of the following types of offices, depending on the organizational structure:

1. National Office
2. Regional Office
3. Local Office
4. Sectorial Office, positioned under:
    - National Office
    - Regional Office
5. Granting Authority, positioned under:
    - National Office
    - Regional Office
    - Local Office
    - Sectorial Office under National
    - Sectorial Office under Regional

(1) The **National Office** is the MS head office and is governed by the National Administrator. Each National Office can have:

- several subordinate Regional offices, where each Regional office will be governed by its Regional administrator.
- several subordinate Sectorial offices, where each Sectorial office will be governed by a Sectorial administrator.
- several subordinate Granting Authorities, where each Granting Authority will be governed by its Granting Authority administrator.

(2) The **Regional Office** is an office defined at regional level. Each Regional Office can have:

- several subordinate local offices, where each local office will be governed by its local office administrator.
- several Sectorial regional offices, where each Sectorial regional office will be governed by a Sectorial administrator.
- several subordinate Granting Authorities, where each Granting Authority will be governed by its Granting Authority administrator.

(3) The **Local Office** is an office defined at Local level. Each local office can have:

- Several subordinate Granting Authorities, where each Granting authority will be governed by its Granting Authority administrator.

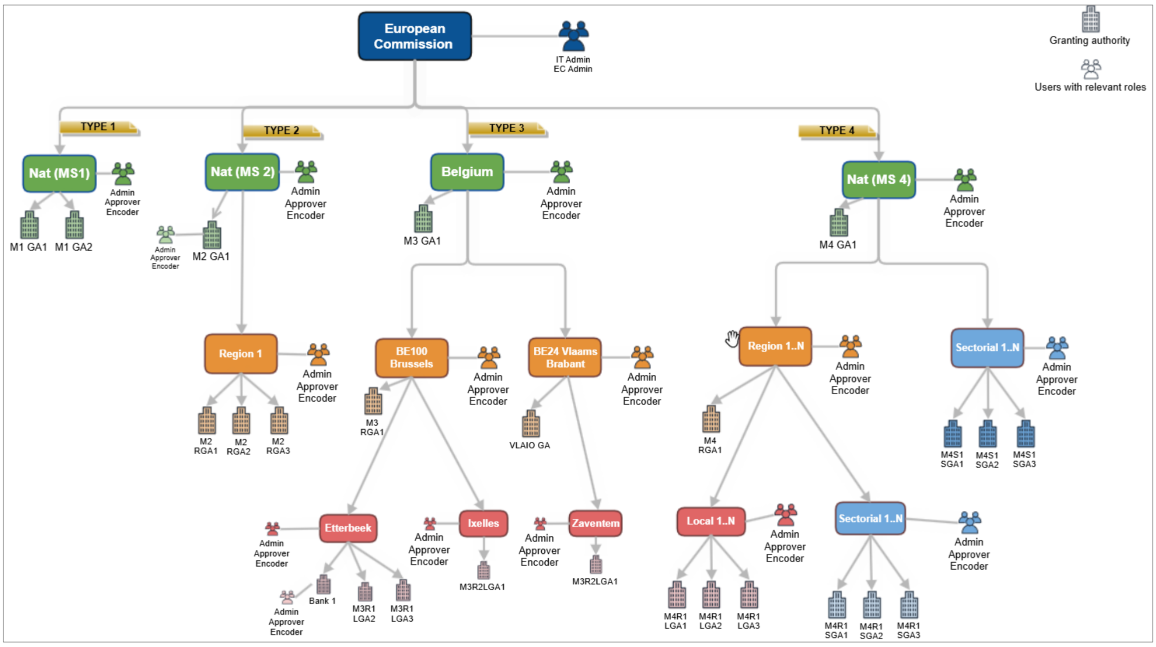
(4) The **Sectorial office** is an office defined at Sectorial level, for example a Ministry. Each Sectorial office can have:

- several subordinate Granting Authorities, where each Granting authority will be governed by its Granting Authority administrator.

(5) The **Granting Authority Office** is the Authority responsible for the granting act i.e. the legal instrument that entitles the beneficiary to the receipt of an aid. A Granting Authority can be a specific ministry or a bank or any other body at national, regional, or local level.

2.1.1. Organigram

Hereunder, a visual office model is shown in relation with the corresponding profiles of every office, showing the high flexibility of the tool to accommodate with diversified institutional setups.
Each MS can have its users organized within a hierarchy of offices. The system is flexible enough as it allows to have or not Regional offices, Sectorial offices or Granting Authorities under the National office level for example.
National, Regional, Local and Sectorial offices are not Granting Authorities i.e. you must for example create one or multiple Granting Authority Offices under the National, Sectorial, Local or Regional Offices if this is necessary.



2.1.2. Rules

- A parent office can manage their office and can also manage its child offices, examples:
- A National office can manage all Regional, Local, Sectorial, and Granting Authority offices.
- A Regional office can manage all Local, Sectorial offices (if present), and Granting Authority offices.
- Granting Authorities are the final tier in any hierarchy. Therefore, users assigned to a Granting Authority can only manage their own office – they do not have any subordinate (child) offices.
- A Granting Authority is a special type of office that serves as the aid grantor in the aid-award creation process. However, this is also possible to have a Granting Authority in which no single administrator or user has been defined with reporting and/or validating roles i.e. a virtual Granting Authority. This may be applicable for

example in centralized systems in which local institutions systematically provide the data to the national office that inputs and approves on their behalf.
- A Granting Authority cannot have another Granting Authority beneath it in the hierarchy.
- Users from one office cannot manage other offices at the same hierarchical level (siblings). Example: Users in the Brussels Regional Office cannot manage the Wallonia or Flanders Regional Offices.
- A Sectorial office can be positioned under either a National or a Regional office.

2.2. Office management

2.2.1. National Office

There is one National office defined for each Member State. At National office level, a **National Administrator** initiated by the European Commission can manage users, offices, granting authorities, beneficiaries, and aid awards for their office and for all sub-ordinated offices:

- View and search offices/users at all levels.
- Create/enable/disable offices at all levels.
- Edit offices at all levels.
- Create/edit/resend pending email to users at all levels.
- Transfer user from office A to office B, within the same country.

2.2.2. Regional Office

In this office, there is at least one **Regional Administrator** that can manage users, offices, granting authorities, beneficiaries, and aid awards **for their office and for the sub-ordinated offices** (child office, if present):

- View and search offices/users.
- Create/enable/disable offices.
- Edit offices.
- Create/edit/resend pending email to users.
- Transfer user from office A to office B.

The different actions that a Regional administrator can perform are therefore the same as those of a National administrator but in its area of control i.e. Regional level. The Regional administrator can operate himself as an Admin at Regional office level or on behalf of subordinate Local offices, Sectorial offices or Granting Authorities.

Only a **National administrator can create Regional Offices**.

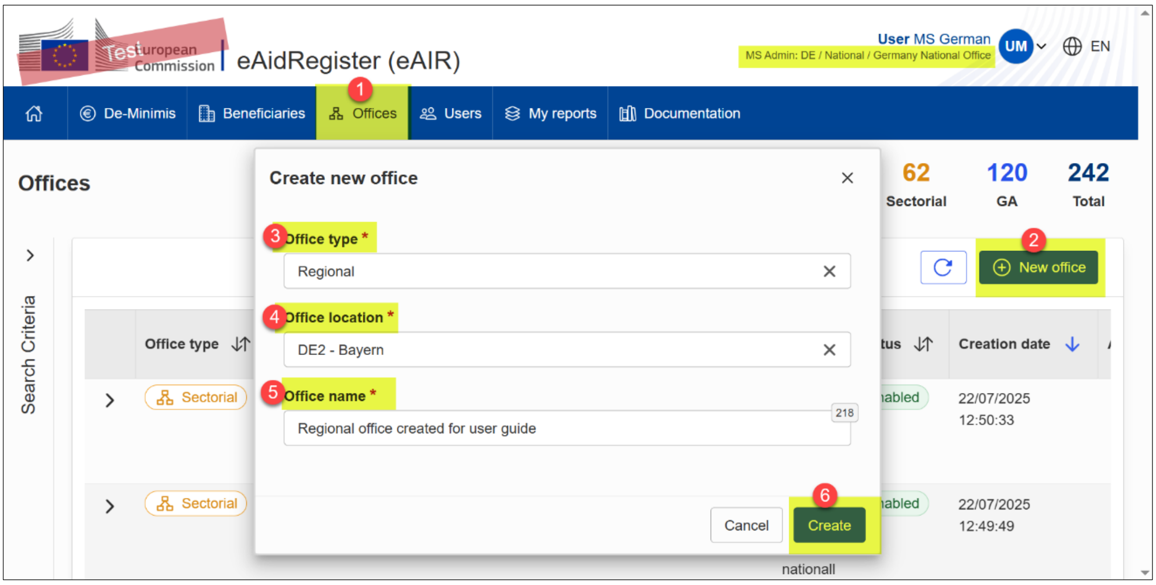
As Regional offices are created under the National office authority, it is always possible for a national encoder/approver to report and/or approve on behalf of the Granting Authorities that are defined under the Regional office level.

2.2.2.1. Creation of a Regional Office

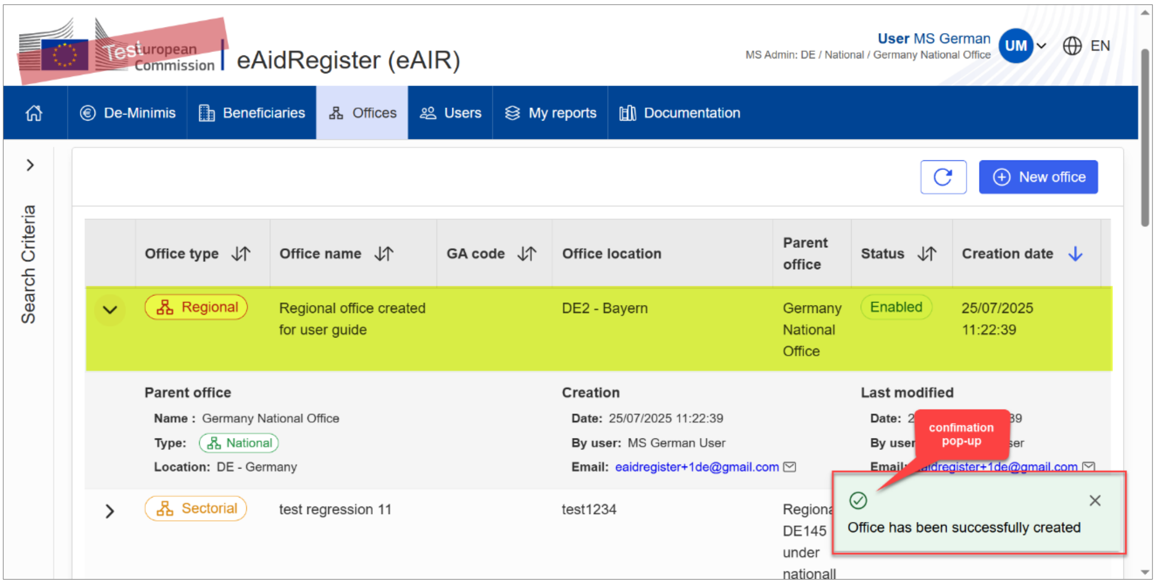
If you are a National Administrator, to create a Regional office, click on the "Offices" tab, then go to "New Office":

The National administrator provides then the required information:

- Office type – selection from dropdown list.
- Office location – selection from dropdown list, based on NUTS 2024 codes.
- Office name – free text.



After confirming with “create”, you can see the newly created office in the list:



A Regional office is not a Granting Authority. To allow for the creation of Granting Authorities under the regional level, the National administrator must firstly create a Regional administrator in the Regional office.

2.2.3. Local Office

As mentioned already, **Local** offices can only be created under Regional Offices. In this office, there is at least one **Local Administrator** that can manage users, offices, granting authorities, beneficiaries, and aid awards **for their office and for the sub-ordinated Granting Authorities:**

- View and search offices.
- Create/enable/disable offices.
- Edit offices.
- View and search users.
- Create/edit/resend pending email to users.
- Transfer user from office A to office B.

The different actions that a Local administrator can perform are therefore the same as those of a Regional administrator but in its area of control i.e. Local level. The **Local administrator** can operate himself as an admin, encoder and approver at Local office level or **on behalf of subordinate Granting Authorities**.

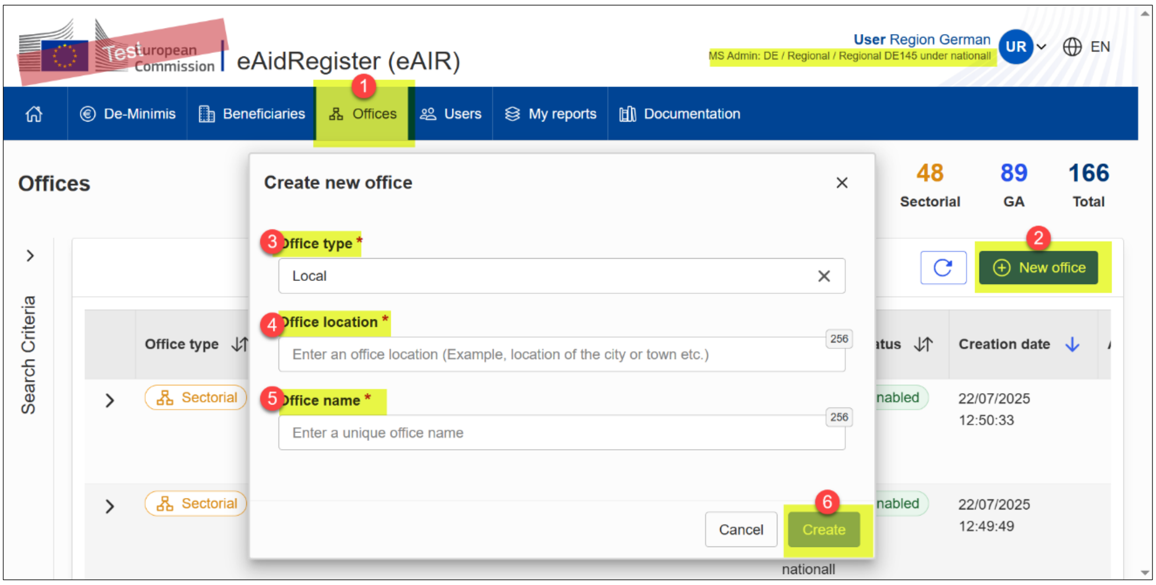
Local Offices can be created by a National or Regional administrator. As Local offices are created under the Regional office authority, it is always possible for a national or regional encoder/approver to report and/or approve on behalf of the Granting Authorities that are defined under the Local office level.

2.2.3.1. Creation of a Local Office

If you are a National or Regional Administrator, to create a Local office, click on the "Offices" tab, then go to "New Office".

The National or Regional administrator provides then the required information:

- Office type – Local office – selection from dropdown list.
- Parent office – selection from dropdown list (this field is displayed only when a National admin creates the local office).
- Office location – free text.
- Office name – free text.



After confirming with “create”, you can see the office in the list.

2.2.4. Sectorial Office

Sectorial offices can be positioned under either a **National** or a **Regional** office.

In this office, there is at least one **Sectorial Administrator** that can manage users, beneficiaries, and aid awards **for their office and for the sub-ordinated Granting Authorities:**

- View and search offices.
- Create/enable/disable offices.
- Edit offices.
- View and search users.
- Create/edit/resend pending email to users.
- Transfer user from office A to office B.

The different actions that a Sectorial administrator can perform are therefore the same as those of a National/Regional administrator but in its area of control i.e. Sectorial level. The **Sectorial administrator** can operate himself as an admin, encoder and approver at Sectorial office level or **on behalf of subordinate Granting Authorities**.

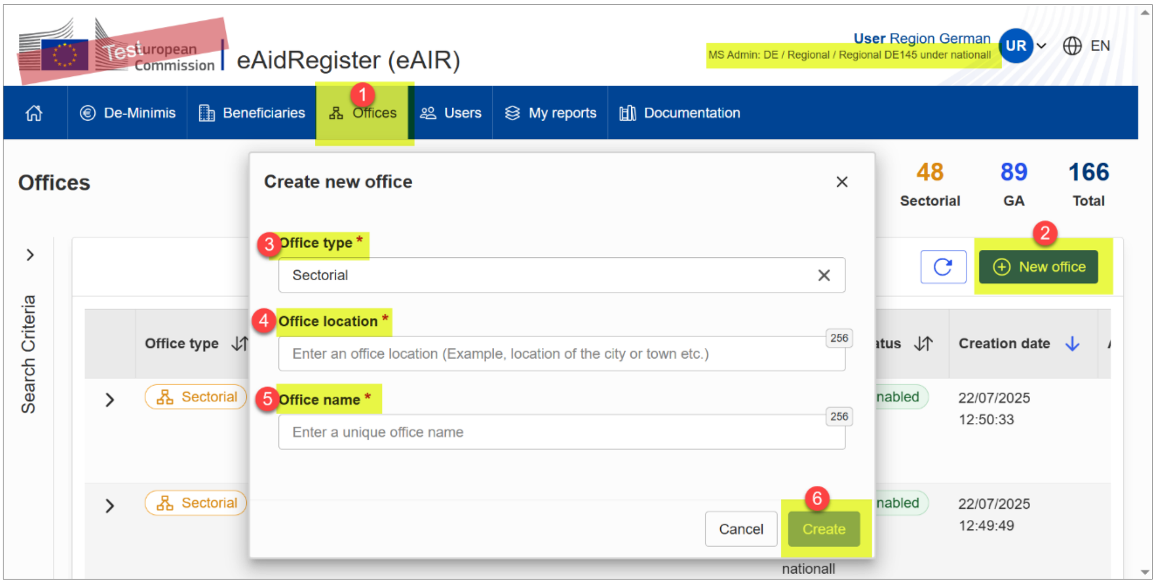
Sectorial Offices can be created by a National or Regional administrator. As Sectorial offices are created under the National office or under the Regional office, it is always possible for a national or regional encoder/approver to report and/or approve on behalf of the Granting Authorities that are defined under the Sectorial office level.

2.2.4.1. Creation of a Sectorial Office

If you are a National or Regional Administrator, to create a Sectorial office, click on the "Offices" tab, then go to "New Office".

The National or Regional administrator provides then the required information:

- Office type – selection from dropdown list.
- Parent office –selection from dropdown list (this field is displayed only when a National admin creates the sectorial office).
- Office location – free text.
- Office name – free text.



After confirming with "create", you can see the office in the list.

2.2.5. Granting Authority Office

Granting Authority offices can be created under all office types.

In this office, there is at least one **Granting Authority Administrator** who can perform different actions at its level of control:

- View and search offices.
- Edit offices.
- View and search users.
- Create/edit/resend pending email to users.

Granting Authorities are the final tier in any hierarchy. Therefore, users assigned to a Granting Authority can only manage their own office – they do **not** have any subordinate (child) offices. A **Granting Authority** cannot have another **Granting Authority** beneath it in the hierarchy.

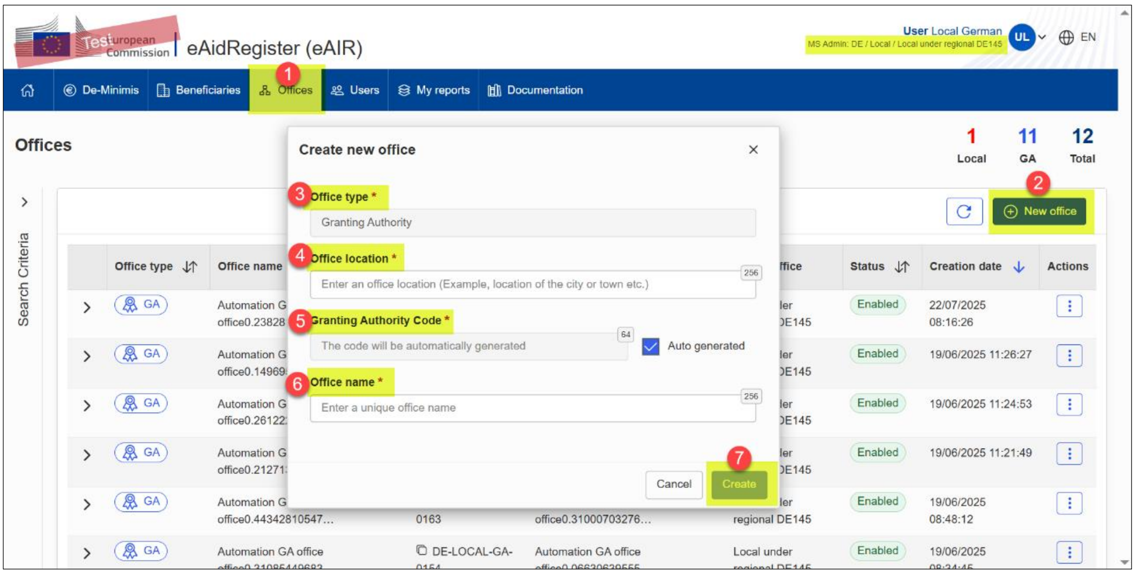
A **Granting Authority** is a special type of office that serves as the aid grantor in the aid-award creation process.

Creation of a Granting Authority Office

If you are a National, Regional, Sectorial or Local Administrator, to create a Granting Authority office, click on the "Offices" tab, then go to "New Office".

Then the administrator provides then the required information:

- Office type – Granting Authority – selection from dropdown list.
- Parent office – National, Regional, Local, Sectorial - selection from dropdown list (this field is displayed only when a National or Regional admin creates the local office).
- Office location – free text.
- Granting Authority Code – it is an automatic generation; the code must be unique (manual insertion **is not recommended**)
- Office name – free text.



After confirming with “create”, you can see the office in the list.

2.3. Search offices

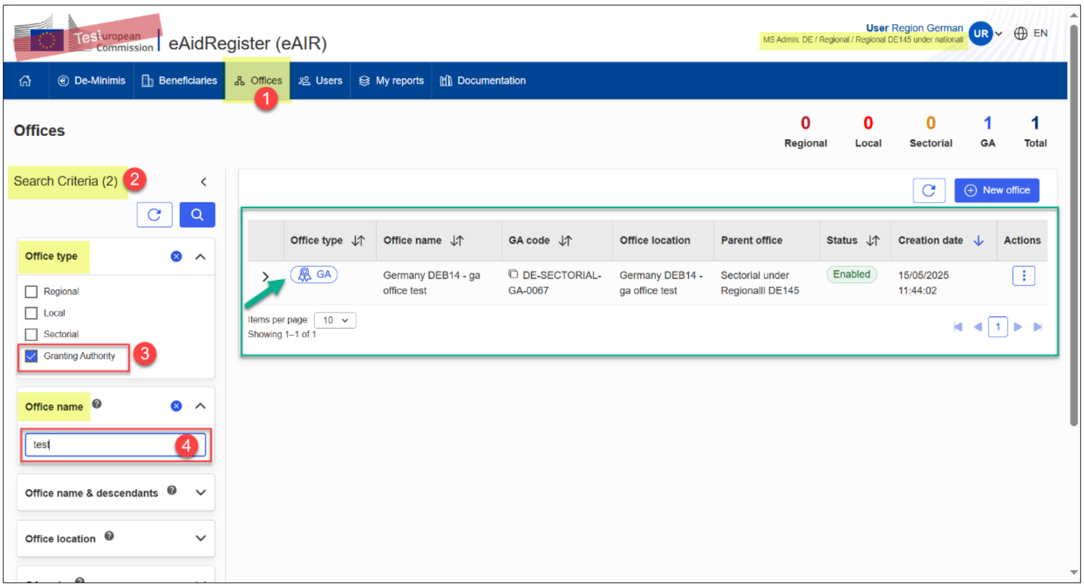
Administrators can search the offices that are subordinated to their office.

Navigate to the offices page, then enter search criteria in the search bar and execute “Search”.

Different search criteria are available to be used when searching for an office:

- office type.
- office name.
- office name and descendants (to retrieve all descendants).
- office location.
- GA code.
- Status.

Example: an administrator from a regional office needs to search for a GA office created under a sectorial office, which belongs to the regional office. This regional office has a lot of children, including sectorial offices, local offices and Granting authorities. The regional administrator remembers only one detail: the GA name includes the word “test”:


eAidRegister (eAIR)
User Region German
MS Admin: DE / Regional / Regional DE145 under national
EN
De-Minimis
Beneficiaries
Offices
Users
My reports
Documentation
1
Offices
0 Regional
0 Local
0 Sectorial
1 GA
1 Total
Search Criteria (2)
2
Office type
Regional
Local
Sectorial
Granting Authority
3
Office name
test
4
Office name & descendants
Office location
New office
Office type
Office name
GA code
Office location
Parent office
Status
Creation date
Actions
GA
Germany DEB14 - ga office test
DE-SECTORIAL-GA-0067
Germany DEB14 - ga office test
Sectorial under RegionalI DE145
Enabled
15/05/2025 11:44:02
Items per page 10
Showing 1–1 of 1

3. USER MANAGEMENT

3.1. Roles

In eAidRegister there are **5 roles** and the relevant access rights depend on the office they belong to.

Role	Type	Activities
IT Admin	EC	Intervene in any IT admin activities.
EC Admin	EC	Intervene in situations where issues cannot be solved at the National level.
MS Admin	MS	Manage users, offices, granting authorities, beneficiaries, and aid awards for their office and can also under all sub-ordinate offices (NOTE: Super user in their country if belongs to National office)
MS Approver	MS	Approve the aid awards to be published.
MS Encoder	MS	Encode and Finalise the aid awards to be approved.

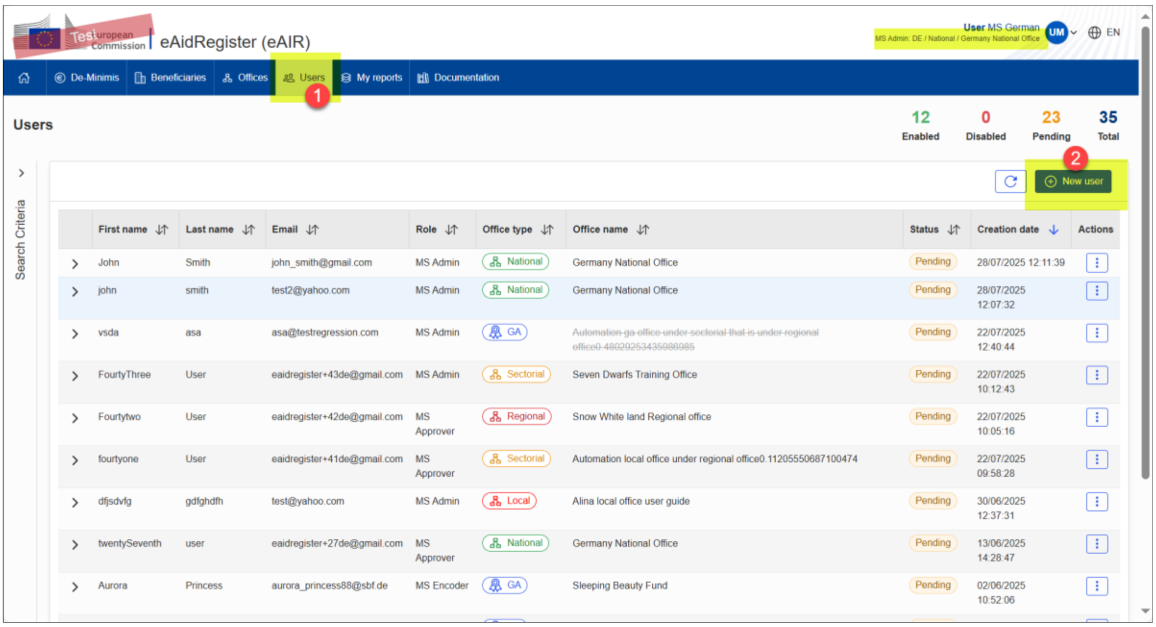
3.2. MS Admin

The administrators at all levels are responsible for creating administrators **for their office and for the subordinate offices**.

They are also responsible to create users (encoders, approvers) **for their office** and for **the subordinate offices.**

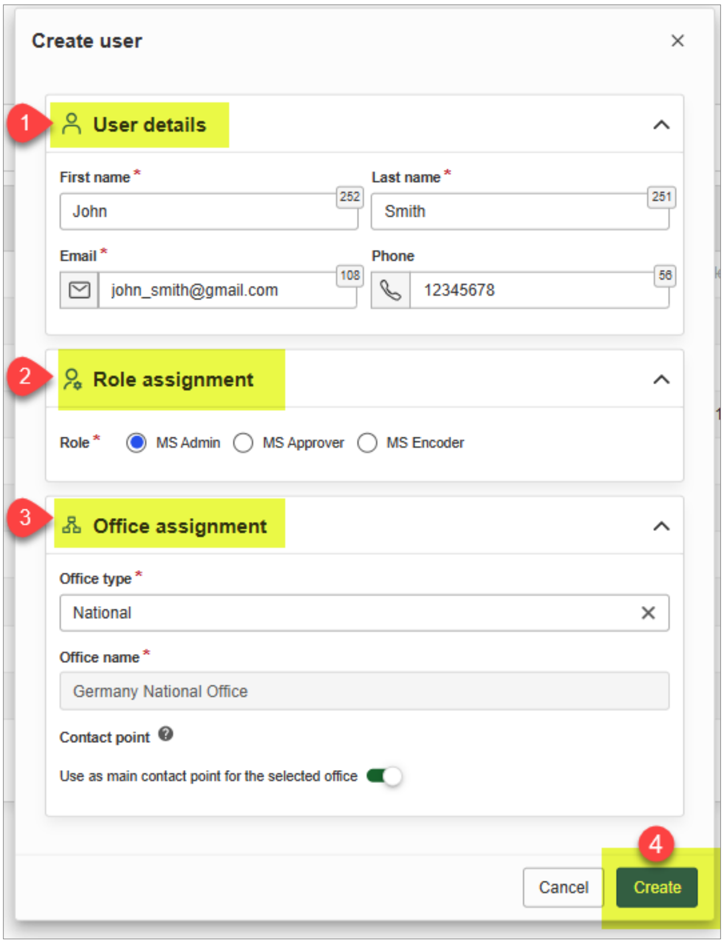
3.2.1. Create a new user

As a National Admin (or any other Admin), to create another administrator or a new user, click on "Users" and then on "New user":

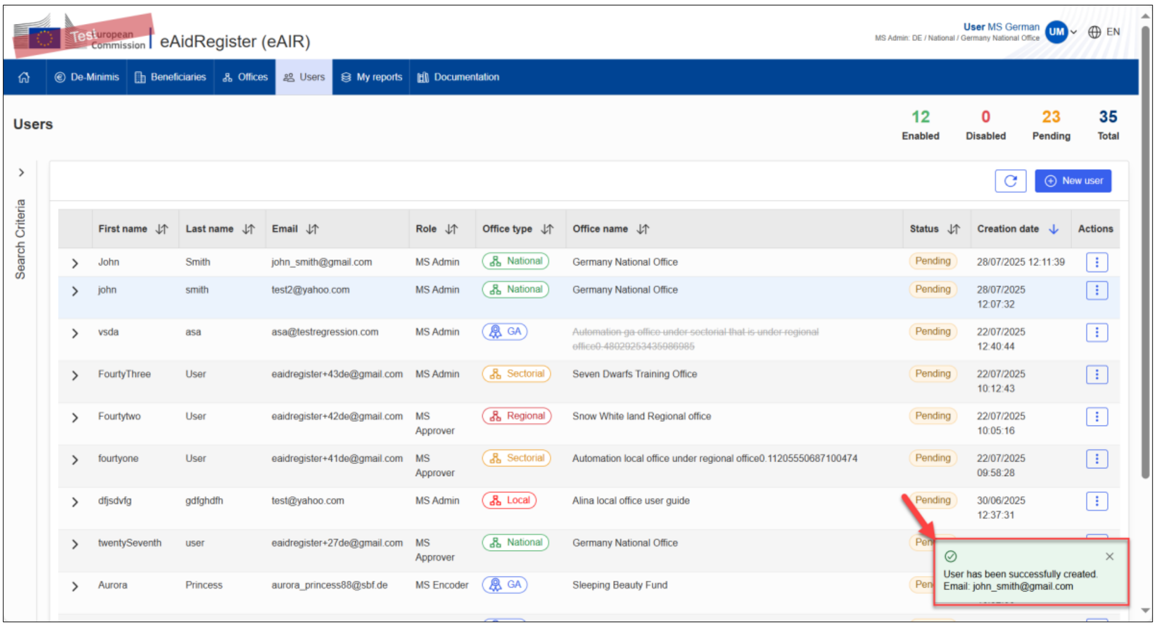


Then fill in all the required details:

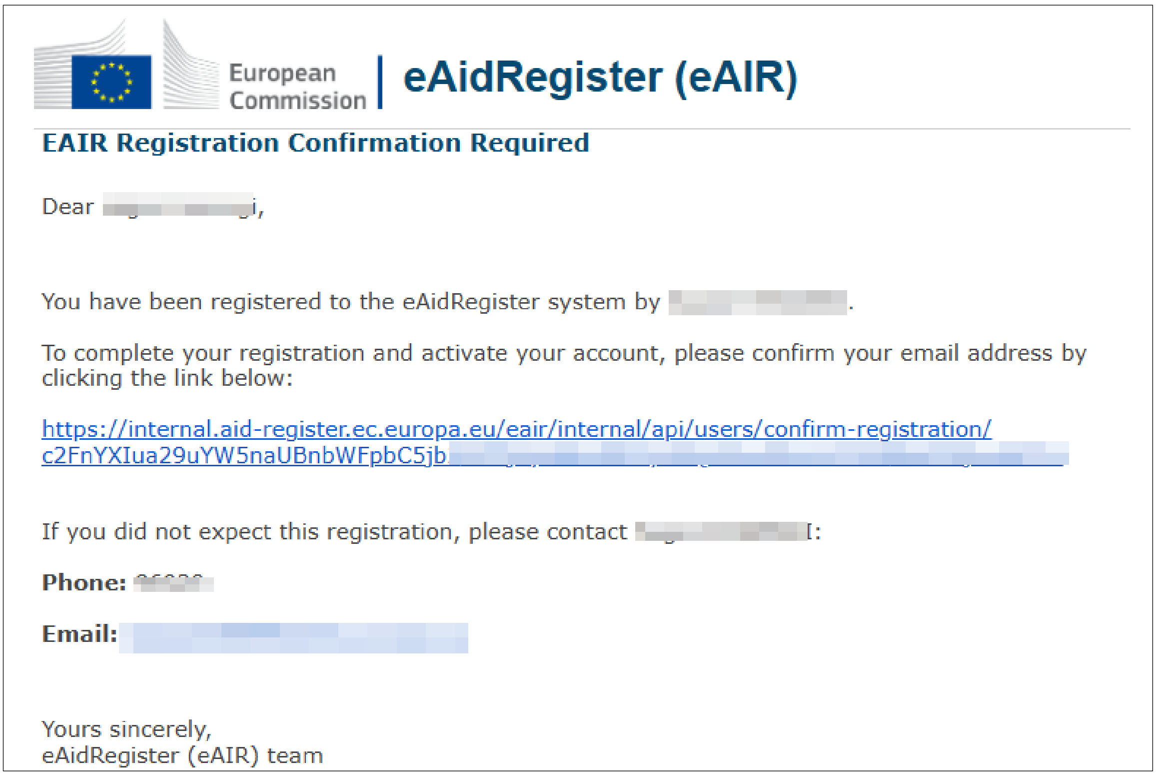
- First name – enter the EU login first name.
- Last name – enter the EU login last name.
- Email – enter the exact EU login email address.
- Phone – free text field.
- Role assignment –MS Admin.
- Office assignment – select an office type (national, regional, sectorial, local, granting authority).
- Office name – select an office name.



If all required information has been provided and if the email address attached to this new user profile is valid and unique in the system, a message indicates that the action has been successfully completed.



An email is then automatically sent to the newly created user with explanation on how to confirm the subscription to the eAidRegister (eAIR) as illustrated in the image below.



European Commission | eAidRegister (eAIR)

EAIR Registration Confirmation Required

Dear [illegible]i,

You have been registered to the eAidRegister system by [illegible].

To complete your registration and activate your account, please confirm your email address by clicking the link below:

https://internal.aid-register.ec.europa.eu/eair/internal/api/users/confirm-registration/c2FnYXIua29uYW5naUBnbWFpbC5jb[illegible]

If you did not expect this registration, please contact [illegible]:

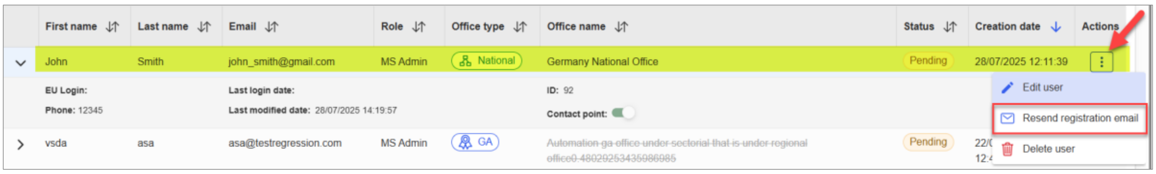
Phone: [illegible]

Email: [illegible]

Yours sincerely,
eAidRegister (eAIR) team

The authentication system of the back-end application requires use of European Commission Authentication System (EU login). As mentioned in the email sent to the user, if its email is not yet associated to a valid EU login account, a valid account must be created first. Users that already have EU login shall use their username/email and password to confirm the link and will then be redirected automatically to eAidRegister. Users who do not possess such a login, should follow all the necessary steps to complete the registration. Once they have created their login and username, they will be able to log onto eAIR.

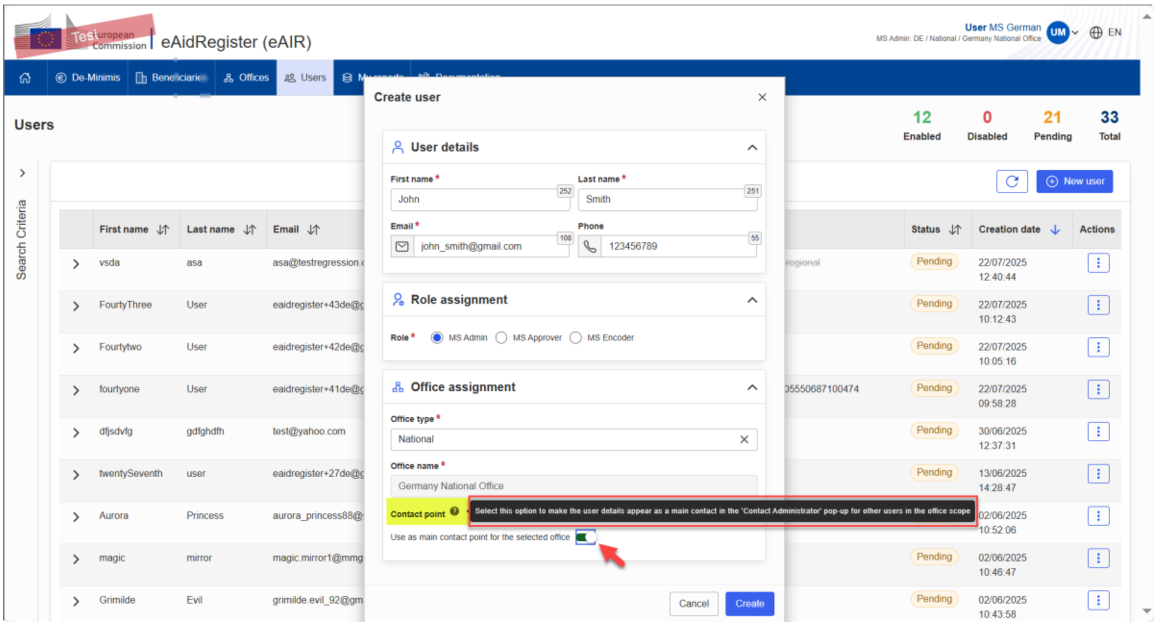
If for any reasons, the user deletes the email received and needs to be notified again, it is possible to **resend the user's confirmation email** from the user's screen. After identifying the user in the list, then you must navigate to the "Actions" header and choose "Resend registration email". Please note that different buttons can appear on this column depending on the user's status, so the "resend registration email" button will only be shown when the user has not yet completed the registration process, so his status is "**pending**":



3.2.2. Contact point/Contact Administrator

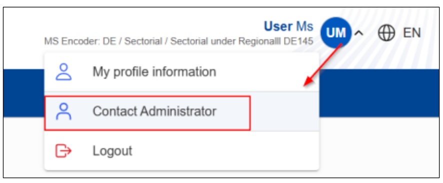
The Contact point feature allows users within an office to view the contact details of the person designated as the contact point for that office. For example, if an Encoder in a local office needs assistance, they can easily reach out to the contact points assigned to their own office or to any of their parent offices.

As you could see in the "Create user" pop-up window, there is a field called "contact point".



You should select that option to make the user details appear as a main contact in the "**Contact Administrator**" pop-up for other users in the office scope. **The option is available only when creating administrators.**

Other users can select **Contact Administrator** option to retrieve support contacts within their office or parent offices as illustrated below.

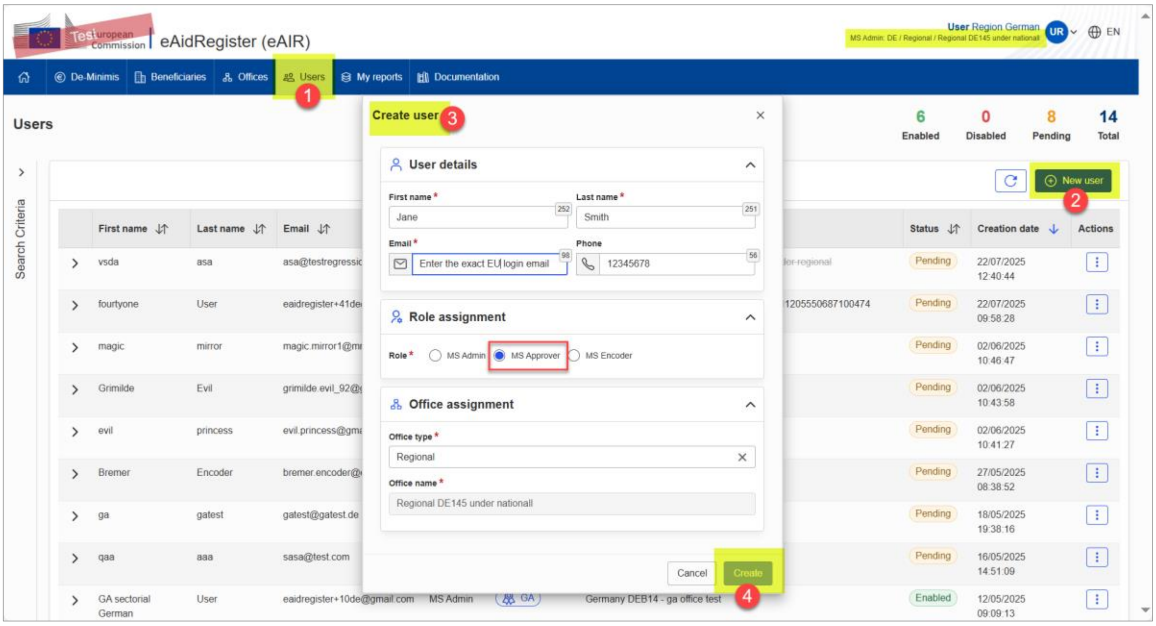


3.3. MS Approver

The approvers at all levels are responsible of **the aid awards management for their office and for all sub-ordinated offices,** as stated below:

- Draft and finalise all types of aid awards.
- Publish and reject finalised aid awards.
- Edit aid awards that are in draft/finalised/published status.
- Delete aid awards that are in draft or finalised status.

As an administrator, to create a new approver user, click on "Users" and then on "New user". Fill in all the required details, choose "MS approver" for role assignment and confirm with "create".

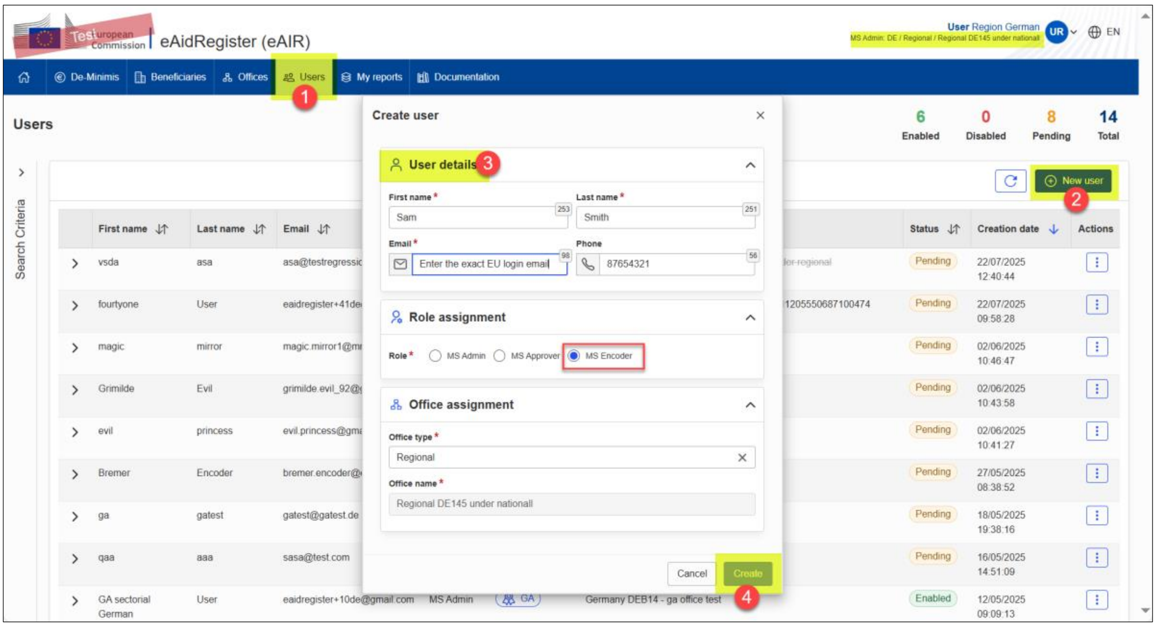


3.4. MS Encoder

The encoders at all levels are responsible of **the aid awards management for their office and for all sub-ordinated offices,** as stated below:

- Draft and finalise all types of aid awards.
- Edit aid awards that are in draft status.
- Delete aid awards that are in draft status.

As an administrator, to create a new encoder user, click on "Users" and then on "New user". Fill in all the required details, choose "MS encoder" for role assignment and confirm with "create".

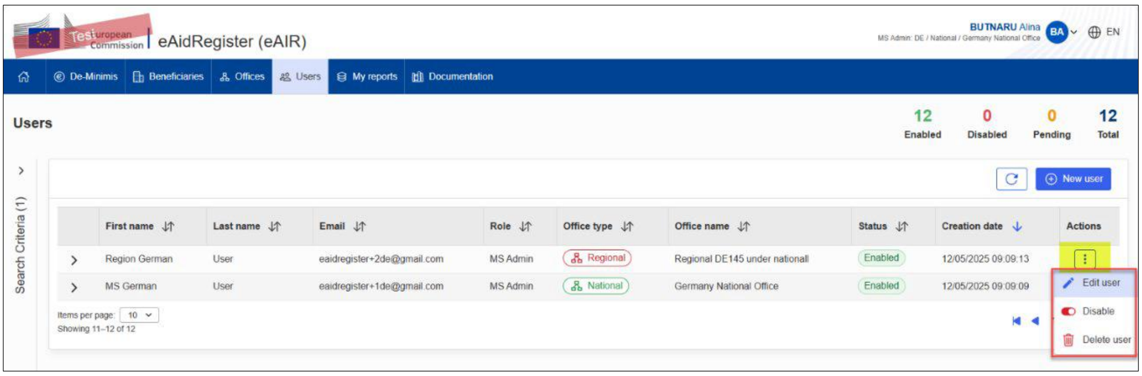


3.5. Update users (Edit/enable/disable/delete)

Any administrator can update the users that are created in his office or in the subordinate offices. For doing this, the administrator must navigate to the "users" tab, then search for the specific user and then click the "actions" button. Depending on the user's status (pending, enabled, disabled) different actions options will be displayed:

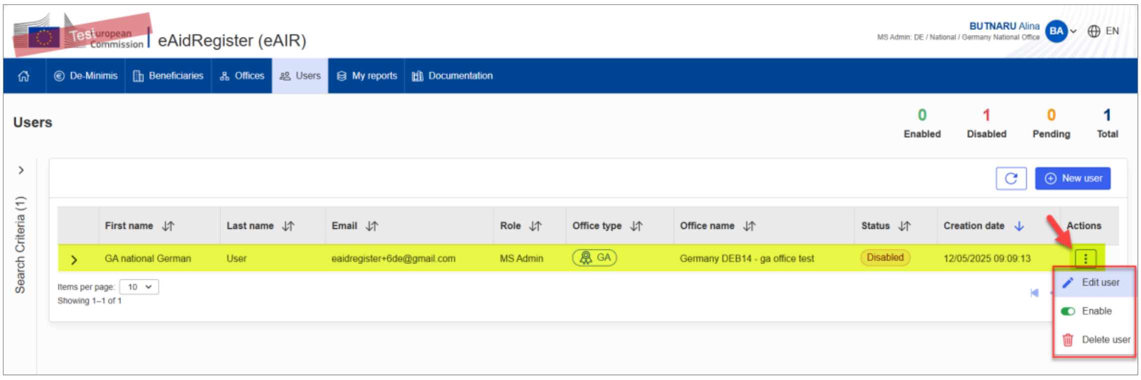
For example, for a user that is enabled, the administrator will see the following options:

- Edit user
- Disable user
- Delete user



While for a disabled user, the available options would be:

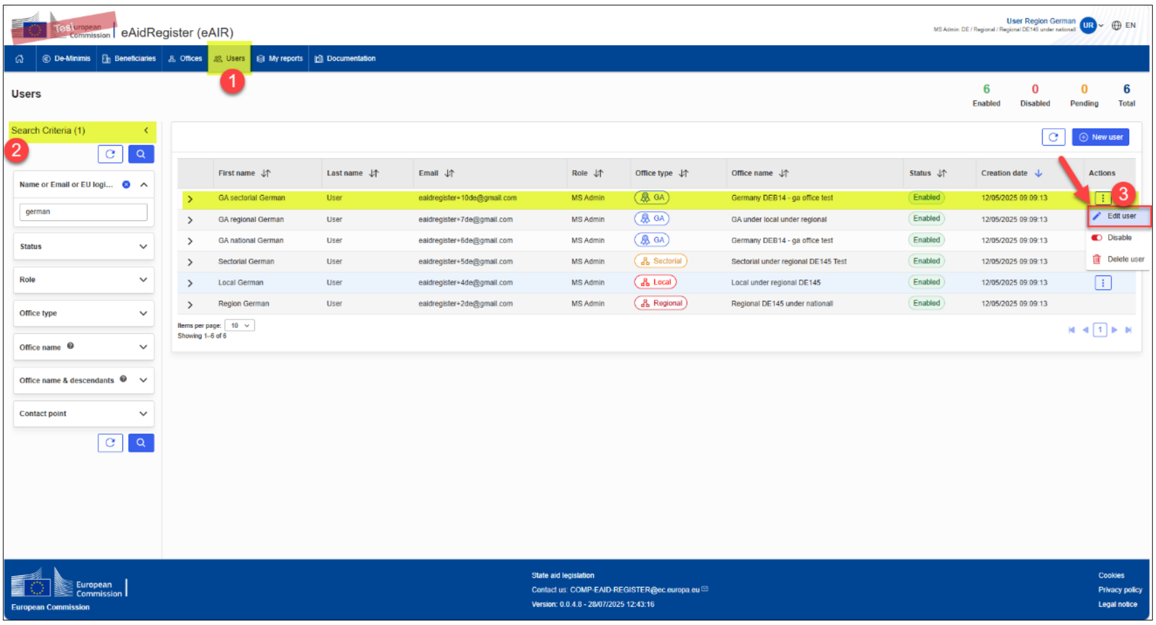
- Edit user
- Enable user
- Delete user



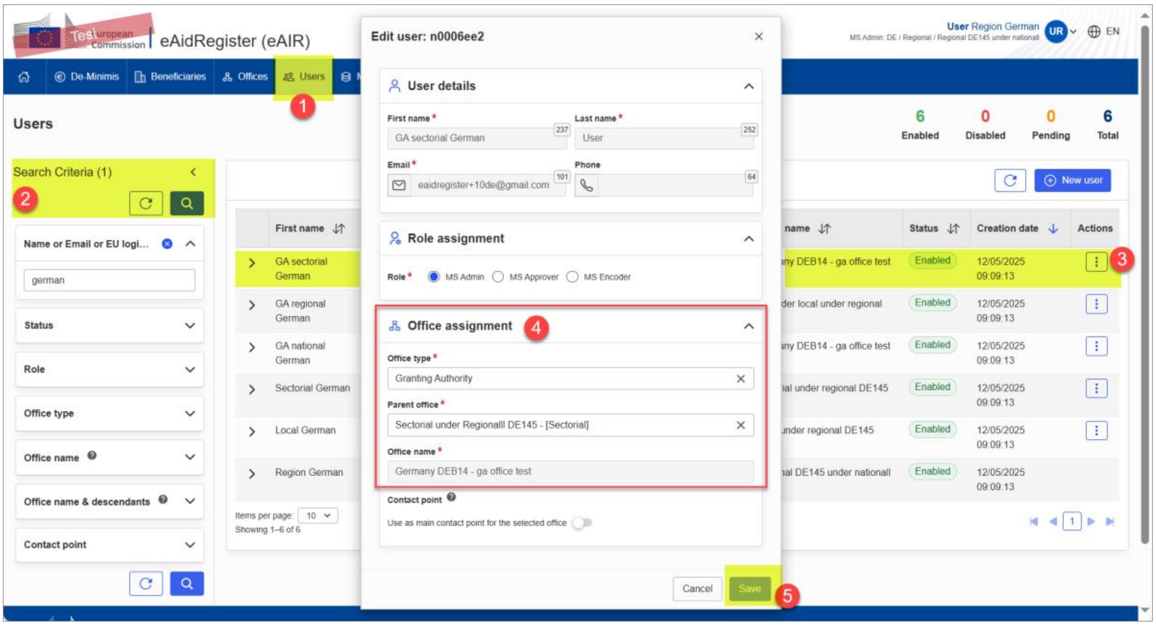
3.6. Transfer a user from an office A to B

This action can be performed only by National, Regional, Local or Sectorial administrators. The granting authority administrators are not allowed to transfer users as Granting Authorities are the final tier in any hierarchy, therefore, users assigned to a Granting Authority can only manage their own office—they do not have any subordinate (child) offices.

To transfer a user, navigate to the “users” tab and identify the specific user, then go to “actions” and click on “Edit”.



In the pop-up window, you will see the office that the user currently belongs to. By changing the office assignment details and saving the changes, the administrator will transfer the specific user from office A to office B.

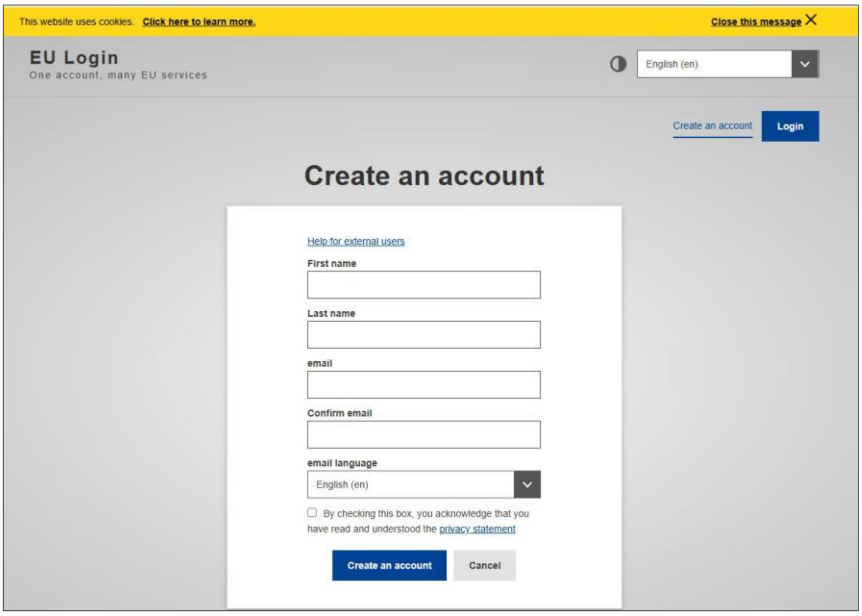


3.7. How to create an EU Login account

EU Login is the European Commission's user authentication service. It allows authorised users to access a wide range of Commission web services, using a single email address and password.

Don't know how to register for an EU Login account?

Follow the "Create an account" link and fill in the form fields. Review the Privacy Policy, tick the check box then click "Create an account". You should receive an email allowing you to confirm the registration.

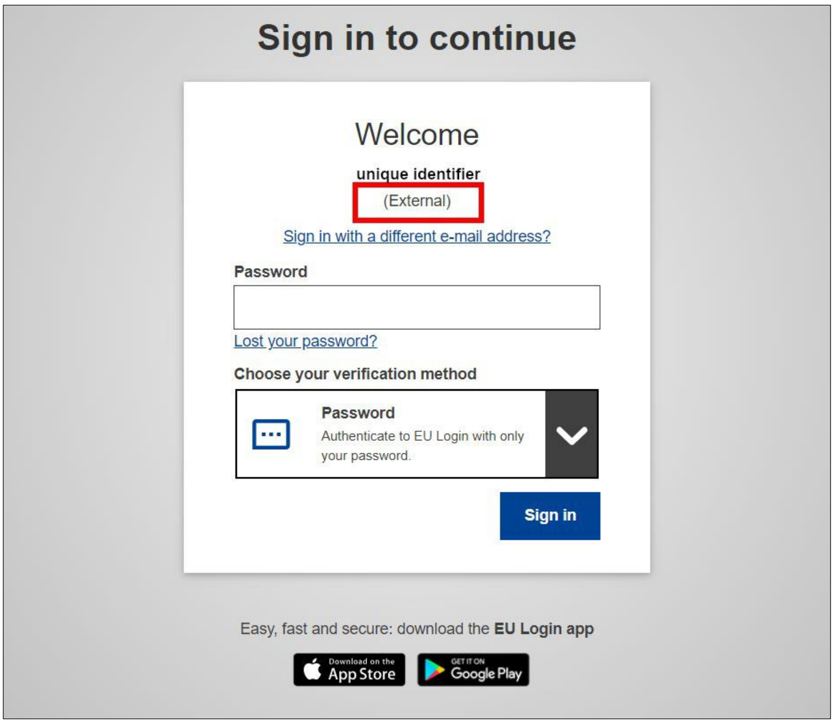


Once you have created your account you will receive an activation email that is valid for 24 hours. In case you did not receive this activation email, you can access your account by requesting a new password, this will send you a new email to activate your account.

How to LOGIN into EU login page

Please follow these simple steps to confirm your account type:

- Open the EU Login page
- Enter your email address or unique identifier and click next
- See the results. In this case you should read "(external)" under your unique identifier, as displayed in this screenshot



Related link: EU LOGIN FAQ for external users

4. BENEFICIARY MANAGEMENT

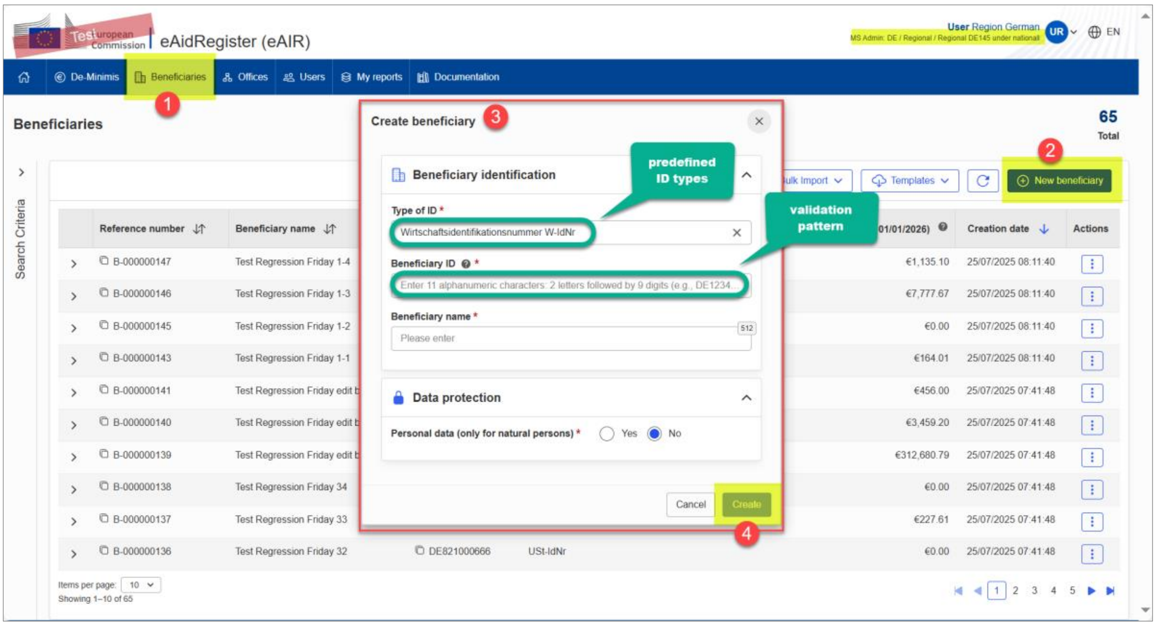
The Beneficiary feature allows users to manage beneficiaries through various functionalities including searching, filtering, creating, editing beneficiaries. This section provides detailed instructions for each of these functionalities.

Beneficiaries can be created by all the administrators, while the editing is restricted to the National administrators.

Beneficiaries can be viewed by all the users (admin, approver, encoder) existing in the country.

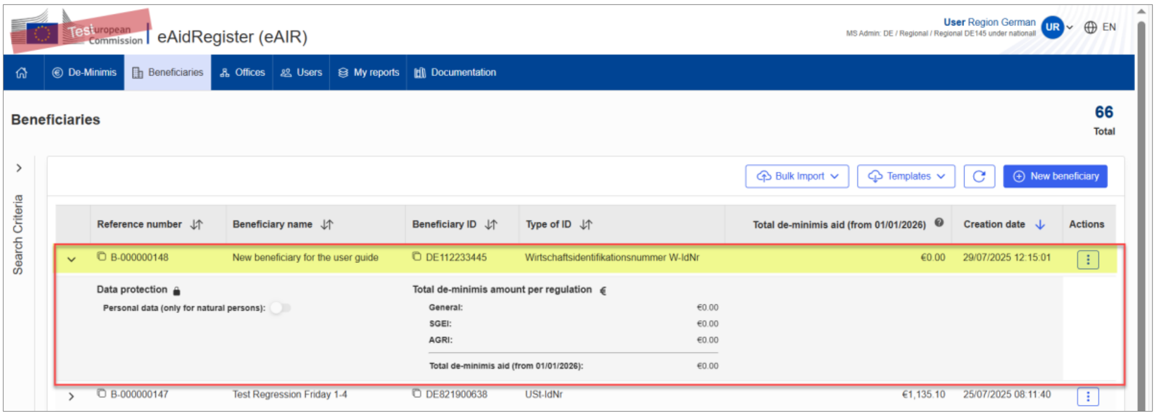
4.1. Create beneficiary

First you need to login as an administrator, navigate to the "beneficiaries" tab in eAIR user interface and click on "New beneficiary":



For the fields "type of ID" and "beneficiary ID", validation patterns per country are applicable.

After creating the beneficiary, the beneficiaries list will be updated with the newly created one:

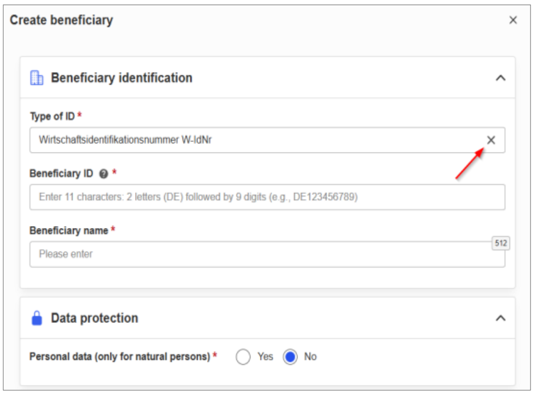


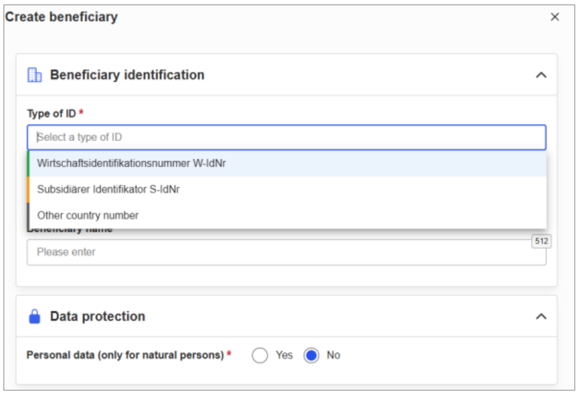
If modifications are needed, then a National administrator could edit the beneficiary. The administrator that just created the beneficiary cannot do it.

Note: The default identifier should be used whenever possible. Optional identifiers may only be selected if the beneficiary cannot be identified using the default identifier.

To choose a different type of available ID types, click the cross (×) icon in the drop-down menu. This will display all allowed ID types for your country, as illustrated below.

Colour coding: Green: Default; Orange: Other types of ID; Grey: Other country ID type.



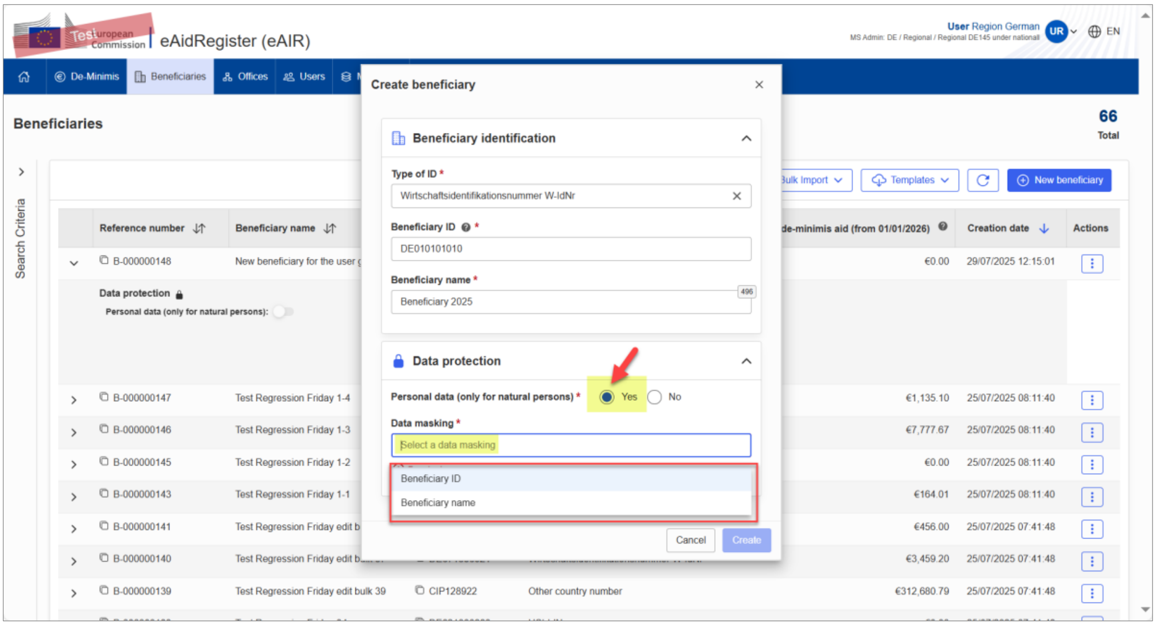


4.2. Data protection

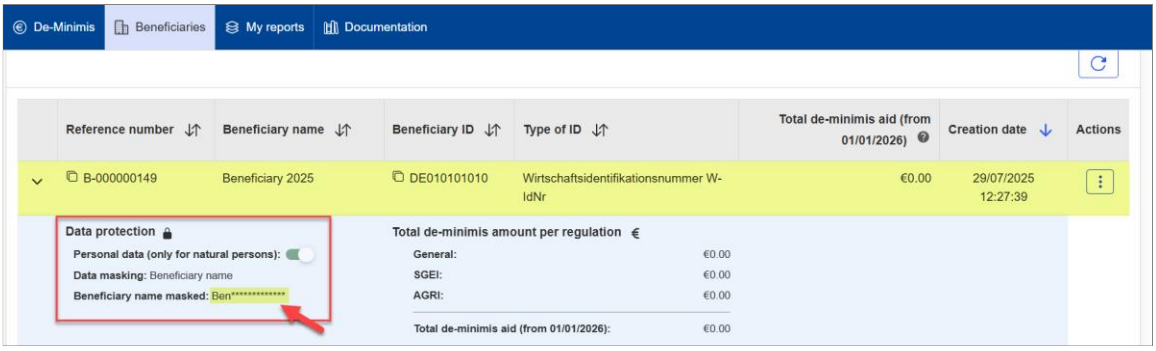
If needed, the beneficiary can be created with data protection, meaning that the ID or name can be masked when displayed in the beneficiaries list. This in principle applies to natural persons.

To do that, at the moment of creation, the data protection field can be set to “yes”. Then the data masking field will be displayed, with two available options to choose from:

- Beneficiary ID
- Beneficiary name



e.g. beneficiary name masked:

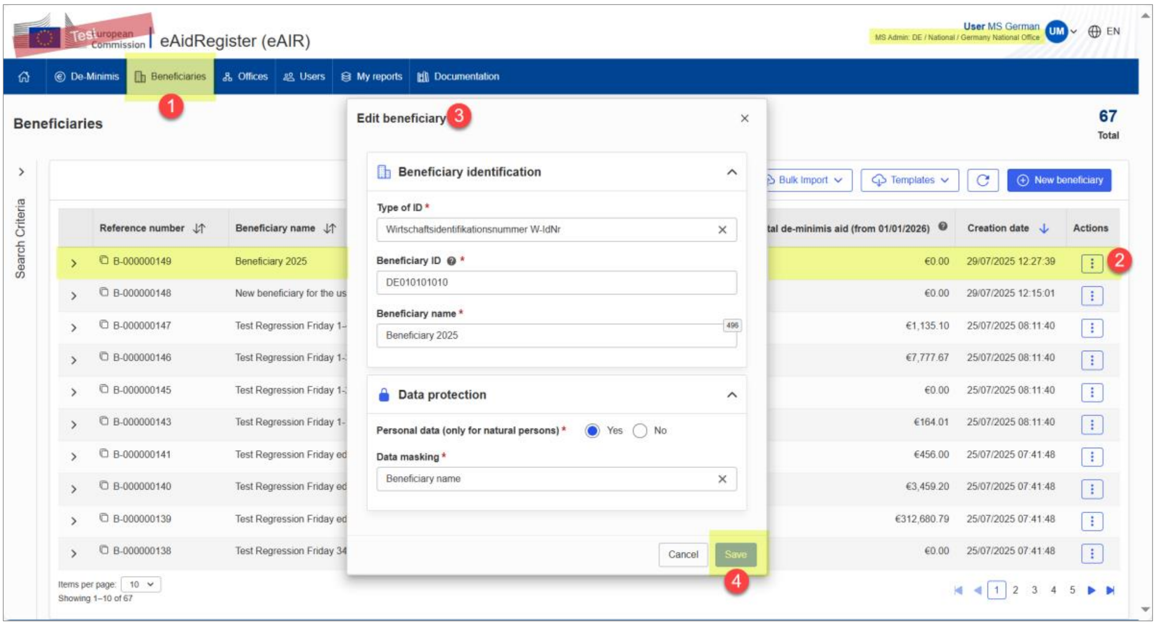


NOTE: On the public site, the beneficiary's name in all published aid awards for the example above will be masked (e.g., Ben****) to protect privacy.

4.3. Edit beneficiary

As mentioned also before, beneficiaries can be managed (edited) only by a National administrator.

The National administrator can edit the existing beneficiaries by navigating to the "beneficiaries" tab in eAIR, identify the beneficiary that needs an update and click on the actions button (three dots). All the beneficiary fields are editable, including the data protection option.



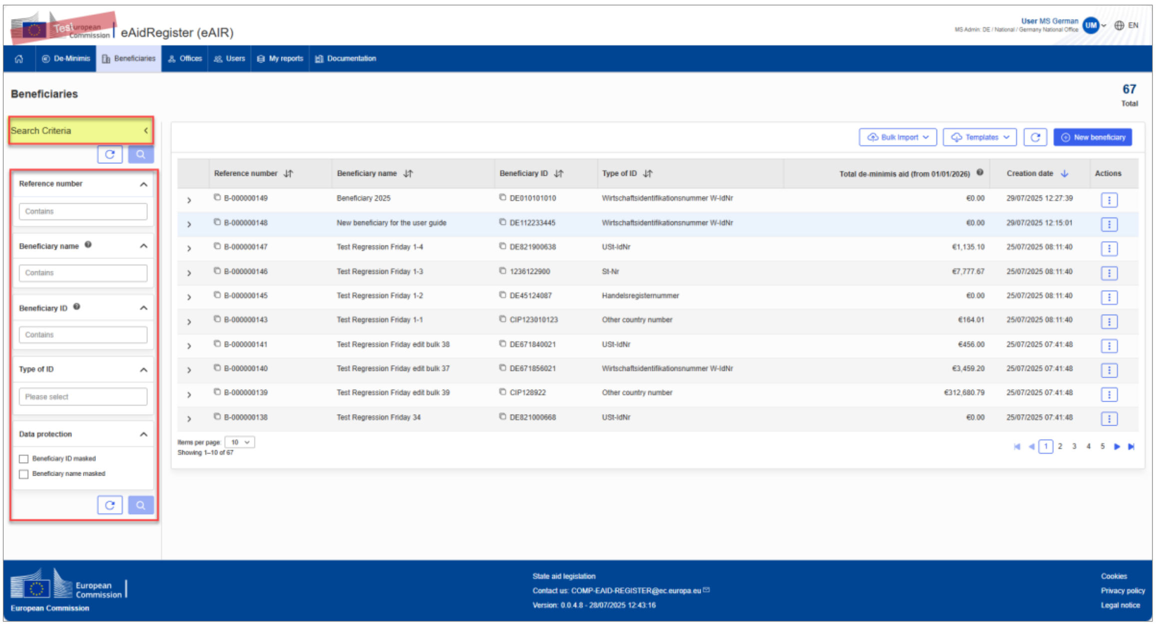
4.4. Search beneficiaries

Beneficiaries can be viewed by all the users (admin, approver, encoder) existing in the country.

Navigate to the Beneficiary Page, then enter search criteria in the search bar (type in the name or any keyword related to the beneficiary you are looking for) and execute Search.

Different search criteria are available to be used when searching for a beneficiary:

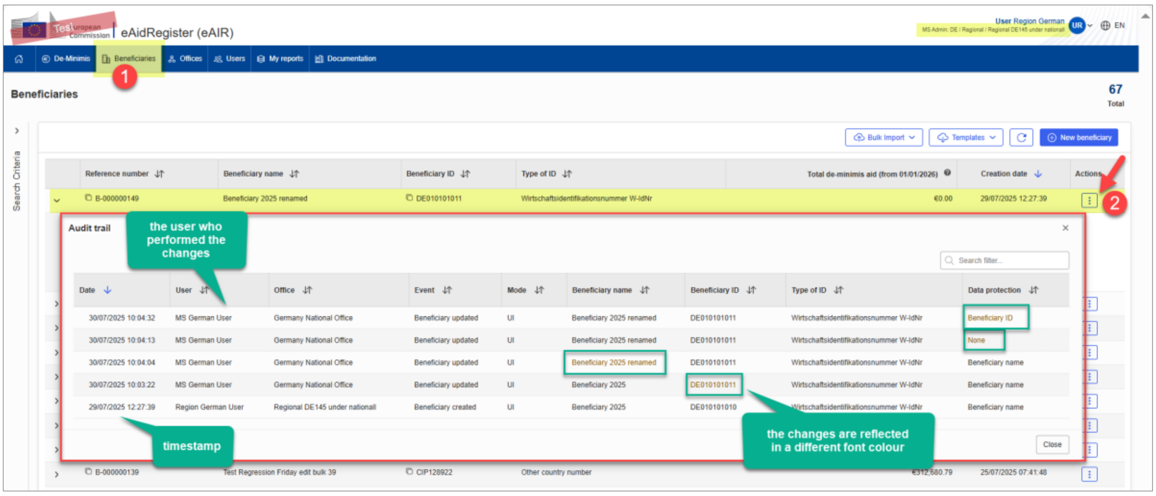
- Reference number (case insensitive search)
- Beneficiary name (case insensitive search)
- Beneficiary ID (case insensitive search)
- Type of ID
- Data protection



4.5. Audit trail

This feature will help users to maintain a comprehensive audit trail of all changes initiated by administrators and the identity of the modifying user, offering transparency and traceability for modifications.

Example: a Regional admin created a beneficiary and after that, a National admin performed changes regarding the ID, the name and data protection. The changes are visible in the audit trail of that beneficiary and can be accessed by all the users from the same country.



5. AID AWARD MANAGEMENT

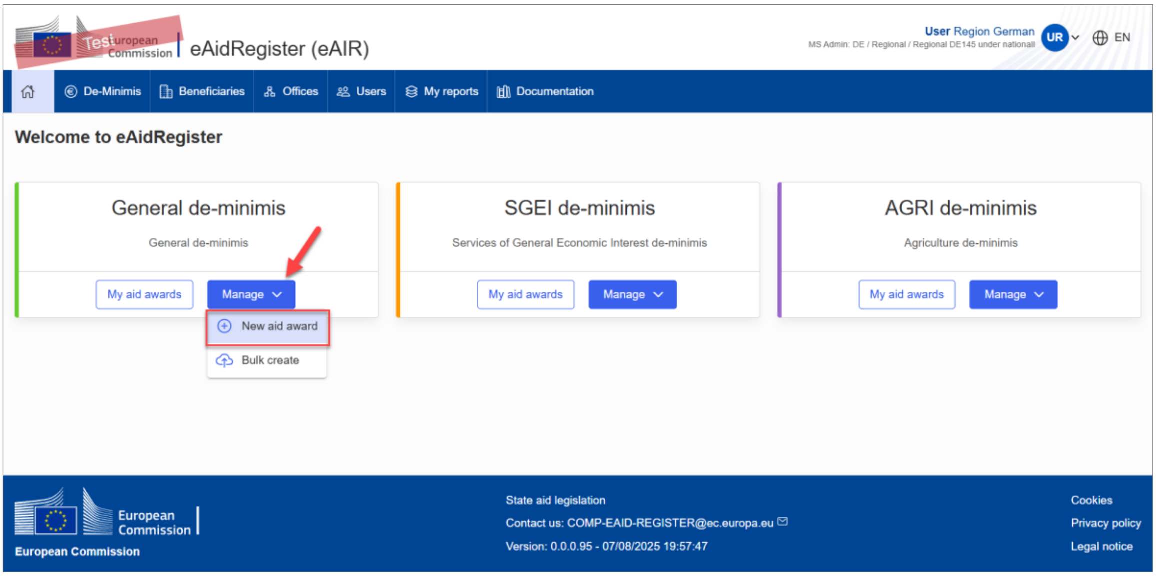
5.1. Create an aid award

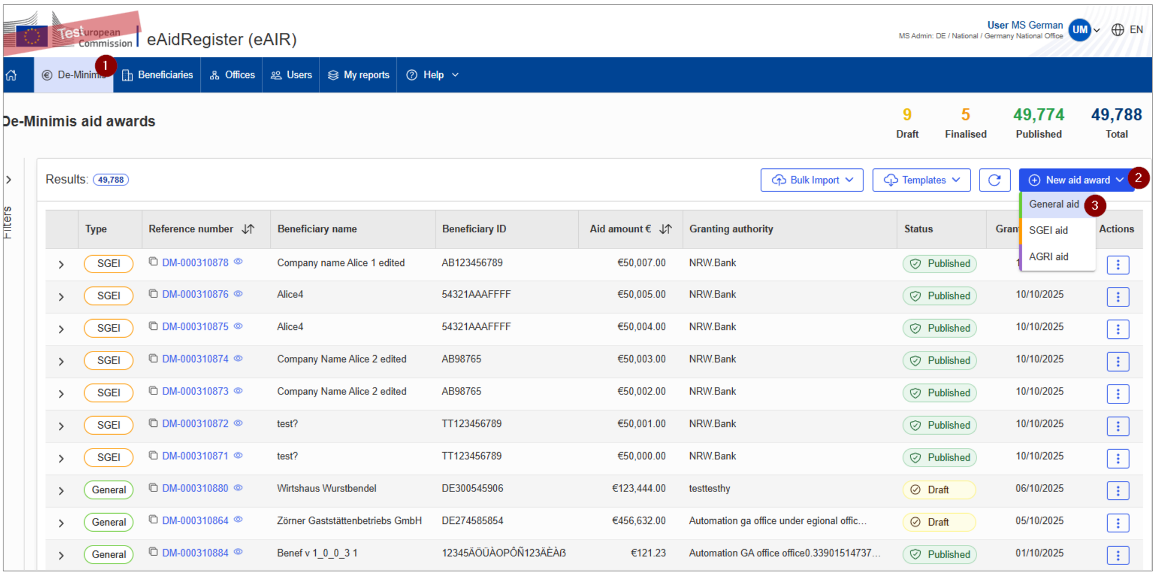
5.1.1. Pre-requisites

- You must have at least one **Granting Authority** set up to select during the aid award creation process. If there are no Granting Authorities within your office scope, please create one first. Once a Granting Authority is created, you will be able to create aid awards, and the related dropdown fields will populate automatically.
- You must have the **beneficiaries** upfront. If there are no beneficiaries, please create one first.

5.1.2. Creation via Home page or Aid awards page

To create an aid award, navigate to the homepage and choose one category from the available: "general de-minimis", "SGEI de-minimis" or "AGRI de-minimis". All roles (except EC users) can be used to encode aid awards in eAidRegister.



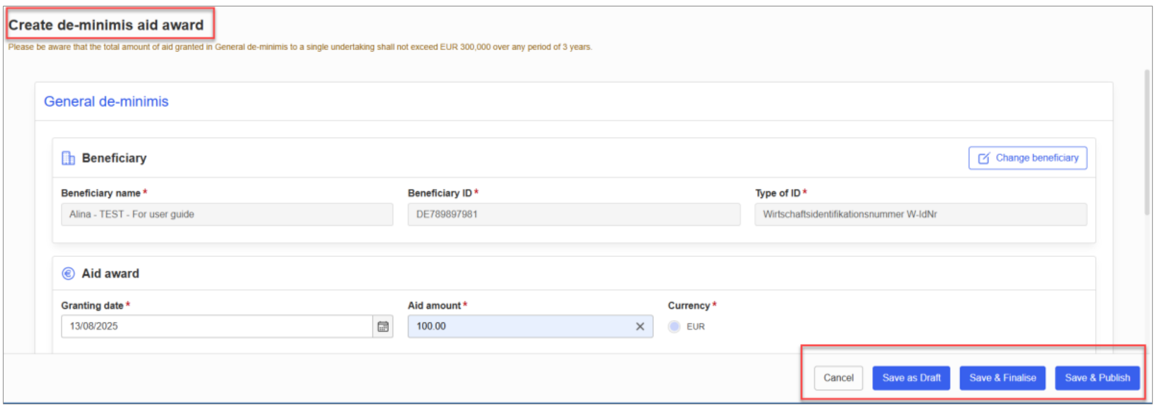


The following information must be provided:

- Beneficiary name - Once you perform a search, matching beneficiaries will appear as results to select from.
- Aid award - Granting date, Aid amount, Sector of activity (NACE), Aid instrument.
- Granting Authority – Parent office (if encoded by National, Regional office users), Granting authority name.
- A red asterisk next to the label indicates that the information is mandatory i.e. must be provided to allow saving the aid award.

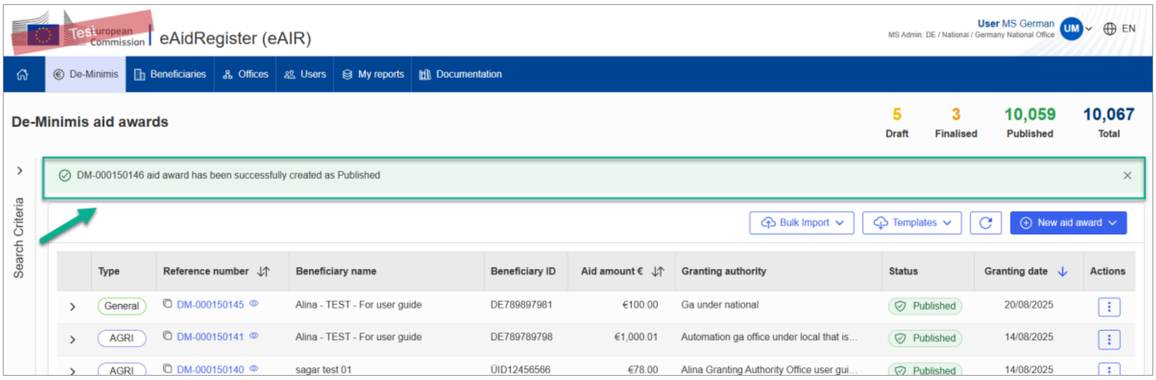
After filling in all the fields for the beneficiary, aid award and granting authority, the user (MS Admin) has the option to:

- Save as draft
- Draft and finalise
- Save and Publish



The available options change depending on the user role. The approver will have the same options as the MS Admin while the encoder will be able just to draft and finalise.

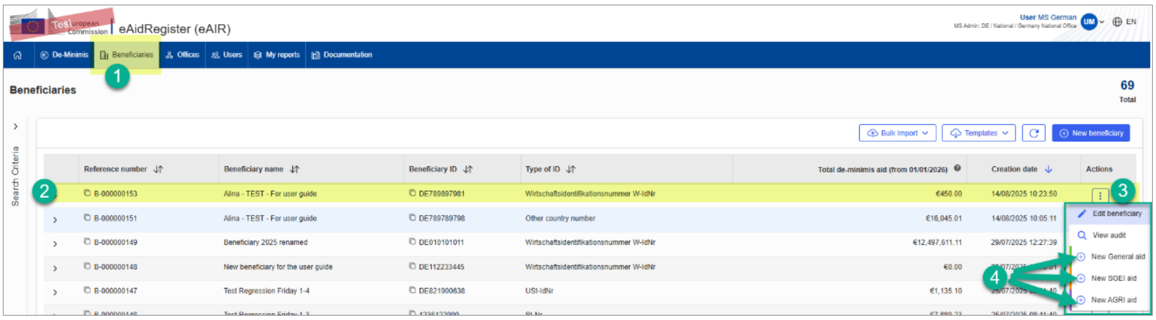
After publishing an aid award, a confirmation message appears on screen:



Control for duplicates: De-minimis aid award is uniquely identified by the following fields : 1. Aid award type, 2. Beneficiary ID, 3. Granting date, 4. Aid amount, 5. Currency, 6. Aid instrument, 7. Sector, and 8. Granting Authority. It is not possible to create an aid award that breaches the duplication rule constraint.

5.1.3. Creation via Beneficiary page

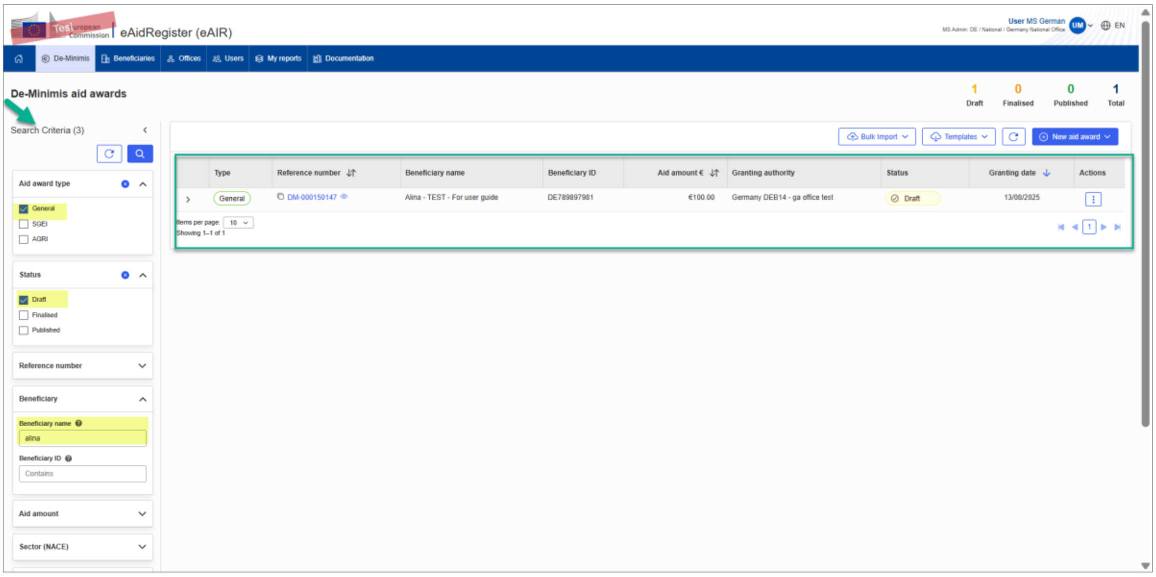
There is an alternative way to create an aid award: identify the relevant beneficiary (via Beneficiary screen), open the Actions menu, and select one of the available options – General de minimis, SGEI de minimis, or AGRI de minimis.



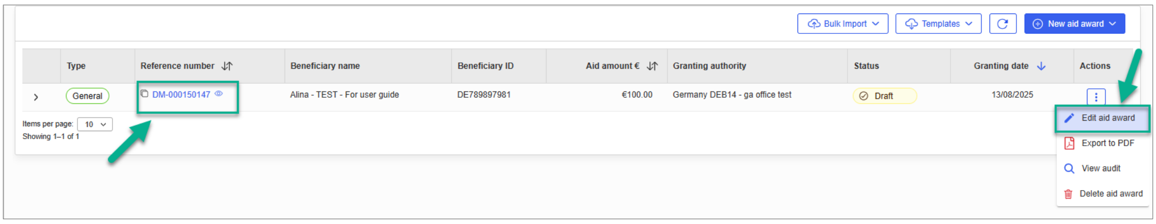
5.2. Search/View/Edit an aid award

After an aid award has been properly inserted, it can be viewed in the De-minimis section. You can search for an aid award by using the existing filters in the "Search" left menu:

- Aid award type
- Status
- Reference number
- Beneficiary
- Aid amount
- Sector
- Instrument
- Granting Authority
- Granting date



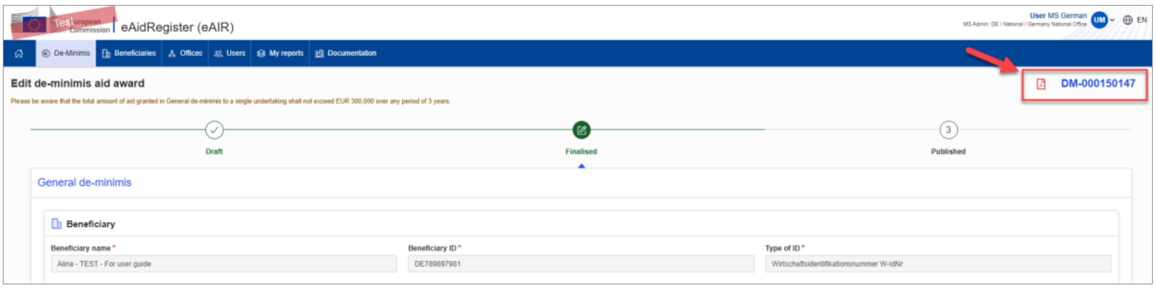
To edit an aid award, click on the reference number or navigate to the corresponding three dots menu and choose “Edit aid award”:



Edit Aid Award screen within my office’s scope:

- If the user is admin, approver, encoder and the status of the aid award is draft.
- If the user is an admin or approver and the status of the aid award is finalised or published

From the view/edit Aid Award page, the user can visualise all the information defining the aid award including his status and the amounts. The user may also export the set of information in PDF format by clicking on the button "Export PDF" in the top right corner.



General de-minimis DM-000150147

Country	Germany
Aid award type	General
Reference number	DM-000150147
Status	Finalised
Beneficiary name	Alina - TEST - For user guide
Beneficiary ID	DE789897981
Beneficiary type of ID	Wirtschaftsidentifikationsnummer W-IdNr
Granting date	13/08/2025
Amount in EUR	€100.00
Currency	EUR
Sector (NACE)	A.01 - Crop and animal production, hunting and related service activities
Instrument	Guarantee
Granting authority name	Germany DEB14 - ga office test
Granting Authority Code	DE-SECTORIAL-GA-0067
Created date	26/08/2025 08:46:12
Last modified date	26/08/2025 09:01:50

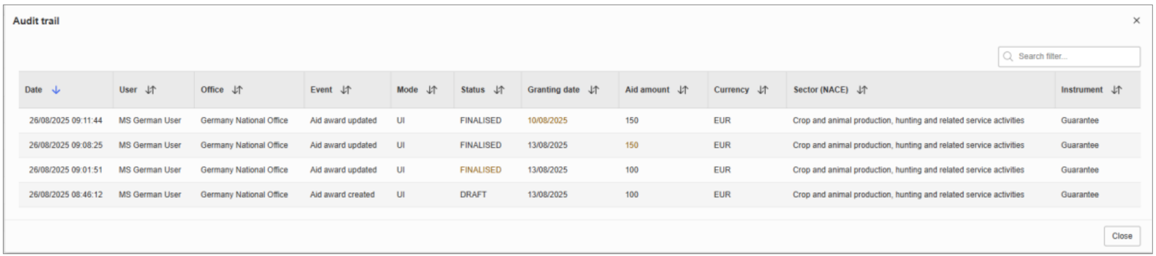
5.3. Audit of an aid award

Each user can view all the actions/events that have been performed so far on the aid award (who did what and when). To do so, the user must click on the actions button and choose "View audit". A list is then displayed with detailed information for all events that were made:

General	DM-000150147	Alina - TEST - For user guide	DE789897981	€150.00	Germany DEB14 - ga office test	Finalised	10/08/2025
AGRI	DM-000150143	Alina - TEST - For user guide	DE789789798	€45.00	Automation ga office under local that is...	Published	06/08/2025
General	DM-000000064	sagar-konangi-de-company01-changed	DE123456788	€89.00	Automation ga office under egional offic...	Published	06/08/2025
General	DM-000000066	Test Regression Friday 9	DE821000643	€123.00	Automation ga office under sectorial tha...	Draft	05/08/2025

Here, below, you can analyse the audit trail for a finalized aid award. The changes appear in distinct colour (brown) and timestamp is displayed for each action:

- 1st change – status “finalised”
- 2nd change – aid amount “150”
- 3rd change – granting date “10/08/2025”



Audit trail

Search filter...

Date	User	Office	Event	Mode	Status	Granting date	Aid amount	Currency	Sector (NACE)	Instrument
26/08/2025 09:11:44	MS German User	Germany National Office	Aid award updated	UI	FINALISED	10/08/2025	150	EUR	Crop and animal production, hunting and related service activities	Guarantee
26/08/2025 09:08:25	MS German User	Germany National Office	Aid award updated	UI	FINALISED	13/08/2025	150	EUR	Crop and animal production, hunting and related service activities	Guarantee
26/08/2025 09:01:51	MS German User	Germany National Office	Aid award updated	UI	FINALISED	13/08/2025	100	EUR	Crop and animal production, hunting and related service activities	Guarantee
26/08/2025 08:46:12	MS German User	Germany National Office	Aid award created	UI	DRAFT	13/08/2025	100	EUR	Crop and animal production, hunting and related service activities	Guarantee

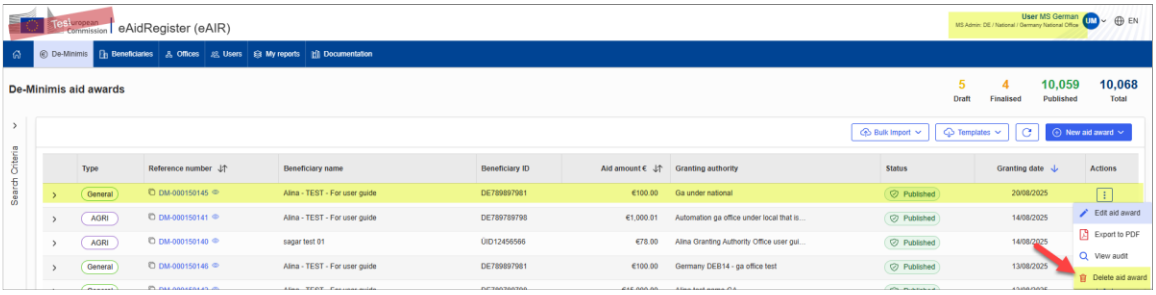
Close

5.4. Delete an aid award

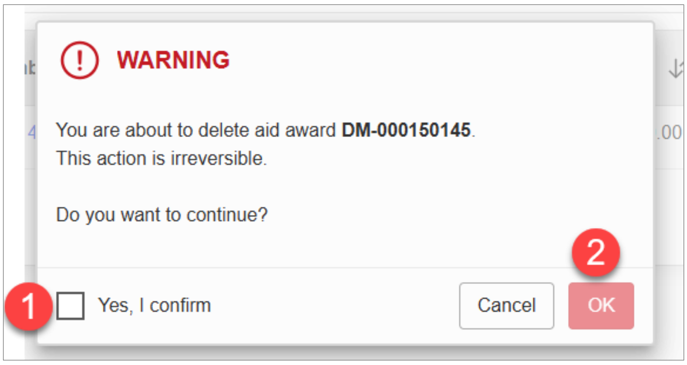
The aid awards that are in “draft” status cand be deleted by all roles (admin, approver/encoder) within their office’s scope.

The finalized aid awards can be deleted by administrators or approvers while the administrators are able to delete also the published ones.

e.g. A national admin user can delete the published aid award created by a sectorial user:



After the deletion action is invoked, a confirmation pop-up appears. Once confirmed, the aid award is deleted. Please note that this action is irreversible, meaning the aid award cannot be restored.



6. BULK ACTIONS

6.1. Bulk upload and processing overview

6.1.1. Overview

The bulk upload process is designed to help process many records at once. eAIR supports four bulk actions:

1. **Beneficiaries**
   - Create beneficiaries (by all MS Admins).
   - Edit beneficiaries (by MS Admins of National office)
2. **Aid-Awards**
   - Publish aid-awards (by all MS Admins & MS Approvers)
   - Edit aid-awards (by all MS Admins & MS Approvers

6.1.2. Bulk upload steps

Step 0: Prepare your file

- Use the templates provided by the system. Do not modify them (e.g., by adding macros or altering the structure).
- Ensure the file does not exceed the allowed row limit.
- Complete all required fields according to the template guidelines

Step 1: Upload the file

- Select your prepared file and click Submit.
- The system will run an automatic pre-validation check (e.g., file format, size, row limits, column structure, etc.).

Step 2: Pre-validation result

- Pass: The file is accepted and added to the processing queue. Scheduled jobs will run periodically to process pending requests asynchronously.
- Fail: The message will explain what needs to be corrected. Please fix the issues and resubmit the file.

Step 3: Processing outcome

- The creator receives an email notification once the request is processed.
- All rows valid: The file is fully processed.
- Partial errors: Only the valid rows are processed. You'll need to correct the remaining errors listed in the My reports page and resubmit those rows.

Step 4: Track progress

- After successful submission, go to the My reports page to Monitor the status of your submission.
- Download the original and successfully processed file.

- Download the error file for corrections.

6.1.3. Bulk upload processing times

Bulk uploads are processed asynchronously to balance system performance and manage multiple files efficiently. Processing jobs are scheduled approximately every 10-15 minutes, depending on overall system load and the number of pending requests. While most files are processed by the system within about 15 minutes, actual processing times may vary based on current activity levels.

To illustrate with an example, these jobs run every 10-15 minutes, following a train-like schedule (for e.g., 13:10, 13:20, 13:30, 13:40, 13:50, 14:00, etc.).

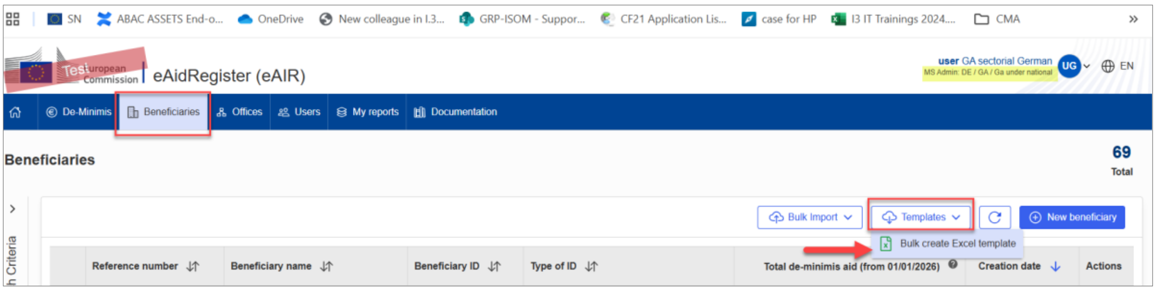
If you submit a file at 13:11 or 13:19, your request will be processed on the next available job (at 13:20). In cases of high system activity or unexpected capacity loads (e.g., multiple files awaiting processing), your request will be automatically handled in the next available schedule (at 13:30).

The timings are scheduled to balance the performance and number of concurrent requests system can process efficiently, ensuring smooth and stable process for all users.

6.2. Create beneficiaries in bulk

Only an administrator can create beneficiaries in bulk using an excel document.

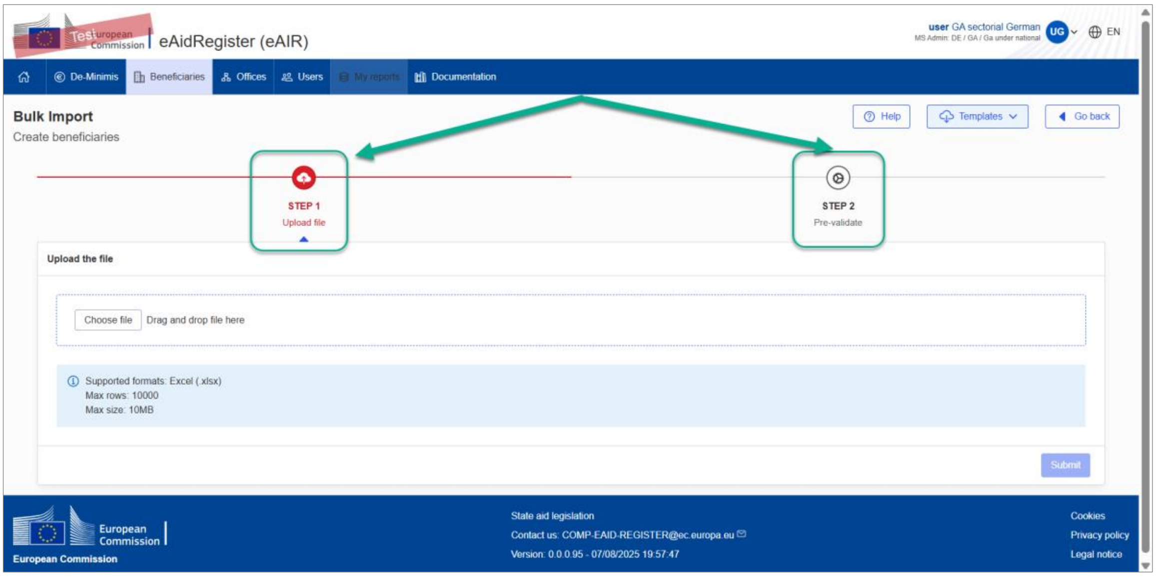
To create the excel document that will be uploaded later, you can download the “bulk create excel template” from the “Beneficiary” section:



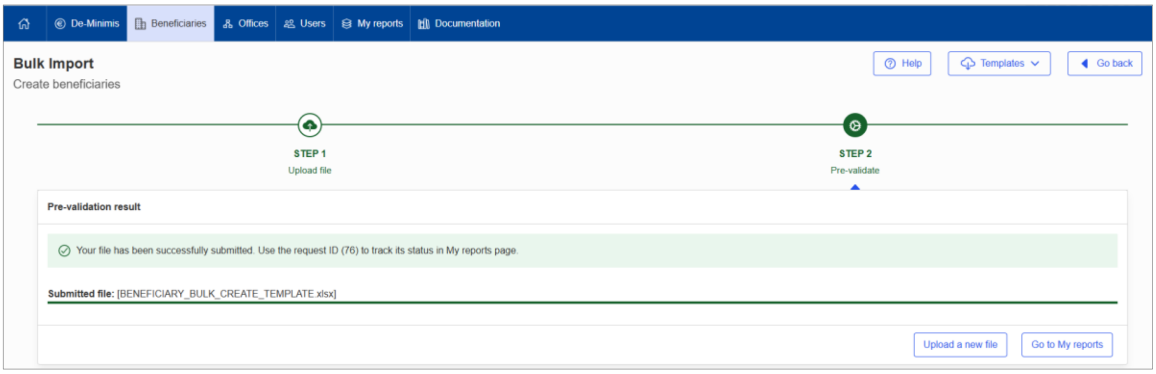
After filling in the template, the admin must navigate to the “beneficiaries” tab and click on “bulk import” then “bulk create”:

The view will change to bulk import screen, where two steps are needed:

1. Upload or drag and drop the relevant file.
2. Pre-validate the upload



After successfully submitted the file, the pre-validation step is loaded.



6.3. Edit beneficiaries in bulk

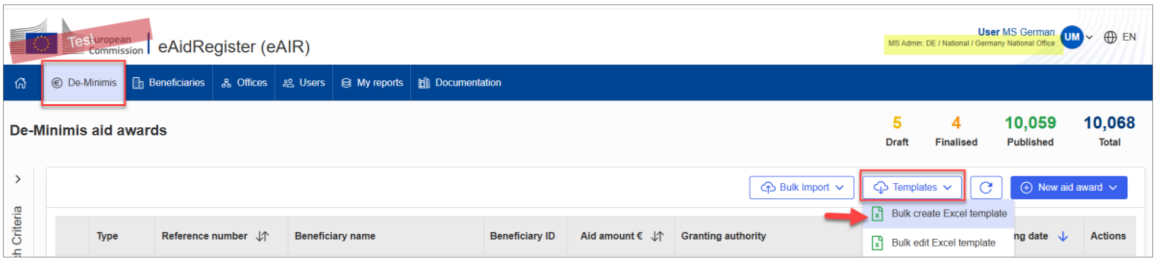
The National administrator can edit beneficiaries in bulk by navigating to the "bulk edit" option under the "bulk import" tab, in the Beneficiaries section.

There is an excel template that can be downloaded from the "templates" tab.

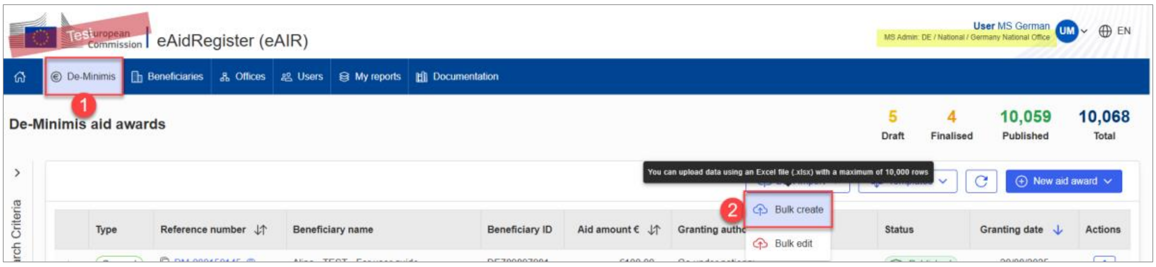
As mentioned for creating beneficiaries in bulk, the same steps shall be followed for editing in bulk. Again, the user can follow and correct the bulk upload file, if needed, by checking the status in "My reports" page.

6.4. Publish aid-awards in bulk

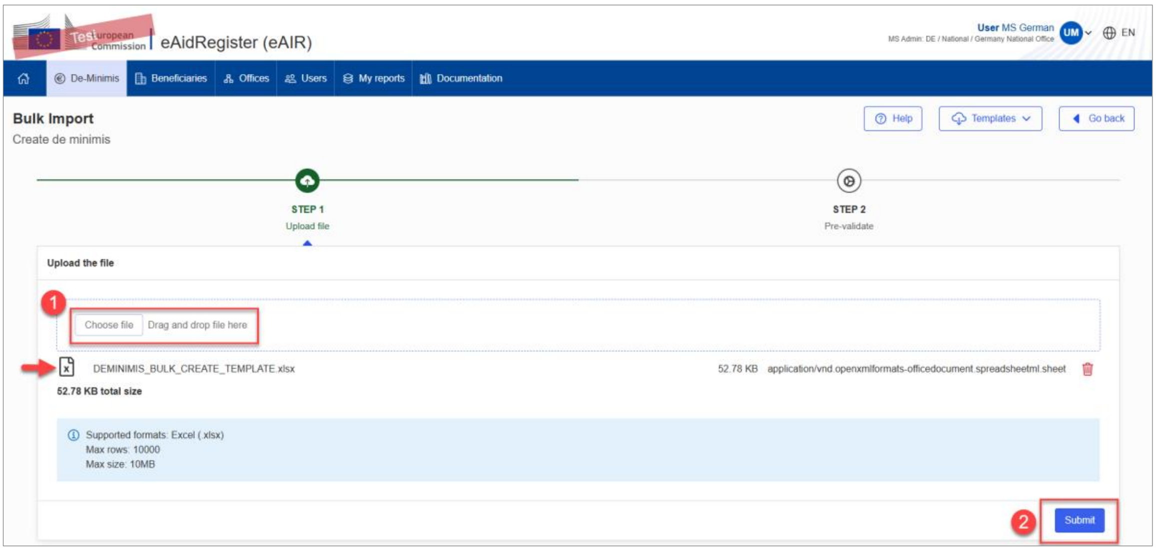
Users having administrator or approver roles, can publish aid awards using the bulk upload feature. The template for “bulk create” can be found under the “templates” tab in the “De-minimis” section:



After filling in the template, the admin/approver must navigate to the “De-minimis” tab, click on “bulk import” then “bulk create”:

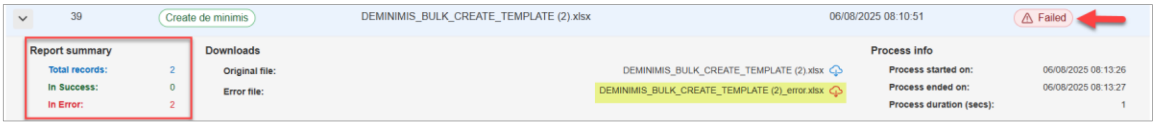


In the bulk import screen, the user must upload the file and then “submit” it to be validated by the tool:



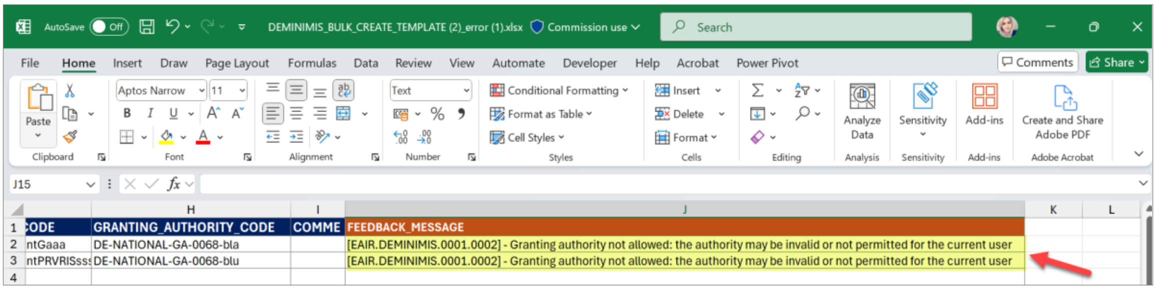
In “My reports” page, you can check the status of your upload. It can be “failed” in orange, failed in “red” or success (green).

- Failed in “orange” means that part of the entries was correct and successfully created in the system, while others contained errors. There is an option to download the xlsx containing errors to correct it.
- Failed In “red” is displayed when all the entries are incorrect and none of them was created in the system:



For both statuses, when downloading the errors xlsx file, there is a feedback column that explains what the error is:

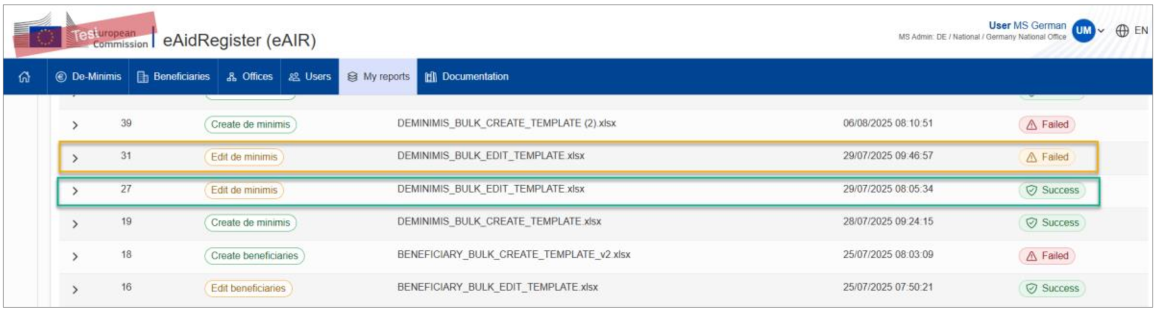
e.g. “Granting Authority not allowed: the authority may be invalid or not permitted for the current user”.



6.5. Edit aid-awards in bulk

Users having administrator or approver roles, can edit in bulk the aid awards that are in their office scope. The template for “bulk edit” can be found under the “templates” tab in the “De-minimis” section.

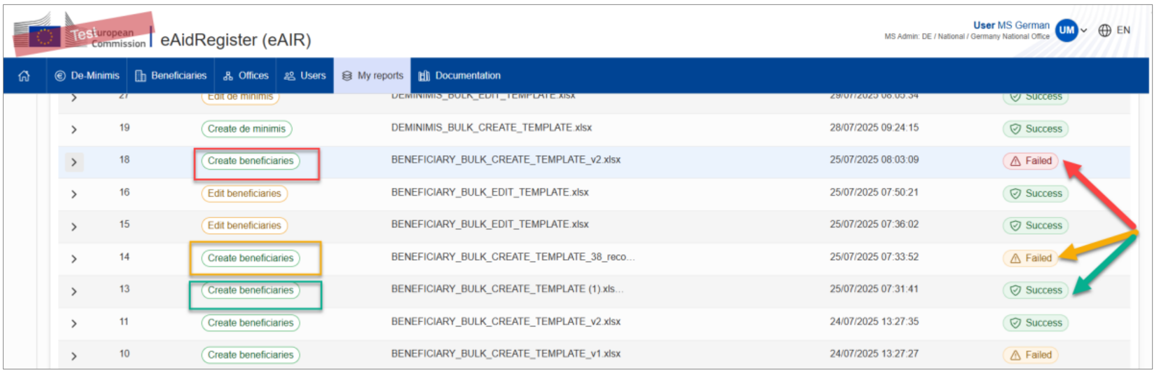
As mentioned for publishing aid awards in bulk, the same steps shall be followed for editing the aid awards in bulk. Again, the user can follow and correct the bulk upload file, if needed, by checking the status in “My reports” page.



6.6. My reports

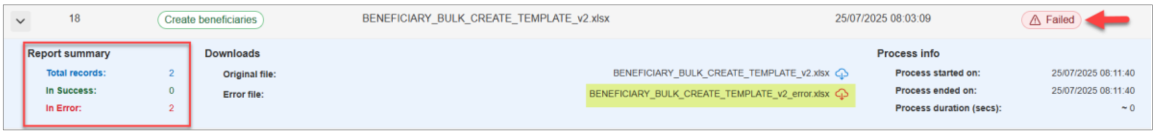
In “My reports” page, you can check the status of your upload.

Status can be failed in orange, failed in red or success (green):



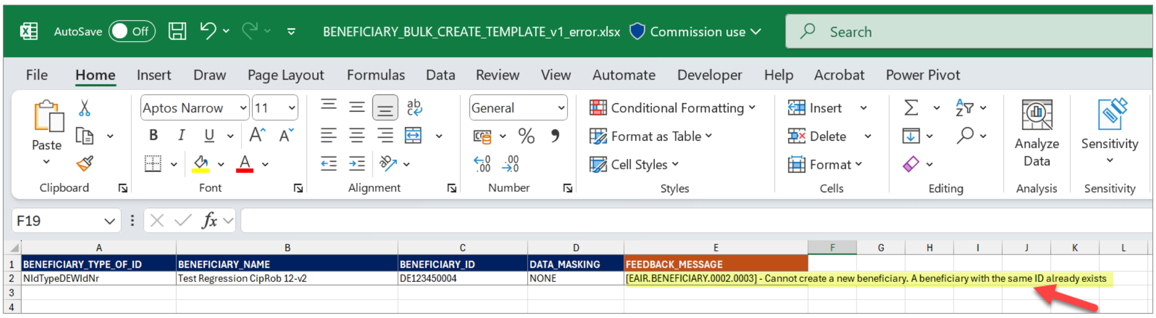
Failed in “orange” means that part of the entries was correct and successfully created in the system, while others contained errors. There is an option to download the xlsx containing errors to correct it:

Failed in “red” is displayed when all the entries are incorrect and none of them was created in the system:



For both statuses, when downloading the errors xlsx file, there is a feedback column that explains what the error is:

e.g. “cannot create a new beneficiary. A beneficiary with the same ID already exists”



7. FAQs

1. How to change the email address?

The email address must be updated in the EU LOGIN account. After logging in to your EU LOGIN account, go to “Configure my account”, change your email and then submit. More details can be found here: How can I change my email address?

2. How to enable two factor authentication?

Please check this EU LOGIN article.

3. What should I do if the application is not working?

If the application does not respond, freezes, or displays an error message:

- Close your web browser completely (all tabs and windows), then reopen it and try accessing eAidRegister again.
- If the issue persists, please contact the support team at COMP-EAID-REGISTER@ec.europa.eu.
- In your email, please describe the issue in detail (what you were doing when the error occurred).
- Attach a full-screen screenshot (including the clock area) to help the team identify the time and context of the problem.

4. Can we use the company identifier for natural persons or just for legal entities?

Each country should use the identifiers that were agreed to cover any type of beneficiary of the de-minimis aid. Any type of beneficiaries is covered by the existing IDs in the eAidRegister.

5. Can we use the same bulk upload file to create beneficiaries that received the aid award and the beneficiaries that didn’t receive it yet?

Yes, it is up you to decide how you want to create the beneficiaries or if you want to create the beneficiaries using the same excel file. You just need to pay attention to the size limitations: 10000 rows and 10MB size.

6. What are the validation patterns for beneficiary names?

The Beneficiary name is a free text field limited to 512 characters.

7. Can we mask both fields, the name and the ID, for a beneficiary?

No. You must choose one of these two fields: the name or the ID.

8. Can we use special characters in the beneficiary’s name?

Yes.

9. Can we use special characters in the beneficiary ID?

Please check the validation patterns for beneficiary type of ID per country.

10. For the aid award amount, shall we use a dot or a comma?

Comma is not allowed. Please use a dot (.) as the decimal separator. Example: 124.56.

11. Can all EU Member states see the beneficiaries? what if I mask the name?

In the internal version, users can only see the beneficiaries that belong to their country. If you have chosen to mask the name for a beneficiary, then on the public site, the “beneficiary name” will be blurred.

12. If I must check how much aid a beneficiary received, can I see this information if the name is hidden?

Yes. In the internal version, the fields are visible, even if the creator had chosen to mask the name. The name will be blurred only on the public website. We need to keep into account the difference between the public website, visible to everyone and the internal application, which is available just for eAidRegister users that were given access by their Admins.

13. Can I create two beneficiaries for the same company, using a different identifier?

You cannot create multiple beneficiaries for the same company using different identifiers. Beneficiaries are uniquely identified by a unique ID. Use your country's default identifier unless unavailable, then select another ID type available in eAidRegister.

14. Can I create an aid-award without a Beneficiary?

No, you cannot directly create an aid-award without a beneficiary. A beneficiary must first be present in the system before creating an aid-award.

15. Can I create an aid-award without a Granting authority in my office scope?

No, you cannot directly create an aid-award without first creating a Granting Authority under your office scope. Even if no users are attached to the Granting Authority, it must be established first. Once the Granting Authority office is created, it will be available for selection during the aid-award encoding process.

16. How is de-minimis aid award uniquely identified in my country?

De-minimis aid award is uniquely identified by its Aid award type, Beneficiary ID, Granting date, Aid amount, Currency, Aid instrument, Sector, and Granting Authority.

17. How long does the bulk upload process take?

Bulk uploads are processed asynchronously to balance the system performance and manage multiple files efficiently. Processing jobs run about every 10–15 minutes, depending on system load. For example, if you submit a file at 13:11 or 13:19, it will be picked up in the next scheduled run (at around 13:20).

Most files are processed within 15 minutes. In busy periods (high-system activity or unexpected capacity loads), processing may take longer, as the system automatically queues requests for the next available cycle.

18. Why doesn’t my published aid award appear immediately on the public site?

Your 'Published' aid award does not appear instantly on the public site because the system updates the public data through scheduled synchronizations rather than in real time. The synchronization runs every hour, at around five minutes past the hour (e.g., 12:05, 13:05, 14:05, etc.), to update and align both the internal and public sites.

During each synchronization, all newly published, edited, or deleted aid awards are automatically transferred (synced) from the internal site to the public site. As a result, there may be a delay of up to 60 minutes before your changes become visible. For comparison, in TAM, this update occurred only once per day (early in the morning).

19. How long will the information be available on the public site?

The data retention policy is 10 years (aid-awards).

8. ACCESS RIGHTS

Functionality/ Screen	Actions	EC		National Office			Regional Office			Local Office			Sectorial Office			Granting Authority Office		
		IT Admin	EC Admin	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder
Home page	View Home page	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Contact Administrator details	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	My profile information	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Authentication	Login	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Logout	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Offices	**View and Search:**																	
	EC office	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	National Office	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Regional Office	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Local Office	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
	Sectorial Office	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Granting Authority Office	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	Create/Enable/Disable Offices:																	
	National Office	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Regional Office	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Local Office	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Sectorial Office	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Granting Authority Office	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗
	Edit Offices:																	
	National Office	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Regional Office	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Local Office	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
	Sectorial Office	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Granting Authority Office	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	View and Search:																	
	IT Admins	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	EC Admins	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	National Office Users	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Regional Office Users	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Local Office Users	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
	Sectorial Office Users	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Granting Authority Office Users	✓	✓	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗

Functionality/ Screen	Actions	EC		National Office			Regional Office			Local Office			Sectorial Office			Granting Authority Office		
		IT Admin	EC Admin	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder
Users	**Create/Edit/Enable/Disable/Delete/Resend pending email:**																	
	IT Admins	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	EC Admins	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	National Office Admins	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	National Office (Encoders+Approvers)	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Regional Office Users	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Local Office Users	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
	Sectorial Office Users	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗
	Granting Authority Office Users	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	Transfer user from office A to office B (within same country)	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✗	✗	✗
Beneficiary	View, Search, and Export beneficiaries (in future version) from all countries	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	View, Search, and Export beneficiaries (in future version) from the user's country only	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Create a beneficiary in the user's country via the UI	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	Edit a beneficiary in the user's country via the UI	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	Create beneficiaries in the user's country via bulk (Excel)	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	Edit beneficiaries in the user's country via bulk (Excel)	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	View audit for all beneficiaries across all countries	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	View audit of own user's country beneficiaries.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Aid award management (via UI - single aid award) within my office scope and any subordinate office(s) scope (if present)																	
	"Draft" and "finalise" all types of aid awards	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	"Publish" finalised aid awards	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	"Reject" finalised aid awards	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Edit "Draft" aid awards	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Edit "Finalised" aid awards	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Edit "Published" aid awards	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Delete "Draft" aid awards	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Delete "Finalised" aid awards	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Delete "Published" aid awards	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗	✓	✗	✗
	Add a comment to an aid award (future version)	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Functionality/ Screen	Actions	EC		National Office			Regional Office			Local Office			Sectorial Office			Granting Authority Office		
		IT Admin	EC Admin	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder	MS Admin	MS Approver	MS Encoder
Aid award managemet	**Aid award view within my office scope and any subordinate office(s) scope (if present)**																	
	View, Search, and Export aid awards (in future version) from all countries	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	View, Search, and Export aid awards (in future version) from the user's country only	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	View audit for all aid awards across all countries	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
	View audit of own user's country aid awards.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Export aid awards in Excel (future version)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Export aid award in PDF	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Aid award management (Bulk) within my office scope and any subordinate office(s) scope (if present)																	
	Bulk "Publish" aid awards (via Excel)	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Bulk edit aid awards (via Excel)	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗
	Export aid awards for editing (in Excel) (future version)	✗	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗	✓	✓	✗